

**INVEST
IN RWANDA**

One Stop Center

Service Charter



Content

Scope of One Stop Center Services	4
Rwanda Development Board (RDB)	5
Capital Market Authority (CMA)	6
City of Kigali & Rwanda Housing Authority (RHA)	7
Directorate General of Immigration and Emigration (DGIE)	9
Higher Education Council (HEC)	10
Ministry of Health (MOH)	11
Ministry of Trade and Industry (MINICOM)	12
National Agricultural Export Development Board (NAEB)	13
National Bank of Rwanda (BNR)	14
National Lands Authority (NLA)	15
Rwanda Civil Aviation Authority (RCAA)	16
Rwanda Finance Limited (RFL)	18
Rwanda Food and Drugs Authority (Rwanda FDA)	19
Rwanda Forestry Authority (RFA)	21
Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA)	22
Rwanda Mines, Petroleum and Gas Board (RMB)	25
Rwanda National Police (RNP)	26
Rwanda Revenue Authority (RRA)	27
Rwanda Standards Board (RSB)	29
Rwanda Utilities Regulatory Authority (RURA)	30
Rwanda Water Board (RWB)	33
The RDB One Stop Center is ISO certified	34



The Rwanda Development Board (RDB) One Stop Center

The RDB One Stop Center (OSC) is the first point of contact for domestic and foreign investors wishing to start or grow a business in Rwanda. Through the OSC, investors can set up their investments in the shortest time possible.

The Rwanda Development Board One-Stop Centre (OSC) was created in 2008 and expanded in 2023, to ease business set up and start of operations. The OSC offers a business-friendly environment, enabling investors to apply for, follow up on, and collect licenses and permits required to set up and do business in Rwanda.

Visit the RDB OSC if you're interested in investing in Rwanda and need help navigating the business environment and understanding all the requirements.

Who does the One Stop Center Serve?

The One Stop Center is ready to serve any individual and business that:

- Is curious about doing business or investing in Rwanda and needs information (or an individual or commercial entity that intends to make investments in Rwanda)
- Is already doing business or investing in Rwanda (or an established business/investment in Rwanda)
- Is a registered investor that holds an investment certificate
- Is an entity that needs to apply for business licenses/ permits/certifications
- Is an entity that needs to register their investment projects
- Is an individual or commercial entity that needs investment facilitation, incentives information, and investor aftercare services.

To apply for services offered at the One Stop Center, please visit the RDB e-services page, www.rdb.rw/e-services/

Scope of One Stop Center Services



Rwanda Development Board



Capital Market Authority



City of Kigali



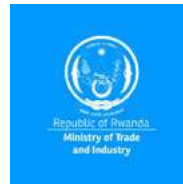
Directorate General of Immigration and Emigration



Higher Education Council



Ministry of Health



Ministry of Trade and Industry



National Agricultural Export Development Board



National Bank of Rwanda



National Lands Authority



Rwanda Civil Aviation Authority



Rwanda Finance Limited



Rwanda Food and Drugs Authority



Rwanda Forestry Authority



Rwanda Housing Authority



Rwanda Inspectorate, Competition and Consumer Protection Authority



Rwanda Mines, Petroleum and Gas Board



Rwanda National Police



Rwanda Revenue Authority



Rwanda Standards Board



Rwanda Utilities Regulatory Authority



Rwanda Water Resource Board

The Rwanda Development Board (RDB) was established in 2008 and is governed by Law No. 06/2017 of 14/04/2017. RDB is mandated to accelerate economic development by enabling private sector growth. This is achieved by attracting and facilitating investments, promoting tourism and conservation, promoting exports, and skills development.

Services provided by and licenses/certificates/permits issued include those by the Registrar General, the Tourism Office, the Special Economic Zones office, and the Investment Registration office. RDB also issues an investment certificate, which enables investors to benefit from the various incentives provided in the Investment Code 2021 and other programs such as Manufacture and Build to Recover Program. We encourage you to register your investment to leverage these benefits.

Services provided:

Business Notary Services	Issued immediately
Business Registration Certificate	Issued in 6 hours
Investment Certificate	Issued in 24 hours
Special Economic Zone User License	Issued in 24 hours
Mortgage Registration Certificates and other services relating to mortgage such as the certificate to possess, the permit to sell among others	Issued in 24 hours
Special Economic Zone Construction Permit	Issued in 10-15 days
Special Economic Zone Occupational permit	Issued in 10-15 days
Special Economic Zone Export Processing Zoning (EPZ) License	Issued in 10-15 days
Environmental Impact Assessment Clearance	Issued in 15 days
Tourism License	Issued in 15 days
Special Economic Zone Developer License	Issued in 15 days
Special Economic Zone Operator License	Issued in 15 days
Hotel Accreditation	Issued in 30-60 days
Environmental Impact Assessment Certificate	Issued in 45 days
Trade Mark Registration	Issued in 90 days
Utility Model registration	Issued in 180 days
Industrial Design Registration	Issued in 180 days
Patent Registration	Issued in 1 year

For more information on the services, requirements, and costs, please email info@rdb.rw



OSC Desk: Capital Market Licensing

The Capital Market Authority (CMA) was established in 2008 and is governed by Law No. 057/2021 Bis of 18/09/2021. CMA is the regulator of the capital market industry, commodity exchange and related contracts, and warehouse receipt system.

Since its establishment, the CMA has played a crucial role in promoting capital market activities in Rwanda, including the establishment of a legal and regulatory framework for capital markets, licensing of market participants, and enforcement of market regulations.

Services provided:

Licensing services:

Collective Investment Schemes(CIS) License	Issued in 30 days
Trustee of Collective Investment Schemes License	Issued in 30 days
Depository License	Issued in 30 days
Custodian License	Issued in 30 days
Investment Bank License	Issued in 30 days
Investment Management License	Issued in 30 days
Investment Advisory License	Issued in 30 days
Securities Exchange License	Issued in 30 days
Securities Brokerage License	Issued in 30 days
Securities Sponsor License	Issued in 30 days
Clearing House License	Issued in 30 days
Credit Rating License	Issued in 30 days
Commodity Exchange License	Issued in 30 days
Commodity Exchange and Related Contract Dealer License	Issued in 30 days
Warehouse Receipt Operator License	Issued in 30 days

For more information on the services, requirements, and costs, please email osc.cma@rdb.rw



OSC Desk: Building Permits

For Building Permits in Kigali (City of Kigali)

The City of Kigali operates in accordance with the laws and regulations of Rwanda, including the Urban Planning Law, and the Environmental Law, which provide a framework for the city's operations to ensure sustainable and responsible urban development, while promoting the welfare and livelihoods of residents.

City of Kigali is responsible for preparing and implementing the master plan for Kigali, which guides the development of the city's physical infrastructure and urbanization projects. It also provides public services such as waste management and environmental protection, ensuring that the city remains clean, healthy, and sustainable, and is actively involved in infrastructure development to support economic growth and improve mobility.

Services provided:

Licensing services:

Renewal Permit	Issued in 10 days
Modification Permit	Issued in 10 days
Rehabilitation Without Structural Alterations Permit	Issued in 15 days
Occupancy Permit	Issued in 15 days
Demolition Permit	Issued in 15 days
Change of Use Permit	Issued in 15 days
Fence Permit	Issued in 15 days
Refurbishment with Structural Alterations Permit	Issued in 15 days
New Construction Permit	Issued in 21 days

For more information on the services, requirements, and costs, please email osc.cok@rdb.rw

For Building Permits outside of Kigali (Rwanda Housing Authority)

Rwanda Housing Authority (RHA) is a public institution established by [Law N0 40/2010 of 25/10/2010](#) overseen by the Ministry of Infrastructure. It was established in a bid to improve the quality of life of Rwandans through planning, organizing, and spearheading rural settlement, urban settlement, public building construction, affordable housing; management of public office space and Government assets; and regulation of the construction industry.



OSC Desk: Building Permits

Services provided:

Licensing services:

Building Permits (Non-objection)

Change of Use Permit	Issued in 15 days
Renewal Permit	Issued in 30 days
Modification permit	Issued in 30 days
Occupancy permit	Issued in 30 days
Demolition permit	Issued in 30 days
Fence Permit	Issued in 30 days
Refurbishment permit	Issued in 30 days
New construction permit	Issued in 30 days

For more information on the services, requirements, and costs, please email osc.rha@rdb.rw

OSC Desk: Immigration Services

The Directorate General of Immigration and Emigration was established in 2009 and is governed by [Law N° 73/2013 of 11/9/2013](#).

Its mandate is to manage the country's immigration and emigration services, including issuing visas, permits, and passports, as well as managing border control and migration policies. Its functions also include aligning Rwanda's immigration policies and procedures with national security and development goals, while also promoting economic growth and regional integration. DGIE also provides information on Entry Via and other services.

Services provided:

Licensing services:

Business Permits (investors & entrepreneurs)	Issued in 3 days
Work Permits (employment)	Issued in 3 days

Other services:

Information on Entry Visa and other services offered by DGIE.

For more information on the services, requirements, and costs, please email osc_immigration@rdb.rw

OSC Desk: Private Education Facility Licensing

The Higher Education Council (HEC) was established by Law No.LAW N°20/2017 of 28/04/2017, as the primary entity responsible for setting standards for the structures, organization, and functioning of higher education institutions in the country. HEC's core services include monitoring and evaluating the implementation of quality standards and ensuring the quality enhancement of teaching and research in the higher education sector.

At the pre-primary, primary, and secondary education levels, the National Examinations and School Inspection Authority (NESA) operates under Law No.N° 123/01 of 15/10/2020, which mandates it to ensure that schools meet the required quality standards. NESA's core services include the development and administration of national examinations, inspection of schools to ensure compliance with quality standards, and accreditation of private schools.

Services provided:

Licensing or accreditation:

Accreditation of private institutions for higher education	Issued in 30-90 days
Accreditation of new academic programs into established Private Higher Learning Institutions	Issued in 30-90 days
Accreditation of private institutions for basic and TVET education offered by NESA	Issued in 30-90 days

For more information on the services, requirements, and costs, please email osc.hec_rtb@rdb.rw



OSC Desk: Private Health Facility Licensing

The Ministry of Health (MOH) is governed by Law No. 7015 of 30/11/2020, and is mandated to ensure that quality and equitable health services are accessible to the entire population. The Ministry promotes increased investment in world-class healthcare services, while building in-country specialty skills to enhance the overall well-being of the population.

The Ministry provides promotive, preventive, curative, and rehabilitation health care services to the population, promotes healthy lifestyles, and guides investors on the process of operating a private health facility/business in Rwanda, in collaboration with the Rwanda Development Board (RDB).

Services provided:

Licensing services:

Provisional authorization to open a Private Health Facility	Issued in 5 days
Change of the Director of Clinical Services for a Private Health Facility	Issued in 15 days
Inspect Private Health Facilities	Issued in 30 days
License to open and operate a Private Health Facility	Issued in 30 days
Renew the license to open and operate	Issued in 30 days
Additional service in the license	Issued in 30 days
Upgrading the category of a Private Health Facility	Issued in 30 days
Relocation of a Private Health Facility	Issued in 30 days

In addition to that, in our daily activity, we also provide inspection and supervision services for private health facilities along with elaboration, and dissemination of regulatory documents regulating private health facilities in Rwanda.

For more information, please email the Ministry of Health at osc.moh.@rdb.rw



OSC Desk: Africa Continental Free Trade Area (AfCFTA) Desk

The Ministry of Trade and Industry in Rwanda is responsible for overseeing the implementation of the AfCFTA in Rwanda. To fulfill this role, the Ministry has a range of responsibilities, including developing policies and strategies, coordinating with other government agencies, engaging with private sector stakeholders, monitoring and evaluating implementation, and participating in negotiations. MINICOM engages with private sector stakeholders, such as business associations and chambers of commerce, to ensure their participation in the AfCFTA and maximize the benefits of the agreement for Rwandan businesses.

The African Continental Free Trade Area (AfCFTA) is a landmark agreement signed by 55 countries of the African Union (AU) and eight (8) Regional Economic Communities (RECs) to promote economic growth, create a single continental market, to reduce poverty, and foster sustainable development in Africa. As part of its mandate, the AfCFTA provides guidance on the Value Added Tax (VAT) exemptions; information on the Export Growth Fund, which is designed to support businesses in the region that are looking to expand their exports.

Services provided:

AfCFTA Certificate of Origin information	Issued in 24 hours
Import duty exemption on raw materials for manufacturers' information	Issued in 24 hours
Electricity tariff reduction facilitation	Issued in 3 days
Application for land in an industrial park	Issued in 30 days

For more information on the services, requirements, and costs, please email osc.minicom@rdb.rw



OSC Desk: Agriculture (Export) Licensing

The National Agricultural Export Development Board (NAEB) was established by Law No 13/2017 of 14/04/2017, with a mission to promote and develop Rwanda's agricultural exports by enhancing their quality and quantity, as well as improving their competitiveness in the global market.

NAEB's services include providing technical assistance and support to farmers and exporters; developing and implementing policies and strategies to improve the quality and quantity of agricultural exports; and promoting Rwanda's agricultural products in the global market. NAEB has a well-equipped specialized export quality testing facility, sensory/organoleptic to Physical-Chemistry facility and offers warehousing services, a packhouse, and specialized training facilities to stakeholders.

Services provided:

Licensing services:

Certificate of Origin	Issued in 24 hours
Certificate of Quality	Issued in 24 hours
Certificate of Analysis	Issued in 24 hours
Export Operation License (EOL)	Issued in 7 days

For more information on the services, requirements, and costs, please email osc.naeb@rdb.rw



OSC Desk: Financial Services Licensing

The National Bank of Rwanda also referred to as (NBR/The Central Bank) was established in 1964 to issue the Rwandan currency (Franc Rwandais (FRW)). Over the past years, the role of the Central Bank has evolved to include ensuring financial systems stability as stipulated in Law No 48/2017 of 23/09/2017 governing the National Bank of Rwanda.

The Central Bank currently regulates and supervises over 600 financial institutions and service providers, including banks, insurance companies, microfinance institutions, pension schemes, credit reference bureaus, and more. The Central Bank is committed to providing excellent service to its customers and stakeholders and continuously reviews and updates its policies, procedures and services to become a world-class Central Bank.

Services provided:

Licensing/Accreditation services:

License for the Operator of Credit Bureau	Issued in 30 days
Registration of Pension Schemes	Issued in 30 days
Licensing/Accreditation for Pension Service Providers	Issued in 30 days
License for Foreign Exchange Bureaus	Issued in 30 days
Licensing for the insurance Loss Adjusters/Assessors/Risk Surveyors	Issued in 30 days
Accreditation for External Auditors for Financial Institutions	Issued in 30 days
Accreditation of Actuaries	Issued in 30 days
Authorisation to provide Bancassurance	Issued in 30 days
License for Banks	Issued in 90 days
License for Insurance Business	Issued in 90 days
License for Payments Service Providers	Issued in 90 days
License for Insurance Brokers	Issued in 90 days
License for Deposit Taking Microfinance Institutions	Issued in 90 days
License for Non-Deposit Lending only Institutions	Issued in 90 days
License for Trust and Company Service Providers	Issued in 90 days

Note: The timeline provided above is counted from the date of receipt of a complete application from the applicant.

For more information on the services, requirements, and costs, please email osc.bnr@rdb.rw



OSC desk: Land Notary Services

The National Land Authority (NLA) was established by the Presidential Order No 030/01 of 06/05/2022 determining the use and management of land and the National Land Policy. The mandate of the NLA is to ensure efficient land administration and use for sustainable development in Rwanda.

The NLA oversees cadastral surveys, mapping, and land registration and is establishing an accurate and comprehensive land registry system that provides reliable information to landowners, investors, and other stakeholders.

NLA services include providing guidance on land management policies, conducting land surveys and mapping exercises, and registering land titles. NLA ensures that land is used in accordance with the law and for the benefit of all.

Access land information on your mobile phone:

- Dial *651# and follow the prompts. Enter the UPI Number. Eg: X/XX/XX/XX/XXXXX
- **NB:** This service is available for RWF65 per session

Services provided:

Land Notary Services:

Transfer by voluntary sale done before the registrar of land titles/ land notary sitting in the One Stop Centre of RDB	Issued in 24 hours
Application for transfer of rights on condominium units by sharing between members of condominium association	Issued in 24 hours
Application for change of land use provided by the master plan	Issued in 3 days
Application merging parcels	Issued in 5 days
Application for registration of condominium and split of condominium	Issued in 8 days
Application for transfer of rights through auction as the execution of a Court decision	Issued in 18 days
Application for correction or modification of natural persons in the land register	Issued in 18 days
Application for correction or modification of legal persons in the land register	Issued in 18 days
Application change of land use for compliance with land use master plan	Issued in 30 days
Application for parcel subdivision	Issued in 30 days

For more information on services, requirements, and costs, please email osc.nla@rdb.rw. Visit www.landinformation.rw/ and <https://geodata.rw> for more information on master plan development.



OSC Desk: Aviation and Drone Permits

The Rwandan Civil Aviation Authority (RCAA) was established by Law No. 21/2004 of 10/08/2004 and is mandated to develop, implement and maintain a safe, secure, and efficient civil aviation industry in Rwanda. RCAA's mission is to promote air transport of people and goods, while supervising the operations of individuals and companies authorized to operate in the field of civil aviation.

RCAA monitors the compliance of the civil aviation industry with international legal instruments, laws, and regulations. The agency also issues permits, authorizations, certificates, and licenses required in civil aviation in accordance with the relevant governing laws and regulations. Additionally, RCAA sets laws, regulations, and standards for all aviation activities, including Unmanned Aircraft Systems (UAS), allowing for innovation in aviation.

Services provided:

Unmanned Aircraft Systems (UAS) (such as drones) licenses/certificates/ approvals:

De-registration Certificate	Issued in 3-7 days
UAS Registration Certificate	Issued in 3-14 days
Activity Permit	Issued in 3-14 days
Pilot Certificate/ License	Issued in 7-14 days
UAS Operator Certificate	Issued in 7-14 days
Remote Pilot Instructor License/Certificate	Issued in 7-14 days
Recreational drone flying club Authorization	Issued in 7-14 days
UAS Training Organization (UTO) Certificate	Issued in 14-28 days

NOTE: All imported drones must be declared to the airport police, upon arrival in Rwanda.

Manned Aircraft licenses/certificates/approvals:

Certificate of Airworthiness	Issued in 5 days
Noise Certificate	Issued in 7 days
Designated Medical Examiner Certificate	Issued in 10 days
English Language Proficiency License	Issued in 10 days
Designated pilot examiner Certificate	Issued in 10 days



OSC Desk: Aviation and Drone Permits

Manned Aircraft licenses/certificates/approvals:

Validation of Foreign ATO	Issued in 10 days
ATO Certificate	Issued in 10 days
Validation of Flight Simulator training device certificate	Issued in 10 days
Foreign Approved maintenance organization certificate	Issued in 10 days
Pilot License	Issued in 14 days
Engineer License	Issued in 14 days
Cabin Crew License	Issued in 14 days
Dispatcher License	Issued in 14 days
ATC License	Issued in 14 days
Certificate of Registration of Aircraft	Issued in 14 days
Validation of Foreign Operator Certificate/ Permit	Issued in 14 days
Air Operator Certificate	Issued in 120 days
ANSP Certificate	Issued in 120 days
Aerodrome Operator Certificate for International Aerodrome	Issued in 180 days

For more information on the services, requirements, and costs, please email osc.rcaa@rdb.rw



OSC Desk: Financial Center Services

Rwanda Finance Limited (RFL) is a private company, promoting and developing Rwanda as a leading financial destination for international investment and cross-border transactions in Africa. RFL also works with key stakeholders to develop and promote the **Kigali International Financial Centre (KIFC)**, through investment promotion, policy advocacy and sector upskilling, and establishing the regulatory framework to transform KIFC into a leading international financial centre.

The Kigali International Financial Centre will transform Rwanda into an international financial destination for investors seeking opportunities across the African continent and aims to connect people with opportunities, across Africa and beyond.

RFL provides immediate consultations and facilitation to set up a:

- Holding company
- Special purpose vehicle
- Global trading company
- Intellectual property company
- Foundation
- Trust
- Fund management firm
- Fund administrator firm
- Investment fund
- Fintech company
- Collective investment scheme
- Wealth management service provider
- Financial advisory company
- Family office entity
- Captive Insurance Scheme entity
- Private bank
- Mortgage finance institution
- Finance lease entity
- Asset Backed Securities company
- Reinsurance company
- Non-deposit-taking financial institution, and
- Trust and corporate service provider entity

For more information on the services, please email osc.rfl@rdb.rw



OSC Desk: Food & Drugs-Inspection, Registration & Licensing

The Rwanda Food and Drugs Authority (Rwanda FDA) is a regulatory body established by [Law N° 003/2018 of 09/02/2018](#) to ensure the protection of public health by regulating the production, importation, distribution, and use of various products. The Authority plays a critical role in ensuring that only safe and quality products are available on the Rwandan market and its mandate covers human and veterinary medicines, processed foods, medical devices, cosmetics, tobacco products, chemicals, and pesticides.

Rwanda FDA is responsible for the conduct of clinical trials and the regulation of laboratory and cleaning chemicals, among other related functions and its services include product registration, quality control, import and export inspections, market surveillance, and enforcement of relevant laws and regulations.

Services provided:

Licensing services:

In the pharmaceuticals field:

Import-export License	Issued in 3 days
Approval for Advertisement	Issued in 10 days
Premise Licensed & Premise Registration Certificate	Issued in 30 days
Manufacturing License	Issued in 30 days
Approval of minor variations of registered medicines	Issued in 30 days
Provision of feedback after evaluation of Adverse Drug Reaction (ADR) or Suspected Poor Quality report	Issued in 30 days
Approval to conduct clinical trials in Rwanda	Issued in 60 days
Renewal of Product Marketing Authorization from domestic manufacturers	Issued in 60 days
Approval of major variations of registered medicines	Issued in 60 days
Marketing authorization (registration) of domestic manufactured medicine	Issued in 90 days
Registration of medicines under priority procedures	Issued in 90 days
Renewal of Product Marketing Authorization for imported products	Issued in 90 days
Good Manufacturing Practice Certificate	Issued in 150 days
Marketing authorization of imported medicine	Issued in 270 days

In the food field:

Import-export License	Issued in 3 days
-----------------------	------------------



OSC Desk: Food & Drugs-Inspection, Registration & Licensing

Approval for Advertisement	Issued in 10 days
License to operate a wholesale/retail for food supplements or infant formulae	Issued in 30 days
License to operate a restaurant	Issued in 30 days
License to operate a wholesale/retail of processed foods or animal feeds	Issued in 30 days
Premise License for manufacturing of food product	Issued in 30 days
Product Marketing Authorization for domestic manufacturers	Issued in 60 days
Product Marketing Authorization for imported products	Issued in 270 days

In the field of medicated cosmetics, household chemicals, antiseptics, disinfectants, laboratory chemicals, poisons, pesticides, and herbal medicines.

Import & Export License	Issued in 3 days
Premise License & Premise Registration Certificate	Issued in 30 days
Manufacturing License	Issued in 30 days
Registration of domestically manufactured, medicated cosmetics and household chemicals	Issued in 60 days
Registration of domestic manufactured antiseptic and disinfectant	Issued in 60 days
Registration of domestic manufactured laboratory chemicals, poisons & pesticides	Issued in 60 days
Registration of domestic manufactured herbal medicine	Issued in 90 days
Registration of imported medicated cosmetic and household chemicals	Issued in 120 days
Registration of imported antiseptics and disinfectants	Issued in 120 days
Registration of imported laboratory chemicals, poison & pesticides	Issued in 120 days
Registration of domestically manufactured medical devices and in vitro diagnostic	Issued in 120 days
Registration of imported herbal medicine	Issued in 180 days
Registration of imported medical devices and in vitro diagnostic	Issued in 270 days

For more information on the services, requirements, and costs, please email osc.rfda@rdb.rw



OSC Desk: Forestry Permits

Rwanda Forestry Authority (RFA) was established by Law NO 072/2019 on 29/01/2020, with the mandate to manage, protect and promote forestry resources. RFA also promotes sustainable development, provides guidance to potential private investors on business opportunities in Rwanda's forestry sector, and issues forest-related permits and licenses in compliance with forest law and regulations.

Services provided:

Licensing services:

Forest Harvesting Permits	Issued in 30 days
Forest Product Exportation Licenses	Issued in 30 days

For more information on the services, requirements, and costs, please email osc.rfa@rdb.rw

OSC Desk: Consumer Protection- Inspection & Registration Licensing

Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA) was established by Law No. 31/2017 of 25/07/2017 to ensure compliance with quality standards of non-food products and to promote healthy competition by prohibiting unfair trade practices and protecting consumer rights. RICA is responsible for carrying out inspections, investigations, and enforcements of relevant laws and regulations on quality standards, competition, and consumer protection.

RICA's services include conducting inspections of products and services to ensure compliance with quality standards; investigating and sanctioning anti-competitive practices; and protecting consumer rights by investigating and resolving complaints related to goods and services.

Services provided:

Registration services:

Premise registration services:

Agrochemical Premise Registration Certificate	Issued in 30 days
Slaughterhouses Registration Certificate	Issued in 30 days
Mobile slaughterhouse Registration Certificate	Issued in 30 days
Butcheries Registration Certificate	Issued in 30 days
Milk Collection Centers Registration Certificate	Issued in 30 days
Milk Aggregation Points Registration Certificate	Issued in 30 days
Milk Kiosks Registration Certificate	Issued in 30 days
Garage Registration Certificate (newly constructed/operating/ renewed/alterd)	Issued in 30 days
Paint tinting, packaging, and Repackaging Premise Registration Certificate	Issued in 30 days

Equipments & machinery registration services:

Agricultural Machinery and Equipment Registration Certificate	Issued in 30 days
---	-------------------

Carrier Registration Services:

Milk Transportation Carrier Registration Certificate	Issued in 30 days
Meat Transportation Carrier Registration Certificate	Issued in 30 days

Product registration services:

Agrochemicals registration certificate	issued in maximum 2 years
--	------------------------------

OSC Desk: Consumer Protection- Inspection & Registration Licensing

Licensing services:

Issuance of Operating Licenses:

Seed Dealer License	Issued in 30 days
Seed Producer License	Issued in 30 days
Seed Conditioner License	Issued in 30 days
Operational License to Trade used Electrical and Electronic Equipment	Issued in 30 days
Agricultural Machinery Business Operator License	Issued in 30 days
Agrochemical Storage Pest Controller/Fumigator License	Issued in 30 days
Agrochemical Dealer License (importer, exporter, distributor, retailer)	Issued in 30 days
Agrochemical manufacturer license	Issued in 30 days
The license of business operators in the construction sector (manufacturers, importation, wholesale/Distribution, agent, etc)	Issued in 30 days
Licensing of traders of children's toys	Issued in 30 days
Licensing of business operators in the trade of paint varnishes, and related products	Issued in 30 days

Export permits:

Phytosanitary Certificate for plants and plants products for export	Issued in 24 hours
International Veterinary Health Certificate for animal products for export/re-export	Issued in 24 hours

Import permits:

Import permit for plants & and plant products	Issued in 30 days
Import permit for animal products	Issued in 30 days
Import permit for agrochemicals	Issued in 30 days
Import permit for chemical products	Issued in 30 days
Import permit for agricultural materials	Issued in 30 days

OSC Desk: Consumer Protection- Inspection & Registration Licensing

Import permit for construction materials	Issued in 30 days
Import permit for electrical, electromechanical & electronic equipment	Issued in 30 days
Import permit for general cargo	Issued in 30 days

Other services:

Farm Traceability Code (Export farm)	Issued in 1 to 7days
Seed Certification	Issued in 3 days
Authorization to construct facilities regulated by RICA (slaughterhouses, warehouses, manufacturing facilities, Seeds Conditioning Factory, garages, etc)	Issued in 30 days

For more information on the services, requirements, and costs, please email osc.rica@rdb.rw

OSC Desk: Mining Licensing

The Rwanda Mines, Petroleum and Gas Board (RMB) was established by Law No 07/2017 of 03/02/2017 with the mandate to manage and promote the sustainable development of Rwanda's mineral, petroleum, and gas resources. RMB is responsible for creating and implementing policies, laws, and regulations related to the exploration, exploitation, and value addition of these resources, with a focus on maximizing their economic and social benefits for Rwanda. The Board also oversees the management and development of mineral and petroleum resources, monitors compliance with relevant laws and regulations, and ensures that the extraction and transformation of these resources is carried out in an environmentally and socially responsible manner.

RMB provides a range of services to investors, including the issuance of licenses and permits, and the promotion of investment opportunities in the sector.

Services provided:

Licensing services:

Mining Operating License	Issued in 60 days
Mineral Trading Licenses	Issued in 60 days
Mineral Processing Licenses	Issued in 60 days
Industrial Quarry Licenses	Issued in 60 days
Mining and Quarry service provision Licenses	Issued in 60 days
Exploration License	Issued in 60 days

Other services:

ICGLR mineral export certificates (For Tin, Tantalum, and Tungsten)	Issued in 24 hours
Mineral export certificates (For other minerals such as gold, gemstones, lithium etc)	Issued in 24 hours
Gemstones export valuation	Issued in 2 days
Recommendation for the importation of blasting materials	Issued in 3 days
Sample export permits	Issued in 4 days
Traceability services	Every 14 days
Non-objection/objection on district commercial small-scale quarry applications	Issued in 15 days
Transfer of mineral licenses	Issued in 60 days

For more information on the services, requirements, and costs, please email osc.rmb@rdb.rw



OSC Desk: Private Security Licensing

Rwanda National Police (RNP) was established by Law no 09/2000 of 16/06/2000 with the mandate to safeguard the fundamental rights and guarantee the safety and security of residents of Rwanda and their properties.

Services provided:

Licensing services:

License to provide Private Security Services	Issued in 15 days
Certificate to provide Private Security Services	Issued in 60 to 90 days

For more information on the services, requirements, and costs, please email osc.rnp@rdb.rw



The Rwanda Revenue Authority (RRA) was established in 1997 by [Law No 15/97](#) with the mandate to assess, collect and account for tax, customs and other specified revenues. The Authority is also responsible for collecting non-tax revenues and providing advice to the government on tax policy matters relating to revenue collections.

RRA's services include tax assessment, collection and accounting, customs clearance and control, taxpayer education and outreach, and non-tax revenue collection. RRA also provides information on import procedures, on cargo and warehouse management, on domestic taxes types and how they are calculated, and tax refund follow up.

The Authority is also responsible for enforcing tax laws and regulations, conducting audits, and investigating tax evasion and fraud. RRA aims to improve tax compliance and revenue collection in Rwanda by providing efficient and reliable services to taxpayers and stakeholders.

OSC Desk: Customs Services

Services provided:

Licensing services:

Customs duty exemptions	Issued in 24 hours
-------------------------	--------------------

Value Added Tax	Issued in 24 hours
-----------------	--------------------

Other services:

Information on import procedures

Information on import procedures

Information on cargo and warehouse management

For more information on the services, requirements, and costs, please email osc.racustom@rdb.rw

OSC Desk: Domestic Taxes Services

Services provided:

Licensing services:

Tax Clearance Certification	Issued automatically after the request is made
-----------------------------	--

Registration services for non-business TIN	Issued in 24 hours
--	--------------------

Deregistration services	Issued in 5 days
-------------------------	------------------

Quitus Fiscal Service	Issued in 5 days
-----------------------	------------------



Other services:

More information about Domestic taxes types and how they are calculated Tax refund follow up

Tax refund follow up

For more information on the services, requirements, and costs, please email osc.rra@rdb.rw

OSC Desk: Standards Services

The Rwanda Standards Board (RSB) was established by [Law No 50/2013 of 28/6/2013](#) with the mandate to provide services related to standardization, quality assurance, and metrology, including the development and implementation of standards, testing and calibration of measuring equipment, certification of products and services, and the accreditation of conformity assessment bodies.

RSB's services are internationally accredited and digitized, and they play a critical role in promoting trade, protecting consumers, and ensuring public health and safety.

Services provided:

Licensing services:

Made in Rwanda Logo (MiR)	Issued in 30 days
Product certification licenses or S-MARK	Issued between 30 to 90 days
Food Safety Management Systems (FSMS/HACCP)	Issued between 30 to 90 days
Quality Management System Certification (QMS)	Issued between 30 to 90 days
Environmental Management System Certification licenses (EMS)	Issued between 30 to 90 days
Certification of Persons	Issued between 30 to 90 days
Organic Certification	Issued between 30 to 90 days

Other services:

National Standards for all manufacturing and service industries	Issued immediately after payments
National Quality Testing Services	Issued in 7 days
National Metrology services	Issued in 7 days
Provision of training and technical assistance on all standards	Issued in 14 days

For more information on the services, requirements, and costs, please email osc.rsb@rdb.rw

OSC Desk: Public Utilities Licensing

Rwanda Utilities Regulatory Authority (RURA) is governed by Law N° 09/2013 of 01/03/2013 establishing Rwanda Utilities Regulatory Authority (RURA) with the mandate to regulate public utilities and promote the development and growth of the public utility sector in Rwanda by providing a conducive regulatory environment, fostering competition, and ensuring quality service delivery.

RURA regulates telecommunications, information technology, broadcasting, postal services, energy, water, sanitation, transportation, radiation protection, and other public utilities if necessary, to ensure compliance with quality standards, safety regulations, and environmental protection policies. The Authority's services include issuing of licenses and permits, setting tariffs and pricing mechanisms, monitoring and enforcing compliance with regulations, conducting research and development, and providing advice to the government on policy matters related to public utilities.

Services provided:

Licensing services:

Licenses in the ICT sector:

All applications for Type approval	5 day to 10 days
License for short code	7 days
All licenses for the application service provider	30 days
All licenses for General Authorization	30 days
License for providing postal and courier services	30 days
Print Media License	30 days
License for Signal distribution Services Provision	30 days
All authorizations for Towers and Fibre optic installation	30 days
All licenses for Radio Frequency	30 days
License for National Telecommunication	60 days
Licenses for Network infrastructure and Network service provider tier 1	60 days
All licenses for Multimedia Services Provision	90 days
All licenses for Subscription Television Service Provision	90 days
All licenses for TV content provision	90 days
All licenses for FM Radio broadcasting services	90 days

OSC Desk: Public Utilities Licensing

Licenses in the electricity sub-sector

Registration for a very small isolated grid	15 days
All licenses for Electricity (Transmission, Distribution, Generation, Trade)	60 days
Licenses for the small isolated grid for rural electrification and for Small Power Distribution	60 days
Electrical Installation Permit	90 days

Licenses and Authorizations for the Gas and Downstream petroleum sub-sector:

Pre-consultation for LPG, Petrol stations and fuel depot installation	21 days
All licenses for LPG, Petrol stations and Road tankers	21 days
All licenses for fuel depot installation, importation, upgrade	30 days
License for fuel depot operation	60 days

Licenses in the water sector :

All licenses of Water Supply Infrastructure Management	30 days
All licenses of Water Supply	60 days

Licenses in the sanitation sector

License for cleaning services	10 days
License for Liquid Waste collection and transportation	20 days
All licenses for hazardous waste collection, transportation and treatment	30 days
All licenses for solid waste collection, transportation and recycling	30 days
License for installation of a decentralized wastewater treatment system	30 days

Licenses and Authorizations for the Radiation protection sector:

All licenses for site assessment and construction	Issued in 15 days
All licenses for decommissioning	Issued in 15 days

OSC Desk: Public Utilities Licensing

All authorizations for transportation	15 days
All authorizations for Import/Export	15 days
All licenses to use radiation equipment or materials	30 days

Licenses for the transport sector:

All licenses for the transport of goods	20 days
All licenses for waterways	20 days
All licenses for a person's transport	30 days
Licenses for Driving School	30 days

Licenses for postal services and E-Commerce:

All licenses for postal services	30 days
----------------------------------	---------

Licenses for E-waste services:

All licenses for e-waste services	15 days
-----------------------------------	---------

For more information on the services, requirements, and costs, please email osc.rura@rdb.rw

OSC Desk: Water Use Permits

The Rwanda Water Resources Board was established by [Law N° 71/2019](#) and is mandated to manage and develop the country's water resources, including surface water and groundwater.

The RWB ensures the sustainable management and utilization of water resources in Rwanda, with the aim of promoting social and economic development, protecting the environment, and ensuring water security for all. Its functions include water resources planning, development, and management, as well as the regulation and monitoring of water use and quality.

Services provided:

Licensing services:

Water Use Permit

Issued in 30 days

For more information on the services, requirements, and costs, please email osc.rwb@rdb.rw



The RDB One Stop Center is ISO certified

ISO 9001:2015 QMS is **the international standard that specifies requirements for a Quality Management System (QMS)**. Organizations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

The RDB One Stop Center meets the standard requirements and is certified. This gives assurance to customers and other stakeholders that RDB meets international standards across all its functions.

RDB management will always ensure that this standard is communicated, understood, maintained and implemented by each staff through their roles and responsibilities to allow continuous improvement as an organization.

Henceforth, each staff, including One Stop Center staff should be committed to consistently provide products and services that meet or exceed the requirements and expectations of all stakeholders.

RDB is committed to delivering improved business results and return on investments which enhance the creation of jobs in Rwanda and support the country's economic growth.

INVEST IN RWANDA

The operating hours for the One Stop
Center at the Rwanda Development Board:

Monday - Friday
9:00 a.m. - 5:00 p.m.

These OSC services are also available online,
through the RDB e-services page,

www.rdb.rw/e-services/

For inquiries and to provide feedback,
please reach out:

Tel: 1415
Tel (International): (+250) 727775170
Email: osc.feedback@rdb.rw