

REPUBLIC OF RWANDA



NATIONAL WOMEN'S COUNCIL

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CITIZEN'S CHARTER

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FORWARD

It is my pleasure to present to you this Service Charter for The National Women's Council (NWC).

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 National Women Council, 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 create a better understanding and enhancing our service delivery.

A handwritten signature in blue ink, starting with 'P.O.' and followed by a cursive name, is written over a large, faint blue circular official seal. The seal contains text around its perimeter and a central emblem.

Jackline KAMANZI

Executive Secretary of the National Women's Council

The present Citizen's Charter reflects the service provided by National Women's Council to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the NWC which affirms its commitment to deliver the services with:
 - Integrity
 - Judiciousness
 - Courtesy
 - Understanding
 - Objectivity and impartiality
 - Transparency
 - Accountability
 - Promptness
 - Efficiency and effectiveness.
- Details of services delivered by the NWC:
 - Specification of services provided by NWC,
 - 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 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 NWC.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by NWC
- 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 for services.

This Citizen's Charter is a tool to increase the information available to customers of NWC and sets standards for transparency in public services. It is expected that through Citizen's Charter, NWC'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, NWC commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

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

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

- Citizens' feedback form available at website;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Email;
- Customer surveys
- 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 specifies also what actions will be taken when a service is not delivered, as it should. Thus, NWC 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 NWC takes these complaints seriously and adopt prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and

redresses has been set. The NWC is willing to share a more systematic review of the grievances with its clients. 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 NWC 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 the NWC 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, NWC commit to use new media and ICT such as sms, email, twitter, facebook, and any combination of these technologies.

To improve continuously the service delivery, NWC is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practices;
- 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, NWC 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 and formally issue the Charter and place it 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 web site:
 - 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.

Commitment to our clients:

This charter is a commitment by the NWC 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.

Expectations from customers:

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

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

Contact:

National Women's Council (NWC)

Twitter: @RwandaWomen

Email: cnfgov@cnf.gov.rw,

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

Facebook: **National Women's Council**

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.

I.INTRODUCTION

The National Women's Council (NWC) is a forum for advocacy and social mobilization on issues affecting women in order to build their capacity and ensure their participation in the development of the country in general, and the development of women in particular.

II.VISION

The National Women's Council Vision is to have a society where both men and women enjoy equal rights and opportunities

III.MISSION

The National Women's Council mission Build women's capacity and ensure their participation in National Development through advocacy and social mobilization.

IV.CORE FUNCTIONS

- ❖ To gather and analyze ideas of Women
- ❖ To build the capacity of Women
- ❖ To sensitize Women to participate in the country's development programs;
- ❖ To advocate for gender equality
- ❖ To advocate on serious issues affecting the development and the rights of women
- ❖ To engage in consultation and collaboration with foreign organs entrusted with the same responsibilities

IV.CORE VALUES

- Integrity
- Dignity
- Patriotism

SERVICES OFFERED BY THE NATIONAL WOMEN COUNCIL

Type of service: Women mobilization

What is the service?	Information on different subjects relevant to Women's development including: Existing financial facilities like Women guarantee fund, Umurenge SACCO
Am I eligible?	Only Women are eligible
Department to be approached	Women Empowerment and Mobilization Unit: Women economic mobilization branch, capacity building branch
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Any time 5 days
What, if any, are the costs for accessing the service?	None
What documents are required?	Official letter or email with a list of participants ,if it is a group of people , make sure that they have a financial support to cover their transport or accommodation but the National Women's Council technical support is free.
What is the procedure?	Official letter to President or executive Secretary of the NWC
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?	For any complaint, please contact the Executive Secretary of the National Women's Council
Is there any additional information regarding this service that is useful to know?	Always visit NWC website: http://www.cnf.gov.rw or other fore mentioned channels for information.
Available forms	No
Relevant legal documents	No

SERVICES OFFERED BY THE NATIONAL WOMEN COUNCIL

Type of service: Women's capacity building

What is the service?	Training of women in different topics: project management, business plan elaboration, leadership, planning and reporting, women's rights.
Am I eligible?	Only Women are eligible
Department to be approached	Women Empowerment and Mobilization Unit

When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One month
What, if any, are the costs for	The service is free

accessing the service?	
What documents are required?	Official letter to the President or Executive Secretary of the National Women's Council
What is the procedure?	Support the request with the District Cover
Is there a complaint procedure?	For any complaint, please contact the President of the National Women Council
Is there any additional information regarding this service that is useful to know?	Always visit NWC website: http://www.cnf.gov.rw for information
Available forms	No
Relevant legal documents	Legal personality document if it is a cooperative or an association of women

SERVICES OFFERED BY THE NATIONAL WOMEN COUNCIL

Type of service: Women's advocacy

What is the service?	Documentation of women's problems and its submission to competent organs for appropriate actions.
Am I eligible?	Only Women are eligible
Department to be approached	Women Empowerment and Mobilization Unit: Women economic mobilization branch or capacity building branch depending on the nature of the problem
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm

Time limit to access this service? or 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?	No cost
What documents are required?	Official letter, email with the documents from local authorities showing how the problem has been handled.
What is the procedure?	Having presented your case to the local authorities at Village, Cell, Sector, District and Provincial level
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?	For any complaint, please contact the President of the National Women's Council
Is there any additional information regarding this service that is useful to know?	Always visit NWC website: http://www.cnf.gov.rw
Available forms	No
Relevant legal documents	Copy of legal personality if it is a cooperative or an association of Women

SERVICES OFFERED BY THE NATIONAL WOMEN COUNCIL

Type of service: Guarantee and credit fund

What is the service?	Information on Women's Guarantee Fund.
Am I eligible?	Yes but the beneficiaries of the Fund are only Women
Department to be approached	Women Empowerment Unit : Women economic mobilization branch
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Time limit to access this	1 day
service? or Once a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Free service
What documents are required?	Official letter or email
What is the procedure?	Official Letter or email to the President or Executive Secretary of the National Women's Council
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)	BDF

Is there a complaint procedure?	For any complaint, please contact the Executive Secretary of NWC
Is there any additional information regarding this service that is useful to know?	Always visit NWC website: http://www.cnf.gov.rw or other fore mentioned channels
Available forms	Yes
Relevant legal documents	To be specified by the commercial bank you are working with