RWANDA FDA
Rwanda Food and Drugs Authority

CUSTOMER SERVICE CHARTER FOR RWANDA FOOD AND DRUGS AUTHORITY

Second Edition

FEBRUARY, 2024

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FOREWORD

The national industrialization economic agenda compels both public and private institutions to create a conducive and enabling business environment in Rwanda. In this regard, public institutions are required to set standards of services rendered to their customers to meet their needs and expectations. Importantly and in line with the principles of Transformational and good governance as stipulated in pillar 3 on National Strategy of Transformation (NST1). Such standards should be mutually agreed upon with customers and other stakeholders.

The Government of Rwanda has adopted the concept of setting service standards through mutual agreement between service providers and customers. Since then, this has been fundamental in laying down principles and guidelines for development and implementation of Customers Service Charters (CSCs) and these need to be reviewed from time to time to meet customer needs and expectations.

The first edition of this Customer Service charter was published in March 2021. Thus, four years have already elapsed between the publication of the first edition of the Authority's Customer service charter and the presentation of its second edition. Since then, a wholesale development in regulatory service delivery have taken place. Most importantly, the rapid growth of online services (such as IRIMS, Customer support tool, etc.) has improved the service delivery within the Authority. This second edition of Rwanda FDA has been prepared in tandem with the Authority's reform agenda and in the spirt of being responsible to customer's dynamic needs, transparency, and accountability.

The development of this second edition signifies our continued commitment to serve our customers with a view to creating a better understanding and improving our service delivery.

Our esteemed customers are requested to read this Charter and notify us in case we do not meet the timelines highlighted herein. Rwanda FDA is prepared to utilize its available resources including human, financial and materials, to offer quality services that would meet the customer requirements. Any comments or suggestions that would improve this Charter are welcome and the same may be submitted by email, by letter or any other means of communication. Rwanda FDA always strives to improve its documents including this Charter, to comply with the quality management system in accordance with international standard ISO 9001:2015.

Prof. Emile BIENVENU
Director General

Digitally signed by Rwanda FDA (Director General)
Date: 2024.02.23 13:03:19 +02'00'

DOCUMENT DEVELOPMENT HISTORY

First issue date	March, 2021
Effective date of this revision	01/03/2024

DOCUMENT REVISION HISTORY

Revision Date	Revision number	Changes made and/or reasons for revision
29/03/2021	0	First issue
12/02/2024	1	a) Document was edited in accordance with the current document control; b) Timelines were adjusted in accordance with the ones in the current guidelines; c) New technologies used to receive complaints (e.g., Customer support tool) was included d) New contact address was improved e) Working hours changed from 7:00 to 5PM to 09:00 am to 05:00 pm, in accordance to new law on working hours.

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ABBREVIATIONS & ACCRONYMS

ADR	Adverse Drug Reaction
CSC	Customer Service Charter
EAC	East African Community
GMP	Good Manufacturing Practices
ISO	International Organization for Standardization
QMS	Quality Management System
RWANDA FDA	Rwanda Food and Drugs Authority
SOPs	Standard Operating Procedures
WHO	World Health Organization

INTRODUCTION

Rwanda FDA is committed to implement the Quality Management System (QMS) in accordance with international standard ISO 9001:2015. The QMS observes among others, two key principles namely, effective quality service delivery and customer satisfaction. From its creation, the Authority is committed to conduct on regular basis; systematic customer satisfaction surveys and the results will be guiding the review of this document.

The first edition of the customer service charter was approved in 2021 and it will be superseded by this second version, once approved, and published. Both versions, highlight amongst others, Rwanda FDA profile, vision, mission, core values, quality policy statement, as well as its roles and functions. Other items articulated include the purpose of this CSC, its benefits, service standards, commitments to our customers, customer feedback and complaints handling as well as monitoring and evaluation of set standards. The rights and responsibilities of our customers have also been articulated.

This Charter applies to external customers and stakeholders who utilize Rwanda FDA services. The Charter provides for standards of service delivery expected by customers and what the Rwanda FDA anticipates from its customers including what can be done if the specified standards are not met. The timelines for service provision been determined in accordance with the available resources as well as customer needs.

DEFINITION OF TERMS

In accordance with this Charter, the following terms and phrases are defined as follows:

Customer(s)
Means product manufacturers, healthcare providers, researchers, distributors, processors, wholesalers, retailers, a group or any individual interested or affected by services offered by Rwanda FDA. They also include government and private institutions as well as consumers of regulated products and the general public.

Days
Means days from Monday to Friday except officially recognized public holidays. The days highlighted in the delivery of services do not mean calendar days but working days, excluding officially recognized public holidays.

Regulated products
Means pharmaceutical product, food, and any other product stated in article 3 of the Law Nº 003/2018 of 09/02/2018 Establishing Rwanda Food and Drugs Authority and determining its mission, organization and functioning;

Stakeholder

Means an individual, institution or organization which in one way or another is related to or affected by Rwanda FDA services and/or functions.

RWANDA FDA PROFILE

Rwanda FDA is a semi-autonomous regulatory body which is responsible for protecting and promoting public health through regulation of human and veterinary medicines, vaccines, and other biological products, processed foods, poisons, medicated cosmetics, medical devices, household chemicals, substances, tobacco and tobacco products.

VISION

To be a *world class regulatory Authority effectively protecting and promoting public health*.

MISSION

To regulate medical products, processed food, household products, and tobacco and tobacco products and other regulated products, in order to ensure their quality and safety so as to protect the population of Rwanda from defective, substandard and falsified products.

CORE VALUES

Rwanda FDA always embraces and institutionalizes values that guarantee customer satisfaction. All Rwanda FDA employees are committed to upholding the following values to define their character and personal attributes:

Professionalism	Serving with **professionalism** for excellent service delivery
Integrity	Continuously working with **integrity**
Accountability	Promoting **accountability** for actions and outcomes
Teamwork	Nurturing **teamwork** to achieve common objectives
Innovation	**Striving for innovation** to create value for our stakeholder and other interested parties

QUALITY POLICY STATEMENT

Rwanda FDA is committed to providing the highest standard of regulatory services to all customers by implementation of a quality management system that complies with ISO 9001:2015.

Timely and reliable service, compliance to all applicable statutory and regulatory requirements, continual improvement of the processes, systems, procedures and meeting customer requirements underlie all our efforts in ensuring quality, safety, efficacy, and wholesomeness of all regulated

products used in Rwanda.

This is achieved through assessment and registration, inspection and licensing, control of imports and exports, pharmacovigilance, post-marketing surveillance, clinical and field trials, control of publications and advertisements, laboratory testing and enforcement.

Rwanda FDA commits adequate financial, human, physical and technological resources for implementing, maintaining, and continually improving the quality management systems to achieve set objectives and maintain an adequate workforce that is trained, motivated, facilitated and empowered to achieve results.

Quality objectives, processes, systems, and procedures that support this quality policy are established and reviewed periodically for continuing suitability.

ROLES AND FUNCTIONS OF RWANDA FDA

Pursuant to the Law N° 003/2018 of 09/02/2018, missions of Rwanda FDA are the following:

1) regulate pharmaceutical products, vaccines, human and veterinary processed foods and other biological products used in clinical as drugs food supplements, food fortificants fortified foods, poisonous substances, herbal medicines, medicated cosmetics, medical devices, tobacco and tobacco products, management of unfit pharmaceutical and food products and clinical trials on pharmaceutical products for human and veterinary use;
2) regulate compliance with quality standards relating to the manufacture, storage, sale, distribution, use, import and export, labels, packages and raw materials used in the manufacture of products regulated under this Law;
3) regulate laboratory and cleaning chemicals and pesticides as well as premises involved in the manufacture of products regulated under this law;
4) establish, approve and publish the list of human and veterinary food and pharmaceutical products as well as other products regulated under this Law for which marketing authorization has been granted;
5) establish and publish the list of prohibited cosmetics;
6) establish the quality assurance and quality control of products regulated under this Law through designated quality control laboratories when necessary; to regulate and inspect clinical trials;
7) ensure that processed food, food supplements and fortified food meet the prescribed quality standards before they are placed on the market;
8) conduct pharmacovigilance and post marketing surveillance for safety and quality of products regulated under this law;
9) follow up and analyze information on the use of pharmaceutical products that are subject to global drugs safety monitoring;

10) regulate and analyze information used in the promotion, advertising and marketing of products regulated under this Law;
11) regulate the use of unregistered products regulated under this Law for clinical trial purposes or compassionate use;
12) disseminate information on quality and safety of products regulated under this Law to health professionals and to other concerned persons;
13) conduct research and studies on food and pharmaceutical products and publish the findings in order to promote investment;
14) build cooperation and partnership for harmonization of practices with regional and international bodies with similar missions;
15) to advise the Government on matters regarding the products regulated under this law;

PURPOSE OF THE CUSTOMER SERVICE CHARTER

This Charter intends to underscore the accountability of Rwanda FDA to comply with pre-determined standards of service delivery to its customers. Moreover, it aims at strengthening relationships between the Authority and its customers by sharing timely information on Rwanda FDA services in the following areas:

(a) What it does;
(b) Standards of service customers can expect;
(c) Customer's rights and responsibilities;
(d) How to communicate; and
(e) How to submit complaints, comments, remarks and suggestions regarding service delivery.

BENEFITS OF THE CUSTOMER SERVICE CHARTER

The benefits of this CSC to Rwanda FDA and its customers are as follows:

Benefits to Customers

i. To understand the types of services offered by Rwanda FDA;
ii. To measure the level of satisfaction after service delivery by Rwanda FDA;
iii. To evaluate the quality of services offered by Rwanda FDA and provide feedback for the purpose of improving the services;
iv. To realize customer contribution in provision of services offered by Rwanda FDA;
v. To realize value for money of the rendered services;
vi. To determine the time, it would take for Rwanda FDA to offer services; and
vii. To plan in advance and allocate appropriate resources depending on services delivered.

Benefits to Rwanda FDA

i. To realize its vision and mission;

ii. To improve transparency on service delivery to customers;
iii. To improve commitment on timelines and responsibility to customer needs;
iv. To strengthen relationship and communication between Rwanda FDA and its customers;
v. To maintain good reputation and image of the Authority to customers and other stakeholders; and;
vi. To evaluate the level of service delivery and make efforts for improve where necessary.

SERVICE GUIDELINES AND COMMITMENT

In order to ensure that Rwanda FDA is providing high quality services to its customers, the following service values and commitments are adhered to:

a. Engaging competent and dedicated staff in service delivery;
b. Fairness;
c. respectful and valuing remarks of customers and stakeholders;
d. Showing integrity;
e. Demonstrating openness and transparency;
f. Being flexible in facing challenges;
g. Avoiding conflicts of interest; and
h. Considering ethics and codes of conduct.

SERVICE STANDARDS AND COMMITMENT TO CUSTOMERS

Service Standards

Rwanda FDA aims at providing quality services to customers. We fulfill this by meeting the service standards/timelines as shown in the table below:

S/N	Type of Service	Standards of Service Delivery
1.	**Registration of Premises and Issuance of premise licenses**	
	a. Inspection of new premises for manufacturing of food, pharmaceutical products, medical devices, diagnostics, and other regulated products after receiving the application	Within ten (10) working days in Kigali City and fifteen (15) working days in provinces
	b. Conducting GMP inspection for foreign manufacturing facilities of regulated products	Within 120 days after receiving a complete application
	c. Conducting GMP inspection for domestic manufacturing facilities of regulated products	Within thirty (30) days after receiving a complete application
	d. Sending an inspection report after GMP inspection	Within sixty (60) working days

	e. Review of CAPA and provision of CAPA Assessment report	Within fifteen (15) working days after reception of CAPA response from facility
	f. Inspection of new premises for storage and distribution of pharmaceutical products, Food products, medical devices diagnostics and other regulated products after receiving application	Within ten (10) working days in Kigali and fifteen (15) working days in provinces
	g. Issuance of premises registration certificate and premise license or feedback	Within thirty (30) working days if all requirements are met.
	h. Re-inspection for premises upon notification by applicant	Within ten (10) working days in Kigali City and fifteen (15) working days in other provinces
	i. Renewal of licenses for manufacturing, storage and distribution of Food, Drugs, medical devices, diagnostics, and other regulated products	Within thirty (30) working days if all requirements are met.
	j. Issuance of GMP compliance certificate after sending inspection report	Within fifteen (15) working days after GMP Peer review committee approval
2.	**Product Marketing Authorization**	
	2.1 Registration of pharmaceutical products and food products from domestic manufacturers	
	a. Evaluation of pharmaceutical product upon receipt of completed application from domestic manufacturers	Within ninety (90) days
	b. Evaluation of pharmaceutical products query responses	Within thirty (30) days
	c. Evaluation of domestically processed food products upon receipt of a complete dossier	Within forty-five (45) working days
	d. Evaluation of imported Foods for Particular Nutritional Uses (FPNUs) and novel foods upon receipt of a complete dossier	Within sixty (60) working days
	e. Evaluation of imported food products with low risk upon receipt of a complete dossier/ through listing procedure	Within forty-five (45) working days
	f. Evaluation of food products through expediated process	Within thirty (30) working days
	g. Evaluation of food supplements and health food products upon receipt of a complete dossier/ through registration procedure	Within sixty (60) working days
	h. Evaluation of food supplements or health food products through expedited process	Within thirty (30) working days

i. Evaluation of food products query responses	Within fourteen (14) working days
j. Evaluation of cosmetics and household chemicals upon receipt of completed application from manufacturers	Within six (6) months
k. Evaluation of query responses for cosmetics and household chemicals upon receipt of completed application from manufacturers	Within thirty (30) calendar days
2.2 Registration of imported food products and pharmaceutical products from foreigner manufacturers	
a. Screening of applications of pharmaceutical products	Within thirty (30) days following reception of application
b. Screening of applications of food products	Within 3 days following reception of application
c. Evaluation of pharmaceutical products upon receipt of completed application from foreign applicants	Within twelve (12) months
d. Evaluation of query responses	Within sixty (60) days
2.3 Registration of pharmaceutical products under priority procedures	
a. Products under WHO collaborative procedure	Within ninety (90) days
b. Orphan pharmaceutical products	Within ninety (90) days
c. Pharmaceutical products approved by WLA countries	within ninety (90) days
d. Products from EAC partner states	Within ninety (90) days
2.4 Registration of antiseptics and disinfectants	
a. Registration of domestic manufactured antiseptics and disinfectants	Within sixty (60) days
b. Registration of imported antiseptics and disinfectants	Within one hundred and twenty (120) days
2.5 Registration of Herbal Medicinal products	
a. Registration of domestic manufactured human herbal medicinal products	Within nine (9) months
b. Registration of imported herbal medicinal products	Within nine (9) months
2.6 Registration of Medical devices	
a. Registration of domestic manufactured medical devices and in vitro diagnostics	Within nine (9) months
b. Evaluation of additional queries for domestic medical devices and in vitro diagnostics	Within sixty (60) days
c. Registration of imported medical devices and in vitro diagnostics	Within nine (9) months

	d. Evaluation of additional queries for imported medical devices and in vitro diagnostics.	Within sixty (60) days
3.	**Approval of Variations**	
	a. Major variation of a registered pharmaceutical products	Within one hundred and eighty (180) days
	b. Minor variation of a registered pharmaceutical products	Within ninety (90) days
	c. Major variation of a registered human herbal medicinal products	Within one hundred and eighty (180) days
	d. Minor variation of a registered human herbal medicinal products	Within 90 days
	e. Major variation of registered medical devices and in vitro diagnostics	Within one hundred and eighty (180) days
	f. Minor variation of registered medical devices and in vitro diagnostics	Within ninety (90) days
	g. Minor variation of a registered food product requiring acceptance	Within thirty (30) working days
	h. Major variation of a registered food product	Within forty-five (45) working days
	i. Major variation of food a registered supplement and a health product	Within forty-five (45) working days
4.	**Renewal of Product Marketing Authorization**	
	a. Pharmaceutical products from domestic manufacturers	Within ninety (90) days
	b. Imported pharmaceutical products	Within ninety (90) days
	c. Domestic manufactured herbal medicinal product, antiseptics, and disinfectants	Within ninety (90) days
	d. Imported herbal medicinal products, antiseptics, and disinfectants	Within ninety (90) days
	e. Medical devices and in vitro diagnostics	Within ninety (90) days
	f. Cosmetics, household pesticides, cleaning, and laboratory chemicals	Within one hundred and twenty (120) calendar days
5.	**Issuance of Clinical Trial Certificates**	
	a. Issuance of clinical trial certificates for a new application	Within sixty (60) working days
	b. Issuance of clinical trial certificates under emergency situation for innovative products	Within fifteen (15) working days

	c. Issuance of clinical trial certificates under emergency situation for marketed products	Within ten (10) workings days
	d. Major amendment for approved clinical trial	Within thirty (30) workings days
	e. Acknowledgement/acceptance of non- substantial amendment of clinical trial	Within thirty (30) workings days
	f. Acknowledgement of minor amendment for approved clinical trial	Within 15 days
6.	**Issuance of Import/Export Permits**	
	a. Import and export permits of registered food, pharmaceutical products, medical devices, diagnostics, antiseptics, disinfectants, and other regulated products if all requirements are met	Within three (3) working days
	b. Issuance of certificate for importation of controlled drugs if all requirements are met	Within three (3) working days
7	**Evaluation and Approval of Promotional Materials**	
	a) Evaluation and approval of promotional materials fo regulated products.	Within ten (10) days
8	**Safe disposal of unfit regulated products**	
	Assessment of application for safe disposal of regulated products	Within twenty (20) working days
	Issuance of Disposal Certificate for unfit pharmaceutical products, herbal medicines, medical devices, antiseptics, disinfectants, and other health related products.	Within eight (8) days after disposal
9.	**Issuance of Laboratory Results for Samples of RWANDA FDA regulated products**	
	a. Issuance of laboratory results for food, pharmaceutical products, antiseptics, disinfectants, and other regulated product samples	Within twenty-one (21) working days except in case test methods state otherwise.
10.	**Feedback to Customers**	
	a. Acknowledgement after receiving customer complaints/ comments/suggestions or inquiries	Within two (2) days
	b. Providing feedback after receiving customer appeal, complaints/ comments/suggestions or	Within thirty (30) days
	c. Acknowledgement after receiving emails sent through info@rwandafda.gov.rw and institutional social media accounts.	Within one (1) day

	d. Providing feedback after receiving emails	Within two (2) days
11.	**Response to ADR Reports**	
	a. Acknowledgement after receiving Adverse Drug Reaction (ADR)	Within two (2) days
	b. Acknowledgement after receiving suspected poor-quality reports	Within two (2) days
	c. Acknowledgement after receiving SAE reports	Within three (2) days
	d. Providing feedback after evaluation of ADR or the suspected poor-quality reports	Within thirty (30) days
12.	**Support Services**	
	a. Payments of invoices	Within fifteen (15) days
	b. Payments of staff benefits	Within three (3) days
	b. Submission of monthly financial report	20th of the following month
	c. Timely filing tax declaration	15th of the following month

NB: For all of these timelines, in case Rwanda FDA meets challenges for non-compliance (force majeure), the applicant shall be communicated on the changes through email, text message or any other mode of communication used.

Commitments to Customers

Rwanda FDA commits to the following to its customers in accordance with this Charter, existing quality policy statement and staff code of conduct:

Equality when dealing with customers.

Rwanda FDA will treat all customers fairly and professionally. Any sort of discrimination based on place of origin, race, gender, religion, ethnicity or political views or personal considerations will not be allowed.

Staff conduct

Rwanda FDA staff will identify themselves to customers by wearing identity cards during working hours and introduce themselves by their names whenever necessary. Staff will always be polite, courteous, friendly, helpful, cooperative, and caring to customers all the time.

Responsiveness

Rwanda FDA commits to adhere to the set service standards and provides correct and timely information to its customers and the public at large on regulated products.

Appropriateness

Rwanda FDA will work to ensure that the quality of service delivery meets its customer needs and expectations in line with existing laws, regulations, guidelines, and standard operating procedures (SOPs).

Confidentiality

Rwanda FDA treats information accessed from customers with highest level of confidentiality and uses the same only for the intended purpose and as required by existing laws or regulations and not otherwise.

Decision making process.

Rwanda FDA aims at fair balance between speed of decision making and assessment of raised matters and will give reasons for decisions that will be made.

Accessibility

Rwanda FDA staff are physically accessible at its Headquarter from Mondays to Fridays; 9:00 am to 5:00 pm excluding public holidays. However, the institutional social media accounts, mobile phone and email address can be used to reach the Authority any time to respond to customer enquiries. Additionally, Rwanda FDA services at ports of entry and online portal services will be accessible 24 hours for seven days a week (24h/7). All information about Rwanda FDA regulatory activities and guidelines are directly accessible through website www.rwandafda.gov.rw at all times.

Dissemination of information

Rwanda FDA will disseminate information to its customers through website, social media, Information, Education and Communication (IEC) materials such as brochures, pamphlets, billboards, stickers and fliers. Other promotional materials namely cap, 'T- shirts', pens etc, will also be used.

Furthermore, information about Rwanda FDA and its functions will also be disseminated through public education programs to include radio, TV, print media and exhibitions.

CUSTOMER RIGHTS AND RESPONSIBILITIES

CUSTOMER RIGHTS

In connection to the services Rwanda FDA offers and in accordance with the set standards, our customers have a right to expect high quality services from Rwanda FDA. These expectations may differ depending on categories of customers as described below:

(a) Product manufacturers, processors, distributors, and retailers

The categories of customers have the following rights:

i. To understand the standards of services offered by Rwanda FDA;
ii. To receive timely feedback from Rwanda FDA on the outcome of their applications for approval;
iii. To access information and receive education on regulated products;
iv. To participate in the development and amendment of laws, regulations and guidelines pertaining to Rwanda FDA services;
v. To receive assurance on privacy and confidentiality of information related to their products, premises and any other submitted information in the course of securing Rwanda FDA services;
vi. To be treated equally, fairly and without any bias;
vii. To be given quality services, with courteousness, professionalism, value and respect from Rwanda FDA staff;
viii. To appeal against any decision made by Rwanda FDA on services delivered once aggrieved; and
ix. To advance complaints, concerns, compliments, remarks or suggestions regarding Rwanda FDA services.

(b) Consumers and general public

i. Assurance on quality, safety and effectiveness of Rwanda FDA regulated products;
ii. Timely be abreast of information on substandard and falsified products, adverse health effects and other unfit products;
iii. Continuous education on Rwanda FDA regulated products, and their rights to take part in enforcing the existing laws and regulations;
iv. Timely response to comments, complaints, and enquiries regarding Rwanda FDA services.

(c) Health Care Professionals and Researchers

The rights of the customers include, but not limited to the following:

i. Assurance of quality and safety of products regulated by Rwanda FDA;
ii. Timely information regarding registered and withdrawn products from the market when needed;
iii. The highest positive cooperation in administering research to determine efficacy of human and veterinary pharmaceutical products, food products, herbal medicines, medical devices as

well as other regulated products;

iv. Timely approval of applications of clinical trials of pharmaceutical products and other regulated products
v. Timely and accurate information regarding the achievements made regulatory activities and on rational use of regulated products

CUSTOMER RESPONSIBILITIES

Rwanda FDA expects close cooperation with the customers and in this regard, our customers are obliged to:

i. voluntary comply to Rwanda FDA law and regulations;
ii. adhere to institutional procedures pertaining to services provision;
iii. read and understand this charter and governed laws, regulations, guidelines and other relevant documents related to services provided by Rwanda FDA;
iv. timely and accurately respond to Rwanda FDA requests regarding regulated products, and;
v. timely provision of necessary information relating to the regulated products to Rwanda FDA.

STAKEHOLDER RIGHTS

In the context of this Charter, stakeholders include Government institutions, Development Partners, law enforcers, Civil Society Organizations (CSOs), and service providers. Their rights are indicated as follows:

(a) Government Institutions and other Law enforcers

i. Positive cooperation and collaboration in enforcing the law Governing Rwanda FDA;
ii. Timely provision of technical inputs and tools required in dealing with matters related to law enforcement of the Rwanda FDA;
iii. Timely and accurate information and education on any progress made in executing activities related to regulated products;
iv. Being involved in the review of Law, regulations and guidelines of regulated products where applicable;

(b) Development Partners

i. Access information from Rwanda FDA regarding regulated products, services and implementation status of funded projects; and
ii. Make follow up and advice according to implementation of contracts offered by the Authority.

(c) Civil Society Organizations (CSOs)

i) Positive cooperation and support in executing projects and businesses related to regulated products; and

ii) Timely and accurate information and education on the quality and safety of regulated products.

(d) Media

i) Timely dissemination of information and education materials regarding regulated products and other services offered by Rwanda FDA using appropriate channels and within the internal Quality policy, laws and procedures of Rwanda FDA;
ii) To be involved in various stakeholders' meetings regarding operational activities including reviewing of regulations and different guidelines under the Rwanda FDA law.

(e) Service providers

i) Given fair opportunity in the processes of obtaining services providers;
ii) Timely payment for services offered to Rwanda FDA;
iii) Timely information on the status of applications to become a service provider; and
iv) To participate in bidding process of getting contract for provision of goods/services in accordance to the existing laws.

MONITORING AND EVALUATION

Rwanda FDA shall conduct periodic monitoring and annual performance evaluation of the set standards in this customers' Charter. The performance will be monitored through the use of internal systems including auditing, review of complaints and special M&E tools. We will promptly implement measures to improve our services when opportunities to improve are identified.

REVIEW AND MAINTENANCE OF THE CHARTER

This Charter is a living document and goes in tandem with changes that might occur in society and that may affect our service delivery. Review of this Charter is essential to ensure that it is up to date. Review will be done by engaging with customers and other stakeholders after every three years or as need arise, through customer satisfaction surveys. The review will take into consideration the following:

a. Monitoring and evaluation of results;
b. Feedback from customers and stakeholders;
c. Changes in the organizational structure;
d. Changes in customer's profile, needs and priorities; and
e. Changes in service delivery systems.

BUSINESS HOURS

Rwanda FDA offices are open for our customers and stakeholders from 09:00 am to 05:00 pm, Monday to Friday except on officially recognized public holidays.

CUSTOMER'S FEEDBACK AND COMPLAINTS HANDLING

Rwanda FDA is committed to improve the standards of service delivery from time to time. Feedback including complaints from our customers will foster and forge relationships and ensure that services offered are of good quality, efficient, effective and up-to date.

We welcome feedback on this Charter including complaints, compliments and suggestions related to the services we offer. These can be given through website chart box, online customer support tool, emails addresses, verbal conversations, letters, hotline number (toll free), telephones or social media platforms. All complaints and suggestions will be taken seriously and dealt with as quickly as possible.

HOW TO CONTACT RWANDA FDA

All Rwanda FDA customers are eligible to the services that we offer. Customers are advised to submit their comments, opinions, suggestions, complaints, concerns or advice on the services we offer. By doing this, the Authority will be informed, take necessary actions needed and contribute towards protection of public health which is basically the responsibility of all of us.

Customers can contact Rwanda FDA through different online platforms, writing letters, email, phone calls, and social media, through the following addresses:

Director General
Rwanda Food and Drugs Authority (Rwanda FDA)
Physical address: Nyarutarama Plaza, KG 9 Ave
P. Box: 1948 Kigali
Tel: +250 788 457 545(calls and WhatsApp messages)
Toll Free Nº: 9707
Twitter account: @RwandaFDA
Facebook account: Rwanda Food and Drugs Authority
Email: info@rwandafda.gov.rw, secretariat@rwandafda.gov.rw
Website: rwandafda.gov.rw

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