The management of the Rwanda Utilities Regulatory Agency (RURA),

Pursuant to the Law n° 39/2001 of 13 September 2001 establishing the Rwanda Utilities Regulatory Agency (RURA) of certain Public Utilities, in its ARTICLE 1 highlighting its mandate to regulate sanitation services, and based on the responsibilities of a Regulatory Agency as stated in the law of:

1. 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;
2. Ensuring that all utility suppliers have adequate means to finance their activities;
3. Continually promote the interest of users and potential users of the goods and services provided by utilities so that there is effective competition when competition is introduced in each utility sector and protection of users from abuses of monopoly positions is ensured due to the fact that certain Public utility sectors have a monopoly over the market;
4. Facilitating and encourage private sector participation in investments in public utilities;
5. Ensuring compliance by public utilities with the laws governing their activities.

The Regulatory Board of RURA after analysing that it is necessary to develop regulatory tools so as to improve the delivery of sanitation services in terms of solid wastes management, hereby put in place the following guidelines:
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## CHAPTER ONE: PROVISIONS FOR COLLECTION AND TRANSPORTATION OF SOLID WASTES IN CITIES OF RWANDA

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CHAPTER ONE: PROVISIONS FOR COLLECTION AND TRANSPORTATION OF SOLID WASTES IN CITIES OF RWANDA

Article 1: Objective

These guidelines refer to the requirements for those who wish to get license to collect and transport solid waste in Kigali City and towns of Rwanda:

1. Muhanga: Former City of Gitarama
2. Huye: Former City of Butare
3. Ruhango: Former City of Ruhango
4. Nyanza: Former City of Nyanza
5. Nyamagabe: Former City of Gikongoro
6. Rusizi: Former City of Cyangugu
7. Gicumbi: Former City of Byumba
8. Musanze: Former City of Ruhengeri
9. Rubavu: Former City of Gisenyi
10. Rwamagana: Former City of Rwamagana
11. Ngoma: Former City of Kibungo
12. Nyagatare: Former City of Nyagatare
13. Nyamata
14. Karongi: Former City of Kibuye

Article 2: Scope of the guidelines:

These guidelines define requirements for all individuals (natural persons), cooperatives, companies/entreprises and organizations who provide or wish to offer sanitation services in terms of solid wastes collection and transport in Kigali City and in other places as stated in the article above. These guidelines don’t govern whoever want to or collect hazardous wastes.

Article 3: Conditions for those who collect and transport solid wastes

Those who are allowed to collect and transport solid wastes are those who have got a license from the Regulatory Agency, RURA.

Article 4: License Requirements for collection and transportation of solid wastes services

1. The requirements for individual persons or for cooperatives:
   
a) Should have good willing and capacity as shown in the application letter requesting for license;
   
b) Should show limits of his/her working areas (Umudugudu, Cell, Sector and district);
   
c) Should have registered in RURA;
   
d) Should show the dumping site where waste will be deposited and show an authorization allowing him/her to deposit in that dumping site;
e) Should have a vehicle to transport the wastes collected. The vehicle can be his or hers or hired from someone else. If it is a hired vehicle, should show the renting contract of at least one year;

f) Should show where his/her office is located;

g) Should present a business plan of the project;

h) Should provide a legal status governing the cooperative with a notary signature;

i) Should have a trading register;

2. Requirements for companies:

a) The company should have enough vehicles to transport the wastes. Those vehicles can be of the company or hired from a third party. If rented, the company has to present the hiring contract of a period of at least one year;

b) Should show the limits of its area of service (Umudugudu, Cell, Sector and district);

c) Should show a trading register;

d) Should provide a memorandum of understanding (status) governing the cooperative with a notary signature

e) Should present a business plan of the project

f) Should show where the companies’ office is located

g) Should register to RURA

h) Should show the dumping site where waste will be deposited and show an authorization allowing him/her to deposit in that dumping site

Article 5: License fees required to collect and transport solid wastes

1) For individual person or cooperative, the license fees changes based on coverage of services. The fees are as follows:

a) Those working at Umudugudu or Cell level: 5.000Rwf

b) Those working at Sector level: 10.000Rwf

c) Those working at District level: 15.000Rwf

d) Those working at Kigali City level, province and national level: 20.000Rwf

e) Those working in more than one Cell will be paying similar to those of Sector level; Those working in more than one Sector will be paying as for district level and those working in more than one district will be paying as at MVK or province level

2) For companies, the license fees for collection and transportation of solid wastes will be twenty five thousand Rwandan francs (25,000Rwf).

Article 6: Those in charge of solid wastes collection and transportation will have to meet the following requirements:

a) For those in charge of collecting solid waste from residential place/households should collect at least once a week;

b) Should sign written contracts with each individual customer/household or/and contracts with local authorities. For those signing contracts with local authorities, they should bring a copy of the contracts to RURA whereas for those signing individual contracts should bring a format of the contract to RURA;
c) For those collecting wastes from markets, they should collect and transport them on daily basis. They should also bring contract signed between them and the markets managers to RURA;

d) For those collecting wastes from restaurants, bars, hotels,...they should collect and transport the wastes on daily basis;

e) They should separate organic wastes from non organic waste at source before disposing them to dumping sites. It would be better to encourage sorting of waste from the source of generation. Organic waste should be disposed in one container different from inorganic waste;

f) Should provide appropriate equipments to their workers, including plastic boots, overcoats, gloves, caps, and masks;

g) Should subscribe their workers to health insurance and social security fund since this work can be risky for the workers life;

h) Should respect tariff as approved by RURA;

i) Should present to RURA his/her annual report concerning the sanitation services provided;

j) Should pay to RURA an annual contribution equals to 1% of income as stated in the ministerial law no 4/DC/04 of 07/06/2004;

k) Should use vehicles which are self unloaded (imodoka zipakurura) and waste should be covered. In case the vehicles are not self unloaded, waste should be transported into bags in order to avoid direct contact with wastes;

l) For household waste collection where there are no appropriate roads, wheelbarrows can be used. In asphalted roads, only cars are allowed.

**Article 7: Requirements for customers of waste collection services**

Customers are requested to pay on time services offered as stated in the contract. They should also respect all the articles of the contracts made between them and service providers.

**Articles 8: Requirements for local authorities**

In the sense of promoting sanitation services and environmental protection, local authorities are requested to encourage the population to have and facilitate waste collectors including paying on time.

**Article 9: Requirements for RURA**

1. The Rwanda Utilities Regulatory Agency (RURA), having the responsibilities in regulating sanitation services is responsible of the enforcement of these guidelines. RURA will oversee on the deliverance of sanitation services delivery as states in the guidelines and other regulations;

2. In the monitoring of the mentioned services, RURA has right to send an operator to work anywhere in the places which suffer most from the lack of these services;

3. RURA has a responsibility of protecting service providers as well as customers;

4. RURA should encourage the investors to invest in sanitation sector;

5. RURA should provide permits and license to sanitation service providers;
Article 10: Time required for getting a license

After the submission of all the requirements to RURA, a response should be available within 15 days. If exceeded explanation should be given.

Article 11: Validity period of a license

The License for waste collection and transportation expires after one year.

Article 12: Those who are allowed to work in the same area

In order to promote fair competition, more than one sanitation service providers are allowed to work in the same area and customers have the right to choose by themselves which operator to work with him/her.

Article 13: Penalties

Person, individual, cooperative and company that violate these guidelines should be punished as follows:

a) To pay an amount of money from twenty thousand Rwandan francs to five hundred thousand Rwandan francs.

b) To suspend the license for six months.

c) To cancel the license.

Remark:
Based on the extent of the offense, the operator can be punished by all the above three penalties.

CHAPTER II: PROVISIONS FOR SOLID WASTE COLLECTION AND TRANSPORTATION IN RURAL AREAS

Article 14: These provisions were made for:

These provisions were made for all individual persons, cooperatives and companies in charge of waste collection and transportation of solid wastes in rural areas from markets, hospitals and health centers, in households, schools and etc.

Article 15: Requirements for solid waste collectors and transporters in rural areas

Those allowed to collect and transport solid waste from rural areas are those who have license from RURA.

Article 16: Requirements for solid waste collection and transportation license

1. Requirements for individual persons and/or cooperative:

a. To show the limits of his/her working area (Umudugudu/Zone, Cell, Sector, District);
b. To have registered in RURA;

c. Should show the disposal site where he/she will deposit wastes and show a permission to dispose waste in that disposal/dumping site;

d. Should show the transport means for collection and disposal of waste

e. Should show where his/her office is located;

f. Should show the business plan of sanitation services project;

g. Should provide a legal status governing the cooperative with a notary signature;

h. Should have a trading register;

2. Requirements for a company:

a. The company should determine vehicles for transport of wastes to the disposal sites. These vehicles should be owned by the company or hired from anywhere else;

b. Should show the disposal site where collected wastes will be deposited and to show the authorization from disposal site managers;

c. Should show limits of his working areas (Zone/ umudugudu, Cell, sector, district);

d. Should bring a copy of the Trading register;

e. Should show the business plan of sanitation services project;

f. Should show where his/her office is located;

2. Should have registered in RURA.

Article 17: license fees for solid wastes collection and transportation in rural areas

1. For individual persons and cooperatives, have to pay five thousand Rwanda francs. (5000 FRW);

2. For companies working in rural areas only, will have to pay ten thousand Rwanda francs (10.000FRW).

Article 18: Those collecting and transporting solid wastes in rural areas are requested to:

a. Household solid wastes collection should be done once a week;

b. Should sign written contracts with individual households or with local authorities where they are working. For those signing contracts with local authorities, should bring a copy of the contract to RURA and for those signing with individual should bring to RURA the format of the contract;

c. For those collecting wastes from markets should collect the wastes every day of the market activities. Should bring to RURA a copy of the contract between them and the market managers or with local authorities;

d. For those collecting wastes from restaurants, bars and hotels, they should collect wastes on daily basis;

e. Solid waste service providers should introduce the sorting of wastes at sources before taking them to the disposal sites and separate organic wastes from inorganic. Customers are requested to cooperate in this matter;
f. Should provide appropriate equipments to their workers. including Boots, over coats, gloves, caps and masks, etc;
g. Should subscribe their workers for health insurance and social security fund since this work can be risky for the workers life;
h. Should respect the tariff as established by RURA;
i. Should present to RURA his/her annual report concerning the sanitation services provided;
j. Should pay to RURA a contribution of 1% of their annual turnover as stated in the ministerial decree no 4/DC/04 of 07/06/2004;
k. Should use vehicles which are self unloaded and waste should be covered.

**Article 19: Requirements for customers**

Customers are requested to pay on time services received, based on the contract with operators.

**Article 20: Requirements for RURA**

1. The regulatory Agency RURA is responsible of checking if the sanitation services are provided effectively and should ensure that these guidelines are followed.
2. RURA has the responsibility of protecting both operators and customers.
3. RURA should encourage and sensitize investors to invest in sanitation sector.
4. RURA should give authorization to service providers on time.

**Article 21: Time required to get a license**

After the submission of all the requirements to RURA, a response should be available within 15 days. If exceeded explanations should be given.

**Article 22: Time of expiration of a license**

License for waste collection and transportation expires after one year.

**Article 23: Those who are allowed to work in the same place**

In order to promote fair competition, more than one Sanitation Service Providers are allowed to work in the same area and customers have the right to choose by themselves which operator to work for him/her.

**Article 24: Penalties**

Person, individual, cooperative and company who don’t comply with these guidelines should be punished as follows:

a) To pay an amount of money from twenty thousand (20,000) Rwandan francs to five hundred thousand (500,000) Rwandan francs.
b) To suspend the license for a period of six months.
c) To be definitely stopped from working.
CHAPTER III: PROVISIONS FOR TREATMENT AND RECYCLING OF SOLID WASTES

Article 25: These provisions were made for:

These provisions are made for individual or bodies that recycle and treat solid wastes or those who wish to do so.

Article 26: Requirements to get a license in solid wastes recycling and treatment

Those who need a license to recycle solid waste should meet the following:
1. To identify types of wastes which will be recycled and the end product after recycling;
2. To provide a feasibility study of the project;
3. To provide a license from the Agency in charge of Environmental conservation showing the environmental impact assessment (EIA);
4. To show the capacity of the workers;
5. To provide a business plan;
6. To provide the legal status governing the cooperative with a notary signature and for a company should bring a copy of trading register
7. Should present a business plan of the project;

Article 27: Requirements to recycle and treat solid wastes

1. To provide appropriate equipments to workers i.e boots, over coats, gloves, caps and, masks;
2. Should subscribe their workers for health insurance and social security fund;
3. To provide their annual report concerning solid waste service delivered to RURA;
4. To pay an annual contribution of 1% turn over as stated in the ministerial decree of 04/DC/04 of 07/06/2004.

Article 28: Time to get a license

After the submission of all the requirements for license, a response is given after 60 working days, if exceeded explanations will be given.

Article 29: Penalties

Any person who will not comply with these guidelines will be punished of one or all the punishments as follows:
1. Will be amended of fifty thousand (50.000) to five thousand hundred Rwanda francs (500,000Rwf).
2. To be stopped from managing the disposal site for six months or definitely.

Article 30: License fees

The license fees are equal to fifty thousand Rwandan francs (50.000Frw).
CHAPTER IV: PROVISIONS FOR MANAGERS OF DUMPING SITES AND FOR THOSE WHO WISH TO PUT IN PLACE DUMPING SITES

Article 31: These provisions are for:

These provisions are made for individual persons, cooperatives and agencies in charge of disposal sites management and those who wish to establish them.

Article 32: Types of disposal sites

Common landfill: This is a disposal site used at city, district and sector level. Transit site: This is a disposal site where wastes are put before being disposed to the common landfill.

Article 33: Requirements

Managers of dumping sites should have a license from RURA.

Article 34: Requirements for those who want to put in place a disposal site

1. To show where the site will be located
2. To identify and state the capacity of the dumping site
3. To provide an EIA (Environmental Impact Assessment) report from the Rwanda Environmental Management Authority (REMA) certifying that the dumping site will not cause negative impact on the environment.
4. To provide a business plan
5. To provide a legal status
6. To provide a design of the dumping site

Article 35: Requirements in order to get a license for managing the dumping site

Those who manage or who wish to manage any dumping site should bring the following to RURA:

1. To show where the dumping site is located
2. To state the capacity of the dumping site
3. To determine the number of people working at dumping site and to identify their capacities in solid waste management
4. At least one worker should have done a course or a training in waste management
5. To bring the business plan
6. To provide a legal status governing the cooperative a copy of trading register for companies
7. To provide a design of the dumping site
8. Should present a business plan of the project;

Article 36: Validity of the license and license fees

The license of the dumping site expires after one year. The license fees is fifty thousand (50,000) Rwandan Francs for dumping sites located in Kigali City and ten thousand (10,000) Rwandan Francs for dumping sites located in other places.
**Article 37: Time required to get license**

After the submission of all the requirements for license, a response is given within 45 working days, if exceeded explanations should be given the applicant.

**Article 38: Requirements for dumping site managers**

1. Should be having written contracts with people or companies that dispose waste in that dumping site;
2. To bring to RURA an environmental audit report after each three years;
3. To provide appropriate equipments for workers of the dumping site: Boots, over coats, gloves, masks etc;
4. Should subscribe their workers for health insurance and social security fund;
5. Should respect the dumping fees / tariff as approved by RURA;
6. To bring to RURA their annual report concerning solid waste service delivered;
7. To pay to RURA an annual contribution equals to 1% of their turn over as stated in the ministerial decree no 04/DC/04 of 07/06/2004.

**Article 39: Technical requirements**

1. Non hazardous solid wastes and non recycled wastes will be disposed off in the landfill site;
2. Hazardous wastes are to be disposed off separately, based on the laws;
3. Wastes should be compacted on monthly basis and the upper laterite layer should be 15cm. Under the authorization from RURA, the laterite should be put over the waste and compact once in three months;
4. Landfill managers and those who wish to do so, should show where to get the laterite from and should show its impact on the environment;
5. Twelve months after the closure of the landfill, it is requested to put 0, 5 cm layer of laterite of and recompact. This is done by the landfill owner;
6. Further activities such as planting trees, farming, etc are allowed 12 months after its closure;
7. Any disposal site should be fenced at 1.8m length. The fence should prevent the waste to come out of the disposal site;
8. Metal wastes are not disposed into landfill site. They should be disposed in an open space and avoid mixing them with other types of wastes. They should be placed in a particular place into the dumping site;
9. If it is allowed to dispose liquid wastes in the same disposal site, a specific place is requested.

**Article 40: Location of the disposal site**

a) The dumping site should be located:

1. At 100 m from the road path
2. At 400m from a residential and commercial areas
3. At 1km from a river bank
4. At 400m from water sources
5. At 400m from burial place

b) The landfill should be accessible by vehicles at all the time and in all seasons.
c) In case of disposal site closure, no building is supposed to be constructed at 400m from where it was located before two years, unless there is an authorization given from an Environmental Agency.

**Article 41: Penalties**

Any person who will not comply with these guidelines will be punished with one or all the punishments as follows:

1. Will be amended of fifty thousand (50,000) to two million (2,000,000) Rwanda francs.
2. To be stopped from managing the disposal site. Once stopped, another interested body will temporarily be managing the site to avoid the gap.

**Article 42: Due time for those who are already working in this Sector**

Those who already collect, transport, recycle, manage the dumping sites are given two (2) months from now, for complying with the requirements.

**Article 43: Coming into force**

These guidelines shall come into force on the date of its signature.

 Done at Kigali, 17/07/ 2009

MUKASINE Marie-Claire  
CHAIR PERSON  
(Sé)