

REPUBLIC OF RWANDA



MINISTRY OF PUBLIC SERVICE AND LABOUR

MIFOTRA SERVICE DELIVERY COMMITMENT CHARTER

November 2021

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

Contents

OUR QUALITY SERVICE DELIVERY COMMITMENT POLICY

1	INTRODUCTION	4
2	OUR VISION	4
3	OUR MISSION	4
4	VALUES	4
4.1	Excellence	4
4.2	Integrity	5
4.3	Accountability	5
4.4	Team Sprit	5
5	THE MINISTRY CORE MANDATE	5
5.1	The Employment Ecosystem Policy and Strategy Department	6
5.2	The Public Service Management & Modernization Department	6
5.3	The Single Project Implementation Unit (SPIU)	7
6	SERVICE STANDARDS YOU CAN EXPECT FROM OUR EMPLOYEES	7
6.1	General standards	7
6.2	Face to face standards	7
6.3	Over the telephone standards	8
6.4	In writing or email standards	8
6.5	Via the internet or social media standards	8
7	MEASURING AND IMPROVING THE QUALITY OF OUR SERVICE	9
8	HELPING US TO HELP YOU	9
9	CUSTOMER SERVICE FEEDBACK	9
10	TIME DELIVERY STANDARDS	11
10.1	Services offered by the Ministry to our external customers	

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

QUALITY SERVICE DELIVERY COMMITMENT POLICY STATEMENT

MIFOTRA, we envision a more efficient and result-oriented public administration that delivers citizen centered quality services supported by a socio-economic environment that promotes the generation of decent jobs and the development of a national competitive labour force.

To achieve the above vision, we as the Ministry of Public Service and Labour commit ourselves to consistently provide services that meet the requirements and expectations of our stakeholders.

To implement this policy, we commit ourselves to:

- Deliver our services in a timely, reliable and consistent manner while complying to applicable legal and regulatory requirements;
- Having our services accessed in a convenient way by all our stakeholders;
- Respond pro-actively and creatively to unique demands of our stakeholders;
- Provide our services with professionalism, empathy and inclusiveness irrespective of age, gender or disability of our stakeholders;
- Maintain the assurance of our services by setting and following process procedures;
- Providing and maintaining all required infrastructure for operation of our processes and a conducive work place for our employees;
- Enhance service excellence by promoting continual improvement of our processes through implementing Quality Service Delivery Standards and supporting other public institutions across public sector to have the same.

Our commitment to Quality Service Delivery is made by all MIFOTRA employees and is an integral part of our responsibilities. MIFOTRA management will ensure that this policy is communicated, understood, maintained and implemented at all levels in the Ministry of Public Service and Labour.

Done at Kigali, on 18/11/2021



Digitally signed by
MIFOTRA(Minister)
Date: 2021.11.18
12:05:07 +02'00'

RWANYINDO KAYIRANGWA Fanfan
Minister of Public Service and Labour

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

1 INTRODUCTION

The Ministry of Public Service and Labour (MIFOTRA) is implementing the Quality Service Delivery Standards that serve as a service excellence framework to provide orientation on the required minimum measurable service quality standards towards customer satisfaction. In order to attain consistency in quality of service provision and to ensure clear communication to our clients, we have established this Institutional Service Delivery Commitment Charter that defines our services and how, when, where they can be accessed.

This Institutional Service Delivery Commitment Charter is benchmarked to the MIFOTRA Standard Operating Procedures that have been established.

Our Institutional Service Delivery Commitment Charter is our commitment to provide you with quality services and provides you standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve the Ministry's Vision, Mission and Values.

2 OUR VISION

An efficient and result-oriented public administration that delivers citizen-centered quality services.

A socio-economic environment that promotes the generation of decent jobs, and develop a national competitive labour force.

3 OUR MISSION

The mission of the Ministry of Public Service and Labour is to provide public institutions with efficient organization and human resources to fit the objectives of best public service delivery at low cost; and to set up a fair working environment, based on international standards of health and social security, and favourable to jobs creation and labour market development.

4 VALUES

4.1 Excellence

"Excellence" describes the outcomes of public service as we commit ourselves to the standard of whatever we do. In order to achieve this, public servants must manifest such excellence within

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

themselves. Staff development is an important aspect of striving towards excellence for the public service. Thus, public servants must possess a mindset for excellence that strives to be the best that one can be in his or her role.

4.2 Integrity

"Integrity" serves as the core of our beliefs and is the underlying foundation upon which the mission, goals and beliefs of the Public Service are built. Integrity enables us to safeguard the sovereignty, independence, security and prosperity of Rwanda, and uphold justice and equality. The Rwandan Public Service commands a high level of trust among our citizens and foreign investors because of our integrity. Thus, it is imperative that the Public Service maintains this high standard of integrity in our conduct.

4.3 Accountability

Accountability is understood as demonstrating the ownership necessary for achieving desired results, employees make personal commitments to their colleagues, jobs and citizens and keeping those promises. We value the ability of our staff and Institutions to honor our commitments to get results for our citizens. We build trust with our citizens by delivering on our promises. Accountability involves a process of seeing it, owning it, solving it, and doing it, and requires a level of ownership that includes making, keeping, and answering for all commitments.

4.4 Team Spirit

We can only achieve our performance objectives if we work together as a team to pursue excellence. We will pool our abilities to accomplish our shared objective. No matter how talented we are as individuals, without cooperation and team spirit we will be an institution in name only.

5 THE MINISTRY CORE MANDATE

The core mandate of the Ministry of Public Service and Labour is:

- a) To institutionalize efficiency and effectiveness in Public Service administration and management, reinforce Public Service values and principles to enhance professionalism and ethics that enable Public Service Institutions to contribute to improving the lives of the Rwandan population.
- b) To provide conducive environment for the creation of decent jobs and equip the workforce with vital skills to increase productivity and competitiveness for sustainable development.

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

To attain the above mandate, the Ministry of Public Service and Labour, under the authority of a Minister has two Departments reporting to the Permanent Secretary. The Public Service Management & Modernization Department and the Employment Ecosystem Policy and Strategy Department. The Ministry also manages the Integrated Payroll and Personnel Information System (IPPIS) that ensures efficient Human Resource Management.:

5.1 The Employment Ecosystem Policy and Strategy Department

The department has the following attributions:

1. Coordinate and oversight the implementation of employment policies, strategies; programs/projects and interventions;
2. Coordinate the elaboration of employment skills and workplace learning development policies and programs and oversee its implementation;
3. Propose and conduct necessary studies on Employment development and decent work evolution in Rwanda;
4. Coordinate the Labour governance, decent work, social protection activities and Compliance inspections activities;
5. Ensure the labour litigation and mediation activities are well conducted.

5.2 The Public Service Management & Modernization Department

This department has the following attributions:

1. Analyze, formulate and design policies and strategies towards modernizing public service;
2. Develop policies, strategies and frameworks for effective capacity development for public Servants;
3. Develop policies, strategies and regulatory framework for institutions' capacity development;
4. Develop performance management policy, strategy and regulatory framework in public service;
5. Develop policies and strategies for attraction and retention in public service;
6. Develop policy and regulatory framework for professional ethics and values in public service;
7. Develop human resource management policies and regulations for public service;
8. Develop and ensure implementation of reconversion programs to enable public servants who were not placed after rationalization to explore other income generating opportunities through various interventions;
9. Develop, customize and implement Quality Service Delivery Standards in public service;

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

10. Monitor and evaluate the implementation of policies, strategies and programs related to the management and modernization of public service.

5.3 The Single Project Implementation Unit (SPIU)

MIFOTRA SPIU was established following Cabinet resolutions of 11th February 2011 regarding the formation of the Single Project Implementation Units across Line Ministries and Public Agencies, with overall objective of creating an effective institutional framework to guide the process of designing and implementing projects in order to fast track realization of development targets envisaged in various sector strategic plans. MIFOTRA SPIU is positioned to manage the ongoing and planned as well as future projects identified in the course of translating sector strategic plans into development results.

6 SERVICE STANDARDS YOU CAN EXPECT OF OUR EMPLOYEES

6.1 General standards

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to re-contact us.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframe.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.

6.2 Face to face standards

- Our frontline customer service employees will wear a name badge for ease of communication.
- We will provide you with factual information and provide relevant options and available services to you.

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

- We will listen to you and discuss your requirements fully.
- We will endeavor to satisfy your request at the time of your visit. When enquiries of a technical or specialized nature are made at any of our Customer Service Centres, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

6.3 Over the telephone standards

- We will endeavor to answer your call promptly.
- Phones will not go unanswered. If the person you are contacting is unavailable, the call will be forwarded to someone who can assist.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will provide a 2 hour telephone service for urgent after working hours calls.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times.
- We will return your telephone enquiry by the next business day.

6.4 In writing or email standards

- We will write to you in clear, concise language that is easily understood.
- We will send out standard information to you within 24 hours of receiving the request via the Ministry's central secretariat.
- We will respond to your letter or e-mail of general correspondence relating to the Ministry's core mandate within appropriate delivery period as per mentioned in the table below (Standard service period for Ministry processes).

6.5 Via the internet or social media standards

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will keep up to date with online services and citizen engagement tools and trends.

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

- We will continue to review the Ministry web-based and social media platforms to further engage and connect with citizens and provide additional online self service facilities and tools.

7 MEASURING AND IMPROVING THE QUALITY OF OUR SERVICE

We will measure and improve the quality of our service by:

- Conducting an annual ‘Customer Satisfaction Monitor’ survey;
- Obtaining feedback from the citizens using feedback forms and customer service surveys;
- Implementing quality training and coaching activities for our staff;
- Using key performance indicators in the Ministry’s planning;
- Using effective internal systems and corporate reporting to measure our performance;
- Recognizing our staff for customer service delivery excellence.

8 HELPING US TO HELP YOU

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful of our employees;
- Respecting the rights of other customers and provide courtesy towards them;
- Being open and honest with us by providing accurate and complete details when contacting us;
- Contacting the Ministry to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee;
- Contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable;
- Using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue;
- Working with us to help solve problems;
- Telling us where we fall short on our service in any aspect so that we may improve our services to you;
- Helping us recognize our employees by telling us when you have received excellent customer service.

9 CUSTOMER SERVICE FEEDBACK

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you. The Ministry has a Customer service desk to assist with customer feedback, compliments

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

and complaints. This person will ensure your request or comments are dealt appropriately by the relevant employee.

MIFOTRA	Service Commitment Charter	Doc N°: PSMM/P01 Rev level: 00 Approval Date: 04/11/2021
----------------	-----------------------------------	---

10 TIME DELIVERY STANDARDS

10.1 Services offered by the Ministry to our external customers

Services offered by Public Service Management & Modernization Department (PSMMD)				
	Type of Service Offered	Service requirements	Service procedures	Standard service period for Ministry processes (This may change where external processes are involved)
01	Training authorization	A complete file for this service must include: 1.A letter from public institution through line Ministry (if applicable) addressed to the Minister of Public Service and Labour requesting for training authorization and request letter through line Ministry (if applicable) and through the Ministry of Education requesting for study leave authorization;	Completed application file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to respective institution and concerned staff through official email of the institution and email of the concerned employee.	3 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

		2.Selection report signed by staff in charge of Human resource management, direct line manager of the concerned staff and head of institution justifying the relevance of the training program to the capacity development of incumbent for training or study leave request; 3.Invitation letter from the training program organizer and indicating who will cover the training costs for training or study leave request; 4.Flight booking for training or study leave request; 5.Employee ID number for training or study leave request; 6.Signed contract with High Education Council (HEC) for study leave request; 7.Training contract with the Employer reflecting the years the employee will serve after completion of the program for study leave request or training request when the training duration is at least six months;		
--	--	---	--	--

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

		8. Employee's Appointment letter for training or study leave request.		
02	Advise on issues related to professional ethical issues that include: a) Request for advice on administrative faults not provided in Presidential Order determining professional ethic on public servants	Request letter of ethical issues addressed to Hon. Minister of Public Service and Labour. Request letter must be accompanied by: 1.A letter requesting written explanation for a public servant allegedly committed administrative fault; 2.Explanation Letter; 3.A report of Internal Disciplinary committee suggesting a sanction to be imposed on public servant allegedly committed administrative fault; 4. Other relevant supporting documents.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institution through official email address of the institution.	10 Working days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	b) Request for conducting administrative procedure on disciplinary faults of second category committed by a senior official on job level 1.IV and above	Request letter from concerned Public organ submitting the disciplinary case to MIFOTRA detailing what the disciplinary fault is and who is the public servant involved together with relevant supporting document.	MIFOTRA assess and conduct administrative investigation, the investigation report submitted to the competent authority for further and management.	25 to 60 calendar days
--	--	--	--	------------------------

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	c) Request for conducting administrative procedure on disciplinary fault of 1st category committed by head of public institution	Request letter from concerned Public organ submitting the disciplinary case to MIFOTRA detailing what the disciplinary fault is and who is the public servant involved together with relevant supporting documents.	MIFOTRA assess the request and provide feedback to the concerned institution through official email address of the institution.	25 to 30 days
	d) Request for rehabilitation	Request letter from concerned Public organ requesting advice on rehabilitation of the concerned person who were dismissed from public service, accompanied by: 1. A letter requesting rehabilitation of the concerned person; 2. A report of internal disciplinary committee.		2 months
	e) Request to conduct administrative procedure on mismanagement of public funds cases	Request letter from PM's Office accompanied by a list concerned public servants.		3 months and 5 days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	as instructed by PM's office to the OAG reports.			
03	Provision of work certificates	Request letter addressed to Hon. Minister of Public Service and Labour detailing his/her employment history.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned individual through his/her email address.	6 Working Days
05	Request for Complementary Declaration	Request letter addressed to Hon. Minister of Public Service and Labour detailing his/her employment history and social contributor account history.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to respective concerned individual through his/her email address.	6 Working Days
06	Advise remuneration issues from public institutions	Request letter from public institution addressed to Hon. Minister of Public Service and Labour with all relevant supporting documents.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institution through official email address.	7 Working Days
07	Consulting personnel Administrative files	Request letter addressed to Hon. Minister of Public Service and Labour.	Request letter must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide	5 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

			feedback to the concerned individual through his/her email address.	
08	Appointment letters for Job Level 3.II staff and for Directors and above	Request letter addressed to Hon. Minister of Public Service and Labour from Public Institutions (Central government institutions) requesting the appointment of the best candidates at Director Level by the Cabinet. Request letter must be accompanied by: -The recruitment report approved by the Public Service Commission and all required documents for appointments (Updated CV of the candidate, certified copy of the degree, ID, criminal record certificate, Medical certificate and 1 passport photos) for appointing a candidate.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw After assessment of all required documents, MIFOTRA has to submit a letter to the Office of Prime Minister requesting Cabinet to approve the appointment of the best candidates.	6 Working Days
09	Request for transfer to another public institution in central government	A complete file for this service must include: 1. Request letter from public institution addressed Hon. Minister of Public Service and Labour through the	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institution through official email address.	6 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

		head of institution for which a public servant is to be transferred to or a letter from a public servant addressed Hon. Minister of Public Service and Labour through head of employing institution and head of institution of which he/she wants to be transferred to.		
10	Request for Secondment	A complete file for this service must include: 1. Request letter addressed to Hon. Minister of Public Service and Labour together with all relevant attachments.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institutional through official email address.	6 Working Days
11	Request for a leave of absence for non-specific period (For a public servants appointed by a Presidential order or Prime Minister's order except high Political Leaders & public servants for Job Level 3.II from	A complete file for this service must include: 1. Request letter addressed to Right Hon. Prime Minister with a copy to MIFOTRA, for public servant appointed by the Cabinet or a request letter addressed to Hon. Minister of Public Service and Labour, for public servant appointed by Minister/MIFOTRA.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned staff through his/her email address (Public servants for Job Level 3.II from public institution without a supervising line Ministry). MIFOTRA assess all required documents and submit a request letter to the Office of Prime Minister for approval (Public servant appointed by	6 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	public institution without a supervising line Ministry)	2.All relevant attachments (Justification of the request and copy of previous appointment).	a Presidential order or Prime Minister's order except High Political Leaders).	
12	Request for resignation of public servants appointed by a Presidential order or Prime Minister's order except high Political Leaders & public servants for Job Level 3.II from public institution without a supervising line Ministry	A complete file for this service must include: 1.Request letter addressed to Right Hon. Prime Minister with a copy to MIFOTRA, for public servant appointed by the Cabinet or a request letter addressed to Hon. Minister of Public Service and Labour, for public servant appointed by Minister/MIFOTRA. 2.All relevant attachments (Justification of the request and copy of previous appointment).	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned staff through his/her email address (Public servants for Job Level 3.II from public institution without a supervising line Ministry). MIFOTRA assess all required documents and submit a request letter to the Office of Prime Minister for approval (Public servant appointed by a Presidential order or Prime Minister's order except High Political Leaders).	6 Working Days
13	Request for long term sick leave of public servant appointed by a Presidential order or Prime	A complete file for this service must include: 1.Request letter addressed to Right Hon. Prime Minister with a copy to MIFOTRA, for public servant	A completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned staff through his/her email address (Public servants for Job Level 3.II	6 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	Minister's order except high Political Leaders & public servants for Job Level 3.II from public institution without a supervising line Ministry	appointed by the Cabinet or a request letter addressed to Hon. Minister of Public Service and Labour, for public servant appointed by Minister/MIFOTRA. 2. A report of decision from committee of at least three (3) medical doctors who examines a medical report issued by a medical doctor who treated a public servant, the report should attest the public servant that he/she is unable to work.	from public institution without a supervising line Ministry). MIFOTRA assess all required documents and submit a request letter to the Office of Prime Minister for approval (Public servant appointed by a Presidential order or Prime Minister's order except High Political Leaders).	
14	Request for a leave of absence for specific period for all public servant except a public servant appointed by a Presidential Order or a Prime Minister's Order	A complete file for this service must include: 1. Request letter addressed to Right Hon. Prime Minister with a copy to MIFOTRA, for public servant appointed by the Cabinet or a request letter addressed to Hon. Minister of Public Service and Labour for other public servant 2. Request letter must be accompanied	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned staff through his/her email address (Public servant for Job Level 3.II from public institution without a supervising line Ministry). MIFOTRA assess all required documents and submit a request letter to the Office of Prime Minister for approval (Public servant appointed by	6 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

		by ID and other relevant attachments.	a Presidential order or Prime Minister's order except High Political Leaders).	
15	Retirement requests for public servant appointed by a Presidential order or Prime Minister's order except high Political Leaders & public servants for Job Level 3.II from public institution without a supervising line Ministry	A complete file for this service must include: 1. Request letter addressed to Right Hon. Prime Minister with a copy to MIFOTRA, for public servant appointed by the Cabinet or a request letter addressed to Hon. Minister of Public Service and Labour, for public servant appointed by Minister/MIFOTRA. Request letter must be accompanied by ID and other relevant attachments.	A completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned staff through his/her email address (Public servant for Job Level 3.II from public institution without a supervising line Ministry). MIFOTRA assess all required documents and submit a request letter to the Office of Prime Minister for approval (Public servant appointed by a Presidential order or Prime Minister's order except High Political Leaders).	5 Working Days
16	Requests for authorization for recruitment of contractual staff	Request letter addressed to Hon. Minister of Public Service and Labour Request Letter must indicate source of budget and accompanied by: 1. Concept note justifying the need for recruitment of contractual staff and; 2. Proof of budget availability; 3. Approved Organizational structure.	Completed file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institutional through official email address.	6 Working Days
17	Requests for	Request letter addressed to Hon.	Completed file must be submitted to MIFOTRA	

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	authorization for recruitment of staff through direct recruitment	Minister of Public Service and Labour; The file requesting direct recruitment must include: 1. A title of the job for which direct recruitment is requested; 2.job profiles and job descriptions; 3.the job position on the approved; 4. The file of the candidate proposed to be recruited using direct recruitment (including updated cv, certified copy of degree, criminal record certificate, 1 passport photo, medical certificate and D); 5. Concept note justifying the candidate rare/exceptional skills or three (3) consecutive recruitment advertisement of the job position.	through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institutional through official email address.	10 Working Days
18	Establishment & review of structures for SPIUs	Request letter addressed to Hon. Minister of Public Service and Labour An institution requesting an organizational structure for a new SPIU or a revision of an existing SPIU	Request letter addressed to Hon. Minister submitted to MIFOTRA through the email address: info@mifotra.gov.rw MIFOTRA assess the request and provide feedback to the concerned institutional through	22 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

		structure submit a request letter addressed to the Hon. Minister, together with: 1.Concept note justifying the need for SPIU structure; 2.Draft organizational structure, and signed; 3. Project documents/agreements.	official email address.	
19	Review and approval of job profiles of public institutions	Once the organization structure is published in the official gazette, the head of the concerned public institution sends a request letter to the Hon. Minister of Public Service and Labour together with draft job profiles for review and joint approval.		20 Working Days
	Is there a complaint procedure?	Complaints and/or concerns regarding services offered by Public Service and Modernization Department services may be submitted and addressed through email address: psmmdepartment@mifotra.gov.rw		
Services offered by Employment Ecosystem Policy & Strategy Department				
20	Labour dispute mediation	Request letter submitting the labour dispute to the labour inspector at district level.	-Individual and/or collective disputes at district level may go to the Labour Inspector at district level ;	1-12 Working Days

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

		Request letter must be accompanied with copy of the employment contract, if any; - Evidences on the labour dispute; - Contacts and address details for both the employee who submitted the case and his/her employer.	-The case will be analysed and both parties called to a meeting with the Labour Inspector; -At the meeting the labour Inspector will listen to both parties and attempt to help them find a resolution to the conflict; -After the meeting both parties will be issued with a conciliation act, that is a minutes of the meeting signed by both parties and the labour Inspector, detailing whether the meeting resulted in: a) total conciliation b) partial conciliation c) non-conciliation If the Labour Inspector of the area where an enterprise is located fails to settle the dispute due to the nature of the case or the conflict of interests, he/she refers the dispute to the Labour Inspector at the national level stating grounds to refer such a dispute. -Collective disputes involving more than one individual across more than one District should be brought directly to the Minister of Public Service and Labour.	
--	--	---	---	--

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

			Completed application file must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw	
21	Registration of employer and employee registration	-Request letter addressed to Hon. Minister of Public Service and Labour. Request letter must be accompanied by: 1.Statute of the Trade Union; 2.Certified copy of the Minutes from the General Assembly meeting, signed by all members; 3.Documents detailing the (financial) contributions made by each member; 4.List of all members; 5.Letter of request endorsed by the Mayor of the District where the Trade Union intends to operate.	Completed application file must be submitted to MIFOTRA through email address: info@mifotra.gov.rw The following procedure will be undertaken: 1. analyzing the application; 2.Requesting the applicant for correction or more information if applicable; 3.Submitting the request for registration to the Competent Authority with a copy to the applicant. If your request is approved, the request is submitted to the Competent Authority with a copy to the applicant to have registration of your Trade Union published in the Official Gazette.	1 & Half calendar month
	Is there a complaint procedure?	Complaints and/or concerns regarding services offered by Employment Ecosystem Policy and Strategy Department , may be submitted and addressed through the email address: labour_inspectors@mifotra.gov.rw or labour.unit@mifotra.gov.rw		
Legal & Regulatory Framework Development Team				
22	Drafting & Amending Legal	From initiation until a developed legal instrument is submitted for cabinet consideration.		9 calendar months

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	Instruments		
23	Ratification of international conventions	Requests for ratification of an international convention are received through relevant authorities. If request is out of MIFOTRA, a request letter addressed to Hon. Minister is submitted to Central Secretariat	3 calendar months
24	Review requests for Special statutes regarding Public service	Request letter submitting a Draft special statute addressed to Hon. Minister of Public Service and Labour	Request letter addressed to Hon. Minister submitted to MIFOTRA through the email address: info@mifotra.gov.rw
25	Provision of legal opinion	Request letter addressed to Hon. Minister submitted to MIFOTRA through the email address: info@mifotra.gov.rw	3 calendar weeks
	Is there a complaint procedure?	Complaints and/or concerns regarding these services may be addressed to the Legal & Regulatory Framework Development Team through the email address: legal.unit@mifotra.gov.rw	
Services offered by Digitalization Office (IPPIS Services)			
26	IPPIS New user registration	For users accessing the HR Pay roll (New HR): Request letter from concerned Public organ addressed to Hon. Minister of Public Service and Labour detailing HR employee ID, National ID, Telephone number and email address. Request letter addressed must be submitted to MIFOTRA through the email address: info@mifotra.gov.rw Other users registration is online in the system via MIFOTRA website: www.mifotra.gov.rw	24 hours
27	IPPIS user		24 hours

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

	permissions or role update	Duly filled and signed form from the applicant, approved by their immediate supervisor submitted to IPPIS office through the email address: spiu.unit@mifotra.gov.rw	
28	IPPIS user support	Submission of support request via phone call or Email	Within 24 hours
	Is there a complaint procedure?	Complaints and/or concerns regarding these services may be submitted and addressed to the IPPIS Office through the email address: spiu.unit@mifotra.gov.rw	
Services offered by Finance & Administration Office			
29	Supplier payment	A complete file for this service must include: 1.Purchase order 2.Copy of approved Contract 3.Delivery note 4.Notification letter 5.Invoice in copies with bank account	3 Working days
30	Payment for training fees and ticket	A complete file for this service must include: 1.Travel clearance 2.Invoice for Air ticket	1 Day
	Is there a complaint procedure?	Complaints and/or concerns regarding services offered by Finance & Administration Office, may be submitted through the email address: daf.unit@mifotra.gov.rw	

MIFOTRA	Service Commitment Charter	Doc N°: PSMMD/P00 Rev level: 00 Approval Date: 18/11/2021
----------------	-----------------------------------	--

11 CONCLUSION

Our commitment to Quality Service Delivery is made by all MIFOTRA employees and is an integral part of our responsibilities. MIFOTRA management will ensure that this charter is communicated, to our customers and adhered to in order to fulfil our promise.

Approved by:



Digitally signed by
MIFOTRA(Minister)
Date: 2021.11.18
12:05:53 +02'00'

RWANYINDO KAYIRANGWA Fanfan
Minister of Public Service and Labour