



REPUBLIC OF RWANDA
MINISTRY OF EDUCATION
RWANDA NATIONAL COMMISSION FOR UNESCO
(CNRU)



United Nations Educational,
Scientific and Cultural Organization

CNRU SERVICE CHARTER



FEBRUARY 2013

FORWARD

It is my pleasure to present you this Service Charter of Rwanda National Commission for UNESCO (CNRU). It has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery transparency and accountability.

This Service Charter spells out the role of the Rwanda National Commission for UNESCO (CNRU) and list of the types of services offered and the departments of the Permanent Secretariat which our services can be accessed.

The development of this Service Charter signifies our commitment to provide high quality services to all our partners and to serve them with due diligence and professionalism.

Secretary General

▪ **SERVICES OFFERED**

Applying for Grant from UNESCO Participation Programme (PP)

Type of service: Financial

What service am I eligible?	A Non Government Organizational, an Institution of private sector or a Government institution (Ministries, Public agencies, Schools, High Learning Institutions), Individuals can apply for Grant from UNESCO Participation Programme (PP) to finance his project related to educational /scientific material or equipment purchase, publication, conference / workshops organization, solar energy equipment, training...
Department to be approached	CNRU Secretariat
Where can I access the service?	Kigali / GASABO District At Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	Application is received from 1 st November to 15 th January after the General Conference session The payment to the agreed projects depends on the Feedback from UNESCO Headquarter after six months (From next June)
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - Requesting letter to UNESCO DG through CNRU - Project Proposal ; - Recommendation letter of line Ministry for a public institution or Individual - Recommendation letter of Rector or Head of a High Learning Institution / Research Institution; - Recommendation letter of Mayor of the District for a School or a local NGO; - Official recognition document for of private Association.
What is the procedure?	<ul style="list-style-type: none"> - Submitting a Project proposal with a requesting letter and respecting the deadline; - Wait the call of CNRU and then signing a contract with CNRU if project is agreed by UNESCO for funding; - Submitting a technical progress report to CNRU according the deadline fixed by contract; - Submitting a final financial and evaluation report. to UNESCO within the deadline.
What, if any, other institutions do	<ul style="list-style-type: none"> - Line Ministries / Universities and High Learning & Research Institutions/ Districts for

I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	recommendation.
Is there a complaint procedure?	<i>None</i>
Is there any additional information regarding this service that is useful to know?	<i>Please contact CNRU at +250 255 102 350, www.unesco.rw or at P.O. Box: 2502 KIGALI</i>
Available forms	<i>None</i>
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

▪ Services offered by Culture, Social and Human Sciences Department

1. Applying for a grant from UNESCO MOST (Management of Social Transformations) Programme

Type of service: Financial

What service am I eligible?	MOST (Management of Social Transformations) is a UNESCO research programme to produce reliable and relevant knowledge for policy makers. Its new focus is on building efficient bridges between research, policy and practice. The programme promotes a culture of evidence-based policy-making – nationally, regionally and internationally. An individual researcher, an Institution of research or a Ministry in Social sciences can apply for MOST funding to support his/her or its research in social sciences through CNRU.
Department to be approached	Culture, Social and Human Sciences Department. Tel. 255119243
Where can I access the service?	CNRU office, Kigali/Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	The response of CNRU to the applicant depends on the feedback from UNESCO Headquarter
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - A research proposal in connection with UNESCO's priorities - An application letter to the responsible of the fund submitted by CNRU

What is the procedure?	<ul style="list-style-type: none"> - Draft the research proposal and the application letter - Submit the application letter & the research proposal to CNRU's Secretary General - Wait when the CNRU SG will call you to pick up the response.
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> - Institution or a line Ministry recommendation is required.
Is there a complaint procedure?	<ul style="list-style-type: none"> - None
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> - Please contact CNRU, tel. +250 255 102 350, PO Box: 2502 KIGALI or www.unesco.rw
Available forms	<ul style="list-style-type: none"> - The application form depends on the funding institution
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO <ul style="list-style-type: none"> • General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

2. Applying for UNESCO International awards

Type of service: Awards

What the service am I eligible?	A Non Governmental Organization, an Institution of private sector or a Governmental Institution (Ministries, Public agencies, Schools, High Learning Institutions), an individual who performed in one of the fields awarded by UNESCO or its partners in one of the domains of UNESCO intervention (Education, Science, Culture, Communication and Information) can apply for a UNESCO award.
Department to be approached	Culture, Social and Human Sciences Department. Tel. 255119243
Where can I access the service?	CNRU office, Kigali/Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	The response of RNCU to the applicants depends on the feedback from UNESCO Headquarter
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Each Award has a specific regulation: http://www.unesco.org
What is the procedure?	Ref. to specific regulation of each award: http://www.unesco.org
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	UNESCO website: www.unesco.org
Is there a complaint procedure?	None
Is there any additional	<i>Please contact CNRU, tel. +250 255 102 350, PO Box: 2502 KIGALI or www.unesco.rw</i>

<p>information regarding this service that is useful to know?</p>	<p>Here are information and documents related to UNESCO awards you can find to UNESCO HQ:</p> <ul style="list-style-type: none"> - <i>Information on conditions of eligibility to awards</i> - <i>Information on the deadlines of the awards</i> - <i>Providing forms</i> - <i>Endorsement of application documents</i> <p>Here are some of the main UNESCO International awards:</p> <ul style="list-style-type: none"> - <i>International Literacy Prizes</i> - <i>Prize for Human Rights Education</i> - <i>Félix Houphouët-Boigny Peace Prize</i> - <i>UNESCO-Madanjeet Singh Prize for the Promotion of Tolerance and Non-violence</i> - <i>UNESCO Prize of Crafts</i> - <i>UNESCO Prize for the Promotion of the Arts</i> - <i>UNESCO-International Music Council Music Prize</i> - <i>UNESCO/Jikji Memory of the World Prize</i> - <i>UNESCO Digital Arts Award</i> - <i>UNESCO Prize of Architecture</i> - <i>Melina Mercouri International Prize for the Safeguarding and Management of Cultural Landscapes</i> - <i>Special Crafts Prize « The Iron Roads in Africa »</i> - <i>UNESCO-Guillermo Cano World Press Freedom Prize</i> - <i>PIDC-UNESCO Prize for Rural Communication</i> - <i>UNESCO King Hamad Bin Isa AL-Khalifa Prize for the Use of Information and Communication Technologies in Education</i> - <i>UNESCO Science Prize</i> - <i>Annual L'Oréal-UNESCO Awards for Women in Science</i> - <i>UNESCO MAB Young Scientists Awards</i>
<p>Available forms</p>	<p>UNESCO website: www.unesco.org</p>
<p>Relevant legal documents</p>	<ul style="list-style-type: none"> • <i>The Convention of 16 November 1945 establishing UNESCO, article VII;</i> • <i>The Charter of National Commission for UNESCO approved by the UNESCO</i> • <i>General Conference in its 20th session in 1978;</i> • <i>Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU;</i> • <i>The Resolutions adopted by the UNESCO General Conference since 1978;</i> • <i>Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU</i>

3. Applying to a financial grant from World heritage Fund

Type of service: Financial

What the service am I eligible?	<ul style="list-style-type: none"> - A cultural or artistic institution, a Ministry, an artist or a researcher in cultural or artistic field concerned by the protection, conservation, presentation and rehabilitation of the cultural and natural heritage can apply for the World Heritage Fund support requested by States Parties in need of international assistance. <p>Assistance granted by the World Heritage Committee may take the following forms:</p> <ul style="list-style-type: none"> - Studies concerning the artistic, scientific and technical problems raised by the protection, conservation, presentation and rehabilitation of the cultural and natural heritage, - Provisions of experts, technicians and skilled labor - Training of staff and specialists in the field of identification, protection, conservation, presentation and rehabilitation of the cultural and natural heritage; - Supply of equipment - Grant in exceptional cases and for special reasons, of non-repayable subsidies
Department to be approached	Culture, Social and Human Sciences Department. Tel. 255119243
Where can I access the service?	CNRU offices, Kigali / Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	The response of CNRU to the applicants depends on the feedback from UNESCO Headquarter
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	A request document to be addressed to the World Heritage Center via CNRU
What is the procedure?	<ul style="list-style-type: none"> - Addressed the request to UNESCO - Submit the application to Central Secretariat of CNRU - Wait for a call from CNRU - Sign a contract with CNRU - Respect all requirements of the contract
What, if any, other institutions do I need to visit to access the	<ul style="list-style-type: none"> - UNESCO website: www.unesco.org

service? (E.g. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	- None
Is there any additional information regarding this service that is useful to know?	- Please contact CNRU, tel. +250 255 102 350, PO Box: 2502 KIGALI or www.unesco.rw
Available forms	- Ref. to UNESCO website: www.unesco.org
Relevant legal documents	<ul style="list-style-type: none"> - The Convention of 16 November 1945 establishing UNESCO, article VII; - The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; - Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; - The Resolutions adopted by the UNESCO General Conference since 1978; - Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU - The 1972 World Heritage Convention.

4. Inscription of the national cultural goods & sites on the list of World Cultural Heritage

Type de service: Cultural

What the service am I eligible?	Ministries, public and private institutions in charge of culture, civil society, cultural communities, individuals
Department to be approached	Culture, Social and Human Sciences Department. Tel. 255119243
Where can I access the service?	CNRU office, Kigali / Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	Many years
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	All documents justifying the preoccupation of preservation or restoration of the Culture property concerned
What is the procedure?	Ref. to specific regulation of each file: www.unesco.org
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	UNESCO website: www.unesco.org
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	Please contact CNRU, tel. +250 255 102 350, PO Box: 2502 KIGALI or www.unesco.rw - The inscription of cultural goods is a long process. It requires many stakeholders from local communities to international NGOs partners to UNESCO like ICCROM (International Centre for the Study of the Preservation and Restoration of Cultural Property) and IUCN (International Union for Conservation of Nature and Natural Resources)

Available forms	UNESCO website: www.unesco.org
Relevant legal documents	<ul style="list-style-type: none">• The Convention of 16 November 1945 establishing UNESCO, article VII;• The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978;• Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU;• The Resolutions adopted by the UNESCO General Conference since 1978;• Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU• Convention concerning the protection of the World Cultural and Natural Heritage (Paris, 1972)• Convention for the Safeguarding of the Intangible Cultural Heritage (Paris, 2003)• Convention on the Protection of the Underwater Cultural Heritage (Paris, 2001)

▪ **Services offered by Communication, Media and Documentation Department**

1. Applying for Financial grant from UNESCO /IPDC (International Programme for the Development of Communication)

Type of service: Financial

What service am I eligible	Media organizations such as press, radio and television, media training institutes, professional journalists' organizations, media development agencies, and community media organizations are eligible to seek support from IPDC. All proposals are processed by field-based UNESCO Advisers for Communication and Information. Media projects with potential to serve as models are especially encouraged to apply for financial grant from UNESCO/IPDC. Particular attention is always given to proposals from least-developed, landlocked and small island countries.
Department to be approached	Communication, Media and Documentation Department
Where can I access the service?	Kigali/Gasabo District at Remera Sector, in MINEDUC Compound
When can I access the service?	<i>Monday to Friday, 7h00 Am to 5h00 Pm.</i> <ul style="list-style-type: none"> Kindly note that project proposals should be submitted only through the UNESCO Advisers for Communication and Information/CI Professionals based in UNESCO Field Offices in order to ensure the quality standards and the relevance to the IPDC priorities.
Once a request is made or an application is submitted, how long will it take?	The response of CNRU to the applicants depends to the Feedback from UNESCO Headquarter
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> IPDC project form IPDC guidelines on project preparation http://www.unesco.org/new/en/communication-and-information/intergovernmental-programmes/ipdc/projects/how-to-submit-a-project-proposal/
What is the procedure?	<ul style="list-style-type: none"> Go to CNRU ask how to contact the UNESCO Advisers; Develop the project proposals together with the UNESCO Advisers for Communication

	<p>and Information in the Field (ACI) concerned about the viability of the public sector and the view of a professional media organization recognized by UNESCO on the viability of the private sector media projects.</p> <p>During this process of project development and when it is submitted, be sure following was been considered:</p> <ul style="list-style-type: none"> • All project proposals must be submitted using the official IPDC project form, following the recently updated IPDC guidelines on project preparation. • The proposals shall address adequately and succinctly all those issues that are listed in the form. • The final proposal should not be longer than 5 pages; however, any background information beyond those 4-5 pages will be useful to assess the proposal and the budgets. • The equipment component should be reduced to a reasonable minimum with a justifiable budget. • The proposal will not be considered for presentation unless they have clear impact on one or several of the IPDC priorities are involved. • Community radio proposals projects must have a license to be considered by IPDC or a documentary proof that licensing authorities are ready to give a broadcast license. • IPDC will not consider projects by private entities if they are competing for the same audience with similar entities; however, joint ventures and ventures intend to cater to undeserved areas and communities are encouraged. • Submit your project before 31 July is the closing date for submitting project proposals to the UNESCO Advisers for communication and information (ACIs)/ CI.
<p>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)</p>	<p>- http://www.unesco.org/new/en/communication-and-information/intergovernmental-programmes/ipdc/projects/how-to-submit-a-project-proposal/</p>
<p>Is there a complaint procedure?</p>	<p>- None</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>- Please contact CNRU at +250 255 102 350, www.unesco.rw or at PO Box: 2502 KIGALI</p> <p>- The decision on the project funding is taken by the IPDC Bureau at its meeting. The IPDC Bureau during its meeting proceeds with the approval of the projects and the respective financial allocations to them on the basis of the amount of voluntary contributions</p>

	<p>available on the IPDC Special Account. In providing support to projects, IPDC is guided by the following four priorities established by its Council:</p> <ul style="list-style-type: none"> • Promotion of freedom of expression and media pluralism; • Development of community media; • Human resource development; • Promotion of international partnership. <p>- Kindly note that the project proposals should be submitted only through the UNESCO Advisers for communication and information/CI based in UNESCO Field Offices in order to ensure the quality standards and relevance to the IPDC.</p>
Available forms	<p>- http://www.unesco.org/new/en/communication-and-information/intergovernmental-programmes/ipdc/projects/how-to-submit-a-project-proposal/</p>
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

▪ [Services offered by the Library](#)

UNESCO Publications

Type of service: Research

What service am I eligible?	RNCU has a Library which contains most of UNESCO publications and reports on education, sciences, technology, culture and communication; local newspapers (Imvaho, La Nouvelle Relève, Newtimes) and international (East African, Jeune Afrique, etc). The Library is open to any people interested by books, magazine or newspapers available in it.
Department to be approached	Library
Eligibility	All People, especially High education Students and Lecturers
Where can I access the service?	Kigali / Gasabo District At Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Thursday, 7h00 Am to 5h00 Pm. Closed to public on Friday
Once a request is made or an application is submitted, how long will it take?	Direct service
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Present Identity card /student card
What is the procedure?	Introduce yourself to the Librarian with an identity card or with a student card and ask for the book/ magazine / newspaper needed and take a place in the reading room until you finish to read; After reading the book / magazine /newspaper remains on the table.
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)	None

Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	Please contact CNRU at +250 255 102 350, www.unesco.rw or at PO Box: 2502 KIGALI
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

▪ **Services offered by Education, Associated Schools, UNESCO Clubs & Youth Department**

1. Being an UNESCO Associated School Network Member

Type of service: Building UNESCO Association Management.

What service am I eligible?	Any Primary and Secondary school can apply to be member of UNESCO Association Schools Network and benefit of support from UNESCO in terms of books grant, teacher & school managers training, etc.
Department to be approached	Education, Associated Schools, UNESCO Clubs and Youth Department
Where can I access the service?	Kigali/Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	It depends on UNESCO HQ feedback
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Fulfilled Application form
What is the procedure?	When fulfilling the Application form, to indicate: <ol style="list-style-type: none"> 1. Brief school programs description 2. How the school decide to become involved in ASPnet 3. How all stakeholders (administration, staff, student body, school council) plan to support and promote this initiative in school and community. 4. Any existing activities or projects that you believe fit in with the theme and spirit of ASPNet 5. How your school plans to meet the criteria outlined in Structure and Plan for ASPNet. <ul style="list-style-type: none"> - Wait for the call from CNRU about the response from UNESCO HQ.
What, if any, other institutions do	- UNESCO website / www.unesco.org

I need to visit to access the service?)	
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	None
Available forms	Please contact CNRU at +250 255119246, www.unesco.rw or at PO Box: 2502 KIGALI
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

2. Setting up a UNESCO Club

Type of service: Building UNESCO Association

What service am I eligible?	Any person or group wishing to set up a UNESCO Club can put in place it and invite the CNRU to visit it for agreement. The UNESCO Clubs are initiated to promote culture through projects and activities such as peace education, human right promotion, environment protection, literacy, etc.
Department to be approached	Education, Associated Schools, UNESCO Clubs and Youth Department
Where can I access the service?	Kigali/Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	Five (5) working days after CNRU's visit.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Application letter with a booklet with following information are requested: <ol style="list-style-type: none"> 1. Name of the President 2. Name of the Secretary-General 3. Contact details: Postal address, telephone, fax, e-mail address 4. Priority areas 5. List of potential projects and activities 6. Financial status and administrative structure 7. Objectives and expected outcomes
What is the procedure?	<ul style="list-style-type: none"> • Contact National Commission for UNESCO for explanation on UNESCO Club. • National Commission for UNESCO visits and advises the group which want to set up UNESCO Club. • Complete a UNESCO form
What, if any, other institutions do	- UNESCO website : www.unesco.org

I need to visit to access the service?)	
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	Please contact CNRU at +250 255119246, www.unesco.rw or at PO Box: 2502 KIGALI
Available forms	Yes
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

▪ Services offered by Science and Technology Department

1. Getting information on UNESCO Scholarships / Fellowships

Type of service: Scholarship

What service am I eligible?	All individual Rwandan citizen is allowed to apply for proposed UNESCO scholarships, based on criteria defined according to the wishes and exigencies of the countries or International Agencies which have offered these fellowships on regularly bases or temporally.
Department to be approached	Science and Technology Department
Where can I access the service?	CNRU Office – Science & Technology Unit at 1 st Floor – Door 4, Kimironko Sector, in MINEDUC Compound, near REB Office, Gasabo District, Kigali City
When can I access the service?	<i>Monday to Friday , from 7h00 Am to 5h00 Pm</i>
Once a request is made or an application is submitted, how long will it take?	Every application has specific criteria and deadline, given by the sponsors in the announcement. All applications available are submitted for selection by CNRU to UNESCO HQ, 1 week before the closing date. The final response of CNRU to the applicants depends to the Feedback from UNESCO Headquarters
What, if any, are the costs for accessing the service?	The service is free of charge and the UNESCO scholarships are generally a grant.
What documents are required?	<ul style="list-style-type: none"> - Requesting letter; - Application form / CV - Research Project Proposal for Postgraduate scholarships, - References or Recommendation letter from an academic authority (Rector or Head of for a High Learning institution/Research institution).
What is the procedure?	<ul style="list-style-type: none"> - Search and find applications information on UNESCO/CNRU websites and Offices - Complete the application form & provide CV - Draft the Project proposal and the requesting letter;

	<ul style="list-style-type: none"> - Submit the file and all required documents to CNRU; - Receive a call from CNRU about the feedback answer from UNESCO HQ; - Sign a contract with UNESCO through CNRU - Submit a technical progress report; - Submit technical and financial final report.
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)	REB (Former SFAR) to conduct all selection procedures to candidates who apply for Postgraduate scholarships which can exceed one year training.
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> - Please contact CNRU Secretariat at Tel : +250 255 102 350, Website: www.unesco.rw , PO Box: 2502 KIGALI - Every application has specific criteria and deadline, given by the sponsors in the announcement. - All applications available are submitted for selection by CNRU to UNESCO HQ, 1 week before the closing date.
Available forms	- Yes, forms can be downloaded on UNESCO Website (www.unesco.org) and available also to CNRU Office
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

2. Applying for a grant from UNESCO Intergovernmental Programmes: Man and Biosphere (MAB) and International Hydrology Program (IHP)

Type of service: Financial

What service am I eligible?	Government institution (Ministries, Public agencies, Schools, High Learning & Research institutions), A Non Government Organizational, an Institution of private sector, an Individual with a project proposal related to one of the main domain of UNESCO intervention (Education, Science, Culture, Communication and Information)
Department to be approached	Science & Technology Department
Where can I access the service?	CNRU Office – Secretariat, Kimironko Sector, in MINEDUC Compound, near REB Office Gasabo District, Kigali City
When can I access the service?	Monday to Friday , from 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	The response of CNRU to the applicants depends on the Feedback from UNESCO HQ
What, if any, are the costs for accessing the service?	No charge
What documents are required?	<ul style="list-style-type: none"> - Requesting letter to UNESC DG , though SG CNRU; - Project Proposal ; - Recommendation letter from line Ministry for a public institution or an individual; - Recommendation letter from Rector for a High Learning institution or from a Head of a Research institution; - Recommendation letter from the District Mayor for a School or a local NGO; - Legal status for private association and any official recognition document.
What is the procedure?	<ul style="list-style-type: none"> - Submit to CNRU Secretariat a Project proposal with a requesting letter and all required documents; - Receive a call from CNRU Secretariat informing the UNESCO feedback;

	<ul style="list-style-type: none"> - Sign a contract with UNESCO through CNRU for all selected projects to be funded; - Submit a technical progress report to CNRU; - Submit a final evaluation and financial report to UNESCO HQ at the end of project.
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)	Line Ministries or Rectors, DGs, Mayors for recommendation.
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	Please contact CNRU Secretariat at +250 255 102 350, Website: www.unesco.rw , PO Box: 2502 KIGALI The UNESCO budget for MAB and IHP Programmes is biennale and implemented by the Executive Secretariat based at UNESCO HQ, and it depends to the funds mobilization strategies and responses from member countries and donors.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter/01 of 27 March 2003 restructuring and reorganizing CNRU

▪ **Other Service offered by CNRU Secretariat**

Payment Facility by using Rwandan francs when purchasing education and scientific material or paying school fees abroad through UNESCO Coupons system.

Type of service: UNESCO COUPONS

What service am I eligible?	High Education Institutions with students abroad; Government institutions (Ministries, Public agencies, Schools, High Learning institutions; Local Non Government Organizations; Institution of private sector, Individuals) in relation with Education and sciences can apply for payment Facility by using rwandan francs when purchasing education and scientific material or paying school fees abroad through UNESCO Coupons system.
Department to be approached	CNRU Secretariat
Where can I access the service?	Kigali / Gasabo District at Kimironko Sector, in MINEDUC Compound
When can I access the service?	Monday to Friday , 7h00 Am to 5h00 Pm
Once a request is made or an application is submitted, how long will it take?	One to two months
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Proforma invoice Payment voucher in RWF from UNDP
What is the procedure?	<p>- Who is interested by using UNESCO Coupons payment system has to proceed as following:</p> <ol style="list-style-type: none"> 1. Contact CNRU to request UNESCO Coupons 2. Contact the supplier for a proforma invoice (which includes transport fees from the concerned country to Rwanda) 3. Pay the proforma amount in RWF to UNDP account indicated 4. Provide the payment voucher to CNRU which will send it to UNESCO for acquiring equivalent Coupons in US dollars

	<p>5. Payment to supplier with the Coupons</p> <p>When the supplier is paid by Coupons, he sent the purchased material to the Owner who is responsible of all clearing process from Rwandese customs.</p> <ul style="list-style-type: none"> - The process is +/- the same for education fees.
<i>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)</i>	<ul style="list-style-type: none"> - None
<i>Is there a complaint procedure?</i>	<ul style="list-style-type: none"> - None
<i>Is there any additional information regarding this service that is useful to know?</i>	<ul style="list-style-type: none"> - Please contact CNRU at +250 255 102 350, www.unesco.rw or at PO Box: 2502 KIGALI
<i>Available forms</i>	<ul style="list-style-type: none"> - None
<i>Relevant legal documents</i>	<ul style="list-style-type: none"> • The Convention of 16 November 1945 establishing UNESCO, article VII; • The Charter of National Commission for UNESCO approved by the UNESCO General Conference in its 20th session in 1978; • Presidential order No 120/10 of 9 June 1975 establishing and organizing CNRU; • The Resolutions adopted by the UNESCO General Conference since 1978; • Presidential order No 12 ter /01 of 27 March 2003 restructuring and reorganizing CNRU

Approved by the Secretary General of CNRU: **Eliphaz BAHIZI (sé)**

Date: 18/02/2013