

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

CITIZEN SERVICES / SERVISI ZIHABWA ABENEGIHUGU		
Raised concern /Ikibazo		Response /Igishubizo
I. PASSPORT		
1.	A sheet with all requested documents per type of application could be outside the office for everybody to see, would make things easier.	We are working on displaying requirements for passport application to guide more our customers.
2.	If one is requesting for renewal of their PP, can it be done online and only come to your offices only when they are picking it?	The online application for passport will be introduced early 2019. Modalities of when and how to do will be communicated in due time.
3.	To look well in the name of applied persons, if he has no Rwandan name doesn't mean he is not a Rwandese, and sometimes they request parents ID who died in Tutsi Genocide or before 1994.	Rwandan passports are issued to all legible Rwandans; if there is any doubt of nationality; applicant is requested to clear the doubt by providing clarifications and/or supporting documents. We are always open to solve any problem arising from the application together with the applicant. We agree with you that Kinyarwanda name should not be the basis for nationality.
4.	Muri inspection yabanyarwanda banoze uburyo babazamo ibibazo kuko umuntu iyo ari umunyarwanda bakwiriye kumunva neza	Nibyo koko iyo umuntu abazwa agomba kubazwa neza agasobanurirwa n'impamvu; tugiyeye kunoza imibazirwa yacu; iyo habayeho kwibaza ko uwasabye

	agahabwa passport yiwe pe	icyangombwa hari ibyo atujuje tuba tugomba gufatanya nuwasabye icyangombwa kugira ngo bikemuke kandi vuba.
5.	Rwandans living abroad applying for their new passport or passport renewal through Rwanda Embassies should not wait for 2-3 months to receive it. I highly appreciate and like the speed, it takes when one applies at your office in Kacyiru. However, a reasonable time (2 weeks up to a month) for the Diaspora would be a good thing.	You are right, we have been getting feedback that it takes time to get passport when applying abroad because of the time it takes the application to reach to us. This will be solved after commencing online passport application that is soon to be launched.
6.	Gushyiraho guichet y'abanyacyubahiro. icyuma gihamagara numero ariko ukabona hari abo bacishamo batanafashe numero kuko badakeneye kujya ku murungo. Mwabaha guichet yabo, natwe abaturage dusanzwe tukakirwa ku inumero bataducishijeho abantu.	Birakwiye ko twakira abatanga dossiers zabo dukurikije uko abantu baje; turisigura kubyabaye tubizeza ko tuzakomeza kubinoza kuko ikoranabuhanga ryashyizweho ngo rikemure ibibazo nkibi. Bibaye ngombwa ko umunyacyubahiro afashwa abandi bazajya bamenyeshwa.
7.	Mu cyumba gitangirwamo passport i Kigali hakenewe umuntu wo gusobanurira abatonze umurungo ibyo bibaza kuri service baje gusaba, akinjira rwose, adategereje kuza kugerwaho ataramenya niba agomba gutegereza cyangwa hari ibyo asabwa kubanza kujya kuzuza. Ibyo byakora uwihariye ku ruhande abari imbere harya bagakomeza gufasha abujuje ibibazanye.	Nibyo; umukozi azajya asobanurira abahari ndetse anacishamo atange amatangazo rusange atanga umurungo n'ibisobanuro ku buryo uhari asobanurirwa mbere bimufashe kudasiragira.
8.	Kuri passport, iyo umuntu ayishakira abana kandi atashingiwe, gusaba kuzana se w'umwana bikomeretse umutima rimwe na rimwe kuko hari cas nyinshi zitandukanye: hari ababana nubwo batashingiranye, hari abafashwe ku ngufu, abahakanye abana, bityo gutuma se wumwana byaba kubashakanye gusa.	Nibyo koko tubasaba kuzana undi mubyeyi kuko hari ababa batarashyingiwe ariko buriya ababyeyi bombi bagira uruhare k'umwana. Ibi hari ubwo bibabaza nkuko mwabivuze ariko bikorwa kunyungu z'umwana no kurinda ucuruzwa ry'abana.
9.	Nkigihe umuntu agiye kuyifata njye numva haba hari umukozi wa immigration uzifite yenda yazitondetse par ordre alphabetique, wajya kuyifata ntutegereze ko bahamagara abaje ejo Cg ejobundi ahubwo ukagenda umubwira izina ryawe kuko Aba yazitondetse neza ntakavuyo byamuteza kandi byakwihuta. Murakoze.	Igitekerezo ni cyiza. Turabyigaho hanashingiye ku buryo bwari buhari bwo kunoza itangwa rya passport muryo bwihuse
10.	Mu bibazo n' ibisabwa haracyari mwo ingorabahizi. Birasa kuri bese kandi situations	Iyo ibisabwa bitabwashije kuboneka ku mpamvu runaka, ni byiza kutwegera cyangwa kuduhamagara

	atari zimwe. Ex. Nko gusaba umuntu impapuro z'uko yavuye mu Rwanda cyangwa ibyemeza ko ari umunyarwanda. Kenshi hari ababa barayanyaze. Ino mpura n' abantu basohotse batambaye. icyibazo gitera benshi kwibaza ni iyo bagomba abemeza ko ari abanyarwanda. Hari abagifata nk' igitutsi bikanabashegesha nyuma. Ndumva ibibazo byashacyirwa umuti ushishoje.	tukaganira ku bundi buryo bushoboka kugira ngo ikibazo cyagaragaye muri dosiye gikemuke.
11.	Ubushishozi ni ngombwa cyane ariko hari igihe abantu bamwe babirenganiramo. Numva byaba byiza ko igihe umuntu yasabwe ikintu ntakibone hashakwa ikindi cyasimbura icyasabagwa nko kuzana abahamya. Ikindi numva ibiciro cyane kuri passport z'abana cyagabanywa nibura zikajya kuri 25000. Ikindi ndimo kwibaza niba nta passport y'imyaka 10 yatangwa nkuko babigize kuri permis kugirango hagabanuke guhora umuntu aza guhindura cyangwa gutwara passport nyinshi ku bantu bafite za visas z'ibindi bihugu	Ibyo muvuze ni ukuri, iyo usaba icyangombwa atabashije kubona ibyo yasabwe kuzuzwa, asabwa kuza akaganira n'ababishinzwe bagafatanya gufatira umwanzuro ikibazo cye. Tugiye kurushaho kubinoza. Ibiciro by'ibyangombwa by'inzira ndetse n'igihe zimara bigenwa n'itegeko. Ubu uko bikorwa bigengwa n'itegeko ririho ubu. Ariko icyo gitecyerezo cyanyu kizakomeza kwigwaho mu buryo bwo kunoza servisi.
12.	Kubona passport byihuse kubantu bafite ibibazo nkabana bavukiye mu mahanga cg k ubabyeyi bafite ubwenegihugu butandukanye.	Usaba passport ari ubwa mbere bifata iminsi 3 naho uhinduzwa bigatwara iminsi 2; ku muntu ushaka pasiporo mu buryo bwihuse agaragaza impamvu ye agafashwa kuyibona byihuse.
II. LAISSEZ-PASSER		
1.	You gotta be proactive and speed up and guide properly for which desk to go-to, and smile more often since you are the face.	We are working to establish a proper orientation for our customers. Our employees undergo refresher courses on customer care and service delivery. We shall put much emphasis on it during upcoming training.
2.	Miscommunication among staff and paperwork gets lost or forgotten	Our aim is to effectively communicate with our clients; we shall deal with miscommunication problems as indicated. We will also try to improve on our filing system and document tracking to prevent possible misplacement of files
3.	People on the desk think its family institution, they are not proactive in service	Officers should strictly be professional while performing their duties. We shall review and redress.
4.	Gushyiraho guichet y'abanyacyubahiro. icyuma gihamagara numero ariko ukabona hari abo	Twakira abatugana dukurikije uko abantu baje; Tugira aho twakirira abanyacyubahiro; turisigura kuri ayo

	<p>bacishamo batanafashe numero kuko badakeneye kujya ku murongo. Mwabaha guichet yabo, natwe abaturage dusanzwe tukakirwa ku inumero bataducishijeho abantu.</p>	<p>makosa tuzakomeza kubinoza.</p>
5.	<p>Applying for laissez-passer) is smooth on the part of Immigration. I am thinking that the institution should find ways to help applicants run thru photos, RRA smoothly. If there was a way to do all that from Immigration services—that would be better</p>	<p>This is be addressed by the online application, which will soon be launched</p>
6.	<p>Batubaza ibintu byinshi wamara kubicyemura uyu muni, wazasubira gusaba indi laissez passer bakondera kubikubaza, ko tuba twarabibahaye kuki mutakoresha ibyo twabahaye mbere aho kongera kwirukansa umuntu kandi, niba uwari uhari mbere narabimusobanuriye akabyumva, nta kuntu yabisiga ahantu undi umusimbuye yazabibona byoroshye kugira ntongera kurushwa dore ko n'ikorabuhanga rihari kandi nzi ko muri mu bantu barikoresha!</p>	<p>Ntabwo bikwiye kwongera kugusaba ibyo watanze mugihe wacyemuraga ikibazo muri dossier yawe. Turisegura kuri ibyo bibazo turanashima inama mwatugiriye. Tuzakomeza kubinoza.</p>
7.	<p>Please implement a laissez-passer (CEPGL) for foreign residents with a duration of 6 or 12 month too. To renew CEPGL every 3 months is inefficient. As long the visa duration is longer, there is no problem. You even may charge double for six month duration. / A possibility for online appointments would be great.</p>	<p>It is an agreement between CEPGL member states to issue CEPGL to foreign residents with a validity of 3 months. We shall work on the feasibility with stakeholders as per your recommendation.</p>
<p>III. CITIZENSHIP / UBWENEGIHUGU</p>		
1.	<p>If you meet all expectations concerning a Rwandan citizen, no need to take you back in sectors/ or Village to bring other proofs</p>	<p>Any additional requirement should be clearly explained to the customers. We shall keep improving on this.</p>
2.	<p>Accorder à tout le monde qui veut introduire le dossier de Nationalité, puis de donner un feedback negative ou positif apres qu'au moins ne garde pas remord de n'avoir pas tenter sa chance.</p>	<p>C'est notre devoir d'informer les clients sur l'état d'avancement de leur dossier de demande; on continuera d'améliorer notre prestation de service.</p>
3.	<p>I asked for the citizenship. I went there with a Rwandan friend to know if my case moved</p>	<p>We apologize for what happened to your application and we are going to readdress such cases. It is your</p>

	<p>forward. When I asked, they said that my case is still pending. However, the other agent told my friend (in Kinyarwanda) that my case was refused because my business is not big enough. At least I could receive a letter saying that my case was refused.</p>	<p>right to get feedback about your application.</p>
<p>4.</p>	<p>Kunoza service zitangirwa mu turere, kworohereza impunzi z'abanyarwanda zatinze guhunguka zishaka irangamuntu ntizinyure muri process yo gushaka ubwenegihugu nk'abanyamahanga bandi. Ubundi ni ukubashimira murakora neza cyane gusa muhindure icyo twavuze haruguru. Hari n'abanyarwanda basaba passez port ugasanga barishyuye, ntayo bahawe kandi ntibanasubizwe frw batanze.</p>	<p>Ubundi ibikorwa biteganywa n'itegeko ariko iyo dusanze usaba indangamuntu cyangwa laissez-passer agomba gusaba gusubizwa ubwenegihugu tumugira inama y'uburyo yabikora kugira ngo ikibazo kirangire mu buryo bwihuse.</p>