

REPUBLIC OF RWANDA



DIRECTORATE GENERAL OF
IMMIGRATION AND EMIGRATION

P.O Box 6229 Kigali

RESPONSES ON RAISED ISSUES DURING THE 2018 CUSTOMER SATISFACTION SURVEY

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IBISUBIZO KU BIBAZO BYAVUZWE MW'ISUZUMA RYA 2018 KW'ITANGWA RYA SERVICE

SERVICES AT DISTRICTS AND BORDERS / IBISUBIZO KURI SERVISI ZITANGIRWA MU TURERE N'IMIPAKA	
Raised concern/issue / Ikibazo	Response/ Igisubizo
1. Some days in a week, the offices are closed because of one staff or when he has a meeting, the office will be closed the whole day.	<p>It is true that our district offices with one staff are sometimes closed in some working days. This happens when a district staff is engaged in other duties outside the office. We have been progressively increasing the number of staff at our offices beginning with the neediest ones.</p> <p>Meanwhile, we are planning to install a drop-in box at our district offices where they are not yet installed. A drop-in box is used by a client to drop his or her application file when there is a long Queue or the when office is closed. The applicant is immediately communicated on the status of his or her application when the staff returns in office</p>
2. The Rubavu Immigration Office is clearly understaffed. In addition, the files are not filed in order (alphabetic order for instance) to allow the personnel to pick up quickly the document for a given person. He always has to go through all passports, CEPGL, Green Cards, to find the picture of the person in front of him. This implies high waiting time. A simple filing system would	<p>We are pleased to inform that following the survey; we managed to increase our staff at Rubavu office and shall continue to increase them depending on the need.</p>

	help everybody.	
3.	There is need for clear information to clients at District officers, you find the one there varying or missing at some districts but at other districts	We are planning to have a comprehensive review of information displayed at district offices to help our customers.
4.	One staff is not enough, if possible add one or more	<p>We have progressively increased our staff starting with offices where they are mostly needed. It is important that you emphasized on such issues which are among our top priorities.</p> <p>We wish to emphasize that as service based institution, we will continue to embrace technology based services to support the human resources</p>
5.	In the district of Rubavu, there is no organization in the immigration office. People do not make the line, they push each others. There are no signs to know where we have to deposit our request and where to get back our documents. It is very difficult to speak to somebody to have information.	During this financial year, we are planning to reorganize Rubavu District Immigration to create a proper space for clients on queue. Be also informed that this will go with signposts to be clearly installed at our offices to direct clients on services sought by clients.
6.	Service at districts, in terms of information given, it is never very clear, and it may vary from one employee to the other. The amount to be paid for residency visa for instance can change depending on the person, but we do not get any explication based on what, it varies.	It is possible that our staff may not be at the same level in terms of providing information to customers; we have emphasized consultations in case a staff is not equipped with all information needed by a client. Similarly, we have also availed guiding information to officers, laws and regulations, among others that will be helpful to staff in providing needed and accurate information to our customers. We shall keep focusing on refresher courses to keep officers informed on our services and any changes.
7.	People at the district should be less rude to applicants whose Kinyarwanda isn't perfect as theirs	It is unfortunate that this happens, we apologize for it. Apart from Kinyarwanda, there should not be any inappropriate handling of a client due to his or her deficiency in any language. Our aim is to professionally handle all customers without any form of discrimination.
8.	Districts should follow immigration example, break time should be people to respond to customers queries	All possible means to provide good services to customers should be duplicated in other service delivery entities. Your opinion will share with relevant authorities.

9.	Services Ku karere ni nziza, ariko nibahabwe ubushobozi bwo gutanga Lsz passer na pass port byafasha	Servisi za Laissez Passer zitangirwa mu turere aho bitarangira biteganijwe gutangira vuba ibikoresho byangombwa nibiboneka naho kuri servisi za passport biracyigwa kuburyo service yakwihutishwa kurusha uko bisanzwe.
10.	Uturere navuga ho nutwo hanze. Mugiye musura ahari communautés nini byafasha benshi gusobanucyirwa uburenganzira k'ubgenegihugu bgabo	Abanyarwanda bari hanze nabo batecyerezwaho muri Servisi dutanga, tuzabiganira n'abakozi baza Ambassade z' Urwanda hanze kugirango bikorwe mu buryo bwo kwegera communaute z'abanyarwanda batuye hanze y' Igihugu.
11.	Pour les services au niveau de district, il faut qu'ils améliorent leur façon de répondre au téléphone en cas d'absence au bureau. Merci	Nous croyons que notre communication avec les clients devrait être professionnelle. Une attention particulière sera accordée aux bureaux de district pour l'améliorer. En cas de besoin, veuillez contacter le service aux clientèles au 0722180218.
12.	Customer care yabamwe mubakora muri immigration bo muturere - bakiranabi	Turisegura kubyabaye; tuzakomeza kunoza servisi aho zidatangwa neza, ubutaha mwazagaragaza akarere kugirango twibande cyane kuhagaragaye ikibazo.
13.	Increase staff at airport. There is few staff and the queue is usually long.	Kigali International Airport is among our top priorities for proper staffing considering the increasing flights and traffic flow. We have progressively increased our staff and IT equipment such as e-gates that help to expedite clearance of passengers
14.	For the Border staff, the team in charge before March was quite efficient. Since March 2018, a new team is in place, and they are very slow.	The new team has been quickly adopting, we believe that you will soon find a significant improvement for new staff at our borders. Please let us know if the process is still slow.
15.	Respect people's privacy when doing border check of passenger bags.	People's privacy should be definitely respected. We are working to ensure that it is done as it should be.
16.	Kwihutisha service ku mupaka hatabayeho ibimeze nko gutera ubwoba umugenzi.	Intego yacu ni ugutanga servisi nziza kandi zihuse kubatugana bose twicishije bugufi. Ntabwo iterabwoba iryo ariyo ryose ryemewe. Ubutaha mwajya mugaragaza aho byabaye kugirango bikurikiranwe binafatirwe umwanzuro ukwiye.
17.	Give Rwandans and East African priority when arrive at border; it is frustrating when you have to wait in a long cue when arrive at home it a bit a shame compare to what happen when arrive in Europe. Agaciro at border	All clients are given equal treatment except special cases. We strive to offer good services to all by reducing time on queues at our borders.
18.	Avoid long queues of people lining up at the	We are working to increase the number of staff to respond the increasing traffic flows at different Border Posts. we are

	border	also looking forward to have IT solutions such as installing e-gates(used by a passenger for self clearance)
19.	We hope to have the one-stop border at Rubavu Grande Barriere to help smoothen the process.	We are happy to inform that Grande Barriere (La Corniche) will soon be operating as a one stop Border Post. The process will continue to be better as One Stop Border Post processes and practices are implemented
20.	Besides, entering Rwanda with a car, we are controlled by the police, and once we get the entry stamp for Rwanda, we are controlled one more time when leaving the Border post by immigration or Police. It gives many controls of the same document. May be it would make things easier to have only one point of control of all documents at the same time. It would save time and energy.	Checking of vehicles is greatly important for national security reasons but unnecessary processes should be avoided. We are looking for a solution on this matter in collaboration with other stakeholders to balance facilitation and security.
21.	Umuntu usanga atinda cyane ku mupaka kubera abantu benshi, byaba byiza mwongereye abakozi cyangwa hakarebwa uburyo abantu bakwihutishwa badatinze kuko umuntu ahata umwanya munini kandi afite byinshi aba agomba gukora.	Nyuma yiri suzuma abakozi barongewe, kandi tuzakomeza kubongera kugirango bajyane nubwiyongere bwagenzi.
22.	Ku mipaka gusuzuma ntihagire ababyeyi b'abagabo bambutsa abana badafite ba nyina.	Nubwo iri suzuma rikorwa, bizakomeza gushyirwamo ingufu hagamije gukumira icuruzwa ry'abana(Human Trafficking) ndetse nubundi buryo butemewe.
23.	More people to check cars at the border (especially Grande Barriere Rubavu)	This will be assessed together with other stakeholders to see the possibility of increasing staff checking vehicles at particularly this One Stop Border where the traffic of goods and people is high
24.	Have the electronic machine for arrivals at borders as well as locals we don't have to cue. However, assess the risks attached.	Electronic machines such e-gates are installed and properly working at Kigali International Airport and Poids Lourds Border Post.