

REPUBLIKA Y'U RWANDA



INTARA Y'AMAJYEPFO
AKARERE KA NYARUGURU

IMBONERAHAMWE YA SERIVISE ZITANGWA MU KARERE KA NYARUGURU

Serivise zitangirwa ku Kagali

Bikorewe i Nyaruguru ku wa 18 Kamena 2018

ANNEX 1: REVISED LOCAL GOVERNMENT SERVICE CHARTERS

SERVICES PROVIDED AT CELL LEVEL

a) Acquiring a certificate for the request of Passport or Laisser-Passer

1) Eligibility	Being a resident of the cell
2) Staff in charge	Cell Executive Secretary
3) Requirements	For adults: <ul style="list-style-type: none">• Payment of slip of 1,200 Rwf deposited on the district account• One passport photograph with a white background• Copy of ID card or a certificate of loss of ID bearing its number For children aged under 16 years: <ul style="list-style-type: none">• Birth certificate• Parents' marriage certificate issued by the sector• Copy of both parents' identity cards
4) Detailed procedure	<ul style="list-style-type: none">• The enquirer comes at the cell office during working hours• A form is filled and signed by the Cell Executive Secretary• After the certificate is issued by the cell, the inquirer goes directly to the
5) Other institutions to visit	Migration Office
6) Fees/taxes levied	A fee of Rwf 1,200 is paid through Irembo
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

b) Handling citizens' queries and complaints

1) Eligibility	Any resident of the cell
2) Staff in charge	Cell Executive Secretary

3) Requirements	The case is first submitted to the village. If not solved, the village documents the situation in the household booklet (Ikayi y'Umudugudu), and refers the case to the cell. However security and emergency issues are dealt with directly by the cell immediately.
4) Detailed procedure	Coming to the cell office with the booklet (Ikayi y'Umudugudu) in which the village noted how the case was dealt with.
5) Other institutions to visit	Village
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

c) Execution of court judgments

1) Eligibility	Any citizen with a judgment from Abunzi and Gacaca courts bearing the "Cachet Mpuruza" (prompt stamp)
2) Staff in charge	Cell Executive Secretary
3) Requirements	Court judgment with a prompt stamp
4) Detailed procedure	Submitting the court judgement documents to the cell executive secretary for implementation
5) Other institutions to visit	None
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	The case is notified to the other party within one week and the court judgement is executed within 15 days from the date of notification to the other party. In any case, the judgment execution period cannot exceed three (3) months.

d) Acquiring attestations for application for an Identity Card

1) Eligibility	Citizen aged 16 years and residing in the cell
2) Staff in charge	Executive Secretary of the cell
3) Requirements	<ul style="list-style-type: none"> - Any document indicating the date and year of birth; - Form filled and signed by the Village (Ikayi y'umudugudu)
4) Detailed procedure	<ul style="list-style-type: none"> - Any Rwandan citizen turning 16 must apply for an ID card.

	<ul style="list-style-type: none"> - A form is filled at cell level based on information from the village (ikayi y'umudugudu). - It is sent to the Sector Civil Registration and Notary. - The information is recorded in the NIDA data base. - NIDA communicates the day for the Biometric Data Capture. - Once the ID card is available it is transmitted to the sector where the data was taken for collection.
5) Other institutions to visit	Village and Sector
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

e) Acquiring attestations for getting a Certificate for Being Single

1) Eligibility	Being a resident of the cell
2) Staff in charge	Cell Executive Secretary
3) Requirements	<p>Three (3) witnesses testify in writing that the individual is single in front of the Cell ES. This can also be done at village level and the head of village signs. The form filled and signed by the cell is taken to the sector.</p> <p>Copies of the IDs of each person</p>
4) Detailed procedure	Coming to the cell office.
5) Other institutions to visit	Village
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

f) Categorising the citizens according to their levels of poverty

1) Eligibility	All residents
2) Staff in charge	Social, Economic and Development Officer (SEDO)
3) Requirements	None
4) Detailed procedure	<ul style="list-style-type: none"> - The SEDO helps the village committees with the categorisation. But this is done in the village meetings. - The Cell and sector keep records of the results of the classification of households

5) Other institutions to visit	Village, Sector
6) Fees/taxes required	None
7) When to access the service	During the categorisation by the village committees
8) Feedback period	The same day

g) Preparation of the list of vulnerable people

1) Eligibility	Any person in the first and second categories of Ubudehe (database consulted)
2) Staff in charge	SEDO
3) Requirements	Being in the category 1 of Ubudehe. For those who were not categorised or put in the wrong category, the village assembly reconfirms their categories.
4) Detailed procedure	The person reports to the Cell office, which checks in the database of Ubudehe categories, record the person on the list of vulnerable people and issues a certificate for being vulnerable.
5) Other institutions to visit	The village committee which determines households Ubudehe categories.
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	The same day provided all the requirements are met

h) Acquiring attestations for getting a Death certificate

1) Eligibility	Resident of the cell
2) Staff in charge	Cell Executive Secretary
3) Requirements	- Death medical certificate (for those died at hospital) - Village approval (for those died at hospital)
4) Detailed procedure	For people who died at home, the village testifies the death, the document is approved by the cell and used at sector level.
5) Other institutions to visit	Village
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

i) Advocate for the support to vulnerable

1) Eligibility	Any person in the first and second categories of Ubudehe in need of immediate support
2) Staff in charge	Cell Executive Secretary
3) Requirements	Being on the list of category 1 of Ubudehe
4) Detailed procedure	The support is provided in the form of Kuremera, i.e. mobilising the population to provide the support to the needy person (Mutuelle de Santé, shelter support, etc.). The villages participate in the selection of the needy citizens and gather the support.
5) Other institutions to visit	Village
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	This depends on the case and can take one (1) month for the Kuremera. For other types of support the request is forwarded to the sector the same day.

j) Acquiring attestations for getting a house construction/Rehabilitation

1) Eligibility	Anyone wishing to construct/renovate a house in rural areas
2) Staff in charge	Executive Secretary of the cell
3) Requirements	Land lease contract Results of the site visit
4) Detailed procedure	This process is valid for community settlement sites. For urban sites the construction permitting process is handled by the District Land Bureau. The inquirer files the request with the cell. The Cell ES visits the site to assess if the plot is located in an area demarcated for construction. The report of the site visit is attached to the issued attestation. The final authorisation is issued by the Sector.
5) Other institutions to visit	Sector
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	One week including the site visit

k) Acquiring attestations for getting a Certificate for loss of documents

1) Eligibility	Any person lost documents (land documents, passports, IDs, Driving Licences, etc.)
2) Staff in charge	Cell Executive Secretary

3) Requirements	<i>Ikayi y'umudugudu</i> providing the basic information on the case.
4) Detailed procedure	Form to be taken to the police for a loss certificate. The inquirer pays Rwf 1,200 on RRA account and takes the receipt to the Police.
5) Other institutions to visit	Police
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

l) Notification of the court decision

1) Eligibility	Any person concerned by Abunzi court decision and did not attend the court sitting on the case
2) Staff in charge	Cell Executive Secretary
3) Requirements	Court judgment
4) Detailed procedure	This procedure is launched if after two calls by the Abunzi court, the person refuses to attend and the court pronounces a judgement in his absence. The person is informed within 10 days of the court decision. The person is visited at home by the cell executive secretary, and signs for notification of the court judge mentor husband or their son or daughter aged 18 and above.
5) Other institutions to visit	None
6) When to access the service	Working days from 7h00 to 17h00
7) Fees/taxes levied	None
8) Feedback period	The person has to be informed within 10 days

m) Notification of calls before the courts

1) Eligibility	Any person summoned by the court
2) Staff in charge	Cell Executive Secretary
3) Requirements	Document calling to attend the court hearing
4) Detailed procedure	The bailiff (the Cell ES) visits the summoned person and hands the call for court hearing. The person signs for summon receipt him/herself, the wife or husband or their son or daughter aged 18 and above.
5) Other institutions to visit	None
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00

8) Feedback period	The call for court hearing should reach the person before 8 days.
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n) Acquiring attestations for getting a certificate for good conduct

1) Eligibility	Resident of the cell
2) Staff in charge	Executive Secretary of the cell
3) Requirements	Form filled by the village (ikayi y'umudugudu) Identity card
4) Detailed procedure	Come at cell office with your ID Card. The issuance of a certificate of good conduct or good behaviour depends on how people know you as established by the village. The issued attestation is taken to the sector which establishes the certificate.
5) Other institutions to visit	Village and Sector
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	The same day provided all the requirements are met

o) Acquiring attestations for getting a Birth Certificate

1) Eligibility	Being a resident of the cell
1) Staff in charge	Cell Executive Secretary
2) Requirements	Identity card for adults Form filled by the village
3) Detailed procedure	Any person in need of the certificate comes at cell office with his ID card and the signed form from the village.
4) Other institutions to visit	Village, Sector
5) Fees/taxes levied	None
6) When to access the service	Working days from 7h00 to 17h00
7) Feedback period	Same day

p) Acquiring attestations for getting a Property ownership certificate

1) Eligibility	Resident of the cell in need of the Certificate
2) Staff in charge	Executive Secretary of the cell
3) Requirements	Form filled by the village (ikayi y'umudugudu), Identity card
4) Detailed procedure	This applies for all fixed assets (property). The person comes to the cell office which checks the registers to assess whether the property belongs to the person and was not sold; The form is signed and taken to the sector
5) Other institutions to visit	Village committee and Sector
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	The same day provided the requirements are met

q) Certificate for genocide survival

1) Eligibility	Any survivor of genocide against the Tutsi
2) Staff in charge	Cell Executive Secretary
3) Requirements	Form filled by the village and genocide survivors committee, Identity card
4) Detailed procedure	The cells genocide survivors committee fills and signs a form that is countersigned by the Cell Executive Secretary. It is then taken to the Sector in charge of Social Affairs for approval.
5) Other institutions to visit	Genocide Survivors committee, Sector
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day provided the requirements are met

r) Certificate to single pregnant women in need of maternity consultation

1) Eligibility	Any women that need maternity services and other medical treatments related to a pregnancy while not officially married
2) Staff in charge	Cell Executive Secretary
3) Requirements	The "Ikayi y'umudugudu" with the annotation the community health workers
4) Detailed procedure	Coming to the cell office personally. The community health workers may also accompany them to the health center.

5) Other institutions to visit	Village, Health services
6) Fees/taxes levied	None
7) When to access the service	Working days from 7h00 to 17h00
8) Feedback period	Same day

s) Acquiring attestations for getting a certificate for being a widow/widower (Attestation de Veuvage)

1) Eligibility	Any resident widow/widower
2) Staff in charge	Cell Executive Secretary
3) Requirements	<ul style="list-style-type: none"> - IDs - Village approval (ikayi y'umudugudu) - 3 witnesses testifying the case
4) Detailed procedure	- Submit the required documents. The final certificate is issued by the sector
5) Other institutions to visit	Sector and village
6) Fees/taxes required	None
7) When to access the service	Working days from 7h00 - 17h00
8) Feedback period	Same day if all the requirements are met

t) Certificate of residence

1) Eligibility	Anyone residing in the cell
2) Staff in charge	Cell Executive Secretary
3) Requirements	<ul style="list-style-type: none"> - No of ID Card or Passport - Attestation/ confirmation letter from the Cell
4) Detailed procedure	Coming to the Cell Office with your ID.
5) Other institutions to visit	Village
6) Fees/taxes levied	Rwf 1,500 paid through Irembo
7) When to access the service	7h-17h on working days
8) Feedback period	Same day

u) Acquiring attestations for getting a Certificate of full identity

1) Eligibility	Any resident of the cell
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2) Staff in charge	Cell Executive Secretary
3) Requirements	ID, 16 years but with no ID basing on the Ikayi y'Umudugugu.
4) Detailed procedure	Coming to the cell office with the required documents
5) Other institutions to visit	Village
6) Fees/taxes levied	None
7) When to access the service	7h-17h on working days
8) Feedback period	Same day

