

# REPUBLIC OF RWANDA



## MINISTRY OF TRADE AND INDUSTRY (MINICOM)

P.O.BOX 73 KIGALI  
Tel: (+250) 252 599 102  
Fax: (+250) 252 580524  
Toll free telephone: 3739  
Web site: [www.minicom.gov.rw](http://www.minicom.gov.rw)

## CITIZEN'S CHARTER

January, 2012

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## FORWARD

It is my pleasure to present to you this Service Charter for the Ministry of Trade and Industry.

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 the Ministry of Trade and Industry, 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 diligence to create a better understanding and enhance our service delivery to the public.

*for* *Amel*

Emmanuel HATEGEKA  
Permanent Secretary  
MINISTRY OF TRADE  
AND INDUSTRY



**François KANIMBA**

**Minister of Trade and Industry**

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The present Citizen's Charter reflects the service provided by MINICOM 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 MINICOM 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 MINICOM:
  - Specification of services provided by MINICOM,
  - 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 MINICOM. 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 MINICOM

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- 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 MINICOM and sets standards for transparency in public services. It is expected that through Citizen's Charter, MINICOM'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, MINICOM commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that MINICOM 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, MINICOM expects continuous interaction with citizens seeking its services. For this, MINICOM 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

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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, MINICOM 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 MINICOM 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 MINICOM 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 MINICOM 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 MINICOM 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.

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For encouraging communication, feedback and dialogue on the implementation of its Charter, MINICOM 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, MINICOM is considering using the tools and techniques below in the implementation process of the present charter:

- service deliveryreview;
- benchmarkingwith 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, MINICOM 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/Accountabilityday
- Publication of promotionalmaterial:
  - 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 shouldalsoeasilybeobtained;
- 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;

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- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
  - Searchengines
  - Public Websites
  - Partner Websites
  - RestrictedWebsite
  
- 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, Traders, private companies, local communities and local authorities, general public.

### **Commitment to our clients:**

This charter is a commitment by the MINICOM 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 MINICOM staff with courtesy and respect;
- Suggesting ways of improving our services at MINICOM;

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- Providing the MINICOM with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

**Contact:**

**MINISTRY OF TRADE AND INDUSTRY (MINICOM)**

Kimihurura, Gasabo

Po. Box: 73 Kigali-Rwanda

Tollfreetelephone: 3739

Email: [info@minicom.gov.rw](mailto:info@minicom.gov.rw)

Website: [www.minicom.gov.rw](http://www.minicom.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.

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## I. INTRODUCTION

### **Mandate**

The Ministry of Trade and Industry is responsible for facilitating the transformation of Rwanda into a middle income economy by providing the strategic, policy, legal, and financial framework for rapid economic growth.

Pursuant to the constitution of the Republic of Rwanda of 04 June 2003 as amended to date especially in Articles 118, 119, 121, 201;

Pursuant to Law n° 22/2002 on General Statutes for Rwanda Public Service and Labour;

After consideration and adoption by Cabinet in its sessions of 20/06/2009 and 16/03/2011; The Prime Minister's order number 93/03 of 25/08/2011 conferred to the Ministry of Trade and Industry the following responsibilities:

1° Developing, disseminating and coordinating the implementation of sector policies, strategies and programs related to trade and industry through:

- a. Development of trade and industry related policies and strategies
- b. Encouraging foreign and local investors to invest in Rwanda;
- c. Promoting and developing strategic industries and services to produce high added value and competitive products and services for both domestic and foreign markets.

2° Regulating the trade and industry sector and all other attached sectors through:

- a. Establishment and dissemination of legislative frameworks that favour promotion of trade industry, cooperatives, tourism as well as the petroleum sector.
- b. Establishment and dissemination of quality standards and norms on trade and elaboration of mechanisms to ensure their compliance;

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- c. Elaboration and implementation of competitive policies and intellectual property to foster fair and healthy competition as well as ensuring the respect of consumer rights.

3° Developing institutional and human resources capacities in the industrial and commercial sector through:

- a. Promoting entrepreneurship development with special focus on small and medium enterprises;
- b. Building capacity of enterprises in order to increase their efficiency and competitiveness;
- c. Building a sound business environment with eases starting and doing business.

4° Monitoring and evaluating the implementation of sector and sub-sector policies, strategies and programs.

5° Overseeing the institutions under its supervision through:

- a. Supervision of the functioning and management of public institutions and agencies under its supervision for the purpose of ensuring cost effectiveness, safety, management of cross-cutting issues in trade and industry development and safeguarding of environment;
- b. Orientation on specific programs to be implemented by the institutions under its supervision.

6° Mobilizing the necessary resources for implementing programs through:

- a. Identification and mobilization of resources and their efficient management;
- b. Promotion of partnerships with other institutions and private investment in the sector.

Conducting bilateral and multilateral trade negotiations aimed at promoting Rwanda's interests.

## **II. VISION**

Achieve accelerated and sustained economic growth led by a dynamic and competitive private sector.

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## **III. MISSION**

Support Rwanda's economic transformation through provision of an enabling environment for a competitive private sector integrated into regional and global markets, while ensuring a level playing field and the protection of consumers.

## **IV. CORE FUNCTIONS**

1. Policies and strategies development and their dissemination
2. Regulation of the trade and industry sector
3. Developing institutional and Human resources capacities in the trade and industry sector particularly
4. Promotion of entrepreneurship and Doing business reforms
5. Bilateral and Multilateral trade negotiations
6. Monitoring and evaluation of Sectoral Policies and strategies as well as oversight of institutions under MINICOM's supervision.

## **V. CORE VALUES**

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

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**Type of service: Licensing of paddy rice traders/ rice processors, distributors/wholesalers.**

<p>What is the service? Am I eligible?</p>	<p>MINICOM provides Licensing of paddy rice traders, rice processors, distributor/wholesalers. Paddy rice traders/rice processors, distributors/wholesalers, may be cooperatives specialized in rice business, companies or individual business people involved in paddy rice trading or processing.</p>
<p>Department to be approached</p>	<p>Internal Trade</p>
<p>When can I access the service?</p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</p>
<p>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</p>	<p>3 days after completion of dossier</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>There is no charge for this service</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> <li>- An application letter, addressed to the Minister of Trade and Industry;</li> <li>- A valid certificate of business registration issued by the Registrar General of Companies (RDB);</li> </ul>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> <li>- Go to the reception for orientation</li> <li>- Submit all relevant</li> </ul>

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	<p>documents</p> <ul style="list-style-type: none"> <li>- To visit the applicant (rice distributors/wholesalers) factory to ensure that his facility fulfils hygiene and other standards requirements</li> <li>- Once MINICOM's visit has been completed, the applicant is advised as to any decisions taken.</li> </ul>
<p>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)</p>	<p>Rwanda Development Board for business registration</p>
<p>Is there a complaint procedure?</p>	<ul style="list-style-type: none"> <li>• If service not delivered in 3 days, write to the Minister lodging a complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of MINICOM, The staff in charge settles the complaint.</li> <li>• If the matter is beyond MINICOM Powers, the client is referred to the competent authorities to solve his /her complaint.</li> </ul>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit MINICOM website: <a href="http://www.minicom.gov.rw">www.minicom.gov.rw</a> for information. For further information call a toll free telephone: 3739 during office hours.</p>

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Available forms	No
Relevant legal documents	Internal Trade law, Instructions of the Minister of Trade and Industry on Rice processing and Trading.

### **Type of service: Authorization for buying and selling Minerals**

What is the service? Am I eligible?	MINICOM provides licence to open a warehouse for purchasing and selling minerals and precious stones, specifying types of mineral substances or precious stones of his/her interest.
Department to be approached	Internal Trade
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	3 days after completion of dossier
What, if any, are the costs for accessing the service?	Payment of a non refundable fee of three hundred thousand Rwandan francs in Rwanda Revenue Authority (Rwf 300,000).
What documents are required?	<b>For individuals</b> - Application letter written to the Minister having commerce in his/her attributions - Copies of national identity card for nationals or

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	<p>passport for foreigners</p> <ul style="list-style-type: none"> <li>- Tax clearance certificate,</li> <li>- At least 10,000,000 RWF initial capital certified by the bank notice,</li> <li>- Copy of Trade Registry with residence visa for foreigners.</li> <li>- Proof of payment of three hundred thousand Rwandan francs (Rwf 300,000)</li> </ul> <p><b>For legal entities</b></p> <ul style="list-style-type: none"> <li>- Application letter written to the Minister of Trade and Industry</li> <li>- legal representative's signature and its seal,</li> <li>- company's constitution notarized</li> <li>- For cooperatives, provide a registry certificate issued by Rwanda Cooperatives Agency,</li> <li>- At least 20,000,000 RWF initial capitals certified by the bank notice</li> <li>- Proof of payment of three hundred thousand Rwandan francs (Rwf 300,000) with a Rwanda Revenue Authority receipt.</li> </ul>
What is the procedure?	<ul style="list-style-type: none"> <li>- Go to the reception for orientation</li> <li>- Submit all relevant documents</li> <li>- visit the applicant's warehouse or counter</li> </ul>

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	Once MINICOM's visit has been completed, the applicant is advised as to any decisions taken
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)	Rwanda Development Board for business registration Rwanda Cooperatives Agency for cooperative's legal papers
Is there a complaint procedure?	<ul style="list-style-type: none"> <li>• If service not delivered in 3 days, write to the Minister lodging a complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of MINICOM, The staff in charge settles the complaint.</li> </ul> <p>If the matter is beyond MINICOM 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?	MINICOM website: <a href="http://www.minicom.gov.rw">www.minicom.gov.rw</a> for information. MINICOM toll free telephone: 3739 during office hours.
Available forms	Forms available at MINICOM central secretariat
Relevant legal documents	MINISTERIAL ORDER N°003/MINIFOM/OF2010 ON REQUIREMENTS FOR THE GRANT OF LICENCE FOR PURCHASING AND SELLING

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	MINERAL SUBSTANCES IN RWANDA
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### **Type of service: Licensing of industries (operating licence or Permis d'exploitation)**

What is the service? Am I eligible?	MINICOM provides licences to industries Manufacturers, agro processors, issues operating permit
Department to be approached	Industry Development
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days after completion of dossier
What, if any, are the costs for accessing the service?	There is no charge for this service

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<p>What documents are required?</p>	<ul style="list-style-type: none"> <li>- An application letter, addressed to the Minister of Trade and Industry;</li> <li>- A valid certificate of registration issued by the Registrar General of Companies (RDB);</li> <li>- An Environmental impact Assessment (EIA) certificate issued by RDB;</li> <li>- A standards approval Certificate issued by RBS</li> <li>- A detailed Business plan of your industry;</li> <li>- An occupation permit issued by the District where the concerned industry Is located.</li> </ul>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> <li>- Go to the reception for orientation</li> <li>- Submit all relevant documents</li> <li>- To visit the applicant (industrialist) to ensure that the declared information is true</li> <li>- Once MINICOM's visit has been completed, the applicant is advised as to any decisions taken.</li> </ul>
<p>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)</p>	<p>Rwanda Development Board (RDB) Rwanda Bureau of Standards (RBS) Rwanda Environmental Management authority (REMA)</p>
<p>Is there a complaint procedure?</p>	<ul style="list-style-type: none"> <li>• If service not delivered in 3 days, write to the Minister lodging a</li> </ul>

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	<p>complaint.</p> <ul style="list-style-type: none"> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of MINICOM, The staff in charge settles the complaint.</li> </ul> <p>If the matter is beyond MINICOM 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?	Always visit MINICOM website: <a href="http://www.minicom.gov.rw">www.minicom.gov.rw</a> for information. For further information call a toll free telephone: 3739 during office hours.
Available forms	none
Relevant legal documents	Industry regulation law

### **Type of Service: addressing complaints from consumers and unfair competition between competitors**

<p>What is the service? Am I eligible?</p>	<p>-MINICOM provides to consumers on the basis of their complaints advocacy for their rights provided in the Internal Trade Law</p> <p>-MINICOM investigates and handles cases of unfair competition between traders or companies on the basis of their complaints</p>
Department to be approached	Competition and Consumer Protection

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When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days after all documents are received
What, if any, are the costs for accessing the service?	There is no costs for this service
What documents are required?	<b>For individuals</b> <ul style="list-style-type: none"> <li>- Application letter written to the Minister of Trade and Industry</li> <li>- Any relevant document accompanying the letter to justify the claim</li> </ul>
What is the procedure?	<ul style="list-style-type: none"> <li>- Go to the reception for orientation</li> <li>- Submit all relevant documents to ease the investigations</li> </ul> <p>Once MINICOM's analysis has been completed, the applicant is notified any decisions taken</p>
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"> <li>- National inspectorate and competition authority (once operational)</li> </ul>
Is there a complaint procedure?	<ul style="list-style-type: none"> <li>• If service not delivered in 3 days, write to the Minister lodging a complaint.</li> <li>• The client is invited to the office for further</li> </ul>

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	<p>discussions and clarifications</p> <ul style="list-style-type: none"> <li>• If the complaint is within the powers of MINICOM, The staff in charge settles the complaint.</li> </ul> <p>If the matter is beyond MINICOM 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?	<p>MINICOM website: <a href="http://www.minicom.gov.rw">www.minicom.gov.rw</a> for information.</p> <p>MINICOM toll free telephone: 3739 during office hours.</p>
Available forms	None
Relevant legal documents	Internal Trade Law No15/2001 of 28/1/2001

### **Type of service: Recommendation letter to INGOs (SME service provider) for registration**

What is the service? Am I eligible?	MINICOM provides recommendations to SME service providers for registration purposes
Department to be approached	Entrepreneurship Development Unit
When can I access the service?	when you request for it and you are eligible
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days after completion of dossier
What, if any, are the costs for accessing the service?	There is no charge for this service

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<p>What documents are required?</p>	<ul style="list-style-type: none"> <li>- An application letter, addressed to the Minister of Trade and Industry;</li> <li>- Recommendation letter from the district authorities where the service provider operates its activities.</li> <li>- A detailed annual report for the previous year and action plan for the new year;</li> </ul>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> <li>- Go to the reception for orientation</li> <li>- Submit all relevant documents</li> <li>- To visit the applicant to ensure that the declared information or report is realistic</li> <li>- Response to the applicant</li> </ul>
<p>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)</p>	<p>Emigration and Immigration office for registration</p>
<p>Is there a complaint procedure?</p>	<ul style="list-style-type: none"> <li>• If service not delivered in 3 days, write to the Minister lodging a complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of MINICOM, The staff in charge settles the complaint.</li> </ul> <p>If the matter is beyond</p>

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	MINICOM 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?	Always visit MINICOM website: <a href="http://www.minicom.gov.rw">www.minicom.gov.rw</a> for information. For further information call a toll free telephone: 3739 during office hours.
Available forms	MOU (Template) to be signed with INGOs
Relevant legal documents	<ul style="list-style-type: none"> <li>- Immigration Instructions</li> <li>- Draft law (in progress)</li> </ul>