

REPUBLIKA Y'U RWANDA



INTARA Y'AMAJYEPFO  
AKARERE KA NYARUGURU

# IMBONERAHAMWE YA SERIVISE ZITANGWA N'AKARERE KA NYARUGURU

Serivise zitangirwa ku Karere

Bikorewe i Nyaruguru ku wa 18 Kamena 2018

## ANNEX 1: REVISED LOCAL GOVERNMENT SERVICE CHARTERS

### LOCAL GOVERNANCE SERVICES CHARTERS – RURAL

#### SERVICES PROVIDED AT DISTRICT LEVEL

##### I. DISTRICT INFRASTRUCTURE ONE STOP CENTER

###### A. INFRASTRUCTURE (OSC)

###### a) Acquiring permission for putting up a billboard or signpost

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	District Infrastructure and Property Management
3) <b>Requirements</b>	Written request to the district with the details of the sign post (design, size and text, location, address, contact, etc.)
4) <b>Detailed procedure</b>	- A field visit is conducted to the site where the sign post will be installed. After the visit the feedback is given with the necessary requirements to fulfill.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Billboard advertising profit oriented activities: between Rwf10,000 and Rwf 20,000 per m <sup>2</sup> . If such an advertising billboards advertises on both sides, each side shall be subject to fees Banner showing a message advertising any activity: between Rwf 5,000 and Rwf 10,000 per day; Billboards using information technology: between Rwf 60,000 and Rwf 100,000

	irrespective of their size.
7) <b>When to access the service</b>	Working days from 7h00 – 17h00
8) <b>Feedback period</b>	Within 3 days to 2 weeks

### b) Construction permit

1) <b>Eligibility</b>	Anyone wishing to build a house
2) <b>Staff in charge</b>	Construction permitting Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Application letter addressed to the district mayor giving details of the type of building to construct. However this letter is not necessary in the City of Kigali where the construction permitting is online.</li> <li>- 3 copies of the building plan</li> <li>- Deed plan (fiche cadastral)</li> <li>- Land lease contract</li> <li>- Receipt for the payment of the required construction permit fee</li> <li>- ID of the owner of the land lease contract</li> <li>- Bill of quantities</li> </ul>
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- Write an application letter to the mayor, giving details of the building to be constructed and the location, and take it to district land office.</li> <li>- The land office schedules a date for a site visit.</li> <li>- In the meantime, go to the district finance office, who will calculate the fee to be paid (depending on the area covered and the rate charged per square meter according to district council decisions).</li> <li>- Go to a bank to pay the determined fee.</li> <li>- Take all documents, including receipt for payments, to the district land office.</li> <li>- An inspection visit on the building site is done by the district land officer within indicated time</li> <li>- If all is found to be in order, a report is written on which the director of the land office bases a decision to approve the permit.</li> </ul>
5) <b>Other institutions to visit</b>	Village, Cell, Sector,
6) <b>Fees/taxes required</b>	0-100 m <sup>2</sup> : Rwf 20,000, 100-500 m <sup>2</sup> : Rwf 40,000,

	500 m <sup>2</sup> and above: Rwf 60,000
7) <b>When to access the service</b>	Working days from 7h00 – 17h00
8) <b>Feedback period</b>	Within 30 days

**c) Construction permit Renewal**

1) <b>Eligibility</b>	Holder of an expiring construction permit
2) <b>Staff in charge</b>	Construction permitting Officer
3) <b>Requirements</b>	Application for an extension Copy of Construction permit ID Payment slip for the required fee Land lease contract
4) <b>Detailed procedure</b>	Submit all the required documents to the district one stop center
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	0-100 m <sup>2</sup> : Rwf 20,000, 100-500 m <sup>2</sup> : Rwf 40,000, 500 m <sup>2</sup> and above: Rwf 60,000
7) <b>When to access the service</b>	Any time
8) <b>Feedback period</b>	3 days

**d) Building occupation permit**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Construction permitting Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Construction permit</li> <li>- Approved plans</li> <li>- Building photographs</li> <li>- Land title</li> </ul>

4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- The applicant files the request for occupation permit</li> <li>- Field visit is organized by the officer in charge of construction permitting</li> <li>- If all is in order, the applicant receives the permit within two weeks</li> </ul>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	Feedback within two week.

**e) Resolution of infrastructure based issues**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	District Infrastructure and Property Management
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	<p>Issues solve ahead prior to installation of infrastructure (expropriation)</p> <p>Letter of request to the district</p> <p>Field visit for case assessment</p> <p>Case dealt with based on field visit results</p> <p>Sensitization of the citizens prior to infrastructure set up</p>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	Feedback within 1 days and 7 days depending on the case

**f) Acquiring payments for private services delivered to the District (works)**

1) <b>Eligibility</b>	Suppliers of works
2) <b>Staff in charge</b>	Billing Officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	<p>Written request to the District transmitting the invoice, the infrastructure officer checks if all the requirements are met (invoice approved by the field technician, the works are visited on field) then transmitted to the accounting office for payment processing.</p>

5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 – 17h00
8) <b>Feedback period</b>	Feedback within 3 days

**g) House Renovation/Rehabilitation**

1) <b>Eligibility</b>	Owner of a construction
2) <b>Staff in charge</b>	District Infrastructure and Property Management , Construction Permitting Officer, Building Inspector
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Letter to the district</li> <li>- Copy of land title</li> <li>- Four photos of the building (four facades)</li> <li>- Payment of the required fee on the district account</li> <li>- Payment of the land taxes</li> </ul>
4) <b>Detailed procedure</b>	On submission of the request, a field visit is conducted and a report issued. The results of the field visit are based on for the issue of the permit.
5) <b>Other institutions to visit</b>	Cell and Sector
6) <b>When to access the service</b>	Working days from 7h00 – 17h00
7) <b>Fees/taxes required</b>	Rwf 1200
8) <b>Feedback period</b>	Feedback within 30 days

**B. LAND OFFICE**

**a) Parcel subdivision**

1) <b>Eligibility</b>	Land owner
2) <b>Staff in charge</b>	Land Surveyor and GIS Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Land documents for the parcel to be sub-divided</li> <li>- Approved Deed plan for each to be sub-divided parcels</li> <li>- Survey report signed by the owner of the parcel, owners of neighboring parcels and land surveyor</li> </ul>
4) <b>Detailed procedure</b>	Coming to the land office at district or sector. Plots of land reserved for agriculture and animal resources cannot be subdivided if the result of such subdivision leads to parcels of land of less than a hectare in size for each of them (Art. 30, Land Law No 43/2013 of 16/06/2013)
5) <b>Other institutions to visit</b>	Sector, Province land office
6) <b>Fees/taxes required</b>	Rwf 10,000 for approval of deed plan Rwf 5000 for each new land title/contract These fees are paid for every subdivided parcel through Irembo
7) <b>When to access the service</b>	During working days
8) <b>Feedback period</b>	Within 30 days the new titles are ready

**b) Merging parcel**

1) <b>Eligibility</b>	Owners of land (no restrictions)
2) <b>Staff in charge</b>	Land Surveyor and GIS Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Land documents for the parcel to be merged</li> </ul>
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- Coming to the district land office.</li> <li>- The land should be concomitant and registered under one name (i.e. for bought land the land ownership change is done first prior to merging)</li> </ul>
5) <b>Other institutions to visit</b>	Sector, Province land office
6) <b>Fees/taxes required</b>	Rwf 10,000 for approval of deed plan Rwf 5000 for each new land title/contract These fees are paid through Irembo
7) <b>When to access the service</b>	During working hours
8) <b>Feedback period</b>	Within 30 days the new titles are ready

**c) Rectification of land boundaries and area correction of the parcel**

1) <b>Eligibility</b>	Owners of land
2) <b>Staff in charge</b>	Land Surveyor and GIS Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Land documents for the parcel</li> <li>- Approved Deed Plan for the parcel</li> <li>- Survey report signed by the land owner of the parcel, land owners of neighboring parcels and land surveyor</li> </ul>
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- Filing the request with the district land office</li> </ul>
5) <b>Other institutions to visit</b>	Sector, Province land office
6) <b>Fees/taxes required</b>	<p>Rwf 10,000 for deed plan  Rwf 5,000 for the new land title/contract – no fee if the errors are from the land office mapping and noticed before picking the land document  These fees are paid through Irembo</p>
7) <b>When to access the service</b>	During working hours
8) <b>Feedback period</b>	Within 30 days the new titles are ready

**d) Conversion of rights on a parcel from old to new land tenure**

1) <b>Eligibility</b>	Owners of land (no restrictions)
2) <b>Staff in charge</b>	Land Administration Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of identity of the applicant</li> <li>- Extract of marriage certificate or certificate of celibacy of the applicant</li> <li>- Old land documents to be converted</li> <li>- Provisional certificate issued during systematic land registration UPI confirmation sheet</li> <li>- Approved Deed plan for each to be subdivided parcels and Survey report signed by the owner of the parcel, owners of neighboring parcels and land surveyor</li> <li>- In case the applicant doesn't have a provisional certificate or UPI</li> </ul>



	confirmation sheet: An approved Deed Plan and a Survey report signed by the proprietor of the parcel, proprietors of neighboring parcels, the surveyor and the Cell Executive Secretary where that land is located
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 18 days the new titles are ready

**e) Conversion of rights on a parcel from lease to conditional/full freehold title**

1) <b>Eligibility</b>	Owners of land (no restrictions)
2) <b>Staff in charge</b>	Land Administration Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Land documents for the parcel</li> <li>- Construction permit</li> <li>- Certificate of land development conformity</li> <li>- Occupation permit (only for Free hold Title)</li> <li>- Proof of completion of least half (½) of the construction as authorized or Proof that the applicant qualifies under conditions prescribed by Law n<sup>o</sup> 26/2005 of 17/12/2005 (only for Conditional Free hold Title)</li> <li>- Notarized Memorandum of Association indicating shares of every shareholder, in case among persons to be registered there are foreigners and Rwandans co-owning land or a company business company, an organization or association with legal personality in which foreigners are shareholders</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office. The land lease fees should have been paid for 10 years at least.
5) <b>Other institutions to visit</b>	Sector, Province Land Office
6) <b>Fees/taxes required</b>	Rwf 5,000 for freehold title
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 18 days the new titles are ready

**f) Correction of names or change of information on the persons on land titles**

1) <b>Eligibility</b>	Owners of land
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Copy of ID</li> <li>- Copy of the Official Gazette publishing the new name, when it is change of name</li> <li>- Proof of change of domiciliation delivered by the Sector Executive Secretary</li> <li>- Land title</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	Sector, Province Land Office
6) <b>Fees/taxes required</b>	Rwf 5000 for the new title no fee if the errors are form the land office mapping and noticed before picking the land document
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 18 days the new title is ready

**g) Correction or modification on legal persons in the land register**

1) <b>Eligibility</b>	Companies/NGOs/associations/cooperatives, etc. owning a land
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- In case of company transformation: General Assembly report confirming the transformation and Company registration Certificate issued by RDB</li> <li>- In case of Local NGOs and non-profit organizations: Certificate of registration from Rwanda Governance Board</li> <li>- In case of Cooperative: Certificate of registration from Rwanda Cooperative Agency and a Copy of the Official Gazette in which Certificate of registration was published</li> <li>- In case of INGOs: Valid INGOs registration Certificate issued by Directorate General of Immigration and Emigration</li> <li>- In case of Professional Body: Law establishing the professional body and official document confirming the representative of the professional body</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	Sector, Province Land Office, RGB and RDB

6) <b>Fees/taxes required</b>	Rwf 5,000 for the new land title, paid through Irembo
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 18 days the new title is ready

#### **h) Registration of condominium and spilt of condominium**

1) <b>Eligibility</b>	Condominium association
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of legal personality for condominium association</li> <li>- Building plans indicating the size of each condominium unit</li> <li>- Land documents for the parcel</li> <li>- Occupation permit</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	Province Land Office
6) <b>Fees/taxes required</b>	Rwf 5,000 for the notification of condominium agreement paid through Irembo
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 8 days the new title is ready

#### **i) Registration of condominium units**

1) <b>Eligibility</b>	Member of an Association of Owners
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Copy of the ID of the inquirer</li> <li>- Certificate of marriage or being single</li> <li>- Proof of ownership from Association of Owners</li> <li>- Size of the condominium units and size of the common shared rights units to be registered</li> <li>- Land title for the condominium</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	Province Land Office
6) <b>Fees/taxes required</b>	Rwf 5,000 for the notification of condominium agreement paid through Irembo
7) <b>When to access the service</b>	On the day dedicated for by the district

8) <b>Feedback period</b>	Within 8 days the new title is ready
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**j) Transfer of rights on condominium units by sharing between members of condominium association**

1) <b>Eligibility</b>	Member of an Association of Owners
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of identity of the concerned right holder</li> <li>- Extract of marriage certificate or certificate of celibacy of the right holder</li> <li>- Notarized sharing agreement of the rights on the Condominium unit</li> <li>- Land documents for the condominium unit</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Rwf 5,000 for the notification of condominium agreement paid through Irembo
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Same day – within two weeks the new title is ready

**k) Correction or modification on natural persons in the land register**

1) <b>Eligibility</b>	Any of land registered
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- In case of correction of a names or number of ID card of the right holder: Proof of identity</li> <li>- In case of modification a name of the right holder: Copy of the Official Gazette and the proof of new identity</li> <li>- In case of correction or modification of domicile: Proof of domicile issued by the Sector Executive Secretary of domicile</li> <li>- In case of correction of land register by removing a right holder registered during systematic land: Notarized agreement signed before a competent notary attesting the removal of right holder in the land register and a recommendation signed by Cell Executive Secretary where the land is located confirming that land the registered right holder has registered land that does not belong to him/her.</li> </ul>

4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	Sector, Province Land Office
6) <b>Fees/taxes required</b>	Rwf 5,000 for the new land title paid through Irembo
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 18 days the new title is ready

**l) Annotation on the land register**

1) <b>Eligibility</b>	Any of land registered
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of identity of the applicant</li> <li>- Court decision or Administrative statement or Authentic document</li> </ul>
4) <b>Detailed procedure</b>	Filing the request with the district land office.
5) <b>Other institutions to visit</b>	Sector, Province Land Office
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	On the day dedicated for by the district
8) <b>Feedback period</b>	Within 18 days the new title is ready

**m) Replacement of lost/ damaged or destroyed land document**

1) <b>Eligibility</b>	Land owners with land titles
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- In case of lost land document: <ul style="list-style-type: none"> <li>• Affidavit signed by all registered land owners before the land notary where that land is located</li> <li>• A proof that a period of two weeks has passed since the land owner has announced the loss at least on one radio station with wide audience in Rwanda or at least in one newspaper published in Rwanda</li> </ul> </li> <li>- In case of damaged land document whereby the remaining piece is visible: The damaged land document itself</li> <li>- In case of damaged land document whereby the remaining piece is not visible: Affidavit made before a notary in land matters where that land is located</li> </ul>

	- In case of destroyed land document by fire or by natural disaster: Affidavit made before a notary in land matters where that land is located and a testimonial signed by Cell Executive Secretary where the destruction occurred confirming the existence of destruction by fire or natural disaster
4) <b>Other institutions to visit</b>	Sector, Province Land Office
5) <b>Detailed procedure</b>	Coming to the district with the required documents
6) <b>Fees/taxes levied</b>	Rwf 5,000 if document is destroyed but UPI and land owner details are visible Rwf 10,00 if lost, burnt/totally destroyed (this includes notary fee) These fees are paid through Irembo
7) <b>When to access the service</b>	Any day
8) <b>Feedback period</b>	Within 18 days the new title is ready.

**n) Request for change of land use**

1) <b>Eligibility</b>	Land owners
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	- Land documents for the parcel - Authorization for change of land use issued in accordance with the master plan by the Mayor of the District or other district staff designated by the Mayor of the District
4) <b>Other institutions to visit</b>	Sector, Province Land Office
5) <b>Detailed procedure</b>	Coming to the district with the required documents
6) <b>Fees/taxes levied</b>	Rwf 5,000 for the new land title paid through Irembo
7) <b>When to access the service</b>	Any day
8) <b>Feedback period</b>	Within 18 days the new title is ready.

**o) Registration of land allocated by state or its institutions to individuals through the privatization process**

1) <b>Eligibility</b>	Land owners
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	- Proof of identity of the applicant - Extract of marriage certificate or certificate of celibacy of the applicant (For natural

	<p>persons)</p> <ul style="list-style-type: none"> <li>- Sale agreement or donation agreement between the state or its institutions and individuals or cabinet decisions copy allocating the land</li> <li>- Freehold title issued to the state or to its institutions</li> <li>- If there no Freehold title issued: Approved Deed Plan and a Survey report signed by the land owner of the parcel, owners of neighboring parcels, the surveyor and the Cell Executive Secretary where that land is located</li> <li>- Notarized Memorandum of Association indicating shares of every shareholder, in case among persons to be registered there are foreigners and Rwandans co-owning land or a company business company, an organization or association with legal personality in which foreigners are shareholders</li> </ul>
4) <b>Other institutions to visit</b>	Province Land Office
5) <b>Detailed procedure</b>	Coming to the district with the required documents
6) <b>Fees/taxes levied</b>	Rwf 20,000 for the transfer, Rwf 5,000 for new land title and Rwf 2,000 for the notarisation. The fees are paid through Irembo.
7) <b>When to access the service</b>	Any day
8) <b>Feedback period</b>	Same day – within two weeks the new title is ready.

**p) Adding / removing right holder in land register**

1) <b>Eligibility</b>	Land owners
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of identity</li> <li>- In case of adding a right holder because of marriage: Extract of marriage certificate</li> <li>- In case of removing a registered right holder because of death of one the spouses: <ul style="list-style-type: none"> <li>• Death certificate of the deceased spouse</li> <li>• Marriage certificate (for those who were married before 1999, this year included)/ Marriage record certificate (for those who were married after 1999) or</li> <li>• Definitive Court decision ordering to register the surviving spouse as right holder.</li> </ul> </li> <li>- In case of removing a registered right holder because of divorce: Court decision and a report of judgment execution, or a notarized agreement on properties sharing between the spouses before their divorce</li> </ul>

	- Land documents for the parcel
4) <b>Other institutions to visit</b>	Sector, Province Land Office
5) <b>Detailed procedure</b>	Coming to the sector with the required documents
6) <b>Fees/taxes levied</b>	Rwf 5,000 for marriage or death reason, Rwf 10,000 for other reasons. The fees are through Irembo.
7) <b>When to access the service</b>	Any day
8) <b>Feedback period</b>	Within 18 days the new title is ready.

**q) Removing land dispute and getting land documents after dispute resolution**

1) <b>Eligibility</b>	Land owners
2) <b>Staff in charge</b>	Land Administration officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of identity</li> <li>- Extract of marriage certificate or certificate of celibacy (In case the applicant is not the one who is registered right holder)</li> <li>- Court decision and a report of judgment execution or an agreement signed by all parties involved in the dispute and approved by Sector officials where the land is located</li> <li>- Land documents in case the winning party is not the one who is registered right holder (If the losing party is not willing to return the land documents, the court bailiff indicates it in the Judgment report)</li> </ul>
4) <b>Other institutions to visit</b>	Sector, Province Land Office
5) <b>Detailed procedure</b>	Coming to the sector with the required documents
6) <b>Fees/taxes levied</b>	None
7) <b>When to access the service</b>	Any day
8) <b>Feedback period</b>	Within 18 days the new title is ready.

**r) Approving a deed plan (fiche cadastral)**

1) <b>Eligibility</b>	Any owner of land in need
2) <b>Staff in charge</b>	Land Surveyor and GIS
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Proof of ownership of land – copy of land lease contract.</li> <li>- If it is a case of request of the land lease contract itself, provide the sector certificate of</li> </ul>



	<p>ownership of the land.</p> <ul style="list-style-type: none"> <li>- Payment of 10,000 Rwf for the deed plan</li> <li>- Provide the contact address (phone) and date or letter of request.</li> </ul>
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- Coming to the land bureau office (receptionist) during working days.</li> <li>- The land office makes a field visit to take the GIS measures.</li> <li>- The deed plan is released one week after the measures are taken on field.</li> <li>- When the beckons (borne) are required they are supplied by the inquirer.</li> <li>- For urban districts, land survey are conducted by certified private surveyors (fee of 30,000 Rwf paid to the surveyor)</li> </ul>
5) <b>Other institutions to visit</b>	Sector, Private surveyors
6) <b>Fees/taxes required</b>	Rwf 10,000 for the deed plan paid through Irembo Rwf 30,000 for private surveyors (price changes depending on district negotiations with surveyors)
7) <b>When to access the service</b>	During working days from 7h00 to 17h00
8) <b>Feedback period</b>	The deed plan is released one week after the measures are taken on field.

**s) Land mortgaging (gutiza ingwate)**

1) <b>Eligibility</b>	Any owner of land lease contract
2) <b>Staff in charge</b>	District One Stop Center Receptionist
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Original land lease contract</li> <li>- Bringing the ID of the land mortgage inquirers (the lender, and recipient)</li> <li>- Certificate of marriage/being single</li> </ul>
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- Coming to the land office together with all the interested parties (the lender of the land for mortgage and the recipient).</li> <li>- Bring the original land lease contract, its copy, and the ID of everyone.</li> <li>- Filling and signing the required request form before the land notary.</li> <li>- The mortgage certificate is released the same day.</li> </ul>
5) <b>Other institutions to visit</b>	Sector
6) <b>Fees/taxes required</b>	Payment slip of fee of Rwf 5,000 for notification paid through Irembo
7) <b>When to access the service</b>	During working days from 7h00 to 17h00

8) <b>Feedback period</b>	The same day
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**t) Resolving land based conflicts**

1) <b>Eligibility</b>	Anyone involve in a conflict over land
2) <b>Staff in charge</b>	Director OSC/ Land Notary
3) <b>Requirements</b>	Letter to the Mayor Report on how the sector resolved the case
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- The interested person visits the district land bureau and submits their case with the support of the sector report on how the issue was resolved.</li> <li>- The district makes a field visit to assess the situation and provides a solution.</li> </ul>
5) <b>Other institutions to visit</b>	Sector
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	During working days from 7h00 to 17h00
8) <b>Feedback period</b>	An appointment is given for field visit. The feedback may be given after the field visit which is carried out within one week

**II. NOTARY**

**a) Notarisation of sale contract for movable properties**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Legal Advisor and Notary
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- ID cards, To whom it may concern from NIDA (ID loss, correction), Passport</li> <li>- Official documents of the property</li> <li>- Sale Contract which is signed in front of the Civil Status and Notary</li> <li>- Payment of the required fee</li> </ul>
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- Both parties to the contract and their witnesses go to the district notary, and present their sale contract;</li> <li>- The notary checks if the contract is correct and abides to the provisions of the laws. (e.g. guarantee is only accepted for the bank's loan not private loans)</li> </ul>

5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Rwf 2,000 per document
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	Same day

### b) Notarisation of bank loan contract

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Legal Advisor and Notary
3) <b>Requirements</b>	Loan Contract from the Bank Copy of IDs Payment of the required fee
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- The service is usually rendered after the bank contract is signed by the parties.</li> <li>- The inquirer comes with the guarantor. The guarantor and the inquirer sign the “deed authentic” before the notary.</li> <li>- The bank credit agent’s signatures (specimen) exist at the district, so it is verified on the contract for the bank.</li> </ul>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Rwf 2000 per document. For other attachments to the contract (guarantee, etc.) the fee is Rwf 1500 per page. For notary act paying Rwf 2,500 (acte notariale)
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	The same day

### c) Notarisation of legal statutes of associations and NGOs

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Legal Advisor and Notary
3) <b>Requirements</b>	Statutes All the members have to be present

	Payment of the required fee
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- The service usually rendered before the statutes are signed. The notary checks the content (format and content), if there are errors, the statutes are corrected.</li> <li>- After corrections, all the members come to the notary office.</li> <li>- Founding members sign on a specific list.</li> <li>- All the members (founder members and members that joined later) sign on another general list.</li> <li>- The statutes are signed in front of the notary (at notary office)</li> <li>- For Reports with several pages (first assembly for the creation of the organization) these are signed by the chairperson and the rapporteur</li> </ul>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Rwf 5,000 for the statutes of association Any other attachment is Rwf 1,500 per page
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	The same day

**d) Advising citizens on legal matters**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Legal Advisor and Notary
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Coming to the district notary office and explaining the issue. The advice is provided on case by case.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	The same day

**e) Notarisation of documents**

1) <b>Eligibility</b>	Anyone with a document for notarization
2) <b>Staff in charge</b>	Legal Advisor and Notary

3) <b>Requirements</b>	- Documents - Proof of paymentslip of Rwf 1,500 per page (degree, procuration, signatures legalization, etc.)
4) <b>Detailed procedure</b>	Coming to the district with the required documents
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Rwf 1,500 per copy
7) <b>When to access the service</b>	Each day during working hours
8) <b>Feedback period</b>	Same day

**f) Follow up on district lawsuits**

1) <b>Eligibility</b>	Anyone sued or suing the district
2) <b>Staff in charge</b>	Legal Advisor and Notary
3) <b>Requirements</b>	Call before the court or/and court decisions
4) <b>Detailed procedure</b>	The district provides the documentation for the case to public attorney who has the competence to represent the government in court. Follow up on the case until solved.
5) <b>Other institutions to visit</b>	Depends on the case
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 – 17h00
8) <b>Feedback period</b>	Depends on the case

### III. TAXATION

**a) Claiming tax overpayment or money paid on the wrong account**

1) <b>Eligibility</b>	Any person
2) <b>Staff in charge</b>	Director of Finance
3) <b>Requirements</b>	Letter of request Original bank payment slip

	ID number
4) <b>Detailed procedure</b>	<p><b>For tax overpayment:</b> Letter to the district with proof of overpayment. The money overpaid is usually allocated to the next tax period (land, property tax, rental tax)</p> <p><b>For payment on the wrong account:</b> Writing to the district requesting to get back the money and showing the original bank slip. The district tax office checks on the account (bank statement and the payment slip) and if the money is on the account, the district requests the bank to correct the operation.</p>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	3 days after submission of the request

**b) Information on taxes and tax calculation**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Local Revenue Inspector, Local Revenue Accountant
3) <b>Requirements</b>	<p><b>Patent:</b> Indicating the activity and location for tax.</p> <p><b>Property tax:</b> Property documents</p> <p><b>Rental tax:</b> Rental contract Bank loan contract for the subtraction of the interests from the tax.</p>
4) <b>Detailed procedure</b>	Coming to the district in charge of tax collection. For the calculation of taxes, the person should bring the supporting documents for the taxes on which the calculation information is needed.
5) <b>Other institutions to visit</b>	None

6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

**c) Acquiring RRA taxation proof documents**

1) <b>Eligibility</b>	Any supplier in need
2) <b>Staff in charge</b>	Local Revenue Inspector, Local Revenue Accountant
3) <b>Requirements</b>	The contract on which the payment was made
4) <b>Detailed procedure</b>	Going the accounting office and get the photocopy of the documents.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

**d) Acquiring payments support documents**

1) <b>Eligibility</b>	Anyone who had a payment from the district
2) <b>Staff in charge</b>	District accountant
3) <b>Requirements</b>	The contract for which the payment was made Copy of the invoice
4) <b>Detailed procedure</b>	Going the accounting office and get the photocopy of the documents.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

**e) Request to pay taxes by instalment**

1) <b>Eligibility</b>	Anyone in need
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2) <b>Staff in charge</b>	Local Revenue Inspector
3) <b>Requirements</b>	Filing the tax declaration Payment of at least 25% of the tax due; Letter to the district requesting to pay by installment
4) <b>Detailed procedure</b>	The tax office checks if all the conditions are met and prepares a contract which is signed by the ES District. The applier signs and the office monitor the compliance with the installments accepted. At most 4 installments and not exceeding the current year.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Any time during working hours
8) <b>Feedback period</b>	2 days

**f) Collection of income on district's properties**

1) <b>Eligibility</b>	Anyone renting district properties (land, buildings, etc.)
2) <b>Staff in charge</b>	Local Revenue Inspector, Local Revenue Accountant
3) <b>Requirements</b>	Rental contract
4) <b>Detailed procedure</b>	The district establishes a contract. Prices are fixed by the district councils. Prices are fixed before the budget approval. Payment in advance not later than the 5 <sup>th</sup> of the current month.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Price fixed in the contract
7) <b>When to access the service</b>	Any time

**g) Payment of Public parking fees**

1) <b>Eligibility</b>	Paid by all vehicles entering public parking
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2) <b>Staff in charge</b>	Local Revenue Inspector, Local Revenue Accountant
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Collected by contracted private operators. Rates are different per type of vehicle
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Vary depending on the District and places
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	The same day

#### IV. FINANCE AND TENDER

##### a) Acquiring tender documents

1) <b>Eligibility</b>	Any supplier
2) <b>Staff in charge</b>	Procurement officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- The tender should have been published</li> <li>- Payment of tender document fee on the account indicated in the call for proposals</li> </ul>
4) <b>Detailed procedure</b>	<p>Based on the information published in the call for proposals, payment of the tender document fee, bringing the bank deposit slip and collect the tender document. It is also possible to consult the tender document and buy it if interested. The tender document is consulted in the procurement office only. If DAO is paid it can be sent over the email</p>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Tender document fee which is indicated in the call for proposals.
7) <b>When to access the service</b>	Working days 7h00 - 17h00
8) <b>Feedback period</b>	The same day

##### b) Assistance and advice related to the tendering process

1) <b>Eligibility</b>	Any supplier
2) <b>Staff in charge</b>	Procurement officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Coming to the procurement office for the advice. Calling, writing, or sending an SMS.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 - 17h00
8) <b>Feedback period</b>	The same day

**c) Bids submission**

1) <b>Eligibility</b>	Any supplier
2) <b>Staff in charge</b>	Procurement officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Bringing the bid documents, well sealed and before the deadline as shown in the call for bids
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 - 17h00 from the date of publication of the tender until the deadline indicated in the call for bids
8) <b>Feedback period</b>	The same day

**d) Informing the bidders on the results of the bids analysis**

1) <b>Eligibility</b>	Suppliers who submitted bids to the district
2) <b>Staff in charge</b>	Procurement officer
3) <b>Requirements</b>	Having submitted a bid which was regularly received
4) <b>Detailed procedure</b>	Service provided within 21 days from the date of opening for the provisional notification. Final notification after seven (7) days from the date of provisional notification. If not possible the district writes to the bidder informing on the

	cancellation of the tender and reasons.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	During working hours from the day of publication of the tender until the deadline
8) <b>Feedback period</b>	21 days from the date of bid opening

**e) Successful bidders contract signing**

1) <b>Eligibility</b>	Successful bidder
2) <b>Staff in charge</b>	Procurement officer
3) <b>Requirements</b>	Having won the tender, having received the letter calling for the signing of the contract and providing the performance guarantee for works and supply related contracts - if required.
4) <b>Detailed procedure</b>	Coming to the procurement office for contract signing on the date indicated in the notification letter. Contract signed with 15 days after issue of final notification.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 - 17h00
8) <b>Feedback period</b>	The same day on the indicated date

**f) Delivery of certificates for successfully completion of the contract**

1) <b>Eligibility</b>	Contracted supplier
2) <b>Staff in charge</b>	Procurement officer
3) <b>Requirements</b>	Having successfully completed the contract requirements
4) <b>Detailed procedure</b>	Writing a letter to the district requesting for the certificate of successful completion of the services, works or supplies that are object of the contract with the district. Contract implementation & management done with the user department, acceptance of delivery, then the certificate for successful completion Report of approval (reception report of the user department).
5) <b>Other institutions to visit</b>	None

6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

## V. VETERINARY

### a) Authorisation of moving livestock to another district

1) <b>Eligibility</b>	Anyone with animals to be moved to another district
2) <b>Staff in charge</b>	Animal Resources officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Authorization of the sector bearing all the information on the animal (breed, age, color, sex, etc.), the owner, origin and destination, the transport means (i.e. vehicle and number plates)</li> <li>- Payment slip of the required fee,</li> <li>- ID of the owner</li> </ul>
4) <b>Detailed procedure</b>	The district issues authorization for movements of animals from one district to another, while inside the district the authorizations are issued by the sectors. The inquirer should provide the sector authorization entitling for the transport permit. The district issues a certificate that authorizes the transport of the livestock. Instructions on how to transport the animals are contained on the authorization.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	For the sectors to deliver the authorization a fee varying between Rwf 1,500 and Rwf 5,000 is paid.
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

### b) Authorisation for transport of animal products to another district

1) <b>Eligibility</b>	Anyone with animal products in the District to be moved to another district
2) <b>Staff in charge</b>	Animal Resources officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Authorization of the sector bearing all the information on the products (type, quantity, etc.), the owner, origin and destination, the transport means (i.e. vehicle and number plates)</li> <li>- Payment slip of the required fee,</li> <li>- ID of the owner</li> </ul>
4) <b>Detailed procedure</b>	<p>The district issues authorization for movements of animal products from one district to another, while inside the district the authorizations are issued by the sectors. The inquirer should provide the sector authorization entitling for the transport of the products. The district fills a form that authorizes the transport of the products.</p> <p>For milk, the Milk collection centres are issued a certificate valid for at least one year.</p> <p>For meat, a certificate is delivered by the authorized slaughtering cooperative (meat stamped in most cases) which forms the basis for the transport authorization.</p> <p>The vehicle should be air conditioned when required. The certificate is issued for limited time to avoid depletion of the products.</p>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	For the sectors to deliver the authorization, a fee varying between Rwf 1,500 and Rwf 5,000 should be paid.
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

**c) Advice on livestock projects**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Animal Resources officer
3) <b>Requirements</b>	Letter detailing the project, owner, location, etc.

4) <b>Detailed procedure</b>	Writing or calling the veterinary and giving the details on the advice needed, location of the project and all the information related. The advice is given based on the results of the field visit by the veterinary. The visit is carried out together with the sector veterinary.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	At least one week for the field visit. The final feedback is given four days after the field visit.

**d) Acquiring semen for artificial insemination**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Animal Resources Officer
3) <b>Requirements</b>	Payment of the semen at BNR and purchase order to RAB
4) <b>Detailed procedure</b>	The semen is supplied on the purchase price from RAB. The farmer pays the required price at BNR. The veterinary collects the semen and brings it to the farmers (conditioned containers). For the district the stock of semen is used for Girinka program. In general, naturally heated cows are inseminated. Certified private inseminators may also buy the semen and sell the artificial insemination services to farmers.
5) <b>Other institutions to visit</b>	RAB
6) <b>Fees/taxes required</b>	Payment slip for the value of the semen needed.
7) <b>When to access the service</b>	On indicated day by the district
8) <b>Feedback period</b>	The same day

**e) Inspection of meat and other animal products**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Animal Resources Officer

3) <b>Requirements</b>	The authorization to sell meat and animal products
4) <b>Detailed procedure</b>	Meat are inspected at the slaughtering and selling sites. For milk, each collection center has an accredited veterinary. The district veterinary conducts inspections together with the sectors and in charge of hygiene.
5) <b>Other institutions to visit</b>	RAB
6) <b>Fees/taxes required</b>	Fines in case of infringement
7) <b>When to access the service</b>	On district field visit plan
8) <b>Feedback period</b>	Immediately

#### f) Animal Vaccination

1) <b>Eligibility</b>	Any farmer
2) <b>Staff in charge</b>	Animal Resources Officer
3) <b>Requirements</b>	Being a famer with animals to be vaccinated
4) <b>Detailed procedure</b>	<ul style="list-style-type: none"> <li>- This is by campaign for specific diseases: Ubutaka twice a year, Uburenge and Igifuruto this is done in January or on outbreaks,</li> <li>- Communiqués are passed informing the farmers of the sites for the vaccinations. For dogs and pets this done mainly in September on the occasion of the international days to fight against rabbis (ibisazi by'imbwa n' injangwe)</li> </ul>
5) <b>Other institutions to visit</b>	RAB
6) <b>Fees/taxes required</b>	Free during the animal vaccination campaign. Otherwise a value of drugs/vaccine is applied
7) <b>When to access the service</b>	On indicated day by the district
8) <b>Feedback period</b>	The same day

#### g) Fishing permits

1) <b>Eligibility</b>	Fishing cooperative
2) <b>Staff in charge</b>	Animal Resources Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Being a registered fishing cooperative</li> <li>- Using approved fishing nets for each type of fishes</li> <li>- Indicating the fishing site</li> </ul>

	<ul style="list-style-type: none"> <li>- Having an insurance</li> <li>- Mutuelle de santé</li> <li>- Emergency jacquet (Gillet de sauvetage)</li> </ul>
4) <b>Detailed procedure</b>	Fishing permits delivered by RAB. The district carries inspections and issues a request to RAB for the fishing permits. Fishing is done by cooperatives. Inspections for compliance with instructions are carried out by the district, the police and the RAB officer in charge of fisheries for the district.
5) <b>Other institutions to visit</b>	RAB
6) <b>Fees/taxes required</b>	No fee
7) <b>When to access the service</b>	Annually on set program
8) <b>Feedback period</b>	1 week.

#### **h) Animal health tests**

1) <b>Eligibility</b>	Any farmer
2) <b>Staff in charge</b>	Animal Resources Officer
3) <b>Requirements</b>	Animals to be tested
4) <b>Detailed procedure</b>	Farmer contacts the Veterinary at district or sector level. The farmer is referred to RAB laboratory (satellite Laboratories in some districts). The RAB officer collects the samples for testing.
5) <b>Other institutions to visit</b>	RAB
6) <b>Fees/taxes required</b>	No fee
7) <b>When to access the service</b>	Working days 7h00 - 17h00
8) <b>Feedback period</b>	1 week.

## **VI. AGRICULTURE**

#### **a) Acquiring fertilizers**

1) <b>Eligibility</b>	Farmers in groups (itsinda)
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2) <b>Staff in charge</b>	Agriculture officer
3) <b>Requirements</b>	Being a member of a group (itsinda) for the cultivation of a given crop
4) <b>Detailed procedure</b>	<p>Inputs are distributed by certified private operators. There are importers selected on competition at MINAGRI level and allocated to each district. The retailing is done by agro-dealers (an agro-dealer for at least one sector).</p> <p>At village level, farmers are regrouped in groups (Amatsinda) of Twigire Muhinzi within the framework of land use consolidation (15-20 farmers) with the help of the cell Socio-Economic Development Officer (SEDO) and the village agriculture community sensitizers (Abajyana b'Ubuhinzi) at village level. The cell consolidates and sends the list of farmers groups to sector which consolidates and submits the list to the agro-dealers with the needs in seeds and fertilizers.</p> <p>The voucher system (Nkunganire) is applied for the collection of inputs.</p>
5) <b>Other institutions to visit</b>	RAB
6) <b>Fees/taxes required</b>	<p>The farmer pays 75% of the value of the seeds, the Government contributes 25%. For fertilizers, the farmer pays at least 50% of the cost.</p> <p>The farmer pays his portion of the seeds or fertilizers to the agro-dealer.</p>
7) <b>When to access the service</b>	Process end at village. The other layers deal with paper work.
8) <b>Feedback period</b>	The same day at agro dealer level

#### b) Assistance on agriculture project

1) <b>Eligibility</b>	Any farmer in need
2) <b>Staff in charge</b>	Agriculture officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	The farmers develop the projects. They can come to the district for advise on sources of inputs. Field visits are conducted by the district agronomist and advise provided based on the situation.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None

7) <b>When to access the service</b>	Working days 7h00 – 17h00
8) <b>Feedback period</b>	The same day

**c) Mining and quarry exploitation licence**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Environment Officer
3) <b>Requirements</b>	<p>For Mines:</p> <ul style="list-style-type: none"> <li>- Letter to the district with the sector endorsement</li> <li>- Map of the site</li> <li>- Detailed project</li> <li>- Detailed description of the methods of exploitation.</li> <li>- Detailed plan of environment safeguarding</li> </ul> <p>For quarries &lt;1 ha:</p> <ul style="list-style-type: none"> <li>- Letter to the district with the sector endorsement,</li> <li>- Detailed project of exploitation</li> <li>- Detailed plan of environment safeguarding</li> <li>- Site map</li> <li>- Payment of Rwf 500,000 deposit (this money is paid back when the site has been returned to initial state after exploitation)</li> </ul>
4) <b>Detailed procedure</b>	<p>Three permits in mining: prospection (2 years validity), research (4 years), exploitation (5 years).</p> <p>Prior to permit request, the inquirer should get the preliminary information on existence of mines. The permit is issued by the ministry (MINIRENA)</p> <p>If the site is within one district you write to the ES Sector which writes to the districts, the file is transmitted to the minister.</p>
5) <b>Other institutions to visit</b>	MINIRENA
6) <b>Fees/taxes required</b>	<p><b>Mining:</b></p> <p>Rwf 50,000 for perception paid on MINIRENA account;</p> <p>Rwf 100,000 for research,</p> <p>Rwf 150,000 for exploitation</p> <p>Patente paid to the district depending on the annual turn-over.</p>

	Hygiene fee <b>Quarry (1 ha and less):</b> 1. Surface tax 2. Hygiene fee 3. Patent
7) <b>When to access the service</b>	Working days from 7h00 – 17h00
8) <b>Feedback period</b>	Feedback within one week.

**d) Advice on environment issues (marshlands, land use, mining, quarries, etc.)**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Environment Officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Calling or coming to the district office and exposing the case
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 – 17h00
8) <b>Feedback period</b>	Same day

## VII. FORESTRY

**a) Permission to harvest a forest of size => 2ha district**

1) <b>Eligibility</b>	Anyone owning a forest of 2 ha and over
2) <b>Staff in charge</b>	Forestry and Natural Resources Officer
3) <b>Requirements</b>	Letter of request Land lease contract For forests of 1-2 ha, the districts provides advices on how to harvest.
4) <b>Detailed procedure</b>	The owner makes a request in writing. The district forester makes a field visit. If the forest is ready for harvesting a form is filled and authorization issued to the inquirer for harvesting.

	If it is bought trees, fill a form at cell level with approval of the ES cell as a witness. The form is attached to the request for harvesting. The inquirer has to wait for two years if within 20 meters there is any other forest harvested, even if belonging to someone else to avoid removing all the forests in the same area.
5) <b>Other institutions to visit</b>	Sector
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 to 17h00
8) <b>Feedback period</b>	The same day after the field visit

**b) Permission to transport forest produces**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Forestry and Natural Resources Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Forestry harvesting permit</li> <li>- Permit issued based on the quantity. For small quantities the permit is issued for single transport only</li> <li>- If the products are bought the seller provides a copy of the authorization to harvest</li> </ul>
4) <b>Detailed procedure</b>	The authorization relates to the products specified on the certificate It is the seller that requests the authorization for the buyer to transport the products.
5) <b>Other institutions to visit</b>	Cell, Sector
6) <b>Fees/taxes required</b>	1 ton is Rwf 1,000 on transported products paid on the district account.
7) <b>When to access the service</b>	Working days 7h00 to 17h00
8) <b>Feedback period</b>	The same day after the field visit

**c) Provision of seedlings**

1) <b>Eligibility</b>	Anyone with a dedicated land can request seedlings or have a forest planted
2) <b>Staff in charge</b>	Forestry and Natural Resources Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- District forestry master plan</li> </ul>

	- Private plot: request by the owner, seedlings are provided, or planted for the inquirer,
4) <b>Detailed procedure</b>	Lists established at village level and approved by the cell and sector. Free distribution.
5) <b>Other institutions to visit</b>	Village, cell and sector
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days
8) <b>Feedback period</b>	Same day

## VIII. COOPERATIVES

### a) Acquiring cooperative certificates

1) <b>Eligibility</b>	Members wishing to form a cooperative
2) <b>Staff in charge</b>	SMEs and Cooperative Development Officer
3) <b>Requirements</b>	File for application checked and approved at sector level
4) <b>Detailed procedure</b>	<p>The process starts at the sector. The minimum number of members is 10. They go to the sector after holding their first general assembly meeting. They bring to the sector the general statutes and specific statutes (amategeko rusange n'amategeko y'umwihariko) as well as the report of the first general assembly and the signed list of members. They pay 1,200 Rwf on the district account and present the payment slip. The sector issues a certificate.</p> <p>From the sector they go to the district with the dossier (three copies of each – one being original). The district cooperative officer reviews the statutes and checks the naming of the cooperative, and the process of creation, the initial capital, and their mission.</p> <p>If the requirements are met, they receive a provisional certificate valid for one year allowing to start the activities within 1 to 2 weeks.</p> <p>The file is then sent to RCA which crosschecks and issues a final certificate. The certificate is sent to the district which delivers the original and keeps a copy. This may take 30 days at most.</p>

5) <b>Other institutions to visit</b>	Sector, RCA
6) <b>Fees/taxes required</b>	All fees are paid at sector level
7) <b>When to access the service</b>	Working days 7h00 to 17h00
8) <b>Feedback period</b>	1 to 2 weeks for the provisional approval 1 month for the final approval from RCA

## IX. EDUCATION

### a) Acquiring authorization to open up a school

1) <b>Eligibility</b>	Anyone wishing to establish a private school
2) <b>Staff in charge</b>	Director of Education Unit
3) <b>Requirements</b>	Request letter with endorsement of the Sector Project details Infrastructures (own building or hiring) Equipments, books, teachers, etc.
4) <b>Detailed procedure</b>	Writing to the district mayor explaining the whole project, with the project document attached, and endorsement by the sector where the school is to be established. Field visit by the district education officer. The field visit report is submitted to the executive committee which tables it for discussion by the district council. The district council decides to issue a provisional approval or not (as per the law governing nursery, primary and secondary education of 2012. And presidential order of 2009, art 21).
5) <b>Other institutions to visit</b>	Sector, REB or WDA
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days 7h00 to 17h00
8) <b>Feedback period</b>	Within 3 Months (for the district council to meet)

### b) Application for transfer to another school

1) <b>Eligibility</b>	Anyone in need enrolled in a public school
2) <b>Staff in charge</b>	Director of Education Unit
3) <b>Requirements</b>	Letter to the district with endorsement of the destination school, testifying that the place is available; Transcript from the school of origin
4) <b>Detailed procedure</b>	Writing to the district giving the reasons and the transcripts from the current school (secondary). For primary they inquirer just contacts the school of destination.
5) <b>Other institutions to visit</b>	School of origin for transcripts and school of destination
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	At the end of the academic year (two months before the start of the new academic year – i.e. November and December). During these two months the requests are received at any time during working days
8) <b>Feedback period</b>	Within the two month period

**c) Application for a teaching position**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Director of Education Unit
3) <b>Requirements</b>	- Letter of application - Notified certificate - Public Service Commission form filled
4) <b>Detailed procedure</b>	The selection is done according to available places. Priority to best performers
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	All the year at any time during working days
8) <b>Feedback period</b>	Before commencement of the year

**d) Application for education support**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Director of Education Unit
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Letter of application</li> <li>- Endorsement by the Sector</li> <li>- Certificate of being vulnerable</li> <li>- Transcripts from the school attended</li> </ul>
4) <b>Detailed procedure</b>	Writing to the district with the endorsement of the sector, presenting a certificate of being vulnerable and transcripts from the school attended.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	One week

**e) Certificate for completion of adult literacy**

1) <b>Eligibility</b>	The trainer (NGO, cooperative, etc.)
2) <b>Staff in charge</b>	Director of Education Unit
3) <b>Requirements</b>	<p>Letter of request</p> <p>List of the persons who completed adult literacy</p>
4) <b>Detailed procedure</b>	The district is informed of the literacy training on start by the sector and cell. The trainer (NGO, cooperative, etc.) writes to the district giving the list of the candidates having completed adult literacy. The district writes and signs the certificates.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	One week



**f) Requesting statistical information**

1) <b>Eligibility</b>	Anyone in need of statistical data
2) <b>Staff in charge</b>	Director of Education Unit
3) <b>Requirements</b>	Letter of recommendation of the originating institutions
4) <b>Detailed procedure</b>	Statistical data are collected annually in each school: gender, PWD, equipments, etc. Data are supplied depending on the needs expressed.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 - 17h00
8) <b>Feedback period</b>	Immediate

**X. GOOD GOVERNANCE**

**a) Handling citizens' queries**

1) <b>Eligibility</b>	Any citizen
2) <b>Staff in charge</b>	Director of Good Governance
3) <b>Requirements</b>	Documentation of the case and any decisions taken by other tiers of the administration visited before (village, cell, sector).
4) <b>Detailed procedure</b>	There is a notebook with issues related to the citizen. The notebook should be brought. Those coming are not satisfied by the solution proposed for their case. Bringing the court decision which they were not satisfied with. The citizen is advised on how to proceed with the case and applicable laws. Field visit conducted to assess the case when necessary.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Monday and Wednesdays, but even out of these days, the citizens are received

8) <b>Feedback period</b>	Immediate
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**b) Acquiring the national flag**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Director of Good Governance, Logistics Officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Pay the required fee on the district account in Banque Populaire and present the deposit slip to the Logistics Officer to get the flag. The use of the National Flag should abide the provisions of the law.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	Paying 30,000 Rwf on the district account in Banque Populaire
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	The same day

## **XI. ADMINISTRATION AND HUMAN RESOURCES**

**a) Receiving and guiding district visitors**

1) <b>Eligibility</b>	Anyone visiting the district
2) <b>Staff in charge</b>	Public relations and Communication
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Upon reaching the district office, proceed to the customer care office. The customer care officer checks on the status of the issue. The Customer Care may call the office in charge to solve the issue, or refer the issue to the concerned office or the sector after having talked to the sector on the issue and what may have been taken as a resolution on the case.
5) <b>Other institutions to visit</b>	None

6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	Immediate

**b) Sending written replies/feedback to written queries to the District**

1) <b>Eligibility</b>	Anyone concerned
2) <b>Staff in charge</b>	Head of Central secretariat
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	The central secretariat scans and shares the mails (summary tables) and share it with the officers in the district to inform on pending issues. The mailing is done by the central secretariat.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	Immediate

**c) Computation and payment of salary arrears**

1) <b>Eligibility</b>	District staff and teachers
2) <b>Staff in charge</b>	Human Resource Management and Salary Officer
3) <b>Requirements</b>	Letter of appointment Performance evaluation report (cotes) Las salary payment slip
4) <b>Detailed procedure</b>	Writing a request letter, showing the probable salary and requesting for arrears and salary update. The letter is treated and the results cross checked at MINECOFIN. For district staff, they also write a request letter
5) <b>Other institutions to visit</b>	None

6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	Immediate for district staff For teachers this will depend on the time required at MINECOFIN, which is usually one month

#### d) Retirement packages

1) <b>Eligibility</b>	Teachers, health and district staff who reach the retirement age (65 yrs)
2) <b>Staff in charge</b>	Human Resource Management and Salary Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>- Written request,</li> <li>- Birth certificate,</li> <li>- Employment certificate showing the service period covered,</li> <li>- The employee can also provide the RSSB records if all the employers cannot be accessed.</li> <li>- Account number</li> <li>- If the account is changed, clearance certificate from the bank for the original account on which the employee used to receive his salary</li> </ul>
4) <b>Detailed procedure</b>	Writing a request letter to the district with all the required attachments.
5) <b>Other institutions to visit</b>	RSSB
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	Feedback within 3 days

#### e) Computation and issuance of allowances for the loss of staff to the family

1) <b>Eligibility</b>	Teachers, health and district staff
2) <b>Staff in charge</b>	Human Resource Management and Salary Officer
3) <b>Requirements</b>	<ul style="list-style-type: none"> <li>Death certificate</li> <li>Letter of request</li> <li>Marital certificate (for spouses)</li> <li>Court suppletive judgement indicating that the inquirer is the umuzungura</li> </ul>

	(successor) The file is treated based on the laws and salary databases and employee records
4) <b>Detailed procedure</b>	On death, the supervisor at the first degree (school headmaster, sector ES, ES cell in case of SEDO), issues a first report informing on the situation. The death certificate is issued by the sector. The family brings a letter of request, death certificate (copy of the doc issued by the sector), certificate of employment stating when he/she started the employment, court judgment for the entitlement, or “attestation d’ayant droit” issued by the court. The family can nominate a representative in which case the whole family signs for authorization for representation in front of the ES Sector who stamps the authorization document. For the health system the request is transferred to the district hospital.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	3 days

**f) Acquiring work and salary certificates and recommendation letters**

1) <b>Eligibility</b>	District, teachers, and health staff
2) <b>Staff in charge</b>	Human Resource Management and Salary Officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	For teachers and health staff, the request is submitted in writing together with the recommendation of the head of the school or head (titulaire) of the health center or district hospital. For the district staff at sector and cell level the Sector ES provides the recommendation. Providing the bank documents requesting for a loan if this is the case.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	The next day

**g) Linking district with other government institutions**

1) <b>Eligibility</b>	All public and private institutions and NGOs
2) <b>Staff in charge</b>	Public Relations and Communication
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	This happens through events in which the district participates or wishes these institutions to participate, especially those requiring local citizens' participation. For NGOs and projects, the JADF office insures the connectivity (orientation and joint planning). Facilitation provided is orientation to the specific departments or their focal points.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	Immediate

**h) Requests for copies of filed documents**

1) <b>Eligibility</b>	Anyone in need
2) <b>Staff in charge</b>	Documentation and Archives officer
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Written request to the district requesting for the document. The mayor/ES gives the go ahead for the issue of the document. Or otherwise having the right to the document.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	Immediate

## XII. LABOR INSPECTION

### a) Solving labor related conflicts

1) <b>Eligibility</b>	Any employee, employer in need
2) <b>Staff in charge</b>	Labour inspector
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Contacting the Labour Inspector and explaining the problem. A day is set to meet both parties. The working contract is requested (if available) and a meeting for both parties is arranged for mediation. If it is not possible for any party to continue the work/contract, each party has to meet the closing contract conditions. The inspector conducts field visits to assess the situation. If no amicably agreement is reached, the Labour Inspector issues a report allowing the parties to proceed to courts.
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	In normal situation the mediation meeting of both parties is set within a week.

### b) Certificate for not having employee (for company with no salaried employees)

1) <b>Eligibility</b>	Companies with no employees
2) <b>Staff in charge</b>	Labour Inspector
3) <b>Requirements</b>	RRA tax clearance RDB business registration RSSB registration
4) <b>Detailed procedure</b>	Requested by RSSB for companies requesting ANC at RSSB. Decret loi 1974 on social security.
5) <b>Other institutions to visit</b>	RDB, RRA, RSSB
6) <b>Fees/taxes required</b>	No fees
7) <b>When to access the service</b>	Every day

8) <b>Feedback period</b>	Same day
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**c) Authorisation for seizure of over 1/3 of an employee salary for loan reimbursement**

1) <b>Eligibility</b>	Any employee in need of a loan for which the monthly reimbursement exceeds 1/3 of the salary
2) <b>Staff in charge</b>	Labor Inspector
3) <b>Requirements</b>	Letter to the bank, and endorsement by the Labor Inspector
4) <b>Detailed procedure</b>	The Labor Inspector assesses other sources of revenues that may support the inquirer while the salary is committed to reimbursing the loan. (these proofs should be attached to the request) Labor law, art. 86 and 87 (OG NO. 48 SPECIAL, 27/5/2009)
5) <b>Other institutions to visit</b>	Bank
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Any time during working hours
8) <b>Feedback period</b>	5 days

**d) Advice on labour matters**

1) <b>Eligibility</b>	Any employee / employer or any individual
2) <b>Staff in charge</b>	Labor Inspector
3) <b>Requirements</b>	None
4) <b>Detailed procedure</b>	Email, Calling, SMS, letter or coming personally to the office of the Labour Inspector
5) <b>Other institutions to visit</b>	none
6) <b>Fees/taxes required</b>	none
7) <b>When to access the service</b>	Any time during working hours
8) <b>Feedback period</b>	The feedback is immediate



### XIII. YOUTH & CULTURE

#### a) Permission to organize a competition

1) <b>Eligibility</b>	Anyone intending to organize a competition
2) <b>Staff in charge</b>	Youth, Sports and Culture Officer
3) <b>Requirements</b>	Application letter
4) <b>Detailed procedure</b>	<ol style="list-style-type: none"><li>1. Write an application letter addressed to the district Mayor. In your letter you should indicate the location, date, type of competition planned and any support that may be needed.</li><li>2. Attach the planned agenda for the competition.</li><li>3. Submit your application package to the District reception office.</li><li>4. If your request is for material support such as a hall or a public address system, you will be informed the same day whether they are available for the date that you requested</li><li>5. If your request is for financial support, you will receive a response within 1-2 weeks. (If there are no funds available you will receive a response within about 1 week. However, if funds are available you will receive a response as to the amount that you will be granted within about 2 weeks.</li><li>6. Following consultations with police, you will receive a response from the District as to whether your request has been granted. This should take about 2 weeks.</li></ol>
5) <b>Other institutions to visit</b>	None
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Working days from 7h00 to 17h00
8) <b>Feedback period</b>	15 days

#### b) Support to youth

1) <b>Eligibility</b>	Youth associations
2) <b>Staff in charge</b>	Youth, Sports and Culture Officer
3) <b>Requirements</b>	Youth are encouraged to regroup into associations.
4) <b>Detailed procedure</b>	Filling the cooperative registration forms. Business plans. Submitted to sector for screening of the business plan. Field visit. Then to the district, which issues a provisional approval. For project support, each year call for submission (district budget)
5) <b>Other institutions to visit</b>	Sector
6) <b>Fees/taxes required</b>	None
7) <b>When to access the service</b>	Any time during working hours
8) <b>Feedback period</b>	On availability of means