

# 1. Institutional setting

Rwanda -> tremendous development -> last two decades in all sectors. Increase of housing demand, buildings and family dwellings are mushrooming all over the city.

Many constructions were not in proper compliance with regulations and standards -> the building collapses, land scarcity.

The BPMIS -> Rwanda Housing Authority, the World Bank Group WBG/IFC. The project funds were provided by DfID.

The BPMIS -> (CPMIS) -> the City of Kigali, 3 District One Stop Centers.

The system deployment -> Secondary Cities (Rubavu, Musanze, Muhanga, Rusizi, Huye and Nyagatare) and later on the remaining Districts will follow until the whole country gets covered.

# 2. Starting point



- The former permitting procedures cost a lot to applicants: time, money, follow-up efforts, to get a building permit and affected Women as well as men to the same way.
  - ❑ Sprawls and informal settlements;
  - ❑ Delaying of slums upgrading;
  - ❑ Human settlements in high risk zones;
  - ❑ Violation of Master Plan zones guidelines;
  - ❑ Damaging of Public Utilities;
  - ❑ Low Densification of Housing;
  - ❑ Increased expropriation cost associated with urban land development in informal settlements

# 3. Approach

The government decided to digitize permitting services so that citizens can access the service wherever they are and as simply as possible.

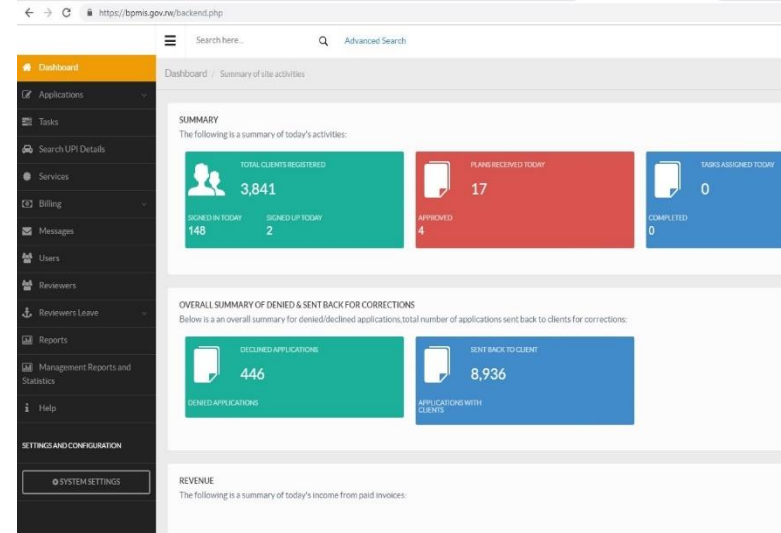
Construction sector, the digitization -> online Building Permits Management Information System (BPMIS) equipped with features that facilitate applicants to access information, to closely follow-up applications and to be notified on the progress made on them as a result of the assessment undertaken by the City of Kigali or District One Stop Centers.

<https://bpmis.gov.rw/>

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# 4. Outputs

- Archiving of data
- Support for the enforcement process
- Registration of architects into the system
- Submission of building proposals for review and approval
- Submission of payment evidence
- Review and approval of building proposals
- Reporting on all activities related to the permitting process
- Profiling of ongoing constructions for inspection process
- Capturing of inspection data using smart phones
- Intelligent Reporting
- Inspection feature



# 5. Lessons

- Improved business environment in construction industry
- Reduced time to apply and get the building permit
- Checking the progress of application online
- Less corruption
- People find out an easy way to construct, hence informal settlements development - Planned settlement
- No files getting lost
- No need to come to OSC offices
- Use of registered engineers
- Reliable construction materials
- Transparency in permit issuance

# 6. Follow up

- Sometime systems become slow due to many users connected simultaneously , heavy uploads of maps, improper management, lack of IT support users, lack of trainings for regular upgrade, update and maintenance and lastly for expanding its usage to the entire country.