

Employees across Kayonza District have pledged to improve the way they serve citizens, with a particular focus on reducing delays and making public services more responsive.

The commitment was made during the district's general staff assembly held on Saturday, where employees reviewed their performance under the previous year's performance contracts, known as *Imihigo*, and discussed areas that need more attention in the 2026/2027 financial year.

The review also highlighted concerns about some employees failing to give citizens the services they are entitled to, including delays and poor follow-up.

Some of the employees acknowledged that such practices are not acceptable and said they needed to do more than simply promise better service.

Alice Mukamusabyemungu, Executive Secretary of Gikaya Cell in Nyamirama Sector, said public officials should judge their work by whether it actually helps citizens solve their problems.

"Any service I provide that does not help a citizen resolve their problems is just empty words and useless. What we must do now as service providers is move beyond mere talk and put things into action."

She said the responsibility goes beyond handling requests at government offices. Leaders, she explained, should also follow up on public projects such as roads and housing to ensure they are built properly and maintained.

For Mukamusabyemungu, helping communities look after such infrastructure is also part of delivering a service that has lasting value.

Mwizerwa Emmanuel, an agricultural officer in Ndegó Sector, said officials need to stay close to the people they serve, particularly at the grassroots level.

"I believe the focus should be on staying close to the citizens to understand their issues. I am referring to the grassroots level—the sector, cell, and village. Where we need guidance, we can then consult our superiors."

He said citizens should not be repeatedly sent away with instructions to "come back tomorrow" when officials can help them immediately.

Instead, he urged local leaders to listen to citizens, establish what they need and provide a clear and proper response.

Kayonza District Mayor Hategekimana Fred said access to quality public services is a basic right for citizens, while providing those services is a responsibility that officials cannot avoid.

“Delivering good service is a duty for all of us as leaders. If a citizen cannot be served, they must be informed of the exact reason so they leave well-informed. If they are unsatisfied, they should feel empowered to appeal to a higher authority.”

Mayor Hategekimana said the district had made quality service delivery and listening to citizens a priority, describing residents as key partners in the district’s development.

The district has adopted the motto “A better tomorrow is built on the citizen” as part of its effort to raise service delivery standards and respond more effectively to citizens’ complaints.

The renewed focus comes as Kayonza’s service delivery performance has fluctuated in recent years, according to citizen feedback recorded in the Rwanda Governance Scorecard (RGS), published by the Rwanda Governance Board (RGB).

The district scored 70.45% in 2023, improving to 80.9% in 2024 before falling to 67.26% in 2025.

The latest figures underline why district officials are putting renewed emphasis on how citizens experience public services, not just on the commitments made on paper.