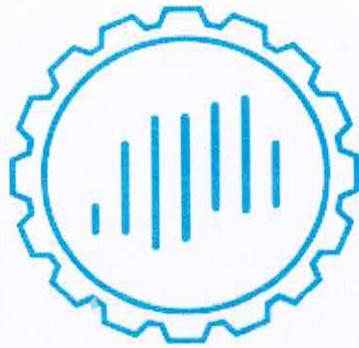


National Industrial Research and Development Agency

(NIRDA)



NIRDA

National Industrial
Research and Development
Agency

NIRDA CLIENT SERVICE CHARTER

1. FOREWORD

It is my pleasure to present to you this Client Service Charter for the National Industrial Research and Development Agency (NIRDA).

Our clients are the cornerstone of our business and we consistently strive for maximizing your expectations by anticipating and meeting your developmental needs. This Client Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability. It spells out the role of the NIRDA in driving Rwanda's journey to economic transformation from a subsistence agriculture economy to a knowledge-based society and highlights the services offered and requirements therein.

It also outlines the NIRDA's departments at which our services can be accessed and the guiding legal tools. We believe that meeting our clients' needs with our diversity shall allow us to tackle complex problems and unlock opportunities on a national and global scale aiming at helping the private sector contribute to Rwanda's economic growth.



Dr. Christian SEKOMO BIRAME

Director General

2. INTRODUCTION

The National Industrial Research and Development Agency (NIRDA), is a government institution that has been mandated to enable a generation of industrial innovators to become competitive through technology monitoring, acquisition, development and transfer & applied research. In implementing its mandate, NIRDA cooperates with different clients such as private sector, researchers, Government institutions, innovators etc...

As our clients are the cornerstone of our business, we consistently strive to exceed their expectations by anticipating and meeting their developmental needs aiming at their satisfaction as detailed in this service charter.

3. ABOUT NIRDA

NIRDA Stands for National Industrial Research and Development Agency (NIRDA) established in 2013 to support the diversification of the Rwandan economy, replacing the Institute of Scientific and Technological Research (IRST).

a. Vision

The vision is to be recognized as a centre of excellence in the provision of technology support services to increase the competitiveness of Rwandan industries.

b. Core values

1. Teamwork
2. Integrity
3. Excellence
4. Innovation
5. Care

c. Core Objectives

- Improve the competitiveness of existing industries in order to increase their export potential or their potential to undertake import substitution.
- Identify new sub-sectors or value chains where investment by the private sector would likely lead to export growth or import substitution.

4. ABOUT CLIENT SERVICE CHARTER

a. Objective

The purpose of this Charter is to explain to you what we do and how we provide our services.

In it, we set out our service commitments to you and we seek your feedback and advice to help us improve that service. The Service Charter has been prepared in response to the need to inform our clients of the services provided by NIRDA.

b. Scope

This client charter highlights the period within which the services will be provided to our clients , the clients obligations, rights, expectations and what they are required to do when not satisfied with the services provided.

5. NIRDA SERVICE STANDARDS

a. Client Expectation from NIRDA

Service standards you can expect from our employees:

1. In general

- ✓ We will respect our clients.
- ✓ We will provide quick and efficient client services and remain professional.
- ✓ We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- ✓ We will be realistic about what we can do and in which timeframe.
- ✓ We will provide you with accurate and consistent information.
- ✓ We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- ✓ We will strive to excel in service delivery through continuous improvement, staff training and clients satisfaction surveys.
- ✓ We will actively seek your feedback on our services to ensure they meet your needs.
- ✓ We will refer you to the most appropriate person in / out of NIRDA to provide you with best services.

2. **Face to face**

- ✓ Our employees will wear badges for easy identification and communication.
- ✓ We will provide you with information as to what is happening within NIRDA and provide relevant options and available services to you.
- ✓ We will listen to you and discuss your requirements fully.
- ✓ We will endeavor to satisfy your request at the time of your visit.

3. **Over the telephone**

- ✓ We will endeavor to answer your call promptly.
- ✓ We will introduce ourselves using first names and business unit name and provide a direct contact number for further communications where necessary.

4. **In writing letters or emails**

- ✓ We will write to you in clear, concise language that is easily understood.
- ✓ We will respond to your letter or e-mail of general correspondence relating to NIRDA business within three (3) working days of receipt.

5. **Via the Website or social media**

- ✓ We will maintain our website (www.nirda.gov.rw) with relevant and up-to-date information that is easily understood and accessible.
- ✓ We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- ✓ We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- ✓ We will keep you up to date with our online services.

b. Client obligations

Our clients have the following obligations to:

- Fulfill terms and conditions for the service
- Be transparent and ready to disclose service related information

- Have a respectful behavior
- Respond to enquiries without delays to enable us give them the fastest response or action required
- Engage us in constructive criticism.

c. Client rights

Our clients have the right to:

- Enquire or complain when not satisfied with the level of service offered
- Refer any service-related issues to a higher office
- Offer suggestions that can enable the Authority provide better services
- Courteous and considerate treatment in your transactions with us
- Feedback on issues that affect you
- Efficient service without offering bribe

d. Feedback and complaints

Clients are encouraged to make suggestions, compliments and complaints to NIRDA in person or through postage, email, customer care forms and suggestion boxes available.

If you are dissatisfied or have concerns about our day to-day services, please discuss with the person you dealt with or their supervisor, and we will try to resolve your concerns.

If you are still not satisfied, please contact the Director General's Office, in person or through writing, who will respond within three (3) working days of hearing from you.

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestions about improving our service, please let us know.

- **For complaint and complements please contact:**

Director General's Office at: - official email: info@nirda.gov.rw

- **FOR OUR SERVICE CONTACTS**

I. Applied Research and Development and Foresight Incubation

- AR&D@nirda.gov.rw

II. Knowledge Management and Operational Monitoring

- knowledgemanagment@nirda.gov.rw

III. Technology Acquisition, Transfer and Commercialization

- technologyaquisition@nirda.gov.rw

IV. Corporate Services

- corporateservices@nirda.gov.rw

V. Official media platforms

- Website: www.nirda.gov.rw
- Twitter: @RwandaIndustry
- Facebook: @Rwandaindustry
- YouTube: Rwanda Industry

6. SERVICES OFFERED

- I. Applied Research and Development and Foresight Incubation
- II. Knowledge Management and Operational Monitoring
- III. Technology Acquisition, Transfer and Commercialization
- IV. Corporate Services

1. Knowledge Management and Operational Monitoring

Service offered	<ol style="list-style-type: none"> 1. Offering online knowledge repository 2. Prioritizing Value chain 3. Conducting value chain technology audit among selected sectors 4. Publishing and sharing Knowledge 5. Providing advisory on Intellectual property 6. Monitoring technology development 7. Monitoring operating selected value chains and projects
Concerned Department	Knowledge Management and Operational Monitoring
Who is eligible?	Government institutions, industrialists, academia, innovators, development partners, all citizens.
Where can I access the service?	Knowledge Management and Operational Monitoring Office and NIRDA official website. (www.nirda.gov.rw)
When can I access the service?	<p>*Office site: - Anytime during working hours (From 9h00 Am-17h00PM)</p> <p>*Online : Anytime</p>
Once a request is made or application is submitted, how long will it take?	Within seven (7) working days
Is there cost to get the services?	Depends on service
Documents required to access the service	In case the information is not on the website, a request letter or Email may be sent to knowledgemanagement@nirda.gov.rw
Procedure to access the service	Submit a letter to NIRDA's Central Secretariat addressed to Director General and /or at dgoffice@nirda.gov.rw

Is there a complaint procedure?	Complaints regarding the service can be addressed in person or in writing to the Director General
Is there any additional information regarding These services?	None

2. Technology Acquisition, Transfer and Commercialization

Service offered	<ol style="list-style-type: none"> 1. Facilitation during the open calls program application 2. Technology support provision 3. Industrial technical support provision 4. Business advisory and coaching provision
Concerned Department	Technology Acquisition, Transfer and Commercialization
Who is eligible?	Industrialists, academia, innovators.
Where can I access the service?	<ul style="list-style-type: none"> - Technology Acquisition, Transfer and Commercialization Office - NIRDA official website. (www.nirda.gov.rw) through open calls application portal and / or open call email at opencalls@nirda.gov.rw
When can I access the service?	<p>* For technology support: - Whenever the value chain open calls application are launched.</p> <p>*For advisory services: - Any time during working hours</p> <p>*Industrial technical support: as per agreement</p> <p>*Training to open calls beneficiaries: whenever new technology is offered</p>

Once a request is made or application is submitted, how long will it take?	<p>Open calls related: Depends on the open calls program guidelines.</p> <p>Non-open calls related: 7 working days</p>
Is there any cost to get the services?	Depends on services
Is there any document required to access the service?	<p>Open calls related: Online questionnaires and forms are provided through portal.</p> <p>Non-open calls: Submit a letter to NIRDA's Central Secretariat addressed to Director General.</p>
Any procedure to access the service?	<p>Submit a letter to NIRDA's Central Secretariat addressed to Director General and /or at opencalls@nirda.gov.rw</p> <p>Open calls related Services are accessed via NIRDA's official website www.nirda.gov.rw</p>
Is there a complaint procedure?	<p>Open calls application: - outreach, help desk and Toll-Free number (1055) are used.</p> <p>Unsatisfactory service complaints are addressed in person or in writing to Director General</p>
Is there any additional information regarding this service?	Through NIRDA official media platforms, adverts and news outlets.
Is there Available forms requesting for service?	Online forms and Templates available at www.nirda.gov.rw
Is there documents Legally binding?	Required documents depend on services.

3. Applied Research and Development and Foresight Incubation

Service offered	<ol style="list-style-type: none"> 1. Laboratory testing 2. Product development 3. Technology incubation 4. Capacity building 5. Offering scientific study tour
Concerned Department	Applied research and development and foresight incubation
Who is eligible?	Private sector, academia, innovators, public institutions and partners.
Where can I access the service?	Applied Research and Development and Foresight Incubation Office and NIRDA official website: www.nirda.gov.rw
When can I access the service?	<p>* Onsite: - Any time during working hours</p> <p>*Online: - Anytime</p>
Once a request is made or application is submitted, how long will it take?	Within three (3) working days
Is there any cost to get the services?	Depends on the services
Is there any document required to access the service?	Submission of forms for testing related activities, application letter for other services
Any procedure to access the service?	Depending on procedure
Is there a complaint procedure?	Complaints regarding the service can be addressed in person or in writing letter to Director General, Filling Official forms, email: dgoffice@nirda.gov.rw and suggestion box.
Is there any additional information regarding this service?	On NIRDA official website: www.nirda.gov.rw and concerned department.

Is there Available forms requesting for service?	Yes available at ww.nirda.gov.rw
Is there Documents Legally binding?	None

4. CORPORATE SERVICES

Service offered	<ol style="list-style-type: none"> 1. Staff Recruitment 2. Payment of Goods and services 3. Procurement 4. Correspondences 5. Customer care
Concerned Department	Director General's Office, Administration and Finance Office
Who is eligible?	Private sector, academia, innovators, public institutions and partners
Where can I access the service?	<p>For correspondence and customer care: - NIRDA offices and NIRDA official website: www.nirda.gov.rw,</p> <p>For staff recruitment: - www.mifotra.gov.rw , for internship: www.rdb.gov.rw and www.umucyo.gov.rw</p> <p>For procurement of goods, contracts and services : - www.umucyo.gov.rw</p>
When can I access the service?	<p>- Any time during working hours</p> <p>- 24/7 for online services</p>
Once a request is made or application is submitted, how long will it take?	<p>*For recruitment: - as per Public service regulations(www.mifotra.gov.rw)</p> <p>*For procurement: - as per Rwandan procurement laws and guidelines (www.rppa.gov.rw).</p>

	<p>For payments: - as per Public financial management regulations and contracts,</p> <p>* For correspondence and customer care: - as governed by NIRDA's internal procedures.</p>
Is there any cost to get the services?	Depends on services (procurement cost)
Is there any document required to access the service?	Rules and regulations applies
Any procedure to access the service?	Rules and regulations applies
Is there a complaint procedure?	As govern by relevant Government laws guidelines and regulations as well as NIRDA's internal procedures.
Is there any additional information regarding these services?	Yes, through NIRDA official website: www.nirda.gov.rw , concerned departments and news outlets.
Is there Available forms requesting for service?	Online forms are available on relevant websites
Is there Documents Legally binding?	<p>*Recruitment :available via www.mifotra.gov.rw</p> <p>*Payment: as stated in relevant contract</p> <p>*Procurement: available via www.umucyo.gov.rw through RPPA Website (www.rppa.gov.rw).</p> <p>*Internship: available via www.rdb.gov.rw</p>

6. Monitoring and Evaluation of the service charter implementation

We, in consultation with our clients, shall monitor faithfulness to the commitments made in this Charter and review it every year with a view to improve our services.

For more information on General queries, kindly contact

Toll-Free: 1055;

P.o.Box: 273 Kigali;

Headquarter Office location: Kigali City;

Pin of address: KN 2 St (Kigali City Tower)

NIRDA Research Centre location: Huye District.