



## **RIB SERVICE CHARTER**

### **INTRODUCTION**

Rwanda Investigations Bureau (RIB) was established pursuant to Law N°12/2017 of 07/04/2017 with the mandate of ensuring professional, independent and transparent criminal investigations.

In delivering on this mandate, the Bureau plays the key roles of prevention, detection and investigation of crimes. Performing these key functions, ensures that the perpetrators are held accountable and the victims get protected as justice is delivered.

The fundamental role of RIB therefore, is to serve the members of the community and to reduce crime. Development of a strong and positive relationship between RIB and the community is one of foremost objectives.

### **Vision**

Professional Investigative Institution that Upholds Rule of Law and Human Rights towards a Crime-free Nation

### **Mission Statement**

To prevent, detect, investigate and respond to current and emerging crime threats through the use of modern technology and building partnership in order to uphold the rule of law.

### **Core Values**

These core values are abridged into five values abbreviated as "PRIDE".

- Professionalism
- Respect
- Integrity & Accountability
- Dedication
- Enthusiasm

### **Customer rights**

- To be received, listened to and served with courtesy, promptness and respect
- To be served in a peaceful and professional manner
- To report poor service to the next level of RIB hierarchy
- To be given feedback without compromising confidentiality
- To be given special considerations in case of disability
- To be advised on the appropriate agency to handle his/her request



### Channels of reporting

- In-person
- Telephone: 166, 116, 3512 and 2040
- USSD Code for GBV MIS: \*812# and follow procedures
- Online: [www.rib.gov.rw](http://www.rib.gov.rw) (website), fill e-menyasha form

### KEY COMMITMENTS TO OUR CUSTOMERS:

#### RIB will be:

##### Accessible

- Provide 24/7 service to the customers
- Provide information through nearest available RIB station
- Always respond appropriately to all incoming calls
- If RIB attendance is required, a response team will respond
- Be accessible to all persons without any discrimination

##### Professional

- Listen and respond appropriately
- Treat all fairly with respect
- Maintain confidentiality
- Take ownership of the matter.

### RIB SERVICES

Type of service	Expectations from customers	Time line
<b>Administration and Finance related services</b>		
Payment of Suppliers	<ul style="list-style-type: none"><li>▪ Invoice</li><li>▪ Purchase order or contract</li><li>▪ Requisition</li><li>▪ Tender documents</li><li>▪ Delivery notes</li><li>▪ Pro-forma invoice</li><li>▪ Receiving note of goods/services/works</li><li>▪ Any other required document</li></ul>	Not later than 45 days
Dead body transportation clearance (valid for one month)	<ul style="list-style-type: none"><li>▪ Application letter to the RIB Secretary General</li><li>▪ A Medical certificate issued by hospital</li><li>▪ A copy of the deceased passport/ID</li><li>▪ A letter from embassy of the deceased.</li><li>▪ Sealing certificate where applicable</li></ul>	1 day



	Note: All required documents to be submitted to the nearest RIB Station	
Criminal Investigation Clearance (valid for 03 months)	<ul style="list-style-type: none"> <li>▪ Application letter to the RIB Secretary General</li> <li>▪ Two passport photos</li> <li>▪ A receipt of 1,200 Rwf (Irembo, Mobi cash or banks after declaration)</li> <li>▪ A copy of passport for people who want to go abroad and National ID for in-country purposes</li> <li>▪ Criminal record clearance issued by the National Prosecution Authority</li> <li>▪ Certificate of good conduct signed by the Executive Secretary of Sector, Chief Assistant Investigator at Station Bureau and Chief Investigator at District Bureau.</li> </ul> <p>(For people abroad, the certificate of good conduct issued by authority of their residence and validated by Rwandan Embassy)</p> <p>Note: All required documents to be submitted to the nearest RIB Station</p>	03 days
Fingerprint certificate	<ul style="list-style-type: none"> <li>▪ Application letter to the RIB Secretary General</li> <li>▪ Two passport photos</li> <li>▪ A receipt of 1,200 Rwf (Irembo, Mob cash or banks after declaration)</li> <li>▪ A copy of passport for people who want to go abroad and National ID for in-country purposes</li> </ul>	One day
Theft Declaration Certificate	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Two Passport photos</li> </ul>	1 Days
INTERPOL Moto vehicle clearance certificate	<ul style="list-style-type: none"> <li>▪ Application letter to the Secretary General</li> <li>▪ Inactivity certificate issued by Rwanda Revenue Authority</li> <li>▪ Copy of log book</li> <li>▪ Copy of ID or passport</li> </ul>	1 Day
Certificate of Good Conduct	<ul style="list-style-type: none"> <li>▪ Certificate of good conduct signed by the Executive Secretary of Sector, Chief Assistant Investigator at</li> </ul>	2 Days





	Station Bureau and Chief Investigator at District Bureau	
Organ Transplant Statement form	<ul style="list-style-type: none"> <li>▪ Application letter to the Secretary General</li> <li>▪ Two passport photos of the donor</li> <li>▪ A receipt of payment for Fingerprint Certificate</li> <li>▪ Medical report for donor and recipient</li> <li>▪ Copies of ID and Passport for donor and recipient</li> <li>▪ Two (02) copies of affidavit certificate signed by the next of kin and notary</li> <li>▪ Two copies of (02) family structure certificate</li> <li>▪ Physical presence at the issuing office</li> </ul>	1 Days
<b>Crime prevention and crime investigation services</b>		
Receive and register all reports or complaints about crime	<ul style="list-style-type: none"> <li>▪ Report information on crime or complaints about crime</li> <li>▪ Providing feedback about our service</li> <li>▪ Use toll free numbers</li> <li>⇒ <b>166</b>: Emergence Call or sharing crime related information</li> <li>⇒ <b>3512</b>: Reporting domestic and/or Gender Based Violence</li> <li>⇒ <b>116</b>: Reporting Child Abuse</li> <li>⇒ <b>2040</b>: Reporting corruption or Dissatisfaction of RIB services</li> <li>⇒ <b>3029</b>: Isange One Stop Centre</li> </ul>	Immediate
Investigations	<ul style="list-style-type: none"> <li>▪ be ready and willing to facilitate the investigations</li> <li>▪ Provide accurate information</li> <li>▪ Timely reporting</li> <li>▪ Avoid to touch things on the scene of crime to preserve evidence</li> </ul>	Feedback on the status of the case within 5 days
Provide awareness on crimes	<ul style="list-style-type: none"> <li>▪ Pay attention to awareness messages, mages, videos and cartoons produced by RIB</li> <li>▪ Abide by the content of the messages and inform others in the community</li> </ul>	continuous



Isange one stop centers services		
<ul style="list-style-type: none"> <li>• Medical services</li> <li>• Medical Legal Investigation</li> <li>• Counseling</li> <li>• Safe room services</li> <li>• Legal assistance</li> <li>• Home follow up visits</li> </ul>	<ul style="list-style-type: none"> <li>▪ Timely reporting at least not less than 72 hours</li> <li>▪ No change of clothes, carry their medical insurances</li> <li>▪ Provision of correct information</li> <li>▪ Adhere to available social programs and medical guidelines</li> </ul>	Immediate

### COMMUNICATION CHANNELS

RIB toll free numbers	Emails	Social media platforms
<p><b>166:</b> Emergence Call or sharing crime related information</p> <p><b>3512:</b> Reporting domestic and/or Gender Based Violence</p> <p><b>116:</b> Reporting Child Abuse</p> <p><b>2040:</b> Reporting corruption of Dissatisfaction with RIB services</p> <p><b>3029:</b> Isange One Stop Centre</p>	<p>Administrative purposes: <a href="mailto:info@rib.gov.rw">info@rib.gov.rw</a></p> <p>Complaints: <a href="mailto:complaints@rib.gov.rw">complaints@rib.gov.rw</a></p> <p>Media inquiries: <a href="mailto:media@rib.gov.rw">media@rib.gov.rw</a></p>	<p>Twitter: @RIB_Rw</p> <p>Facebook: Rwanda Investigation Bureau</p> <p>Instagram: ribrwanda</p> <p>YouTube: RIB RWANDA</p> <p>Flickr: RIB Rwanda</p>

### CUSTOMER SERVICE

To ensure a good customer experience while delivering RIB services, it is important for investigators to know their responsibilities and powers. Equally, it is important that the customer understand and enjoy their rights and duties as outlined below:



Investigator's responsibilities and powers		Customer rights and duties	
Responsibilities	Powers	Rights	Duties
<ul style="list-style-type: none"> <li>Collect crime related information and receive complaints</li> <li>Ensure confidentiality of the informer's identity and his/her protection</li> <li>Inform the suspect or of his/her rights</li> <li>Respect the rights of the suspect and other laws</li> <li>Conduct preliminary investigation by collecting evidence</li> <li>Record and properly keep objects seized or confiscated in criminal investigation process</li> <li>Carefully fill out criminal files</li> <li>Securely keep the suspect's belongings</li> </ul>	<ul style="list-style-type: none"> <li>Access to crime scene</li> <li>Interrogate a suspect</li> <li>Interview a witness</li> <li>Conduct searches wherever possible</li> <li>Summon whoever is believed to help the investigation</li> <li>Seek assistance from experts on matters within their expertise</li> <li>Seize or confiscate objects linked to a crime</li> <li>Carry out lawful arrest and detention</li> <li>Detention of suspect for not over 5 days, or 72 hours for someone arrested in the act of committing a crime</li> </ul>	<ul style="list-style-type: none"> <li>Be informed of the charges against him/her</li> <li>Be informed of his/her rights</li> <li>Have access to a lawyer</li> <li>A minor has the right to have a lawyer present at interview</li> <li>Have the right to be free from torture, whether physical or psychological</li> <li>Inform a person of his/her choice of his/her detention</li> <li>Hand over personal belongings to a person of his/her choice after the arrest or have them safely kept at the detention facility</li> <li>Be detained in a legally accepted facility</li> <li>Have the right to meet his/her lawyer in private</li> <li>Have the right to basic needs</li> <li>Have visitation rights subject to authorization</li> </ul>	<ul style="list-style-type: none"> <li>Comply with requests</li> <li>Follow up on the progress of his/her case, and providing new information, if any</li> <li>Have access to information contained in the case file in a manner that does not jeopardize the investigation</li> <li>Cooperate with the investigator/s on duty</li> </ul>

