

## **DOMESTIC COURIER SERVICES LICENSE**

### **PREAMBLE**

Pursuant to the Law n° 09/2013 of 01/03/2013 establishing Rwanda Utilities Regulatory Authority (RURA) and determining its mission, powers, organisation and functioning, in its article 2;

Pursuant to the regulations n° 001/COM&MR/M&PR/RURA of 4/4/2015 governing postal and courier services in Rwanda;

The Regulatory Board, upon due consideration and deliberation in its meeting of 24/12/2015;  
Hereby issues a License for providing courier services to the Licensee under the following terms and conditions:

### **I. PURPOSE OF THIS LICENSE**

The purpose of this License is to authorise the Licensee to provide **Domestic Courier and parcels delivery services** the Republic of Rwanda.

### **II. DEFINITIONS**

**1<sup>0</sup> Authority:** Rwanda Utilities Regulatory Authority (RURA);

**2<sup>0</sup> Courier service:** Means any specialized service for the speedy collection, conveyance and delivery of courier articles;

**3<sup>0</sup> Domestic courier license:** Type of license issued to any operator who wishes to carry out couriers operations within the boundaries of the Republic of Rwanda;

**4<sup>0</sup> International Courier License:** Type of license granted to any operator who wishes to carry out couriers operations internationally with both worldwide and domestic networks;

**5<sup>0</sup> Intra-city courier license:** Type of license issued to any operator who wishes to carry out courier operations within boundaries of one City of the Republic of Rwanda;

**6<sup>o</sup>International in- bound courier license:** Type of license issued to any operator who wishes to carry out couriers operations by receiving articles from overseas for only local delivery purposes;

**7<sup>o</sup> License:** A legal document issued by the Authority which authorizes the holder to carry out postal or courier activities as specified and under the conditions prescribed in the given license as well as postal and courier regulation in Republic of Rwanda;

**8<sup>o</sup> Licensee:** The holder of a license issued by the Authority under these Regulations to provide postal or courier services;

**9<sup>o</sup> Regional Courier License:** Type of license granted to Operator who wishes to carry out courier operations within the boundaries of regional economic and trade communities that the Republic of Rwanda is a signatory of their treaties such as East African Community (EAC), Common Market for Eastern and Southern Africa (COMESA) , “Communauté des Pays des Grands Lacs (CEPGL)” and Economic Community of Central African States (ECCAS);

**10<sup>o</sup> Turnover:** The amount of the operating revenues of the concerned Public Utility, after deduction of VAT and sums paid to other operators for their interconnection services.

### **III. VALIDITY AND RENEWAL OF THE LICENSE**

The license is granted for a period of five (5) years renewable, starting from its effective date. The Licensee must apply for any license renewal at least Ninety (90) calendar days prior to the expiration of the valid license;

The procedures for the renewal of the license are provided by the Regulations governing Postal and Courier Services in Rwanda.

### **IV. MODIFICATION OF THE LICENSE**

A license modification proceeding may be initiated by the Authority or by request of the licensee.

The Authority may modify a license before its expiration when it determines that an amendment of the license is needed in order to respond to the motives provided by the Regulations governing Postal and Courier Services in Rwanda.

### **V. TRANSFER OF THE LICENSE**

The license shall not be transferred or assigned to a third party without the prior written consent of the Regulatory Authority. A license transfer proceeding is initiated by the licensee when the Authority has issued an approval of the transfer.

## **VI. SUSPENSION OR REVOCATION OF THE LICENSE**

Depending on the seriousness of the fault committed by the Licensee, the Authority may suspend or revoke a license before the expiration of the license term when it determines that the suspension or the revocation is needed in order to respond to the motives provided by the Regulations governing Postal and Courier Services in Rwanda.

The Authority shall commence a license suspension by sending written notice to the licensee advising the licensee of the commencement of a suspension proceeding, and requiring licensee to file a response within five (5) days;

If the licensee contests the suspension or fails to convince to the Authority notice, the Authority shall notify the Licensee the final decision not later than seven (7) working days;

In case the Authority confirms the license suspension, such decision shall be notified to the Licensee and be published at the Authority's web site;

If the Licensee does not correct such faults within fourteen (14) days during the period of suspension and without justification; the license shall automatically be revoked.

## **VII. APPLICABLE FEES**

The Licensee shall pay to the Authority:

1. An application fee of 70 USD;
2. Licence fees of 3,300 USD;
3. Annual Operating fee shall be calculated based on percentage of annual turnover made on postal and courier business as to be determined by Regulatory Board;
4. Annual contribution to the universal postal access fund as to be determined by Presidential Order.

## **VIII. GENERAL OBLIGATIONS OF THE LICENSEE**

The licensee shall be obliged to comply with the laws and regulations in force as well as the License terms and conditions.

## **IX. SPECIFIC OBLIGATIONS OF THE LICENSEE**

The licensee of providing courier services shall:

1. Provide other services and products as deemed fit from a market and financial perspective;

2. Comply with their quality of service standards based on postal and courier international conventions or which the Authority may set and monitor from time to time;
3. Respond to complaints made regarding the Licensee's service and shall take appropriate steps in respect of such complaints.

#### **X. OTHER OBLIGATIONS**

Other obligations of the licensee as well as license requirements not mentioned in this license are referred to the Regulations governing postal and courier services.

#### **XI. INSPECTION**

The Authority or its authorized representative has the right to inspect the premises of the licensee and its network facilities for a purpose of ascertaining compliance to the license conditions.

#### **XII. COMMENCEMENT**

This license shall be effective on the date of its signature by the Chairperson of the Regulatory Board and the legal representative of the Licensee.