RWANDA UTILITIES REGULATORY AUTHORITY

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SERVICE DELIVERY CHARTER

EDITION 2026



RURA SERVICE DELIVERY CHARTER

1. INTRODUCTION

The Rwanda Utilities Regulatory Authority (RURA) is established under Law No. 09/2013 of 01/03/2013 with the mandate to regulate public utilities in Rwanda to ensure efficient service delivery, fair competition, consumer protection, and sustainable sector development.

Regulated utilities and services include:

- Telecommunications, IT, broadcasting, and converging electronic technologies;
- Postal services;
- Renewable and non-renewable energy, industrial gases, pipelines, and storage facilities;
- Water and sanitation;
- Transportation of persons and goods;
- Nuclear and radiation protection.

This Service Charter sets out RURA's commitments to stakeholders, the services provided, service delivery standards, and mechanisms for feedback and redress.

2. PURPOSE OF THE SERVICE CHARTER

The purpose is to:

- Inform stakeholders of services offered by RURA;
- Define service delivery standards and timelines;
- Enhance transparency, accountability, and efficiency;
- Promote stakeholder confidence and satisfaction;
- Provide rights and obligations of clients;
- Provide a basis for monitoring and continuous improvement.

3. SERVICE DELIVERY COMMITMENT

RURA is committed to delivering services in a professional, transparent, efficient and accountable manner in accordance with applicable laws and national Quality Service Delivery Standards (QSDS).

In fulfilling its mandate, RURA undertakes to:

- Provide clear and accurate information on services and procedures;
- Process requests within the timelines indicated in this Service Charter;
- Treat all clients with fairness, professionalism and respect;
- Ensure impartial and evidence-based regulatory decisions;
- Continuously improve service delivery through monitoring and stakeholder feedback.

4. VISION & MISSION

Vision:

To be a credible and effective regulator that promotes quality, affordable, and sustainable utility services for national development.

Mission:

To regulate public utilities through fair, transparent, and evidence-based regulatory practices that protect consumers, promote competition, and ensure sustainable sector growth.

5. RURA CORE VALUES

- Integrity and professionalism
- Transparency and accountability
- Fairness and impartiality
- Responsiveness and efficiency
- Innovation and continuous improvement

6. ACCESS TO SERVICES

Clients may access RURA services through the following channels:

- Online platforms and electronic application systems
- Official website: **www.rura.rw**
- Email and telephone communication

7. SERVICES OFFERED AND SERVICE DELIVERY STANDARDS

Rwanda Utilities Regulatory Authority is committed to delivering its services in strict compliance with the laws and regulations governing public utilities in Rwanda, while upholding the principles of transparency, accountability, and efficiency.

All licensing services are provided online through RURA's official platforms. The specific requirements for each service are published online under the respective service categories, ensuring clarity and accessibility for all applicants.

In addition, RURA provides an online portal for consumers to submit complaints and report corruption, which is available on the Authority's website.

The table below summarizes the categories of services provided, the applicable procedures, and the corresponding service delivery timelines.

8. ISSUANCE OF LICENCES AND AUTHORISATIONS BY DEPARTMENTS

8.1 ICT REGULATION DEPARTMENT

Service	Description	Timeline (Days)	Output/issued Document
Electronic Communication Equipment Clearance-Personal Use	Importation and use of electronic communication equipment intended for personal use, confirming that such equipment complies with applicable technical standards and does not cause harmful interference to telecommunications networks.	10	Type approval certificate
Provisional Type Approval	Temporary authorization of electronic communications equipment to be imported, tested, demonstrated, or deployed on a limited basis prior to full type approval, confirming that such equipment may be used under specified conditions without causing harmful interference or compromising network integrity.	6	Provisional Type Approval Certificate
Standard Type Approval-Commercial Use	certification, and authorization of electronic communications equipment for commercial use, confirming that such equipment complies with applicable national technical standards and may be imported, marketed, distributed, and deployed within telecommunications networks without causing harmful interference or compromising network integrity.	5	Type approval certificate
Short code	Assignment of short codes for ICT services	7	License

Data Center: Tier One and Two	Facilities with basic infrastructure and limited or partial redundancy, designed for non-critical services and enhanced reliability, supporting services requiring moderate availability.	30	Application service provision License
Data Center: Tier Three and above	Facilities with full redundancy, concurrently maintainable infrastructure, and high availability with minimal downtime or with fault-tolerant infrastructure, continuous operation capability, and the highest level of availability and resilience.	30	Application service provision License
Issuance of Non-Objection Certificate (NOC) in the ICT Sector	Confirming that a proposed activity, project, transaction, or arrangement within the ICT sector does not raise regulatory objections and may proceed, subject to compliance with applicable laws and licensing requirements.	30	Non-Objection Certificate
Retail ISP, VOIP, Pay phone, Tracking Systems	authorization and regulation of establishment and operation of retail networks that deliver broadband or other internet connectivity services, the provision of voice communication services using Internet Protocol (IP)-based networks, public or shared telephone services accessible to users on a pay-per-use basis and ystems that provide location tracking, monitoring, and telematics services using telecommunications networks.	30	Application SERVICE PROVISION LICENS
International Gateway System	Establishment and operation of International	60	International Gateway System License

	Gateway Systems, which enable the routing and exchange of international voice and data traffic between national telecommunications networks and foreign networks.		
Application Service Provider (Retail ISP)	Provision of internet access services by Application Service Providers (Retail ISPs), enabling the delivery of connectivity services directly to end-users over telecommunications networks.	30	License
Network Service Provision - Tier 1	Provision of network services under a Tier One license, enabling licensees to establish, operate, and manage telecommunications network infrastructure and provide capacity and connectivity services	60	Network Service Provider License Tier 1
Radiocommunication license for ISP TIER TWO	use of radiofrequency spectrum by Tier Two Internet Service Providers (ISPs) to deploy and operate wireless communication networks for the provision of internet services	60	Radiocommunication license
Sender ID Whitelisting Authorization	Sender IDs for use in electronic messaging services, ensuring that only approved and identifiable Sender IDs are used for the transmission of bulk SMS or similar communications over telecommunications networks.	5	Sender ID Whitelisting Authorization
General Authorization	Authorization to provide ICT services under a general authorization regime	30	Authorisation

postal and courier services	Licensing of postal and courier service providers	30	License
Internet Radio	authorization of applications for the provision of Internet Radio services, enabling the transmission of audio content over the internet to the public.	30	License
Internet TV	Provision of Internet Television services, enabling the distribution of audio-visual content over internet-based platforms to the public.	30	License
IPTV Subscription provide	provision of IPTV subscription services, enabling the delivery of scheduled and on-demand audiovisual content to subscribers over managed Internet Protocol networks.	30	License
Mobile TV	provision of Mobile TV services, enabling the delivery of live and/or on-demand audiovisual content to mobile devices through telecommunications networks	30	License
Online Newspaper	provision of online newspaper services, enabling the publication and dissemination of written news, articles, and related editorial content through internet-based platforms.	30	License
VoD License	provision of Video on Demand (VoD) services, enabling users to access audiovisual content at their discretion through internet-based or managed digital platforms.	30	License
Print Media License	Licensing of print media operators	30	License

Cable Pay Television Provider	authorization of applications for the provision of cable pay television services, enabling the distribution of subscription-based audiovisual content to subscribers through wired cable networks.	30	License
SUBSCRIPTION MANAGEMENT SERVICES (SMS) PROVISION LICENSE	Authorization of applications for the provision of Subscription Management Services (SMS), enabling the aggregation, billing, management, and control of subscription-based digital and telecommunications services offered to end-users through electronic platforms.	45	License
Subscription satellite television services provision license	authorization of applications for the provision of subscription-based satellite television services, enabling the distribution of audiovisual content to subscribers via satellite transmission and associated reception equipment.	45	License
Terrestrial Pay Television	Provision of subscription-based television broadcasting services delivered to subscribers using terrestrial transmission infrastructure, including analogue or digital terrestrial broadcast network.	30	License
Construction permit for a National Free to air television channel studio	authorization for the construction, installation, or modification of facilities intended to host a national free-to-air television studio.	30	License
National commercial	operateing a television channel with nationwide coverage, providing	30	License

television channel	audiovisual programming to the general public on a commercial basis		
National Free to air television channel License	To establish, operate, and broadcast a television channel intended for nationwide reception by the general public without any direct subscription or access fees	30	License
Public television broadcasting services	to establish, operate, and manage a television broadcasting service whose primary mandate is to serve the public interest at a national or designated coverage level	30	License
Regional free to air TV channel	to establish, operate, and broadcast a television channel intended for free reception by the general public within a defined geographic region of the country.	30	License
Community Radio broadcasting services	establishment and operation of a non-profit radio broadcasting service intended to serve a specific local community or defined geographic area.	30	License
National Private Radio broadcasting	establishment and operation of a privately-owned radio broadcasting service with nationwide coverage	30	License
Public Radio Broadcasting	establishment, operation, and management of a radio broadcasting service mandated to serve the public interest at a national or designated coverage level.	30	License
Regional Radio broadcasting license	establishment and operation of a radio broadcasting service	30	License

	intended for public reception within a defined geographic region of the country		
Signal distribution Services Provision	Licensing of signal distribution service providers	30	License
Studio Construction permit for National Commercial TV Channel License	Authorization to design, construct, and develop television production studios and associated facilities intended for the operation of a nationally licensed commercial television channel.	30	License
Studio Construction permit for Regional Free to Air TV Channel	authorization a licensee or applicant to design, construct, and develop television production studios and related facilities intended to support the operation of a regional free-to-air broadcasting service.	30	License
Authorization For Fiber Optic Aerial Installation (60 days)	Fiber Optic Aerial Installation	60	Authorisation/ Permit
Authorization For Fiber optic underground installation	Fiber Optic underground installation	60	Authorisation/ Permit
Authorization for RoofTop Telecom Tower Installation	Roof-top Telecom Tower Installation	30	Authorisation/ Permit
Authorization for Greenfield Telecom Tower Installation	Greenfield Telecom Tower Installation	15	Authorisation/ Permit
Radiocommunication licenses /Spectrum Assignment	Allocation of frequencies	14	License

National Telecommunication	Licensing of national telecommunications operators	60	License
Network infrastructure and Network service provider tier 1	Licensing of Tier 1 network infrastructure and network service providers	**60**	Network infrastructure License. Network service Provision License
Subscription Television Service Provision	Licensing of subscription television service providers	**90**	Subscription Television Service Provision License

8.2 ENERGY DEPARTMENT: Electricity, Gas and Downstream Petroleum

Service	Description	Timeline (Days)	Output/Issued Document
Registration for a small isolated grid (Less than 100kW)	Registration of off-grid electricity systems serving limited consumers in isolated areas, typically for rural electrification purposes.	60	Registration Certificate
All licenses for Electricity (Transmission, Distribution, Generation and Trade)	Issuance of licenses to entities undertaking electricity generation, transmission, distribution, or trading activities in accordance with applicable energy laws and regulations.	60	License
Licenses for the small isolated grid for rural electrification and for Small Power Distribution	Authorization for small-scale operators providing electricity services in rural or isolated communities through localized distribution systems	60	Simplified License
Pre-consultation for LPG and fuel depot Installation	Preliminary technical and regulatory consultation prior to application submission to ensure compliance with safety, environmental, and zoning requirements.	21	Non-objection

All licenses for LPG, Petrol stations and Road tankers	Licensing of operators involved in storage, distribution, transportation, and retail of LPG and refined petroleum products.	21	License
All licenses for fuel depot installation, importation, upgrade	Authorization for establishment, expansion, upgrade of fuel depot infrastructure and associated facilities and fuel importation.	60	License
License for fuel depot operation	Operational authorization issued after inspection and verification of compliance with technical, safety, and environmental standards.	60	Operating License
LPG Reticulation installation and operation		21	License

8.3 WATER AND SANITATION DEPARTMENT

Service	Description	Timeline (days)	Output/ issued Document
Water (and sewerage) utility license.	Licensing of entities responsible for development, operation, maintenance, and management of water supply infrastructure, including treatment plants, reservoirs, and distribution networks.	90	License
Water Supply Infrastructure Management	Authorization for management of potable water supply infrastructure.	30	License
Bulk water supply	Selling in bulk water to an appointed water utility company, water and sewerage utility or any other operator for the purpose of resale or retail it to customers.	90	License
Cleaning services	Licensing of service providers engaged in regulated sanitation and environmental cleaning	11	License

	services within the Authority's mandate.		
Hazardous Waste Collection, Transportation and Treatment	Licensing of operators engaged in handling, transportation, treatment, and disposal of hazardous waste in accordance with safety and environmental regulations.	20	License
Solid waste Collection, Transportation and Recycling	Authorization for entities involved in collection, transportation, sorting, and recycling of solid waste.	20	License
Installation of a Decentralized Wastewater Treatment System	Approval for installation and operation of decentralized wastewater treatment systems to ensure compliance with technical and environmental standards.	30	License

8.4 NUCLEAR AND RADIATION PROTECTION DEPARTMENT

Service	Description	Timeline (Days)	Output/issued Document
site assessment and construction	Authorization for site evaluation, design approval, and construction of facilities intended for nuclear or radiation-related activities, subject to compliance with safety, environmental, and radiation protection standards.	15	License
decommissioning	Licensing for safe decommissioning of nuclear or radiation facilities, including dismantling, decontamination, and disposal of radioactive materials in accordance with regulatory requirements.	15	License
Transportation of Radioactive Materials	Authorization for transport of radioactive sources or materials, ensuring adherence	15	License

	to national and international safety standards for packaging, labeling, and handling.		
Import/Export of Radioactive Materials and Equipment	Licensing for importation or exportation of radiation sources, nuclear materials, or radiation-emitting equipment in compliance with regulatory control and security requirements.	15	License
Use of Radiation Equipment or Radioactive Materials	Authorization for possession and operational use of radiation-emitting equipment or radioactive materials in medical, industrial, research, or educational applications.	30	License
Authorization for Modification of Radiation Facilities	Approval required for any modification or upgrade of licensed nuclear or radiation facilities that may affect radiation safety, shielding, layout, or operational conditions.	15	Authorization
Registration of Radiation Facilities	Registration of facilities possessing low-risk radiation devices such as diagnostic X-ray equipment or security screening systems to ensure regulatory oversight and compliance with radiation protection standards.	15	Registration Certificate
License for Operation of Nuclear Medicine Facilities	Authorization for medical institutions to operate nuclear medicine facilities involving the use of radiopharmaceuticals for diagnostic or therapeutic purposes in accordance with radiation safety and protection standards.	30	Operating License

License for Operation of Radiotherapy Facilities	Licensing of medical facilities operating radiotherapy equipment such as linear accelerators, cobalt therapy units, or brachytherapy sources used in cancer treatment.	30	Operating License
License for Industrial Radiography Practices	Authorization for companies conducting non-destructive testing using radioactive sources or radiation generators for industrial inspection and quality assurance.	30	License
License for Well Logging Activities	Authorization for the use of radioactive sources in well-logging operations for geological, oil, gas, groundwater, or mineral exploration activities.	30	License
License for Irradiation Facilities	Licensing of facilities using high-activity radiation sources for industrial irradiation, food irradiation, sterilization, or research applications.	30	Operating License
License for Possession and Storage of Radioactive Sources	Authorization for institutions possessing or storing radioactive sources to ensure appropriate radiation safety measures, physical protection, and regulatory compliance.	30	License
Authorization for Transfer or Export of Disused Radioactive Sources	Approval for the safe transfer, return to supplier, repatriation, or export of disused radioactive sources to authorized facilities for disposal or recycling.	15	Authorization

License for Maintenance and Servicing of Radiation Equipment	Authorization for qualified companies or service providers to install, maintain, repair, or calibrate radiation-emitting equipment or radioactive source assemblies.	30	License
License for Radioactive Waste Management Facilities	Authorization for establishment and operation of facilities responsible for treatment, conditioning, storage, or disposal of radioactive waste.	30	License
Authorization for Radioactive Waste Disposal	Approval for safe disposal, transfer, or long-term management of radioactive waste in accordance with national regulations and international safety standards.	20	Authorization
Authorization for Security Screening Systems Using X-ray	Authorization for the use of X-ray baggage scanners, cargo scanners, or other radiation-based inspection devices used for security screening at airports, border posts, or other high-security facilities.	15	License
License for Radiation Protection Service Providers	Licensing of organizations providing specialized radiation protection services such as radiation monitoring, safety assessments, occupational dosimetry, and radiation protection training.	30	License
Authorization for Introduction of Nuclear Material into a Facility	Regulatory approval required before nuclear material is introduced into a nuclear installation or regulated facility, ensuring compliance with safety, safeguards, and nuclear security requirements.	72	Authorization

Authorization for Commissioning of Nuclear Installation	Authorization to conduct commissioning tests and verification of systems before a nuclear installation such as a nuclear power plant or research reactor begins operation.	80	Authorization
Authorization to Operate Nuclear Installation	Licensing of nuclear installations including nuclear power plants or research reactors to commence and continue operation under regulatory oversight.	145	Operating License
Authorization to Introduce Nuclear Material into a Nuclear Installation	Approval required before nuclear material is introduced into a nuclear installation to ensure compliance with safety, safeguards, and nuclear security requirements.	72	Authorization
Authorization for Modification of Nuclear Installation	Approval required for significant modification or upgrade of nuclear installations that may affect safety, radiation protection, or operational parameters.	72	Authorization
Authorization for Release of Nuclear Installation from Regulatory Control	Authorization issued when a nuclear installation has been safely decommissioned and no longer requires regulatory oversight.	42	Authorization
Registration of Radiation Facilities	Registration of facilities possessing low-risk radiation devices such as diagnostic X-ray machines or security screening systems to ensure regulatory oversight.	15	Registration Certificate
License for Operation of Nuclear Medicine Facilities	Authorization for medical facilities to operate nuclear medicine services using radiopharmaceuticals for diagnosis or treatment.	30	Operating License
License for Operation of	Licensing of medical facilities operating radiotherapy equipment such as linear	30	Operating License

Radiotherapy Facilities	accelerators, cobalt therapy units, or brachytherapy systems for cancer treatment.		
License for Industrial Radiography Practices	Authorization for companies conducting non-destructive testing using radiation sources or radiation generators for industrial inspection.	30	License
License for Well Logging Practices	Authorization for the use of radioactive sources in well-logging activities for geological, mineral, oil, or groundwater exploration.	30	License
License for Irradiation Facilities	Licensing of facilities using high-activity radiation sources for sterilization, food irradiation, research, or industrial applications.	30	Operating License
License for Possession and Storage of Radioactive Sources	Authorization for institutions possessing or storing radioactive sources to ensure compliance with radiation safety and security requirements.	30	License
Authorization for Transit of Nuclear Material Category I	Authorization for transit of Category I nuclear materials through the national territory under strict safety and security controls.	15	Authorization
Authorization for Transit of Nuclear Material Category II	Authorization for transit of Category II nuclear materials through the national territory.	15	Authorization
Authorization for Transit of Nuclear Material Category III	Authorization for transit of Category III nuclear materials through the national territory.	15	Authorization
Authorization for Transit of Radioactive	Authorization for transit of Category I radioactive sources through the national territory.	15	Authorization

Sources Category I			
Authorization for Transit of Radioactive Sources Category II	Authorization for transit of Category II radioactive sources.	15	Authorization
Authorization for Transit of Radioactive Sources Category III	Authorization for transit of Category III radioactive sources.	15	Authorization
Authorization for Transit of Radioactive Sources Category IV	Authorization for transit of Category IV radioactive sources.	15	Authorization
Authorization for Transit of Radioactive Sources Category V	Authorization for transit of Category V radioactive sources.	15	Authorization
Authorization for Transfer or Export of Disused Radioactive Sources	Approval for safe transfer, repatriation, or export of disused radioactive sources to authorized facilities for disposal or recycling.	15	Authorization
License for Radioactive Waste Management Facilities	Authorization for establishment and operation of facilities responsible for treatment, storage, or disposal of radioactive waste.	30	License
Authorization for Radioactive Waste Disposal	Approval for safe disposal or long-term management of radioactive waste in accordance with regulatory requirements.	15	Authorization
License for Maintenance and Servicing of	Authorization for qualified companies to install, maintain, repair, or calibrate radiation-	30	License

Radiation Equipment	emitting equipment or radioactive source assemblies.		
Authorization for Security Screening Systems Using X-ray	Authorization for the use of X-ray baggage scanners, cargo scanners, or other radiation-based security inspection systems.	15	License
License for Radiation Protection Service Providers	Licensing of organizations providing radiation monitoring, dosimetry services, radiation safety assessments, and radiation protection training.	30	License
Import Fluoroscopic Machine	Authorization for importation of fluoroscopy systems used for diagnostic or interventional medical imaging.	15	Import Authorization
Import CT Scanner	Authorization for importation of computed tomography (CT) scanners used for advanced diagnostic imaging.	15	Import Authorization
Import Dental X-ray Equipment (Intra/Extra Oral)	Authorization for importation of dental radiography equipment used in dental diagnosis and treatment planning.	15	Import Authorization
Import General Radiography Equipment	Authorization for importation of conventional X-ray radiography equipment used in hospitals and diagnostic centers.	15	Import Authorization
Import Interventional Radiology Equipment	Authorization for importation of angiography or interventional imaging systems used in minimally invasive medical procedures.	15	Import Authorization
Import Mammography Equipment	Authorization for importation of mammography systems used for breast cancer screening and diagnosis.	15	Import Authorization
Import Mobile X-ray Equipment	Authorization for importation of portable or mobile X-ray	15	Import Authorization

	machines used in emergency or bedside imaging.		
License to Operate Dental X-ray Equipment	Authorization for operation of intra-oral or panoramic dental X-ray units in dental clinics.	15	License
License to Operate Fluoroscopy Equipment	Authorization for medical facilities to operate fluoroscopic imaging systems.	15	License
License to Operate General Radiography Equipment	Authorization for operation of diagnostic X-ray equipment used in general radiography examinations.	15	License
License to Operate Interventional Radiology Equipment	Authorization for operation of angiography or interventional radiology imaging systems.	15	License
License to Operate Mammography Equipment	Authorization for healthcare facilities to operate mammography imaging systems.	15	License
License to Operate Mobile X-ray Equipment	Authorization for operation of portable X-ray machines in hospitals or mobile medical services.	15	License
License to Operate or Possess CT Scanner	Authorization for healthcare institutions to operate or possess computed tomography scanners.	30	License
Authorization of Inspection Devices with Ni-63 Sources	Authorization for inspection devices using Ni-63 radioactive sources for detection of explosives or narcotics.	15	Authorization
Authorization of X-ray Inspection Devices for Liquid Detection	Authorization for X-ray inspection systems used to detect explosives or narcotics in liquid containers.	15	Authorization
Importation License for Baggage Scanner	Authorization for importation of baggage scanning equipment using X-ray technology.	15	Import Authorization

Importation License for Vehicle Cargo Scanner	Authorization for importation of cargo scanning systems used at border posts or ports.	15	Import Authorization
License to Operate Baggage X-ray Scanner	Authorization to operate baggage screening systems at airports or security checkpoints.	15	License
License to Maintain Radiation Source (Generator or Radioactive Assembly)	License for companies authorized to maintain or service radiation generators or radioactive assemblies.	15	License
Application for Accreditation	Accreditation of institutions providing radiation services such as calibration, testing, or training.	30	Accreditation Certificate
License to Modify and Decommission Sealed Source	Authorization for modification or safe decommissioning of sealed radioactive sources.	15	License
License to Modify and Decommission Source Generator	Authorization for modification or decommissioning of radiation generator equipment.	15	License
License to Modify and Decommission Unsealed Source	Authorization for modification or decommissioning of unsealed radioactive source practices.	15	License

8.5 TRANSPORT DEPARTMENT

Service	Description	Timeline (Days)	Output/ issued Document
public transport bus services	Licensing of operators providing scheduled or non-scheduled	15	License

	public bus transport services for passengers along approved routes.		
Taxi Cabs	Authorization for operation of taxi services transporting passengers for hire.	15	License
Rental Cars	Licensing of companies providing self-drive or chauffeur-driven vehicle rental services.	15	License
School Bus	Authorization for operation of vehicles dedicated to transporting students, subject to safety and operational standards.	15	License
Motorcycles (Commercial Passenger Transport)	Licensing of commercial motorcycle operators engaged in passenger transport services.	30	License
Transport of Goods	Licensing of operators engaged in commercial transportation of goods and cargo.	15	License
Authorization for Transport of Goods	Specific authorization issued for an individual vehicle	15	Authorisation

	to transport goods, subject to compliance with applicable safety and regulatory requirements.		
Fleet Management License	Licensing of entities managing a fleet of commercial vehicles for passenger or goods transport, including oversight of operational compliance, safety standards, and regulatory requirements.	15	License
Inland waterways transport		15	License

9. SERVICE DELIVERY TIMELINE CALCULATION

The timelines indicated in this Charter are calculated as follows:

a. **Commencement of timeline**: The service delivery timeline commences upon payment of application fee, accompanied by all required documentation and fulfillment of all prescribed requirements.

b. **Rejection of Application (Non-payment of Fees):** Where the application fee is not paid within five (5) days from the date of issuance of the invoice, the application shall lapse and be deemed rejected without further notice. Any subsequent submission shall be treated as a new application.

c. **Incomplete applications**: If an application is found to be incomplete or requires correction, clarification, or additional information, it will be returned to the applicant. In such cases, the service delivery timeline shall be suspended until the requested information or corrections are provided.

d. **Resubmitted applications**: Where an application is resubmitted after correction or completion, the service delivery timeline shall recommence from the date of receipt of the duly completed and compliant application.

e. **Notification of outcome**: The timeline concludes with the formal notification to the applicant of the decision regarding the application.

10. APPLICATION CANCELLATION DUE TO NON-PAYMENT

10.1.The applicant shall pay the applicable application fee within 30 calendar days from the date of issuance of the application fee invoice.

10.2. Where the applicant fails to make payment within the prescribed 30-calendar-day period, the application and the related invoice are automatically cancelled.

10.3. RURA shall notify the applicant of the cancellation, stating the date on which the application was cancelled.

10.4. The applicant may submit a new application in accordance with the applicable requirements and procedures.

11. APPLICATION EXPIRY DUE TO FAILURE TO FOLLOW UP

11.1. Where RURA requests an applicant to provide additional information or documentation required for the processing of an application, the applicant shall provide the requested information or documentation within 30 calendar days from the date of the system-generated notification.

11.2. Where the applicant fails to provide the requested information or documentation within the prescribed 30-calendar-day period, the applicant shall be notified of the intended application expiry, specifying the outstanding information or documentation and granting the applicant a further 30-calendar-day grace period to comply.

11.3. If the applicant fails to provide the required information or documentation within the 30-calendar-day grace period, the application shall automatically expire.

11.5. An expired application shall not be processed further. The applicant may submit a new application in accordance with the applicable requirements and procedures.

12. LICENSE CANCELLATION DUE TO NON-PAYMENT OF FEES

12.1 Upon the notification issuance of a license, the licensee is required to pay the applicable license fee within 30 calendar days. In the event of non-payment, RURA shall issue a notice of license cancellation, specifying the outstanding fee and granting a grace period of 30 calendar days for payment.

12.2 If payment is not received within the grace period, RURA shall proceed to cancel the license.

12.3 The licensee shall be formally notified of the cancellation, which shall take effect from the date indicated in the notice.

13. RIGHTS AND RESPONSIBILITIES OF CLIENTS

13.1 Clients' Rights

Clients have the right to:

- be treated fairly and professionally;
- Courteous, professional, and timely service;
- Clear and accurate information on procedures and fees;
- To confidentiality of information;
- Fair and impartial regulatory decisions;
- Complaints, appeal or seek review where applicable.

13.2 Clients' Responsibilities

Clients are expected to:

- Submit complete and accurate information;
- Comply with applicable laws and regulations;
- Respect service procedures and timelines;
- Timely submit any additional documents or information required when an application is returned for completion or clarification;
- Pay prescribed fees on time;
- Engage constructively with RURA.

14. CONSUMER COMPLAINTS HANDLING

A complaint submitted to RURA shall contain, where applicable:

- The nature and particulars of the complaint;
- The complainant's full name and contact details;
- The name of the utility, service provider, or person against whom the complaint is made;
- Relevant facts, supporting documents, and other evidence;
- The nature of the dissatisfaction, loss, harm, or injury alleged;
- The remedy or relief sought; and
- Any other information relevant to the complaint.

Complaint Handling Timelines: RURA shall determine and communicate the outcome of a complete complaint within thirty (30) days of its receipt.

Where additional information is required, RURA shall notify the complainant accordingly. Where a complaint cannot be resolved within thirty (30) days due to its complexity, RURA notifies the complainant of the expected timeframe for resolution.

15. SERVICE CHARTER REVIEW AND MONITORING

This Service Charter shall:

- Be monitored regularly to assess compliance;
- Be reviewed periodically to reflect changes in laws, policies, and stakeholder needs;
- Be published and made accessible to the public on RURA website.

16. FEEDBACK, COMPLAINTS, AND CORRUPTION REPORTING

Clients may submit feedback or complaints through the following channels:

- **Toll Free Line:** 3988
- **Email:** info@rura.rw
- **Website:** www.rura.rw
- **Online Consumer Complaint Form**
- **Online Corruption Reporting Platform**