

**INVEST
IN RWANDA**

One Stop Center

Service Charter



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About the 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 businesses in the shortest time possible.

The Rwanda Development Board One Stop Center was created in 2008 and expanded in 2023, to ease business set up and start operations, by consolidating the application and issuance processes of all the licenses and permits required by investors, whether to set up a business or for import and export business.

The OSC offers a business-friendly environment, enabling investors to apply for, follow up on, and collect (where applicable) various licenses and permits required to set up and do business in Rwanda, under one roof.

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 OSC is ready to serve any individual and business that:

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

Scope of One Stop Center Services



The RDB One Stop Center includes services provided by and licenses/certificates/permits issued by the Rwanda Development Board, through the Office of the Registrar General, the Tourism Office, the Special Economic Zones office, and the Investment Registration office.

An investment certificate is issued to an investor who has chosen to register his/her investment with RDB. Registered investors 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 Registration Certificate	Issued in 6 hours
Intellectual Property Certificate	Issued in 90 days
Mortgage Clearance Certificate	Issued in 24 hours
Shareholder Certificate	Issued in 24 hours
Business Notary Services	Issued immediately
Investment Certificate	Issued in 24 hours
Environmental Impact Assessment (EIA) Clearance	Issued in 15 days
Environmental Impact Assessment (EIA) Certificate	Issued in 45 days
Tax Incentives Management	Issued in 24 hours
Hotel Accreditation	Issued in 1-2 months
Tourism License	Issued in 15 days
SEZ Construction Permit	Issued in 10-15 days
SEZ Occupational permit	Issued in 10-15 days
SEZ User license	Issued in 24 hours
SEZ Developer license	Issued in 15 days
SEZ Operator license	Issued in 15 days
SEZ Export Processing Zoning (EPZ) License	Issued in 10-15 days

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

OSC Desk: Capital Market Licensing

CMA is a Government institution established by Law No 057/2021 Bis of 18/09/2021 as the regulator of the capital market industry, commodity exchange and related contracts, and warehouse receipt system.

Services provided:

Licensing services:

Collective investment schemes(CIS) license	Issued in 30 days
Trustee of CIS 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

The City of Kigali is Rwanda's capital and is located at Rwanda's geographical heart. Occupying an area of 730km². It is composed of three Districts namely Gasabo, Kicukiro, and Nyarugenge. Its vision is to become "The Center of Urban Excellence in Africa" and among the so many of its responsibilities, it prepares the master plan and ensures its implementation, and develops infrastructure and urbanization of the City.

Services provided:

Licensing services:

New Construction Permit	Issued in 21 days
Refurbishment with structural alterations Permit	Issued in 15 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
Renewal Permit	Issued in 10 days
Modification Permit	Issued in 10 days

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

OSC Desk: Immigration Services

The Directorate General of Immigration and Emigration is a Government institution established by [Law N° 73/2013 of 11/9/2013](#) determining the powers, mission, organization, and functioning of the National Intelligence and Security 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) is an independent government agency under the Ministry of Education. This public entity is primarily responsible for setting standards for the structures, organization, and functioning of higher education institutions in Rwanda. It is charged with monitoring and evaluating the implementation of the set quality standards and ensuring the quality enhancement of teaching and research.

At the primary and Technical Vocational Education and Training level, the National Examinations and School Inspection Authority (NESIA) takes almost a similar mandate to that of HEC for pre-primary, primary, and secondary education. The Rwanda TVET Board (RTB) and Rwanda Basic Education Board (REB) remain with a mandate of curriculum development, Infrastructure development, and Teacher/Trainer development at both the general secondary education level and TVET respectively.

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 NESIA	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 mission of the Ministry of Health is to provide and continually improve affordable promotive, preventive, curative, and rehabilitation health care services of the highest quality, thereby contributing to the reduction of poverty and enhancing the general well-being of the population.

The Ministry of Health has the overall responsibility of ensuring that quality and equitable health services are accessible to the entire population at all times. Its policy is to continually improve the delivery of health care by promoting greater efficiency and effectiveness while emphasizing customer satisfaction. The Ministry of health is also responsible for promoting a healthy lifestyle.

Through a decentralized public healthcare system and a fast-growing private health sector, Rwanda seeks to exceed the basic universal healthcare and promote increased investment in world-class healthcare services and build in-country specialty skills.

The Ministry of Health (MOH) in collaboration with the Rwanda Development Board (RDB) guides investors through the process of operating a private health facility/business in Rwanda.

Services provided:

Licensing services:

Provisional authorization to open a private Health Facility	Issued in 5 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
Change of the Director of Clinical Services for a private health facility	Issued in 15 days

In addition to that, in our daily activity, we also provide Inspection and Supervision of Private Health Facilities, elaboration, and dissemination of regulatory documents regulating private health facilities in Rwanda.

For more information on the services, the Ministry of Health /Private Health Facilities provides email osc.moh.@rdb.rw



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

The African Continental Free Trade Area is the world's largest free trade area bringing together 55 countries of the African Union (AU) and eight (8) Regional Economic Communities (RECs). The overall mandate of the AfCFTA is to create a single continental market with a population of about 1.3 billion people and a combined GDP of approximately US\$ 3.4 trillion

AfCFTA helps to eliminate trade barriers and boost intra-Africa trade.

Services provided:

services:

Guidance on all matters related to AfCFTA	
Application for land in an industrial park	Issued in 30 days
Electricity tariff reduction facilitation	Issued in 3 days
Certificate of Origin information	Issued in 24 hours
Import duty exemption on raw materials for manufacturers' information	Issued in 24 hours
Value Added Tax (VAT) Exemption guidance	Issued in 5 days
Export Growth Fund information	Issued in 24 hours

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



OSC Desk: Agriculture (Export) Licensing

National Agricultural Export Development Board, abbreviated as “NAEB” is a commercial public institution established by [Law No 13/2017 of 14/04/2017](#) determining its mission, organization, and functioning. It has a legal personality and enjoys administrative and financial autonomy and is also managed by relevant laws. The head office of NAEB is located at Gikondo, KK 530 St, in the City of Kigali, the Capital of the Republic of Rwanda.

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

Detailed information and requirements are found in the Guidelines for the export of agricultural products.

Other services:

NAEB has a well-equipped specialized export quality testing facility ranging from sensory/organoleptic to Physical-Chemistry facility, which mainly serves both governments through NAEB and private as a means to verify what kind of products and their related value as a means to advise and decide which to be exported and which one shouldn't be exported beyond the generic export compliance or standards related criteria. It does also offer warehousing services, a packhouse, and specialized training facilities to stakeholders.

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 article 6 of [Law No 48/2017 of 23/09/2017](#) governing the National Bank of Rwanda.

Drawing from the provisions of the above-cited law, the National Bank of Rwanda (NBR) currently regulates and supervises Rwanda's financial sector which consists of over six-hundred (600) financial institutions and financial service providers. This includes: (Banks, Insurance COs, Microfinance, Pension Schemes, registered Non-deposit lending-only institutions, credit reference bureaus, external auditors, Insurance Brokers, Agents, Payment Systems Providers, Forex Bureaus, etc.

Furthermore, in today's technology-driven age, quality service is driven by customer satisfaction. In this regard, the National Bank of Rwanda pledges to continuously value its customer relations by emphasizing customer care best practices. In accordance with the Bank's vision, "To become a World Class Central Bank", regulations, policies, systems, and procedures have been continuously reviewed and updated towards excellence. The platform hereinafter outlines the Bank's services, key timelines, and associated costs. It is solely a manifestation of the Central Bank's commitment to serving its customers and stakeholders with excellence and swift service experience.

Services provided:

Licensing services:

Licenses for investment in Banks	Issued in 100 days
Licenses for investment in Insurance Companies	Issued in 90 days
Licenses for investment in Insurance Intermediaries	Issued in 90 days
Licenses for investment in Micro-Finance Institutions	Issued in 120 days
Licenses for investment in Non-Deposit Taking Lending Financial Service Providers (NDFIs)	Issued in 90 days
Licenses for investment in Pension Schemes Institutions	Issued in 30 days
Licenses for investment in Payments Systems & Services	Issued in 90 days
Licenses for investment in Foreign Exchange Institutions	Issued in 30 days
Licenses for investment in Discount Houses	Issued in 90 days



OSC Desk: Financial Services Licensing

Other services:

Accreditation for external auditors	Issued in 35 days
Licensing pension administrator	Issued in 35 days
Licensing Credit Bureau	Issued in 28 days
Licensing Bancassurance	Issued in 90 days
Licensing of insurance loss adjuster/assessor	Issued in 120 days

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



OSC desk: Land Notary Services

The National Land Authority is a key Institution set up to implement the National Land Tenure Reform Program as provided by the National Land Policy and the Organic Law determining the use and management of land in Rwanda. Cadastral surveys, mapping, and land registration are the core components of land administration.

The mission of the Authority is to ensure efficient land administration and use for sustainable development.

Services provided:

Land Notary Services:

For land registration to further ease doing business in Rwanda, registering transfers of investors, and properties shall henceforth be accomplished in only one (One Step One Day Transfer). The applicants are only required to produce the following documents:

Filled-out land transfer contracts are downloadable from the National Land Authority (website: www.lands.rw) or you can obtain them at Irembo.

Proof of payment of service fees equivalent to thirty thousand Rwandan Francs (30,000Rwf) has been paid and all taxes for Rwanda Revenue Authority must be cleared if any.

The original land title for the property.

Copies of identification of the transferee and transferor.

Other services:

Application for correction or modification of natural persons in the land register	Issued in 18 days
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Application for correction or modification of legal persons in the land register	Issued in 18 days
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Application change of land use for compliance with land use master plan	Issued in 30 days
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Application for change of land use provided by the master plan	Issued in 8 days
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Application for registration of condominium and split of condominium	Issued in 8 days
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Application for transfer of rights on condominium units by sharing between members of condominium association	Issued in 8 days
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OSC desk: Land Notary Services

Application for parcel subdivision	Issued 30 days
Application merging parcels	Issued in 30 days
Application for transfer of right on a parcel authorized by the Registrar General	Issued in 18 days
Application for transfer of rights through auction as the execution of a Court decision	Issued in 18 days

More details:

Access to land information by using a mobile phone:

On your Phone, Dial *651#

and follow the instruction, Enter the UPI Number. Eg: X/XX/XX/XX/XXXXX

NB: This service is eligible for MTN clients for RWF65 per session

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



OSC Desk: Aviation and Drone Permits

The Rwandan Civil Aviation Authority (RCAA) is the government agency whose mission is to develop, implement and maintain a safe, secure, and efficient civil aviation industry in Rwanda that is adaptive to technological advancement and accommodative to innovation.

RCAA is responsible for:

- Promoting the development of air transport of people and goods and supervising the operations of persons and companies authorized to operate in the area of civil aviation;
- Monitoring the compliance of the civil aviation industry with international legal instruments, laws, and regulations;
- Issuing permits, authorizations, certificates, and licenses required in civil aviation in accordance with relevant governing laws and regulations.
- Setting laws, regulations, and standards for all aviation activities including Unmanned Aircraft Systems (UAS), allowing for innovation in aviation.

Rwanda Civil Aviation Authority promotes leveraging technology in advancing the civil aviation system and provides latitude for innovation to better serve the public.

Services provided:

Oversight Services: Licensing of aviation personnel, certification of air operators, services providers, and aircraft:

Unmanned Aircraft Systems (ex. Drones) licenses or certificates/ approvals:

UAS Registration Certificate

Pilot Certificate/ License

UAS Operator Certificate

Activity Permit

De-registration Certificate

UAS Training Organization (UTO) Certificate

Remote Pilot Instructor License/Certificate

Recreational drone flying club Authorization

Timelines depend on the complexity of the application.

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



OSC Desk: Aviation and Drone Permits

Manned Aircraft licenses or certificates/approvals:

Engineer License

Cabin Crew License

Dispatcher License

ATC License

Pilot License

Designated Medical Examiner Certificate

English Language Proficiency License

Designated pilot examiner Certificate

Designated cabin crew examiner Certificate

Certificate of Airworthiness

Certificate of Registration of Aircraft

Noise Certificate

Air Operator Certificate

Validation of Foreign Operator Certificate/ Permit

Aerodrome Operator Certificate for International Aerodrome

ANSP Certificate

ATO Certificate

Validation of Foreign ATO

Validation of Flight Simulator training device certificate

Foreign Approved maintenance organization certificate

Timelines depend on the complexity of the application.

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



OSC Desk: Financial Center Services

Rwanda Finance Ltd. is a company mandated to develop and promote the Kigali International Financial Center which is a government-led initiative to position Rwanda as the preferred financial hub and gateway for investment into Africa.

Types of Prospects for RFL/KIFC:

Anyone looking for a place of choice for business incorporation and a platform for pan-African investments. They can leverage Rwanda's business environment, frameworks, and links to the rest of the continent to do business and invest elsewhere on the continent.

Anyone looking to operate in financial services in Rwanda.

Services provided:

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,
- The financial advisory company,
- Family office entity,
- Captive Insurance Scheme entity,
- Private bank,
- Mortgage finance institution,



OSC Desk: Financial Center Services

Inance lease entity,
Asset Backed Securities entity,
Reinsurance company,
Non-deposit-taking financial institution, and
A 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

Rwanda Food and Drugs Authority (Rwanda FDA) hereafter designated as the “Authority”, was established by the Law N° 003/2018 of 09/02/2018 determining its mission, organization, and functioning. The mandate of the Authority is to protect public health through the regulation of human and veterinary medicines, vaccines and other biological products, processed food for humans and animals, food supplements and fortified foods, poisons, medicated cosmetics, medical devices, household chemical substances, tobacco and tobacco products, the conduct of clinical trials, laboratory & cleaning chemicals and pesticides.

Services provided:

Licensing services:

In the pharmaceuticals field:

Premise Licensed & Premise Registration Certificate	Issued in 30 days
Manufacturing license	Issued in 30 days
Good Manufacturing Practice Certificate	Issued in 150 days
Import-export license	Issued in 3 days
Approval for Advertisement	Issued in 10 days
Approval to conduct Clinical trials in Rwanda	Issued in 60 days
Marketing authorization (registration) of domestic manufactured medicine	Issued in 90 days
Marketing authorization of imported medicine	Issued in 270 days
Registration of medicines under priority procedures	Issued in 90 days
Renewal of Product marketing authorization from domestic manufacturers	Issued in 60 days
Renewal of Product marketing authorization imported	Issued in 90 days
Approval of major variations of the registered medicines	Issued in 60 days
Approval of minor variations of the registered medicines	Issued in 30 days
Provision of feedback after evaluation of adverse drug reaction (ADR) or the suspected poor quality report	Issued in 30 days

In the food field:

The license of Premise for Food Product Manufacturing	Issued in 30 days
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OSC Desk: Food & Drugs-Inspection, Registration & Licensing

License to Operate: a Wholesale- Retail Food Supplements- Infant Formulae	Issued in 30 days
License to Operate as a Restaurant	Issued in 30 days
License to Operate as Wholesale & Retail of Processed Foods Animal Feeds	Issued in 30 days
Import-export license	Issued in 3 days
Approval for Advertisement	Issued in 10 days
Product Marketing authorization from domestic manufacturers	Issued in 60 days
Product Marketing authorization imported	Issued in 270 days

Other services:

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

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

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: Forestry Permits

Rwanda Forestry Authority (RFA) was established by [Law NO 072/2019 on 29/01/2020](#). RFA is mandated to ensure the growth of forestry resources, their management, and protection for sustainable development purposes. RFA issues guidance to potential private investors on available business opportunities in the forestry sector of Rwanda. RFA prepares and issues forest-related permits and licenses as per forest law and regulations.

Services provided:

Licensing services:

Forest harvesting permits	Issued in 30 days
Forest product exportation licenses	Issued in 30 days

Other services:

Other forestry business-related information

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



OSC Desk: Building permits outside Kigali

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.

Services provided:

Licensing services:

Building Permits (Non-objection)

New construction permit	Issued in 30 days
Occupancy permit	Issued in 30 days
Refurbishment permit	Issued in 30 days
Modification permit	Issued in 30 days
Permit for change of use	Issued in 30 days
Demolition permit	Issued in 30 days

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

OSC Desk: Consumer Protection- Inspection & Registration Licensing

Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA) is a public institution established by Rwanda Government Legislation N° 31/2017 of 25/07/2017 with a regulatory mandate to carry out inspections aimed at ensuring compliance with quality standards of products other than drugs and processed foods and promote healthy competition in the economy by prohibiting unfair trade practices and ensuring the protection of consumer rights.

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, altered)	Issued in 30 days
Paint tinting, packaging, and repackaging premise registration certificate	Issued in 30 days

Product registration services:

Agrochemicals registration certificate: (Varies depending on the setting of the advisory council)

Equipments & machinery registration services:

Agricultural Machinery and Equipment registration certificate	Issued in 30 days
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Carrier Registration Services:

Milk transportation carrier registration certificate	Issued in 30 days
Meat transportation carrier registration certificate	Issued in 30 days

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 working days
Agrochemical dealer license (importer, exporter, distributor, retailer)	Issued in 30 days
Agrochemical manufacturer license	Issued in 30 days
The license of business Operator 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:

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

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

OSC Desk: Mining Licensing

Rwanda Mines, Petroleum and Gas Board (RMB) is a government institution established in 2017 by [Law No 07/2017 of 03/02/2017](#) to generate Rwanda's natural resources knowledge and information on minerals, petroleum, and gas as well as stimulate investments into their exploration, extraction, and transformation.

Services provided:

Licensing services:

Mining licenses	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:

Sample export permits	Issued in 4 days
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
Traceability services	Every 14 days
Gemstones export valuation	Issued in 2 days
Recommendation for the importation of blasting materials	Issued in 3 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) is mandated to safeguard fundamental rights and guarantee the safety and security of residents of Rwanda and their properties.

Services provided:

Licensing services:

Private Security Licensing

Issued in 60 days

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



The Rwanda Revenue Authority was established under Law No 15/97 of 8/11/1997 as a quasi-autonomous body charged with the task of assessing, collecting, and accounting for tax, customs, and other specified revenues. This is achieved through effective administration and enforcement of the laws relating to those revenues. In addition, it is mandated to collect non-tax revenues.

The Authority is also responsible for providing advice to the Government on tax policy matters relating to revenue collections. It performs other duties about tax administration, as may be directed from time to time by the Cabinet.

OSC Desk: Customs Services

Services provided:

Licensing services:

Customs duty exemptions	Issued in 24 hours
VAT	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
Deregistration services	Issued in 5 days
Registration services for non-business TIN	Issued in 24 hours
Quitus Fiscal Service	Issued in 5 days



Other services:

More information about Domestic taxes types and how they are calculated 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) is a Government Institution established by Law No 50/2013 of 28/6/2013 determining its mission, organization, and functioning. Currently, RSB Services are internationally accredited and digitized.

Services provided:

Licensing services:

Product certification licenses S-MARK	Issued between 30 to 90 days
Made in Rwanda Logo (MIR))	Issued in 30 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
Provision of training and technical assistance on all standards	Issued in 14 days
National Metrology services	Issued in 7 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) was established under Law n° 39/2001 of 13 September 2001 with the mission to regulate public Utilities. Currently, RURA is governed by [Law N° 09/2013 of 01/03/2013](#) establishing Rwanda Utilities Regulatory Authority (RURA) and giving to RURA the mandate to regulate:

1. Telecommunications, information technology, broadcasting, and converging electronic technologies including the internet and any other audiovisual information and communication technology;
2. Postal services;
3. Renewable and non-renewable energy, industrial gases, pipelines, and Storage facilities ;
4. Water;
5. Sanitation;
6. Transportation of persons and goods;
7. Radiation protection; and
8. Other public utilities if deemed necessary.

All applications are made online through the Converged Licensing Management System (CLMS) on the RURA website

Services provided:

Licensing services:

Licenses in the ICT sector:

All licenses for the application service providers	Issued in 30 days
License for Network infrastructure	Issued in 60 days
License for Network service provider tier 1	Issued in 60 days
All licenses for General Authorization	Issued in 30 days
License for shortcode	Issued in 2 days
All applications for Type approval	Issued within 5 days, for Radio Communication up to 10 days
All licenses for Multimedia Services Provision	Issued in 90 days
Print Media License	Issued in 30 days
All licenses for Subscription Television Service Provision	Issued in 90 days
All licenses for TV content provision	Issued in 90 days

OSC Desk: Public Utilities Licensing

All licenses for FM Radio broadcasting services	Issued in 90 days
License for Signal distribution Services Provision	Issued in 30 days
All authorizations for Towers and Fibre optic installation	Issued in 30 days
All licenses for Radio Frequency	Issued in 14 to 30 days
License for National Telecommunication (issued in 60 days)	Issued in 60 days
License for providing postal and courier services	Issued in 14 to 30 days

Licenses in the electricity sub-sector

Electrical Installation Permit	90 days
License for Electricity Distribution	60 days
License for Electricity Generation	60 days
License for electricity transmission	10 days
License for Electricity Domestic Trade	60 days
License for Electricity International Trade	10 days
Registration for a very small isolated grid	15 days
License for the small isolated grid for rural electrification	60 days
License for Small Power Distribution	60 days

The license in the gas and petroleum sector:

License for LPG transportation in Bulk or Cylinders	21 days
License for LPG importation	21 days
License for LPG plant installation	21 days
Pre-consultation for LPG plant installation	21 days
License for LPG plant installation	21 days
License for LPG plant operations	21 days
Authorization for LPG plant upgrade	21 days
Pre-consultation for LPG reticulation installation	21 days
License for LPG reticulation installation	21 days

OSC Desk: Public Utilities Licensing

License for LPG reticulation operations	21 days
License for LPG wholesale	21 days
Pre-consultation for fuel depot installation	21 days
License for fuel depot installation	30 days
License for fuel depot operation	60 days
Authorization for fuel depot upgrade	30 days
License for fuel importation	30 days
Pre-consultation for petrol station installation	21 days
License for petrol station installation	21 days
License for petrol station retail	21 days
Authorization for petrol station upgrade	21 days
Authorization for road tankers	21 days

Licenses in the water sector :

License Of Water Supply (Bulk water supply License)	20 days
License Of Water Supply (Water utility License)	20 days
Water Supply Infrastructure Management License for simple water system	20 days
Water Supply Infrastructure Management License for Complex water system	20 days

Licenses in the sanitation sector

License for cleaning services	10 days
License for hazardous waste collection and transportation	20 days
License for hazardous waste treatment	20 days
License for solid waste collection and transportation	20 days
License for solid waste recycling	20 days
The license for installation of a decentralized waste water treatment system	20 days
License for Liquid Waste collection and transportation	20 days

OSC Desk: Public Utilities Licensing

Licenses for the radiation protection sector:

All licenses for site assessment and construction	Issued in 15 days
All licenses for decommissioning	Issued in 15 days
All licenses to use radiation equipment or materials	Issued in 25 to 30 days
All authorizations for transportation	Issued in 15 days
All authorizations for Import/Export	Issued in 15 days

Licenses for the transport sector:

All licenses for a person's transport	Issued in 15 to 30 days
All licenses for the transport of goods	Issued in 7 to 10 days
All licenses for waterways	Issued in 2 to 10 days
Licenses for Driving School	Issued in 15 days

Licenses for postal services and E-Commerce:

All licenses for Postal services	Issued in 30 days
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Licenses for E-waste services:

All licenses for E-waste services	Issued in 15 days
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For more information on the services, requirements, and costs, please email osc.rura@rdb.rw

OSC Desk: Water Use Permits

Rwanda Water Resources Board (RWB) was established by Law N° 71/2019 on 29/01/2020. RWB has a legal personality and enjoys administrative and financial autonomy and is managed in accordance with relevant laws and falls within the category of non-commercial public institutions. The mission of RWB is to ensure the availability of enough well-managed water resources for sustainable development.

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



OSC Desk: Environmental compliance Permits

Under supervision of the Ministry in charge of Environment, [Presidential Order N° 033/01 of 06/05/2022](#) governing Rwanda Environment Management Authority (REMA), reserves the legal mandate for national environmental protection, conservation, promotion and overall management, including advisory to the government on all matters pertinent to the environment and climate change

Services provided:

Licensing services:

Authorization to Single use plastics and Plastic carry Bags	Issued in 7days
Environmental & Social Audit Certificate	Issued in 45 days
Authorization/ guidance on Waste Disposal	Issued in 7 days
Authorization for the import or export of chemicals, hazardous wastes, and other wastes	Issued in 7days
Authorization to import Second Hand Motorcycles	Issued in 7days
Authorization to Import or Export Products and Equipment Containing or Relying on Controlled Substances that Deplete the Ozone Layer	Issued in 7days

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