

Foreign Travel Document - Extra Knowledge Content

1. Service Overview

The **Foreign Travel Document** service allows foreigners to request an emergency travel document. This service is provided by the Directorate General of Immigration and Emigration (DGIE). It is intended for individuals who need a temporary travel document for urgent travel.

- **Processing Time:** 7 days.
- **Cost:** Varies depending on the type of travel document required.
- **Important:** Applicants must first contact the DGIE before submitting their application.

2. Eligibility Criteria

- **Prerequisites:**
 - Applicants must have a valid passport number.
 - Applicants must provide a valid phone number, email address, or both.
 - Initial contact with DGIE is required before applying.

3. Required Documents

- **Passport Number:** Required for application.
- **Contact Information:** A valid phone number and/or email address.

4. Application Process

Step-by-Step Guide:

1. **Visit the IremboGov Platform:**
 - Go to www.irembo.gov.rw.
 - Under the **Immigration and Emigration** section, select **Foreign Travel Document**.
2. **Begin Application:**
 - Click on **Apply**.
3. **Enter Applicant Details:**
 - Fill in all required information, including the passport number and contact details.
 - After completing the details, click on **Next**.
4. **Review and Submit:**
 - Verify the information for accuracy.
 - Enter a valid phone number and/or email address.
 - Check the verification box and click on **Submit**.
5. **Payment:**
 - A billing number/ID (starting with 99...) will be generated.
 - Payment can be made using various methods:
 - **Mobile Payment:** MTN Mobile Money, Airtel Money.

- **Banking Options:** BK App, BK Branches, BK Agents.
- **Online Payment:** VISA or MasterCard.

5. Post-Application

- Once the application and payment are successful, the applicant will receive a notification from the DGIE.
- The notification will provide further instructions and may require the applicant to visit the DGIE office for final processing.

6. Common Questions

- **What is the processing time for a Foreign Travel Document?**
The processing time is 7 days.
- **How much does the Foreign Travel Document cost?**
The cost varies depending on the type of document being applied for.
- **What should I do if I need assistance with my application?**
Contact the DGIE or IremboGov support for assistance.
- **How can I make a payment?**
You can pay through mobile money, bank transfers, or online using a credit card.
- **Can I apply without contacting the DGIE first?**
No, you must contact the DGIE before applying for this service.

7. Key Notes

- Applicants should ensure that their passport number and contact details are accurate.
- After payment, applicants will receive a notification via SMS or email confirming the status of their application.
- The DGIE will provide final instructions, which may involve visiting their office to complete the process.