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**RWANDA BIOMEDICAL CENTER**

**SERVICE CHARTER**

**CONTACT**

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**RBC HEAD OFFICE RBC -BIOS**

KG 17 AVE KN 4 AVE,

VILLAGE: REMERA VILLAGE: INDANGAMIRWA

CELL: RUKIRI II CELL: KIYOVU

SECTOR: REMERA SECTOR: NYARUGENGE

DISTRICT: GASABO DISTRICT: NYARUGENGE

KIGALI CITY KIGALI CITY

**FOREWORD**

On behalf of the Rwanda Biomedical Center, I am honored to present the Service Charter of Rwanda Biomedical Center.

This service charter is a declaration of our commitment to serving the population through innovative and evidence based interventions and practices guided by ethics and professionalism.

The charter outlines services provided by RBC and includes relevant information to customers and partners. It has been developed in consultation across divisions, customers and other stakeholders. Through this service charter, RBC shares its commitments, vision and mission, core values, and range of services.

**Jeanine U. CONDO, MD, PhD**

**Director General**

**Rwanda Biomedical Center**

**INTRODUCTION**

The Rwanda Biomedical Center was established by Law N° 48/2012 of 14/01/2013 modifying and complementing Law N° 54/2010 of 25/01/2011.

The main functions of RBC include:

1. Coordinate and follow up the implementation of programs aiming at improving health promotion, disease prevention, diagnostic, treatment and care for communicable and non-communicable diseases;

2. Coordinate and monitor the implementation of high impact interventions improving maternal, child and adolescent health, ensure that blood and vaccines, components are safe, effective and available to all levels of health system;

3. Coordinate healthcare technology management and engineering of infrastructure for all public health facilities in Rwanda;

4. Prevent and control epidemic diseases and other public health emergencies in Rwanda through the implementation of an effective and efficient national epidemiological surveillance and response system;

5. Contribute to efficiency promotion and financial sustainability of the health sector through income generating biomedical related activities and research through an institute or specialized institutes;

6. Contribute to the vital regional and global health activities, that it is beneficial to all people living in Rwanda to advance Rwanda's vision of becoming the leading biomedical center in the region;

7. Establish and strengthen collaboration with local, regional and International institutions having related mission.

**Vision statement:**

To become a Center of Excellence for the prosperity of the country, ensuring quality health service delivery, education and research.

**Mission statement:**To promote quality affordable and sustainable health care services to the population through innovative and evidence based interventions and practices guided by ethics and professionalism.

**Core values:**

In pursuit of our vision and mission, we are guided by the following fundamental core values:

* ***Client-centered***: our mission and vision is driven by a desire to provide comprehensive quality services to meet our client expectations
* ***Quality and Excellence***: Assure continuous quality improvement in all aspects of our mission; commit to excellence in all we do
* ***Service***: Provide excellent service to patients, students, staff, and all others who use, work in, or visit our facilities; recognize and value the contributions and potential of the entire RBC community
* ***Synergy***: Collaborate in a way that enhances the health of our people and nation
* ***Integrity:*** Maintain the highest standards of ethical and professional conduct
* ***Compassion***: Recognize an individual's basic rights to respect, privacy, dignity,

 understanding, and spiritual guidance

* ***Accountability***: Manage all resources in a fiscally responsible and prudent manner

**FEEDBACK AND SUGGESTIONS**

The Rwanda Biomedical Center has developed mechanisms to obtain feedback from its customers and other stakeholders, including:

* Feedback to RBC staff attending to client
* Feedback to supervisor in case of dissatisfaction
* Suggestion box
* Email for general feedback or inquiries info@rbc.gov.rw
* Call center
* Customer surveys
* Social media platforms

RBC offices are open Monday through Thursday: 7: 00am to 12:00 noon | 1:00pm to 5:00pm Friday: 7:00am to 12:00 noon | 1:00pm to 3:00pm

**SERVICES PROVIDED BY THE RWANDA BIOMEDICAL CENTER**

# I. BIOMEDICAL SERVICES DEPARTMENT (BIOS)

### I.1. National Center for Blood Transfusion Division

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| **What is the service?** | Provision of safe, effective and adequate Blood products to all patients in need.  |
| **Am I eligible?** | Any institution, individual who needs the following services:* To know about Blood services in Rwanda.
* To donate Blood.
* To request Blood or Blood products for transfusion to patients in Hospitals.
* To have personal Blood tests.
* Carrying out Internship training or research projects.
* Supplying medical consumables and other materials.
 |
| **Department to be approached** | Biomedical Services/National Centre for Blood Transfusion |
| **When can I access the service?** | Monday - Sunday (24 hours for Laboratory Services)Monday - Friday (7:00 – 17:00 for all other services) |
| **Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information1.5 hours maximum for Laboratory tests. |
| **What, if any, are the costs for accessing the services?** | * None on requisitions for Blood to be transfused to patients.
* Other charged services: [www.rbc.gov.rw](http://www.rbc.gov.rw)
 |
| **What documents are required?** | Depend on the information needed:* Proof of authorization by the Directorate General/RBC.
* Declaration of confidentiality form.

For donation and other in hospital requests:* Use the hospital mechanisms to acquiere blood or blood products
* For blood donation, different sites across the country in our regional blood centers are available including the national blood transfusion center head quarter located in Kigali (opposite Serena)
 |
| **What is the procedure?** | Submission of request letter to the Director General of RBC.Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw)  |
| **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)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110 |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-Biomedical Services and the Division Manager-National Centre for Blood Transfusion.
* NCBT team at every Blood collection drive by filling the Customer satisfaction form.
 |
| **Is there any additional information regarding this service that is useful to know?** | * Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw)
* Call toll free on 114
 |
| **Available forms** | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### I.2. Medical Technology and Infrastructure Division

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| **What is the service?****Am I eligible?** | Development, disseminate and ensure the implementation of guidelines, norms and standards of medical equipment and Health infrastructure. Planning, procurement, reception, distribution, installation, commissioning safety and operation, training of user and technicians, maintenance and repair, decommissioning and disposal of medical equipment in Public Health FacilitiesAssist contractor (designer) in Health infrastructure design by proving of technical expertise in hospital design (technical specification, patient flow,…) as MTI is the only public institution which has engineer with hospital designer expertise. Provide technical specifications, technical expertise (Bill of quantities, supervision etc.) of construction works of waste water treatment plant and medical incinerators in Health Facilities.Handling import visa: Provide technical expertise vis a vis the equipment to be imported regards the national regulations of importing medical equipmentProvide technical assistance on the electronic management and monitoring of Medical Equipment (MEMS)Provide education, in house and specialized training to Biomedical Engineers and Technicians |
| **Department to be approached**  | Biomedical Services Department,  |
| **When can I access this service?** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service or once the request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information |
| **What ,if any, are the costs for accessing the service?** | Free of charge for public servicesOther services, visit RBC website. |
| **What documents are required?** | Submission of request letter to the Director General of RBC with a copy to Head of Department BIOS and the Division Manager of MTIVisit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What, if any, other institution do I need to visit to access the service?( Eg.: for payment of the service costs or to get additional documents)** | * Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw)
* Call toll free on 114
 |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-Biomedical Services and the Division Manager-MTI.
* By filling the Customer satisfaction form or the use of the suggestion box
 |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw)Call toll free on 114  |
| **Available form** | For visa handling: Application form available on Ministry of Health ‘s Website: [www.moh.gov.rw](http://www.moh.gov.rw) |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### I.3 National Reference Laboratory

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| **Services Provided** | Supporting health service delivery through * Surveillance, Outbreak response and confirmation
* Diagnosis and management of diseases by ensuring the provision of quality and assured laboratory services at all levels of health care
* Validation of test and methods in diagnosis
* Applied research
 |
| **Who is eligible?** | * Implementing partners
* Institutions, organizations, and any entity interested or involved in diagnostic services
* All health facilities
* General population in needs
 |
| **Department to be approached** | BioMedical Services - National Reference Laboratory |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the informationInstantly, laboratory services can be accessed |
| **What, if any, are the costs for accessing the service** | Depends on the service, some have cost implications |
| **What documents required** | Submission of request letter to the Director General of RBC with a copy to Head of Department BIOS and the Division Manager of NRLVisit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department BIOS and the Division Manager of NRL |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-Biomedical Services and the Division Manager-NRL.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms**  | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

# II. Institute of HIV and Disease Prevention and Control department (IHDPC)

### II.1 Epidemic Surveillance and Response

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| **What is the service?** | Surveillance and response 23 diseases and other potential public health threats |
| **Am I eligible?** | Any institution, individual in need to know or being advised about:* The 23 diseases under surveillance in Rwanda,
* The International Health regulation requirements

Other regional public health threats on national concerns |
| **Department to be approached** | IHDPC- ESR division |
| **When can I access the service?** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information  |
| **What, if any, are the costs for accessing the services?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What documents are required?** | NoneHowever, depending on the information needed:* Letter to the Directorate General/RBC
* Signed confidentiality agreement
 |
| **What is the procedure?** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager of ESR |
| **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)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager-ESR.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110 |
| **Available forms** | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### II.2 Mental Health Services

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| **What is the services?** | Mental health services in terms of prevention, care, treatment, and rehabilitation equitably, effectively in the best interests of the users and the limits of available resources, by privileging proximity community interventions.  |
| **Am I eligible?** | Any individual or institution. |
| **Department to be approached** | Institute of HIV/AIDS, Diseases Prevention and Control/ Mental Health division. |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information  |
| **What, if any, are the costs for accessing the information** | Depends on the service, some have cost implications |
| **What documents required** | Submission of request letter to the Director General of RBC with a copy to Head of Department IHDPC and the Division Manager * Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw)
 |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager Mental Health |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-Biomedical Services and the Division Manager-NRL.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms**  | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### II.3 Malaria and Other Parasitic Diseases Division

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| **Services Provided** | * Design and implement strategies for malaria and other parasitic diseases control at all levels
* Provide technical support to institutions and individuals in malaria and other parasitic diseases control
* Provide key information related to malaria and other parasitic diseases control interventions
* Coordinate malaria and other parasitic diseases services provision from community to central level
 |
| **Who is eligible?** | * All malaria and other parasitic diseases program implementing partners
* Institutions, organizations, and any entity interested or involved in malaria and other parasitic diseases response
* All health facilities
* General populations in needs
 |
| **Department to be approached** | Malaria and Other Parasitic Diseases Division |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information  |
| **What, if any, are the costs for accessing the service** | Depends on the service, some have cost implications |
| **What documents required** | Submission of request letter to the Director General of RBC with a copy to Head of Department IHDPC and the Division Manager Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager  |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms**  | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### II.4. Non Communicable Diseases

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| **What is the service?****Am eligible** | Providing general and specific information about Non Communicable Diseases |
| **Department to be approached** | Institute of HIV/AIDS, Diseases Prevention and Control (HIV/AIDS, STI & Other Blood Borne Infections, Epidemic Surveillance Response, Non Communicable Diseases Division |
| **When can I access the service?** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the informationOn the spot |
| **What if any, are the costs for accessing the service** | Depends on the service, some have cost implications |
| **What documents are required?** | Submission of request letter to the Director General of RBC with a copy to Head of Department IHDPC and the Division Manager Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What is the procedure?** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager  |
| **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)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms** | None |
| **Relevant Legal Documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### II.5 Division of HIV, STI and Other Blood Borne Infections

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| **What is the services?** | Coordination and provision of the effective management of the HIV/AIDS, Sexually transmitted infections and Other Blood Borne Infections activities at national level.  |
| **Am I eligible?** | Any individual or an institution/organization entity with interests in the area of HIV/AIDS, Sexually transmitted infections and Other Blood Borne such as viral hepatitis in Rwanda  |
| **Department to be approached** | Institute of HIV/AIDS, Diseases Prevention and Control (IHDPC) |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the informationOr on spot |
| **What, if any, are the costs for accessing the service** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What documents required** |  Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager  |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager- HIV/AIDS, Sexually transmitted infections and Other Blood Borne Infections.

By filling the Customer satisfaction form or the use of the suggestion box  |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110 |
| **Available forms**  | None |
| **Relevant legal documents** | Law No 54/2010 of 25/01/2011 establishing Rwanda Biomedical Center (RBC) and determining its mission, organization and functioning. |

### II.6 Maternal, Child and Community Health Division

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| **Services Provided** | * Design and implement strategies for improving maternal, child and neonatal health at community and health facility level
* Provide technical support to institutions regarding maternal, child and neonatal health
* Coordinate all institutions providing maternal, child and neonatal health
* Provide key information related MCH and to vaccine preventable disease
* Provide international vaccination services and vaccination certificate
* Purchase and distribute vaccines to health facilities
 |
| **Who is eligible?** | * All implementing partners working in MNCH area
* General populations in needs of international vaccination
* Health facilities providing vaccination services
 |
| **Department to be approached** | Maternal, Child and Community Health Division |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information |
| **What, if any, are the costs for accessing the service** | Depend on the services you are requesting (vaccination or certificate)Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What documents required** | NoneHowever, depending on the information needed:* Letter to the Directorate General/RBC
* Signed confidentiality agreement
 |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager  |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | Health facilities (private and public), ESR division/RBC, Planning division/RBC, Clinical services/MoH |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager- MCCH.

By filling the Customer satisfaction form or the use of the suggestion box  |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms**  | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

### II.7 TUBERCULOSIS AND OTHER RESPIRATORY COMMUNICABLE DISEASES DIVISION

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| **Services Provided** | * Development of policies and strategies related to fight tuberculosis and other communicable respiratory disease included leprosy
* Coordinate the implementation of policies and strategies at decentralized level
* Provide technical assistance in the domain of Tuberculosis and leprosy
* Coordinate all partners working in the field of tuberculosis and other communicable respiratory diseases included leprosy
 |
| **Who is eligible?** | * All people living in Rwanda
* All partners or institution who are interesting to work on the field of tuberculosis and other communicable respiratory disease included leprosy
 |
| **Department to be approached** | Tuberculosis and Other Communicable Respiratory Diseases Division (TB&ORD) under the Institute of HIV/AIDS, Diseases Prevention and Control(IHPC) |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular servicesIn case of emergency: Monday to Sunday (Every day, 24 hours) and call 114 for any urgent request |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information |
| **What, if any, are the costs for accessing the service** | None |
| **What documents required** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager  |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Division Manager  |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | Related to care and treatment all health facilities can provide informationOrNational reference laboratory for question related to diagnosticOr Medical procurement and production division for all information related to tuberculosis |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager- tuberculosis and other communicable respiratory disease.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms**  | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |

# III. STAND ALONE DIVISIONS

### III.1 MEDICAL RESEARCH CENTER

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| **What are the services?** | **1.** Advisory services for clinical research/ Pharmaceutical/Biotechnology and Drug Development concerns related to the promotion, capacity development and compliance with Harmonized standards and requirements for the clinical Research conduct in Rwanda **2.** Provide smooth direction to clinical researchers / drug development sponsors for effective research conduct and investment in Rwanda **3.** Mediating research compliance with standards, Guidances and Good Practices (i.e. GCP ICH, GCLPs, GLPs and GMPs, etc)**4.** Knowledge of Research Findings to general public:If a specific research has been commissioned and findings has been approved by the research committee, RBC will be obliged to disseminate the results of the research to the general public, and issue separate reports to individuals upon request.5. A point on access to data including HMIS that requires Signed confidentiality agreement  |
| **Am I eligible?** | Any individual or institution. |
| **Department to be approached** | Medical Research Center  |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular services |
| **Time limit to access this service? or** **Once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information |
| **What, if any, are the costs for accessing the information** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) |
| **What documents required** | Research protocols Official letter of request adressed to DG RBC with copy to MRC Dirrector of unit  |
| **What is the procedure** | Address requests letter to DG RBC with a copy to Head of Department IHDPC and the Director of Unit  |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | None |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Director of Unit-MRC.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110  |
| **Available forms**  | Clinical Trials application forms |
| **Relevant legal documents** | **1.** Law No 54/2010 of 25/01/2011 establishing Rwanda Biomedical Center (RBC) and determining its mission, organization and functioning, as modified and complemented up to date by the Law Nº 48/2012 of 14/01/2013.**2.** Regulations related to coordination of research and conduct of clinical trials in Rwanda *(MOH-RBC 2017)***3.** Rwanda Guideline for Good Clinical Practice (*(MOH-RBC 2017)*  |

### III.2 Planning, Monitoring & Evaluation and Business Development Services

# INSTITUTE OF HIV

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| **What is the service?** | * Development of quality RBC integrated plans with strong monitoring and evaluation system;
* Advise on business strategy processes for the sector
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| **Am I eligible?** | * Any individual or a body who:
* Needs access to RBC work plans or wants to develop a joint work plan
* Has a health-related business/project proposal
* Needs technical support and/or information on available Health Information Systems
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| **Department to be approached** | Division of Planning, M&E and Business Strategy |
| **When can I access the services** | Monday through Friday ,7:00AM to 5:00PM for regular services |
| **Time limit to access this service? or once a request is made or an application is submitted, how long will it take?** | Within 2 weeks working days or less based on the complexity of the information |
| **What, if any, are the costs for accessing the service** | None |
| **What documents required** | Written request addressed to DG-RBC to access available information within RBCThese include but not limited to:* Letter to the Directorate General/RBC
* Signed confidentiality agreement
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| **What is the procedure** | Submit a request letter or an appointment note to the Director General of RBC with a copy to the Division of Planning, M&E and Business Strategy. |
| **What, if any, other institution do I need to visit to access the services? (e.g.: for payment of service costs or to get additional documents)** | None |
| **Is there a complaint procedure?** | Complaint should be addressed in writing to the * Director General of RBC with a copy to the Head of Department-IHDPC and the Division Manager-PEMBS.

By filling the Customer satisfaction form or the use of the suggestion box |
| **Is there any additional information regarding this service that is useful to know?** | Visit RBC website: [www.rbc.gov.rw](http://www.rbc.gov.rw) Call toll free on 114/1110 |
| **Available forms**  | None |
| **Relevant legal documents** | Law N° 54/2010 of January 25th, 2011 establishing RBC and determining its mission, organization and function, which was enacted in the Official Gazette of Rwanda on March 7, 2011. |