



TRANSPARENCY
INTERNATIONAL
RWANDA



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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.

Ikubonyemurako ku bibanza n'imbanga ya serivisi na ruswa mu zango z'ibanza Umushinga w'Ushyamba b'ubufasha b'ubufasha

(1) Icyamba _____ Umukozi _____ Umukozi _____ ID / ibanza _____

(2) Igiyaga? Ihya akamenyesho V mu kazu [] Umukozi A. Gize [] B. Gize []

(3) Uko imyaka yageze? (Uguzanya umubonye w'imyaka yageze)

(4) Amashuri waze: ar'ubuho bwagize? Ihya akamenyesho V mu kazu kamwe gusa ukuriye.

1. Amashuri akabaye []	2. Amashuri yashyirakuye []	3. Kamukama []	4. Amashuri y'ivyaha []	5. Ntabwo []
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(5) Hari ubwungu ubwo? Ihya akamenyesho V mu kazu [] Umukozi

A. Oya []	B. Yego []
Solukira _____	

(6) Ni iyihe serivisi? Umukozi wazuye (ubonye ushoboye) mu murya w'ubwo? Ihya akamenyesho V mu kazu kamwe umukozi

I. Kuba bwo byabazwe n'igice	A. Umukozi wazuye umurya []	B. Umukozi wazuye umurya []	C. Umukozi wazuye umurya []	D. Umukozi wazuye umurya []	E. Umukozi wazuye umurya []	F. Umukozi wazuye umurya []	G. Umukozi wazuye umurya []
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(7) Ni mu kaze kaze murumuna umukozi gukomeza icyo umukozi wazuye umurya? Umukozi

(8) Ni iyihe serivisi wazuye gukomeza ushoboye? (Uguzanya umubonye w'imyaka yageze)

A. Ukubonye umukozi mu kazu w'ubonye umukozi	B. Umukozi wazuye umurya	C. Umukozi wazuye umurya	D. Umukozi wazuye umurya
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(9) Ni iyihe serivisi wazuye gukomeza ushoboye? Ihya akamenyesho V mu kazu kamwe umukozi

A. Ukubonye umukozi mu kazu w'ubonye umukozi	B. Umukozi wazuye umurya	C. Umukozi wazuye umurya	D. Umukozi wazuye umurya
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(10) Ni iyihe serivisi wazuye gukomeza ushoboye? Ihya akamenyesho V mu kazu kamwe umukozi

A. Yego []	B. Oya []
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(11) Niya umukozi wazuye umurya, uguzanya umubonye umurya umukozi wazuye umurya? Ihya akamenyesho V mu kazu kamwe

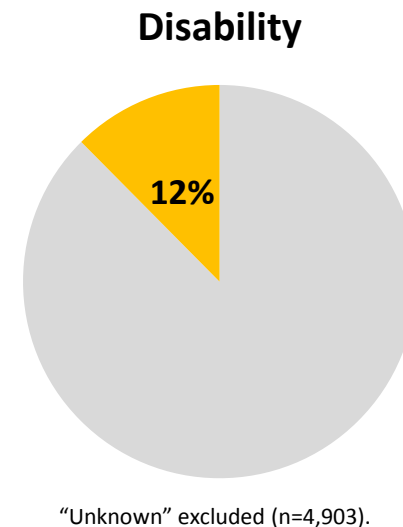
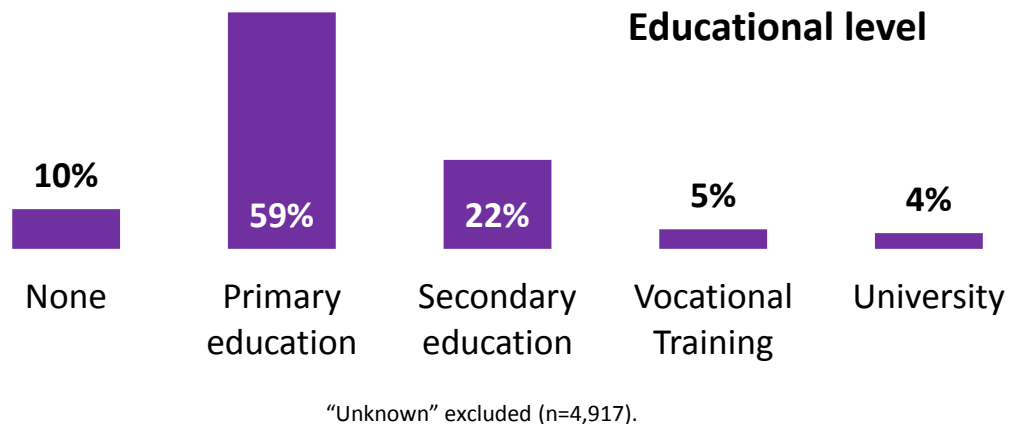
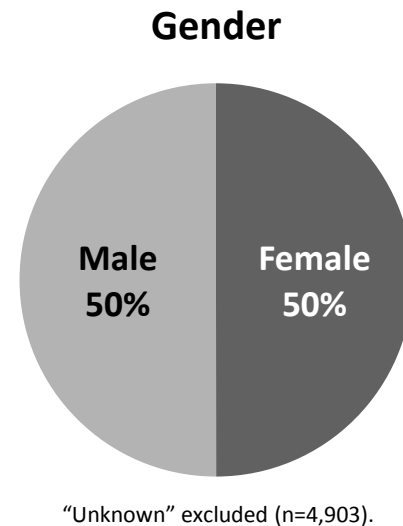
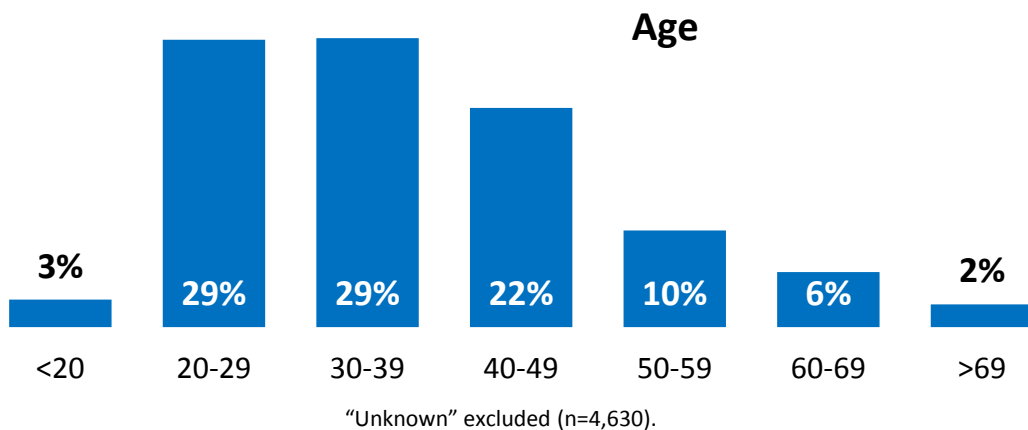
A. 100 RWPF []	B. 1.000 RWPF []	C. 1.000 RWPF []
D. 1.000 RWPF []	E. 2.000 RWPF []	F. 2.000 RWPF []
G. 2.000 RWPF []	H. 7.000 RWPF []	I. 7.000 RWPF []
J. 7.000 RWPF []	K. 15.000 RWPF []	L. 15.000 RWPF []

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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**.

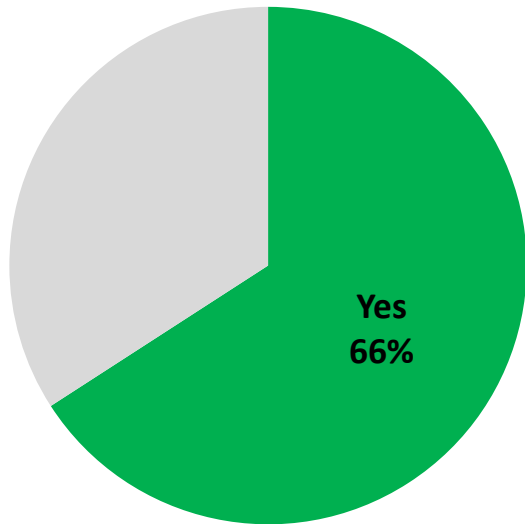




Compliance of Sector service delivery with Standard Service Charter

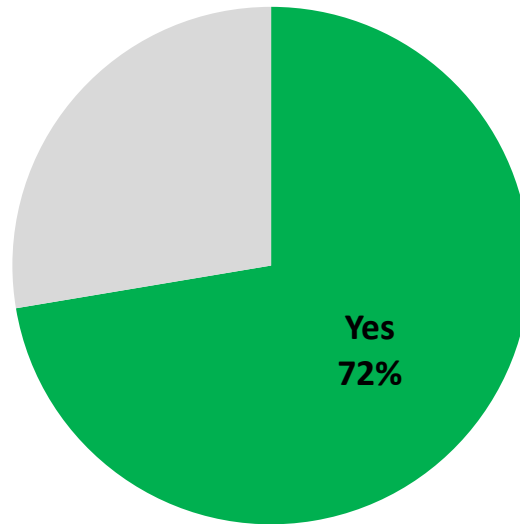


Payment compliant?



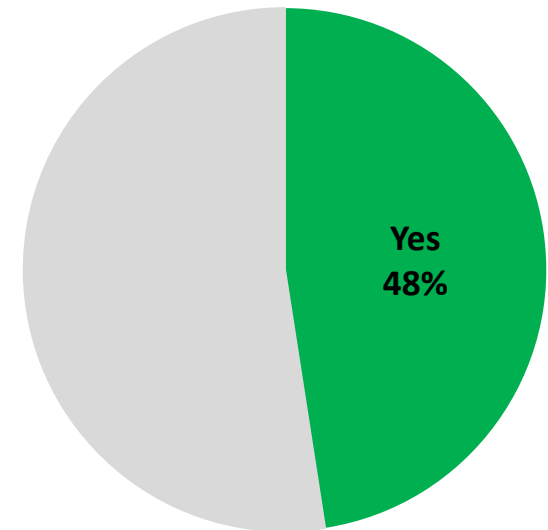
9 frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,421).

Waiting time compliant?



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

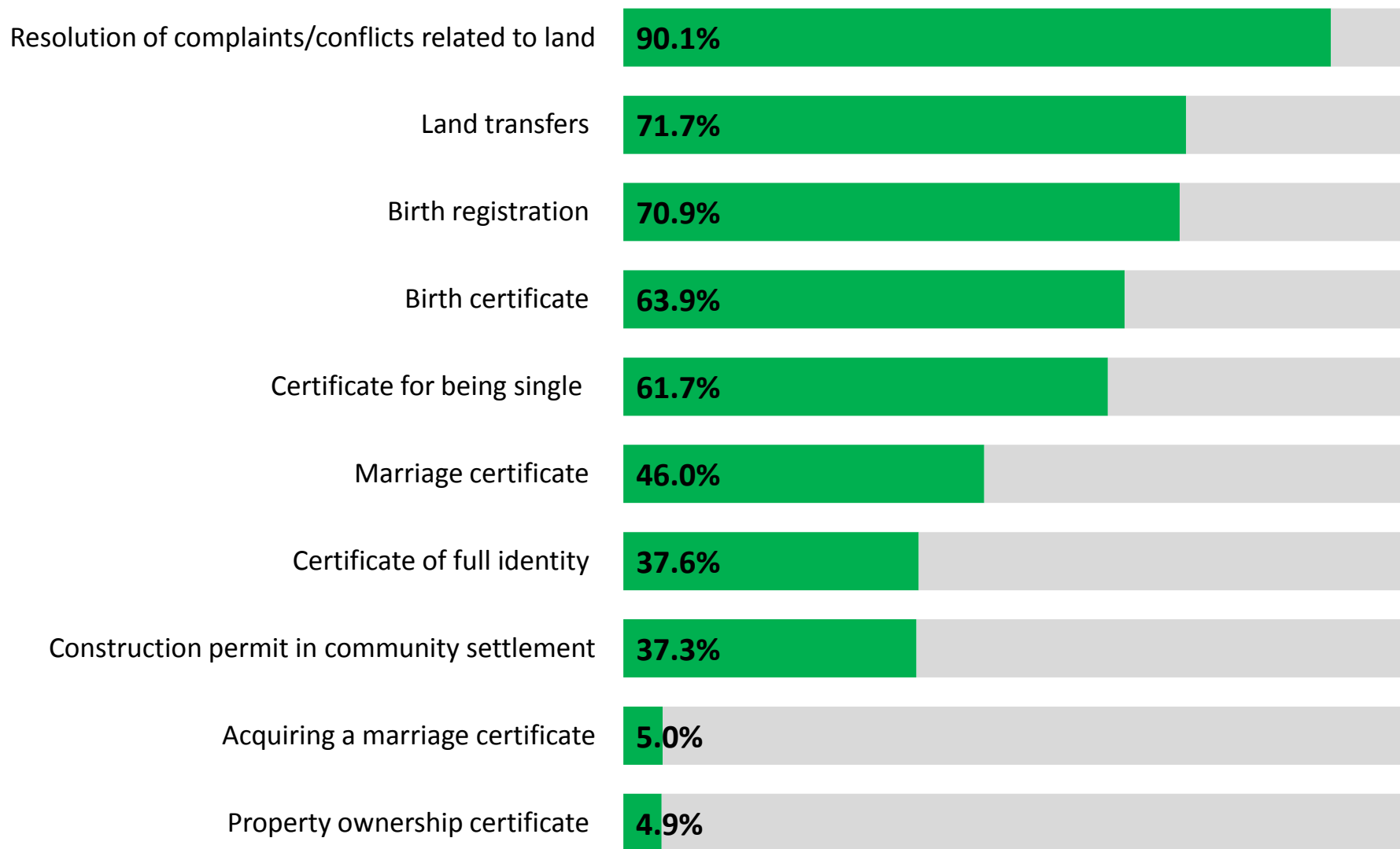
Payment and waiting time compliant?



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

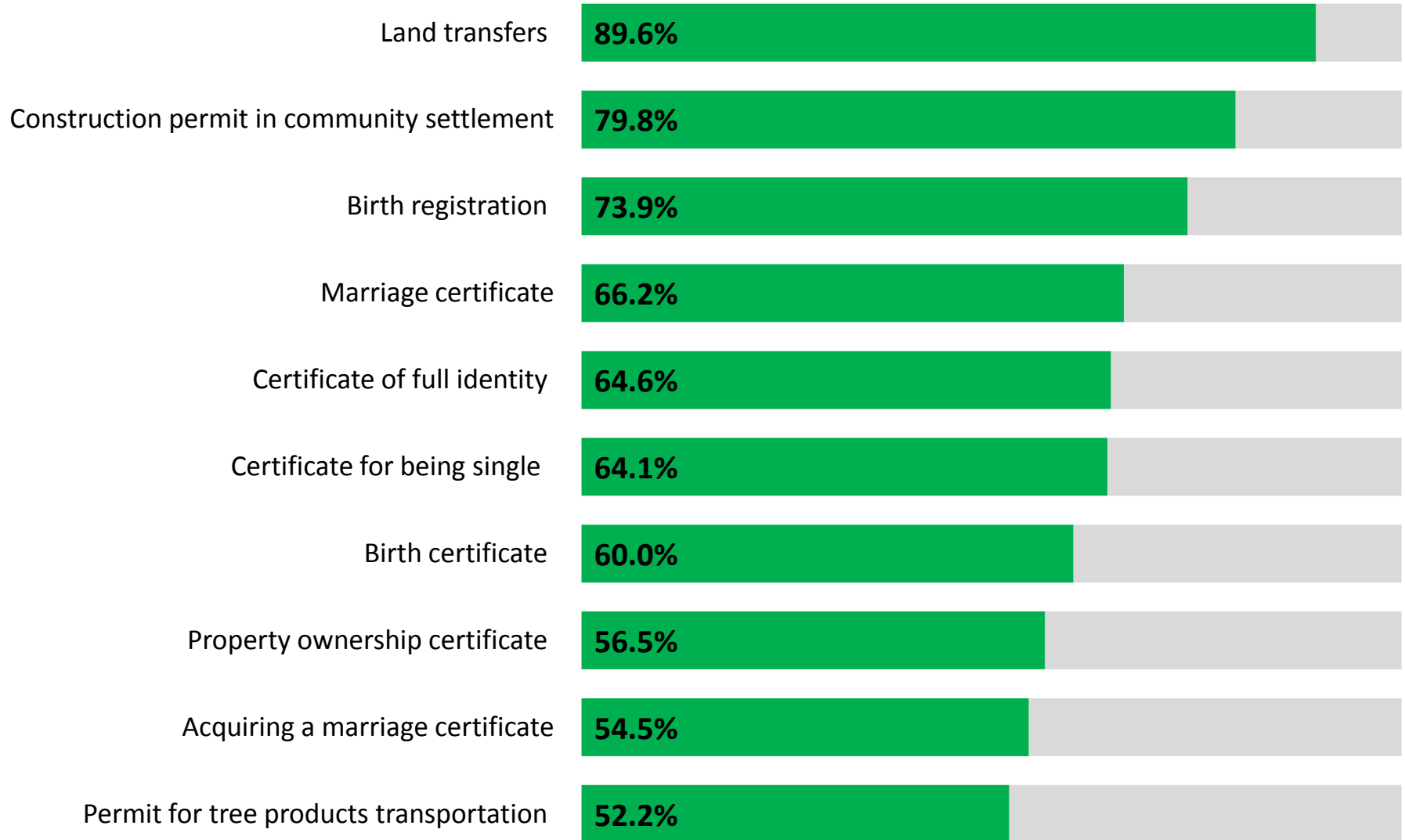


Payment compliance per service



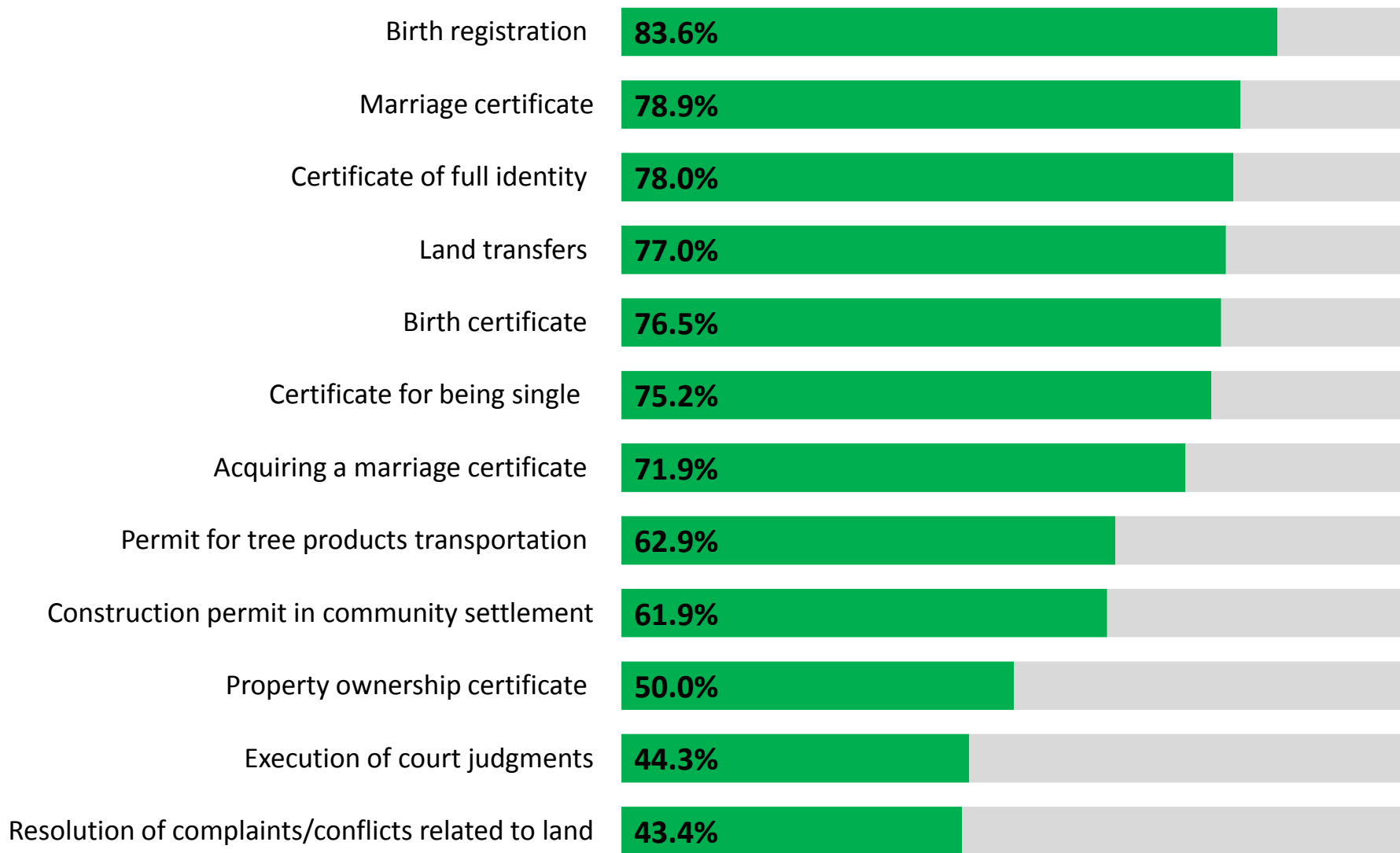


Waiting time compliance per service





Service received?

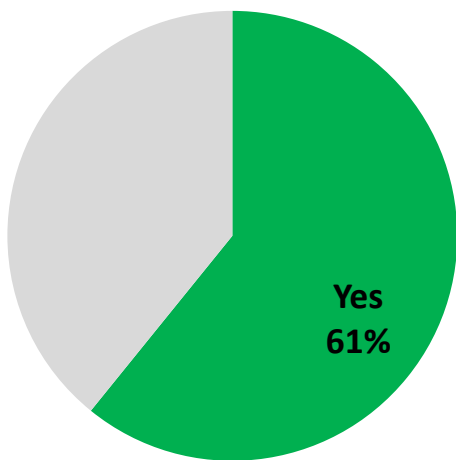




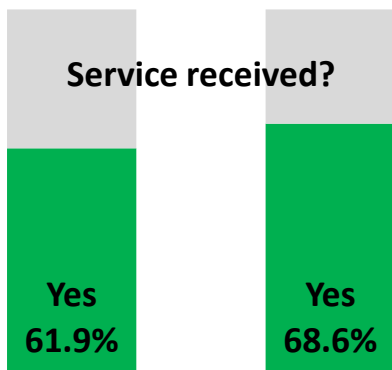
Knowledge of the Standard Service Charter (SSC) and service provision at Sector level



Do you know the Standard Service Charter?

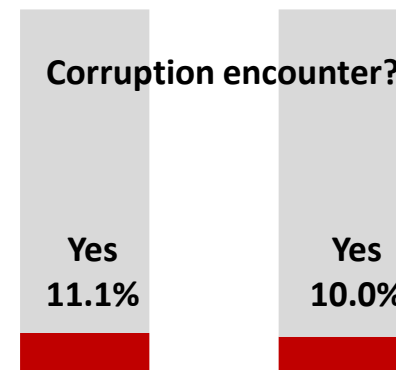


All Sector service providers considered, "Unknown" excluded (n=2,706).



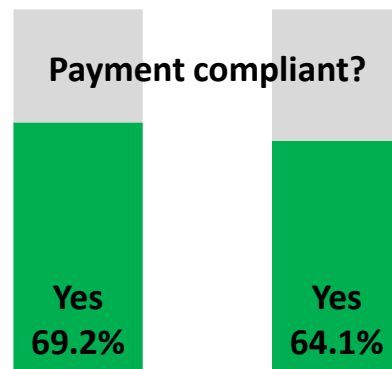
Don't know SSC Know SSC

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



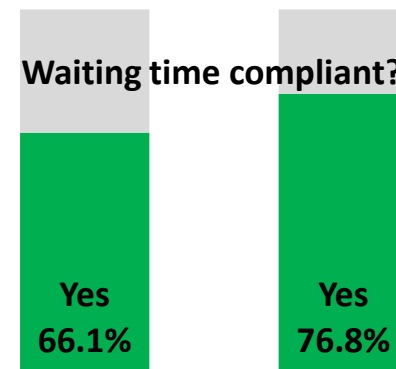
Don't know SSC Know SSC

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



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).



Don't know SSC Know SSC

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



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).

Click here for the zoomable map:



Waiting time compliance map

Legend

Compliance of sector service delivery with Standard Service Charter

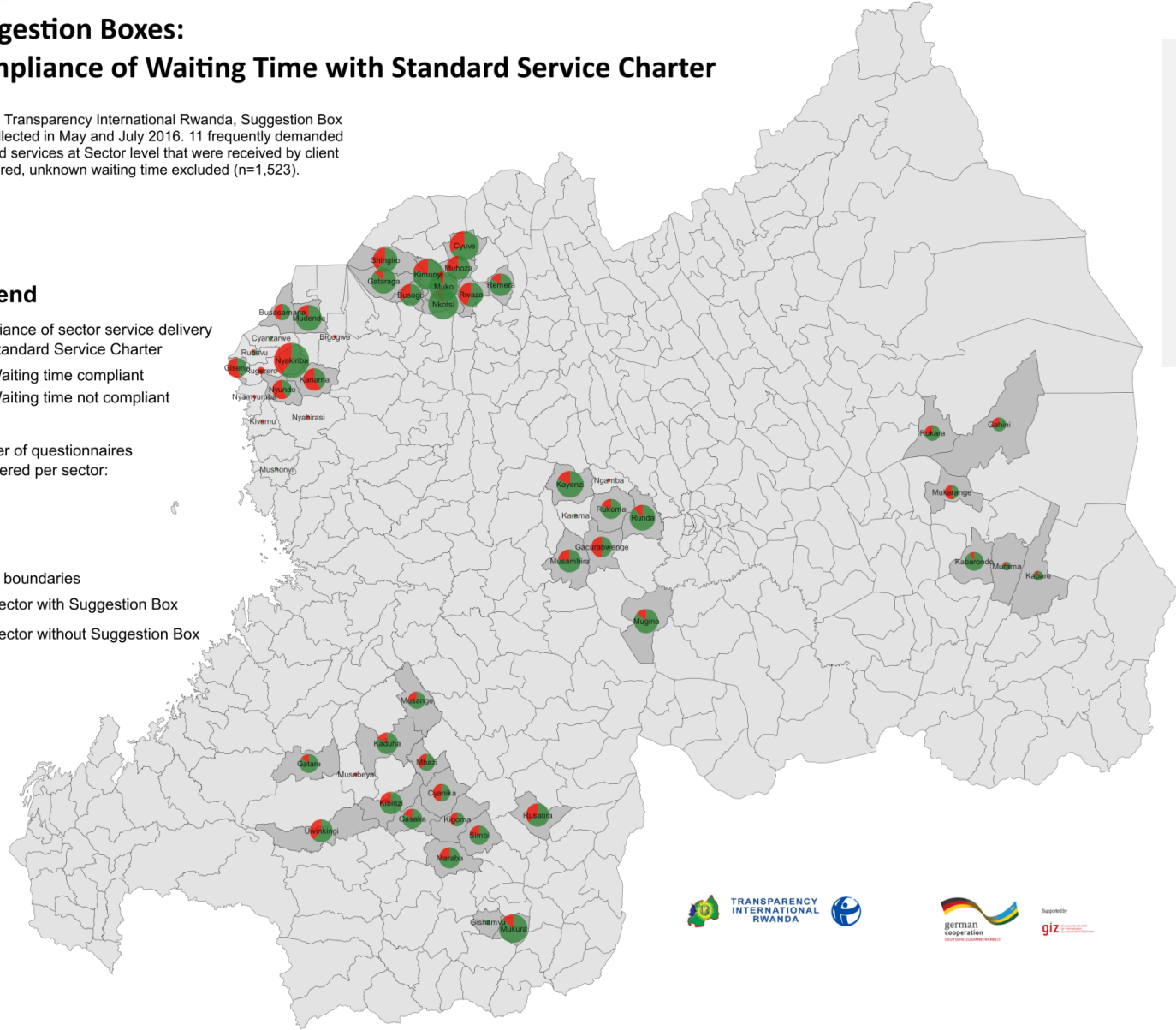
- Waiting time compliant
- Waiting time not compliant

Number of questionnaires considered per sector:



Sector boundaries

- Sector with Suggestion Box
- Sector without Suggestion Box

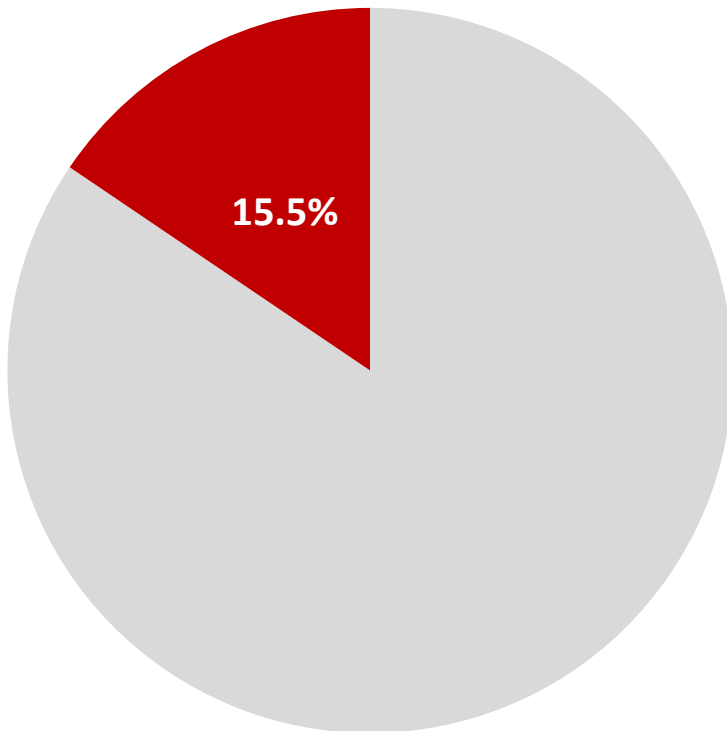




Corruption encounter in local service provision

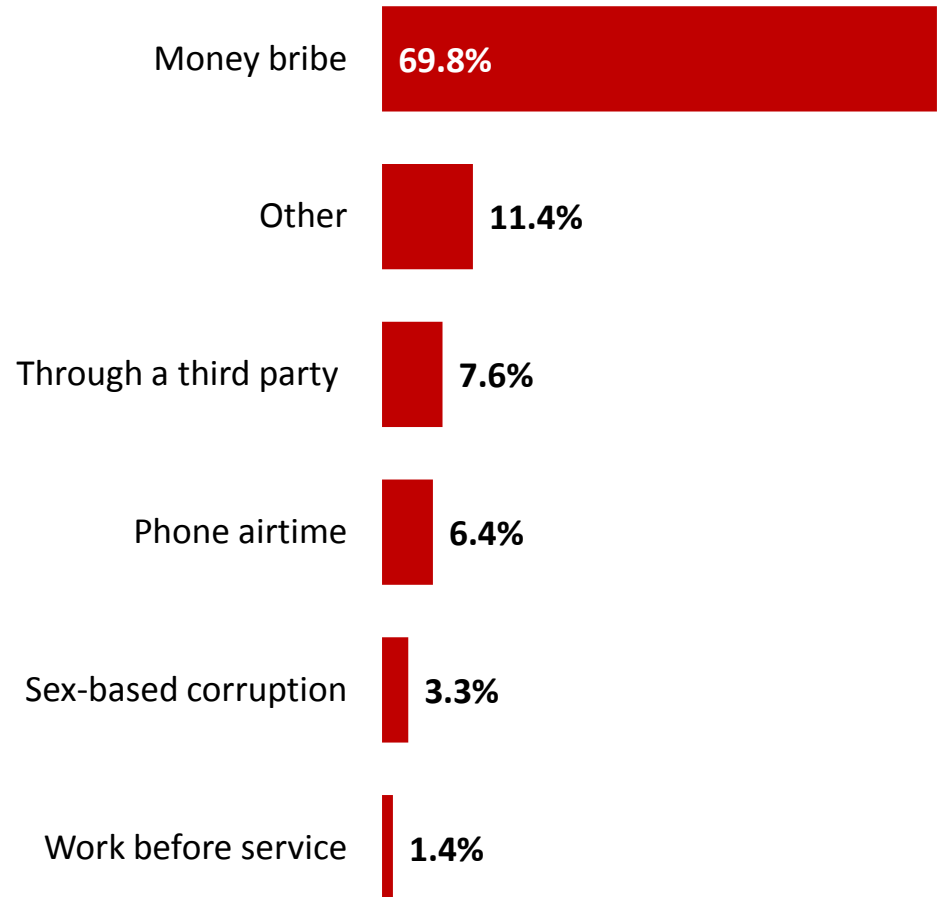


Corruption encounter



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

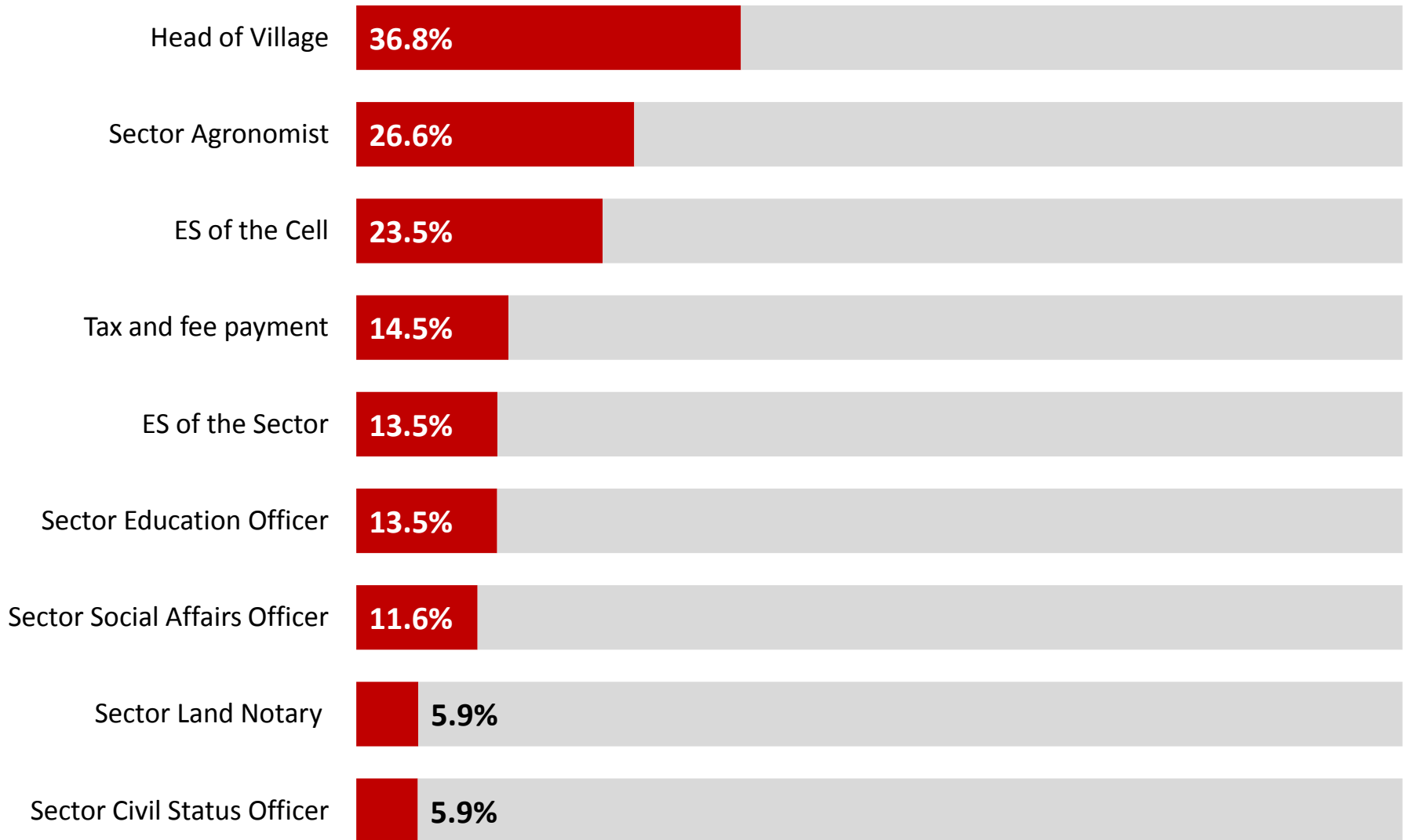
Forms of corruption encountered



All cases of corruption encounter considered, "Unknown" excluded (n=577).



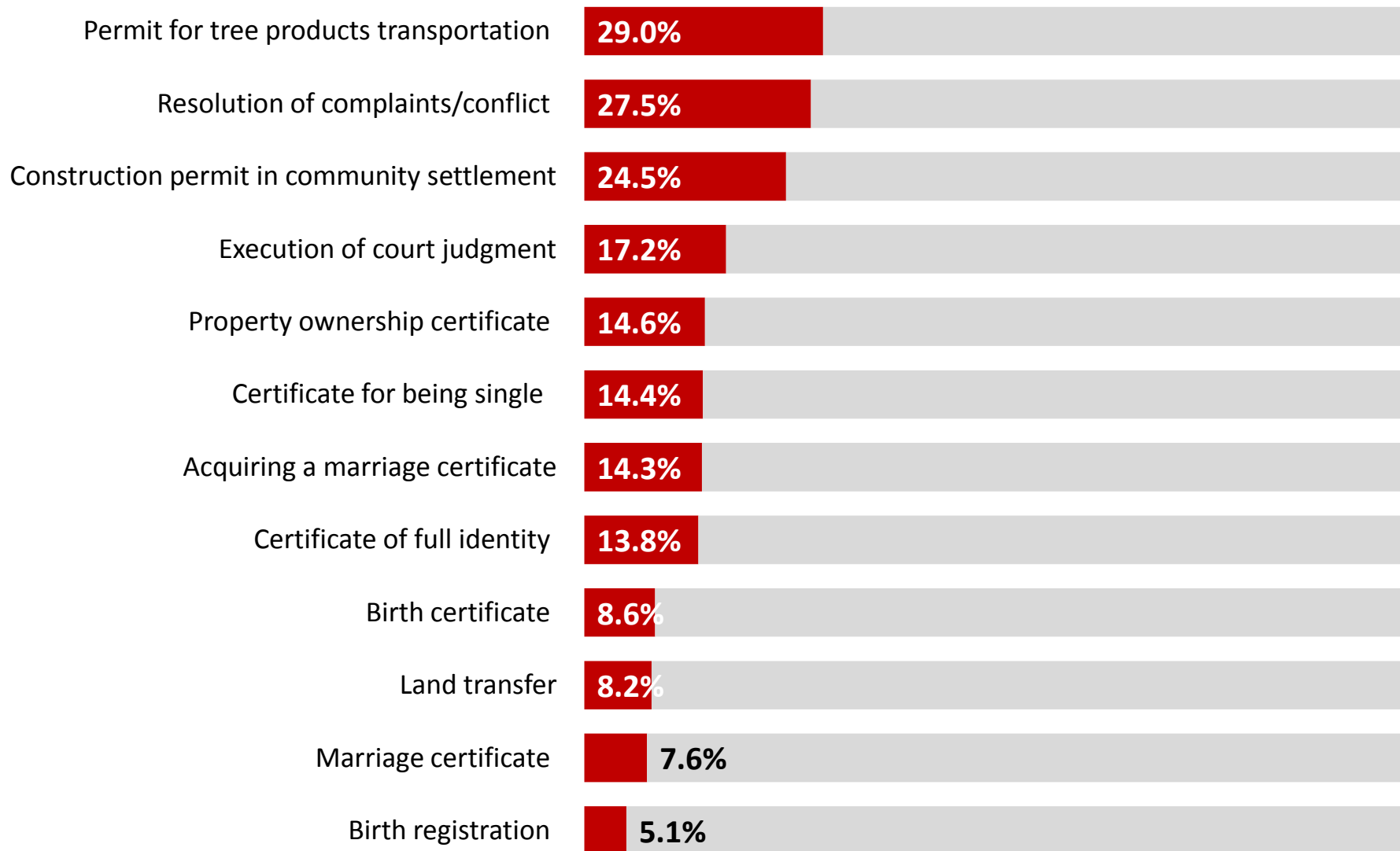
Corruption encounter per type of local administration service provider



All local administration service providers from Umudugu to Sector level considered, "Unknown" excluded (n=3,217).



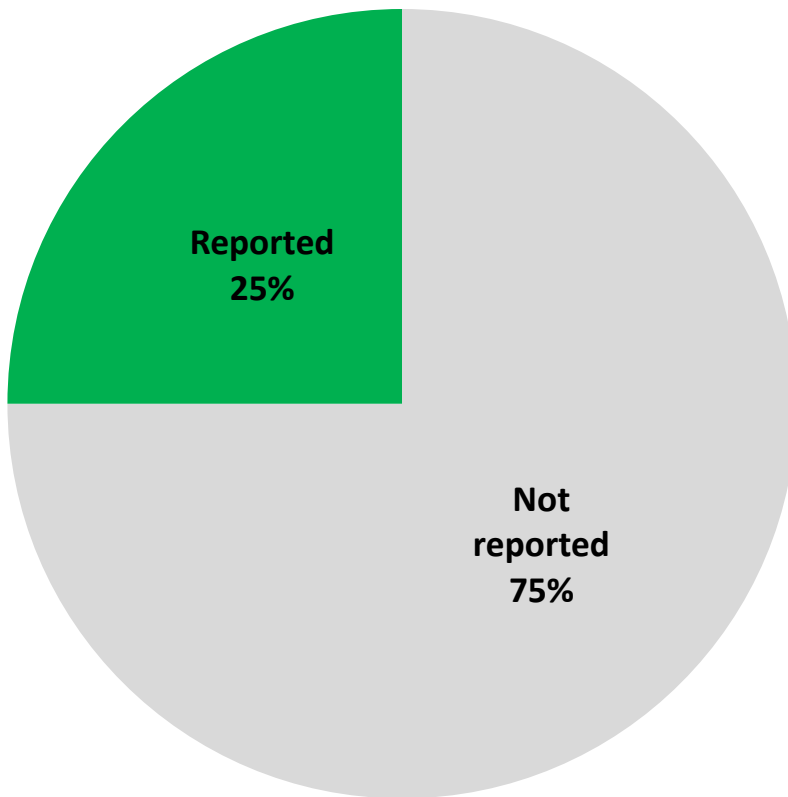
Corruption encounter in 12 most frequent standard Sector office services





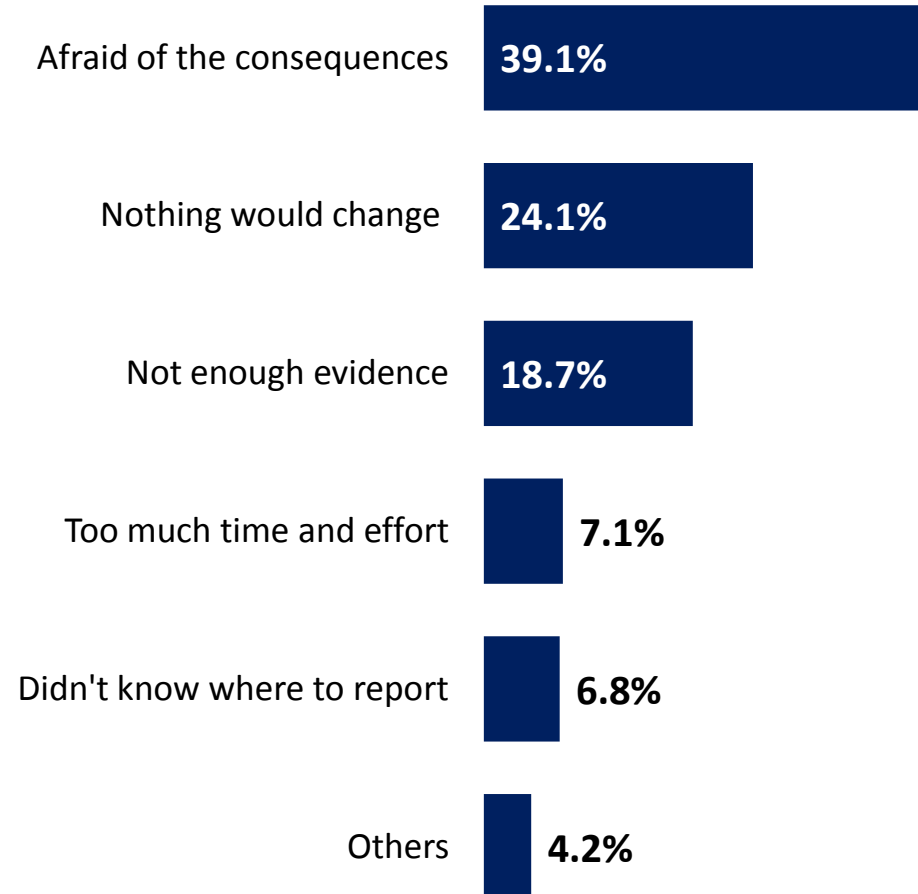
Lack of Reporting

Reporting of encountered corruption cases



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

Reasons for not reporting



All cases of unreported corruption encounter considered, "Unknown" excluded (n=353).



Corruption encounter by Sector

Suggestion Boxes: Corruption Encounter

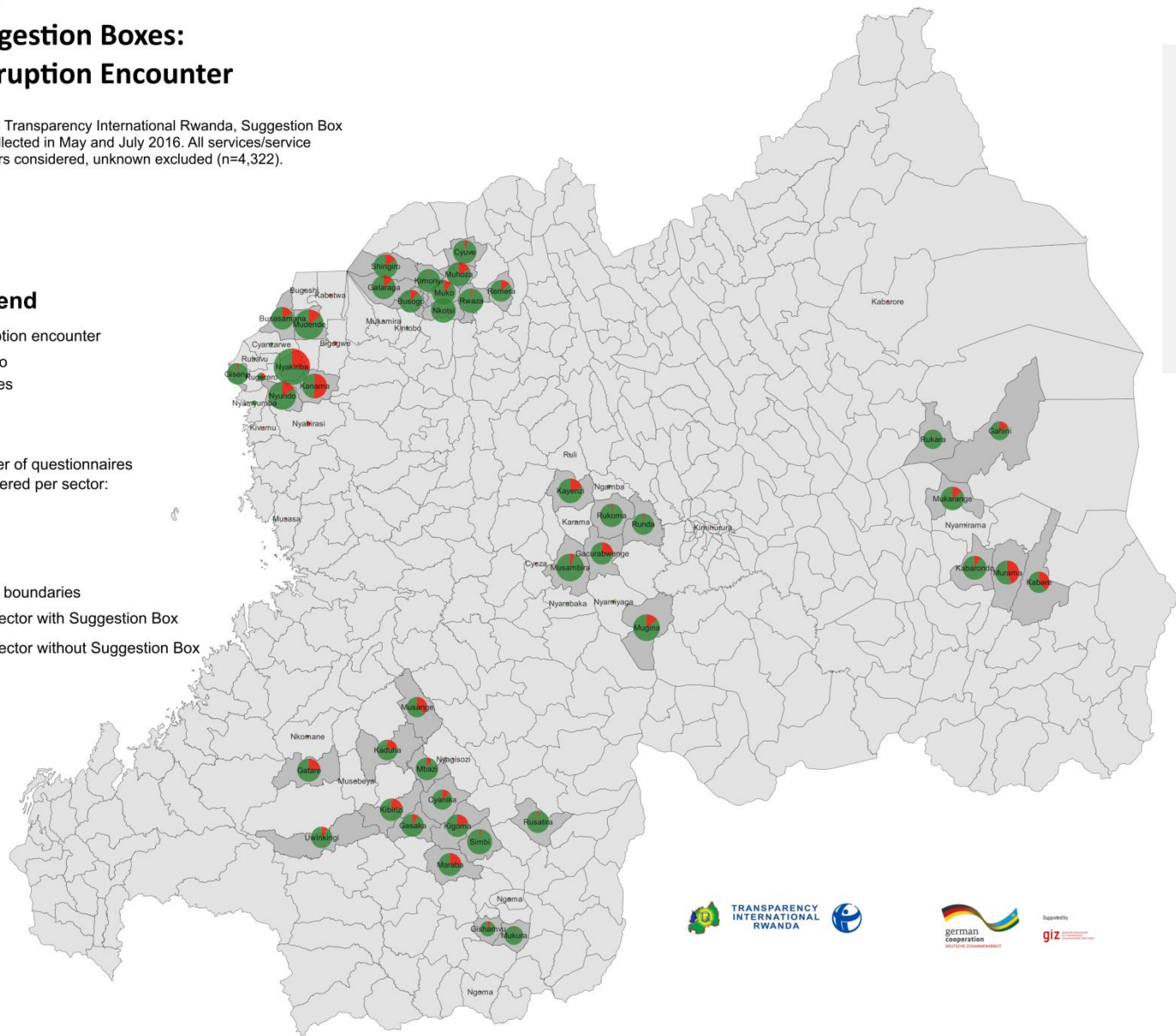
Source: Transparency International Rwanda, Suggestion Box data collected in May and July 2016. All services/service providers considered, unknown excluded (n=4,322).

Legend

Corruption encounter
No (green square)
Yes (red square)

Number of questionnaires considered per sector:
250 (largest circle)
100 (medium circle)
50 (small circle)
10 (smallest circle)

Sector boundaries
Sector with Suggestion Box (dark grey)
Sector without Suggestion Box (light grey)



Click here for the zoomable map:





Service delivery and gender



Payment compliant?



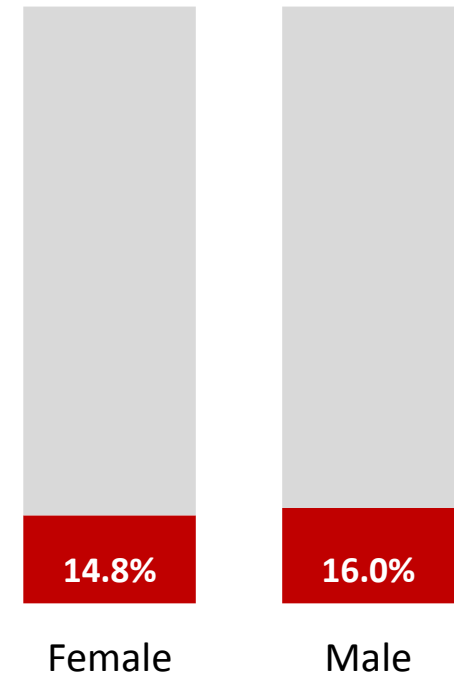
9 frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,383).

Waiting time compliant?



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

Corruption encounter



All services/all service providers considered, "Unknown" excluded (n=4,219).



Service delivery and disability status



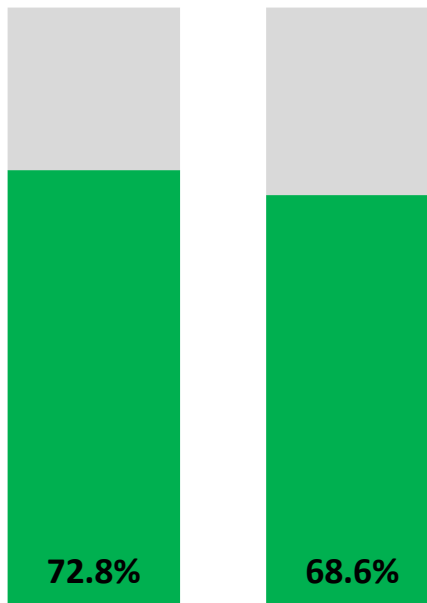
Payment compliant?



Not disabled

Disabled

Waiting time compliant?



Not disabled

Disabled

Corruption encounter



Not disabled

Disabled

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).

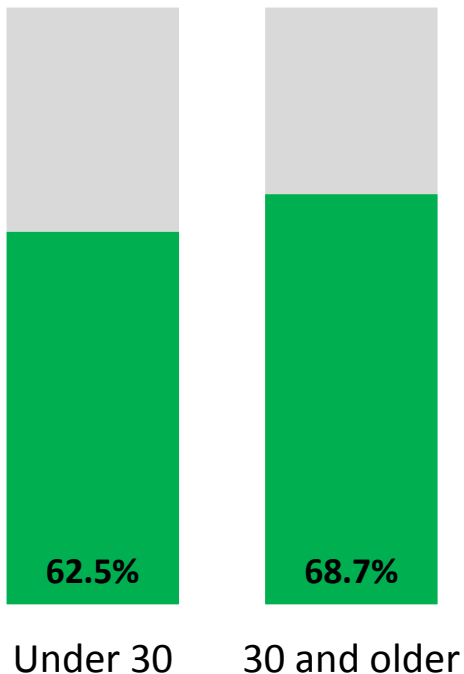
All services/all service providers considered, "Unknown" excluded (n=4,236).



Service delivery and youth

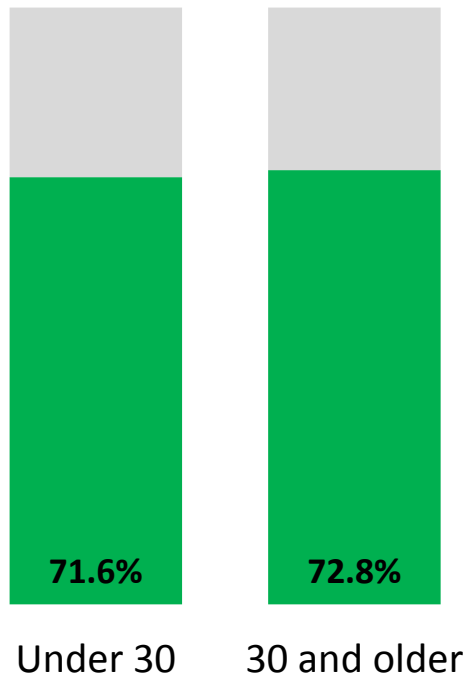


Payment compliant?



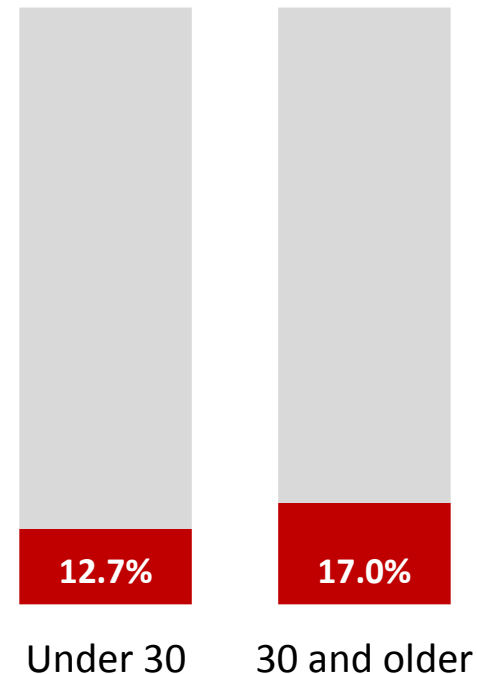
9 frequent standard Sector services with unambiguous statement of payment that were received by client considered, "Unknown" excluded (n=1,391).

Waiting time compliant?



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

Corruption encounter



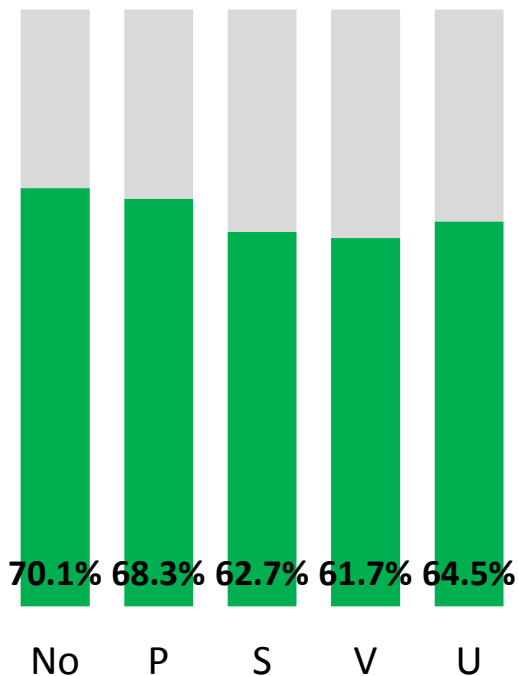
All services/all service providers considered, "Unknown" excluded (n=3,994).



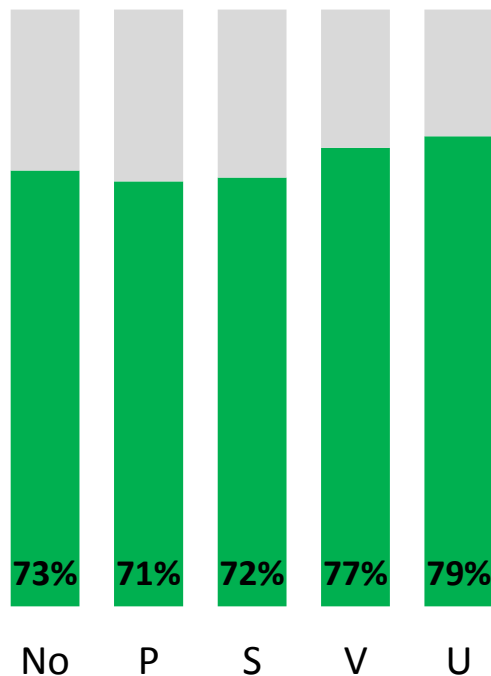
Service delivery and education



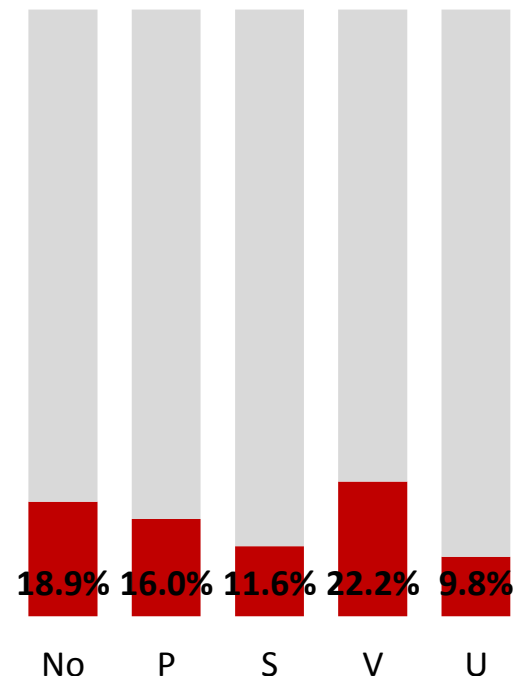
Payment compliant?



Waiting time compliant?



Corruption encounter



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).