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FORWARD

It is my pleasure to present to you this service charter for the Media High Council.

This service charter has been prepared in tandem with the Government's reform agenda and in spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of Media High Council and highlights the services offered and requirements therein and the guiding legal instrument.

The development of this charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

Kigali, on 30/06/2016



Peacemaker MBUNGIRAMIHIGO
Executive Secretary

0. INTRODUCTION

The Media High Council (MHC) formerly known as the High Council of the Press (HCP) was first established by the Press law n° 18/2002 of 11/05/2002 (article 73) as an autonomous body as far as press is concerned.

The Presidential Decree n° 99/01 of 12/11/2002 which followed also determined its structure, organization and functioning.

The Constitution of the Republic of Rwanda which was promulgated in June 2003, (article 34) also provided for this institution but also added that its structure and functioning shall be determined by a law.

It is in that context that the above decree was amended and a new law promulgated in 2009 giving the HCP a new name and wider mandate of a broadcasting and print media regulator with a mission of “Promoting freedom, responsibility and professionalism of the media.”

This law was further reviewed and replaced by law N °03/2013 of 08/02/2013 determining the new Responsibilities, Organization, and functioning of the Media High Council published in the National Official Gazette on 11th March, 2013; the former Rwanda’s media regulatory body (MHC) was attributed a new mandate: “responsible for media capacity building”.

According to the new MHC law, the Media High Council shall then be required to initiate and implement policies and strategies that will enable Rwanda’s media sector to get adapted to the world current media trends, and enhance the media’s role in national development.

I. MISSION

The MHC is an independent constitutional body responsible for media capacity building.

In line with law N °03/2013 of 08/02/2013, the Media High Council initiates and implements policies and strategies that enable the country’s media and practitioners to:

- a) Comprehend the nature, source and effect of changing trends in today’s world media, including globalization and adopting to them;
- b) Equip the sector with varied skills and know to effectively and responsibly perform their role of informing and educating the general public;
- c) Conduct research, advocacy and engage stakeholders in the sector in order to ensure that new trends and needs are scientifically identified and provided for.

II. VISION

The vision of the Media High Council (MHC) is to be the top advocate and provider of hands on skills and knowhow in Rwanda's media to ensure high quality content, responsibility and professionalism in the sector.

III. MHC STRUCTURE

The MHC is constituted by two organs, namely:

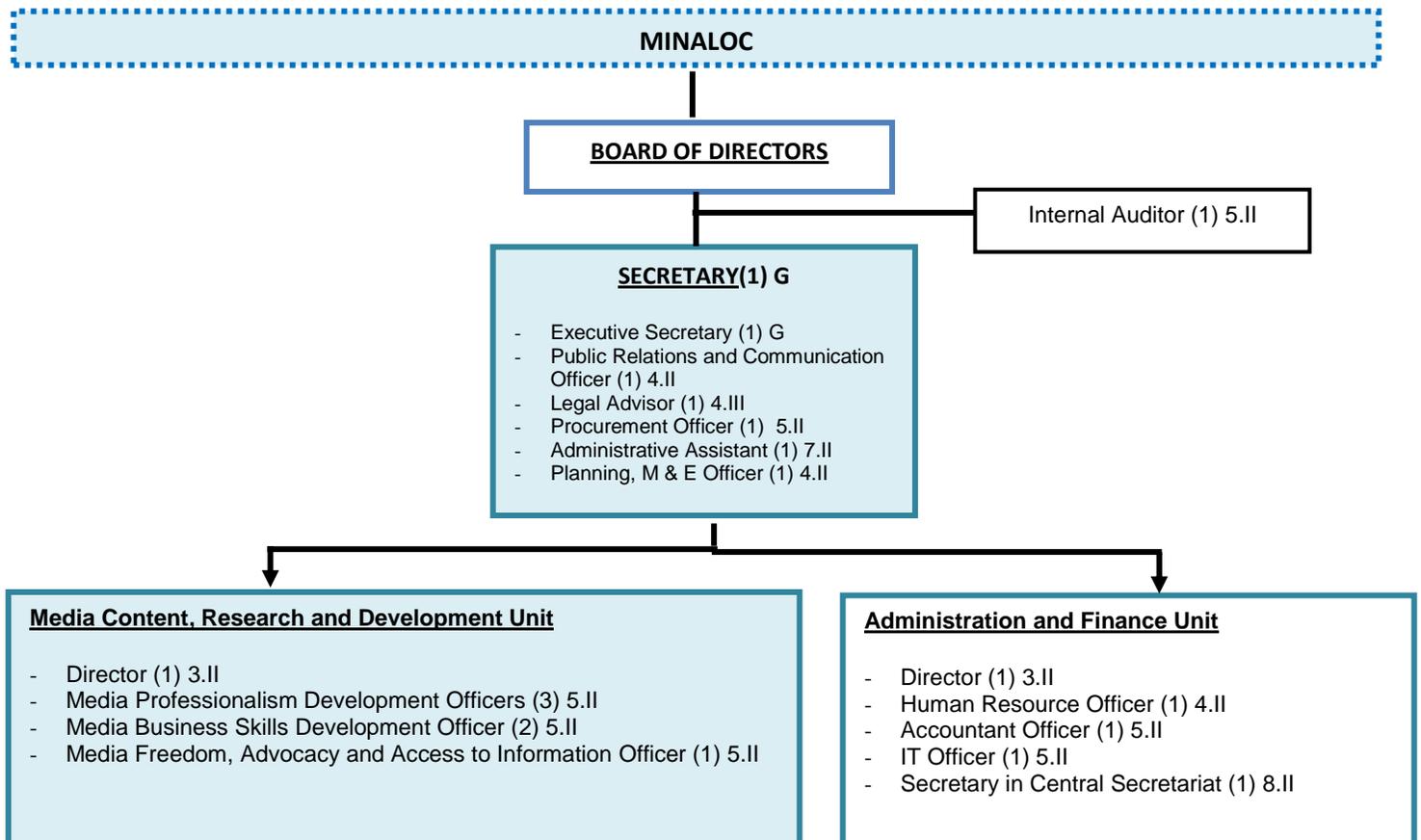
The Board of Directors: The highest decision making organ of the Media High Council

Executive Secretariat: The organ in charge of running and managing the daily activities of the MHC.

This Secretariat is composed of 2 administrative units, namely:

- Administration and Finance Unit,
- Media Content, Research & Development unit.

III.1 MHC STRUCTURE CHART



2° to build partnership with other institutions in a bid to mobilize resources for media capacity building;

3° to conduct regular research enabling to build media capacities;

4° to participate in initiating and implementing policies and strategies to develop the media sector;

5° to build innovative capacities and to produce media content that disseminates and promotes the Rwandan values, culture and products;

6° to liaise collaborate and cooperate with other national, regional, and international institutions with similar or related responsibilities;

7° to assist in setting up an enabling environment that facilitates investments in the media sector;

V. SERVICES OFFERED BY MHC

V.1. Type of service: Capacity building

What is the Service? Am I eligible?	Media High Council has under its mandate Capacity building for media managers, editors and practicing journalists. This mandate enables MHC to regularly transfer skills to members of the media profession in the country in-order to build a strong foundation for a responsible and free media practice.
When can I access the service?	It is imperative to note however that such training and capacity building sessions seldom depend on the availability of resources usually financial and logistical. When these resources get to the disposal of MHC a certain procedure to conduct the sessions is effected.
Once a request is made or an application is submitted, how long will it take	
What, if any, are the costs for accessing the service?	As it is within the organization's mandate to conduct regular capacity building sessions, this service at MHC does not attract any cost to the beneficiary of the training program.
What documents are	Requirements for eligibility include but not limited

required	to: <ul style="list-style-type: none"> • Press Card (mandatory) • Practicing the media profession • Must be of good public conduct
What is the procedure?	Information about availability of specific training program is circulated amongst stakeholders and applications for the training are invited. MHC does not invite individual journalist but rather the media houses who in turn nominate candidates to undertake such training sessions. At their discretion, media houses, independent editors and journalists express interest to benefit from such training sessions, giving specific reasons why they choose to benefit from such programs. These reasons must detail among other things: <ul style="list-style-type: none"> • Expected training benefits • How one intends to use the training to enhance and strengthen the media practice • How appropriate the training is to the individual, his organization and society • How does one intend to share the acquired knowledge with others in the profession.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	-Ministry of Finance and Economic Planning -National Bank -Bank of the Provider
Is there a complaint procedure	For any complaint, you can contact the Public Relations and Communication Officer (contacts are available on the website) or write to official e-mail: info@mhc.gov.rw .
Is there any additional information regarding this service that is useful to know?	
Available forms	
Relevant legal documents	

V.2. Type of service: Issuing the accreditation card

<p>What is the Service? Am I eligible?</p>	<p>In line with the Law n° 04/2013 of 08/02/2013 relating to access to information in general and the Law N°02/2013 of 08/02/2013 regulating media in particular, all members of the Regional, Continental and International media fraternity are welcome to cover, gather and disseminate news from Rwanda. To be allowed to exercise the profession of journalism in Rwanda (like in any other country), media practitioners should be endowed with a press card.</p> <p>According to Article 2 & 3 of the aforementioned Law on media, “a Rwandan journalist, whether exercising the profession of journalism in a registered media company or a freelance, or a representative of a foreign media organ in Rwanda, shall be given accreditation by the Media Self-Regulatory Body while a Foreign or Rwandan journalist working for a foreign media organ shall be given accreditation by a competent public organ”.</p> <p>In the meantime, the Media High Council will continue to accredit Foreign or Rwandan journalist working for a foreign media organ until the Ministerial decree is out to specify a competent public organ that shall take that responsibility as provided for in article 3 of the media Law n 0. 02/2013 of 08/02/2013.</p>
<p>When can I access the service?</p>	<p>Monday to Friday 7:00 am to 5:00 pm</p>
<p>Once a request is made or an application is submitted, how long will it take</p>	<p>Accreditation card is provided within two days. If you apply for an online accreditation, you will be assessed and informed of your eligibility to conduct business in Rwanda, however, your accreditation card will be issued after you have arrived in the country and have duly paid for accreditation at the nearest Rwanda Revenue Office;</p>

<p>What, if any, are the costs for accessing the service?</p>	<p>A foreign Journalist requesting an accreditation card shall pay as follows to Rwanda Revenue Authority (RRA):</p> <ul style="list-style-type: none"> - US \$ 30 for journalists wishing to stay in Rwanda for between one to fifteen days - US \$ 50 for journalists wishing to stay in Rwanda for between fifteen to one month; - US \$ 100 for journalists wishing to stay in Rwanda for between one to three months; - US \$ 200 for journalists wishing to stay in Rwanda during three to six months; - US \$ 300 for journalists wishing to stay in Rwanda during six months to one year. <p>The renewal of the accreditation costs is the same as initial cost of the card except otherwise established by the MHC.</p>
<p>What documents are required</p>	<ol style="list-style-type: none"> 1° Official letter requesting accreditation; 2° Two (2) coloured passport size photographs; 3° A copy of the passport; 4° A copy of a visa except journalists from countries that benefit from the visa waiver e.g. journalists from the East African Community Member States, United States of America, COMESA Member states, etc; 5° A copy of a press card of the country of origin; 6° A receipt of payment from Rwanda Revenue Authority except those exonerated as provided for by an Order of the Minister in charge of information. 7° List of equipment to be used while covering and or gathering news from Rwanda. These may include, but not limited to, digital cameras, broadcasting equipment, microphones, tripod

	stands etc.
What is the procedure?	The country in general and the Media High Council in particular are ready to assist all ways possible to ensure that foreign press in Rwanda are facilitated to carry on their work without any obstacles. However, the mentioned documents must be provided to make this facilitation possible:
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	-Ministry of Finance and Economic Planning -National Bank -Bank of the Provider
Is there a complaint procedure	For any complaint, you can contact the Public Relations and Communication Officer(contacts are available on the website) or write to official e-mail: info@mhc.gov.rw.
Is there any additional information regarding this service that is useful to know?	
Available forms	
Relevant legal documents	

V.3. Type of service: Research Projects

What is the Service? Am I eligible?	Different publications on media
When can I access the service?	Monday to Friday 7:00 am to 5:00 pm
Once a request is made or an application is submitted, how long will it take	The document will be offered immediately or the concerned person will give you the appointment depending on his/her availability ;
What, if any, are the costs for accessing the	Free of charge

service?	
What documents are required	<ul style="list-style-type: none"> - A press card - A service card - Or a student card
What is the procedure?	Once you arrive into MHC, any staff from Media Professionalism Development Unit will facilitate you to access different publications you need, if they are archived, the staff in charge of archives will facilitate you.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure	For any complaint, you can contact the Public Relations and Communication Officer (contacts are available on the website) or write to official e-mail: info@mhc.gov.rw .
Is there any additional information regarding this service that is useful to know?	<p>From the acquisition of a new mandate consisting of “media capacity building” (in reference to law n ° 03/2013 of 08/02/2013 determining the responsibilities, organization and functioning of the Media High Council), the Media High Council was tasked to conduct regular research enabling to build media capacities as part of its responsibilities. With conviction that framers of media laws deemed to regularly carry out research as the appropriate path to make thorough diagnosis of Rwanda’s media sector, the MHC is determined to undertake research projects which culminate into strategic interventions leading to a robust media sector.</p> <p>Scientific research works which are often conducted turn around the areas of media management, media content creation and media environment (as suggested by the MHC’s Five Year Strategic Capacity Building Plan for Media), the process of which help identify existing needs and challenges as well as potential solutions. It is in this perspective that tools for the measurement of</p>

	<p>Media Performance Index were established (an exercise which is run annually), and a study on Media Business growth and Transformational Challenges was conducted in 2014. Moreover, a Prototype Business Plan for Media and a Style Guide Manual for Editors were developed.</p> <p>In addition to the above, though we need media to develop, we also need media for development. The MHC is therefore committed to examine how high quality coverage of political, economic, security, social and cultural development contributes to wider awareness and understanding of national and global issues. Thus, periodical reports on Media & Gender, Media & Elections, Media & HIV / AIDS, Media & ICTs, Media & Children, etc are often produced. It is thanks to quantitative and qualitative data obtained through continuous research on such issues that the MHC can recommend areas that need prompt intervention by policy makers, media practitioners and stakeholders. Such initiatives promote developmental journalism and at the same time provide a database for effective media interventional strategies for both public and private institutions.</p>
Available forms	
Relevant legal documents	

V.4. Type of service: Administration and Finance services

What is the Service? Am I eligible?	MHC needs sometimes services from different persons. The providers who have rendered those services (Technical assistance, maintenance services, transports of staff, conferences, restaurants, etc.) may come to look for their payments.
When can I access the service?	Monday to Friday 7:00 am to 5:00 pm
Once a request is made	Payment made by cheques can take 3

or an application is submitted, how long will it take	days; Payments made by OP (payment Order) can take between one and two weeks or a month.
What, if any, are the costs for accessing the service?	
What documents are required	-Payment by OP: 1. From provider (external) Purchase order Contract Delivery note Notification letter Invoice in copies with bank account 2. From Procurement Officer (internal) a) Requisition note b) Minutes of Internal Tender Committee -Payment by cheque: All those document could be required or less.
What is the procedure?	<ul style="list-style-type: none"> - Submit your invoice accompanied by above documents in the central secretariat; - The central secretariat will process the invoice to the Administration and Finance Unit; - After two days you can call or visit the the Accountant to verify if your invoice has been verified, registered and paid (or in process of being paid) {This step is optional} -Payment will be prepared by Accountant/DAF, transmitted to the Executive Secretary. Where verification and signature are required, then the file will be transmitted to National Bank and then after to the Bank account of client.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> - National Bank - Bank of the Provider

Is there a complaint procedure	<ul style="list-style-type: none"> - Contact Director of Finance Unit - MHC will address the complaint within 1 to 15 days NB: Complaint can be caused by our Interlocutor, its why to address it could take longer.
Is there any additional information regarding this service that is useful to know?	
Available forms	
Relevant legal documents	You can use the Budget Law and the Procurement Law.

VI. PARTNERS

Contemporary globalization of media and ICTs encourages the MHC to introduce itself to the international scene and to play an active role by exchanging information, experiences, initiatives and expertise. Exchanges with similar institutions enable the establishment of procedures of handling issues relating to misuse of media freedom and the mechanisms to ensure media development in Rwanda.

The MHC collaborates with a number of local and foreign media organizations, public and private. The first international organization which signed an agreement of partnership with MHC is the International Media Support (IMS) and the National Press Association (NPA) in 2003, and the agreement remained operational until 2004. This collaboration aimed at launching a project that would ensure the monitoring of the media of the 2003 Parliamentary and Presidential elections.

Since 2004, MHC maintains good relationship and collaboration with the Institute PANOS-Paris (IPP). The relationship and collaboration with DDC which began in 2004 came to a close that same year as the organization decided to support the media through IPP. The MHC has worked with UNESCO since 2007 on a capacity building project to strengthen the former in media regulation. It benefited from several training missions related but not limited to media regulation, development of a communication and advocacy strategy among others. The MHC has become a member of the “African Communication and Regulatory Authorities Network (ACRAN)”.

More informally, MHC maintains close relationship and collaboration with media regulation organs and particularly those in the South, Central, Western and Eastern Africa, including among others the Conseil Superier de la Communication (CSC) of Burkina Faso, Media Council of Kenya, Tanzania Communications Regulatory Authority [TCRA], and the

Conseil Nationale de la Communication [CNC] of Burundi. It is within this context that the MMP of South Africa has significantly contributed to the strengthening of the capacity of the MHC since 2003.

To-date, the MHC has secured an agreement with the UNDP/DFID for 1.5 million dollars 3 years' project under which a commitment is made to strengthen institutional framework for good governance. This will facilitate the implementation of the MHC Strategic objectives as outlined in this strategic plan of 2008-2012.

VII. WORKING HOURS

From Monday to Friday

Morning : 7 AM - 12.00

Lunch time : 12.00 - 1 PM

Afternoon : 1 PM - 5 PM

Notice: Our offices are closed during official holidays.

VIII. SERVICE DELIVERY IMPACT

We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives.

In this regard we will;

Evaluate the performance of staff at all levels.

Implement a performance management system for each service delivery unit, to enhance productivity and effectiveness

Appraise the quality of the services we render from time to time.

IX. DEALING WITH COMPLAINTS

We respect the right of service consumers to complain if our services are poor or unsatisfactory.

In this regard;

You may write to the head of the Institution or put your complaint or opinion in the suggestion box.

We undertake to investigate and respond to your complaint within 15 days of receipt.

We will endeavour to apologise and take corrective measures if it is our fault. We will maintain a complaints registration and follow-up mechanism.

X. CONTACT US

BP. 6929 Kigali-Rwanda

Cell: (+250) 788 460385: Executive Secretary or (+250) 788 833 780: Public Relations and Communication Officer. In addition to this or for any change, all staff contacts are available to the website.

Website: www.mhc.gov.rw

Email: info@mhc.gov.rw

Kigali, on 30/06/2016



Peacemaker MBUNGIRAMIHIGO
Executive Secretary