



REPUBLIC OF RWANDA



P.O.BOX: 433 KIGALI

CLIENT CHARTER FOR LAND RELATED SERVICES

October 2023

INTRODUCTION

Land related services are delivered at national and provincial levels by National Land Authority (NLA), by District One Stop Centers at District level and Sector Land Managers at Sector level. Each institution involved in the process plays its role to meet expectations of the clients applying for different services. In order to reduce the backlog of the client's transactions that are only processed by the few public land notaries compared to the big number of people that normally need land related services, since 14th February 2022, the Chief Registrar of Land Titles have granted to the private notaries the power to deliver notarial services related to land as a solution to provide quick services to a big number of clients. Private notaries are operating in different locations of Rwanda and have offices where they receive their clients and the list of the authorized private land notaries is published by NLA each year.

In line with the Government of Rwanda's reform agenda and in as far as NLA is concerned, our objective is to be responsive to effective service delivery, transparency and accountability.

Furthermore, it was found that it is imperative to have a client charter in order to help people visiting land offices be able to know the services offered requirements and timelines. The client charter lists also the service centers at which our services can be accessed and guiding legal instruments. It is a tool to increase the information available to customers of NLA and sets standards for transparency in public services.

The development of this charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

NISHIMWE Marie Grâce
Ag. Director General/Chief Registrar of Land Titles

1. CLIENT ORIENTATION AND CUSTOMER FOCUS

Being a customer-oriented institution, National Land Authority (NLA) puts customer satisfaction at the core of each of its activities. All staff dealing with land matters, at all levels, have to set an end to tremendous time wasting and delays in services delivery process and to make sure that client's needs are satisfied and have faster access to services.

Considering that services have to be responsive to high expectations from citizens, staff dealing with land matters have to inform them what services are available to them and what their rights and obligations are in accessing these services. For this to be achieved, they have to deliver the services with integrity, judiciousness, courtesy, understanding, objectivity, impartiality, transparency, accountability, promptness, efficiency and effectiveness.

2. PROCESSES FOR LAND SERVICES DELIVERY

Land services are offered in different offices at NLA Headquarters, at its 5 regional offices and at district and sector offices as well as in the offices of private notaries under its technical supervision. A Land Administration Information System has been developed to be used in the maintenance of land records and to facilitate the flow of information between different stakeholders. The following is the procedure that an application passes through:

2.1. SUBMISSION OF THE APPLICATION BY THE CLIENT

- i. The process for a land service starts at Sector office, the district One Stop Centre or at private land notary's office and for some special cases at regional or Headquarters' office whereby applicants submit their applications;
- ii. At the above mentioned offices, a client gets all information about the requirements to be fulfilled and a form for requesting land service. These information can be found also at our website <http://www.lands.rw>;
- iii. When the applicant has been informed of the requirements, he complies all required documents and submits the application to the staff in charge of land management at the Sector, or to the District One stop center, to the private land notary's, to the office of the Registrar of Land Titles at provincial level or at NLA Headquarters depending on the nature of the application ;
- iv. For the land related services already available on Irembo, the applicant has to submit the application online using Irembo platform www.irembo.gov.rw;
- v. The client is also entitled to be notified whether the submission of the application is successful or not and to be informed about the progress of the application.

2.2. CHECKING AND SUBMISSION NOTIFICATION

- i. Submitted applications are checked if they fulfill all requirements. Supporting documents to be submitted are normally originals unless provided otherwise.
- ii. Received applications at sector level are sent to the district One Stop Centre for processing. All applications are checked and processed by the LAIS processor at District One Stop Centre office. Those requesting special attention and/or legal expertise are

- submitted (online) to the offices of the registrar of land titles at the provincial level for further processing;
- iii. Where possible, in the sectors with all required infrastructures, to send applications online in LAIS using Irembo platform is compulsory. Applications sent online using Irembo are directly received at the Office of the Registrar of Land Titles and approved without being processed by the district staff;
 - iv. A tracking number is then assigned to the application and a notification message is sent to the client using SMS. The system allows the client to track the progress of his/her application by using the tracking number assigned to the application and the client is notified when the requested service is ready.

3. COMPLAINT PROCEDURES

A mechanism for complaint was established to allow clients to ask any problem pertaining to land or to lodge their complaints in case they are not satisfied with service delivery. It can be accessed by visiting our website www.lands.rw or one call us on 2142 (Toll free).

4. TIMELINE FOR LAND SERVICES DELIVERY

4.1. Land registration related services

4.1.1. For Sectors that are not able to use Irembo platform to send applications online in LAIS

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOSC)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
Sporadic land registration	Land ownership information document issued by Cell land committee and approved by Cell Executive Secretary and Sector Executive Secretary where the land is located	Form 1.a	5 days	18 days	2 days	25 days
Conversion of rights on a parcel from old to new tenure	Old land documents to be converted	Form 2	5 days	6 days	2 days	13 days
Correction or modification on natural persons in land register	<ul style="list-style-type: none"> In case of correction of a names or number of ID card of the right holder: Proof of identity In case of change of names: Certificate of change of names issued by competent authority and the proof of new identity In case of correction or modification of domicile: Proof of domicile issued by the Sector Executive Secretary of domicile In case of correction of land register by removing a right holder registered during systematic land registration: Recommendation signed by Cell Executive Secretary and approved by Sector Executive Secretary where the land is located confirming that land the registered right holder has registered land that does not belong to him/her, land ownership information document, certificate of civil status and copy of identity of the rightful landowner. In case of changing the representative of the 	Form 3.a	5 days	6 days	2 days	13 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DO SC)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
	<p>person who is legally incapacitated (minor or other adult persons who are legally incapacitated) when the cause of incapacity ceases to exist: Copy of identity card of the land owner, the request filled by the representative or a Recommendation signed by cell executive secretary in case the representative is not available.</p>					
Changes on legal persons	<ul style="list-style-type: none"> • In case of company: General Assembly report bearing signatures of members approved by a notary and Company registration Certificate issued by RDB; • In case of Local NGOs and non-profit organizations: General Assembly report bearing signatures of members approved by a notary and Certificate of registration from Rwanda Governance Board; • In case of Cooperative: General Assembly report bearing signatures of members approved by a notary and Certificate of registration from Rwanda Cooperative Agency and a Copy of the Official Gazette in which Certificate of registration was published; • In case of NGOs: General Assembly report bearing signatures of members approved by a notary and Valid NGOs registration Certificate issued by Directorate General of Immigration and Emigration; • In case of Professional Body: General Assembly report bearing signatures of members approved by a notary and Law establishing the professional body and official document confirming the representative of the professional body. 	Form 3.b	5 days	6 days	2 days	13 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOCS)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
Change of names due to the bankruptcy	<ul style="list-style-type: none"> • Court decision ordering bankruptcy; • Proof of identity of the liquidator 	Form 3.c	5 days	6 days	2 days	13 days
Compliance with land use master plan	Land documents for the parcel	Form 4.a	5 days	6 days	2 days	13 days
Change of land use provided by the master plan	Non-objection letter issued by the district with legal personality or City of Kigali in which the land is located confirming that the intended land use change is relevant to the development of the District or City of Kigali and does not interfere with the District or City of Kigali land use plan implementation	Form 4.b	5 days	6 days	2 days	13 days
Rectification of parcel boundaries and area correction	Deed Plan approved by the head of the unit in charge of land management at District level and the survey report signed by the land owner(s), neighbours and the land surveyor.	Form 5.a	5 days	18 days	2 days	25 days
Area correction and merge of parcels removed from swamp	<ul style="list-style-type: none"> • Land documents for the parcel which was not affected by swamp delimitation • Land documents for the parcel (s) removed from swamp 	Form 5.c	5 days	18 days	2 days	25 days
Conversion of rights on a parcel from leasehold to freehold title	Occupation permit	Form 6	5 days	6 days	2 days	13 days
Registration of condominium and split of condominium	<ul style="list-style-type: none"> • Proof of legal personality for condominium association; • Building plans indicating the size of each condominium unit 	Form 7.a	-	6 days	2 days	8 days
Transfer of rights on condominium units by sharing between members of condominium association	Notarized sharing agreement of the rights on the Condominium unit	Form 7.b	-	6 days	2 days	8 days
Cancellation of condominium	Proof of deregistration of condominium association	Form 7.c	-	6 days	2 days	8 days
Parcel sub-division	Deed Plan approved by the head of unit in charge of land management at District level on every portion of land to be subdivided	Form 8.a	5 days	18 days	2 days	25 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOCS)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
Parcel subdivision of agricultural land held in co-ownership	Deed Plan approved by the Head of Unit in charge of land management at District level for every portion of land to be subdivided indicating the land owner (s) to be registered on it	Form 8.b	5 days	18 days	2 days	25 days
Merging parcels	Land documents for the parcel to be merged	Form 9	5 days	18 days	2 days	25 days
Merging lands and re-plotting the residential site	Notarized agreement of land owners committing to merge their lands for re-plotting a residential site	Form 10.a	5 days	18 days	2 days	25 days
Registration of land from a re-plotted residential site	Notarized agreement of parcels sharing showing the land owners and UPIs allocated	Form 10.b	5 days	6 days	2 days	13 days
Transfer of rights on a parcel by voluntary sale	Notarized sale agreement, signed by registered parties	Form 11.a	2 days	2 days	1 day	5 days
Transfer of rights on a parcel by voluntary sale (One day-One procedure for commercial and industrial lands)	Notarized sale agreement, signed by registered parties	Form 11.b	-	-	1 day	1 day
Transfer of rights on a parcel by donation inter vivos or by legacy	Notarized donation agreement or legacy, signed by the donor and the donee	Form 12.a	5 days	6 days	2 days	13 days
Transfer of rights on a parcel by succession	Authentic will/Certificate issued by Sector Executive Secretary confirming the heirs in case there is no dispute about succession or Court decision determining who are the heirs and their respective rights (with bill of adjudication) in case of there are dispute about succession	Form 13.a	5 days	6 days	2 days	13 days
Transfer of rights on parcels by exchange	Notarized exchange agreement, signed by both parties	Form 14.a	5 days	6 days	2 days	13 days
Adding/removing right holders in land register	Extract of marriage certificate/or notarized agreement signed before a competent notary/or Death certificate of the deceased spouse/or Court decision and a report of judgment execution	Form 15	5 days	6 days	2 days	13 days
Transfer of rights on a parcel by court decision	Court decision bearing an enforcement formula and/or a report of judgment execution	Form 16	5 days	6 days	2 days	13 days
Transfer of rights on a parcel by	Final judgment or an execution Order or other	Form 17.a	5 days	6 days	2 days	13 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOSC)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
sale through auction as execution of a court decision	enforcement order and Deed of sale of auction					
Transfer of rights on a parcel authorized by the Registrar General of mortgages	Certificate of ownership of the mortgage issued by the Registrar General	Form 17.b	5 days	6 days	2 days	13 days
Transfer of rights on a parcel by expropriation	Request from the mayor of the District or the City of Kigali / expropriator requesting to transfer the land from expropriation purpose and confirming that the fair compensation has been paid	Form 18	-	20 days	5 days	25 days
Transfer of rights on a parcel by termination of land ownership contract	Decision of cancellation of land ownership contract by Minister having land in his/ her attributions as provided for by Article 49 of the law N° 27/2021 of 10/06/2021 governing land	Form 19	-	-	5 days	5 days
Requesting land title from concession or lease contract for investment	Concession/lease contract signed between the minister having land in his /her attributions and the concessionaire/lessee or the copy of cabinet decisions	Form 20	-	-	5 days	5 days
Transfer of rights on a parcel sold by the state on the abandoned property	<ul style="list-style-type: none"> • Decision from the Minister of Justice/General State attorney authorizing the property to be sold; • Letter from the chairperson of the committee at the district level requesting for land transfer on the abandoned property and mentioning the selling price 	Form 21	5 days	6 days	2 days	13 days
Temporary requisition of land poorly exploited	Decision of temporary requisition or its cancellation by the Minister having land in his/her attributions	Form 22.a	-	-	5 days	5 days
Cancellation of temporary requisition of land	Decision of cancellation of temporary requisition by the Minister having land in his/her attributions	Form 22.b	-	-	5 days	5 days
Confirmation of registered right holders	<ul style="list-style-type: none"> • If the confirmation is requested for surety purpose: <ul style="list-style-type: none"> - Final court decision or Enforcement orders bearing enforcement formula; - Document issued by the debtor indicating properties to be sold in order to pay the debt; 	Form 23	-	-	3 days	3 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOCS)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
	<ul style="list-style-type: none"> If the confirmation is requested for other reasons other than surety: Proof of interest of the applicant on the concerned parcel; 					
Restriction of rights on a parcel by caveat	<ul style="list-style-type: none"> Written proof showing that the concerned land is subject to the claim and that the claim was submitted to the competent court, to the cell or sector authority where the land is located or to any other competent organ for further assessment, or; Final court decision judgment that orders to lodge the caveat 	Form 24.a	-	2 days	3 days	5 days
Removal of the restriction of rights on a parcel by caveat	<ul style="list-style-type: none"> The amicable settlement agreement signed by the parties and certified by a notary or approved by the executive secretary of the cell/sector intending to remove the caveat; where the land is located, or; The certified document from the person who lodged the caveat requesting for removal of caveat or approved by the executive secretary of the cell/sector where the land is located, or an advocate or professional court bailiff or public institutions that requested the caveat on a parcel; A final court decision bearing an enforcement order, or a document issued by the cell or sector authority where the land is located or by any other competent organ showing how the claim was handled and signed by all involved parties, or; A final court decision ordering the removal of caveat or if the reason for lodging a caveat is found baseless 	Form 24.b	-	2 days	3 days	5 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOCS)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
Putting the property under surety	Definitive Court decision bearing an enforcement formula or other enforcement order	Form 25.a	-	-	3 days	3 days
Removal of restriction of right on parcel by surety	<ul style="list-style-type: none"> • Document signed by all parties involved in the case of surety requesting removal of surety signed before Notary or approved by the executive secretary of the cell/Sector where the land is located, or; • Document requesting removal of surety signed by the court bailiff; • Court decision ordering the removal of the surety. 	Form 25.b	-	-	3 days	3 days
Registration of rights on a parcel by sub-lease	Notarized sub-lease agreement including duration and rent fee, signed by both parties	Form 26.a	5 days	3 days	2 days	10 days
Cancellation of restriction of rights on a parcel by sub-lease	Agreement contract signed by two parties or court decision cancelling the sub-lease	Form 26.b	5 days	3 days	2 days	10 days
Restriction of rights on a parcel by servitude	<ul style="list-style-type: none"> • Servitude agreement signed by both parties before the authority of the Cell where the land is located; • Decision of the authority of the cell ordering the servitude, if there is no consent of the other party 	Form 27.a	5 days	3 days	2 days	10 days
Restriction of rights on a parcel by servitude	<ul style="list-style-type: none"> • Servitude agreement signed by both parties before the authority of the Cell where the land is located; • Decision of the authority of the cell ordering the servitude, if there is no consent of the other party 	Form 27.a	5 days	3 days	2 days	10 days
Removal of restriction of rights on a parcel by servitude	<ul style="list-style-type: none"> • Agreement for removal of servitude signed by both parties before the authority of the Cell where the land is located, or; • Decision of the authority of the cell ordering the removal of the restriction of rights on a parcel by servitude if there is no consent of the other party 	Form 27.b	5 days	3 days	2 days	10 days
Restriction of rights on parcel by bankruptcy	Court decision ordering bankruptcy	Form 28.a	5 days	3 days	2 days	10 days

Service	Triggering document	Form	At sector level (Compiling, Checking and submitting files to the DOCS)	At district level (Re-checking, processing)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
Cancellation of restriction of rights on parcel by bankruptcy	Motivation for cancellation of a restriction of rights on parcel by bankruptcy approved by Boards of Director or by the court	Form 28.b	5 days	3 days	2 days	10 days

4.1.2. For sectors that are able to use Irembo platform to send applications online in LAIS and services delivered by private land notaries

Service	Triggering document	Form	At sector level/Private land notary' office (Compiling, Checking and submitting files to the Registrar of Land Titles)	At provincial level or HQ (Quality assurance and approval)	Maximum time for delivery (Working days)
Transfer of rights on a parcel by voluntary sale	Notarised sale agreement, signed by registered parties	Form 11.a	1 day	1 day	2 days
Transfer of rights on a parcel by donation inter vivos or by legacy	Notarised donation agreement or legacy, signed by the donor and the donee	Form 12.a	1 day	2 days	3 days
Transfer of rights on parcels by exchange	Notarised exchange agreement, signed by both parties	Form 14.a	1 day	2 days	3 days

4.2. Services related to the resolution of disputes related to land boundaries and systematic land registration

Service	Triggering document	Form	At district level (Assessment and taking decision on the dispute)	At provincial level or HQ (Assessment of the appeal and taking decision on the dispute)	Maximum time for delivery (Working days)
Resolution of disputes related to land boundaries and systematic land registration	A document indicating the decision taken by the Sector authority against the dispute	Dispute resolution form N° 1	30 days	-	30 days

Appealing the decision taken by the Mayor of District with legal personality or the Mayor of the City of Kigali against the dispute	<ul style="list-style-type: none"> • Document indicating the decision taken by the Sector authority against the dispute, or; • The proof indicating that the period of thirty (30) days has been elapsed without the applicant being notified of the decision on the dispute 	Dispute resolution form N° 2	-	45 days	45 days
Certificate of non-appeal	Application letter				5 days

4.3. Services related to mapping and ortho-photos

Service	Triggering document	At NLA headquarters (Assessment and processing maps or ortho-photos)	Maximum time for delivery (Working days)
Thematic maps	Application letter	5 days	5 days
Topographic maps	Application letter	5 days	5 days
Administrative maps	Application letter	5 days	5 days
Ortho-photos	Application letter	5 days	5 days