

REPUBLIC OF RWANDA



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**BOARD DECISION No 12/ A.TR-RURA/2009 OF 4/09/2009**  
**GOVERNING THE LICENSING OF FREIGHT FORWARDERS AND**  
**AIR TRAVEL AGENTS**

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## **PREAMBLE**

The Regulatory Board, in its meeting of the 04<sup>th</sup> September 2009;

Given the law n° 39/2001 of 13<sup>th</sup> September 2001 establishing an Agency for the regulation of certain public Utilities; especially in its articles; 1, 2, 3, 5 and 6;

Considering the importance of organization of Transport sector in the Country;

After consultation meetings with representatives of Freight forwarders and Air Travel Agents on the 07<sup>TH</sup> July 2009 and the 15<sup>th</sup> July 2009;

And whereas upon a due consideration and deliberation in its session of the Board Decision No 12/A.TR-RURA/2009;

## **ORDERS:**

### **ARTICLE 1: OBJECTIVE**

This Board Decision is aimed to provide a licensing framework for Air travel agents and freight forwarders.

### **ARTICLE 2: DEFINITIONS**

In this Board decision:

1. **Travel agents** means a person carries on business as a travel agent if the person carries on a business (whether or not in the course of, or as incidental to, or in connexion with, any other business) of Selling tickets entitling another person to travel, or otherwise arranging for another person a right of passage, on a conveyance other than a prescribed conveyance, is within Rwanda.

2. A **freight forwarder**, if the person carries on a business (whether or not in the course of, or as incidental to, or in connexion with, any other business) of:

- a) Advising and assisting clients on how to move goods (cargo) from one destination to another by air,
- b) Transporting goods (cargo) for clients by air.

### **ARTICLE 3: SCOPE.**

This Board Decision governs both freight forwarders and Air Travel Agents operating or wishing to operate in remunerated Air transport sub sector in Rwanda.

**ARTICLE 4: REQUIREMENTS FOR LICENSING FOR AIR TRAVEL AGENTS AND FREIGHT FORWARDERS**

Every Air travel agent and freight forwarder must fulfil the following application requirements;

- a) Fill an application form;
- b) Trade register indicating the activities in the transportation network performed by the applicant ;
- c) Business plan;
- d) Mention the Location of business;
- e) A fifty thousand (50,000Rwf) receipt for registration of new entrants, paid on A/c n° **120.11.27** of RURA in the National Bank of Rwanda (B.N.R );
- f) If the Air travel agent/Freight forwarder is not an individual (sole proprietorship) business, must provide Memorandum and Article of Association.

**ARTICLE 5: ANNUAL LICENSE FEES**

The Operators licensed under this Board Decision shall pay the annual License fee of **200.000 Frw** payable on A/C n° **120.11.27** of RURA in the National Bank of Rwanda (B.N.R)

**ARTICLE 6: OPERATORS' OBLIGATIONS**

The operators licensed under this Board decision shall:

- a) Submit to RURA the fixed price of the recognised service, (Freight forwarders/Air Travel Agents) provided to their customers.
- b) Abide by the rules and regulations governing their operations;
- c) Bear a logo differentiating it from other operators Licensed in Rwanda and in the Region;
- d) Submit to RURA the annual Financial reports;
- e) Submit any changes that are mentioned in License requirements.

**ARTICLE 7: TIMEFRAME FOR LICENSE ISSUANCE**

Any applicant, having submitted the required documents mentioned in this Board Decision, gets a response in Fourteen days (14) from the submission date. Failure to comply with this timeframe will call for explanations.

**ARTICLE 8: PENALTIES.**

Every licensed operator, being individual or a company must abide by the provisions of this Board Decision. Failure to comply with this Board Decision, will lead to the penalties here below:

- a. Fine ranging from 50,000 to 1,000,000 Rwf payable on RURA's account n° 120.11.27 in the National Bank of Rwanda;
- b. Withdrawal of the license for a period of three (3) months;
- c. Total expulsion from the sector.

**ARTICLE 9: FINAL AND TRANSITIONAL PROVISIONS**

All freight forwarders and Air Travel Agents in operation are given a time of two months to comply with this decision.

Any Air freight forwarder and Air Travel Agent operating without a License shall be liable to a fine of between Rwf 100,000 and Rwf 500,000.

**ARTICLE 10: REPEALING PROVISION**

All previous provisions contrary to this Decision are hereby repealed.

**ARTICLE 11: ENTRY INTO FORCE**

This decision shall come into force and become effective from the date of its publication.

**Done at Kigali, on the 4<sup>th</sup> September 2009**

**MUKASINE Marie Claire**  
**Chairperson – Regulatory Board**  
**(Sé)**