

INTRODUCTION

The purpose of this Customer Service Charter is to inform the customers, stake holders and the public in general about the types of services Rwanda National Police (RNP) provides as well as the approach used in the provision of those services. The charter also explains the avenues of communication, the customers' rights and obligations, and mechanisms for providing RNP with feedback about the quality of services.

RNP is therefore committed to providing the community with responsive and meaningful customer service. Ensuring that RNP maintains high quality customer service is one of the highest priorities of every officer. It is what the community demands, deserves and expects.

1. VISION

People in Rwanda are safe, involved and reassured.

2. MISSION

Rwanda National Police is dedicated to deliver high quality service, accountability and transparency, safeguard the rule of law and provide safe and crime free environment for all.

3. CORE VALUES

- Justice and respect for human rights
- Integrity
- Stability and social order
- Team work and partnership
- Openness
- Accountability
- Community relation focus
- Professional conduct, efficiency and effectiveness

4. OUR MOTTO: Service - Protection - Integrity

SERVICE DELIVERY PRINCIPLES

The Service Delivery Principles provide a framework of principles that all RNP personnel members can aspire to when providing policing services, irrespective of where they work in the RNP or what they do.

Service Delivery Principles are:

Consultation: The public must be consulted about the level and quality of the service they receive.

Service Standards: The public must be told what the standards of services they are entitled to will be.

Access: The public must have equal access to the services to which they are entitled.

Courtesy: The public must be treated with courtesy

Information: The public must be given full, accurate information about the services they are entitled to receive.

Openness and Transparency: The public must be informed of the manner in which RNP is managed.

Redress: If the promised standard of service is not delivered, the public must be offered full explanation and a speedy and effective remedy.

Value for money: Members of RNP must provide services economically and efficiently.

Gender Equality: The public shall be served without gender discrimination or bias as provided for by the Law.

WE WILL ALWAYS ENDEAVOR TO:

- Treat our customers fairly;
- Deliver our services professionally, ethically and with integrity;
- Recognize and respect your individual rights and needs;
- Work in partnership with you to prevent and reduce crime;
- Acknowledge and respond to your request for service;
- Refer you to an appropriate agency if we cannot handle your request;
- Keep you informed throughout a police investigation;
- Provide a reference number and contact officer for your matter;
- Explain your rights and obligations for victims and/ or suspects;
- If you are a witness, offer to provide follow up information; and
- Communicate with communities about issues that affect them, via local media, meetings, campaigns and clubs.

S/N	SERVICES	CUSTOMER RESPONSIBILITY	PERIOD/DURATION	COST (Frw)
1	Maintaining public order	Compliance with the laws	Permanently	Free
2	Ensuring compliance with the laws	Compliance with the laws	Permanently	Free
3	Ensuring safety and security of people and property	Timely reporting	-Permanently -Response time: 25 minutes	Free
4	Intervention in case of calamities, disasters or accidents	Timely reporting	-Response time: 25 minutes	Free
5	Detection and investigation of crimes	Cooperation	Immediate	Free
6	Ensuring road safety	Cooperation and Timely reporting	Immediate	Free
7	Response to emergence calls		Immediate response	Free
8	DL Testing	Compliance with rules and regulations	-Theory 1 hour -Practical 2 hours	-Theory 5,000 -Practical 10,000
9	Issuance of DL	Compliance with rules and regulations	7 days	Free
10	Road accidents investigations	Timely reporting	25 minutes	Free
11	Motor vehicle inspection and Issuance of inspection Certificate	Compliance with rules and regulations	-New/good condition vehicles 20 minutes -Repairable vehicles 25 minutes -Heavy vehicles 30 minutes	Between 10,000 and 25,000
12	Issuance of Police clearance	Compliance with rules and regulations	15 minutes	1,200
13	Fingerprints taking	Compliance with rules and regulations	15 minutes	1,200
14	Declaration of lost property	Compliance with rules and regulations	15 minutes	1,200
15	Isange one stop centers services	Timely reporting	Immediate	Free

CUSTOMERS WILL HELP US DELIVER OUR SERVICE BY:

- Abiding by the law;
- Using appropriately the emergency toll free numbers;
- Working in partnership with us to prevent and reduce crime and the impact of crime and ensure offenders are held accountable;
- Providing us with all available information relevant to offences and offenders;
- Being honest and reasonable during your dealing with us;
- Treating our staff with courtesy and respect;
- Providing us with feedback about our service;

FEEDBACK ABOUT OUR SERVICE

All people in Rwanda expect and deserve high quality service from the police. RNP welcomes constructive feedback on the performance of our Police Officers so that we can improve the service we provide to you. If you have been pleased with the quality of service, let us know as it gives us the opportunity to recognize the good work that our staff perform. If you feel we haven't met your expectations, please let us know. In either case, feed us back by contacting local area Police Commanders (Station Commander, District Commander, Regional Commander).

However, you can also directly contact the Department of Inspectorate of Services (Tel: 3511, 997, 0788311400), or the office of the Inspector General of Police (Tel: 0788311134).

CONTACT US

Republic of Rwanda – Rwanda National Police

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Phone: +250 788311155

Email: info@police.gov.rw

Twitter: @Rwandapolice

Facebook: Rwanda National Police

Website: <http://www.police.gov.rw>

EMERGENCY TOLL FREE NUMBERS

Gender Based Violence : 3512

Abuse by Police Officer : 3511

Traffic Accidents : 113

Emergency : 112

Fire Brigade : 111

Anti-Corruption : 997

Child Help Line : 116

Isange One Stop Center Services: 3029

Maritime Issues : 110

TERRITORIAL UNITS' CONTACTS

CENTRAL REGION (KIGALI)

- DPU NYARUGENGE : 0788311166
- DPU GASABO : 0788311100
- DPU KICUKIRO : 0788311177

EASTERN REGION (RWAMAGANA)

DPU BUGESERA :0788311124
DPU KIREHE :0788311188
DPU NGOMA :0788311158
DPU KAYONZA :0788311181
DPU RWAMAGANA :0788311180
DPU GATSIBO :0788311179
DPU NYAGATARE :0788311146

NORTHERN REGION (MUSANZE)

DPU MUSANZE :0788311148
DPU RULINDO :0788311173
DPU GICUMBI :0788311144

DPU GAKENKE :0788311174

DPU BURERA :0788311186

WESTERN REGION (RUBAVU)

DPU RUBAVU :0788311149

DPU NYABIHU :0788311103

DPU NGORORERO :0788311189

DPU RUTSIRO :0788311106

DPU KARONGI :0788311125

DPU NYAMASHEKE :0788311190

DPU RUSIZI :0788311136

SOUTHERN REGION (HUYE)

DPU HUYE :0788311127

DPU NYAMAGABE :0788311131

DPU NYARUGURU :0788311172

DPU GISAGARA :0788311175

DPU NYANZA :0788311191

DPU RUHANGO :0788311184

DPU MUHANGA :0788311129

DPU KAMONYI

:0788311183