

# REPUBLIC OF RWANDA



## DIRECTORATE GENERAL OF IMMIGRATION AND EMIGRATION

P.O Box 6229 Kigali

REPORT OF THE CUSTOMER SATISFACTION SURVEY CONDUCTED  
BETWEEN 23<sup>rd</sup> APRIL TO 18<sup>th</sup> MAY 2018

May 2018

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## 1. INTRODUCTION

The Rwandan Directorate General of Immigration and Emigration (DGIE) is a customer focused service delivery institution, which delivers services in accordance with its core values and standards as set out in its Client Service Charter.

DGIE's mission is to create a secure enabling environment for increased trade, investment, tourism, and skills development through professional conduct and offering high quality service.

DGIE has a program to regularly evaluate the effectiveness and efficiency of its services with the goal of improving service delivery. An important element of its evaluation strategy is to better understand the degree of satisfaction customers have with DGIE's service delivery.

On this occasion, DGIE conducted online customer satisfaction survey to evaluate the efficiency and effectiveness of its services and to proposals from customers in order to improve our services. The survey was conducted between 23<sup>rd</sup> April and 18<sup>th</sup> May 2018.

The questionnaire was set in three languages (English, Kinyarwanda and French).

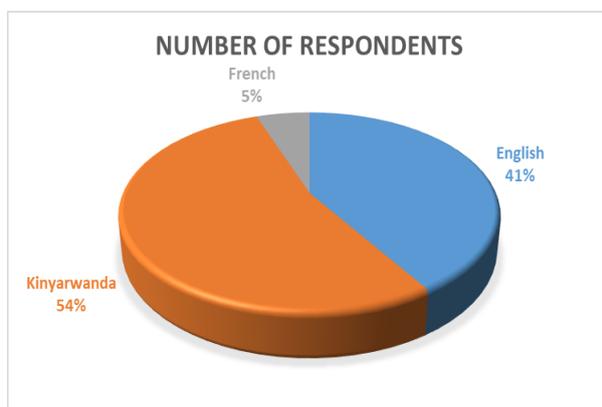
## 2. POPULATION SAMPLE

458 customers responded to the survey.

### 2.1. Distribution of respondents

Language	Number of respondents
English	188
Kinyarwanda	245
French	25
<b>Total</b>	<b>458</b>

Chart: Distribution of respondents

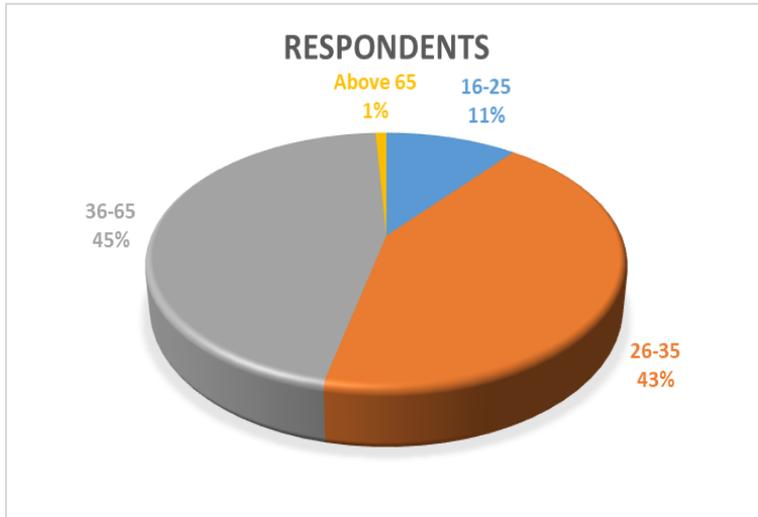


### 3. FINDINGS

By conducting the survey, we aimed to better understand the level of satisfaction of customers on DGIE services and get contributions/suggestions on how to improve our services.

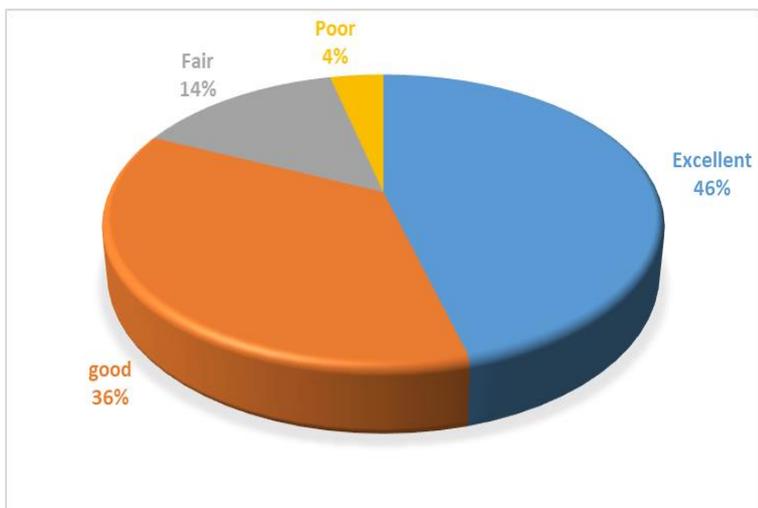
The customer satisfaction survey assessed the following:

#### 3.1. Age group

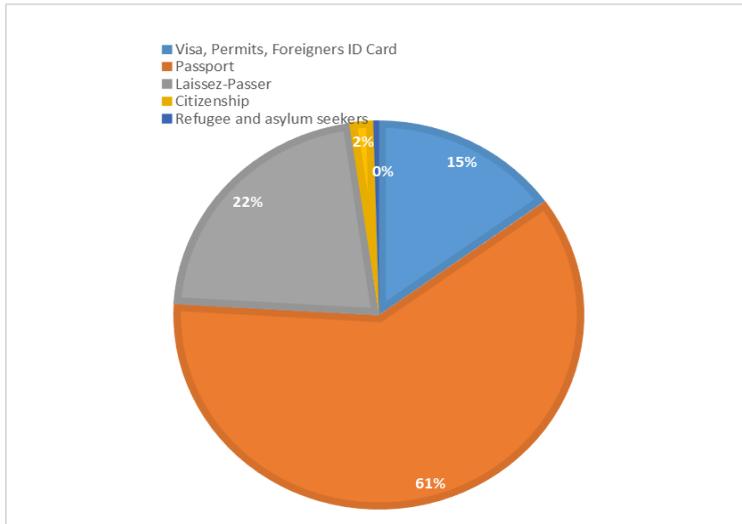


Majority of respondents are aged 36-45 with 45%, followed by the category of 26-35 represented by 43%. Most of the DGIE customers are represented in the 2 age groups (aged 26 to 65).

#### 3.2. How DGIE services are rated in general

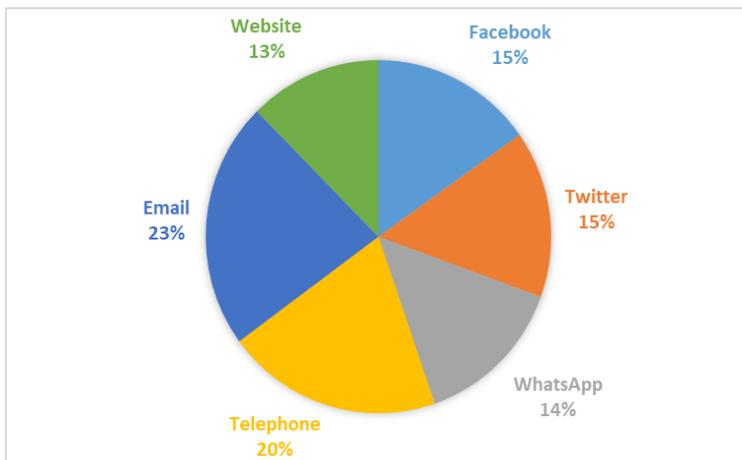


### 3.3. DGIE services respondents applied for



Most respondents are nationals and applied for Passport (61%) ], followed by Laissez-passer (22%). Foreign respondents that applied for visa, permits or Foreign ID Card represent 15% of all respondents.

### 3.4. Social media/communication platforms preferred to get informed on DGIE services

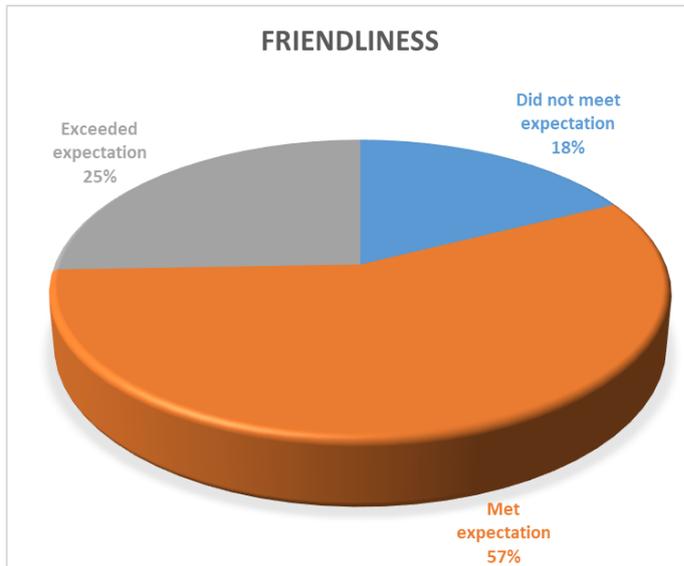


Most respondents selected the email (23%) as a communication platform to get informed on DGIE services, followed by telephone (20%) and then Twitter and Facebook (15% each). The difference in percentage distribution is low which means the platforms are preferred to be used when informing customers.

### 3.5. Performance of DGIE officers in terms of Friendliness, Knowledge, Responsiveness and Being helpful

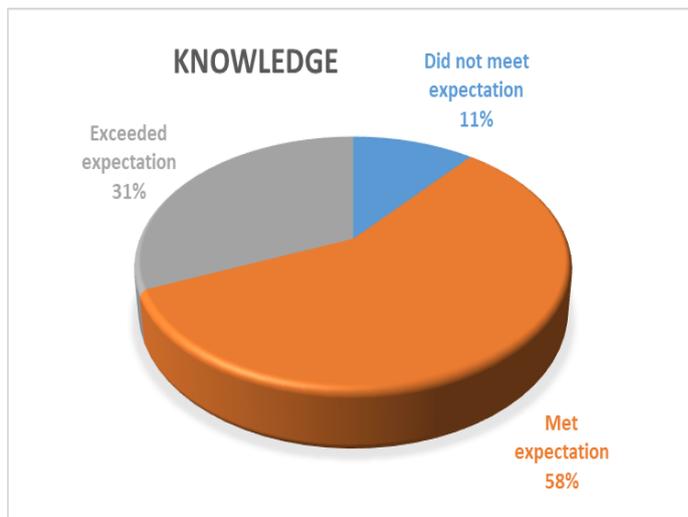
The survey was also intended also to know how officers' performance is perceived in terms of courtesy, professionalism and efficiency.

#### 3.5.1. Friendliness



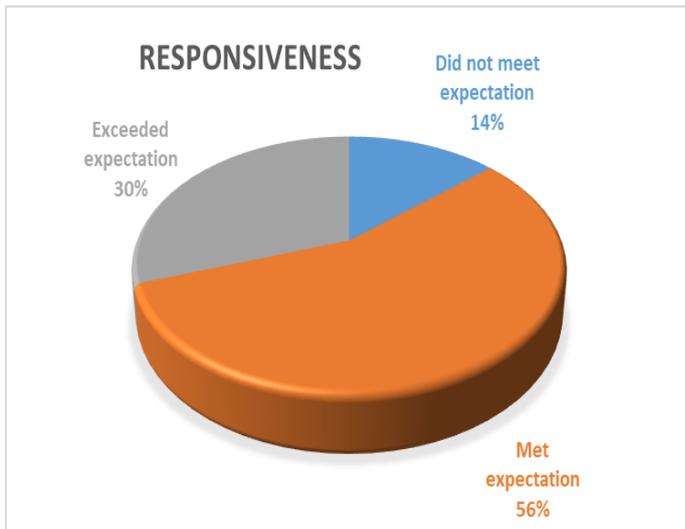
57% of respondents indicated that DGIE officers met expectations in terms of friendliness; 25% indicated that officers exceeded their expectations while 18% indicated that officers did not meet expectations.

#### 3.5.2. Knowledge



58% of respondents indicated that DGIE officers met expectations in terms of knowledge; 31% indicated that officers exceeded their expectations while 11% indicated that officers did not meet expectations.

### 3.5.3. Responsiveness



56% of respondents indicated that DGIE officers met expectations in terms of responsiveness; 30% indicated that officers exceeded their expectations while 18% indicated that officers did not meet expectations.

### 3.5.4. Being helpful



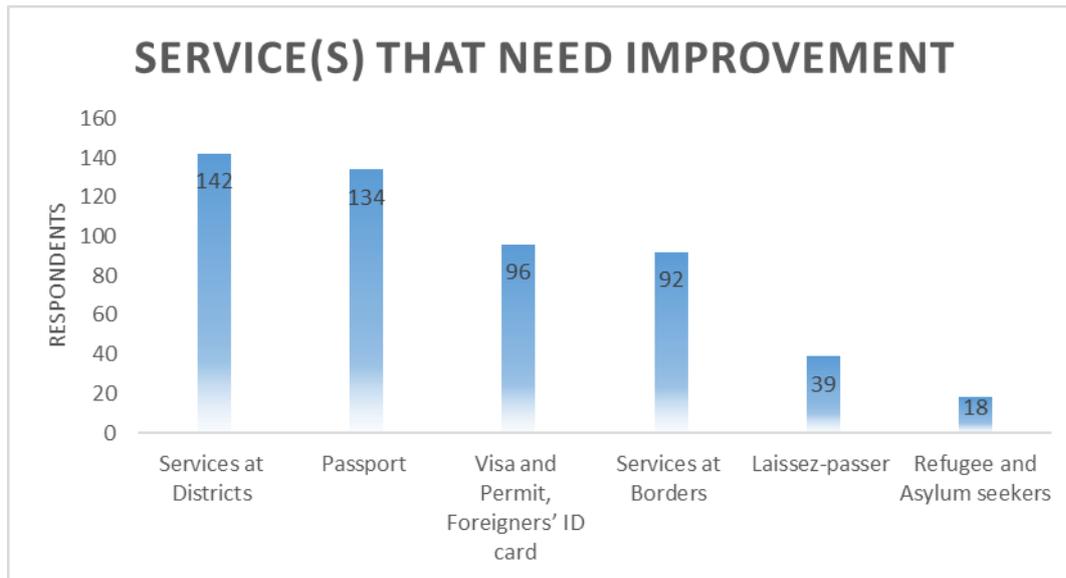
55% of respondents indicated that DGIE officers met expectations in terms of being helpful; 31% indicated that officers exceeded their expectations while 14% indicated that officers did not meet expectations.

### 3.6. Customers' feedback on DGIE vigilance as part of its core values

Respondents were asked to assess the vigilance of DGIE in terms of service delivery and the following are their observations:

- They are very vigilant and they really carry out their duties in a professional manner. In short, they understand their job well.
- Hope to have a good future to Rwanda
- All right. However, they look at everything so suspiciously. Puts one at discomfort
- Compared to any African country I visited, very awesome!
- Immigration is very vigilant and very strict that is why it's not easy for making friendship with the staff; as far as the immigration activities concerned.
- Employees did not seem very vigilant to me.
- Vigilance is very much in the immigration.
- You take time to analyze every case related to document issuance.
- The way people are received is also not appropriate, through a window, in the middle of grass and plants, it is always a mess, and people try to overpass, to reduce their waiting time. It's not exactly a peaceful and secure environment.
- Even with these working conditions, Immigration staff vigilance is high and they try to do their job as best as possible.
- They are quite well and the use of technology speeds up the process. In addition, how they respond to clients queries is very professional.
- I think it is important especially now that Rwanda is an open country. We trust the services already. There should not be any incident that would make us doubt of the ability to continue being effective.
- They are not clear on documents needed on the website, so it is hard to know exactly what you need.
- Very detail-oriented
- Vigilance, effectiveness and flexibility go hand in hand and you exactly do that. Keep it up!
- Immigration officers are great at being very observant yet in a non-threatening manner. They are very professional while questioning and they exhibit smoothness throughout the process.
- They are excellently working towards it.
- People talk nicely while staying observant and extra careful.
- Is for the national security, respect of right of movement.
- Verification of parents is difficult but important.
- Very vigilant and never miss a detail. I love how they solve issues and keep communicating with the clients. Top of the tops
- Immigration vigilance is part of its core values in consideration with its timely response and overall will to deliver good service.
- It is too much, most of the time you don't know where you can ask more information in case you are satisfied by the response of one of the worker
- Immigration in Rwanda is good and these relate to his core value through better performance

### 3.7. DGIE services that need improvement



The above graph indicate that respondents recommended improvement mostly in services at districts, followed by passport, visa and Permits and foreginers' ID card, at borders, Laissez-passer and lastly refugee and asylum seekers.

The following are respondents recommendations for specific services:

#### 3.7.1. Services at districts

- 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
- One staff is not enough, if possible add one or more
- In the district of Rubavu, there is no organization in the immigration office. People do not make the line, they push each others. There is 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.
- Service at districts, in terms of information given, it's 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.
- People at the district should be less rude to applicants whose Kinyarwanda isn't perfect as theirs
- Districts should follow immigration example , break time should be people to respond to customers queries
- Services Ku karere ni nziza, ariko nibahabwe ubushobozi bwo gutanga Lsz passer na pass port byafasha
- Uturere navuga ho nutwo hanze. Mugiye musura ahari communauté s nini byafasha benshi gusobanucyirwa uburenganzira k'ubgenegihugu bgabo
- 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
- Customer care yabamwe mubakora muri immigration bo muturere - bakiranabi

### 3.7.2. Passport

- A sheet with all requested documents per type of application could be outside the office for everybody to see, would make things easier.
- 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?
- To look well in the name of applied persons, if he has no Rwandan name doesn't mean he is not a Rwandese, and sometime they request parents ID who is/are died in Tutsi Genocide or before 1994.
- Rwandans living abroad applying for their new passport or passport renewal through Rwanda Embassies shouldn't 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.
- Muri inspection yabanyarwanda banoze uburyo babazamo ibibazo kuko umuntu iyo ari umunyarwanda bakwiriye kumunva neza agahabwa passport yiwe pe
- Kubona passport byihuse kubantu bafite ibibazo nkabana bavukiye mumahanga cg kubabyeyi bafite ubwengehugu butandukanyee
- Nkigihe umuntu agiye kuyifata nje 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
- Kuri passport, iyo umuntu ayishakira abana kandi atashingiwe, gusaba kuzana se w'umwana bikomeretse umutima rimwe na rimwe kuko hari can nyinshi zitandukanye: hari ababana nubwo batashingiranye, hari abafashwe ku ngufu, abahakanye abana, bityo gutuma se wumwana byaba kubashakanye gusa.
- Mu cyumba gitangirwamo passport i Kigali hakenewe umuntu wo gusobanurira abatanze umurongo ibyo bibaza kuri service baje gusaba, akinjira rwose, adategereje kuza kugerwaho ataramenya niba agomba gutegereza cyangwa hari ibyo asabwa kubanza kujya kuzuzwa. Ibyo byakora uwihariye ku ruhande abari imbere harya bagakomeza gufasha abujuje ibibazanye.
- Gushyiraho guichet y'abanyacyubahiro. icyuma gihamagara numero ariko ukabona hari abo bacishamo batanafashe numero kuko badakeneye kujya ku murongo. Mwabaha guichet yabo, natwe abaturage dusanzwe tukakirwa ku inumero bataducishijeho abantu.

### 3.7.3. Visa, permits and foreigner's ID card

- Often there is one employee at the desk so waiting is longer than expected. Foreigners ID need a lot of improvement...IDs take more than a month or even longer. The way to search ID cards itself is not really great. It would be nice if the waiting for visa /passport collection and ID Card differ too cos you wait for an hour two only to be told to check with the foreigners ID Card woman

- My visa renewal happened very smoothly and efficiently. The renewal of the foreigners ID card should be available (if possible) to collect at the same time to reduce number of trips made to immigration. It will also speed up the process at your office as you'll have fewer visits.
- quicker, all of my friends had to wait 2 months for their visa and have had to come back multiple times.
- Waiting hours / days in line could be easily avoided with proper planning. Newcomers have no idea where to line up - what forms to fill out, how to get them. Give people access to information without having to wait in line. Book appointments, have different lines for different services (with signs), have more staff and get them working more effectively. There seems to be regular
- Get the online tracking system to actually work. Improve communication with clients. I was waiting for my visa for almost a month and had to spend 3 hours at the immigration office just to hear that I needed a supplementary document which was not mentioned anywhere in the application description. The officer said that I was called and informed of this the week before but this was not true.
- My last foreigner ID card was lost in the process but it may have been the fault of the NGO where I was working...
- Time spent on issuing the permits( testimony of a friend)
- In terms of transparency, when asked for a written text to explain the prices the man in charge refused to show one. I was asked to pay the same price for a resident visa for my children (dependants who should only pay half) as for me. Which is in contradiction with the rules of Immigration. Plus I was only informed a week later, when I came to pick up my visa. So I had to pay extra money for the residence visa of my children, and I lost a plane ticket for the whole family.
- The service in charge of delivering visas, is highly efficient. The Green card is always very long to be delivered (One month or more) but it does not create any issue. For the CEPGL, usually it takes 2 days, but lately it took 3 weeks, without any information on the situation.
- Have ALL documents required posted on the website. I needed to get a T-2 Travel Visa, and there was nothing online about needing a copy of your host's ID, but the staff required it before I turned in my application.
- ID card is very hard to get
- More efficiency and coordination. After they told me by phone my visa was ready, I went and had to wait 5 hours for the officer to tell me the visa wasn't ready. After 1 month waiting, I had to call again and they told me someone from immigration had to come to the office. I HAD to call immigration office in Karongi so they could come pay me a visit. It was a disaster. Some of the staff is not friendly and helpful. Long hours of waiting and lack of coordination and information.
- Making sure the right persons get permit to stay as per now, security matters much! No place for terrorists!
- Augmenter le staff au front desk (visa/permit). Les gens font ou attendant 2 heures ou plus pour être reçu

#### 3.7.4. Services at borders

- Increase staff at airport. There is few staff and the queue is usually long.
- Respect people's privacy when doing border check of passenger bags.
- 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.
- 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.
- We hope to have the one-stop border at Rubavu Grande Barriere to help smoothen the process.
- Avoid long queues of people lining up at the border
- Give Rwandans and East African priority when arrive at border it is frustrating when 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
- Have the electronic machine for arrivals at boarders as well.. as locals we don't have to cue. However, assess the risks attached.
- More people to check cars at the boarder (especially Grande Barriere Rubavu)
- Ku mipaka gusuzuma ntihagire ababyeyi b'abagabo bambutsa abana badafite ba nyina.
- Kwihutisha service ku mupaka hatabayeho ibimeze nko gutera ubwoba umugenzi.
- 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.

#### 3.7.5. Laissez-passer

- 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.
- miscommunication among staff and paperwork gets lost or forgotten.
- Pple on the desk think its family institution, they are not proactive in service
- Please implement a laissez-passer (cppl) for foreign résidents with a duration of 6 or 12 month too. To renew cppl every 3 months is inefficient. As long the visa duration is longer, there is no problem. You even may charge double for a six month duration. / A possibility for online appointments would be great.
- 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
- Gushyiraho guichet y'abanyacyubahiro. icyuma gihamagara numero ariko ukabona hari abo bacishamo batanafashe numero kuko badakeneye kujya ku murongo. Mwabaha guichet yabo, natwe abaturage dusanzwe tukagirwa ku inumero bataducishijeho abantu.

### 3.7.6. Refugee and Asylum seekers

- If you meet all expectations concerning a Rwandan citizen, no need to take you back in sectors/ or Village to bring other proofs
- Accorder à tout le monde qui veut introduire le dossier de Nationalite, puis de donner un feedback negative ou positif apres qu'au moins ne garde pas remord de n'avoir pas tenter sa chance.

### 3.7.7. Cross-cutting issues

- Friendliness and better cooperation with other institutions like CID
- Proper and clear explanation to the citizens especially those who are not well educated in order for them to better understand what they are required to do.
- Let there be help desk for those with special needs like pregnant women, women with infants, sick people, to mention a few. Also the seats at the visa section are very old.
- I would say, employees have high integrity, but very low flexibility. From my point of view, they do not show compassion, and have very low courtesy.
- Ku muntu ugeze bwa mbere kuri immigration cg umeze igihe ataheruka, ntahita abona uwo yabaza. bitewe nimiterere yaho mukorera iyo winjira ubona abantu bicaye batuje imbere yabo hicaye abantu barimo kubakira umuntu rero atinya kubatambukaho ngo ajye kubaza bamurangira aho yajya. urugero ku byambayeho narinje kongera igihe cya passport nsanga ibintu byarahindutse nagombaga gusa kureba ko ibyo nzanye byuzuye nkabishyira muri box ubundi nkigendera ariko nta kintu nabonye cg umuntu unsobanurira byansabye umwanya kugirango ngende imbere (nciye ku bantu barimo guhabwa service ) ndabaza. Nasabaga rero ko haba ahantu handitse umuntu akinjira hamusobanurira neza icyo agomba gukora naho agikorera cg hakaba umuntu ubishinzwe. Ikindi ni kubishyira kuri website yanyu, kuburyo bishobotse nava hano nzi neza icyo gukora. Ni improvement mwakora kugira ngo mukomeze kuba imbere yabandi kuko nubundi muri imbere mukomerezaho.

## 4. COMPLAINTS AND RECOMMENDATIONS

The survey raised a number of compliments, complaints, and recommendations for consideration in the quest to improve service delivery. The following issues are raised several times:

### 4.1. Complaints

- I live in Rubavu District. I went to Kigali to take the photo for the ID card. They had not received the form from immigration office in Rubavu, even if I had already paid and received my new visa. The woman in Kigali office was very rude. She told me that I did not need to come to Kigali because they already had my photo in the system. That they were automatically going to make a new ID card. But she could not tell me if my new card was in Kigali or Gisenyi. Finally, she found my new ID card in her office. But in Gisenyi nobody explained to me what I have to do to get my ID card.

- In addition, I asked for the citizenship. I went there with a Rwandan friend to know if my case moved 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.
- 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 help everybody.
- They are slow and not responsive
- Make sure that online info and reality corresponds, because there are only misunderstandings caused by incorrect info online, or staff who do not know what is written online. I am so tired of everytime showing them your website and they act like they see it for the first time in their life. (Nemba, Airport, HQ). .g. Online you write: that "multiple entry tourist visa" can be obtained at any official entry point. Reality: Absolute lie!!! I had to ask for it at Rwandan Embassy, option is HQ in Kigali. You are collecting money by not issuing multiple entry visa directly on arrival, or what?? It is absolute nonsense, that first I have to pay 30 USD single entry visa, and then pay another 50 USD for multiple entry visa on HQ which take another 3 working days to issue (not to mention another 10 USD processing fee at Embassy) SHAME ON YOU!!!!!!

#### 4.2. Recommendations

- To maintain the level of effectiveness
- Get more agents in the visa department
- Keep moving forward, we appreciate the delivery services in general.
- Continue as you are! It is really doing well; add more people to the front desk tho.
- Keep it up, you are on the right truck, I would recommend to always updating us on social media as you do, do not stop.
- You could have a printer and payment all in one building, instead of waiting in line, then going to pay for you ID card and get copies, then coming back and waiting again.
- I type much faster, so writing the information on a piece of paper and then watching the staff enter each piece of information painfully slow into the computer is a waste of time. If I could directly enter the info into the computer would save everyone time.
- At least two staffs at the district level, would be more helpful
- I was very happy with the response to my query through the twitter account. Perhaps the same could happen for facebook. Thank you.
- Be more responsive to questions about the process and handle the visas more quickly
- Be honest upfront - if something hasn't been processed, or if there's bad news, tell the person immediately rather than allowing them to wait 6 hours to be told. Have a front desk for general inquiries, copies of forms, information, greeting people who are new to the chaos.
- Smile a bit more. I know immigration and visa issues may not be solved in one day but if officers would at least come across as willing to help that would make the experience much better.
- Engage media more often to inform the public on latest trends.

- I always have good experiences with Rwanda immigration. Everyone, from those working with visas to Rwandan passports to the border agents, have always been welcoming and helpful. Murakoze.
- I think the wait (queue) is still long. People have to go back to work. If you could improve the length of the wait when we collect/apply for documents, it would be great.
- I recommend being more honest. Somebody who asks for the citizenship it is because he likes Rwanda. I think to tell the truth to him, that the request is refused because he did not invest enough money in the country, it is a fair answer. Thanks
- In general, the services are of good standards.
- May be a more welcoming and hearing attitude would make people needing these services more respected.
- Please repair the ticket system in the waiting hall of Visa
- To continue on the same way. You still the best service in Rwanda
- DGIE should devise means and ways to curb the long queues (long lines while carrying out clearance in regard to checking IDs and Passports of passengers at the borders i.e Gatuna etc.
- I recommend that we be given a passport that lasts for 10 years instead of 5 years. Thank you.
- Someone who once used a service PP is usually questioned if they are traveling with their personal PP and I find it unnecessary and frustrating sometimes.
- Try to be more pro-tourism oriented. Make sure your personnel is available on call and after promising, that they will proceed the applications (they do not of course) they will respond the repeated phone calls. Because so many times I had to use different tel number so that they will pick the phone. They see the same number calling - they do not pick up again - like small children playing hide and seek.
- To please share their knowledge with other institutions. How can you get it so right while others get it so wrong? There should be a way to learn from each other.
- The information needs to be clearer on the website, and generally, immigration officers are very unfriendly to those applying for visas. I was directly told by multiple immigration employees not to even bother applying for a visa (despite the fact that I am marrying a Rwandan national) and to "return to my country". I know several people who have been told the same thing.
- Treat service seekers alin respectful manner
- Get the ticket machine working, or have 100 numbers written up before it is open. Have more signs with clear instructions on how to fill out forms, where to get in line, how numbers are called.
- In general, you are doing well, but there is always a room for improvement! Staffs at Immigration at Airport or Head office they very helpful and work in professional way!Customer service is just Wow! So this should be implemented everywhere where immigration is represented ( districts and other corner)
- Need to be more respectful for people, and to respect their time
- Hold open days for the general public to display your services
- The work that you do is commendable and goes beyond all other government departments I have
- They do good. However, they must reduce the time take to foreigners to get the permits.
- Please if possible you may put yourself in your customers' shoes because we ask the passport because we need to use it as it may concern.
- Overall, I am satisfied but I'd recommend to always widely disseminste information relating to bilateral agreements with other countries on entry visas to those countries.

- Inama nabagira nuguko haraho mugeze hza mugutanga serivise kandi niheza ariko muharanire kugera ahandi heza cyane mugomba kugera nokugeza urwanda nabanyarwanda buriya iyo service ya immigration imeze neza bitanga isura nziza kugihugu
- Twifuza ko mwashyira iminzani (balances) ku kibuga cyindege hanze(outside) kugira ngo usanze ibiro (Kg) birenga ibisaguka abihe abamuherekeje. Ubu aho tubisiga ntitumenya aho bijya kuko iminzani iri mwimbere wamaze gutandukana nabaguherekeje. Bitanga Bad image
- Gukora akazi kunyungu z'umutekano no gukunda igihugu mwirinda kuba mwagwa mumutego wa ruswa.
- Nugukaza umurego mu bushishozi cyane cyane ko uko technology yiyongera abantu nabo bongera amayeri menshi cyane
- Kwihutisha service kubabaga na cyane cyane kumipaka ndetse no kuturere
- Gukomeza gahunda nziza yo gutanga service inoze no gutanga feedback kare!
- Mucyeneye guha Abanyarwanda ibisobanuro ku mpamvu mutemera ko moto zinjira (Kacyiru) kandi ari uburyo bukoreshwa n abanyarwanda benshi. Mufite parikingi ihagije, mwazibuza guhagararamo umwanya munini ariko zikazana abantu. Ndetse n'Abanyarwanda kugiti cyabo bakoresha Moto nk'uburyo bwa displacement. Ese policy ni iyihe ku magare?
- Inama nabagira ni gukomeza gukoresha abakozi b'indahemuka ariko mbona akenshi ari abasore n'inkumi byaba na byiza hizwe uburyo n'abari hagati ya 30ans gusubira hejuru bukoreshwa.
- Ahubwo nabashima, kuko ibyo bahura nabyo usanga byabigishije, ubutaha bakaza batunganiye imirimo neza.
- Bakora neza muri rusange ariko bakirane umuntu urugwiwo ntibakicaze umuntu amasaha menshi ategereje
- Mu bibazo n' ibisabga haracyari mwo ingorabahizi. Birasa kuri bose kandi situations 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.
- Turabashimira byimazeyo uko mwateje imbere itangwa rya service, kugeza ubu mukaba muri ab'imbere muri services nyinshi za Leta. Inama: Nimukomereze aho mujya mbere.
- Kurushaho kunoza imikorere yabo bakagerageza bose gutanga service nziza kuko ukoze nabi wese aba asebeje ikigo
- Gukomeza indangagaciro yo kwakira abagana services za immigration n'ubwuzu no kwihutisha servisi mutanga
- icyuma gihamagara numero nakibonye muri passeport gihamagara mu cyongereza gusa. Ese nta kuntu cyahamagara nibura mundimi zose kuko nkanjye bahamagaye numero barandenga nayobewe ko bayivuze. Nabibwiwe n'umugiraneza warunyicye iruhande.
- Muri rusange imikorere ninyiza. Ndashima personally, munoze management skills zabakozi bakeya mu turere. Mukore assessment kuri uriya mukozi wanyu - mumenye uko aba clients bababona mumitangire ya service nimikorere.
- Dukeneye imipaka yubatswe neza ifite ibyangombwa byose bikenerwa Ku mipaka. Urugero: Inyubako zihagije kdi ziyanye n'igihe.

- 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!
- Kutavangura abanyarwanda mugutanga ibyangombwa cyane abavuye Congo unanza haricyo bapfa na immigration kuko arintambara wasobanura ute kwima umukozi waLeta ibyangombwa ngo numunyamahanga
- 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
- 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 ibuciro 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
- Nuko service zarushaho kwihuta. Ikindi kubantu basanzwe bafite laissez passer iyo irangiye bagasaba indi ni byiza ko bazajya bayifatira mu karere kabegereye batarinze basabwa gusubira aho bayifatiye bwa mbere
- Kuri passeport naho nibyiza ko uyisabye yayibona mugihe gito gishoboka
- Guha agaciro ababasabye ubufasha (clientèle) ndetse nakazi(Service), hanyuma Inyungu nyarwanda ibe umuco wakazi.
- Mbere na mbere kubaha ababagana
- Nukurushaho gutanga service nziza mwita cyane kubabagana. kugabanya procedure y'ibisabwa mugihe umuntu asaba icyangobwa. Urugero: iyo umuntu asabye bwambere pass port mumusaba documents zitabaho Genda utuzanire fiche y'indamuntu y'ababyeyi mugihe habagaho comine Cy tuzanire icyongobwa kigaragaza ko wigiye primary school murwanda Mugende muganye procedure mufite database then musabe abaturage ibyangobwa biri current.
- Mettre en place les mesures d'urgence pour les cas exceptionnel comme vous le faites dans d'autres departments
- 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
- Suivez les activites au niveau des district parce que c'est le moment de travailler pour le peuple
- Ouvrir les postes frontaliers 24heures
- Soyez disponible même au téléphone et de savoir exactement le nombre précis de jour pour avoir un service
- Accorder à tout le monde qui veut introduire le dossier de Nationalite, puis de donner un feedback negative ou positif apres qu'au moins ne garde pas remord de n'avoir pas tenter sa chance d'etre un peu flexible avec les fournisseurs etrangers
- Augmenter le staff au front desk (visa/permit). Les gens font ou attendant 2 herures ou plus pour etre recu

## **5. CONCLUSION**

Survey results allow DGIE to target specific gaps in service delivery and to support the continued efforts and existing mechanism already in place to excel in service delivery.

We take this opportunity to thank everyone who responded to the survey and pledge to take into consideration all observations and recommendations.

**END**