

REPUBLIC OF RWANDA



# SERVICE CHARTER

**National Institute of Statistics of Rwanda  
(NISR)**

Kigali, February 2017



**It is time to deliver**

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## **FOREWORD**

It is my pleasure to present to you this service Charter of the National Institute of Statistics of Rwanda (NISR).

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 role of NISR and highlights the services offered and requirements therein. It lists the service centres at which our services can be accessed and the guiding legal instruments.

The development of this charter signifies our commitment to serve our clients with a view to creating a better understanding of the services offered by our institution and enhancing the users accessibility.



**Yusuf MURANGWA**  
**Director General of NISR**



National Institute of Statistics of Rwanda (NISR)

P.O. Box 6139 Kigali-Rwanda

Location address:

Ex-MINIPLAN Building, Muhima

KN 2 Av 36

Village: INGENZI, Cell: KABEZA,

Sector: Muhima, District: Nyarugenge,

Kigali City, Rwanda

Telephone No.: +250 252 571035

Fax No.: +250 252 570705

Email: [info@statistics.gov.rw](mailto:info@statistics.gov.rw)

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



## **I. INTRODUCTION**

The National Institute of Statistics of Rwanda (**NISR**) was created in October 2005 by virtue of Organic Law No 10/2005 that was repealed by the law No 53bis/2013 of 28/06/2013 establishing National Institute of Statistics of Rwanda and determining its mission, organization and functioning. NISR started operations practically in mid of 2006 and full year operations in 2007. It is the primary statistical agency that has the mandate to produce general purpose statistics.

The NISR is also the National Coordinator of the National Statistical System. The data users and the general public are the ultimate clients of the Statistical System. Aside from the data users, there are other key players in the Statistical System– the respondents, the data producers, the dissemination channels and the development partners.

### **I.1 VISION**

To develop and sustain a culture of excellence in statistical production and management of national development.

### **I.2. MISSION**

To assume the leading role in improving capacity to use evidence-based information for decision-making by coordinating national effort to collect and archive reliable data, to analyse, document and disseminate data within an integrated and sustainable framework.

#### **I.2.1 CORE FUNCTIONS**

- To provide relevant, high quality statistical information to meet user needs;
- To improve accessibility of official statistics;
- To develop and promote strategic partnership in improving the National Statistical System;
- To develop the statistical capacity of institutions, and;
- To ensure sustainability, cost-efficiency, cost-effectiveness, transparency and accountability in managing the resources of National Statistical System

#### **I.2.2. CORE VALUES**

- Integrity & Independency
- Focusing on client service
- Applying the highest professional standards
- Providing values for money
- Teamwork

## II. FUNDAMENTAL PRINCIPALS OF OFFICIAL STATISTICS

**Principle 1.** Official statistics provide an indispensable element in the information system of a democratic society, serving the Government, the economy and the public with data about the economic, demographic, social and environmental situation. To this end, official statistics that meet the test of practical utility are to be compiled and made available on an impartial basis by official statistical agencies to honour citizens' entitlement to public information.

**Principle 2.** To retain trust in official statistics, the statistical agencies need to decide according to strictly professional considerations, including scientific principles and professional ethics, on the methods and procedures for the collection, processing, storage and presentation of statistical data.

**Principle 3.** To facilitate a correct interpretation of the data, the statistical agencies are to present information according to scientific standards on the sources, methods and procedures of the statistics.

**Principle 4.** The statistical agencies are entitled to comment on erroneous interpretation and misuse of statistics.

**Principle 5.** Data for statistical purposes may be drawn from all types of sources, be they statistical surveys or administrative records. Statistical agencies are to choose the source with regard to quality, timeliness, costs and the burden on respondents.

**Principle 6.** Individual data collected by statistical agencies for statistical compilation, whether they refer to natural or legal persons, are to be strictly confidential and used exclusively for statistical purposes.

**Principle 7.** The laws, regulations and measures under which the statistical systems operate are to be made public.

**Principle 8.** Coordination among statistical agencies within countries is essential to achieve consistency and efficiency in the statistical system.

**Principle 9.** The use by statistical agencies in each country of international concepts, classifications and methods promotes the consistency and efficiency of statistical systems at all official levels.

**Principle 10.** Bilateral and multilateral cooperation in statistics contributes to the improvement of systems of official statistics in all countries.

### III. SERVICES OFFERED BY NISR

#### III.1 Type of service 1: Ensuring availability of statistical data to all end users

<p><b>What is the service?</b></p>	<p>The NISR serves as the one-stop shop of official statistics in the country. Thus, it publishes data it produces and those produced by other government entities. Our clients have widely different statistical requirements, and we always consider how best to address these needs.</p> <p>The main objective of one stop statistical center of the National Institute of Statistics of Rwanda is to offer services to both in house and walk in data users by providing them statistical information, orientation and statistical support through the library, online available statistical data and our experts statisticians' support.</p>
<p><b>Am I eligible?</b></p>	<p>Yes.</p>
<p><b>Department to be approached</b></p>	<ul style="list-style-type: none"> <li>○ Statistical Methods ,Research and Publications</li> <li>○ Public Relations and Communication and One Stop Center office</li> </ul>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it Take?</b></p>	<p>Immediate</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>None</p>
<p><b>What documents are required?</b> <b>What is the procedure?</b></p>	<ul style="list-style-type: none"> <li>- Visit NISR on <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a></li> <li>- Visit IMIS Rwanda on <a href="http://www.imisrwanda.gov.rw">www.imisrwanda.gov.rw</a></li> <li>- Visit <a href="http://www.statistics.gov.rw/data-portals">http://www.statistics.gov.rw/data-portals</a></li> <li>- Email us at : <a href="mailto:info@statistics.gov.rw">info@statistics.gov.rw</a></li> <li>- Visit our One stop center located at NISR headquarter during office hours.</li> </ul>

<p><b>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)</b></p>	<p>None</p>
<p><b>Is there a complaint procedure?</b></p>	
<p><b>Is there any additional Information regarding this service that is useful to know?</b></p>	<p>Law No 53 bis/2013 of 28/06/2013 establishing NISR  Email us at : <a href="mailto:info@statistics.gov.rw">info@statistics.gov.rw</a>  Visit our <b>One stop center</b> located at NISR headquarter during office hours</p> <p>For further information, call on these telephone numbers:  <b>0788791179</b> or <b>0788482625</b> during office hours</p>
<p><b>Available forms</b></p>	
<p><b>Relevant legal documents</b></p>	

### III.2 Type of service 2: Visa

<p><b>What is the service? Am I eligible?</b></p>	<p>The Law No.45/2013 of 16/6/2013 on the organization of statistical activities in Rwanda, statistical surveys that are nationwide or covering at least one whole province, should have a prior approval from the NISR.</p> <p>The review and approval of NISR is focused on the necessity and quality of the methodologies to be used. The purpose of the review is to ensure the accuracy of the data to be generated from the survey following statistical standards. Likewise, the review intends to avoid duplication that will lead to undue response burden to the households or institutions and waste of resources.</p>
<p><b>Department to be approached</b></p>	<p>Statistical Methods, Research and Publications</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Government Agencies and private entities are advised to submit the survey proposals and questionnaires to the NISR at least 8 weeks before the data collection.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>Free of charge</p>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li>• Objectives of the survey, especially the indicators to be measured and for what purpose.</li> <li>• The methodology of the study</li> <li>• The sample design, including sample frame, primary unit, secondary unit, and unit of analysis</li> <li>• The sample size and justification for it.</li> <li>• The questionnaire translate in Kinyarwanda</li> <li>• The analysis plan</li> <li>• The training of enumerators and supervisors schedule</li> <li>• The survey managers C.V</li> <li>• The budget to be used in the survey with all details</li> <li>• Field organization</li> <li>• List of indicators to be produced.</li> </ul>

<b>What is the procedure?</b>	Application letter with all supporting document addressed to NISR DG and deposited to central secretariat Consult Instruction Manual on our website <a href="http://www.statistics.gov.rw/publication/visa-instruction-manual">www.statistics.gov.rw/publication/visa-instruction-manual</a>
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	A complaint letter addressed to the Director General of NISR  Refer to Visa instruction manual <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a>
<b>Is there any additional information regarding this Service that is useful to know?</b>	The Law No. 45/2013 of 16/6/2013 on the organization of statistical activities in Rwanda. For further information, call on these telephone numbers: 0788219636, or 0788635471 during office hours or come to NISR Public Relations and Communication and One Stop Center office Visit NISR website : <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a> Email us at : <a href="mailto:info@statistics.gov.rw">info@statistics.gov.rw</a>
<b>Available forms</b>	
<b>Relevant legal documents</b>	

### III.3. Type of service 3: Coordination of National Statistical System

<p><b>What is the service? Am I eligible?</b></p>	<p>The NISR aims to develop not only its own capability but also that of the whole statistical system in the production, analysis, use and dissemination of official statistics. It conducts training program and provides technical assistance to statisticians, planners and program implementers. It has to deal with the:</p> <ul style="list-style-type: none"> <li>Adoption of statistical standards</li> <li>Inter-agency collaboration</li> <li>Formulating the National Statistical Program</li> <li>Use of multi-sectoral statistical frameworks</li> <li>Capacity-building Program</li> </ul> <p>Eligible persons are :</p> <p>Data Producers: public, private, civil society (NGO), high learning institutions and researchers that collect and provide official statistics.</p> <p>Data users: public, private, civil society(NGO), high learning institutions , researchers and General public Institutions which use statistical data for planning and decision-making</p> <p>Respondents/data providers: institutions, households, individuals that provide data or information to the NISR and other data producers for statistical purposes.</p>
<p><b>Department to be approached</b></p>	<p>Statistical Methods, Research and Publications</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>3 days</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>None</p>
<p><b>What documents are required?</b></p>	<p>None</p>
<p><b>What is the procedure?</b></p>	<p>Formal written request addressed to NISR DG</p>

<b>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)</b>	None
<b>Is there any additional Information regarding this service that is useful to know?</b>	The Law No. 45/2013 of 16/6/2013 on the organization of statistical activities in Rwanda. National Statistical System Coordination Framework
<b>Available forms</b>	None
<b>Relevant legal documents</b>	

### III.4. Type of service 4: Human Resource and Administration Unit

#### A. Recruitment

<p><b>What is the service? Am I eligible?</b></p>	<p>The NISR recognizes that its people are its most important asset and that the success of NISR depends to a great extent upon the significant contribution of its employees. It is, therefore, ensures that the right people, with the right knowledge, skills and talent are recruited to the organization NISR ensures that its recruitment and selection procedures are effective, fair and consistent with its Equal Opportunities Policy.</p> <p>Therefore, candidates will be selected based on merit and according to the appropriate levels of skills, experience, qualifications and abilities for the job regardless of their sex, race, color, ethnic origin, disability, marital status, age, religion, political opinion or social status.</p>
<p><b>Department to be approached</b></p>	<p>Human Resource and Administration Unit</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Once the vacancy arises and the recruitment processes follow the Presidential Order n°83/01 of 09/12/2010 governing modalities for the recruitment of public servants.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>None</p>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li>○ Application form</li> <li>○ Photocopy of ID</li> <li>○ Photocopy of required diploma, degree, etc.</li> <li>○ Any other document, depending on the post and TORs</li> </ul>
<p><b>What is the procedure?</b></p>	<p>Candidates applying for jobs shall fill the application form available on websites of the NISR and Central secretariat Or public Service Commission website. Application letter will</p>

	<p>be addressed to the NISR DG and sent to the Central secretariat.</p> <p>The application can also be done on line forms can be retreated from <a href="http://www.statistics.gov.rw/notices/jobs">http://www.statistics.gov.rw/notices/jobs</a> where the vacancies and exams results are also published .</p>
<p><b>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)</b></p>	<p>Public Service Commission</p>
<p><b>Is there a complaint procedure?</b></p>	<p>A full complaints procedure is highlighted in the <b>Presidential order n° 83/01 of 09/12/2010</b> governing modalities for the recruitment of public servants and <b>Ministerial order N°03/Mifotra/15 Of 09/06/2015</b> Determining modalities for recruiting contractual staff in Public Service</p>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<p>Presidential order n°83/01 of 09/12/2010 governing modalities for the recruitment and Ministerial order N°03/Mifotra/15 Of 09/06/2015</p> <p>Visit NISR website : <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a> to see job opportunities For further information, Email us at : <a href="mailto:info@statistics.gov.rw">info@statistics.gov.rw</a></p>
<p><b>Available forms</b></p>	<p>Application form can be downloaded at the Public sector Commission website, NISR website or given a copy at NISR head office.</p>
<p><b>Relevant legal documents</b></p>	

## B. Certificate of Service

<b>What is the service? Am I eligible?</b>	Certificate of Service/To whom it may concern: The NISR recognizes that its staff is the most important resources it is why we deliver the certificate for any staff who works with NISR or who has been working with NISR as Permanent , Temporary or casual staff.
<b>Department to be approached</b>	Human Resource and Administration Unit
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	3 days after submission of the request
<b>What, if any, are the costs for accessing the service?</b>	None
<b>What documents are required?</b>	Application form Photocopy of Services card or Contract (temporary staff)
<b>What is the procedure?</b>	Candidates applying for Certificate shall fill the application form available at the NISR Central secretariat.
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	
<b>Is there any additional information regarding this service that is useful to know?</b>	For further information, Email us at : <a href="mailto:info@statistics.gov.rw">info@statistics.gov.rw</a>
<b>Relevant legal documents</b>	

**Type of service 5: Procurement**

<p><b>What is the service? Am I eligible?</b></p>	<p>The NISR offers procurement Services to a large section of its clientele both internal and external customers. Specific assistance is sought after and provided to individuals' clients and/or firms interested in submitting Bid Documents/tenders competing to offer goods and services to NISR.</p>
<p><b>Department to be approached</b></p>	<p>Procurement office</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>The duration of the tender process will vary depending on the type of tender:</p> <ul style="list-style-type: none"> <li>• 3 Months for tender related to goods and non –consultant services and works using National Open Competitive Bidding (NOCB).</li> <li>• 4Months for work, goods and consultant using International Open Competitive Bidding (IOCB).</li> <li>• 2Months for National Individual Consultant.</li> <li>• 3Months for International Individual Consultant.</li> <li>• 4Months for hiring International Consultant firm</li> </ul>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>Cost of the bid document is 10,000Frws A bid guarantee if applicable</p>
<p><b>What documents are required?</b></p>	<p>Documents required may include the Trading Certificate, Tax Clearance Certificate from the Rwanda Revenue authority, RSSB; however the kind of additional documents required will depend on the type of the tender in question.</p>
<p><b>What is the procedure?</b></p>	<p>Individuals and/or firms interested in NISR Tender should first purchase the tender document that stipulates all procedural requirements Individuals and/or firms requiring assistance at any point during the tender process may seek advice from Procurement office Consult the Rwanda Public Procurement Law No 05/2013 modifying and completing law 12/2007 of 29th March 2007 found on the RPPA Websites(<a href="http://www.rppa.gov.rw">www.rppa.gov.rw</a>) and procurement Regulations</p>
<p><b>What, if any, other</b></p>	<p>Rwanda Revenue Authority</p>

<p><b>institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b></p>	<ul style="list-style-type: none"> <li>○ Rwanda Social Security Board</li> <li>○ Rwanda Development Board and</li> <li>○ Rwanda Public Procurement Authority</li> </ul>
<p><b>Is there a complaint procedure?</b></p>	<p>A full complaints procedure is highlighted in the Law act no 12/2007 of 29th mach 2007 on public procurement as modified and completed to date.</p>
<p><b>Is there any additional Information regarding this Service that is useful to know?</b></p>	<p>Always visit websites: <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a> , <a href="http://www.rppa.gov.rw">www.rppa.gov.rw</a> and <a href="http://www.market.gov.rw">www.market.gov.rw</a></p> <p>A checklist for supporting documents for completed procurement transactions available on NISR website: <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a> or visit NISR Head Office</p>
<p><b>Available forms</b></p>	
<p><b>Relevant legal documents</b></p>	

### III.5. Type of service 6: Financial

<p><b>What is the service? Am I eligible?</b></p>	<p>Payment: Individuals and/or firms who are seeking payment for the provision of either goods or services to the NISR are required to adhere to the steps spelt out in this procedure.</p>
<p><b>Department to be approached</b></p>	<p>Finance Unit</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Provided that all requirements have been fulfilled, payment should not take more than 2 Weeks depending on the type of payments</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>None</p>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li>- Purchase order</li> <li>- Invoice</li> <li>- Delivery note signed by both parties</li> <li>- Performance guarantee if necessary</li> <li>- Quietus fiscal if clients do not need tax deductions</li> <li>- Contract</li> <li>- Tender Reports</li> <li>- Reports of activities</li> <li>- Attendance list if necessary</li> <li>- EBM</li> </ul>
<p><b>What is the procedure?</b></p>	<p>Submit the above mentioned documents to NISR Central Secretariat</p>
<p><b>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)</b></p>	<p>None</p>

<p><b>Is there a complaint procedure?</b></p>	<ul style="list-style-type: none"> <li>- Law on state finance property</li> <li>- Terms and Conditions stipulated in the Contract</li> <li>- Financial Regulations prepared by Minecofin</li> <li>- Procedure is highlighted in the Procurement Law no 12/2007 of 29th mach 2007 on public procurement</li> <li>- Write to the NISR DG</li> </ul>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<ul style="list-style-type: none"> <li>o Declaration</li> <li>o Financial Report</li> <li>o Budget</li> <li>o Payment</li> </ul>
<p><b>Available forms</b></p>	<p>None</p>
<p><b>Relevant legal documents</b></p>	<p><b>Law act no 12/2007 of 29th March 2007 on public procurement</b></p>

### III.6. Type of service 7: Geographic Information System

<p><b>What is the service? Am I eligible?</b></p>	<p>NISR provides several types of maps: Rwanda administrative maps, as well as District, Sectors and Cells administrative maps, Enumerations area maps up to village level; customized thematic maps with socio economic indicators.</p> <p>NISR can also provide a technical assistance in mapping for any survey.</p>
<p><b>Department to be approached</b></p>	<p>ICT unit</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Will depends on the number and kind of maps, for general administrative maps, its 2 days maximum</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>None</p>
<p><b>What documents are required?</b></p>	<p>Depends on the map wanted but most of the maps are on the website <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a></p>
<p><b>What is the procedure?</b></p>	<p>Submit the request letter to NISR Central Secretariat addressed to the Director General</p>
<p><b>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)</b></p>	<p>None</p>
<p><b>Is there a complaint procedure?</b></p>	<p>Submit the request letter to NISR Central Secretariat addressed to the Director General</p>
<p><b>Is there any additional Information regarding this service that is useful to know?</b></p>	<ul style="list-style-type: none"> <li>- For further information:</li> <li>- call on these telephone numbers: <b>0788148944</b> or <b>0783730459</b> during office hours or come to NISR GIS section,</li> <li>- Visit NISR website : <a href="http://www.statistics.gov.rw">www.statistics.gov.rw</a></li> <li>- Email us at : <a href="mailto:info@statistics.gov.rw">info@statistics.gov.rw</a></li> </ul>

<b>Available forms</b>	None
<b>Relevant legal documents</b>	None