ELECTRONIC BUILDING PERMIT
MANAGEMENT INFORMATION SYSTEM
(eBPMIS)

USER MANUAL FOR CLIENTS

REPUBLIC OF RWANDA

WORLD BANK GROUP
Trade & Competitiveness

OTB AFRICA
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1.0 Introduction
Electronic permitting is a set of computer-based tools and services that automate and streamline the building permit process. An electronic permitting system typically replaces traditional paper and file-card systems. As a result, the intent of electronic permitting is to reduce permitting time, improve customer service and staff efficiency, enhance quality, and make operating funds more productive.

In this tutorial, we will be giving developers/architects a walkthrough of what will become their new work space in the cloud.

1.1 Accessing eBPMIS
The e-Building Permit Management Information System (eBPMIS) Portal is a web-based Management Information System (MIS) software application that automates the application and review procedures for processing Building Permits, Inspections and Occupancy Certificates.

It allows applications submitted by designers/architects to be routed to the various departments of construction permit authority and other outside agencies for vetting and approval.

The eBPMIS is an internet based system and is accessible via any web browser. A browser must therefore be installed in your computer before starting to use the system. To get to the system:

1. Open your preferred web browser (e.g. Google Chrome, Firefox and Safari), we will be using Mozilla Firefox throughout this tutorial.

2. On the address bar, enter the e-Construction Permit Portal system address https://www.bpmis.gov.rw and hit enter to continue.
This will be the first page displayed after accessing eBPMIS. It will give you information about the Building Permit Services from Construction Permits, Extension Permits, Change of Building Use, Occupation Permit Application, Refurbishment, Demolition and Inspection Notice

1.2 Registering for an Account
You can create an Account as:

a) An Architect – Must be Registered with the Board of Architect of Rwanda.

b) An Engineer – Must be Registered with the Board of Engineers of Rwanda.

c) A Property owner / Developer – Can submit for Category 1A and 1B

d) A Contractor – To submit for Inspection for Approved projects.

To register, click on the ‘REGISTER’ button at the top right as shown
A form will be provided for you to fill in your details
Give your full names, your email, enter a password, your mobile phone and then add your profession in the “Register As” field. Once you finish, click on the “Save and Continue” button.

In step 2, provide additional details

For instance, if you are registering as an architect, you will need to provide your registration number.

Fill out the additional information and once you finish, click on the ‘SUBMIT’ button at the bottom.
Check your email for confirmation of your registration and follow the steps to verify your account.

1.3 Logging In
After activating your account, you can now login to the system.

On the homepage, click on the ‘SIGN IN’ button as shown.

Enter your username and password and then click on the ‘LOGIN’ button.
If your credentials are correct you will be redirected to the dashboard as shown below:

1.4 Resetting your Password
If you have forgotten your password, follow the steps below:

- Click on the "Lost/Forgot password?" link on the ‘SIGN IN’ in page.
- Enter your email or username on the page that appears and click on the "RESET MY PASSWORD" button as shown below:
• Check your email inbox for the password reset email sent by the system. In case you cannot view the password reset email, kindly check your spam for the same.
• Follow the instructions sent on the email to reset your password.
• Login with the new password.

1.5 Editing your Account Details
To edit your account details,

Click on your username picture on the top right and select “My Profile” as shown below:

You will then be presented with your account details in three major tabs as shown below:
You can edit your basic details or the additional information you provided. Once you finish click on the ‘Submit’ button to save the changes.

### 1.6 Logging Out
To log out of the system, click the downward arrow beside your username at the top right and select “Log Out” as shown below.

### 1.7 Dashboard
As a registered user, you will have your own profile along with a dashboard. The dashboard presents you with an overview of your recent applications, contact details for eBPMIS and also relevant forms available for download. It summarizes your activities in the system.
Once you log in, you will be presented with a dashboard as shown.

At the top, there are major menu items to help you navigate around the system. These includes:

1. My Drafts - This tab shows applications that you made but are not completed. They are saved applications.

b) Inspections - Shows a list of applications awaiting inspections/applications with ongoing inspections.

c) Occupations - Shows a list of applications awaiting occupancy permits.

d) Shared Applications - List of Applications shared with your account or applications that you have shared with registered users.
e). Feedback – Submit feedback messages to the districts on various services offered.

f). Live Chat – Chat with designated officers for each district on challenges/comments about services offered through this system.

g). Application History – View a summary of all applications you submitted.

h). Cost estimate – Get an estimate of amount you will be charged for various services.

1.8 Applications

Applications are the building proposals you submit in order to acquire permits. These applications are then reviewed and vetted by the relevant authority.

In this chapter we will see how to submit an application, view submitted applications, apply for receipts and track the progress of your applications.

1.8.1 Submitting Applications

While on your dashboard, click on “Make Application” as show below or go to the ‘Make Application menu:}
A list of the services available will be displayed. Click on the service you want to apply for and select the district

Click on the service you want to apply and select the district
Then, click on the ‘Apply Now’ button to start filling in the application form

You will be presented with a detailed application form to fill out depending on the service you selected.

The form could be divided into various steps which you need to fill out. Below is a form for Construction Permit Application

**Note:** you can download a checklist to make sure you have all the requirements needed to fill out the form

**Stage One: Project Information**

Here you are required to fill in all the general information; such as the plot number (UPI), the project information and the developers contacts.
Once you finish, click on the ‘Continue’ button to proceed or you can save your progress and resume later

**Stage Two: Plot Information**

Fill in details about the plot

<table>
<thead>
<tr>
<th>Province</th>
<th>Northern</th>
</tr>
</thead>
<tbody>
<tr>
<td>District</td>
<td>Musanze</td>
</tr>
<tr>
<td>Sector</td>
<td></td>
</tr>
<tr>
<td>Celt</td>
<td></td>
</tr>
<tr>
<td>Village</td>
<td></td>
</tr>
</tbody>
</table>

### 9. Plot Data

- **a. Registered Usage**: 
- **b. Zoning Plan**: 
- **c. Available Right of Ownership Documents**: Lease Contract / Freehold Title
Click on the ‘Continue’ button to proceed to the next stage

Stage Three: Development Data

Give the data on the plot size, building coverage and the development data needed. The form also has calculating tool to update totals from the data you fill out

![Development Data Form]

Click on the ‘Continue’ button to proceed to the next step

Stage Four: Attachments

At this stage, you need to attach the necessary documents on land ownership, payment receipts, location maps, site analysis documents, design and architectural drawings and any other relevant documents.
Once you finish click on the ‘Submit’ button to proceed

**Stage Five: Review Submission**

At this stage, you need to review your application to scrutinize if the information you provided is correct before submission. You can go back to the previous pages by clicking on the ‘Previous’ button and make your corrections.

After verifying that the information is correct, click on “Submit” button as shown below.
You will get a message on successful submission

1.9 Printing an Invoice
On your dashboard, navigate to the application that you want to print an invoice. Click on “Action” and select “Print Invoice” from the drop-down menu.

A page containing the invoice details will be displayed. Now you can click on the ‘Print Invoice’ button at the bottom to print your invoice
1.10 Payment of An Invoice Via Irembo Service
E-BPMIS system is integrated with Irembo payment platform. Once a invoice is generated for your application, Irembo payment system will send an sms to the applicant and the developer. The message contains instructions on how to pay.

Follow the Steps below to pay your bill via Bank of Kigali (RWF 20000)

1. Go to any Bank of Kigali branch or YACU agent
2. Provide your billing number: as part of the payment information.
3. Once your payment is successful, your permit will be automatically issued.

Follow the Steps below to pay your bill via Airtel Money (RWF 20000)
• Go to Airtel Money on your phone
• Use your billing number:
• You will receive a confirmation SMS
• Once your payment is successful, your permit will be automatically issued.

Follow the Steps below to pay your bill via MTN Money (RWF 20000)
• Go to MTN Mobile Money on your phone
• Use your billing number:
• You will receive a confirmation SMS
• Once your payment is successful, your permit will be automatically issued.

Follow the Steps below to pay your bill via Tigo Cash (RWF 20000)
• Go to Tigo cash on your phone
• Use your billing number:
• You will receive a confirmation SMS
• Once your payment is successful, your permit will be automatically issued.

Note: You can also pay via master card, visa and credit card.
Once the payment is successfully validated, the system automatically generates the permit.

1.11 Sharing an Application
Applications can be shared with other registered users in the system. On your dashboard, click on “Action” button beside the said application and then select “Share”, as shown below:
Provide his/her email address as shown below and click “Proceed”

1.12 Printing A Permit
On your dashboard, click on the “Downloads” button beside your application and select the permit to print: