

REPUBLIC OF RWANDA



MINISTRY OF INFRASTRUCTURE

E-mail: info@mininfra.gov.rw

Website: <http://www.mininfra.gov.rw>

Hotline: 4287/0788387125

B.P 24 KIGALI

MININFRA SERVICES CHARTER

September 2018

SERVICE CHARTER FOREWORD

It is my pleasure to present to you this Service Charter for the Ministry of Infrastructure (MININFRA).

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of the Ministry of Infrastructure and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our stakeholders, development partners and the entire public with a view to creating a better understanding and enhancing our service delivery.

Amb. Claver GATETE
Minister of Infrastructure

CONTENTS

- 1. THE MINISTRY OF INFRASTRUCTURE 4
 - 1.1 INTRODUCTION 4
 - 1.2 VISION 4
 - 1.3 MISSION 4
 - 1.4 CORE FUNCTIONS 5
 - 1.5 CORE VALUES 5
- 2. THE MINISTRY OF INFRASTRUCTURE’S AFFILIATED AGENCIES..... 5
 - 2.1 RWANDA ENERGY GROUP LTD 6
 - 2.2 WATER AND SANITATION CORPORATION LTD (WASAC LTD)..... 6
 - 2.3 RWANDATRANSPORT DEVELOPMENT AGENCY (RTDA)..... 7
 - 2.4 ROAD MAINTENANCE FUND (RMF) 8
 - 2.5 RWANDA HOUSING AUTHORITY (RHA) 8
 - 2.6 RWANDA CIVIL AVIATION AUTHORITY (RCAA) 9
 - 2.7 RWANDA AIR LTD..... 10
 - 2.8 RWANDA AIRPORTS COMPANY (RAC) 10
- 3. THE SERVICE CHARTER..... 11
 - 3.1 VISION AND MISSION STATEMENT OF THE MINISTRY OF INFRASTRUCTURE WHICH AFFIRMS ITS COMMITMENT TO DELIVER THE SERVICES WITH: 11
 - 3.2 DETAILS OF SERVICES DELIVERED BY THE MINISTRY OF INFRASTRUCTURE:.... 11
 - 3.3 THE ANTICIPATED LAYOUT OF MININFRA CITIZENS’ CHARTER..... 12
 - 3.4 CHARTER AND UPLOAD ON WEBSITE 14
 - 3.5 COMMITMENT TO OUR CLIENTS:..... 15
 - 3.6 EXPECTATIONS FROM CUSTOMERS: 15
 - 3.7 CONTACT..... 15
- 4. SERVICES OFFERED BY THE MINISTRY OF INFRASTRUCTURE (MININFRA)..... 16

1. THE MINISTRY OF INFRASTRUCTURE

1.1 INTRODUCTION

The Government of Rwanda aspires to transform Rwanda's economy from a predominantly agrarian to a tertiary or service sector dominated economy by the year 2024, as indicated in the country's long term development plan, Vision 2020 and National Strategy for Transformation. In this respect, the government envisions investing in infrastructure (Roads, Energy, social infrastructure, water and sanitation, Housing), as primary enablers for growth and development at the level of other sectors and the country level overall socio-economic development.

The Ministry of Infrastructure, therefore, is entrusted with an important task to oversee the policy development and supervision of the Republic of Rwanda's four major infrastructure areas; Transport, Energy, Water & Sanitation and Urban Planning & Housing.

The Ministry supervises the above four major infrastructure areas through its Affiliated Agencies such as Rwanda Energy Group (Energy Development Company Ltd and Energy Utility Company Ltd), Rwanda Housing Authority (RHA), Water and Sanitation Corporation Ltd (WASAC), Rwanda Transport Development Agency (RTDA), Road Maintenance Fund (RMF), Rwanda Civil Aviation Authority (RCAA), Rwanda Airports Company (RAC), Aviation Travel and Logistics (ATL), RwandAir and other agencies to be formed under its sub-sectors.

1.2 VISION

To provide inclusive modern Infrastructure for sustainable economic growth and Socio-economic Development

1.3 MISSION

The Mission of the Ministry of Infrastructure is to ensure sustainable development of infrastructure covering transport, energy, water supply and sanitation, housing and human settlement, and drive forward economic growth, with a view to enhancing the quality of life of the population.

The Mission Statement incorporates national and international aspirations which are to underpin infrastructure sector development.

1.4 CORE FUNCTIONS

- ✓ Formulate Laws/policies, develop sub-sector strategies and programs
- ✓ Regulate the sub-sectors under infrastructure
- ✓ Develop institutional and human resource capacities
- ✓ Support infrastructure development program under the decentralized structures in the respective sub-sectors
- ✓ Mobilize resources for the sector projects financing

1.5 CORE VALUES

- ✓ To be public focused in providing its social services and products;
- ✓ To be more responsive to public needs and requirements;
- ✓ Fostering collaboration, mutual partnership and cost sharing with other interested stakeholders for accelerating Rwanda's social and economic development;
- ✓ Demonstrating transparency, reliability and honesty in all aspects of the ministry's operations;
- ✓ Promoting "best practices" in the delivery of its services to the public; Stimulating and responding effectively to public demands.
- ✓ To be gender sensitive and Environmental friendly.

2. THE MINISTRY OF INFRASTRUCTURE's AFFILIATED AGENCIES

- 1) Rwanda Energy Group Ltd (REG) & its subsidiaries; Energy Development Corporation Ltd (EDCL) & Energy Utility Corporation Ltd (EUCL)
- 2) Water and Sanitation Corporation Ltd (WASAC)
- 3) Rwanda Housing Authority (RHA)
- 4) Rwanda Transport Development Agency (RTDA)
- 5) Road Maintenance Fund (RMF)
- 6) Rwanda Civil Aviation Authority (RCAA)
- 7) Rwanda Airports Company (RAC)
- 8) Aviation Travel and Logistics (ATL)
- 9) RwandAir

2.1 RWANDA ENERGY GROUP LTD

The Government of Rwanda has under taken reforms in the energy and water sector which have been concretized by the separation of energy from water operations. The main objectives being; to have sector focused and efficient operations; attract more investment; improve planning and accountability; and increase access to services by the population in order to drive sector performance towards the targets envisioned in the national strategic goals. The Rwanda Energy Group Limited was created to expand, maintain and operate the energy infrastructure in the Country through its two subsidiaries the Energy Utility Corporation Limited (EUCL) and the Energy Development Corporation Limited (EDCL).

VISION

To be the leading regional provider of innovative and sustainable energy solutions for national development

MISSION

Developing and providing reliable and affordable energy while creating value for stakeholders.

CORE VALUES

- ✓ Customer Oriented: Serving customers and ensuring their satisfaction through the culture of excellence.
- ✓ Integrity: Openness, fair and honesty with stakeholders.
- ✓ Respect for people: Respect, empower, recognize and ensure the continuous development of the people.
- ✓ Teamwork: Work together in reinforcing professional capabilities as individuals, teams and operating units.
- ✓ Efficiency: Innovatively achieve more with fewer resources without compromising the quality.
- ✓ Sustainability: Provide sustainable solutions in a safe environment.

For more information, please visit REG- Website; www.reg.rw

2.2 WATER AND SANITATION CORPORATION LTD (WASAC LTD)

The Water and Sanitation Corporation (WASAC) is the entity setup to manage the water and sanitation services in Rwanda as a result of the Government of Rwanda (GoR) decision to unbundle the national utility former EWSA. The reform is intended to help water and sanitation

utility sufficiently deliver new infrastructure; efficient and effective service delivery; build a strong people capability; and meet key national milestones.

VISION

“To be the most sustainable Water and Sanitation Utility in Africa, exceeding stakeholder’s expectations’

MISSION

Providing quality, reliable and affordable water and sewerage services through continuous innovations and exhaustive care to customers’ needs

CORE VALUES

- ✓ Customer Oriented
- ✓ Efficiency
- ✓ Integrity
- ✓ Innovation
- ✓ Professionalism

For more information about WASAC services, please visit www.wasac.gov.rw

2.3 RWANDA TRANSPORT DEVELOPMENT AGENCY (RTDA)

VISION

To gain modern infrastructure, cost effective and quality services, while ensuring sustainable economic growth and developing eco-friendly, safe and seamless integrated multimodal transport system for passenger and goods both at national and regional level.

MISSION

To contribute towards the realization of the economic development and poverty reduction objectives as formulated in national strategic policy guiding instruments through the establishment and rational management of transport infrastructure and services.

CORE FUNCTIONS

Development and Maintenance of transport infrastructure in Rwanda for road, maritime and railway and ensure public transport services delivery

For more information about RTDA services, please visit www.rtda.gov.rw

2.4 ROAD MAINTENANCE FUND (RMF)

VISION

To effectively maintain, within our financial means, the classified road network thus, contributing to the sustainable development of the national economy in line with the national policies in place

MISSION

To receive, effectively manage; disburse funds for the maintenance of National, Districts and Kigali city roads Class 1 as provided for in the Ministerial Order (y Minister of in charge of roads).

CORE FUNCTIONS

- ✓ To collaborate with other relevant organs in preparation of roads maintenance programs which are funded by Road Maintenance Fund (RMF)
- ✓ To ensure that tender documents for project proposals of road maintenance comply with law before the funding of maintenance works is approved.
- ✓ To make sure works that require payment were effectively conducted as it was planned in the signed contracts.
- ✓ To expropriate the public and compensate their damaged works in accordance with legal provisions.

For more information about RMF services, please visit www.fer.gov.rw

2.5 RWANDA HOUSING AUTHORITY (RHA)

VISION

To be a role model for sustainable urbanization, construction industry and human settlement

MISSION

Implement National Housing, Urbanization, construction and Government Assets management policies through coordination, conception, development, monitoring and evaluation of actions and programs set out in its mission.

CORE FUNCTIONS

- ✓ Implement policies; develop Housing and Urban planning strategies and programs.

- ✓ Regulate the Housing, Legislation, Construction industries and management of Government assets, both fixed and non-fixed assets.
- ✓ Develop institutional and human resource capacities needed to execute the missions given to the Agency as stipulated by the law.
- ✓ Support urban infrastructure development programs under the decentralized structures
- ✓ Mobilize resources necessary for the Housing and Urban Development activities
- ✓ Develop a reliable database that encompass land use/management, housing and construction
- ✓ Promote research regarding local construction materials with the aim of reducing construction costs in the country.

For more information about RHA services, please visit www.rha.gov.rw

2.6 RWANDA CIVIL AVIATION AUTHORITY (RCAA)

VISION

To be a world class Civil Aviation Authority in safety, security and the provision of quality services.”

MISSION

To develop an efficient, safe and secure Civil Aviation industry in Rwanda

CORE VALUES

- ✓ Efficiency
- ✓ Courtesy
- ✓ Commitment
- ✓ Honesty

For more information about RCAA services, please visit: www.caa.gov.rw

2.7 RWANDA AIR LTD

VISION

To be the airline of obvious choice in the markets served

MISSION

To provide unsurpassed, safe and reliable services in air transportation, including strategically linking Rwanda with the outside world, while ensuring a fair return on investment

CORE VALUES

- ✓ Surpass customer expectations of services by continuously improving and innovating products as well as service delivery.
- ✓ Uphold the highest safety and security standards. To work in a manner that protects the health and wellbeing of the individual, as well the environment.
- ✓ Committed to upholding transparency, honesty, trustworthiness, and general integrity in dealing with all stakeholders.
- ✓ Maintain an inclusive working environment that embraces new ideas, change, respect for the individual and equal opportunity to realize one's potential.
- ✓ To remain sensitive to the social issues affecting the communities the company operates in.
- ✓ Committed to adding value to the shareholder's wealth by conducting business profitability.
- ✓ Individually and collectively accountable for behaviors, actions and results.

For more information about RwandAir services, please visit www.rwandair.

2.8 RWANDA AIRPORTS COMPANY (RAC)

Rwanda Airports Company Ltd has in its responsibility the daily management, operation and provision of air navigation services for all airports in the country.

VISION

Promote Rwanda's Airports as a prime destination for airlines and diversifying aeronautical and non-aeronautical revenue streams.

MISSION

Oversee the airport's commercial activities, including airport concessions and retail businesses, as well as manage air-hub businesses, engineering and infrastructure development.

CORE FUNCTIONS

- ✓ Management and monitoring of air space;
- ✓ Management of flight, terminal, safety and airport operations;
- ✓ Management of airport's commercial activities, airport concessions and retail businesses;
- ✓ Management of Airports facilities.

For more information about RAC services, please visit <http://www.rac.co.rw>

3. SERVICES PROVIDED

The present Citizen's Charter reflects the service provided by the Ministry of Infrastructure (MININFRA) to its customers. It contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

3.1 VALUES UPHELD BY THE MINISTRY

- ✓ Integrity
- ✓ Judiciousness
- ✓ Courtesy
- ✓ Understanding
- ✓ Objectivity and impartiality
- ✓ Transparency
- ✓ Accountability
- ✓ Promptness
- ✓ Efficiency and effectiveness.

3.2 DETAILS OF SERVICES DELIVERED BY THE MINISTRY OF INFRASTRUCTURE:

- ✓ Specification of services provided by the Ministry of Infrastructure (MININFRA),
Clear identification of the department to be approached or where specific services can

be obtained. In this way citizens will know which office to approach and save time and energy.

- ✓ Clear statement of the time it takes to deliver each service. This provides citizen with useful information and will prevent them from back and forth.
- ✓ Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; on the basis of this, citizens can expect improvement.
- ✓ Clear information about the required document and procedures to get a service in MININFRA. For example, the documents to be shown, the available forms to be filled, etc.

3.3 THE ANTICIPATED LAYOUT OF MININFRA CITIZENS' CHARTER

- ✓ Contact information of key officers in charge of these services
- ✓ Complaint procedures or grievance redress mechanisms and how to access them
- ✓ Social networks (Twitter, Facebook, Flickr, YouTube) mechanisms for interaction with Citizens to continuously improve Services.
- ✓ Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers and sets standards for transparency in public services. It is expected that through Citizen's Charter, MININFRA's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, MININFRA commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

MININFRA has developed the following instruments in order to actively obtain feedback from the entire public:

- ✓ Citizens' feedback form available at each department;
- ✓ Suggestion box at entrance;
- ✓ Open days/Accountability day, Citizen Panels, focus groups
- ✓ Hot line services;

- ✓ Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter also specifies what actions shall be taken when a service is not delivered as it should. Thus, MININFRA encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the MININFRA takes these complaints seriously and adopt prompt and proper action in a timely manner. Ideally, a timeframe for dealing with these grievances and redresses has been set.

The key following elements will be considered during the implementation process of this Citizen's Charter:

- ✓ Establish, regularly, the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone. Assign grievance redress responsibilities within the MININFRA and outline the internal grievance restitution process for addressing each grievance subcategory.
- ✓ Devise standardized internal processes for logging grievances.
- ✓ Grievances can be logged either manually or, if resources allow, using a computer based system that permits the MININFRA to identify "real-time" trends in the data.
- ✓ Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- ✓ Decide what measures will be taken if there is a violation of service standards. Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, MININFRA commit to use new media and ICT such as SMS, email, twitter, Facebook, etc..., and any combination of these technologies. To improve continuously the service delivery, MININFRA is considering using the tools and techniques below in the implementation process of the present charter:

- ✓ Service delivery review;
- ✓ Benchmarking with best practice; performance management;
- ✓ Training, learning and knowledge management;

- ✓ Empowerment or delegation of authority;
- ✓ Diligent complaints management;
- ✓ Information management.

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, MININFRA will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- ✓ Public relations/information desk. Open day/Accountability day Publication of promotional material
- ✓ Leaflets
- ✓ Posters
- ✓ Press releases
- ✓ Publications and creation of booklet: Production of brochures or handbills.
- ✓ The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained; Print the Charter and display in front of the office.

3.4 CHARTER AND UPLOAD ON WEBSITE

- ✓ Formal announcement and publication in newspaper;
- ✓ Messages broadcasted on radio and television;
- ✓ Discussions on call-in radio and television shows;
- ✓ Internet and continuous update of the public institution website:
- ✓ Search engines
- ✓ Public Websites
- ✓ Partner Websites
- ✓ Restricted Website
- ✓ SMS directions where to find the Charter; Distribution of copies to public representatives and key stakeholders;
- ✓ Newspaper articles;
- ✓ Conferences and other targeted events related to service delivery improvement.

- ✓ Trainings and orientation sessions to employees and their representatives.
- ✓ Other (mailing lists, web forums).

In brief, our customers include Public Institutions, private companies, donor agencies and international organizations, local communities and local authorities, general public.

3.5 COMMITMENT TO OUR CLIENTS:

This charter is a commitment by the MININFRA to provide high quality services to all our stakeholders/ customers. We, in this regard, endeavor to serve you effectively with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

3.6 EXPECTATIONS FROM CUSTOMERS:

In order to serve you better, you can help us improve performance by:

- ✓ Treating MININFRA staff with courtesy and respect;
- ✓ Abiding by the regulations governing services; suggesting ways of improving our services at MININFRA;
- ✓ Providing MININFRA with adequate feedback on service delivery through various dissemination technologies;
- ✓ Addressing all complaints/compliments/suggestions to relevant department.

3.7 CONTACT

Ministry of Infrastructures (MININFRA) **Tel.: +250 585503 Fax.: +250 585755**

Hotline **+250-788387125 E-mail: info@mininfra.gov.rw,**

Website: **www.mininfra.gov.rw**

4. SERVICES OFFERED BY THE MINISTRY OF INFRASTRUCTURE (MININFRA)

1. APPOINTMENT WITH THE MINISTER, MINISTERS OF STATE OR PERMANENT SECRETARY'S OFFICE

Services offered to clients	To make appointments to meet Hon. Ministers or the Permanent Secretary
Department to be approached	<p><u>Minister's office:</u> Contact of the Administrative Assistant to the Minister : assistant.minister@mininfra.gov.rw</p> <p><u>Office of the State Minister in of charge transport:</u> Contact of the Administrative Assistant to the Minister E -mail: assistant.mostransport@mininfra.gov.rw</p> <p><u>Office of the State Minister in charge of energy and Water:</u> Contact of the Administrative Assistant to the Minister : E-mail: assistant.mosews@mininfra.gov.rw</p> <p><u>Permanent Secretary's office:</u> Contact the Administrative Assistant to PS: Email: assistant.ps@mininfra.gov.rw</p> <p><u>PR & Communication email;</u> communications@mininfra.gov.rw</p>
Working Days	From Monday to Thursday: 7:00 am to 5:00 pm Friday from: 7:00 am to 3:00 pm
Length of time to get a response on a request made to the ministry	2 days
Cost of getting the service	It is a free of charge service
Documents required to access the service	Appointment request form is available at the Ministry's website or at the Minister's, State Ministers' or PS's office.

Procedure to access service	<p>The Person/ Company requesting the appointment submits the following to the Minister, State Ministers’ or Permanent Secretary’s Administrative Assistant: Fill the appointment form with the following information:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Name of the Applicant <input checked="" type="checkbox"/> Function <input checked="" type="checkbox"/> Company/Institution <input checked="" type="checkbox"/> Purpose of the requested appointment <input checked="" type="checkbox"/> Other people who will attend the meeting <input checked="" type="checkbox"/> The proposed time for the appointment <input checked="" type="checkbox"/> Other Ministry staff/official previously met on the matter <input checked="" type="checkbox"/> Contact (email and cellphone) <input checked="" type="checkbox"/> Signature <p>2. The appointment is arranged in consultation with the Administrative Assistant to the Minister’s, State Ministers’ or the Permanent Secretary's Assistant</p> <p>3. The applicant is notified by e-mail or by Phone</p> <p>4. Any working documents required for the meeting are submitted to the Administrative assistant to the Minister, State Ministers’ or the Permanent Secretary Assistant at least one day before the appointment time.</p>
------------------------------------	--

2. ACCESS TO INFORMATION

Services offered to clients	Information access to Journalists (media) and general public
Department to be approached	<p>Minister and State ministers’ office: Contact of the Adviser to the Minister or Advisers to the State Ministers</p> <p>Permanent Secretary's office: Contact the Public Relations and Communication’s officer</p>
Working Days	<p>From Monday to Thursday: 7:00 am to 5:00 pm Friday from: 7:00 am to 3:00 pm</p>
Length of time to get a response on a request made to the ministry	2 days

Cost of getting the service	It is a free of charge service.
Documents required to access the service	Appointment request form is available at the Ministry's website or at the Minister's, State Ministers' or PS's office.
Procedure to access the service	The media house or a journalist writes a request letter stating the type of the information needed and fill the request forms available at the Ministry's website or at the Public Relations and Communication Office.

3. PAYMENT TO OUR SERVICE PROVIDERS

Services offered to clients	MININFRA seeks Services from different individuals and companies in some of the following listed areas (Technical assistance; maintenance, transports, accommodation, advertisements, designing and printing Services, etc. . .) all these service providers liaise with the Ministry to be paid.
Department to be approached	Department of Finance and Administration
Working Days	Any time during office hours: From Monday to Thursday: 7:00 am to 5:00 pm, and Friday from: 7:00 am to 3:00 pm
Length of time within which a service is accessed	Payment processing at MININFRA level is done within two working days; when it is sent to BNR or MINECOFIN for the further processes
Cost of getting the service	It is a free of charge service.
Documents required to access the service	<p>Submit to the Central Secretariat, your invoice accompanied with the documents mentioned below</p> <ul style="list-style-type: none"> - The Central secretariat sends the invoice to the department of Administration and Finance. - Director of Finance sends the invoices to the person in charge of contract management of the service rendered for verification and approval then back to DAF, and assigned to Accountant or Budget officer for payment process. - Payment is prepared by the budget or Accountant officer, verified by DAF and approved by Permanent Secretary and then transmitted to the Ministry of Finance and Economic Planning. Where 2nd verification and signature are required, then the file will be submitted to the National Bank for final

	cash transfer to supplier's account. After 3 days you can call or visit the Budget officer or the Accountant to follow up if the invoice has been paid.
Procedure to access the service	<p>A. <u>Payment by MINECOFIN OP:</u></p> <p>Requirements from Service Provider:</p> <ul style="list-style-type: none"> - Original Purchase order - Contract (where applicable) - Delivery note - Notification letter - Four signed and stamped original Invoices with bank account and Bank Name. - Invoice generated by Electronic billing Machine (EBM) <p>B. <u>Payment by BNR OP:</u></p> <p>Requirements from Service Provider:</p> <ul style="list-style-type: none"> - Original Purchase order - Contract (where applicable) - Delivery note - Notification letter - Four signed and stamped original Invoices with bank account and Bank Name. - Invoice generated by Electronic billing Machine (EBM)

4. ORIENTATION OF NON-GOVERNMENTAL ORGANIZATIONS (INGOs) IN THE KEY AREAS OF INTERVENTION

Services offered to clients	<ol style="list-style-type: none"> 1. Memorandum of Understanding (MoU) 2. Analysis and Approval of Annual Plans 3. Evaluation and approval of annual reports recommendation for approval 4. Publication of statutes and legal personality decision
Department to be approached	Planning and Policy Department
When to access the Service	Monday to Friday from 7:00 am-5:00 pm receiving applications Analyzing applications in one week.

	INGOs Online services
Length of time within which a service is accessed	1. Acknowledgement message is done after submission 2. Feedback to application is provided within one week
Cost of getting the service	No cost involved, the requirement is internet connectivity or visiting MININFRA Planning Department.
Documents required to access the service	Requirements are on Migration website under the following titles: 1. Registration through INGOs online services offered by Migration 2. Memorandum of Understanding with MININFRA 3. Action Plan 4. Annual reports
Procedure to access the service	The procedures for accessing the services are on RGB website under the following titles: 1. Online Approval by Migration 2. Memorandum of Understanding (MoU) 3. Action Plan 4. Recommendable Annual report for programme/ project renewal

5. INTERNSHIP FOR PRACTICING STUDENTS AND FRESH GRADUATES

Services offered to clients	1. Internship placement for qualifying interns 2. Orienting applicants that are not aware of government internship programmes through Capacity development and Employment Services Board (CESB)
Department to be approached	Human Resource Department
When to access the Service	1. Monday to Friday from 7:00 am-5:00 pm: Receiving applications 2. Analyzing applications and feedback communication within one week. 3. Online services
Length of time within which a service is accessed	1. Receipt message is done after submission 2. Reply to application within 7 days

Cost of getting the service	No fee for accessing the service
Documents required to access the service	Requirements are on MININFRA website under the following titles: <u>Academic Interns (Students)</u> 1. Application Letter 2. Recommendation from the relevant Academic Institution <u>CESB Professional Interns (Graduates)</u> 1. Degree certificate 2. Copy of National ID 3. Bank Account Number
Procedure to access the service	The procedures for accessing the services are on CESB website under the following titles: 1. Registration into the CESB database 2. Request by MININFRA to CESB to allocate interns in recommended areas 3. To be recommended by relevant academic institution for internship 4. Submission of application letter and relevant documents

6. PROCUREMENT SERVICE

Services offered to clients	International and Local tenders
Department to be approached	Permanent Secretary's office
When to access the Service	Monday, Tuesday and Thursday From 7:00 am -5:00 pm Friday 7:00 am – 3:00 Pm *** Wednesday (7:00 am – 5:00 pm) is dedicated for bids opening
Length of time within which a service is accessed	The time varies, subject to tendering method: 1. Open Competitive bidding: The time limit is 30 days from the date of tender publishing for local and 45 days for international tender, respectively. The evaluation report of tender is compiled in 21 days after the opening of tenders, provisional notification is done after seven days, if there is no complaint, the bidders are communicated the outcome of the evaluation report, preparation and signing of contract for goods and works .

	<p>2. Restricted tendering method</p> <p>The time limit is 14 days minimum to submit the bids, opening is done within one hour of the submission. Then the provisional notification is issued, followed by seven days to deliver final notification in case there is no complaint.</p> <p>3. Single Source method</p> <p>Any tender whose value does not exceed RWF 300,000 is directly awarded through single sourcing. For the tender that exceeds RWF 300,000 a non-objection is requested from RPPA. There is no fixed timeline for the submission of single source tendering process; however, we normally consider a period of 14 days.</p> <p>4. Request for quotation for service not beyond 2 millions:</p> <p>The time limit to evaluate these quotations is 3 days, deliver provisional notification, if no complain raised within a period of 7 days, deliver the final notification, and prepare the purchase order to the successful bidder.</p>
Cost of getting the service	<p>The following cost is involved in tendering process :</p> <ul style="list-style-type: none"> - Tender security cost as per stated in the public procurement regulations, - Performance guarantee that is between 5% and 10% for the tender whose cost above 10 million.
Documents required to access the service	<p>The Bidder submits the following documents in e-procurement system:</p> <ol style="list-style-type: none"> a) Bid submission form and Price schedules properly organized. b) Copy of Trading License c) Original or a certified copy of the Social Security certificate d) Original or a certified copy of the tax clearance certificate e) Detailed description of the essential technical and performance characteristics of service to be supplied establishing conformity to technical specifications provided f) Written confirmation authorizing the signatory of the bid to commit the bidder. When the legal bidder is not available for signing.
Procedure to access the service	<p>Preparation of bidding document, advertisement of tender, open minutes, Evaluation report, preparation of provisional notification, after seven days prepare the final notification, preparation and signing of the contract, implementation of contract, follow up the execution of contract.</p>

7. GOVERNMENT FLEET POLICY MANAGEMENT

Services offered to clients	<ul style="list-style-type: none"> • Facilitate the transfer of Public vehicles to private owners through auctioning. • Endowment of lost and new no. plates for Gov't and Project vehicles • Gov't Fleet Policy orientation • Authorization of government vehicles to go outside the country (Across the borders)
Department to be approached	Transport division, the office of fleet management policy
When to access the Service	From Monday to Thursday: 7:00 am to 5:00 pm Friday from: 7:00 am to 3:00 pm
Length of time within which a service is accessed	<ul style="list-style-type: none"> • Three days for the transfer of government vehicle acquired through auctioning • One day to facilitate the endowment no. plates • One day to facilitate the authorization the Gov't vehicle to go outside country • A few hours to have an orientation on the Gov't fleet policy
Cost of getting the service	It is a free of charge service.
Documents required to access the service	<p>Transfer of Gov't Vehicles to Private, acquired through auctioning:</p> <ul style="list-style-type: none"> • Contract from the selling Public institution • Proof of payment by RRA • Minutes that details the Public Auctioning process <p>Request for Gov't and project automobile no. plates</p> <ul style="list-style-type: none"> • Proof from the supplier (Purchase order) <p>Request for photo copies of lost documents for Gov't automobile</p> <ul style="list-style-type: none"> • Proof from police • Proof payment from RRA <p>Permission to use government vehicle outside the country</p> <ul style="list-style-type: none"> • Official request by the concerned Institution • Proof of automobile Insurance
Procedure to access the service	The procedure is to put together the required documents as mentioned above and contact the Transport Division, Gov't Fleet Policy Management office.