

REPUBLIC OF RWANDA



NATIONAL ELECTORAL COMMISSION

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CITIZENS' CHARTER

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FOREWORD

It is my pleasure to present to you this Service Charter for the National Electoral Commission (NEC).

This Service Charter has been prepared in line with the Government's reform agenda and in the spirit of being responsive to citizens' needs, transparency and accountability.

The Charter spells out the mandate of the NEC, highlights the services offered and the requirements therein, lists the relevant Units in which services can be accessed and the guiding legal instruments.

The development of this Charter signifies NEC commitment to serve Rwandan Citizens both within the Country and Diaspora in exercising their right to vote and be elected.

MUNYANEZA CHARLES

Executive Secretary
National Electoral Commission

INTRODUCTION

The National Electoral Commission (NEC) is a Public Institution established by the law N° 39/2000 of November 28, 2000 as amended by law N°31/2005 of December 24, 2005.

Vision

Being an Institution known for its professionalism and integrity in delivering a credible electoral process to promote electoral democracy

Mission

Conduct free, fair and transparent Elections to promote democracy and good governance in Rwanda.

Mandate

The National Electoral Commission is mandated to prepare and run the following elections:

- Local Government elections;
- Referendum;
- Legislative elections;
- Presidential elections;
- Any other elections as may be mandated by the law
- The National Electoral Commission is also mandated:
 - Establish electoral areas (Constituencies);
 - Creating Provincial, District and Municipal Commission branches;
 - Preparing and conducting Civic and Voter Education Programs;
 - Announcing and publishing election results;
 - Ensuring that elections are free and fair;
 - Carrying out any other electoral activities as provided by law.

Core Values

Core Values of the National Electoral Commission:

- The respect of Voters
- Impartiality

- Professionalism
- Respect of laws and regulations
- Transparency
- Integrity
- Time management

Description of NEC Citizens' Charter

The present Citizen's Charter reflects the service provided by National Electoral Commission (NEC) to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the Vision and Mission statement of the NEC which affirms its commitment to deliver the services in line with its core values listed below.

The NEC service charter also determines the details of Citizens who are eligible for each service offered by NEC, Complaint procedures or grievance redress mechanisms and how to access them, Feedback mechanisms for interaction with Citizens to continuously improve services, Information and dissemination.

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

For a better implementation of this Citizens' Charter, NEC looks forward to a continuous interaction with citizens seeking its services. For this, NEC has developed the following instruments in order to actively obtain feedback from its clients:

- Suggestion box at entrance;
- Customer surveys,
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

The 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.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint, 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;

To encourage communication, feedback and dialogue on the implementation of its Charter, NEC commits to use new media outlets and ICT such as sms, email, and any combination of these technologies.

Commitment to Rwandan Citizens:

This charter shows a commitment by the NEC to provide high quality services to all Rwandans and stakeholders. In this regard we shall endeavor to serve effectively, with due diligence, professionalism and utmost integrity in the delivering a free, fair and regular electoral process.

Expectations from Rwandan Citizens:

In order to serve Rwandans better we expect them to help us improve the performance by:

- Treating NEC staff with courtesy and respect;
- Abiding by the electoral law and regulations;
- Suggesting ways of improving our services at NEC;
- Providing the NEC with adequate feedback on service delivery through various dissemination technologies;

- Addressing all complaints/compliments/suggestions to relevant Authorities within the NEC administrative hierarchy.

SERVICES PROVIDED BY THE NATIONAL ELECTORAL COMMISSION

1. TYPE OF SERVICE: voter Registration and issuing of voter cards

What is the Service? Am I eligible?	Being registered as a voter using the easiest means possible
Which unit within the NEC do I go to?	ICT Unit
When can I access the service?	Immediately after submission of ID and the proof eligibility to vote according to the law provided during official working hours.
What, if any, are the costs for accessing the service?	Free of charge.
What is the procedure?	<ul style="list-style-type: none"> - Visiting NEC national or field offices for registration; - Approaching NEC volunteers in their respective villages, cells and Rwandan Embassies; - Online registration using personal cell phones and computers

Is there a complaint procedure?	Complaints may be made either in person or in writing to the Executive Secretary of the National Electoral Commission or writing through www.nec.gov.rw .
Additional information regarding this service that is useful to know?	Any other useful information available on NEC web site: www.nec.gov.rw Reference to the No 27/2010 of 19/06/2010 relating to elections as modified and completed to date
Relevant legal documents	Reference to the law N° 39/2000 of November 28, 2000 as amended by law N°31/2005 of December 24, 2005 establishing NEC.

2. TYPE OF SERVICE: Electoral Civic and Voter Education

What is the Service? Am I eligible?	Being educated on the electoral process
Which unit within the NEC do I go to?	Election Operations.
When can I access the service?	During election and none election period
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	None
What, if any, other institutions do I need to	All Institutions and partners with whom NEC has got Memorandum of understanding (MoU)

visit to access the service	NEC Documentation Center and Official website: www.nec.gov.rw
Is there a complaint procedure?	Reference to the law N° 39/2000 of November 28, 2000 as amended by law N°31/2005 of December 24, 2005 establishing NEC.
Is there any additional information regarding this service that is useful to know?	At National Electoral Commission web site: www.nec.gov.rw
Available training manuals and materials	Available in the NEC Documentation and website: www.nec.gov.rw
Relevant legal documents	The law N° 39/2000 of November 28, 2000 as amended by law N°31/2005 of December 24, 2005 establishing NEC. The law No 27/2010 of 19/06/2010 relating to elections as modified and completed to date

3. TYPE OF SERVICE: Delivery of Free and Fair Elections

What is the Service? Am I eligible?	Casting vote at my nearest polling station
Which unit within NEC do I go to?	Election Operations
When can I access the service?	During designated polling days as per the approved election calendar

What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - National ID or pass-port - Voter card
What is the procedure?	<ul style="list-style-type: none"> - Visiting the polling station - Verification of whether one is a registered - Casting of the vote if one qualifies to vote
What, if any, other institutions do I need to visit to access the service?	National Identification agency (NIDA & Immigration Office for the required identification documents)
Is there a complaint procedure?	Complaints may be made either in person or in writing with proof to the National Electoral Commission field offices, Rwandan Embassies or to the Chairman when necessary
Is there any additional information regarding this service that is useful to know?	Any other information may be found on National Electoral Commission website: www.nec.gov.rw
Relevant legal documents	<p>The law N° 39/2000 of November 28, 2000 as amended by law N°31/2005 of December 24, 2005 establishing NEC.</p> <p>The law No 27/2010 of 19/06/2010 relating to elections as modified and completed to date</p>

4. TYPE OF SERVICE: FINANCIAL SERVICES:

What is the Service? Am I eligible?	Payment of invoices for services delivered
Which unit within the public administration do I go to?	Finance and Administration unit.
When can I access the service?	During official working hours
Once a request is made or an application is submitted, how long will it take?	not more than 7 working days
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Invoices, purchase, order and delivery note
What is the procedure?	<ul style="list-style-type: none"> - Submission of the invoice and relevant supporting documents of the service provided - Verification of the invoice by the finance Unit - Approval and payment of the invoice
What, if any, other institutions do I need to visit to access the service?	Ministry of Finance and Economic Planning

Is there a complaint procedure?	Complaints may be made either in person or in writing with proof to the Executive Secretary of the National Electoral Commission or writing through www.nec.gov.rw .
Is there any additional information regarding this service that is useful to know?	Any other information may be found on National Electoral Commission financial management manual.
Relevant legal documents	Government financial management laws and regulations in place

5. TYPE OF SERVICE: RECEIVING DIFFERENT CORRESPONDANCES AND DELIVER RESPONSES

What is the Service?	To deliver written and none written responses to NEC related activities
Am I eligible?	
Which unit within the public administration do I go to?	Executive Secretariat for direction and co-ordination.
When can I access the service?	Document submission: Monday to Friday from 7:00 am to 5:00 pm. Document retrieval Monday to Friday 7:00 am to 5:00 pm
Once a correspondence has been submitted, how long will it take?	Not more than 3 days
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	Any correspondence addressed to the Executive Secretary National Electoral Commission

What is the procedure?	-Go to the National Electoral Commission Reception and Central Secretariat; - The correspondence is directed to the office of the ES for orientation to the relevant Unit for appropriate action and response where necessary
What, if any, other institutions do I need to visit to access the service?	Any related Institution depending on the nature of the correspondence.
Is there a complaint procedure?	Complaints may be made either in person or in writing to the Executive Secretary of the National Electoral Commission.
Is there any additional information regarding this service that is useful	For Additional information refer to NEC website: www.nec.gov.rw and NEC internal rules and regulations