



REPUBLIC OF RWANDA
NATIONAL YOUTH COUNCIL



SERVICE CHARTER

February, 2017

FOREWORD

It is my pleasure to present to you this Service Charter for the National Youth Council. This Service Charter is the Government's initiative to enhance organizational effectiveness, transparency and accountability within its institutions.

It has been prepared in the spirit of informing the public about the services offered by the National Youth Council, how to have access to them, the guiding legal instruments required and the channels to get the feedback.

The development of this Charter proves our commitment to best serve the youth with a view to creating a better understanding and enhancing the quality of service delivery.


MWESIGYE Robert
Executive Secretary



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I. INTRODUCTION

The National Youth Council (NYC) is an organ responsible for coordinating, advocating, designing and implementing youth friendly programs under the guidance of the Ministry having Youth in its attribution.

It is established by Rwandan Constitution of **04/06/2003** as amended in 2015. Law N°001/2016 of 05/02/2016 determines the mission, organization and functioning of the National Youth Council.

Since its establishment in 2003, The National Youth Council is actively involved in socio-economic development and transformation of Rwandan youth. It has nurtured productive and national developmental activities among youth by equipping youth with skills and by supporting them to be able to start, run and improve their productivity.

II. VISION

Empowered Youth at the forefront of economic development

III. MISSION

Facilitate and encourage youth to participate in the socio-economic development and transformation to a peaceful, prosperous and sustainable society.

IV. CORE FUNCTIONS

- To consult on and advocate for policies that are responsive to the problems facing the youth;
- To implement youth economic empowerment strategies;
- To sensitize the youth to take technical, vocational and technological training and embrace entrepreneurship;
- To participate in the detection and development of talents among the youth;
- To contribute to inculcating values of the Rwandan culture into the youth and promoting Ikinyarwanda;
- To sensitize the youth to fight genocide and its ideology, divisionism and any other acts that are likely to destroy the country;
- To contribute in supporting and monitoring the functioning of youth cooperatives, associations and other youth organizations;
- To educate the youth on finding solutions to their problems, mobilize them to take part in decision-making processes and in their activities and to join decision-making organs
- To put in place and monitor programs aimed at sensitizing the youth to avoid the use of narcotics, sexual risk behaviors and any other behaviors detrimental to health;
- To promote cooperation and good relationship between the Rwandan youth and the youth from abroad.

V. CORE VALUES

- ✚ Charity: Urukundo
- ✚ Work: Umurimo
- ✚ Heroism: Ubutwari

VI. ORGANS OF THE NATIONAL YOUTH COUNCIL

1. GENERAL ASSEMBLY (THE SUPREME)

The General Assembly is an organ of the National Youth Council which is at the national, district, sector, cell and Village level.

The General Assembly at the national level is the supreme organ of the National Youth Council and it is composed of the following persons:

- 1° Members of the Executive Committee of the National Youth Council at the National level; and
- 2° Members of the Executive Committee of the National Youth Council at the District level.

The General Assembly meets once per year and in any other time, when there's need.

At each level, the General Assembly is tasked to:

- 1° Examine and approve the planning and actions plan;
- 2° Approve the annual budget proposal;
- 3° Examine and approve the annual report of executive committee
- 4° Resolve the submitted issues;
- 5° Elect and replace the members of executive committee;
- 6° Put in place the internal regulations;

2. EXECUTIVE COMMITTEE

The Executive Committee at each level is composed of the following members:

- 1. Coordinator;
- 2. Deputy Coordinator;
- 3. Secretary;
- 4. a Person in charge of economic affairs;
- 5. a Person in charge of social affairs;
- 6. a Person in charge of good governance and legal affairs
- 7. a Person in charge of Information and Cooperation.
- 8. Representative of the youth attending universities and Higher Learning Institutions.

9. Representative of the youth in secondary schools.

The Executive Committee at each level has the following responsibilities:

- ✓ to implement the decisions of the General Assembly;
- ✓ to put in place an effective mechanism to coordinate the activities of the youth;
- ✓ to prepare for the General Assembly the necessary requirements in order to fulfil its mission;
- ✓ to advocate for the youth in decision making organs;
- ✓ to prepare the draft budget and transmit it to the General Assembly;
- ✓ to monitor the use of the resources of the National Youth Council;
- ✓ to prepare its annual report and transmit to the General Assembly and to the superior organ after approval by the assembly,
- ✓ to examine the performance contract between the executive Secretariat and the National Executive committee
- ✓ to examine the performance contract between the National Youth Council and the Ministry with youth affairs in its attribution
- ✓ to perform any other duty that may be assigned by the General Assembly''

3. EXECUTIVE SECRETARIAT

The Executive Secretariat is an organ which is in charge of daily activities of the National Youth Council, and it is headed by the Executive Secretary who is appointed to and removed from the Office by the order of the Prime Minister

The Executive Secretariat is responsible for:

- ✓ monitoring and supervising daily activities of the National Youth Council;
- ✓ implementing decisions taken by National Youth Council's organs
- ✓ preparing and forwarding to the meeting of the Executive Committee the draft budget of the National Youth Council;
- ✓ preparing and forwarding to the Executive Committee the draft of the strategic plan and the action plan of the National Youth Council;
- ✓ properly managing the personnel and all the materials of the head office of the National Youth Council;
- ✓ organising the meetings of the Executive Committee of the National Youth Council;
- ✓ forwarding to the Executive Committee the report of activities of the National Youth Council;
- ✓ monitoring on a daily basis the activities of National Youth Council organs;
- ✓ monitoring on a daily basis the use of resources of the National Youth Council;

- ✓ monitoring on a daily basis the use of resources of the projects operating under the National Youth Council;
- ✓ attending the meetings of the Executive Committee and the General Assembly and be the Secretary;
- ✓ preparing and submitting to the Executive Committee at national level the draft of internal rules and regulations of the national Youth Council;
- ✓ performing other duties related to his or her responsibilities as may be requested by the Executive Committee.

VII. COMMITMENT TO OUR CLIENTS AND EXPECTATIONS FROM CUSTOMERS

1. Commitment to our clients:

We are committed to provide high quality services to all our stakeholders/ customers. We endeavor to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

2. Expectations from customers:

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

- ✓ Suggesting ways of improving our services at NYC;
- ✓ Respecting the guidelines of access to our services;
- ✓ Request for clarifications on what you don't understand well about our services;
- ✓ Addressing all complaints/compliments/suggestions to relevant office;
- ✓ Treating NYC staff with courtesy and respect.

3. Services offered by National Youth Council

The following is a short description of the role of National Youth Council, highlights of the services offered and the requirements therein, lists of the services centers at which our services can be accessed and the guiding legal instruments.

a. Type of service: *Grant to youth initiatives*

What the Service am I eligible?	<i>A youth organization, cooperative, company, individual can apply for grant to finance their initiatives. The initiatives can be economic, social or culturally oriented.</i>
Department to be approached	<i>Youth Socio-Economic Empowerment</i>
When can I access the service?	<i>Monday to Thursday, 7:00 am to 5:00:pm and Friday, 7:00 am to 3:00 pm</i>

Once a request is made or an application is submitted, how long will it take?	<i>15 working days</i>
What, if any, are the costs for accessing the service?	<i>Free of charge</i>
What documents are required?	<i>Application letter; Detailed status of the ongoing project Legal status and registration for an Organization, a Cooperative or a Company;</i>
What is the procedure?	<i>- Write an application letter to the Executive Secretary; - Submit the application letter all above said required documents at Central Secretariat.</i>
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)	<i>None</i>
Is there a complaint procedure?	<i>Yes</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

b. Type of service: *Partnership and cooperation*

What the Service am I eligible?	<i>A youth organization (Association or cooperative) or an individual can need to develop partnership with one or another public institution at national, international and local level to work closely in the domain of youth promotion. The recommendation letter delivered by the National Youth Council is used to introduce the organization requesting for partnership with a public institution. Also, they can need to cooperate with us in different activities aiming at youth promotion.</i>
Department to be approached	<i>Youth Socio- Economic Empowerment</i>
When can I access the service?	<i>Monday to Thursday, 7:00 am to 5:00:pm and Friday, 7:00 am</i>

	<i>to 3:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>7 working days</i>
What, if any, are the costs for accessing the service?	<i>Free of charge</i>
What documents are required?	<ul style="list-style-type: none"> - <i>Application letter requesting for partnership or cooperation.</i> - <i>The legal copy of the certificates of the institution;</i> - <i>Organizational and administrative structure;</i> - <i>Business plan or Action plan in which mission, objectives, strategic and operational plans are highlighted.</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Draft an application in which are highlighted the location of the institution, telephone and fax numbers, e-mail and website;</i> - <i>Submit the application letter at the Central Secretariat with all required document said above;</i>
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)	<i>None</i>
Is there a complaint procedure?	<i>None</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

c. Type of service: *Payment for services rendered and supplies*

What the Service am I eligible?	<i>Payment for services rendered and goods supplied</i>
Department to be approached	<i>Finance and Administration</i>
When can I access the service?	<i>Monday to Thursday, 7:00 am to 5:00pm and Friday, 7:00 am to 3:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>Three (3) working days after submission of the invoice or request</i>
What, if any, are the costs for accessing the service?	<i>Free of charge</i>

What documents are required?	- <i>Two original copies of invoices;</i> - <i>Delivery note signed by both parties to the contract;</i> - <i>Contract;</i> - <i>Work execution report (where necessary);</i> - <i>Purchase Order (PO)</i>
What is the procedure?	<i>Submit all above required documents at Central Secretariat.</i>
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)	<i>None</i>
Is there a complaint procedure?	<i>Complaints regarding this service should be addressed to the Executive Secretary of the National Youth Council in writing. Your written complaint may be sent to "info@nyc.gov.rw"</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

Done at Kigali on February 2017

Approved by:

MWESIGWA Robert
Executive Secretary

