



LTGS SERVICES

CHARTER 2025

English Version





CEO'S FORWARD



As the Chief Executive Officer of LOYAL TECHNOLOGY AND GOVERNMENT SERVICES PLC, I am honored to present our Services Charter for 2025.

This document embodies our commitment to innovation, excellence, and customer focused solutions. Over the years, LTGS Rwanda Plc has grown to become a pivotal player in delivering transformative ICT, financial, and government services in Rwanda.

Our mission is to drive digital transformation and enhance efficiency across sectors. With the establishment of our subsidiary companies and new systems, we aim to provide an integrated and comprehensive range of services that cater to the diverse needs of businesses, individuals, and the public sector. As we continue this journey, we pledge to uphold our core values of integrity, innovation, and customer centricity.

Mr. KWIZERA Enoki
Chief Executive Officer



ABBREVIATION LIST

ABBR	FULL DESCRIPTION
LTGS	LOYAL TECHNOLOGY AND GOVERNMENT SERVICES PLC
BDS	BUSINESS DIGITALIZATION SCHEME
IFMIS	IMBONI FINANCIAL MANAGEMENT INFORMATION SYSTEM
IRIS	INTERNAL RISKS INSURANCE SCHEME
LFSG	LUMINARY FINANCE SERVICES GROUP LTD
ICT	INFORMATION AND COMMUNICATION TECHNOLOGY
OSC	ONE STOP CENTER
ATN	AGENTS TEAM NETWORK
DRO	DISTRICT REGISTRAR OFFICER
PRO	PROVINCE REGISTRAR OFFICER
DRA	DISTRICT REGISTRAR ASSISTANT
GS2C	GOVERNMENT SERVICES TO CITIZENS
FS2C	FINANCE SERVICES TO CITIZENS
TS2B	TECH-SERVICES TO BUSINESSES

INTRODUCTION TO THE SERVICES CHARTER

This Services Charter provides a comprehensive overview of the services, systems, programs, and schemes offered by **LTGS Rwanda Plc** and its subsidiaries.

Our charter outlines our mission to enhance efficiency and promote digital transformation in Rwanda. We operate with a strong commitment to innovation, quality, and collaboration, ensuring that our offerings meet the evolving needs of our clients and stakeholders.

Our subsidiary companies, including **LUMINARY FINANCE SERVICES GROUP LTD**, and **LTGS Print House Limited**, extend our reach into specialized domains such as education, finance, and creative services.

This integration allows us to offer end-to-end solutions across multiple sectors. Additionally, our innovative systems, such as the Imboni System(s), Webcash System(s), and other solutions system provide seamless digital services to enhance operational efficiency and accessibility.

Through programs like the **Business Digitalization Scheme**, **LTGS Agents Team Network**, and **Internal Risks Insurance Scheme**, we support small businesses and individuals in embracing digital tools, enhancing business resilience, and managing financial risks.

Our **One Stop Center** model consolidates government, financial, and IT services under one roof, simplifying access for all.

This charter is not just a reflection of our services but also a testament to our commitment to Rwanda's development.

LTGS CORPORATION GROUP SERVICES

CATEGORY	SERVICES
Government Services	Electronic Billing Systems (EBS)
	Rwanda One Stop Center Services (Powered by RDB)

	Local Government Authorities Service Integration
	Custom Public Service Portals
Financial Services	School Fees Payment Systems
	Water and Electricity Bill Payment Platforms
	Digital Wallet Services
	Financial Reporting Tools
	Advanced Financial System Management
	Invoice and Revenue Management
	Digital Subscription Penalty Calculators

IT Services	System Architecture Design
	Web and Mobile Application Development
	Public Data Retrieval and Management Systems
Other Specialized Services	Digital Solutions System
	Business Innovation Support
	Consultancy for Digital Transformation
	Professional IT Team Development through IT Hub Forum

I. SUBSIDIARY COMPANIES

1. LUMINARY FINANCE SERVICES GROUP LTD

1.1. ABOUT THE COMPANY

LUMINARY FINANCE SERVICES GROUP LTD is a dynamic subsidiary of **LTGS RWANDA PLC**, headquartered in Nyagatare, Rwanda. Established to bridge financial gaps in the community, LFSG provides innovative financial solutions tailored to individual and business needs.

It has built a reputation for reliability, accessibility, and excellence in the financial sector.

1.2. CORE VALUES

LFSG operates on the principles of **Integrity, Inclusivity, Innovation**, and **Customer Satisfaction**. These values drive its commitment to providing accessible financial services that empower individuals and businesses.

1.3. MISSION AND VISION

- 🎯 **Mission:** To empower individuals and businesses through accessible and innovative financial solutions.
- 🎯 **Vision:** To be the leading provider of inclusive financial services in Rwanda, fostering economic growth and resilience.

1.4. MANDATE AND SERVICES GRANTED

LFSG is mandated to offer a wide range of financial services, including **Microfinancing**, **Tax Advisory**, and **Digital Wallets**. Its flagship systems, such as the **Webcash System** and **My Tax Advisor Software**, are designed to simplify financial management and enhance accessibility.

1.5. COMPANY MANAGEMENT

The management team comprises seasoned professionals with extensive experience in finance and technology. The leadership emphasizes transparency,

strategic planning, and customer centric service delivery.

1.6. SERVICES GRANTED TO PROVIDE

CATEGORY	SERVICES
Accounting Services	Bookkeeping
	Public Accounting
	Preparation of Financial Statements
	Accounts Payable and Receivable Management
	Reconciliation Services
Auditing Services	Public Auditing
	Internal Audits
	External Audits

	Compliance Audits
	Performance Audits
Financial Analysis	Income Project Analysis
	Financial Feasibility Studies
	Business Valuation Services
	Risk Assessment and Mitigation
Tax Services	Tax Preparation and Declaration
	Tax Advisory and Planning
	EBM Compliance Support
	Tax Compliance Management

Consulting Services	Financial Advisory and Investment Planning
	Budgeting and Forecasting
	Financial Restructuring
Payroll and Salary Management	Payroll Processing and Management
	Employee Benefits Administration
	Salary Tax Compliance
	Customized Payroll Solutions
Specialized Financial Services	Digital Financial Solutions (Integration with LTGS Platforms)
	Loan and Credit Analysis

	Public and Private Sector Financial Consultancy
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2. LTGS PRINT HOUSE LTD

2.1. ABOUT THE COMPANY

LTGS PRINT HOUSE LIMITED specializes in professional design and printing services. Located in Nyagatare, Rwanda, it caters to businesses and individuals seeking high quality branding and documentation solutions.

2.2. CORE VALUES

Creativity, Quality, Reliability, and **Customer Focus** define the core values of LTGS Print House Limited. The company is committed to delivering products that meet the highest standards of excellence.

2.3. MISSION AND VISION

- 🌀 **Mission:** To provide creative and professional design and printing services that empower businesses to communicate effectively.
- 👁️ **Vision:** To be the preferred design and printing partner for businesses and individuals in Rwanda.

2.4. MANDATE AND SERVICES GRANTED

LTGS PRINT HOUSE LIMITED offers a wide array of services, including logo creation, banner and flyer design, and printing official documents such as cheque.

Its mandate is to support clients in achieving their branding and communication goals.

2.5. COMPANY MANAGEMENT

The team at **LTGS PRINT HOUSE LIMITED** is a blend of creative designers, printing technicians, and customer service professionals dedicated to exceeding client expectations.

2.6. SERVICES GRANTED TO PROVIDE

CATEGORY	SERVICES
Graphic Design Services	Logo Design
	Flyer and Brochure Design
	Poster Design
	Social Media Graphics
	Custom Branding Design
Printing Services	Banner Printing (Roll-Up, Vinyl, Fabric)

	Business Card Printing
	Cheque Printing
	Certificate Printing
	ID Card Printing
	Invitation Card Printing
Stamp and Seal Services	Stamp Making (Rubber, Self-Inking, and Pre-Inked Stamps)
	Seal Engraving Services
Customized Design Services	Personalized Corporate Gifts (Pens, Mugs, T-Shirts, etc.)
	Custom Packaging Design and Printing
	Booklet and Annual Report Design and Printing

Large Format Printing	Billboards and Outdoor Signage
	Wall and Window Graphics
	Vehicle Branding (Wraps and Decals)
Other Specialized Services	Document Lamination and Binding
	Digital Printing Services
	Offset Printing
	Stationery Branding (Letterheads, Envelopes, Notebooks)

3. LTGS ACADEMY UTILITY


3.1. ABOUT THE COMPANY


LTGS ACADEMY UTILITY is a premier educational institution focused on ICT training and professional development. Situated in **Nyagatare, Rwanda**, the academy is a hub for learning and innovation.

3.2. CORE VALUES

Excellence, Innovation, Inclusivity, and lifelong learning are the guiding principles of LTGS Academy Utility. These values shape its approach to education and professional training.

3.3. MISSION AND VISION

 **Mission:** To build a skilled and competitive workforce through advanced ICT education and training.

 **Vision:** To be a center of excellence for ICT education and innovation in Rwanda.

3.4. MANDATE AND SERVICES GRANTED

LTGS ACADEMY UTILITY offers a wide range of courses in web development, system design, and cybersecurity. Its e-learning platform ensures that learners have access to quality education from anywhere.

3.5. COMPANY MANAGEMENT

The academy is led by educators and ICT professionals who are passionate about empowering the next generation of technology experts.

3.6. COURSES GRANTED TO PROVIDE

CATEGORY	COURSES OFFERED
Finance	Fundamentals of Accounting and Bookkeeping
	Advanced Financial Management

	Taxation and Compliance Strategies
	Financial Modeling and Analysis
	Investment and Portfolio Management
	Public Sector Financial Management
	Payroll and Salary Management Systems
	Digital Payment Solutions and Financial Technology
Technology	Web Development (HTML, CSS, JavaScript, PHP)
	Advanced Software Development
	System Design and Architecture

	Cybersecurity Fundamentals
	Artificial Intelligence and Machine Learning Basics
	Building Web-Based Calculators
	ICT for Government and Public Sector Efficiency
	Database Management Systems
	Mobile App Development
Business	Business Administration Fundamentals
	Project Management and Leadership
	Marketing and Communication Strategies

	Digital Transformation for Businesses
	Entrepreneurship and Innovation
	Customer Relationship Management (CRM)
	Strategic Planning and Execution
	Business Analytics and Data-Driven Decision Making
Specialized Courses	Integration of Financial and IT Systems
	Digital Transformation for Government and Enterprises

II. PROGRAMS AND SCHEMES



1. LTGS ONE STOP CENTER

1.1. DESCRIPTION

The **LTGS One Stop Center** consolidates government, financial, and IT services into a single platform, providing a convenient access point for citizens and businesses.

It simplifies complex processes, ensuring efficiency and user satisfaction.

1.2. MISSION AND VISION

-  **Mission:** To provide a seamless and integrated service delivery experience for all stakeholders.
-  **Vision:** To be the leading provider of integrated service solutions in Rwanda.

1.3. MAIN SERVICES

CATEGORY	SERVICES OFFERED
Government Authorities	E-Government Service Provision (Tax Filing, Land Registration, Irembo Services)
	Local Government Services Payments (Permits, Fines, Licenses)
	Electronic Billing and Invoicing Systems (Integrated with RRA and other agencies)
	Data Retrieval and Integration with Public Agencies
	Social Services Applications (Health Insurance, Education Support)

Financial Institutions	Utility Bill Payments (Water, Electricity, Tax etc..)
	School Fees Payment Services
	Mobile Money and Digital Wallet Transactions
	Financial Advisory and Loan Application Assistance
	Remittance Services
	Integration with Financial Service Providers for Seamless Transactions
Technology Services	Web-Based Platforms for Citizen Services
	Custom System Development and Integration

	Device Tracking and Management Systems
	IT Helpdesk and Technical Support
Specialized Services	Digital Transformation Consultancy for Agencies and Institutions

2. BUSINESS DIGITALIZATION SCHEME (BDS)

2.1. DESCRIPTION

The **Business Digitalization Scheme (BDS)** is designed to support small and medium-sized businesses in Rwanda by providing digital tools, platforms, and training to enhance operational efficiency and growth. Through this program, businesses can access digital systems that improve customer engagement, streamline operations, and increase profitability.

2.2. MISSION AND VISION

- 🎯 **Mission:** To empower businesses through digital transformation and help them thrive in the digital economy.
- 👁️ **Vision:** To create a digitally-enabled business ecosystem in Rwanda, fostering innovation and economic development.

2.3. MAIN SERVICES

CATEGORY	SERVICES OFFERED
Digital Transformation	Transitioning businesses from manual to digital systems
	Integration of e-commerce platforms for retail and wholesale businesses

	Development of online customer service and engagement portals
System Development	Design and development of business management systems
	Inventory and Supply Chain Management Systems
	Financial Management Systems (Invoicing, Payroll, Tax Management)
	CRM (Customer Relationship Management) System Implementation
Website and Online Presence	Website design and development for businesses
	Search Engine Optimization (SEO) for better online

	visibility
	Social Media Integration for marketing and customer engagement
	Online booking and appointment systems
Training and Capacity Building	Digital literacy training for business owners and staff
	Workshops on e-commerce, online marketing, and digital tools
	Training on financial and inventory management software
	Cybersecurity training for safe digital operations

Digital Payment Solutions	Integration of digital payment systems (Mobile Money, Online Payments)
	Setting up secure online billing and invoicing platforms
	Subscription-based payment models for businesses
Business Data Management	Digitization of paper records and archiving
	Implementation of data management and analytics tools
	Secure cloud storage solutions for business data
	Compliance with data protection regulations

Marketing and Branding	Digital marketing strategies for brand growth
	Graphic design for logos, brochures, and marketing materials
	Email marketing and automated campaign management
	Branding through digital channels
Advanced Technologies	Integration of IoT for automated processes in manufacturing and logistics
	Blockchain-based solutions for secure transactions

3. INTERNAL RISKS INSURANCE SCHEME (IRIS)

3.1. DESCRIPTION

The **Internal Risks Insurance Scheme (IRIS)** provides businesses and individuals with financial protection against operational risks, including natural disasters, equipment breakdowns, and financial fraud.

This program aims to minimize the impact of unforeseen risks and ensure business continuity.

3.2. MISSION AND VISION

- 🎯 **Mission:** To provide affordable and comprehensive risk management solutions to safeguard businesses and individuals.
- 👁️ **Vision:** To be the leading provider of internal risk insurance solutions in Rwanda, contributing to financial stability and resilience.

3.3. MAIN SERVICES

CATEGORY	SERVICES OFFERED
Health Insurance	Comprehensive medical coverage for employees and their dependents
	Access to partner hospitals and clinics
	Coverage for outpatient and inpatient services
Property and Asset Coverage	Insurance for LTGS equipment and work-related tools used by employees
	Theft and damage protection for agents and registrars
	Risk management solutions for company property
Income Protection	Short-term and long-term income replacement in case of

	illness or injury
	Financial support during recovery periods
Professional Liability Insurance	Coverage for errors, omissions, or negligence during the performance of professional duties
	Legal defense costs and settlements for covered claims
Retirement and Pension Support	Retirement savings plans for LTGS employees
	Pension contribution matching
Specialized Benefits	Insurance discounts for LTGS employees, agents, and registrars
	Customizable coverage plans to meet individual needs

	Assistance with claims processing and support
	Priority access to partner insurance providers


4. LTGS AGENTS TEAM NETWORK

4.1. DESCRIPTION


LTGS Agents Team Network is a dynamic and essential part of the operations at LTGS Rwanda Plc. The network comprises agents who serve as intermediaries, ensuring the efficient delivery of various digital services, such as electronic billing, tax payments, utility services, and financial transactions.

These agents are strategically located across Rwanda to enhance accessibility to LTGS services, making them more reachable to a wider audience of businesses.

4.2. MISSION AND VISION

 **Mission:** The mission of the LTGS Agents Team Network is to provide seamless access to digital government and financial services for individuals and businesses across Rwanda.

Through a network of well-trained and empowered agents, LTGS Ltd aims to simplify processes like bill payments, tax remittance, and utility services while ensuring secure and reliable service delivery to the public.

 **Vision:** The vision of the LTGS Agents Team Network is to become the leading and most trusted network for delivering innovative, digital-first services in Rwanda.

By continuously expanding the reach of its agent network and ensuring quality customer service, LTGS Ltd aims to be a key player in driving the country's digital transformation agenda, fostering inclusivity, and improving access to essential public and financial services

4.3. MAIN SERVICES

CATEGORY	SERVICES OFFERED
Financial Services	Utility Bill Payments (Electricity, Water, Tax Bill)
	Mobile Money Transactions
	Salary and Payroll Disbursement
	Financial Account Management and Opening
	Tax Payments and Filing (RRA Integration)
	School Fees Payment Processing
	Remittance Services for Domestic and International Transfers

Government Services	TIN (Taxpayer Identification Number) Registration and Verification
	E-Government Services Provision (e.g., Tax Filing, Land Registration etc...)
	Local Government Payments (Permits, Licenses, Fines)
	Social Services Assistance (Health Insurance, Pension Contributions)
Advanced IT Services	ICT Training and Capacity Building
	Data Entry and Digitization Services
	Assistance with System Integrations and Software Applications

	Device Tracking Services (IMEI, Serial Number, IP Address)
Customer Support Services	Helpdesk Support for LTGS Products and Services
	Real-Time Problem Resolution
	Assistance with Application Processes for Various Services
	Information Dissemination on LTGS Services and Offerings
Other Specialized Services	Collaboration with Financial Institutions, Government Authorities, and IT Departments
	Representation of LTGS in remote areas for service accessibility
	Multi-agency Service Delivery for Convenience

III. ANNEX 1: SYSTEMS OVERVIEW

SYSTEM NAME	SYSTEM DESCRIPTION	USER TYPE RECOMMENDED
LTGS Rwanda Plc Official Website	The main official website offering comprehensive information about LTGS Plc, its services, projects, and updates.	General Public
LTGS Rwanda Plc Newsletter Portal	A dedicated portal for publishing daily news and updates about LTGS Plc's activities, initiatives, and projects.	General Public
LTGS Rwanda Plc Services Portal	A one-stop platform showcasing links to all LTGS services,	General Public, Clients, Partners

	offering easy navigation for clients and partners to access relevant resources and systems.	
LTGS Academy E-Learning	An e-learning platform delivering quality online courses in various fields, enabling learners to access materials, enroll in courses, and take assessments remotely.	Students, Trainers
LTGS Rwanda Plc Recruitment System	A robust system designed for publishing job openings, managing procurement notices, and streamlining employee recruitment	Job Seekers, Procurement Officers, Suppliers

	and contractor onboarding processes.	
Imboni System	A multifunctional platform allowing citizens and agents to access government, financial, and private sector services such as bill payments and applications.	Agents, Citizens
Imboni Smart Agency	Designed for LTGS staff and partners to manage and approve applications submitted via the Imboni System, with tools for monitoring and decision-making.	LTGS Staff, Partners, Registrar Officers

Imboni RMIS	A financial management system supporting businesses in handling finances, generating invoices and receipts, managing salaries, and generating financial reports.	Businesses, Finance Officers, Accountant Managers
Imboni Banking System	An advanced system for managing payments, fees, and commissions, offering integration with banks and mobile money for smooth financial transactions.	LTGS Staff, Agents, Partners

Imboni Support Portal	A support and ticketing system offering users help with Imboni services. Includes documentation, FAQs, and solutions for technical or service-related issues.	LTGS Staff, Users of Imboni Systems
LFSG Ltd Official Website	The main official website for Luminary Finance Services Group Ltd, showcasing its services, solutions, and partnership opportunities in finance and banking.	General Public

LFSG Ltd E-Learning System	<p>Offers specialized e-learning services in finance, accounting, and banking.</p> <p>It provides users with tailored resources for professional and personal growth.</p>	Finance Professionals, Accounting Students,
LFSG Ltd E-Correspondence	A system designed for internal communication and operations within LFSG Ltd, managing documents, memos, applications, and letters efficiently.	LFSG Staff
LFSG Ltd Selfcare Portal	Provides LFSG customers with self-service options, allowing them to	LFSG Customers

	manage accounts, access services, and resolve issues independently.	
LFSG Ltd meExpress Wallet Plugin	A WordPress plugin that enables businesses to integrate WooCommerce payment methods such as credit/debit cards and mobile money services.	Businesses, Developers, Online Shops
LFSG Ltd My Tax Advisor	A tailored system to assist Rwandan taxpayers in managing tax accounts, submitting payment declarations, and receiving	Rwandan Taxpayers

	reminders to ensure compliance.	
Webcash System	A micro-financing platform offering services like savings, loans, and banking for LTGS customers, emphasizing secure and efficient transactions.	LTGS Customers, LTGS Staff, LFSG Staff, LTGS Partners
Imboni Merchant Payline	Simplifies payment collection for merchants by allowing customers to use mobile money or cards to approve transactions instantly.	Merchants, Customers
Imboni Ezzy	A user-friendly system allowing citizens to pay utility	Citizens

	<p>bills like water and taxes by linking their accounts for identity verification and secure transactions.</p>	
<p>LTGS BDS Official Website</p>	<p>The official website of the Business Digitalization Scheme (BDS), providing details on digital transformation initiatives for businesses.</p>	<p>General Public, Businesses, BDS Members</p>
<p>Electronic Invoices Prepaid Management System (EIPMS)</p>	<p>A system for managing invoices, receipts, proformas, and transaction proof, supporting seamless payment and subscription services</p>	<p>Businesses, Customers</p>

	for customers.	
LTGS Rwanda Plc Local Registry System (LRS)	A centralized registry for managing LTGS properties, branches, vehicles, and job positions, ensuring proper asset and resource tracking.	LTGS Staff
LTGS Revenue Management Information System (RMIS)	Handles all revenue operations, including financial reporting, salary management, budgeting, and annual financial statements, streamlining operations.	Finance Staff, LTGS Department of Finance
LTGS SMS Portal	An SMS API solution for sending bulk messages and	Businesses, Developers

	integrating messaging functionalities into other LTGS systems.	
LTGS My BDS Portal	A management platform for BDS members, offering tools for subscription payments, service applications, and event participation.	BDS Members
LTGS My IRIS Portal	Supports LTGS's Internal Risks Insurance Scheme (IRIS) for savings, claims management, and other insurance-related activities.	IRIS Members, LTGS Staff, Investors

LTGS Rwanda Plc Registry System	A system for registering LTGS agents, partners, employees, and shareholders, generating unique identification numbers for each.	LTGS Staff, District Registrar, Province Registrar
LTGS Rwanda Plc E-Correspondence	Facilitates internal company communications, managing letters, applications, documents, and invitations for effective collaboration.	LTGS Staff, General Public, Stakeholders

IV. ANNEX 2: INTERNAL SERVICES OVERVIEW

SERVICE CATEGORY	SERVICE NAME	APPLICANT TYPE
Certification Services	Employee Performance Record Certificate	Employees
	Customer Loyalty Certificate	Customers
	Supplier Performance Certificate	Suppliers
	Member Eligibility Certificate	Members
	Agent Performance Certificate	Agents

	Training Completion Certificate	Employees, Agents, Partners
Registrar's Council	Province Registrar Certificate	PRO
	District Registrar Certificate	DRO, DRA
	District Registrar Certificate	DRA, DRO, PRO
	Registrar Agreement Contract	DRA, DRO, PRO
Employee Services	Employee Leave Certificate	Employees
	Employee Pension Certificate	Employees

	Employee Medical Extensions Certificate	Employees
	Employee Reimbursement Claim	Employees
	Employee Disciplinary Action Record	Employees
	Employee Retirement Processing	Employees
Agent Services	Agent Onboarding Confirmation	Agents
	Agent Performance Report	Agents
	Agent Commission	Agents

	Payment Statement	
	Agent Certification Renewal	Agents
	Agent Hand Card Holder	Agents
Customer Services	Customer Account Status Report	Customers
	Customer Feedback Report	Customers
	Customer Account Upgrade	Customers
	Customer Service Dispute Resolution	Customers

	Customer Account Reactivation	Customers
Supplier Services	Supplier Payment Statement	Suppliers
	Supplier Performance Evaluation	Suppliers
	Supplier Contract Renewal	Suppliers
	Supplier Registration Update	Suppliers
	Supplier Invoice Submission	Suppliers
Partner Services	Partner Contract Agreement	Partners

	Partner Performance Report	Partners
	Partner Onboarding Form	Partners
	Partner Sales Report	Partners
	Partner Performance Incentive	Partners
Registration Services	National ID Verification Confirmation	Customers, Suppliers, Employees
	Beneficiary Temporary Registration	Customers, Suppliers, Employees
	Business Registration	Suppliers, Partners

	Certificate	
	Membership Registration Update	Members
	Vendor Registration Form	Suppliers
Training Services	Leadership Development Program	Employees, Agents
	Technical Skills Enhancement Program	Employees, Agents
	Customer Service Excellence Training	Employees
	Data Security and Privacy Training	Employees

	Financial Literacy Program	Employees, Agents, Members
Contract Services	Contract Termination Confirmation	Employees, Agents, Suppliers
	Contract Renewal Notification	Employees, Agents, Suppliers
	Contract Drafting Assistance	Partners, Suppliers
	Contract Amendment Approval	Employees, Agents, Partners
	Non-Disclosure Agreement (NDA)	Employees, Agents, Partners

Audit & Compliance Services	Internal Audit Report	Employees, Partners, Suppliers
	Compliance Status Report	Employees, Partners, Suppliers
	Tax Compliance Certificate	Suppliers, Partners
	Regulatory Compliance Assistance	Partners, Suppliers
	Environmental Impact Report	Employees, Partners, Suppliers
Employee Benefits	Health and Wellness Program Enrollment	Employees

	Family Leave Application	Employees
	Employee Training Reimbursement	Employees
	Bonus Eligibility Check	Employees
	Employee Performance Review	Employees
Event Services	Corporate Event Planning Invitation	Employees, Partners, Suppliers
	Employee Recognition Event	Employees
	Supplier Meet & Greet Event	Suppliers

	Annual Partner Conference Invitation	Partners
	Customer Appreciation Event	Customers
Technical Services	System Access Request	Employees, Partners, Agents
	IT Support Service	Employees, Partners, Agents
	Software License Update	Employees, Agents
	Hardware Maintenance Request	Employees, Agents

	Network Connectivity Issue Resolution	Employees, Agents
Communication Services	Internal Messaging System Access	Employees, Partners, Agents
	Email Distribution List Management	Employees, Partners, Agents
	Company Newsletter Subscription	Employees, Partners, Agents
	Company-wide Announcement	Employees, Partners, Agents
	Employee Communication Policy Update	Employees

Legal Services	Legal Document Review	Employees, Partners, Suppliers
	Legal Consultation	Employees, Partners, Suppliers
	Legal Dispute Resolution	Employees, Partners, Suppliers
	Contract Law Advisory	Employees, Partners, Suppliers
	Intellectual Property Protection	Employees, Partners, Suppliers
Operational Services	Operational Process Review	Employees, Partners

	Supply Chain Optimization	Suppliers, Partners
	Project Management Report	Employees, Partners, Suppliers
	Vendor Management Report	Suppliers, Partners
	Business Continuity Planning	Employees, Partners
Marketing Services	Brand Identity Development Report	Partners, Suppliers
	Social Media Campaign Management Report	Partners, Suppliers

	Marketing Material Creation	Partners, Suppliers
	Customer Satisfaction Survey Report	Customers
	Market Research Report	Partners, Suppliers
Financial Services	Expense Reimbursement Claim	Employees
	Financial Report Generation	Employees, Partners
	Tax Filing Assistance	Employees, Partners, Suppliers
	Investment Advisory Report	Employees, Partners,

		Suppliers
	Budget Planning Assistance	Employees, Partners
Risk Management Services	Risk Assessment Report	Employees, Partners, Suppliers
	Insurance Policy Management	Employees, Partners, Suppliers
	Business Risk Mitigation Plan	Employees, Partners
	Incident Reporting	Employees, Partners, Suppliers
	Safety Compliance Report	Employees, Partners, Suppliers

Data Management Services	Data Backup Request	Employees, Partners, Suppliers
	Data Recovery Service	Employees, Partners, Suppliers
	Data Migration Approval Certificate	Employees, Partners, Suppliers
	Data Privacy Compliance Certificate	Employees, Partners, Suppliers
	Data Entry Service	Employees, Partners, Suppliers
Innovation & Research	New Product Development Proposal	Partners, Suppliers

	Research Grant Application	Partners, Suppliers
	Innovation Workshop	Employees, Partners
	Patent Filing Report	Partners, Suppliers
	Market Innovation Assessment Report	Partners, Suppliers
International Services	International Partnership Proposal	Partners
	International Market Entry Strategy Report	Partners
Customer Support	Customer Query Handling Report	Customers

	Customer Satisfaction Follow-up	Customers
	Service Cancellation Report	Customers
	Refund Processing Report	Customers
Membership Services	Membership Renewal	Members
	Membership Extension Inquiry	Members
	Member Discount Claim Results	Members
	Member Event Invitation	Members

	Member Loyalty Program Enrollment	Members
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V. CONTACT INFORMATION

DEPARTMENT NAME	DEPARTMENT PHONE NO	DEPARTMENT EMAIL
LTGS RWANDA PLC	0786384528 Toll Free: 6035	info@ltgs.rw
LUMINARY FINANCE SERVICES GROUP LTD	0781877637 Toll Free: 6035	info@lfsg.co.rw
LTGS ACADEMY	0795787611 Toll Free: 6035	academy@ltgs.rw
LTGS PRINT HOUSE LIMITED	0793858265 Toll Free: 6035	info@printhouse.ltgs.rw
BUSINESS DIGITALIZATION SCHEME (BDS)	0795772750 Toll Free: 6035	bds.support@ltgs.rw
LTGS AGENTS TEAM NETWORK	0795770957 Toll Free: 6035	sp.agent@ltgs.rw

LTGS ONE STOP CENTER	0795770549 Toll Free: 6035	osc@ltgs.rw
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CONTACT US | TALK NOW

 TUIJE House | NR19, Nyagatare - Rwanda

 (+250) 786 384 528 | Toll free :6035

 info@ltgs.rw | support@ltgs.rw

 www.ltgs.rw | www.ltgs.rw/services

     @LTGS_Rwanda_Plc

