

WORKSHOP ON CUSTOMER SERVICE CARE IN THE PUBLIC TRANSPORT SECTOR

Introduction

The Rwanda Utilities Regulatory Agency (RURA), basing on the law n° 39/2001 of 13th September 2001 establishing it , especially its articles; 1, 2, 5, 6, 40 - 42 and 48, organized a consultative meeting that took place from 12th to 15th March 2009 at Hotel La Palisse Nyandungu.

The main theme of the workshop was **“SERVICE PROVIDERS IN THE PUBLIC TRANSPORT SHOULD OFFER BETTER SERVICES AS A BASIS FOR DEVELOPMENT”**

This meeting was attended by service providers in the transport sector along with the mayor of the Kigali City as well as the following Institutions:

MINICOM

TRAFFIC POLICE

ADECOR and ADDCR (Consumer Associations)

RURA employees (Consumer Affairs Department, Economic Affairs Department and Legal Affairs Department)

Transport companies: ONATRACOM, ATRACO, VIRUNGA, HORIZON, CODACE, KTS, CAMEL, ATAVORWA, RUGALI, VOLCANO, STELLA EXPRESS, KIGALI SAFARIS, KBS, ZEBRA, SOTRA, OMEGA CAR, BERVEDERE LINES and IMPALA.

The meeting was chaired by the Director General of RURA. His opening remarks were based on the following issues:

- *The issues concerning transportation of people as well as the resolutions;
- * Rwanda’s vision towards transport services.

After the Director General’s speech, various issues were discussed regarding the transport services and the way forward.

The following table illustrates the discussion held.

DATE	PRESENTATION	INSTITUTIONS
12/3/2009	Consumers' rights	RURA
	Car park and other issues as well as the solutions	Kigali city
	The law that protects consumers	MINICOM
	The responsibilities of MINICOM	
	The policies that govern the transport sector, roads, road signs and traffic lights that control vehicles	MININFRA
13/3/2009	Transportation in rural areas	ONATRACOM
	Competetion in the transport service	RURA
	Resolutions	RURA
	Vehicle control	Automobile Control Center
14/3/2009	How licenses are issued	RURA
	Investing in the transport sector	RURA
	Road safety	Traffic Police
	Pricing policy in the transport sector	RURA
15/3/2009	Better servicesin the transport sector (experience in other countries)	RURA
	Fixing routing places for transporters	ATRACO

The presentations were followed by questions, discussions and resolutions.

Conclusion and Recommendations

The following were agreed upon at the end of the meeting:

1. To put in place measures and the importance of using bigger vehicles that would minimize traffic congestions
2. Rapid implementation of codes of conduct in the transport sector
3. Guidelines to be followed in designing and using the car parks
4. Guidelines regarding the design and operation of garages
5. Guidelines regarding driving schools
6. Guidelines regarding car dealers and selling of spare parts
7. To give the management of car park services to non-transport operators, so as to avoid the conflict of interests between the stakeholders in the transport sector.
8. To implement Driver's identity card (ID) within three months
9. To encourage better hygiene in the vehicle, for drivers and conductors and punishing non compliance
10. To have identifiable uniform that separates different societies. For each society to show their chosen uniforms to Rwanda utilities Regulatory Agency (RURA) within one month so that these uniforms could start to be worn not later than three months.
11. To solve the problems regarding car parking in Kigali city especially in the city center
12. To make price tags visible to the passengers and punishing non compliance.
13. Increase the capacity for both human resource and materials of the Center for Automobile Control (Control technique) to allow quick and better services.
14. Training in the transport sector especially drivers within a month, RURA will provide a book that contains policies and guidelines for the transport services.

15. To increase seminars regarding road safety
16. Simplify the obtaining driving licenses
17. To implement a service that controls car spare parts that are required in the country.
18. To put in place pricing policies that will help in the transport of passengers
19. To put in place a committee that investigates in not later than two months, ways to employ capable drivers that can provide services in the Kigali city, in a better manner and for the majority of people.
20. To find in not later than a month a car parking outside the main city
21. RURA and Kigali City to finance five people to have a tour in order to see experiences outside Rwanda.
22. To publish small booklets showing Public Utility prices and distribute them at places where many people meet like; Airport, Rwanda Development Board (RDB) offices, Immigration and Emigration offices etc....

Done at Hotel la Palisse Nyandungu

On 15th March 2009

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