

ONLINE ISSUANCE OF CONSTRUCTION PERMITS AND ACCESS TO KIGALI MASTER PLAN

Experience of the City of Kigali, Rwanda



Presented by:

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City of Kigali

Yaoundé, October 2014

Content:

- Introduction
- Background and Key information on City of Kigali
- Construction Permitting Management Information System (CPMIS)
- Kigali City Online Master Plan (Web GIS)
- Summary
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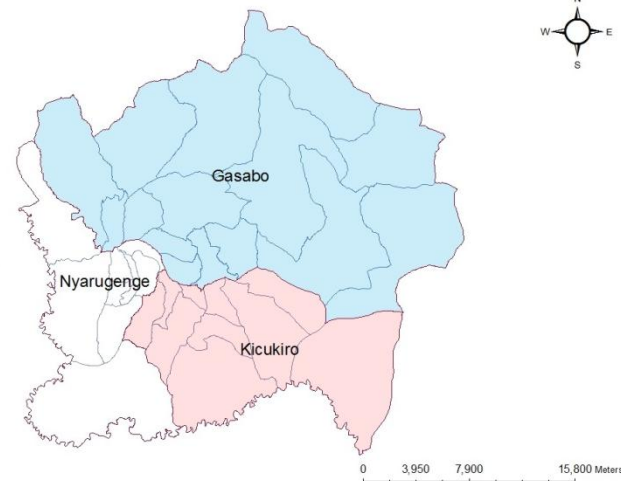
Introduction

Key data on Kigali



Gross density: 1778p/km²
 Household size: 4.7
 Natural constraints: 50% (19% for wetlands and 31% with slope >20%)

ADMINISTRATIVE MAP OF THE CITY OF KIGALI



Commonly known as "The land of a Thousand Hills", Rwanda is located in East Central Africa and covers an area of 26,338 sq km,

Kigali is not only the national capital of Rwanda, but also the country's most important business centre and main point of entry.

District	Area (sq.km)	Population 2002-08-15 census	Population 2012-08-15 census
Nyarugenge	134	236,980	284,561
Gasabo	430	320,516	529,561
Kicukiro	167	207,819	318,564
Total	731	765,315	1,132,686

Background

Challenges in urbanization and service delivery at the City of Kigali-Physical Planning and Construction

- Inconsistent understanding and information on Construction Permitting procedures;
- Delayed issuance of construction and related permits;
- Lack of customer satisfaction;
- Poor management of construction and planning data-manual archives;
- Unplanned development;
- Lack of efficient linkages, sharing and access to data between relevant institutions;
- Lack of efficient use of human resource-duplication, overloading, lack of harmonization and coordination.

Background

Some key national policies and strategies that facilitated urbanization in Rwanda

- ❑ National decentralization policy adopted in May 2000;
- ❑ Rwanda Systematic Land Registration completed in 2012-
Land Administration Information System (LAIS);
- ❑ Law governing urban planning and building in Rwanda
- ❑ National urban housing policy for Rwanda
- ❑ Rwanda Building Control Regulations
- ❑ Rwanda's goal of becoming the regional ICT hub;
- ❑ Law governing the institution of professionals (architects
urban planners, surveyors, engineers etc)

Background

Some key City initiatives that facilitated sustainable urbanization and better service delivery in Kigali

- ❑ Establishment of the City Urban Planning and Construction One Stop Centre 2010 (Clients Charter);
- ❑ Establishment of the District Urban Planning and Construction One Stop Centre 2012;
- ❑ Decentralization of land management to the Districts (Land Bureaus);
- ❑ Completion of the City Master Plan 2004-2013;
- ❑ Construction permitting reforms;
- ❑ Introduction of online platforms-Construction Permitting and Access to Master Plan;

Construction Permit Reforms

Simple, Fast and Reliable Services

- ❑ Formation of One Stop Center at City and District level;
- ❑ Reduction of costs-USD 5,000 to less than USD 100;
- ❑ Reduction and streamlining of procedures (elimination and merging of procedures)-link to other agencies;
- ❑ Reduction of time-365 days to 20 days;
- ❑ Completion of Detailed Physical Planning of the City;
- ❑ Introduction of online platforms-Construction Permitting and Access to Master Plan;

CPMIS: www.kcps.gov.rw

Layout –Public interface (Architect/Engineers)

The screenshot shows the homepage of the City of Kigali Construction Permit System (CPMIS). The header is blue with the city logo and navigation links: HOME, GETTING STARTED, RESOURCES, LEGAL BACKGROUNDS, HELP CENTER, and CONTACT US. A red arrow points to the 'GETTING STARTED' link. Below the header is a banner with a cityscape and the text: "each step of the permitting process has been simplified". Below the banner is a grey bar with the text: "Welcome to the Kigali Online Construction Permit System:". Below this is a section titled "Get started now and receive your Construction Permit in a maximum of 30 days in 5 Steps:" followed by five numbered steps: 1. Pre-Application, 2. Registration, 3. Application, 4. Payment, and 5. Get Permit. At the bottom, there is a yellow footer with three columns: "Getting Started" (Pre-application Consultation, How to Register, Making an Application, Payment, Get your Permit), "Resources" (Kigali Master Plans, Legal Backgrounds, GOR Websites, Free Software, Sustainable Urbanism, Examples of Best Practices), and "Help" (Video Tutorials, User Manuals). On the right side of the footer, there is a "Question? Call Now!" button with a phone number (25)0787681000 and a photo of a woman.

Getting started

- How to register
- Making application
- Payment
- Get your permit

Resources

- Available references

Legal backgrounds

- Available laws and guidelines

Help

- Tutorials

Contact us

- Questions, comments, suggestions

CPMIS: www.kcps.gov.rw

Layout –Public interface (Architect/Engineers)

The screenshot displays the user interface for the City of Kigali Construction Permit System (CPMIS). The header includes the City of Kigali logo and the text "CITY OF KIGALI CONSTRUCTION PERMIT SYSTEM". The user is logged in as "UFITEYEZU Felix". The navigation menu includes: HOME, GETTING STARTED, RESOURCES, LEGAL BACKGROUNDS, HELP CENTER, CONTACT US, and APPLY HERE. The sidebar on the left contains the following items:

- Submit Application
- My Dashboard
- My Applications (0)
- My Shared Applications (0)
- My Drafts (0)
- My Messages (0)
- My Invoices (0)
- My Permits (0)

The main dashboard area is titled "Dashboard" and contains a "Summary of all your alerts and applications". Below this is a table with the following structure:

Description	View	Delete
Pending Applications (0)		
Commented Applications (0)		
Completed Applications (0)		

At the bottom of the page, there is a footer with the text "© 2013 City of Kigali. All Rights Reserved. - Privacy Policy - Terms and Conditions" and a language selector set to "English".

requests

Management

CPMIS: www.kcps.gov.rw

Layout –Public interface (Architect/Engineers)

The screenshot shows the public interface of the Construction Permit System (CPMIS) for the City of Kigali. The header is blue and contains the City of Kigali logo, the text "CITY OF KIGALI CONSTRUCTION PERMIT SYSTEM", and a user greeting "Welcome UFITEYEZU Felix" with links for "Account Settings" and "Sign Out". A navigation bar below the header lists: HOME, GETTING STARTED, RESOURCES, LEGAL BACKGROUNDS, HELP CENTER, CONTACT US, and APPLY HERE. The main content area has a breadcrumb "UFITEYEZU Felix / Welcome" and a "Watch help Video" button. On the left is a sidebar menu with items: "Submit Application" (highlighted in yellow), "My Dashboard", "My Applications" (0), "My Shared Applications" (0), "My Drafts" (0), "My Messages" (0), "My Invoices" (0), and "My Permits" (0). The main content area is titled "Applications" and includes the instruction "Click on an option below". Two options are listed, each with a "Click here to view Application Forms" link: "1. CITY OF KIGALI, ONE STOP CENTER" and "2. DISTRICTS, ONE STOP CENTERS". A red dashed box highlights these two options, with a red line pointing from the box to the text "Where to send your application" at the bottom of the slide. The footer contains copyright information "© 2013 City of Kigali. All Rights Reserved. · Privacy Policy · Terms and Conditions" and a language selector set to "English".

Where to send your application

CP-MIS: www.kcps.gov.rw

Layout –Public interface (Architect/Engineers)

The screenshot displays the user interface for the City of Kigali Construction Permit System (CP-MIS). The header is blue and contains the City of Kigali logo, the text "CITY OF KIGALI CONSTRUCTION PERMIT SYSTEM", and a user greeting "Welcome UFITEYEZU Felix" with links for "Account Settings" and "Sign Out". A navigation bar below the header lists: HOME, GETTING STARTED, RESOURCES, LEGAL BACKGROUNDS, HELP CENTER, CONTACT US, and APPLY HERE. The main content area shows a user profile for "UFITEYEZU Felix" and a "Watch help Video" button. A left sidebar menu includes: Submit Application (highlighted in yellow), My Dashboard, My Applications (0), My Shared Applications (0), My Drafts (0), My Messages (0), My Invoices (0), and My Permits (0). The main section is titled "Applications" and contains a list of six application types, each with a "Click here to apply" link. A red dashed box highlights this list, with a red arrow pointing to the text "Kind of applications" below it. The footer contains copyright information for 2013 City of Kigali and a language dropdown menu set to "English".

UFITEYEZU Felix / Welcome [Watch help Video](#)

Submit Application

- My Dashboard
- My Applications **0**
- My Shared Applications **0**
- My Drafts **0**
- My Messages **0**
- My Invoices **0**
- My Permits **0**

Applications

Click on an option below

- 1. APPLICATION FORM FOR SINGLE FAMILY RESIDENCE CONSTRUCTION PERMIT**
[Click here to apply](#)
- 2. APPLICATION FORM FOR OCCUPANCY PERMIT**
[Click here to apply](#)
- 3. APPLICATION FORM FOR CHANGE OF USAGE PERMIT**
[Click here to apply](#)
- 4. APPLICATION FORM FOR RENOVATION/TRANSFORMATION/ALTERATION PERMIT**
[Click here to apply](#)
- 5. APPLICATION FORM FOR PERMIT FOR CONSTRUCTING A FENCE**
[Click here to apply](#)
- 6. APPLICATION FORM FOR RENOVATION/TRANSFORMATION/ALTERATION PERMIT**
[Click here to apply](#)

Kind of applications

© 2013 City of Kigali. All Rights Reserved. - [Privacy Policy](#) - [Terms and Conditions](#) [Back to top](#) English

CPMIS: www.kcps.gov.rw

Layout –Public interface (Architect/Engineers)

The screenshot displays the user interface of the City of Kigali Construction Permit System (CPMIS). At the top, a blue header contains the city logo, the text "CITY OF KIGALI CONSTRUCTION PERMIT SYSTEM", and a welcome message for user "UFITEYEZU Felix" with links for "Account Settings" and "Sign Out". Below the header is a navigation menu with items: HOME, GETTING STARTED, RESOURCES, LEGAL BACKGROUNDS, HELP CENTER, CONTACT US, and APPLY HERE. The main content area shows the user's path: "Application Form / One Stop Center". A left sidebar menu includes "Submit Application" (highlighted in yellow), "My Dashboard", "My Applications" (0), "My Shared Applications" (0), "My Drafts" (0), "My Messages" (0), "My Invoices" (0), and "My Permits" (0). The main content area is titled "One Stop Center" and contains instructions for submitting applications, such as the need for a fast internet connection and that all fields are required. It also provides a link to download a checklist. Below this, a section titled "A. Project Information" includes a form field for "1. Name Of Project *" and a list of services to be ticked in section 2. A red dashed box highlights the "Services" section, which includes: "Application for construction permits", "Applications for connection to water", "Applications for connedton to electricdty", "Application for telecommunication services", and "Application for EIA deariance". A red line and the word "Services" in red text are positioned to the right of this list.

Welcome UFITEYEZU Felix
Account Settings | Sign Out

HOME GETTING STARTED RESOURCES LEGAL BACKGROUNDS HELP CENTER CONTACT US APPLY HERE

Application Form / One Stop Center

Submit Application

- My Dashboard
- My Applications (0)
- My Shared Applications (0)
- My Drafts (0)
- My Messages (0)
- My Invoices (0)
- My Permits (0)

One Stop Center

APPLICATION FORM AND LAND DOCUMENTS FOR CONSTRUCTION PERMIT (FULL/FINAL APPLICATION)

You need fast internet connection (in order to upload your plans and documents)

All fields are required for your application to be processed and permitted

If you have more files to upload than the available fields, kindly put them in one folder, zip and upload the folder.

[Click here to download checklist with full description](#)

A. Project Information

1. Name Of Project *

2. Please tick in section 2 below the services you require to be facilitated by the One Stop Center and complete the form with details of your project *

- Application for construction permits
- Applications for connection to water
- Applications for connedton to electricdty
- Application for telecommunication services
- Application for EIA deariance

Services

CPMIS: www.kcps.gov.rw

Layout –system administrator interface

The screenshot displays the MASTERCPMIS (Construction Permit Management Information System) interface. On the left is a sidebar menu with options: Dashboard, Applications (highlighted), Tasks, Clients, Messages (0), Reviewers, Reports, Help, and Video Tutorials. Below the menu is a language dropdown set to 'English'. The main content area shows details for application 'KCPS-CP-AAA004269 (Submissions) - 1st Submission', submitted on 2014-09-15 10:13:30. Action buttons include 'SEND BACK TO ARCHITECT', 'DELETE', 'BACK TO SUBMISSIONS', 'ATTACH PERMIT', and 'GENERATE PERMIT'. A tabbed interface shows 'Application Details' selected, displaying the title 'APPLICATION FORM AND LAND DOCUMENTS FOR CONSTRUCTION PERMIT (FULL/FINAL APPLICATION)'. Below this is a table with application details.

1. Name Of Project	CONSTRUCTION OF APARTMENT BUILDING
2. Please tick in section 2 below the services you require to be facilitated by the One Stop Center and complete the form with details of your project	<input checked="" type="checkbox"/> Application for construction permits
Developer's Name	MUKAHIRWA Mediatrice
Developer's Phone Number	+250788645335
Developer's Email	mediganzanm@gmail.com
Developer's ID / Passport Number	1198170014447001
Developer's Tax Identification Number (TIN)	101956968

Various data

CPMIS: www.kcps.gov.rw

Layout –system administrator interface

The screenshot displays the MASTERCPMIS system administrator interface. The header includes the logo and the text 'MASTERCPMIS Construction Permit Management Information System'. Below the header, there are navigation tabs for 'Tasks' and 'My Tasks'. A sidebar on the left contains links to 'Dashboard', 'Tasks', 'Messages (0)', 'Help', and 'Video Tutorials', along with a language selector set to 'English'. The main content area is titled 'My Tasks' and features filters for 'Pending', 'Filter By Priority', and 'Filter By Department'. A date filter is set to '4 Days Ago / Thursday 11/09/2014'. A table lists tasks with columns for 'Task Type' and 'Application'. A red dashed box highlights the 'Assessment' tasks and their corresponding application IDs. Below the table, there is a 'Choose an action...' dropdown menu.

Task Type	Application
Assessment	KCPS-OP-AAA001911
Assessment	KCPS-CP-AAA004211
Assessment	KCPS-CP-AAA004205
Assessment	KCPS-CP-AAA004205
Assessment	KCPS-OP-AAA001910
Assessment	KCPS-CP-AAA004006

7 Days Ago / Monday 08/09/2014

Task Type	Application
Assessment	KCPS-CP-AAA003964

Choose an action..

Available applications

CPMIS: www.kcps.gov.rw

Layout –system administrator interface

The screenshot displays the MASTERCPMIS system administrator interface. At the top left, the logo for MASTERCPMIS (Construction Permit Management Information System) is visible. The top right shows the user is logged in as Fatou Dieye, with buttons for MY ACCOUNT and LOGOUT. The main navigation menu on the left includes Dashboard, Applications, Tasks, Clients, Messages (0), Reports (highlighted), Help, and Video Tutorials, with an English language dropdown. The main content area is titled 'Reports' and contains a 'List Of Reports' section. A red dashed box highlights the 'Report One' configuration area, which includes a 'Filters' section with the following fields: 'Type Of Application' (a dropdown menu set to 'APPLICATION FORM AND LAND DOCUMENTS FOR CONSTRUCTION PERMIT (FULL/FINAL APPLICATION)'), 'Start Date' (a 'Click to set' button), and 'End Date' (a 'Click to set' button'). Below these fields are 'RESET' and 'SUBMIT' buttons. A list of other reports is shown below, including Report Two, Submissions Report, Approvals Report, Pending Stages Report, Overdue Requests Report, Pending Action Report, Approvals/Rejections Report, Notifications Report, and Inspections Report.

reporting

Reporting settings

CPMIS: www.kcps.gov.rw

Layout –system administrator interface

Report One: Report Export to Excel

No	Name of the Project/Developer	Contact No	Plot No	Locality	Usage	Cost (USD)	Cost (RWF)	No. Of Request Floors	Date of submission	Time of submission	Date of approval	Date of issuing	Days Taken	G.F. Area (m2/units)	Plot size in m2	Action
1	COMMERCIAL AND OFFICE BUILDING G+7 / EGLISE ADVENTISTE DU 7 JOURS AU RWANDA	788013872	954	Nyarugenge/Nyarugenge/Kiyovu/Imangamirwa	Commercial	5290000	3430637409	7	2013-11-18		2013-12-13	2013-12-13	28	4350.8	1912.75	View
2	CONSTRUCTION OF COMMERCIAL BUILDING OF FIVE FLOORS / Marcelle KARWERA	+2507884882530	1618	Gasabo/Remera/Rukiri/Amahoro/	Commercial	1236800	828565168	5	2013-10-10	5:06:05	2013-11-07	2013-11-07	28	1500.75	578.095	View
3	PROJET DE CONSTRUCTION D'UN CENTRE RECREATIF / RUTABANA GATWA BERNARD	+25088301338	1757	Gasabo/Rusororo/Nyagahinga/Kabutare/	Low rise residential district	308148	200295927	1	2013-10-10	3:58:51	2013-10-28	2013-10-28	18	1100	16502	View
4	RESIDENTIAL HOUSE / SEZIBERA PHILIPPE	+250788300395	523	Gasabo/Kacyiru/Kamatwa/Ruganwa/	Residential	206161	140189519	2	2013-10-10	6:06:07	2013-10-31	2013-11-05	21	5.7	724.511	View
5	NSENGIYUMVA Francois / NSENGIYUMVA Francois	+250788304832	309	Nyarugenge/Muhima/Nyabugogo/Rweza/	Residential	1000000	600000000	1	2013-10-15	1:37:25	2013-10-28	2013-10-28	13	395	873	View
6	PROJET DE CONSTRUCTION D'UN CENTRE RECREATIF / SIMON SINDAMBIWE	+250785112964	1602	Gasabo/Kinyinya/Gacuriro/Akaruvusha/	Commercial	1415244	962366178	2	2013-10-15	2:44:56	2013-11-05	2013-11-07	21	3123	11141	View
7	Umubano Hotel / Soprotef S.A.R.L. Kigali	+250252593500	930	Gasabo/Kacyiru/Kamatamu/Nyarurama/	Commercial	19000000	1200000000	7	2013-10-15	7:04:06	2013-10-31	2013-11-12	9	23523	47749	View
8	PROPOSED MOUNT KENYA UNIVERSITY - KICUKIRO CAMPUS / MOUNT KENYA UNIVERSITY	+250785709824	2803	Kicukiro/Gatanga/Nyanza/Amarembu/	Residential	8636379	5829556053	5	2014-05-29		2014-06-06	2014-06-09	8	11752	9351	View
9	Kigali Genocide Memorial Centre Amphitheatre / Aegis CNLG	+250787300091	2200	Gasabo/Gisozi/Ruhango/Kumukenke/	Government	676924	440000000	1	2013-10-16	8:27:24	2013-10-24	2013-10-24	8	880	52127	View
10	Proposed Fuel Station Delta Petroleum / Francois & Delta Petroleum Dukuzumuremyi	0788308220	000000	Gasabo/Kinyinya/Gacuriro/Bishikiri/	Residential	383369	260691522	2	2013-10-29	8:14:52	2013-11-15	2013-11-15	17	617.21	2972.653	View
11	Proposed G+2 Complex Commercial Building / COOPERATIVE UBUMWE KINYINYA Ubahagarariye: Paul RUSATIRA	+250788559882	6981	Gasabo/Kinyinya/Kagugu/Nyakabungo/	Commercial	9259140	6203622825	3	2013-10-18	4:09:30	2013-11-07	2013-11-07	20	14784	10881	View

Data to be exported in excel

Developers, plot number, plot location, usage, cost, number of floors, date of submission, date of approval, days taken, gross floor area, plot size,.....

Reporting tool allows to manage the urbanization and growth process and key data for the City as well as monitoring for timely service delivery

WEBGIS: www.masterplan2013.kigalicity.gov.rw

System role

- Access to the base map;
- Access to aerial photos;
- Access to the existing/proposed land use plan;
- Access to the zoning, infrastructure layout and master plan reports;
- Future link to LAIS (real time cadastral data).

Web GIS: www.masterplan2013.kigalicity.gov.rw

Online access to the Master Plan-Interface description

CITY OF KIGALI MASTER PLAN 2013

Total Visitors: 2929 (Online Users : 0)

WATER PLAN 2013 FULL REPORTS Login

Menu

- Search
- Layers

zoning plan code colors

100m 300ft

Enter Map Scale: 2942 [Set]

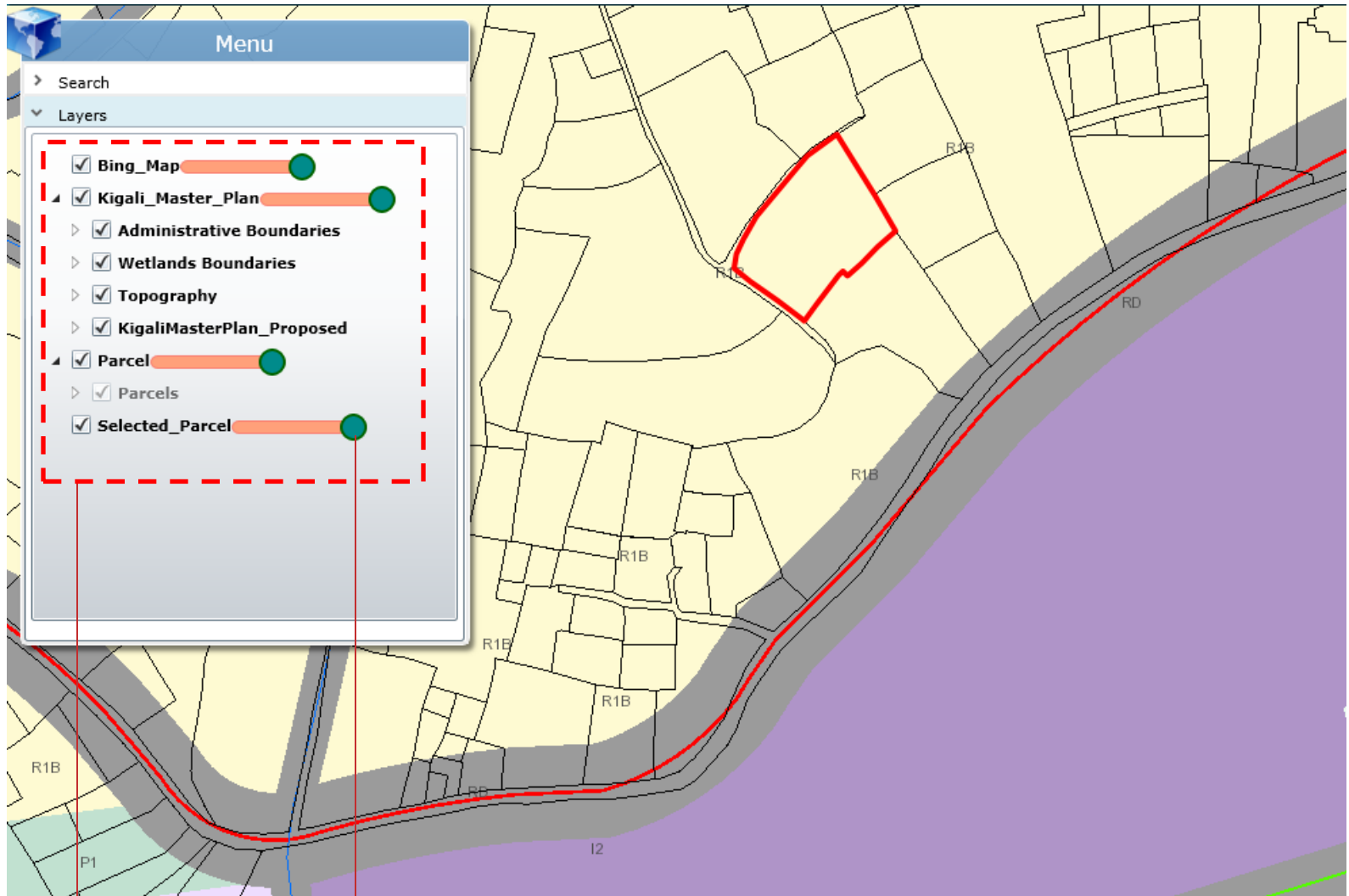
W: 231504N, 5002, Y: -316493.9545

CITY OF KIGALI Language: English **A RISING STAR IN AFRICA**

Search and GIS layers Master plan reports Different tools

Web GIS: www.masterplan2013.kigalicity.gov.rw

GIS layers



GIS layers

Layer transparency control

Web GIS: www.masterplan2013.kigalicity.gov.rw

Parcel searching tool

The image shows a screenshot of a web application interface titled "Menu". Under the "Search" dropdown, there is a section labeled "Search Features". This section contains five dropdown menus: "Search Type" (set to "Parcel ID"), "Select District" (set to "Gasabo"), "Select Sector" (set to "Bumbogo"), "Select Cell" (set to "Kinyaga"), and "Select Parcel ID" (set to "266"). Below these dropdowns are two buttons: "Search" and "Clear Results".

Four blue callout boxes provide instructions:

- A box on the left points to the "Search" button: "Click on search button to select & zoom to the parcel".
- A box on the right points to the dropdown menus: "User needs to select parcel properties".
- A box on the right points to the "Clear Results" button: "It clears the selected feature and query. Once user click this button it clears the selection result and goes back to search type".
- A box on the right points to the "Search" button: "Click on search button to select & zoom to the parcel".

The interface also shows a "Layers" section at the bottom left.

Web GIS: www.masterplan2013.kigalicity.gov.rw

Zoning guidelines for a single plot

The screenshot shows a Web GIS interface. On the left, a search panel is visible with the following details:

- Search Type: Parcel ID
- Select District: GASABO
- Select Sector: Bumbogo
- Select Cell: KINYAGA
- Select Parcel ID: 266

The search results table shows:

Zone PDF	OBJECT ID	Parcel ID	WETLA
1		266	0

The map displays a plot outlined in red, labeled "Plot location". A red arrow points to this plot. The map also shows various zoning zones (R1B, P1, I2, RD) and roads.

The browser window displays the zoning regulations for the Rural Residential District (R1B). The page title is "ZONING GUIDELINES – CITY OF KIGALI".

1.1.3 Rural Residential District (R1B)

General Description: The Rural Residential District (R1B) is a residential district offering single family low rise developments in the rural areas. The R1B District is intended to offer low rise housing as part of the farming community and complementary public facilities as needed. The purpose is to create a pleasant single family area in the rural areas of the city.

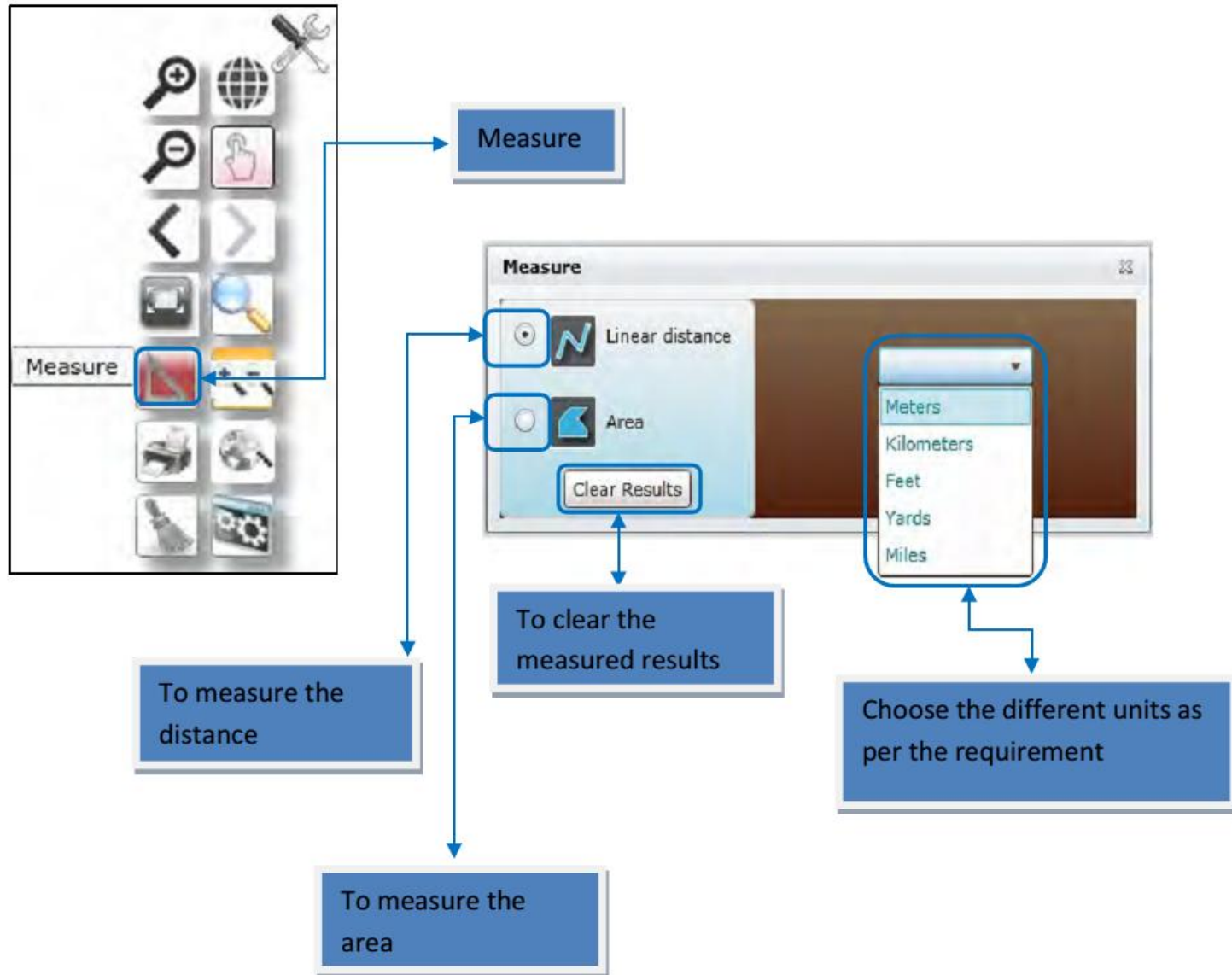
Table 1.3: Rural Residential District (R1B).

	Regulation	Remarks
These regulations shall apply to:		
<ul style="list-style-type: none"> All new and redeveloped residential uses within the Rural Residential District (R1B) Lots zoned or re-zoned for residential uses within the Rural Residential District (R1B) 		
1.0 USES		
1.1 Permitted Uses	<ul style="list-style-type: none"> Single family houses (all types) 	
1.2 Prohibited Uses	<ul style="list-style-type: none"> Residential apartments General commercial uses Industrial uses Major infrastructure 	
1.3 Conditional Uses	<ul style="list-style-type: none"> Standalone food outlet with less than 50 seats Public facilities Convenience stores not exceeding 60m² of floor area 	Refer land use plan for guidance on location of facility Refer

Zoning guidelines

Web GIS: www.masterplan2013.kigalicity.gov.rw

Measurement tool



Web GIS: www.masterplan2013.kigalicity.gov.rw

Exporting map tool

Plot location

Exported map

Print tool

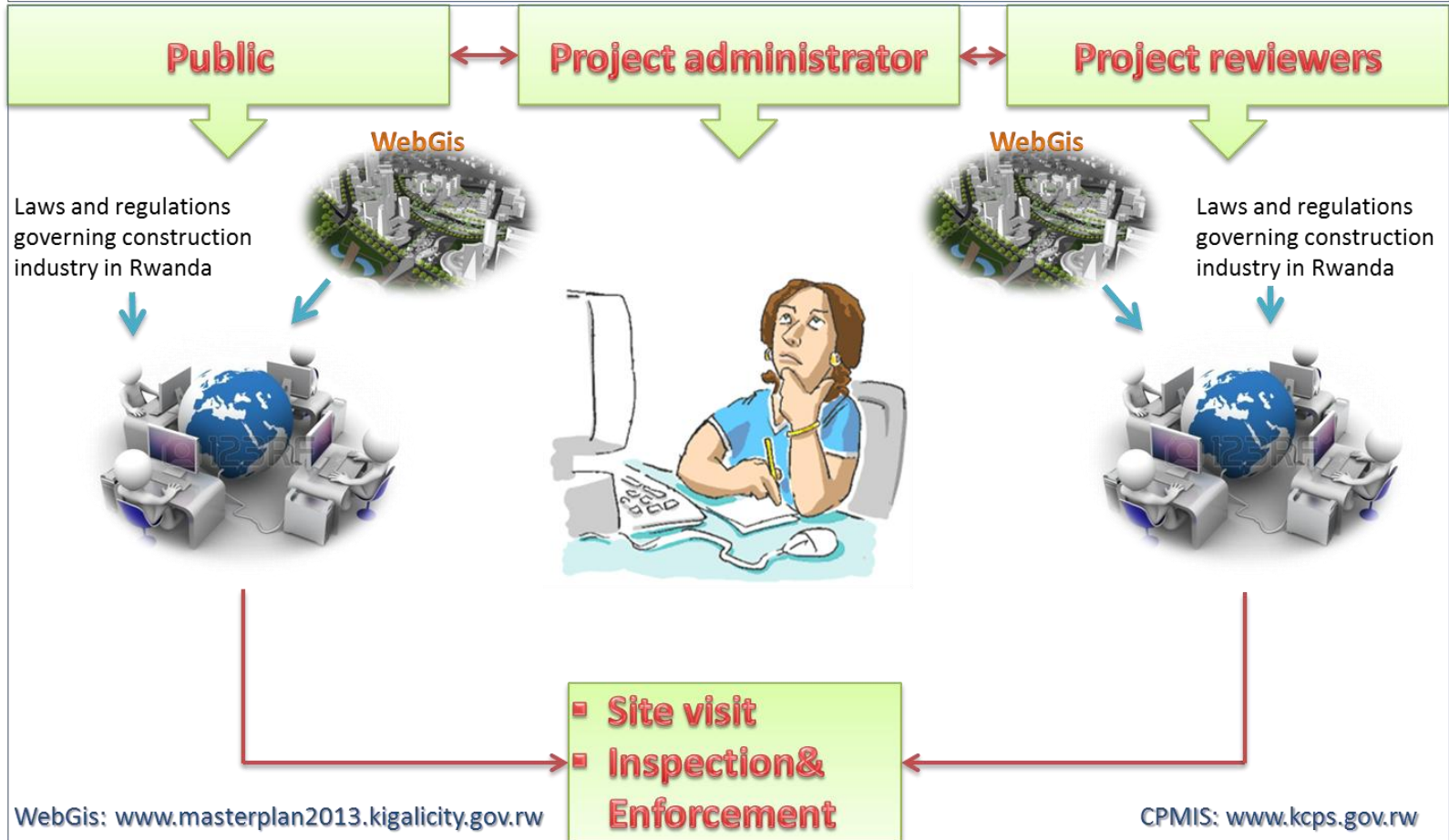
Enter Map Scale 2433 Set

X = 3356987.8532, Y = -21.4826.6533

Summary

Online construction permitting information system

City of Kigali; Rwanda; Oct. 2014



Conclusion

SIMPLE, FAST, RELIABLE

- ❑ Easy access to reliable and harmonized information;
- ❑ Easy access to urban planning data, regulations;
- ❑ Easy and accurate access to procedures and requirements (detailed checklist);
- ❑ Easy management, monitoring and coordination of human resources;
- ❑ Reliable storage of data and archives-virtual hosting;
- ❑ Fast service delivery in compliance with Clients Charter

Thank you

