

REPUBLIC OF RWANDA



RWANDA TRANSPORT DEVELOPMENT AGENCY (RTDA)

SERVICE CHARTER

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February 2017



TRANSPORT DEVELOPMENT

**RWANDA TRANSPORT
DEVELOPMENT AGENCY**

FORWARD

It is my pleasure to introduce you to this Service Charter for the Rwanda Transport Development Agency (RTDA).

This Service Charter has been prepared in line 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 RTDA's mandate and highlights the services offered and requirements therein, in other words, our commitment to serve our clientele and improving our service delivery

Guy M. KALISA

Director General

I. INTRODUCTION

The Rwanda Transport Development Agency (RTDA) is a public institution under the Ministry of Infrastructure (MININFRA) responsible for managing all day-to-day aspects of the transport sector in Rwanda; roads, railway and inland water ways. It was put in place by organic law n° 29/2014 of 14/08/2014 modifying and completing Law n° 02/2010 of 20/01/2010 establishing its mission structure and functioning.

II. MISSION

To contribute towards the realization of the economic development and poverty reduction objectives as formulated in strategic policy guidance, such as Vision 2020 and EDPRS, by the establishment and rational management of transport infrastructure and services.

III. VISION

To gain modern infrastructure, cost effective and quality services, while ensuring sustainable economic growth and developing eco-friendly, safe and seamless integrated multimodal transport system for passenger and goods both at national and regional level.

IV. CORE FUNCTIONS

- To ensure coordination of all the works for projects related to road, railways, cable cars and waterways transport infrastructures;
- To prepare and implement the plan of action for rehabilitation of roads, railways, cable cars and waterways infrastructures;
- To launch and monitor construction works for national roads, railways, cable cars and waterways infrastructures; to ensure compliance with environmental protection regulations for every construction and rehabilitation works for roads, railways, cable cars and waterways infrastructures;
- To prepare and propose to the supervising authority roads, railways, cable cars and waterways infrastructure development plan for approval prior its implementation;
- To monitor decentralized local administrative entities activities related to road, railways, cable cars and waterways infrastructures and provide such entities with technical support;

- To collect, process and use statistical data on the national road network, railways, cable cars and waterways;
- To put in place, follow up and monitor the operation of weigh-bridges on national roads, railways, cable cars and waterways,
- To put in place referral laboratories for carrying out infrastructure research on materials and construction related to roads, railways, cable cars and waterways infrastructure;
- To advise on the development of the modes of transportation of people and goods on road and waterways;
- To cooperate and collaborate with other regional and international institutions having similar responsibilities;
- To put in place any other required facilities in connection with the transportation of people and goods by roads, railways, cable cars and waterways;
- To advise the Government on all activities that can speed-up the development of roads, railways, cable cars and waterways infrastructures in Rwanda.

IV. CORE VALUES

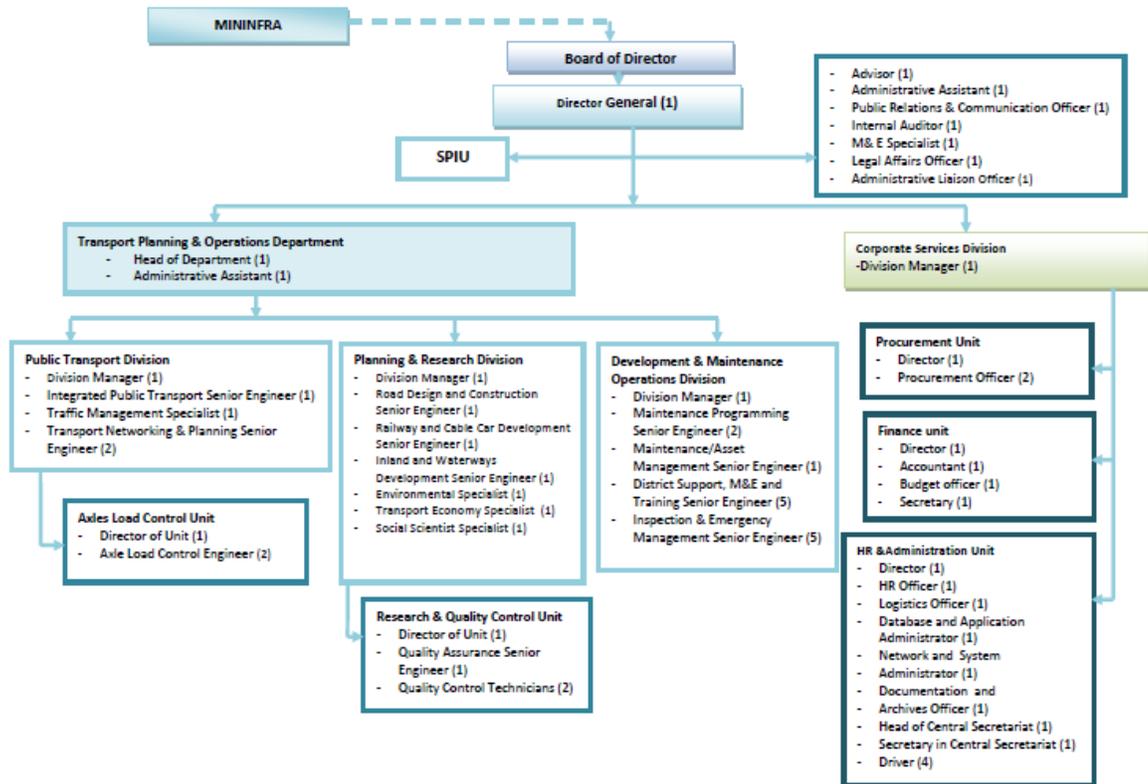
- Excellence
- Accountability
- Responsibility
- Team work
- Respect

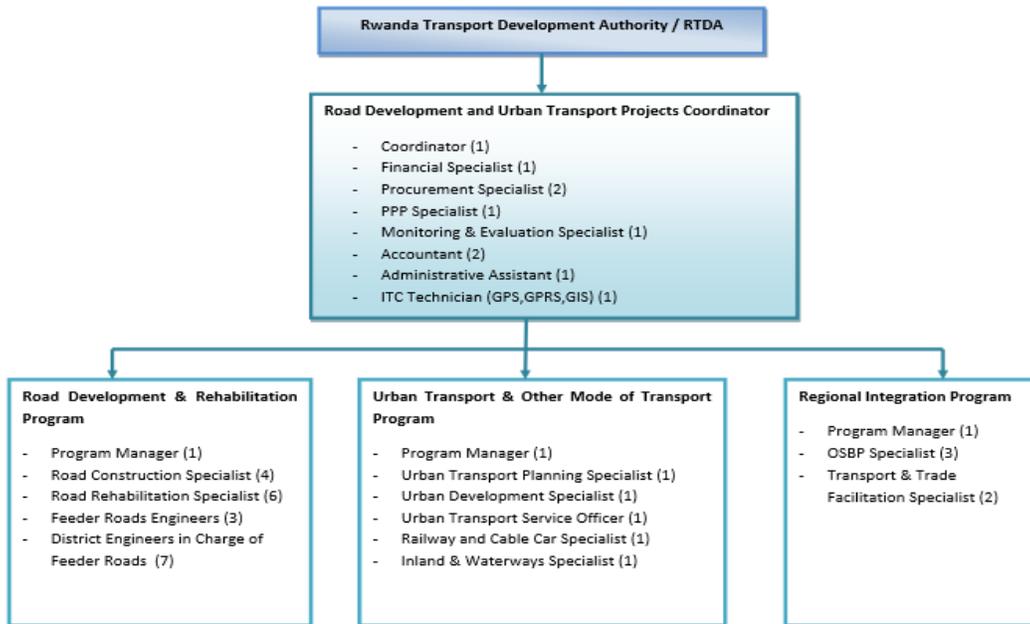
VI. WHO WE ARE AND WHAT WE DO

- RTDA assist the Rwandan Government to: put in place transport infrastructure facilities; foster an efficient, sustainable, competitive, safe and secure transport system; and ensure a strong and livable Rwanda by focusing transport development.
- RTDA promotes the concept that quality, demand-driven service begins and ends with the client; requires a functional relationship with suppliers; and relies on well-trained and involved personnel.
- RTDA has following management organs
 - ✓ Board of Directors composed by 7 members
 - ✓ General Directorate composed by:

- The Director General: To coordinate and direct the daily activities of RTDA
 - Senior Management members
- RTDA has following Organization Structure:

RWANDA TRANSPORT DEVELOPMENT AGENCY - ORGANIZATIONAL CHART





VII. THE SERVICE WE PROVIDE

We provide services related to transport development and maintenance including:

1. Develop, coordinate and monitor transport development projects;
2. Coordinate and monitor maintenance projects;
3. Safeguard environment protection whilst implementing transport development activities;
4. Research in transport development.

IX. OUR CLIENTS

Our clients include:

1. Rwandan Citizens
2. Local Authorities
3. Private Sector
4. Development partners

X. OUR COMMITMENTS

RTDA is committed to respecting the rights of our Clients, including:

1. The right to privacy and confidentiality;
2. The right to information if deemed necessary;
3. The right to access services, facilities and information in a manner which meets clients' needs.

XI. OUR SERVICE GUARANTEE

To fulfill our service guarantee, we are committed to have well trained and supportive staff to developing and maintaining an open and accountable culture which is fair and reasonable in dealing with our clients.

We provide qualitative service by:

1. Identifying ourselves when we speak to you;
2. Seeking to understand your requirements and to identifying what is important to you;
3. We will listen actively and act responsively to your needs;
4. Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs;

5. Treating you with respect and courtesy, maintaining confidentiality where required;
6. Giving you clear, accurate, timely and relevant information or help you find it;
7. Being clear and helpful in our dealings with you, giving reasons for our decisions;
8. Respecting the confidentiality of personal information and using it only in accordance with the law;
9. Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with the Code of Professional Ethics for Public Servants;
10. Referring inquiries we cannot answer to an appropriate source;
11. Presenting our responses to your inquiries or letters clearly and concisely; using Kinyarwanda, English and French where appropriate. Generally, we will write back within 10 days of getting your letter. If this is not possible, we will tell you why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter;
12. Ensuring that our telephone, emails and Web services are kept current with the latest information, programs and services;
13. Ensuring that our Web site is easy to use and well set out; and
14. Ensuring that all our services meet a well-defined client need.

In delivering our services, we promise to honour the following service promises:

1. To smile and greet everyone we meet;
2. To know our jobs and RTDA as an institution we work for;
3. To treat your concern as Our concern;
4. To follow up on everything in our responsibilities;
5. To treat our co-workers as we would a customer;
6. To always remember that communication courtesy matters.

XII. OUR SERVICE STANDARDS

1. Communication

When communicating with a client, we value the following:

- a) being courteous;
- b) willingly assist you and be responsive to your needs;

- c) treat you fairly and professionally;
- d) be accountable and adhere to sound business practices.

2. Service Delivery

When we perform services for you, we:

- a) explain our services and deliverables to you;
- b) aim to exceed your expectations;
- c) demonstrate technical and professional competence in providing the services;
- d) respect and maintain customer confidentiality.

3. Service Evaluation

After we have performed our service, we:

- a) utilize customer review tools such as our Client Value Survey to seek feedback from our customer base on our performance;
- b) review the feedback you provide to us and consider measures to further improve our service delivery;
- c) Continue to respect customer confidentiality beyond the term of our engagement.

XIII. HOW WE WILL BE ACCOUNTABLE

We undertake to:

1. Monitor our performances against the standards set out in this Service Charter and publish the results in an Annual Report which will be available upon request from our Public Relations Office and will also be provided on our web site;
2. Be open to feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on information received;
3. Publish information showing levels of satisfaction with our services, including complaints received and the resolution of those complaints;
4. Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy;
5. Formally review the standards set out in this Service Charter once a year and make modifications where appropriate in light of your comments and in response to ongoing changes.

6. Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of the monitoring and review process.

XIII. HOW YOU CAN HELP US

- a) We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the community;
- b) We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately;
- c) We may occasionally seek your input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance;
- d) We consider your suggestions after checking in suggestion box installed in RTDA Headquarter for more improvement.

1. To help us help you, we ask you to:

- a) Tell us if you have special needs so we can accommodate them;
- b) Let us know if you need an interpreter to use our services;
- c) Treat our staff with courtesy and respect;
- d) Attend scheduled meetings punctually;
- e) Respond to requests for information accurately, thoroughly and in a timely manner;
- f) Provide us with changes in your circumstances promptly. Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

2. To help us serve you better:

- a) Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it;
- b) We welcome suggestions for improvement to address any difficulties you are experiencing. We will try to resolve complaints satisfactorily and promptly;
- c) You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint. Complaints should be made to the person you have been dealing with or writing to Corporate Services Division Manager and the complaint will be lawfully handled.

SERVICE OFFERED BY RTDA

1. Applying for Material testing at Rwanda National Laboratory (soil, aggregates, bitumen, cement and concrete)

What the Service am I eligible?	<p>Any private or public agency or an individual can apply for service of the laboratory for quality control to ensure the sustainability of his work (ouvrage) or for counter checking to ensure that standards have been respected at the end of the work.</p> <p>The Unit of Research and Quality Control tests the soil, aggregates, cement, concrete and bitumen.</p>
Department to be approached	Research and Quality Control Unit
Where can I access the service?	Research & Quality Control Unit / National Laboratory for Public Works at Gikondo (Road MAGERWA-PSF)
When can I access the service?	Monday to Friday, from 7:00 a.m to 5:00 p.m. Friday, from 7:00 a.m to 15:00 p.m
Once a request is made or an application is submitted, how long will it taken?	-For aggregates, bitumen and concrete crushing when the sample is received for testing, it takes not more than 5 hours;
	<p>- For complete identification of Concrete, the result can be provided within 7 or 14days, according to the demand of the client;</p> <p>- In Situ test, the result is provided the same day but the result can be extended due to the distance or/and the number of test to be conducted</p>

	<p>- For soil identification, the result is provided within 5 days. The time should be extended due to number of samples to</p>
	<p>be tested.</p>
<p>What, if any, are the costs for</p>	<p>Please refer to appendix no1 for more details about works.</p>
<p>What documents are required?</p>	<p>A MoU between two parties for a free service or Bank slip</p>
<p>What is the procedure?</p>	<p>- Pay to Rwanda Revenue Authority (RRA) Bank Account - Introduce himself to the receptionist with RRA receipt and the sample, if it is about bitumen, complete identification and of the concrete crushing. For soil and aggregates, the</p>
	<p>sampling is done by the laboratory technician ;</p>

	- The results are delivered to the date given by the Responsible of the laboratory.
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)	-Rwanda Revenue Authority for payment receipt -RTDA for approval letter for free service
Is there a complaint procedure?	Complaint letter can be addressed to the Director of Research and Quality Control Unit or suggestion Box located at RTDA head office
Is there any additional Information regarding this service that is useful to know?	Get further information at the Office of Research and Quality Control Unit. E-mail: labo@rtda.gov.rw
Available forms	No available form
Relevant legal documents	None

2. Payment for services rendered by RTDA

What service am I eligible?	Individuals or companies who have provided goods or services to the Agency are eligible for payment.
Department to be approached	Unit of Finance
When can I access the service?	Monday to Friay: 7:00 am to 5:00 pm, Friday: 7:00 am to 3:00 pm,
Once a request is made or an application is submitted how long will it take?	Within 7 days
What, if any, are the costs for accessing the service?	There is no charge to access the service from RTDA
What documents are required	<ul style="list-style-type: none"> - The invoice: Invoice must indicate the bank account number which is the one indicated in the contract. - Copy delivery note signed by both parties to the contract - Copy of contract, - Original purchase order if applicable; - Work execution report
What is the procedure?	<ul style="list-style-type: none"> - Deposit physically the documents indicated above to Central Secretariat of RTDA which will acknowledge reception; - The Central Secretariat orient the file to DG office; - Provided that your application is in order payment will be made within 7 days.
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)	None
Is there a Complaint procedure?	- Write official claiming letter addressed to Director General of RTDA, or send an e-mail to info@rtda.gov.rw ;
Is there any additional information regarding this service that is useful to know?	Visit RTDA website: www.rtda.gov.rw for detailed information such list of staff and respective position and contact.

Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - Law on state finances and property and Ministerial order relating to Financial regulation; - Financing agreement signed with development partners for specific projects

3. Recruitment of RTDA Staff

What service am I eligible?	Recruitment of Staff within RTDA Yes, anyone fulfilling the requirements is eligible for recruitment
Department to be approached	Corporate Services Division/Unit of Human Resources and Administration
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 15:00 pm
Once a request is made or an application is submitted, how long will it take?	It will take 5 days from the deadline of applying to be short-listed, 5 days from short-listing to written Exam and One week from written Exam to oral and also one week from oral Exam to publication of results.
What, if any, are the costs for accessing the service?	None
What documents are required?	Form from Public Service Commission to be filled by every candidate, Application Letter, CV, copy of Diploma and ID
What is the procedure?	Advertisement, short-listing, Written and Oral Exam, Recruitment of successful candidates
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)	None

<p>Is there a complaint procedure?</p>	<ul style="list-style-type: none"> • Submission of application letter by Candidate detailing the nature of appeal. • The Candidate is invited to the office for further discussions and clarifications ; • The Agency settles the complain; • If the matter is beyond RTDA Powers, the Candidate is referred to the competent authorities to solve his /her appeal(Public Service Commission,)
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Visit RTDA website: info@rtda.gov.rw for information.</p>
<p>Available forms</p>	<p>At RTDA Headquarter or Website of Public Service Commission (www.psc.gov.rw)</p>
<p>Relevant legal documents</p>	<p>Law no 22/2002 of 09/07/2002 on general statutes for Rwanda Public Service; Presidential order no 46/01 of 29 July 2011 determining modalities of recruitment of public servants</p>

4. Services rendered by RTDA related to Expropriation

What service am I eligible?	Properties on the right of way during upgrading, rehabilitation or maintenance of the road are eligible for compensation
Department to be approached	SPIU, Maintenance and Operations Division and Unit of Finance
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm, Friday: 7:00 am to 3:00 pm,
Once a request is made or an application is submitted, how long will it take?	Within 30 days
What, if any, are the costs for accessing the service?	There is no charge to access the service from RTDA
What documents are required?	<ol style="list-style-type: none"> 1. Valuation form of every beneficiary together with his/her land title, ID and copy of the account number 2. Beneficiary list signed by Cell and Sector authorities as well as Director of OSC at District level 3. Letter from Mayor of District requesting for payment 4. Payment list to be signed by RTDA authorities 5. Bank confirmation lists from beneficiaries banks.
What is the procedure?	<ul style="list-style-type: none"> - The description of the project proposal; - The indication that the project is aimed at the public interest;

	<ul style="list-style-type: none"> - The land master plan on which the project shall be carried out; - The document indicating that the project does not degrade the environment; - Proof confirming the availability of the value of just compensation; - The explanatory note to verify that such a
	<ul style="list-style-type: none"> land or place suits the project; - The minutes indicating that the concerned population was sensitized about the importance of the project.
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)	<i>None</i>
Is there a complaint procedure?	<i>Complaints regarding this service should be addressed to the Director General of RTDA.</i>
Is there any additional information regarding this service that is useful to know?	<i>Visit RTDA website: info@rtda.gov.rw for information.</i>
Available forms	Valuation form
Relevant legal documents	<i>LAW N° 32/2015 OF 11/06/2015 RELATING TO EXPROPRIATION IN THE PUBLIC INTEREST</i>

Approved by: Guy M. KALISA

Director General

Rwanda Transport Development Agency