

REPUBLIC OF RWANDA  REPUBLIKA Y'U RWANDA	 RICA Rwanda Inspectorate, Competition and Consumer Protection Authority
TITLE: CUSTOMER SERVICE CHARTER	ID: DGO/PRD/002

FOREWORD

This Service Charter is a summary presentation of Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA)'s services based on its three-fold mandate namely; (Promotion and Enforcement of Quality Standards and Regulations, Fair Competition and Consumer Rights Protection. This Service Charter underscores impartiality, transparency, and accountability as central while executing RICA's regulatory mandate to ensure satisfaction of its customers.

The Charter lists the services offered by RICA as well as major requirements and path to access them. This Service Charter clearly signifies RICA's commitment to serve its Customers in a mutually respectful relationship. It specifies the standards for service delivery, which RICA believes its service recipients have the right to expect. It also specifies their rights and responsibilities, and how they can contact the institution.

For greater effectiveness, this charter is a living document, a product, and the embodiment of the good working relationship that RICA endeavours to maintain with all its customers.

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Ag. Director General

INTRODUCTION

Rwanda Inspectorate, Competition and Consumer Protection Authority (RICA) is a public institution established by Law N° 31/2017 of 25/07/2017 with a regulatory mandate to carry out inspections aimed at ensuring compliance with quality standards of products under RICA mandate, and promote fair competition in the economy by preventing anti-competitive trade practices and ensuring the protection of consumer rights.

OUR MOTTO

“It is Yes or No with justification”

VISION

We strive to be internationally reputed as a reliable and customer-focused provider of inspection services that deliver quality and confidence for safeguard of businesses and consumer protection.

MISSION

Promote trade through science-based decision-making and fair professional judgment to ensure the sustainable business development, the protection of plant and animal health as well as the establishment of a level playing field in the marketplace and the protection of consumer rights.

CORE VALUES

-  Customer focus
-  Integrity
-  Impartiality
-  Efficiency
-  Innovation

CORE ACTIVITIES

-  Regulations development
-  Registration and Licensing
-  Import and export inspection
-  Seed inspection and certification
-  Market and business outlet surveillance
-  Industry and service inspection
-  Merger and acquisitions
-  Exemptions and request for authorization
-  Monitoring anti-competitive practices on markets
-  Inspection and investigation on consumer rights issues and traders' complaints

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Controlled

RICA SERVICES

This section covers the list of services offered by RICA, technical requirements, timeline and fees. The reference documents were hyperlinked. Details about required documents and major steps to deliver each service are in Annex ([Page 28](#)).

1. SERVICES OFFERED WITHIN THE REGISTRATION AND LICENSING UNIT

No	SERVICE	REQUIREMENTS TO GET THE SERVICE	DELIVERY TIME	FEES
1.	<i>Registration of Agrochemical products</i>	<ul style="list-style-type: none">  The owner of agrochemical product must have relevant registered business in Rwanda or have a registered local agent by the Competent Authority  Must be the owner of the agrochemical product or be authorized by the product owner  Must have the technical dossier of agrochemical  Must submit a sample for laboratory testing  Must be ready to participate in efficacy trial and to bear all related costs.  To submit the application via IremboGov platform in the section of Trade and Industry.  Refer to the law and Ministerial order governing agrochemical for more details 	<ul style="list-style-type: none"> - 487 days - Two cropping season + 3 months of dossier assessment 	<ul style="list-style-type: none">  Registration fee: 10,000 RWF  Laboratory testing fee (Visit RSB for more details)  Efficacy trial fee (Visit RAB for more details)

2.	<i>Registration of agrochemical premises</i>	<ul style="list-style-type: none"> ☞ Having a relevant registered business in Rwanda by the Competent Authority ☞ The premise must comply with Article 16, 17 & 18 of Ministerial order determining regulations governing agrochemicals ☞ Availability of a technical personnel having required qualification as per Article 25 of the Ministerial order determining regulations governing agrochemicals ☞ To submit the application via IremboGov platform in the section of Trade and Industry. ☞ Refer to the law and Ministerial order governing agrochemical for more details 	14 working days	<p>New Application:</p> <ul style="list-style-type: none"> ☞ Retailer Premise: 15,000 Rwf ☞ Importer/Exporter Premise: 100,000 Rwf <p>Renew:</p> <ul style="list-style-type: none"> ☞ Retailer Premise: 10,000 Rwf ☞ Importer/ Exporter Premise: 50,000 Rwf
3.	<i>Licensing of agrochemical Business Operators</i>	<ul style="list-style-type: none"> ☞ Must have a relevant registered business in Rwanda by the Competent Authority ☞ Must have a registered premise by RICA ☞ To submit the application via IremboGov platform in the section of Trade and Industry. ☞ Refer to the law and Ministerial order governing agrochemical for more details 	5 working days	<p>New Application:</p> <ul style="list-style-type: none"> ☞ Retailer: 50,000 Rwf ☞ Distributor: 50,000 Rwf ☞ Fumigators: 50,000 Rwf ☞ Exporter: 100,000 Rwf ☞ Importer: 200,000 Rwf <p>Renew:</p> <ul style="list-style-type: none"> ☞ Retailer: 50,000 Rwf ☞ Fumigators: 50,000 Rwf ☞ Exporter: 50,000 Rwf ☞ Importer: 100,000 Rwf

4.	Registration on agriculture machineries & equipment	<ul style="list-style-type: none">  Must have a relevant registered business in Rwanda by the Competent Authority  Must have dealership agreement with the product owner  Must submit the technical dossier of the machinery/equipment  To submit the application via IremboGov platform in the section of Trade and Industry.  Read the technical regulation for more details. 	14 days	Free
5.	Licensing of agricultural machinery business operators	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Having dealership agreement  Having appropriate facility to safeguard the integrity of machineries  Availability of a technical personnel having skills in operations and maintenance of agricultural machineries or equipment  Ability to offer after sale services to the clients or have an agreement with a third party that offers those services  To submit the application via IremboGov platform in the section of Trade and Industry.  Read the technical regulation for more details. 	14 working days	Free

6.	Registration of Milk collection centres & Milk aggregation points	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Comply with location requirements and district physical plan  Personnel must be free from contagious diseases.  The premise must comply with the requirements provision in Article 4 of the Ministerial Order Regulating the collection, transportation and selling of milk.  To submit the application via IremboGov platform in the section of Trade and Industry.  Read the Ministerial Order for more details. 	14 working days	Free
7.	Registration of Slaughterhouses	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Comply with location requirements and district physical plan  Having required chilling facilities.  Comply with design/layout requirements for slaughterhouses  To submit the application via IremboGov platform in the section of Trade and Industry.  Read the technical regulation more details. 	14 working days	Free

8.	Licensing slaughterhouse operator	<ul style="list-style-type: none"> 📄 Having a relevant registered business in Rwanda by the Competent Authority 📄 Having a registered slaughterhouse by RICA 📄 Slaughtering personnel must be free from contagious diseases 📄 Having a meat inspector authorized by RICA 📄 To submit the application via IremboGov platform in the section of Trade and Industry. 📄 Read the technical regulation more details. 		
9.	Registration of butcheries	<ul style="list-style-type: none"> 📄 Having a relevant registered business in Rwanda by the Competent Authority 📄 Comply with location and size requirements, in Articles 61 & 62 of the technical regulation governing meat businesses. 📄 The premise must comply with structure requirements, in Article 60 of the technical regulation governing meat businesses. 📄 Personnel in butchery must be free from contagious diseases 📄 Refrigerators must be well maintained and verified & calibrated 📄 To submit the application via IremboGov platform in the section of Trade and Industry. 	14 working days	Free

		<ul style="list-style-type: none"> Read the technical regulation more details. 		
	Registration of meat shop (cut meat, meat already cut & packed)	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by the Competent Authority Refrigerators must be well maintained and verified & calibrated Personnel in a meat shop must comply with the requirements in Article 31 of the technical regulation governing meat businesses. To submit the application via IremboGov platform in the section of Trade and Industry. Read Article 64 & 65 of the technical regulation for details. 	14 working days	Free
10.	Registration of meat carriers	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by the Competent Authority The carrier must comply with the design and structural requirements for meat carriers in Article 47 of the technical regulation governing meat businesses. The driver must be free from contagious diseases To submit the application via IremboGov platform in the section of Trade and Industry. Read Chapter IV of the technical regulation for details 	5 working days	Free
11.	Registration of Garages	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by the Competent Authority Compliance with physical plan/Land use plan 	14 working days	Free

		<ul style="list-style-type: none">  Compliance with environmental regulations  To submit the application via IremboGov platform in the section of Trade and Industry.  Read the technical regulation for details. 		
12.	<i>Registration of paint tinting premises</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Having appropriate tinting system described in Article 14 of the technical regulation governing paints, varnishes and related products.  Having a premise complying with location requirement, in Article 15 & 16 of the technical regulation governing paints, varnishes and related products.  To submit the application via IremboGov platform in the section of Trade and Industry.  Read the technical regulation for more details; 	14 working days	Free
13.	<i>Registration of paint manufacturing premise</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Compliance with environmental regulations  To submit the filled application form via application@rica.gov.rw,  Read the technical regulation for more details; 	14 working days	Free
14.	<i>Registration of Seed merchant</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Having a compliant premise/ storage. 	14 working days	<ul style="list-style-type: none">  Application fees: 150,000 Rwf  Annual Fees:

		<ul style="list-style-type: none">  To submit the application via IremboGov platform in the section of Trade and Industry.  Read here detailed requirements; 		75,000 Rwf
15.	Registration of Seed producer	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  The seed to produce must be listed on national plant variety list;  Having required land, based on type of crop to be produced and category of seeds;  Business operator must have required infrastructure  Having qualified technical personnel,  To submit the application via IremboGov platform in the section of Trade and Industry  Read the law governing seeds and plant varieties for more details. 	14 working days	<ul style="list-style-type: none">  Application fees: 10,000 Rwf  Annual Fees: 5,000 Rwf
16.	Registration of Seed Conditioner	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Having competent personnel in seed related matters  Having a registered seed conditioning factory by RICA  To submit the application via IremboGov platform in the section of Trade and Industry.  Refer to the law governing seeds and plant varieties for more details. 	14 working days	<ul style="list-style-type: none">  Application fees: 50,000 Rwf  Annual Fees: 25,000 Rwf

17.	<i>Licensing importers and manufacturers of children toys</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Toys must not be on the list of banned products on Rwandan market.  Importer must have a premise complying with requirements as per the technical regulation.  The manufacturer must have qualified personnel and the facility complying with environmental regulations  To submit the filled application form via application@rica.gov.rw,  Refer to the technical regulation for more details. 	14 working days	Free
18.	<i>Licensing of traders of used electrical and electronic equipment</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Having a fixed physical address  To submit the application via IremboGov platform in the section of Trade and Industry  Refer to the technical regulation for more details. 	14 working days	<ul style="list-style-type: none">  Application fees: 5, 000 Frw  License fees: 10,000Frw

2. SERVICES OFFERED WITHIN THE REGISTRATION, LICENSING AND ENFORCEMENT DEPARTMENT

No	SERVICE	REQUIREMENTS TO GET THE SERVICE	DELIVERY TIME	FEES
1.	<i>Application for grant of plant breeders' rights</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  Being the owner of the variety  To submit the filled application form via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	14 days	<ul style="list-style-type: none">  200 USD: for application plant breeder's rights  200 USD: For Provisional protection  240USD: for grant of plant breeders' rights certificate  600 USD per entry per season: DUS tests paid to the service provider conducting DUS tests/trials
2.	<i>Release and Registration of Plant Variety</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by the Competent Authority  To submit a filled application form via info@rica.gov.rw or a hard copy document at RICA Office  Technical dossier for the plant variety  Having the evidence of entitlement to apply (e.g., proof of ownership or authorization). 	90-180 days	500 USD per entry per season: VCU Tests paid to the service provider conducting VCU tests/trials

		<ul style="list-style-type: none"> Refer to the Ministerial Order No 010/11.30 of 11/04/2017 for more details. 		
3.	<i>Application for compulsory license</i>	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by the Competent Authority Submit a completed application for an extension of the period of grant of plant breeder's rights in another country via info@rica.gov.rw or a hard copy document at RICA Office Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	14 days	100 USD
4.	<i>Application for Provisional Protection</i>	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by the Competent Authority Having the power of attorney To submit the application via IremboGov platform in the section of Trade and Industry document at RICA Office Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	75 days	40 USD
5.	<i>Certificate of Provisional License</i>	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by Competent Authority To submit the application via IremboGov platform in the section of Trade and Industry 	14 days	120 USD

		<ul style="list-style-type: none"> Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 		
6.	<i>Application for surrender of grant</i>	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by Competent Authority Having the proof of ownership of the plant breeder's rights. Submit a completed application, with reasons for surrendering the grant of plant breeder's rights via info@rica.gov.rw or a hard copy document at RICA Office Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	75 days	30 USD
7.	<i>Application for opportunity to make representations</i>	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by Competent Authority Submit a completed application to make representations of plant breeder's rights via info@rica.gov.rw or a hard copy document at RICA Office Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	14days	120 USD
8.	<i>Inspection of register and documents</i>	<ul style="list-style-type: none"> Having a relevant registered business in Rwanda by Competent Authority Accepting to sign a confidentiality agreement or abide by certain non-disclosure requirements to protect the privacy and confidentiality of the information being accessed during the inspection 	14days	40 USD

		<ul style="list-style-type: none"> 📄 Submit a completed application request for inspection of the register and documents of the register of plant breeder's rights via info@rica.gov.rw or a hard copy document at RICA Office Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 		
9.	Technical evaluation of a variety (DUS)	<ul style="list-style-type: none"> 📄 Having a relevant registered business in Rwanda by Competent Authority 📄 Submission of Sample of the variety 📄 Having the proof of ownership or authorization 📄 To apply for a technical evaluation of a variety by filling out an application providing details of the variety in question via info@rica.gov.rw or a hard copy document at RICA Office 📄 Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	365 days	600 USD
10.	Grant of plant breeders' rights certificate	<ul style="list-style-type: none"> 📄 Having a relevant registered business in Rwanda by Competent Authority 📄 Owner or any authorized applicant by variety owner submit the application. 📄 Submit a completed application via info@rica.gov.rw or a hard copy document at RICA Office 📄 Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	75 days	240 USD

11.	<i>Duplicate copy of the register or other document</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Having the proof of ownership of the plant breeder's rights  To submit a completed application specifying the document for which a duplicate copy is required via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	5 days	0.50 USD /page
12.	<i>Annual fees for maintenance of grant</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Owner or any authorized applicant by variety owner submit the application  To submit the request to the Plant variety Registrar via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	7 days	200 USD
13.	<i>Purchase of a report from a testing authority of another country</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Having the proof of ownership or authorization to purchase the report on plant breeder's rights from a testing authority in another country.  Compliance with any import or export regulations related to the transfer of the report from the testing authority in the other country to Rwanda. 	30 days	320 USD

		<ul style="list-style-type: none">  To submit the request via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 		
14.	<i>Replacement of lost or destroyed certificate</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Owner or any authorized applicant by variety owner submit the application  Submit a complete application for the replacement of the lost or destroyed certificate of plant breeder's rights via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	5days	40 USD
15.	<i>Claim of priority from a preceding application outside Rwanda</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Owner or any authorized applicant by variety owner submit the application  To submit a completed application form for the claim of priority from a preceding application outside Rwanda. via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	30days	20 USD

16.	<i>Change of an approved denomination</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Owner or any authorized applicant by variety owner submit the application  To apply for change of denomination via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	30 days	80 USD
17.	<i>Reinstatement of an abandoned application</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Owner or any authorized applicant by variety owner submit the application.  To apply for reinstatement, explaining the reasons for the abandonment and requesting reinstatement via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	14 days	80 USD
18.	<i>Surcharge of late payment</i>	<ul style="list-style-type: none">  Having a relevant registered business in Rwanda by Competent Authority  Owner/ any applicant authorized by the breeder/owner submits the application  To apply for the surcharge of late payment of plant breeder's rights to the competent authority via info@rica.gov.rw or a hard copy document at RICA Office  Refer to the Ministerial Order No 002/11.30 of 11/04/2017 for more details. 	14 days	80 USD

3. SERVICES OFFERED WITHIN THE FARM PRODUCTS AND PROCESSES INSPECTION UNIT

No	SERVICE	REQUIREMENTS TO GET THE SERVICE	DELIVERY TIME	FEES
1.	<i>Seed certification</i>	Seed production: <ul style="list-style-type: none"> 🌱 Being licensed for carrying out seed production; 🌱 Having planted field with quality seed as per Article 2, subparagraph 9⁰ of law governing Seed and plant variety in Rwanda ; 🌱 Planted field must not be in quarantine for concerned crop 🌱 Availability of seed conditioning ability; 🌱 Submit the crop declaration via, seedinspection@rica.gov.rw or a hard copy to RICA Offices not later than 14 days after planting. 🌱 Refer to the law for more details. 	Time and frequency depend on the crop.	Free
		Dealer of carry-over and imported seed <ul style="list-style-type: none"> 🌱 Having existing seed quality certificate 🌱 To submit the Seed declaration via, seedinspection@rica.gov.rw or a hard copy to RICA Offices 🌱 Refer to the law for more details. 	7 days (for sampling & sample submission to laboratory)- Turnaround time for testing depends on laboratory and crop.	2,000 Rwf per lot

4. SERVICES OFFERED WITHIN THE IMPORT INSPECTION UNIT

No	SERVICE	REQUIREMENTS TO GET THE SERVICE	DELIVERY TIME	FEES
1.	Issuance of import permit for general cargo (high risk products published on RICA website)	<ul style="list-style-type: none"> 📄 Having the registered business by the Competent Authority or ID/TIN for individual importing for non-commercial purpose 📄 To submit the application via IremboGov platform in the section of Trade and Industry 	3 days	Free
2.	Issuance of import permit for agricultural goods	<ul style="list-style-type: none"> 📄 Having the registered business by the Competent Authority or ID/TIN for individual/entity importing for non-commercial purpose, research or any other intended use. 📄 To submit the application via RICA Inspection Management System in the section of Trade and Industry 	3 days	Free
3.	Clearance of imported products	<ul style="list-style-type: none"> 📄 Having an import permit where applicable 📄 Complying with import conditions, laws, regulations and standards in force. 📄 Being a licensed agrochemical importer in case of importing agrochemical by Regulatory Authority. 📄 The agrochemical/plant variety must be registered by Regulatory Authority 📄 Declare the goods in Rwanda Electronic Single Window or Single Transaction Portal 	30 minutes	0.2% of the Cost & Freight [Quality Inspection Fee]

5. SERVICES OFFERED WITHIN THE COMPETITION AND CONSUMER RIGHTS UNIT

No	SERVICE	REQUIREMENTS TO GET THE SERVICE	DELIVERY TIME	FEES
1.	<i>Handling of consumer complaints</i>	<ul style="list-style-type: none"> Filing a complaint via info@rica.gov.rw or a hard copy at RICA Office 	14 Calendar days	Free
2.	<i>Trade competition complaints</i>	<ul style="list-style-type: none"> Filing a complaint via info@rica.gov.rw or a hard copy at RICA Office 	30 Calendar days	Free
3.	<i>Handling mergers and acquisitions notifications</i>	<ul style="list-style-type: none"> Business under merger and acquisition must be registered business by the Competent Authority Filling merger notification form via IremboGov platform in the section of Trade and Industry. 	30 calendar days	Free
4.	<i>Request for exemptions and authorization</i>	<ul style="list-style-type: none"> Having a registered business by the Competent Authority Applying via info@rica.gov.rw or submit the application file at RICA Head office 	30 calendar days	Free

HANDLING COMPLAINTS AND APPEALS

Complaints and appeals related to enforcement of technical regulations and SPS measures are handled in accordance with established [procedure](#) which is published on [RICA website](#).

CONTACTS OF RICA

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Kicukiro District

KK 8 Ave, Safari Center House

P.O. Box: 375 Kigali-Rwanda

Website: www.rica.gov.rw

Email: info@rica.gov.rw

Toll free: **9899** or **0780 132 305**

Controlled

ANNEX: REQUIRED DOCUMENTS AND MAJOR STEPTS TO DELIVER EACH SERVICE

1. SERVICES OFFERED WITHIN THE REGISTRATION AND LICENSING UNIT

No	SERVICE	REQUIRED DOCUMENTS	MAJOR STEPTS FOR THE SERVICE
1.	<i>Registration of Agrochemical products</i>	<ul style="list-style-type: none">  Business registration certificate  Recommendation letter in case the registrant a local representative.  The technical dossier of agrochemical  Proof payment of application fees. 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for completeness, if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days.  If application is complete the RICA technical team assesses negative impact of agrochemical and drafts the report to be considered by the advisory council technical team on agrochemicals.  If the agrochemical product passes technical evaluation by the advisory council technical team, it is recommended to go for efficacy trial for two cropping seasons in two different agroecological zones  The report of efficacy trial is submitted to RICA by the research institution for further consideration.  The report is reviewed by the advisory council technical team and recommends the final decision on the application.

			<ul style="list-style-type: none"> An effective agrochemical product is registered and issued a certificate of registration. Contrarily, a rejection notification is sent to the applicant.
2.	Registration of agrochemical premises	<ul style="list-style-type: none"> Business registration certificate 	<ul style="list-style-type: none"> Submission & Reception of application Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected. Registration officers conduct onsite visit for premise compliance verification. A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant of a non-compliant premise.
3.	Licensing of agrochemical Business Operators	<ul style="list-style-type: none"> Premise registration certificate Notified degree Notified contract of the technical personnel 	<ul style="list-style-type: none"> Submission & Reception of application Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected.

			<ul style="list-style-type: none"> A license is issued to a business operator and a rejection notification is sent to the applicant in case of non-compliance.
4.	Registration agriculture machineries & equipment	<ul style="list-style-type: none"> A copy of business registration certificate issued by the Competent Authority Agricultural machinery Performance Test report issued by a competent laboratory Conformity assessment certificate issued by a designated conformity assessment body A copy of agricultural Machinery Installation and user manual Proof that the economic life of an agricultural machinery is not less than 60% of international norms before it is put on the Rwandan market at the date of the application 	<ul style="list-style-type: none"> Submission & Reception of application Application is reviewed for completeness if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days. If application is complete the registration officer conducts technical evaluation for compliance of the product with statutory and regulatory requirements. When found necessary, further conformity assessments are conducted. A compliant product is registered and issued a certificate of registration. While a letter of rejection is sent to the applicant when the product is found noncompliant.

5.	<i>Licensing of agricultural machinery business operators</i>	<ul style="list-style-type: none">  Business registration certificate  Copy of dealership for dealers  Proof of premise ownership  Qualification document (degree, certificate, ...)  Copy of contract of the qualified technical personnel  Copy of agreement with third party in case after sale service is not offered by the business operator. 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for authenticity and completeness, if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days.  An onsite verification is conducted to verify operational compliance with the statutory and regulatory requirements.  A compliant business operator is issued an operational license and a rejection notification is sent to the non-compliant business operator
6.	<i>Registration of Milk collection centres & Registration of Milk aggregation points</i>	<ul style="list-style-type: none">  Business registration certificate  Medical certificate of personnel  District approval for compliance with physical plan 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected.  Onsite verification is conducted to verify the premise compliance.  A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant in case of non-compliance.

7.	Registration of Slaughterhouses	<ul style="list-style-type: none">  Business registration certificate  District approval for compliance with physical plan  Copy of provisional authorization issued by RICA for premises constructed after 10th May 2022 and the EIA report and certificate  Design and layout diagram, EA report and a copy of premise ownership document for the premise that were constructed before 10th May 2022 	<p>Phase 1: Construction site confirmation</p> <ul style="list-style-type: none">  The applicant submits a letter requesting for a provisional authorization (for new construction project) via info@rica.gov.rw  Onsite verification of the construction site  Issuance of provisional construction authorization <p>Phase 2: Registration of constructed slaughterhouse</p> <ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected.  Onsite verification is conducted to verify the premise compliance.  A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant in case of non-compliance.
8.	Licensing Slaughterhouse operator	<ul style="list-style-type: none">  Business registration certificate  Premise registration certificate issued by RICA  Copy of premise ownership document 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected.  A license is issued to a compliant operator and a rejection notification is sent to the applicant in case of non-compliance.

		<ul style="list-style-type: none">  Contract of the registered and authorized veterinarian by RICA  Medical certificates of all personnel 	
9.	Registration of butcheries & Registration of meat shop (cut meat, meat already cut & packed)	<ul style="list-style-type: none">  Business registration certificate  Medical certificates  Copy of premise ownership document  Certificate of calibration of freezer and weighing scale 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected.  Onsite verification is conducted to verify the premise compliance.  A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant in case of non-compliance.
10.	Registration of meat carriers	<ul style="list-style-type: none">  Vehicle registration certificate (Carte Jaune)  Copy of transport authorization offered by Competent Authority  Medical certificate of the driver  Certificate of calibration for refrigerated carrier 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected.  Physical verification is conducted to verify the carrier compliance.  A certificate of registration is issued to a compliant carrier and a rejection notification is sent to the applicant in case of non-compliance.

		<ul style="list-style-type: none"> Copy of roadworthiness inspection certificate (contrôle technique) 	
11.	Registration of Garages	<ul style="list-style-type: none"> Business registration certificate Copy of EIA certificate or EA Architectural drawing of the garage Construction permit or Approval letter from the district that the garage location complies with physical plan 	<p>Phase 1: Design or layout confirmation</p> <ul style="list-style-type: none"> The applicant submits a letter on which it attached the garage design/layout requesting for a provisional authorization (for new construction project) via info@rica.gov.rw Issuance of provisional construction authorization <p>Phase 2: Registration of constructed garage</p> <ul style="list-style-type: none"> Submission & Reception of application Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected. Onsite verification is conducted to verify the premise compliance. A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant in case of non-compliance.
12.	Registration of paint tinting premises	<ul style="list-style-type: none"> Business registration certificate A copy of proof of qualification Premise ownership document 	<ul style="list-style-type: none"> Submission & Reception of application Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected. Physical verification is conducted to verify the carrier compliance.

			<ul style="list-style-type: none"> A certificate of registration is issued to a compliant carrier and a rejection notification is sent to the applicant in case of non-compliance.
13.	Registration of paint manufacturing premise	<ul style="list-style-type: none"> Business registration certificate A copy of the EIA certificate or EA certificate Architectural drawings of the premise 	<ul style="list-style-type: none"> Submission & Reception of application Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit the missing information within 30 calendar days. Non-compliant applications are rejected. Onsite verification is conducted to verify the premise compliance. A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant in case of non-compliance.
14.	Registration of Seed Merchant	<ul style="list-style-type: none"> Premise and/or storage facility ownership document or a copy of rent or lease agreement 	<ul style="list-style-type: none"> Reception of application Application is reviewed for authenticity and completeness if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days. An onsite verification is conducted to verify operational compliance with the statutory and regulatory requirements. A compliant business operator is issued an operational license and a rejection notification is sent to the non-compliant business operator

15. <i>Registration of Seed producer</i>	<ul style="list-style-type: none">  Land ownership or a copy of land rent or lease agreement;  Copy of at least 2 years of the technical personnel  Copy of at least 2 years of storage facility when rented. 	<ul style="list-style-type: none">  Reception of application  Application is reviewed for authenticity and completeness if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days.  An onsite verification is conducted to verify operational compliance with the statutory and regulatory requirements.  A compliant business operator is issued an operational license and a rejection notification is sent to the non-compliant business operator
16. <i>Registration of Seed Conditioner</i>	<ul style="list-style-type: none">  Copy of registration certificate of seed conditioning factory;  Copy of at least 2 years of the technical personnel 	<ul style="list-style-type: none">  Reception of application  Application is reviewed for authenticity and completeness if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days.  An onsite verification is conducted to verify operational compliance with the statutory and regulatory requirements.  A compliant business operator is issued an operational license and a rejection notification is sent to the non-compliant business operator
17. <i>Licensing importers and manufactures of children toys</i>	<p>Importer:</p> <ul style="list-style-type: none">  A dully filled application form 	<ul style="list-style-type: none">  Submission & Reception of application  Application is reviewed for compliance. In case the application is found not complying, the applicant is notified and requested to submit

		<ul style="list-style-type: none">  Business registration certificate  Premise ownership document Manufacturer  A dully filled application form  Business registration certificate  A copy of proof of qualification  A copy of either EIA certificate, EA or Occupancy permit 	<p>the missing information within 30 calendar days. Non-compliant applications are rejected.</p> <ul style="list-style-type: none">  Onsite verification is conducted to verify the premise compliance.  A certificate of registration is issued to a compliant premise and a rejection notification is sent to the applicant in case of non-compliance.
18.	<i>Licensing of traders of used electrical and electronic equipment</i>	<ul style="list-style-type: none">  Business registration certificate  A copy of premise ownership document  List of existing equipment in the shop 	<ul style="list-style-type: none">  Reception of application  Application is reviewed for authenticity and completeness if not complete, the applicant is notified and requested to submit the missing information within 30 calendar days.  An onsite verification is conducted to verify operational compliance with the statutory and regulatory requirements.  A compliant business operator is issued an operational license and a rejection notification is sent to the non-compliant business operator

2. SERVICES OFFERED WITHIN THE REGISTRATION, LICENSING AND ENFORCEMENT DEPARTEMENT

No	SERVICE	REQUIRED DOCUMENTS	MAJOR STEPS FOR THE SERVICE
1.	<i>Application for grant of plant breeders' rights</i>	<ul style="list-style-type: none">  Dully filled plant breeder's rights application  DUS Test report  Letter of attorney or plant breeder's rights authorization  Clear photos of varieties to be protected  Evidence of entitlement to apply (e.g., proof of ownership or authorization).  Complete the technical questionnaire on distinctness, uniformity, and stability (DUS) of the variety.  Proof of breeder's rights or variety ownership  A copy of power of attorney letter (if the applicant represented)  Proof of payment of applicable fees 	<ul style="list-style-type: none">  Plant Breeder's Rights Application: is filled by the variety owner/breeder/ agent  Application checking: Plant breeders' rights registrar checks if the forms are duly filled, application fees, letter of authorization, Letter of assignment of rights if applicable and pictures if applicable.  Provisional protection: Plant Breeder's rights (PBR)registrar can process an interim protection, if requested for by the applicant(optional)  DUS Test reports: are submitted to the Plant Breeder's rights (PBR) registrar who analyses them, and notifies the applicant /breeder for the next step.  Publication of information: Information regarding applications for Plant Breeder's rights (PBR) received by the registrar are published in the official gazette.

 **Objection:** after gazettelement of list, varieties applied for protections are subjected to objection in the period of 60 days. If the complaint is considered, the applicant is granted protection certificate.

 **Non-complaint varieties:** Varieties that have not fulfilled the novelty, distinct and stability criteria are rejected for protection is rejected and applicant is notified in writing

 **Compliant varieties for Breeder's rights:** varieties, which fulfill the novelty, distinct and stable criteria are published and protected and added on the list of protected varieties

 **Publication:** gazettelement of the list of protected varieties

 **Grant of breeder's rights certificate:** Plant breeder's Rights certificate granted is valid for:

- 20 years for other crops like Maize, Beans etc.
- 25 years for trees and vines like coffee, ornamentals, flowers, stevia, etc.

<p>2. Release and Registration of Plant Variety</p>	<ul style="list-style-type: none"> 📄 Copy of business registration certificate 📄 Dully filled application for certification and registration of a new plant varieties 📄 Value for Cultivation (VCU) Trial report 📄 Letter of attorney or authorization to the register the variety or plant breeder's rights authorization 📄 Variety Descriptors 📄 Submit Clear photos of varieties to be protected 📄 Value for Cultivation (VCU) Trial report 📄 Proof of registration or grant of plant breeder's rights in the other country. 📄 Proof of payment of applicable fees 	<ul style="list-style-type: none"> 📄 Application for certification and registration of a new plant varieties: is filled by the variety owner/breeder/ agent 📄 Application checking for completeness: Plant breeders' rights registrar checks if the forms are duly filled, letter of authorization, variety descriptors, Value for Cultivation (VCU) Trial report. This takes 5days. 📄 Evaluation of applications: Value for Cultivation (VCU) Trial reports and complete applications received by the registrar as submitted to the variety release technical team of the committee for evaluation. This is evaluation takes 5 days 📄 Evaluation report: Evaluation report is presented to the variety release committee for approval, the committee chairs the meeting for decision on the report. 📄 Notification of decision: The applicant is notified in writing about the decision taken by variety release committee within 14days
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			<ul style="list-style-type: none">  Grant of Release letter: Compliant and approved varieties by the Variety Release Committee are given Release letter within 2 days.  Variety Registration: Approved varieties by Variety release committee are published in the official gazette for commercialization.
3.	<i>Application for compulsory license</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Completed application for an extension of the period of grant of plant breeder's rights in another country.  Proof of registration or grant of plant breeder's rights in the other country.  Copy of the plant breeder's rights certificate from the other country.  A written statement explaining the reasons for seeking an extension of the period of grant.  Proof of payment for the extension application. 	<ul style="list-style-type: none">  Reception of application  Application review  Acceptance or rejection with explanation of extension
4.	<i>Application for Provisional Protection</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Completed application for Provisional Protection of plant breeder's rights  Proof of ownership of the plant variety, such as a breeder's right authorization. 	<ul style="list-style-type: none">  Reception of application  Application review  Grant of provisional protection or rejection with explanation of Provisional

		<ul style="list-style-type: none">  A power of attorney, if the applicant is using a representative or agent to file the application on their behalf.  Proof of ownership of the plant variety, such as a breeder's right authorization.  Proof of payment of the required application fees. 	
5.	<i>Certificate of Provisional License</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Completed application for request of certificate of Provisional License Provide  Proof of payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Issuance of provisional License or rejection with explanation of Provisional license
6.	<i>Application for surrender of grant</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Completed application, with reasons for surrendering the grant of plant breeder's rights.  Proof of ownership of the plant breeder's rights.  Proof of Payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Acceptance for surrender or rejection with explanation for surrender
7.	<i>Application for opportunity to make representations</i>	<ul style="list-style-type: none">  Copy of business registration certificate  A filled application form with its attachments  Proof of payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Acceptance to make representation or rejection to make representation with explanations

8.	Inspection of register and documents	<ul style="list-style-type: none">  Copy of business registration certificate  A completed application for inspection of the register and documents of the register of plant breeder's rights.  Documents or information that the applicant wishes to inspect.  Proof of payment of applicable fees  Valid identification and proof of authorization if inspecting on behalf of another party. 	<ul style="list-style-type: none">  Reception of application  Application review  Acceptance or Rejection with explanation to inspect a register
9.	Technical evaluation of a variety (DUS)	<ul style="list-style-type: none">  Copy of business registration certificate  An application detailing the variety in question.  A sample of the variety  Dully completed DUS Questionnaire or Descriptor of the variety  Proof of ownership or authorization  Proof of payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Notification for acceptance of Distinctiveness, Uniformity, Stability (DUS) test findings or rejection of DUS test findings with explanation
10.	Grant of plant breeders' rights certificate	<ul style="list-style-type: none">  Copy of business registration certificate  Dully filled application  Provide Proof of payment  Proof of payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Issuance of Breeder's rights certificate

11.	<i>Duplicate copy of the register or other document</i>	<ul style="list-style-type: none">  Copy of business registration certificate  A completed application specifying the document for which a duplicate copy is required.  Proof of ownership of the plant breeder's rights, such as a copy of the original registration certificate  Proof of payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Issuance of Breeder's rights certificate
12.	<i>Annual fees for maintenance of grant</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Submission of request to the Plant variety Registrar  Provide Proof of payment of applicable fees 	<ul style="list-style-type: none">  Reception of application  Application review  Issuance of Breeder's rights certificate
13.	<i>Purchase of a report from a testing authority of another country</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Proof of ownership or authorization to purchase the report on plant breeder's rights from a testing authority in another country.  Contact information of the testing authority in the other country, including name, address, and contact person.  Details of the specific report required, including the plant variety for which the report is needed and any other relevant information.  Proof of Payment for the purchase of the report.  Any additional documentation or information requested by the testing authority or relevant government agencies in Rwanda. 	<ul style="list-style-type: none">  Reception of application  Application review  Acceptance of DUS report or Rejection of DUS report  Notification of compliance  Publication of compliant or non-compliant information

		<ul style="list-style-type: none">  Compliance with any import or export regulations related to the transfer of the report from the testing authority in the other country to Rwanda.  Ability to provide the report in the required format and language for use in Rwanda, if applicable.  Proof of payment of applicable fees 	
14.	<i>Replacement of lost or destroyed certificate</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Complete application for the replacement of the lost or destroyed certificate of plant breeder's rights.  A statement explaining the circumstances surrounding the loss or destruction of the original certificate.  Evidence of payment of the prescribed replacement fee. 	<ul style="list-style-type: none">  Reception of application  Application review  Re-issuance of lost or destroyed certificate or rejection of re-issuance of lost or destroyed certificate
15.	<i>Claim of priority from a preceding application outside Rwanda</i>	<ul style="list-style-type: none">  Copy of business registration certificate  Completed application form for the claim of priority from a preceding application outside Rwanda.  A certified copy of the earlier application from which priority is claimed, along with a certified translation if not in English or French.  A statement indicating the date and number of the earlier application, as well as the country in which it was filed.  A copy of the search results or examination report from the earlier application, if available. 	<ul style="list-style-type: none">  Reception of application  Application review  Claim acceptance or rejection with explanation

		<ul style="list-style-type: none"> 📄 Proof of payment of the required fees for claiming priority. 	
16.	<i>Change of an approved denomination</i>	<ul style="list-style-type: none"> 📄 Copy of business registration certificate 📄 Completed application form for the change of denomination 📄 Provide all necessary documentation supporting your request, including the reasons for the change of denomination 📄 Proof of Payment for change of denomination. 	<ul style="list-style-type: none"> 📄 Reception of application 📄 Review of application 📄 Acceptance of change of denomination or rejection of change of denomination 📄 Publication for of accepted or rejected change of denomination
17.	<i>Reinstatement of an abandoned application</i>	<ul style="list-style-type: none"> 📄 Copy of business registration certificate 📄 An application for reinstatement, explaining the reasons for the abandonment and requesting reinstatement. 📄 Provide proof of payment 	<ul style="list-style-type: none"> 📄 Reception of application 📄 Application review 📄 Acceptance or rejection of reinstatement
18.	<i>Surcharge of late payment</i>	<ul style="list-style-type: none"> 📄 Copy of business registration certificate 📄 A completed application letter for the surcharge of late payment of plant breeder's rights to the competent authority. 📄 Evidence of the original payment of the plant breeder's rights fee. 📄 A written explanation or justification for the late payment of the fee. 	<ul style="list-style-type: none"> 📄 Reception of application 📄 Application review 📄 Notification of approval for Surcharge of late payment

3. SERVICES OFFERED WITHIN THE FARM PRODUCTS AND PROCESSES INSPECTION UNIT

No	SERVICE	REQUIRED DOCUMENTS	MAJOR STEPS FOR THE SERVICE
1.	Seed Certification	<p>Seed production:</p> <ul style="list-style-type: none"> ☒ Copy of valid license for seed production ☒ Receipt or delivery note of quality seed bought ☒ The quality certificate of grown seed ☒ Copy of valid license for seed conditioning and relevant contract in case the seed conditioning is carried by a second party. ☒ Filled application <p>Testing of conditioned seed:</p> <ul style="list-style-type: none"> ☒ Final inspection report ☒ Filled sampling application form <p>Imported seed</p> <ul style="list-style-type: none"> ☒ Seed quality certificate ☒ Export permit (<i>Importation</i>) ☒ Phytosanitary certificate (<i>Importation</i>) 	<ul style="list-style-type: none"> ☒ Submitting and reception of crop declaration form ☒ Application is reviewed for compliance; in case of non-compliance, the applicant is requested to submit the missing information which must be submitted in not more than 5 working days after notification. ☒ Conduct seed field inspections. For the last inspection, the seed producer is given a go ahead for harvesting. Otherwise, the seed field is rejected and disqualified from seed production process. ☒ The seed producer notifies the time for harvesting via ICSS using harvesting notification form ☒ Yield processing by seed conditioner ☒ Yield processing inspection ☒ Submitting and reception of yield declaration form ☒ Collection of samples and testing. ☒ Communication of laboratory test results and issuance of seed quality certificate for complying seeds; otherwise, the rejection notification is sent to the seed producer. ☒ Submitting and reception of filled sampling application form.

		<ul style="list-style-type: none"> 📄 Filled sampling application form <p>Dealer of carry-over</p> <ul style="list-style-type: none"> 📄 Existing seed quality certificate 📄 Filled sampling application 	<ul style="list-style-type: none"> 📄 Collection of samples and testing. 📄 Communication of laboratory test results and issuance of seed quality certificate for complying seeds; otherwise, the rejection notification is sent to the seed producer.
2.	Phytosanitary certification	<p>Field Inspection</p> <ul style="list-style-type: none"> 📄 Copy of contract with the exporter 📄 the filled crop for export declaration form <p>Request for phytosanitary certificate</p> <ul style="list-style-type: none"> 📄 Proof of registration as an exporter by Competent Authority 📄 Delivery note from the farmer 📄 Phytosanitary import conditions of importing country 📄 Proof of payment prescribed fee 	<p>Field Inspection</p> <ul style="list-style-type: none"> 📄 Submission and reception of the declaration of the farm for export; 📄 Reviewing application 📄 Field inspection(s) <p>Request for phytosanitary certificate</p> <ul style="list-style-type: none"> 📄 Submission and reception of the application for phytosanitary certificate. 📄 Reviewing application 📄 Conducting phytosanitary inspection 📄 Issuance of phytosanitary certificate
3.	Veterinary health certification	<ul style="list-style-type: none"> 📄 Proof of registration as an exporter by Competent Authority 📄 Sanitary import conditions of importing country 	<ul style="list-style-type: none"> 📄 Submission and reception of the application for veterinary health certificate. 📄 Reviewing application 📄 Conducting sanitary inspection 📄 Issuance of veterinary health certificate

4. SERVICES OFFERED WITHIN THE IMPORT INSPECTION UNIT

No	SERVICE	REQUIRED DOCUMENTS	MAJOR STEPS FOR THE SERVICE
4.	Issuance of import permit for general cargo (high risk products published on RICA website)	<ul style="list-style-type: none"> Copy of business registration certificate or ID/TIN for individual/entity importing for non-commercial purpose, research or any other intended use 	<ul style="list-style-type: none"> Application for import permit via IremboGov platform Application review Issuance of import permit
5.	Issuance of import permit for agricultural goods	<ul style="list-style-type: none"> Copy of business registration certificate or ID/TIN for individual/entity importing for non-commercial purpose, research or any other intended use 	<ul style="list-style-type: none"> Application for import permit via RICA Inspection Management Services Application review Issuance of import permit
6.	Clearance of imported goods	<ul style="list-style-type: none"> Import permit in case the imported goods are on this list Having required documents referred to import inspection checklist 	<ul style="list-style-type: none"> Application and issuance for import permit via RICA Inspection Management Services for agricultural commodities and via Irembo platform in the section of Trade and Industry for other commodities. It is issued within 3 working days. Declaration of commodities in ReSW. Declaration review and inspection of commodities, during inspection the samples may be collected for testing. Release of inspection report

5. SERVICES OFFERED WITHIN THE COMPETITION AND CONSUMER RIGHTS UNIT

No	SERVICE	REQUIRED DOCUMENTS	MAJOR STEPS FOR THE SERVICE
1.	<i>Handling of consumer complaints</i>	 No specific document is required, only a written complaint is required	<ul style="list-style-type: none">  Submission & Reception of complaint  Initial assessment and orientation of the complaint to the relevant unit/staff  Conducting investigation and providing investigation report to DG office for complainant feedback  Notification of the resolution to the complainant
2.	<i>Handling of competition complaints</i>	 No specific document is required, only a written complaint is required	<ul style="list-style-type: none">  Submission & Reception of complaint  Initial assessment and orientation of the complaint to the relevant unit/staff  Conducting investigation and providing investigation report to DG office for complainant feedback  Notification of the resolution to the complainant
3.	<i>Handling mergers and acquisitions notifications</i>	 See the list via Irembo platform under the section of Trade and Industry in the section of <i>merger notification</i> .	<ul style="list-style-type: none">  Submission & Reception of the merger notification  Reviewed for completeness and request for additional information where applicable,  Assessment of the notification to ascertain likely competition concerns  Notification of the decision to the merging parties
4.	<i>Request for exemptions and authorization</i>	 A letter requesting for exemption	<ul style="list-style-type: none">  Submission & Reception of the request  Assessment of the request to ascertain likely competition concerns  Notification of the authorization