

*Rwanda
Governance
Board*



*Office
Rwandais de la
Gouvernance*

RGB CITIZEN SERVICE CHARTER

English Version

Kigali, June 2021

1. INTRODUCTION

The Rwanda Governance Board (RGB) is a public institution established by law N°56/2016 of 16/12/2016. RGB is responsible for the promotion and monitoring of good governance principles and practices and service delivery in all sectors; registration and monitoring the operations of CSO, FBO and Political Organizations; conducting research on governance and Home Grown Solutions (HGS); promotion, preservation and protection of HGS; development of media sector as well as Coordination, strengthening and monitoring of the JADF functioning.

2. CORE FUNCTIONS OF RWANDA GOVERNANCE BOARD

- To regularly monitor the service delivery and the compliance with the principles of good governance in public and private sector as well as in civil society organizations;
- To conduct research on governance in Rwanda explore citizens' perception with service delivery and disseminate the findings;
- To preserve, protect and promote the use of homegrown solutions in Rwanda and devise strategies meant for applying them efficiently;
- To give pre-authorization and follow up studies and research carried out in Rwanda on governance and home grown solutions whether by Rwandan or foreigner;
- To advise the government on the implementation of the decentralization and capacity development policy and on activities meant for building the capacity of decentralized entities;
- To promote principles of good governance, democracy, performance and quality services delivery and advise the government and other concerned institutions thereof;
- To advise the government on policies and strategies related to the promotion of excellent performance and good governance that enhance the country's development;
- to provide views, upon request or at its own initiative, to administrative organs on laws that are in force in the country or on draft laws so as to ensure compliance with governance fundamental principles;

- To put in place strategies to mobilize the citizens on their participation to interventions meant for them and accountability in respect thereof;
- To register, grant legal personality to local nongovernmental organizations and faith-based organizations and to monitor whether their operations comply with the law;
- To register international non-governmental organizations and to monitor their operations;
- To register political organizations and to monitor their operations;
- To promote the media sector and provide advice on its operations;
- To coordinate and follow up the joint action development forum activities;
- To collaborate with individuals, institutions and associations operating at local and international levels with similar missions;
- To annually submit to the president of the republic and to the parliament, both chambers, its action plan and activity report with a copy thereof to other public institutions provided for under this law;
- To Put In Place Guidelines Governing The Registration of Non-Governmental Organizations And Faith Based Organizations.

3. Guiding Principles of RGB

- To fulfill its mission, RGB observes the following principles:
- To promote good governance and quality service delivery in all of the operations of RGB
- To promote citizen centred governance
- To be characterized by diligence and expertise in the exercise of its mission
- To promote unity and reconciliation among Rwandans
- To promote a culture of home-grown innovations in performance and governance
- To work through democracy, transparency, dialogue and consultation in the exercise of its mission
- To promote a culture of excellence and time management
- To be characterized by integrity and high standards in its functioning.

4. Client's Rights

Our clients have the right to:

- Quality and timely services
- Access information in accordance with the law
- Timely feedback on requested services
- Respect and fair treatment
- Demand service and file a complaint in case of poor service

5. Client Obligations

Our clients have the following obligations to:

- Fulfill terms and conditions for the service
- Full and transparent disclosure of service related information
- Cooperative and understanding

SERVICES OFFERED IN RGB

1. REGISTRATION OF A LOCAL (LNGO) AND INTERNATIONAL NON- GOVERNMENTAL ORGANIZATIONS (INGO) POLITICAL PARTIES AND FAITH BASED ORGANIZATIONS (FBOs)

Services offered to clients	1. Temporary Registration for NNGOs certificate 2. Legal Personality Certificate 3. Notary services related to LNGO, INGO, Political Organization & FBO registration 4. Publication of statutes and Legal Personality
Department to be approached	Department of CSO & Political Organizations: E-mail: ngoregistration@rgb.rw (For Local NGOs); fbocompliance@rgb.rw (For FBOs compliance files); fbolp@rgb.rw (For FBOs registration); and ingo@rgb.rw (For INGOs registration).
When to access the Service	On line services: Any time of the day Monday to Thursday 7:00am to 05:00Pm Friday from 7:00am to 03:00 pm
Length of time for an FBO/NGO to get registered	Maximum 60 days for FBOs and 90 days for NGOs
Cost of registration service	Consult application guidelines on RGB website: www.rgb.rw
Requirements to access the service	Requirements are on RGB website under the following titles: 1. Operational certificate for LNGO 2. Operational certificate for FBO 3. Legal personality for NGO 4. Legal personality for FBO 5. Legal personality for a political party
Procedure to access the service	The procedures for accessing the services are on RGB website: www.rgb.rw under the following titles: 1. Operational certificate for LNGO 2. Operational certificate for FBO 3. Legal personality for NGO

	4. Legal personality for FBO 5. Legal personality for a political Organization
Is there a complaint Procedure?	For any complaint, contact the Head of department of Political Organizations and Civil Society Organizations, Ms. Judith KAZAIRE available on 0788305622, jkazaire@rgb.rw
Is there any additional information regarding this service that is useful to know	For any additional information related to the above services, visit RGB website: www.rgb.rw
Available forms	Related forms can be found on Irembo Portal (www.irembo.gov.rw) & RGB website (www.rgb.rw) for all registration related services
Relevant Legal Instruments	1. Law governing LNGOs 2. Law governing INGOs 3. Law governing FBOs 4. Law governing political Organizations 5. RGB instructions

2. PAYMENT FOR GOODS/SERVICES RENDERED TO RGB

Services offered to clients	Payment of goods and services
Department to be approached	General Secretariat on 6 th Floor in CSS-Zigama Building, E-mail: finance@rgb.rw
When to access the Service	Monday to Thursday from 7:00am-5:00pm Friday from 7:00am to 3:30pm
Length of time within which a service is accessed	3 working days, if all required supporting documents are available
Requirements for getting the service	To have provided a good (s) or service (s) as per agreement demonstrated by a goods/services received note
Documents required to access the service	- Original invoice (in 2 copies) indicating goods or service delivered - Original purchase order issued to the supplier by RGB

	- Delivery note (where necessary) signed by the contract manager from RGB
Procedure to access the service	- Submit the required documents described above at the Central Secretariat; - Make sure the documents are stamped received for your own monitoring purposes
Is there a complaint Procedure?	For any complaint, approach the office of the Secretary General on the 6 th floor, Mr. KALISA Edward, Tel: 0788304357; E-mail: ekalisa@rgb.rw
What additional information is needed to access this service?	- TIN number; - An EBM machine invoice - Quitus fiscal (where applicable); - Final report or completion of work (consultancy, construction or similar work); - Performance guarantee (or advance guarantee for advance payment)
Available forms	Not applicable
Legal instruments where applicable	A contract or purchase order

3. Pre-Authorization for Governance and Home Grown Solutions Research Projects

Services offered to clients	Pre-authorization for research on governance and Home Grown Solutions
Department to be approached	Department of Home Grown Solutions
When to access the Service	Monday to Thursday from 7:00am-5:00pm Friday from 7:00am to 3:30pm
Length of time within which a service is accessed	At least 14 days from the date of receiving the application fulfilling the requirements
Requirements for getting the service	• An application form accessible on RGB website: www.rgb.rw • Detailed research project proposal • CVs of the research team
Documents required to access the service	See above
Procedure to access the service	Completion of an application for and submit it online
Is there a complaint Procedure?	For any complaint, approach the office of the Head of Research Department Dr.

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What additional information is needed to access this service?	Not applicable
Available forms	Check RGB website above
Legal instruments where applicable	Not applicable