

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

CROSS –CUTTING ISSUES / IBYAGARAGAJWE MURI RUSANGE		
Raised concern / Ikibazo		Response /Igisubizo
1.	There are still long queues that could be worked on by reducing waiting time	We have decided to have at least two permanent officers at front desks and support during peak hours.
2.	Need for office of inquiry on front desks to reduce unnecessary time spent and disturbances to officers receiving clients	At each front desk, there is an officer handling inquiries. We are also reviewing the orientation inside our front offices.
3.	District officers should have at least two staff to avoid closing of office in work days for several times with excuses of being in other commitments	We are progressively increasing staff in all offices to improve service delivery. We are also 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 the staff returns in office
4.	Conducting regular public awareness through engaging media more often to inform the public on latest trends.	We are planning to conduct an awareness campaign on our services but we shall keep using our social media platforms and other engagements to reach out to our customers.
5.	Icyuma gihamagara numero nakibonye muri passport gihamagara mu cyongereza gusa. Ese	Tuzabyigaho mu buryo bwa tekini tureba uko ururimi

	nta kuntu cyahamagara nibura mundimi zose kuko nkanjye bahamagaye numero barandenga nayobewe ko bayivuze	rwacu narwo rwakoreshwa. Murakoze
6.	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.	We have established such services at the head office to facilitate our customers. Our officers will keep guiding customers to use these services.
7.	Increase level of professionalism, smiling for clients, being honest, vigilant, more responsive while questioning, have hearing attitude, welcoming and calls answering in case of need.	Through training on customer care, we shall professionally keep improving our conduct to serve better our customers
8.	Please repair the ticket system in the waiting hall of Visa	The queue management system was repaired. Apologies for inconveniences caused when it was not working
9.	Mucyeneye guha Abanyarwanda ibisobanuro ku mpamvu mutemera ko moto zinjira (Kacyiru) kandi ari uburyo bukoreshwa n'abanyarwanda benshi.	Ibi bikorwa kubera kubungabunga umutekano rusange, umuhanda wa Kacyiru moto zemerewe kuwukoresha aho zitinjira ni munyubako kubera gucunga umutekano. Twizera ko twese ikibazo cy'umutekano dukwiye ku cyumva kimwe.
10.	Hold open days for the general public to display your services	We have in our plan to organize an Immigration day where we shall exhibit our services and interact with the public. We have been organizing an integration day for foreign nationals granted Rwandan nationality; we plan to extent this event to an Immigration day. Thank you for the advice