Citizens’ satisfaction with public services in Rwanda declined in 2026, with unresolved complaints, repeated referrals between offices and difficulties identifying where to obtain services among the problems highlighted by the Rwanda Governance Board (RGB).

Overall satisfaction fell to 73.8 per cent, from 76.7 per cent in 2025, a decline of 2.9 percentage points, according to the 2026 Citizen Report Card (CRC).

RGB Chief Executive Officer Dr Doris Uwicyeza Picard presented the board’s 2025/26 annual performance report and its 2026/27 action plan to a joint sitting of Parliament on Wednesday, November 11.

During the presentation, MP Christine Mukabunani questioned why citizens’ satisfaction with services provided by decentralised institutions had declined instead of improving.

In response, Dr Uwicyeza pointed to problems residents encounter when seeking assistance from public institutions.

“Some citizens do not have their problems resolved on time, others are sent from one office to another, while some do not know where to apply for the services they need,” she said.

She urged local government authorities and other public institutions to address these shortcomings and improve the way they respond to citizens’ needs.

Dr Uwicyeza said the Citizen Report Card should not be treated merely as a ranking of institutions. Rather, it provides information on areas where services are performing well and those requiring improvement.

The report also showed a 2.9-percentage-point decline in citizens’ assessment of service provision and participation.

Agriculture recorded the lowest satisfaction level among the sectors assessed, falling by 8.6 percentage points, from 70.6 per cent in 2025 to 62 per cent in 2026.

Security remained the highest-rated sector, although its score also slipped, from 92.1 per cent to 91.5 per cent.

The findings put the performance of local institutions under scrutiny, particularly

their ability to resolve complaints promptly, direct residents to the appropriate offices and make public services easier to access.