

REPUBLIC OF RWANDA



SERVICE CHARTER

NATIONAL COMMISSION FOR CHILDREN

Contact Address

Kigali, Remera – Kisimenti, Sunrise House 3rd Floor,

Tel: +250 787 397 560, Email: info@ncc.gov.rw www.ncc.gov.rw

FORWARD

It is my pleasure to present to you this Service Chart of National Commission for Children (NCC). It 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 Chart spells out the role of the National Commission for Children (NCC) and lists the departments in which our services can be accessed.

The development of this Service Chart signifies our commitment to provide high quality services to all our partners and to serve them with due diligence and professionalism.

Executive Secretary

VISION: *Children enjoying their rights and empowered to be worthy and patriotic citizens.*

MISSION

1. To promote a worthy child and a patriotic citizen;
2. To develop a national partnership and coordination framework aimed at promoting a child's rights;
3. To serve as a Central Authority in charge of implementing the Hague Convention on the protection of Children and cooperation in respect of intercountry adoption;
4. To participate in the development of child protection policy and follow up to ensure "child" dimension is mainstreamed in national policies, planning and budgeting at all levels;
5. To establish a common monitoring and evaluation framework for all interventions in favor of the child especially children with special protection needs, based on a data collection and reporting system by all stakeholders at all levels;
6. To integrate an ill-treated child in a family or any place where he/she can receive good education;
7. To collect, analyze, disseminate information relating to promotion of best practices and research in the field of the child's rights;
8. To identify gaps in different laws and propose amendments thereto with the view to ensure protection and promotion of the child;
9. To collect and analyze children's views and suggestions made at all levels and ensure that they are mainstreamed in the development and implementation of policies and programs in favor of the child;
10. To prepare and provide suggestions to the reports on the implementation of international instruments related to children ratified by Rwanda;
11. To develop any tools that can be used for social mobilization campaign on the welfare and rights of the child;
12. To mobilize resources and monitor their utilization;
13. Collaborate with other regional or international bodies with similar mission;

14. To perform any other necessary activities and any other assignments in order to achieve its mission.

CORE FUNCTIONS:

- Children rights protection and promotion
- Coordination and monitoring of children related interventions

CORE VALUES: Every child matters, children are our priority; Children deserve the best, Children can and should participate in matters concerning them. Abuse, exploitation and violence against children are intolerable, Gourmet and duty bereave are accountable.

CLIENTS:

- Children
- Partners intervening in the area of children rights promotion and protection
- Parents
- Suppliers and Consultants
- Districts

CORE SERVICES OFFERED BY NCC

1. National Adoption (Full adoption)
2. Inter-country Adoption (Temporally suspended)
3. Psychosocial and legal support on child rights issues
4. Provide financial support for education and Health to OVC
5. Family re-unification
6. Reintegration of children without families
7. Community based child protection system strengthening
8. Training and capacity building
9. Information related to promotion and protection of child rights
10. Recommendations and guidance to partners intervening in children area
11. Procurement services
12. Human resources Services
13. Payment to Suppliers (Goods or Services)

SERVICES OFFERED

1. Adoption, Protection and Promotion of Child Rights Unit

1.1 National Adoption (Full adoption)

What Service am I eligible for?	<i>Approval of National adoption (Full adoption)</i>
Department to be approached	<i>Adoption, Protection and Promotion of Child Rights Unit</i>
When can I access the service?	<i>Monday to Friday, 7h00 Am to 5h00 Pm</i>
Once a request is made or an application is lodged, how long will it take?	<i>1 month</i>
What, if any, are the costs for accessing the service?	<i>No cost is incurred</i>
What documents are required?	<ol style="list-style-type: none"> <i>1. Motivation letter to adopt (Includes names, date and place of birth, nationality and permanent address, and states the reasons for adopting a child, as well as a description of the desired child).</i> <i>2. The written consent to the adoption by each prospective adoptive parent (PAP);</i> <i>3. Recommendation letter from the Executive Secretary of Sector about behavior and income of the adoptive family;</i> <i>4. Marital status Certificate (Marriage certificate, divorce declaration of the court, or death certificate of spouse if widowed);</i> <i>5. Copy of identification document (ID) of each prospective adoptive parent (PAP);</i> <i>6. Criminal record Certificate;</i> <i>7. Consent of descendants over the age of 18;</i>

	<p>8. A recent medical record of each PAP (Not lasting more than 3 months once received) provided by a Doctor recognized by the Government of Rwanda;</p> <p>9. Document certifying that the child is eligible to full adoption.</p>
What is the procedure?	<i>Application, analysis, identification of adoptable child (In ward of the State), response to the applicant (Approval /Rejection).</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>Administrative Sector and District, Court, Hospital, National Public Prosecution Authority.</i>
Is there a complaint procedure?	<i>Yes</i>
Is there any additional information regarding this service that is useful to know?	<i>The national adoption is in 2 types : The simple adoption and the full adoption (Art 288 and Art 294 of Law n°32/2016 of 28/08/2016 governing Persons and Family).</i>
Available forms	<i>None</i>
Relevant legal documents	<i>Law n°32/2016 of 28/08/2016 governing Persons and Family), Law no 54/2011 of 14/12/2011 relating to the Rights and the protection of the Child.</i>

1.2 Inter-country Adoption (Temporally suspended)

What Service am I eligible for?	<i>Approval of inter-country adoption</i>
Department to be approached	<i>Adoption, Protection and Promotion of Child Rights Unit</i>
When can I access the service?	<i>Monday to Friday, 7h00 Am to 5h00 Pm</i>
Once a request is made or an application is lodged, how long will it take?	<i>6 months</i>
What, if any, are the costs for accessing the service?	<i>No cost is incurred</i>
What documents are required?	<ol style="list-style-type: none"> <i>1. Letter stating the grounds for the request for adoption, his/her full names, date, place of birth, nationality and permanent address as well as sex, age and living conditions of the child to be adopted;</i> <i>2. A document stating the full names, age and sex of persons with whom he/she shares the residence if any and relationship with these people;</i> <i>3. A copy of his/her identification document;</i> <i>4. Documents specifying the consent of the spouse and each descendant aged at least 18 years if any;</i> <i>5. A letter from the representative of Rwanda in the applicant's country of domicile recommending the approval of the application for adoption;</i> <i>6. A copy of marriage record if any;</i> <i>7. A copy of the birth record of the</i>

know?	
Available forms	<i>None</i>
Relevant legal documents	<i>Law n° 32/2016 of 28/08/2016 governing Persons and Family), Law n° 54/2011 of 14/12/2011 relating to the Rights and the protection of the Child, Hague convention of 29 May 1993 on Protection of Children and Co-operation in Respect of Intercountry Adoption, Ministerial order determining other requirements to be considered in intercountry adoption and the procedure thereof</i>

1.3 Psychosocial and legal support on child rights issues

What Service am I eligible for?	<i>Orientation, advocacy, guidance and counselling for vulnerable children and their caretakers</i>
Department to be approached	<i>Adoption, Protection and Promotion of Child Rights Unit</i>
When can I access the service?	<i>Monday to Friday, 7h00 Am to 5h00 Pm</i>
Once a request is made or an application is lodged, how long will it take?	<ul style="list-style-type: none"> • <i>Orientation : 1 week</i> • <i>Guidance and counselling : 1 week</i> • <i>Advocacy: 1 month</i>
What, if any, are the costs for accessing the service?	<i>No cost is incurred</i>
What documents are required?	<i>1. Application letter addressed to Executive Secretary of NCC showing the names and full address of the applicant, the details on the vulnerability of the child and the institutions consulted before;</i>

	<i>child and the institutions consulted before; 2. Formal proof of earlier submission of the issue to local administration (Village to District).</i>
What is the procedure?	<i>Analysis, Contact of concerned people or stakeholder institutions, Response to the applicant/Refferal.</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>Concerned Government and non-Government institutions</i>
Is there a complaint procedure?	<i>Yes</i>
Is there any additional information regarding this service that is useful to know?	<i>Any question should first be addressed to Local government administration</i>
Available forms	<i>None</i>
Relevant legal documents	<i>Law n° 54/2011 of 14/12/2011 relating to the Rights and the protection of the Child, law n°32/2016 of 28/08/2016 governing Persons and Family and the Integrated Child Rights Policy.</i>

1.4. Provide financial support for education and Health to most vulnerable children (MVC)

What Service am I eligible for?	<i>Payment of school fees and Health insurance to most vulnerable children</i>
Department to be approached	<i>NCC/ Global Fund Project</i>
When can I access the service?	<i>Monday to Friday, 7h00 Am to 5h00 Pm.</i>
Once a request is made or	<i>None</i>

an application is lodged, how long will it take?	
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 of funds,</i> - <i>List of MVC to be supported</i>
What is the procedure?	<ul style="list-style-type: none"> -<i>The District writes application letter;</i> - <i>Submit the application letter with a list of MVC to NCC;</i> - <i>NCC transfers funds to the applicant's school</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)	-District
Is there a complaint procedure?	<ul style="list-style-type: none"> -<i>Yes, the complaint is addressed to the Executive Secretary for payment</i> - <i>The complaint is addressed to district for identification issues</i>
Is there any additional information regarding this service that is useful to know?	<i>Children to be supported must be identified and approved by the general assembly of the village as well as cell, sector and district authorities.</i>
Available forms	<ul style="list-style-type: none"> -Identification form filled when identifying an MVC at village level. -A form to be filed and signed by District authorities to testify that an MVC will be supported in GF Program;
Relevant legal documents	

	<p>-Integrated Child Rights Policy</p> <p>-Guidelines to select MVC are signed and available at NCC</p> <p>MVC Database</p> <p>-A minimum of service package to be offered to MVC</p>
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2 Tubarerere Mu Muryango (TMM)

2.1 Family re-unification

What Service am I eligible for?	Reunification of a child from institution (orphanage) with biological and extended family
Department to be approached	NCC/Tubarerere Mu Muryango (Let's Raise in Children) Programme
When can I access the service?	Monday to Friday, 7:00 am to 5:00 pm.
Once a request is made or an application is lodged, how long will it take?	Within a month
What, if any, are the costs for accessing the service?	None
What documents are required?	Application letter, proof of relationship with the child (when the applicant is not the child himself/herself) issued by the Sector, copy of the identification document, ID copy
What is the procedure?	<ul style="list-style-type: none"> • Submission of required documents; • Analysis of the request • Provision of feedback to the applicant

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)	<ul style="list-style-type: none"> • The sector and district of domicile • Sector and district where the institution (orphanage) is located
Is there a complaint procedure?	Yes, the complaint is addressed to the Executive Secretary's Office or the District where the institution (orphanage) is located
Is there any additional information regarding this service that is useful to know?	This service is directly provided by the Tubarerere Mu Muryango Social Workers and Psychologists deployed in Districts with institutions (orphanage) across the country. The same application is also submitted to these staff via the District. This service might be given beyond the expected timeframe depending on the particularity of the case.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • Strategy for National Child Care Reform; • Law governing persons and family

2.2 Reintegration of children without families

What Service am I eligible for?	Receiving a child as a foster parent
Department to be approached	NCC/Tubarerere Mu Muryango (Let's Raise in Children) Programme
When can I access the service?	Monday to Friday, 7:00 am to 5:00 pm.
Once a request is made or an application is lodged, how	Two months

long will it take?	
What, if any, are the costs for accessing the service?	None
What documents are required?	Application letter, application form, criminal record checks, recommendation by the Executive Secretary of the Cell
What is the procedure?	<ul style="list-style-type: none"> • Submission of required documents; • Analysis of the request • Provision of feedback to the applicant
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)	The District where the institution (orphanage) is located
Is there a complaint procedure?	Yes, the complaint is addressed to the Executive Secretary's Office or the District where the institution (orphanage) is located
Is there any additional information regarding this service that is useful to know?	This service is directly provided by the Tubarerere Mu Muryango Social Workers and Psychologists deployed in Districts with institutions (orphanage) across the country. The same application is also submitted to these staff via the District. This service might be given beyond the expected timeframe depending on the particularity of the case.
Available forms	Application form
Relevant legal documents	<ul style="list-style-type: none"> • Strategy for National Child Care Reform; • Law governing persons and family

2.3 Community based child protection system strengthening

What Service am I eligible for?	Working with Community and Family Based Child Protection Volunteers : Inshuti z'Umuryango (Friends of the Family)
Department to be approached	NCC/Tubarerere Mu Muryango (Let's Raise in Children) Programme
When can I access the service?	Monday to Friday, 7:00 am to 5:00 pm.
Once a request is made or an application is lodged, how long will it take?	One month
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • Application letter addressed to the Executive Secretary of the National Commission for Children with a copy to the Ministry of Gender and Family Promotion and the District of intervention • A detailed work plan, • A registration certificate
What is the procedure?	<ul style="list-style-type: none"> • Submit detailed work plan; • Analyze the application; • Provide a response to the applicant
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)	District of intervention
Is there a complaint procedure?	None
Is there any additional	None

information regarding this service that is useful to know?	
Available forms	None
Relevant legal documents	Instructions regulating the establishment of Inshuti z'Umuryango (Friends of the family)

3 EXECUTIVE SECRETARY OFFICE

3.1 Training and Capacity Building

What service am I eligible?	Training and Capacity Building in child rights promotion and protection
Department to be approached	Child Rights Protection, Promotion and Adoption Unit
When can I access the service?	<i>Upon request</i>
Once a request is made or an application is submitted, how long will it take?	<i>3 Months</i>
What, if any, are the costs for accessing the service?	<i>Logistic fees for the Training</i>
What documents are required?	<i>Application letter</i>
What is the procedure?	<i>Analysis of request, development of training package and feedback</i>
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	<i>NHRC, MINIJUST, RNP and other Partners (Local & International)</i>
Is there a complaint procedure?	<i>No</i>
Is there any additional information regarding this service that is useful to know?	<i>The client will meet all logistic costs such as: venue, transport, accommodation,... for the participants</i>
Available forms	<i>None</i>

Relevant legal documents	None
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3.2 Information related to promotion and protection of Child rights

What service am I eligible?	Information related to Promotion and protection of child rights
Department to be approached	Child Rights Protection, Promotion and Adoption Unit
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm.
Once a request is made or an application is submitted, how long will it take?	Upon request
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Application letter
What is the procedure?	Analysis and feedback
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	No
Is there any additional information regarding this service that is useful to know?	You can even use the e-mail requesting information about child rights promotion and protection and get the feedback.
Available forms	None
Relevant legal documents	None

3.3 Recommendations and guidance to partners intervening in Children area

What service am I eligible?	Recommendation letter to register or renew my organization
Department to be approached	Executive Secretary Unit
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm.
Once a request is made or an application is submitted, how long will it take?	1 week
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Application letter • Plan of action
What is the procedure?	Analysis of Plan of action and application letter of the Organization and give feedback
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	District for intervention
Is there a complaint procedure?	Yes
Is there any additional information regarding this service that is useful to know?	The plan of action should be child centered and clearly showing the outcomes, activities, budget and target that are in line with the needs of the District of intervention
Available forms	None
Relevant legal documents	None

3.4 Procurement services

What service am I eligible?	Offer tenders
Department to be approached	Executive Secretary Office
When can I access the service?	Monday to Friday, 7h00 Am to 5h00 Pm (when there is a tender vacancy).

Once a request is made or an application is submitted, how long will it take?	<i>Within 21 days</i>
What, if any, are the costs for accessing the service?	<i>One hundred Rwandan francs per page</i>
What documents are required?	<ul style="list-style-type: none"> • <i>Certificate of RDB</i> • <i>Certificate of RRA</i> • <i>Certificate of RSSB</i>
What is the procedure?	<i>Tender announcement, submission of bids, evaluation of bidders, notification, signing the contract, contract management</i>
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> • <i>RDB</i> • <i>RSSB</i> • <i>RRA</i> • <i>Insurance company</i> • <i>Bank</i>
Is there a complaint procedure?	<i>Yes. NCC, RPPA</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	•
Relevant legal documents	• <i>Public procurement law</i>

4 ADMINISTRATION AND FINANCE UNIT

4.1 Human resources Services

What service am I eligible?	Offer of employment (when there is a job vacancy)
Department to be approached	<i>Administration and Finance Unit</i>
When can I access the service?	<i>Monday to Friday , 7h00 Am to 5h00 Pm (when there is a job vacancy)</i>
Once a request is made or an application is submitted, how long will it take?	<i>30 days</i>
What, if any, are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<ul style="list-style-type: none"> • <i>Application form</i> • <i>ID</i> • <i>Degree</i>
What is the procedure?	<i>Job announcement, application for job, shortlisting, written exam, interview and notification of the employment</i>
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	<i>None</i>
Is there a complaint procedure?	<i>Yes. NCC, Public Service Commission, MIFOTRA</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>Yes</i>
Relevant legal documents	<i>Labor law, law n°86/2013 of 11/09/2013 establishing the general statutes for public</i>

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4.2 PAYMENT TO SUPPLIERS (Goods or Services)

What service am I eligible?	Payment to my Invoices
Department to be approached	<i>Administration and Finance Unit</i>
Where can I access the service?	<i>NCC (Kigali/ Gasabo District, Remera Sector, Gisimenti SUNRISE HOUSE, third floor.)</i> <i>info@ncc.gov.rw</i>
When can I access the service?	<i>Monday to Friday , 7h00 Am to 5h00 Pm.</i>
Once a request is made or an application is submitted, how long will it take?	<i>15 days</i>
What, if any, are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<ul style="list-style-type: none"> • <i>Request for payment letter</i> • <i>Invoices (original)</i> • <i>EBM</i> • <i>Delivery note</i> • <i>Purchase order(original) and</i> • <i>Copy of Contract</i>
What is the procedure?	<i>Submission of request, Analysis of submitted documents and payment</i>
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	<i>None</i>
Is there a complaint procedure?	<i>Yes</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>

Available forms	Yes
Relevant legal documents	<ul style="list-style-type: none">• <i>Public procurement law</i>• <i>Budget Implementation Guidelines</i>

Date: February 20th 2017

Approved by



Dr. Uwera Kanyamanza Claudine

Executive Secretary of the National Commission for Children