		RSB/FRM/21
Title	RSB SERVICE CHARTER	Page 1 of 15

FORWARD

It is my pleasure to present to you this Service Charter for the Rwanda Standards Board (RSB). This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to customers' needs, transparency and accountability.

The Charter spells out the role of the Rwanda Standards Board, highlights the services offered and the requirements therein, 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 clientele with a view to creating a better understanding and enhancing our service delivery in promotion of business competitiveness, public health and safety and the suitability of our environment.




Raymond MURENZI

Director General



Revision	00	Issue date	23/02/2017
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		RSB/FRM/21
Title	RSB SERVICE CHARTER	Page 2 of 15

INTRODUCTION

Rwanda Standards Board (RSB) is a public institution established by Rwanda Government Legislation N° 50/2013 of 28/06/2013 determining the mission, organization and functioning of the Rwanda Standards Board to undertake all activities pertaining to the development of Standards, Conformity Assessment and Metrology services in the country.

It is the only body with powers to define and possess national standards. Public services and public or private firms must present their standards to RSB for adoption at national level. The Board of Directors composed of major stakeholders from government, industry and academic institutions, as well as consumer associations governs RSB.

VISION

The vision of RSB is to be a trusted party in providing internationally recognized and customer suited standardization services.

MISSION

To provide standards based solutions for Consumer Protection and Trade promotion for socio-economic growth in a safe and stable environment.

CORE FUNCTIONS

- Standards Development
- Training of Stakeholders
- Quality Testing
- Calibration and Verification
- Certification of Management Systems and Products

CORE VALUES

- Exceed customer expectations
- Good working relationships
- Staff discipline and team work
- Integrity and honesty
- Service value addition

Revision	00	Issue date	23/02/2017
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SERVICES OFFERED BY THE RWANDA STANDARDS BOARD (RSB).

<p>Where can I access the services?</p>	<p>Rwanda Standards Board, Kicukiro Centre KK 15 Rd, 49. P.O. Box: 7099 Kigali - Rwanda Telephone: (+250) 788 303 492 Hotline: 3250 Email: info@rsb.gov.rw, customer@rsb.gov.rw Website : www.rsb.gov.rw</p>
<p>When can I access the service?</p>	<p>Monday to Thursday , 7:00am to 5:00pm; Friday, 7:00am to 3:00pm</p> <p>Our services are always also accessed through our e-portal: http://portal.rsb.gov.rw/login.php, however the request is treated upon its receipt during the working hours.</p>
<p>Procedure</p>	<p>- Write to the Director General requesting the service to be rendered</p> <p>- Your request will be passed to the relevant Division, and the relevant Division Manager will assign the relevant staff to address your request.</p>
<p>Is there a complaint/appeal procedure?</p>	<p>Complaints/appeals are handled as per our complaint/appeal Handling Procedure (RSB/PRO/07) uploaded on our website.</p>

RENDERED SERVICES IN RSB DIVISIONS

DIVISION	SERVICE RENDERED	CUSTOMER OBLIGATIONS	TIMELINE	USER CHARGES
National Standards Division (NSD).	Development and publication of Rwanda Standards through technical committee process	<ul style="list-style-type: none"> -Address the request to develop a new standard -Availing the reference materials including samples for testing if applicable. -Participation in standard development processes - Availing data and relevant information where applicable 	As per specified roadmap on the standardization work programme (Refer to the Standards Development work programme uploaded on our website)	Free of charge
	Systematic review of standards	<ul style="list-style-type: none"> -Address the request for reviewing the standard -Availing the reference materials including samples for test if applicable. -Participation in standard review process - Availing data and relevancy 	As per the specified roadmap on the standardization work programme (Refer to the Standards Development work programme uploaded on our website)	Free of charge
	Adoption/harmonization of regional/international standards	<ul style="list-style-type: none"> -Address a request for standard adoption /harmonization or development at international level -Participation in 	As per the specified road map(Refer to the Standards Development work programme uploaded on our website)	Free of charge

			website)	
	adoption/harmonization processes -Avail experts to attend regional and or international meetings - Availing relevant data and information as well as samples for testing if applicable			
Offering trainings on management systems and products specifications standards	-Filling the application for training -Payment of training fee - Avail trainees		Within 14 working days after receipt of proof of payment	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)
Library services	-Request of relevant information related to National, Regional and International Standards.		Immediately during working hours	Free of charge
Sales of standards	-Address your request to buy standards to the Standards Marketing and Sales Office. -Payment of standard cost to RRA Account		Immediately after receipt of proof of payment	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue

	Information dissemination on trade related issues (TBT Inquiries & Notifications on standards, technical regulations and Conformity assessment procedures)	-Request for information on targeted market requirements -Comment on disseminated notification from other WTO members	1 working day after receipt of the request.	payment portal : https://nonfiscal.rra.gov.rw/ Free of charge
Corporate Services Division (CSD).	Recruitment	-Respond to an offer by submitting an application -Comply with the recruitment requirements -Follow up progress of the recruitment process on notice board and website.	As per the Presidential Order N° 01/46 of 29/07/2011 governing modalities for recruitment, appointment and nomination of public servants.	Free of charge
	Payment of goods and services	-Submission of invoice and supporting documents. - Timely provision of any other clarification requested by Finance Unit	Payment processed and submitted to MINECOFIN within seven (7) working days.	Free of charge
	Procurement services	-Fulfilling the tender	As per public	As determined by

		requirements -Submission of tender documents in the specified period -Participation in tender opening exercise -Compliance with contract terms within the contract execution.	procurement laws and our Procurement Plan Uploaded on our website.	the Rwandan Public Procurement Law
	Internship	-Application for internship -Recommendation from nominating Institution, -Following up on the request -Compliance with RSB internal rules and regulations during the internship, -Compiling the internship report upon completion.	Response within 14 Working days upon receipt of the request.	Free of charge
-National Metrology Division (NMD).	- Calibration and verification of equipment at RSB premises and issuance of calibration and verification certificates.	-Deliver the equipment to RSB with its technical manual(s) -Pay the applicable fee -Collect the calibrated or verified equipment from RSB	3 working days after payments of service charges	As per calculated charges (Refer to Service charges uploaded on our website and RRA

	<p>Onsite calibration and verification of equipment.</p>	<ul style="list-style-type: none"> -Make a request -Pay the applicable fee -Collect the calibration certificate from RSB 	<p>15 working days after payments of service charges</p> <p>Note: Depending on the complexity of the calibration service requested, time to calibrate an equipment can go beyond 15 days (eg : storage tanks)</p> <p>Within 3 working days</p>	<p>non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/</p> <p>As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)</p>
<ul style="list-style-type: none"> -Ionizing radiation survey and quality assurance of radiology medical diagnostics machine 		<ul style="list-style-type: none"> Make a request -Pay the applicable fee -Collect the calibration certificate from RSB 		<p>As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)</p>

National Certification Division (NCD)- Systems Certification.	Review and approval of the application for certification	-Application for certification and fee payment.	3 working day after receiving the application.	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)
	Conducting the stage 1 audit	-Payment of stage 1 audit -Agree on Stage 1 audit date(s)	14 working days after payments of service charges	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)
	Submission of stage 1 audit report	Close identified gaps (if any) within 3 months and confirm readiness for stage 2 audit	7 working days after stage 1 audit completion date	Free of charge
	Communication and conducting the audit plan	Payment of stage 2 and license fees Approval of proposed audit plan	14 working days after receipt of payment proof	As per calculated charges (Refer to Service charges uploaded on our

				website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/
Conduct stage 2 audit	Facilitate auditors to gather audit evidence	As per audit plan	N/A	
Submission of stage 2 audit report	<ul style="list-style-type: none"> -Address areas of improvement identified -Submit corrective action plan in case minor nonconformities are raised -Close identified major nonconformities (if any) within 6 months 	14 working days after stage 2 audit completion date	N/A	
Certification Decision	N/A	10 working days after receipt of corrective action plan	N/A	
Preparation of certification contracts	-Review the proposed certification contract and sign	3 working days after certification decision	N/A	
Issuance of certification documents	-Return the signed certification contract	3Working days	N/A	

	Surveillance audits	<p>Compliance with the certification contract terms</p> <p>Continued compliance to Management System requirements</p> <p>Payment of surveillance fees</p>	As per certification contract	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)
	Re-certification	Re-application 3months prior to expiry of certification contract	As per certification contract	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)
National Certification Division (NCD)- Products Certification.	Review and approval of the application for certification	-Application for certification -Payment of application and initial audit fees	3 working day after receiving the request	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue

				<p>payment portal : https://nonfiscal.rra.gov.rw/</p> <p>As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)</p> <p>N/A</p>
Schedule initial certification audit	Agree on initial audit date(s)		3 working days after receipt of payment proof	
Communication of audit plan	Approval of proposed audit plan		10 working days after receipt of payment proof	
Conducting initial audit Sample collection and submission to the laboratory	Facilitate auditors to gather audit evidence and give them access to collect samples Address areas of improvement Close identified nonconformities (if any) within 6 months from date of audit completion		21 working days after receipt of payment proof	
Submission of audit report	- N/A		14 working days after audit completion date	N/A

	Certification Decision	N/A	10 working days after closure of nonconformities	N/A
	Preparation of certification contracts	-Review the proposed certification contract and sign	3 working days after certification decision	N/A
	Issuance of certification documents	-Return the signed certification contract	3 Working days	N/A
	Surveillance audit	Compliance with the certification contract terms Continued compliance to the scheme of supervision	As per certification contract and scheme of supervision	N/A
	Re-certification	Re-application 3 months prior to expiry of certification contract	As per certification contract	As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)
National Quality Testing Laboratory Division (NQTLD)	Testing services of submitted samples.	-Submission of sample(s) in adequate conditions to the sample control office	7 working days after submission of sample (except samples of	As per calculated charges (Refer to Service charges

		<ul style="list-style-type: none"> -Describing the sample to be tested and identifying the reference standard where applicable -Payment of testing charges. -Sign the sample submission form as final contract. 	<p>cement, water tank or condoms)</p>	<p>uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/</p>
Testing of cement		<ul style="list-style-type: none"> -Submission of sample(s) in adequate conditions to the sample control office -Describing the sample to be tested and identifying the reference standard. -Payment of testing charges. -Sign the sample submission form as final contract. 	<p>28 working days after submission of sample</p>	<p>As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)</p>
Testing of water tanks		<ul style="list-style-type: none"> -Submission of sample(s) in adequate conditions to the sample control office -Describing the sample to be tested and identifying the reference standard. -Payment of testing charges. -Sign the sample submission form as final contract. 	<p>14 working days after submission of sample</p>	<p>As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/)</p>

	Testing of condoms	<ul style="list-style-type: none"> -Submission of sample(s) in adequate conditions to the sample control office -Describing the sample to be tested and identifying the reference standard. -Payment of testing charges. -Sign the sample submission form as final contract. 	40 working days after submission of sample	<p>As per calculated charges (Refer to Service charges uploaded on our website and RRA non fiscal revenue payment portal : https://nonfiscal.rra.gov.rw/</p>
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Approved by,



Raymond MURENZI

Director General

