



Republic of Rwanda  
Ministry of Finance and Economic Planning

# SERVICE CHARTER





## FOREWORD

On behalf of the Ministry of Finance and Economic Planning (MINECOFIN), I am honored to present to you this Service Charter entailing services offered by the Ministry.

MINECOFIN Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability in Public Finance management.

This Service Charter spells out the role of the Ministry of Finance and Economic Planning (MINECOFIN) and highlights the services offered and requirements therein. It lists the Departments in which our services can be accessed and the guiding legal instruments.

The development of this Service Charter clearly signifies our commitment to serve our Clients, Stakeholders, Development Partners and the General Public at large with a view to create a better and mutual understanding thus enhancing our service delivery.

*Claver GATETE*

*Minister*

*Ministry of Finance and Economic Planning-Rwanda*

## EXECUTIVE SUMMARY

MINECOFIN Service Charter reflects the services provided by the Ministry to various stakeholders. It highlights different services provided by different departments/units that make MINECOFIN. It also shows service delivery methods, timelines and grievance mitigation mechanisms.

The Vision and Mission statement of MINECOFIN stipulates its commitment to deliver services with:

- # Professionalism
- # Innovation
- # Team work
- # Accountability
- # Integrity

The Service Charter acts as a mechanism to increase information flow to the institution's stakeholders, partners, customers and the general public. Since MINECOFIN services are highly responsive to the expectations of the citizens, the Ministry commits itself to inform them about services offered and remind them of their rights in accessing these services.

For this to be achieved MINECOFIN engages general public particularly those that the Ministry encounters in its day to day operations. This ensures the service charter meets its intended purpose of serving the citizens with integrity and professionalism.



MINECOFIN encourages its employees to provide quality and timely services and to avoid poor customer care tendencies which negatively impacts service delivery. To better implement this Service Charter, MINECOFIN expects continuous interaction with citizens seeking its services. For this to be effective, the Ministry has developed mechanisms to obtain feedback from its clients. They include;

- Suggestion box
- Open days/Accountability day
- Customer surveys
- Complaints office
- Email address and social media platforms

To encourage communication, feedback and dialogue on the implementation of this Service Charter, MINECOFIN commends the use of media and ICT tools such as Website, Email, social media platforms, etc. or a combination of these technologies.

➤ Assurance to Our Clients:

This service Charter assists MINECOFIN to provide effective and efficient services to all our clients. Therefore, we will strive to serve you in the most appropriate manner, with due conscientiousness and professionalism. We shall maintain the supreme integrity in our service delivery.

➤ Expectations from Clients:

In order for service delivery to be effective and achievable, we expect all our Clients to:

- 1 Treat MINECOFIN Staff with courteousness and respect
- 2 Recommend on how to improve MINECOFIN services
- 3 Provide the MINECOFIN with adequate feedback on service delivery through various dissemination tools
- 4 Address all complaints/compliments/suggestions to relevant Departments.

**CONTACT:**

Ministry of Finance and Economic Planning (MINECOFIN)

Tel: +250 252 596 200, +250 252 577 581

E-mail: [\\_mfin@minecofin.gov.rw](mailto:_mfin@minecofin.gov.rw)

Website: [www.minecofin.gov.rw](http://www.minecofin.gov.rw)

Twitter: [@RwandaFinance](https://twitter.com/RwandaFinance)

We shall acknowledge receipt and respond to all requests/ complaints made timely.

If any matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and timeframe of response.





## ACRONYMS

ACCA:	Association of Chartered Certified Accountants
CPA:	Certified Public Accountant
DDPs:	District Development Plans
IFMIS:	Integrated Financial Management Information System
MINECOFIN:	Ministry of Finance and Economic Planning
NGOs:	Non-Government Organizations
OPs:	Payment Orders
PFM:	Public Finance Management
PS/ST:	Permanent Secretary and Secretary to the Treasury
PSF:	Private Sector Federation
RDB:	Rwanda Development Board
SDGs:	Sustainable Development Goals

## INTRODUCTION

The Ministry of Finance and Economic Planning (MINECOFIN) was established in 1997. MINECOFIN's Service Charter is based on the law establishing the Ministry and ensuring implementation of its mandate and roles therein.

## MISSION

The mission of the MINECOFIN is to raise sustainable growth, economic opportunities and living standard of Rwandans and achieve the highest standard of accountability and transparency in public finance management.

## VISION

The Vision of MINECOFIN is to develop Rwanda into a Middle Income Country Free of Poverty.

## GOALS

MINECOFIN is an institution that is responsible for mobilizing both domestic and external Financial Resources as well as their efficient allocation and ensuring Public Finance Management.

- Maintain a stable macroeconomic environment with low inflation, moderate budget deficits, and sustainable public debt
- Foster greater evidence-based planning and performance-based budgeting
- Mobilize internal and external resources (i.e., tax. On-tax, social security contributions, grants, loans, etc.)
- Achieve the highest international standards in Public

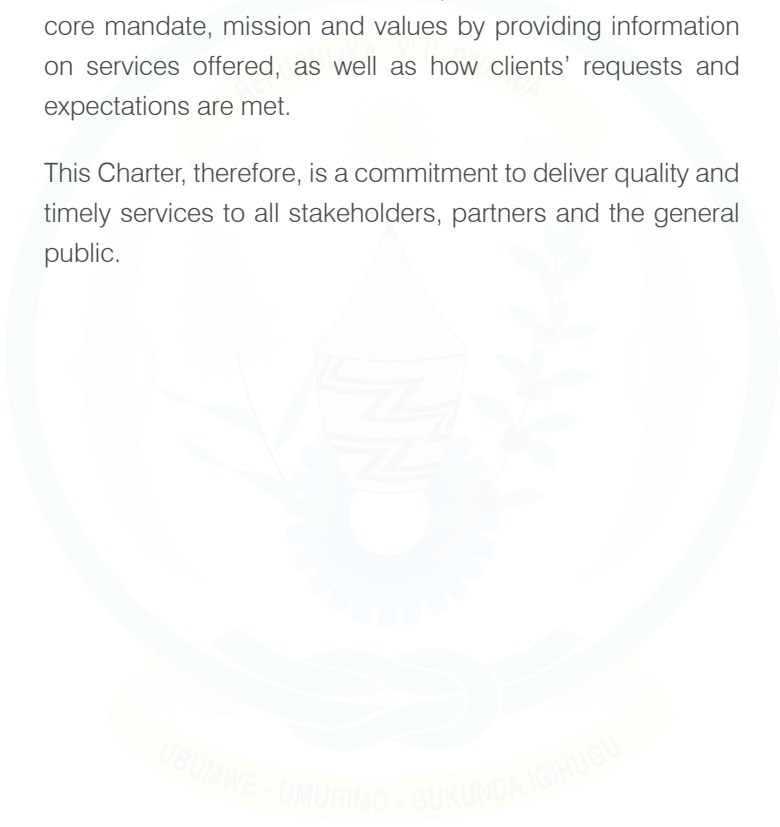
Finance Management (PFM) in order to ensure an accountable use of resources

- Improve the delivery of public services and accountability through effective financial and fiscal decentralization
- Contribute to increase the productivity of the economy, employment opportunities, the investment climate, and the quality of public investments
- Contribute to increase living standards of the population and human development within a sustainable environment
- Promote a dynamic, efficient and stable financial market accessible to all segments of the population
- Contribute to promote a fair and flexible labor market that rewards entrepreneurship and risk-taking behaviors for economic development
- Ensure an efficient and equitable tax and benefit system with incentives to work, save and invest in the development of the country
- Contribute to foster deep regional integration through openness to change as well as mobility of goods.
- Build MINECOFIN into a strong, efficient and responsive institution

## PURPOSE OF THE SERVICE CHARTER

The purpose of MINECOFIN Service Charter is to enhance awareness of the institution's responsibilities based on its core mandate, mission and values by providing information on services offered, as well as how clients' requests and expectations are met.

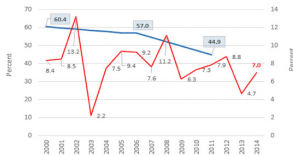
This Charter, therefore, is a commitment to deliver quality and timely services to all stakeholders, partners and the general public.



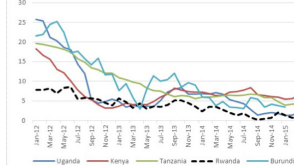
# MINECOFIN'S DEPARTMENTS AND SERVICES OFFERED

# OFFICE OF THE CHIEF ECONOMIST

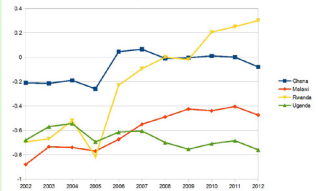
**Sustained economic growth has lifted more than 1 million people out of poverty**



**Stable Inflation (%)**



**FSE Composite (WGI RL & CoL -2.5 to +2.5)  
Change 2002 - 2012**



## KEY SERVICES PROVIDED:

<p>What is the Service?</p>	<p>Information related services:</p> <p>Provision of:</p> <ul style="list-style-type: none"> <li>- Annual Economic Reports</li> <li>- Economic Briefs</li> <li>- Macroeconomic Framework (forecasts)</li> <li>- Macroeconomic data set (historical data)</li> <li>- Aid Policy (policy document)</li> <li>- Debt Policy (policy document)</li> <li>- Public debt data and Report (policy document)</li> <li>- Medium Term Debt Management Strategy</li> <li>- Rwanda Development Assistance data</li> <li>- Tax Policy Issues (for MINECOFIN consideration)</li> </ul> <p>Support Services in economic matters</p>
<p>Who is eligible?</p>	<p>Researchers, Policy analysts, Government and Private institutions, Students, Development partners, PSF and RDB.</p>

Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	Office of the Chief Economist or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Any time
Once a request is made or an application is submitted, how long will it take?	In case the information is not on the website, a request made can be answered within 10 working days.
What, If any, are the costs for accessing the service?	None
What documents are required?	In case the information is not on the website, an information request letter will suffice.
What is the procedure?	Submit the information request letter to MINECOFIN central secretariat.
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 information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None

Available forms?	None
Relevant legal documents.	None



# NATIONAL DEVELOPMENT PLANNING AND RESEARCH DEPARTMENT



## KEY SERVICES PROVIDED:

What is the Service?	-Provision of National policy documents: EDPRS2, Vision 2020, Sustainable Development Goals (SDGs), District Development Plans (DDPs) and Sector Strategic Plans, Planning and Budgeting Call Circulars, Public Investment Guidelines, Joint Sector Reviews etc.  -Technical Support Services
Who is eligible?	All Ministries Districts and Agencies, RDB, Citizens, Visitors, etc.
Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	National Development Planning and Research Department or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Any time
Once a request is made or an application is submitted, how long will it take?	In case the information is not on the website, a request made can be answered within 10 working days.
What, If any, are the costs for accessing the service?	None
What documents are required?	In case the information is not on the website, an information request letter will suffice
What is the procedure?	Submit the information request letter to MINECOFIN central secretariat

What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None
Available forms?	None
Relevant legal documents.	None

# NATIONAL BUDGET DEPARTMENT



## KEY SERVICES PROVIDED:

What is the Service?	-Provision of: Annual State Finance Laws, Budget related data, Local Government Budget related data, citizen guide to budget, budget call circulars, budget execution reports, etc.  -Technical Support Services
Who is eligible?	All citizens, visitors, Media, Ministries Districts and Agencies, RDB and development partners.
Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	National Budget Department or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Any time
Once a request is made or an application is submitted, how long will it take?	In case the information is not on the website, a request made can be answered within 10 working days
What, If any, are the costs for accessing the service?	None
What documents are required?	In case the information is not on the website, an information request letter will suffice
What is the procedure?	Submit the information request letter to MINECOFIN central secretariat

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 information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None
Available forms?	None
Relevant legal documents.	None

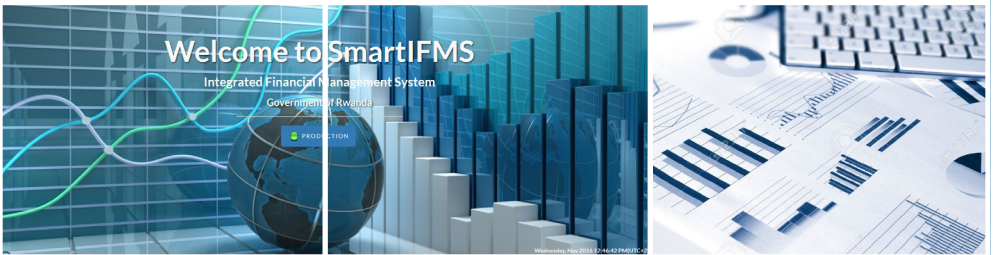


## KEY SERVICES PROVIDED:

What is the Service?	<ul style="list-style-type: none"> <li>-Formulation and coordination of financial sector development policies and strategies</li> <li>-Increase financial literacy through National Financial Education strategy</li> <li>-Champion savings mobilization by encouraging Rwandans to save</li> <li>-Offer Technical Support Services</li> </ul>
Who is eligible?	All Financial institutions, insurance companies, NGOs dealing in financial sector, PSF, Media and citizens.
Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	Financial Sector Development Directorate or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Any time
Once a request is made or an application is submitted, how long will it take?	In case the information is not on the website, a request made can be answered within 10 working days.
What, If any, are the costs for accessing the service?	None

What documents are required?	In case the information is not on the website, an information request letter will suffice
What is the procedure?	Submit the information request letter to MINECOFIN central secretariat
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None
Available forms?	None
Relevant legal documents.	None

# OFFICE OF THE ACCOUNTANT GENERAL



## KEY SERVICES PROVIDED:

What is the Service?	<ul style="list-style-type: none"> <li>- Payment services</li> <li>- Accounting Manuals</li> <li>- Accounting and reporting procedures</li> <li>- Consolidated Financial Statements</li> <li>- Training support in ACCA, CPA etc.</li> <li>- IFMIS related services</li> <li>- Technical Support Services.</li> </ul>
Who is eligible?	Suppliers, Ministries, Districts and Agencies, Citizens, Public Accountants, Budget Officers and Directors of Finance.
Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	Treasury Unit, Public Accounts Unit and IFMIS unit or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Monday to Thursday from 7am to 5pm Friday from 7am to 2pm
Once a request is made or an application is submitted, how long will it take?	For payment services: New Ops take 14 days to change status, Returned Ops take 4 days to change status
What, If any, are the costs for accessing the service?	None

What documents are required?	Ops and supporting documents
What is the procedure?	Submit the Ops and supporting documents to Treasury
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 information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None
Available forms?	None
Relevant legal documents.	None

# OFFICE OF THE CHIEF INTERNAL AUDITOR

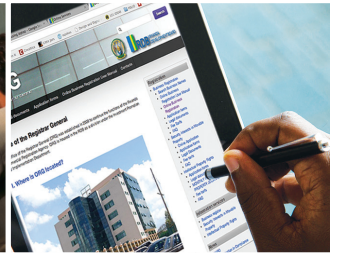


## KEY SERVICES PROVIDED:

What is the Service?	<ul style="list-style-type: none"> <li>- Support to Ministries, Districts and Agencies to make informed decisions, use resources effectively and efficiently, and satisfy their respective statutory and fiduciary responsibilities.</li> <li>- Provision of audit committee handbook and Internal Audit Procedures Manual</li> <li>- Other technical support services.</li> </ul>
Who is eligible?	All Ministries, Districts and Agencies, auditors and audit committee members.
Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	Office of the Chief Internal Auditor or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Monday to Thursday from 7am to 5pm Friday from 7am to 2pm
Once a request is made or an application is submitted, how long will it take?	In case the information is not on the website, a request made can be answered within 10 working days
What, If any, are the costs for accessing the service?	None

What documents are required?	None
What is the procedure?	None
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 information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None
Available forms?	None
Relevant legal documents.	None

# CORPORATE SERVICES DIRECTORATE



## KEY SERVICES PROVIDED:

What is the Service?	<ul style="list-style-type: none"> <li>- Provision of Procurement related services</li> <li>- Manage the recruitment process (Receiving Job application forms and notifying potential candidates)</li> <li>- Receive on behalf of and orient couriers to specific destinations</li> </ul>
Who is eligible?	Suppliers, Bidders, Citizens.
Which Public Administration do I go to?	MINECOFIN
Where can I access the service?	Corporate Services Directorate or MINECOFIN website: <a href="http://www.minecofin.gov.rw">www.minecofin.gov.rw</a>
When can I access the service?	Monday to Thursday from 7am to 5pm Friday from 7am to 2pm
Once a request is made or an application is submitted, how long will it take?	In case the information is not on the website, a request made can be answered within 10 working days.
What, If any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	None

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 information)	None
Is there a complaint procedure?	Complaints regarding the service may be addressed in person or in writing to the PS/ST.
Is there any additional information regarding this service that is useful to know?	None
Available forms?	None
Relevant legal documents.	None







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