

TRANSPARENCY INTERNATIONAL RWANDA





Supported by



Preliminary Results of Suggestion Boxes data collection in May and July 2016



Suggestion Boxes





TI-RW's Suggestions Boxes are installed at local administration buildings in 42 Sectors of six Districts in Rwanda.

Volunteers of TI-RW's Citizens Concerned Committees (CCC) mobilize their fellow citizens to fill in a questionnaire about service provision and possible corruption encounters.

Citizens provide (amongst others) information about:

- The service demanded and the specific service provider
- The time frame in which they received the service and the fees they had to pay
- Possible corruption encounters.

This allows TI-RW to monitor compliance of service provision at Sector level with the Standard Service Charter and to gather information about corruption in local administration.

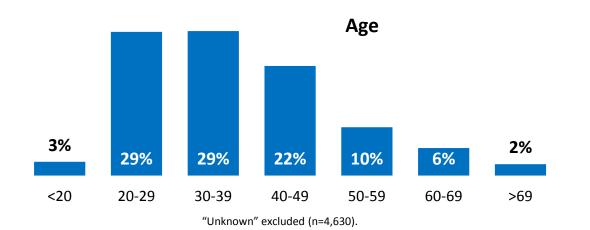
i) Itarki		twezi	Umwaka					D // bazwa	_			
) lgitsino	igitsina? Sityira akamenyelso V mu kazu [] uhisemo:					A. Gore [] B. Gabo []						
) Utte in	nyaka Ingah	e? (Vuga ur	rubare w/impak	yawe)								
) Amash	ruri wize ari	ku ruhe rwe	go? Shyira aka	nenyetso V	mu kazı	u kamwe gusa	uhisemo					
Amashur	1 abanza []	2.A	mashuri yisumb	aye[]	3. Kan	ninuza ()	4. Am	ashuri y'im	yuga (1	S. Ntayo []	
. Med of		C City day and	menuelso V m	- kamer C. Sa								
Oya []		B. Year I										
Cyat 1		Sobanu									_	
) Nilyh	e sertvist/Um	ukozi wasu	re (wagannye u	aba serivis	() mu mit	nsi ya vuba? 81	ryfra aka	meryetso	V mu h	azu ka	mwe uhisemo	
Ku biro Umure	A. Ushinzwe	8.Ushina	C. Ushinzwe imbereho	D. Agaron		E. Umunyamaba		F. Ushinzwe		i. Undi utanga serivis surence.		
lo Culture	irangami	Ubutaka	my(za	I I		Nshinowabiko:	Wa EW	Uburezi]		vuge :		
	merere []	[]	1.1			w'Umurenge []			-			
Ahandi		B. Polsi	C.Umuturu	In m.		T.	_	F. Ushi		4.17	4.00	
dancir	A. SACCO	B. Polsi	w/Umuduaud	D. Abata Serivisi a		i Umunyan	sabanna	Imisoro		G. Ur	d. (Muvuge):	
	[]											
Mel	[]		n[]	[], Mu	wae	Nahingwa	bikorwa	n'amah	010			
	[]		u[]	[], Mu	NOSE	Nshingwa w'Akagari	bikorwa	n'amah []	ero	_		
rtvisi		n'umureng	u[] uherutse gusa			Nshingwa w'Akagari	iolkonwa I []	riamah []	oro			
ntvisi Nimu arere:	kahe Karere			samo iyo se	erfvisi(gu:	Nshingwa w'Akagari sura umuyoboz murenge	iokorwa I ()	riamah [] we harugur	u)?	REMBO	-	
Nimu karere: Niubu Nilyih Karandik tabo bylin	kahe Karere	erutse guko sabaga ? 8r	uherutse gusa	oarno iyo se Msi? Kwigh so V mu ka	erivisiigur U ra ku biro zu kame	Nshingwa w'Akagari sura umuyoboz murenge:	() I wances	riannah [] we harugur ga nua inte	u)?	emezo	Cyo gushyingine de mamlage) (
karere:	kahe Karere he buryo uh e serivisi wa:	erutse guiko sabaga ? 8r a mu re	e uherutse gusa esha usaba ser ryira akamenyet B. icyemezo cy ()	oarno iyo se Msi? Kwigh so V mu ka arnawako	U a ku biro	Nshingwa w/Akagari sura umuyoboz murenge: p [], Gukoresi se uhisemo	i wakeza wakeza ha urubu o gushyi mariage	riannah [] we harugur ga mia inte	u)? stined I D. Icy (extra	emezo It d'acte	cyo gushyingin e de mamage) [cyo gusarura iti	
h Nimu karene:	kahe Karere he buryo uh e serivisi wa: isha umwan angamimere	erutse guko sabaga ? 8r a mu le	e uherutse gusa esha usaba ser ryira akamenyet 0. icyemezo cy'	oarno tyo se wisi? Kwigh so V mu ka arnavuko Ingaragu	erivisi/gur U ra kru biro zu kanne	Nshingwa w/Atagari sura umuyoboz murenge: o [] , Gukoresi se uhisemo C, kyemezo cy (allestation de r	i wanczy i wanczy na urubu o gushył mariage	riaman [] we harugur ga ma inte ngima []	D. Icy (extra H. Icy no kul	emezo t d'acti emezo obsera	cyo gushyingin e de mamlage) (cyo gusarura lb () cyo kubaka mu	
Nimu karere:	he buryo uhi be buryo uhi a serivisi wa: lisha umwan angamimere o cylumwino: nya nylubuta	erutse guko sabaga ? 8r a mu le	e uherutse gusa esha usaba ser ryira akamenyet 8. icyemezo cy () F. icyemezo cy ()	oarno tyo se wisi? Kwigh so V mu ka arnavuko Ingaragu	erivisi/gur U ra kru biro zu kanne	Natingue w'Akagari sura umuyoboz murenge: D[], Guikoresi ue uhisemo C. icyemezo cy (attestation de u	i wanczy i wanczy na urubu o gushył mariage	riaman [] we harugur ga ma inte ngima []	D. Icy (extra H. Icy no kul	emezo t d'actr emezo obsara	cyo gushyingin e de mamlage) (cyo gusarura lb () cyo kubaka mu	
Nimu karere:	kahe Karere he buryo uhi e serivisi wa: isha umwan angamimere o cylumwino mya n/ubuta	erutse guko sabaga ? 81 a mu le ladoro	e uherutse gusa esha usalos ser rylra alkamenyet (8. licjemezo cyl F. licjemezo cyl (1.)	oarno tyo se Msi? Kwigt so V mu ka arnawiko Ingaragu umutungo (erivisi(guz U ra ku biro zu kanne	w Ahagari w Ahagari w Ahagari murenge: [1] Guhorest [2] Guhorest [3] Guhorest [4] Guhorest [5] Guhorest [6] Guhorest [6] Guhorest [6] Guhorest [6] Guhorest [7] Guhorest [8]	i wanczy i wanczy na urubu o gushył mariage	riaman [] we harugur ga ma inte ngima []	D. Icy (extra H. Icy no kul	emezo t d'actr emezo obsara	cyo gushyingin e de mamlage) (cyo gusarura lb () cyo kubaka mu	
Nimu karere: Niubu Niyih Niubu Niyih Niubu Niyih I Karendik tabo bylin I Icyemez I Ilerereka I I Kindi. S	kahe Karere he buryo uhi e serivisi wa: isha umwan angamimene o cylumwitor nya nylubuta obanura:	erutse guko sabaga ? 81 a mu le ladoro	e uherutse gusa esha usaba ser ryira akamenyet 8. icyemezo cy () F. icyemezo cy ()	oarno tyo se Msi? Kwigt so V mu ka arnawiko Ingaragu umutungo (erivisiigur U raiku biro zu kame	Niningwa wanayoboz wa wanayoboz wa wanayoboz wa wanayoboz wa wanayoboz wanayoboz wa wanayoboz wanayoboz wa wa wanayoboz wa wa wanayoboz wanayoboz wa wa wanayoboz wa wa wanayoboz wa wa wanayoboz wa wa wanayoboz wa wanayoboz wa wanayoboz wa wa wanayoboz wa wanayoboz wa wa wa wa wa wa wanayoboz wa	i wanczy i wanczy na urubu o gushył mariage	riaman [] we harugur ga ma inte ngima []	D. Icy (extra H. Icy no kul	emezo t d'actr emezo obsara	cyo gushyingin e de mamlage) (cyo gusarura lb () cyo kubaka mu	
Nimu arere: Niubu Nilyth Kwandik also bylin Leyemez I leyemez I leyemez	kahe Karere he buryo uhi e serivisi wa: isha umwan angamimene o cylumwitor nya nylubuta obanura:	erutse guko sabaga ? 81 a mu le ladoro	e uherutse gusa esha usalos ser rylra alkamenyet (8. licjemezo cyl F. licjemezo cyl (1.)	oarno tyo se Msi? Kwigt so V mu ka arnawiko Ingaragu umutungo (erivisiigur U raiku biro zu kame	w Ahagari w Ahagari w Ahagari murenge: [1] Guhorest [2] Guhorest [3] Guhorest [4] Guhorest [5] Guhorest [6] Guhorest [6] Guhorest [6] Guhorest [6] Guhorest [7] Guhorest [8]	i wanczy i wanczy na urubu o gushył mariage	riaman [] we harugur ga ma inte ngima []	D. Icy (extra H. Icy no kul	emezo t d'actr emezo obsara	cyo gushyingin e de mamlage) (cyo gusarura lb () cyo kubaka mu	
Nimu Nimu Niyih Kuandik Kuandi	kahe Karere he buryo uhi e serivisi wa: isha umwan angamimene o cylumwitor nya nylubuta obanura:	erutse guko sabaga ? 81 a mu le ladoro	e uherutse gusa esha usalos ser rylra alkamenyet (8. licjemezo cyl F. licjemezo cyl (1.)	oarno tyo se Msi? Kwigt so V mu ka arnawiko Ingaragu umutungo (erivisiigur U raiku biro zu kame	Niningwa wanayoboz wa wanayoboz wa wanayoboz wa wanayoboz wa wanayoboz wanayoboz wa wanayoboz wanayoboz wa wa wanayoboz wa wa wanayoboz wanayoboz wa wa wanayoboz wa wa wanayoboz wa wa wanayoboz wa wa wanayoboz wa wanayoboz wa wanayoboz wa wa wanayoboz wa wanayoboz wa wa wa wa wa wa wanayoboz wa	i wanczy i wanczy na urubu o gushył mariage	riaman [] we harugur ga ma inte ngima []	D. Icy (extra H. Icy no kul	emezo t d'actr emezo obsara	cyo gushyingin e de mamage) (cyo gusarura lb () cyo kubaka mu	
Nimu Nimu Nimu Nimu Nimu Nimu Nimu Nimu	the buryo white serivisi was serivisi wasanana serivisi wasana serivisi wasa	erufse guiko sabaga ? di a mu le ndoro ka	esha usaba ser esha usaba ser cytra alkamenyet () () () () () () () () () ()	harmo tyo se hist? Kinigh so V mu ka arnawiko Ingaragu imutungo (iso V mu ko	U U U u a ku birdu kamu kamu kamu kamu kamu kamu kamu kam	Niningwa w/Anagari w/Anaga	idikonia () i wakuzi i	mannah [] ve harugur pa riva inte ngirina [] za [] shingiye	D. Icyy no kul L. Icy mudu	emezo t d'acti emezo obusta emezo pudu [cyo gustry/ngin e de mamiage) (cyo gustarura ib ())	
Nimu Nimu Nimu Nimu Nimu Nimu Nimu Nimu	he buryo uh e serivisi we e serivisi we o cylumwino nya nyubuta obanura: ue serivisi w parahawe se	erufse guiko sabaga ? di a mu le ndoro ka	esha usaba ser esha usaba ser oyira akamenyet 8. Icyemezo cyl 1. Icyemezo cyl 1. Icyemezo cyl tylra akamenye tyyra akamenye	Mail? Kwigh so V mu ka amawuko ingaragu imuhingo (iso V mu ko a kwishyura	U U U U U U U U U U U U U U U U U U U	Niningwa w/Anagari w/Anaga	distance of control of the control o	riamai [] ve harugur ga mia Infe ga mia I	D. Icyy no kul L. Icy mudu	emezo t d'activi emezo obusra amezo gudu [cyo gustry/ngin e de mamiage) (cyo gustarura ib ())	
history (1) Nicous (1)	kahe Karere he buryo uhi e serivisi was isha umwan angamimene oo cyfumwitor nya ryfubuta obanura: j arahawe ser f []	erufse guiko sabaga ? di a mu le ndoro ka	esha usaba ser esha usaba ser yira akumenyet () () () () () () () () () ()	Samo tyo se visit Kwight wisit Kwight with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with with	U U u a ku biro u a nga he nga he u a nga he u	Niningwa w/Anagari w/Anaga	iblicanea () () () () () () () () () ()	infamali [] we hangun ga ma inte [] za [] za [] za [] skamenye	D. Icyle (eufra much)	emezo t d'actività emezo obusra amezo pudu [cyo gustry/ngin e de mamiage) (cyo gustarura ib ())	
Nimu Narere Nilyth Kaandkitabo byfin J Lizymez J Herereka Nilyth Yego [kahe Karere he buryo uhi e serivisi wa: isha umwan isha umwan inya nyiubuta dbanura: j ke serivisi w j KE [] APE []	erufse guiko sabaga ? di a mu le ndoro ka	esha usaba ser esha usaba ser B. Icyemezo cyf C 3 J. Icyemezo cyf Tyra akamenye byyra akamenye B. 1 E. 2	Mail? Kwigh so V mu ka amawuko ingaragu imuhingo (iso V mu ko a kwishyura	U U U u a ku biro u a ku biro u a ku biro u a ku biro u u kannu	Niningwa w/Anagari w/Anaga	difficulties () ()	riamai [] ve harugur ga mia Infe ga mia I	D. Icyles III D.	emezo t d'actività emezo obusra amezo pudu [cyo gustry/ngin e de mamiage) (cyo gustarura ib ())	

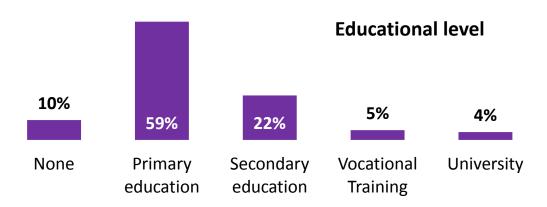


Respondents' profile

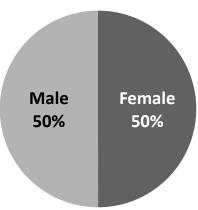


This analysis is based on data collected in May and July 2016. A total number of **5,067** questionnaires were collected. This is an average of **121 per Sector**.



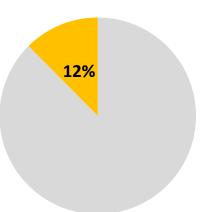


Gender



"Unknown" excluded (n=4,903).

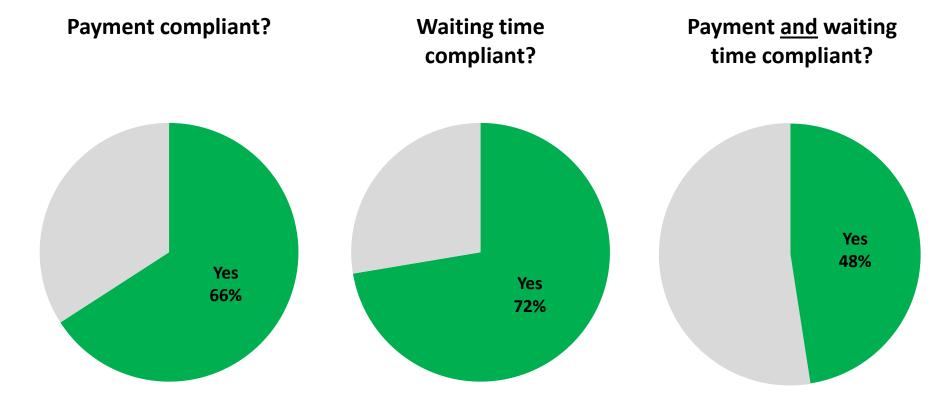
Disability





Compliance of Sector service delivery with Standard Service Charter





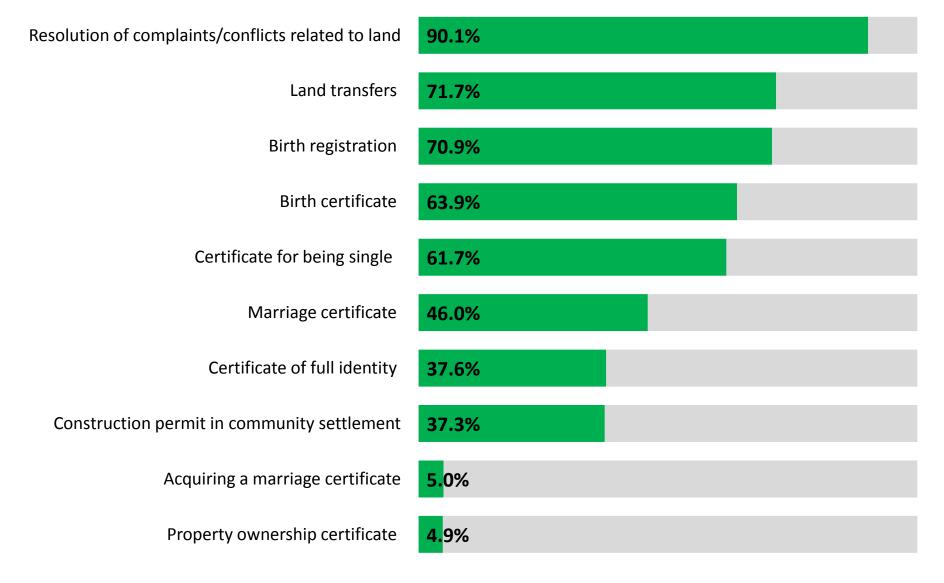
⁹ frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,421).

¹¹ frequent standard Sector services with unambiguous statement of waiting time that were received by client considered, "Unknown" excluded (n=1,534).



Payment compliance per service

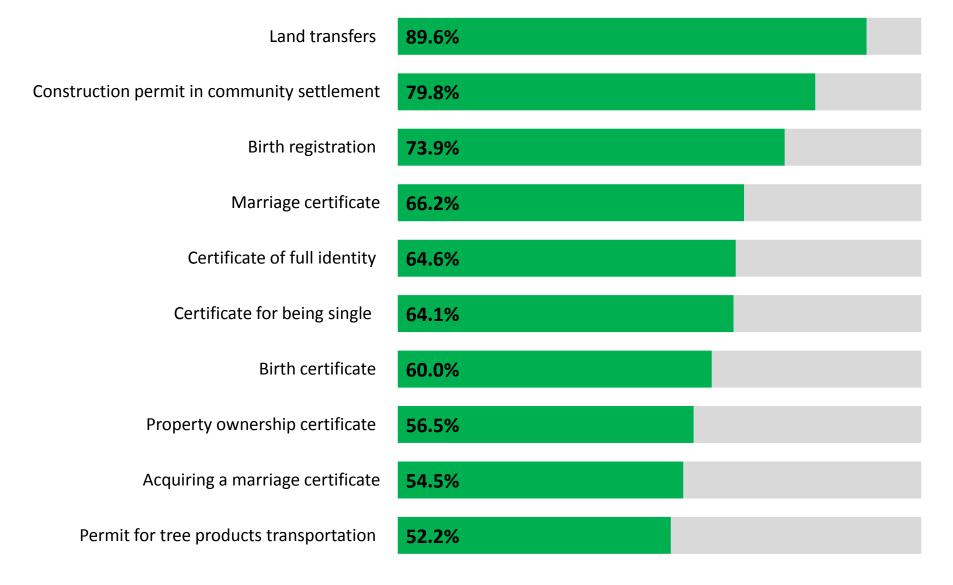






Waiting time compliance per service

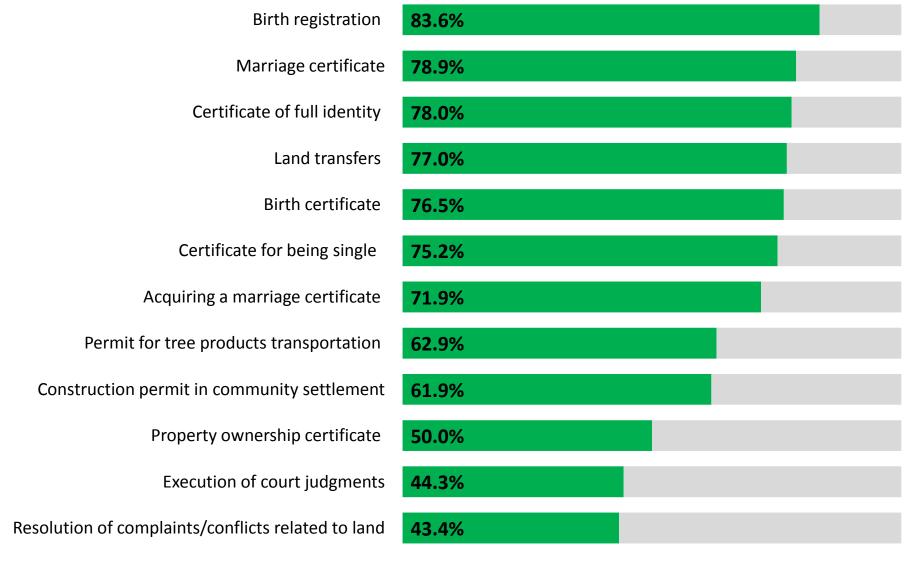






Service received?



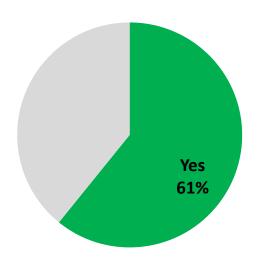




Knowledge of the Standard Service Charter (SSC) and service provision at Sector level



Do you know the Standard Service Charter?

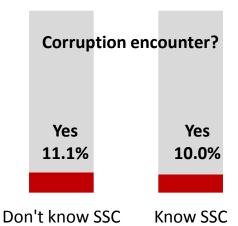




All Sector service providers considered, "Unknown" excluded (n=2,652).



9 frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,330).



All Sector service providers considered, "Unknown" excluded (n=2,342).



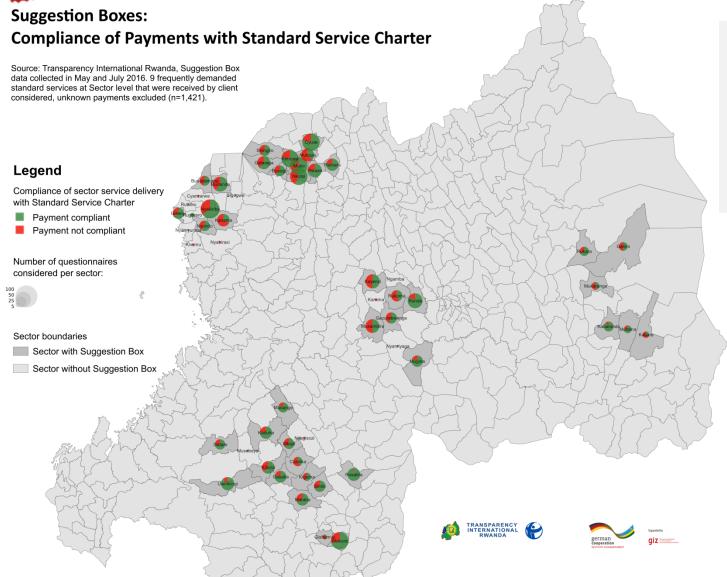
11 frequent standard Sector services with unambiguous statement of waiting time that were received by client considered, "Unknown" excluded (n=1,432).

All Sector service providers considered, "Unknown" excluded (n=2,706).



Payment compliance by Sector





Click here for the zoomable map:

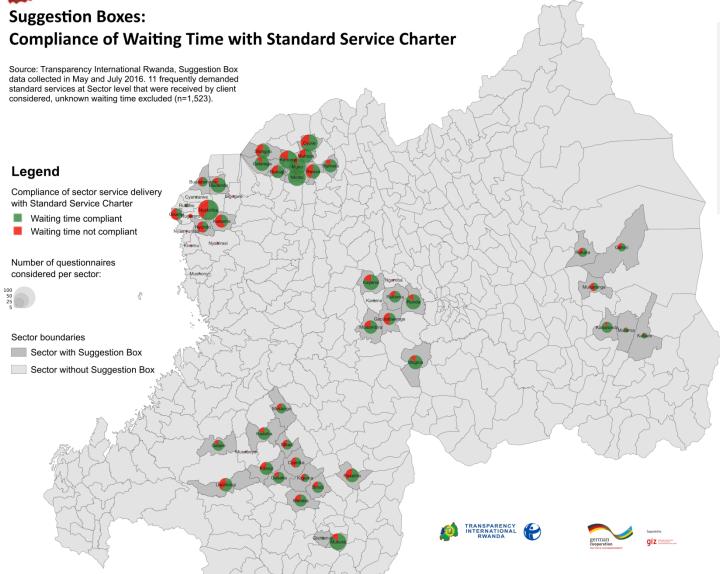


Payment compliance map



Waiting time compliance by Sector





Click here for the zoomable map:



Waiting time compliance map

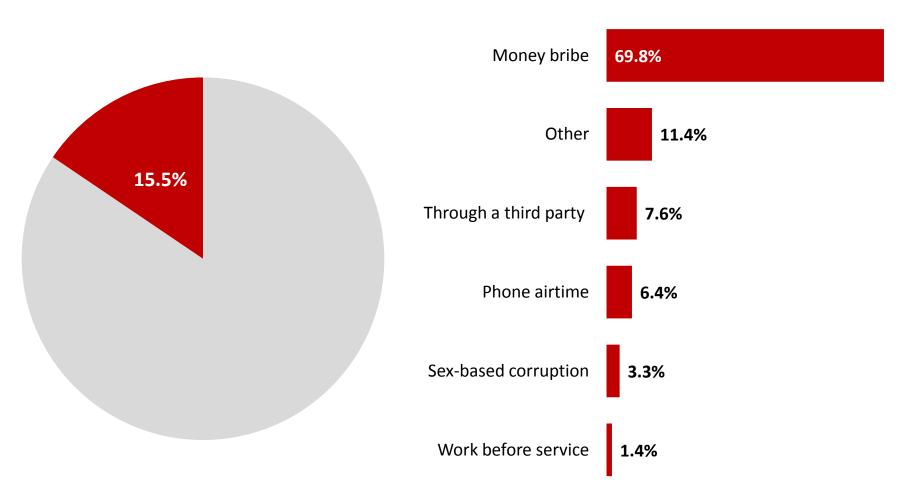


Corruption encounter in local service provision



Corruption encounter

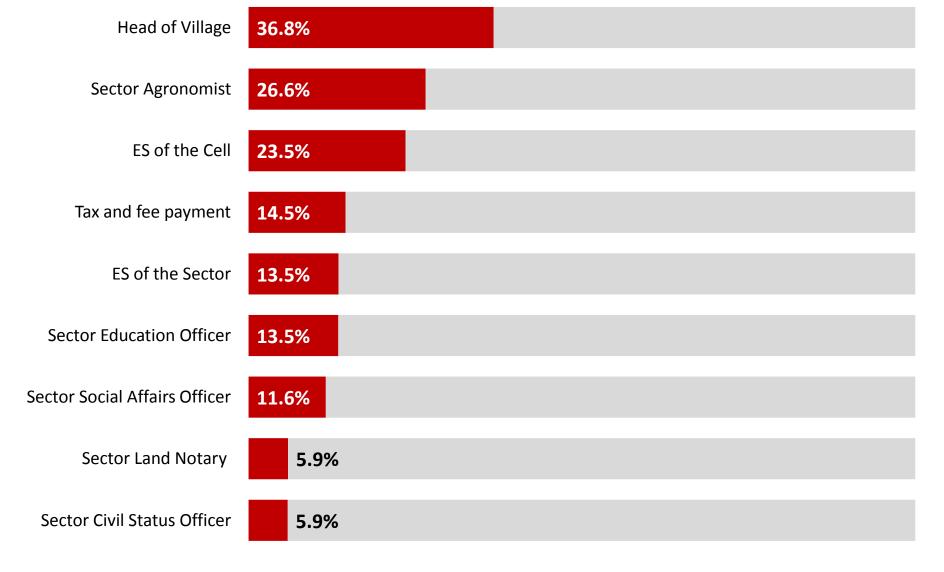
Forms of corruption encountered





Corruption encounter per type of local administration service provider







Corruption encounter in 12 most frequent standard Sector office services



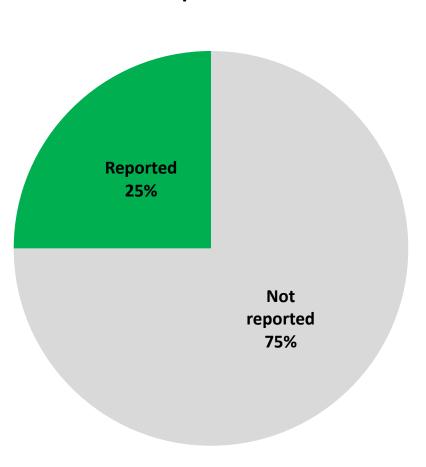
Permit for tree products transportation	29.0%
Resolution of complaints/conflict	27.5%
Construction permit in community settlement	24.5%
Execution of court judgment	17.2%
Property ownership certificate	14.6%
Certificate for being single	14.4%
Acquiring a marriage certificate	14.3%
Certificate of full identity	13.8%
Birth certificate	8.6%
Land transfer	8.2%
Marriage certificate	7.6%
Birth registration	5.1%



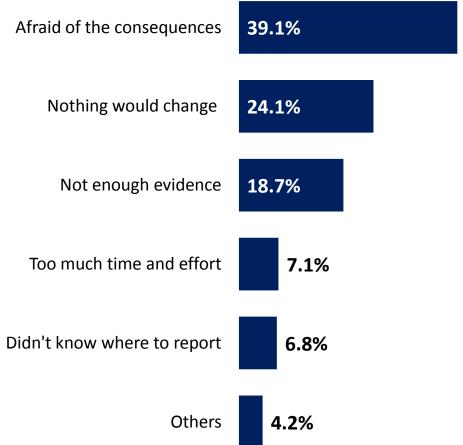
Lack of Reporting



Reporting of encountered corruption cases



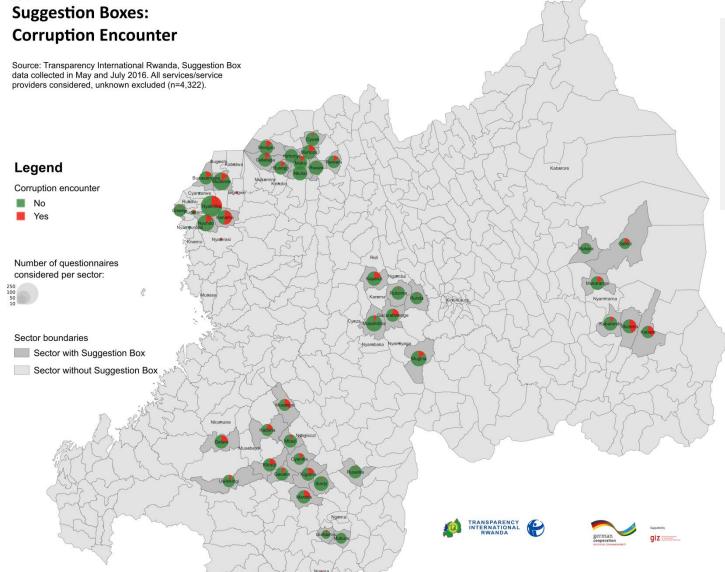
Reasons for not reporting





Corruption encounter by Sector





Click here for the zoomable map:

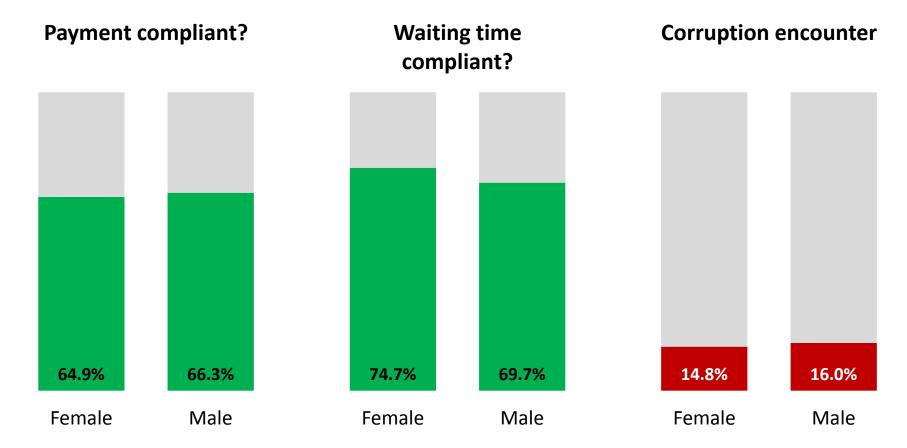


Corruption encounter map



Service delivery and gender





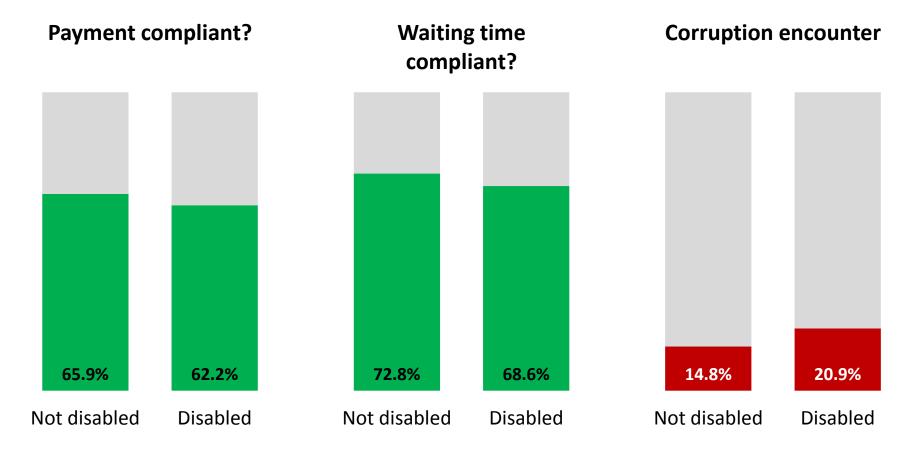
⁹ frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,383).

¹¹ frequent standard Sector services with unambiguous statement of waiting time that were received by client considered, "Unknown" excluded (n=1,495).



Service delivery and disability status





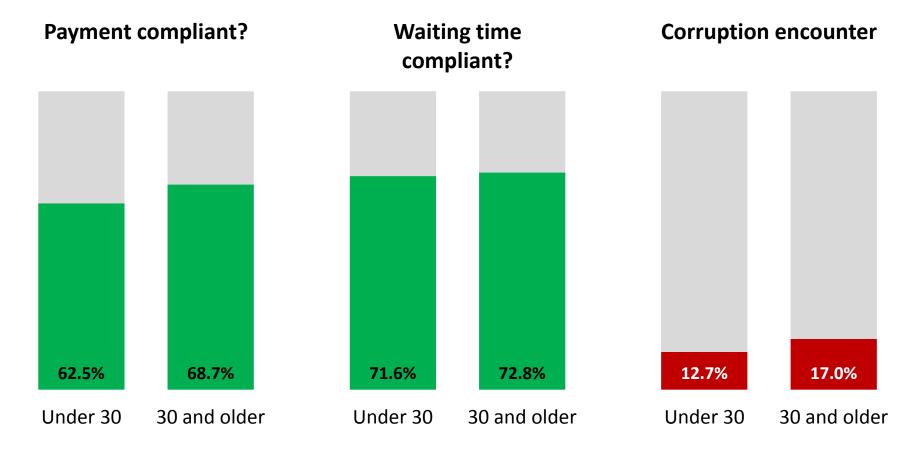
⁹ frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,391).

¹¹ frequent standard Sector services with unambiguous statement of waiting time that were received by client considered, "Unknown" excluded (n=1,499).



Service delivery and youth





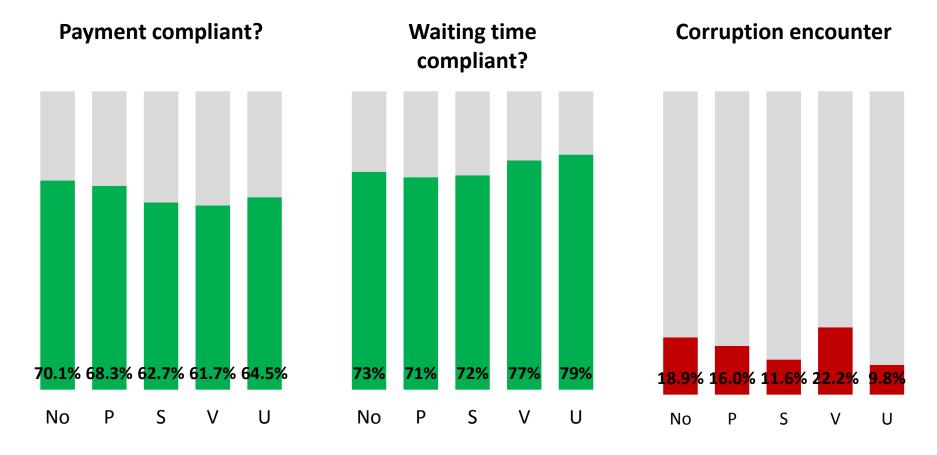
⁹ frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,391).

¹¹ frequent standard Sector services with unambiguous statement of waiting time that were received by client considered, "Unknown" excluded (n=1,410).



Service delivery and education





No= None, P= Primary, S= Secondary, V= Vocational Training, U= University

⁹ frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,386).