

REPUBLIC OF RWANDA



RWANDA UTILITIES REGULATORY AGENCY
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DECISION N° 20/W.TR-RURA/2009 OF 11/11/2009 ON CODE OF CONDUCT FOR BOAT DRIVERS OF PUBLIC PASSENGERS AND CARGO BOATS IN REPUBLIC OF RWANDA

PREAMBLE

THE REGULATORY BOARD, meeting in its session of 11th November 2009;

Pursuant to the Law n° 39/2001 of 13/09/2001 establishing an agency for the regulation of certain public utilities (RURA) especially in its article 1(f) and 6(3);

Considering the necessity of encouraging boat drivers to provide good customer service and conduct themselves in a way that makes consumers comfortable and at ease.

Considering the resolutions of the Waterways transport stakeholders workshop held on the 9th and 10th /July/2009 between the Rwanda Utilities Regulatory Agency and the waterways transport service providers in the Country;

AND WHEREAS upon a due consideration and deliberation in its session of 11th November 2009;

HEREBY DECIDES AND DECLARES:

Article 1: Purpose

The purpose of this Board Decision is to set up the Code of Conduct governing the Boat Drivers. This Code of Conduct is aimed at making boat driving more professional, creating greater consumers satisfaction and hence increasing confidence in the boat transportation.

Article 2: Scope of application

There is hereby established a Code of Conduct for Boat Drivers. This Board Decision is applicable to all boat drivers and apprentices for boat driving during their work.

Article 3: Repealing of inconsistent provisions

All previous provisions inconsistent with this Board Decision are hereby repealed.

Article 4: Commencement

This decision shall come into force on the date of its signature.

Article 5: Publication

This Decision shall be published in the Official Gazette of the Republic of Rwanda.

Kigali, on 11/11/2009

**....Signed.....
MUKASINE Marie Claire
Chairperson**