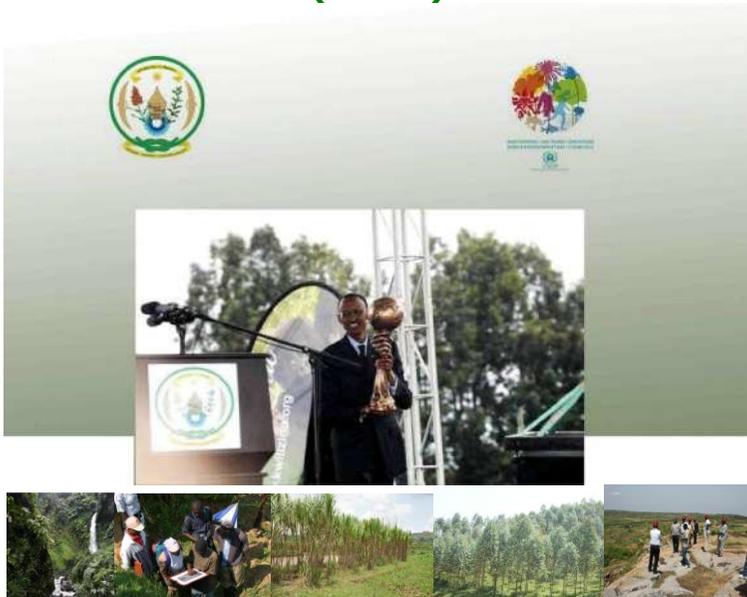


REPUBLIC OF RWANDA



MINISTRY OF NATURAL RESOURCES RWANDA NATURAL RESOURCES AUTHORITY (RNRA)



Tel.: + 250 252 58 05 06, E-mail: info@RNRA.gov.rw,
Website: www.RNRA.gov.rw

CITIZEN'S CHARTER

January, 2012

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FOREWARD

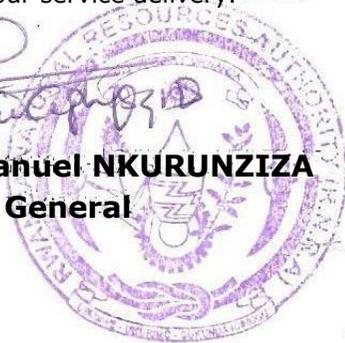
It is my pleasure to present to you this Service Charter for The Rwanda Natural Resources Authority.

This Service Charter 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 Rwanda Natural Resources Authority and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.


Dr Emmanuel NKURUNZIZA
Director General



EXECUTIVE SUMMARY

The present Citizen's Charter reflects the service provided by RNRA to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the RNRA which affirms its commitment to deliver the services with:
 - Integrity
 - Judiciousness
 - Courtesy
 - Understanding
 - Objectivity and impartiality
 - Transparency
 - Accountability
 - Promptness
 - Efficiency and effectiveness.
- Details of services delivered by the RNRA:
 - Specification of services provided by RNRA,
 - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
 - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
 - Clear information about the required document and procedures to get a service in RNRA. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by RNRA
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them

- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of RNRA and sets standards for transparency in public services. It is expected that through Citizen's Charter, RNRA's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process. Considering that its services have to be responsive to high expectations from citizens, RNRA commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that RNRA cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, RNRA expects continuous interaction with citizens seeking its services. For this, RNRA has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, RNRA encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the RNRA takes these complaints seriously and adopt prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The RNRA is willing

to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the RNRA and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the RNRA to identify "real-time" trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, RNRA commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, RNRA is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to

reach the public. Thus, RNRA will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
 - Leaflets,
 - Posters
 - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
 - Search engines
 - Public Websites
 - Partner Websites
 - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include Public Institutions, private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the RNRA to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and

professionalism. We shall uphold the utmost integrity in the delivery of our services.

Expectations from customers:

In order to serve you better, you can help us improve performance by:

- Treating RNRA staff with courtesy and respect;
- Suggesting ways of improving our services at RNRA;
- Providing the RNRA with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

Rwanda Natural Resources Authority (RNRA)

Tel.: + 250 252 58 05 06

E-mail: info@RNRA.gov.rw,

Website: www.RNRA.gov.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

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

INTRODUCTION

The Environment and Natural Resources are critical to Rwanda's immediate and long term development. Therefore, investing in their sustainable management is pivotal to realizing the EDPRS objectives and Vision 2020 aspirations.

Rwanda is endowed with a large diversity of natural resources – rich productive soils, diverse flora and fauna, natural forests and wetlands, unique landscapes, dense networks of surface and ground water and mineral deposits.

Rwanda's abundant water resources constitute a big potential for hydro-power development to generate the much needed electric energy; intensive and all year round agricultural production (through irrigation), sustainable exploitation of minerals will substantially contribute to the GDP growth and job creation.

Forestry resources – both planted and natural- constitute the main sources of energy for domestic (over 97% of households) and industrial and institutional users.

The challenge to meet environment equilibrium and wealth creation in natural resources requires a strategic and coherent plan to manage and develop natural resources.

It is against this background that the need to merge Agencies involved with management and development of natural resources so as to ensure stronger synergies, coherence and effective service delivery in the sector of natural resources in a manner that is leading to sustainable management and exploitation of natural resources for both wealth creation and environment sustainability.

Therefore, former NAFA, OGMR, NLC and the water resource management program formed one institution: the Rwanda Natural Resource Authority (RNRA).

MISSION

The main RNRA's mission is: to promote sustainable development, economic growth and social harmony through coordinated and equitable management of Rwanda's natural resources, in particularly Land, Forests, Water and minerals.

VISION

The global vision of the policy for sustainable socio-economic development is drawn from the principles of Vision 2020 for Rwanda which focuses on socio-economic integration and sustainable economic growth with priorities being placed on the agriculture sector, rural development as well as environment and natural resources management through the following specific objectives:

- Equitable, productive and sustainable use and management of land resources;
- Equitable and sustainable utilization of water resources through integrated water resources management and conservation;
- Adequate and sustainable supply of forest and biomass resources to meet the growing multiple demands for food, fibre, fodder, fuel as well as environmental services;
- Promoting productive, efficient and environmentally sensitive mineral exploration and exploitation;

CORE FUNCTIONS

RNRA is an authority that heads the management of promotion of natural resources which is composed of land, water, forests, mines and geology. It is entrusted with supervision, monitoring and to ensure the implementation of all issues relating to promotion and protection of natural resources.

Particularly, RNRA is responsible for:

- Implementing national policies, laws, strategies, regulations and government resolutions in matters relating to the promotion and protection of natural resources;
- Making follow up and to implement international conventions Rwanda ratified on matters relating to natural resources management
- Advising the Government on appropriate mechanisms for conservation of natural resources and investments opportunities;
- Registering land, issuing and keeping land authentic deeds and any other information relating to land;
- Ensuring proper geological data and their respective maps,
- To provide technical advice on the land use;

- Making a follow up and supervising the activities relating to proper management, promotion, conservation and valuation of forests and other ecosystems;
- Rehabilitating and conserving where a natural resource gets damaged in the country;
- Making a follow up and supervising activities relating to mining and quarry and to promote investment and mining value addition in Rwanda;
- Providing authorisation, permits or concession for any work related to water resources
- Monitoring all water resources and provide any data related to Hydrology

CORE VALUES

- Integrity
- Transparency
- Efficiency and effectiveness
- Customer care oriented : aiming at best quality service with great diligence in work and high respect to clients’;

1. LAND AND MAPPING DEPARTMENT

Type of service: Land Registration services including issuance of leasehold and freehold Land Titles, Transfer of land titles, caveat and parcel annotations registration,

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Land Registration services • Issuance of Land Titles • Transfer of Land Titles Any landholder is eligible
Department to be approached	<ul style="list-style-type: none"> • Lands and Mapping through district and zonal land registration offices
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: 7:00 am to 5:00 pm • Friday : from 07h00 am - 03:00 pm For both sporadic and systematic land registration
Time limit to access this service? or Once a request is made or	<ul style="list-style-type: none"> • For systematic land registration, Land Title is provided within a maximum

<p>an application is submitted, how long will it take?</p>	<p>period of 365 days.</p> <ul style="list-style-type: none"> • For sporadic land registration, land title is issued in 10 days
<p>What, if any, are the costs for accessing the service?</p>	<ul style="list-style-type: none"> • 5,000 RWF Land registration fees in Kigali City • 1,000 RWF Land registration fees in rural areas. • 23,000RWF Fee for transfer of land title.
<p>What documents are required?</p>	<ul style="list-style-type: none"> • Identity card for systematic Land registration <p>For land title service the following documents are required:</p> <ul style="list-style-type: none"> • Application letter • Emphyteutic Lease • Approved Cadastral map (Fiche cadastral) • Building permit • Approved Building plan • Occupational permit • Land development assessment report (Constat de mise en valeur) ; • Proof of annual lease fee payment equivalent to 10 years <p>For Land title transfer the following documents are required:</p> <ul style="list-style-type: none"> • Application letter • Signed and approved transfer agreement • Tax clearance • Proof of payment of transfer fees (23,000Frw) paid atBank of Kigali.
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Submission of required documents for service applied for. • Lands department contacts the client for further discussions

	<ul style="list-style-type: none"> • Lands departments conducts field visits to client for verification • Lands department renders service to client.
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)	<ul style="list-style-type: none"> • Rwanda Revenue Authority • District offices • Bank of Kigali
Is there a complaint procedure?	<ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications • The client is visited by RNRA staff for crosschecking and verification. • If the complaint is within the powers of RNRA, The staff settles the complain in form of objections and corrections in land registration process. The same applies for land title issuance. • If the matter is beyond RNRA powers, the client is referred to the competent authorities to solve his /her complaint.
Is there any additional information regarding this service that is useful to know?	The time required for the obtention of land title in systematic land registration seem to be long due the fact that people are met in their respective areas and the process involve many procedures
Available forms	<ul style="list-style-type: none"> • None
Relevant legal documents	<ul style="list-style-type: none"> • Organic land law determining the use and management of lands

	<ul style="list-style-type: none"> • Presidential Order N° 53/01 of 12/10/2006 Determining the Structure, the Powers and the Functioning of the Office of the Registrar Of Land Titles. • Presidential Order N° 54/01 Of 12/10/2006 Determining the Structure, The Responsibilities, the Functioning and the Composition of Land Commissions • Ministerial Order N° 001/2006 Of 26/09/2006 Determining the Structure of Land Registers, the Responsibilities and the Functioning of the District Land Bureau • Law N° 18/2007 Of 19/04/2007 Relating to Expropriation in the Public Interest • Presidential Order N° 30/01 Of 29/06/2007 Determining the Exact Number of Years of Land Lease • Ministerial Order N°002/2008 Of 01/4/2008 Determining Modalities of Land Registration • Ministerial Order N° 001/2008 of 01/04/2008 Determining the Requirements and Procedures for Land Lease • Law N° 20/2009 of 29/07/2009 establishing the National Land Centre (LAND DEPARTMENT) and determining its responsibilities, functioning, organization and competence
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2. Terrestrial Ecosystem Management Department

Type of service: Forestry management and regulation of forest business/ Harvest Certificate

What is the service? Am I eligible?	Harvest certificate (Exceed 0.5 ha) Yes
Department to be approached	District forest officers
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday : 07:00 am – 3:00 pm
Time limit to access this service ?or Once a request is made or an application is submitted, how long will it take?	The request can take a maximum of 7 days because; in many cases the forester must carry out field visit.
What, if any, are the costs for accessing the service?	The client has to pay a service cost of 2000 RWF in the National Forest Fund on the account 120.23.40 open in the National Bank of Rwanda
What documents are required ?	A letter précising the location and size of the forest is necessary.
What is the procedure?	Request made in writing or orally is logged to District forest officers.
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)	The library of forestry is free open to whoever wants to access forest documentation.
Is there a complaint procedure?	Yes. <ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications

	<ul style="list-style-type: none"> • The client is visited by FTEM staff for crosschecking and verification. • If the complaint is within the powers of FTEM , The staff settles the complain • If the matter is beyond FTEM Powers, the client is referred to the competent authorities to solve his /her complaint.
Is there any additional information regarding this service that is useful to know?	<i>Tel.:</i> + 250 252 58 05 06 <i>E-mail:</i> info@rnra.gov.rw , <i>Website:</i> www.rnra.gov.rw
Available forms	Forest harvest form
Relevant legal documents	Forest law n ^o .47/1988 of 5 th December 1988.

Type of service: Forestry management and regulation of forest business/ Issuance of transport permit

What is the service? Am I eligible?	Wood, timber and charcoal Transportation permit Yes
Department to be approached	District forest officers
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday : 07:00 am – 3:00 pm
Time limit to access this service ?or Once a request is made or an application is submitted, how long will it take?	The request take a maximum of 2 days
What, if any, are the costs for accessing the service?	The client has to pay a service cost of 2000 RWF in the National Forest Fund on the account 120.23.40 open in the National Bank of Rwanda
What documents are required ?	A letter précising the location and size of the forest is necessary.

What is the procedure ?	Request made in writing is logged to District forest officers. The request shows the origin and the destination of the products, their nature quantity and the identification number of the vehicle.
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?	Yes. <ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications • The client is visited by RNRA staff for crosschecking and verification. • If the complaint is within the powers of RNRA , The staff settles the complain If the matter is beyond RNRA powers, the client is referred to the competent authorities to solve his /her complaint.
Is there any additional information regarding this service that is useful to know?	Tel.: + 250 252 58 05 06 E-mail: info@rnra.gov.rw , Website: www.rnra.gov.rw
Available forms	Permit forms
Relevant legal documents	Forest law n ^o .47/1988 of 5 th December 1988.

Type of service: Forestry management/Support tree growers through provision of seedlings

What is the service? Am I eligible?	RNRA produces tree seedlings that are distributed to tree growers for free
Department to be approached	District forest officers
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday : 07:00 am – 3:00 pm during planting season (October, November)
Time limit to access this service ?or Once a request is made or an application is submitted, how long will it take?	2 days
What, if any, are the costs for accessing the service?	None
What documents are required ?	None.
What is the procedure?	When it is a planting season, any tree grower has a right to take seedlings from the nursery and to plant them on his farm
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?	Yes. <ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications • The client is visited by RNRA staff for crosschecking and

	<p>verification.</p> <ul style="list-style-type: none"> If the complaint is within the powers of RNRA , The staff settles the complain <p>If the matter is beyond RNRA powers, the client is referred to the competent authorities to solve his /her complaint.</p>
Is there any additional information regarding this service that is useful to know?	
Available forms	None
Relevant legal documents	None

Type of service: Forestry management and regulation of forest business/ Handling conflicts

What is the service? Am I eligible?	Handling conflicts related to ownership or service delivery at decentralized level
Department to be approached	RNRA Headquarters/ Forestry and Terrestrial Ecosystems Management (FTEM)
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday : 07:00 am – 3:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	From 1 to 7 days when there is need for carrying out field visit
What, if any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	A request letter explaining the nature of the conflict
What, if any, other institutions do I need to visit to access the	None

service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	<p>Yes.</p> <ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications • The client is visited by RNRA staff for crosschecking and verification. • If the complaint is within the powers of RNRA , the staff settles the complain • If the matter is beyond RNRA Powers, the client is referred to the competent authorities to solve his /her complaint.
Is there any additional information regarding this service that is useful to know?	<p>Tel.: + 250 252 58 05 06 E-mail: info@rnra.gov.rw, Website: www.rnra.gov.rw</p>
Available forms	None
Relevant legal documents	Forest law n° .47/1988 of 5 th December 1988.

3. SERVICES OFFERED BY GEOLOGY AND MINES DEPARTMENT

What, if any, are the costs for accessing the service? DOCUMENT / SERVICE	COST (RWF)
GIS SERVICES	
Hard copy	
Geological map 1/250,000	20,000
Geological map 1/100,000	10,000
Mineral map 1/250,000	20,000
Soft copy	
Geological map 1/250,000	10,000
Geological map 1/100,000	10,000

Mineral map 1/250,000	10,000
Scan copy	
A ₀ format	5,000
A ₁ format	3,000
A ₄ format	1,500
Print out of customer's soft	
A ₀ format	15,000
A ₁ format	10,000
A ₃ format	5,000
A ₄ format	2,000
LIBRARY SERVICES	
Photocopy / one page A ₄ standard	30
Print out / one page A ₄ standard colour	1000
Print out / one page A ₄ standard black and white	500
TECHNICAL EQUIPMENT HIRING	
Portable drilling machine hiring / day	50,000
Drilling cost / m	50,000
Compressor hiring / day	80,000
Peat extractor machine / day	100,000
Motopump hiring / day	40,000
LABORATORY SERVICES	
Metals	
Sample preparation - XRF	
SnO ₂ (Cassiterite - Tin oxide) / per sample	15,000
WO ₃ (Wolframite ≥ Tungsten oxide) / per sample	15,000
Nb ₂ O ₅ (Columbite)	15,000
Ta ₂ O ₅ (Tantalite)	15,000
Sample analysis - XRF	
SnO ₂ (Cassiterite - Tin oxide) / per sample	5,000
WO ₃ (Wolframite ≥ Tungsten oxide) / per sample	5,000
Nb ₂ O ₅ (Columbite)	5,000
Ta ₂ O ₅ (Tantalite)	5,000
Gold	20,000
Sample preparation - AAS	

SnO ₂ (Cassiterite – Tin oxide) / per sample	5,000
WO ₃ (Wolframite ≥ Tungsten oxide) / per sample	5,000
Nb ₂ O ₅ (Columbite)	5,000
Ta ₂ O ₅ (Tantalite)	5,000
Gold	5,000
Sample analysis - AAS	
SnO ₂ (Cassiterite – Tin oxide) / per sample	10,000
WO ₃ (Wolframite ≥ Tungsten oxide) / per sample	10,000
Nb ₂ O ₅ (Columbite)	10,000
Ta ₂ O ₅ (Tantalite)	10,000
Gold	20,000
Gemstones	
Diamond (C)	10,000
Sapphire (Al ₂ O ₃) – blue variety of corundum	10,000
Ruby (Al ₂ O ₃) – red variety of corundum	10,000
Emerald (Al ₂ O ₃) – green variety of corundum	10,000
Beryllium Be ₃ Al ₂ Si ₆ O ₁₈	10,000
Tourmaline Al ₆ Y ₃ Na (Si ₆ O ₁₈) (BO ₃) ₃ (OH,F)	10,000
Amethyst (SiO ₂) – purple variety of quartz	10,000
Hg (Mercury) – Red mercury	15,000
H ₂ O (water sample)	10,000
Soil sample	10,000
Industrial minerals (quarry products) analysis	
Rock petrography analysis / sample	10,000
Rock geochemical analysis / sample	10,000
Clays / per sample	10,000
Kaolin / per sample	10,000
Gypsum (CaCO ₄ . 2H ₂ O) / per sample	10,000

Limestone (CaCO ₃)	10,000
Sand (SiO ₂) / per sample	10,000

Note: These costs are indicative and subject to change according to the economic conjecture.

4. Integrated Water Resources Department

What is the service? Am I eligible?	Hydrological data Permits for water abstraction Declaration on any activity connected to water outflow Authorisation or concession for any work , installation on water resources Concession for any work related to water resources
Department to be approached	Department of Integrated Water Resources Management
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday : 07:00 am – 3:00 pm
Time limit to access this service or once a request is made or an application is submitted, how long will it take?	Two Weeks Two weeks
What, if any, are the costs for accessing the service?	Not yet determined
What documents are required?	EIA, and other technical documents
What is the procedure?	Need to get application forms from the Department of IWRM
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)	In case not satisfied , the requester can always approach the IWRM department for more information
Is there a complaint	<ul style="list-style-type: none"> • Submission of application

procedure?	<p>letter by client detailing the nature of complaint.</p> <ul style="list-style-type: none"> • The client is invited to the office for further discussions and clarifications • The client is visited by RNRA staff for crosschecking and verification. • If the complaint is within the powers of RNRA , the staff settles the complain • If the matter is beyond RNRA Powers, the client is referred to the competent authorities to solve his /her complaint.
Is there any additional information regarding this service that is useful to know?	<p>Tel.: + 250 785545307 E-mail: info@rnra.gov.rw, Website: www.rnra.gov.rw</p>
Available forms	Under development
Relevant legal documents	Water Law of 27 April 2009

Approved by:
Dr Emmanuel NKURUNZIZA
Director General