

Operator Manual



Introduction

Below steps will guide you on how you can use the new RURA platform (CLMS) to apply for various licenses/authorizations. For more information, you can contact +250 788 623 682.

Before you start:

- ✓ To apply, you need first to create your user by signing up with a valid Phone number and e-mail that belong to you.
- ✓ In case you want to apply for different operators (individuals or companies), you need to create one user and then create many operators under this user. Note that one phone number can't be used by many users, but the same phone number can be used for different operators (in case one person has many companies for example).

Steps

The screenshot shows a web browser at the URL licensing.rura.rw. The page features the RURA logo and a navigation bar with a language switcher set to English. The main content area is titled "Licensing Services" and includes a "REGISTER" button highlighted with a red box. Below this, the "Converged Licensing Management System" (CLMS) is introduced with a four-step process:

- Step 1:** Create user login account.
- Step 2:** Login using the created account then, Register the operator(s) details.
- Step 3:** Choose service and start your application.
- Step 4:** Pay applicable application fees and wait for authority decision.

A search bar for services is also visible. The footer contains a "Follow us on" link.

Step 1: From RURA Website (www.rura.rw), you will be redirected to the page above (www.licensing.rura.rw)

Step 2: Click on Register to sign up (New user)

Step 3: Fill the mandatory fields below

Create new account

Names

Email

Phone

Sign Up

Step 4: Click on Sign up. The System will send you a PASSCODE by SMS and E-mail

[Already have an account? Login](#)

Services



Transport Regulation



Electricity



Gas



Radiation regulation



ICT regulation



ICT Media Regulation



Water and Sanitation



Complaint

Step 3: Fill the mandatory fields above

Step 4: Click on “Sign Up”. The system will send you a Passcode by SMS and E-mail

Enter passcode sent on your phone / email

Enter passcode

Step 5: Enter the passcode sent to you by SMS or E-mail

Didn't receive code? [Resend code](#)

Click on Resend Code if you haven't received the SMS or E-mail

Step 6: Click on Submit to validate the passcode

Services



Transport Regulation



Electricity



Gas



Radiation regulation



ICT regulation



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Water and Sanitation



Complaint

Step 5: Enter the passcode sent to you by SMS or E-mail

Step 6: Click on "Submit" to validate the passcode

Step 7: Create your own password to be used while accessing the system

Enter your New Password

New Password

Confirm New Password

Submit

Step 8: Click on Submit to validate the new password. Note that both passwords must tally.

Services



Transport Regulation



Electricity



Gas



Radiation regulation



ICT regulation



ICT Media Regulation



Water and Sanitation



Complaint

Step 7: Create your own password to be used for authentication

Step 8: Click on "Submit" to validate the new password. Note that both passwords must match.

Step 9: Enter E-mail or Phone you used to register for you to log in the System

Sign in to your account

Email / Phone

Password

Remember Me

[Forgot Your Password?](#)

Login

Step 10: Click Login to log into the System

Don't have an account? [Sign Up](#)

Services



Transport Regulation



Electricity



Gas



Radiation regulation



ICT regulation



ICT Media Regulation



Water and Sanitation



Complaint

Step 9: Enter the same e-mail or phone you provided for user registration

Step 10: Click "Login" to log into the system

[Click here to search an existing Operator by ID Number](#)

[Search Operator](#) [Register new operator](#) [Logout](#)

You can use this button also to register a new operator

My Operators

 You don't have any operator , to register new operator [Click here →](#)

Step 11: Click on "Click here" to register your operator (Applicant Details)

Recent Applications

 No recent applications found

This is where recent applications for the selected operator will be displayed

Step 11: Click on "Click here" to register your operator (Applicant details)

N.B: If the operator has been already registered, you can search him/her by ID/TIN/RCA Number

[Click here to return to the main page of the user](#)

[Main Page](#)
[Search Operator](#)

Register new operator **Step 12: Enter operator Details**

Identification

Nationality: Rwanda | Legal type: Choose | ID Type: --CHOOSE--

Identification Number: | Operator Name: | TIN: |

Gender: --Choose-- | Address: | P.O.Box: |

Fax: | Telephone: | Email: |

Province: --Choose-- | District: --Choose-- | Sector: --Choose --

Representative

Names: | ID/Passport: |

Telephone: | Email: |

Identification document: Choose file | Browse | Communication language: Choose

[Save Operator](#) **Step 13: Click on Save Operator**

Step 12: Enter operator Details

Step 13: Click on “Save Operator” to continue

N.B: When the operator is saved successfully, the system will send by SMS/E-mail RURA Operator Code (**ROC**) that you will should keep secret. This code will be required while someone else is applying on your behalf.

 Search Operator

 Register new operator

 Logout

[Click here to register another operator \(Applicant\)](#)



Operator successfully created , access code is sent to the operator's phone number

RURA Access Code will be sent by SMS or E-mail. Keep it as your RURA Identification Code to be used while accessing your applications from a different user



My Operators



ORION
Kigali

My page

Apply now

List of operators. One user can create many operators

[Click here to go to the operator page](#)

Step 14: Click here to apply

Recent Applications



No recent applications found

Step 14: Click “Apply now” to start your application.

 Main Page

Menu

 My Applications

 Licensing Services
Services (8)

 Operator profile
Profile & settings

Apply

Services

Choose ▾

Step 15: Select the Service

License

Choose ▾

Step 16: Select one of the licenses/authorizations
belonging to the selected service

 Search

Step 17: Click on Search to display the application
requirement for the selected license/authorization



Application details will be shown here

Step 15: Select the service

Step 16: Select of one of the licenses/authorizations belonging to the selected service

Step 17: Click on “Search” to display the application requirements for the selected license/authorization

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Follow us on [f](#) [i](#) [t](#)

Step 18: Click “Start Application” to start filling the Online Form for the selected license/authorization

Authorization for Motorcycle

1. Identification 2. Application details 3. Attachments

Steps required to complete the form. The last step contains "Submit" Button

Identification

Communication language

Choose

Has the owner/director or manager ever been condemned by any jurisdictions for bankrupt?

Yes No

Has the owner/director or manager ever been convicted of criminal, drug, firearms or weapons offence or been charged with any of the offences and the charged has not been finally disposed off?

Yes No

Have you ever had your license transport suspended or refused? *

Yes No

Save and Continue **Step 19: Click here to validate the data entry and move to the next step**

Follow us on

Step 19: Click "Save and Continue" button to validate data entry and move to the next step.

Authorization for Motorcycle

1. Identification 2. Application details 3. Attachments

Last step for all application forms

Attachments [Please attach the following documents]

Attachments

There are no attachments required to upload

Step 20: Upload predefined attachments (if any)

Other attachments + Add New

Name

No other attachments added

Step 21: Upload additional attachments if necessary

Submit Application Step 22: Click on this button to submit your application. If application fees required, you will receive an SMS/E-mail containing the Payment Reference Number. At this stage, you will no longer be able to edit your application

Step 20: Upload predefined attachments (if any). If required for the selected application, they will be listed.

Step 21: Upload additional attachments if any: in case you need to upload additional attachments, click on “Add New”

Step 22: Click “Submit Application” button to submit your application.

N.B: If application fee is required, you will receive an SMS/E-mail containing the Payment Reference Number. At this stage, you will no longer be able to edit your application.

Main Page

Menu



My Applications



Licensing Services
Services (8)



Operator profile
Profile & settings

My Applications **Total: 1**

+ New Application

Search _

Search

Authorization For Motorcycle

Application type: **New**

Operator Name : ORION, Date : 29/09/2020, 20:21 Phone : 0788 868 457

PENDING

Not Paid

N

⚠ This application is not paid , so RURA will process it when is paid.

Without payment, the application will not be submitted to RURA

Details

Click here to view application details (in Read-Only mode)

Step 23:

Fee Details: Amount & Payment Reference Number to be used at the bank for payment

Application Fee : 10,000.00 RWF
Payment reference number: APP00128910

Showing 1 to 1 out of 1 results

Step 23: Check the fees to be paid and the Payment Reference Number. The same details are sent on SMS and E-mail

N.B:

- ✓ Click “Details” button to view the application details (in read-only mode)
- ✓ Without payment, the application will not be submitted to RURA and will keep pending on your queue

Search Operator Register new operator Logout

My Operators

- B Besoft LTD KG 187 ST My page Apply now
- S Shema Patrick KG 187 ST My page Apply now
- J John doe KG 187 ST My page Apply now

Recent Applications

Authorization For Motorcycle
 Application type: New
 Operator Name : Shema Patrick, Date : 29/09/2020, 15:50 Phone : 0785 126 331
 PENDING Not Paid
 ⚠ This application is not paid, so RURA will process it when is paid.
 Details
 Application Fee : 10,000.00 Kwf
 Payment reference number: APP00128910

Authorization For Transport Of Goods
 Application type: New
 Operator Name : Shema Patrick, Date : 29/09/2020, 11:18 Phone : 0785 126 331
 Valid From: 2020-09-29, Valid Until: 2021-09-29
 DOWNLOAD DOCUMENT
 FINAL APPROVAL

License For Transport Of Goods
 Application type: New
 Operator Name : John doe, Date : 29/09/2020, 09:20 Phone : 0785 126 331
 Valid From: 2020-09-29, Valid Until: 2025-09-29
 DOWNLOAD DOCUMENT
 FINAL APPROVAL

Authorization For Motorcycle
 Application type: New
 Operator Name : Shema Patrick, Date : 28/09/2020, 09:46 Phone : 0785 126 331
 Valid From: 2020-09-28, Valid Until: 2021-09-28
 DOWNLOAD DOCUMENT
 FINAL APPROVAL

Step 24: Click here to download the license/authorization

Step 24: Download the License/Authorization Document

N.B: In case you have to pay also License/Authorization Fee, you must pay it before you are allowed to download the document. A payment from the bank, will allow you automatically to print the document.

Download Authorization

Step 25: Click here to download the license/authorization

Main Page

Menu



My Applications



Licensing Services
Services (8)



Operator profile
Profile & settings

Authorization for Transport of Goods

FINAL APPROVAL

PERSONAL INFORMATION

Has the owner/director or manager ever been condemned by any jurisdictions for bankrupt?

No

Has the owner/director or manager ever been convicted of criminal, drug, firearms or weapons offence or been charged with any of the offences and the charged has not been finally disposed off?

No

Have you ever had your license transport suspended or refused?

Yes

Details of suspension or cancellation

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ROUTE FREIGHT

Are you operating for Short/long haul

Short Haul

Do you operate in Rural , City area ?

City

Step 25: Click "Download Authorization/License" button to download the document.