

# REPUBLIC OF RWANDA



## NATIONAL AGRICULTURAL EXPORT DEVELOPMENT BOARD (NAEB)

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## SERVICE CHARTER



November, 2016

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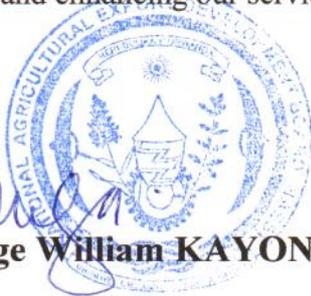


## **Foreword.**

It is my pleasure to present to you this Service Charter for The National Agriculture Export Development Board (NAEB). 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 NAEB, 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 clients with a view to creating a better understanding and enhancing our service delivery.



**Amb. George William KAYONGA**

**Chief Executive Officer.**

**25 NOV 2016**

## 1.Introduction

The National Agricultural Export Development Board (NAEB) was established by law n°39/2010 of 25/11/2010 in the framework of implementing the government policy of merging institutions with similar areas of interventions and mission. Hence NAEB was created by merging three Public Agencies, Rwanda National Coffee Authority (OCIR-CAFÉ), Rwanda National Tea Authority (OCIR-THÉ), and Rwanda Horticulture Development Authority (RHODA).

The merging of these institutions was driven by the need to combine efforts and resources to increase agricultural export volumes and revenues, and to support the private sector to invest in the production, processing and value addition that would grow both traditional and non-traditional agricultural commodities.

### I. Vision

To be a world class agriculture and livestock commodity export development enterprise through innovation.

### II. Mission

To facilitate the growth of business to diversify agricultural and livestock commodity export revenues.

In particular, NAEB has in its mission the following:

- To participate in elaboration of policies and strategies for developing exports of agricultural and livestock products;



- To implement policies and strategies for promoting and developing agricultural and livestock products for export;
- To identify and support research on extension regarding agricultural and livestock products for export;
- To collaborate with other institutions to identify places where to install factories processing agricultural and livestock products for export and to grant them authorization;
- To set quality standards of agricultural and livestock export commodities and make sure they are implemented;
- To issue certificates of origin for agricultural and livestock products for export as provided for by relevant laws;
- To supervise, facilitate and train private operators and cooperatives involved in agricultural and livestock production for export to benefit them and the country;
- To partner with and coordinate activities of Non-Governmental Organizations, private operators and organs involved in exporting agricultural and livestock products;



- To contribute to the increase of investments in industry and infrastructure meant for adding value to agricultural and livestock products for export;
- To collect information on local, regional and international markets and disseminate them to stakeholders for use;
- To coordinate activities of stakeholder networks as regards agricultural and livestock products for export;
- To participate in various international negotiations and trade fairs, both in and outside the country to promote agricultural and livestock products for market expansion and greater number of consumers of agricultural and livestock products from Rwanda;
- To establish good relations with international organizations with regard to develop agricultural and livestock products export from Rwanda.

### **III. NAEB Core Values**

- Integrity
- Excellence
- Innovation

### **IV. Client Rights**

Our clients have a right to:

- Access to free services
- Access to public information in accordance with the law



- Be treated with respect
- Privacy and Confidentiality
- Appeal in accordance with established procedure

## **V. Client Obligations**

- Attend scheduled appointments punctually
- Respond to requests for accurate and timely information
- Contribute to arriving at solutions or recommendations to address problems
- Abide by legal requirements which make you eligible for services sought
- Not to offer gifts, favors or inducement to our staff, or to solicit the same
- Suppliers to provide appropriate and timely goods and services
- Treat our staff with courtesy

## **VI. Feedback and Complaints**

Criticism and feedback about our services are most welcome for helping National Agricultural Export Development Board to improve service delivery. We commit ourselves to consider client's complaints and suggestions with serious attention and to deal with them as quickly as possible. In case a client has a problem, suggestion or complaint, s/he has the right to use the following communication channels:

- Speak to the person who has been attending to you
- Speak to that person's supervisor in case of dissatisfaction;
- Use our suggestion box
- Fill a client feedback form available at each office



- Write to us using the address [info@naeb.gov.rw](mailto:info@naeb.gov.rw)
- Or by calling us on the toll free number 3800 or leave a comment in the forums on our website [www.naeb.gov.rw](http://www.naeb.gov.rw)
- Our offices are open Monday to Thursday from 7:00am-12:00 noon and from 1:00pm-5:00pm and Friday 7:00am-12:00 noon and from 1:00pm-3:30pm

## VIII. Appeal Mechanism

If you are not satisfied with the response from the action staff attending to you or with the way your complaint is handled, you may refer to the immediate hierarchical supervisor.

Names and contacts of supervisors are displayed on employees' office doors.

Your complaints will be acknowledged within three working days of receipt including information on the action being taken. 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.

We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided.



## VIII. Services Offered by NAEB

### 1. Seedlings

<b>Who is eligible for the service?</b>	<i>Farmers having big farms and fulfilling the requirements being sought to be given seedlings</i>
<b>Department to be approached</b>	<i>Tea, Coffee and Horticulture chain Divisions</i>
<b>When is the service accessible?</b>	<i>The service is accessible according to agricultural planting seasons</i>
<b>Timeline</b>	<i>Immediate in the planting season and 3 days otherwise</i>
<b>Costs</b>	<i>Free of charge</i>
<b>Requirements</b>	<i>- preparation of the land and that land has to be suitable for the requested seedlings</i>
<b>What is the procedure?</b>	<i>- A letter addressed to the CEO including the surface of plantation, number and type of seedlings being sought for</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>Seedlings are given according to the land prepared and to the willing of a farmer to plant cope with NAEB's agricultural guidelines</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>



## 2. Agricultural inputs and materials

<b>Who is eligible for the service?</b>	<i>Farmers having big/consolidated farms and fulfilling the requirements being sought to be given those inputs and materials</i>
<b>Department to be approached</b>	<i>Tea, Coffee, Horticulture and Diversification chain Divisions</i>
<b>When is the service accessible?</b>	<i>The service is accessible on request and importance (agricultural seasons...)</i>
<b>Timeline</b>	<i>On request and their availability</i>
<b>Costs</b>	<i>Free of charge</i>
<b>Requirements</b>	<i>- Being in the cooperative or having a large farm to deserve particular services</i>
<b>What is the procedure?</b>	<i>A letter addressed to the CEO including type and number of inputs and materials being requested</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>Those inputs and materials can be given or not depending on the outcome of field visits conducted by NAEB staff</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>



### 3. Post harvest services

<b>Who is eligible for the service?</b>	<i>Farmers who have produced horticultural commodities and exporters</i>
<b>Department to be approached</b>	<i>Horticulture chain Division</i>
<b>When is the service accessible?</b>	<i>The service is accessible on request</i>
<b>Timeline</b>	<i>Two weeks</i>
<b>Costs</b>	<i>Post harvest equipment retailing price</i>
<b>Requirements</b>	<i>Proof of payment done at NAEB's account in the bank</i>
<b>What is the procedure?</b>	<i>A letter addressed to the CEO including type and number of inputs and materials being requested</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>No</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>



#### 4. Farmers Capacity Building

<b>Who is eligible for the service?</b>	<i>Farmers having big/consolidated farms and fulfilling the requirements being sought to be given trainings on good agricultural practices</i>
<b>Department to be approached</b>	<i>Tea, Coffee, Horticulture and Diversification chain Divisions</i>
<b>When is the service accessible?</b>	<i>The service is accessible on request and importance</i>
<b>Timeline</b>	<i>An answer is provided within 3 working days</i>
<b>Costs</b>	<i>Free of charge</i>
<b>Requirements</b>	<i>- Being in the cooperative or having a large farm to deserve particular services</i>
<b>What is the procedure?</b>	<i>A letter addressed to the CEO requesting such services and /or if it's NAEB's initiative</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>It is better to request for capacity building when the number is bigger</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>



## 5. Pest and Diseases Control

<b>Who is eligible for the service?</b>	<i>Farmers growing export agricultural commodities</i>
<b>Department to be approached</b>	<i>Tea, coffee, horticulture and diversification chain Division</i>
<b>When is the service accessible?</b>	<i>The service is accessible on request every working hours and days</i>
<b>Timeline</b>	<i>Immediate depending on the urgency of the issue but always not later than two days</i>
<b>Costs</b>	<i>Free</i>
<b>Requirements</b>	<i>Having a farmer's request received</i>
<b>What is the procedure?</b>	<i>Address a disease or symptoms to the concerned division</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>Better communicate to the staff you know in the division but always try to keep it formal for accountability reasons</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>



## 6. Authorization of factory construction

<b>Who is eligible for the service?</b>	<i>Any individual, firm or a company fulfilling the requirements to seek for such authorization</i>
<b>Department to be approached</b>	<i>Tea, Coffee, Horticulture and Diversification chain Divisions</i>
<b>When is the service accessible?</b>	<i>The service is accessible from Monday to Thursday (Working hours) and from 7am-12noon and from 1pm- 5pm on Friday</i>
<b>Timeline</b>	<i>30 working days</i>
<b>Costs</b>	<i>Free of charge</i>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>- A letter addressed to the CEO</li> <li>- Company Registration Certificate issued by RDB</li> <li>- Document showing the rationale of the project and its business plan</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to NAEB, ask appointment to the concerned Division,</li> <li>- Meet the person who can advice you and provide clarification about the law governing establishment of factory</li> </ul>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional</b>	<i>Yes, NAEB's representatives conduct a study tour to the project to assess its</i>



<b>information regarding this service that is useful to know?</b>	<i>feasibility</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>Law N°07/2009 of 27/04/2009 relating to companies</i>



## 7. Certificates of Origin

<b>Who is eligible for the service?</b>	<i>Tea, coffee products Exporters</i>
<b>Department to be approached</b>	<i>Quality Assurance &amp; Regulations Division</i>
<b>When is the service accessible?</b>	<i>The service is accessible from Monday to Thursday (Working hours) and from 7am-12noon and from 1pm- 5pm on Friday</i>
<b>Timeline</b>	<i>1 day</i>
<b>Costs</b>	<i>Depends on the volumes being exported</i>
<b>Requirements</b>	<i>- Giving tea/coffee samples to be tested - Certificate Payment proof from the bank</i>
<b>What is the procedure?</b>	<i>- The samples are tested in tea/coffee cupping labs and upon results, certificates are issued</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>No</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>



## 8. Laboratory Services

<b>Who is eligible for the service?</b>	<i>Tea, coffee and horticultural commodities growers, researchers and exporters</i>
<b>Department to be approached</b>	<i>Quality Assurance &amp; Regulations Division</i>
<b>When is the service accessible?</b>	<i>The service is accessible from Monday to Thursday (Working hours) and from 7am-12noon and from 1pm- 5pm on Friday</i>
<b>Timeline</b>	<i>3 days maximum</i>
<b>Costs</b>	<i>The minimum is 1000 Frw and the maximum is 90,000 Frw per sample. Details on NAEB website.</i>
<b>Requirements</b>	<i>Online application</i>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- <i>The pro-forma invoice is issued to the client upon the request</i></li> <li>- <i>The client is required to pay for laboratory services and</i></li> <li>- <i>Bring the bank slips for payment and samples to be tested</i></li> <li>- <i>Wait for the period indicated on the invoice to get laboratory results</i></li> </ul>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>For any complaint, please communicate through provided communication channels</i>
<b>Is there any</b>	<i>Services being offered by the</i>



<b>additional information regarding this service that is useful to know?</b>	<i>laboratory include: soil analysis, water analysis, fertilizer analysis, made teas analysis, and coffee analysis.</i>
<b>Available forms</b>	<i>No</i>
<b>Relevant legal documents</b>	<i>No</i>

### 9. *Payment for services rendered to NAEB*

<b>Who is eligible for the service?</b>	<i>An individual, a firm or a company who have provided service or goods to NAEB has right to charge service rendered</i>
<b>Department to be approached</b>	<i>Corporate Services Division Department of Finance &amp; Administration</i>
<b>When is the service accessible?</b>	<i>The service is accessible from Monday to Thursday (Working hours) and from 7am-12noon and from 1pm- 5pm on Friday</i>
<b>Timeline</b>	<i>5 working days</i>
<b>Costs</b>	<i>Free of charge</i>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>- <i>An original invoice indicating goods or service delivered</i></li> <li>- <i>Original purchase order from NAEB and</i></li> <li>- <i>Delivery note signed by the responsible person in NAEB</i></li> <li>- <i>Notification letter and contract if any</i></li> <li>- <i>TIN number and bank account of the beneficiary</i></li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- <i>Submitting the required document at the Central Secretariat;</i></li> <li>- <i>Make sure the reception stamp is</i></li> </ul>



	<p><i>availed;</i></p> <ul style="list-style-type: none"> <li>- <i>Wait for five days to check the transfer to your bank account.</i></li> </ul>
<p><b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b></p>	<ul style="list-style-type: none"> <li>- <i>Ministry of Finance and Economic Planning</i></li> <li>- <i>National Bank of Rwanda</i></li> <li>- <i>Bank of the supplier</i></li> </ul>
<p><b>Is there a complaint procedure?</b></p>	<p><i>For any complaint, please approach the Corporate Services Division Manager</i></p>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<ul style="list-style-type: none"> <li>- <i>We pay in the name of the individual, society or association which is written on the invoice heading</i></li> <li>- <i>For payment which passes through MINECOFIN, it might take more time for payment than expected</i></li> </ul>
<p><b>Available forms</b></p>	<p><i>No</i></p>
<p><b>Relevant legal documents</b></p>	<p><i>Budget Law and Financial user manuals</i></p>



## 10. Procurement Services

<b>Who is eligible for the service?</b>	<i>A firm or an individual who needs to procure goods or any services to NAEB has to check on the NAEB's website or look bid publications in local or international newspapers</i>
<b>Department to be approached</b>	<i>Procurement Office</i>
<b>When is the service accessible?</b>	<i>From Monday to Thursday (Working hours) and from 7am-12noon and from 1pm- 5pm on Friday</i>
<b>Timeline</b>	<i>21 days after bid submission</i>
<b>Costs</b>	<i>The cost for accessing the tender document depends on the type of the tender. It is always indicated in the advert.</i>
<b>Requirements</b>	<p><i>Bidders shall submit the following documents in their bidding documents:</i></p> <ul style="list-style-type: none"> <li><i>- Bid submission form</i></li> <li><i>- Copy of trading License</i></li> <li><i>- Original or a certified copy of the Social Security certificate (RSSB)</i></li> <li><i>- A certified copy of the tax clearance certificate</i></li> <li><i>- Bid security (2% of total cost)</i></li> <li><i>- Written confirmation authorizing the signatory of the Bid to commit the Bidder</i></li> <li><i>- References of similar tenders executed</i></li> <li><i>- Price schedules well printed and properly organized.</i></li> <li><i>- Any other information that the bidder considers important in the tender process as it may be indicated in the Bidding Document</i></li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li><i>- Preparation of bidding document,</i></li> <li><i>- Advertisement of tender,</i></li> <li><i>-Open session and opening report,</i></li> <li><i>- Evaluation report,</i></li> </ul>



	<ul style="list-style-type: none"> <li>- Preparation and distribution of provisional notification,</li> <li>- After seven days of distribution of final notification preparation,</li> <li>- Negotiation of contract, implementation of contract, follow up of contract execution</li> </ul>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- National Bank of Rwanda</li> <li>- MINECOFIN</li> </ul>
<b>Is there a complaint procedure?</b>	<p><i>There is an Independent Review Panel at the National Level and Independent Review Panels at all District levels for the purpose of conducting Independent Administrative Reviews of complaints and challenges of the procurement process appeals against the decision taken by different institutions.</i></p>
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>NAEB procurement plan available at our website <a href="http://www.naeb.gov.rw">www.naeb.gov.rw</a></p>
<b>Available forms</b>	No
<b>Relevant legal documents</b>	<p>Law No 12/2007 of 27 March 2007 on Public Procurement available on <a href="http://www.rppa.gov.rw">www.rppa.gov.rw</a></p>



## 11. Staff Recruitment

<b>Who is eligible for the service?</b>	<i>Any Rwandan with skills required can apply for recruitment within NAEB</i>
<b>Department to be approached</b>	<i>Corporate Services Division</i>
<b>When is the service accessible?</b>	<i>From Monday to Thursday (Working hours) and from 7am-12noon and from 1pm- 5pm on Friday</i>
<b>Timeline</b>	<i>According to the Presidential order regarding staff recruitment: - 5 days for application; - 5 days for short listing; - 3 days for written exam to be held after shortlist is out; - 10 days for publication of written test results; - 3 days for conducting oral interviews; - 1 day for publishing oral test results</i>
<b>Costs</b>	<i>Free of charge</i>
<b>Requirements</b>	<i>Job Application Form, Copy of CV, degree(s), ID</i>
<b>What is the procedure?</b>	<i>As instructed in the Job Announcement</i>
<b>What, if any, other institutions to be visited to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>If the candidate is not satisfied with the marks awarded, he/she can appeal to NAEB in a period not exceeding 3 days for clarification, and if that is not convincing, the candidate can go ahead to appeal in higher authorities (Public</i>



	<i>Service Commission)in the same specified period.</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>Visit our website for details regarding recruitment documents and information (<a href="http://www.naeb.gov.rw">www.naeb.gov.rw</a>)</i>
<b>Available forms</b>	<i>Job Application Forms available at Public Service Commission website and at NAEB's office reception</i>
<b>Relevant legal documents</b>	<i>- Law No.22 of 9/07/2002 on General Statutes for Rwanda Public Service - Recruitment Presidential Order No: 50/01 of 31/07/2011</i>

Approved by



*W. Kayonga*  
**Amb. George William KAYONGA**

**Chief Executive Officer**

**25 NOV 2016**