

REPUBLIC OF RWANDA



SERVICE CHARTER
RWANDA MANAGEMENT INSTITUTE



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FOREWORD

It is my pleasure and honour to present to you the Rwanda Management Institute (RMI) Service Charter. 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 vision and mission of Rwanda Management Institute, and highlights our core values, 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 Service Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

Thank you for your trust.



GASAMAGERA Wellars
Director General of RMI

INTRODUCTION

Rwanda Management Institute has existed under different names and with different mandates since 1963. RMI under its current denomination was established by Law N° 52/2013 of 28/06/2013, as a public institution with judicial personality and financial and administrative autonomy, mandated to ensure training in administration and management disciplines for public service, private sector and civil society organizations personnel. The government of Rwanda established this institution in order to respond to the challenges resulting from existing capacity gaps at the workplace. RMI head office is located at Murambi Sector in Muhanga District, Southern Province; with a branch at Muhima in Kigali City.

In order to serve our clients and the general public better, RMI developed this service charter which spells out the services which are provided by the institution. It also contains different service standards, service delivery methods and timelines, and grievance mechanisms.

In an ever changing environment RMI will continue to update the service charter. The Management of RMI reserves the right to amend this citizen charter or any part thereof as may be deemed necessary.

VISION AND MISSION

3.1 Vision

The Vision of RMI is ***“To be the leading regional centre of excellence in quality capacity building and skills development in the fields of administration and resources management”***.

3.2 Mission

The mission set by legal provisions extensively covers all the responsibilities of RMI. It was broken down into a less sizeable and comprehensive form as follows: ***“To offer training, consultancy, research and advisory services to the public, private sectors and the civil society in the fields of administration and resources management for national development”***.

CORE VALUES AND LEADERSHIP PRINCIPLES

4.1 Core Values

Like any training institution that aspires to meet international training standards and satisfy modern service delivery expectations, RMI has developed key success guarantying pillars and guiding principles that are summarized in 6 core values:

- Integrity, honesty, self-confidence;
- Team work and collective responsibility;
- Practical-oriented and interactive training methods responding to international standards;
- Industriousness, innovation and problem solving;
- Customer-oriented service delivery;
- Professionalism, ethics and discipline.

4.2 Leadership Principles

1. Know yourself and seek self-improvement.

2. Be technically proficient.
3. Seek responsibility and take responsibility for your actions.
4. Make sound and timely decisions.
5. Set the example.
6. Know your people and look out for their well-being.
7. Keep your people informed.
8. Develop a sense of accountability, ownership and responsibility in your people.
9. Ensure tasks are understood, supervised, and accomplished.
10. Train your people as a team.

RIGHTS OF CLIENTS

Our clients have a right to:

- Access free services;
- Be treated with respect;
- Privacy and Confidentiality;
- Lodge complaints;
- Appeal in accordance with established procedure

SPECIFIC AND DETAILS OF SERVICES DELIVERED BY RMI

6.1 Specification of Services

- Administration and Finance services
- Procurement services
- Training services
- Applied research and consultancy services

6.2 Details of Services Delivered

Specification of services provided by RMI:

- 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 RMI. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by RMI
- 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.

VII COMMITMENT TO OUR CLIENTS

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

VIII EXPECTATIONS FROM CLIENTS

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

- Treating RMI staff with courtesy and respect;
- Be honest;
- Abiding by the regulations governing the various services;
- Suggesting ways of improving our services at RMI;
- Providing the RMI with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department, and in a timely manner.
- Accountability

IX SERVICES OFFERED

9.1 Administrative and Finance

9.1.1 Salary Payments, Service Testimonials, End of Service Benefits etc.

What Service am I eligible for?	Administration Services (Giving Salary and Service Testimonials, end service benefits, etc.)
Department to be approached	Administration and finance unit
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm, Friday from 7:00 to 3:00
Once a request is made or an application is lodged, how long will it take?	5 working days
What, if any, are the costs for accessing the service?	This service is free of charge
What documents are required?	Written letter addressed to the Director General of RMI
What is the procedure?	-Go to the Central Secretariat office at RMI -Submit a copy of your letter of request -You should be able to return after 5 working days to pick-up your document requested.
What, if any, other institutions do I need to visit to access the service? (e.g. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	There is no formal complaint procedure in place for this service
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	None

9.2 Financial Services

What Service am I eligible for?	Information and payment
Department to be approached	Administration and finance unit
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm, Friday from 7:00 to 3:00
Once a request is made or an application is lodged, how long will it take?	- Beside finance constraints, 5 working days is enough for any payment request. - 5 working days for written request for information and 30 min for verbal request for information.
What, if any, are the costs for accessing the service?	None
What documents are required?	Notification letter, Contract or/and Purchase order, Delivery note, Invoice (EBM)
What is the procedure?	Official submission of the above required document at RMI reception
What, if any, other institutions do I need to visit to access the service? (e.g. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Verbal discussion with Director of Administration and Finance Unit, if not solved official complaint to DDG
Is there any additional information regarding this service that is useful to know?	None
Available forms	No forms
Relevant legal documents	Budget Law and the Procurement Law.

9.3 Procurement Services (Services related to supplying goods and services)

What Service am I eligible for?	Providing Procurement services
Department to be approached	Procurement Officer
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm, Friday from 7:00 to 3:00
Once a request is made or an application is lodged, how long will it take?	The duration of the tender process will vary depending on the type of tender.
What, if any, are the costs for accessing the service?	Cost of the bidding document is depending on the number of tender document pages.
What documents are required?	Documents required may include the trade register, a tax clearance

	certificate from the Rwanda Revenue Authority and a certificate of trade registration. However the kind of additional documents required will depend on the type of tender.
What is the procedure?	<ul style="list-style-type: none"> - Individuals and/or firms interested in submitting a tender for a contract with RMI should first pay the cost of tender document to RRA account, and then collect the tender document from RMI reception after presenting a payment slip. - The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract - Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement officer of RMI.
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)	<ul style="list-style-type: none"> - National Bank of Rwanda (NBR) - Rwanda Revenue Authority for payment of fees or cost of the tender document - Insurance company or other financial institutions
Is there a complaint procedure?	Complaints regarding this service are made in writing to the DDG. If your issue remains unresolved you can address your complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.
Is there any additional information regarding this service that is useful to know?	Always visit RMI website: www.rmi.rw
Available forms	Bidding document format, contract format, opening and evaluation report format.
Relevant legal documents	Procurement Law

9.4 Training Services

What service am I eligible for?	Training services
Department to be approached	Training unit
Where can I access the service?	At RMI Offices (Muhima and Murambi campus)
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm, Friday from 7:00 to 3:00
Once a request is made or an application is lodged, how long will it take?	5 working days for written communication, 30min for verbal communication to get a feedback.
What, if any, are the costs for accessing the service?	There is no cost to obtain the information. However, the training cost depend on the type of the training
What documents are required?	Training request and Purchase Order
What is the procedure?	The client who wants a training service has to make written request

What, if any, other institutions do I need to visit to access the service? (e.g. for payment of service costs or to get additional documents)	CESB
Is there a complaint procedure?	There is no formal complaint procedure in place for this service
Is there any additional information regarding this service that is useful to know?	Always, visit RMI website
Available forms	-Registration form -Training evaluation form
Relevant legal documents	Contract between RMI and the client

9.5 Research and Consultancy Services

What Service am I eligible for?	Research and Consultancy services
Department to be approached	Research and Consultancy Unit
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm, Friday from 7:00 to 3:00
Once a request is made or an application is lodged, how long will it take?	5 working days for written communication, 30min for verbal communication to get a feedback.
What, if any, are the costs for accessing the service?	There is no cost to obtain the information but the research and consultancy services are payable according to RMI price structure.
What documents are required?	Request, Purchase order or Contract, MOU
What is the procedure?	The client who wants research and consultancy services has to make written request
What, if any, other institutions do I need to visit to access the service? (e.g. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Any complain can be officially addressed to the Head of institution who reacts after consulting the relevant staff
Is there any additional information regarding this service that is useful to know?	Always visit RMI website
Available forms	None
Relevant legal documents	Contract between RMI and client

X DEALING WITH COMPLAINTS, GRIEVENCES AND OTHER INQUIRIES

In case you are not satisfied with the proposed action from the departments as mentioned above, we avail you with the right to raise your grievance to the Director General's office

For any other information or inquiries, you can approach our Customer Care at **Tel. 0784042753** (Muhima Campus) or **Tel. 0784009087** (Murambi Campus). We also have a suggestion box located at each campus.

You can also contact us through:

Email: info@rmi.rw

Facebook: Rmi Rwanda

Twitter: @RMI_Rwanda