

REPUBLIC OF RWANDA



RWANDA LAND MANAGEMENT AND USE AUTHORITY

P.O.BOX: 433

CLIENT CHARTER FOR LAND ADMINISTRATION SERVICES

INTRODUCTION

Land administration services are delivered at national and provincial levels by Rwanda Land Management and Use Authority (RLMUA), by District One Stop Centers at District level and Sector Land Managers at Sector level. Each institution involved in the process plays its role to meet expectations of the clients applying for different services.

In line with the Government's reform agenda and in as far as RLMUA is concerned, our objective is to be responsive to effective service delivery, transparency and accountability.

Furthermore, it was found that it is imperative to have a client charter in order to help people visiting land offices be able to know the services offered requirements and timelines. The client charter lists also the service centers at which our services can be accessed and guiding legal instruments. It is a tool to increase the information available to customers of RLMUA and sets standards for transparency in public services.

The development of this charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

MUKAMANA Esperance
Director General/Chief Registrar

1. CLIENT ORIENTATION AND CUSTOMER FOCUS

Being a customer-oriented institution, RLMUA places a customer satisfaction at the core of each of its activities. All staff dealing with land matters, at all levels, have to set an end to tremendous time wasting and delays in services delivery process and to make sure that client's needs are satisfied and have faster access to services.

Considering that services have to be responsive to high expectations from citizens, staff dealing with land matters have to inform them what services are available to them and what their rights and obligations are in accessing these services. For this to be achieved, they have to deliver the services with integrity, judiciousness, courtesy, understanding, objectivity, impartiality, transparency, accountability, promptness, efficiency and effectiveness.

2. PROCESSES FOR LAND SERVICES DELIVERY

Land services are offered in different offices at RLMUA Headquarters, at its 5 regional offices and at district and sector offices under its technical supervision. A Land Administration Information System has been developed to be used in the maintenance of land records and to facilitate the flow of information between different stakeholders. The following is the procedure that an application passes through:

2.1. SUBMISSION OF THE APPLICATION BY THE CLIENT

- i. The process for a land service starts from the Sector office, the district OSC and some special cases at regional or Headquarters' office whereby applicants submit their applications.
- ii. At land office a client gets all information about the requirements to be fulfilled and a form for requesting land service. These information can be found also at our website <http://www.rlma.rw/departments-units/land-administration/land-administration-forms/>
- iii. The client is also entitled to be notified whether the submission of the application is successful or not and to be informed about the progress of the application.

2.2. CHECKING AND SUBMISSION NOTIFICATION

- i. Submitted applications are checked if they fulfill all requirements. Supporting documents to be submitted are normally originals unless provided otherwise.
- ii. A tracking number is then assigned to the application and a notification message is sent to the client using SMS. The system allows the client to track the progress of his/her application by using the tracking number assigned to the application and the client is notified when the requested service is ready.

- iii. Received applications at sector level are sent to the district OSC for processing, all applications are checked and processed by the LAIS processor at District OSC office. Those requesting special attention and/or legal expertise are submitted (online) to the offices of the registrar of land titles at the provincial level for further processing.
- iv. Where applicable, to sent applications online in LAIS using Irembo platform is compulsory

3. TIMELINE FOR LAND SERVICES DELIVERY

Service	Triggering document	At sector level (Compiling, Checking and submitting files to the DOSC)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	At district level (Printing, sending land certificates to Sector)	Maximum time for delivery (Working days)
Parcel sub-division	Approved Fiche Cadastrale for each sub-divided part of the parcel	5 days	18 days	2 days	5 days	30 days
Merging parcels	Approved Fiche cadastral of the new parcel after merging	5 days	18 days	2 days	5 days	30 days
Rectification of parcel boundaries and area correction	Approved Fiche Cadastrale for the parcel	5 days	18 days	2 days	5 days	30 days
Transfer of rights on a parcel by voluntary sale (Normal procedure)	Notarised sale agreement, signed by registered parties	2 days	2 days	1 days	2 days	7 days
Transfer of rights on a parcel by voluntary sale (One day-One procedure for commercial and industrial lands)	Notarised sale agreement, signed by registered parties	-	-	1 day	-	1 day
Transfer of rights on a parcel by court decision	Court decision and/or a report of judgment execution	5 days	6 days	2 days	5 days	18 days
Transfer of rights on a parcel by sale through auction as execution of a court decision	Court Order and Statement of Auction	5 days	6 days	2 days	5 days	18 days
Transfer of rights on a parcel by sale in case of auction without recourse to judicial proceedings	Mortgage Loan Agreement/or Permit to sell a mortgage/or Certificate of ownership of the mortgage	5 days	6 days	2 days	5 days	18 days
Transfer of rights on a parcel by succession	Authentic Will/Certificate issued by Sector Executive Secretary confirming the heirs/or Court decision determining who are the heirs	5 days	6 days	2 days	5 days	18 days

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Transfer of rights on a parcel by donation inter vivos	Notarised donation agreement, signed by the donor and the donee	5 days	6 days	2 days	5 days	18 days
Transfer of rights on parcels by exchange	Notarised exchange agreement, signed by both parties	5 days	6 days	2 days	5 days	18 days
Transfer of rights on a parcel by expropriation	Decision of expropriation	-	20	5 days	-	25 days
Transfer of rights on a parcel by confiscation	Decision of requisition	-	-	5 days	-	5 days
Temporary requisition of land	Decision of temporary requisition	-	-	5 days	-	5 days
Seizure of land as surety of the execution of judgment	Definitive Court decision ordering to a person to pay a certain amount of money to another	-	-	3 days	-	3 days
Restriction of rights on a parcel by caveat	Caveat notice accompanied by the Legal supporting documents	-	2 days	3 days	-	5 days
Registration of rights on a parcel by sub-lease	Notarised sub-lease agreement	5 days	3 days	2 days	-	10 days
Restriction of rights on a parcel by servitude	Notarised servitude agreement	5 days	3 days	2 days	-	10 days
Conversion of rights on a parcel from old to new tenure	Old land documents to be converted	5 days	6 days	2 days	5 days	18 days
Conversion of rights on a parcel from leasehold to freehold title	Occupation permit	5 days	6 days	2 days	5 days	18 days
Conversion of rights on a parcel from leasehold to conditional	Proof of completion of least half (1/2) of the construction as authorized	5 days	6 days	2 days	5 days	18 days
Changes on natural persons	Extract of the Official Gazette/ or proof of change of domicile for change of domicile.	5 days	6 days	2 days	5 days	18 days

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Changes on legal persons	General Assembly report/or Certificate of registration/or Law establishing the professional body	5 days	6 days	2 days	5 days	18 days
Registration of condominium association	Proof of legal personality for condominium association	-	6 days	2 days	-	8 days
Registration of rights on condominium units	Notarised transfer agreement of the rights on the parcel	-	6 days	2 days	-	8 days
Rectification on the land register	Proof of identity/ or Proof of change of domicile	5 days	6 days	2 days	5 days	18 days
Annotation on the land register	Court decision or Administrative statement or Authentic document	5 days	6 days	2 days	5 days	18 days
Replacement of lost/damaged or destroyed land document	affidavit made before a land notary/or the damaged land document itself	5 days	6 days	2 days	5 days	18 days
Sporadic land registration	Proof of land acquisition	5 days	6 days	2 days	5 days	18 days
Land documents not issued during systematic land registration	Provisional certificate issued during systematic land registration	5 days	6 days	2 days	5 days	18 days
Change of land use	Authorization for change of land use issued in accordance with the master plan	5 days	6 days	2 days	5 days	18 days
Confirmation of registered right holders towards a seizure	Enforcement order bearing enforcement formula	-	-	3 days	-	3 days
Registration of land allocated by the state or its institutions to individuals through the privatization process	Sale agreement or donation agreement between the state or its institutions and individuals	-	6 days	2 days	-	8 days

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Adding/removing right holders in land register	Extract of marriage certificate/ or notarised agreement signed before a competent notary/ or Death certificate of the deceased spouse/ or Court decision and a report of judgment execution	5 days	6 days	2 days	5 days	18 days
Removing land dispute and getting land documents after dispute resolution	Court decision and a report of judgment execution or an agreement signed by all parties involved in the dispute and approved by Sector officials where the land is located.	5 days	6 days	2 days	5 days	18 days
Thematic maps	Application letter	-	-	5 days	-	5 days
Topographic maps	Application letter	-	-	5 days	-	5 days
Administrative maps	Application letter	-	-	5 days	-	5 days
Ortho-photos	Application letter	-	-	5 days	-	5 days

N.B: Sectors with internet coverage must use Irembo platform to process transactions that don't need special approval from District One Stop Centre.

4. COMPLAINT PROCEDURES

A mechanism for complaint was established to allow clients to ask any problem pertaining to land or to lodge their complaints in case they are not satisfied with service delivery. It can be accessed by visiting our website <http://rnra.rw/index.php?id=160> or one call us on 2142 (Toll free).