

REPUBLIC OF RWANDA



MINISTRY OF YOUTH AND ICT

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CITIZEN'S CHARTER

November 2016

Foreword

It is my pleasure to present to you this Service Charter for the Ministry of Youth and ICT (MYICT).

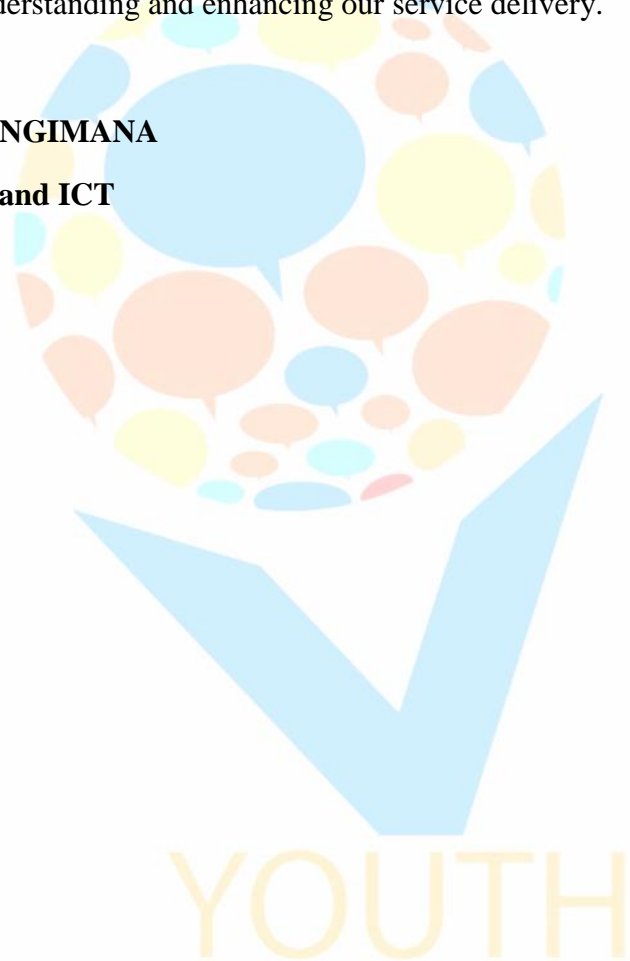
This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to clients in terms of service delivery, transparency and accountability.

This service charter spells out the role of the MYICT 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 clients with a view to creating a better understanding and enhancing our service delivery.

Jean Philbert NSENGIMANA

Minister of Youth and ICT



Customer service charter

Introduction

This Citizen's Charter reflects the service provided by MYICT to its customers. It contains different services, service standards, service delivery methods and timelines, grievance mechanisms. And it explains what we do and how we provide our services, and we seek your feedback and advice to help us improve our service.

About AIMS

The Ministry of Youth and ICT was established by Rwanda Government to the PRIME MINISTER'S ORDER No 81/03 of 21st August 2012 to determining the mission, organisational structure and summary of job positions of the Ministry of Youth and Information Communication Technology (MYICT) with the mission to "address national priorities for economic growth and poverty reduction through the development and coordination of national policies and programs related to youth empowerment as well as Information & Communication Technology policies and programs

What we do

Through youth economic empowerment, MYICT has the overall goal focusing on the following visions for both Youth and ICT sectors respectively.

1. The Vision for the Youth Sector

To meet the expectations of the Youth, the Ministry has developed a vision which aims at raising a HAPPi Generation. Here are quality of such generation:

- H: Healthy
- A: Attitude; Aptitude (skills, education)
- P: Patriotic
- P: Productive
- i: innovative

2. Vision for the ICT Sector

- To accelerate socio-economic development, improving productivity of the private sector and developing the growth of ICT.
- To foster ICT development and diffusion in the Rwandan Society and Economy.

The guiding principles that will help the ICT vision be attained are crystallized in the "SPREAD" acronym.

The meaning of each letter is summarized in the table below:

- S: Services; Solutions; Systems
- P: Private Sector-led; Partnerships; People-Centric
- R: Reliable; Rural; Regional Hub
- E: Enabler; Employment Generation; Entrepreneurship; Education
- A: Accessibility; Affordability
- D: Demand-driven

- Core Values for MYICT are summarized in the following acronym: **ARISE**

A: Accountability
R: Reliable; Result Oriented
I: Innovation; Integrity
S: Sense of Urgency
E: Excellence

➤ **Details of services delivered by MYICT – the citizens’ charter details the following elements:**

- Services provided by MYICT,
- Department to be approached or where specific services can be obtained. In this way citizens will know which office to approach in case one requires a particular service,
- The time it takes to deliver a particular service,
- Specifications of quality standards for different types of services such as timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery,
- Clear information on the different service categories and the procedure to get service in MYICT,
- Details of the ‘Citizens’, groups/end users or People who are eligible for each service offered by MYICT,
- Contact information of key officers in charge of these services,
- Complaint procedures or grievance redress mechanisms and how to access them,
- Feedback mechanisms in our interactions with Citizens to continuously improve service delivery,
- Information and dissemination for availability and visibility of services.

This Citizen's Charter is a tool to increase access to information to customers of MYICT and sets standards for transparency in delivery of services. It is expected that through Citizen’s Charter, MYICT's Clients will have faster access to services, setting an end to unnecessary time wasting and delays in service delivery.

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

Feedback mechanism

Realizing that MYICT cannot go this route alone, we thus invite the citizens to keep a keen eye on its employees, to be correct, realistic and comprehensive in furnishing information to clients to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for better implementation of this Citizen's Charter, MYICT expects continuous interaction with citizens seeking its services. For this, MYICT has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form shall be available at each department;
- Suggestion box at entrance;
- Open days/Accountability day;
- Citizen panels, focus groups;
- Hot line services to facility feedback;
- Customer surveys;
- Grievance redresses mechanism or Complaints Systems in order to offer customers immediate channel for feedback regarding the service they receive.

This Citizen's Charter also specifies the actions to be taken when a service is not delivered as it should. Thus, MYICT encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. MYICT takes these complaints seriously and adopts prompt and proper action to respond. A time frame for dealing with these grievances and redresses has been set. The following key elements will be considered during the implementation process of this Citizen's Charter:

- Establish regular channels through which users can deal with 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 MYICT and outline the internal grievance redress 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 MYICT to identify "real-time" trends in the data.
- Set a clearly defined timetable for grievance redress, including time for initial acknowledgement of the complaint (if complainant is not anonymous), expected time to handle each stage of investigation, time to resolve grievance 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.

As regards encouraging communication, feedback and dialogue on the implementation of this Charter, MYICT commits to use all possible channels including media and ICT such as SMS, email, twitter, Facebook, etc....

To continuously improve the service delivery, MYICT 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.

Information and communication

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various channels and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, MYICT 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 materials:
 - Leaflets,
 - Posters,
 - Press releases
- Publications and creation of booklets: 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 and formally issue the Charter and place it on website;
- Formal announcement and publication in newspapers;
- Messages broadcast on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the web site:
 - Search engines
 - Public Websites
 - Partner Web sites
 - 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 players, fans, researchers, students (and pupils), private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the MYICT to provide high quality services to all our customers. We will endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

Expectations from customers:

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

- Provide us with honest feedback on services received from us;
- Abide by the regulations governing the sports and culture services;
- Suggesting ways of improving our services;

HOW YOU CAN CONTACT US

MYICT HEADQUATER 'S OFFICE IS AT KIGALI CITY, KN3rd Road, Sepetrad in NYARUGENGE PENSION PLAZA.

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Website: www.myict.gov.rw

Facebook: [myictrwanda](https://www.facebook.com/myictrwanda)

Twitter: [@RwandaYouthICT](https://twitter.com/RwandaYouthICT)

You may contact us during office hours 7:00 am to 5:00pm , Monday to Friday (except Public Holidays)

YOUTH

YOUTH DEPARTMENT

1. Services offered by Youth Department

Funding Youth related Projects and initiatives

- Type of service: Socio economic

What the Service am I eligible?	A Youth association or cooperative can get a financial support or any support to help them advancing their projects.
Department to be approached	Youth Department
When can I access the service?	From Monday to Thursday, 7:00 am to 5:00:pm, and on Friday from 7:00 am to 12:00.
Once a request is made or an application is submitted, how long will it take?	7 working days
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	- Application letter - Project proposal - Detailed report of the ongoing project - Recommendation from where you're officially registered.
What is the procedure?	Submit the application containing all requested documents to the Ministry and wait 7 days to get the response.
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)	None
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	None

Youth Department

1. Request for recommendation for Youth partners

Type of service: Socio economic

What the Service am I eligible?	The service is offered to organizations working in youth sector and this recommendation will help to get the partnership with other private or public institution.
Department to be approached	Youth Department
When can I access the service?	From Monday to Friday, 7:00 am to 5:00:pm and on Friday from 7:00 a.m. to 12 a.m.
Once a request is made or an application is submitted, how long will it take?	7 days
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none">- Application letter- Project proposal- Detailed report of the ongoing project- Recommendation from where you're officially registered.
What is the procedure?	The Ministry receives a written application letter will all required documents.
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)	None
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	None

ICT DEPARTMENT

2. Services offered by the General Directorate of ICT

- a) Type of service: Recommendation to a new IT company

What the Service am I eligible?	Receiving recommendation as the new ICT company working in Rwanda.
Department to be approached	General Directorate of ICT
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 submitted, how long will it take?	One week
What, if any, are the costs for accessing the service?	No cost
What documents are required?	-Application Letter -Project Proposal -Registration Certificate from RDB
What is the procedure?	N/A
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	N/A

b) Type of service: Providing Information about ICT sector

What the Service am I eligible?	Receiving information about the ICT sector and opportunities which can be found in this growing sector.
Department to be approached	General Directorate of ICT
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 submitted, how long will it take?	At the time of request
What, if any, are the costs for accessing the service?	No cost
What documents are required?	N/A
What is the procedure?	N/A
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	N/A

YOUTH

a) Type of service: Providing Information about ICT sector

What the Service am I eligible?	Receiving information about the ICT sector and opportunities which can be found in this growing sector.
Department to be approached	General Directorate of ICT
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 submitted, how long will it take?	At the time of request
What, if any, are the costs for accessing the service?	No cost
What documents are required?	N/A
What is the procedure?	N/A
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	N/A

YOUTH

a) Type of service: Advisory Support

What the Service am I eligible?	Requesting all advisory support in the ICT sector.
Department to be approached	General Directorate of ICT
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 submitted, how long will it take?	3 Days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	N/A
What is the procedure?	Approaching the ICT Directorate
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	N/A

YOUTH

FINACE AND ADMINISTRATION DEPARTEMENT

3. Service offered by Finance and Administration department

a) Type of service: Payment

What the Service am I eligible?	Proof of payment
Department to be approached	Finance Department
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 submitted, how long will it take?	Three days after submission of the invoice or request
What, if any, are the costs for accessing the service?	No cost
What documents are required?	A copy of contract, LPO, Delivery notes dully signed plus your 4 original copies of the invoice.
What is the procedure?	N/A
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	N/A

KIMISAGARA YOUTH FRIENDLY CENTER

1. Kimisagara One Stop Youth Employment and Productive Center

a) Type of service: Trainings /Renting of rooms/ Sports facilities

What the Service am I eligible?	Trainings in IT, Entrepreneurship, languages and Trainings through Apprenticeship
Department to be approached	Kimisagara One Stop Youth Employment and Productive Center
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	3 Days after closing of application
What, if any, are the costs for accessing the service?	We offer trainings free of Charge Renting of Conference rooms
What documents are required?	A copy of contract, LPO, Delivery notes dully signed plus your 4 original copies of the invoice.
What is the procedure?	Fulfill the applicant form upon advertisement/ Directly contact Kimisagara One Stop Youth center for renting a room
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)	Districts of Kigali City
Is there a complaint procedure?	If any contact the Permanent Secretary at MYICT
Available forms	Application form are available at Kimisagara One Stop Youth Employment and Productive Center
Relevant legal documents	N/A

YOUTH

1. Service offered by Iwawa Rehabilitation and Vocational Skills Centre

▪ **Rehabilitation of addicted person**

What the Service am I eligible?	Psychiatric treatments and medical treatment
Department to be approached	Health and social rehabilitation unit
When can I access the service?	Monday to Sunday , 7:00 am to 8:00:pm
Once a request is made or an application is submitted, how long will it take?	Immediate
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Psychological and medical file
What is the procedure?	- Being admitted at IWAWA -At the beginning of intake, the psychologists elaborate a psychological file for each person and organize many psychotherapist session
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	For more information, contact NIYONGABO Nicolas by phone call on 0788464695, email: nniyongabo@gmail.com
Available forms	N/A
Relevant legal documents	N/A

▪ **Training**

What the Service am I eligible?	Training in tailoring, masonry, carpentry, animal production, commercial farming.
Department to be approached	Training unit
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 submitted, how long will it take?	Immediate
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Being registered at Iwawa
What is the procedure?	Succeeding the preliminary courses Registration to the desired trade
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	At the end of the training, the graduate receives start up kits to help them to start their business. For more information, contact BIZIMANA Servilien with a phone call on 0788435925, email: bservilien@yahoo.fr
Available forms	N/A
Relevant legal documents	N/A



YOUTH