

I. INTRODUCTION

The Institute of FARG is an autonomous public institute mandated by law No 02/98 of 22/01/1998 to provide assistance to the needy survivors of Genocide against Tutsi. This law was reviewed by the law No 68/2008 of 30/12/2008 (OG. No Special of 15/04/2009). The resources of the fund come from a government contribution equivalent to 6% of its annual budget and other sources as identified by the law, in article No 22. FARG is responsible for the monitoring, collection and distribution of contributions for the needy survivors of the genocide against the Tutsi.

2. CORE FUNCTIONS OF FARG

Core functions:

FARG's core functions are:

Supervising and coordinating all the activities relating to the collection of contributions

Taking actions and seeking indemnity against persons convicted of the Genocide against the Tutsi and other crimes against humanity that categorize them in the first category

Building houses for elderly Genocide survivors who have no single child or who are needy, orphans, widows, widowers and those who were made handicapped by the Genocide

Paying school fees for the helpless Genocide against the Tutsi Students' survivors until at least the end of the second cycle of higher studies

Provide medical treatment for the needy, those infected with incurable diseases caused by gender based violence including AIDS

Determining permanent financial assistance to elderly and the misery persons among the Genocide against the Tutsi survivors and those who were incapacitated as may be determined by the Board of Directors of the Fund

Assisting the needy survivors in providing self-help through provision of various supports to improve their social life

GUIDING PRINCIPLES OF FARG

To fulfill its mission, FARG observes the following principles:

To promote the social welfare of the neediest survivors of genocide against Tutsi

To be characterized by diligence and expertise in the exercise of its mission

To be characterized by integrity and high standards in its functioning.

CLIENT'S RIGHTS

Our clients have a right to:

Easy access of free services

Access to public information in accordance with the law

Be treated with respect

Privacy and confidentiality in all our dealings unless if the law provides otherwise or there is mutual agreement with clients to make information public

Appeal in case of dissatisfaction in accordance with established procedure

CLIENTS' OBLIGATIONS

Our clients have the following obligations

Access to public information in accordance with the law

To be treated with respect

To be accorded privacy and confidentiality

Appeal to unsatisfactory service or decision in accordance with established procedure

6. CLIENTS' OBLIGATIONS

Our clients have the following 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 them eligible for services sought.

Not to offer gifts, favors or inducement to FARG staff, or solicit the same from them

Suppliers to provide appropriate and timely goods and services.

Treat our staff with courtesy

FEEDBACK AND COMPLAINTS

Criticism and feedback about our services are most welcome to help FARG improve service delivery. We commit ourselves to take clients' complaints and suggestions with serious attention and to provide feedback on them as quick as possible. In case a client has a problem, suggestion or complaint, the client has the right to use the following communication channels to raise it:

Speak to the person who has been attending to him/her

Speak to that staff 's supervisor in case of dissatisfaction with the feedback;

Exposed suggestion box;

Toll free number for better communication

Customer surveys;

Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received

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

APPEAL MECHANISM

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

Your complaints will be responded to within two days of receipt with information on the action being taken. All complaints referred to Heads of Departments will be analyzed and a response given within five working days. If you are not satisfied with the response given by the Head of department, you may appeal to the Director General, shall also be communicated in a period of 10 working days. We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided in future.

REPORTING PERFORMANCE AGAINST THE CHARTER

We, the staff of FARG commit ourselves to the respect the principles, commitments and service standards to our clients. We commit ourselves to implement this Charter to service needs of our clients effectively.

We also commit ourselves to:

Monitor and evaluate the implementation of this clients' charter;
Report on performance to clients and stakeholders during the annual review events;
Publish summary complaints data and our general responses in FARG's Annual Report.

SERVICES OFFERED BY FARG

Services offered to clients Mutuelle de santé: This is done in line with the government assistance to the needy people includes needy genocide survivors grading to access health insurance (Mutuelle de Sante) facilities, a genocide survivor under the same conditions receive the same subsidies from the government as well. So, for FARG does not pay for medical insurance fees. It is concerned to the infected ones with incurable diseases caused by gender based violence including AIDS.

Hospital: When a person is receiving medical care in the hospital in which Mutuelle de Sante facilities does not apply, FARG shall cover all medical expenses in a Government owned hospital after presenting Medical transfer for the needy Genocide survivor

Pharmacy: For acquisition of prescribed medicines or prosthetic by a government physician, FARG gets them through pharmacies and drugstore having signed a procurement contract with FARG for ongoing year after presenting medical prescription, Certificate for needy Genocide survivor

Treatment abroad: This is upon a decision of a government medical commission, then; FARG covers all expenses (Medical treatment fees, visa fees, air ticket and passport and substance fees) after presenting a medical report and the certificate of needy genocide survivor

2. Education

Services offered to clients Paying school fees and scholar materials for the helpless Genocide against the Tutsi Students' survivors until at least the end of the second cycle of higher studies The beneficiary should be a needy genocide survivor as mentioned by Law no 69/2008 establishing is FARG in its article 5 chapter 3. Here the Ministry supervising FARG is entrusted with the responsibility for setting guidelines of selection of beneficiaries and assigning tasks to entities to be involved in the activity.

Each student matching selection criteria is registered in a register book by the committee set up by the Minister's guidelines kept by Cell authority. Thereafter, the student name is entered in FARG database and then gets a certificate bearing his/her photograph and signature of the District authorities. Such registers, copies of which go to FARG, are kept in possession of District authorities. At district level, the assistance concerns secondary schools and VTC. At district level payment concerns school fees, scholar materials, uniforms and mutuelle de santé. A student to be paid all the articles, Secondary school must fulfill the following requirements:

A contract held between the District, FARG and the school

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Every student must produce a certificate from FARG database and signed by District Authorities;

A physical control conducted within the premises of the secondary school by Sector Authorities

A request produced by the school and submitted to the District

The payment is done according to the physical control.

Transfers are only possible for students who passed national examinations level to level.

Selection of students to be sponsored in Universities and High education and TVET. Here

FARG Executive assigns education department staff to set selection criteria for universities and TVET sponsorship. The assistance extent mainly depends on budget availability.

PAYMENT PROCESS;

School fees

Each University submits to FARG an invoice based on the list of students enrolled in that University or Higher Education or TVET under FARG Assistance. The University must state names of students in accordance with their respective classes and faculties. The payment is committed according to the report of physical control; carried in the University. Payment is carried out through education database module.

BURSARY

The bursary is paid to a student having signed a loan contract and it is granted according to the report of physical control carried in the university/ Higher education/TVET and through education database module. The bursary is determined based on the government sponsorship allowed by the Ministry of Education.

PHYSICAL

This control is being done by FARG staff members designed by its Executive Secretariat in a bid to enforce the existing Education Department staff. This control is conducted at once in a year, at the beginning of the Academic Year. The report is submitted to the Executive Secretary of FARG and the content of which clearly displays the total number of students according to promotion and faculties. Each Higher Learning Institution is paid according to the findings mentioned in such a report.

During the physical control, the student must fulfill the following requirements:

Certificate from FARG database and signed by District Authorities

Transcript of the previous academic year

A copy of ID card

A contract of living allowances signed between him/her and FARG Executive Secretary

Service Offered to clients Income generating program

The program meant to help able- bodied survivors to help themselves towards their wellbeing

through income generating projects. The program's target groups include beneficiaries benefiting from direct support and other vulnerable genocide survivors. In line with the government policy of promoting formation of cooperatives, FARG puts more emphasis on beneficiaries who operate within cooperatives. Support given is a revolving grant. However those who have completed or still studying in high Institution of learning and those who benefited from FARG or other funders financial assistance are not qualified to this program.

A profitable project must bear the following:

- Project title
- Project owners
- Project operating area (Village, Cell, Sector and District)
- Duration
- Objectives of the project
- Expected target market
- Novelties to attract customers
- Profitability rate
- Feasibility study
- Project beneficiaries
- Outcome of the project
- Financial implication

However, FARG puts more emphasis on agriculture, livestock and handcraft project.

In order to be considered the following documents are required:

Request/letter

Project document approved by the Sector authorities

Certificate issued by Sector's Authority to all members of cooperatives

Project submission period/deadline

Letters requesting financial support for income generating projects are submitted from May to June

Parties to project approval

A validation team designed by the Director General of FARG comprised of staff with expertise in project management including the project manager carries out project analysis and brings about their verdict as whether a project is or not profitable and provides reasons thereon as well. A non-profitable project cannot be financed

The project analysis report is submitted to the Director General of FARG for approval, by a team commissioned by him. The report rule out on proposals meeting eligibility criteria and those which are not qualified for financial support with reasons thereon within the first quarter of the current fiscal year

The maximum cash transfer for an individual is 500,000, while for a cooperative it financed according to the nature of the project but it cannot exceed 500,000

Service offered to clients' direct support

Determining permanent financial assistance to elderly and the misery persons among the Genocide against the Tutsi survivors and those who were incapacitated as may be determined by the Board of Directors of the Fund

The permanent direct support is entitled to people fulfilling the following criteria; with special emphasis on:

The elderly with no offspring left

Needy widows without resources

Genocide survivors with disabilities

Students heading their own households and who have no one to keep their homes while at schools

Orphans under age of 21 with no other resources for them to leave on.

After being identified, their names are entered at FARG database and get a certificate showing that he or she is eligible to direct support. And this direct support is provided through two ways which is

The permanent direct support available at District level; this is distributed at District level where each beneficiary benefits a monthly fixed amount depending upon budget availability throughout fiscal year. The minimum amount should be at least 7500frw/month and is transferred to his/her bank account.

Emergency direct support available at FARG Head Office. This is available at the Head Office and mainly covers the following:

Ticket

Assistance to a beneficiary admitted to hospital

Assistance to a beneficiary willing to return home

Assistance to burial ceremony

Direct support is given to the person incapacitated and approved by committee whether the person has to be given the support

Ticket is granted to a beneficiary from outside Kigali for medical care in referral hospitals located within Kigali City with a clear public medical transfer. For a beneficiary to be entitled to the ticket he/she must meet the following requirements:

A certificate meant for needy genocide survivors set by the Executive Secretary of the Sector;

A medical transfer;

A discharge from the hospital.

A ticket is provided according to the destination and the prices set by RURA. And this ticket is given on the same day.

Providing tickets for those from different Provinces coming in Kigali for treatment

Assistance to a beneficiary admitted to hospital

Assistance to a beneficiary willing to return home

Service to be offered Shelter: Building houses for elderly Genocide survivors who have no single child or who are needy, orphans, widows, widowers and those who were made handicapped by the Genocide and other Tutsi vulnerable genocide survivors confirmed by Local government

The beneficiary of the house makes written agreement with the Local government that he or she will not sell it and all of his or her family members sign on those agreements. The beneficiary should fulfill the following:

Having not been given another house elsewhere in Rwanda

Living alone without children to assist him/her to build a house

Being a widow till now dwelling at others and no means of loaning a house for sheltering

Being orphans living lonely with no family to adapt them till now and loaning house by local government or living all over the place at their colleagues

Being physically unable with no other relative to help him or her, and till now living at others or still loaning house by others

The house is given to the family and shared by all family members. If some of them need to separate from the others for different reasons (marrying for bachelors and spinsters), he or she is not given another house. Therefore he/she finds his/her own house in which to live. If they are children living alone, the house is given

to the youngest when he or she does not study at University because their elders will leave him there when they quit. Students at University are not given houses because they are given money to feed them all the periods of studying. The titular of the house has no right to dismiss his/her relatives even though he/she wants to marry. When he/she goes to marry has to build his/her own house and leave the house to their relatives. Local authorities normally have the obligation to search for houses/accommodation for orphans who study in boarding schools during the holidays. A person who benefited a house and sold it for different reasons does not receive another even though he/she can be vulnerable. If few houses are available compared to those deserving them, priority is given to the most vulnerable and this determined and confirmed during the cell assembly meeting. Families that have old house or houses that have begun to be destroyed are not given other houses but they are recorded for rehabilitation, and those who are able to work should be put in income generating projects and help them improving their lives.

Department to be approached

Programs development and Management Unit

Programs development and Management Unit When to access the Service Monday to Friday from 7 am-12am: receiving applications

From 1pm-5pm: Analyzing applications.

Length of time within which a service is accessed 1. reply to request within 2 days or less depending on the urgency of the case

Cost of getting the service No fee for accessing the service Documents required to access the service

This is will depend on the case Procedure to access the service writing a letter Is there a complaint Procedure?

For any complaint, please Call 3562-toll free, Clear information about the required document and procedures to get a service in FARG. For example, the documents to be shown, the available forms to be filled in etc.

Is there any additional information regarding this service that is useful to know Link to a complaint form or fill a feedback form at FARG general secretariat.

1. Toll free number 3562 for any service offered by the department
2. Unit service or FARG mails : info@farg.gov.rw

Public Relations and communication Officer: gasigwagilberto@gmail.com

Head of department: mukadaphy@gmail.com