

I. INTRODUCTION

City of Kigali is the Capital City of Rwanda; it has a surface area of 376 km². It is composed of three Districts, namely: Gasabo, Kicukiro and Nyarugenge, 35 Sectors, 161 Cells and 1183 Villages.

City of Kigali authority has embarked on good governance promotion whereby community will be involved and this will be accompanied by giving values on good service delivered and promoting entire welfare of the citizens in general.

We hereby introduce to you a service charter for the City of Kigali that will facilitate citizens to acquire services fast and in a coherent manner and here local government staff are asked to abide by this service charter.

This service charter is embedded by important principles such as working in transparency, quality, and quick services. And also giving room for opinions from the beneficiaries. This client charter will be abided by all service sectors concerned such as City of Kigali and its Districts.

II. VISION

To make City of Kigali a safe, cleaner and more competitive, modern city with expanding opportunity for sustainable development of citizens and the country at large and also to make Kigali where one can do clean business and make clean money

III. MISSION

The City of Kigali shall achieve this vision by being:

- A modern City proving quality;
- A warm and residents and visitors;
- An engine of national economic growth;
- Uphold the good image of the country and enhance regional and international cooperation

IV. CORE FUNCTIONS

- Facilitate provision of infrastructure and services to its inhabitants;
- Facilitate provision of a conducive environment for both local and foreign investors;
- To enlighten the population on epidemics and other health issues;

V. CORE VALUES

- Responsibility, Professionalism;
- High standard, spirit of excellence and efficiency;
- Equity, sustainability,

A. Services offered by Urban Planning & Construction One Stop Centre

1. Registering land and acquiring a Deed plan and Lease Contract

Type of Service: Land registration

What is the Service am I eligible to receive?	An individual, or a company who has purchased land/ parcel from the City of Kigali should apply for a deed plan and Property Contract before applying for a construction permit
Department to be approached	District One Stop Centres
Where can I access the service?	Districts One Stop Centres at their respective District Headquarters
When can I access the service?	Any time during service hours (Monday to Thursday 7:00 am to 5:00 pm and 7:00 am to 12:00 on Friday)
Once a request is made or an application is submitted, how long will it take?	A maximum period of 15 days.
What, if any, are the costs for accessing the service?	<i>10 000 Rfw to obtain a deed plan</i>
What documents are required?	<ol style="list-style-type: none"> 1. A letter requesting for plot demarcation (cadastral deed) containing the address and telephone number of the client. 2. Documentation showing how the client obtained the land. This can be one of the following ways: <ul style="list-style-type: none"> • Sales contract, that has the signature and stamp of the Sector and public notary of Government; • Lease contract from Natural Resources Authority or land registration certificate in cases where land transfer is the required service; • Document of inheritance approved by Cell authority and Sector Authority of the area in which the land is situated; • Document showing the land was given as a gift. This document has to have a signature and stamp of the public notary of Government;
What is the procedure?	-Write a request letter to the respective District addressed to the Mayor with all required documents above;

	-Come back after 15 days to collect the deed plan from the District One Stop Centre
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)	Bank of Kigali, ECOBANK and BPR
Is there a complaint procedure?	Please call supervisor's telephone number as published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline
Is there any additional information regarding this service that is useful to know?	
Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in Rwanda.

2. Acquiring a construction permit (autorisation de bâtir)

Type of Service: Issuance of a construction permit

What is the Service am I eligible to receive?	According to the law, construction of buildings on a plot of land requires permission from the DistrictOne Stop Centre. Particular to the City of Kigali, all commercial, multi-residential, industrial and institutional projects are addressed at the City Construction One Stop Centre and Single-Family Residential applications are addressed at the District One Stop Centres
Department to be approached	Urban Planning & Construction One Stop Centre or District One Stop Centres
Where can I access the service?	City of Kigali OSC office located in Grand Pension Plaza house, 9 floor or District One Stop Centres at their respective District Headquarters
When can I access the service?	Monday to Thursday 7:00 am - 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how	30 days after depositing a complete application

long will it take?	
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Refer to Presidential Order N°25/01 OF 09/07/2012. <ul style="list-style-type: none"> ○ 0m²-100m² = RWF 20,000; ○ 100m²-500m² = RWF 40,000; ○ 500m² and onwards = RWF 60,000;
What documents are required?	<ol style="list-style-type: none"> 1. Property Ownership Identity/ Lease Contract: 2. Letter of Application 3. Deed Plan 4. Right of Ownership 5. Project Proposal (Summary of Project, budgeting, work plan) 6. Two copies of plans of the house you are requesting to build at a scale of 1/100. The copies of the plans include: <ol style="list-style-type: none"> 1. Building Placement Plan on the plot, 2. Site Plan showing building and plot placement relative to surrounding plots, 3. one copy of Architectural Drawings: <ul style="list-style-type: none"> • 3D Perspective Plan (completed building) • Roofing Plan • Aerial layout of rooms • Façade (Elevation) • Foundation plan • Cross Sections • Parking Ratios (as per zoning plan) • Landscape design (as per zoning and urban design requirements) 4. One copy of Structural Designs-vis a vis Soil Test (Include consideration for protection against natural disasters-resistance to earthquakes, heavy winds etc-for storied buildings above 2 floors) <ul style="list-style-type: none"> • Slab • Beam • Column • Foundation 5. Two copies of bills of quantity; 6. Design of a suitable treatment plant for building waste; 7. A geo-technical report (soil test). (For storied building);

	<p>8. A certified REMA Environmental Impact Assessment. (For storied building/public building);</p> <p>9. Electrical distribution plan (For storied building/public building);</p> <p>10. Plumbing and Waste Water Management Plan (For storied building/public building);</p> <p>11. Storm Water Management Plan (For storied building/public building);</p> <p>12. Safety Measures Plan (For storied building/public building);</p> <p>13. If the applicant is a company, close corporation or other legal entity other than a natural person, a copy of a valid authorizing resolution-commercial registration;</p> <p>14. Identification of Institute of Architects of Rwanda registered Architect certifying submitted architectural designs;</p> <p>15. Identification of Institute of Engineers of Rwanda registered Construction Company certified to engage in the construction works;</p> <p>16. Identification of Engineers of Rwanda registered Surveillance Company certified to engage in the supervision and approval of works on site;</p>
<p>What is the procedure?</p>	<p>* Submit your application for a construction permit online on the URL: www.kcps.gov.rw</p> <p>* The One Stop Center schedules a date for a joint site inspection (includes EWSA and EIA RDB mandated officials appointed to the OSC).</p> <p>*Upon approval of your project you will receive a letter of approval with attached invoice for payment.</p> <p>** Present proof of payment and 2 hard copies of all approved project documents highlighted above to the the Urban Planning & Construction One Stop Centre/District One Stop Centre and you will receive your construction permit and signed/approved plans within a period not exceeding 2 days.</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)	Bank of Kigali, ECOBANK and BPR
Is there a complaint procedure?	Please call supervisor's telephone number is published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline.
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> In the case of a particular reason for non-issuance of the construction permit within the specified time, the client is informed of this within the said thirty (30) days. <p>In the case where the client is not informed about the reasons of the delay in provision of the Occupancy permit within the thirty days (30) days by the OSC, the OSC official liable for the delay is penalised by higher authorities.</p>
Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in Rwanda; Kigali City Master plans, Laws establishing Institutes of professionals, Environmental law, Rwanda Building Control Regulations, Urban planning and Housing law

3. Acquiring a building occupation permit

Type of Service: Issuance of a building occupation permit

What is the Service that am I eligible for?	This is a document that allows a developer to occupy a newly completed building after it has been inspected by City of Kigali authorities.
Department to be approached	Urban Planning & Construction One Stop Centre/District One Stop Centres
Where can I access the service?	City of Kigali OSC office located in Grand Pension Plaza house, 9 floor or District One Stop Centres at their respective District Headquarters
When can I access the service?	Monday to Thursday 7:00 am - 5:00 pm and Friday 7:00 am - 12:00 pm

What, if any, are the costs for accessing the service?	It is free of charge service
Once a request is made or an application is submitted, how long will it take?	21 days
What documents are required?	<p>Submit your application for a building occupation permit online on the URL: www.kcps.gov.rw</p> <p>.</p> <p>The file of the client should have the following documentation and documents pertaining to the project:</p> <ul style="list-style-type: none"> a) Cadastral deed/Deed Plan b) Lease contract c) Building permit d) Copy of approved project drawings e) Format filed <ul style="list-style-type: none"> a. Certificates of the Architectural Company, of the Engineering Company (Structural, Civil, Mechanical and Electrical) and of the Supervision Company (address and stamp)
What is the procedure?	<p>Submit your application for a building occupation permit online on the URL: www.kcps.gov.rw</p> <p>You will be contacted to set up a time for the inspection of your property by a City of Kigali OSC/District OSC</p> <p>At the appointed time, City of Kigali OSC/District OSC officials will come to inspect your property. The report that is produced will be used to decide whether an occupation permit will be issued to you or not.</p> <p>If your property is in full compliance you will be contacted to collect your occupation permit.</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)	None
Is there a complaint procedure?	Please call supervisor's telephone number as

	published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> • In the case of a particular reason for non-issuance of the occupancy permit within the specified time, the client is informed of this within the said twenty one (21) days. <p>In the case where the client is not informed about the reasons of the delay in provision of the Occupancy permit within the twenty one (21) days by the OSC, the OSC official liable for the delay is penalised by higher authorities.</p>
Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in Rwanda; Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in Rwanda; Kigali City Master plans, Laws establishing Institutes of professionals, Environmental law, Rwanda Building Control regulations, Urban planning and Housing law

4. Request for land title

What is the Service that am I eligible for?	<u>Request for land title</u>
Department to be approached	District One Stop Centre
Where can I access the service?	District One Stop Centres at their respective District Headquarters
When can I access the service?	Monday to Thursday 7:00 to 17:00 pm and Friday 7:00 to 12:00 p.m
Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • The Land Registrar through the District One Stop Centre provides the Land Title in not more than 30 days from the day of submission of request by the client. • If there is reason for not availing the Land Title to the client, the client is informed of the reasons in writing within the stated thirty (30) days.
What, if any, are the costs for accessing the service?	
What documents are required?	On completion of building and receipt of an occupation permit, a letter is addressed to the Mayor of the District on the letter requesting for a land title, the client attaches copies of all documentation obtained on the land in question. (Deed Plan and Lease Contract, Construction Permit, Occupation permit and proof of lease contract payment for at least 10 years)
What is the procedure?	Deposit complete required documents at the reception desk
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)	
Is there a complaint procedure?	Any complaint when you are not satisfied with the service rendered, please call the Executive Secretary of the District
Is there any additional information regarding this service that is useful to know?	Any person seeking a Land title writes a letter addressed to the Mayor of the respective district requesting for it.

Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in Rwanda;

5. Request for authorisation to renovate a building or change of building design

What the Service am I eligible?	<u>Request for authorisation to renovate a building or change of building design</u>
Department to be approached	City of Kigali Urban Planning and Construction One Stop Centre/District One Stop Centre/Sector Offices
Where can I access the service?	City of Kigali OSC office located in Grand Pension Plaza house, 9 floor or District One Stop Centres at their respective District Headquarters/Sector Offices
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • City of Kigali Urban Planning and Construction One Stop Centre/District One Stop Centre/Sector Offices provide the authorisation to renovate in not more than fifteen (15) days from the day of submission of request by the client. In case the building is damaged due to natural hazards in any way, the district avails permission to renovate within 2 days. • If there is reason for not availing the authorisation to renovate to the client, the client is informed of the reasons in writing within the stated fifteen(15) days. • In case the client is not informed about the reasons of the delay in provision of the authorisation to renovate within the fifteen (15) days the City OSC or District OSC or sector officer liable for the delay is penalised by the higher authorities.
What, if any, are the costs for accessing	10,000 Rwf in Urban sectors and 5,000 Rwf in rural

the service?	sectors
What documents are required?	A letter requesting for renovation, the client attaches copies of all documentation obtained on the land in question.
What is the procedure?	Deposit complete required documents at reception desk
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)	
Is there a complaint procedure?	Please call supervisor's telephone number as published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline
Is there any additional information regarding this service that is useful to know?	Please note that the level at which the permit is requested is a factor of the type of project. Furthermore, at the City/District level you will be required to submit your application for a renovation permit online on the URL: www.kcps.gov.rw
Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in rwanda;

6. Request for transfer of property

What the Service am I eligible?	<u>Request for transfer of property</u>
Department to be approached	District One Stop Centre
Where can I access the service?	District One Stop Centres at their respective District Headquarters
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	The documents that show transfer of property is provided in not more than fifteen(15) days from the date of submission of request by the client to the district or land registrar's office.
What, if any, are the costs for accessing	

the service?	
What documents are required?	<ul style="list-style-type: none"> • This letter is addressed to the district only if the last document pertaining to that property was given by the district and to the Land registrar if the client has a land title. • The client requesting for transfer attaches copies of all documentation pertaining to the property as well as a valuation report showing the value of the property. This transfer request has to be signed and stamped by a government notary or the Sector authority in the case of inheritance.
What is the procedure?	Deposit complete required documents at reception desk
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)	
Is there a complaint procedure?	Any complaint when you are not satisfied with the service rendered, please call Executive Secretary of District
Is there any additional information regarding this service that is useful to know?	Any person seeking transfer of ownership of property for any specified reason such as sale/purchase, inheritance, offering as a gift etc, requests for it in writing.
Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in rwanda;

7. Request for Regularization

What the Service am I eligible?	<u>Request for Regularization</u>
Department to be approached	District One Stop Centre
Where can I access the service?	District One Stop Centres at their respective District Headquarters
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	
What documents are required?	<ol style="list-style-type: none"> 1. Letter requesting regularisation addressed to the Mayor of the District. 2. Notification from cell level agreeing that property belongs to the person requesting this document- must have a minimum of four signatures of property owners who share a boundary with the person requesting. 3. Notification of ownership that is provided by the sector in which the land is. 4. Copy of identity card of person requesting. 5. Copy of authorisation to represent owner of property with signature of notary (that is in the case where an alternative representative is assigned to follow up on the process.) 6. Building Placement Plan on the plot, 7. Site Plan showing building and plot placement relative to surrounding plots, 8. one copy of Architectural Drawings: <ul style="list-style-type: none"> • 3D Perspective Plan (completed building) • Roofing Plan • Aerial layout of rooms • Façade (Elevation) • Foundation plan • Cross Sections • Parking Ratios (as per zoning plan) • Landscape design (as per zoning and urban design requirements)

	<p>9. one copy of Structural Designs-vis a vis Soil Test (Include consideration for protection against natural disasters-resistance to earthquakes, heavy winds etc-for storied buildings above 2 floors)</p> <ul style="list-style-type: none"> • Slab • Beam • Column • Foundation <p>10. 2 copies of Bills of Quantity</p> <p>11. Design of a suitable treatment plant for building waste.</p> <p>12. A geo-technical report (soil test). (For storied building)</p> <p>13. A certified Environmental Impact Assessment. (For storied building/public building)</p> <p>14. Electrical distribution plan (For storied building/public building)</p> <p>15. Plumbing and Waste Water Management Plan (For storied building/public building)</p> <p>16. Storm Water Management Plan (For storied building/public building)</p> <p>17. Safety Measures Plan (For storied building/public building)</p> <p>18. REMA Certificate-Environmental Impact Assessment (For storied building/public building)</p> <p>19. Two photos showing both the front and back view of completed house built in that plot.</p>
What is the procedure?	Deposit the request at the district reception
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)	
Is there a complaint procedure?	Please call supervisor’s telephone number as published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline
Is there any additional information	

regarding this service that is useful to know?	
Available forms	
Relevant legal documents	Organic law n° 08/2005 of 14/07/2005 determining the use and management of land in rwanda;

8. Expropriation procedure

What the Service am I eligible?	<u>Expropriation procedure</u>
Department to be approached	District One Stop Centre
Where can I access the service?	District office
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	
What documents are required?	
What is the procedure?	<p>Approving that residents are to be relocated in the public interest.</p> <ol style="list-style-type: none"> 1. District Authorities or Kigali City Authorities prepare a project indicating the public nature of the project. 2. The District Land Commission/City Land Commission review this project, should it deem the project suitable for public interest then it presents it to the District Council/City Council for final approval.

3. Following the recommendations of the land commission, the District Council/City Council reviews the project and should it deem the project suitable for public interest then a final approval is provided.

II. Informing the residents in that area of the upcoming project and relocation

- The District land commission or Kigali City land Commission communicates the decision reached to the residents of that area in a meeting organised by the district authority of the area the land is located. This decision is pinned on the Sector notice board and also published in the newspapers and transmitted on radio as well.

III. Valuation of residents property

- The District tenders out work of valuation of property in this area to registered certified and registered property valuers. The property valuer that wins this tender is given the work of valuing the property in this area. This company or individual should be registered with the property valuers association and have personnel that are skilled land valuers and have legal academic documents attesting to that effect.

IV. Informing the residents of the valuation of their property.

- The residents are informed of when the valuation process will start and how it will be performed in meetings and also pinned on sector as well as cell notice boards. This is done by the district office.

V. Valuation of property and presentation of report on this activity.

- The consultant values the land and property

above the land (buildings and crops and trees) that was put on by the owner of the land.

- After the consultant values all the property and gives the property costs, the consultant signs on every document of every individual.
- The consultant then makes a list of all the people showing the value of property of every individual and a total cost of all the property in that area. This list is then signed on by the consultant, authorities ranging from the cell level to the district level. The district authority in turn presents this report to the district land commission to approve that the value of the property in that area actually reflects what's in the report.

VI. Informing the residents of the value of their property

- The District Authorities show all the residents that are going to be moved in the presence of authorities ranging from the village level to the district level there documents that highlight what has been valued.
- The people that agree with the valuation of their property sign on the document by way of a thumb print (if the person is married then both spouses sign on the document). This is done at the sector level in the presence of the Authorities of that area.
- It is at this stage that the person expropriating prepares cheques to pay the residents being relocated. The cheques are handed over to the residents being relocated at the sector in which this activity was performed. The residents being relocated should be paid within 120 days from the time of signing agreeing to the valuation of his/her property.
- On completion of payment, the residents being relocated have up to 90 days to move from the date of payment of compensation.
- Those not satisfied with the valuation of their

	<p>property are shortlisted and this list is signed on by the land commission there after the people on this list are requested in writing to appoint their own registered valuer to value their property. The district land bureau then studies the new valuation.</p> <p>Should the district land bureau find the new valuation to be correct then the district authority delivers this new value to the land commission so that it is also approved.</p>
<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>Is there a complaint procedure?</p>	<p>Report the complaint to district executive secretary</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p><i>Expropriation is the movement of people from an area due to a project of public interest. All expropriation is carried out by the Government through the City and District Authorities alone-no other entity is allowed to carry out expropriation</i></p> <ul style="list-style-type: none"> • For those being expropriated due to public interest, the district has to find them land to resettle on following the financial capability of those being expropriated or depending on how much they have been compensated for their valued property. • To facilitate the people in the area going to be expropriated to understand what has been valued and at what cost, these documents have to be written in a language understood by the individual to be expropriated-Kinyarwanda or English. • The owner of the property together with the company valuing are held liable and punishable according to the law for any malpractice/fraud identified during the process of valuation. • All notices given by the City, District or Company valuing during expropriation has to be in writing.

Available forms	
Relevant legal documents	

Service offered by FINACE UNIT

9. Payment for services rendered to City of Kigali

Type of service: Finance

What the Service am I eligible?	An Individual, firm or company who has provided service or goods to the City of Kigali is eligible for payment eligible for his service according to the agreements find in the contract.
Department to be approached	Finance Unit
Where can I access the service?	City of Kigali Head office
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	15 days
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> - Transmission letter of the invoice, - Invoice - Purchase order (original) or copy of the contract - Delivery note or approved progress report of works - Bank account - TIN and VAT registration Number
What is the procedure?	<ul style="list-style-type: none"> - Go to the Central Secretariat of City of Kigali and submit all required documents above; - Provided that your application is in order payment will be made within 15 days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Please call supervisor's telephone Number are published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline

Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	None

C. Service offered by Good Governance Unit

10. Type of service: Rent Kigali Stadium

What the Service am I eligible?	An individual, firm or company who need to rent Kigali Stadium
Department to be approached	Good Governance Unit
Where can I access the service?	City of Kigali Head office
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	1,000,000 Rwf
What documents are required?	<ul style="list-style-type: none"> - Request Letter - Bank slip bearing account number 1210050
What is the procedure?	- Go to the Central Secretariat of City of Kigali and submit all required documents above;
What, if any, other institutions do I need to visit to access the service?	None

(Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	Supervisor's telephone Number and hotline are published at the door for any complaint when you are not satisfied with the service rendered
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	None

11.Type of service: Follow up complains of citizens

What the Service am I eligible?	Public queries
Department to be approached	Good Governance Unit
Where can I access the service?	City of Kigali Head office
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Between 3 to 15 days
What, if any, are the costs for accessing the service?	None
What documents are required?	- Letter or personal hand book (ikayi y'umuturage)
What is the procedure?	- Go to the Central Secretariat of City of Kigali and submit all required documents above;
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Please call supervisor's telephone Number are published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline
Is there any additional information regarding this service that is useful to know?	None
Available forms	None

Relevant legal documents	None
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Service offered by Security Office of City of Kigali

13.Type of service: Inform public event activities

What the Service am I eligible?	An individual, firm or company who need to carry out a public event
Department to be approached	Security Office of City of Kigali
Where can I access the service?	City of Kigali Head office
When can I access the service?	
Once a request is made or an application is submitted, how long will it take?	3 days Monday to Friday: 7:00 am to 5:00 pm and Friday 7:00 am - 12:00 pm
What, if any, are the costs for accessing the service?	None
What documents are required?	- Letter detailing information, time and venue for the event
What is the procedure?	- Go to the Central Secretariat of City of Kigali and submit all required documents above;
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Please call supervisor's telephone Number are published at the door for any complaint when you are not satisfied with the service rendered or 3260 hotline
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	None

Approved by


NDAYISABA Fidèle
Mayor of the City of Kigali

