FINDINGS FROM SUGGESTION BOXES CONSOLIDATED FINDINGS OF ALL 8 DISTRICTS



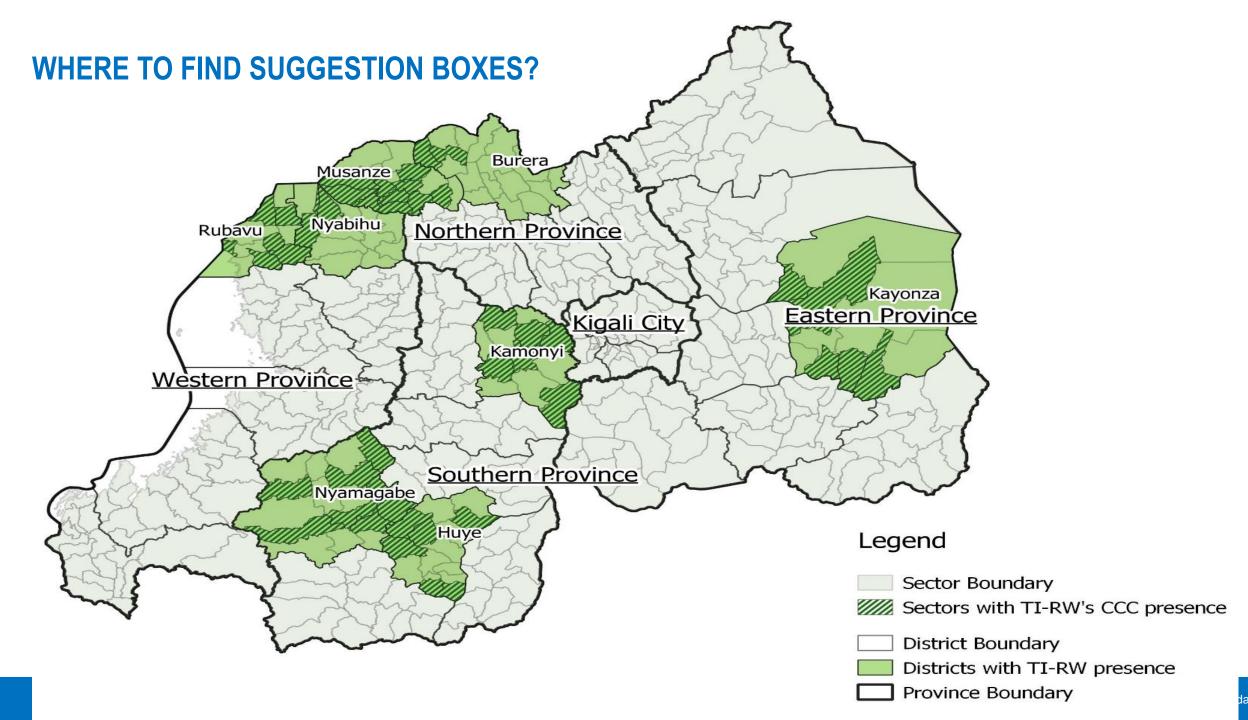
THE IDEA BEHIND SUGGESTION BOXES

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

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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
		Waiting time
Birth registration	0	Same day
Birth certificate	500	Same day
Marriage certificate ('attestation de marriage')	500	Same day
Acquiring a marriage certificate ('extrait d'acte de marriage')	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



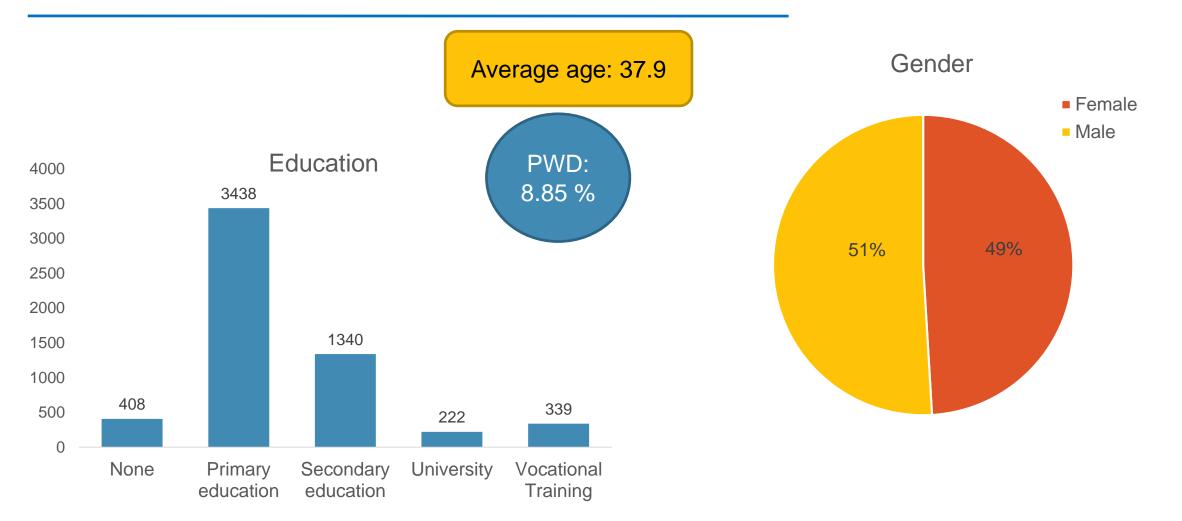
THE 2018 DATA

• 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	



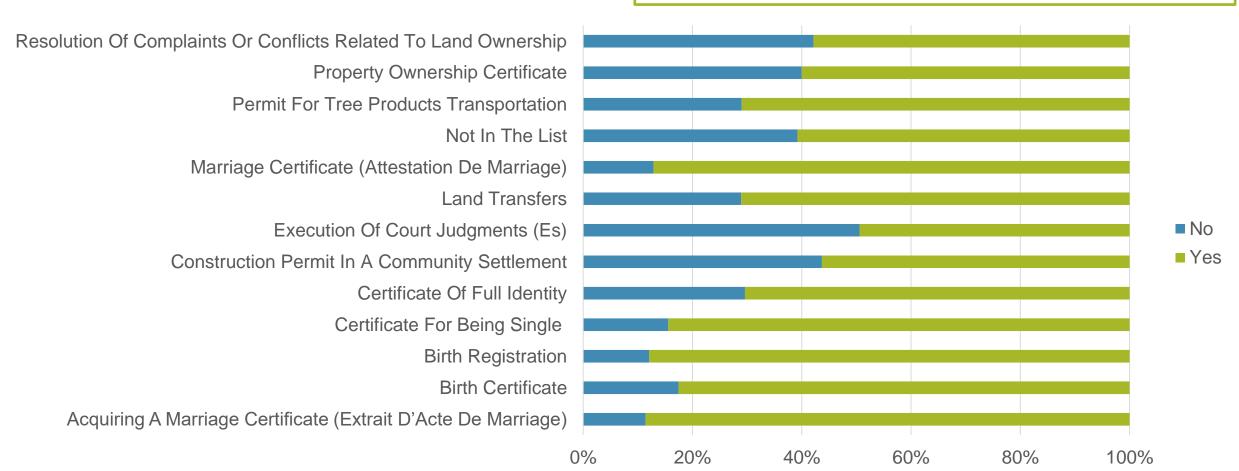
DEMOGRAPHICS





SHARE OF PEOPLE WHO RECEIVED SERVICES

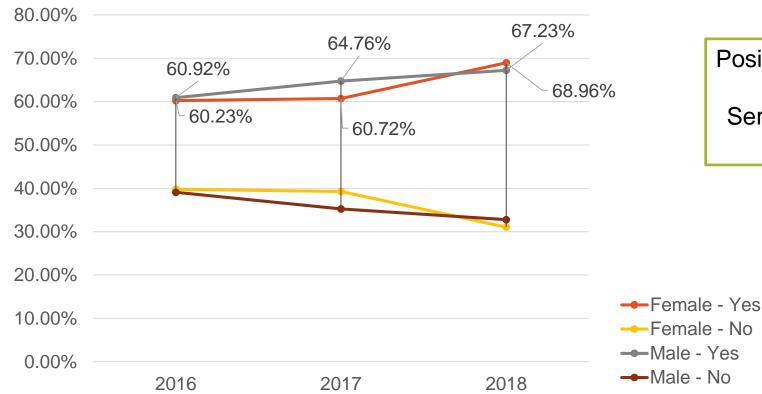
Average of services received in all 8 districts: 68.09%





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



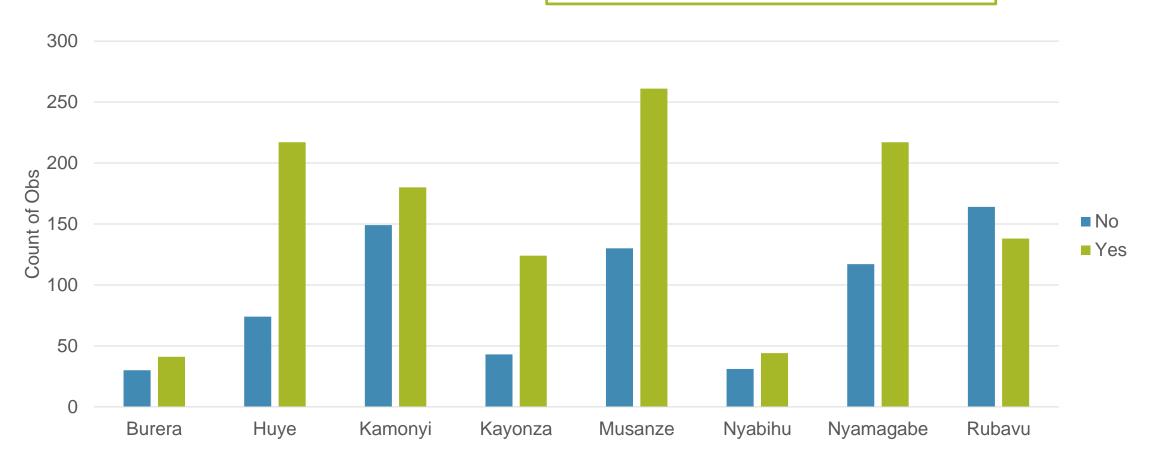
SATISFACTION OF SERVICE DELIVERY IN GENERAL (ALL 8 DISTRICT)





PAYMENT COMPLIANCE

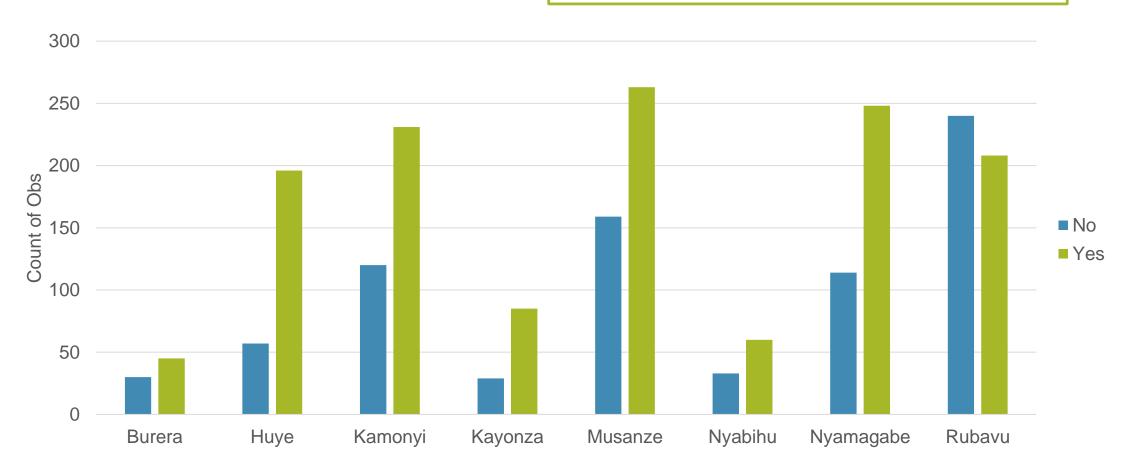
Overall, payment compliance: 62.11 %





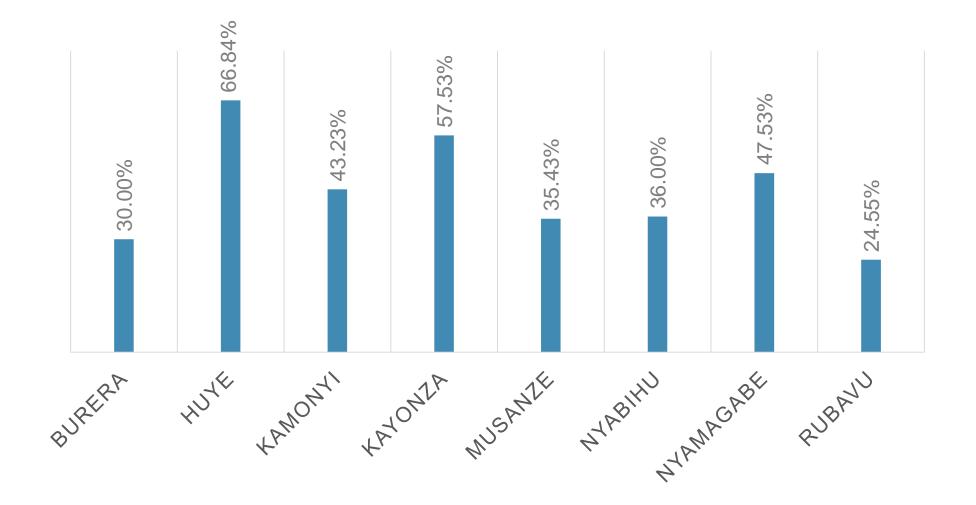
WAITING TIME COMPLIANCE

Overall, waiting time compliance is at 62.99 %



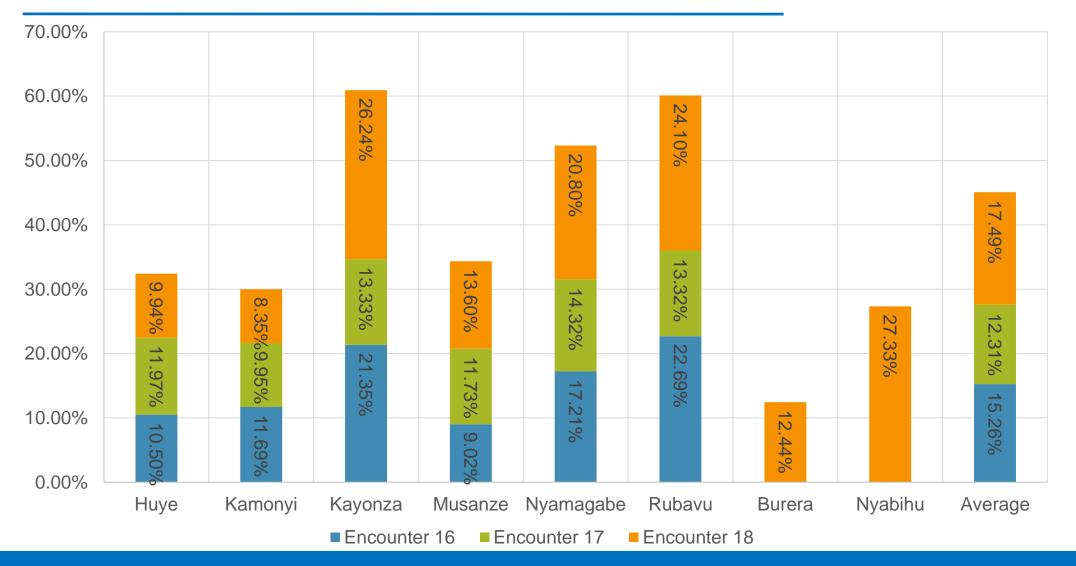


DOUBLE COMPLIANCE (WAITING AND FEES)



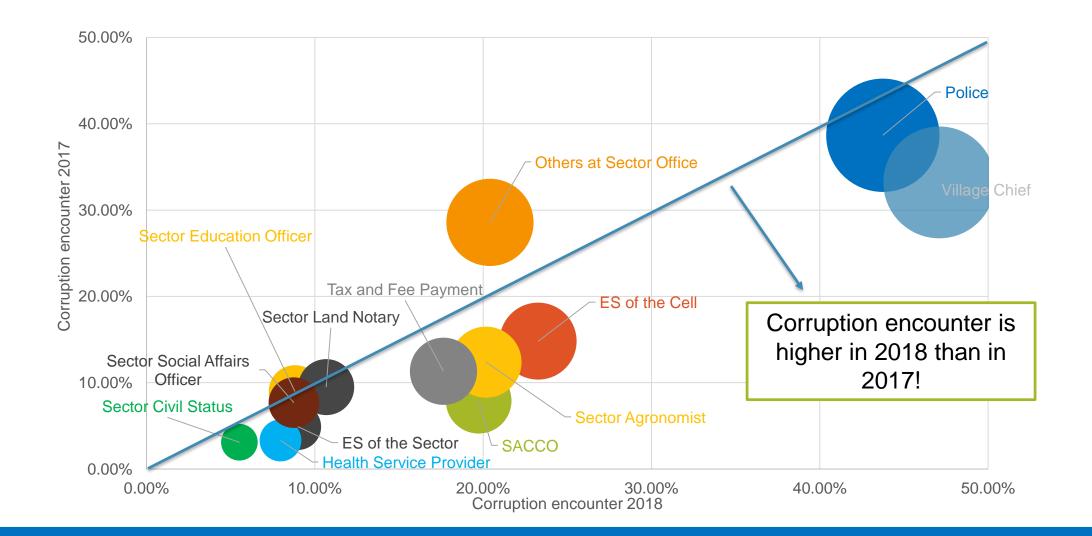


CORRUPTION ENCOUNTER



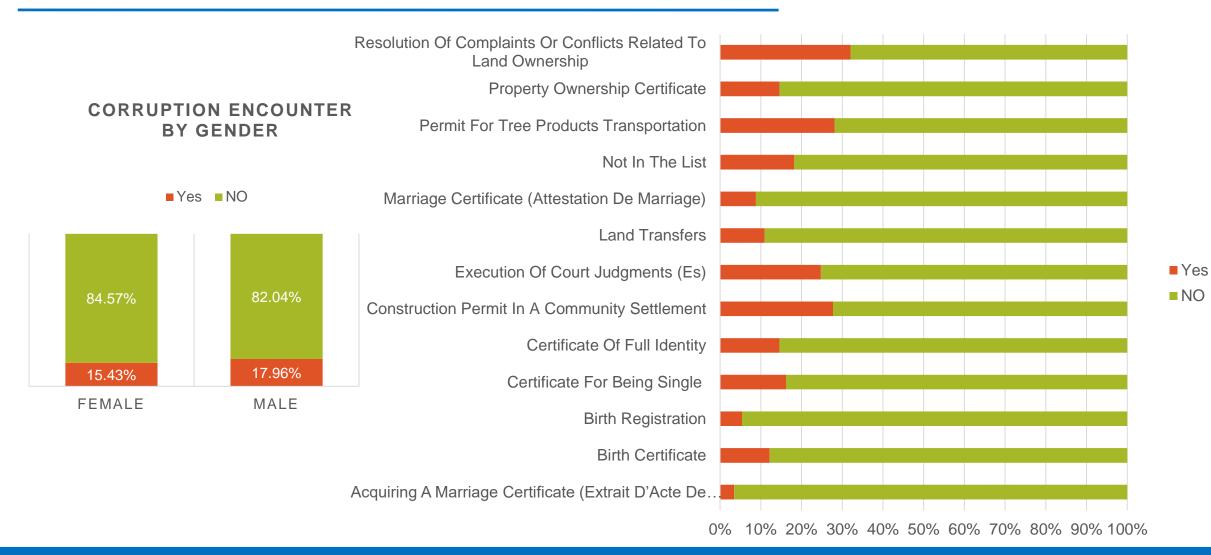


CORRUPTION ENCOUNTER BY SERVICE PROVIDER IN ALL 8 DISTRICTS





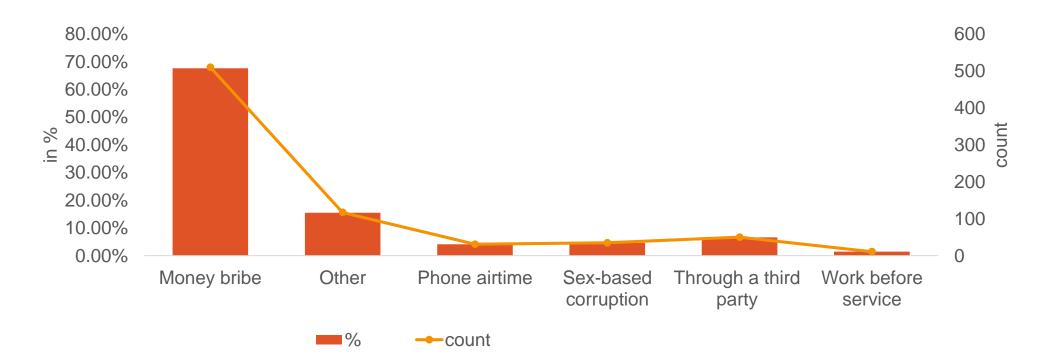
SPOTLIGHT





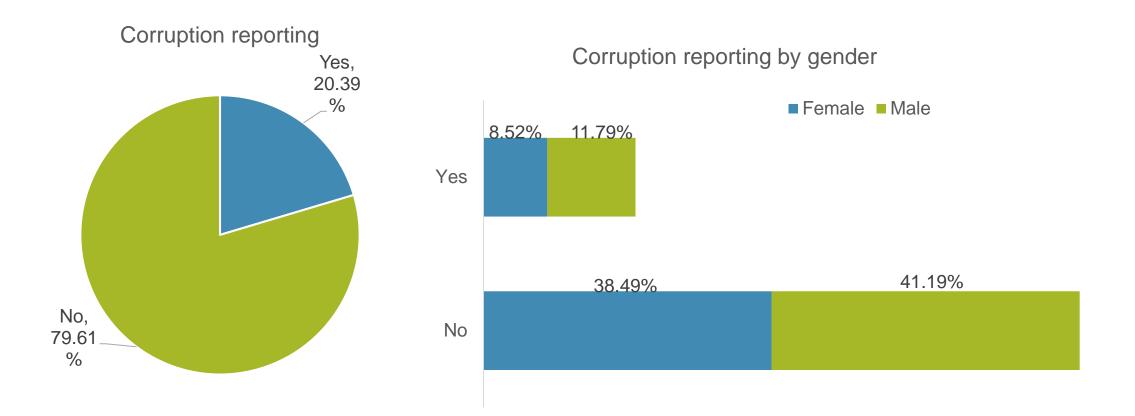
FORMS OF CORRUPTION

Forms of corruption





CORRUPTION REPORTING



Murakoze





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