

RWANDA WATER RESOURCES BOARD

Digital Water Permit Application Portal

USER MANUAL GUIDE

Simplifying Water Permits for Rwanda



Official Platform
2026

Transforming Water Permits Through Digital Innovation

The Rwanda Water Permit Application Portal is the official digital platform developed by the Rwanda Water Resources Board.

This innovative system replaces traditional paper-based processes with a streamlined, transparent, and accessible online platform, revolutionizing how water permits are issued and managed in Rwanda.

KEY BENEFITS

■ Streamlined Process

Complete application process with online submission.

■ 24/7 Availability

Apply and manage permits anytime, anywhere.

■ Enhanced Transparency

Clear visibility throughout the entire review process.

■ Real-time Tracking

Instant status tracking and automated notifications.

■ Reduced Processing Time

Significantly faster turnaround compared to traditional methods.

■ Advanced Security

Robust measures protecting your data and privacy.

Getting Started: What You Need



Supported Browsers

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari



Device Compatibility

- Desktop computers
- Tablets
- Mobile phones



Internet Connection

- Standard broadband connection required
- Stable connection recommended for document uploads

The portal is designed to be universally accessible with minimal technical requirements.

Your First Step: Account Registration

01

Visit the Portal

Navigate to the official portal homepage using a supported browser.

02

Begin Application

Click the "APPLY NOW" or "Begin Application" button to start.

03

Registration Form

Fill in your personal details accurately in the registration form.

04

Secure Credentials

Create a unique username and a strong password.

05

Verify Email

Check your inbox and click the verification link to activate your account.

06

Start Applying

Log in with your new credentials and start your first application.

SECURITY TIP

Use a combination of uppercase and lowercase letters, numbers, and special characters for maximum security when creating your password.

Your Control Center: The Dashboard

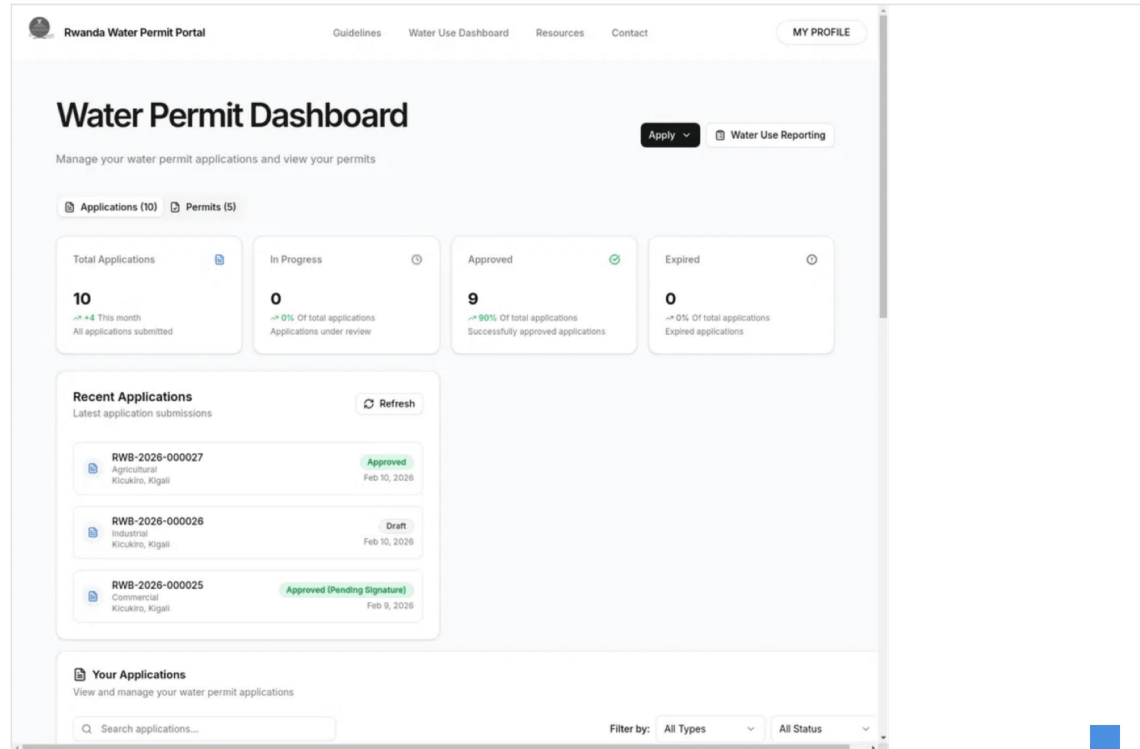
KEY COMPONENTS

- Statistics Cards
- Recent Applications
- Applications & Permits Tabs
- Searchable Data Table

QUICK STATS VIEW

TOTAL Applications	ACTIVE In Progress
SUCCESS Approved	ALERT Expired

The dashboard provides comprehensive visibility into your applications and permits at a glance.



Choose Your Application Type



1. New Water Permit

For first-time applicants seeking a water permit to start a new activity.



2. Renew Existing Permit

For renewing a permit that is expiring or has already expired.



3. Modify Existing Permit

For making changes to the terms or details of an active permit.



4. Transfer Existing Permit

For officially transferring ownership of a permit to another party.




 To start any application, click the "Apply" button on your dashboard and select your application type.

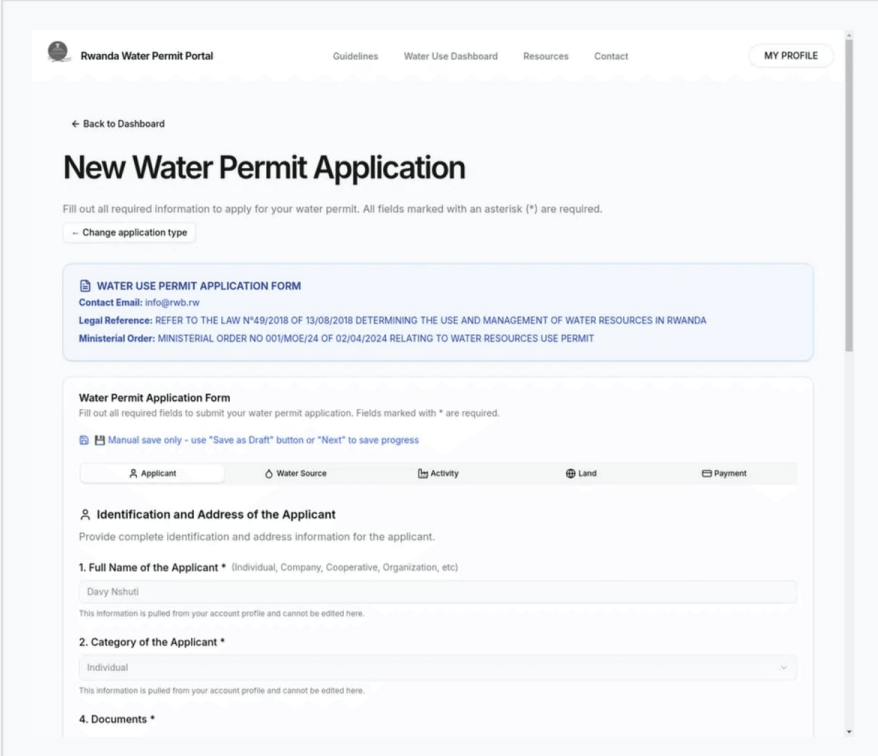
Foundation: Providing Your Identification

Required Information

- ✓ **Full Name:** Automatically filled from your NID or TIN
- ✓ **Applicant Category:** Individual, Company, Cooperative, or Organization
- ✓ **Office Address:** Province, District, Sector, Cell, Village
- ✓ **Contact Information:** Valid telephone and email

Document Requirements

-  **Individual:** National ID Copy
-  **Organization:** Registration Certificate
-  **Formats:** PDF, JPG, PNG, DOC (Max 10MB)



The screenshot shows the 'New Water Permit Application' page on the Rwanda Water Permit Portal. The page includes a navigation bar with 'Rwanda Water Permit Portal', 'Guidelines', 'Water Use Dashboard', 'Resources', 'Contact', and a 'MY PROFILE' button. A 'Back to Dashboard' link is visible. The main heading is 'New Water Permit Application'. Below the heading, there is a note: 'Fill out all required information to apply for your water permit. All fields marked with an asterisk (*) are required.' A dropdown menu shows 'Change application type'. The form is titled 'WATER USE PERMIT APPLICATION FORM' with contact email 'info@rwb.rw'. It includes a 'Legal Reference' and 'Ministerial Order'. The 'Water Permit Application Form' section contains instructions and a progress bar with tabs for 'Applicant', 'Water Source', 'Activity', 'Land', and 'Payment'. The 'Applicant' tab is active, showing 'Identification and Address of the Applicant' with a sub-instruction: 'Provide complete identification and address information for the applicant.' The form has two main sections: '1. Full Name of the Applicant * (Individual, Company, Cooperative, Organization, etc)' with a text input field containing 'Davy Nshuti' and a note 'This information is pulled from your account profile and cannot be edited here.'; and '2. Category of the Applicant *' with a dropdown menu set to 'Individual' and a note 'This information is pulled from your account profile and cannot be edited here.' The '4. Documents *' section is partially visible at the bottom.

Source Details

- **Type of Water Source** Stream/River, Well, Lake, Spring, Rainwater
- **Name of Source** Specific name of the water body

Precise Location

Hierarchical selection required:

Province > District > Sector > Cell > Village

Reliability Assessment

- Water always available
- Frequently dry
- Dry during certain season

Permit Duration

- Requested Duration: **1 to 15 years**

Important Note

The Rwanda Water Resources Board may adjust your requested permit duration based on their technical assessment of your specific use case and the reliability of the water source.

Specifying Your Water Use Purpose

Select the activity that best describes your intended water use. Your selection determines the specific technical details required in the next steps.

Irrigation

Construction of a dam

Fish farming (lakes/ponds)

Mining

Industry

Water supply

Coffee washing

Electricity generation

Recreational activities

Construction of infrastructures

Gas extraction

Livestock

Other (specify)



Activity-Specific Details

The form is dynamic. Depending on your selection above, you will be asked to provide additional technical information such as **water abstraction points (latitude/longitude)**, **storage facilities**, and **specific usage calculations**.

Deep Dive: Irrigation Activity Details

Farming System

Types of Crops

Specific crop varieties being cultivated

Growing Season

Start and end months of the cultivation cycle

Production System

- Outdoor
- Green House
- Hydroponics

Technology & Scale

Irrigation Technology

- Surface
- Sprinkler
- Drip

Total Irrigated Area

Measured in hectares (ha)

Total Water Demand

Total volume required until harvesting time (m³)

Abstraction & Storage

Storage Facilities

Reservoirs, tanks, etc., with capacity (m³)

Max Yearly Usage

Maximum average water usage per year

Abstraction Point

Provide exact coordinates (Latitude & Longitude) where water will be extracted from the source.



Documentation

- ✓ **Land Title Deed**
Official proof of ownership for the land where water use will occur.
- ✓ **Lease Agreement**
Valid lease contract if you are renting the land.
- ✓ **Other Legal Proof**
Any other relevant legal documents proving usage rights.

Requirement: All uploaded documents must be clear, legible, and currently valid.



Land Information

- 📍 **Location Details**
Precise location of the land parcel involved in the activity.
- 🏠 **Intended Land Use**
Description of how the land is currently used or planned to be used.
- 📋 **Permit Alignment**
Verification that the water use aligns with the land's designated purpose.



Completing Your Application: Payment

- 01 Review the calculated application fee amount
- 02 Select your preferred payment method
- 03 Complete the secure payment transaction
- 04 Receive payment confirmation and invoice
- 05 Receive your unique Application ID



Your Application ID







This ID is essential for tracking your application status and communicating with the Rwanda Water Resources Board.

RWB-2026-001234

SAMPLE FORMAT

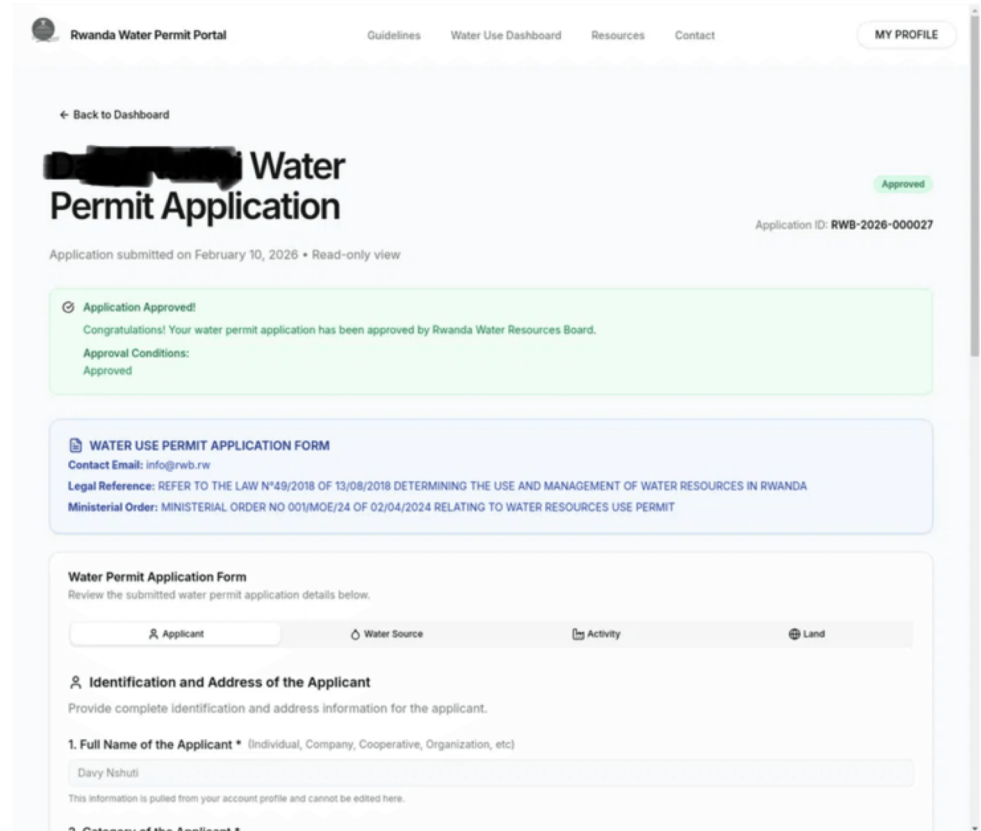
After Submission: Managing Your Applications

Available Actions

-  **View Details**
Review submitted application information
-  **Edit Draft**
Modify applications with "Draft" status
-  **Delete**
Remove draft applications you no longer need
-  **Track Status**
Monitor real-time application progress
-  **Accept Terms**
Sign terms for approved applications
-  **Download Permit**
Access your official water permit certificate



You'll receive automatic email notifications whenever your application status changes.



The screenshot displays the 'Rwanda Water Permit Portal' interface. At the top, there are navigation links for 'Guidelines', 'Water Use Dashboard', 'Resources', and 'Contact', along with a 'MY PROFILE' button. The main content area features a 'Back to Dashboard' link and a large heading for a 'Water Permit Application' which has been 'Approved'. The application ID is 'RWB-2026-000027' and it was submitted on February 10, 2026. A green notification box states 'Application Approved!' with a congratulatory message and 'Approval Conditions: Approved'. Below this is a section for the 'WATER USE PERMIT APPLICATION FORM' with contact information and legal references. The bottom part of the screenshot shows the 'Water Permit Application Form' details, including a search bar for 'Applicant', 'Water Source', 'Activity', and 'Land', and a section for 'Identification and Address of the Applicant' with a form field containing 'Davy Nshuti'.

Tracking Progress: Application Status Guide



Draft

Application saved but not yet submitted. You can still edit and complete the form.



Approved (Pending Signature)

Approved but awaiting your signature on terms and conditions before issuance.



In Progress

Application submitted and currently under technical review by RWB.



Rejected

Application not approved. You will receive a notification explaining the reasons.



Approved

Application fully approved. You can now download your official water permit.







Expired





Water permit validity has ended. You must apply for a renewal to continue use.

Staying Organized: Dashboard Tools

Statistics Overview

-  **Total Applications**
View complete submission history with monthly trends.
-  **In Progress**
Track active applications currently under review.
-  **Approved**
Quick access to successful applications and permits.
-  **Expired**
Identify permits requiring immediate renewal.

Organization Tools

-  **Filter by Type**
Sort by Agricultural, Industrial, or Commercial categories.
-  **Filter by Status**
Isolate Drafts, In Progress, or Approved items.
-  **Search Functionality**
Find specific applications by ID or details instantly.
-  **Refresh Button**
Update the dashboard with real-time status changes.

Ongoing Compliance: Water Use Reporting

Reporting Features



Submit Regular Reports

Easily submit usage reports as required by your permit terms.



Track Consumption

Monitor your water usage over time to identify trends.



Maintain Compliance

Ensure you stay within your allocated water limits.



Digital Documentation

Keep a secure digital record of all your regulatory submissions.

Why It Matters

Accurate water use reporting is critical for the Rwanda Water Resources Board to monitor national water resources effectively.

It ensures fair allocation, environmental sustainability, and data-driven decision making for future water management.

Your Data is Safe: Security Measures



Encrypted Transmission

All data transmitted between your device and the portal is fully encrypted.



Secure Login

Protected authentication system ensures only you can access your account.



Encrypted Storage

Documents are stored on government-approved servers with strict encryption.



Restricted Access

Only authorized RWB personnel can view your application details.



National Compliance

Fully compliant with Rwanda's national data protection standards.



Verified Processing

All system procedures are government-verified for security and integrity.



YOUR RESPONSIBILITY

Choose a strong password, never share your login credentials, and report any suspicious activity immediately.

Getting Help: Common Issues and Solutions



Forgot Password

Click "Forgot your password?" on the login page and follow the email instructions to reset it.



Browser Issues

Try using a different supported browser like [Chrome](#), [Firefox](#), [Edge](#), or [Safari](#).



Document Upload Problems

Verify your file is a PDF, JPG, PNG, or DOC and is [under 10MB](#) in size.



Application Won't Submit

Check that all required fields (marked with *) are completed. Try saving as draft first.



Status Not Updating

Click the "Refresh" button on your dashboard to fetch the latest real-time status.



Still Need Help?

Contact the support team directly at info@rwb.rw or call [9977](tel:9977).

We're Here to Help: Support Information



EMAIL SUPPORT

info@rwb.rw

Best for detailed inquiries and document submission



TOLL-FREE LINE

9977

Available for immediate assistance during business hours



OFFICE ADDRESS

KN 3 AV Avenue

Nyarugenge Pension Plaza, Sopetrade

P.O. Box: 6213 Kigali-Rwanda



PRO TIP

When contacting support about a specific application, please have your Application ID ready to help us locate your information quickly.

Your Path Forward

Key Takeaways

- ✓ **Simplified Process**
The digital portal streamlines application, tracking, and issuance of water permits.
- ✓ **Accuracy Matters**
Providing precise location data and valid documents ensures faster approval times.
- ✓ **Ongoing Compliance**
Regular water use reporting is essential for maintaining your permit validity.

Your Action Plan

- 01** Register your account
- 02** Gather required documents
- 03** Submit your application
- 04** Track progress on dashboard



Your Questions Matter

The floor is open for discussion. We invite you to ask about any aspect of the portal, from application submission to technical compliance.

SUGGESTED TOPICS

Application Process

Technical Requirements

Compliance

Portal Features



Thank You

We appreciate your commitment to sustainable water resource management in Rwanda. We look forward to processing your application.

START YOUR APPLICATION TODAY

www.waterpermit.rwb.rw

