



Republic of Rwanda
Ministry of Interior

MINISTRY OF INTERIOR SERVICE CHARTER

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I. INTRODUCTION

A service charter is a public document that outlines the standards of service a specific organization, particularly in the public sector, promises to deliver to its clients or customers. It details what services are offered, how to access them, and what level of service to expect, including how to provide feedback or make complaints. Essentially, it's a commitment to transparency and accountability in service delivery.

This service charter defines and enlightens our citizens on who we are, the Ministry mandate, core functions and the service standards expected by a customer when dealing with the Ministry.

It outlines the Ministry services, standards, and the commitments to the public in executing the Ministry mandate. The standard of service that customers can expect from the Ministry of Interior. It is based on activities, policies, set standards and guidelines already in place within the organization.

This service charter is based on prime minister's order n° 024/03 of 12/09/2022 determining mission, responsibilities and organizational structure of the ministry of interior.

II. MISSION

The mission of the Ministry of Interior is to ensure internal security, peace and stability, and effective correctional services.

III. CORE VALUES

The Ministry of Interior is committed to achieving its mission through the following core values:

- Patriotism
- Integrity
- Community centered
- Stability
- Respect of human rights
- Professionalism

IV. THE MINISTRY CORE MANDATE

The core mandate of the Ministry of Interior is:

- To maintain the security of people and property;
- To ensure effective performance of the affiliated institutions;
- To develop policies, strategies, laws, and regulations regarding internal security and correctional services;
- To ensure community engagement on internal security activities;
- To establish mechanisms to prevent illegal possession of fire arms;
- To ensure proper management and use of mining explosives and fireworks;
- To promote cooperation with regional and international institutions in charge of internal security and correctional services.

V. EXPECTED SERVICE STANDARDS

Expectations from customers of the Ministry of Interior are the following:

- Respect;
- Ownership of enquiry, follow-up and keep informed about the progress;
- Realistic on what can be done and the timeframe;
- Strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience;
- Sense of urgency and time conscious.

VI. TIME DELIVERY STANDARDS

Services offered by the Ministry to our external customers

1. SMALL ARMS AND INTERNATIONAL COOPERATION				
	Type of Service Offered	Service requirements	Service procedures	Standard service period for Ministry processes
1.	Issuance of permit to import and use commercial explosives	Any person who intends to import dynamites for use in mining and quarry operations must: <ol style="list-style-type: none"> A recommendation letter from the competent authority Local business registration certificate of the applicant A detailed description of the type of dynamites to be imported Have the required personnel with special skills in matters related to dynamites; Have a well-prepared blasting plan; Have an authorized site for mining and operations quarry; A document indicating the country of origins of the dynamites; A document explaining the intended use of the dynamites; A document indicating the quantity of the dynamites to be imported; A declaration of the applicant the information provided is accurate. 	Applications are made through Irembo	Within 30 days if all requirements are fulfilled from the reception day of the application.
2.	Issuance of permit to import, export, store, trade in or display fireworks	The application file for a permit to import fireworks contains: <ol style="list-style-type: none"> Application letter detailing the type and quantity of fireworks to be imported, the country of Origin and the intended use; A copy of a certificate of incorporation of the applicant; 	Applications are made through Irembo	The response is given within 30 days from the day the application was received if all

		<p>d. A report on the previously imported fireworks, where applicable.</p> <p>The application for a permit to export fireworks contains:</p> <ol style="list-style-type: none"> a. The type and quantity of fireworks to be exported; b. The country of export; c. A permit to import, use or trade fireworks issued by the destination country; d. The seller's identification; e. Any other information the competent authority may require. 		requirements are fulfilled.
3	Issuance of a permit to import, export, trade in, bring in or transit a non-lethal gun and accessories	<p>The applicant must provide the following:</p> <ol style="list-style-type: none"> a. An application letter indicating the type of permit applied for; b. A copy of the local business registration certificate of the applicant; c. A copy of the identity card or passport of the applicant showing that he/she is at least 21 years of age for individual applicant; d. A medical certificate issued by an authorized medical doctor proving a balanced mental health status for individual applicant; e. A document indicating the type and the quantity of non-lethal guns and accessories applied for; f. A proof of availability of a safe storage facility issued by the competent authority or his/her delegate; g. A curriculum vitae of a personnel skilled in non-lethal gun handling; h. A police clearance to export and the permit to use or trade a non-lethal gun issued by the country of residence for application for a permit to bring in a non-lethal gun and accessories. i. A copy of tax clearance certificate. 		Within 30 days

2. SECURITY POLICY AND STANDARDS DEPARTMENT				
1	COMPLAINTS MANAGEMENT	A letter addressed to the Minister of Interior explaining the issue and all necessary documents related to the issue in question	Complaints are received via our email: info@mininter.gov.rw	Response provided within 7 days of receiving complaints.
3. ADMINISTRATION AND FINANCE UNIT				
1	PAYMENT FOR GOODS/SERVICES RENDERED to MININTER	The supplier/service provider must: <ul style="list-style-type: none"> a. Have provided a good (s) or service (s) as per agreement demonstrated by a b. Goods/services received note c. Original invoice indicating goods or service delivered d. Original purchase order issued to the supplier by MININTER ; e. Delivery note (where necessary) signed by the contract manager from MININTER; f. TIN number; g. An EBM machine invoice; h. Quitus fiscal (where applicable); i. Final report or completion of work (consultancy, construction or similar work); j. Performance guarantee (or advance guarantee for advance payment); k. A contract or purchase order 	Invoices and other necessary documents are submitted to the finance and Administration unit during working hours.	Payment is made within 5 working days, if all required supporting documents are available.
4. PROCUREMENT OFFICE				
1	All procurement Services are carried via the Umucyo online platform	Abide by online-e Procurement system	All procurement services are carried via the online-e Procurement system	Procurement laws and regulations set the timeframe

VII. COMMITMENTS TO CUSTOMERS

The Ministry is committed to:

- Provide timely and professional services;
- Treat all citizens with respect, fairness, and dignity;
- Maintain transparency and accountability in our operations;
- Ensure privacy and handle information securely.

VIII. EXPECTATION FROM CUSTOMERS

The customers are expected to:

- Provide accurate and truthful information;
- Adhere to the laws and regulations of the country;
- Reporting security concerns promptly;
- Respect the officers and staff of the Ministry.

IX. RIGHTS OF CUSTOMERS

A customer has the rights to be:

- Received, listened to and served with courtesy, promptness and respect;
- Provided with information need to meet service requirements;
- Given priority at entry points and front desks in case of pregnancy, serious illness, physical weakness, disability, etc;
- Served in a peaceful and secure environment.

X. FEEDBACK AND COMPLAINTS

The Ministry of Interior values feedback for improving its services. For a complaint, compliment, suggestion or information, please contact us:

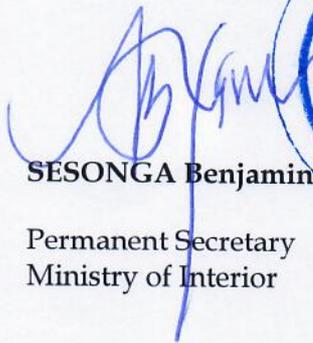
- **Office Address:** Ministry of Interior, Kigali, Gasabo, Kacyiru, KG 7 Ave
- **Phone:** 9060 (Central Secretariat) or 0785286321 (Public relations)
- **Email:** info@mininter.gov.rw
- **Website:** www.mininter.gov.rw
- **Twitter (X):** @RwandaInterior
- **Facebook:** Ministry of Interior/Rwanda

We commit to acknowledging receipt of complaints within 48 hours and resolving them within the due time.

XI. SERVICE CHARTER REVIEW

This Service Charter will be reviewed annually to reflect changes in policies, priorities, or service delivery standards.

Approved by:


SESONGA Benjamin
Permanent Secretary
Ministry of Interior

