



Our Ref: 1773/RRA/TPS/2023  
Your Ref: .....

Date: 02/11/2023

## ITANGAZO

Bitewe n'ikibazo cya tekнике twahuye nacyo mu ikoranabuhanga dukoresha; Ikigo cy'Imisoro n'Amahoro (RRA) kirisegura ku bahuye n'imbogamizi cyane cyane abifuzaga serivisi z'iherekanya ry'ibinyabiziga.

Twishimiye kubamenyesha ko ikibazo cyamaze gucyemuka kandi turi gukora ibishoboka ngo twakire umubare munini w'abakeneye iyi serivisi. Abari bahawe gahunda yo kuza gufata pulake (*plaques*) barahabwa izindi gahunda nshya hakurikijwe uko bakurikiranaga.

Ku bindi bisobanuro mwaduhamagara ku murongo utishyurwa 3004 cyangwa mukatwandikira ku mbuga nkoranyambaga zacu.

## ANNOUNCEMENT

Following a system glitch encountered in our IT systems, Rwanda Revenue Authority (RRA) expresses its regrets for inconveniences it might have caused particularly to customers who requested for motor vehicle ownership transfer.

We are delighted to inform you that the system malfunction has been found out and fixed. We are devising means to serve as many customers as possible to clear the backlog. Those who had appointments to collect their motor vehicle identification plates will receive new ones on the first-come-first served basis.

For more clarification, you can reach out to us through our Toll Free line 3004 or send us direct messages on our Social Media platforms

*For*  
  
**BIZIMANA RUGANINTWALI Pascal**  
Commissioner General



**KALININGONDO R. Jean - Louis**  
Deputy Commissioner General