

REPUBLIC OF RWANDA



GENDER MONITORING OFFICE

Gender Accountability for Sustainable Development

Gishushu, Gasabo District P.O.Box 837 Kigali
Tel: + 250 252581794,
Helpline **5798**

SERVICE CHARTER

www.gmo.gov.rw

FORWARD

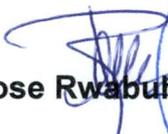
It is my pleasure to present to you the Service Charter for the Gender Monitoring Office.

This Service Charter has been prepared and updated in line 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 Gender Monitoring Office and highlights the services offered and requirements therein. It also lists the service centers through which our services and guiding legal instruments can be accessed.

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

Done at Kigali 08/02/2017


Rose Rwabuhiri

Chief Gender Monitor



I. INTRODUCTION

The Gender Monitoring Office was established by Law n°51/2007 of 20/09/2007 determining the responsibilities, organisation and functioning of the Gender Monitoring Office in Rwanda.

II. VISION

To be an icon observatory for gender equality that promotes accountability for sustainable development in Rwanda.

III. MISSION

To effectively monitor gender mainstreaming and the fight against GBV in public, private, civil society and religious institutions to achieve gender equality in Rwanda.

IV. CORE FUNCTIONS

1. Monitoring the respect and compliance of gender related commitments across public, private, non-governmental and religious institutions;
2. Monitoring the respect of ratified regional and international gender related commitments;
3. Monitoring the quality of services offered to Gender Based Violence victims and effectiveness of Gender Based Violence prevention and response mechanisms;
4. Carrying out research based on statistics on specific issues in the framework of mainstreaming and respecting gender principles;
5. To be a point of reference for information and documentation on gender equality;
6. Advocating for the respect of gender equality at all levels

V. CORE VALUES

Gender Monitoring Office core values are:

- 1. Transparency:** The work of GMO and engagement with other stakeholders and partners has to be open, professional and participatory.
- 2. Accountability:** GMO identifies required results and ownership of specific institutions and partners in terms of promotion gender equality and the fight against GBV. GMO promotes ownership of actions and results by various institutions and agencies involved in gender mainstreaming in all sectors.

3. **Equity:** GMO promotes social justice for all with no discrimination on the basis of sex, background, gender, religion, disability and area of residence.
4. **Integrity:** GMO's work is guided by professionalism, moral uprightness, honesty and incorruptibility and trustworthiness.

VI. SERVICES OFFERED BY THE GENDER MONITORING OFFICE

1. Type of service: Monitoring Gender Mainstreaming

What is the service?	Conduct gender audits across all sectors and at all levels
Who is eligible?	All Government Institutions, Private, Civil Society Organizations and Religious Institutions
Department to be approached	Monitoring Gender Mainstreaming Unit
When to access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
How to access the service	Submission of an official request letter through GMO's Central Secretariat
Time it takes to respond to a request	The letter is responded to within 3 working days
What, (if any), are the costs for accessing the service?	None
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)	None
Is there a complaint procedure?	In case of a complaint by the clients, it is addressed to the Executive Secretary in writing and submitted through the Central Secretariat. The Client can also contact the Executive Secretary on Telephone 0788501659
Is there any additional information regarding this service that is useful to know?	Visit the website: www.gmo.gov.rw or call the Director of the Unit on 0788480343
Available forms	Not applicable
Relevant legal documents	Law N° 51/2007 of 20/09/2007 determining the responsibilities, organisation and functioning of the Gender Monitoring Office in Rwanda and Gender Policy.

2. Type of service: **Monitoring Gender Equality Principles in Projects,**

Programmes, Strategies, Policies and Laws

What is the service?	Carry out gender analysis of projects, programmes, Strategies policies and laws
Who is eligible?	All sectors – public, private, civil society and faith based organizations
Department to be approached	Monitoring Gender Mainstreaming Unit
When to access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
How to access the service	Submission of an official request letter through GMO's Central Secretariat
Time it takes to respond to a request	The letter is responded to within three working days.
What, (if any), are the costs for accessing the service?	None
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)	None
Is there a complaint procedure?	In case of a complaint by the clients, it is addressed to the Executive Secretary in writing and submitted through the Central Secretariat. The Client can also contact the Executive Secretary on Telephone 0788501659.
Is there any additional information regarding this service that is useful to know?	Visit the website: www.gmo.gov.rw or call the head of the Unit on 0788480343
Available forms	None
Relevant legal documents	Law N° 51/2007 of 20/09/2007 determining the responsibilities, organization and functioning of the Gender Monitoring Office in Rwanda and Gender policy.

3. Type of Service: Receiving and Orienting Victims of Gender Based Violence, Child Abuse and Related injustices

What is the service?	GMO receives and orients citizens' complaints regarding issues related to Gender Based Violence , Child Abuse and related injustices
Who is eligible?	Every citizen with issues of GBV, Child abuse and other gender related injustices
Department to be approached	Monitoring the fight against GBV and other injustice Unit
When to access the service.	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Immediate upon arrival of the victim at Gender Monitoring Office or reception of issue through the Helpline 5798
What, if any, are the costs for accessing the service?	No cost
What documents are required?	None
What is the procedure?	Visit the GMO office in person or Contact the Office via GBV Help line (5798) and talk to the Staff responsible
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)	Rwanda National Police, Hospitals, National Public Prosecution Authority (NPPA), MAJ, Local Government authorities and Non Government Organizations
Is there a complaint procedure?	In case of a complaint by the clients, it is addressed to the Executive Secretary in writing and submitted through the Central Secretariat. The Client can also contact the Executive Secretary on Telephone 0788501659
Is there any additional information regarding this service that is useful to know?	Visit the website www.gmo.gov.rw or call the Acting Director of Monitoring the fight against GBV unit on 078496100
Available forms	None
Relevant legal documents	Law N° 51/2007 of 20/09/2007 determining the responsibilities, organisation and functioning of the Gender Monitoring Office in Rwanda, Law N°59/2008 OF 10/09/2008 on prevention and punishment of Gender- Based Violence, GBV Road Map

4. Type of service: Monitoring the quality of services delivered to GBV victims

What is the service?	Monitor the effectiveness of medical, psychosocial, legal and reintegration services delivered to GBV victims
Who is eligible?	All Government Institutions, Private, Civil Society Organizations and Religious Institutions
Department to be approached	Monitoring the fight against GBV and other injustice Unit
When to access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
How to access the service	Submission of an official request letter through GMO's Central Secretariat/own initiative
Time it takes to respond to a request	The letter is responded to within 3 working days
What, (if any), are the costs for accessing the service?	None
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)	None
Is there a complaint procedure?	In case of a complaint by the clients, it is addressed to the Executive Secretary in writing and submitted through the Central Secretariat. The Client can also contact the Executive Secretary on Telephone 0788501659
Is there any additional information regarding this service that is useful to know?	Visit the website: www.gmo.gov.rw or call the Acting Director of the Unit on 0788496100
Available forms	Not applicable
Relevant legal documents	Law N° 51/2007 of 20/09/2007 determining the responsibilities, organization and functioning of the Gender Monitoring Office in Rwanda, GBV policy, Law N°59/2008 OF 10/09/2008 on prevention and punishment of Gender- Based Violence and GBV Road Map

5. Type of service: Paying acquired Goods and Services

What is the Service?	Paying goods and services delivered to GMO
Who is eligible?	Suppliers who provided goods and services to GMO
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payments for goods/services should not take more than days written in the contract between GMO and service provider
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> ▪ 4 copies of the invoices, ▪ Delivery note signed by both parties ▪ Copy of the Contract, ▪ Purchase order ▪ 1 copy of the Identity card of the supplier
What is the procedure?	Submit all required documents mentioned above to the 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 documents)	The Ministry of Finance and Economic Planning
Is there a complaint procedure?	In case of a complaint by the clients, it is addressed to the Executive Secretary in writing and submitted through the Central Secretariat. The Client can also contact the Executive Secretary on Telephone 0788501659
Is there any additional information regarding this service that is useful to know?	visit the website: www.gmo.gov.rw or call the head of the Finance and Administration Unit on 0788307528
Available forms	None
Relevant legal documents	Financial laws and procedures