

**REPUBLIC OF RWANDA**



**NATIONAL COUNCIL OF PERSONS WITH DISABILITIES (NCPD)**

## **SERVICE CHARTER**



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**February, 2017**

## **FORWARD**

I am honored to present to you this Service Charter for the National Council of Persons with Disabilities (NCPD).

The services highlighted in this Charter are based on the vision and mission of the NCPD that intends to promote the spirit of being responsive to the general public especially the Persons with Disabilities in complementary, competency, accountability, ownership, information sharing and transparency.

The Charter spells out the role of NCPD, highlights the services offered and the requirements therein, lists the service and how they can be accessed and the guiding legal instruments.

The development of this Charter reflects our commitment to serve our PwDs with a view to creating a full inclusion in society.



**Emmanuel NDAYISABA**

**Executive Secretary**

## **I. INTRODUCTION**

The National Council of Persons with Disabilities (NCPD) was established by the law N°03/2011 of 10/02/2011 with the purpose of determining its responsibilities, organization and functioning and its relationship with other State organs. This law is among the greatest achievements of Rwandan Government and is based on the United Nations Convention of the rights of the Persons with Disabilities ratified by Rwanda on December 15, 2008 with a purpose of promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all Persons with Disabilities and to promote respect for their inherent dignity.

As highlighted in the same law, the National Council of Persons with Disabilities is a forum for advocacy and social mobilization on issues affecting Persons with Disabilities in order to build their capacity and ensure their participation in the national development.

The Council assists the Government to implement programmes and policies that benefit Persons with Disabilities.

The National Council of Persons with Disabilities has the following main responsibilities:

- 1° To coordinate activities aimed at the advancement of Persons with Disabilities;
- 2° To gather and examine views of all Persons with Disabilities;
- 3° To advocate on issues affecting the development and rights of Persons with Disabilities;
- 4° To build the capacity of Persons with Disabilities;
- 5° To sensitize Rwandan society in general, parents and different -institutions, in particular to respect the rights of Persons with Disabilities;
- 6° To sensitize Persons with Disabilities to take part in national development programmes;
- 7° To participate in the prevention of the causes of disability;
- 8° To especially monitor the respect of laws which protect Persons with Disabilities;
- 9° To collaborate with non-governmental organizations engaged in activities benefitting Persons with Disabilities;
10. To engage in consultations and collaborate with foreign institutions entrusted with the same responsibilities.

The work of the NCPD is managed by the Executive Secretary, 8 technical staff supported by 13 administrative staff as specified by the law governing its responsibilities and functioning of NCPD. All the above functions are accomplished under three units:

1. Office of the Executive Secretary
2. Economic and social empowerment
3. Administration and Finance

## **II. VISION**

A society where Persons with Disabilities participate fully in all areas of life; inclusion is promoted, and Human Rights and Equal Opportunities for Persons with Disabilities (PwDs) are realised.

## **III. MISSION**

The National Council of Persons with Disabilities is a forum for advocacy and social mobilization on issues affecting Persons with Disabilities in order to build their capacity and ensure their participation in the national development.

The Council assists the Government to implement programmes and policies that benefit Persons with Disabilities.

## **IV. CORE FUNCTIONS**

The core functions of the National Council of Persons with Disabilities are:

- . Representation and Mobilization of PwDs;
- . Advocacy and Inclusion;
- . Prevention and Mitigation;
- . Coordination, Collaboration and Consultation.

## **V. CORE VALUES**

The NCPD core values are:

- Complementary;
- Competency;
- Accountability and ownership;
- Information sharing and transparency.

**SERVICES OFFERED BY THE NATIONAL COUNCIL OF PERSONS WITH DISABILITIES (NCPD)**

**A. Service offered by Socio-Economic empowerment unit**

**1. Intervention to complaints submitted by PwDs**

**Type of service: Social services for PwDs**

<p><b>What is the Service am I eligible?</b></p>	<p>National Council of Persons with Disabilities receives complaints from Persons with Disabilities related to abuse on their rights such as sexual based violence, stigma and discrimination, exclusion from employment and/or any other benefit. The NCPD encourages PwDs to seek a resolution to their local representatives elected by them from cell to national level. This process must be done in collaboration with local grassroots authorities. In case the complaint has not been solved, the PwD will seek assistance to NCPD organs.</p>
<p><b>Where can I access the service?</b></p>	<p>From the Cell to Districts Office and at NCPD Secretariat located at Kacyiru KG 5 Ave, Kigali or at the following address:  P.O Box 737 Kigali, Email: <a href="mailto:info@ncpd.gov.rw">info@ncpd.gov.rw</a> <a href="http://www.ncpd.gov.rw">www.ncpd.gov.rw</a></p>
<p><b>When can I access the service?</b></p>	<p>From Monday to Thursday 7:00 A.M to 5:00 P.M and Friday from 7:00 A.M to 3:00 P.M.</p>
<p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Three (3) working days.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>The service is free of charge.</p>
<p><b>What documents are required?</b></p>	<p>Written letter of complaint to the NCPD District Coordinator in details the case, documents that show the complaint has been addressed to NCPD local organs and local authorities.</p>

<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Submission of the letter to the NCPD District Coordinator with a copy to Mayor of District. If needed information, NCPD will contact its local organs representatives to know how the issue has been processed.</li> <li>- Once information gathering has been complemented, the concerned person will be contacted by NCPD and informed on the decision taken about the complaint.</li> </ul>
<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>	Local authorities ( at Sector and District), in collaboration with NCPD representatives.
<b>Is there a complaint procedure?</b>	The PwD introduces the complaint to NCPD Executive Secretary, if not satisfied to the NCPD President.
<b>Is there any additional information regarding this service that is useful to know?</b>	For any additional information, visit NCPD Website: <a href="http://www.ncpd.gov.rw">www.ncpd.gov.rw</a> , visit to the Executive Secretariat Office, send an email to : <a href="mailto:info@ncpd.gov.rw">info@ncpd.gov.rw</a>
<b>Available forms</b>	Transmission form ad hoc.
<b>Relevant legal documents</b>	Law no 03/2011 of 10/02/2011 determining the responsibilities, organization and functioning of the National Council of Persons with Disabilities (NCPD).

## 2. Legal assistance

### Type of service: social services to PwDs

<b>What is the Service? Am I eligible?</b>	A vulnerable person with disability facing a justice case without any legal assistance can request for a legal assistance to NCPD that will work closely in this matter with lawyers from Kigali Bar Association.
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<b>Where can I access the service?</b>	NCPD Office, at the address as stated above.
<b>When can I access the service?</b>	From Monday to Thursday 7:00 A.M to 5:00 P.M and Friday from 7:00 A.M to 3:00 P.M.
<b>Once a request is made or an application is submitted, how long will it take?</b>	Five (5) working days depending on gravity of the case.
<b>What, if any, are the costs for accessing the service?</b>	The service is free of charge.
<b>What documents are required?</b>	Written letter to the Executive Secretary of NCPD, requesting the legal assistance. The applicant will submit all necessary documents related to the case.
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Submission of the letter to the NCPD Central Secretariat.</li> <li>- Come after 5 days for feedback.</li> </ul>
<b>Is there a complaint procedure?</b>	The PwD should seek assistance to Executive Secretariat. In case of the process fails, the person should refer to NCPD President.
<b>Is there any additional information regarding this service that is useful to know?</b>	For any additional information, visit NCPD Website: <a href="http://www.ncpd.gov.rw">www.ncpd.gov.rw</a> , visit to the Executive Secretariat Office, send an email to : <a href="mailto:info@ncpd.gov.rw">info@ncpd.gov.rw</a>
<b>Available forms</b>	Transmission form ad hoc.
<b>Relevant legal documents</b>	Law no 03/2011 of 10/02/2011 determining the responsibilities, organization and functioning of the National Council of Persons with Disabilities (NCPD).

**3. Provision of the approval of request(s) for tax exemption of goods imported by PwDs or Organization.**

**Type of service: Social services for PwDs**

<p><b>What is the Service am I eligible?</b></p>	<ul style="list-style-type: none"> <li>- Person or Organization seeking tax exemption for goods imported or bought to be used in the area of intervention of NCPD after submission of required documents.</li> <li>- PwD seeking tax exemption for imported adapted vehicle</li> </ul>
<p><b>Where can I access the service?</b></p>	<p>NCPD Office, at the address as stated above.</p>
<p><b>When can I access the service?</b></p>	<p>From Monday to Thursday 7:00 A.M to 5:00 P.M and Friday from 7:00 A.M to 3:00 P.M.</p>
<p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Three (3) working days.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>The service is free of charge.</p>
<p><b>What documents are required?</b></p>	<p><b>For a person or organization seeking for tax exemption on imported goods:</b></p> <ul style="list-style-type: none"> <li>- Written request letter to Commissioner for Customs Services of Rwanda Revenue Authority with approval of NCPD Executive Secretary;</li> <li>- Invoices or list of imported goods;</li> <li>- Technical Specifications of imported goods.</li> </ul> <p><b>For an organization (cooperative, association...)</b></p> <p>In addition to the listed documents, the organization will submit a legal document such as Certificate of registration</p>



	<p>delivered by Rwanda Cooperative Agency for the cooperative and certificate of registration delivered by Rwanda Governance Board.</p> <p><b>For PwD seeking for tax exemption on imported adapted vehicle:</b></p> <ul style="list-style-type: none"> <li>- Written request letter to Commissioner for Customs Services of Rwanda Revenue Authority with approval of NCPD Executive Secretary;</li> <li>- Technical Specifications for the vehicle;</li> <li>- Invoice of the vehicle;</li> <li>- Picture of adapted part of the vehicle;</li> <li>- Picture of the PwD requesting the vehicle;</li> <li>- Having a disability Card.</li> </ul>
<p><b>What is the procedure?</b></p>	<p><b>For Goods:</b></p> <p>Once the Invoices or list of the equipment is made, the applicant shall submit the required documents to Commissioner for Customs Services or NCPD make a request to the line Ministry on behalf of the requester.</p> <p><b>For Vehicle:</b></p> <p>Once the above requirements are fulfilled, the applicant shall submit the request to the Commissioner for Customs Services through NCPD.</p>
<p><b>Is there a complaint procedure?</b></p>	<p>Complaints regarding this service should be addressed to the Executive Secretary of the National Council of persons with disabilities.</p>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<p>Persons must know that all requests to import adapted vehicles are acceptable to physical impaired persons only.</p>

<b>Available forms</b>	None
<b>Relevant legal documents</b>	<p>Law no 03/2011 of 10/02/2011 determining the responsibilities, organization and functioning of the National Council of Persons with Disabilities (NCPD);</p> <p>Law No 25/2010 of 28/05/2010 modifying and complementing law N0 06/2001 of 20/01/2001 on the code of value added tax.</p>

**4. Issuing recommendations letters to PwDs requesting services facilitation to various institutions.**

**Type of service: Social services for PwDs**

<b>What is the Service? Am I eligible?</b>	A person with disability seeks for recommendation letter from NCPD to support his/her business in one or another public or private institution.
<b>Where can I access the service?</b>	NCPD Office, at the address as stated above.
<b>When can I access the service?</b>	From Monday to Thursday 7:00 A.M to 5:00 P.M and Friday from 7:00 A.M to 3:00 P.M.
<b>Once a request is made or an application is submitted, how long will it take?</b>	Three (3) working days.
<b>What, if any, are the costs for accessing the service?</b>	The service is free of charge
<b>What documents are required?</b>	<p><b>For an individual:</b></p> <ul style="list-style-type: none"> <li>- Written request letter to the NCPD Executive Secretary;</li> <li>- Disability card;</li> <li>- Written request letter to the High Authority of the institution/organization where the service is requested.</li> </ul>

	<p><b>For an organization (cooperative, association, ...)</b></p> <p>In addition to the listed documents, the organization will submit a legal document such as Certificate of registration delivered by Rwanda Cooperative Agency for the cooperative and certificate of registration delivered by Rwanda Governance Board.</p>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Seeking information on the institution providing needed service;</li> <li>- Ensure you are eligible to the service;</li> <li>- Submit a request letter to NCPD with all required documents as listed above;</li> <li>- Get a recommendation three (3) days after the request analysis.</li> </ul>
<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>	If any prior service to paid, the applicant should fulfill this requirement by knowing where the payment must be done.
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed to the President of National Council of Persons with Disabilities.
<b>Is there any additional information regarding this service that is useful to know?</b>	For any additional information, visit NCPD Website: <a href="http://www.ncpd.gov.rw">www.ncpd.gov.rw</a> , visit to the Executive Secretariat, send an Email to : <a href="mailto:info@ncpd.gov.rw">info@ncpd.gov.rw</a>
<b>Available forms</b>	NONE
<b>Relevant legal documents</b>	Law no 03/2011 of 10/02/2011 determining the responsibilities, organization and functioning of the National Council of Persons with Disabilities (NCPD).

**B. Services provided by Finance and Administration unit**

**1. Procedure for receiving payment for services rendered to NCPD**

**Type of service: finance**

<p><b>What is the Service? Am I eligible?</b></p>	<p>Individuals and companies seeking the payment for goods and services to NCPD are required to adhere to the steps set out in this Citizen’s charter.</p>
<p><b>Where can I access the service?</b></p>	<p>NCPD Office, at the address as stated above.</p>
<p><b>When can I access the service?</b></p>	<p>From Monday to Thursday 7:00 A.M to 5:00 P.M and Friday from 7:00 A.M to 3:00 P.M.</p>
<p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p>While all required documents are submitted, payment for services should not take more than five (5) working days.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>The service is for of free.</p>
<p><b>What documents are required?</b></p>	<p><b>Payment for goods</b></p> <ul style="list-style-type: none"> <li>- The invoice related to the goods or services rendered approved by the Executive Secretary;</li> <li>- Delivery note signed by both parties to the contract;</li> <li>- Performance guarantee;</li> <li>- Copy of contract;</li> <li>- Purchase order;</li> <li>- Goods received note;</li> </ul> <p><b>Payment for services</b></p> <ul style="list-style-type: none"> <li>- The invoice approved by the Executive Secretary;</li> <li>- Report as agreed in contract;</li> <li>- Copy of contract;</li> </ul>

<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Submission of the invoice and the required documents in hard copy to the Finance Department;</li> <li>- Processing the payment in the fixed time for the service delivery after the approval by the competent person;</li> <li>- After the payment, the person will be contacted by NCPD to come and pick up a copy of Payment Order.</li> </ul>
<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>	Complaints to this service should be addressed to the Director of Finance and Administration or to the Executive Secretary if not satisfied.
<b>Is there any additional information regarding this service that is useful to know?</b>	For any additional information, visit NCPD Website: <a href="http://www.ncpd.gov.rw">www.ncpd.gov.rw</a> , visit to the Executive Secretariat, send an email to : <a href="mailto:info@ncpd.gov.rw">info@ncpd.gov.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law no 03/2011 of 10/02/2011 determining the responsibilities, organization and functioning of the National Council of Persons with Disabilities (NCPD).

## 2. Procurement service within NCPD

**Type of service: tender award.**

<p><b>What is the Service? Am I eligible?</b></p>	<p>The procurement service within NCPD is responsible for carrying out the procurement process in the respect of Rwanda Public Procurement law.</p> <p>Any individual or firm meeting the requirements as set out in the tender document can benefit from the service.</p>
<p><b>Where can I access the service?</b></p>	<p>NCPD Office, at the address as stated above.</p>
<p><b>When can I access the service?</b></p>	<p>From Monday to Thursday 7:00 A.M to 5:00 P.M and Friday from 7:00 A.M to 3:00 P.M. At the specified hours/time on tender document or advert.</p>
<p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p>The duration of the tender will vary depending on type of proposal submitted with respect to Rwanda Public Procurement law.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>Cost of the bid document: 100 Rwf/page. The amount is deposited on Rwanda Revenue account opened in commercial Banks.</p>
<p><b>What documents are required?</b></p>	<p>Documents will include trade license, tax clearance certificate from Rwanda Revenue Authority (RRA), Rwanda Social Security Board (RSSB) and other additional document that may be required depending on the type of proposal/tender advertised.</p>
<p><b>What is the procedure?</b></p>	<p>The procedure should be one specified on the advert and tender document.</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>These institutions should be:</p> <ul style="list-style-type: none"> <li>- RSSB;</li> <li>- Rwanda Development Board;</li> <li>- Rwanda Revenue Authority.</li> </ul>

<b>Is there a complaint procedure?</b>	Complaints to this service should be addressed to the Executive Secretary of NCPD. If following the presentation of a complaint to the Executive Secretary of NCPD the issue remains unresolved, the complaint should be addressed to the Independent review Panel at national level. Complaints should be submitted within 7 calendar days from the reception of the provisional notification letter.
<b>Is there any additional information regarding this service that is useful to know?</b>	For any additional information, visit NCPD Website: <a href="http://www.ncpd.gov.rw">www.ncpd.gov.rw</a> , visit to the Executive Secretariat Office, send an email to : <a href="mailto:info@ncpd.gov.rw">info@ncpd.gov.rw</a>
<b>Available forms</b>	None.
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Law no 03/2011 of 10/02/2011 determining the responsibilities, organization and functioning of the National Council of Persons with Disabilities (NCPD).</li> <li>- Law N° 12/2007 of 29/03/2007 Law on public procurement.</li> </ul>

**Approved by:**




**Emmanuel NDAYISABA**

Executive Secretary of NCPD

Date: 09/02/2017