

Findings from the Monitoring of Service Delivery Using Suggestion Boxes

October 2023

OUTLINE

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2. Methodology
3. Demographics
4. Findings
5. Recommendations

Background and objective

- Transparency International Rwanda (TI-RW) initiated the Suggestion Boxes (SB) project in 2011. Presently, SBs are positioned at local administration buildings across 59 Sectors within 11 Districts (Gicumbi, Kayonza, Musanze, Burera, Nyabihu, Rubavu, Kamonyi, Huye, Nyamagabe, Nyaruguru, and Nyamasheke). TI-RW volunteers, referred to as Citizens Concerned Committees (CCCs), rally their fellow citizens to complete questionnaires regarding service delivery and potential encounters with corruption.
- Citizens offer various details, including:
 - ✓ The specific service requested and the service provider in question.
 - ✓ The time frame in which they received the service and the associated fees.
 - ✓ Instances of possible corruption.
- 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.



Background and objective

- Findings generated by the monitoring of service delivery exercise inform advocacy actions as well as the local government decision makers on how to improve service delivery and addressing key issues related to corruption and injustices in their respective districts.



METHODOLOGY

Methodology

Approaches

Quantitative

(Predominantly used)

Qualitative

- **Questionnaire** was the main instrument to capture data.
- **Qualitative data** were received through TI-RW's Advocacy and Legal Advice Centers (ALACs) which received different clients who filed complaints about service delivery and corruption encounter in respective districts.

Sample size

Western

18.15%

Rubavu: **10.85%**
Nyamasheke: **3.72%**
Nyabihu: **3.58%**

Northern

33.69%

Musanze: **18.31%**
Gicumbi: **13.34%**
Burera: **2.04%**

Eastern

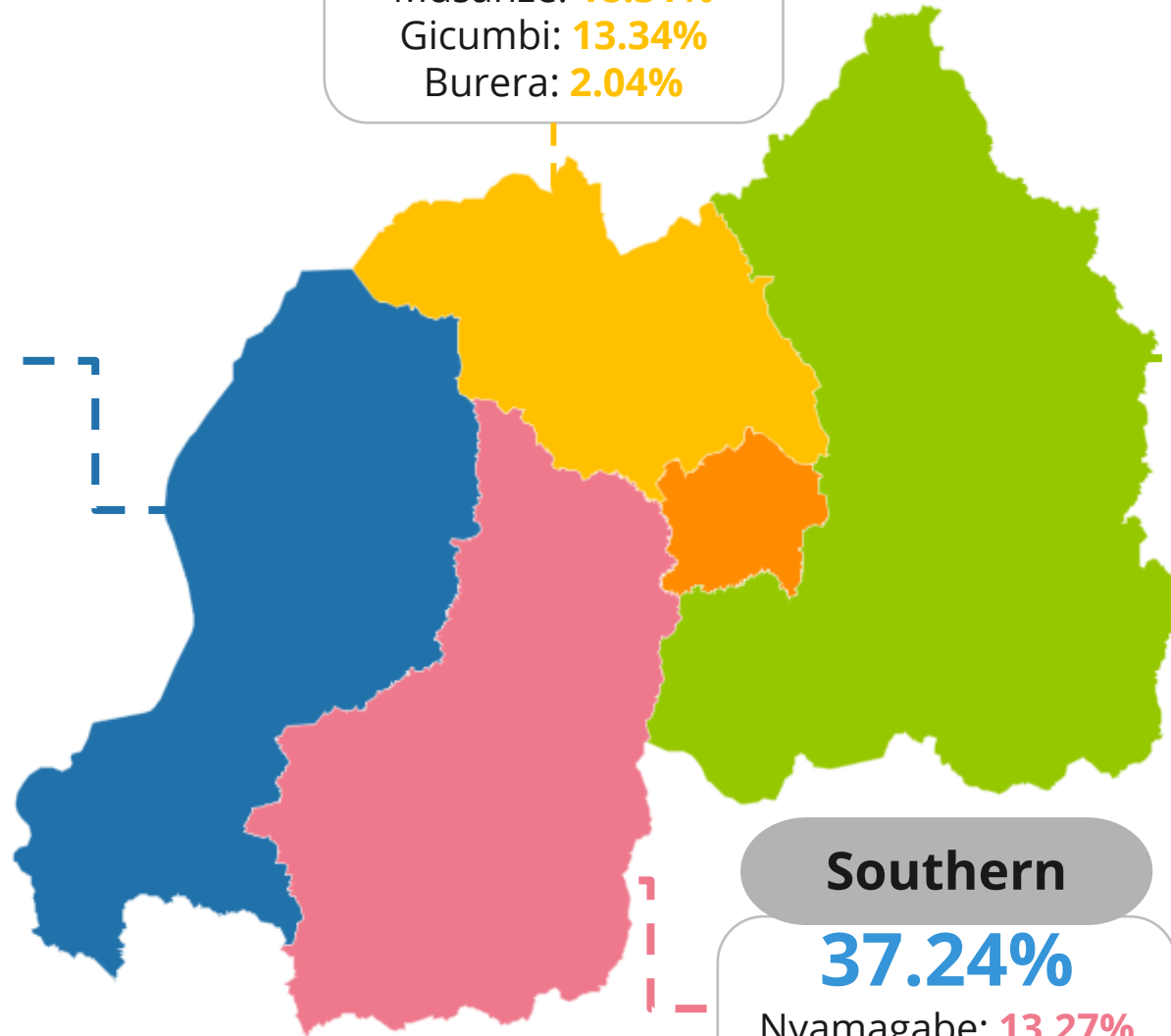
10.92%

Kayonza: **10.92%**

Southern

37.24%

Nyamagabe: **13.27%**
Huye: **10.92%**
Kamonyi: **10.28%**
Nyaruguru: **2.77%**



Total
sample
size:
5,779

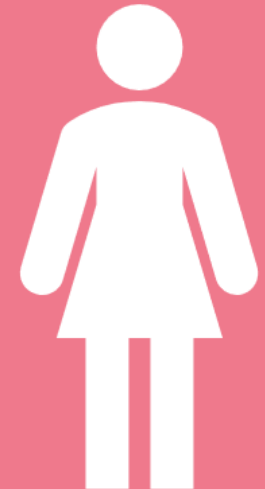
Demography

Number of Respondents:
5,779

Gender of respondents



51.83%

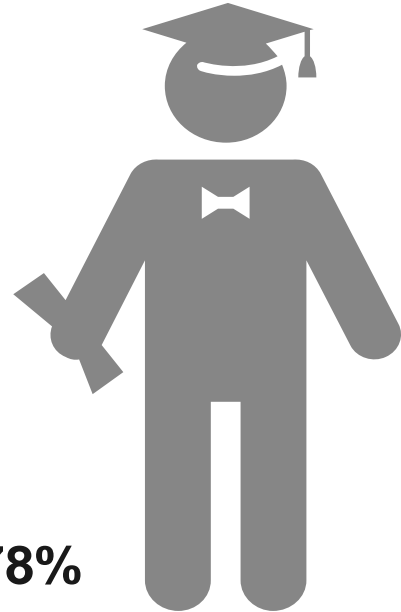


48.17%

Demography

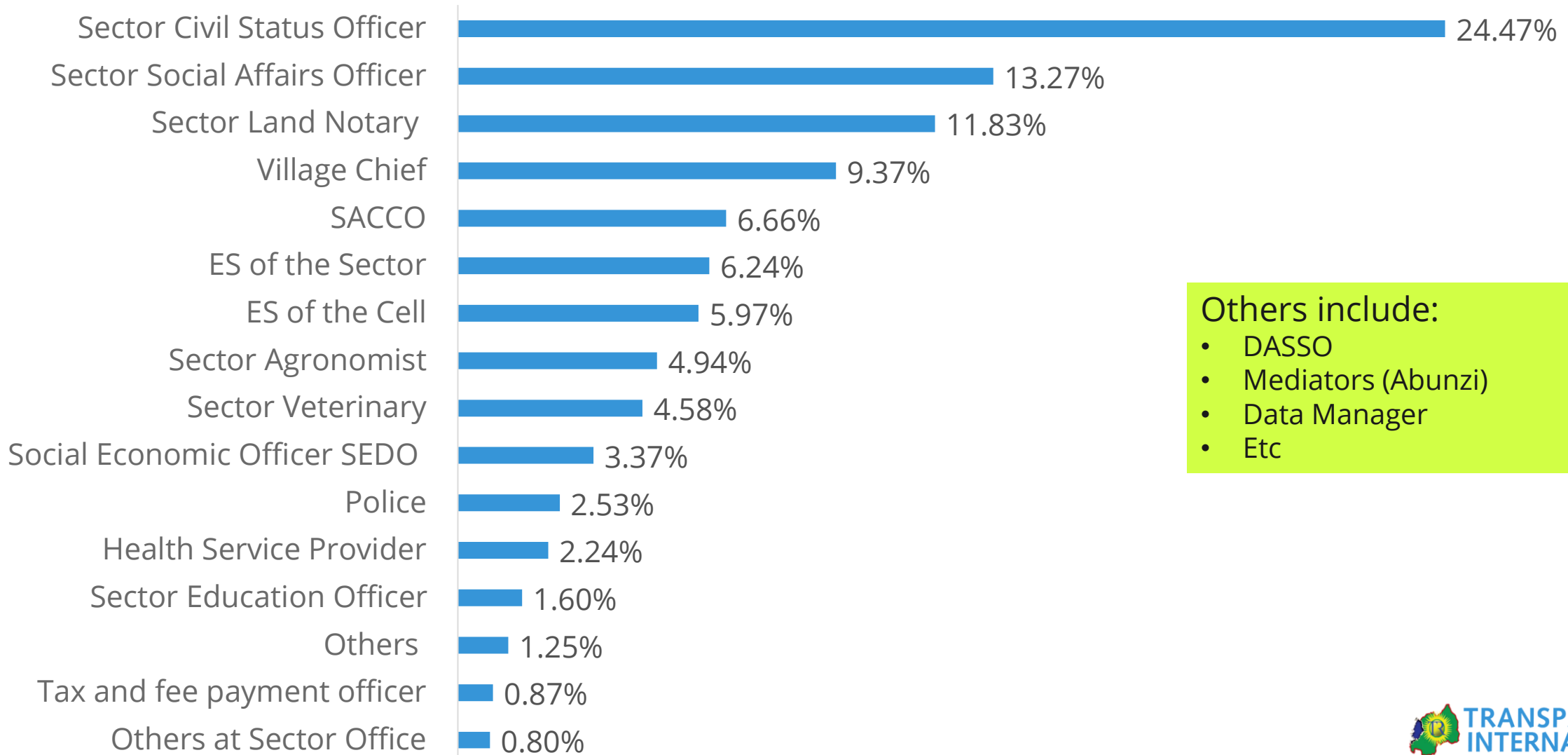
Level of Education

- None: **3.79%**
- Primary: **59.30%**
- Secondary: **28.55%**
- University: **2.58%**
- Vocational Training: **5.78%**



Findings

Service providers



Others include:

- DASSO
- Mediators (Abunzi)
- Data Manager
- Etc

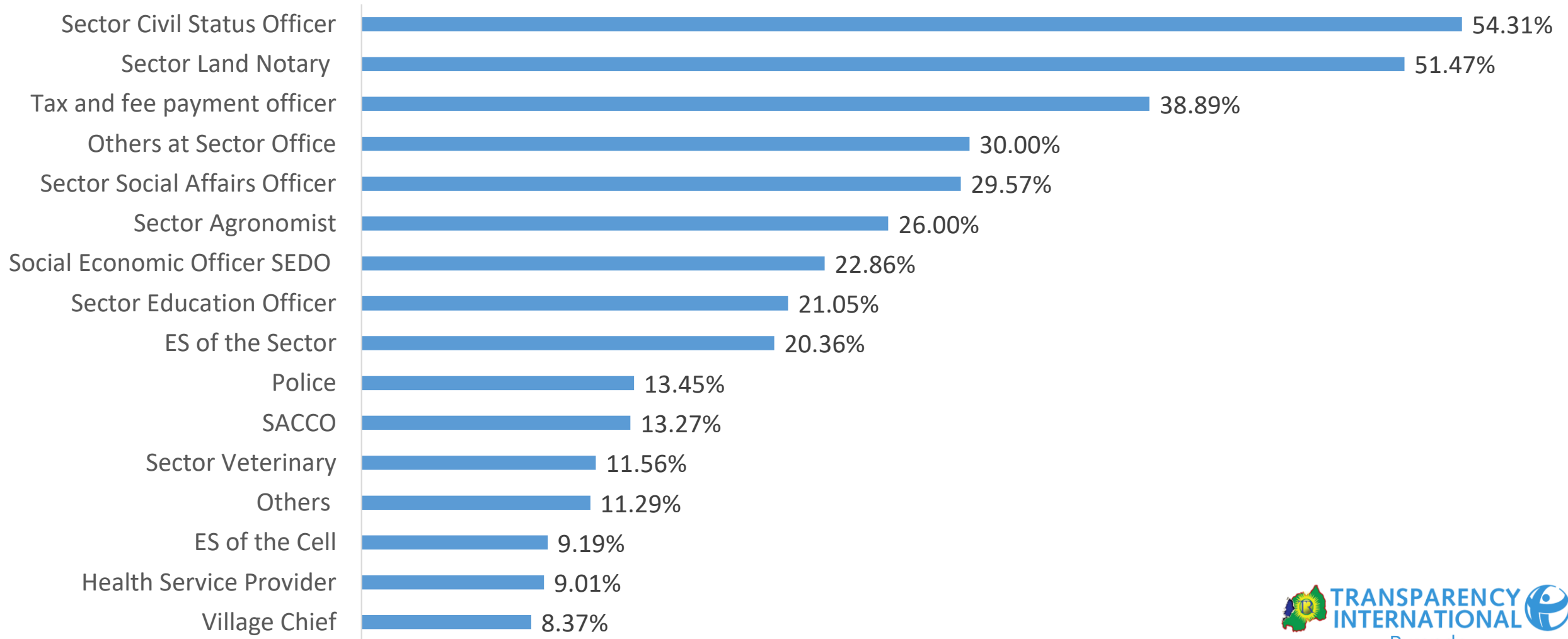
Service provision through Irembo

29.31%

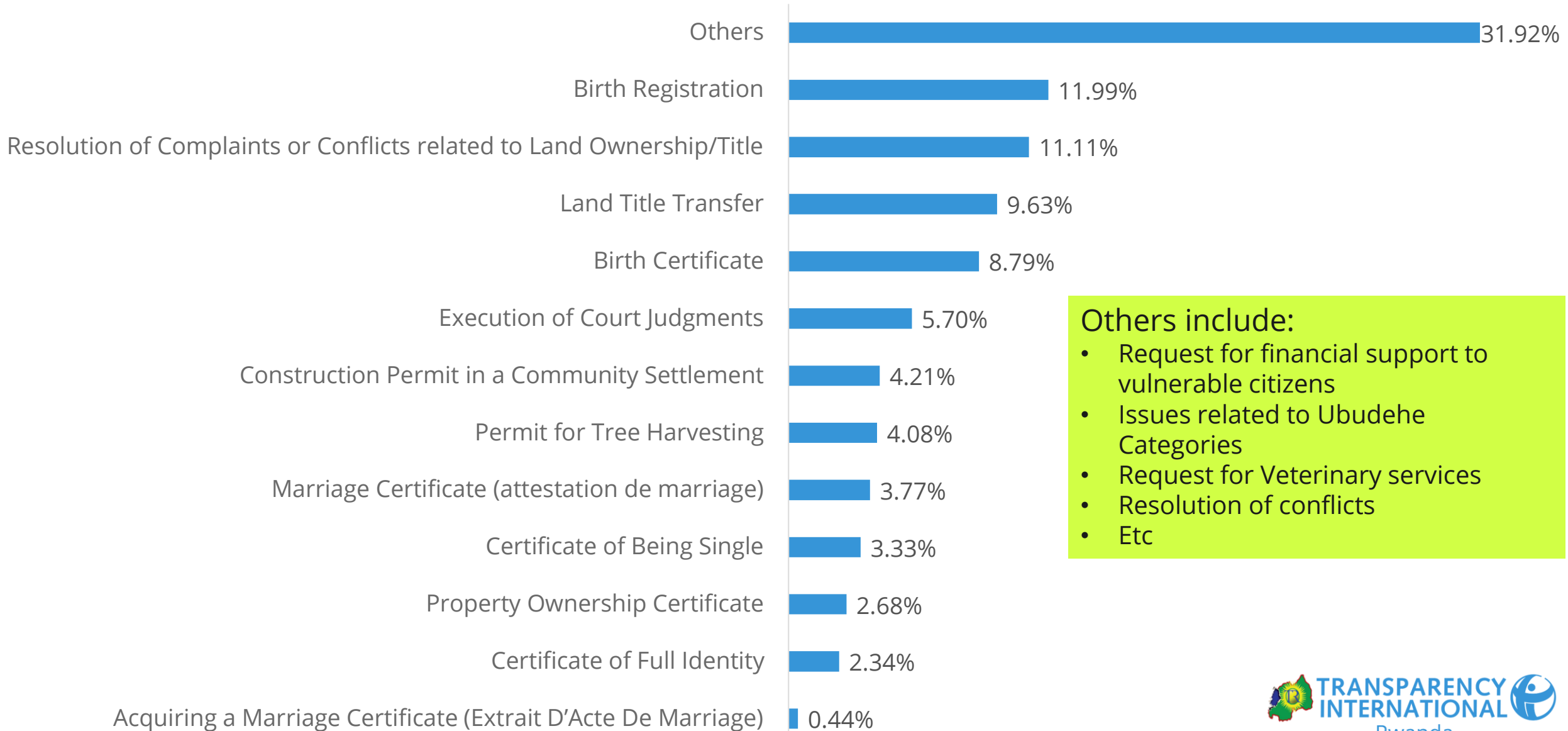
of all services
requested were
provided
through Irembo

Service provision through Irembo

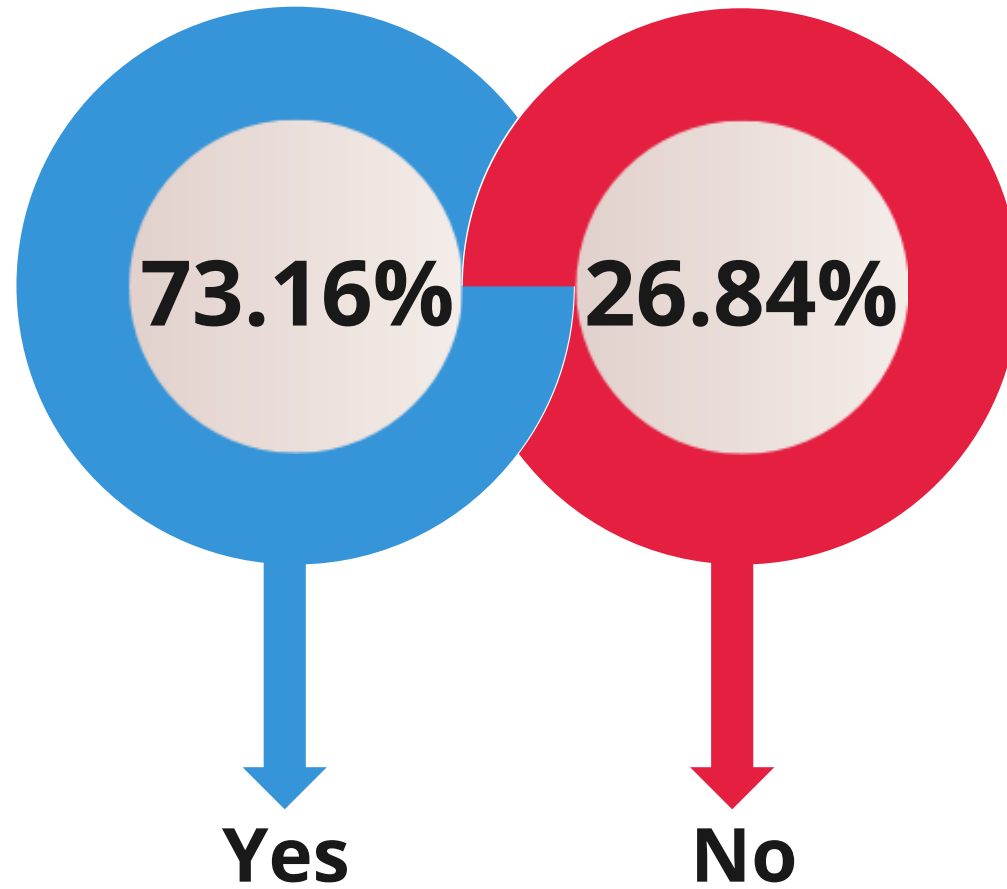
Proportion of services provided through Irembo by Service providers



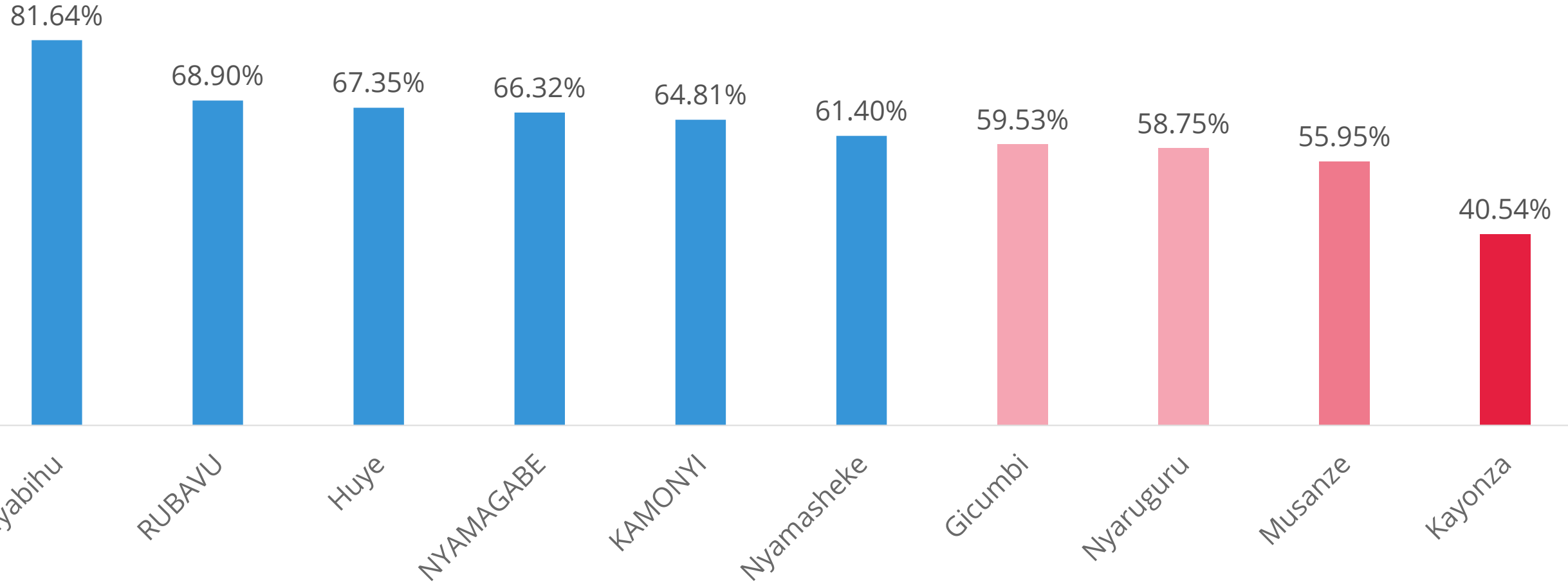
Services requested



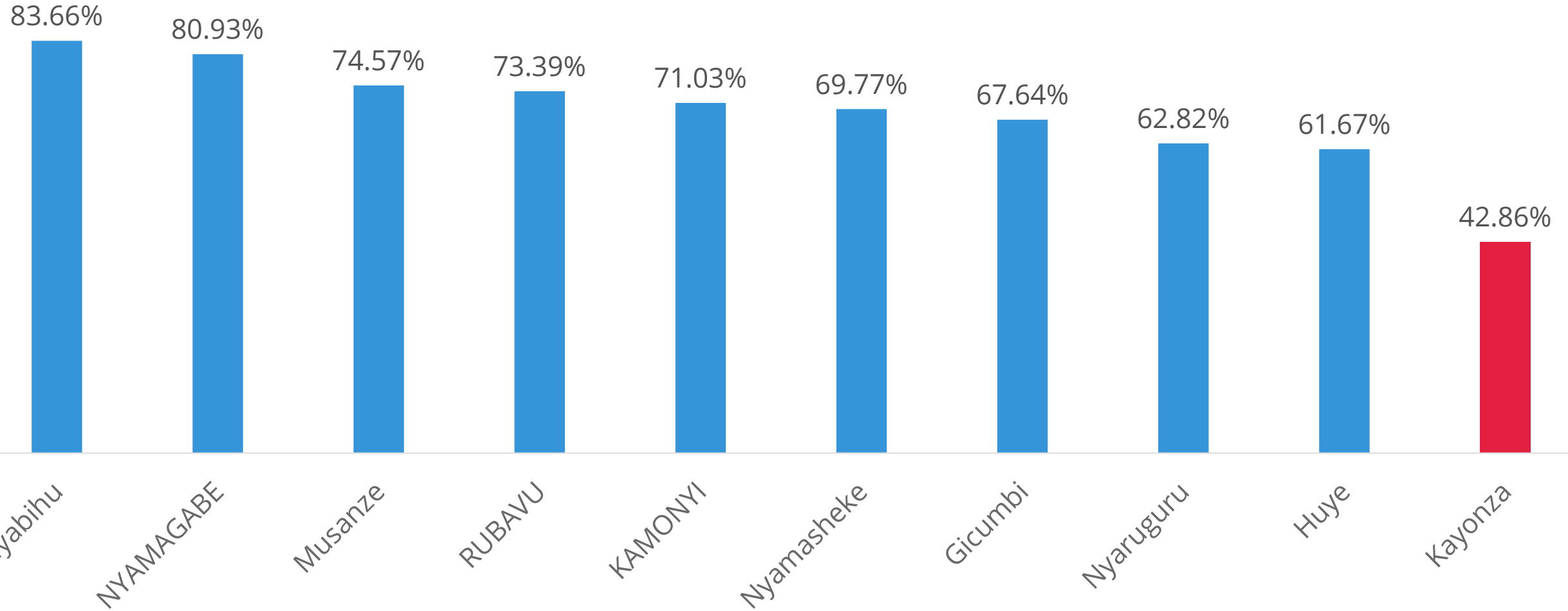
Service received



Proportion of Service received per district

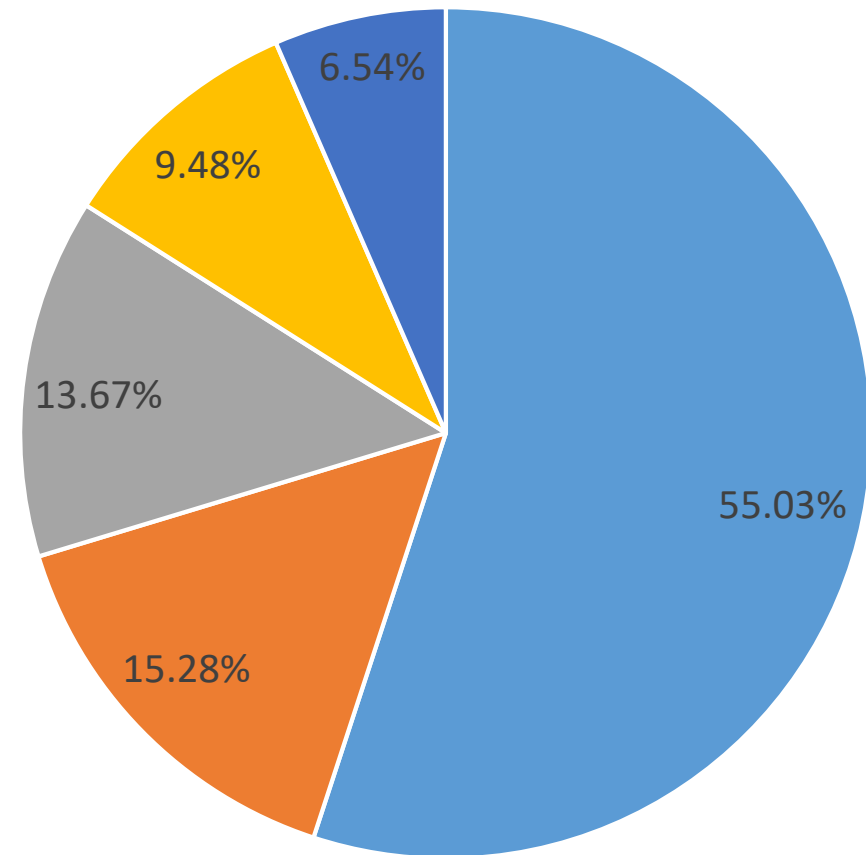


Satisfaction of the service received per district

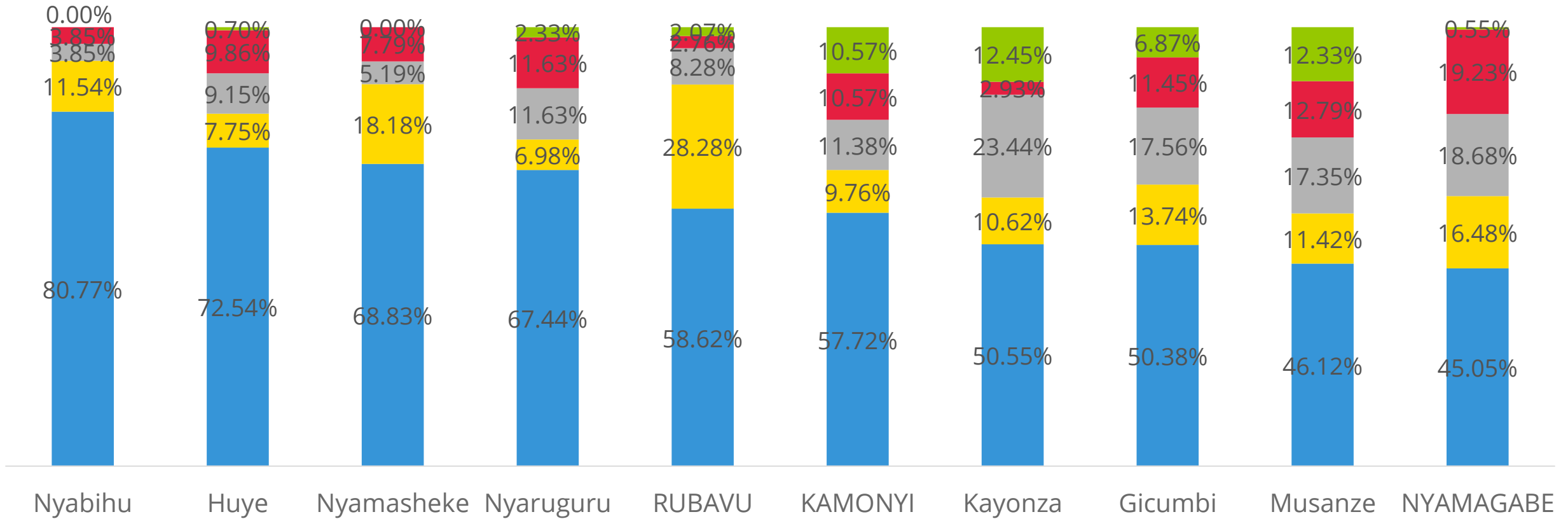


Reasons for denial of service

- Disregard (55.03%)
- Absence of the service provider (15.28%)
- Requested to pay bribe (13.67%)
- Didn't fulfill Requirements (9.48%)
- Others (6.54%)



Reasons for denial of service (data disaggregated by district)



■ Disregard

■ Requested to pay bribe

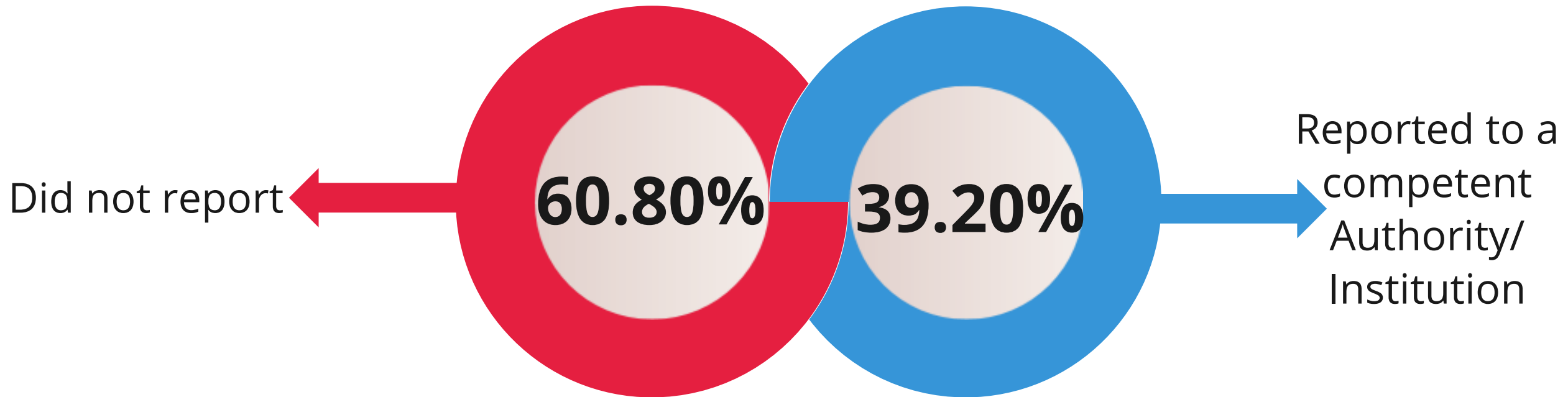
■ Absence of the service provider

■ Didn't fulfill Requirements

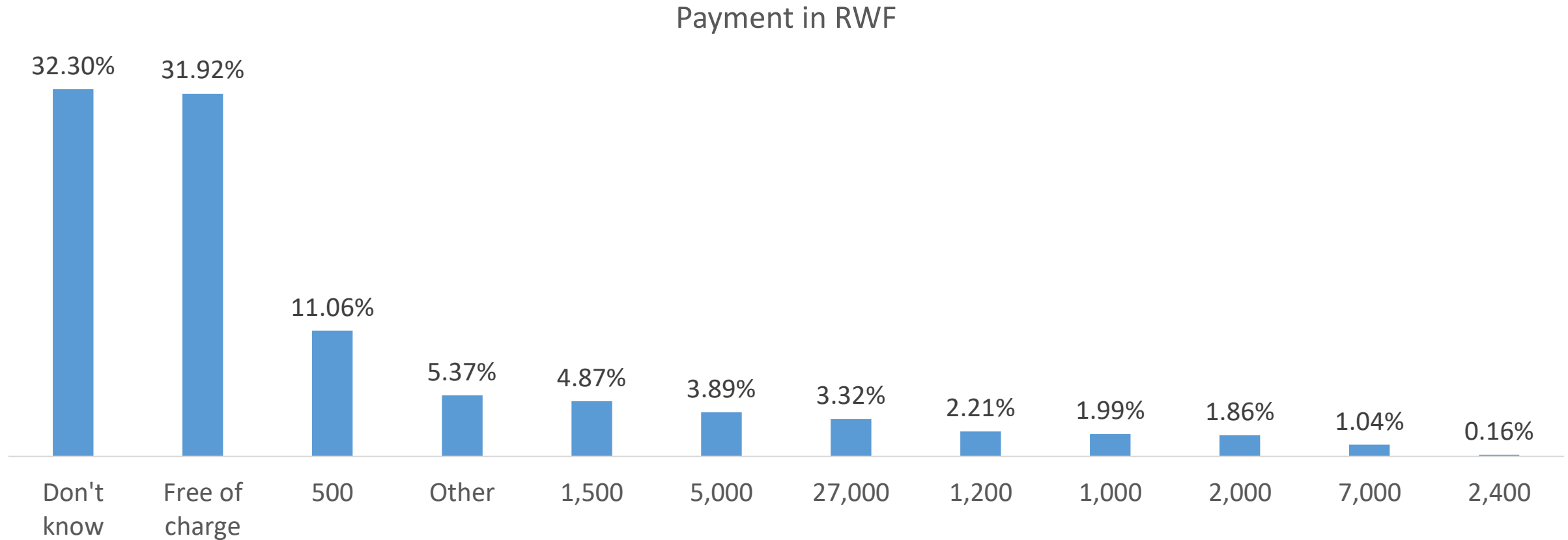
■ Others

Complaint about non-service delivery

Respondents' actions after a denial of service



Amount paid on service demanded

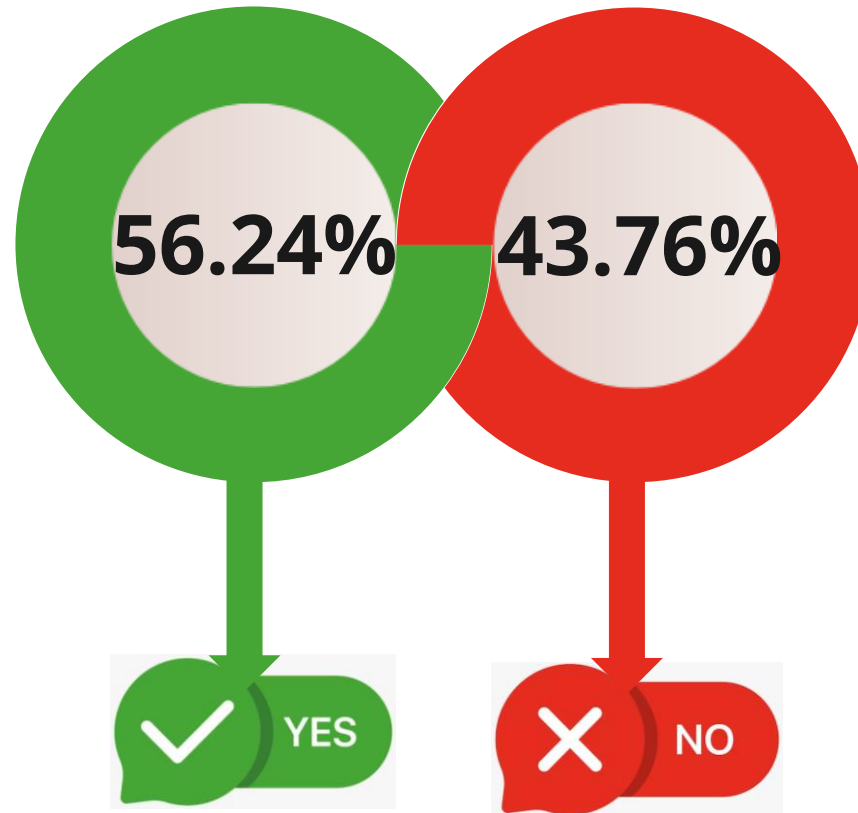


Other:

Amount that is not provided in the choices as per the service charter

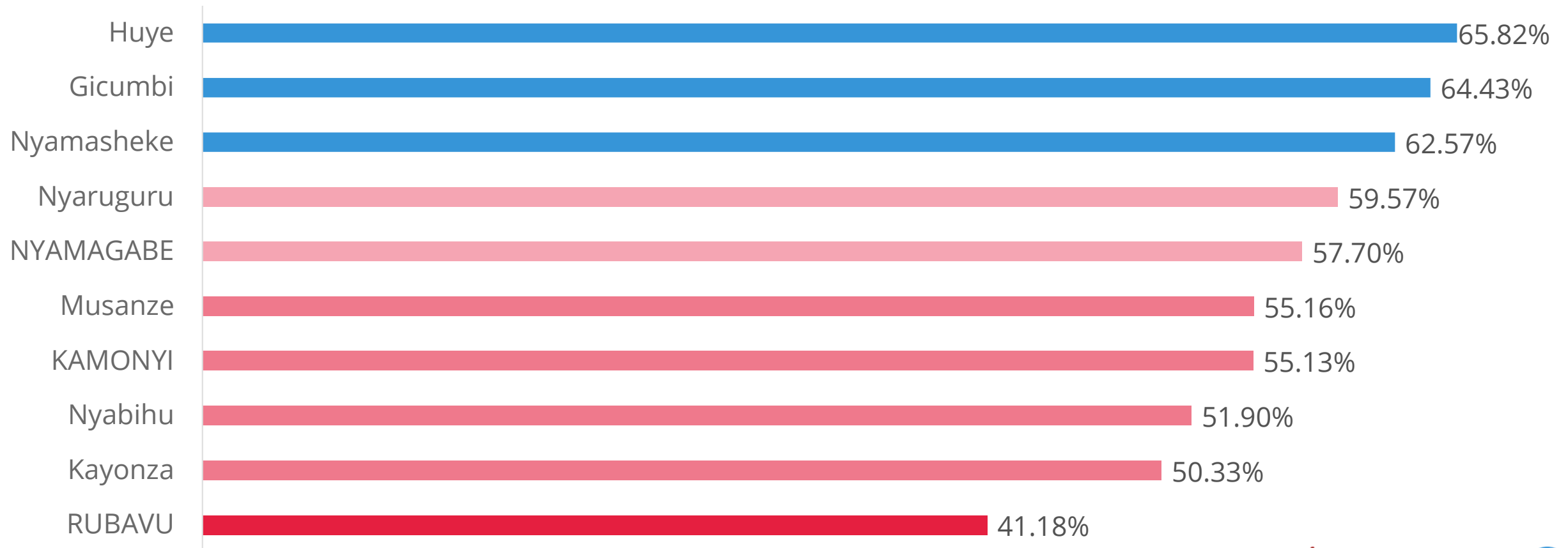
Perception on inclusive service delivery at sector level

The level of inclusion (%)

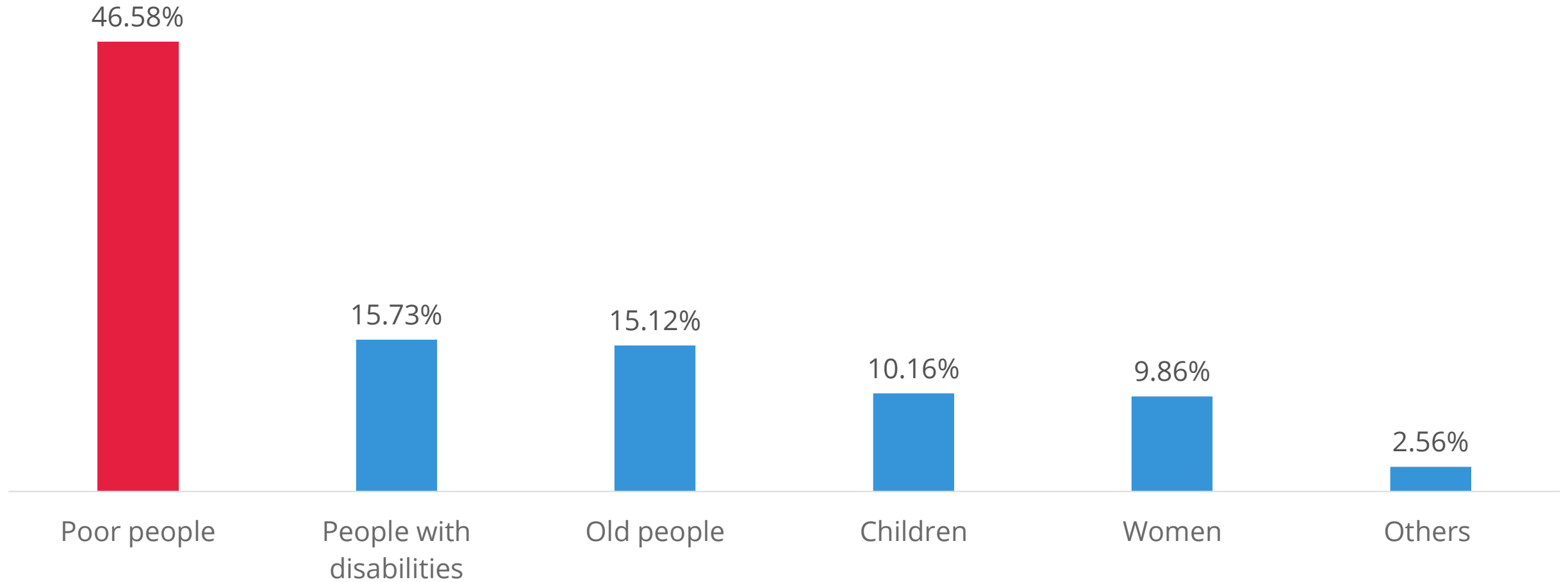


Perception on inclusive service delivery at sector level (data disaggregated per district)

The level of inclusion (%)



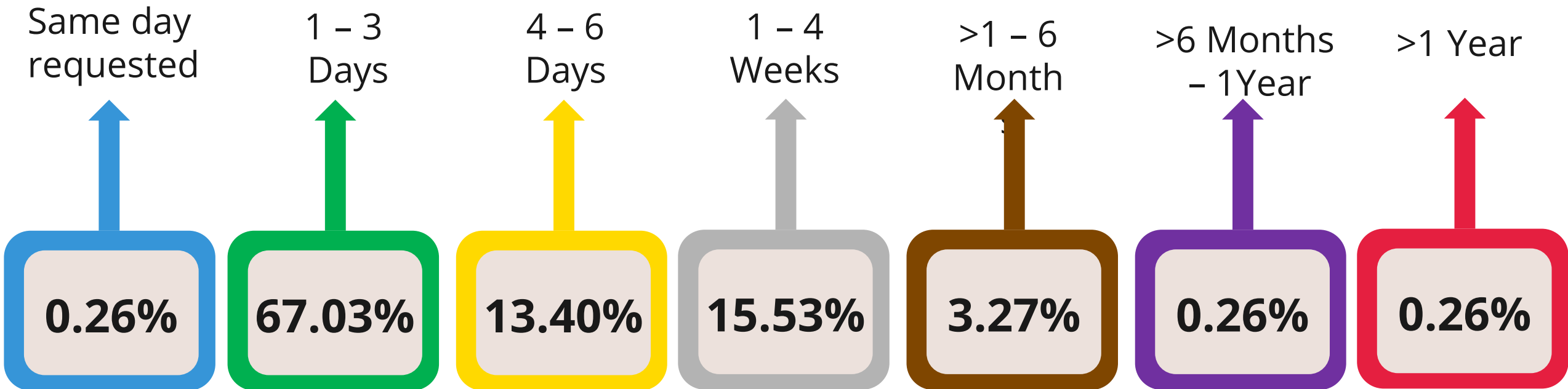
Vulnerable groups of citizens at risk of exclusion in service delivery



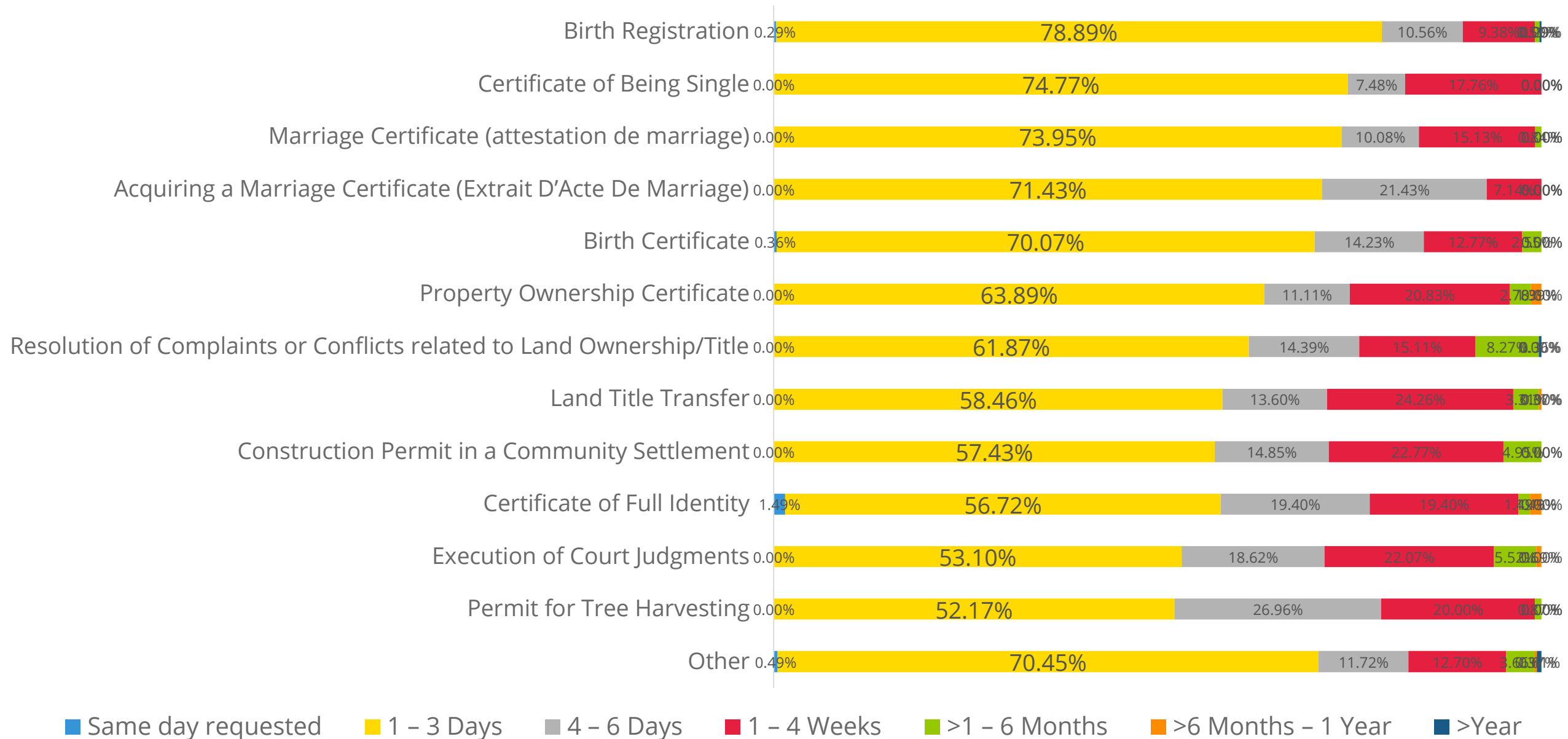
Reasons for no inclusion

- The economic status of the service seeker (citizen) determines whether he/she will receive a service or not;
- Some sectors are geographically large enough and their offices might be far from some service seekers, then it becomes difficult for people with a certain vulnerability to access some services (People with disabilities, women, old people, children);
- Lack of respect and warm welcome to all people. Children, young people and people with disabilities are neglected by service providers;
- For people with deaf disability, it is still a problem for service providers to provide a quality service to them;
- Due to a limited staff at the local government level, some service providers are overloaded with work and the number of citizens seeking their services;
- Issue of accessibility for people with disabilities, old people and pregnant women.

Waiting time for a service to be delivered



Waiting time for a service to be delivered (data disaggregated per service)



Timeframe to get the service (According to the Standard Service Charter)

No	Standard Services	Timeframe to get the service
1	Birth Registration/Kwandikisha umwana mu bitabo by'irangamimerere	The same day of application
2	Birth Certificate/Icyemezo cy'amavuko	The same day when all docs are there
3	Marriage Certificate (attestation de marriage)/Icyemezo cyo gushyingirwa	The same day when all docs are there
4	Acquiring a Marriage Certificate (Extrait D'Acte De Marriage)	The same day when all docs are there
5	Certificate of Full Identity	The same day when all docs are there
6	Certificate of Being Single	The same day when all docs are there
7	Execution of Court Judgments	After the execution formula "kasha mpuruza"
8	Permit for Tree Harvesting	The same day
9	Land Title Transfer	7 working days
10	Property Ownership Certificate (Gusaba icyemezo cy'umutungo)	The same day
11	Resolution of Complaints or Conflicts related to Land Ownership/Title	Depending on the type of issue, probably the same day or more
12	Construction Permit in a Community Settlement	In three days

Awareness of the requirements to access the service

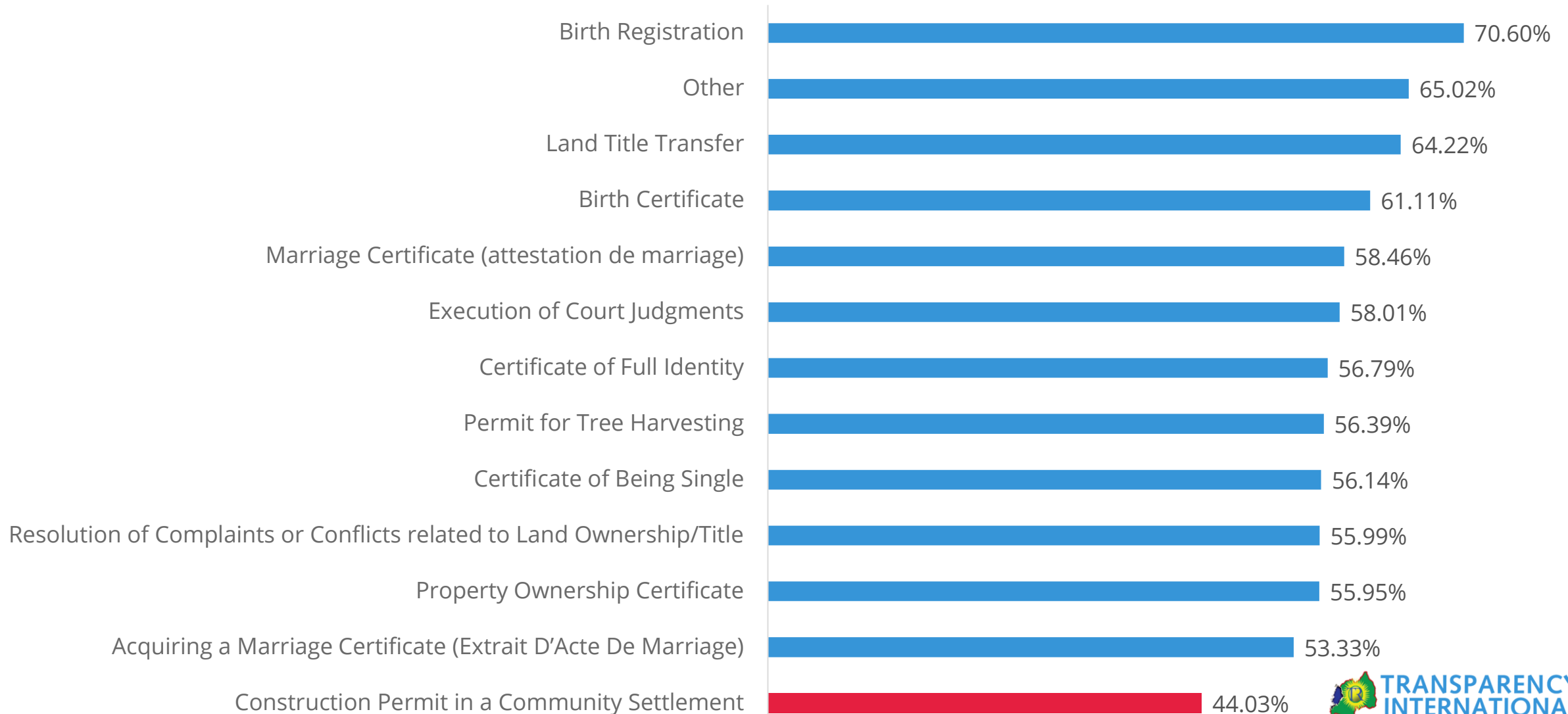
61.62%

knew the
requirements
needed to
access the
service
requested

38.38%

Were not aware of the
requirements

Awareness of the requirements to access the service (data disaggregated per service)

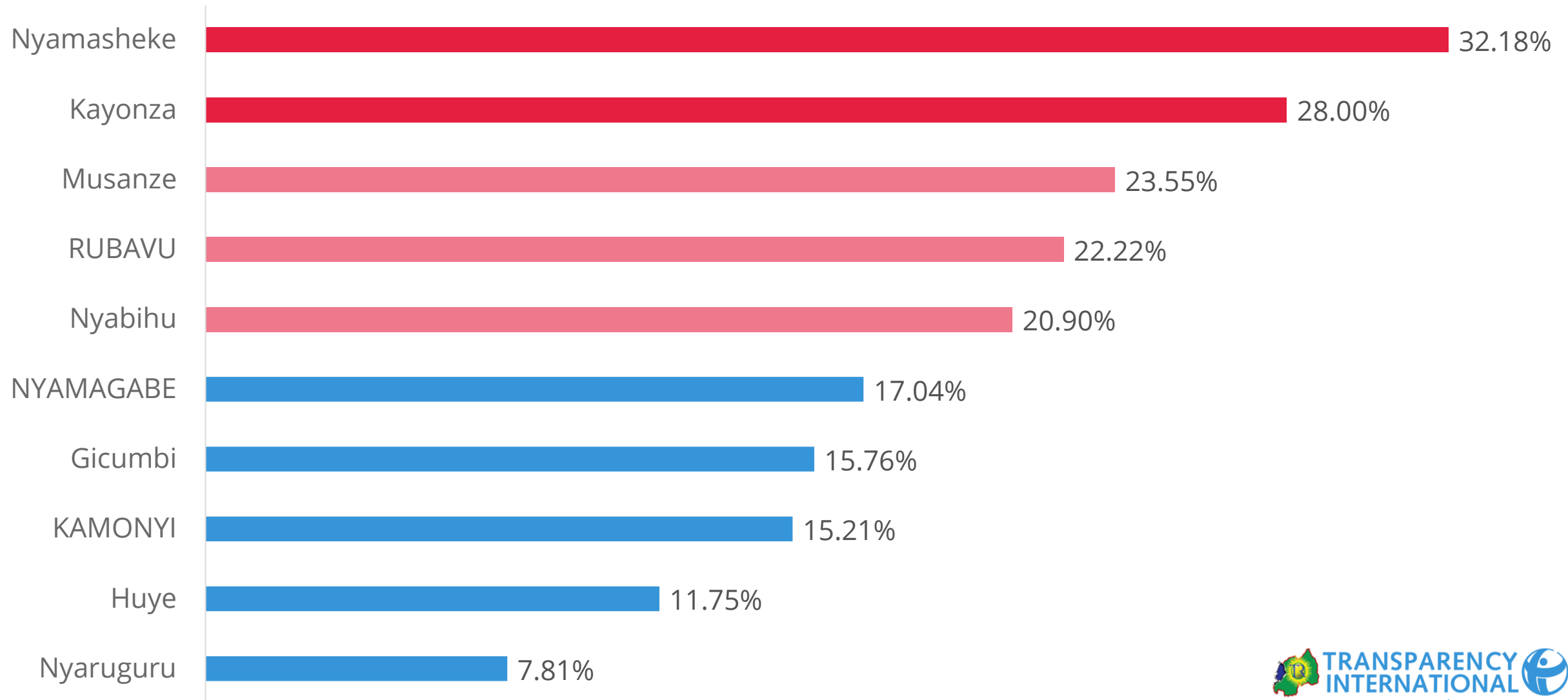


Corruption encounter

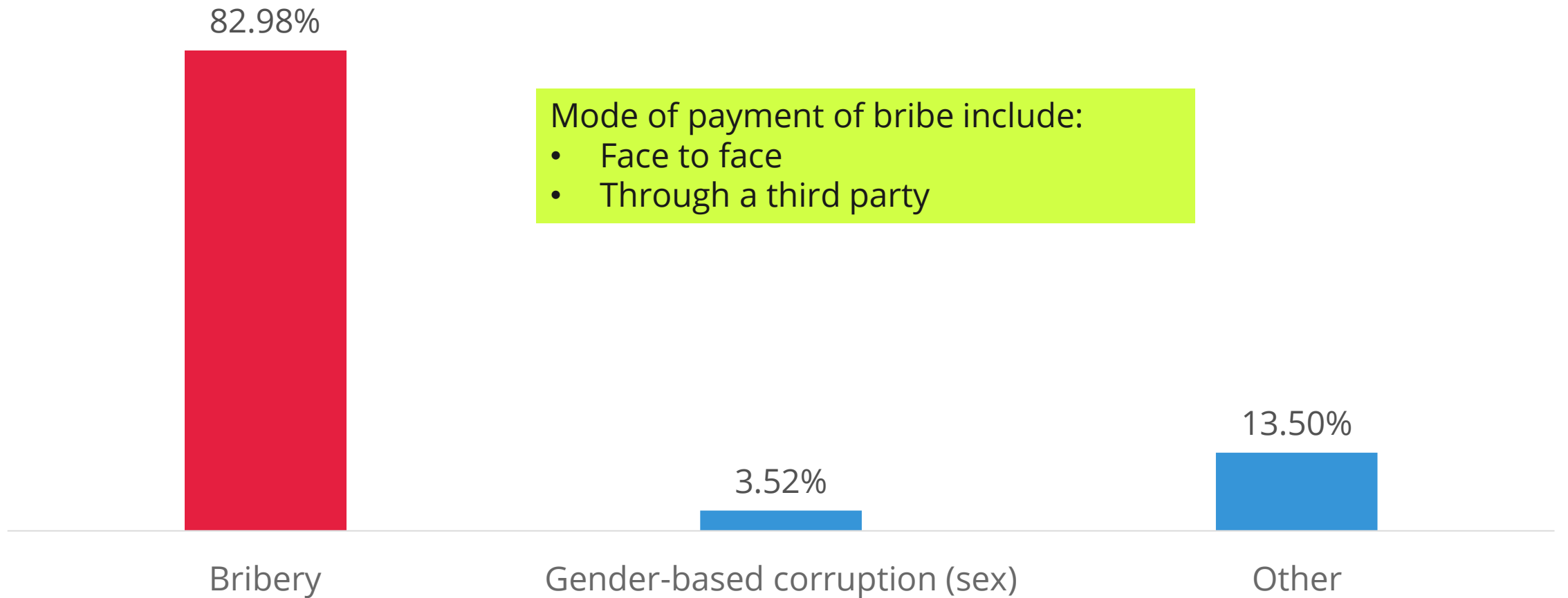
19.34%

Encountered
corruption
while seeking
a service

Corruption encounter



Type of corruption encountered



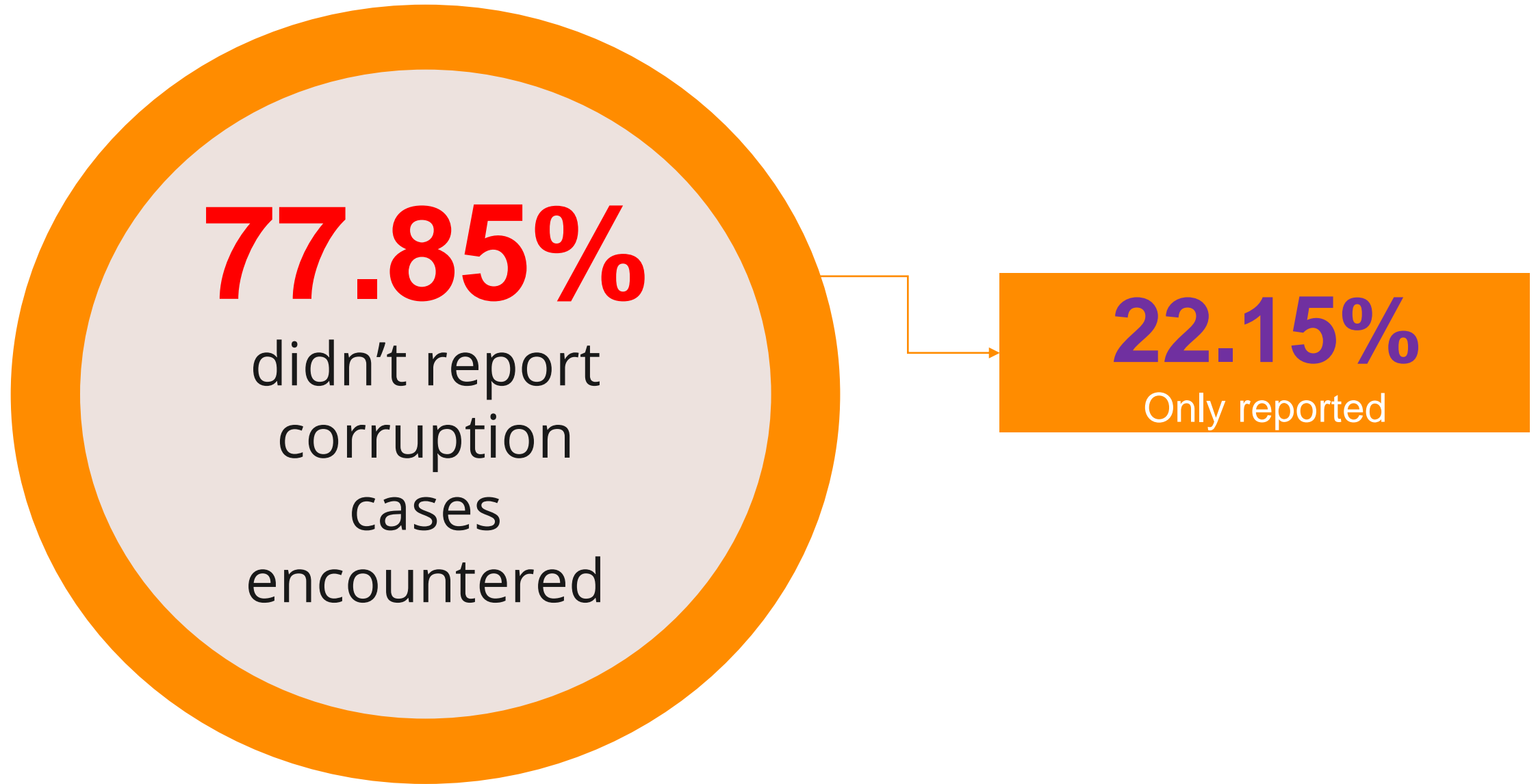
Mode of payment of bribe include:

- Face to face
- Through a third party

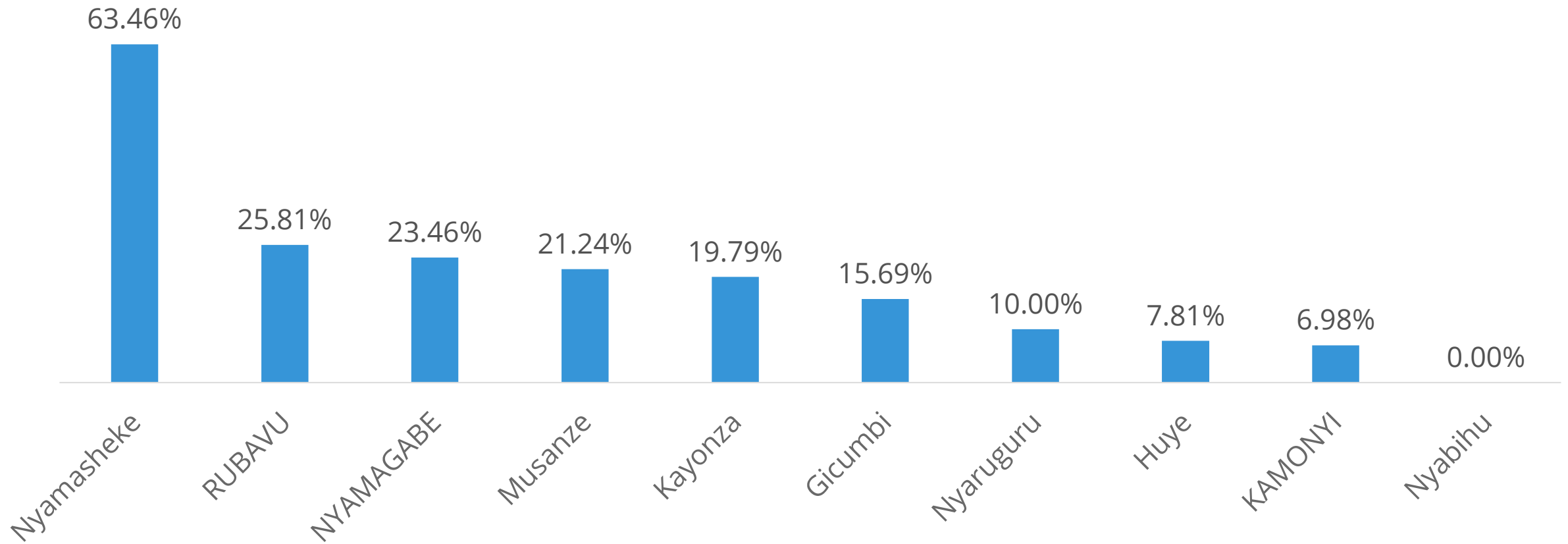
Other include:

- Favoritism; Nepotism; etc

Corruption reporting



Corruption reporting (data disaggregated per district)



Reasons for not reporting corruption

36.32%

I was afraid of the consequences

26.86%

Nothing would have changed

15.03%

I did not have enough evidence

12.84%

I did not know whom to report it to

5.74%

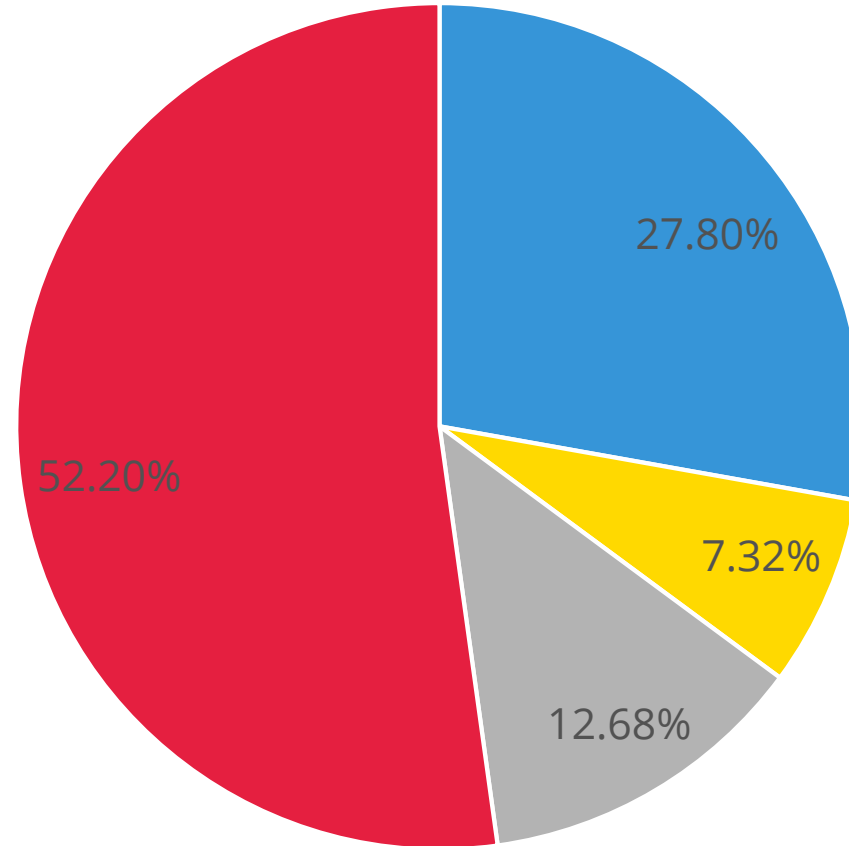
it would have taken too much time and effort

3.21%

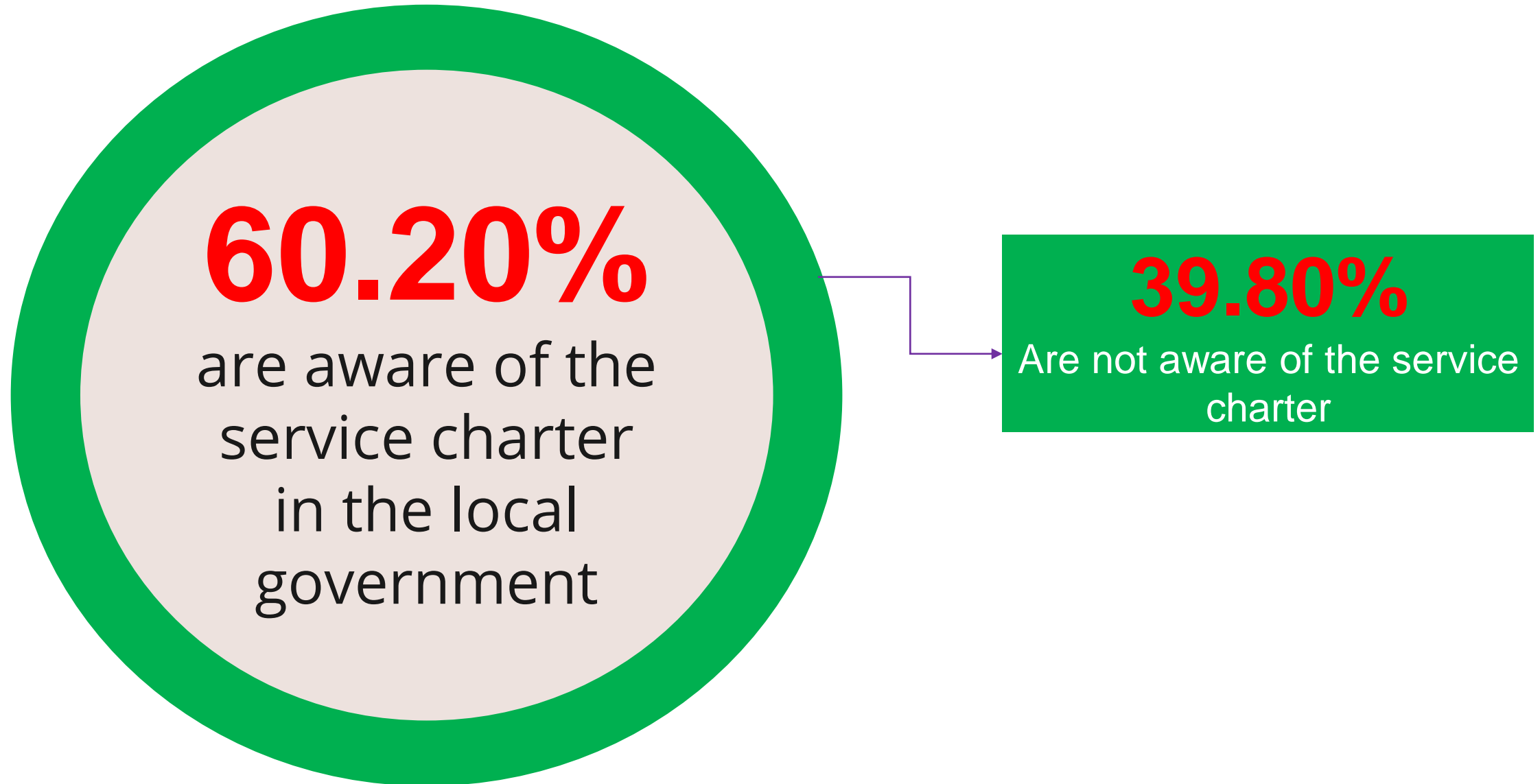
Others

Satisfaction after reporting

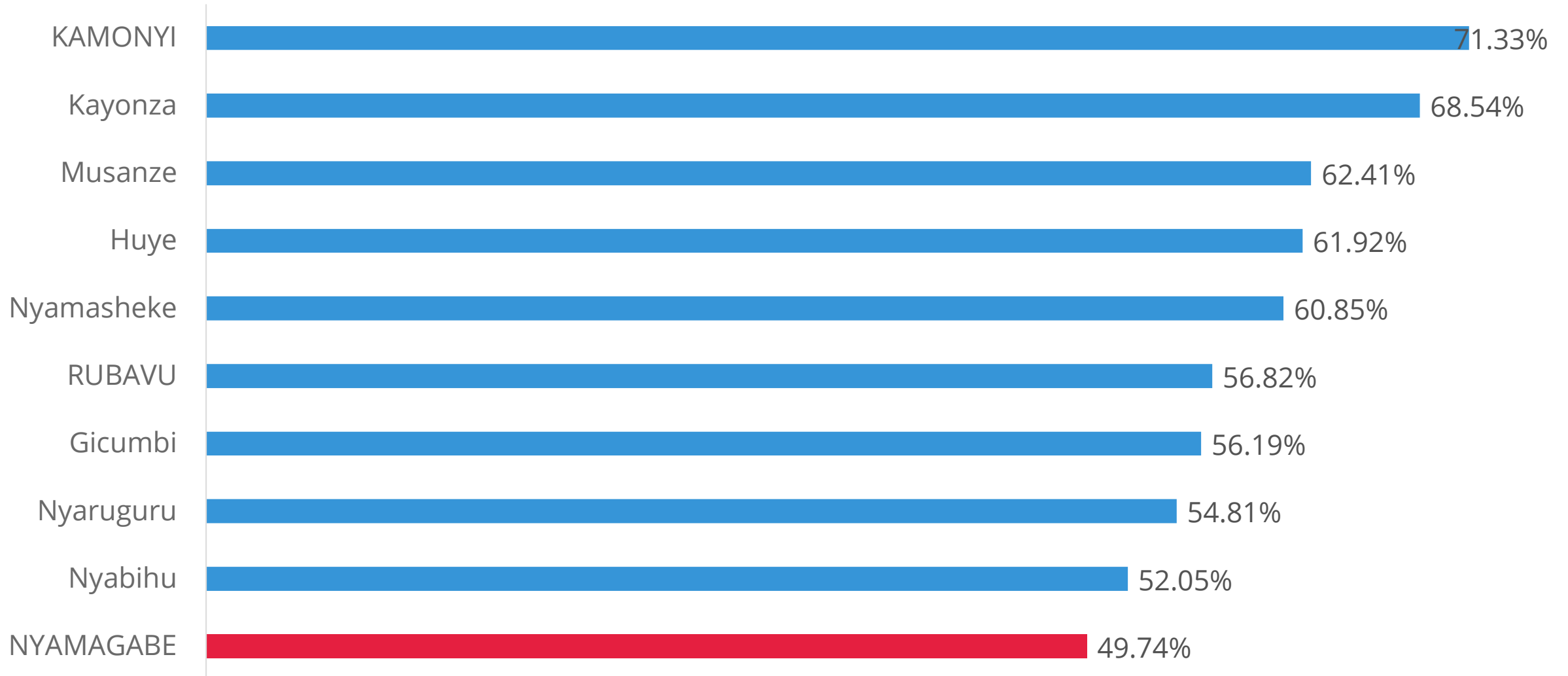
- No action taken at all: 27.80%
- Fully satisfied: 7.32%
- Partly satisfied: 12.68%
- Not satisfied: 52.20%



Awareness of the service charter in the local government



Awareness of the service charter (data disaggregated per district)



Recommendations

- As quite number of services are provided through irembo, there is a need to increase citizens awareness on this platform, and increase its accessibility and availability in the rural area;
- Though the level of service received is high (73.16%), but there is still a significant number of citizens who didn't receive the service (26.84%). One of the reasons advanced by citizens is that the Local leaders do not pay attention to them (55.03%), or they are requested to pay bribe (13.67%). Therefore, there is a need to jointly work together to sensitize Local leaders on their responsibilities to provide quality services, the right of citizens to access services;
- Put in place monitoring mechanisms to assess service delivery, track corruption prevalence, and ensure that citizens provide feedback on the service provided;
- Jointly sensitize citizens to report the non-service delivery to a competent authority (60.80% didn't report the non-service delivery);
- Establish reporting platforms/ mechanisms that can ensure the anonymity/ confidentiality of the whistle-blower

Recommendations


- Some services are still taking a long time to be provided, and yet they can be provided within one day as it is highlighted in the service charter. Therefore, there is a need to improve compliance with time while providing a service;
- 38.38% of citizens are not aware of the requirements to access service. This is not negligible. There is a need to work together to increase citizens awareness through cell assemblies, other platforms to interact with citizens, through user-friendly information, education and communication materials & visibilities, work with media, to mention but few;
- Joint efforts to curb corruption through conjugated/systematic actions to raise citizens awareness on corruption, its forms, on reporting;
- Set up mechanisms for reporting & monitoring corruption at the local government level;
- Joint actions to raise citizens awareness on the existence of a service charter highlighting requirements, time, payment amount and service providers.

MURAKOZE CYANE!

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