

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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**REPONSES SUR LES QUESTIONS POSEES PENDANT L'ENQUÊTE DE 2018 SUR LA  
SATISFACTION DES CLIENTS**

<b>VISA AND PERMITS SERVICES / SERVICES DES VISA ET PERMIS DE RESIDENCE</b>		
<b>S/N</b>	<b>Raised issue/ Question posée</b>	<b>Response/ Réponse</b>
1.	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 great. It would be nice if the waiting for visa /passport collection and ID Card differ too cos you wait for an hour to only to be told to check with the foreigners ID Card woman.	We have increased the number of staff at front desk to two permanent staff. During peak hours, we support the front office to manage the long queue.  We have re-arranged how to process and issue visitors and resident cards. We hope that there is an improvement
2.	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 every time 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	Our information on website is under review to provide relevant and accurate information to the public. We are working on the raised issues to provide better services to you at our Embassies, Borders, Districts and Head offices.  We apologize for the inconvenience, assuring you that there is no ill intention or hidden motive of collecting more money

	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!!!!!!	
3.	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.	We are working closely to harmonize our visa and ID services; Apologies for inappropriate service and confusion you experienced. We shall redress this for better service delivery.
4.	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 will have fewer visits.	The process of ID production is different from visa/permit processing. The ID is processed after one issued a resident permit. It takes three days to have visa/permit and two days to have the ID after having a resident permit. We shall review to harmonize the process.
5.	Quicker, all of my friends had to wait 2 months for their visa and have had to come back multiple times.	Visa process takes 3 days and the customer should be notified in case of delay from our part. Apologies, we shall redress.
6.	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.	Guiding tags are placed on the front desks for guidance and information is being added to displays and signposts will be updated to properly orient customers.  We agree, there is a lot of improvement needed.

7.	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.	The electronic system is being upgraded and will cater for this. Apologies for the inconveniences we caused and we promise to keep improving.
8.	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 (dependents who should only pay half) as for me. Which is in contradiction with the rules of Immigration. In addition, I was only informed a week later, when I came to pick up my visa. Therefore, I had to pay extra money for the residence visa of my children, and I lost a plane ticket for the whole family.	We regret for what happened, we would like to get specifics on this and follow it up. You may send an email to <a href="mailto:permit@migration.gov.rw">permit@migration.gov.rw</a> and copy to <a href="mailto:pro@migration.gov.rw">pro@migration.gov.rw</a>
9.	My last foreigner ID card was lost in the process but it may have been the fault of the NGO where I was working.	We advise you to get a new one. Here are the requirements: <a href="https://www.migration.gov.rw/index.php?id=222">https://www.migration.gov.rw/index.php?id=222</a>
10.	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	We harmonized visa/permit issuance with foreign ID cards. It takes three days to have visa/permit and two days to have the ID after having a resident permit
11.	Augmenter le staff au front desk (visa/permit). Les gens font ou attendant 2 heures ou plus pour etre recu.	Nous avons decidé d'avoir deux officiers permanents à la réception et pendant les heures de pointe; nous renforçons la reception pour gérer la longue file d'attente.
12.	Making sure the right persons get permit to stay as per now, security matters much! No place for terrorists!	Thank you for your important advice. We shall enhance security consciousness in service delivery.
13.	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	We have revised the practice; customers get informed on the second day of their application.  We promise to improve coordination in respect to

	<p>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.</p>	<p>your observations</p>
<p>14.</p>	<p>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.</p>	<p>Information on our website is under review to make it more informative.</p>