



RURA Service Charter

Edition May 2017

Introduction

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

Patrick NYIRISHEMA
Director General

RURA Vision

To be a leading global regulator of public utilities

RURA Mission

In regulating public utilities, RURA:

- promotes free and fair competition;
- protects the rights of consumers and balances the interests of all stakeholders;
- promotes availability of affordable, quality services to all; and
- leads in the development of the public utilities sectors.

RURA Core values

The Authority upholds the following core values:

- Independence
- Transparency and Accountability
- Fairness
- Integrity
- Professionalism
- Innovation
- Sustainability

Moto

Inspiring development

RURA's Mandate

Rwanda Utilities Regulatory Authority (RURA) is a legal entity created by Law N° 09/2013 of 01/03/2013 establishing RURA and determining its mission, powers, organisation and functioning as an agency 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. RURA's mission consists of the following:

- to set up necessary guidelines in order to implement laws and regulations in force;
- to ensure compliance by public utilities with the provisions of laws and regulations governing the regulated sectors in an objective, transparent and non-discriminatory manner;
- to ensure the continuity of service delivery by the licensed or authorized service providers and the preservation of public interest;
- to protect users and operators' interests by taking measures likely to guarantee effective, sound and fair competition in the regulated sectors within the framework of applicable laws and regulations;
- to protect and promote consumers' interests;
- to promote the availability, accessibility and affordability of regulated services to all including low income, rural and disadvantaged consumers;

- to promote efficient development of regulated sectors in accordance with Government economic and financial policy;
- to promote and enhance general knowledge, sensitization and awareness of the regulated sectors including but not limited to:
 - the rights and obligations of consumers and service providers;
 - the ways in which complaints are lodged and resolved; and
 - the missions, powers and functions of RURA.
- to issue permits, authorizations and licenses required for regulated sectors, in accordance with the relevant governing laws and regulations;
- to monitor and ensure compliance by regulated network or service providers in line with their licenses, permits and concession obligations; and
- to ensure fair competition in all regulated sectors.

Specific missions of RURA with regard to the media are governed by Prime Minister's Orders. For public interest and the consumers' protection in particular, RURA has the following powers:

- to carry out investigations including inspections at service delivery sites of the regulated service providers in the purpose of ensuring compliance with their obligations;
- to impose administrative sanctions in case of a violation of this Law and other laws and regulations governing regulated sectors;
- to settle and facilitate the settlement of disputes related to regulated services; and
- to issue directives to the regulated service provider whose license to operate has been cancelled, suspended, modified or revoked, and appoint an administrator.

Service Delivery Obligations

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
Director General's Office		
Corporate		
HR & Administration		
Access to information	Request for information through application letter, telephone, SMS, emails and forum on RURA Website or in person	Within 3 days
Payment of suppliers	<ul style="list-style-type: none"> • Invoice; • Purchase order or contract; • Requisition; • Tender documents; • Delivery note; • Pro-forma invoice; and • Any other required documents. 	Within 30 days
Media Regulations, Consumer Affairs & Office Of The Spokesperson		
Media Regulations		
License for TV/radio services (Content providers)	<ul style="list-style-type: none"> • Application letter; • Statement describing the required license; • Brief on editorial line; • Duly Filled application form; • Office location and full address; • Copy of National ID or Passport for contact person; • Detailed CV of Managing Director and Chief Editor; • Criminal record of the Managing Director and Chief Editor; • Company profile; • Business Plan; • Technical description; • Certificate of company registration; and • Proof of payment of license fees. 	Within 30 days
License for pay TV and cable platforms	<ul style="list-style-type: none"> • An Application letter; • Duly Filled Application form available on RURA's website; • A Copy of ID or Passport of contact person; • Applicant's financial and technical capacity to carry out pay TV on terrestrial and cable platform broadcasting services; • Company profile; • Domestic registration Certificate for national or foreign pay TV on terrestrial and cable platforms operators specifying that Broadcasting services are among the businesses to carry out; • Local Point of presence for foreign companies; • Proof of Payment of nonrefundable application fee (500,000 Frw); • Performance bank guarantee (200,000 USD); • A List of channels contained in his/her bouquet; and 	Within 30 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> • The agreement with multi-channel satellite distributor. 	
Permit for starting a new print/online media organ	<ul style="list-style-type: none"> • An application letter addressed to the Director General; • Duly Filled application form; • Certificate of registration from Rwanda Media Commission; • A document certifying that the company is registered as a print media organ; and • A copy of national identity or passport of the Managing Director and Chief Editor. 	Within 30 days
Subscription Satellite television services license	<ul style="list-style-type: none"> • An Application letter; • Duly Filled Application form available on RURA's website; • A Copy of ID or Passport of contact person; • Applicant's financial and technical capacity to carry out satellite broadcasting services; • Company profile; • Domestic registration Certificate for national or foreign satellite television operators specifying that Broadcasting services are among the businesses to carry out; • Local Point of presence for foreign companies; • Proof of Payment of the application fee (500,000Frw) which is nonrefundable and paid before to apply; • Performance bank guarantee (200,000 USD); • A List of channels contained in his/her bouquet; • The agreement with multi-channel satellite distributor; • The agreement with the originator of the content (where applicable); and • Any other information deemed necessary by the Authority for decision making. 	Within 30 days
Consumer Affairs		
Consumer complaints and Disputes handling	<ul style="list-style-type: none"> • Identification and content of a complaint; • The full name, contact address of the complainant; • The utility or person against whom the complaint is made; • Particulars of the nature of the complaint together with copies of any supporting document or in relation to the complaint; • The nature of the dissatisfaction, or the alleged harm that the complainant has suffered as a result of the action or omission of the person against whom the complaint is made; • The relief sought by the complainant; • Any other matter relevant to the complaint; and • In the case the person who lodges a complaint is acting on behalf of another person, company or organization, he/she must state in writing the name and contact address of the company he/she is representing for and shall provide the reasons behind this representation. 	Within 30 days
ICT Regulations		

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
ICT SRMM		
License for installation and operations of VSAT earth terminal	<ul style="list-style-type: none"> • Application letter; • filled application form; • Datasheet of equipment; • Registration certificate of the company; • Application through the Ministry of Foreign Affairs for Diplomatic Missions and Organizations accredited to Rwanda; • Proof of Registration from the Ministry of Education for Educational Institutions wishing to be considered for license fees waiver; and • Proof of payment according to the invoice received. 	Within 14 days
Private Radios Networks (HF,VHF, UHF)	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Datasheet of equipment; • Registration certificate of the company; and • Proof of payment according to the invoice received. 	Within 14 days
Radio Communication License (Use of frequencies for FM, STL, ISP, or Microwave links)	<ul style="list-style-type: none"> • Application letter; • Filled application form (For broadcasters); • Equipment datasheet (For broadcasters); • Technical description of the network (for ISP and Telecom operators); and • Payment of spectrum fees. 	<p>Within 14 days for broadcasters</p> <p>Within 30 days for ISP and Telecom operators</p>
License for Internet Service Provider	<ul style="list-style-type: none"> • Company Profile: To include <ul style="list-style-type: none"> ○ Nature and structure of the applicant (a subsidiary, associated companies, joint ventures etc.); and ○ Copy of the certificate of incorporation of the company in Rwanda. • Business Plan: To include <ul style="list-style-type: none"> ○ Business concept (Business and service/product description, customer and geographical coverage etc); ○ Economic, market and financial analysis (with proposed initial prices and cash flow statement); ○ Evidence of capital (bank deposit, credit facilities and audited accounts); and ○ Operations arrangements (human resources plan, customer service plan, support arrangements). • Technical Application: To Include <ul style="list-style-type: none"> ○ Service technology; ○ Illustrate network descriptions with capacities and facilities/infrastructure to be leased from licensed providers; ○ Interconnection interface arrangements/requirements; and ○ Equipment standards and quality of service levels. 	Within 30 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
SATPHONE License	<ul style="list-style-type: none"> • Application letter; • filled application form; • Datasheet of equipment; • Registration certificate of the company; • Application through the Ministry of Foreign Affairs for Diplomatic Missions and Organizations accredited to Rwanda; • Proof of Registration from the Ministry of Education for Educational Institutions wishing to be considered for license fees waiver; and • Proof of payment according to the invoice received. 	Within 14 days
License for Installation and Operations of Amateur Radio	<ul style="list-style-type: none"> • Application letter; • Filled application form; • A copy of National Identity Card or passport of the applicant or Parent/Guardian in case of a Novice; and • Proof of payment according to the invoice received. 	Within 14 days
Aircraft Station License	<ul style="list-style-type: none"> • Application letter ; • Filled application form; • Registration license; • Air worthiness certificate; and • Proof of payment according to the invoice. 	Within 14 days
Short Code Application	<ul style="list-style-type: none"> • Application letter; • Proof of payment of Frw 25,000; • A copy of instrument of incorporation in the Republic of Rwanda (for Companies, NGOs, Cooperatives and Association); and • Duly filled application form 	Within 14 days
ICT Standards, QoS & Postal Regulation		
Permit for Towers and Fiber Optic Cables Rollout	<ul style="list-style-type: none"> • Application letter; • Provide the land use or designation in which the property is situated; • Provide the size of the property in square meter and a site plan showing the location of all plot lines and setback distances; • Identify and show on the site plan the location of all structures (including residential structures) on the property which is the subject of the application; • Identify and show on the site plan, the location, size and height of all proposed and existing antennae; • Identify and show on the site plan the type, locations and dimensions of all proposed and existing landscaping, and fencing; • Provide documentation that demonstrates the need for the wireless communication facility to provide service. Such documentation shall include, but not limited to propagation studies of the proposed site and all existing and proposed sites; 	Within 2 days after a joint survey and receipt of the feedback from Local Authorities/ District and RDB for Environmental Impact assessment

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> • Provide a description of the proposed antenna(s) and all related fixtures, structures and apparatus, including height above pre-existing grade, materials and color; • Provide the frequency, modulation and class of service of each radio and other transmitting equipment; • Provide the actual intended transmission and the maximum effective radiated power of the antenna(s); • Provide direction of maximum lobes and associated radiation of the antenna(s); • Provide the applicant's proposed tower maintenance and inspection procedures; and • Provide documentation ensuring that the proposed antenna will not cause interference with other communication devices within the geographical service area. 	
Terminal Equipment Type Approval	<ul style="list-style-type: none"> • An application letter; • The application form duly signed by authorized signatory; • Technical specifications; • Test reports/ Declaration of conformity; and • In case of mobile phones and tablets, the sample is mandatory. 	Within 5 days
Authorization for operations of internet cafes	<ul style="list-style-type: none"> • Filled Application form; • Bank slip; • Trade registration license; • Statutes if it is an association; • Identification; • Physical address; and • Issuance of the authorization through DG's Office. 	To be discussed about the relevance
License for providing postal and Courier services	<ul style="list-style-type: none"> • An application letter addressed to the Director General of RURA; • An application form well filled by the applicant; • Domestic registration certificate issued by Rwanda Development Board specifying that postal or courier services are among the businesses to carry out; • The legal status of the applicant; • The zone of operation for which the applicant requests for a license; • Business plan for a period of five (5) years; • A copy of National Identity Cards (ID) or Passport for the managing director; • Proof of the payment of the prescribed non-refundable application fee; • List or number of all other Rwanda or foreign licenses held by the applicant pertaining to the Postal or courier services if any; • Justification of full ownership of the premises in the names of the company or the rental agreement; • Insurance policy; 	Within 30 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> • Fire protection measures; and • Any other information deemed necessary by the Authority. 	
Authorization for Technology Certification for Mobile Money and Mobile payment operations	<ul style="list-style-type: none"> • Mobile Money features; • Mobile money architecture ; • Platform security; • Back up, maintenance, 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); and • Presentation to the Regulator (RURA). 	Within 21 days
EWATSAN Regulations		
Electricity Regulation		
Provisional License for Electricity Generation	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Company registration certificate/Legal personality for cooperatives; • Business plan; • A statement describing the progress on the project to date and a timeline for completing environmental impact studies, feasibility studies and negotiating necessary contracts; and • Memorandum of understanding between the Republic of Rwanda and applicant pertaining to the activity to be licensed. 	Within 10 days
License for Electricity Production (Generation)	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Original receipt of the application fee payment (500 USD); • Company registration certificate/ Legal personality for cooperatives; • Business plan; • Environment Impact Assessment Certificate; • Memorandum of understanding/ concession agreement between the Republic of Rwanda and application pertaining to the activity to be licensed; • Power purchase agreement (not applicable to provisional license); • District Authorization approving planned activities at the site; and • Copies of applicant's financial statements audited by an independent auditor for the previous three years for the existing companies and the initial balance sheet for the newly formed companies. 	Within 60 days
	<ul style="list-style-type: none"> • A filled and signed application form; • Copy of ID or Passport of contact person; • Original receipt of the application fee payment (Frw 25,000); 	Within 5 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
Permit for Electrical Installations	<ul style="list-style-type: none"> • Company registration certificate (for companies); • Notarized copies of all academic qualifications and certificates; • A detailed and updated CV; and • Evidence or particulars relating to the applicant’s previous experience of electrical installation works. <p>N.B</p> <ul style="list-style-type: none"> • An employee of a company may apply for a permit on his or her own or on behalf of the company if such company authorizes him or her in writing. • Where an employee of a company applies for an individual permit and another for his or her company or organization, each permit shall be paid for separately in accordance with the fees prescribed in these Regulations. 	(after publication of the examination results and payment of the permit fee)
Small Isolated Grid License for rural electrification (50-100kW)	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Original receipt of the application fee payment (500 USD); • Company registration certificate/ Legal personality for cooperatives; • Business plan; • Environment Impact Assessment Certificate (where applicable); • District Authorization approving planned activities at the site; and • Memorandum of understanding/ concession agreement between the Republic of Rwanda and application pertaining to the activity to be licensed (if any). 	Within 30 days
Medium Size Isolated Grid License for rural electrification (100-1MW)	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Original receipt of the application fee payment (500 USD); • Company registration certificate/ Legal personality for cooperatives; • Business plan; • Environment Impact Assessment Certificate (where applicable); • District Authorization approving planned activities at the site; and • Memorandum of understanding/ concession agreement between the Republic of Rwanda and application pertaining to the activity to be licensed (if any). 	Within 60 days
Small Power Distribution License for rural electrification	<ul style="list-style-type: none"> • Filled application form; • Application letter; • Original receipt of the application fee payment P (500 USD); • Company registration certificate/ Legal personality for cooperatives; • Business plan; • Environment Impact Assessment Certificate (where applicable); • District Authorization approving planned activities at the site; and 	Within 60 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> Memorandum of understanding/ concession agreement between the Republic of Rwanda and application pertaining to the activity to be licensed (if any). 	
License for Solar Water Heater Contractor	<ul style="list-style-type: none"> Application letter ; Filled application form; Copy of ID or Passport of contact person; Original receipt of the application fee payment (FRW 30,000); Company registration certificate; Lease agreement or letter from landlord confirming tenancy; and Any other information deemed necessary by the Authority for decision making. 	Within 30 days
Permit for Solar Water Heater Technician	<ul style="list-style-type: none"> Application letter; Filled application form; Copy of ID or Passport; Original receipt of the application fee payment (FRW20,000); Notarized copies of all academic qualifications and certificates; Any other information deemed necessary by the Authority for decision making; and payment of the application and permit fees. 	Within 30 days
WATSAN Regulation		
License for cleaning service provision	<ul style="list-style-type: none"> Application letter; Filled application form; Applicant's business plan for five years; Applicant's Health and Safety Policy; Copy of the certificate of domestic company registration if the applicant is a company of the cooperative certificate from RCA in case the applicant is a cooperative; Clearance certificate from RSSB; Bank slip for application fee payment (5,000FRW); Copies of workers' medical insurance; and License fee:100,000FRW 	Within 10 days
License renewal in cleaning services	<ul style="list-style-type: none"> Application letter; Copy of expiring license; Health and safety policy; Copy of the certificate of domestic company registration if the applicant is a company of the cooperative certificate from RCA in case the applicant is a cooperative; Clearance certificate from RSSB; and Proof of payment of Regulatory fees for the previous license term. 	Within 10 days
License for Installation of wastewater treatment systems	<ul style="list-style-type: none"> Application letter; Filled application form; Business plan for least 5 years; 	Within 10 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> • Copy of the certificate of domestic company registration if the applicant is a company of the cooperative certificate from RCA in case the applicant is a cooperative; • Clearance certificate from RSSB; • Bank slip for application fee payment (5,000FRW); • Copies of health insurances for employees; and • License fee: 250,000 FRW. 	
Registration of wastewater treatment systems	<ul style="list-style-type: none"> • Application letter; • Copies of medical insurances for employees working at the wastewater treatment system; • Certificate of registration to Rwanda Social Security Board; • Bank slip for payment of registration fee (50,000FRW); and • Copy of wastewater treatment flow chart. 	Within 10 days
License for solid waste collection and transportation services	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Business plan for five years; • Certificate of Domestic Company Registration (RDB certificate), RCA certificate and statutes for cooperative; • Proof (cartes jaunes) of three own trucks for first category of license one own truck for 2nd second category of license and trucks rent agreement for the third category of license; • Copies of workers' health insurances; • Clearance certificate from RSSB; • Tax clearance certificate issued by RRA; • Bank slip for application fee payment of 100,000 FRW for operator in the first category and 25,000 FRW for operator in the second and third categories; and • License fee: <ul style="list-style-type: none"> ○ First category: 2,500,000 FRW ○ Second category: 500,000 FRW ○ Third category: 200,000 FRW 	Within 10 days
License renewal in solid waste collection and transportation services	<ul style="list-style-type: none"> • Application letter; • Report of activities for the previous year; • Trucks documents according to the category of the applicant; and • Business plan for 5 years for the first category and 3 years for the second and third category. 	Within 10 days
Operation and management of waste recycling plant	<ul style="list-style-type: none"> • Application letter; • Filled application form; • A copy of a management contract or an agreement with the owner of the recycling facility if not the owner; • A business registration certificate; • Business Plan for five years; • Bank slip for application fee bank slip (50,000FRW); • Health and safety policy; 	Within 10 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> • Health insurance for workers; • Clearance certificate from RSSB and RRA; and • License fee of 500,000 FRW. 	
Construction of waste recycling plant	<ul style="list-style-type: none"> • Application letter; • Filled application form; • Company registration Certificate from RDB; • Environmental Impact Assessment (EIA) certificate if applicable; • Land ownership permit if he is the owner; • A description of the technology to be used or used for existing facilities including a process flow chart, the size and type of all equipment, type, quantity and quality of materials to be recycled and products or residuals to be produced; • Bank slip for application fee payment (50,000FRW); and • Permit fee of 200,000 FRW. 	Within 10 days
Licenses for water services provision	<ul style="list-style-type: none"> • An Application letter; • Certificate of Company Registration; • Payment of license fee; <ul style="list-style-type: none"> ○ Water utility License: 10,000,000 FRW ○ Water Supply infrastructure management License <ul style="list-style-type: none"> ▪ Simple water system: 100,000 FRW/year ▪ Complex water system: 150,000 FRW/year ○ Bulk water supply License: 7,500,000 FRW • A receipt of the application fees; <ul style="list-style-type: none"> ○ Water utility License: 500,000 FRW ○ Water Supply infrastructure management License: 50,000 FRW ○ Bulk water supply License: 200,000 FRW • Copy of certified Statute in case of a cooperative issued RCA; • A Five (5) years Business Plan; • Environmental Impact Assessment Certificate (if applicable); • Health and Safety Policy; • Customer/Client Service Charter; • Technical information as required in the application; • Copies of all relevant contracts, agreements, permits or Memorandum of understanding (if any) with stakeholders you work or intend to work with; • Annual Report (if applicable); • Certified Audited Accounts (if applicable); • Service Level Agreement (if applicable); • Water permit for ground water or surface water abstraction issued by RNRA (if applicable); • Tax clearance Certificate issued by the RRA; and • Clearance Certificate issued by the RSSB. 	Within 20 days

Gas & Downstream Petroleum Regulation

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
LPG Business License for importation, bulk storage, transportation, distribution, wholesale & retail of Liquefied Petroleum Gas	<ul style="list-style-type: none"> • Application letter; • Copy of Certificate of business registration /company incorporation issued by RDB; • Bank proof of the Application and license fee (Application fee 35,000 and license fee 1,000,000); • Technical specifications of LPG Cylinders to be used; and • Business Plan of five (5) years. 	Within 30 days
LPG Plant Installation License for construction and installation of a storage and filling plant of Liquefied Petroleum Gas	<ul style="list-style-type: none"> • Application letter; • Certified copy of the land title / land lease agreement; • Copy of Certificate of business registration /company incorporation issued by RDB; • Copy of the Environmental Impact Assessment (EIA) from the issuing Authority; • Detailed design indicating the exact location of LPG facilities with relation to the neighborhood environment and the plant machinery specifications; • Business plan for the project of construction of a LPG Plant; • Copy of a LPG Business License (where applicable); and • Bank proof of the Application and license fee Application fee 35,000 and license fee 1,000,000). 	Time being decided by RURA
Installation License for construction and installation of Petrol Service Station	<ul style="list-style-type: none"> • Application letter; • A copy of the building permit issued by One Stop Center - Local Authority; • A copy of an Environmental Impact Assessment (EIA) Certificate issued by Rwanda Development Board (RDB); • A copy of the business registration / incorporation certificate from RDB; • Land documents delivered by the local Competent Authority; • Detailed designs & Site layout indicating location of station facilities and adjacent properties, including sensitive areas and main roads; and • Bank payment proof / slip of an Application fee of 100 USD and license fee of 100USD deposited to RURA Account No: 1000006633 opened in BNR. 	Within 30 days
Installation License for Construction of Fuel storage depots / Aboveground Petroleum Storage Facilities Petroleum	<ul style="list-style-type: none"> • Application letter; • An Environmental Impact Assessment Certificate issued by Rwanda Development Board (RDB); • Construction permit issued by local competent Authority; • Project feasibility Study including a business plan; • A copy of approved drawings in accordance with the local Building Codes of Rwanda, National or International Standards 	Within 30 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<p>on; Petroleum infrastructures with specifications and plans indicating:</p> <ul style="list-style-type: none"> • The facility to be licensed, giving particulars of the equipment's specifications and construction materials; • The location of the facility in relation to adjoining property including distances from neighboring infrastructures and sensitive areas; <ul style="list-style-type: none"> ○ The installation and capacity of all tanks, storage sheds, the position of all buildings, and nearby structures, pipelines network, parking yards, bund walls loading and off-loading gantries, and any other works within the installation in which petroleum products are to be passed through or stored; ○ All lighting arrangements including the position of electric cables, switches, and fuse boxes, draining system, water connections, fire hydrants and firefighting appliances, and any other precision that may be specified by the Regulatory Authority; ○ Safety Control Systems including operations monitoring systems (where applicable); • Any other requirement as may be specified by the Regulatory Authority. 	
Provisional Operation License for fuel depots	<ul style="list-style-type: none"> • Application letter; • A copy of certificate of approval of calibration issued by Rwanda Standards Board (RSB) after ; • A copy of Installation License; • The Operation License fee shall be determined by the Regulatory Authority; and • A license under these Regulations shall be valid for a period not exceeding 15 years in the case of operating the APSF. 	
License for LPG business (Importation, Bulk Storage, Wholesale and Retail)	<ul style="list-style-type: none"> • Application letter; • Business Plan (5 years); and • Proof of payment of the application fee (1,000,000 FRW). 	Within 15 days
Transport Regulation		
License for Driving Schools	<ul style="list-style-type: none"> • Trade registration or cooperative registration; • A minimum of 4 vehicles in the City of Kigali or 2 in other towns; • Vehicles registered in the names of cooperative/company or in the names of cooperative members or company shareholders and in good condition with dual control systems and driving school identification labels; • Copies of driving licenses for driving school trainers; • Copies of high school certificates for driving school trainers; • Copies of vehicles logbooks (Cartes jaunes); • Copies of vehicle insurances; 	Within 14 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
	<ul style="list-style-type: none"> • Five-year business plan (Not needed for License renew); • Copies of vehicles inspection certificates; • Training ground contract; • Class rooms rent contract; • Operational authorization issued by local authorities; • Bank slip for Registration fee: 20,000 RwF (Not needed for License renew) and License fee: 50,000 RwF; and • Filled application form (Not needed for License renew). 	
License for Motorcycle cooperatives	<ul style="list-style-type: none"> • Trade registration or cooperative registration; • Copies of motorcycle logbooks (Cartes jaunes); • Copies of motorcycle insurances; • Copies of vehicles inspection certificates; • Five-year business plan (Not needed for License renew); • A minimum of 100 motorcycles registered in the names of cooperative members approved by the Rwanda Cooperative Agency; • Operational authorization issued by local authorities; • Bank slips for registration fee: 200,000 RwF (Not needed for License renew) and License fee: 600,000 RwF; and • Filled application form (Not needed for License renew) and a license request letter. 	14 days
License for Taxicab cooperatives/companies	<ul style="list-style-type: none"> • Trade registration or cooperative registration; • Copies of vehicle logbooks (Cartes jaunes); • Copies of vehicle insurances; • Five-year business plan (Not needed for License renew); • A minimum of 15 vehicles registered in the names of cooperative members or company shareholders; • A certificate of parking space; • Bank slips for registration fee: 150,000 RwF (Not needed for License renew) and License fee: 400,000 RwF; and • Filled application form (Not needed for License renew) and a license request letter. 	14 days
License for Car Rental cooperatives/companies	<ul style="list-style-type: none"> • Trade registration or cooperative registration; • Copies of vehicle logbooks (Cartes jaunes); • Copies of vehicle insurances; • Five-year business plan (Not needed for License renew); • A minimum of 15 vehicles registered in the names of cooperative members or company shareholders; • A certificate of parking space; • Bank slips for registration fee: 150,000 RwF (Not needed for License renew) and License fee: 400,000 RwF; and • Filled application form (Not needed for License renew) and a license request letter. 	14 days

Type of service / Department	Requirements to be fulfilled by the customer	Timeline
License for Public Passenger Transport cooperatives/companies	<ul style="list-style-type: none"> • Trade registration or cooperative registration; • Copies of vehicle logbooks (Cartes jaunes); • Copies of vehicle insurances; • Five-year business plan; • A minimum of 20 vehicles registered in the names of cooperative members or in the names of the company; • A certificate of parking space; • Bank slips for registration fee: 200,000 RwF (Not needed for License renew) and License fee: 600,000 RwF; and • Filled application form (Not needed for License renew) and a license request letter. 	14 days
License for School Buses	<ul style="list-style-type: none"> • Trade registration or cooperative registration; • Copies of vehicle logbooks (Cartes jaunes); • Copies of vehicle insurances; • Five-year business plan (Not needed for License renew); • A minimum number of 20-30 minibuses or 10 big buses registered in the names of cooperative members or company names; • A certificate of parking space; • Bank slips for registration fee: 200,000 RwF (Not needed for License renew) and License fee: 600,000 RwF; and • Filled application form (Not needed for License renew) and a license request letter. 	
DVC for PT drivers	<ul style="list-style-type: none"> • Completed the training organized by the Regulatory Authority • Official letter addressed to the Director General of the Regulatory Authority and attach the following documents: <ol style="list-style-type: none"> a. Photocopy of Driving License of the applicant b. Photocopy of identity card of the applicant c. Criminal record certificate d. Application form filled and signed by licensed operator (Not needed for DVC renew) e. Medical certificate accredited by Government • Bank slip of Five thousand(5000) Rwandan Francs which is payable to the account of the Regulatory Authority 	