

PUBLIC NOTICE

In line with the actions taken by Government of Rwanda to contain the spread of COVID-19, the Rwanda Utilities Regulatory Authority (RURA) wishes to inform the general public about the following measures in the regulated sectors listed below:

Gas (LPG):

1. The retail price of gas in the City of Kigali must not exceed 1084 FRW/kg effective Tuesday 7th April 2020 (until further notice);
2. The price of gas should be displayed and clearly visible to consumers at retail sites;
3. LPG wholesale service providers require a valid license issued by RURA, and it is prohibited to operate without one;

Taxicab transport service:

4. Every taxi cab must be equipped with a hand sanitizer, for the driver and passengers to use, and drivers are required to wear a facemask;
5. Passengers allowed to use the taxicabs are ONLY those seeking essential services as communicated by the office of the Prime Minister;
6. Any passenger wishing to book a taxicab may call the following numbers: 9191 (Yego cabs) and 1010 (Move/VW taxi);
7. Taxi cab drivers, are allowed to park at any convenient spot, to avoid crowded taxicab parks and must comply with all the guidelines set by the Ministry of Health, especially keeping at least one-meter distance between any 2 people;

ICT Sector:

8. Mobile Money service providers, Service Center staff, Network Operation Centers (NOCs) and field operators must wear gloves and facemasks and they must keep at least a one-meter distance away from their customers;

9. Two or more mobile money agents are not allowed to work under the same umbrella or station, and agents are not allowed to give their phones to customers to enter their numbers or to receive the customer's phone;

Failure to comply with the guidelines above will result in penalties.

The general public:

10. Encouraged to pay for products and/or services using digital payment channels to avoid hand-to-hand money exchange.
11. Should beware of fraudsters/scammers who call or text subscribers to trick them and steal their money.

Done in Kigali, 06 April 2020



Patrick Nyirishema
Lt Col
Director General