

**REPUBLIC OF RWANDA**



**NATIONAL ELECTORAL COMMISSION**

**NATIONAL ELECTORAL COMMISSION'S SERVICE  
DELIVERY COMMITMENT CHARTER**

**March 2023**

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## QUALITY SERVICE DELIVERY COMMITMENT POLICY STATEMENT

The National Electoral Commission (NEC), we are dedicated to Conduct free, fair and transparent Elections to promote democracy and good governance in Rwanda. To achieve the above vision, we commit ourselves to consistently provide services that meet the requirements and expectations of our stakeholders.

To implement this policy, we commit ourselves to:

- Deliver our services in a timely, reliable and consistent manner while complying with applicable legal and regulatory requirements;
- Respond pro-actively and creatively to unique demands of our stakeholders;
- Provide our services with professionalism, empathy and inclusiveness irrespective of age, gender or disability of our stakeholders;
- Maintain the assurance of our services by setting and following process procedures;
- Providing and maintaining all required infrastructure for operation of our processes and a conducive work place for our employees;
- Enhance service excellence by promoting continual improvement of our processes through implementing Quality Service Delivery Standards.

Our commitment to Quality Service Delivery is made by all National Electoral Commission's employees and is an integral part of our responsibilities. NEC management will ensure that this policy is communicated, understood, maintained and implemented at all levels in the National Electoral Commission.

Done at Kigali, on 24/03/2023

**MUNYANEZA Charles**  
Executive Secretary,  
National Electoral Commission

## 1. INTRODUCTION

The National Electoral Commission (NEC) is implementing the Quality Service Delivery Standards that serve as a service excellence framework to provide orientation on the required minimum measurable service quality standards towards customer satisfaction. In order to attain consistency in quality of service provision and to ensure clear communication to our clients, we have established this Institutional Service Delivery Commitment Charter that defines our services and how, when, where they can be accessed. This Institutional Service Delivery Commitment Charter is benchmarked to the NEC Standard Operating Procedures that have been established. Our Institutional Service Delivery Commitment Charter is our commitment to provide you with quality services and provides you with standards that measure our performance. It also offers our employees with clear standards to strive for in service excellence and to achieve the National Electoral Commission's Vision, Mission and Values.

## 2. OUR VISION

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

## 3. OUR MISSION

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

## 4. VALUES

Core Values of the National Electoral Commission:

- The respect of Voters
- Impartiality
- Professionalism
- Respect of laws and regulations
- Transparency
- Integrity
- Time management

To achieve our performance objectives, we shall work together as a team in pursuit of excellence. We will pool our abilities to accomplish our shared objective. No matter how talented we are as individuals, without cooperation and team spirit we can't reach our desired level of excellence.

## 5. THE NATIONAL ELECTORAL COMMISSION'S CORE MANDATE

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

- Presidential elections;
- Legislative elections;
- Local Government elections;
- National Council Elections;
- Abunzi Committee Election;
- Referendum;

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.

To attain the above mandate, the National Electoral Commission is composed of three organs; Council of Commissioners, Bureau of the Commission and the Executive Secretariat.

National Electoral Commission has two Departments reporting to the Office of Deputy Executive Secretary and these are: Department of Administration and Finance, and Department of ICT. We have also the Office of Executive Secretary and the Office of Deputy Executive Secretary.

### 5.1. The Office of Executive Secretary

This Office has the following attributions:

- Ensuring the daily management of the activities of the National Electoral Commission;
- Managing the National Electoral Commission's assets and human resources;
- Coordinating technical preparation of electoral operations;
- Ensure Research on issues related to NEC's mission and Mandate;
- Monitoring the preparation and execution of the budget of the National Electoral Commission;
- Promoting good relations between the National Electoral Commission and other institutions;

- Representing the National Electoral Commission whenever delegated by the Chairman;

## **5.2. The Office of Deputy Executive Secretary**

This Office has the following attributions:

- Preparation of electoral calendar;
- Propose to the National Electoral Commission Authorities polling centers and stations to be used for elections;
- Coordinate budget preparations for electoral activities;
- Propose to the National Electoral Commission Authorities numbers and nature of election materials to be used in elections;
- Acquisition and distribution of electoral materials;
- Coordinate the process of updating voters register;
- Prepare and consolidate reports related to election and civic education activities;
- Supervise and monitor electoral operation activities on polling day;
- Prepare and conduct electoral civic and voter education program;
- Coordinate the implementation of electoral civic and voter education program;
- Ensure monitoring, evaluation and reporting of electoral civic and voter education
- Coordination proper collaboration with electoral stakeholders;
- Monitor the implementation of the electoral operations employees' performance contracts and their appraisals;

## **5.3. Department of Administration and Finance**

This department has the following attributions:

- Ensuring proper management of the National Electoral Commission financial, Human and Material resources in accordance with existing laws, rules and regulations;
- Coordinating the preparation and execution of the National Electoral Commission Budget;
- Advising the National Electoral Commission authorities on strategies to mobilize funds for the Commission's activities;
- Ensuring timely preparation of the National Electoral Commission Monthly and Annual Financial reports and statements in accordance with the Laws and Regulations in place;
- Preparation and coordination of external audit of the National Electoral Commission Finances;

## **5.4. Department of ICT**

This department has the following attributions:

- Proposing concrete strategies for the implementation of the Government policy in the area of ICT;
- Advising the National Electoral Commission on ICT issues;
- Proposing computer equipment and related software to be purchased;

- Proposing to NEC authority the capacity building programs in areas of ICT;
- Putting in place mechanisms for the monitoring and maintenance of ICT equipment;
- Developing and proposing to NEC authority appropriate ICT Election Management software;
- Managing the ICT based activities related to electoral operations;
- Liaising between NEC and other ICT based institutions.

## **6. SERVICE STANDARDS YOU CAN EXPECT OF OUR EMPLOYEES**

### **6.1. General standards**

- We will respect our customers who are the population in general and specifically registered Voters and Candidates.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to re-contact us.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframe.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.
- All these standards shall be based on legal instruments in place especially those related to NEC mandate.

### **6.2. Face to face standards**

- Our frontline customer service employees will wear a name badge for ease of communication.
- We will provide you with factual information and provide relevant options and available services to you.
- We will listen to you and discuss your requirements fully.
- We will endeavor to satisfy your request at the time of your visit. When enquiries of a technical or specialized nature are made at any of our Customer Service Centers, the appropriate officer will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

### **6.3. Over the telephone standards**

- We will endeavor to answer your call promptly.

- Phones will not go unanswered. If the person you are contacting is unavailable, the call will be forwarded to someone who can assist.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will provide a 2hour telephone service for urgent after working hours calls.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times.
- We will return your telephone enquiry by the next business day.

#### **6.4. In writing or email standards**

- We will write to you in clear, concise language that is easily understood.
- We will send out standard information to you within 24 hours of receiving the request via the Commission's central secretariat.
- We will respond to your letter or e-mail of general correspondence relating to the Commission's core mandate within appropriate delivery period as per mentioned in the table below (Standard service period for NEC processes).

#### **6.5. Via the internet or social media standards**

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will keep up to date with online services and citizen engagement tools and trends.
- We will continue to review the NEC web-based and social media platforms to further engage and connect with citizens and provide additional online self service facilities and tools.

### **7. MEASURING AND IMPROVING THE QUALITY OF OUR SERVICE**

We will measure and improve the quality of our service by:

- Conducting an annual 'Customer Satisfaction Monitor' survey;
- Obtaining feedback from the citizens using feedback forms and customer service surveys;
- Implementing quality training and coaching activities for our staff;
- Using key performance indicators in the Commission's planning;
- Using effective internal systems and corporate reporting to measure our performance;
- Recognizing our staff for customer service delivery excellence.



## 8. HELPING US TO HELP YOU

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful of our employees;
- Respecting the rights of other customers and provide courtesy towards them;
- Being open and honest with us by providing accurate and complete details when contacting us;
- Contacting the NEC to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee;
- Contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable;
- Using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue;
- Working with us to help solve problems;
- Telling us where we fall short on our service in any aspect so that we may improve our services to you;
- Helping us recognize our employees by telling us when you have received excellent customer service.

## 9. CUSTOMER SERVICE FEEDBACK

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you. The National Electoral Commission has a Customer service desk to assist with customer feedback, compliments and complaints. This person will ensure your request or comments are dealt appropriately by the relevant employee.

## 10. TIME DELIVERY STANDARDS

### 10.1. Services offered by NEC to our external customers

S/N	Type of Service Offered	Service requirements	Service procedures	Standard service period for NEC processes (This may change where external processes are involved)
1	Registration of Voters using the easiest means possible	Submission of ID and the proof eligibility to vote according to the law provided during	-Visiting NEC Head Office or field offices for registration; -Approaching NEC volunteers in their respective villages, cells and Rwandan Embassies;	-General update of voter list is done once in a year. -The individual update on voter

		official working hours.	<p>-Online registration using personal cell phones and computers.</p> <p>Note: Complaints may be made either in person or in writing to the Executive Secretary of the National Electoral Commission or writing through <a href="mailto:info@nec.gov.rw">info@nec.gov.rw</a></p>	list is done whenever necessary during working hours.
2	Being educated on electoral process	All eligible voters and electoral stakeholders	Training is conducted during election and none election period	1-2 days
3	Being accredited as a domestic or international election observer	Being a Rwandan or expatriate representing Rwandan Non-Governmental Organization, a Rwandan Civil Society, Religious-based Organization, a Public Institution, an International or Foreign Organization	Submit to NEC Chairperson request for being accredited	As provided by electoral calendar
4	Submission of candidacy	Being eligible to a given category of election	Instructions of Commission determine modalities (procedures) for submission of candidacy for each category of election.	As provided by electoral calendar
5	Casting vote at nearest polling station	Having National ID or pass-port	<p>-Visiting the polling station.</p> <p>-Verification of whether one is a registered on voter list.</p> <p>- Casting of the vote if one qualifies to vote.</p> <p>Note: 1) For identification issues one may refer to National Identification Agency (NIDA) &amp;</p>	From 7:00am to 9:00pm

			Immigration Office for the required identification documents. 2) Complaints may be made either in person or in writing with proof to the National Electoral Commission field offices, Rwandan Embassies or to the Chairperson when necessary.	
6	Access to NEC Annual procurement Plan	Having access to internet	Visit NEC web-site <a href="http://www.nec.gov.rw">www.nec.gov.rw</a>	Any time
7	Payment of invoices for services delivered	Invoices, purchase, order and delivery note	<ul style="list-style-type: none"> <li>- Submission of the invoice and relevant supporting documents of the service provided</li> <li>- Verification of the invoice by the finance Unit</li> <li>- Approval and payment of the invoice</li> </ul> <p>Note: Complaints may be made either in person or in writing with proof to the Executive Secretary of the National Electoral Commission or writing through: <a href="mailto:info@nec.gov.rw">info@nec.gov.rw</a></p>	Not more than 7 working days
8	Delivering written and none written responses to NEC related activities	<ul style="list-style-type: none"> <li>-Documents are submitted to Executive Secretariat for direction and co-ordination.</li> <li>-Correspondences are addressed to the Executive Secretary of the National Electoral Commission.</li> </ul>	<ul style="list-style-type: none"> <li>-Go to the National Electoral Commission Reception and Central Secretariat;</li> <li>- The correspondence is directed to the office of the ES for orientation to the relevant Unit for appropriate action and response where necessary. For Additional information refer to NEC website: <a href="http://www.nec.gov.rw">www.nec.gov.rw</a> and NEC internal rules and regulations</li> </ul>	Not more than 3 working days

		-Document submission: Monday to Friday from 7:00 am to 5:00 pm (during working days).  -Document retrieval Monday to Friday 7:00 am to 5:00 pm (during working days).		
9	Access to NEC documentation center	Physical presence at NEC documentation center	Visit NEC Head Office	Working hours
10	Accessing electoral information	Physical presence and online access	Visit NEC Head quarter and field Offices, web-site, Facebook and twitter.	Working hours for NEC Offices, and any time for online access

## 11. CONCLUSION:

Our Commitment to Quality Service Delivery is made by all National Electoral Commission's employees and is an integral part of our responsibilities. NEC management will ensure that this charter is Communicated, to our customers (The Population) and adhered to in order to fulfil our promise.

Approved by:

**MUNYANEZA Charles**

Executive Secretary,

National Electoral Commission