

# CLIENT SERVICE CHARTER





SERVICES PROVIDED	REQUIREMENTS	SERVICE DELIVERY TIMELINE	COST
<b>ONE-STOP CENTER</b>			
Investment Certificate	<p>An application can be done online <a href="http://osc.rdb.rw/en/">http://osc.rdb.rw/en/</a></p> <p><b>Attach/Upload the following documents;</b></p> <ol style="list-style-type: none"> <li>1. Application Letter addressed to CEO, RDB</li> <li>2. A business plan to which the investment is to be made</li> <li>3. Proof payment of a non-refundable fee</li> <li>4. A license granted by the business sector in which you intend to operate, (where applicable)</li> </ol> <p><b>Key licensed sectors</b></p> <ul style="list-style-type: none"> <li>• Mining quarry</li> <li>• Health</li> <li>• Education</li> <li>• Gambling &amp; Gaming activities</li> </ul> <p><b>Contact Person:</b> vianney.mugabo@rdb.rw Tel: +250788559257</p>	Two (2) working days	500 USD fee for Investment license
Customs Tax Exemption approval	Application is done through the Rwanda Electronic Single Window System	20 Minutes	Free
<b>Immigration</b> <ul style="list-style-type: none"> <li>• Issuance of Initial Work Permit</li> <li>• Renewal of the Work Permit</li> </ul>	<p>The checklist is available in OSC at RDB immigration desk or at the website: <a href="http://www.migration.gov.rw">www.migration.gov.rw</a></p>	One day (1)	<ul style="list-style-type: none"> <li>• Issuance of initial work permit: 150,000 RWF</li> <li>• Renewal of Visa Permit: 100,000Frw</li> </ul>
<b>Environmental Impact Assessment</b> <ul style="list-style-type: none"> <li>• Environment Impact Assessment certificate</li> </ul>	<p>An application can be done online: <a href="http://osc.rdb.rw/en/">http://osc.rdb.rw/en/</a></p> <ol style="list-style-type: none"> <li>1. Submission of the project brief with the proposed terms of reference</li> <li>2. Submission of the Environmental Impact Report</li> </ol>	<ul style="list-style-type: none"> <li>• Project Review: Seven (7) days</li> <li>• Site visit: Two (2) days</li> <li>• Reviewing and approval of Terms of Reference: Fifteen (15) days</li> <li>• Review of Environmental of Impact Report: Twenty (20) days</li> </ul>	<ul style="list-style-type: none"> <li>• Issuance of initial work permit: 150,000 RWF</li> <li>• Renewal of Visa Permit: 100,000Frw</li> </ul>

ONE-STOP CENTER			
<b>Notary Services</b>			
<ul style="list-style-type: none"> <li>• Notarizing of the Shareholders Resolution</li> <li>• Notarizing of Board Resolution</li> <li>• Notarizing a copy of a contract</li> <li>• Notarizing Power of Attorney</li> <li>• Notarizing the Declaration</li> </ul>	<ol style="list-style-type: none"> <li>1. A drafted letter of shareholder's resolution</li> <li>2. A drafted letter of Board Resolutions</li> <li>3. An original contract</li> <li>4. A drafted letter of power of attorney</li> <li>5. A draft declaration letter</li> </ol>	<p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p>	<p>1,500 RWF per copy</p> <p>5,000 RWF per contract copy</p> <p>1,500 RWF per copy</p> <p>1,500 RWF per copy</p> <p>1,500 RWF per copy</p>
OFFICE OF THE REGISTRAR GENERAL			
<b>Intellectual Property Rights Registration</b>			
<ul style="list-style-type: none"> <li>• Trademark Certificate</li> </ul>	<p>Application letter and fill out the application form</p> <ol style="list-style-type: none"> <li>1. A reproduction of the mark (one specimen),</li> <li>2. Proof of payment</li> <li>3. The indication of the kind of industry or trade in which the depositor intends to use the mark (Nice classification)</li> <li>4. Notarized power of attorney if necessary</li> <li>5. Copy of company registration and managing director's ID or passport</li> </ol>	<p>3 Months</p>	<p>Receipt of payment of 35,000 RWF</p> <p>Renewal: After 10 years from the filing date.</p> <p>Fees: 80,000 RWF</p>
<ul style="list-style-type: none"> <li>• Patent Right Certificate</li> </ul>	<ol style="list-style-type: none"> <li>1. An application letter requesting for the grant of a patent and an application form</li> <li>2. A description of the invention</li> <li>3. One or more claims of novelty in the invention</li> <li>4. One or more drawings where necessary</li> <li>5. An abstract</li> </ol>	<p>1 year</p>	<p>Payment of RWF 30,000</p> <p>Renewal: Every year from the filing date 100,000 RWF</p>
<ul style="list-style-type: none"> <li>• Industrial Design Certificate</li> </ul>	<ol style="list-style-type: none"> <li>1. Application letter and filled out application form</li> <li>2. Drawing, photographs or other appropriate graphic representations</li> <li>3. Indication of the kind of product for which the industrial design is intended to be used</li> <li>4. Proof of payment</li> <li>5. Notified power of attorney if necessary</li> </ol>	<p>6 months</p>	<p>Receipt of payment of 30,000 RWF</p> <p>Renewal: Every 5 years from the filing date.</p> <p>Fees: 50,000 RWF</p>

**OFFICE OF THE REGISTRAR GENERAL**

**Copyright Certificate**

1. Application letter and fill out the application form
2. One copy of work in a tangible form
3. A description or a summary of work (film, book, etc...)
4. The identification of the owner (ID card, trade register or legal status) and notified power of attorney if necessary
5. Copy of the company certificate if necessary

1 week

Free

**Utility Model Certificate**

Refer to the Annex

Mr. Blaise Ruhima  
E-mail: blaise.ruhima@rdb.rw  
Tell: 0788 632160

6 months

5,000 RWF

**Business Registration**

1. Personal ID for nationals or Passport copy for foreign nationals
2. Proposed company name

For detailed requirements:  
[www.org.rdb.rw/ busregonline](http://www.org.rdb.rw/busregonline)

Contacts  
Mr. Leon Kayigi  
E-mail: leon.kayigi@rdb.rw  
Tell: 0788 303 883

6 hours

Free

**Mortgage**

1. Registration fee receipt
2. Notarized copy of the title deed
3. Abstract of mortgage agreement (AOMA)
4. A spouse consent in writing in case of couples married under the regime of community of property
5. Copy of ID or passport
6. Document showing value of a property by an authorized property valuer with bank stamp
7. Power of attorney to represent the debtor, if necessary
8. Proxy deed issued by the owner stipulating rights in the property

24hours

20,000 RWF

Contacts  
Mr Leon Kayigi  
E-mail: leon.kayigi@rdb.rw  
Tell: 0788 303 883

Step 1: The mortgage gives a notice of 30 days informing him/her of the default in payment. The 30 days are counted from the day the notifying letter is received by the registrar general.

Step 2: The mortgagee requests the Registrar General to appoint a receiver to manage the mortgage and its proceedings.

Step 3: The Registrar General appoints a receiver in writing and informs both the mortgager and the mortgagee.

Step 4: The mortgagee requests from the registrar general to issue a permit to allow the sale of the mortgage.

Step 5: The registrar General issues the permit to sell.

Step 6: The receiver submits the terms and conditions for the sale of a mortgage to the office of the Registrar 15 days before the auction date.

Step 7: The Registrar General approves the terms and conditions for the sale and sends the notification of approval to both the mortgager and the mortgagee within 24 hours from the time the document was approved.

Step 8: 15 days before the auction, the receiver advertises the auction.

Step 9: The receiver submits in the office of the Registrar General an account number where to deposit money from the mortgage.

Step 10: The receiver sells the mortgage.

Free

OFFICE OF THE REGISTRAR GENERAL			
Copyright Certificate	<p>Step 11: The receiver writes an auction report and submits it to the office of the Registrar General within 3 working days from the date of auction.</p> <p>Step 12: The receiver sends a copy of the report to the Registrar General for approval</p> <p>Step 13: The registrar General approves the report within 7 working days.</p> <p>Step 14: The receiver distributes the proceeds from the mortgage according to the order provided by the law.</p> <p>Step 15: The mortgage requests the Registrar General to issue a certificate of ownership to the winning bidders</p> <p>Step 16: The Registrar General issues a certificate of ownership to the winning bidder within 7 days from the application of removal after sale</p>	1 week	Free

## RESERVATION

Sales and reservation of permits	Identity card or passport	<ul style="list-style-type: none"> <li>Gorilla trekking permit</li> <li>The rest of permits (refer to the Annex)</li> </ul>	\$1500
Research permits	<ol style="list-style-type: none"> <li>Letter of request</li> <li>Information on the research topic how the research will be used</li> <li>Copy right</li> <li>Two filled research forms</li> </ol>	2 days	Foreign citizen: 50 USD Foreign Student: 30 USD Rwandan Citizen: 5,000 RWF Rwandan Student: 5,000 RWF

## TOURISM REGULATION DEPARTMENT

Operating License	For detailed requirements refer to: <a href="http://www.tourismregulation.rw">www.tourismregulation.rw</a>	15 days	80,000 RWF
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## TOURISM REGULATION DEPARTMENT

### Awarding stars

Contact person:  
Emmanuel NSIBIMANA  
Tel: 0785389981  
E-mail:  
emmanuel.nsabimana@rdb.rw

Operating License certificate

Every two years as provided for in the tourism law

Free

## STRATEGIC CAPACITY DEVELOPMENT

Financial support for capacity building as planned by either sector

Two (2) weeks

Free

### Targeted labour Market Interventions Department

- Professional Internship: (open the link, [197.243.50.38/RDB\\_internship for University graduates and IPRCs](https://197.243.50.38/RDB_internship_for_University_graduates_and_IPRCs))

Contacts:  
Tel: 0783123751,  
0722128316

1. To Whom It May Concern
2. Personal Identity card
3. Degree Certificate
4. CV

As soon as the opportunities arise

Free





## Rwanda Development Board

P.O.Box 6239, Kigali, Rwanda  
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info@rdb.rw www.rdb.rw

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