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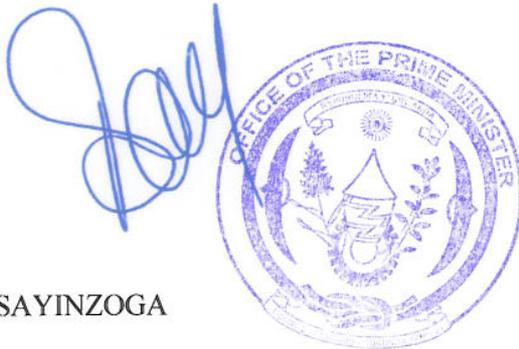
**SERVICE CHARTER**

**Janvier 2017**

## FOREWORD

It is my pleasure to present you the second edition of the Service Charter for the Office of the Prime Minister (OPM). The first edition of this Service Charter was published in 2013. Thus four years have already elapsed between the publication of the first edition of the OPM Service Charter and the presentation of its second edition. Since then a wholesale developments in service delivery have taken place. Most importantly, the rapid growth of online services has improved the service delivery in public institutions. This second edition of the OPM Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to citizens' dynamic needs, transparency, and accountability.

The development of this second edition signifies our continued commitment to serve our clients with a view to creating a better understanding and improving our service delivery.



Kampeta SAYINZOGA

**Director of Cabinet**

## CONTEXT

The Service Charter reflects the service provided by the Office of the Prime Minister (OPM) to its expectations and the demands of the general public. Therefore, it contains different services, service standards, service delivery methods and timelines, grievances and complaints channels as well as feedback mechanisms. The practical actions of the Service Charter will always be directed by the Vision and Mission statement of the OPM which affirms commitment to deliver the service with:

- ✓ Integrity
- ✓ Courtesy
- ✓ Understanding
- ✓ Objectivity and impartiality
- ✓ Transparency
- ✓ Accountability
- ✓ Promptness

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## 1. Introduction

The Office of the Prime Minister (OPM) is a Constitutional organ of the Government of Rwanda (established under the Constitution of 2003 revised in 2015 in its article 119. The institutional set up of the OPM is defined further under the Prime Minister's Order No.105/03of28/09/2011 (establishing the responsibilities, organizational structure and summary of job descriptions within the OPM - Official Gazette Special No. 05/10/2011). The Constitution mandates the Rt. Hon. Prime Minister to "head the operation of Cabinet in accordance with broad guidelines given by H.E the President of the Republic and ensure the implementation of laws". Implicit in this mandate therefore, is the need to account for and influence results across government programmes. The inherent challenge in this mandate is that the OPM is largely not expected to implement but to coordinate and influence priority results through MDAs.

On the basis of these instruments, the role and responsibilities of the OPM can be summarized as follows:

- a. Executive Functions: Advise H.E The President; assign duties to members of the Cabinet; convene Cabinet meetings (draw up the agenda of the Cabinet in consultation with other members of the Cabinet and communicate it to the President); preside over the Cabinet meetings when the President is not in attendance; countersign laws enacted by Parliament and promulgated by the President of the Republic;
- b. Coordination: Coordinates the formulation and implementation of the government programs in consultation with other members of the Cabinet.
- c. Monitoring and Reporting: Monitors and reports on the implementation of the GoR programs and other government decisions.
- d. Linkage and accountability to Parliament: According to the Constitution, the Prime Minister is also required to present Government Programmes to Parliament. In addition, the Prime Minister is expected to inform a joint session of Parliament about government activities as well as communicate cabinet decisions to the Bureau of each Chamber of Parliament within eight (8) days after their approval. During the session period, Parliament devotes one sitting a week for Parliamentarians to put questions and receive a response from the Executive (Cabinet).

More specifically, the detailed mandate of the OPM include to:

- Head Cabinet operations in accordance with evidence from the President of the Republic;
- Ensure the implementation of laws”;
- Account for and influence results across government programmes;
- Provide advice to the President of the Republic;
- Assign duties to members of the Cabinet;
- Convene Cabinet meetings - draw up the agenda of the Cabinet in consultation with other members of the Cabinet and communicate it to the President;
- Preside over the Cabinet meetings when the President is not in attendance;
- Countersign laws enacted by Parliament and promulgated by the President of the Republic;
- Appoint civil and military officers with the exception of those appointed by the President;
- Sign orders in respect of the appointment and promotion of junior officers of Rwanda Defense Force and National Police;
- Coordinate the formulation and implementation of the government program in consultation with other members of the Cabinet;
- Monitor and report on the implementation of the Government program and other government decisions;
- Present to Parliament Government programmes within a period of thirty days after resuming office. In addition, the Prime Minister is expected to inform a joint session of Parliament for government activities as well as communicate cabinet decisions to the Bureau of each Chamber of Parliament within eight (8) days after their approval;
- Publish laws voted by the Parliament and Presidential, Prime Minister’s and Ministerial Orders in Official Gazette.

### *1.1 The Vision*

“A **passionate** institution that **consistently** delivers **efficient** and **effective** services.”

## *1.2 The Mission*

“To lead the planning; coordinate implementation; monitor results aligned with government priority programs; and ensure effective institutional collaborations.”

## **2.THE CORE VALUES AND LEADERSHIP PRINCIPLES**

### *2.1 The Core Values*

In order to re-invigorate the OPM culture, the institutional values are restated as:

1. **Teamwork:** That we work together for a common purpose.
2. **Integrity:** Professionalism, ethical in conduct, accountable, open and honest.
3. **Discipline:** This implies that we exercise self-control and work with decorum.
4. **Passion for Excellence:** That we are “results-driven”, actively seek “value for money”, relentlessly pursue “personal growth”, are committed to “stakeholder satisfaction”, and are “enthusiastic to meet or exceed our target service standards”.

### *2.2 Leadership Principles*

In order to establish and maintain a “**results-culture**” at OPM, the institution commits itself to the following **leadership principles** (see figure 4 below):

- a. We believe in teamwork and meaningful collaborations for “Shared Results”;
- b. We believe in “Clear and Open Communication”;
- c. We believe in continuous learning and improvement – we are a “Learning Organization”;
- d. We are “Innovative and Results-Driven” – to do this, we “constantly innovate and take responsibility for our actions”; and
- e. We say what we do and do what we say – we “Walk-the-Talk”.

### **2.3 RIGHTS OF CLIENTS**

Our client has a right to expect to be:

- Received, listened to and served with courtesy, promptness and respect.
- Given the information they need to meet our service requirements.

- Escalated to the next level in hierarchy of authority if not satisfied with the service

### **3. DETAILS OF SERVICES DELIVERED BY OPM**

#### ***3.1 Specification of Services provided.***

The Charter reflects the service provided by Office of the Prime Minister (OPM) to its customers. Therefore, it contains different services, service standards, service delivery methods, and timelines and grievance mechanisms. This service charter shows the following elements:

#### ***3.2 Details of services delivered:***

- Specification of services provided by OPM;
- 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 citizens with useful information and will prevent them from going back and forth;
- Setting of service quality standard by specifying service standards in terms of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; on this basis , citizens can expect improvement;
- Clear information about the required documents and procedures to get a service in OPM. For example, the documents to be presented or needed;
- Details of the Citizens, groups/end users or people who are eligible for each service offered by OPM;
- Contact information of key officers in charge of these services;
- Complaint procedures or grievance redress mechanisms and how to access them;
- Feedback mechanisms for interaction with Citizens to continuously improve services;
- Information and dissemination for availability and visibility of services.

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

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

The Service Charter will be communicated to public through public relations/information desk and formally issued on Primature website.

### **3. COMMITMENT TO OUR CLIENTS**

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

### **4. EXPECTATIONS FROM CUSTOMERS**

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

- Treating OPM staff with courtesy and respect;
- Abiding by the regulations governing and coordinating the formulation and implementation of government laws, policies and program services;
- Suggesting ways of improving our services at OPM;
- Providing the OPM with adequate feedback on service delivery through suggestion box; email or hotline;

**NOTE:** We shall acknowledge receipt and respond to all complaints made within 3 working days. If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

## 5. SERVICES OFFERED BY THE OFFICE OF THE PRIME MINISTER

### a. HUMAN RESOURCES SERVICES

#### i. Staff Recruitment Services

<b>What Service am I eligible for?</b>	Any Rwandan with skills required can apply for recruitment within the Prime Minister's Office
<b>Department to be approached</b>	Human Resource and Administration Department ( <a href="#">Kalisa Joan</a> , <a href="tel:0788406921">Tel 0788406921</a> , <a href="mailto:jkalisa@primature.gov.rw">Email: jkalisa@primature.gov.rw</a> )
<b>When can I access the service?</b>	Monday-Thursday: 7:00am - 5.00pm, Friday: 7:00am -3:00pm
<b>Once a request is made or an application is lodged, how long will it take?</b>	According to the Presidential order regarding staff recruitment; <ul style="list-style-type: none"> <li>• 5 days for application;</li> <li>• 5 days for short listing;</li> <li>• 3 days for written exam to be held after shortlist is out;</li> <li>• 10 days for publication of written test results;</li> <li>• 3 days for conducting oral interviews;</li> <li>• 1 day for publishing oral test results.</li> </ul>
<b>What, if any, are the costs for accessing the service?</b>	Free
<b>What documents are required?</b>	Application Form to be filled by every candidate, Copy of CV, Degree(s), ID and Passport size photo.
<b>What is the procedure?</b>	As instructed in the Job announcement
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	If the candidate is not satisfied with the marks awarded, he/she can appeal to the Office of the Prime Minister in a period not exceeding 3 days for clarification, and if that is not convincing, the candidate can go ahead to appeal in higher authorities (Public

	Service Commission) in the same specified period.
<b>Is there any additional information regarding this service that is useful to know?</b>	Frequent visit to our website for details regarding recruitment documents and information ( <a href="http://www.primature.gov.rw">www.primature.gov.rw</a> )
<b>Available forms</b>	At the Office of the Prime Minister and Public Service Commission websites
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• Law No.86/2013 of 11/09/2013 on General Statutes for Rwanda Public Service.</li> <li>• Presidential Order governing modalities of Recruitment, Appointment and Nomination of Public Servants, No: 46/01 of 29/07/2011.</li> <li>• Law Regulating Labor in Rwanda, No: 13/2009 of 27/05/2009.</li> </ul>

## ii. Provision of HR administrative Services

<b>What Service am I eligible for?</b>	Service Testimonials,  Human Resources related information  End-of service/terminal benefits
<b>Department to be approached</b>	Human Resource and Administration Department ( <a href="mailto:jkalisa@primature.gov.rw">Kalisa Joan, Tel 0788406921, Email: jkalisa@primature.gov.rw</a> )
<b>When can I access the service?</b>	Monday-Thursday: 7:00am - 5.00pm, Friday: 7:00am - 3:00pm
<b>Once a request is made or an application is lodged, how long will it take?</b>	Depending on the nature and availability of document (s), it may take approximately 1 to 3 working days.
<b>What, if any, are the costs for accessing the service?</b>	None
<b>What documents are required?</b>	A request letter or any other relevant document.
<b>What is the procedure?</b>	Submit the request letter online via the above-mentioned

	email or at the OPM reception desk.
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	In case of any complaint:  It is addressed to the Director of Cabinet/Office of the Prime Minister,  In case he/she is not satisfied, an appeal is made to the Public Service Commission
<b>Is there any additional information regarding this service that is useful to know?</b>	None
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law No.86/2013 of 11/09/2013 on General Statutes for Rwanda Public Service.  Law No 13/2009 of 27/05/2009 Regulating Labour in Rwanda

***b. SERVICES OFFERED BY FINANCE***

**i. Finance services and Payments**

<p><b>What Service am I eligible for?</b></p>	<ul style="list-style-type: none"> <li>• Payment of services provided by clients (deliveries of goods, technical assistance, maintenance services, hire of conference rooms, etc).</li> <li>• Provision of payment proofs for those who request them and communicate to clients in case of any issue</li> <li>• Provision of purchase orders for service bookings</li> <li>• Receiving of goods/services/works in reference to the delivery note.</li> </ul>
<p><b>Department to be approached</b></p>	<p>Finance and Logistics Department ( Nyiransengiyumva Florida, Tel 0788469060, Email; <a href="mailto:fnyiransengiyumva@primature.gov.rw">fnyiransengiyumva@primature.gov.rw</a>)</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday, from 7:00am to 5:00pm and Friday from 7:00am to 3:00pm</p>
<p><b>Once a request is made or an application is lodged, how long will it take?</b></p>	<ul style="list-style-type: none"> <li>• Reception of invoices is done on working days from 7h00-17h00.</li> <li>• Payment made by cheques can take 3 days;</li> <li>• Payments made by OP (payment order) which pass through MINECOFIN can take between one and two weeks (once supporting documents are complete).</li> <li>• Payment proofs are provided on Wednesday and Friday.</li> </ul>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>None</p>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li>• Invoices to be paid should include the full address, telephone-number, district, and name of the company</li> <li>• corresponding delivery note,</li> <li>• purchase order,</li> <li>• notification letter and contract if any,</li> <li>• TIN number and bank account of the beneficiary</li> </ul>

	<ul style="list-style-type: none"> <li>• EBM invoice</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit the invoice with above documents attached to accountant desk,</li> <li>• The invoice goes through verification process,</li> <li>• The payment is processed within 3 days,</li> <li>• Payment Order/cheque transmitted to MINECOFIN and BNR respectively.</li> </ul>
<b>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)</b>	<p>Ministry of Finance and Economic Planning</p> <p>National Bank of Rwanda</p>
<b>Is there a complaint procedure?</b>	<p>In case of any complaint, it is addressed to the Director General of Corporate Services, Mr. Sesonga Benjamin. Tel 0788309154, Email: <a href="mailto:bsesonga@primature.gov.rw">bsesonga@primature.gov.rw</a>)</p>
<b>Is there any additional information regarding this service that is useful to know?</b>	<ul style="list-style-type: none"> <li>• We pay in the name of the individual, society or association which is written on the invoice heading,</li> <li>• The beneficiary must be registered in EBM System,</li> <li>• For payments which pass through MINECOFIN, take more time for payment in reference to their Service Charter</li> </ul>
<b>Available forms</b>	No forms to be filled.
<b>Relevant legal documents</b>	Organic Budget Law N° 12/2013/OL of 12/09/2013

**c. PROCUREMENT SERVICES**

**i. Services related to supplying goods and services**

<b>What Service am I eligible for?</b>	A firm or an individual who needs to procure goods or services to OPM has to check on the OPM's website or look for bid publications in national or international newspaper.
<b>Department to be approached</b>	Procurement Office. (1. Nyandwi Liliane, tel. 0788679872, Email: <a href="mailto:lnyandwi@primature.gov.rw">lnyandwi@primature.gov.rw</a> 2. Mbabazi Adelaide, Tel 0788304183, Email: <a href="mailto:ambabazi@primature.gov.rw">ambabazi@primature.gov.rw</a> )
<b>Where can I access the service?</b>	From Monday to Thursday: 7:00am to 5:00pm  Friday: 7:00am to 3:00pm
<b>Once a request is made or an application is lodged, how long will it take?</b>	<ul style="list-style-type: none"> <li>• The feedback is expected 21 days after bid submission;</li> <li>• Tender document is availed within 30 days after publication date upon presentation of proof of payment,</li> <li>• Certificate of good completion is provided within 3 working days</li> </ul>
<b>What, if any, are the costs for accessing the service?</b>	The cost for accessing the tender document is 100Rwf per page
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Bidders shall submit the following documents in their bidding documents:</li> <li>• Bid submission form</li> <li>• Copy of trading License</li> <li>• Original or a certified copy of the Social Security certificate (RSSB)</li> <li>• A certified copy of the tax clearance certificate</li> <li>• Bid security: a fixed amount not exceed 2% of total budget</li> <li>• Written confirmation authorizing the signatory of the Bid to commit the Bidder</li> <li>• References of similar tenders executed</li> <li>• Price schedules well printed and properly organized.</li> </ul>

	Any other information that the bidder considers important in the tender process as it may be indicated in the Bidding Document.
<b>What is the procedure?</b>	Preparation of bidding document, advertisement of tender, open session and opening report, evaluation report, preparation and distribution of provisional notification, after seven days, preparation and negotiation of contract, Execution and follow up of contract.
<b>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)</b>	Pay for the bidding document to the accounts of Rwanda Revenue Authority (RRA) opened in the following Commercial Banks: BK, ECOBANK KIGALI, I&M BANK (BCR) KIGALI, GT BANK (FINA BANK) KIGALI, COGEBANK KIGALI, EQUITY BANK KIGALI, BANK POPULAIRE, BRD, ACCESS BANK and KCB.
<b>Is there a complaint procedure?</b>	In case of any complaint, it is addressed to the Director General of Corporate Services, Mr. Sesonga Benjamin. Tel 0788309154, <a href="mailto:bsesonga@primature.gov.rw">Email: bsesonga@primature.gov.rw</a>  In case the bidder is not satisfied, an Independent Review Panel at the National Level is used for the purpose of conducting Independent Administrative Reviews
<b>Is there any additional information regarding this service that is useful to know?</b>	Additional information regarding procurement of goods and services, available on <a href="http://www.primature.gov.rw">www.primature.gov.rw</a>
<b>Available forms</b>	Bidding document form and the procurement plan form
<b>Relevant legal documents</b>	Law N° 05/2013 of 13/02/2013 modifying and completing the Law N° 12/2007 of 27/03/2007 on Public Procurement available on <a href="http://www.rppa.gov.rw">www.rppa.gov.rw</a> .

***d. OFFICIAL GAZETTE SERVICES***

**i. Publication in the Official Gazette**

<b>What service am I eligible for?</b>	Publication of client's services in the Official Gazette (Legal Personality for Political Parties, NGOs, Cooperatives, Faith-Based Organization, Names Alteration, etc.);
<b>Department to be approached</b>	Official Gazette & Government Documentation Unit.  (Ntitenguha François Xavier, Tel 0788684195, Email: <a href="mailto:fntitenguha@primature.gov.rw">fntitenguha@primature.gov.rw</a> )
<b>Where can I access the service?</b>	PRIMATURE, KIMIHURURA, BP 1334 KIGALI
<b>When can I access the service?</b>	From Monday to Thursday: 7.00 am to 17.00 pm  Friday : 7.00 am to 3.00 pm
<b>Once a request is made or an application is lodged, how long will it take?</b>	<ul style="list-style-type: none"> <li>• The Official Gazette is published every Monday</li> <li>• Once a pro forma invoice is given to a customer, payment is made to Rwanda Revenue Authority's account.</li> <li>• Service to our customers is done on the principle of "first come first served".</li> </ul>
<b>What, if any, are the costs for accessing the service?</b>	Fourteen thousand (Rwf 14,000) per page typed and five hundred twenty five (Rwf 525) for inserts of less than one page.
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Customer brings a soft copy of a document for which he/she requests insertion in the Official Gazette along with a proof of payment to Rwanda Revenue Authority's account in any bank.</li> <li>• The soft copy of the document and the proof of payment may also be forwarded online to Email: <a href="mailto:fntitenguha@primature.gov.rw">fntitenguha@primature.gov.rw</a>.</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Calculation of the rates to be paid by Customer to Rwanda Revenue Authority's account after issue of pro forma invoice,</li> </ul>

	<ul style="list-style-type: none"> <li>• Presentation of soft copy of the document and the proof of payment,</li> <li>• Editing, printing and publishing the Official Gazette</li> </ul>
<b>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)</b>	<p>RGB grant legal personality for organizations/Associations while Rwanda Cooperative Agency (RCA) grants legal personality to cooperatives;</p> <ul style="list-style-type: none"> <li>• MINALOC for names alteration,</li> <li>• Rwanda Revenue Authority (online services)</li> </ul>
<b>Is there a complaint procedure?</b>	<p>In case of errors in published inserts, Customers refers to Official Gazette Unit which rectifies with no additional fees.</p> <p>In case of any complaint, it is addressed to the Director General of Legal Affairs in the Office of the Prime Minister</p> <p>For NGOs, Faith Based Organizations, Cooperatives, Companies, Trade Unions... complaints opposing their publication in Official Gazette, are referred to the government regulatory institutions.</p>
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>All inserts should be in Microsoft Word format, with no spelling mistakes or other errors,</p> <p>Official Gazette is also available on PRIMATURE website:  <a href="http://www.primature.gov.rw">www.primature.gov.rw</a></p>
<b>Available forms</b>	No form required
<b>Relevant legal documents</b>	Prime Minister' s Order N°123/03 of 23/12/2014 determining subscription and advertising rates for the Official Gazette of the Republic of Rwanda

## ii. Selling Official Gazette

What service am I eligible to?	<ul style="list-style-type: none"> <li>• To buy Official Gazette;</li> <li>• Annual subscription.</li> </ul>
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Department to be approached	Official Gazette & Government Documentation Unit. (Ntitenguha François Xavier, Tel 0788684195, <a href="mailto:fntitenguha@primature.gov.rw">Email:fntitenguha@primature.gov.rw</a> )
Where can I access the service?	<ul style="list-style-type: none"> <li>• PRIMATURE, KIMIHURURA, PO Box 1334 KIGALI</li> <li>• To buy online through RRA online services</li> <li>• To buy online through Irembo portal (expected to start soon)</li> </ul>
When can I access the service?	From Monday to Thursday: 7.00 am to 17.00 pm  Friday : 7.00 am to 15.00 pm
Once a request is made or an application is submitted, how long will it take?	Immediate service
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> <li>• Two thousand Rwandan Francs (2,000 Frw) for a copy equal to or less than one hundred and fifty pages (150);</li> <li>• Three thousand Rwandan Francs (3,000 Frw) for a copy of one hundred and fifty one (151) to three hundred pages (300);</li> <li>• Six thousand Rwandan francs (6,000 Rwf) for a copy exceeding three hundred pages (300);</li> <li>• The annual subscription to the Official Gazette is 100,000 Rwf and 120,000 Rwf when OG are sent post channel;</li> <li>• All fees are paid into Rwanda Revenue Authority's account.</li> </ul>
What documents are required?	Pay slip
What is the procedure?	Customer presents pay slip and number of the Official Gazette paid for so;  For annual subscription, the beneficiary is given hard copies or sent via the Post office

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)	Rwanda Revenue Authority (Online services)
Is there a complaint procedure?	In case of a minor complaint, refer to the Director of Official Gazette Unit;  In case of major complaint, refer to the Director General of Legal Affairs in the Office of the Prime Minister
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> <li>• Before the payment is made, consult the Director of Official Gazette Unit to ensure availability of the Official Gazette you want to pay for,</li> <li>• From <a href="http://www.primature.gov.rw">www.primature.gov.rw</a>, you may access free Official Gazette published since 2005.</li> <li>• Consultation of Official Gazette copies is also acceptable in the Office within the working hours</li> </ul>
Available forms	No form required
Relevant legal documents	Prime Minister's Order N°123/03 of 23/12/2014 determining subscription and advertising rates for the Official Gazette of the Republic of Rwanda

*e. PUBLIC CLAIMS*

**Analyzing contentious cases, solving them or proposing solutions**

<b>What Service am I eligible for?</b>	<ul style="list-style-type: none"> <li>• To receive formal and informal public complaints,</li> <li>• To follow public complaints</li> <li>• To ensure effective and efficient management of public requests</li> </ul>
<b>Department to be approached</b>	Public Request Officer, toll free 3014/0788388499 <a href="mailto:dirizabimbuto@primature.gov.rw">dirizabimbuto@primature.gov.rw</a>
<b>When can I access the service?</b>	From Monday to Thursday: 7.00 am to 17.00 pm Friday : 7.00 am to 3.00 pm
<b>Once a request is made or an application is lodged, how long will it take?</b>	Within three days unless the case needs further investigations or consultations
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Proof of consideration by subordinate institutions (Local Government/ Ministries or other concerned Public Institutions)
<b>What is the procedure?</b>	Claims are solved instantly, through face to face dialogue, toll free, written letters or field visits.
<b>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)</b>	Not applicable
<b>Is there a complaint procedure?</b>	In case of any complaint, it is addressed to the Director General of Legal Affairs in the Office of the Prime Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Public complaints may be addressed using above mentioned toll free and email address. A joint software between Ombudsman and MINALOC which will help to file a claim online will be used soon.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	It depends on the nature of the claim.

*f. TRAVEL CLEARANCE AND ANNUAL LEAVES*

**Requesting Travel clearance and Annual leave**

What the Service am I eligible?	<ul style="list-style-type: none"> <li>• Travel clearance and Annual leave</li> <li>• Are eligible for Travel Clearance all public servants;</li> <li>• For annual leave, this only applies to Senior Managers</li> </ul>
Department to be approached	Travel Clearance Officer; Tel: 0738818198, <a href="mailto:lkanimba@primature.gov.rw">lkanimba@primature.gov.rw</a>
Where can I access the service?	PRIMATURE / Kimihurura Tel : 0738818198 P.O BOX : 1334 Kigali
When can I access the service?	Monday to Thursday at 7 am to 5 pm, Friday at 7 am to 3:00 pm
Once a request is made or an application is submitted, how long will it take?	Response is given between the 8 <sup>th</sup> and 10 <sup>th</sup> day after depositing his/her request
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> <li>• For Travel Clearance request:</li> <li>• Letter of request;</li> <li>• Invitation letter;</li> <li>• Concept note explaining the purpose of the mission;</li> <li>• Routing</li> <li>• For annual leave request:</li> <li>• Letter requesting annual leave approved by the immediate Supervisor,</li> </ul>
What is the procedure?	Depositing the request 2 weeks before the effective date of mission or leave
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	None

documents)	
Is there a complaint procedure?	No special procedure. However, individuals may claim via phone call or email to request more clarifications
Is there any additional information regarding this service that is useful to know?	Because of the nature of the services, clients are facilitated even during the weekend depending on the emergency
Available forms	Standard template was given to all institutions
Relevant legal documents	Prime Minister's Instructions n° 456/03.0 dated on 13/03/2013