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# NATIONAL PHARMACY COUNCIL SERVICE CHARTER

**First Edition,  
November 2022**

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## ABBREVIATIONS & ACCRONYMS

<b>NPC</b>	The National Pharmacy Council
<b>SOPs</b>	Standard Operating Procedures
<b>HEC</b>	Higher Education Council
<b>ID</b>	Identification card
<b>CPD</b>	Continuous Professional Development
<b>M&amp;E</b>	Monitoring and evaluation
<b>RWANDA FDA</b>	Rwanda Food and Drugs Authority



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## FOREWORD



In accordance with the Constitution of the Republic of Rwanda of 2003 revised in 2015 in article 21, all Rwandans have the right to good health. In addition, according to Rwanda's vision 2050, Rwanda will position itself as a center of medical tourism, biomedical research, and pharmaceutical industries. World-class health facilities will be developed offering specialized health care with quality services that are competitive on the continent. Rwanda will attract investors in pharmaceutical industries both in distribution and manufacturing which will contribute to lowering the

cost of drugs in the country and further exporting to other countries. To achieve this, high-quality and cost-effective services are the main drivers among others.

In light of **vision 2050, the "Rwanda we want"** and recognizing the critical role of quality service delivery in national transformation and development; the National Pharmacy Council has developed a set of minimum standards to establish a service excellence framework. The NPC service charter provides an orientation of the required service quality standard and highlights the commitment of the Council to consistently provide services that meet the requirements and expectations of stakeholders.

The charter targets mainly its stakeholders which are pharmacy professionals, Higher learning institutions that train pharmacy professionals, Rwanda FDA, the Higher Education Council, health professions councils, health professions associations, the Ministry of Health, and other Health related stakeholders involved in promoting public health protection among others and the general public. The application of this NPC service charter is expected to improve transparency, accountability, fairness, and equity in service provision while building a culture of quality management, improved standards, professional regulation and management of expectations of service recipients.

In addition, this service charter will also serve as a benchmark for the National Pharmacy Council to assess its performance in quality service delivery to its stakeholders and will highlight the level of progress in its effort to promote efficiency, effectiveness, transparency, and accountability in terms of service delivery.

The Council promises its stakeholders and clients to use all of its available resources including human, financial, and materials, to offer services that would meet and exceed the customer requirements.

Dr. Innocent HAHIRWA, PhD  
Chairperson



## EXECUTIVE SUMMARY

This NPC service charter spells out the role of the National Pharmacy Council and highlights the services offered and the requirements therein.

This first edition also highlights amongst others, the National Pharmacy Council profile, vision, mission, core values, roles, and functions of the Council. Other items articulated include the purpose of this Service Charter, its benefits, service standards, promises to our clients, customer feedback and complaints handling as well as monitoring and evaluation of set standards. The rights and responsibilities of our clients have also been articulated.

This charter applies to external clients and stakeholders who use the National Pharmacy Council's services. The document provides for standards of service delivery expected by clients and what the Council anticipates from its clients including what can be done if the specified standards are not met.

## DEFINITION OF TERMS

Under this NPC service charter, the following terms and phrases are defined as follows:

**The Council:** The National Pharmacy Council

**Pharmacy professionals:** Registered pharmacists and registered pharmacy technicians

**Pharmacist intern:** a person enrolled or a graduate of a pharmacy school who is serving for a period of practical experience under the supervision of a registered pharmacist as defined in the internal rules and regulations of the council.

**Graduate pharmacy professional:** a person who has successfully completed an academic degree but is not registered with the Council

**Client(s):** Pharmacy professionals, pharmacy students, graduate pharmacists, pharmacist interns, CPD providers, and stakeholders. They also include government and private institutions as well as the general public.

**Days:** Means days from Monday to Friday except for officially recognized public holidays. The days highlighted in the delivery of services do not mean calendar days, instead, they mean working days.

**Stakeholders:** This means an individual, institution, or organization that in one way or another is related to or affected by the NPC services and/or functions.

**Applicant:** any person who makes a formal application for any service at the Council

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## **INTRODUCTION & BACKGROUND**

The NPC is an independent statutory authority accountable for the regulation of the pharmacy profession and it plays an advisory role to the Ministry of Health and the pharmacy institutions' training programs on all matters related to the pharmacy profession. It was set up by Law No 45/2012 of 14/01/2013 relating to the organization, functioning, and competence of the NPC.

The NPC aims to enable a national approach to the regulation and control of the pharmacy profession and accreditation of the institution's training programs. The NPC is intended to work in collaboration with different institutions and stakeholders of the government of Rwanda, other health professional organizations, other regulatory agencies, and the general public to identify issues and trends in pharmacy practice that requires a collegiate approach and attention.

### **OUR VISION**

The Vision of the National Pharmacy Council is to become a Centre of Excellence in regulating and controlling the pharmacy profession.

### **OUR MISSION**

The Council is responsible for ensuring that the rules, honor, and dignity of the pharmacy profession are complied with and ensure public health protection. The Council ensures compliance with the principles of morality, integrity, and dedication essential to the practice of the pharmacy profession and ensures that all its members comply with their professional requirements and the laws and regulations governing the pharmacy profession.

### **PURPOSE OF THE NPC SERVICE CHARTER**

The overall purpose of this document is to enhance awareness of the NPC's responsibilities based on its core mandate, mission, and values by providing information on the NPC service charter as well as how clients' requests and expectations are met.

#### **Specific objectives:**

- A better understanding of the concept of the NPC service charter;
- Acquire accurate information about service delivery standards;
- Strengthening customer /stakeholders relationships;
- Increasing compliance of employees and stakeholders;
- Increase operational efficiency and transparency;
- Enable the National Council board to achieve its mission and vision;
- Provide a basis for evaluating performance in the field of service delivery;
- Provide uniformity and consistency in the provision of services

This service charter, therefore, is a commitment to deliver quality and timely services to all clients, stakeholders, and the general public.

NPC service charter is the minimum level of expected services in terms of quality, process and time that the National Pharmacy Council commits to deliver to its stakeholders/clients or those that the clients should expect to receive.

Pharmacy professionals and other Council stakeholders are entitled to know what they should expect from the Council, how services will be delivered, and what they can do when their expectations are not met.

### **Development process**

The methodological approach in this benchmark setting exercise entailed:

- i. specifying the main services that the NPC provides to various categories of clients;
- ii. consultation arrangements with the clients to determine their needs;
- iii. considering the strategies to remove service delivery barriers and arrangements as to how information about services is to be provided.

This charter includes:

- A description of the service provided and, where applicable, the benefits the applicants are entitled to receive;
- Service pledges or principles describing the quality of service delivery an applicant should expect to receive;
- Specific delivery targets for key aspects of service;
- Cost of delivering the service;
- Complaint and redress mechanisms the applicant can use when s/he feels standards have not been met.

### **BENEFITS OF APPLYING THIS SERVICE CHARTER**

Application of this service charter shall result into:

- a) Transparency and accountability in service delivery;
- b) High-quality and timely service delivery;
- c) information for the planning and decision-making process;
- d) Fairness and equity in service provision;
- e) Building a culture of quality management;
- f) Management of expectations of the clients and stakeholders;
- g) Regulation, management, and control of service providers



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## PRINCIPLES AND CORE VALUES

The principles for implementation of the NPC service charter shall be as follows:

**Client focus:** focusing on needs that reflect the priorities of service recipients

**Professionalism:** adherence to the code of conduct and ethics and professional codes of conduct, exhibiting a high degree of competence and best practices

**Transparency:** openness about all the decisions and actions taken

**Accountability:** public trust and responsibility for action and inactions

**Efficiency:** optimal use of resources including time in the attainment of service delivery objectives

**Effectiveness:** achieving the intended results in terms of quality and quantity following set targets and performance standards for service delivery

**Participation:** engaging partners in implementing, monitoring, and evaluating service delivery


**Equity:** fair treatment to all customers irrespective of gender, race, religion, disability, ethnic background, and political affiliation.

### NPC SERVICE CHARTER

KEY SERVICE		SERVICE BENEFICIARY	CURRENT PRACTICE	STANDARD BENCHMARK	REQUIREMENTS
<b>STUDENT INDEXING SERVICES</b>	Processing of student indexing application	Pharmacy students or students intending to pursue a pharmacy program at the University either in Rwanda or abroad	<ul style="list-style-type: none"> <li>• Application is done online through a link at the council's website or a database accredited by the Council. When the application is approved or not approved , a notification letter is sent to the applicant via email or the application portal.</li> <li>• When the applicant has submitted all required documents the process takes five (5) days</li> <li>• When there are missing documents, the student is notified via indexing email to provide the missing</li> </ul>	<ul style="list-style-type: none"> <li>• It shall take five (5) working days to conclude the processing of a complete file of application for student indexing.</li> <li>• When there are missing documents, the process will depend on the applicant's speed in providing the missing documents.</li> <li>• Applicants who are not eligible for indexing will be notified within five (5) working days. A copy of the refusal letter is addressed to the applicant and a copy is given to the Minister of Health and the Director</li> </ul>	<ul style="list-style-type: none"> <li>• To have studied Science Subjects in Secondary School: Mathematics, Biology, Chemistry, and Physics.</li> <li>• To have Passed core subjects of <b>Biology and Chemistry at least with:</b> <ul style="list-style-type: none"> <li>✓ <b>Grade C:</b> for all students wishing to study a Bachelor of pharmacy program;</li> </ul> </li> </ul>



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			<p>documents. In that case, the process timeline depends on the speed of the applicant in providing the missing documents.</p> <ul style="list-style-type: none"> <li>• When the applicant is not eligible for indexing, s/he is notified through the email of the Council or the application portal. The process takes five (5) days</li> </ul>	<p>General of the Higher Education Council</p>	<ul style="list-style-type: none"> <li>✓ <b>Grade D:</b> for all students wishing to study an Advanced Diploma program in pharmacy.</li> <li>• Required documents to be submitted are the following:             <ul style="list-style-type: none"> <li>✓ Application letter addressed to the NPC Chairperson</li> <li>✓ Notarized copy of Rwanda Advanced Certificate;</li> </ul> </li> </ul>
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		<p>National Pharmacy Council</p>			<ul style="list-style-type: none"><li>✓ REB Equivalence for candidates with foreign qualifications;</li><li>✓ Copy of ID for Rwandans or Passport for foreigners;</li><li>✓ A coloured passport-size photo;</li><li>✓ Criminal clearance /Police clearance;</li><li>✓ Copy of University Admission letter;</li></ul>
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		<p>National Pharmacy Council</p>			<ul style="list-style-type: none"><li>✓ Evidence of payment of non-refundable application fees;</li><li>✓ Be a full-time student in Bachelor of Pharmacy, Doctor of Pharmacy (Pharma D) or Diploma in Pharmacy</li><li>✓ Additional requirements may be required as defined in the regulations</li></ul>
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					governing pharmacy students' indexing
<b>PROVISION OF INTERNSHIP</b>	Processing of application for internship	Pharmacy students (nationals) who graduated from abroad since 2015  Foreign Pharmacy students who were not practising in Rwanda in 2014	<ul style="list-style-type: none"> <li>Application is done through the Council's official email or database accredited by the Council. Upon the approval of the internship by the council; a request for the internship is sent to the internship site for approval. When the training institution approves the internship a notification letter is sent to the applicant.</li> <li>When the student/ applicant has submitted all required documents the process takes ten (10) working days</li> </ul>	<ul style="list-style-type: none"> <li>When the applicant has submitted a complete file the application for the internship will take ten (10) working days</li> <li>When there are missing documents, the process timeline will vary depending on when the required documents are made available by the applicant</li> </ul>	<ul style="list-style-type: none"> <li>Application letter addressed to the NPC chairperson</li> <li>A certified copy of the Diploma/Degree in Pharmacy</li> <li>An equivalence of the degree from the competent organ in Rwanda (HEC) where applicable</li> <li>A good standing certificate issued by the home country regulatory authority (foreign applicant only)</li> <li>1 recent passport photo</li> </ul>



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			<ul style="list-style-type: none"><li>• When there are missing documents, the applicant is notified to provide the missing documents. In that case, the process timeline depends on the speed of the applicant to provide the missing documents</li><li>• When the applicant is not eligible for an internship, they are notified through email by the Council. The process takes five(5) days</li><li>• The internship is done on rotation in different pharmacy fields as determined by the Board. The processing of rotation is done within ten (10) working days</li></ul>		<ul style="list-style-type: none"><li>• A copy of the Identification card/Passport</li><li>• Any additional requirement determined by the National Council Board</li></ul>
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<b>APPLICATION FOR PRE- REGISTRATION EXAMINATION</b>	Processing of request to sit for pre-registration examination	<ul style="list-style-type: none"> <li>Foreign Pharmacy professionals who graduated from abroad and completed a one-year internship in Rwanda</li> <li>Pharmacy professionals who graduated from training institutions in Rwanda since 2015</li> </ul>	<ul style="list-style-type: none"> <li>Application is done through a published email or accredited database. After the approval, a notification email is sent to the applicant or uploaded to the application portal.</li> <li>When the applicant has submitted all required documents the process takes two days</li> <li>When there are missing documents, the applicant is notified via email to provide the missing documents. In that case, the process takes up to 5 days depending on the speed of the applicant to provide the missing documents</li> <li>When the applicant is not eligible for the pre-</li> </ul>	<ul style="list-style-type: none"> <li>The applicants with complete files shall receive feedback within two (2) working day</li> <li>Once there are missing documents, the process timeline may vary depending on the speed of the applicant to provide the missing documents</li> </ul>	<b>Required Documents for Rwandans:</b> <ul style="list-style-type: none"> <li>An application letter addressed to the NPC chairperson;</li> <li>Notified A' level certificate;</li> <li>Notified copy of a degree in pharmacy, Pharm.D, or advanced diploma in pharmacy from a recognized university;</li> <li>Proof of payment of application fees;</li> <li>Copy of the ID or passport bio-data page;</li> <li>Proof of one-year professional internship that was</li> </ul>
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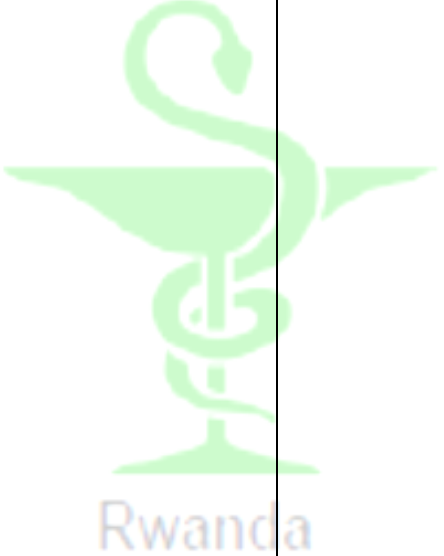
			<p>registration examination, s/he is notified through email or the application portal. The process takes three (3) days</p>		<p>recommended by the Council</p> <p><b>Non-Rwandan must also submit in addition to the above the following documents:</b></p> <ul style="list-style-type: none"> <li>• Proof of registration in their home country pharmacy councils;</li> <li>• A valid certificate of good standing issued directly to NPC by their respective pharmacy council</li> <li>• Proof of English or French Proficiency from a recognized institution, if the applicant has pursued his/her Pharmacy Training Program in any other language than either English or French.</li> </ul>
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<b>REGISTRATION OF NEW PHARMACY PROFESSIONALS</b>	<p>Processing applications for registration of new pharmacy professionals</p>	<ul style="list-style-type: none"> <li>• Rwandan and Foreign graduate Pharmacy professionals who successfully passed the pre-registration examination</li> <li>• Graduate Pharmacy professionals who were in practice in Rwanda in and before 2014</li> <li>• Foreign graduate pharmacy professionals who were in practice in</li> </ul>	<ul style="list-style-type: none"> <li>• The application for registration as a new pharmacy professional is submitted in hard copies at the office of the Council. Upon the approval of the application, the candidate is registered in the register of pharmacy professionals and notified for successful approval of the registration. The council provides him/her a registration card as proof of registration</li> <li>• When the candidate has submitted all required documents the process takes five (5) working days</li> <li>• When there are missing documents, the candidate is notified via email to</li> </ul>	<ul style="list-style-type: none"> <li>• When the candidate has submitted all required documents the process will take five (5) working days</li> <li>• When there are missing documents, the candidate is notified via email to provide the missing documents. In that case, the process timeline varies depending on the speed of the candidate to make available the missing documents</li> </ul>	<p><b>Requirements for Registration of Nationals</b></p> <ul style="list-style-type: none"> <li>• Filled application form</li> <li>• A criminal record issued by a competent authority in Rwanda</li> <li>• A certified copy of the Diploma/Degree in Pharmacy</li> <li>• A certified copy of the academic transcripts</li> <li>• A certified equivalence of the degree from the competent organ in Rwanda for</li> </ul>
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		<p>Rwanda before 2014</p>	<p>provide the missing documents. In that case, the process timeline depends on the speed of the candidate to make available the missing documents</p>		<p>those who studied abroad</p> <ul style="list-style-type: none"> <li>• A certified copy of Advanced level certificate</li> <li>• Proof of a one-year internship completion in Rwanda</li> <li>• Proof of valid index number</li> <li>• One recent passport photo</li> <li>• Proof of payment of registration fees</li> <li>• A copy of the Identification card/Passport</li> </ul>
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		<b>National Pharmacy Council</b>			<ul style="list-style-type: none"><li>• Proof of successfully passing the pre-registration examination</li><li>• Signed Curriculum Vitae</li><li>• Proof of registration with their respective councils for those with a background in regulated professions</li><li>• Any additional requirement determined by the National Council Board</li></ul> <p><b>Additional Requirements for</b></p>
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		<b>National Pharmacy Council</b>			<b>registration of non-Nationals</b> <ul style="list-style-type: none"><li>• Proof of registration by the pharmacy council in their home country</li><li>• A good standing certificate issued by the pharmacy council in their home country</li><li>• A work permit issued by the competent Rwandan Authority</li><li>• Proof that their home country registers Rwandan professionals if applicable</li></ul>
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<b>LICENSING OF PHARMACY PROFESSIONALS</b>	<p>Processing the application for a license to practice the pharmacy profession</p>	<ul style="list-style-type: none"> <li>• Pharmacy professionals registered with the National pharmacy council who want to practice the pharmacy profession</li> <li>• New registrants</li> <li>• Provisional license for those recommended by the Minister of Health</li> </ul>	<ul style="list-style-type: none"> <li>• Application for license renewal is done online through a link published on the council's website each year or via the application portal of the accredited database</li> <li>• The application is submitted in hard copies at the office of the Council when the applicant is a newly registered Pharmacy professional.</li> <li>• Once the license is approved, a scanned copy is sent to the candidate who meets the requirements via email or the application portal. When the candidate does not meet the requirements s/he is notified.</li> </ul>	<ul style="list-style-type: none"> <li>• When the applicant has submitted all required documents the process will take three ( 3) working days</li> <li>• When there are missing documents, the candidate is notified via email to provide the missing documents. In that case, the process timeline will vary depending on the speed of the candidate to submit the missing documents</li> </ul>	
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		<ul style="list-style-type: none"><li>• Conditional licensing</li></ul>	<ul style="list-style-type: none"><li>• When the candidate is a new registrant the license is collected from the NPC office by the applicant in hard copy. In the case of the database, the license is in the application portal.</li><li>• When the applicant has provided all the required documents, the process takes three (3) working days</li><li>• In case there are missing documents the process timeline depends on the applicant's speed in providing the missing documents or complying with the required CPDs</li></ul>		
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<p><b>PROVISION OF GOOD STANDING CERTIFICATE</b></p>	<p>Processing the request for a good-standing certificate</p>	<p>Registered Pharmacy professionals</p>	<ul style="list-style-type: none"> <li>• The request for a good standing certificate is done through the email of the council or an accredited database</li> <li>• Once the certificate is approved, a notification email is sent to the applicant who may collect the hard copy from the NPC office. Otherwise, the certificate is directly issued to the institution that requests the pharmacy professional to provide it.</li> <li>• When the applicant has provided all the required documents, the process takes five (5) working days</li> <li>• In case there are missing documents, the timeline depends on the applicant's speed in providing the missing documents.</li> </ul>	<p>The good standing certificate processing shall take five (5) working days.</p> <p>When the applicant does not qualify for it, a notification email will be sent to him/her within two working days.</p>	<ul style="list-style-type: none"> <li>• Application letter addressed to the NPC Chairperson</li> <li>• Proof of payment of prescribed fees</li> <li>• Having a valid license to practice</li> <li>• Not being in disciplinary measure</li> <li>• Any additional requirement determined by the National Council Board</li> </ul>
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<p><b>GRADING OF PHARMACY PROFESSIONALS</b></p>	<p>Processing of application for a grading</p>	<p>Registered pharmacy professionals meeting the grading criteria</p>	<ul style="list-style-type: none"> <li>• The application for grading is done through the email of the council or an accredited database</li> <li>• Once the application is approved, the applicant is notified to collect his/her certificate of grading from the NPC office, or the certificate is provided online.</li> <li>• When the applicant has sent all the required documents, the process takes 5 working days</li> <li>• In case there are missing documents the process timeline depends on the applicant's speed in making available the missing documents.</li> </ul>	<p>When the applicant has sent all the required documents, the processing of the application for grading will take five(5) working days.</p> <p>In case there are missing documents, the applicant will be notified. The processing timeline will vary depending on when the applicant has submitted the missing documents.</p>	<p><b>Required documents</b></p> <ul style="list-style-type: none"> <li>• Application letter</li> <li>• Copy of ID/Passport</li> <li>• Certified copy of the required degree</li> <li>• Certified copy of the equivalence certificate for degrees obtained abroad</li> <li>• Updated CV</li> <li>• Proof of working experience (service certificates, rendered service certificates,)</li> <li>• Evidence of scientific publication if any or upgraded academic degree</li> </ul>
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					<ul style="list-style-type: none"><li>• Current License to practice pharmacy profession</li><li>• Proof of payment of prescribed fees</li><li>• Any additional requirement determined by the National Council Board</li></ul>
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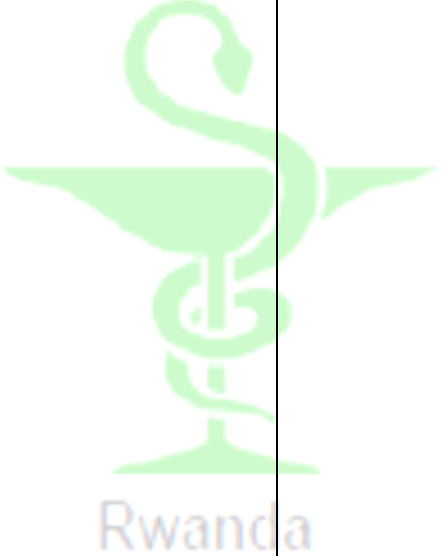
<b>APPLICATION FOR BEING CPD PROVIDER</b>	Processing of application for being a CPD provider	Public and private institutions in the health sector  NGOs and Pharmacists associations	<p>A well-filled application form specifying the potential areas of training, signed and stamped by the authorized personnel of the institution is sent to the official email of the council or via the application portal of the accredited database</p> <p>When the application is approved, a certificate of being a CPD provider is provided to the applicant.</p> <p>When the applicant is not competent to provide training to pharmacists, an official email is sent to him/her to notify the verdict.</p>	<p>The processing of the application for being a CPD provider will take three (3) working days for the complete file.</p> <p>When there is a missing document the applicant is notified via email or the application portal</p> <p>When the applicant is not successful a notification is also sent to them within 3 days.</p>	<ul style="list-style-type: none"> <li>• A filled application form</li> <li>• Evidence of being a CPD provider</li> <li>• Any additional requirement determined by the National Council Board</li> </ul>
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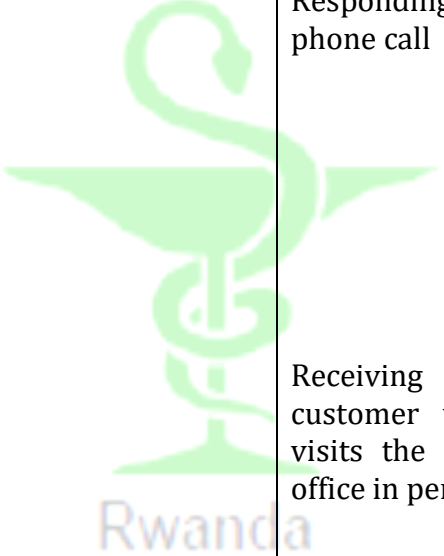
			The processing of the application for being a CPD provider takes three ( 3) working days. When the applicant is not successful a notification is also sent to them within five days.		
<b>APPLICATION FOR CPD COURSE ACCREDITATION</b>	Processing of the application for CPD course accreditation	CPD providers  Other government and private institutions involved in the pharmacy profession	<p>The application for accreditation of a CPD course is done through the official email of the council or accredited database.</p> <p>The applicant fills out the application form available at the NPC website and sends it by email. The application may also be done through an accredited database.</p> <p>Upon the course accreditation, the applicant is notified of the number of</p>	<p>When all required documents are available the application for the CPD course will take two days.</p> <p>When there are missing documents, the timeline will vary depending on when the applicant has submitted the required documents.</p>	<ul style="list-style-type: none"> <li>• Filled CPD application form;</li> <li>• Agenda of the training;</li> <li>• Proof of qualified trainers ;</li> <li>• Evidence of being a CPD provider;</li> <li>• Compliance with the NPC CPD policy;</li> <li>• Any additional requirement determined by the National Council Board</li> </ul>



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			<p>credits assigned to the course.</p> <p>When the application file is complete, the process takes three days.</p> <p>When there are missing documents the timeline varies depending on when the applicant has completed the file.</p>		
<b>CLAIM FOR CPD CREDITS</b>	Recording proof of CPD	Registered pharmacy professionals	<p>Proof of CPD is submitted through the CPD email or application portal by pharmacy professionals to accumulate the number of credits required for the renewal of an annual license to practice.</p> <p>The submitted documents are assigned CPD credits</p>	<ul style="list-style-type: none"> <li>• The processing of proof of CPD will continue to take one day.</li> <li>• When there is a missing document the timeline will vary depending on the availability of the missing documents.</li> </ul>	<ul style="list-style-type: none"> <li>• The proof of CPD is proof of attendance or participation in a scientific event.</li> <li>• Academic achievements (Master's, PhD, Professional Courses)</li> <li>• Evidence of the contribution to the development of the</li> </ul>

			<p>following the provisions of the CPD policy.</p> <p>After the processing of the accreditation of the submitted proof of CPD, the applicants are notified of the number of credits assigned and the total number of credits accumulated throughout the year. The process takes one day.</p> <p>When there is missing information or ambiguity, the timelines vary depending on when the missing information is made available.</p>		<p>document defined by the CPD policy</p> <ul style="list-style-type: none"> <li>• Evidence of publication defined by the CPD policy</li> <li>• Any other document defined in the CPD policy</li> </ul>
<p><b>OTHER INQUIRIES</b></p>	<p>Processing of an inquiry sent through the official email of the Council</p>	<p>Any stakeholder of the Council</p> <p>National or non-national citizens</p>	<p>The processing of inquiries through email is done within three days (3).</p>	<p>The processing of the inquiry through email will continue to take place within three (3) days.</p>	<p>None</p>

	<p>Responding to phone call</p> <p>Receiving a customer who visits the NPC office in person</p>	<p>Pharmacy professionals or The general public</p> <p>Pharmacy Professionals, Nationals or non-national visitors, General public</p>	<p>The response to phone inquiries is immediate.</p> <p>Visitors at the office of the Council are received by an Administrative Assistant who orientates them according to their needs. When more than one visitors arrive, they are received on the first come first served principle.</p>	<p>Phone inquiries will receive an immediate response. In case the inquiry cannot be handled through a phone call, the client will be directed on the way forward</p> <p>Clients who visit the office of the Council will continue to receive immediate responses to their inquiries whenever it is in the capacity of the Permanent Secretariat to handle them. Otherwise, the client will be notified of the next step.</p>	<p>None</p>
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**NB:** In case the Council meets challenges leading to non-compliance (force majeure) with the set timelines, the applicant shall be communicated on the changes through email or text message.

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## **PROMISES TO CLIENTS**

The Council promises the following to its clients in accordance with this service charter, existing laws, rules, and guidelines, and its mission:

### **Equality when dealing with clients /customers/stakeholders**

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

### **Staff conduct**

The Council staff will always be polite, courteous, friendly, helpful, cooperative, and caring to clients all the time.

### **Responsiveness**

The Council commits to adhere to the set service standards and provides correct and timely information to its clients.

### **Appropriateness**

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

### **Confidentiality**

The Council will treat information accessed from clients with the highest level of confidentiality and use the same only for the intended purpose and as required by existing laws or regulations and not otherwise.

### **Decision-making process**

The Council aims at a fair balance between speed of decision-making and assessment of raised matters and will give reasons for decisions that will be made.



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## **Accessibility**

The Council will be accessible physically at its office from Mondays to Thursdays during recognized working hours by the Ministry of labour and public service excluding public holidays.

However, the institutional social media accounts, and email addresses can be used to reach the Council at any time to respond to customer inquiries. All information about the Council's regulatory activities and guidelines are directly accessible through the website [www.pharmacycouncil.rw](http://www.pharmacycouncil.rw) at all times.

## **Dissemination of information**

The Council will disseminate information to its clients through its website, emails, writing media, and social media. Other promotional materials namely caps, 'T- shirts' etc, will also be used. Furthermore, information about the Council and its functions will also be disseminated through public education programs including radio, TV, print media, and exhibitions.

## **CLIENT'S RIGHTS AND RESPONSIBILITIES**

### **Clients rights**

In connection to the services the National Pharmacy Council offers and following the set standards, our clients have the right to expect high-quality services from the Council. These expectations are as described below:

- I. To understand the standards of services offered by the National Pharmacy Council;
- II. To be received, listened to, and served in a peaceful and secure environment;
- III. To be given the information they need to meet the service requirements;
- IV. To receive timely feedback from the NPC on the outcome of their applications for approval or refusal;
- V. To be treated equally, fairly, and without any bias;
- VI. To be given quality services, with courteousness, professionalism, values, and respect from NPC staff;
- VII. To appeal against any decision made by the Council on services delivered once aggrieved;
- VIII. To advance complaints, concerns, compliments, remarks, or suggestions regarding NPC services;
- IX. To serve on a first come first served principle;

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- X. To be given priority at the front desk in case of pregnancy, serious illness, physical weakness, disability, ...etc.

### **Clients Responsibilities**

In order for service delivery to be effective and achievable, we expect all our Clients to:

- I. Treat NPC staff with courteousness and respect;
- II. Compliance with NPC laws, guidelines, rules, and regulations;
- III. Adhere to institutional procedures pertaining to services provision;
- IV. Read and understand this service charter, laws, regulations, guidelines, and other relevant documents related to services provided by the Council;
- V. Timely and accurately respond to NPC requests and timely provision of necessary or missing information/documents relating to their application;
- VI. Provide the Council with adequate feedback on service delivery through various dissemination tools;
- VII. Provide any timely information /feedback as requested by the Council

### **MONITORING AND EVALUATION**

The National Pharmacy Council shall conduct periodic monitoring and annual performance evaluation of the set standards in this service charter. The performance will be monitored through the use of internal systems including auditing, review of complaints, and M&E tools. The Council will promptly implement measures to improve services when opportunities to improve are identified.

### **REVIEW AND MAINTENANCE OF THE SERVICE CHARTER**

This service charter is a living document and goes in tandem with changes that might occur in society and that may affect our service delivery. A review of this service charter is essential to ensure that it is up-to-date. The review will be done by engaging with clients and other stakeholders as the need arises. The review will take into consideration the following:

- a. Monitoring and evaluation results;
- b. Feedback from clients and stakeholders;
- c. Changes in the organizational structure;
- d. Information technology modernisation; and
- e. Changes in service delivery systems.

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## CLIENT'S FEEDBACK AND COMPLAINTS HANDLING

The National Pharmacy Council is committed to improving the standards of service delivery from time to time. Feedback including complaints from our clients will foster and forge the relationship and ensure that services offered are of good quality, efficient, effective, and up-to-date. We welcome feedback on this standard including complaints, compliments, and suggestions related to the services we offer. These can be given through email addresses, verbal conversations, letters, or telephones. All complaints and suggestions will be taken seriously and dealt with as quickly as possible.

### CONTACT

Clients/stakeholders can contact the National Pharmacy Council by letter, phone, email, or social media, through the following addresses:

#### **The National Pharmacy Council (NPC)**

**Physical address:** MIC Building, KN2 Ave, Nyarugenge

**PO. Box:** 1858- Kigali, Rwanda

**Tel:** (+250)784614601

**Twitter account:** [@RwandaNPC](https://twitter.com/RwandaNPC)

**Email:** [info@pharmacycouncil.rw](mailto:info@pharmacycouncil.rw) or [rwandanpc@gmail.com](mailto:rwandanpc@gmail.com)

**Website:** [www.pharmacycouncil.rw](http://www.pharmacycouncil.rw)

We shall acknowledge receipt and respond to all requests/ complaints made timely.

If any matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and timeframe of response.