



REPUBLIC OF RWANDA

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**NATIONAL MIGRATION POLICY AND
STRATEGIES**

PREFACE

This Migration Policy was prepared by the Directorate General of Immigration and Emigration as part of the Government strategy for economic development by facilitating tourism, skills attraction and investment promotion.

We thank the UNCTAD secretariat and all the associated partners for the report on “Skills Attraction and Development Programme” formulated as part of a wider assistance towards the Investment Policy Review. This policy incorporates comments, ideas and some valuable recommendations from the UNCTAD report.

In drafting this policy, the Agency acknowledges contributions from various Government institutions notably, MIFOTRA, MINAFFET, MINALOC, MINICOM, MINEDUC, MININTER, NSS, ORTPN/RDB, RRA, RIEPA/RDB, PSF, Labour Unions and the Rwandan Diaspora.

We believe that this policy will achieve its desired objective of contributing towards making Rwanda a secure and major tourist destination, as well as skills and investment hub in the region.

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ABBREVIATIONS AND DEFINITIONS

AGENCY: Government Institution directly responsible for managing Immigration, Emigration and other related duties

BMP: Business Migration Program

DIRECTOR GENERAL: Head of the Agency

ESSW: Employer Sponsored Skilled Workers

GoR: Government of Rwanda

HIDA: Human Resources and Institution Capacity Development Agency.

ICT: Information and Communication Technologies

MIFOTRA: Ministry of Public Service and Labour

MINAFFET: Ministry of Foreign Affairs and Cooperation

MINALOC: Ministry of Local Government, Good Governance, Community Development and Social Affairs

MINEDUC: Ministry of Education

MINICOM: Ministry of Commerce, Industry, Investment Promotion, Tourism and Cooperatives

MINIJUST: Ministry of Justice

MININTER: Ministry of Internal Security

NISR: National Institute of Statistics

NSS: National Security Service

ODL: Occupation on Demand List

ORTPN: National Agency for Tourism and National Parks

PSF: Private Sector Federation

RDB: Rwanda Development Board

RIEPA: Rwanda Investment and Export Promotion Agency

SWOD: Skilled workers in Occupations in Demand

SWP: Skilled Workers Programme

UNCTAD: United Nations Conference on Trade and Development

1. INTRODUCTION:

Rwanda has never had an established migration policy that fosters sustainable economic growth in line with the Country's Vision 2020. It is in this regard that this policy was formulated in order to promote tourism, attraction of foreign skilled workers, and skills acquisition by nationals, investment promotion, private sector competitiveness, and regional economic integration, all in favour of economic development, security and stability.

The Government is determined to accelerate the process of economic transformation through foreign direct investment (FDI). It was for this reason that in 2005-2006 UNCTAD undertook to carry out an Investment Policy Review (IPR). The Review made a number of recommendations to enhance the developmental impact of FDI. One of these was that Rwanda should develop a pro-active programme to attract foreign entrepreneurs and migrant workers with much-needed skills that would help boost economic development. It is in this regard that a pro-active migration policy was designed, in line with the country's commitment towards promotion of good governance along with strengthening the private sector to enable it to be at the core of Rwanda's economic development.

In this new era of globalization, the international business community seeks a favourable business environment as well as a qualified labour force. In addition, countries are competing to enrich their economies by attracting foreign investments, a skilled workforce, and tourists. The programs within this policy aim at attracting skilled workers, entrepreneurs and tourists. They also strive to bridge the existing skills gap in order to foster the labour market and establish an enabling business environment by withdrawing deterrents to the positioning of Rwanda as a skills hub, as well as competitive investment and tourist destination.

The sector policy was developed in consultation with the following: Office of the President, MIFOTRA, MINICOM, MINAFFET, MINALOC, MINEDUC, MININTER, MINIJUST, NSS, ORTPN/RDB, RIEPA/RDB, PSF, HIDA, Labour Unions and the Rwandan Diaspora.

1.1 Definition of the sector

The major aims of the sector are to promote the following: tourism, attraction of foreign skilled workers, skills acquisition by nationals, investment promotion, private sector competitiveness, regional economic integration, free movement of people across borders, as well as security and stability all of which are aimed at economic development.

Rwanda welcomes legitimate non-nationals in her territory. Policies on right of entry and residence are designed in order to establish a balance between facilitating and managing the conditions under which entry is regulated.

The government will establish procedures for entry and stay in order to advance Rwanda's economic development and prosperity by; (a) enhancing Rwanda's competitiveness and integration into the global economy (b) promoting the process of regional integration and development within the various regional bodies to which Rwanda is ascribed, (c) generating economic growth and employment opportunities in the formal and informal sectors, (d) protecting Rwanda's security and stability, as well as contributing towards improved living standards for all Rwandans.

Authorized entry will embrace permanent as well as temporary stay. Denial of entry will be based on a number of reasons including but not limited to national security, public health and the need to manage the domestic labour market.

The sector is also responsible for promoting free movement of Rwandans through issuance of travel documents. Nationals intending to acquire Rwandan travel documents are required to present the relevant supporting documents as stipulated in the Immigration law. Travel documents shall be issued to bona fide applicants as promptly as possible. The Immigration law comprehensively details the criteria for acquisition of Rwandan travel documents.

Cognizant of the fundamental economic role played by business and tourism, this policy in line with the Government's strategy of attracting foreign investment and positioning Rwanda as a leading investment and tourist destination will endeavour to pursue efficient and consistent practices to attract foreign skilled workers, facilitate business migration and tourists' travel to Rwanda. The policy will integrate practical measures to cope with possible security and economic challenges migration could present to Rwanda. Finally, this policy will be guided by more flexible, open and effective practices, laws and regulations.

2. GENERAL ORIENTATION

The general orientation of this policy is guided by both national and international development programmes and strategies. National development programmes include Vision 2020, National Investment Strategy (NIS), Economic Development and Poverty Reduction Strategy (EDPRS), while regional and international programmes include the Millennium Development Goals (MDG), the New Partnership for Africa's Development (NEPAD) and Migration for Development Programme. This policy complements the general principles of these strategies.

2.1 National context

The major aspiration of Vision 2020 is to transform Rwanda's economy into a middle-income country. This will be achieved through attracting foreign direct investment, diversifying the economy, good governance and maintaining peace and security.

The national investment strategy aims to increase investments through improving efficiency and effectiveness both in public and private investment sectors.

This policy will contribute towards achieving these goals through facilitating tourism, attracting foreign skilled workers and entrepreneurs to a new dimension of the Rwandan economy oriented towards job creation, skills transfer and development of priority economic sectors.

2.2 Regional and international context

Migration has a tremendous global influence on development trends. Relevant migration issues in international and regional development programmes such as MDG, NEPAD, and Migration for Development will be given particular attention in this policy. It is in this vein that this policy will help the country attain the regional and international development goals through implementation of the following:

- Facilitate entry and residence of foreign skilled workers and entrepreneurs so as to bridge the existing gap between the present workforce and labour needs;

- Facilitate tourists intending to visit Rwanda by issuing affordable tourist visas, and providing excellent customer service;
- Facilitate the Rwandan Diaspora as it contributes towards national development;
- Ensure effective border management and reduce the challenges associated with migration in the era of globalization, hence making Rwanda a secure and safe place for investment and tourism;
- Facilitate travel undertaken by Rwandans by issuing needed travel documents to all bona fide applicants in a transparent and expedient manner; and
- Promote free movement of people, labour, goods and services within the region.

3. SECTOR PRESENTATION

3.1 Sector Vision

The Sector vision is: **“Building a welcoming, prosperous and secure Rwanda”**.

3.2 Mission

The Sector mission is: **“Create a secure, enabling environment for increased trade, investments, tourism and skills development through professional conduct and offering high quality service”**.

3.3 Sector Objectives

3.3.1 General Objectives

- Attract tourists, investors and skilled workers;
- Facilitate and encourage visits of legitimate travellers and residents;
- Process the issuance of citizenship and nationality to qualified aliens or foreigners;
- Issue all travel documents to Rwandan citizens, and foreigners entitled to them;
- Provide high quality services to all our customers;
- Enhance national security through effective management of migration issues;
- Enhance coordination with law enforcement agencies to enforce migration laws; and
- Promote cooperation with other security agencies.

3.3.2 Specific Objectives

- Facilitate entry and residence of skilled migrants in accordance with the country's labour policy;
- Facilitate skills development among Rwandans through skills transfer and various forms of capacity building including supporting the creation of centres of excellence;
- Facilitate investment by designing, implementing and adjusting humane and user-friendly conditions of entry and residence;
- Facilitate travel of Rwandans through transparent and expedient issuance of Rwandan travel documents;
- Facilitate members of the Rwandan Diaspora who apply for temporary or permanent residence, to enable them invest in the Rwandan economy;
- Detect and curtail document and identity fraud;

- Detect and prevent cross-border threats and possible terrorism threats; and
- Provide accurate and timely services, dispensed by courteous personnel

3.4 Sector Values

- **Integrity and flexibility:** Implement the policy and practices with the utmost integrity as well as genuine flexibility;
- **Courtesy and compassion:** Offer services consistently with respect, courtesy and compassion;
- **Vigilance:** Vigilant to possible security threats while exercising duties; and
- **Excellence:** Strive to excel in attaining sector goals.

3.5 Sector Constraints and Opportunities.

The major constraints that hinder the effective implementation of the sector policy include:

- Lack of appropriate infrastructure for effective service delivery such as online processing of applications and the one-stop border post concept;
- Shortage of qualified and trained personnel;
- Lack of modern equipment to facilitate border clearance procedures aimed at offering excellent service while maintaining national security;
- 'Porous' borders hence leading to illegal migration;
- Lack of appropriate coordination with other Government Agencies to harmonise policies;
- Regional political instability;
- Lack of training facilities; and
- Budgetary constraints;

The effective implementation of this policy takes advantage of the following opportunities:

- Good governance, political commitment towards private sector development and efforts to eradicate corruption;
- Political will for attraction of foreign skilled workers, foreign investment, and tourists;
- Efficient investor and business immigrants' facilitation through the One Stop centre;
- Manifested determination of the Agency to offer excellent service to all foreigners visiting Rwanda;
- Facilitation of migration in some foreign countries through Rwandan embassies and diplomatic missions;
- Coordination with Government institutions to determine skills that need to be imported from abroad;
- Continued peace and stability, increasing investors' confidence;
- Incentives for business immigrants, foreign skilled labour, and tourists;
- Rwanda's membership in various regional economic blocs, hence widening the market for business people operating in the country; and
- Information sharing with foreign Immigration Agencies.

4. PROGRAMMES AND STRATEGIES OF THE SECTOR

The programmes of the sector have been elaborated to achieve its vision, mission and objectives.

4.1 TOURISM

The tourism policy defines tourism as activities carried out by people when they travel or stay outside their usual environment for consecutive periods that altogether do not exceed one year, for leisure or business purposes or any other purpose. For the purpose of this migration policy, tourism shall be considered as activities of foreign tourists.

Tourism represents a significant and growing component of the movement of people. It is an important source of income for Rwanda and has a significant impact on entry systems and the associated infrastructure, as well as providing an opportunity for cross-cultural exchange. In terms of revenue, Rwanda's tourism industry aims to attract at least 70,000 tourists who will generate U\$100 Million by 2010. A stronger tourism industry will help Rwanda create quality jobs, uplift local communities and improve its balance of payment.

The proposed migration policy will promote tourism, presenting Rwanda as an upcoming destination of choice for high-end leisure travellers, and appropriate meeting point for conferences. In collaboration with Rwanda's Tourism Agency (ORTPN/RDB), efforts shall be made to design and make available information packages to potential visitors or tourists. Visitors' visas shall be categorised in accordance with the tourism policy.

4.1.1 TOURIST VISAS:

- Tourism visa: The tourism visa shall be introduced under this policy: - Bona fide tourists in a group preferably on a prearranged visit with a tour operator will be issued with this tourism visa at Rwanda's foreign missions and entry points. Tour operators may apply for the tourism visa as a means of facilitating tourists visiting Rwanda as a group. This visa has three months duration and is renewable once.
- Visitors' visa: This visa already exists but under this policy, a visitors' visa will be issued for a period ranging from three months to one year and it will be possible for Rwanda's Embassies or Diplomatic missions to offer a multiple-entry visitors' visa.
- Entry Visa: Non-nationals from countries that have no Rwandan embassy or diplomatic mission will be issued with a single entry visa valid for 15 days at the entry point subsequent to presenting an entry facility that can be accessed online at www.migration.gov.rw. Once they are in Rwanda, their entry visa is renewable for three months.
- Professional visitors' visa or pass: Under this policy a new visa category, the professional visitors' visa, will be introduced. The professional visit visa or pass may be issued to non-nationals entering Rwanda briefly as: Orators, conference and/or workshop moderators and presenters, and organizers of seminars or short business engagements. This visa will have duration of three months.
- Transit visa: it is issued to non-nationals in transit through Rwanda, not exceeding 72 hours within the country.

- Each Visa category and sub-category will have a corresponding affordable visa fee.

4.2 LABOUR MIGRATION PROGRAMME

Rwanda currently faces shortages of skilled workers in many fields and has a relatively weak yet growing culture of entrepreneurship. A planned and practical migration policy shall advance vital national interests by attracting relevant foreign skilled workers to fill skills gaps and promote the capacity of Rwandans to build the critical mass required for building a knowledge-based economy. The strategy is to use the migration policy to facilitate 1) the entry of foreign skilled workers found to be lacking in Rwanda's labour market, 2) members of the Rwandan Diaspora returning from abroad permanently or temporarily in order to contribute to nation building, 3) reinforcement of the general education policy.

Strategies to fill talent and skills gaps in Rwanda's labour market will be supported through short-term and long-term labour migration approaches.

4.2.1 SHORT TERM APPROACH

4.2.1.1 Skilled Workers Programme (SWP):

Key objective: Attract foreign workers who have skills identified as lacking and needed in Rwanda, thereby filling a temporary gap and contributing to economic and social development.

The Skilled Workers Programme (SWP) will target the specific skills needed, in precisely the required quantity and quality. The SWP shall be based on:

- A comprehensive nationwide assessment of the skills gap, and a skills audit conducted both in the public and private sectors to identify specific occupations with insufficient skilled workers. The audit will be used to develop the Occupations in Demand List (ODL).
- The Ministry in charge of Labour shall update the ODL for required skills before the end of every fiscal year. The list shall have to be validated by employers in both public and private sectors.
- The list shall be used by the Agency to assess individual migrants in issuing relevant visa and permits.
- There will be different categories of visa and work permits alongside with corresponding fees.
- Every month a list of foreign workers and their employers shall be published to facilitate the development of the ODL and the planning process.

The SWP will have two main categories; the Skilled Workers in Occupations in Demand (SWOD) and the Employer Sponsored Skilled Workers (ESSW) program.

a. The “Skilled Workers in Occupations in Demand (SWOD)” programme:

This scheme shall be used by migrant workers whose occupations are on the ODL and who are able to demonstrate that they have the necessary qualifications and relevant experience in their

designated occupations. They are not required to be sponsored by an employer or have an employment contract with an employer in Rwanda to be eligible for the visa. Since their occupations are in demand, the policy anticipates that they will find employment soon after their arrival.

Eligibility:

- Foreign workers who can demonstrate that they possess the necessary qualifications and relevant recent experience in any of the occupations listed on the ODL.

Conditionality:

- Must possess the required documentation and present a certificate of good conduct, or police clearance

Incentives:

- If all eligibility conditions are met; a prospective migrant worker is issued with a temporary residence visa renewable for a total of 6 months to enable the migrant worker to explore employment opportunities within the labour market.
- On securing employment, the migrant worker will be granted at least a 2-year visa renewable for a consecutive 3-year period subject to demonstration of a continued need for the skilled worker (i.e. occupation remains on the ODL).
- The visa fee for migrant workers will be affordable and for some very specific skills it may be waived or paid by the employer.
- The migrant worker shall be entitled to duty-free importation of personal belongings including one family car on his or her first arrival to take up long residence.
- A migrant worker has the right to change employers during the period of validity of their visa, but he is required to inform the immigration authorities.
- Unrestricted residence and employment rights for spouse and eligible dependants.
- Right of access to facilitation services of the "migration one-stop shop" to ease establishment and integration into the local community.
- A competitive salary and other fringe benefits to be determined by the employer.
- Dependants qualified as students shall enjoy rights that are similar to those of nationals studying in Rwandan schools (i.e. similar tuition fee, no requirement for student visa).
- Foreigners heading Rwandan institutions shall, where possible, have privileges that are similar to those accorded to Rwandans holding similar positions or status.
- After five years of residence, migrant workers in this category shall be eligible to apply for Permanent Residence.

b. Employer Sponsored Skilled Workers (ESSW)

This category enables employers to sponsor self-identified skilled workers contracted to the employer. The scheme aims at minimizing administrative barriers hindering the swift employment of selected skilled migrants in the country.

Rwandan employers may recruit foreign workers whose occupation is not on the ODL but such recruitment of expatriates would be considered on a case by case basis depending on the labour market.

The ESSW is structured as follows:

Eligibility:

- Foreign workers whose occupation is not on the ODL but whom a Rwandan employer seeks to contract after demonstrating that the foreign worker is qualified for the job and that no Rwandan possessing similar qualifications can be found. There shall be clear procedures to deal with these specific cases.

Conditionality:

- A job offer from a Rwandan employer, demonstrated qualifications with relevant recent work experience, and a certificate of good conduct, or police clearance
- The employer is required to conduct labour-market tests before proposing to hire a foreign worker.
- Employer is credible in the Rwandan labour market and offers a market salary and appropriate employment conditions.

Incentives:

If all eligibility conditions are met, the migrant worker is issued with a temporary residence visa of up to 2 years renewable in accordance with the duration of the contract;

- The right to find alternative employment for the remaining period of validity of the visa in case the employee resigns or the employer terminates the employee's contract. Such changes in employment must be communicated to and approved by Immigration authorities;
- The spouse and any eligible dependants who migrate with the principal migrant are granted unrestricted residence and employment rights;
- Duty-free importation of personal belongings including one family car upon the migrant's first arrival to take up long residence;
- Access to the facilitation services of the migration one-stop shop to ease establishment and integration into the local community;

- After 5 years of residence: Migrant workers in this category shall be eligible to apply for Permanent Residence.

4.2.1.2 General Criteria to be considered for the SWP:

- Whether the applicant is suitably qualified and experienced for the job in question;
- Unless otherwise specified, the terms and conditions of employment are comparable to those in the local market;
- Whether the applicant will remain under the direct employment of the employer for a specific job or be contracted out to other companies or sub-contractors;
- Whether there is no undesirable record of the applicant or employer;
- Whether the employer is financially capable of employing the applicant and undertaking repatriation upon termination of the worker's contract.

4.2.1.3 Special frontier workers:

A “special frontier worker” is a non-national residing in a bordering country that pursues routine activities as an employed person within Rwanda’s territory, returning to his or her place of residence on a daily basis. This category of migrant workers shall be issued with a “Special Frontier Working Pass”. The special frontier working pass caters for border communities formally working but not resident in Rwanda or vice versa. The frontier working pass is valid for two years and may be renewed upon proof of continued employment or residence in Rwanda.

4.2.1.4 Holiday workers:

These are foreign nationals who come to Rwanda for holidays and decide to take up unpaid employment during their holidays within the Country. This category of foreign workers shall be issued with special work permits. The duration of this special work permit shall correspond to the period of their stay while working in Rwanda.

4.2.1.5 Researchers, Trainees and Volunteers:

Under this policy, researchers, volunteers and foreigners carrying out internship in Rwanda will be considered under a special category of work permit.

4.2.1.6 Technical assistants:

These are expatriates working under bilateral agreements between Rwanda and other countries. Visa fees for foreign workers under this category will be paid in accordance with the signed agreements. Where the agreement does not mention visa fees, the Government of Rwanda will be responsible.

4.2.2 LONG-TERM APPROACH:

In the long term, the policy will continue to support the progress of skills acquisition by Rwandan nationals as the more sustainable approach for filling skills gaps in the Rwanda labour market. Rwandans coming into the country with potential for skills transfer will be

expediently facilitated for entry into Rwanda's labour market to enable them to transfer their skills and expertise to Rwanda's labour force. Employers will be required to show internal policies and strategies on skills transfer and monitoring mechanisms.

4.2.2.1 Creation of centres of excellence

Skills acquisition and retention among Rwandan nationals will be further enhanced through the creation and promotion of centres of excellence to boost the capacities and competitiveness of the Rwandan workforce. Rwandan employers shall be encouraged to support these centres as a contribution towards capacity building.

4.2.3 EVALUATION OF QUALIFICATIONS AND EXPERIENCE

Under this policy, the GoR will identify and develop credible institutions that are capable of assessing the skills of applicant migrant workers. In the interim, immigration authorities will be able to decide whether a person is qualified on the basis of documentation from reputable institutions, relevant work experience and /or past consultancy contracts. The existence of bodies with the ability to assess skills potential will be of great value to Rwanda employers seeking to employ foreign workers that do not possess formal professional qualifications.

4.3. BUSINESS MIGRATION PROGRAMME

Mindful of the fundamental economic role played by migrant businesspersons, this policy is in line with the Government's strategy of attracting foreign investors and positioning Rwanda as a leading investment destination. This policy will endeavour to pursue efficient and consistent practices to enable international businessmen and women to travel and settle in Rwanda.

This policy appreciates and fully supports the Government's efforts for regional integration which will undoubtedly enhance and facilitate intra-regional business mobility for both formal and informal business sectors. Efforts will be directed at ensuring reliable and consistent means to facilitate regional business travel and temporary stay.

This policy envisages a business migration programme to attract foreign entrepreneurs to settle in Rwanda and invest in new businesses or in the development of existing businesses. This will contribute to investment promotion, private sector development, job creation and economic diversification. The scheme will be established to target the following three categories: Multinational companies (MNCs) of interest to Rwanda, large entrepreneurs; and traders.

4.3.1 MULTINATIONAL COMPANIES (MNCs) OF INTEREST TO RWANDA:

The scheme involves multinational or international companies identified by the GoR as being of immense value to the nation if they invest in the country in specific economic or service sectors such as Software Development, Research and Development, Medicine, Agriculture, Education, etc.

Eligibility:

- A clearly demonstrated GoR interest in the Company;

- Company willing to invest in Rwanda at the GoR's request or to start a business partnership with the GoR;
- A willingness to employ Rwandans in all general activities except, where necessary, in specialised areas.

Incentives:

- The chief executive may be accorded some diplomatic privileges;
- Executives of the company will acquire permanent visas;
- International staff to get five-year visa and the same incentives as those awarded in the ODL category;
- Foreign executive staff shall be entitled to duty-free importation of personal belongings including up to two family cars on their first arrival for long-term residence;
- Other fiscal and non-fiscal incentives to be determined by other institutions such as RIEPA/RDB and RRA.

Conditionality:

- All foreign staff must have a certificate of good conduct and a clean employment record

4.3.2 LARGE ENTREPRENEURS

This scheme encompasses entrepreneurs willing to invest in bona-fide projects in any sector of the economy, as long as the proposed capital investment is in excess of US\$ 100,000 to be realized within a period of two years. The scheme would provide the following:

Multiple-entry business visas for stays of up to three months each over a one-year period to facilitate the initial visit(s) of potential migrants to Rwanda to explore business opportunities.

The investor will be issued with a 5-year temporary residence visa to be confirmed after realizing capital investment. The capital investment should be realized within the initial 2-year period. The visa shall be issued after submission of an acceptable business plan, incorporation and registration with tax authorities and other legal and regulatory prerequisites.

Eligibility:

- All foreign investors who demonstrate the capacity and the will to invest in excess of US\$ 100,000 in priority economic sectors

Conditionality:

- Must have a certificate of good conduct and no criminal record
- Be prepared to show sources of funds when necessary

Incentives:

- The migrant may import personal belongings including one family car duty-free upon his or her first arrival for long-term residence.

- Double deduction from corporate income tax base of the entrepreneurs' relocation costs as well as for exports.
- Unrestricted residence and employment rights for the spouse and any eligible dependants.
- Access to the facilitation services of the migration one-stop shop.
- Foreign investors with projects in excess of US\$ 250,000 get RIEPA/RDB certificate with extra incentives such as investment protection and guarantee for repatriation of funds in accordance with the Investment code.
- Eligibility for permanent residence after their 5-year stay in Rwanda. However, after investment of capital amounting to US\$ 500,000 the permanent residence is automatic.
- RIEPA shall determine other incentives for entrepreneurs investing in rural development.

Annual monitoring: The business migrant shall report to RIEPA/RDB. He or she shall submit annual reports with supporting evidence on the progress of the investment against the business plan, and on compliance with business laws and regulations. The five-year visa cannot be confirmed if progress in establishing the business is not acceptable, or in cases of non-compliance with business laws and regulations. Annual reports from RIEPA/RDB shall be availed to other relevant institutions for coordination purposes.

4.3.3 MEDIUM TRADERS

This scheme is particularly meant for traders from regional economic blocs to which Rwanda is ascribed, who are willing to invest in bona-fide projects in any sector of the economy, with a minimum capital investment ranging from US\$ 20 000 to US\$ 100,000. The said capital should be realized within a period of one year.

Eligibility:

- Traders within the region with the will and capacity to invest amounts ranging from US\$ 20,000 to US\$ 100,000 in any economic sector.
- In exceptional cases the ministry responsible for trade may allow an investor outside the region to invest in a rare or priority economic sector under this category.
- Entrepreneurs with knowledge which can be turned into viable business of equal value as the mentioned capital investment shall qualify for this category.

Conditionality:

- Must have a certificate of good conduct and no criminal record
- Must demonstrate ability to realize the investment in one year.

Incentives:

- Multiple-entry business visas for stays of up to three months each over a one-year period to facilitate the initial visit(s) of potential migrants to Rwanda to explore business opportunities.
- A 2-year temporary residence visa, renewable for every 3-year period, with full employment rights awarded to traders after they have received a trading licence, incorporation and registration with tax authorities and other legal and regulatory prerequisites.

- Entrepreneurs in this category who invest in rural development or export shall be issued with a five-year temporary residence visa. They shall receive additional incentives as shall be determined by RIEPA/RDB.
- Unrestricted residence and employment rights for the spouse and any eligible dependants.
- The migrant shall import personal belongings and up to one family car duty-free upon his or her first arrival for long-term residence.
- Access to the facilitation services of the migration one-stop shop.

Monitoring: The registrar of companies shall evaluate the performance of traders on a regular basis. The visa and trading licence can be revoked if progress in establishing the business is not satisfactory, or in cases of non-compliance with business laws and regulations.

4.3.4 OTHER BUSINESS RELATED VISAS

4.3.4.1 Long-term business visa;

This visa is issued to foreigners who have business in Rwanda but do not reside in the country, as well as others like board members or executives of multinational companies with branches in the country. The visa is for a period ranging from two to ten years but the holder cannot stay in the country for more than 90 days at a time.

4.3.4.2 “Rwanda home away from home program”

The “Rwanda home away from home program” is a scheme for foreign citizens who wish to retire or live in Rwanda on a long-term basis.

Foreign nationals who wish to own holiday homes and country resorts in Rwanda may also benefit from the “Rwanda home away from home program”.

Incentives:

- They will be entitled to a five-year multiple visitors visa that is renewable;
- They will be entitled to a permanent residence visa after the second renewal of the temporary residence visa;
- They can invest and own businesses in Rwanda; (this will require application for a business visa);
- Considered applicants maintain their original citizenship;
- They may work under special considerations.

Eligibility:

Foreign nationals are eligible for the “Rwanda home away from home” program if they fulfil the following requirements:

- Dispose of a sustainable monthly pension income;
- Have insurance coverage with a local or international insurance company;
- Have an international health insurance policy;
- Own property in Rwanda such as a holiday home or possession of sustainable funds to rent a home.

4.4 BEST PRACTICES FOR FACILITATION OF TEMPORARY RESIDENCE:

Efforts shall be made to provide clear, accessible and user-friendly information on temporary migration opportunities (relevant to the economic needs), procedural requirements, as well as migrant rights and responsibilities.

The documents required for the application process will be available on front desks in Rwandan embassies and consulates, as well as online. Documents shall be lodged and considered at one go. Should it be necessary to interview applicants in order to verify documentary evidence, the applicants shall be informed in time.

The applications will be processed rapidly and efficiently. Applicants will be informed of the length of time it takes to get a response. Clients shall have the opportunity to evaluate the performance of the Immigration agency and other organizations involved in providing services to migrants.

Applicants are to pay visa fees at the same location where they submit their visa applications.

In line with ICT development, online payment for services shall be made possible for the benefit of clients and service providers.

Applications by skilled workers and others participating in the business migration programme shall be made within Rwanda. Applicants shall be given up to three months to search for missing documents where necessary. Certificates of good conduct from Embassies accredited to Rwanda are acceptable on condition that the Embassy accepts responsibility if it is later proved that the applicant had a criminal record during the specified period.

An induction or briefing session shall be held for skilled workers and entrepreneurs once they have acquired temporary residence visas. The purpose of this briefing will be to familiarise investors and migrant skilled workers with Rwanda's key business laws, corporate responsibilities (employment practices, compliance with tax laws, observance of health and safety standards, environmental protection) business ethics, labour and Immigration laws. The induction would prove valuable to the migrants in many respects, including the fact that they would know the conditions under which their visa could be withdrawn.

4.5 RESIDENCE FOR DEPENDANTS

Dependants' visa are categorized into adult and minor dependants' visa.. Authorised dependants include:

- Unmarried dependants under 18 years of age (birth certificates, certification of adoption or guardianship are a requirement)
- School-going dependants under 21 years of age
- The spouse (marriage certificate is a prerequisite)
- Any other person who wholly depends on the resident in Rwanda.

Dependants' visa may be issued upon recognition that the dependant is by reason of age, disability or other incapacity unable to sustain him or her adequately or for some other cause relies upon the applicant for his or her maintenance.

Entitlements

- Unrestricted residence and employment rights for the spouse and any eligible dependants.
- The duration of the dependants' visa shall be aligned to the duration of the principal applicant's visa.
- Cancellation of the principal applicant's visa does not necessarily affect the dependants' visa status.

4.6 PERMANENT RESIDENCE AND NATIONALITY

4.6.1 PERMANENT RESIDENCE

The Government of Rwanda may grant permanent residence to non-nationals in Rwanda upon request. Unless otherwise specified in this policy, non-nationals may apply for permanent residence after at least five years of continuous temporary residence. Permanent residence is granted in accordance with the procedures, as provided for in the Immigration law.

The following situations may affect a permanent resident status:

- Any period of continuous absence from Rwanda for more than one year during the permanent residence;
- Violation of legitimate residence requirements;
- Violation of national laws.

Without prejudice to the Rwandan constitution, Nationality law and other specific laws, holders of a permanent residence visa shall have rights similar to those held by Rwandans.

4.6.2 NATIONALITY

4.6.2.1 Nationality by descent

Rwanda's Constitution recognizes dual nationality. The Rwandan nationality law grants equal rights to children born to either male or female Rwandans. Shall be a Rwandan any person whose one of the parents is a Rwandan.

4.6.2.2 Nationality by marriage

A foreign national legally married to a Rwandan national may apply for Rwandan nationality after at least three years of their marriage. Applications for Rwandan nationality by marriage are addressed to the Director General. Cases of divorce do not affect nationality granted through marriage or that of children born out of the marriage union.

4.6.2.3 Nationality by birth in Rwanda

Any foreigner born of foreign parents on Rwandan territory, whose parents reside in Rwanda, may apply for Rwandan nationality at 18 years of age.

4.6.2.4 Nationality by adoption

A minor with foreign nationality who is adopted by a Rwandan national automatically acquires Rwandan nationality.

4.6.2.5 Nationality by naturalisation

Adult foreigners (18 years and above) can apply for Rwandan nationality basing their application on the following grounds:

- Having legally lived in Rwanda for at least five years and having established sustainable activities.
- If the applicant possesses excellent moral character, and has never been served a prison sentence amounting to six months or above.
- He or she should never have been declared “persona non grata”.
- He or she should not be an economic or social burden to Rwanda or any Rwandan national.

The process of granting Rwandan nationality may be eased for any foreigner deemed to be of interest to Rwanda. Rwandan nationality is granted on grounds of merit through a fair and transparent process that determines a non-national’s eligibility for Rwandan nationality. The organic law on Rwandan nationality provides details on procedures and regulations for acquiring nationality.

4.7 FAMILY REUNION

The family is the basic unit of society and deserves special consideration and protection. Family reunions permit migrants to maintain links with family members. It is important to assist immigrants residing in Rwanda to maintain family contacts as this will thus contribute to their well-being and also offer positive effects to Rwanda as a host country since this will encourage their participation in Rwanda’s economic, social and cultural life. Family members coming to visit immigrants residing in Rwanda shall receive an entry visa at the point of entry.

Non-nationals granted residence in Rwanda for such purposes as family reunions may engage in any other activities in accordance with the Immigration law.

This policy recommends proper and transparent channels through which migrant Rwandans abroad and immigrant non-nationals can maintain contacts and reunite with their families. It requires expeditious, positive and humane procedures to smoothen the progress of family contacts by Rwandans abroad which will in turn enhance remittances from the Diaspora to Rwanda.

4.8 REPATRIATION AND REINTEGRATION

Rwandans living as refugees or immigrants in other countries also deserve particular attention. The Government of Rwanda will facilitate the repatriation of these Rwandans in accordance with Rwanda's domestic laws and applicable international laws.

The policy shall be to ensure the smooth progress of all Government repatriation programs of Rwandan refugees by offering quality and humane treatment to all Rwandans repatriated to Rwanda. Every available opportunity will be seized in order to inform refugees about the hospitality and warmth awaiting them in their country of origin, as well as the benefits of returning home. This will be undertaken in collaboration with the National Refugee Council and the United Nations High Commission for Refugees (UNHCR).

4.9 DIASPORA

The Government policy is to develop close ties with the Rwandan Diaspora against the background that the Diaspora has a relevant role to play in Rwanda's social-economic development. Remittances and investments by the African Diaspora are of paramount value to the continent's economic development. Rwanda thus needs to tap into the economic potential of remittances as well as skills and knowledge transfer that the Rwandan Diaspora offers. The GoR shall develop a supportive environment for the receipt and investment of remittances so as to make a substantial difference to the amount of remittances sent and the uses to which they are put.

Practices aimed at facilitating Rwanda's Diaspora

- Entry and visitors' visa waiver for those with dual nationality upon presentation of a Rwandan passport, or national identity card. A consular card may be accepted with justifications for the lack of identity card or passport.
- 5-year resident visa and work permit for those entering the country for work missions or business on a temporary basis. The visa may be upgraded to permanent residence after five years depending on the durability of the activity.
- Members of the Rwandan Diaspora working in the country as nationals shall be issued with permanent residence visas.
- Stakeholders shall participate in identifying, documenting and keeping databases of Rwanda's Diaspora to facilitate steady follow up and mobilization of Rwanda's Diaspora. This will contribute towards data availability that would help should the need arise to contact nationals in different parts of the world that are capable of taking up career opportunities in the international arena.

- Stakeholders shall play a significant role in sensitizing the Diaspora about opportunities in Rwanda as well as offering advocacy and other assistance in their host countries. In addition, this initiative will play a pertinent role in cultivating patriotism among the Rwandan Diaspora.
- The policy shall endeavour to facilitate Rwanda's Diaspora through appropriate issuance of Rwandan passports and other relevant documents.
- Rwandan nationals outside Rwanda who need assistance with immigration and other similar pressing concerns may approach Rwandan diplomatic and consular missions abroad, or consult the immigration website at www.migration.gov.rw or any other means of communication.

4.10 RWANDAN TRAVEL DOCUMENTS

4.10.1 THE RWANDAN PASSPORT

Rwandan passports are issued by the Government through the Agency. The Immigration law and corresponding decrees clearly stipulate the procedures for acquiring a Rwandan passport. Every Rwandan national is entitled to a passport as long as he or she fulfils the requirements in the application procedures.

Passports will normally be issued within the shortest possible time and applicants will be informed beforehand. Passport applications for children below sixteen years of age should include certified documents confirming the consent of both parents.

Categories of Rwandan passports

- (a) **Ordinary passport:** issued to all Rwandan citizens who meet the requirements for acquiring a Rwandan passport.
- (b) **Service passport:** issued to individuals, both nationals and non-nationals travelling abroad on national duty or mission.
- (c) **Diplomatic passport:** issued to high-ranking authorities, Rwandan diplomats and other eligible persons as established by national laws.

The Government of Rwanda may issue other categories of passports.

4.10.2 OTHER RWANDAN TRAVEL DOCUMENTS

4.10.2.1 Laissez-passer

All Rwandan nationals are entitled to this travel document that facilitates travel within the following countries:

- Uganda
- Burundi
- Kenya
- Tanzania

- Democratic Republic of Congo (DRC)

The Government of Rwanda may add other countries where Laissez passer can be used.

The Laissez-Passer shall be issued in the districts and on border posts for border communities.

4.10.2.2 Emergency travel document

This document is issued to Rwandan nationals intending to travel from a specific location abroad in instances whereby they have genuine constraints in fulfilling the requirements for obtaining Rwandan travel documents. This document has special features and is issued free-of-charge upon approval by the Ambassador or Chargé d'Affaires in any Embassy or Mission. It is a single-journey document issued on the day of application. The same document may be issued to foreigners who have lost their passports while in Rwanda.

4.10.2.3 CEPGL laissez-passer ; Autorisation Spéciale de Circulation : (ASC/CEPGL)

This travel document is issued to foreigners in possession of a Rwandan resident visa valid for at least six months. The document allows them to travel to CEPGL member states namely Rwanda, Burundi and the DRC. Rwandan business people and civil servants are also eligible for the CEPGL Laissez-Passer. This document is valid for six months.

4.10.2.4 Collective laissez-passer

The collective laissez-passer is issued to Rwandan nationals travelling as a group of not less than ten people to the DRC, Burundi, Uganda and Tanzania on exceptional events. It is a single-journey document valid for a maximum period of 30 days.

4.10.2.5 Refugee travel document

The GoR in collaboration with the United Nations High Commission for Refugees (UNHCR) issues Refugee Travel Documents to eligible refugees residing in Rwanda.

4.10.2.6 Border passes

In accordance with bilateral and multilateral agreements with regional bodies and neighbouring countries, border communities will be facilitated with border passes to allow them to conduct cross-border activities. This document is issued free of charge and is valid for a maximum period of 7 days.

4.10.3 UTILISATION OF RWANDAN TRAVEL DOCUMENTS

All Rwandan nationals in possession of Rwandan travel documents have the right to travel abroad provided that they meet requirements of entry and stay in the countries of destination.

Rwandans travelling on Government mission need to present a travel clearance document (ordre de mission) to migration officers at exit points.

All Rwandan travel documents are payable, unless otherwise specified. Applicants for Rwandan travel documents who claim their previous documents were lost or damaged shall be charged high fees as determined by the immigration law. Extra fees will be charged for swift processing of applications except in genuine emergency cases.

4.11 BORDER CONTROL AND MANAGEMENT

4.11.1 GENERAL CONSIDERATIONS

Rwanda maintains a policy of open borders and a secure country. Border control in Rwanda is conducted in accordance with the Rwandan Immigration law that ensures equitable control over all persons entering and leaving Rwanda through fair and non-discriminatory entry and exit procedures. There are user-friendly and well-functioning border crossing procedures at border stations to facilitate legitimate travellers. The agency staff shall offer expeditious entry or exit clearance to travellers. However, for reasons pertaining to national security, public health, economic or social threats among others, entry into Rwanda's territory may be denied.

It is however pertinent to spell out that this policy upholds freedom of movement for both nationals and non-nationals.

The policy considers cooperation in border management, fundamental in the fight against global threats like terrorism, trafficking and smuggling of persons. This will in effect be done through information exchange and cooperation with neighbouring states.

Effective border control and management shall be enhanced to include key aspects such as: sufficient and effective staffing at all border stations as well as collaboration with all security agencies to prevent undesirable elements from infiltrating into Rwanda.

Border control shall be further improved through cross-border information exchange.

4.11.2 BEST PRACTICES FOR BORDER MANAGEMENT

This policy ensures proper management of Rwanda's borders in order to protect the country against threats such as terrorism, human trafficking, and other kinds of organized crime. Efforts shall be undertaken to incorporate modern solutions for border control and effectively deal with the complexities of issuing and verifying passports, visas and other travel documents.

Rwanda's Border Control and management system shall endeavour to facilitate citizens' and visitors' movements. Such efforts will result into improved national border security, enhanced detection of overstays and apprehension of known criminals, in addition to well-organized clearance of travellers. This will ensure effective and efficient service.

For proper management of Rwanda's border stations, migration officers appointed as border managers shall coordinate border activities.

4.11.3 BORDER CLEARANCE PROCEDURES MANUAL

Proper and expeditious border clearance at Rwanda's border posts will be guided by a clearance procedures manual agreed upon by all stakeholders which lays out clear procedures of how travellers and their goods are to be suitably handled and cleared when crossing Rwanda's borders.

4.11.4 ONE STOP BORDER POST

The policy is to ensure the establishment of a one-stop border service at Rwanda's border post in a bid to ensure convenient and expeditious clearance of travellers and goods crossing Rwanda's borders. Where necessary, the concept shall be adopted by establishing common border posts with neighbouring countries.

4.11.5 GAZZETING BORDER POSTS

A Presidential Order shall determine the location of border posts along the Rwandan border. Drafting the Order shall be done by the Agency in collaboration with the Ministries responsible for Foreign Affairs, Finance, Public Security, Local Government, Infrastructure, Justice, Trade and Commerce and the Revenue Authority.

4.12 NATIONAL SECURITY AND STABILITY

Establishing and maintaining security, peace and stability nationally and regionally is paramount for development and investment.

Greater international migration has increased in scope alongside with increased security concerns such as international terrorism, trafficking of human beings, travel document fraud, arms proliferation and money laundering among others.

New forms of terrorism have highlighted security concerns associated with migration. It has consequently become apparent that greater geographical mobility, temporary movements in particular have brought along security implications for states and societies.

The present challenge is how to facilitate cross-border movement to serve the needs of the Rwandan dynamic economy and community while ensuring its safety and security.

This policy will maintain and pursue strengthened security systems at entry/exit points as well as the security of travel documents as a response to security concerns in the context of international migration.

Coordination, particularly information exchange among Rwanda's national security organs will be fundamental as Rwanda moves towards greater regional integration which will usher in an era of free movement of persons and goods.

In this regard, efforts will be directed at evaluating security risks associated with international migration in order to thwart and respond to emerging threats to Rwanda's national security.

Rwanda's security and stability is a major asset in the global economy. Currently, the international business community is increasingly looking for safe, stable and efficient investment destinations. Rwanda's security and stability offers a competitive advantage in the region.

In view of the above facts, this policy will channel efforts aimed at smoothening the progress of safe and secure mobility to and from Rwanda, so as to tap into the opportunities international business and investment presents to Rwanda.

The policy supports cooperation mechanisms with neighbouring states, international organizations and other relevant stakeholders to deal with security issues that may arise as a result of increasing international migration. Such efforts will aim at combating document fraud, trafficking of human beings, infiltration by adverse elements and terrorism among others.

4.12.1 HUMAN TRAFFICKING AND SMUGGLING OF MIGRANTS

4.12.1.1 Migrant smuggling and Human Trafficking

Migrant smuggling is defined as the sponsorship of an illegal migration process whereby the migrant is neither a national, nor a permanent resident, in order to obtain financial or other material benefit.

Human Trafficking on the other hand refers to the trafficking of human beings through the use of violence, coercion, or deception or the abuse of power for exploitation purposes. This includes prostitution and other forms of sexual exploitation, forced labour or slavery, and trade in human organs. Economic migrants are particularly vulnerable to the trafficking of human beings.

This policy promotes efforts to prevent and combat human trafficking and smuggling through appropriate border management so as to protect Rwandan nationals and other potential victims of these evils. The policy further recognizes that trafficking and smuggling of persons cannot be combated in isolation but requires bilateral and multilateral collaborative efforts. Cooperation will continue to be strengthened to include all stakeholders such as international and regional organisations and the civil society in efforts to prevent and combat the trafficking of human beings and smuggling of migrants. It is in this context that the Government has enacted a law against human and child trafficking.

4.12.1.2 Children travelling abroad

Child trafficking is a global danger and a potential threat to Rwanda's nationals. Concerned about the global threat child trafficking poses to the world, this policy encourages public awareness as a mechanism of fighting this threat. Immigration officers may question travellers about children accompanying them to or from Rwanda, or even question a child travelling alone. Individuals travelling with children are required to make sure that they possess all the necessary travel documents for the children. All travel agencies shall be notified of these regulations to inform the travellers in advance.

Rwanda's migration policy is to raise awareness at various levels such as public information campaigns, publicising the adverse effects of smuggling, trafficking and other related abuse, discouraging those who intend to undertake illegal movements, and warning those that are vulnerable to human trafficking, particularly women and children.

4.13 ENFORCEMENT OF LAWS AND REGULATIONS

The Immigration law and corresponding decrees shall provide details regarding the implementation of this policy. Violation of one's visa status is punishable under the Immigration law. Employers sheltering non-nationals who breach their visa status are also liable to punishment according to Rwanda's Immigration law.

4.13.1 DEPORTATION AND EXCLUSION ORDERS

4.13.1.1 Deportation from Rwanda

Deportation permanently (unless otherwise stated) bars an individual from re-entering Rwanda. The following categories are subject to deportation in accordance with the procedures as provided by the Immigration law: foreign nationals who have entered Rwanda illegally, foreign nationals engaged in any activity other than that permitted under their status of residence, non-nationals convicted for violation of Rwandan laws or regulations and other foreigners found undesirable. The deportation order shall be made by the Director General after approval by the Head of National Security Service.

4.13.1.2 Deportees from other countries to Rwanda

- Rwandan nationals deported from other countries will be received and handled by competent migration authorities which will subsequently carry out an inquiry into the circumstances under which the deportation was effected. Nationals found to have been deported in connection with criminal activities will be handed over to the National Police for further investigations.
- Non-nationals deported to Rwanda on the basis of Rwanda being their most recent exit point, will be received by relevant authorities and repatriated to their countries of origin through their entry point into Rwanda.

4.13.1.3 Exclusion order

An exclusion order prohibits a foreign national from entering Rwanda's territory within a particular period of time. The Agency on behalf of the Government of Rwanda may issue an exclusion order to a foreign national considered to be a security, economic or social threat to Rwanda.

4.13.2 REVIEW

Foreign nationals deported or served with exclusion orders may apply to the relevant authorities for a review of the decision.

However, deportation on the grounds of national security, human rights violations, war crimes, genocide ideology, and organised crime is not subject to review.

5. INSTITUTIONAL FRAMEWORK FOR POLICY IMPLEMENTATION

5.1 PLANNING

Considering that planning the programs of this policy is a cross-cutting undertaking, it is vital that all relevant government agencies and stakeholders participate in this effort. It is thus important that a multi sectoral approach is pursued in the planning process.

In the skills attraction program it would be appropriate to set annual targets of persons to be admitted in the skilled workers category, with occupation-specific levels based on the skills assessment and the ODL. The Ministry responsible for Labour shall undertake annual consultations with key stakeholders throughout the country about the composition and number of skilled workers required in the country every year. Consultations shall involve government agencies, employer and employee organizations, civil society groups, groups representing migrants, human rights bodies, representatives of provincial and district officials, academics and others likely to have an interest in the importation of skilled workers. Following the consultation process a proposal regarding the size and composition of the skilled migrants' workforce shall be presented to the Cabinet for decision. The Government's decision will then be announced publicly.

For the business migration program the Government shall indicate specific priority areas for investment on an annual basis. This shall be done after RIEPA/RDB has consulted government agencies, the Private Sector Federation and other relevant stakeholders.

The policy will promote Rwanda as an upcoming destination of choice for high-end leisure travellers and tourists, as well as an appropriate meeting point for conferences. In collaboration with Rwanda's Tourism Agency, (ORTPN/RDB) efforts shall be made to design and make available information packages for potential visitors and tourists.

5.2 MONITORING AND EVALUATION

The environment surrounding migration programmes is rarely static. It is subject to influence by domestic and international factors. An important contribution to ensuring that the migration policy meets its objectives is to ensure that it is subject to continuous monitoring and evaluation. Monitoring is necessary, for example, to establish whether individual migrants meet their obligations such as establishing a business, finding employment using the skills for which they were recruited or, as is more common, integrating into the local community.

Broader programme evaluation is necessary to examine whether the outcomes of key elements of the programmes have occurred as planned and, if not, the reason for this. Such research may be undertaken by the Agency or by independent persons including university researchers. Assessments are necessary not only as feedback to policy makers but are also valuable in informing wider audiences – including those sceptical or critical of the migration policy – of the outcomes of government programmes.

Effective monitoring and evaluation require reliable data. Building a data collection capacity is a necessary element of managing an effective migration programme. A consistent feature of the migration policy is that feedback from monitoring and evaluation, and other less structured sources of information, influences the continuous process of policy adjustment. It will thus be important to

invest in capacity building for the following activities: regular data collection and objective assessment of outcomes.

One also needs sufficient flexibility and responsiveness to operate in an environment of almost constant change. Capacity building will be gradual due to planning and cost implications. It is in this regard that the Agency in collaboration with other stakeholders notably RDB and NISR will jointly formulate a sustainable data collection system as a basis for evaluating this policy.

5.3 PROCESSING OF APPLICATIONS

In order to raise the number of applicants for the business and skilled migrant scheme it will be important to promote Rwanda as a country actively seeking business-oriented and skilled migrants. This move will raise the applicants' expectations to the effect that their applications will be processed rapidly and efficiently since they have been identified as being vital for Rwanda. The same move requires the establishment of a very efficient application process with sufficiently trained staff and appropriate ICT systems.

Migrants' applications for right of employment and residence invariably involve the submission of a significant amount of evidence about the applicants, much of it documentary. The documents serve many purposes, including establishing identity (birth certificates/travel documents), dependants who are eligible to migrate (birth certificates/marriage certificates), qualifications (certificates, diplomas and testimonials), conduct (police clearance) and many more. To render the process more efficient, the policy should reduce the number of documents required for application to a strict minimum. Documents submitted by applicants should be easily identifiable and should all be submitted at one go. This is to say, concurrent rather than sequential processing will be undertaken.

In this regard, no efforts should be spared in the prompt processing of applications for the admitted foreign nationals. The process shall be clearly articulated and the required documentation made easily available and understood by applicants.

Unless otherwise specified in their contracts, Rwandan employers shall pay visa and work permit fees for employees in the category of ODL and technical assistant. In this case it will be necessary for Government institutions to have a budget for technical support. A special visa and work permit shall be made available for workers in the category of technical assistant. Existing visa and work permit categories shall be reclassified in order to match affordable corresponding fees. Work and resident permits will be merged where necessary. The requirements for caution money deposit and police clearance upon visa renewal shall be abolished. Employers will not be required to place understudy staff alongside foreign skilled workers, and foreign workers will be allowed to apply for jobs while in the country.

5.4 PROMOTING E-SERVICES

One of the main objectives of Vision 2020 is to make Rwanda an ICT hub in the region. It is in this spirit that the policy shall promote electronic processing of applications and electronic payments. Developments in information and communication technologies offer opportunities to reap cost-efficiency benefits from electronic lodging and processing of applications. Currently visitors do apply electronically for entry facilities. However, electronic processing of applications will necessitate the acquiring of necessary capacity and capabilities; including sophisticated ICT

infrastructure to handle the scale of applications likely to be received. The policy is therefore to ultimately build an electronic processing system encompassing both payment and processing facilities.

The existing immigration website shall be upgraded to include the following details:

- How to make enquiries;
- How to apply;
- Application fees;
- How applications are processed, whether face-to-face interviews are required and location for interviews;
- When the applicants will hear the outcome of their application;
- Copies of applications that may be submitted online or downloaded, and those that may be submitted in hard copy form;
- Detailed instructions regarding supporting documents to be submitted with the application.
- Document tracking

In any online system there are costs for establishing and maintaining the system. With an online processing system it is even more crucial that the system be managed effectively, and be kept up to date. Online systems not only benefit administrators, they also raise the expectations of clients who expect a higher standard of professionalism and quickly detect shortcomings denoting poor management. On the whole, processing of applications shall continue both electronically and manually.

5.5 PROMOTING THE CULTURE OF SERVICE

All efforts will be concentrated on fostering a culture of high quality service not only within the relevant agencies but also within the wider public administration; this is in line with broader efforts to enhance good governance. This culture of good service will be a vital element in effective implementation of this policy. It is in this regard that training of immigration officers and giving them the necessary wide exposure shall be given priority.

Concerted efforts shall be directed towards public awareness campaigns aimed at sensitising the public into avoiding attitudes likely to be viewed as discriminatory, hence creating discomfort among foreigners.

5.6 PROTECTING RWANDA'S INTEREST

This policy will be used to attract foreign entrepreneurs and skilled workers in a manner that integrates careful planning and control. This is for the purpose of advancing national interest. In this regard, specific measures are to be enforced.

5.6.1 POLICE CLEARANCE

Possession of a certified police clearance letter or a certificate of good conduct from a recognised law enforcement authority is a prerequisite when considering admission of immigrant workers and business persons applying to live in Rwanda. The certificate shall indicate whether the applicant has had any criminal record. This is to ensure that admitted immigrants are of good character and pose no security risk. The same records shall also confirm the true identity of the applicant.

5.6.2 HEALTH CLEARANCE:

Health clearance shall be a necessity when required by the Ministry responsible for Health.

5.6.3 MAXIMUM AGE LIMIT FOR MIGRANT WORKERS

The policy seeks to attract economically productive migrants with the capacity to effectively undertake duties in occupations for which they are recruited. It is in this regard that age shall be a factor to consider in the skills attraction scheme.

5.7 PROVIDING INTEGRATED SERVICES

Relevant services shall be integrated into a One-Stop Service Centre in order to strengthen the Government's efforts to promote and provide quality services. This is designed to offer one-stop services to streamline the issuance of relevant documents to clients. Payment of the relevant fees will be undertaken at the same location where applications are lodged.

The Agency shall issue visa and work permits to non-nationals seeking entry and residence in the country, as well as all alien cards (diplomatic, technical assistants' cards, and refugee cards) and certificates of registration for International NGOs. The Ministry responsible for Foreign Affairs shall recommend diplomats to the Agency, for concurrent issuance of visas and diplomatic cards. The Ministry will also recommend expatriates to be issued with technical assistants' visas and the corresponding cards. Line ministries shall recommend international NGOs to be issued with registration certificates after proper evaluation.

Travel documents shall be issued to nationals in the same location as that used for issuance of documents to foreigners. However, submission of applications and issuance of the laissez-passer and border pass will be decentralised at district level and border points.

The one-stop centre will inform migrants and their family members about the dynamics of the local labour market e.g. where vacancies are advertised and formalities of employment contracts, how to open a bank account, get a driver's licence or access health services, all of which would be helpful to migrants.

In future, services promoting the integration of immigrants into the society may be performed by community organisations.

5.8 CAPACITY BUILDING

The role of immigration officers in deciding upon entry and stay of foreigners for national interest is a professional one that is rendered effective by adequately trained and expert staff.

The policy sets out to foster capacity building as a central ingredient in effectively managing migration and population movements in general. Training on a full range of migration management and security issues will be promoted in reinforcing the capacity to manage migration more effectively and efficiently.

6. CONCLUSION

Migration has become a cross-cutting phenomenon that has economic, social, security and development concerns. If properly managed migration can have huge potential benefits for Rwanda, both as an origin and destination for migrants. The Government has recognised that a well-focused and well-managed migration policy can help to attract tourists, fill a temporary skills gap and contribute towards skills development. It can also promote entrepreneurship, improve business climate and private investment, promote free movement of people, and enhance security and stability.

The implementation of this policy shall require the harmonization and amendment of various national policies and laws such as: the Immigration Law, Investment Code, Trade Policy, Labour Code and the review of bilateral and multilateral agreements signed by Rwanda with regards to visa requirements.

The success of this sector policy will depend on collaboration between various stakeholders such as public institutions, the private sector and local community. This policy attempts to shift from an isolated and unisectoral focus (movement in and out of Rwanda) to more comprehensive approaches that will harness the benefits migration offers in an increasingly global and integrated world economy so as to promote Rwanda's national and international interests.

This policy strives to advance the Government's Vision 2020 of a prosperous, knowledge-based economy, while contributing towards the enhancement of national and international security and stability.