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

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.
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**
- Female: 50%
- Male: 50%

“Unknown” excluded (n=4,903).

**Age**
- <20: 3%
- 20-29: 29%
- 30-39: 29%
- 40-49: 22%
- 50-59: 10%
- 60-69: 6%
- >69: 2%

“Unknown” excluded (n=4,630).

**Educational level**
- None: 10%
- Primary education: 59%
- Secondary education: 22%
- Vocational Training: 5%
- University: 4%

“Unknown” excluded (n=4,917).

**Disability**
- 12%

“Unknown” excluded (n=4,903).
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).

8 frequent standard Sector services with unambiguous statement of payment and waiting time that were received by client considered, “Unknown” excluded (n=1,163).
Payment compliance per service

<table>
<thead>
<tr>
<th>Service</th>
<th>Compliance (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution of complaints/conflicts related to land</td>
<td>90.1%</td>
</tr>
<tr>
<td>Land transfers</td>
<td>71.7%</td>
</tr>
<tr>
<td>Birth registration</td>
<td>70.9%</td>
</tr>
<tr>
<td>Birth certificate</td>
<td>63.9%</td>
</tr>
<tr>
<td>Certificate for being single</td>
<td>61.7%</td>
</tr>
<tr>
<td>Marriage certificate</td>
<td>46.0%</td>
</tr>
<tr>
<td>Certificate of full identity</td>
<td>37.6%</td>
</tr>
<tr>
<td>Construction permit in community settlement</td>
<td>37.3%</td>
</tr>
<tr>
<td>Acquiring a marriage certificate</td>
<td>5.0%</td>
</tr>
<tr>
<td>Property ownership certificate</td>
<td>4.9%</td>
</tr>
</tbody>
</table>

8 frequent standard services of the sector with unambiguous statement of payment that were received by client considered, “Unknown” excluded (n=1,377).
Waiting time compliance per service

- Land transfers: 89.6%
- Construction permit in community settlement: 79.8%
- Birth registration: 73.9%
- Marriage certificate: 66.2%
- Certificate of full identity: 64.6%
- Certificate for being single: 64.1%
- Birth certificate: 60.0%
- Property ownership certificate: 56.5%
- Acquiring a marriage certificate: 54.5%
- Permit for tree products transportation: 52.2%

10 frequent standard services of the sector with unambiguous statement of payment that were received by client considered, “Unknown” excluded (n=1,421).
Service received?

- Birth registration: 83.6%
- Marriage certificate: 78.9%
- Certificate of full identity: 78.0%
- Land transfers: 77.0%
- Birth certificate: 76.5%
- Certificate for being single: 75.2%
- Acquiring a marriage certificate: 71.9%
- Permit for tree products transportation: 62.9%
- Construction permit in community settlement: 61.9%
- Property ownership certificate: 50.0%
- Execution of court judgments: 44.3%
- Resolution of complaints/conflicts related to land: 43.4%

12 frequent standard services of the Sector considered, “Unknown” excluded (n=4,634).
Knowledge of the Standard Service Charter (SSC) and service provision at Sector level

Do you know the Standard Service Charter?

- Yes: 61%
- Don't know SSC
- Know SSC

Service received?
- Yes: 61.9%
- Don't know SSC
- Know SSC

Payment compliant?
- Yes: 69.2%
- Don't know SSC
- Know SSC

Corruption encounter?
- Yes: 11.1%
- Don't know SSC
- Know SSC

Waiting time compliant?
- Yes: 66.1%
- Don't know SSC
- Know SSC

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

Suggestion Boxes:
Compliance of Payments with Standard Service Charter

Source: Transparency International Rwanda, Suggestion Box data collected in May and July 2016. It frequently demanded standard services at Sector level that were received by client considered, unknown payments excluded (n=1,421).

Legend
Compliance of sector service delivery with Standard Service Charter
- Payment compliant
- Payment not compliant

Number of questionnaires considered per sector: [Legend]

Sector boundaries
- Sector with Suggestion Box
- Sector without Suggestion Box

Click here for the zoomable map:
Waiting time compliance by Sector

Suggestion Boxes:
Compliance of Waiting Time with Standard Service Charter

Source: Transparency International Rwanda, Suggestion Box data collected in May and July 2016. 11 frequently demanded standard services at Sector level that were received by client considered, unknown waiting time excluded (n=1,523).

Legend
Compliance of sector service delivery with Standard Service Charter
- Waiting time compliant
- Waiting time not compliant

Number of questionnaires considered per sector:

Sector boundaries
- Sector with Suggestion Box
- Sector without Suggestion Box

Click here for the zoomable map:
Corruption encounter in local service provision

**Corruption encounter**

- 15.5%

**Forms of corruption encountered**

- Money bribe: 69.8%
- Other: 11.4%
- Through a third party: 7.6%
- Phone airtime: 6.4%
- Sex-based corruption: 3.3%
- Work before service: 1.4%

All services/all service providers considered, “Unknown” excluded (n=4,352).

All cases of corruption encounter considered, “Unknown” excluded (n=577).
Corruption encounter per type of local administration service provider

- Head of Village: 36.8%
- Sector Agronomist: 26.6%
- ES of the Cell: 23.5%
- Tax and fee payment: 14.5%
- ES of the Sector: 13.5%
- Sector Education Officer: 13.5%
- Sector Social Affairs Officer: 11.6%
- Sector Land Notary: 5.9%
- Sector Civil Status Officer: 5.9%

All local administration service providers from Umudugu to Sector level considered, “Unknown” excluded (n=3,217).
## Corruption encounter in 12 most frequent standard Sector office services

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

12 most frequent standard services of the sector considered, “Unknown” excluded (n=2,479).
Lack of Reporting

Reporting of encountered corruption cases

- **Reported**: 25%
- **Not reported**: 75%

Reasons for not reporting

1. Afraid of the consequences: 39.1%
2. Nothing would change: 24.1%
3. Not enough evidence: 18.7%
4. Too much time and effort: 7.1%
5. Didn't know where to report: 6.8%
6. Others: 4.2%

All cases of corruption encounter considered, “Unknown” excluded (n=580).

All cases of unreported corruption encounter considered, “Unknown” excluded (n=353).
Corruption encounter by Sector

**Suggestion Boxes:**
**Corruption Encounter**

Source: Transparency International Rwanda, Suggestion Box data collected in May and July 2016. All services/service providers considered, unknown excluded (n=4,322).

**Legend**
- Corruption encounter
  - No
  - Yes

Number of questionnaires considered per sector:

**Sector boundaries**
- Sector with Suggestion Box
- Sector without Suggestion Box

Click here for the zoomable map:
Service delivery and gender

<table>
<thead>
<tr>
<th>Payment compliant?</th>
<th>Waiting time compliant?</th>
<th>Corruption encounter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>64.9%</td>
<td>74.7%</td>
<td>14.8%</td>
</tr>
</tbody>
</table>

- 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).
- All services/all service providers considered, “Unknown” excluded (n=4,219).
Service delivery and disability status

Payment compliant?

- Not disabled: 65.9%
- Disabled: 62.2%

Waiting time compliant?

- Not disabled: 72.8%
- Disabled: 68.6%

Corruption encounter

- Not disabled: 14.8%
- Disabled: 20.9%

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).

All services/all service providers considered, “Unknown” excluded (n=4,236).
Service delivery and youth

**Payment compliant?**
- Under 30: 62.5%
- 30 and older: 68.7%

**Waiting time compliant?**
- Under 30: 71.6%
- 30 and older: 72.8%

**Corruption encounter**
- Under 30: 12.7%
- 30 and older: 17.0%

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).

All services/all service providers considered, “Unknown” excluded (n=3,994).
Service delivery and education

Payment compliant?

70.1% 68.3% 62.7% 61.7% 64.5%

Waiting time compliant?

73% 71% 72% 77% 79%

Corruption encounter

18.9% 16.0% 11.6% 22.2% 9.8%

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).

11 frequent standard Sector services with unambiguous statement of waiting time that were received by client considered, “Unknown” excluded (n=1,493).

All services/all service providers considered, “Unknown” excluded (n=4,226).