

REPUBLIC OF RWANDA



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RURA CITIZEN'S CHARTER

December, 2011

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FOREWORD

It is my pleasure to present to you this Service Charter for the Rwanda Utilities Regulatory Agency (RURA).

This Service Charter has been prepared in tandem with Government's reform agenda whose vision was "to have a public service enhanced in its human and organizational capacity in order to deliver improved public services for the achievement of the broad goals of national development" and in the spirit of being responsive to effective service delivery, transparency and accountability.

This Service Charter spells out the role of RURA and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and guiding legal instruments.

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



François Régis GATARAYIHA

Ag. Director General

The present Citizen's Charter reflects the service provided by RURA 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 RURA 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 RURA:
 - Specification of services provided by RURA,
 - 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 RURA. 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 RURA
- 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 RURA and sets standards for transparency in public services. It is expected that through Citizen's Charter, RURA'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, RURA commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that RURA 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, RURA expects continuous interaction with citizens seeking its services. For this, RURA 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, RURA 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 RURA 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 RURA 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 RURA 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 RURA 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, RURA 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, RURA 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, RURA 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, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the RURA 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 RURA staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at RURA;
- Providing the RURA with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

Rwanda Utilities Regulatory Agency (RURA)

Toll Free number: **3988** any time you may need it.

Website: www.rura.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.

I.INTRODUCTION

Rwanda Utilities Regulatory Agency (RURA) was created by law n° 39/2001 of 13th September 2001 and was published in the Government Gazette n° 20 of 15th October 2001 with the mission to regulate certain public Utilities, namely:

- Telecommunications network and/or Telecommunications services
- Electricity;
- Water;
- Removal of waste products from residential or business premises;
- Extraction and distribution of Gas; and
- Transport of goods and persons.

II.VISION:

To be a leader, point of reference and pace setter in the field of modern utilities regulation not only within the sub-region but internationally.

III.MISSION:

RURA has the mission to:

- Ensuring that certain utilities provide goods and services throughout the country to meet in transparency all reasonable demands and needs of all natural persons and organizations;
- Ensuring that all utility suppliers have adequate means to finance their activities;
- Promoting the interest of users and potential users of the goods and services provided by utilities so that there is effective competition.
- Facilitating and encouraging private sector participation in investments in public utilities;
- Ensuring compliance by public utilities with the laws governing their activities.

IV.CORE FUNCTIONS

The Law establishing RURA defines following essential functions to RURA:

- a. Rule-making and Enforcement:** RURA is responsible for making rules and procedures for the provision of Public Utility Services. It may amend its rules after transparent consultations with interested parties. RURA is empowered with inspection powers and authority to impose appropriate sanctions and penalties for violations of the utility laws and regulations. Such sanctions or penalties include fines, or suspension or revocation of licences.
- b. Licensing:** RURA undertakes the licensing of utility service providers. RURA employs experts to review markets, including operators, users, services provided, licenses and fees. RURA needs to hire and train adequate staff, and confer with regional and international experts to monitor and enforce compliance with relevant legislation and regulations. RURA establishes rules for reviewing regulation-related complaints and grievances of users against service providers

and complaints of providers among themselves or against their customers. RURA is competent to hear and decide the complaints subject to appeal to appropriate courts of law.

- c. Management of Scarce Resources:** RURA formulates, enforces and reviews regulations for the effective and efficient management of ICT, radio spectrum frequencies and the numbering scheme. RURA stays in contact with international and regional conferences and forums to identify changes in technology and techniques for efficient and appropriate regulatory prescriptions for the allocation and use of scarce national utility resources.
- d. Monitoring Performance of Service Providers:** A key measure of the effectiveness is how broad and thorough are the guidelines RURA develops to monitor and evaluate performance of service providers. Key indicators are service expansion, quality of service and penetration rate for service access.
- e. Monitoring and Responding to Changing Markets Signals:** RURA facilitates Services Providers and Consumers to find ways to resolve regulatory questions, issues and concerns. The goal is to ensure that the utility sector functions in an efficient, transparent and mature manner. Changing Market Signals and issues cannot be addressed and answered once for all time. RURA must revisit policies, procedures and pragmatic responses as circumstances change.
- f. Ownership and Control of Utility Sector Infrastructure:** One of the primary goals of RURA is to ensure that the utility sector grows and acts as a catalyst for the entire economy. To achieve this RURA may impose restrictions on unfair cross-subsidisation of a competitive service or rate structure, by profits gained from a less competitive services or rate structure. In addition RURA sets and enforces rules and regulations that prescribe the character, experience and financial capabilities of persons who may be licensed as utility services providers or facility operators.
- g. Competition:** It will be necessary to periodically review all laws, regulations, guidelines and rules to ensure the opportunity for fair and robust competition between utility

service providers in those segments where competition is permitted.

- h. Standards and Type Approval:** Applicable technical and quality standards must be set in consultation with relevant national, regional and international industry standards bodies. RURA must ensure that it takes into account the needs of people with disabilities, particularly with regard to type-approval for customer premise equipment (CPE) and user equipment and the rules for connection of CPE to the networks.
- i. Tariffs Review:** RURA periodically reviews and makes decision regarding whether specific existing tariffs are still appropriate, and whether the tariff regime in use needs modification or rescission. Such decisions must not be made impulsively, and should be made only after careful review and thorough input from all stakeholders.
- j. Interconnection and Numbering:** Through workgroups, rule-making and public hearings, RURA must fully understand the needs of service providers and users regarding the efficient interoperability of all national networks and utility service delivery systems. RURA provides interconnection guidelines that facilitate balanced interconnection negotiations, and ensure decisions when comparing facility expansion versus facility-sharing options. RURA produces regulations and guidelines to ensure the long-term conservation of scarce national utility resources in the public interest.
- k. Consumer and User Protection:** RURA should increase its capacity in mobilising all sector players, including consumers, to effectively participate in matters related to utility sector development. Thus RURA will need to ensure that all stakeholders take responsibility for consumer protection and provide for the timely resolution of consumer complaints and disputes.
- l. Disputes resolution:** Depending on the circumstances, RURA may act as adjudicator, mediator or arbitrator in disputes that arise between service providers, consumers and other stakeholders. RURA always calls all parties to review the procedures and processes for dispute resolution.

- m. Research and Development:** RURA encourages Services Providers to promote and conduct development research in all facets of technology and operations.

V.CORE VALUES

- Accountability
- Transparency
- Predictability
- Coherence
- Regulator’s arm’s length distance from regulated utilities, consumers and government
- Political, financial and administrative independence
- Capacity and professionalism

VI.SERVICES OFFERED BY RURA

1.Type of service: Universal Access to Telecommunication Services

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Regulatory Board and the Universal Access Fund Directorate - provides the Bandwidth Subsidy and Projects Funding to Community Telecentres, Education and Health Institutions and Local Administration in rural and underserved remote areas.
Department to be approached	Universal Access Fund Directorate
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?	On RURA side, the service is provided within one (1) week maximum. But the service is provided through ICT Operators and Internet Service Providers (ISPs).
What, if any, are the costs for accessing the service?	The service is provided free of charge. Instead, RURA provides 85% subsidy.

What documents are required?	Application letter addressed to the Director General of RURA and the proof that the service will be provided in rural and underserved remote areas.
What is the procedure?	Submission of the Application letter, analysis of the requirements (Universal Access Fund Directorate), approval by the Regulatory Board, then response.
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)	There is a close collaboration with relevant ministries, institutions and local administration.
Is there a complaint procedure?	Monitoring system of Telecom operators for the provided service and other means of lodging complaints to RURA, including phone calls, formal written complaints and e-mails.
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Presidential Order N° 05/01 of 15/03/2004 determining the Functioning of the Universal Access Fund and Public Operator's Contributions.
Available forms	N/A
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Presidential Order N° 05/01 of 15/03/2004 determining the Functioning of the Universal Access Fund and Public Operator's Contributions.

2.Type of service: License for installation and operations of VSAT earth terminal

<p>What is the service? Am I eligible?</p>	<p>The Rwanda Utilities Regulatory Agency (RURA) through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates issues VSAT license to Telecom Operators, Embassies, Companies and Broadcasting Operators.</p>
<p>Department to be approached</p>	<p>ICT/Scarce Resources Management and Monitoring Directorate</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>If all the requirements are ready, the VSAT License is issued within one (1) month.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>There are initial fees and Spectrum fees as provided by the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences (Available also on RURA Website)</p>
<p>What documents are required?</p>	<p>Requirements: Application letter addressed to the Director General of RURA, filled application form, Registration Status documents, National Identity Card/Foreign passports for Company Directors, PIN Card, VAT registration certificate and valid tax compliance certificate. Diplomatic Missions and Organizations accredited to Rwanda may channel their application through the Ministry of Foreign Affairs.</p>

	Educational Institutions wishing to be considered for license fees waiver should attach a letter/Certificate of Registration from the Ministry of Education.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring and Legal Affairs Directorates, approval by the Regulatory Board, issuance of VSAT license through the DG's Office.
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, Rwanda Revenue Authority, Ministry of Foreign Affairs for Diplomatic Missions and Organizations accredited to Rwanda and Ministry of Education for Educational Institutions.
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for information and application forms and requirements for this specific VSAT license. For further information call this Toll Free number: 3988 any time you may need it.
Available forms	Online Application Form and Requirements for the installation & operation of VSAT earth terminal.
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences.

3.Type of service: Private Radios Networks (HF,VHF, UHF)

<p>What is the service? Am I eligible?</p>	<p>The Rwanda Utilities Regulatory Agency (RURA), through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates, issues Private Radios Networks license to NGOs, Security Companies, Travel and Tourism Agencies and other natural persons and organizations using long range frequency private mobile Radios (PMR).</p>
<p>Department to be approached</p>	<p>ICT/Scarce Resources Management and Monitoring Directorate</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>If all the requirements are ready, the Private Radios Networks License is issued within one (1) month.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>There are initial fees and Spectrum fees as provided by the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences (Available also on RURA Website).</p>
<p>What documents are required?</p>	<p>Requirements:</p> <ol style="list-style-type: none"> 1. Application letter addressed to the Director General of RURA indicating frequencies you wish to use in the specified Band and the use of your radio network. 2. The application form should be filled. (Available on RURA website). 3. Datasheet of equipment. 4. Proof of payment if the license is approved by the Regulatory

	Board according to the invoice received.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring and Legal Affairs Directorates, approval by the Regulatory Board, issuance of the Private Radios Networks license through the DG's Office.
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)	BNR for payment proof.
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for information and application forms and requirements for this specific Private Radios Networks license. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application Form and Licensing requirements for private radio networks (HF/VHF/UHF)
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences.

4.Type of service : National TV/Radio operation License

<p>What is the service? Am I eligible?</p>	<p>The Rwanda Utilities Regulatory Agency (RURA) through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates issues National TV/Radio (Broadcasting) License to Broadcasting Operators.</p>
<p>Department to be approached</p>	<p>ICT/Scarce Resources Management and Monitoring Directorate</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>If all the requirements are ready, the broadcasting License is issued within one (1) month.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>There are initial fees and Spectrum fees as provided by the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences (Available also on RURA Website).</p>
<p>What documents are required?</p>	<p>Requirements:</p> <ul style="list-style-type: none"> • Application letter addressed to the Director General of RURA; • A duly completed application form indicating among others technical parameters of the station(s) to be installed (attach any other detail or manual that may help to understand the network concept); • A copy of the Authorization to broadcast in Rwanda issued by the Media High Council. • Company profile • Business plan • Technical description

What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring and Legal Affairs Directorates, approval by the Regulatory Board, issuance of the National TV/Radio (Broadcasting) License through the DG's Office.
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)	Media High Council (MHC), RDB for registration and BNR for payment proof.
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for information, application forms and requirements and broadcasting guidelines for this specific broadcasting license. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online application form and licensing requirements for a national TV station/Radio station.
Relevant legal documents	Law N°39/2001 of 13/09/2001 establishing RURA, Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and Broadcasting guidelines. (All available on RURA Website).

5.Type of service : Radio Communication License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates issues a Radio Communication License to Internet Service Providers (ISPs) and Telecom operators.
Department to be approached	ICT/Scarce Resources Management and Monitoring Directorate
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?	If all the requirements are ready, the Radio Communication License is issued within one (1) month.
What, if any, are the costs for accessing the service?	There are initial fees and Spectrum fees as provided by the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences (Available also on RURA Website).
What documents are required?	Requirements: <ul style="list-style-type: none"> • Business plan • Technical description
What is the procedure?	Submission of all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring, Economic Affairs and Legal Affairs Directorates, approval of the Radio Communication license, Payment.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service	N/A

costs or to get additional documents)	
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for information and requirements. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	N/A
Relevant legal documents	Law N°39/2001 of 13/09/2001 establishing RURA and Law N° 44/2001 of 30/11/2001 governing telecommunications.

6.Type of service: SATPHONE License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates issues the SATPHONE license to Telecom Operators, Embassies, Companies and Broadcasting Operators.
Department to be approached	ICT/Scarce Resources Management and Monitoring Directorate
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?	If all the requirements are ready, the Broadcasting License is issued within one (1) month.
What, if any, are the costs for accessing the service?	There are initial fees and Spectrum fees as provided by the Ministerial Decree N° 03/RURA/2005 of

	14/07/2005 determining fees for Radio Communications Licences (Available also on RURA Website).
What documents are required?	Requirements: Application letter addressed to the Director General of RURA, filled application form, Registration Status documents, National Identity Card/Foreign passports for Company Directors, PIN Card, VAT registration certificate and valid tax compliance certificate. Diplomatic Missions and Organizations accredited to Rwanda may channel their application through the Ministry of Foreign Affairs. Educational Institutions wishing to be considered for license fees waiver should attach a letter/Certificate of Registration from the Ministry of Education.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring and Legal Affairs Directorates, approval by the Regulatory Board, issuance of SATPHONE license through the DG's Office.
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, Rwanda Revenue Authority, Ministry of Foreign Affairs for Diplomatic Missions and Organizations accredited to Rwanda and Ministry of Education for Educational Institutions.
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding	Always consult the Law N° 44/2001 of 30/11/2001 governing

this service that is useful to know?	telecommunications in Rwanda on RURA website: www.rura.gov.rw for information and application forms and requirements for this specific SATPHONE license. For further information call on this Toll Free number: 3988 any time you may need it.
Available forms	Online Application Form and Requirements for SATPONE operation.
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences.

7. Type of service: License for Installation and Operations of Amateur Radio

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates issues Amateur Radio License to individuals.
Department to be approached	ICT/Scarce Resources Management and Monitoring Directorate
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?	If all the requirements are ready, the broadcasting License is issued within two (2) weeks.
What, if any, are the costs for accessing the service?	There are initial fees and Spectrum fees as provided by the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for

	Radio Communications Licences (Available also on RURA Website).
What documents are required?	Requirements: <ul style="list-style-type: none"> • Application letter addressed to the Representative of Rwanda Amateur Radio Union (RARU) stating the following: Purpose for which you need the amateur Radio, for how long will you need the amateur radio; if not a Rwandan citizen, the purpose of visit to Rwanda. • Application form should be filled. • Rwandan National Identity Card or Rwandan passport of the applicant or Parent/Guardian in case of a Novice. • Passport copies of non-Rwandans.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring and Legal Affairs Directorates, issuance of the Amateur Radio License through the DG's Office.
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)	N/A
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding this service that is	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on

useful to know?	RURA website: www.rura.gov.rw for information, application forms and Requirements for the installation & operation of Amateur Radio. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online application form and licensing requirements for a national TV station/Radio station.
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences.

8. Type of service: Aircraft Station License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the Regulatory Board, Scarce Resources Management and Monitoring and Legal Affairs Directorates issues Aircraft Station License to Airlines.
Department to be approached	ICT/Scarce Resources Management and Monitoring Directorate
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?	If all the requirements are ready, the Aircraft Station License is issued within one month.
What, if any, are the costs for accessing the service?	There are initial fees and Spectrum fees as provide by the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences (Available also on RURA Website).
What documents are	The required documents include

required?	registration license and Air worthiness certificate.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Scarce Resources Management and Monitoring and Legal Affairs Directorates, approval by the Regulatory Board, issuance of the Aircraft station License through the DG's Office.
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 Civil Aviation Authority (RCAA).
Is there a complaint procedure?	As provided by the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda.
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Ministerial Decree N° 03/RURA/2005 of 14/07/2005 determining fees for Radio Communications Licences.

9.Type of service: Authorization for operations of internet cafes

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the ICT Applications, Cyber security and Postal services Directorate issues the authorization to internet Cafés operators.
Department to be	ICT Applications, Cyber security and

approached	Postal services Directorate
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?	If all the requirements are ready, the authorization for internet cafés is issued within seven (7) days.
What, if any, are the costs for accessing the service?	15,000 RwF As per the Board Decision N°15/ICT.APP/RURA/2009 of 6th November 2009 establishing regulatory framework governing the operations of Internet cafés in Rwanda (the guidelines for internet cafés: available on RURA Website.)
What documents are required?	<ul style="list-style-type: none"> • Filled Application form • Bank slip • Trade registration license • Statutes if it is an association • Identification • Physical address
What is the procedure?	Submission of the Application form and the required documents, analysis of the requirements (ICT Applications, Cyber security and Postal services Directorate), issuance of the authorization through DG's Office.
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 Development Board (RDB). • BNR for payment
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for

	information, application forms, Requirements and guidelines on the operations of internet cafes in Rwanda. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online application form
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Board decision N°15/ICT.APPL-RURA/2009 of 6 th November 2009 establishing regulatory framework governing the operations of internet cafes in Rwanda.

10.Type of service: Authorization for Technology Certification for Mobile Money and Mobile payment operations

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the ICT Applications, Cyber security and Postal services Directorate issues the authorization for technology Certification to Electronic/mobile money transfer/remittance operators.
Department to be approached	ICT Applications, Cyber Security and Postal services Directorate
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?	<ul style="list-style-type: none"> • Technical presentation is done in one week. • The Authorization is issued within three (3) weeks.
What, if any, are the costs for accessing the service?	Free of charge so far

What documents are required?	Requirements: <ul style="list-style-type: none"> • Mobile Money features • Mobile money architecture • Platform security • Back up, maintenence, site security and disaster recovery • Investments plan • Future investments plan in Mobile money and payments (if any) • Quality of network and application • Reporting format • Agreement between telecoms and ATM services providers (If any) • Presentation to the Regulator (RURA).
What is the procedure?	Presentation to BNR, requesting the license, Application requesting for technical certification, presentation to RURA
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)	BNR
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	Ministerial decree N°03/10/04 of 07/06/2004, BNR Regulations.

11.Type of service: Certification Service Provider license

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the ICT Applications, Cyber security and Postal services Directorate issues the certification service provider license.
Department to be approached	ICT Applications, Cyber Security and Postal services Directorate
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?	<ul style="list-style-type: none"> • Presentation is done by Certification Service Provider within one (2) weeks • The license is issued within one (1) month.
What, if any, are the costs for accessing the service?	Application fees: 500,000 RWF License fee: 2.500.000 RWF Paid-up capital: Not less than 500.000.000 RWF Performance bond: 115.000.000 RWF
What documents are required?	Requirements: <ul style="list-style-type: none"> • Application letter addressed to the Director General of RURA; • Business plan • Platform security • Back up, maintenence, site security and disaster recovery • Investments plan • Presentation to the Regulatory Agency (RURA). • IT audit report
What is the procedure?	Application requesting for Certification Service Provider license, Presentation to RURA, licensing, IT auditing report
What, if any, other institutions do I need to visit to access the	Rwanda Development Board (Certificate of domestic company registration), National Bank of

service? (Eg. for payment of service costs or to get additional documents)	Rwanda (BNR) to pay the above stated fees (payment proof).
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	LAW N° 18/2010 OF 12/05/2010 RELATING TO ELECTRONIC MESSAGES, ELECTRONIC SIGNATURES AND ELECTRONIC TRANSACTIONS

12.Type of service: Internet Service Provider License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) through the ICT Applications, Cyber security and Postal services, legal, economic and infrastructure Directorates issue the Internet Services Provider license.
Department to be approached	ICT Applications, Cyber Security and Postal services Directorate
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?	<ul style="list-style-type: none"> • Presentation is done within two (2) weeks • If all requirements are ready, the license is issued within one (1) month.
What, if any, are the costs for accessing the service?	Application fee: 0 RWF License fee: 5,000 USD Performance bond: 200,000 USD Paid up capital: Not required
What documents are required?	Requirements: <ul style="list-style-type: none"> • Application letter addressed to the Director General of RURA;

	<ul style="list-style-type: none"> • Company profile • Business plan • Technical proposal • Presentation to the Regulatory Agency (RURA).
What is the procedure?	Application requesting for Internet service Provider license, Presentation to RURA, licensing.
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 (Certificate of domestic company registration), Banque Nationale du Rwanda (BNR) to pay the above stated fees (payment proof).
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	Telecom law and Board Decision.

13. Type of Service: License for Postal Operators

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through ICT Applications, Cyber Security & Postal Services Directorates- issues License to Postal Operators.
Department to be approached	ICT Applications , Cyber Security & Postal Services Directorates
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?	If all requirements are ready, the Postal License is issued in three (3) months

What, if any, are the costs for accessing the service?	To be fixed very soon
What documents are required?	<ul style="list-style-type: none"> • Valid Trade license • Share capital of Company • Company or Business Name Registration • VAT and Tax Registration • Business Plan • Compensation and insurance • Bank slip
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (through ICT Applications, Cyber Security & Postal Services Directorates , infrastructures , economic affairs and Legal Affairs Directorates, site visit before license approval).
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 Development Board (RDB) • Rwanda Revenue Authority • BNR for payment • Insurance Companies for insurance documents • Districts
Is there a complaint procedure?	Approaching directly the through ICT Applications, Cyber Security & Postal Services or consumer affairs Directorates or Lodging complaint on www.rura.gov.rw
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Requirements for Internet services provision
Relevant legal documents	ICT bill

14. Type of Service: License for courier Operators

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through ICT Applications, Cyber Security & Postal Services Directorates- issues License to courier Operators.
Department to be approached	ICT Applications , Cyber Security & Postal Services Directorates
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?	If all requirements are ready, the courier License is issued in one (1) month
What, if any, are the costs for accessing the service?	To be fixed very soon
What documents are required?	<ul style="list-style-type: none"> • Valid Trade license • Share capital of Company • Company or Business Name Registration • VAT and Tax Registration • Business Plan • Compensation and insurance • Bank slip
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (through ICT Applications, Cyber Security & Postal Services Directorates , infrastructures , economic affairs and Legal Affairs Directorates, site visit before license approval).
What, if any, other institutions do I need to visit to access the service? (Eg. for	<ul style="list-style-type: none"> • Rwanda Development Board (RDB) • Rwanda Revenue Authority • BNR for payment

payment of service costs or to get additional documents)	<ul style="list-style-type: none"> • Insurance Companies for insurance documents • Districts
Is there a complaint procedure?	Approaching directly the through ICT Applications, Cyber Security & Postal Services Directorate or lodging the complaint on www.rura.gov.rw
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Requirements for Internet services provision
Relevant legal documents	ICT bill

15.Type of Service: License for Applications Services Providers (ASP)

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through ICT Applications, Cyber Security & Postal Services Directorates- issues ASP(data services providers, electronic commerce providers, VoIP services providers etc...) license
Department to be approached	ICT Applications , Cyber Security & Postal Services Directorate
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?	<ul style="list-style-type: none"> • Presentation is done in three (3) weeks • If all requirements are ready, License is issued in one (1) month.

What, if any, are the costs for accessing the service?	Free so far (The charges to be fixed very soon)
What documents are required?	<ul style="list-style-type: none"> • Valid Trade license • Share capital of Company • Company or Business Name Registration • VAT and Tax Registration • Business Plan • Compensation and insurance • Bank slip • Service level agreement (SLA) with the Cloud Provider • Terms of agreement and conditions
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (through ICT Applications, Cyber Security & Postal Services Directorates and Legal Affairs Directorates, presentation by the applicant site visit before license approval).
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 Development Board (RDB) • Rwanda Revenue Authority • BNR for payment • Insurance Companies for insurance documents • District
Is there a complaint procedure?	Approaching directly the through ICT Applications, Cyber Security & Postal Services Directorates or lodging the complaint on www.rura.gov.rw
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.

Available forms	Requirements for electronic applications
Relevant legal documents	Telecom law , Presidential decree, new ICT bill

16. Type of service: Permit to Install Telecom facilities and (BTS and Fiber Optic Cables Rollout)

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the ICT Infrastructure Development Directorate- issues the Permit for Towers and Fiber Optic Cables roll out to Telecom Operators, Broadcasting Operators and Internet Service Providers.
Department to be approached	ICT Infrastructure Development Directorate
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?	Maximum within three (3) days after RURA has received the Environmental compliance from RDB and authorization letter from local authorities.
What, if any, are the costs for accessing the service?	Free of charge so far
What documents are required?	Application letter, Technical Specifications, Roll out Networks diagrams, Purchasing/leasing agreements, Environmental compliance from RDB
What is the procedure?	Submission of Application letter to RURA, request for Environmental Compliance and Authorization letter from local authorities by RURA on behalf of the operators, and issuance of Permit by RURA.
What, if any, other institutions do I need to	N/A

visit to access the service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	Yes. Through Consumer Affairs Directorate, Website, Toll Free number: 3988 .
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for information and the guidelines for Siting and Sharing of Telecommunication base station infrastructure.
Available forms	N/A
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and the Guidelines for Siting and Sharing of Telecommunication base station infrastructure.

17. Type of service: Radio and Electronics telecommunication equipment Type Approval

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the ICT Infrastructure Development Directorate - issues the Radio and Electronics telecommunication equipment Type Approval to telecom operators, ICT Suppliers, Broadcasting operators, Internet Service Providers and individuals.
Department to be approached	ICT Infrastructure Development Directorate
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	Maximum within Three (3) days if all the required documents are

<p>request is made or an application is submitted, how long will it take?</p>	<p>ready.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge so far</p>
<p>What documents are required?</p>	<p>1. Administrative elements comprising:</p> <ul style="list-style-type: none"> • An application letter; • An information form for a Terminal Equipment Certification request, or Certification renewal request, in accordance with the model attached as Exhibit A; • Where applicable, an information form for a Radio Installation Certification request, or Certification Renewal request, in accordance with the model attached as Exhibit B; • A pledge, in accordance with the model attached as Exhibit C; • An undertaking from the manufacturer, in accordance with the model attached as Exhibit D; • A representation declaration, in accordance with the model attached as Exhibit E; • A declaration that manufacturing has not ceased, in accordance with the model attached as Exhibit F <p>2. Technical documents comprising:</p> <ul style="list-style-type: none"> • A general description sufficient to identify the product; • Photographs of the equipment;

	<ul style="list-style-type: none"> • Operating conditions; • Test reports/declaration of conformity; 3. Equipment specimen (where applicable)
What is the procedure?	Submission of Application letter and other required documents, analysis of the documents, preparation and issuance of the Type approval certificate.
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)	N/A
Is there a complaint procedure?	Yes. Through Consumer Affairs Directorate, Website, Toll Free number: 3988 .
Is there any additional information regarding this service that is useful to know?	Always consult the Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda on RURA website: www.rura.gov.rw for information and the application form for type approval certificate.
Available forms	Online form for type approval in Rwanda
Relevant legal documents	Law N° 44/2001 of 30/11/2001 governing telecommunications in Rwanda and guidelines.

18. Type of service: License for Air Transport operations

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA), through Air Transport and Legal Affairs Directorates, issues Air Transport operations' License to Air Travel Agencies and Freight Forwarders.
Department to be approached	Air Transport Directorate
When can I access the	Monday to Thursday: 7:00 am to

service?	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?	If all the requirements are ready, the Air Transport operations' License is issued within 14 days.
What, if any, are the costs for accessing the service?	Based on the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda, there are: <ul style="list-style-type: none"> • Registration fees: 50,000 RWF and • License fee: 200,000 RWF
What documents are required?	Comfort guidelines for Air travel agencies and for Freight Forwarders.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Air Transport and Legal Affairs Directorates, issuance of the Air Transport License through the DG's Office.
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)	RDB for registration
Is there a complaint procedure?	Approaching directly the Air Transport Directorate
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information and application form for the Air Transport Operations' Licence. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online application form for the Air

	Transport Operations'Licence.
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda.

19.Type of service: Authorizations for Public Transport operations

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through Road Transport and Legal Affairs Directorates - issues authorizations to Taxi cabs, Minibuses, Jeeps and Pick-ups and Motorcycles transport operators.
Department to be approached	Road Transport Directorate
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?	If all the requirements are ready, the authorizations for Taxi cab, Minibuses and Motorcycle transport operations are issued in one (1) day.
What, if any, are the costs for accessing the service?	Based on the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda, authorization fees for public transport operations are as follows: <ul style="list-style-type: none"> • 5,000 RwF for Motorcycles • 10,000 RwF for Taxi Cabs • 15,000 RwF for Jeeps and Pick-ups • 20,000 RwF for Minibuses and Coasters
What documents are required?	Vehicle identification card (Carte Jaune), Vehicle technical inspection report, insurance, bank payment

	slip, Identity card, Application forms.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Road Transport and Legal Affairs Directorates, physical check for taxi cab before the issuance of the authorization.
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 National Police for vehicle technical inspection report • BNR for payment • Insurance Companies for insurance documents
Is there a complaint procedure?	Approaching directly the Road Transport Directorate
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Transport Operators' Application forms
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda.

20. Type of service: License for Driving Schools

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through Road Transport and Legal Affairs Directorates- issues License to Driving Schools and carries out their registration.
Department to be approached	Road Transport Directorate

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?	If all requirements are ready, the Driving Schools' License is issued in 2 weeks (14 days).
What, if any, are the costs for accessing the service?	Based on the Board decision N° 13/TR-RURA/2009 of 4 September 2009 regarding the functioning of driving schools in Rwanda, there are: <ul style="list-style-type: none"> • Registration fee: 20,000 RwF and • License fee: 50,000 RwF
What documents are required?	<ul style="list-style-type: none"> • Trade registration or cooperative registration • Vehicles in good condition with dual control • Bank slip • Driving license for driving school trainers • High school certificates for driving school trainers • Vehicle identification card (Carte jaune) • Insurance • Technical inspection report • Vehicle rent contract • Training ground Contract • Class rooms rent contract • Operations authorisation issued by local authorities.
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Road Transport and Legal Affairs Directorates, site visit before license approval.
What, if any, other institutions do I need to	<ul style="list-style-type: none"> • Rwanda Development Board (RDB)

visit to access the service? (Eg. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> • Rwanda National Police for vehicle technical inspection report • BNR for payment • Insurance Companies for insurance documents • Districts
Is there a complaint procedure?	Approaching directly the Road Transport Directorate
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Transport Operators' Application forms
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and Board decision N° 13/TR-RURA/2009 of 4 september 2009 regarding the functioning of driving schools in Rwanda.

21. Type of service: License for Inter-city transport operations

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA)-through Road Transport and Legal Affairs Directorates-issues License to Inter-City transport operators (Travel Agencies, Companies and cooperatives)
Department to be approached	Road Transport Directorate
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	If all the requirements are ready, the license for Intercity-City transport operations is issued in 2

application is submitted, how long will it take?	weeks (14 days).
What, if any, are the costs for accessing the service?	Based on the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda, the license fee for inter-city transport operations is 200,000 RwF/Year.
What documents are required?	<ul style="list-style-type: none"> • Trade registration or cooperative registration • Vehicles in good condition • Bank slip • Vehicle identification card (Carte jaune) • Insurance • Technical inspection report • Vehicle rent contract • Business plan • Office rent contract • Parking contract
What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Road Transport and Legal Affairs Directorates, issuance of license.
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 Development Board (RDB) • Rwanda National Police for vehicle technical inspection report • BNR for payment • Insurance Companies for insurance documents
Is there a complaint procedure?	Approaching directly the Road Transport Directorate
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.

Available forms	Online Application forms
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda.

22. Type of service: License for Taxi cab transport operations

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA)-through Road Transport and Legal Affairs Directorates- issues the license to taxi cab operators (Companies and/or cooperatives).
Department to be approached	Road Transport Directorate
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?	If all requirements are ready, the license for Intercity-City transport operations is issued in one week (7 days).
What, if any, are the costs for accessing the service?	Based on the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda, the license fee for Taxi cab transport operations is 200,000 RwF/Year.
What documents are required?	<ul style="list-style-type: none"> • Trade registration • Office rent contract • Parking area contract • Vehicles in good condition • Bank slip • Vehicle identification card (Carte jaune) • Insurance • Technical inspection report • Business plan

What is the procedure?	Submission of the Application letter and all the required documents, analysis of the requirements (Road Transport and Legal Affairs Directorates, painting the vehicle with white color and a yellow band and taxi light above, issuance of license.
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 Development Board (RDB) • Rwanda National Police for vehicle technical inspection report • BNR for payment • Insurance Companies for insurance documents
Is there a complaint procedure?	Approaching directly the Road Transport Directorate
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines, Board decisions and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application form
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda.

23.Type of service: Registration of transport operators

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA)-through Road Transport and Legal Affairs Directorates- carries out the registration of all transport operators.
Department to be approached	Road Transport Directorate
When can I access the	Monday to Thursday: 7:00 am to

service?	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?	Once come once served.
What, if any, are the costs for accessing the service?	Based on the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda, the registration fees of transport operators are as follows: <ul style="list-style-type: none"> • 50,000 RwF for vehicles. • 20,000 RwF for Motorcycles.
What documents are required?	<ul style="list-style-type: none"> • Application form • Bank slip • Identity card • Vehicle identification card (Carte jaune)
What is the procedure?	
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)	BNR for payment
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for online application form. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application form
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the Board Decision N° 16/TR-RURA/2008 on Public Transport Operations in Rwanda.

24. Type of service: Complaints and Disputes handling

<p>What is the service? Am I eligible?</p>	<p>The Rwanda Utilities Regulatory Agency (RURA) - through Consumer Affairs Directorate - always and every time carries out the handling of complaints and disputes about the services of the regulated public utilities on matters quality of service (QoS), delivery process, billing and any other related matters.</p>
<p>Department to be approached</p>	<p>Consumer Affairs Directorate</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 and (after working hours, the toll free number 3988 is always on, even at weekends.)</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>It depends on the nature of the complaint and dispute. Normally, within five (5) days.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of Charge</p>
<p>What documents are required?</p>	<p>Filing of complaints with RURA is governed by the following rule:</p> <ul style="list-style-type: none"> • A complaint to the Regulatory Agency may be written or oral. • A written complaint must be addressed to RURA. • Where an oral complaint is made or where the complainant cannot read or write, the complaints will be put into writing by an officer of RURA who has the authority to receive complaints. The complainant may also select a person of his choice to write down the

	<p>complaint for him/her.</p> <ul style="list-style-type: none"> • Where the complaint is written down by a person other than the complainant, it will be read over and explained to the complainant in a language that he/she understands, and there will be a declaration to that effect on the complaint. • The complainant must indicate that he/she understands what has been read over and explained before appending his/her signature or thumb print to the written complaint.
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Once a complaint is received, RURA forwards a copy of the complaint to the utility providing the service, which must respond to RURA within five (5) days. • The above act is done with care by RURA and that can use other means to get to the service provider where in the opinion of RURA the complainant can suffer possible negative consequences should the concerned utility be directly told the real source of the complaint. • RURA thereafter conducts a preliminary inquiry into the complaint. If the complaint in question can be resolved by mediation and/or settlement, it may invite officials of the concerned utility company and the complainant for a resolution of the complaint. • If the parties fail to reach an agreement, then RURA will conduct a formal hearing where both parties will be given the opportunity to state their case

	<p>before a panel of at least three persons representing RURA.</p> <ul style="list-style-type: none"> • A person appearing before RURA’s panel may conduct his/her own case or be represented by legal counsel or other expert. • At the conclusion of the formal “hearing” the three-person panel will submit a full report with recommendations to RURA’s Director General on the decision of the panel.
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)	N/A
Is there a complaint procedure?	Any person or authority dissatisfied with the decision of RURA may go to court for the redress of the matter.
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for online complaint lodging (forum, guest book, emails) For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	N/A
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA

25. Type of Service: Public Awareness and Access to information

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA)- through Planning and Communication Services and the Director General’s office- provides information to the general public and to the media for
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	transparency and communication purposes.
Department to be approached	Planning and Communication Services and DG's Office
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?	Within 3 days maximum. But, according to the volume and the nature of the needed information, time limit may differ. On phone calls, the information is provided in real time.
What, if any, are the costs for accessing the service?	Free of Charge
What documents are required?	Application letter addressed to the Director General of RURA requesting the access to information.
What is the procedure?	<ul style="list-style-type: none"> • RURA receives request for information through application letter, telephone, SMS, emails and forum on RURA Website or in person. • Once the request for information is received, the Planning and Communication Services (PCS) Department reviews the request to confirm whether the information is available and public. • If the requested information is available and public, the PCS Department releases the information to the enquiring party within 48 hours. If the information is available on RURA website, the enquirer is directly referred to the website. • The PCS Department receives the information from the relevant and concerned

	<p>regulated utility sectors, and where necessary repackage it and clear it before release.</p> <ul style="list-style-type: none"> • If the information requested for is of confidential nature, RURA, through the Director General, declines the request. • If the party requesting for information is the media, only the Director General can provide the real time interview or a pre-recorded interview. In some cases, the PCS Department seeks prior clearance of the Director General before the release of any information to the media. • The copy of the released information to the media and the general public is filed / recorded for future reference.
<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>N/A</p>
<p>Is there a complaint procedure?</p>	<p>According to the Access to Information Law.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always consult RURA website: www.rura.gov.rw for all information regarding the regulated utilities and related issues. For further information call this Toll Free number: 3988 any time you may feel the need.</p>
<p>Available forms</p>	<p>Online forms to lodge complaints and/or information requests</p>
<p>Relevant legal documents</p>	<p>Law N° 39/2001 of 13/09/2001 Establishing RURA and the Access to Information Law.</p>

26.Type of service: Visitors and correspondence handling

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Central Secretariat under the Human Resources and Administration (HRA) - deals with the Visitors and correspondence handling.
Department to be approached	The Central Secretariat
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 16:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	The time limit for correspondence feedback depends on the volume and the procedures involved.
What, if any, are the costs for accessing the service?	Free of Charge
What documents are required?	N/A
What is the procedure?	Reception, Central secretariat, orientation to the DG's Office, analysis of the correspondence, orientation to the concerned Directorates for more information if any, DG's signature and RURA Stamp then feedback.
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)	N/A
Is there a complaint procedure?	N/A
Is there any additional information regarding	N/A

this service that is useful to know?	
Available forms	N/A
Relevant legal documents	N/A.

27.Type of service: Independent Power Producers (IPP) Operations License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Regulatory Board, Electricity Directorate and Legal Affairs Directorates - issues provisional operations License to the Independent Power Producers.
Department to be approached	Electricity Regulation Directorate
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?	If all requirements are ready, the License is issued within one (1) month.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> • Application letter • Notified Statute of Association (if any) • Trade registration certificate (certificat d'immatriculation au registre de commerce) • Photocopies of identity card/passport of representative • Business plan • MoU with MININFRA • Power purchase Agreement (PPA) with EWSA, if the power generated will be connected to

	<p>EWSA grid</p> <ul style="list-style-type: none"> • Environmental impact Assessment certificate from REMA/RDB of the proposed project • District authorization for site occupancy
What is the procedure?	Submission of the Application letter and all required documents, Analysis of the requirements and business plan (Electricity, Economics Affairs and Legal Affairs Directorates), site visit before the issuance of a provisional license by the Regulatory Board.
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"> • RDB for registration • The Ministry of infrastructure • REMA for Environmental Impact assessment certificate • EWSA (if the generated power is to be injected into the Electricity Grid) • District for site occupancy authorization.
Is there a complaint procedure?	N/A
Is there any additional information regarding this service that is useful to know?	N/A
Available forms	N/A
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA.

28.Type of service: Solid waste collection and transportation license

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA)- through the Regulatory Board, Sanitation Directorate and Legal Affairs Directorates - issues Solid Waste
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	Collection and Transportation License to Service Providers in Solid Waste Collection and Transportation.
Department to be approached	Sanitation Directorate
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?	The time to get a response for a license application after the submission of all requirements to RURA is 15 days maximum.
What, if any, are the costs for accessing the service?	Based on the guidelines on solid wastes management in terms of collection, transportation, treatment and disposal and on the management and establishment of disposal sites (available on RURA website), the application fees and License fees are as follows: <ul style="list-style-type: none"> ➤ Application fee: 5,000 RwF ➤ Annual License fees: <ul style="list-style-type: none"> • 5,000 RwF for those operating on Village and Cell levels • 10,000 RwF at Sector level • 15,000 RwF at District level • 20,000 RwF at Province and National level.
What documents are required?	Requirements: Application letter addressed to the Director General of RURA, filled application form for solid waste collection and transportation service provision, followed by: <ol style="list-style-type: none"> 1. The requirements for individual persons or for cooperatives: <ol style="list-style-type: none"> a) Register to RURA as a company/cooperative providing sanitation services

	<p>and this needs an application letter addressed to the Director General of RURA</p> <ul style="list-style-type: none"> b) Have good willing and capacity as shown in the application letter requesting for authorization c) Should show limits of his/her working areas (Umudugudu, Cell, Sector and district) d) Should show the dumping site where the waste will be disposed off and show an authorization allowing him/her to dispose off in the same dumping site. e) Should have a vehicle to transport the wastes collected. The vehicle can be his or hers or rent it from someone else. If it is a rented vehicle, should show the renting contract for at one year. f) To show where his/her office is located. g) Should present a business plan of the project h) Should demonstrate the Statutes governing the cooperative with a notary signature i) Should have a « trading book » (registre de commerce) or (Certificate of domestic company registration) <p>2. Requirements for companies:</p> <ul style="list-style-type: none"> a) Register to RURA as a company/cooperative providing sanitation
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	<p>services and this need an application letter addressed to the Director General of RURA</p> <ul style="list-style-type: none"> b) The company should have vehicles to transport the wastes. Those can be of the company or rented from somewhere else. If rent, the company is to present renting contract of a period of at least one year. c) Should show the limits of its working places (Umudugudu, Cell, Sector and district) d) Should show a trading license «registre de commerce », or "Certificate of domestic company registration" e) Should demonstrate Statutes governing the cooperative with a notary signature f) Should present a business plan of the project g) Should show where the companies' office is located h) Should show the dumping site where the waste will be disposed off and show authorization allowing him/her to dispose off in the same dumping site.
<p>What is the procedure?</p>	<p>Submission of the Application letter with a filled application form and all the required support documents; analysis of the application by (Sanitation Directorate, Economic Affairs Directorate and Legal Affairs Directorates), issuance of license through the DG's Office.</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)	Rwanda Development Board (Certificate of domestic company registration), Banque Nationale du Rwanda (BNR) to pay the above stated fees (payment proof).
Is there a complaint procedure?	Yes. As provided in the guidelines on solid wastes management in terms of collection, transportation, treatment and disposal and on the management and establishment of disposal sites.
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application form
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the guidelines on solid wastes management in terms of collection, transportation, treatment and disposal and on the management and establishment of disposal sites.

29.Type of service: Solid Waste Recycling/Processing License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Regulatory Board, Sanitation Directorate and Legal Affairs Directorates - issues Solid Waste Recycling/Processing License to Service Providers in Solid Waste Recycling/Processing.
Department to be approached	Sanitation Directorate
When can I access the	Monday to Thursday: 7:00 am to

service?	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?	The time to get a response for a license application after the submission of all requirements to RURA is 60 working days.
What, if any, are the costs for accessing the service?	The only costs are license fees and application fees (5,000Rwf) as provide in the guidelines on solid wastes management in terms of collection, transportation, treatment and disposal and on the management and establishment of disposal sites (available on RURA website).
What documents are required?	Requirements for license application: Application letter addressed to the Director General of RURA, filled application form for solid waste collection and transportation service provision, followed by: <ol style="list-style-type: none"> 1. Register to RURA as a company/cooperative providing sanitation services and this needs an application letter addressed to the Director General of RURA 2. Have good willing and capacity as shown in the application letter requesting for authorization 3. To show the category of solid waste to recycle and to show what kind of products can be transformed from the raw material (solid waste) 4. To show feasibility study 5. To show the plan, structure, functions of the industry and its location

	<ol style="list-style-type: none"> 6. To show the permit issued by Rwanda Environmental Management Authority that his/her business is not detrimental to the Environment (Environmental Impact Assessment) 7. To indicate the capacity of staff who will be assigned to this function 8. To show the business plan 9. For companies, to show the statutes 10. To provide personal protective equipments (PTE) to workers i.e boots, over coats, gloves, caps and ,(nose cover) 11. Should subscribe their workers to health insurance and social security fund.
What is the procedure?	Submission of the Application letter with a filled application form and all the required support documents; analysis of the application by (Sanitation Directorate, Economic Affairs Directorate and Legal Affairs Directorates), issuance of license through the DG's Office.
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 (Certificate of domestic company registration), Banque Nationale du Rwanda (BNR) to pay the above stated fees.
Is there a complaint procedure?	Yes. As provided in guidelines on solid wastes management in terms of collection, transportation, treatment and disposal and on the management and establishment of disposal sites.
Is there any additional information regarding	Always consult RURA website: www.rura.gov.rw for information,

this service that is useful to know?	guidelines and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application form
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the guidelines on solid wastes management in terms of collection, transportation, treatment and disposal and on the management and establishment of disposal sites (available on RURA website)

30. Type of service: Disposal site management (landfill) license

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Regulatory Board, Sanitation Directorate and Legal Affairs Directorates - issues Disposal sites Management License to Disposal sites managers (Landfill managers).
Department to be approached	Sanitation Directorate
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?	The time to get a response for a license application is 45 working days after the submission of all requirements to RURA.
What, if any, are the costs for accessing the service?	The only costs are license fees and application fees (5,000Rwf) as provide in the Standards for management of waste Disposal Sites/Landfills (available on RURA website).
What documents are required?	Requirements for license application: Application letter

	<p>addressed to the Director General of RURA, filled application form for disposal sites management, followed by:</p> <ol style="list-style-type: none"> 1. Register to RURA as a company/cooperative providing sanitation services and this needs an application letter addressed to the Director General of RURA 2. Have good willing and capacity as shown in the application letter requesting for authorization 3. Should be having written contracts with people or companies that dispose waste in that dumping site. 4. To bring to RURA an environmental audit report after each three years. 5. To show where the site will be located 6. To identify and state the capacity of the dumping site 7. To provide an EIA report from REMA certifying that the dumping site will not cause negative impact on the environment. 8. To provide the business plan 9. To provide the Statutes 10. To provide appropriate equipments for the dumping site workers: Boots, over coats, gloves, (nose cover), etc. 11. Should subscribe their workers to health insurance and social security fund. 12. To provide the design of the dumping site.
What is the procedure?	Submission of the Application letter

	with a filled application form and all the required support documents; analysis of the application by (Sanitation Directorate, Economic Affairs Directorate and Legal Affairs Directorates), issuance of license through the DG's Office.
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 (Certificate of domestic company registration), Banque National du Rwanda (BNR) to pay the above stated fees (payment proof).
Is there a complaint procedure?	Yes. As provided in the Standards for management of waste Disposal Sites/Landfills.
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, standards and application forms. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application form
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the Standards for management of waste Disposal Sites/Landfills (available on RURA website).

31.Type of service: Liquid Waste Collection and Transportation License

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Regulatory Board, Sanitation Directorate and Legal Affairs Directorates - issues Liquid waste Collection and Transportation License to service providers in Liquid waste Collection and Transportation.
Department to be	Sanitation Directorate

approached	
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?	The time to get a response for a license application after the submission of all requirements to RURA is 15 days.
What, if any, are the costs for accessing the service?	Based on the Guidelines on Liquid waste disposal and treatment (available on RURA website), the annual license fees for any liquid waste service such as collection, transportation, treatment and disposal is fifty thousand Rwandan francs (50,000Rwf).
What documents are required?	Requirements for license application: Application letter addressed to the Director General of RURA, filled application form for liquid waste collection and transportation, followed by: The requirements for individual persons or cooperatives: <ol style="list-style-type: none"> a) Register to RURA as a company/cooperative providing sanitation services and this need an application letter addressed to the Director General of RURA b) Have good willing and capacity as shown in the application letter requesting for authorization c) Show the disposal site where the waste will be disposed off and show an authorization allowing him/her to dispose off in the same disposal site. d) Have a vehicle to transport the wastes collected. The vehicle

	<p>can be his or hers or rented from someone else. If it is a rented vehicle, should show the renting contract for at least one year. The vehicle should be labelled as liquid waste transporter structurally sound and leak free</p> <ul style="list-style-type: none"> e) Show where his/her office is located. f) Present a business plan of the project <p>For a cooperative, have legal personality</p> <p>Requirements for companies:</p> <ul style="list-style-type: none"> a) Register to RURA as a company/cooperative providing sanitation services and this need an application letter addressed to the Director General of RURA b) Have good willing and capacity as shown in the application letter requesting for authorization c) Have vehicles to transport the liquid wastes and they should be structurally sound and leak free d) Show a certificate of domestic company registration (registre de commerce) or (Certificate of domestic company registration) e) Present a business plan of the project f) Show where the companies' office is located g) Show the disposal site where will be dispose the waste and show authorization allowing him/her to deposit in the same disposal site.
What is the procedure?	Submission of the Application letter

	with a filled application form and all the required support documents; analysis of the application by (Sanitation Directorate, Economic Affairs Directorate and Legal Affairs Directorates), issuance of license through the DG's Office.
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 (Certificate of domestic company registration), Banque Nationale du Rwanda (BNR) to pay the above stated fees (payment proof).
Is there a complaint procedure?	Yes. As provided in guidelines on liquid waste disposal and treatment.
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information, guidelines and application form. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	Online Application form
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA and the guidelines on liquid waste disposal and treatment (available on RURA website).

32.Type of service: Cleaning Temporally Authorization

What is the service? Am I eligible?	The Rwanda Utilities Regulatory Agency (RURA) - through the Regulatory Board, Sanitation Directorate and Legal Affairs Directorates - issues Cleaning License to service providers in Cleaning.
Department to be approached	Sanitation Directorate
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?	No time limit
What, if any, are the costs for accessing the service?	Free of Charge
What documents are required?	<p>Requirements for license application: Application letter addressed to the Director General of RURA, followed by:</p> <ul style="list-style-type: none"> a) Register to RURA as a company/cooperative providing sanitation services and this need an application letter addressed to the Director General of RURA b) the name of the company or cooperative, c) The Company or cooperative registration Certificate (Certificate of domestic company registration) d) Address of the applicant e) the type of cleaning service to be provided; f) any other details as the Regulator may prescribe
What is the procedure?	Submission of the Application letter with all the required support documents; analysis of the application by (Sanitation Directorate, Economic Affairs Directorate and Legal Affairs Directorates), issuance of the temporally authorization through the DG's Office.
What, if any, other institutions do I need to visit to access the service? (Eg. for	Rwanda Development Board (Certificate of domestic company registration).

payment of service costs or to get additional documents)	
Is there a complaint procedure?	Yes.
Is there any additional information regarding this service that is useful to know?	Always consult RURA website: www.rura.gov.rw for information. For further information call this Toll Free number: 3988 any time you may feel the need.
Available forms	N/A
Relevant legal documents	Law N° 39/2001 of 13/09/2001 Establishing RURA