

**SUBJECT: OFFICIAL NOTICE ON THE REGULATORY CLARIFICATION ON  
INTERNATIONAL AND DOMESTIC OUTSOURCING SERVICES**

Pursuant to Law n°09/2013 of 01/03/2013 establishing Rwanda Utilities Regulatory Authority (RURA) and determining its mission, powers, organization and functioning, that gives RURA the mandate to regulate ICT;

Pursuant to the Regulations N° 001/R/TD-ICS/RURA/016 OF 06/05/2016 governing telecom network security in Rwanda;

The Government of Rwanda has embarked on initiatives to make ICT a priority sector to transform Rwanda into a knowledge economy, with outsourcing services and in particular BPO being identified as a critical subsector.

For the success of the BPO industry and to allow players to operate efficiently, RURA wishes to offer clarification of the current regulation to any outsourcing investor who wishes to operate in/from Rwanda.

We are hereby officially communicate in the annex of this notice the regulatory clarification on international and domestic outsourcing services for any consideration.

Done in Kigali ..... 19 AUG 2019

**Patrick NYIRISHEMA**  
Lt Col  
Director General



## ANNEX I:

### Regulatory clarification on international and domestic outsourcing services

#### **Scope of outsourcing solution, including but not limited to:**

- Business Process Outsourcing (BPO)
- Information Technology Outsourcing (ITO)
- Knowledge Process Outsourcing (KPO)
- Human Resource Outsourcing (HRO)
- Software development and testing
- Global Business Services (GBS)

**Outsourcing:** is a business practice in which a company hires another company or an individual to perform tasks, handle operations or provide services that are either usually executed or had previously been done by the company's own employees.

- International Outsourcing: Serving international customers (outside of Rwanda borders) from Rwandan service centers, using Rwandan staff
- Domestic Outsourcing: Serving domestic customers (residing inside of Rwanda borders) from Rwandan service centers, using Rwandan staff

#### **Principles for enabling International Outsourcing related operations in Rwanda:**

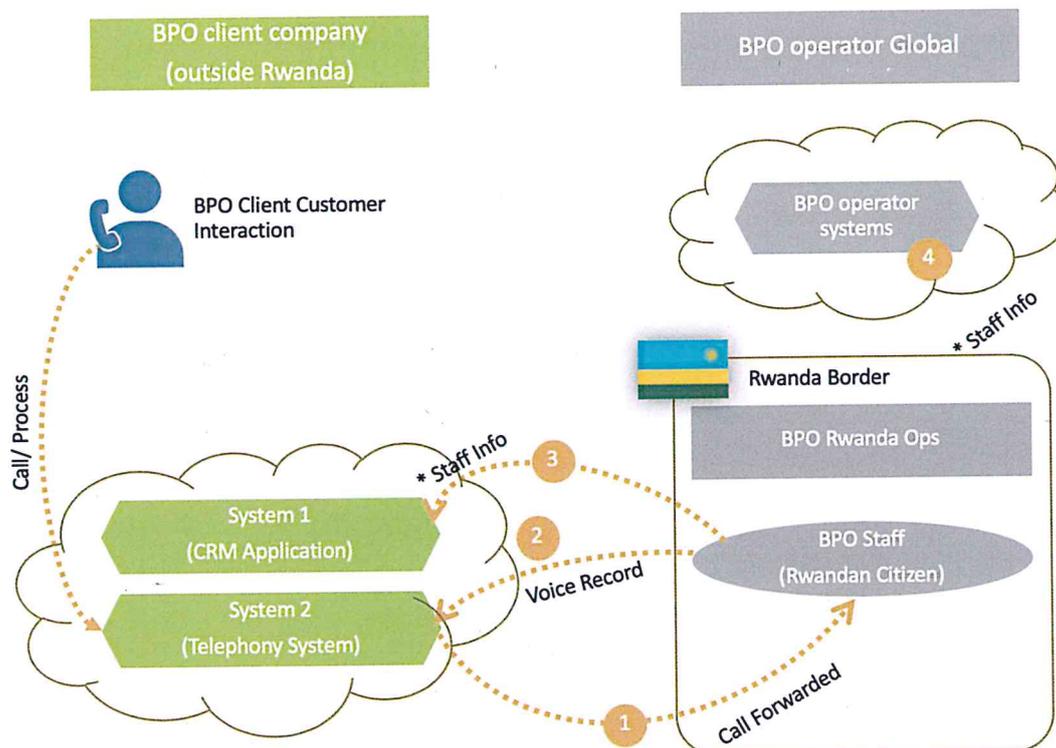
- BPO operators are able to use their clients' global systems and do not need to base technologies in Rwanda
- Operators are able to store related data for these customers and the Rwandan staff supporting these customers in their global systems. Examples of these systems include, but are not limited to, Cloud based technologies, CRM, Telephony and interaction recordings. If staff data is stored outside Rwanda, employers need to inform their Rwandan staff.
- Operators are able to traverse both voice and data across Rwanda's borders.



## Principles for enabling Domestic outsourcing related operations in Rwanda:

- Should BPO operators wish to provide services to Rwandan clients or residents, the technologies employed needs to be compliant with all Rwandan laws and regulations.
- In particular, the technology needs to be approved by RURA for clients who operate in RURA regulated sectors (e.g. Telecommunications) or by any other GoR regulator for their respective sectors (e.g. BNR for financial services).
- Employers are allowed to use their global systems to store their Rwandan staff details. If staff data is stored outside Rwanda, employers need to inform their Rwandan staff.

## Appendix1: Standard outsourcing setup for international BPO / GBS operator



\* Staff Info = Name, ID, Address, Employee Details, etc.



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