



FINDINGS FROM SUGGESTION BOXES

CONSOLIDATED FINDINGS OF ALL 8 DISTRICTS



THE IDEA BEHIND SUGGESTION BOXES

The SB project has started in 2011. Today, SBs are installed local administration buildings in 46 sectors (8 districts). This allows TI-RW to **monitor compliance of service provision** of 12 services at Sector level with the Standard Service Charter and to gather information about corruption in local administration.

What are we monitoring exactly?

- Services demanded, service providers approached **services received**
- Time frame in which service was received the fees they had to pay to analyze **compliance**
- **Corruption encounters**, forms of corruption and reporting corruption

Ibucanyamakuru ku birebana n'imfanga ya serivisi na ruswa mu nzego z'ibanze-Umushinga w'Udusanduku tw'ibitekerezo

(1) Ibiri [] Umwezi [] Umwaka [] ID y'ibazwa []

(2) Igitsina? Shyira akamenyetso V mu kazu [] uhiseho: A. Gore [] B. Gabo []

(3) Ufite imyaka ingane? (Vuga umubare w'imyaka yawe) []

(4) Amashuri wize ari ku ruhe rwego? Shyira akamenyetso V mu kazu kamwe gusa uhiseho.

| | | | | |
|------------------------|---------------------------|-----------------|--------------------------|--------------|
| 1. Amashuri abanza [] | 2. Amashuri yisumbuye [] | 3. Kaminuza [] | 4. Amashuri y'inyuga [] | 5. Ntayo [] |
|------------------------|---------------------------|-----------------|--------------------------|--------------|

(5) Hari ubumuga ufite? Shyira akamenyetso V mu kazu [] uhiseho

| | | |
|------------|-------------|--------------|
| A. Oya [] | B. Yego [] | Sobanura [] |
|------------|-------------|--------------|

(6) Ni iyihe serivisi/umukod wasuye (waganyye usaba serivisi) mu minsi ya vuba? Shyira akamenyetso V mu kazu kamwe uhiseho

| | | | | | | | |
|--------------------------------|--------------------------------|-------------------------|---------------------------------|--|---|-----------------------------------|---|
| I. Ku biro by'umunye | A. Ushinzwe irangamiterere [] | B. Ushinzwe ubutaka [] | C. Ushinzwe imibereho myiza [] | D. Agaronome [] | E. Umunyamabanga Nshingwabikorwa w'Umurenge [] | F. Ushinzwe Ubuzima [] | G. Undi utanga serivisi ku murenge. Muvuge: [] |
| II. Ahandi hatangirwa serivisi | A. SACOD [] | B. Polisi [] | C. Umukuru w'Umudugudu [] | D. Abatanga Serivisi z'ubuvuzi [] Muvuge: [] | E. Umunyamabanga Nshingwabikorwa w'Akagari [] | F. Ushinzwe Imisoro n'amahoro [] | G. Undi. (Muvuge): [] |

(7) Ni mu kaha Karere n'umurenge uherutse gusabamo (yo serivisi/gusura umuyobozi wawuzwe haruguru)?

| | |
|--------------|---------------|
| Akarere: [] | Umurenge: [] |
|--------------|---------------|

(8) Ni ubuhe buryo uherutse gukoresha usaba serivisi? Kwigira ku biro [] , Gukoresha urubuga rwa Interneti IREMO []

(9) Ni iyihe serivisi wasabaga? Shyira akamenyetso V mu kazu kamwe uhiseho

| | | | |
|---|-----------------------------|--|---|
| A. Kwandikisha umwana mu bitabo by'irangamiterere [] | B. icyemezo cy'amavuko [] | C. icyemezo cyo gushyirwa (attestation de mariage) [] | D. icyemezo cyo gushyirwa (extrait d'acte de mariage) [] |
| E. icyemezo cy'umwironzoro [] | F. icyemezo cy'ingaragu [] | G. Kurangirizwa urubanza [] | H. icyemezo cyo gusurura ibiti no kubikwana [] |
| I. Iherezanya n'ubutaka [] | J. icyemezo cy'umubungo [] | K. Gukemurirwa (ibazo/Amakomirane ashingiyeye ku butaka) [] | L. icyemezo cyo kubaka mu mudugudu [] |
| M. Ikindi. Sobanura: [] | | | |

(10) Wahawe serivisi wasabaga? Shyira akamenyetso V mu kazu kamwe uhiseho

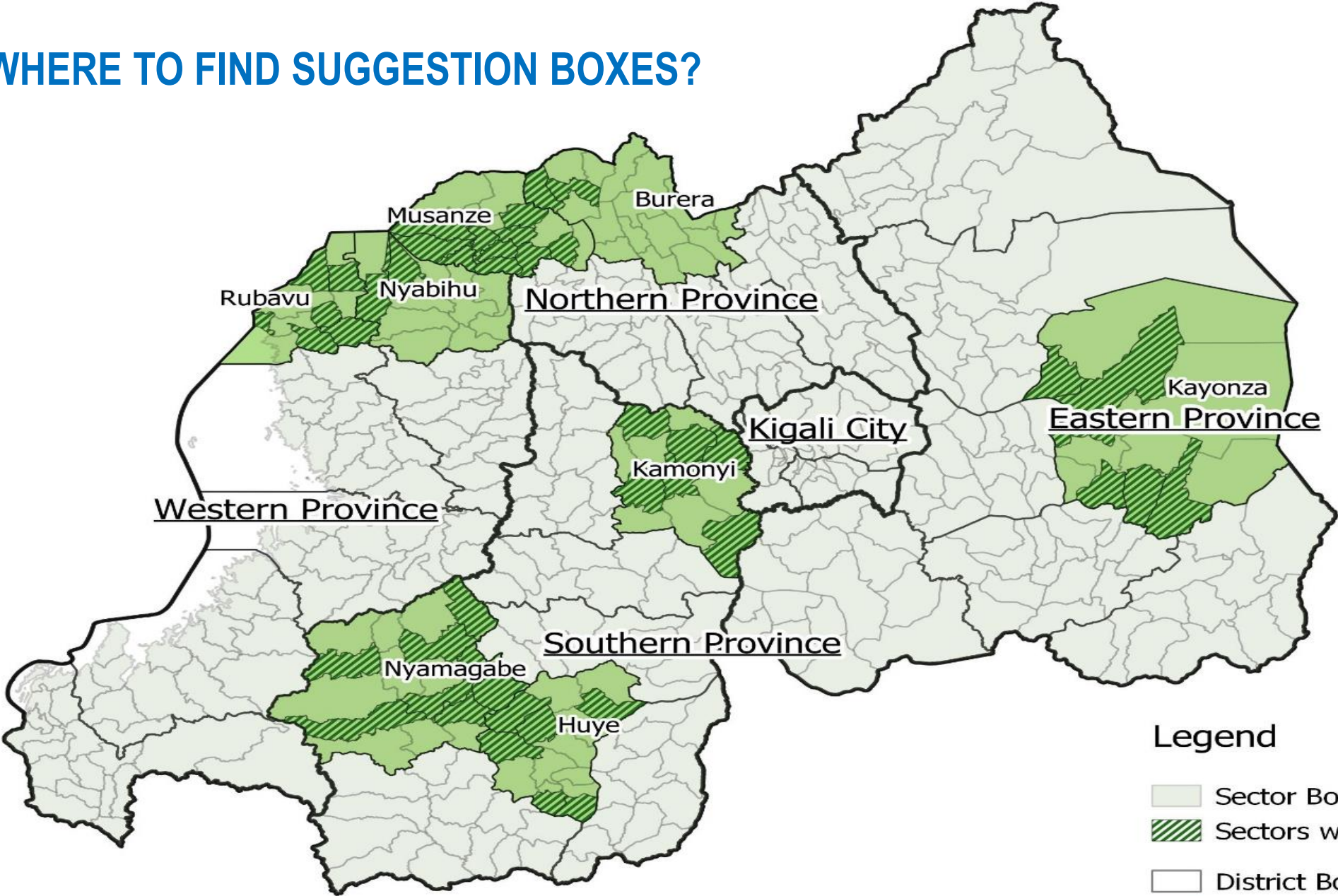
| | |
|-------------|------------|
| A. Yego [] | B. Oya [] |
|-------------|------------|

(11) Niba warahawe serivisi wasabaga, wagombaga kwishyura angaha ngo uyihabwe? Shyira akamenyetso V mu kazu kamwe

| | | |
|-------------------------|--------------------------|-------------------|
| A. 500 RWF [] | B. 1,000 RWF [] | C. 1,200 RWF [] |
| D. 1,500 RWF [] | E. 2,000 RWF [] | F. 2,400 RWF [] |
| G. 5,000 RWF [] | H. 7,000 RWF [] | I. 27,000 RWF [] |
| J. Itangirwa ubuntu [] | K. Andi. Yavuye: [] RWF | L. Sinyibuka [] |

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WHERE TO FIND SUGGESTION BOXES?



Legend

- Light Green Fill: Districts with TI-RW presence
- Diagonal Hatching: Sectors with TI-RW's CCC presence
- Thin Black Line: District Boundary
- Thick Black Line: Province Boundary
- Light Grey Fill: Sector Boundary



METHODOLOGY: COMPLIANCE CHECK OF STANDARD SERVICES

Quantitative and qualitative data analysis

- The compliance check of standard services is based on **12 selected Sector services** that account for more than 90% of all Sector services demanded by citizens (according to former SB data analysis)
- Method: Comparison between payment/waiting time as indicated by the respondent with the payment/waiting time according to SSC
- Payment compliance check is based on 11 out of 12 services, as “Permit for tree transportation” does not have a fixed price.
- Waiting time compliance check is based on 11 out of 12 services, as “Resolution of conflicts related to land” has no clearly defined waiting time.



STANDARD SERVICES FOR COMPLIANCE CHECK

| Service | Payment (RWF) | Waiting time |
|---|---------------|---|
| Birth registration | 0 | Same day |
| Birth certificate | 500 | Same day |
| Marriage certificate ('attestation de mariage') | 500 | Same day |
| Acquiring a marriage certificate ('extrait d'acte de mariage') | 2,400 | Same day |
| Certificate of full identity | 500 | Same day |
| Certificate for being single | 500 | Same day |
| Execution of court judgments (ES) | 0 | 15 days from the date of notification to the other party. The period cannot exceed 3 months |
| Permit for tree products transportation | 1,000 per ton | Same day |
| Land transfers | 27,000 | Same day – within two weeks the new title is ready. |
| Property ownership certificate | 1,200 | Same day |
| Resolution of complaints or conflicts related to land ownership | 0 | Immediate for some, others after field visit. |
| Construction permit in a community settlement | 5,000 | 5 days |



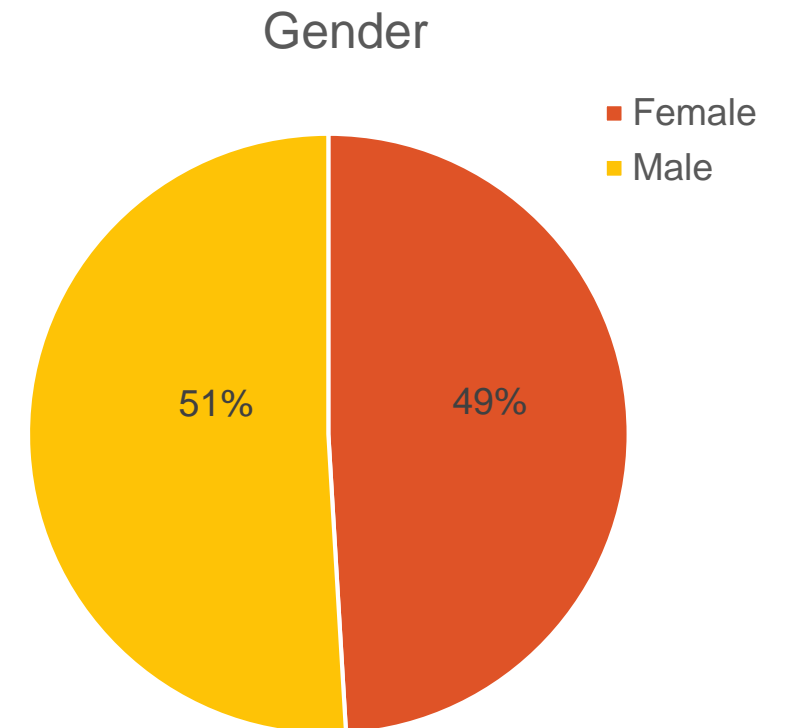
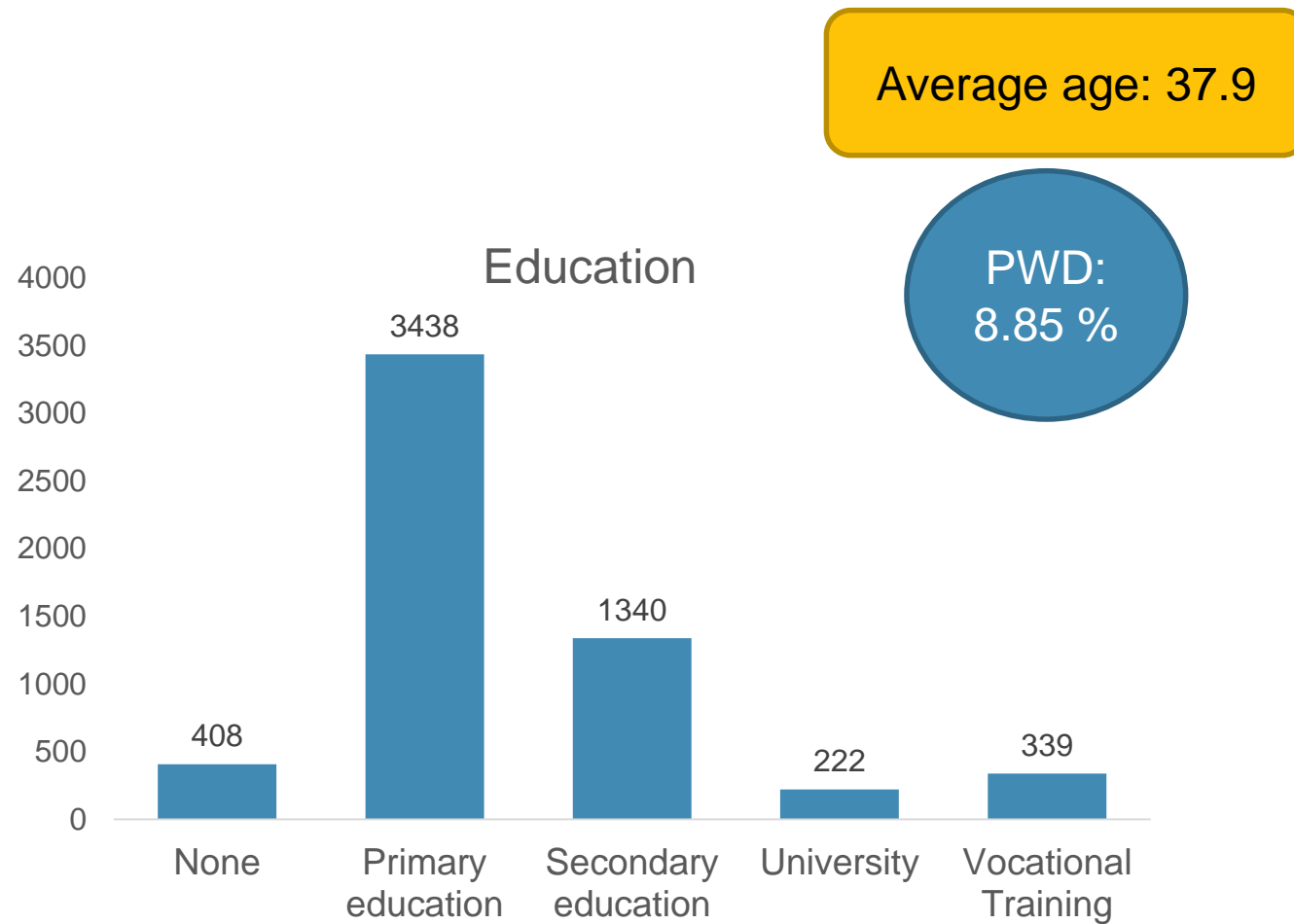
THE 2018 DATA

- Analysis is based on data collected in **June 2018 + October 2018**

| District name | Sample size by district | |
|--------------------|-------------------------|------|
| Burera | 249 | New! |
| Huye | 763 | |
| Kamonyi | 754 | |
| Kayonza | 704 | |
| Musanze | 1366 | |
| Nyabihu | 252 | New! |
| Nyamagabe | 990 | |
| Rubavu | 1034 | |
| Grand Total | 6112 | |



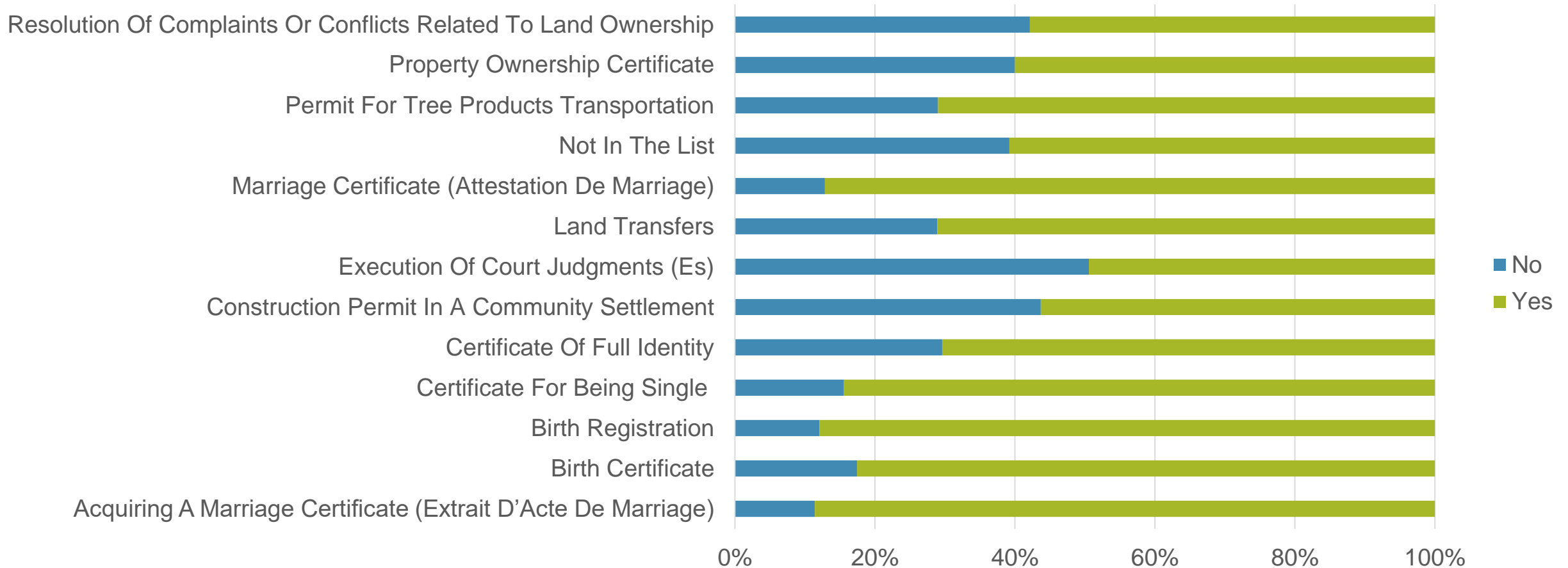
DEMOGRAPHICS





SHARE OF PEOPLE WHO RECEIVED SERVICES

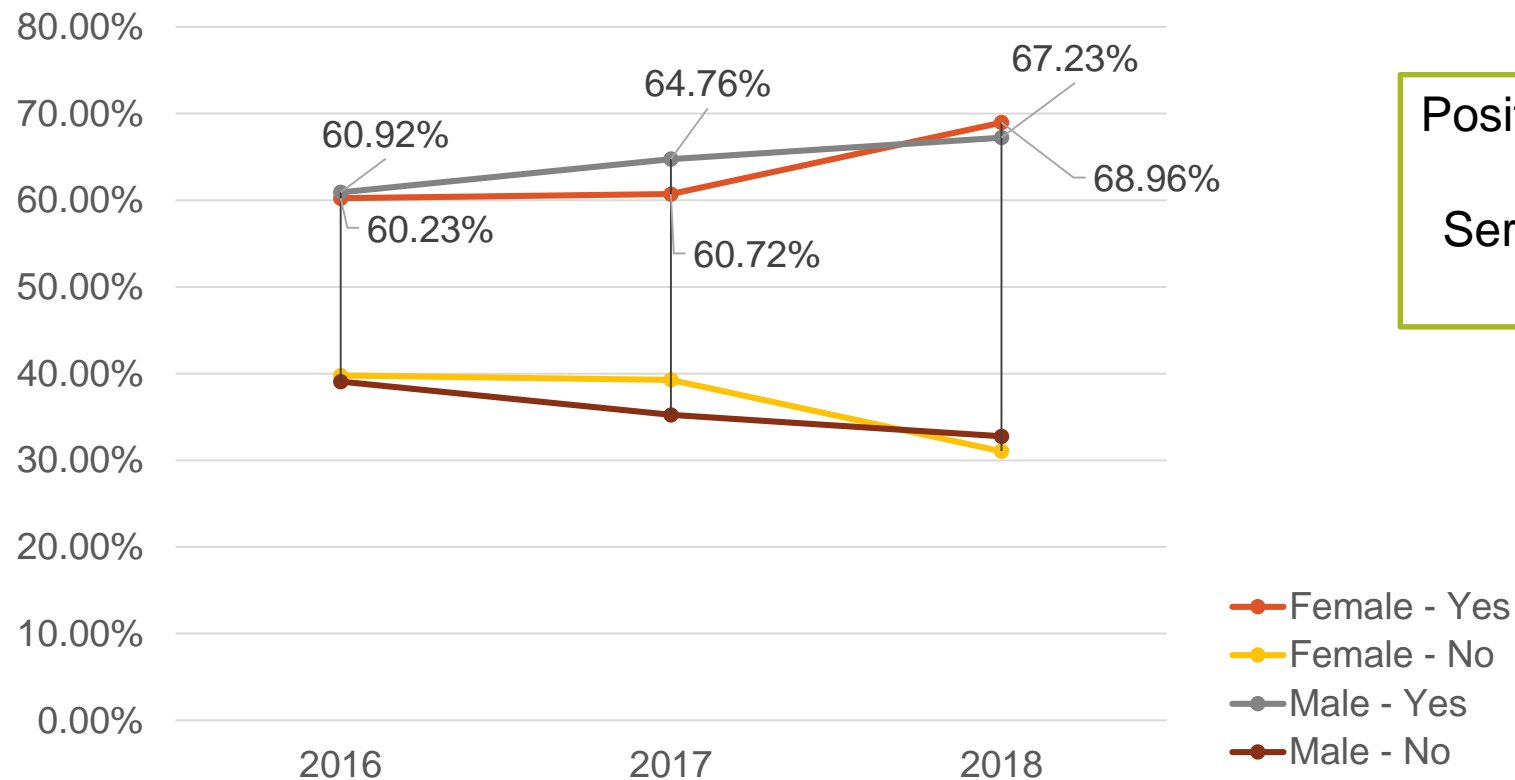
Average of services received in all 8 districts: 68.09%





SERVICES RECEIVED OVER TIME

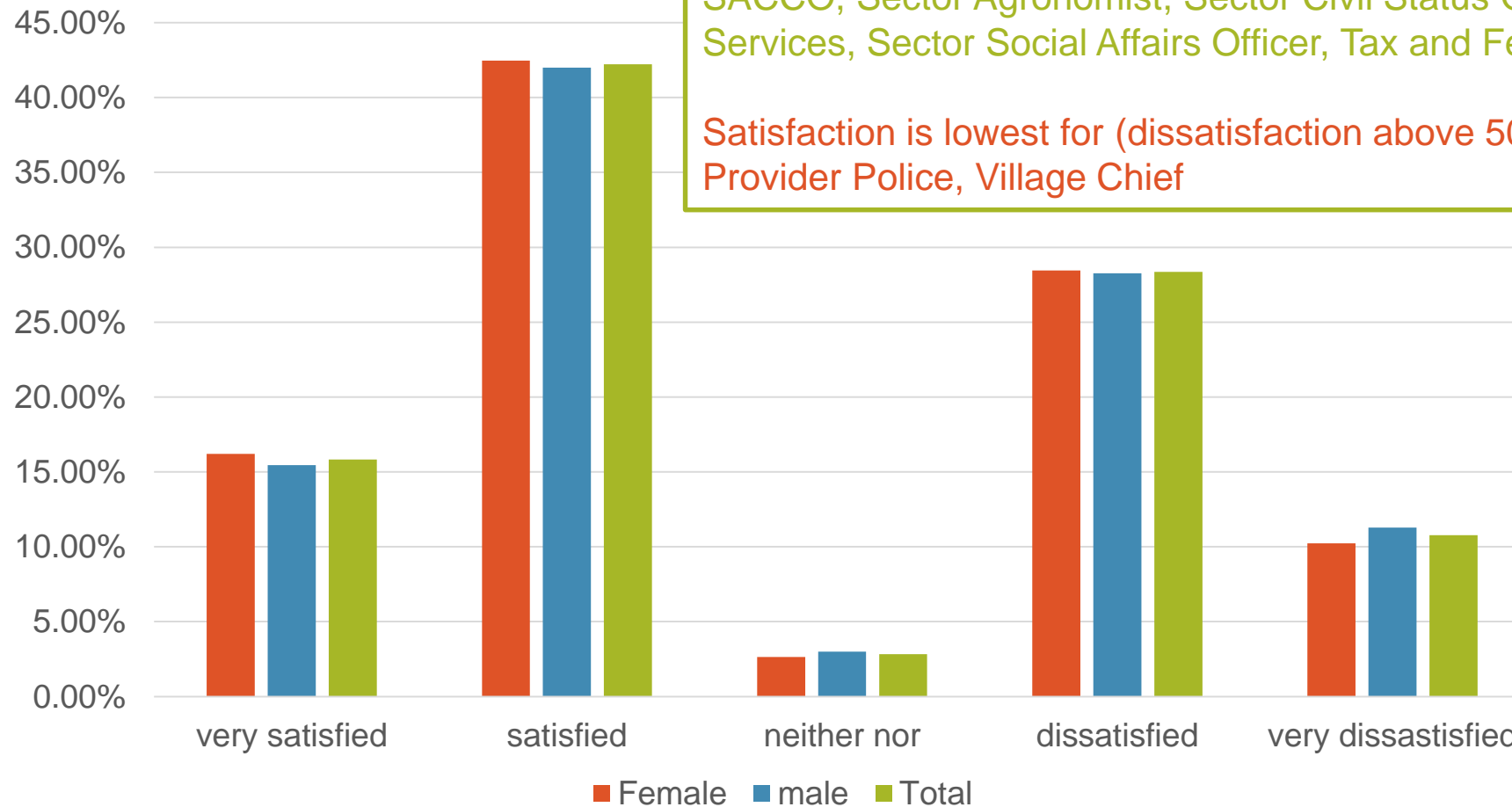
Share of citizens who received the service they requested



Positive development with regard to the gender gap in service delivery: Service delivery increased for women asking for services since 2016



SATISFACTION OF SERVICE DELIVERY IN GENERAL (ALL 8 DISTRICT)



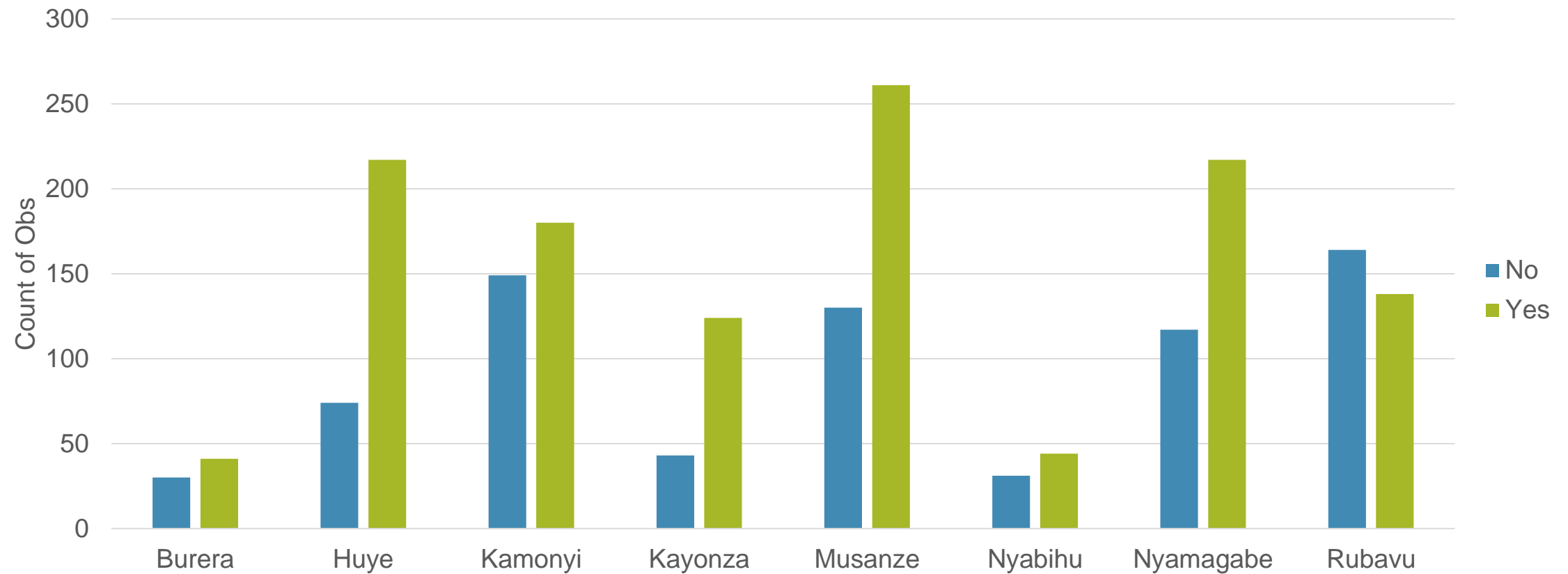
Satisfaction is highest for (satisfaction above 50 %): ES of the Sector , SACCO, Sector Agronomist, Sector Civil Status Officer, Sector Land Notary Services, Sector Social Affairs Officer, Tax and Fee Payment

Satisfaction is lowest for (dissatisfaction above 50 %): Health Service Provider Police, Village Chief



PAYMENT COMPLIANCE

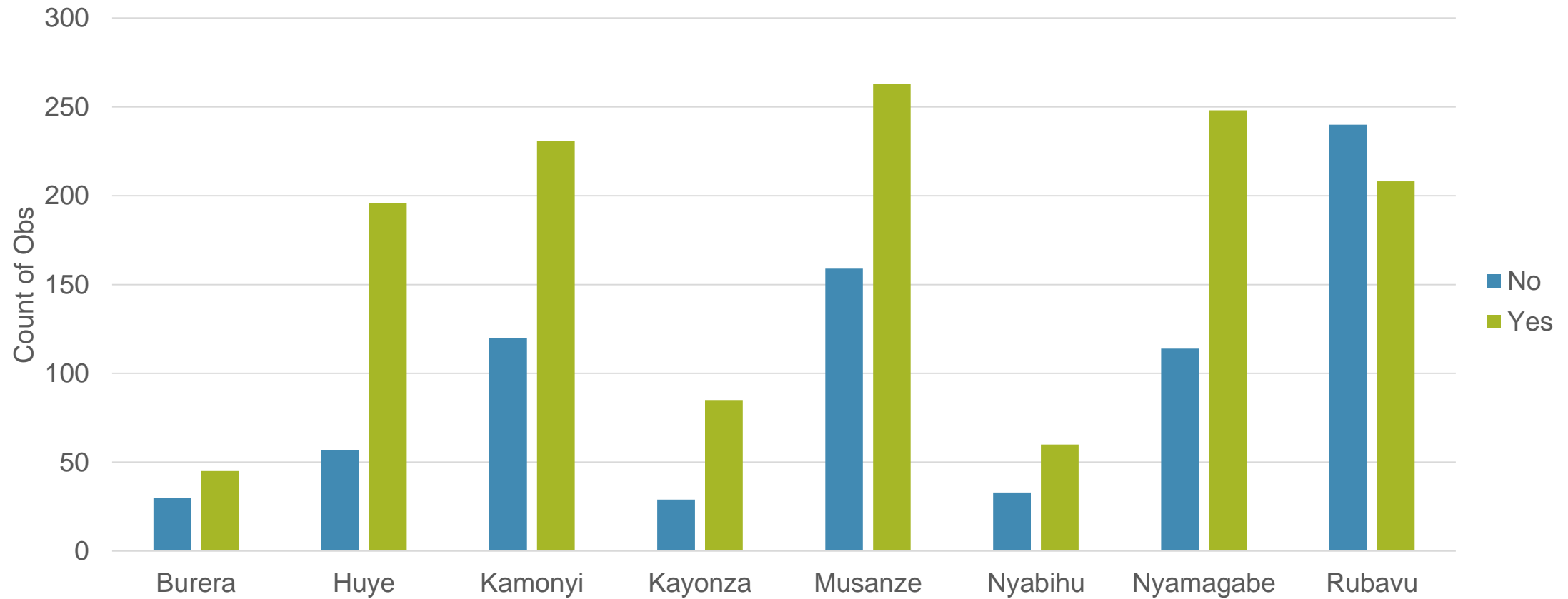
Overall, payment compliance: 62.11 %





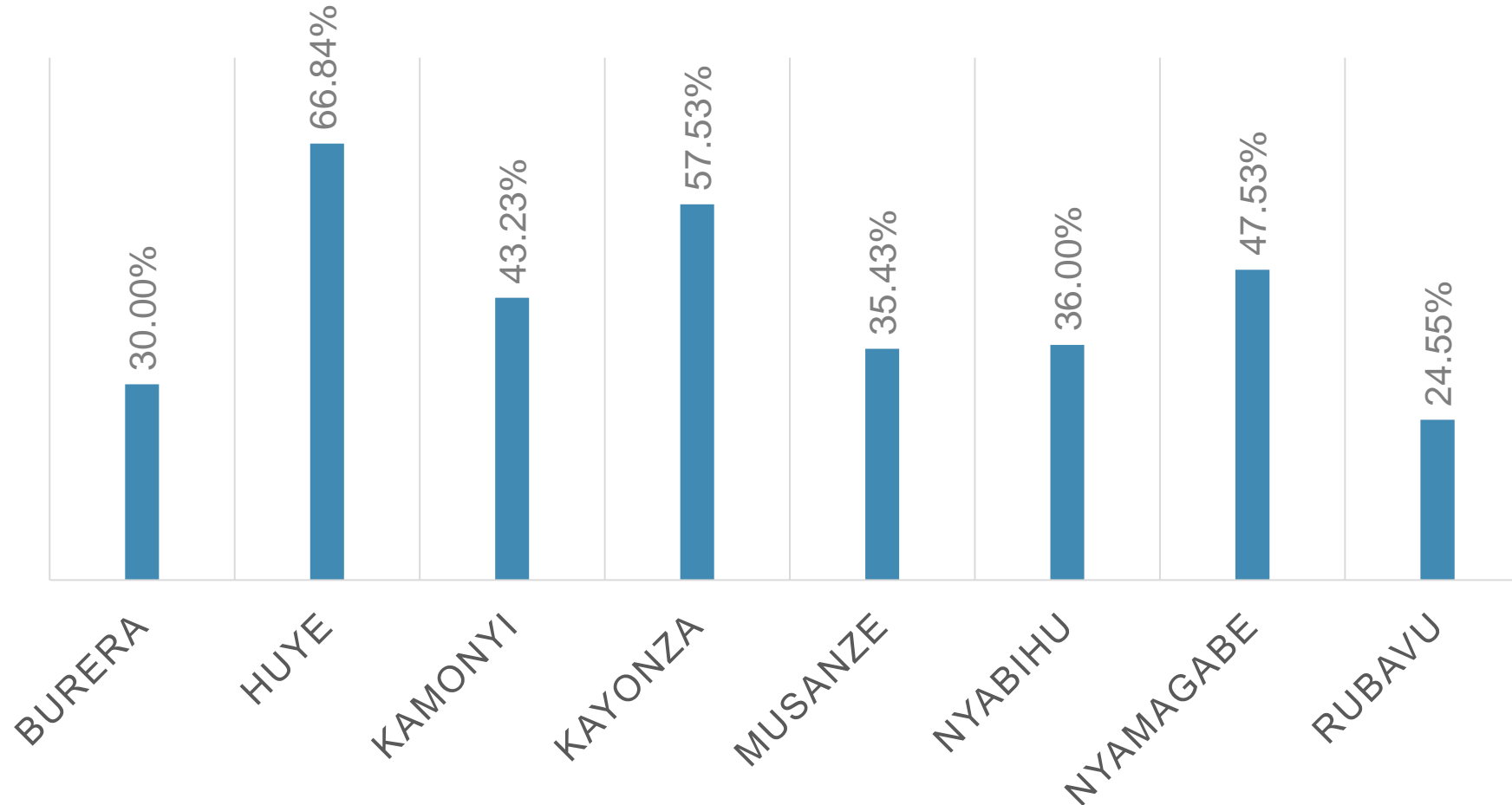
WAITING TIME COMPLIANCE

Overall, waiting time compliance is at 62.99 %



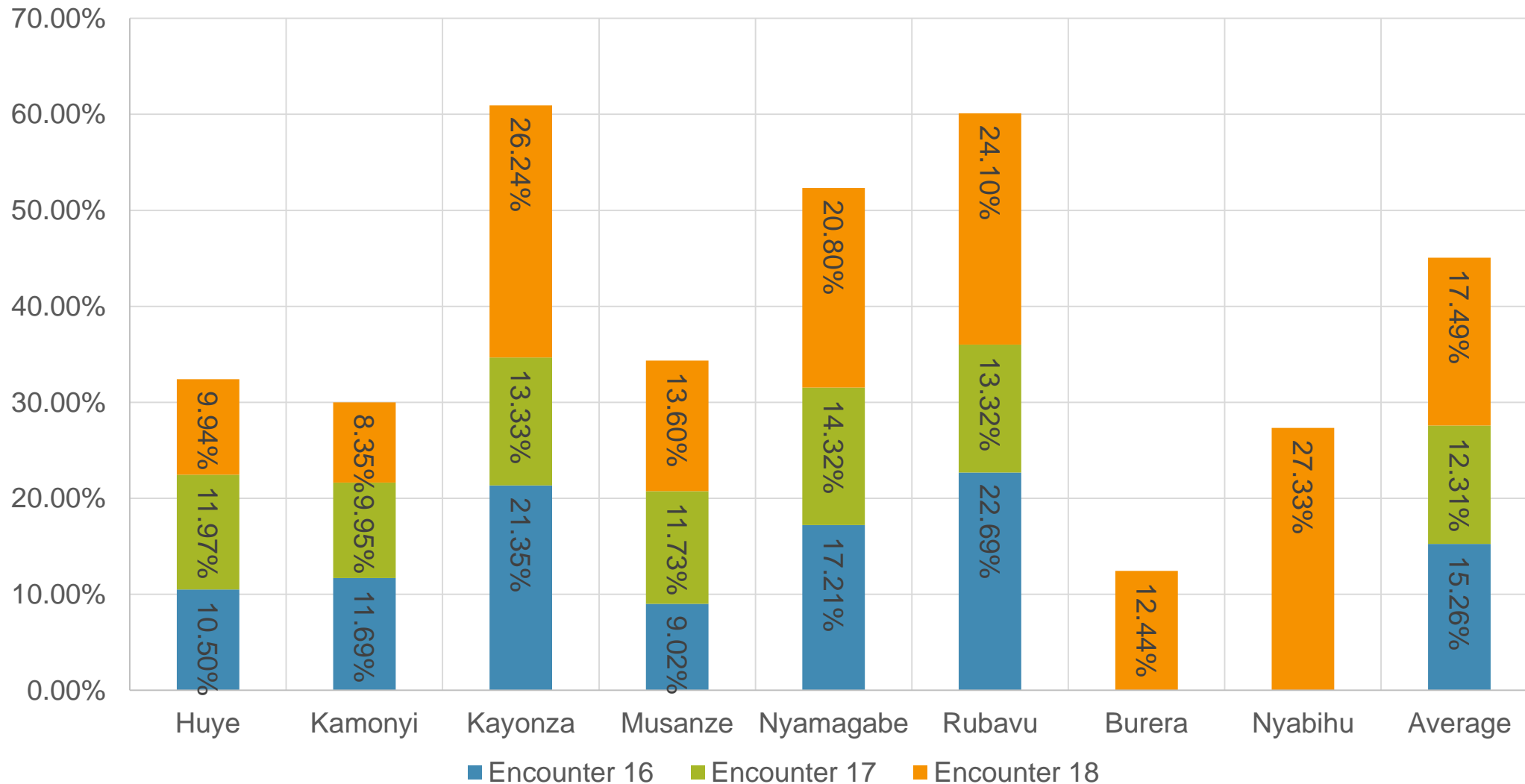


DOUBLE COMPLIANCE (WAITING AND FEES)



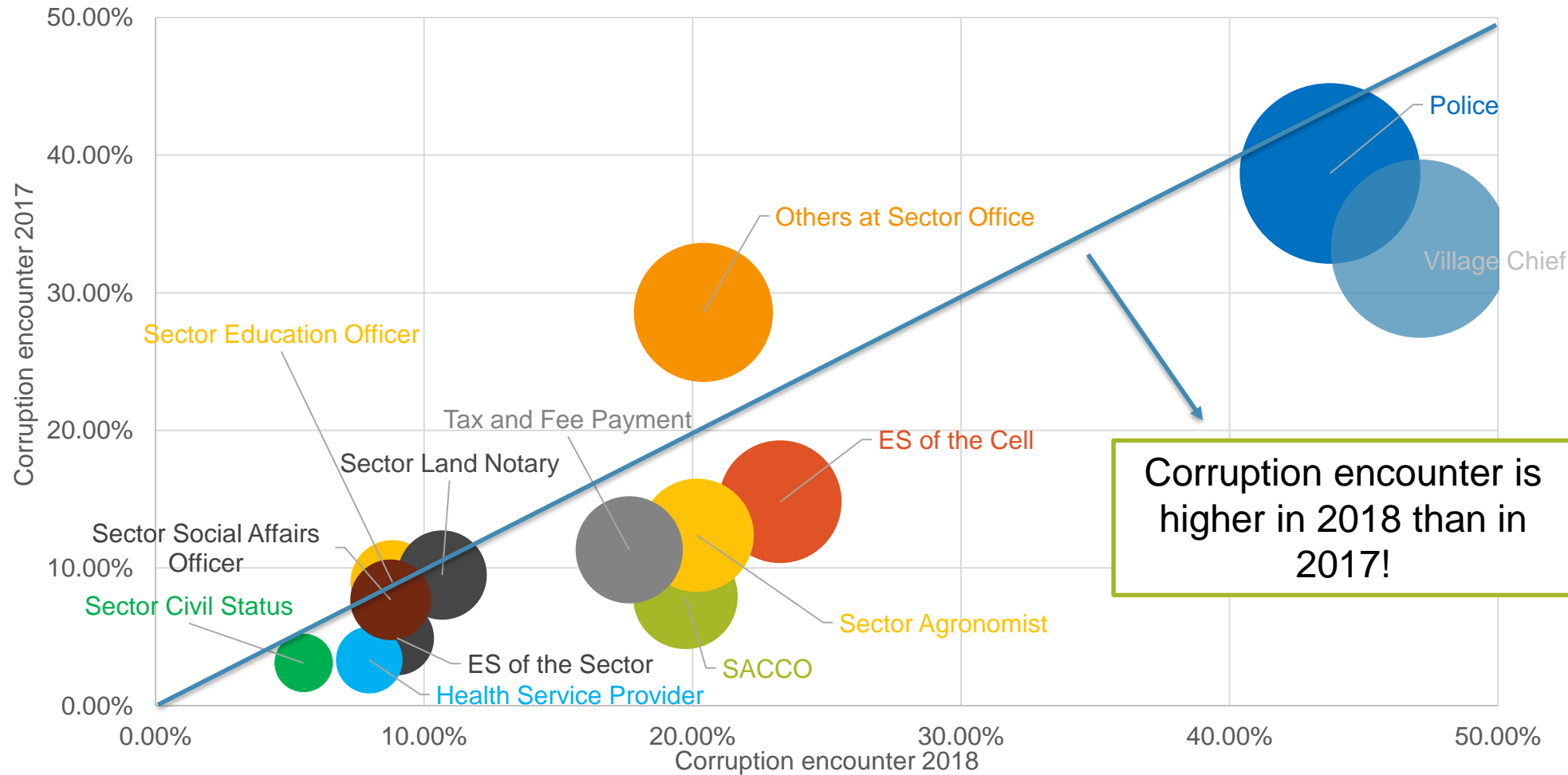


CORRUPTION ENCOUNTER





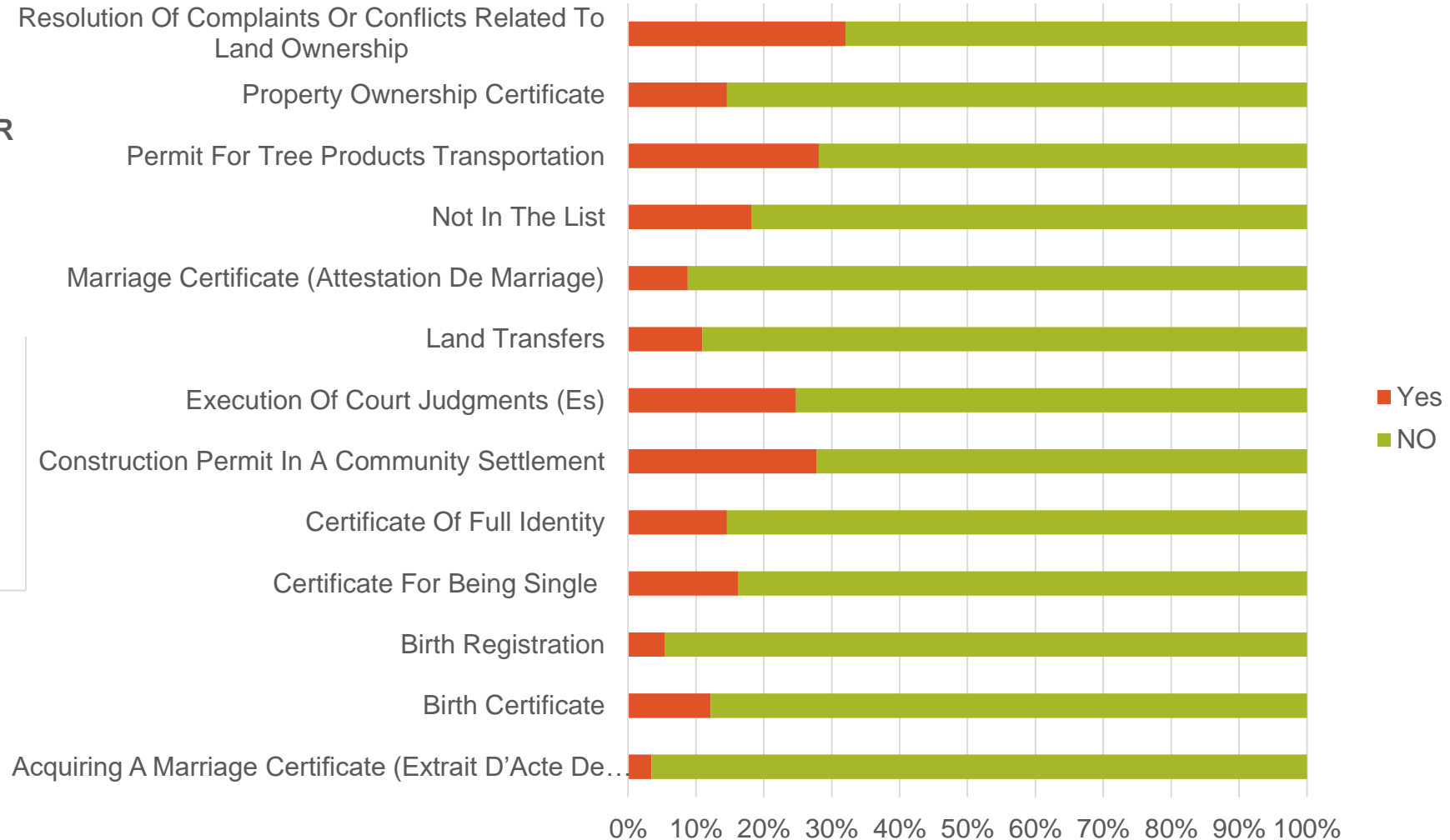
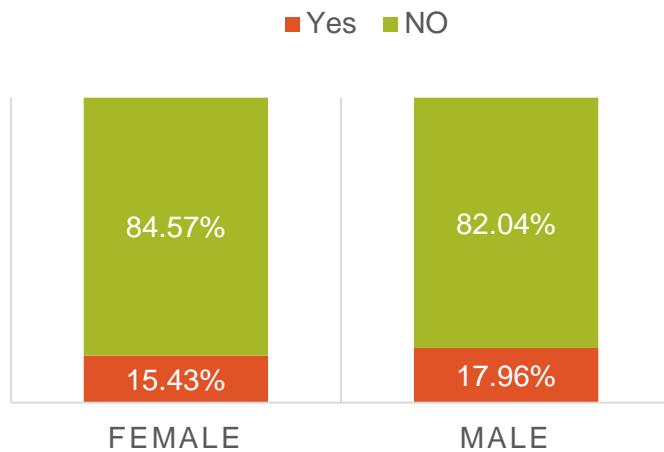
CORRUPTION ENCOUNTER BY SERVICE PROVIDER IN ALL 8 DISTRICTS





SPOTLIGHT

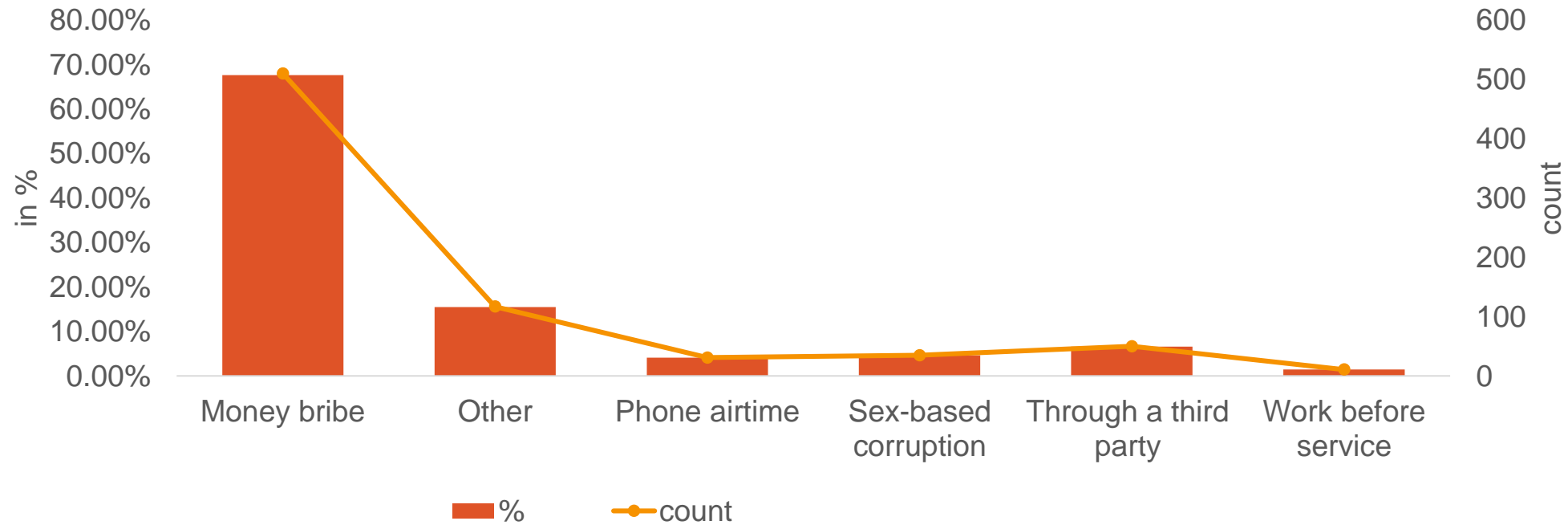
CORRUPTION ENCOUNTER BY GENDER





FORMS OF CORRUPTION

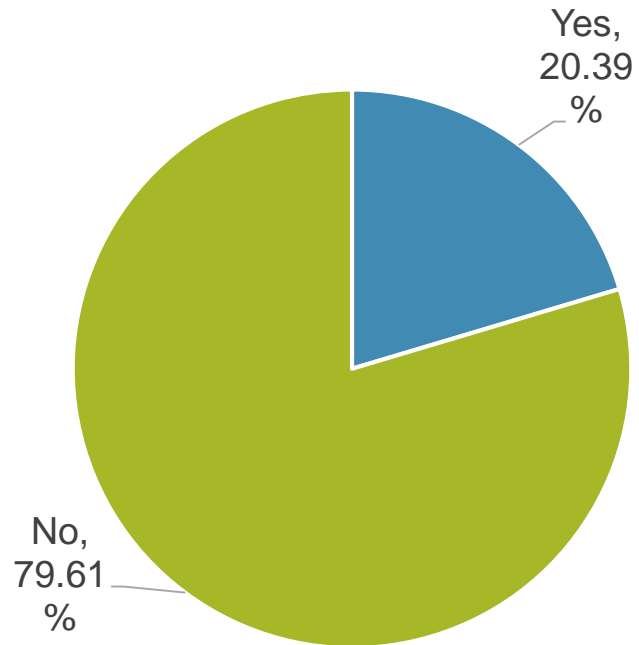
Forms of corruption



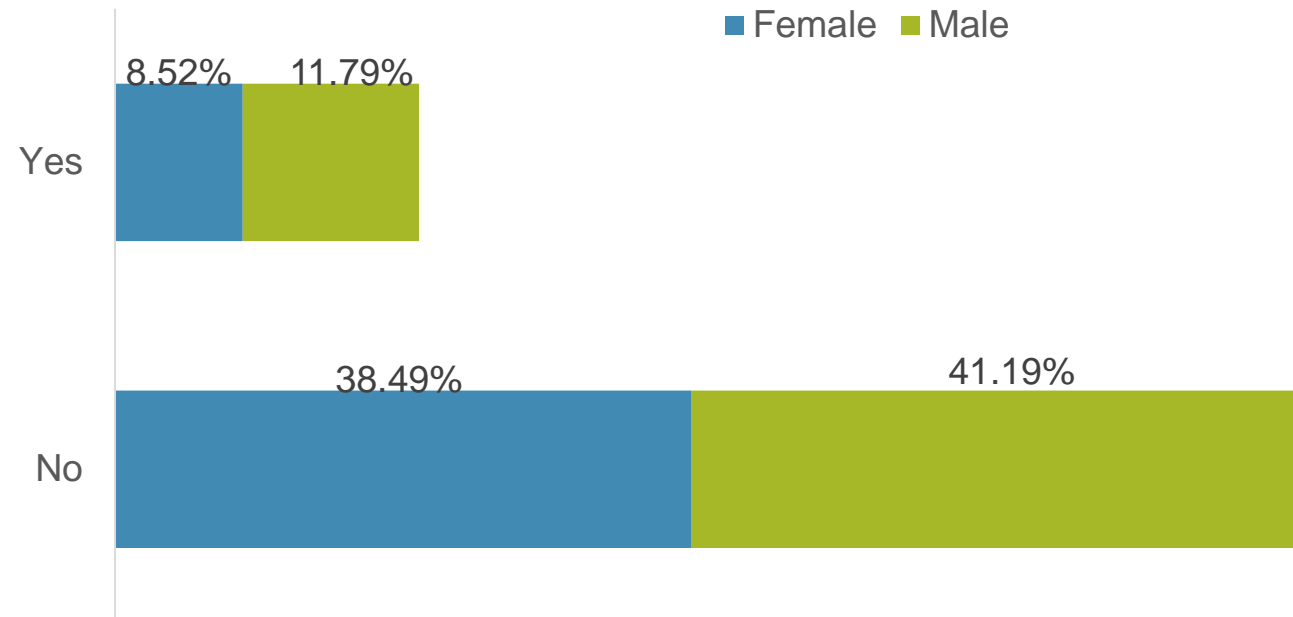


CORRUPTION REPORTING

Corruption reporting



Corruption reporting by gender



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