

REPUBLIC OF RWANDA



SPECIAL GUARANTEE FUND (SGF)

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SGF SERVICE CHARTER

November, 2022



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FOREWORD

It is with a great pleasure to release this updated service charter of the Special Guarantee Fund (SGF).

This document aims to provide essential information that citizen/clients, public and private institutions' stakeholders need to know about services and functions of the SGF in a manner that they can benefit from all services effectively and efficiently. This document is a tool to promote transparency and accountability of SGF staff when delivering services to the citizens/clients as well as to raise awareness of SGF customers.

This charter states the mission of SGF, highlights the services offered and the requirements therein, lists the service centers at which our services can be accessed as well as the guiding legal instruments.

 Digitally signed
by SGF(DG)
Date: 2022.11.25
12:00:05 +02'00'

Dr. Joseph NZABONIKUZA
Director General



I. INTRODUCTION

I.1 VISION

To set road users and wildlife neighbors mind at rest and become a leading institution in this field in Africa.

I.2 MISSION

The Special Guarantee Fund was established by the law N° 52/2011 of 14/12/2011 and its mission is:

1. To compensate victims of damages or injuries caused by an automobile where:
 - a) the automobile is not identified;
 - b) the civil liability is not covered by compulsory civil liability insurance for motor vehicles;
 - c) the automobile was stolen or taken away from its owner or driver or from any other person that has the right over the automobile;
2. To compensate victims of damages caused by wild animals;
3. To help in covering medical expenses for people injured or incapacitated by accidents caused by automobiles or animals while waiting for the person responsible for civil liability to be identified;
4. To collect comprehensive data on insurance for automobiles through insurance companies, the Rwanda Revenue Authority and other institutions, in order to know which automobiles are not insured so that, in collaboration with police organs, they can be removed from road traffic;
5. To participate in accident prevention activities;
6. To take part in activities meant to assist and advise the victims of the accidents mentioned in sub-paragraphs 1⁰ and 2⁰ when they claim compensation and thereafter.

II. THE CORE VALUES AND LEADERSHIP PRINCIPLES

PRINCIPLES	VALUES
Transparency and being accountable	<ul style="list-style-type: none"> • Openness: to communicate, consult and provide information timely;
Managing for performance	<ul style="list-style-type: none"> • Excellence and timely service: to deliver high quality of service, • Leadership: to set the direction, • Expertise: to develop necessary skills and apply them in a professional manner; • Effectiveness: to achieve objectives, • Efficiency: to achieve value for money, • Propriety: to ensure proper use of public funds, • Teamwork and innovation,



PRINCIPLES	VALUES
	<ul style="list-style-type: none"> • Trust and care • Encouragement
Developing our culture of service	<ul style="list-style-type: none"> • Commitment: To give our best • Integrity: To be impartial and ethical • Courtesy: To treat others decently • Responsiveness : To react to problems or claims and changing circumstances,
Living within our means	<ul style="list-style-type: none"> • Foresight: To forecast and plan ahead within available resources; • Partnership: To complement other government entities and private sector;

III. RIGHTS OF CLIENTS

You MUST know, understand and uphold your rights. These are:

- To be treated fairly, with justice, respect and common courtesy;
- To receive full confidentiality within legal provision in respect to your personal right privacy;
- To seek clarification on any service you may want to access;
- To seek and receive information on all issues pertaining to SGF mission and activities;
- To question and constructively criticize service levels and the manner in which we have communicated with you;
- To be properly informed of your rights and obligations;
- To request that your claims or cases be re-examined by appeal when you are not satisfied with our decisions;
- To be represented and advised;
- To be consulted and given feedback on your claims or cases.



		Responsible	Contact
	During working days from Monday to Friday: 7:00 AM to 12:00 PM and 1:00 PM to 5:00 PM (to 3:00 PM on Friday)	—	—
	<ul style="list-style-type: none"> • Handling/Processing of claims received, 	Mrs. NIBAKURE Florence Post: Director of Compensation Unit;	Cell phone: 0788 63 43 04 Staff mail: fnibakure@ikigega.rw
	<ul style="list-style-type: none"> • Providing claim information and responding to claimants' enquiries; 		
	<ul style="list-style-type: none"> • Notification of the Compensation Committee's decisions to the claimants; 		
	<ul style="list-style-type: none"> • Transaction with the victim/claimant or beneficiaries 		
	<ul style="list-style-type: none"> • Receiving hospital request for MSGH financial support 	UMUTESI Thamar Post: Claims Manager (Road traffic accidents)	Cell phone:0784845571 Staff mail: tumutesianiyibizi@ikigega.rw
	<ul style="list-style-type: none"> • Handling hospital request for MSGH financial support 		
	<ul style="list-style-type: none"> • Responding to hospital request for MSGH financial support. 		
	<ul style="list-style-type: none"> • Carrying out investigation on claims received related to wild animals, road accident and MSGH 	MUCYO Serge Post: Claims Manager (Wild animals' damages)	Cell phone: 0788 64 91 91 Staff mail: smucyo@ikigega.rw
		RWIGEMA Jean Bosco Post: Claims Manager (MSGH)	Cell phone: 078 2267190 Staff mail: jbrwigema@ikigega.rw
		MUTUYEYUZU Emilien Post: Inspector	Cell phone:0788410889 Staff e-mail: emutuyeyezu@ikigega.rw
		NSENGIYUMVA Emmanuel Post: Inspector	Cell phone:0788533610 Staff e-mail: ensengiyumva@ikigega.rw

SUPPORT SERVICES, ADMINISTRATION AND FINANCE UNIT

1	Reception, orientation of claims, providing claim information and responding to claimants 'enquiries done immediately after collecting all necessary information	MUKAMURENZI Angelique Post: Customer Care and Public Relations Officer	Cell phone: 0788 52 36 73 Staff mail: amukamurenzi@ikigega.rw
2	Administration and Finance	UWAMARIYA Rose Post: Director of Administration and Finance	Cell phone: 0785539169 Staff mail: ruwamariya@ikigega.rw
3	*Payment/compensation of eligible claims *Payment of medical bills for MSGH service provided to its beneficiaries	HAKIZIMANA Jean Baptiste Post: Accountant	Cell phone: 0788 785689 Staff mail: jbhakizimana@ikigega.rw
		NKURUNZIZA Venuste Post: Accountant	Cell phone:0788222140 Staff e-mail: vnkurunziza@ikigega.rw
4	Recover debts from responsible of road accident	NSHUTI Frank Post: Recovery Officer	Cell phone:0788600988 Staff e-mail: nfrank@ikigega.rw
		UWITONZE Philibert Post: Recovery	Cell phone:0788575567 Staff e-mail: uphilbert@ikigega.rw
	Verification of premiums in insurance companies & Akagerma Management Company	KABATESI Jane Post: Premium controller	Cell phone:0788770768 Staff e-mail: jkabatesi@ikigega.rw
		UMIMANA Ernest Post: Premium controller	Cell phone:0783353753 Staff e-mail: euwimana@ikigega.rw
		MUGABO MUNEZERO Emmanuel Post: Premium controller	Cell phone: 0783097928 Staff e-mail: emunezero@ikigega.rw
6	ICT and Database	NIYITANGA Joseph Post: ICT& Database Officer	Cell phone:0788239930 Staff e-mail: jniyitanga@ikigega.rw
7	Human resource and Logistics services	UWIMANA Rosine Post: HR& Logistics Officer	Cell phone: 0788686785 Staff e-mail: rosineuwimana@ikigega.rw



GENERAL DIRECTORATE UNIT			
1.	If not satisfied call or officially write to the Director General of Special Guarantee Fund	Dr. NZABONIKUZA Joseph	Cell phone: 0788 30 91 61
		Post: Director General	Staff mail: jnzabonikuza@ikigega.rw
			P.O.BOX 7359 Kigali
2	Responding to clients/customers enquiries (other than Claimants): Administration and Finance Unit, Director General's Office or Compensation unit	UWERA Prisca Post: Administrative Assistant to DG	Cell phone:0786008257 Staff e-mail: puwera@ikigega.rw
3	Internal control	INGABIRE Evelyne Post: Internal auditor	Cell phone: 0788538243 Staff e-mail: eingabire@ikigega.rw
4	Legal affairs and advices	NSABIMANA Simon Post: Legal affaire & Recovery Officer	Cell phone: 0785807301 Staff e-mail: snsabimana@ikigega.rw
5.	Procurement services	BATAMULIZA Prisca Post: Procurement Officer	Cell phone:0783281308 Staff e-mail: pbatamuliza@ikigega.rw
6.	Planning, SGF data & statistics	KAZENEZA Blandine Post: Planning, M&S Officer	Cell phone: 0788281615 Staff e-mail: bkazeneza@ikigega.rw



N°	SERVICE	REQUIRED DOCUMENT	REQUIREMENT FOR THE SERVICE
1.	COMPENSATION FOR VICTIMS OF ROAD ACCIDENT	<p>1.Required documents for property damage:</p> <ol style="list-style-type: none"> 1. A letter requesting compensation to SGF by the claimant or his representative, 2. An accident statement made by Police; 3. Estimate of the cost of repairs; this estimate should be done by a recognized garage having a TIN and, EBM; 4. A copy of yellow card of the damaged vehicle, 5. Photos of the damaged vehicle taken immediately after accident and showing damages, 6. Power of attorney approved by competent authority if the claimant cannot personally follow up his case; 7. Written witnesses deposit 8. Certificate of non-insurance from all insurance companies operating in Rwanda if the vehicle that caused the accident was not insured, 9. Documents justifying incurred expenses if any, 10. In case of another properties: <ol style="list-style-type: none"> a. Photo of the damaged property taken after the accident with details of damages, b. Title deed certifying that the property belongs to the claimant, c. Non insurance certificate, if the accident was caused by an uninsured automobile. d. Written assessment of the damaged property 	<ol style="list-style-type: none"> 1. To inform immediately the police station of the area in which the accident occurred, if it is not possible he/she can do it within a period not exceeding seven (7) days; 2. To seek for police statement explaining how the accident occurred; 3. Fill in the declaration form which is available at SGF head office or available on SGF website www.ikigega.rw 4. To submit to SGF a letter requesting for compensation together with above mentioned supporting documents within: <ul style="list-style-type: none"> ✓ 2 months from the date of accident if the claim is related to property damage; ✓ 2 years if the claim is related to body injury or death. 5. The Claimant or his/her eligible representative shall inform SGF by bringing required documents to SGF head office or online by uploading claim documents via Integrated Management Information System (IMIS) on imis.ikigega.rw The police forwards registered road traffic accidents to SGF online via Integrated Management Information System (IMIS) police portal on imis.ikigega.rw



2. Required documents for body injury

1. A letter requesting compensation to SGF by the claimant or his representative;
2. An accident statement made by traffic Police
3. Medical legal expertise issued by a recognized government medical doctor,
4. Birth certificate of the victim,
5. Certificate of complete identity of the victim,
6. Document certifying that the victim is still alive with a stamped photo by the competent authority ,
7. Power of attorney approved by competent authority if the claimant cannot personally follow up his case;
8. Written witnesses deposit
9. Documents justifying incurred expenses if any,
10. 2 photos of the victim
11. Certificate of non-insurance from all insurance companies operating in Rwanda if the vehicle that caused the accident was not insured,
12. Contract and salary certificate if any

3. Required documents for fatality:

1. A letter requesting compensation to SGF by the person legally representing the victim;
2. An accident statement made by traffic police
3. Death certificate issued by a recognized government medical doctor,
4. Death certificate issued by authorities where the victim was residing,
5. Birth certificate of the victim,
6. Certificate of complete identity of the victim,
7. Certificate of complete identity of entitled
8. Document certifying that the entitled are still alive with their passport photos,
9. Certificate of marriage of the husband or wife of the victim if he/she was married,



		10. Salary certificate of the victim if he /she was employee;	
		11. Power of attorney approved by competent authority if the claimant cannot personally follow up his case;	
		12. Written witnesses deposit	
		13. Documents justifying incurred expenses if any	
		14. Certificate of non-insurance from all insurance companies operating in Rwanda if the vehicle that caused the accident was not insured,	
	FOR VICTIMS OF WILD ANIMALS	<p>1. Required documents for property damage:</p> <p>1) Letter requesting for compensation and explaining how the property was damaged;</p> <p>2) Photograph showing the damaged property;</p> <p>3) Certificate of ownership of the damaged property;</p> <p>4) Statement of the testimonies made by witnesses interrogated by Cell authorities;</p> <p>5) Expert's report assessing the damaged property and its value;</p> <p>6) Power of attorney approved by competent authority if the claimant cannot personally follow up his case.</p> <p>2. Required documents for body injury:</p> <p>1) A letter requesting compensation to SGF by the claimant or a person designated by him,</p> <p>2) Statement explaining how the victim was attacked by an animal</p> <p>3) Statement of the testimonies made by witnesses interrogated by the authorities of the Cell where the accident took place;</p> <p>4) Invoices for medical treatment, hospitalization, purchase of drugs, transportation in ambulance, physiotherapy, rehabilitation, appliances used, prostheses and transport to hospital to seek medical treatment,</p> <p>5) Certificate issued by a Government authorized doctor;</p>	<p>FOR WILD ANIMALS' DAMAGES</p> <p>1. To inform immediately local authorities within the period not exceeding Seven (7 days) counted from the date of damage,</p> <p>2. Find the declaration form which is available at each Sector neighbouring national parks or available on SGF website www.ikigega.rw</p> <p>3. Seek for approval of the committee that validates wild animals damages whose members sign on the aforementioned declaration form;</p> <p>4. The victim or claimant must present all requirements</p> <p>6. A letter requesting for compensation together with above mentioned supporting documents to be submitted to SGF within:</p> <ul style="list-style-type: none"> ✓ 2 months from the date of the accident if property damages ✓ 2 years from the date of accident if body injury or death <p>The submission of documents to SGF may be done through local authorities (recommended), groups, individually or on online by uploading them via Integrated</p>



		6) Birth certificate;	Management Information System (IMIS) police portal on the IP address 197.243.24.162
		7) Document certifying that he\she is alive;	
		8) Full identity certificate;	
		9) Salary certificate of the injured person or his\her former profession, where it is well known; 10) Power of attorney approved by competent authority if the claimant cannot personally follow up his case.	
		3. Required documents for fatality:	
		1) A letter requesting compensation to SGF by the person legally representing the victim;	
		2) Statement explaining how the victim was attacked by an animal;	
		3) Statement of the testimonies made by witnesses interrogated by the authorities of the cell where the accident took place;	
		4) Death certificate issued by a Government authorized doctor;	
		5) Death certificate issued by competent authority;	
		6) Birth certificate of the deceased;	
		7) Full identify certificate of the deceased;	
		8) Document certifying that the rightful beneficiary is still alive;	
		9) Full identity certificate for persons entitled to compensation;	
		10) Marriage certificate of the spouse of the deceased that survived the latter.	
		11) Invoices for medical treatment, hospitalization, purchase of drugs, transportation in ambulance, physiotherapy, rehabilitation, appliances used, prostheses and transport to hospital to seek medical treatment;	
		12) Salary certificate of the deceased person or his\her former profession, when it is well known;	
		Power of attorney approved by competent authority if the claimant cannot personally follow up his case.	