

I. INTRODUCTION

Rwanda Governance Board is a public institution established by the Law N° 41/2011 of 30/09/2011 determining its mission, organization and Functioning. It is a pleasure to present the document covering different services provided to RGB Clients.

This document has been prepared in the context of informing RGB's esteemed clients about RGB businesses in order to improve its service delivery. This document is taken as reference on when a service is provided, what are the requirements and other relevant information needed to reach a high quality service provision.

By introducing this service charter, it shows RGB high willingness to serve Clients at highest standards and ensuring the respect of RGB Commitment on better service delivery.

II. VISION

The vision of Rwanda Governance Board is "Fostering Good Governance for Sustainable Development".

III. MISSION

The mission of RGB is to promote the principles of good governance and decentralization; monitor the practices of good governance in political, public and private institutions; coordinate and support media sector development; register, empower and monitor civil society organizations; enhance civic participation; conduct research and studies related to governance; document home grown solutions and provide policy advocacy to Government for achieving good service delivery, sustainable development and prosperity.

In particular, RGB has in its mission the following:

1. to promote good governance principles in political, public, corporate and nongovernmental domains;
2. to give policy related proposals and advice related to the improvement of governance with regards to domains referred to;
3. to monitor these domains in order to ensure compliance with good governance principles and activities meant for its promotion;

4. ensure coordination of activities by stakeholders of the implementation of national decentralization policy and local government's empowerment and to ensure monitoring thereof;
5. to conduct regular research and surveys on issues pertaining to good governance and disseminate findings;
6. to develop appropriate mechanisms to increase civic participation in policy formulation and to attain observance of accountability;
7. to ensure coordination of capacity building for local administrative entities;
8. to participate in initiating and implementing policies and strategies in the field of good governance and to advise the Government thereof;
9. to register local non-governmental and religious organizations grant them the legal status and monitor the conformity of their activities to the law;
10. To establish cooperation and collaboration relations with other national, regional and international institutions having missions that are similar to those of RGB;
11. To implement the national policy on media which aims to develop the industry into a professional, vibrant and responsible sector, making full contribution to achieving high level governance and democracy ideals.

IV. RGB VALUES

- ✓ Team work
- ✓ Integrity
- ✓ Results orientation
- ✓ Innovativeness
- ✓ Objectivity and relevance

V. CLIENT RIGHTS

Our clients have a right to:

- Access to free services
- Access to public information in accordance with the law
- Be treated with respect
- Privacy and Confidentiality
- Appeal in accordance with established procedure

VI. CLIENT OBLIGATIONS

Our clients have the following obligations

- Attend scheduled appointments punctually
- Respond to requests for accurate and timely information
- Contribute to arriving at solutions or recommendations to address problems
- Abide by legal requirements which make you eligible for services sought.
- Not to offer gifts, favors or inducement to our staff, or to solicit the same.
- Suppliers to provide appropriate and timely goods and services.
- Treat our staff with courtesy

VII. FEEDBACK AND COMPLAINTS

Criticism and feedback about our services are most welcomed for helping Rwanda Governance Board to improve service delivery. We commit ourselves to consider client's complaints and suggestions with serious attention and to deal with them as quickly as possible.

In case you have a problem, suggestion or complaint, the client has the right to use the following communication channels:

- Speak to the person who has been attending to you
- Speak to that person's supervisor in case of dissatisfaction;
- Use our suggestion box
- Write to us using the address info@rgb.rw or call us on the toll free number 3520 or leave a comment in the forums on our website www.rgb.rw

Our offices are open Monday to Thursday from 7: 00am-12:00 noon and from 1:00pm-5:00pm () and Friday 7:00am-12:00 noon and from 1:00pm-3:30pm

VIII. APPEAL MECHANISM

If you are not satisfied with the response from the action staff attending to you or with the way your complaint is handled, you may refer to the immediate hierarchical supervisor.

Your complaints will be acknowledged within two days of receipt including information on the action being taken. All complaints referred to Heads of Departments will be investigated and a response given within five working days. If you are not satisfied with the response given by the Head of Corporate Service of the Deputy Chief Executive Officer, you may appeal to the Chief Executive Officer. The Chief Executive Officer's decision will be communicated to you within a period of ten working days.

We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided.

IX. REPORTING PERFORMANCE AGAINST THE CHARTER

We, the staff of the Rwanda Governance Board commit ourselves to the respect our principles values, commitments and service standards. We commit ourselves to implement this Charter. We also commit ourselves to:

- Monitor and evaluate the implementation of the client charter;
- Publish performance against the charter's commitments in RGB's policy statements and Annual Performance Reports;
- Report on performance to clients and stakeholders during the annual review events;
- Publish summary complaints data and our general response in RGB's Annual Report.

X. SERVICES OFFERED BY RWANDA GOVERNANCE BOARD

1. Registration of a LNGO (Local non Governmental Organisation and RBO (Religious Based Organisations))

What the service am I eligible?	<i>Any person or group of person heading a LNGO or a RBO is required by law to register legally the organization by applying for provisional certificates first and for Legal Personality at the end.</i>
Department to be approached	<i>LNGO's, RBOs Division at the 4th Floor in Zigama CSS Building at 4th Floor</i>
When can I access the service?	<i>The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<i>90 days</i>
What, if any, are the costs for accessing the service?	<i>Free of charge.</i>
What documents are required?	<ol style="list-style-type: none"> <i>1. Application Letter Addressed to the CEO of Rwanda Governance Board;</i> <i>2. Authenticated statutes in conformity with the law n° 04/2012 of 17 February 2012;</i> <i>3. Document showing the Organization's head office and its full address;</i> <i>4. The name of the Legal Representative of the Organization, the name of his/her deputy, their duties, full address CV and their judicial records;</i> <i>5. The minute of the general assembly which appointed the legal representative of the organization and the signatures of all the members that attended such a general assembly meeting;</i> <i>6. Action plan for the fiscal year (July 1st, 2012 to June 30th, 2013) according to the format below</i> <i>7. Original District Collaboration letter</i> <p><i>For a RBO, following additional documents are required:</i></p> <ol style="list-style-type: none"> <i>1. A document certifying that the legal representative</i>

	<p><i>of the religious-based organizations and his/her deputy were appointed in accordance with its statutes;</i></p> <p><i>2. A brief statement describing the major doctrine of the religious-based organizations;</i></p> <p><i>3. The minutes of the general assembly which approved the statutes of the religious-based organizations;</i></p>
What is the procedure?	<ul style="list-style-type: none"> - <i>Go to the Sector where the LNGO works looking for an approval of the application letter;</i> - <i>Go to the District with an application letter addressed to the Mayor the approved letter requesting for the District Collaboration letter;</i> - <i>Write an application for provisional certificate addressed to CEO Rwanda Governance Board (RGB);</i> - <i>With required document above submit the application to Central Secretariat of RGB;</i> - <i>Come back after 15 working days pick up the provisional certificate;</i> - <i>In a period of 9 months maximum apply for legal personality which will be obtained within 2 months after application.</i>
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<i>Sector and District where the organization is located</i>
Is there a complaint Procedure?	<i>For any complaint, please approach the Head division LNGOs, RBOs.</i>
Is there any additional information regarding this service that is useful to know?	<i>The documents required by laws of a LNGO operating at the District or National level shall be certified by an authorized notary, a minimum number required to establish an Organization shall be 3 persons for foundation shall be 1 (Article 5) Curriculum Vitae, Judiciary record for Legal Representative of LNGO also V/Legal Representative should be additional document required.</i>
Available forms	<i>Forms are available not only on hard copies but also on soft copies. They are also available on the following site: www.rgb.rw</i>
Relevant Documents	Legal <i>Law n° 04/2012 of 17 February 2012 governing the organization and the functioning of national non-governmental organizations</i>

2. Being advised and informed on how to form an organization (LNGOs or RBOs)

What the service am I eligible?	<i>Rwanda Governance Board is available to receive any person who seeks advice and clarification about the law governing creation NGO in Rwanda.</i>
Department to be approached	<i>Division of LNGOs, RBOs</i>
When can I access the service?	<i>From Monday 7:00 am to Friday 12:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>Immediate service</i>
What, if any, are the costs for accessing the service?	<i>Free of charge</i>
What documents are required?	<i>None</i>
What is the procedure?	<i>-Go to RGB, ask appointment to the Division of LNGOs, RBOs and P.P -Meet the person who can advice you and provide clarification about the law governing creation of NGO</i>
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<i>None</i>
Is there a complaint procedure?	<i>For any complaint, please approach the Head division LNGOs, RBOs & P.P.</i>
Is there any additional information regarding this service that is useful to know?	<i>Yes, We conduct study tours to LNGOs and RBOs for monitoring and Evaluation.</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

3.Payment for services rendered to RGB

What is the service? Am I eligible?	<i>An individual, a firm or a company who have provided service or goods to RGB has right to charge service rendered.</i>
Department to be approached	<i>Corporate Service and Special Programs(CSSP) in the Department of Finance & Administration ZIGAMA CSS, 4th Floor</i>
When can I access the service?	<i>The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<i>5 working days</i>
What, if any, are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<i>An original invoice indicating goods or service delivered ,the original purchase order from RGB and a Delivery note signed by the responsible person in RGB</i>
What is the procedure?	<i>- Submitting the required document at the Central Secretariat; - Make sure the reception stamp is availed; - Go to the Head of CSSP for approval; - Then forwarded to the Finance Unit for payment; - Five days after check the transfer to your account bank.</i>
Is there a complaint Procedure?	<i>Call 3520 or approach the RGB Head of Corporate Services and Special Programs</i>
Is there any additional information regarding this service that is useful to know?	<i>Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.</i>
Available forms	<i>No forms available</i>
Relevant legal documents	<i>None</i>

4. Applying for Financial support or Technical assistance from RGB

What is the service? Am I eligible?	<i>A District or a Sector is allowed to request for Financial support to achieve a project developed in area of capacity building or can apply for technical assistance in particular domain where it found weakness.</i>
Department to be approached	<i>Governance Principle Promotion and Decentralization Department at ZIGAMA CSS, 5th Floor in the Capacity Building Unit</i>
When can I access the service?	<i>The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<i>10 working days for financial support and 5 working for technical assistance</i>
What, if any, are the costs for accessing the service?	<i>Free of charge</i>
What documents are required?	<ul style="list-style-type: none"> - <i>Request letter from the Local Administrative entities</i> - <i>District Capacity Building Plan</i> - <i>Project proposal</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Write application letter addressed to the CEO;</i> - <i>With all required document above, submit the application letter to central Secretariat of RGB;</i> - <i>Wait after 10 days to receive either electronic or hard copy response for the financial support</i>
Is there a complaint Procedure?	<i>Call 3520 or approach the RGB Deputy CEO in charge of Governance Principle Promotion and Decentralization Department or contact the CEO</i>
Is there any additional information regarding this service that is useful to know?	<i>Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.</i>
Available forms	<i>No forms available</i>
Relevant Legal documents	<i>Law N° 41/2011 Of 30/09/2011 Establishing the Rwanda Governance Board and Determining its Mission, Organization and Functioning in its article 3.</i>

5. Applying for Capacity building guidelines

What is the service? Am I eligible?	<i>To improve its productivity, a District can apply for Capacity Building Guidelines to enhance its functionality.</i>
Department to be approached	<i>Capacity Building Unit</i>
When can I access the service?	<i>The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<i>7 working days</i>
What, if any, are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<i>A Request letter</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Write an application letter addressed to the CEO;</i> - <i>Wait seven working days after to receive either electronic or hard copy the response.</i>
Is there a complaint Procedure?	<i>Call 3520 or approach the RGB Deputy CEO in charge of Governance Principle Promotion and Decentralization Department or contact the CEO</i>
Is there any additional information regarding this service that is useful to know?	<i>Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.</i>
Available forms	<i>No forms available</i>
Relevant Legal documents	<i>Law N° 41/2011 Of 30/09/2011 Establishing the Rwanda Governance Board and Determining its Mission, Organization and Functioning in its article 3.</i>

6. Applying for Technical Assistance

What is the service? Am I eligible?	<i>A District which need to improve its Public financial Management(PFM) can request for a provision of Technical Assistance on Public Financial Management issues</i>
Department to be approached	<i>Fiscal and Finance Decentralization Unit</i>
When can I access the service?	<i>Monday to Friday from 7am-12noon and from 1pm-5pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<i>7 working days</i>
What, if any, are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<i>A Request letter</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Write an application letter addressed to the CEO;</i> - <i>Wait seven working days after to receive either electronic or hard copy the response.</i>
Is there a complaint Procedure?	<i>Call 3520 or approach the RGB Deputy CEO in charge of Governance Principle Promotion and Decentralization Department or contact the CEO</i>
Is there any additional information regarding this service that is useful to know?	<i>Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.</i>
Available forms	<i>No forms available</i>
Relevant documents	Legal <i>Law N° 41/2011 Of 30/09/2011 Establishing the Rwanda Governance Board and Determining its Mission, Organization and Functioning in its article 3.</i>

7. Request for advice on Good Governance Principles

What is the service? Am I eligible?	An individual or an institution can seek for advise on Good Governance Principles and Practices
Department to be approached	Good Governance Principles Promotion Unit
When can I access the service?	The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	7 working days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Only a Request letter from individual or institution
What is the procedure?	<ul style="list-style-type: none"> - Write an application letter addressed to the CEO. The letter should explain the area of advise you need; - Wait seven working days to receive either electronic or hard copy the response.
Is there a complaint Procedure?	Call 3520 or approach the RGB Deputy CEO in charge of Governance Principle Promotion and Decentralization Department or contact the CEO
Is there any additional information regarding this service that is useful to know?	Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.
Available forms	No forms available
Relevant documents	Legal Law N° 41/2011 Of 30/09/2011 Establishing the Rwanda Governance Board and Determining its Mission, Organization and Functioning in its article 3.

8. Request of support by district's JADF (Financial or Technical support)

What the service am I eligible?	A District's JADF can apply for technical or financial support
Department to be approached	Good Governance Principles Promotion Unit
When can I access the service?	The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	5 working
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Request letter from District's JADF • Report of the achievements of previous activities • Action Plan to be implemented
What is the procedure?	<ul style="list-style-type: none"> • Write an application letter addressed to the CEO; • Submit the required documents above to the Central secretariat of RGB; • Wait seven working days after to receive either electronic or hard copy the response.
Is there a complaint Procedure?	Call 3520 or approach the RGB Deputy CEO in charge of Governance Principle Promotion and Decentralization Department or contact the CEO
Is there any additional information regarding this service that is useful to know?	Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.
Available forms	No forms available
Relevant Legal documents	Law N° 41/2011 Of 30/09/2011 Establishing the Rwanda Governance Board and Determining its Mission, Organization and Functioning in its article 3.

9. Acquiring Financial and technical support by Media associations and Media outlet

What is the service? Am I eligible?	A Media association or a Media Outlet can request for Financial and technical support
Department to be approached	Media Development Department at Remera - ZIGAMA CSS Building, 7th Floor
When can I access the service?	The service is accessible from Monday to Friday (Working hours) from 7am-12noon and from 1pm-5pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	7 working days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> - Request letter justifying the need - Legal documents confirming the existence of the media outlet or association - Project Proposal
What is the procedure?	<ul style="list-style-type: none"> - Write an application letter addressed to the CEO; - Submit all required documents above to the Central Secretariat; - Wait seven working days to receive either by electronic or hard copy the response.
Is there a complaint Procedure?	Call 3520 or approach Head of Division or contact the Chief Executive Officer
Is there any additional information regarding this service that is useful to know?	Always visit RGB website: www.rgb.rw Or toll free 3520 For further information.
Available forms	None
Relevant Legal documents	None

Approved by: Prof. Anastase SHYAKA

**Chief Executive Officer
Rwanda Governance Board**

Date: April 4th 2013

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanyeye n'icyo wifuza)

Complement
(Gushima)

Complaint
(Kugaya)

Suggestion
(Icyakorwa)

Person(s)/Unit/Office Concerned or involved:

(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office

Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names :

Amazina

Office/Agency(if any):

Ikigo mukorera(niba gihari):

Adress:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki
