



**REPUBULIKA Y'U RWANDA**

*National Commission for the Fight against Genocide*  
*Commission Nationale de Lutte contre le Génocide*  
*Komisiyo y'Igihugu yo Kurwanya Jenoside*



**-CNLG-**

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Toll free telephone: 3560; 3561

Email: [administrator@cnlg.gov.rw](mailto:administrator@cnlg.gov.rw)

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

**CNLG SERVICE CHARTER**

September 2018

## **Foreword**

It is my pleasure to present to you this Service Charter for The National Commission for the Fight against Genocide.

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 National Commission for the Fight against Genocide, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our people with a view to creating a better understanding and enhancing our service delivery.

**Dr BIZIMANA Jean Damascène**

**Executive Secretary**

The present Citizen's Charter reflects the service provided by CNLG to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

1. Vision and Mission statement of the CNLG which affirms its commitment to deliver the services with:
  - Integrity
  - Judiciousness
  - Courtesy
  - Understanding
  - Objectivity and impartiality
  - Transparency
  - Accountability
  - Promptness
  - Efficiency and effectiveness.
2. Details of services delivered by the CNLG:
  - Specification of services provided by CNLG,
  - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
  - Clear statement of the time it takes to deliver each service. This provides citizens

with useful information and will prevent them from back and forth.

- Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
  - Clear information about the required document and procedures to get a service in CNLG. For example, the documents to be shown, the available forms to be filled in.
3. Details of the ‘Citizens’, groups/end users or People who are eligible for each service offered by CNLG
  4. Contact information of key officers in charge of these services
  5. Complaint procedures or grievance redress mechanisms and how to access them
  6. Feedback mechanisms for interaction with Citizens to continuously improve services
  7. Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of CNLG and sets standards for transparency in public services. It is expected that through Citizen’s Charter, CNLG's

Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, CNLG commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

## Feedback mechanism

Realizing that CNLG cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, CNLG expects continuous interaction with citizens seeking its services. For this, CNLG has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.
- Use of social media platforms like Twitter, Facebook, etc

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, CNLG encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the CNLG takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The CNLG is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential

channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.

- Assign grievance redress responsibilities within the CNLG and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the CNLG to identify “real-time” trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, CNLG commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, CNLG is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;

- empowerment or delegation of authority;
- diligent complaints management;
- information management.

### **Information and communication**

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, CNLG will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Publication of promotional material:
  - Leaflets,
  - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:

- Search engines
- Public Websites
- Partner Websites
- Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include patients, researchers, students (and pupils), private companies, donor agencies and international organizations, local communities and local authorities, general public.

**Commitment to our clients:**

This charter is a commitment by the CNLG to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

**Expectations from customers:**

In order to serve you better, you can help us improve performance by:

- Treating CNLG staff with courtesy and respect;
- Abiding by the regulations governing the advocacy, prevention and genocide memory services;
- Suggesting ways of improving our services at CNLG;
- Providing the CNLG with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

**Contact:**

**THE NATIONAL COMMISSION FOR THE FIGHT AGAINST GENOCIDE (CNLG)**

Toll free telephone: 3560; 3561

Email: [administrator@cnl.gov.rw](mailto:administrator@cnl.gov.rw)

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

We shall acknowledge receipt and respond to all complaints made within 3 working days.

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

## **1. INTRODUCTION**

The National Commission for the Fight against Genocide was established by Law N°09/2007 of 16/02/2007, which stipulates that the commission is a National, independent and permanent institution. It has a legal status and Administrative and financial autonomy. The Commission shall particularly collaborate with the Ministry having the memory in its attribution.

## **3. MISSION**

To prevent and fight against Genocide, its ideology and overcoming its consequences.

## **3. CORE FUNCTIONS**

- To put in place a permanent framework for the exchange of ideas on Genocide, its consequences and the strategies for its prevention and eradication;
- To initiate the creation of a national research and documentation centre on Genocide;
- To advocate for the cause of Genocide survivors both within the country or abroad;
- To plan and coordinate all activities aimed at commemorating the Genocide perpetrated against Tutsi;
- To elaborate and put in place strategies that are meant for fighting genocide and its ideology;
- To seek for assistance for Genocide survivors and pursue advocacy as to the issues of compensation.
- To elaborate and put in place strategies that are meant for fighting revisionism, negationism and trivialization;

- To elaborate and put in place strategies meant to solve genocide consequences such as trauma and other diseases which resulted from genocide;
- To cooperate with other national or international organs with similar mission.

#### **4. Powers of the Commission**

- Appearing before court;
- having its own property;
- Signing contracts with others.

**5. Services offered by the National Commission for the fight against Genocide (CNLG)**

**1. Type of service: Memory and Prevention of Genocide**

<p><b>What is the service? Am I eligible?</b></p>	<ul style="list-style-type: none"> <li>▪ Permission to have victims of genocide against Tutsi buried at one of the national memorial sites (Gisozi, Nyamata, Ntarama, Nyarubuye, Bisesero, Murambi, Rebero, and Nyange).</li> <li>▪ Permission to take photos/shoot film at national genocide memorial sites</li> <li>▪ Providing materials used during genocide commemoration events (theme, logo, t-shirts, .....)</li> <li>▪ Coordination of genocide commemoration events at the national level</li> </ul>
<p><b>Department to be approached</b></p>	<p>Memory and prevention of Genocide.</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 made Request is or an Application is submitted, how long will it take?</b></p>	<p>Not later than three days to reply and any document. If the service may take longer than the mentioned period, the beneficiary will be informed.</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>▪ For every service request, there should be a request letter addressed to the ES stating the type of service requested.</li> <li>▪ Depending on the service, the following documents will be requested: <ul style="list-style-type: none"> <li>i. <b>Permission to bury a genocide victim in one of national memorial sites:</b> Proof provided by local authorities (cell, sector and district) and Ibuka certifying that the deceased is a victim of genocide against the Tutsi.</li> <li>ii. <b>Taking photo/shooting film at memorial site:</b> 2 passport photos, brief explanation of the motif of the photos/film, recommendation from Rwanda embassy in one's country (if not Rwandan), recommendation from media house and Media High Council (for journalists). After providing all requirements, the client will sign some terms of service with CNLG.</li> </ul> </li> </ul>
<p><b>What is the procedure?</b></p>	<p>Write to CNLG requesting service any verbal request information or service</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>MINIJUST; IBUKA; FARG; Local authority and other institutions corresponding to service requested.</p>
<p><b>Is there a complaint procedure?</b></p>	<p>Complaints can be addressed either in writing or in person to the Director of Memory and prevention of Genocide, and when not solved contact the Executive Secretary of CNLG.</p> <p>To request an appointment with the director, call the customer care number or send an email to <a href="mailto:administrator@cnl.gov.rw">administrator@cnl.gov.rw</a></p>
<p><b>Is there any additional</b></p>	<p>Always visit our website: <a href="http://www.cnl.gov.rw">www.cnl.gov.rw</a> for</p>

<b>information</b> <b>Regarding this</b> <b>service that is useful</b>  <b>to know?</b>	information. For further information call on this telephone number: 3560 or 3561, during office hours.
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<b>Available forms</b>	None
<b>Relevant legal documents</b>	<input type="checkbox"/> Law N° 09/2007 of 16/02/2007 on the attributions, organization, and functioning of National Commission for Fight against Genocide <input type="checkbox"/> Law N° 59/2018 of 22/08/2018 on the crime of genocide ideology and related crimes. <input type="checkbox"/> Law N°15/2016 of 02/05/2016 governing memorial Law n° 15/2016 of 02/05/2016 governing ceremonies to commemorate the Genocide against the Tutsi and organization and management of memorial sites for the Genocide against the Tutsi.

## 2. Type of service: Advocacy and assistance of Genocide Survivors

<b>What is the service?</b>	Advocacy and assistance of Genocide Survivors.
<b>Am I eligible?</b>	
<b>Department to be approached</b>	Advocacy and assistance of Genocide Survivors.
<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 working days.
<b>What, if any, are the</b>	Free of charge

<b>costs for accessing the service?</b>	
<b>What documents are required?</b>	A written letter to the Executive Secretary setting the Problems
<b>What is the procedure?</b>	Write a letter to the Executive Secretary and submit to the Central Secretariat and after three working days, we call you to come back to pick our response.
<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>	MINIJUST; MINALOC; FARG IBUKA; Local authority and other institutions corresponding to the service requested.
<b>Is there a complaint procedure?</b>	Complaints may be addressed either in writing or in person to the Director of Advocacy and assistance of Genocide Survivors; and when not solved contact the Executive Secretary of CNLG.  To request an appointment with the director, call the customer care number or send an email to <a href="mailto:administrator@cnl.gov.rw">administrator@cnl.gov.rw</a>
<b>Is there any additional Information regarding this service that is useful to know?</b>	Always visit website: <a href="http://www.cnl.gov.rw">www.cnl.gov.rw</a> for information. For further information call on this telephone number: 3560 or 3561, during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law N° 09/2007 of 16/02/2007 on the attributions, organization, and functioning of National Commission for Fight against Genocide

### 3. Type of service: Coordination of the activities of CNLG

<b>What is the service? Am I eligible?</b>	Coordination of the activities of CNLG.
<b>Department to be approached</b>	Executive Secretariat.
<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 working days.
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	A written letter to the Executive Secretary stating the Request
<b>What is the procedure?</b>	Write a letter to the Executive Secretary and submit to the central Secretariat and have the stamp of receipt, Once you have submitted the request or information CNLG will response to you in writing.
<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>	MINIJUST; IBUKA; FARG; Local authority and other institutions corresponding to service requested.
<b>Is there a complaint procedure?</b>	Complaints may be addressed either in writing or in person to the Director of department concerned; and

	<p>when not solved contact the Executive Secretary of CNLG.</p> <p>To request an appointment with the director, call the customer care number or send an email to <a href="mailto:administrator@cnlg.gov.rw">administrator@cnlg.gov.rw</a></p>
<p>Is there any additional information regarding this service that is useful to know?</p> <p>Available forms</p>	<p>Always visit website: <a href="http://www.cnlg.gov.rw">www.cnlg.gov.rw</a> for information. For further information call on this telephone number: 3560 or 3561, during office hours.</p> <p>None</p>
<p>Relevant legal documents</p>	<p>None</p>

#### 4. Type of service: **Payment of supplier.**

<p>What is the service?</p> <p>Am I eligible?</p>	<p>Payment of supplier.</p>
<p>Department to be approached</p>	<p>Administration and Finance.</p>
<p>When can I access the service?</p> <p>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</p>	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 3:00 pm</p> <p>Once request is made.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge</p>
<p>What documents are required?</p>	<p>Invoice submitted by supplier and copy of contract</p>
<p>What is the procedure?</p>	<p>Once the invoice is submitted, the Central Secretariat sends the invoice</p>

	<p>to the Chief Budget Manager, and the CBM assign it to Director of Finance for payment then DAF send to the Accountant/ Budget Officer to make the payment.</p> <p>The Payment Voucher or Order is prepared, reviewed and approved by Accountant/Budget officer, DAF and Executive Secretary (CBM</p>
<p><b>What, if any, other institutions do I need to visit to access the service?</b> (Eg. For payment of Service costs or to get Additional documents)</p>	None
<p><b>Is there a complaint procedure?</b></p>	<p>Complaints can be addressed either in writing or in person to the Director of Finance and administration; and when not solved contact the Executive Secretary of CNLG.</p> <p>To request an appointment with the director, call Customer care number or send an email: <a href="mailto:administrator@cnl.gov.rw">administrator@cnl.gov.rw</a></p>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<p>Always visit website: <a href="http://www.cnl.gov.rw">www.cnl.gov.rw</a> for information. For further information call on this telephone number: 3560 or 3561, during office hours.</p>
<p><b>Available forms</b></p>	None
<p><b>Relevant legal documents</b></p>	<p>Law N° 62 of 25/8/2018 on Public Procurement,</p>

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**5. Type of service: Collecting the money from Genocide Memorial Sites at national Level and other gifts from the Donners, Partners or any other Visitors of CNLG.**

Once a person or an institution, group of people visit the Genocide Memorial Sites, there are CNLG Staff who guide them in visiting the memorial site, after all they take time to explain about the importance of their donation which will contribute to the maintenance of memorial site. CNLG Staff always remember to let them know that to give the donation is not mandatory and the instructions for protecting the donation are available.

<b>What is the service?</b>	To collect the Money, Cheques or Payments orders and any other verbal promises from speeches of Heads of delegation and deposit them to CNLG Account located in BNR and then the deposit Document addressed to the Finance department.
<b>Department to be approached</b>	Administration and Finance.
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	Two working days after receiving the request.
<b>What documents are required?</b>	Fulfilling the forms available at memorial site

<p><b>What is the procedure?</b></p>	<p>Following the request (through calls, emails or Memo) made by the staff from department of Memory and prevention of Genocide unit whom working with specific memorial site to collect the donation from that memorial site, addressed to the department of Administration and finance, the later organize itself by determining the right person who will perform that activity within two days after receiving the request. The process of collecting the donations from memorial sites and directing the donations to the CNLG account at BNR is provided by the instructions of 16<sup>th</sup> November 2015 relating to the management of donations from memorial sites at national level.</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 any additional information Regarding this service that is useful to know?</b></p>	<p>Refer to the Instructions of 16<sup>th</sup> November 2015 relating to the management of donations from memorial sites at national level. For further information call on this; telephone number: 3560 or 3561, during office hours. Or send an email: <a href="mailto:administrator@cnl.gov.rw">administrator@cnl.gov.rw</a></p>
<p><b>Available forms</b></p>	<p>Yes</p>
<p><b>Relevant legal documents</b></p>	<p>Instructions of 16<sup>th</sup> November 2015 relating to the management of donations from memorial sites at national level.</p>

**6. Type of service: Receiving the visitors and Document addressed to the CNLG.**

<b>What is the service? Am I eligible?</b>	To receive the visitors and Document addressed to the CNLG.
<b>Department to be approached</b>	Administration and Finance.
<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>	Once request is made.
<b>What, if any, are the costs for accessing the service?</b>	None
<b>What documents are required?</b>	None
<b>What is the procedure? 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>	From central secretariat to ES and back.  None

<p><b>Is there a complaint procedure?</b></p>	<p>Complaints can be addressed either in writing or in person to the Director of Finance and administration; and when not solved contact the Executive Secretary of CNLG.</p> <p>To request an appointment with the director, call Customer care number or send an email to <a href="mailto:administrator@cnlg.gov.rw">administrator@cnlg.gov.rw</a></p>
<p><b>Is there any additional information Regarding this service that is useful to know?</b></p>	<p>Always visit website: <a href="http://www.cnlg.gov.rw">www.cnlg.gov.rw</a> for information. For further information call on this telephone number: 3560 or 3561, during office hours.</p>
<p><b>Available forms</b></p>	<p>None</p>
<p><b>Relevant legal documents</b></p>	<p>None</p>

**7. Type of service: Providing information on Procurement /Purchasing all process of tender in CNLG.**

<p><b>What is the service? Am I eligible?</b></p>	<p>Providing information on Procurement /Purchasing all process of tender in CNLG to individuals and/or firms interested in submitting a tender for a contract with CNLG in the following areas:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Publication of the tenders in the media, Preparation of tender documents,</li> <li><input type="checkbox"/> Carrying out a technical and financial evaluation,</li> <li><input type="checkbox"/> Preparation of opening and evaluation reports and notification of the tender award,</li> <li><input type="checkbox"/> Ensuring the adequate execution of the contract in collaboration with beneficiary departments,</li> </ul>
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Receipt and safekeeping of bids and other</li> </ul>

	procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.
<b>Department to be approached</b>	Executive Secretariat.
<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>	It is a process from procurement plan
<b>What, if any, are the costs for accessing the service?</b>	Cost of the bidding document Transport when we give the report one when we check supplies or monitoring
<b>What documents are required?</b>	Documents required may include : <ul style="list-style-type: none"> <li>- The Submission letter;</li> <li>- The trade register</li> <li>- The tax clearance certificate from the Rwanda Revenue authority;</li> <li>- bid security ...</li> </ul> <p>However the kind of additional documents required will depend on the type of tender.</p>
<b>What is the procedure?</b>	<input type="checkbox"/> Individuals and/or firms interested in submitting a tender for a contract with CNLG should first purchase the tender document from the Procurement unit of CNLG by presenting a payment slip issued by BNR or RRA. The bid document sets out the functional, <input type="checkbox"/>
	technical and financial specifications and also

	<p>includes a copy of the contract</p> <p><input type="checkbox"/> Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of CNLG.</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><input type="checkbox"/> National Bank of Rwanda (NBR)</p> <p><input type="checkbox"/> Rwanda Revenue Authority for payment of fees or cost of the tender document</p> <p><input type="checkbox"/> National Tender Panel-handling unresolved Complaints</p>
<p><b>Is there a complaint procedure?</b></p>	<p>Complaints can be addressed either in writing or in person to the Director of Finance and administration; and when not solved contact the Executive Secretary of CNLG.</p> <p>To request an appointment with the director, call Customer care number or send an email: <a href="mailto:administrator@cnlg.gov.rw">administrator@cnlg.gov.rw</a></p>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<p>Always visit website: <a href="http://www.cnlg.gov.rw">www.cnlg.gov.rw</a> for information. For further information call on this telephone number: 3560 or 3561, during office hours.</p>
<p><b>Available forms</b></p>	<p>Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.</p>
<p><b>Relevant legal documents</b></p>	<p>Law N° 62/2018 of 28/8/2018 on Public Procurement,</p>

## 8. Type of Service: Research and Documentation of genocide

<b>What is the service? Am I eligible?</b>	
<b>Department to be approached</b>	General Directorate of Research and Documentation
<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>	Once request is made.
<b>What, if any, are the costs for accessing the service?</b>	Cost of requested copies of Gacaca documents
<b>What documents are required?</b>	Proof of payment issued by Bank of Kigali on CNLG bank account
<b>What is the procedure?</b>	Fill a form available at CNLG central secretariat or Irembo portal. Submit a request letter to the central secretariat addressed to the Executive Secretary of CNLG. After getting feedback from CNLG, proceed with filling a declaration form at Rwanda Revenue Authority website, and then pay according to the number of pages in a file. The cost is one thousand Rwandan Francs (1,000 Frw) per page.
<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

<p><b>Is there a complaint procedure?</b></p>	<p>Complaints can be addressed in person to the Director General of Research and Documentation Center on Genocide, and when not solved contact the Executive Secretary of CNLG in writing. To request an appointment with the Director, call Customer care number or send an email to <a href="mailto:administrator@cnl.gov.rw">administrator@cnl.gov.rw</a></p>
<p><b>Is there any additional information Regarding this service that is useful to know?</b></p>	<p>Always visit website: <a href="http://www.cnl.gov.rw">www.cnl.gov.rw</a> for information. For further information call on this telephone number: 3560 or 3561, during office hours.</p>
<p><b>Available forms</b></p>	<p>None</p>
<p><b>Relevant legal documents</b></p>	<p>None</p>