

# REPUBLIC OF RWANDA



## INTEGRATED POLYTECHNIC REGIONAL CENTER IPRC KIGALI

KICUKIRO DISTRICT, NIBOYE SECTOR  
POBOX : 6579 KIGALI  
TEL : 0788473484,  
Email : [info@iprckigali.ac.rw](mailto:info@iprckigali.ac.rw)  
Web site: [www.iprckigali.ac.rw](http://www.iprckigali.ac.rw)

## IPRC CITIZEN'S CHARTER

December, 2011

## **FOREWORD**

It is my pleasure to present to you this Service Charter for the **INTEGRATED POLYTCHENIC REGIONAL CENTER KICUKIRO CAMPUS (IPRC)**

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of IPRC and highlights the services offered and requirements there in. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

**Eng Diogène MULINDAHABI**

Principal, IPRC KIGALI

The present Citizen's Charter reflects the service provided by IPRC to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the IPRC which affirms its commitment to deliver the services with:
  - Integrity
  - Judiciousness
  - Courtesy
  - Understanding
  - Objectivity and impartiality
  - Transparency
  - Accountability
  - Promptness
  - Efficiency and effectiveness.
- Details of services delivered by the IPRC:
  - Specification of services provided by IPRC,
  - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
  - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
  - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
  - Clear information about the required document and procedures to get a service in IPRC. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by IPRC
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of IPRC and sets standards for transparency in public services. It is expected that through Citizen's Charter, IPRC's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, IPRC commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

#### Feedback mechanism

Realizing that IPRC cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, IPRC expects continuous interaction with citizens seeking its services. For this, IPRC has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day

- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, IPRC encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the IPRC takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The IPRC is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the IPRC and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the IPRC to identify "real-time" trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, IPRC commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, IPRC is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

## **Information and communication**

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, IPRC will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
  - Leaflets,
  - Posters
  - Press releases

- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
  - Search engines
  - Public Websites
  - Partner Websites
  - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include students (and pupils), researchers, private companies, donor agencies and international organizations, local communities and local authorities, general public.

**Commitment to our clients:**

This charter is a commitment by the IPRC to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

**Expectations from customers:**

In order to serve you better, you can help us improve performance by:

- Treating IPRC staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at IPRC;
- Providing the IPRC with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

**Contact:**

**INTEGRATED POLYTECHNIC REGIONAL CENTER  
IPRC KIGALI**

KICUKIRO DISTRICT, NIBOYE SECTOR

POBOX : 6579 KIGALI

TEL : 0788473484,

Email :info@iprckigali.ac.rw

Web site: [www.iprckigali.ac.rw](http://www.iprckigali.ac.rw)

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

## **1. INTRODUCTION**

The Integrated Polytechnic Regional Centre (IPRC) Kigali, Kicukiro was initially established by the Government of Rwanda in 2008 as "Kicukiro College of Technology (KCT)". The core mission of the college was to develop and provide professional technical education at the level of diploma (A1).

The college inherited the existing physical infrastructure from the ETO Kicukiro which seized to operate as a Technical Secondary School in 1994 when almost all of its equipment was vandalized during the genocide. After the Genocide two secondary schools used the infrastructure consecutively up to January 2008.

In July 2008, the Government of Rwanda (GoR) decided to integrate Technical education, Vocational Education and Training into an integrated (TVET) system. In March 2009 IPRC was established by the Law N° 03/2009 of 27/03/2009 establishing the Work Development Authority and determining its missions, organization and Functions. IPRC Kigali is among the two existing and operational Integrated Polytechnic Regional Centre (IPRC) in the country.

## **2. VISION**

IPRC Kicukiro Campus aspires to be a leading world class institution in the provision of producing graduates capable of developing and implementing creative technical solutions to social and industrial needs of Rwanda, the region and International society.

## **3. MISSION**

To provide Technical and vocational training at all levels in order to empower students and enhance their opportunities for career advancement and success in a global economy.

## **4. CORE FUNCTIONS**

The core functions of the Institution are:

- To organize technical train-the-trainer programmers for all technical and vocational schools located in the Kigali region;
- To organize pedagogic train-the-trainer programmers for all technical and vocational schools located in the Kigali region;
- To implement technical and vocational training courses at all level (up to diploma level) focusing on both knowledge and skills for both school leavers from tronc commun , upper secondary and the unskilled and unemployed population;
- To supervise and coordinate with private education providers, NGO-run TVET centres and industry-run training centre on the delivery of TVET training in Kigali region;
- To supervise and coordinate with all public TVET centres and Polytechnics Campus (PC) on the delivery of training in Kigali region;
- To provide CBT curriculum developed by WDA HQ to all TVET centres, PCs delivering vocational training in the Kigali region;
- To provide quality assurance TVET delivery by ensuring that all curriculum are CBT, integrity of examination protected and all TVET lecturers and instructors are adequately trained.

## **5. CORE VALUES**

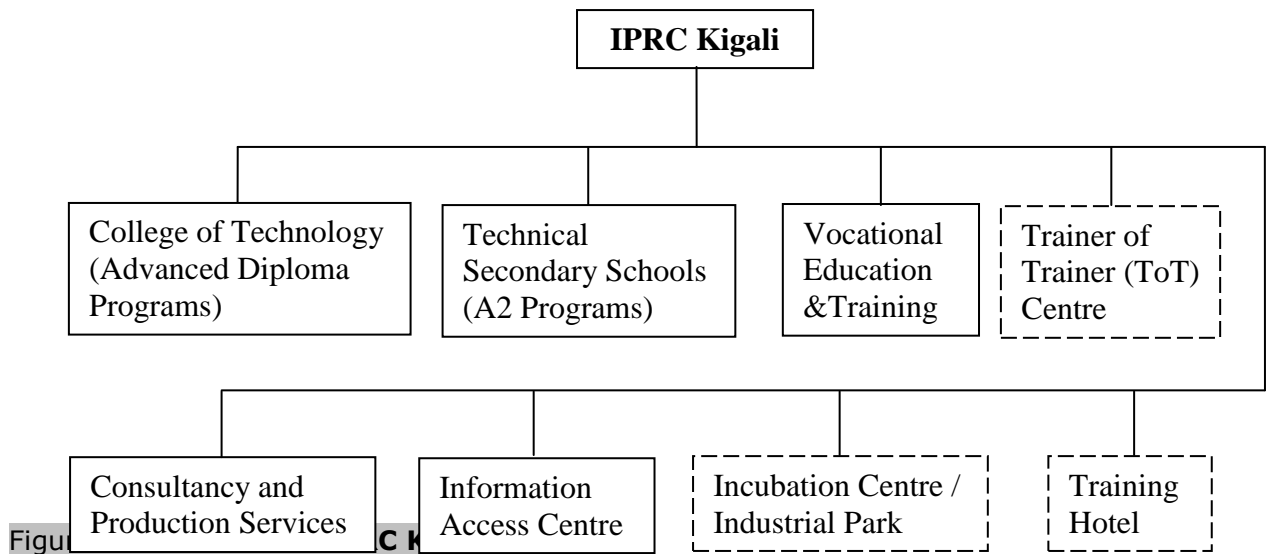
The values promoted by IPRC Kigali are:

- Respect
- Excellence
- Service

- Integrity
- Diversity
- Learning for life
- Responsibility
- Loyalty
- Patriotism

## 6. SERVICES OFFERED BY IPRC KIGALI

The IPRC Kigali offers its services through different units as shown in figure 1:



a) Type of service offered by the College of Technology.

The college of Technology is a High Learning Institution as stipulated by HEC and is responsible on the design develop and run long term training and learning activities leading to the acquisition of an advanced diploma:

### 1. Type of Service : Getting Admission and Registration for Training Diploma Courses

<p><b>What is the service? Am I eligible?</b></p>	<p>The College offers the following Diploma Courses for Government sponsors (GS) and Private students (PS) for day and evening program :</p> <ol style="list-style-type: none"> <li>1) Civil Engineering           <ul style="list-style-type: none"> <li>- Advanced Diploma in Construction Technology ( DCT)</li> <li>- Advanced Diploma in Environmental Management and Water Technology (EMWT)</li> </ul> </li> <li>2) Mechanical Engineering           <ul style="list-style-type: none"> <li>- Advanced Diploma in Production Technology ( DPT)</li> <li>- Advanced Diploma in Air Conditioning and Refrigeration</li> <li>- Advanced Diploma in Automobile Technology</li> </ul> </li> <li>3) Electrical &amp; Electronics           <ul style="list-style-type: none"> <li>- Advanced Diploma in Electrical technology</li> <li>- Advanced Diploma in Electronics and Telecommunication Technology</li> </ul> </li> <li>4) ICT           <ul style="list-style-type: none"> <li>- Advanced Diploma in Electronics and ICT</li> </ul> </li> </ol>
<p><b>Department to be approached</b></p>	<p>Department of Academics, Registration and Admission Officer</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Friday: 7:00 am to 5:00 pm; or use our web site</p>
<p><b>Time limit to access</b></p>	<p>3 months: From June to September each academic year:</p>



<p><b>this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p>For new applicants, they have to wait for the selection process which cannot take longer than 3 months. Admitted students have the right to register for four weeks after getting admission. For continuing students, they register two weeks before the starting date for the new academic year.</p>																																																				
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>The cost of the School fees are in this table below:</p> <table border="1" data-bbox="517 461 1484 1391"> <thead> <tr> <th>Types of Fees</th> <th>Government Sponsored</th> <th>Private Sponsored</th> <th>International Students US\$</th> </tr> </thead> <tbody> <tr> <td>Application Fees</td> <td>0</td> <td>2,000</td> <td>10</td> </tr> <tr> <td>Registration Fees</td> <td>21,000</td> <td>21,000</td> <td>60</td> </tr> <tr> <td>Student Identity Card</td> <td>2,000</td> <td>2,000</td> <td>10</td> </tr> <tr> <td>Student Library Card</td> <td>1,000</td> <td>1,000</td> <td>5</td> </tr> <tr> <td>Student Guild</td> <td>4,000</td> <td>4,000</td> <td>7</td> </tr> <tr> <td>Medical Insurance</td> <td>3,000</td> <td>3,000</td> <td>-</td> </tr> <tr> <td>Insurance against accident</td> <td>1,500</td> <td>1,500</td> <td>3</td> </tr> <tr> <td>Industrial attachment</td> <td>2,500</td> <td>2,500</td> <td>5</td> </tr> <tr> <td>Caution money</td> <td>30,000</td> <td>30,000</td> <td>60</td> </tr> <tr> <td>Tuition</td> <td>0</td> <td>540,000</td> <td>1100</td> </tr> <tr> <td>Exam fee</td> <td>0</td> <td>12,000</td> <td>30</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>65,000 RWF</b></td> <td><b>619,000</b></td> <td><b>1,290</b></td> </tr> </tbody> </table> <p>A late Registration fees of 5000 rwf (Applied to Rwandese ) or 20\$ ( applied for expatriate) will be paid by late comers. No registration is allowed after the beginning of the academic year.</p>	Types of Fees	Government Sponsored	Private Sponsored	International Students US\$	Application Fees	0	2,000	10	Registration Fees	21,000	21,000	60	Student Identity Card	2,000	2,000	10	Student Library Card	1,000	1,000	5	Student Guild	4,000	4,000	7	Medical Insurance	3,000	3,000	-	Insurance against accident	1,500	1,500	3	Industrial attachment	2,500	2,500	5	Caution money	30,000	30,000	60	Tuition	0	540,000	1100	Exam fee	0	12,000	30	<b>TOTAL</b>	<b>65,000 RWF</b>	<b>619,000</b>	<b>1,290</b>
Types of Fees	Government Sponsored	Private Sponsored	International Students US\$																																																		
Application Fees	0	2,000	10																																																		
Registration Fees	21,000	21,000	60																																																		
Student Identity Card	2,000	2,000	10																																																		
Student Library Card	1,000	1,000	5																																																		
Student Guild	4,000	4,000	7																																																		
Medical Insurance	3,000	3,000	-																																																		
Insurance against accident	1,500	1,500	3																																																		
Industrial attachment	2,500	2,500	5																																																		
Caution money	30,000	30,000	60																																																		
Tuition	0	540,000	1100																																																		
Exam fee	0	12,000	30																																																		
<b>TOTAL</b>	<b>65,000 RWF</b>	<b>619,000</b>	<b>1,290</b>																																																		
<p><b>What documents are required?</b></p>	<ol style="list-style-type: none"> <li>1. <b>For Gouvernement sponsored students :</b> <ul style="list-style-type: none"> <li>- Two certified copies of National Examination Certificate.</li> <li>- Copies of transcript of the 3 last years</li> <li>- Copy of National Identity card</li> <li>- Four recent passeport size photographs</li> <li>- Written evidence (pay slip) of having paid registration fees.</li> </ul> </li> <li>2. <b>For Private students:</b> <ul style="list-style-type: none"> <li>- Two certified copies of National Examination Certificate.</li> <li>- Copies of transcrit of the 3 last years</li> <li>- Copy of National Identity card</li> <li>- Four recent passport size photographsa</li> <li>- Written evidence (pay slip) of having paid registration fees</li> </ul> </li> </ol>																																																				

	<ul style="list-style-type: none"> <li>- Written Proof of sponsorship.</li> </ul> <p>3. <b>For International/Foreign Students:</b></p> <ul style="list-style-type: none"> <li>- Two copies of residence permit for the ongoing academic year</li> <li>- An equivalent of Senior Six Certificate from Rwanda National Examination Council (REB)</li> <li>- Four recent passport size photographs</li> <li>- Written evidence (pay slip) of having paid registration fees</li> <li>- Written Proof of sponsorship</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Admission and Registration office</li> <li>- Application are submitted from 1<sup>st</sup> May to 30<sup>th</sup> May</li> <li>- The selection and admission is done in June</li> <li>- Registration is done in July in 4 weeks</li> <li>- Registration for continuing students is done in two weeks from 1<sup>st</sup> to 15<sup>th</sup> August.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14</li> <li>- HEC/MINEDUC for getting Diploma equivalent</li> </ul>
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Registration office; and when not solved contact the Director of Academic Services
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 07 88 805834, during office hours; send or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms are available at : <ul style="list-style-type: none"> <li>- Reception,</li> <li>- Registration Office</li> <li>- or on website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a></li> </ul>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 03/2009 of 27/03/2009 establishing the Work Development Authority and determining its missions, organization and Functions</li> </ul>

**2. Type of service: Requesting a "TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial from Academic Services**

<b>What is the service? Am I eligible?</b>	TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial from Academic Services: Once you have been or you are a registered student for that academic year you can apply for any one of the documents mentioned above as a proof of being a student or has been a student of IPRC Kigali
<b>Department to be approached</b>	Academic Services Unit and Head of Departments
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this</b>	One Day

<b>service? or Once a request is made or an application is submitted, how long will it take?</b>	
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	- A copy of National Identification (ID) - A copy of a recent student ID - One recently taken passport photo
<b>What is the procedure?</b>	Go to Academic Services unit Submit your application along with all the requirements Provided that your application is in order, you will be asked to come back in one day after the submission of your application
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaints may be addressed either in writing or in person to the Director of Academic Services, and when not satisfied contact the Vice Principal for Academics and Training
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788805834 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 03/2009 of 27/03/2009 establishing the Work Development Authority and determining its missions, organization and Functions</li> </ul>

### 3. Type of Services: Complaints about missing CAT/Examination Booklet, Attendance Marks in Academic Services

<b>What is the service?</b>	Complaints about missing CAT/Examination Booklet, Attendance Marks in Academic Services:
<b>Am I eligible?</b>	For Continuing students, they need to be regular students. Having taken the CAT/Exam or having attended classes claiming for.
<b>Department to be approached</b>	Academic Services Unit specifically the Relevant Department which forward the claim in the Examination office for missing CAT/Exam Booklets and Data entry office through the Academic services/Coordination Offices.
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Two days : But it depends on a presented case, some cases may need the academic board meeting
<b>What, if any, are the costs for accessing the service?</b>	Free of charge

<b>What documents are required?</b>	For one to claim for the mentioned services, she/he need to present the: <ul style="list-style-type: none"> <li>- Application letter</li> <li>- Copy of a student ID</li> <li>- Supporting documents for her/his claim</li> </ul>
<b>What is the procedure?</b>	Go to Academic Services in case of attendance claim or in Concerned Department in case of missing CAT/Exam Booklet.
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a Complaint procedure?</b>	Complaint may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Principal Academics and Training
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788805834 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 03/2009 of 27/03/2009 establishing the Work Development Authority and determining its missions, organization and Functions</li> </ul>

#### 4. Type of Service: Requesting a Remarking, a special CAT/Exam

<b>What is the service? Am I eligible?</b>	Requesting a Remarking, a special CAT/Exam: For Continuing students, they need to be regular students. Having done the CAT/Exam or having attended classes claiming for.
<b>Department to be approached</b>	Academic Services Unit specifically the relevant Department which forwards the claim in the Examination office for missing CAT/Exam Booklets and Data entry office through the Academic services offices
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	Two days: But it depend on a presented case, some cases may need the academic board meeting.
<b>What, if any, are the costs for accessing the service?</b>	Application fee for Complaining a remarking is 5,000 Rwf. No application fee for claiming a special CAT/Exam
<b>What documents are required?</b>	For one to claim for the mentioned services, she/he needs to submit the: <ul style="list-style-type: none"> <li>- Application letter</li> <li>- Copy of a student ID</li> <li>- Supporting documents for her/his claim (Relevant Medical certificate from a recognized Government Doctor/other relevant documents supporting the claim (case of Special CAT/Exam)</li> <li>- Receipt/Bank slip of payment of Complaint fee (case of remarking)</li> </ul>

<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to Academic Services in case of claiming for a special CAT/Exam and submit your complete application document. You will get a feedback after two days</li> <li>- In case of Remarking address to Relevant Department and submit your application. You will get the feedback of remarking after 2 weeks.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Principal of Academics
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788805834 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	General Academic Regulations

### 5 Type of Services: Requesting a Student/Examination and Replacement Lost Student ID

<b>What is the service? Am I eligible?</b>	Requesting a Student/Examination and Replacement Lost Student ID For Continuing students, they need to be regular students. Registered for that Academic year.
<b>Department to be approached</b>	Academic Services Unit specifically office of Admission and Registration
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One week
<b>What, if any, are the costs for accessing the service?</b>	Application fee of 2000 Rwf for a lost Student ID No other fee if you are acquiring Student/Examination ID for the First time
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- No documents required to have a Student ID for the first time</li> <li>- For a lost Student ID no need to have a clearance from Library or Finance</li> <li>- Receipt/Bank slip of payment of application fee (case of lost Student ID / Examination ID)</li> </ul>
<b>What is the procedure?</b>	Go to Academic Services Unit specifically in Admission and Registration office.
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 ):
<b>Is there a Complaint procedure?</b>	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the

	Vice Principal of Academics
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788805834 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### 6. Type of service: Obtaining / Collecting Advanced Diploma and Transcript after Graduation

<b>What is the service? Am I eligible</b>	Obtaining / Collecting Advanced Diploma and Transcript after Graduation
<b>Department to be approached</b>	Directorate of Academic Services
<b>When can I access the service</b>	Monday to Friday : 7:00 am to 5: 00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	1 day
<b>What, if any, are the costs of accessing this service?</b>	The first transcript and Diploma is free. In case of losing : <ul style="list-style-type: none"> <li>- Transcripts fees : 5000 rwf</li> <li>- Advanced Diploma : 50.000 rwf</li> </ul>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• A Degree , requires clearance form and a copy of National Identity card or valid passport</li> <li>• Transcripts, requires application letter, two passport size photos, copy of National Identity card or valid passport and bank slip</li> </ul>
<b>What is the procedure?</b>	Send an application letter accompanied with the above documents to the Admission and registration office
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaints may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Principal for Academics and Training.
<b>Is there any additional information regarding this service that is useful to know?</b>	Visit the Admission and registration office during working hours from Monday to Friday 7:00 to 5:00
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 03/2009 of 27/03/2009 establishing the Work Development Authority and determining its missions, organization and Functions</li> </ul>

#### 7. Type of service: Obtaining a recommendation /Testimonial form Admission and Registration's Office

<b>What is the service? Am I eligible</b>	Obtaining a recommendation /Testimonial form Admission and Registration Office
<b>Department to be</b>	Directorate of Academic Services

<b>approached</b>	
<b>When can I access the service</b>	Monday to Friday : 7:00 am to 5: 00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	2 days
<b>What, if any, are the costs of accessing this service?</b>	Free of charge for graduates who have not received their Advanced Diploma certificates
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- An application letter addressed to the Vice Principal for Academics and Training,</li> <li>- a Clearance form</li> <li>- a copy of National Identity card or valid passport</li> </ul>
<b>What is the procedure?</b>	Send an application letter accompanied with the above documents to the Vice Principal for Academics and Training.
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	None
<b>Is there a Complaint procedure?</b>	Complaint can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Principal for Academics and Training.
<b>Is there any additional information regarding this service that is useful to know?</b>	Visit the Admission and registration office inworking hours from Monday to Friday 7:00 to 5:00
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 03/2009 of 27/03/2009 establishing the Work Development Authority and determining its missions, organization and Functions General Academic Regulations</li> </ul>

#### **8. TYPE OF SERVICE: Placement of Students in Internship.**

<b>What is the service? Am I eligible</b>	Providing information on available internship opportunities and assisting students to get internships.
<b>Department to be approached</b>	Industrial Liaison Office (ILO)
<b>When can I access the service</b>	During internship period (according to the College's academic calendar)
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	Depends on availability of opportunities from schools and companies.
<b>What, if any, are the costs of accessing this service?</b>	<ul style="list-style-type: none"> <li>• Insurance Cover cost</li> <li>• Accommodation, Food &amp; Transport Costs</li> <li>• Report writing Cost</li> </ul>
<b>What documents are required?</b>	Student's Log Book
<b>What is the procedure?</b>	The Industrial Liaison Office prepares a lists of students and lists of supervisors liaising with the industries and they coordinate

	the activity.
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	Insurance Company eg. SONARWA to get an insurance cover certificate
<b>Is there a Complaint procedure?</b>	Complaints may be addressed either in writing or in person to the ILO office or Director of Academic Services (DAS) office and when not solved contact the Vice Principal for Academics and Training.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788805834 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Industrial Training Program (ITP) Registration Forms
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• National ID/ Passport</li> <li>• Student ID</li> <li>• Introduction letter from the College</li> <li>• Insurance cover letter</li> </ul>

### 9. Type of service: Hostel Accommodation to Students

<b>What is the service? Am I eligible?</b>	Hostel Accommodation to in -CAMPUS Students
<b>Department to be approached</b>	Directorate Student Affairs
<b>When can I access the service?</b>	Monday to Friday : 7:00 am to 5:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	Two weeks before commencement of new academic year. Midway admission for special cases or replacing absconded case
<b>What, if any, are the costs for accessing the service?</b>	<ul style="list-style-type: none"> <li>- Accommodation fee : 2.500 per month</li> <li>- Accommodation package; paid once: 29.000</li> <li>- Health Insurance scheme: 3000</li> <li>- Contribution to Association : 3.000</li> <li>- Contingency : 10.000</li> </ul>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Application Letter to Director of Student Affairs</li> <li>- Electronics mail from International Students is acceptable.</li> <li>- Justification letters /documents for special cases and most needy students,</li> <li>- Medical certificates for sick or students with special needs.</li> <li>- Confirming list from RNEC</li> <li>- Pay slip for self sponsored students</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Application letter</li> <li>- Rooms allocation criteria are set involving students Guild council</li> <li>- Selection done according to the criteria</li> <li>- Forms filled by eligible occupants</li> <li>- List of rooms occupant recorded and posted on doors and kept by Warden</li> <li>- Payment done in two ways: <ul style="list-style-type: none"> <li>✓ Deductions made from living allowance given to a</li> </ul> </li> </ul>



	<p>student by REB /SFAR</p> <ul style="list-style-type: none"> <li>✓ Self sponsored students pay to BNR KCT account</li> <li>- Bank slip brought to Hostel warden for recording, then to accounts department.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- One of Government Hospitals to certify Students health status.</li> <li>- Local government certification of most needy students</li> <li>- National Bank of Rwanda/BNR to effect payments on KCT account number 120 32 14</li> </ul>
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Director of Student Affairs; Hostel Warden and when not solved contact the Vice Principal Administration & Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>Always visit website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788793764, 0788508184 twenty four hours. <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a></p> <ul style="list-style-type: none"> <li>- Female students are encouraged to apply for in- campus stay</li> <li>- Criteria are revised or reviewed on yearly basis</li> <li>- Mattresses &amp; Blankets are provided to the occupants</li> </ul>
<b>Available forms</b>	<ul style="list-style-type: none"> <li>- A form of acceptance and commitment to keep facilities safe and clean</li> <li>- Proof that caution money has been paid,</li> <li>- Signed list of occupants.</li> </ul>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- General Accommodation and Hostel Regulations</li> <li>- Dormitory Management Regulation</li> <li>- Student general Regulations</li> </ul>

### 10. Type of service: Providing Catering Services to Students

<b>What is the service? Am I eligible?</b>	Providing Catering Services to Students to in -campus Students
<b>Department to be approached</b>	Directorate Student Affairs : Facilitation in procuring required services
<b>When can I access the service?</b>	Seven days in a week
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	<p>After subscription for meals and proof of payment modalities</p> <p>Monthly subscription is allowed</p>
<b>What, if any, are the costs for accessing the service?</b>	<ul style="list-style-type: none"> <li>- Full meals per day: 600 Rwf</li> <li>- Monthly subscription is 18,000 Rwf</li> <li>- Computation of the bill is done following the number of days in a month ( long and short month considered)</li> </ul>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Students Identity Card</li> <li>- Weekly Menu which is approved by Students guild Council</li> <li>- List of subscribers on monthly basis</li> <li>- Letter of request from International Students ( electronic mail is acceptable)</li> <li>- Regulations and table manners are to be strictly observed.</li> <li>- Confirming list from SFAR to ensure that payments will be effected</li> </ul>

	<ul style="list-style-type: none"> <li>- Pay slip for privately sponsored students or self sponsored students</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Letter of request</li> <li>- Fill in meals-subscription form,</li> <li>- Payment done in two ways: <ul style="list-style-type: none"> <li>- A) – deductions made from living allowance given to a student by SFAR</li> </ul> </li> <li>- Where applicable, Self sponsored students pay to the Account of the contracted supplier.</li> <li>- Records are kept.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- Hospital certification for those who require special diet.</li> <li>- Urwego Opportunity Bank for payments</li> <li>- UOB account number 145-120 32 14</li> </ul>
<b>Is there a Complaint procedure?</b>	Complaints can be addressed to the Restaurant supervisor, and when not solved contact Director of Student Affairs.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788507018, 0788508184 twenty four hours a day. <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a> The Institute provides kitchen utensils and other cooking facilities.
<b>Available forms</b>	Signed list of Subscribers (3 Copies).
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Regulations guiding the use of dining hall</li> <li>- List of table Manners to be observed</li> <li>- Student general Regulations</li> </ul>

### 11. Type of service: Sporting, Cultural and Social Activities

<b>What is the service? Am I eligible?</b>	Sporting, Cultural and Social Activities
<b>Department to be approached</b>	Directorate Student Affairs
<b>When can I access the service?</b>	Monday to Saturday : According to the schedule
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	<ul style="list-style-type: none"> <li>- Students list themselves in respective teams clubs and associations</li> <li>- School time table is followed.</li> <li>- Throughout the semester</li> </ul>
<b>What, if any, are the costs for accessing the service?</b>	<ul style="list-style-type: none"> <li>- Sporting facilities are provided by the Institution Management</li> <li>- Equipments and Sportswear for students are provided where possible,</li> <li>- Where Special equipments are required, students provide for themselves</li> </ul>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- List of team members, clubs and associations</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Subscription is monitored by sports master captains of different teams.</li> </ul>

<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- Affiliation to Various National and international Sports Federations example, Inter Universities games and sports Federation)</li> <li>- Subscription to sporting facilities found outside the campus ( eg. Swimming pool, tennis courts etc.)</li> </ul>
<b>Is there a Complaint procedure?</b>	Complaints can be addressed to the Captains of teams, College Sports Master and when not solved contact Director of Student Affairs
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>Always visit website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788691011, 0788508184 during office hours. <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a></p> <ul style="list-style-type: none"> <li>- All students, female and males, are advised to attend sporting, cultural and social activities that support their physical growth into mature , well adjusted responsible citizens.</li> </ul>
<b>Available forms</b>	<ul style="list-style-type: none"> <li>- Signed lists of team members.</li> </ul>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Regulations are availed by each sports discipline, clubs and association.</li> </ul>

## 12 Type of service: Providing Health care and Counseling Services

<b>What is the service? Am I eligible?</b>	Providing Health care, first aid Treatment, Guidance and Counseling Services
<b>Department to be approached</b>	Directorate Student Affairs
<b>When can I access the service?</b>	<p>Throughout the week;</p> <ul style="list-style-type: none"> <li>- KCT Nurse is available on working days and attends to sick calls on weekends.</li> <li>- Dean of students is always available for counseling and attending students' needs.</li> </ul>
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	<ul style="list-style-type: none"> <li>- Off-semester period/ vacancy period</li> <li>- Subscription to National Medical Insurance Scheme is obligatory (Mutuelle de Santé). Students pay for themselves.</li> </ul>
<b>What, if any, are the costs for accessing the service?</b>	<ul style="list-style-type: none"> <li>- Budget for First Aid medics is provided by institution</li> <li>- Anti-Aids, anti-drugs campaigns are sponsored by the Institute.</li> <li>- Visual aids, like TV screen, projectors, DVDs for sensitizing students are provided.</li> </ul>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Registered students,</li> <li>- Card to prove that you are subscribed to mutuelle de Santé.</li> <li>- Insurance certificates to prove that you are insured against accidents</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Subscription is monitored by College nurse.</li> <li>- Referral cases to hospitals follow required channels</li> <li>- Individual as well as group counseling is carried out.</li> </ul>

	<ul style="list-style-type: none"> <li>- Liaising with parents or guardians in handling students' social problems.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- Health centres, District hospital, referral hospital, Psycho-Social Centre, etc.</li> <li>- Subscription to sporting facilities found outside the campus ( eg. Swimming pool, tennis courts etc.)</li> </ul>
<b>Is there a Complaint procedure?</b>	Complaints can be addressed to the College nurse and Director of students Affairs when not solved contact Vice Principal Administration and Finance.
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>Always visit website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788579443, 0788508184 twenty four hours. <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a></p> <p>All students, female and males, are advised to attend sporting, cultural and social activities that support their physical growth into mature , well adjusted responsible citizens.</p>
<b>Available forms</b>	Individual or personal file on guidance and counseling.
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Students Identity card,</li> <li>- National Medical Insurance card</li> </ul>

### 13. Type of Service: Borrowing Books/LIBRARY, COMPUTER LAB SERVICES AND INFORMATION ACCES CENTER

<b>What is the service?</b>	Borrowing Books to the IPRC Students, Staff (both administrative and academic) and Private individuals who are allowed to borrow books, newspapers, dissertations, access to Computers in Access center
<b>Am I eligible?</b>	
<b>Department to be approached</b>	Academics / Library
<b>When can I access the service?</b>	Monday to Friday : 7:00 am to 9:30 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	Immediately (Non time taken )
<b>What, if any, are the costs for accessing the service?</b>	Free of charge ( but have to follow the regulations ) The services offered by the access center will be charged. the price will be fixed
<b>What documents are required?</b>	Library ID
<b>What is the procedure?</b>	Normal services.
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Non
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Library Officer ; and when not solved contact the Director of academics
<b>Is there any additional</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information.

<b>information regarding this service that is useful to know?</b>	For further information call this telephone number: 07 88 45 26 22, during office hours. info@iprckigali.ac.rw  The information access center is reserved for those who want to use the internet, such as students, researchers, neighboring citizens and those from far are welcomed to enjoy the IT facilities.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### 14. Type of Service: Returning of Books

<b>What is the Service? Am I eligible</b>	Returning of Books IPRC Students, IPRC Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations....
<b>Which unit within the public administration do I go to</b>	Library Services Unit
<b>When can I access the service</b>	Business hours: - Monday to Friday :from 7:00 am-9:30pm - Saturday and Sunday : The Library remains closed
<b>Once a request is made or an application is submitted, how long will it take</b>	Immediately
<b>What, if any, are the costs for accessing the service?</b>	Non, However, if the document is returned late, a fee is payable to the IPRC account (RWF 5,00) per day and per book
<b>What documents are required?</b>	- Library ID card - Borrowed book
<b>What is the procedure?</b>	- The Librarian who is in charge makes all procedures - User should indicate his (her) name
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	Non
<b>Is there a Complaint procedure</b>	When there is a Complaint, the User can contact the Librarian either by physical contact or phone
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: www.iprckigali.ac.rw for information. For further information call this telephone number: 07 88 45 26 22, during office hours. info@iprckigali.ac.rw
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### 15. Type of Services: To be admitted and registered in Vocational Training Programs

<b>What is the service? Am I eligible?</b>	To be admitted and registered to Vocational Training Programs: Vocational Training Programmes are aimed at providing the practical skills, knowledge and attitudes for carrer development in the following programmes: - Electrical (electrical installation, electrical machines, industrial automation and electrical instrumentation)
--	--

	<ul style="list-style-type: none"> <li>- Industrial installation (welding, sheet metal and plumbing)</li> <li>- Construction (Masonry, Steel works, Carpentry, and CAD)</li> <li>- Automobile (engine, chassis, body works and painting, and auto electrical/electronic) and ,</li> <li>- IT (Networking, Multimedia, Programming and Hardware).</li> </ul> <p>Our programmers are follows into sessions:</p> <ul style="list-style-type: none"> <li>- Day program with 1400 hours for 12 month course within 7 hours per day.</li> <li>- Evening program 700 hours course for 6 months within 4 hours per day and 7hours on Saturdays (candidate may choose one or two modules).</li> </ul> <p>Special trainings are also offered in day session for 6 months, such as plumbing, electronics, carpentry, and masonry, electrical installation, welding and automobile. The entry requirements for these training: P6 leavers</p>		
<b>Department to be approached</b>	Directorate of Vocational Training		
<b>When can I access the service?</b>	Monday to Friday : 7:00 am to 5:00 pm		
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	Following the training plan available on KCT website <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a>		
<b>What, if any, are the costs for accessing the service?</b>	Type of fees	Cost(Rwf)/trainee/12mont hs	Cost(Rwf)/trainee /6 months
	Registration fee	2,000	2,000
	ID Card	2,000	2,000
	Tuition fee	200,000	150,000
	Insurance for accident	1,500	1,500
	Overalls	12,000	12,000
	Caution money	15,000	15,000
	Medical Insurance	3,000	3,000
	Goggles	7,500	7,500
	Total	240,000	190,000
<b>What documents are required?</b>	<p>Eligible applicants must fulfill the following requirements:</p> <ul style="list-style-type: none"> <li>- Completed at least O' Level (Tronc Commun) with his annual report or letter of completion from the former Secondary School</li> <li>- Two recent photographs of passport size. Inscribed the applicants names at the back of each photo</li> <li>- A duly filled registration form</li> <li>- Copy of the ID card</li> <li>- Copy of his/her recent transcript</li> </ul>		
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Submit the application letter to the Pedagogy Monitor</li> <li>- A candidate bring his document and then get registered at the College</li> </ul>		
<b>What, if any, other institutions do I need to</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )		

<b>visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Pedagogy Monitor; and when not solved contact the Director of Vocational Training
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788468508 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms are available at Reception, or Registration Office or on website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• Technical and Vocational Education and Training Policy in Rwanda</li> <li>• Technical and Vocational Education and Training (TVET) Traceability</li> <li>• General TVET Regulations</li> </ul>

### 16. Type of service: Production Unit

<b>What is the service? Am I eligible</b>	Daily needed products for the trades or the communities and individuals, Campus halls, Stadiums, meeting hall, Classrooms
<b>Department to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	The rent cost for the campus hall is 200.000Frw, and for the Stadium is 800,000 per year. For other facilities the price is negotiated
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	No formal procedure
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Production Coordinator and when not solved to the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788670784, during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

### 17.Type of service: Soil Mechanics Lab

<b>What is the service? Am I eligible?</b>	Test on Soil All the construction companies and those who need to know the quality of properties.		
<b>Department to be approached</b>	Civil Engineering		
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm		
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	3 days after receiving the request depending of the test requirements.		
<b>What, if any, are the costs for accessing the service?</b>	Item Description	Unit	Rate(\$)
	General tests		
	Natural moisture content	1	9
	Liquid Limit only	1	16
	Atterberg limits	1	36
	Plastic limit only	1	16
	Sieve analysis + (Hydrometer)	1	75
	Sieve Analysis (wet sieve)	1	36
	Sieve Analysis(dry sieve)	1	28
	Soil pH	1	38
	Shrinkage Limit (Linear)	1	28
	Specific Gravity	1	35
	Organic matter	1	58
	Dynamic penetrometer test	1	40
	Sulfates test	1	62
	Chloride	1	
	Compaction test		
	a) standard-protor 100 mm dia mould	1	45
	b) modified protor 100 mm dia mould	1	55
	c) standard protor 150 mm dia mould	1	60
	d) Modified protor 150 mm dia mould	1	80
	e)Triaxial test	1	95
	f)Unconfined compressive test(drained)	1	115
	g)Unconfined compressive test(Autographic)	1	85
	CBR Test (100% MDD)		
	a) Unsoaked	1	38
	b)Soaked 2 days	1	47
	c) Soaked 4 days	1	58



	d)Insitu CBR without(truck)	1	68
	Bulk density (field method)		
	a) sand replacement per test	1	48
	b) water balloon per test	1	35
	c)Core cutter	1	25
	Shear test	1	62
	Permeability	1	58
	Consolidation(Oedometer)	1	125
	SAMPLING		
	a)Opening of trial pit 1x1m wide up to 1.5m deep	m deep	65
	b)Exeeding 1.5m	m deep	35
	Boring using hand Augers and sampling	m deep	35
	Mobilisation of Staff & Equipment to & from site.		
	a)Within 25km(with truck)	LS	120
	b)Within 25km(without tuck)		90
	c)Beyond 25km(@every Km exceeding 25Km)		2
	Per-diem for works outside IPRC		
	a) Geotechnical Engineer	M.day	70
	b)Senior Technician	M.day	70
	c)Lab Attendant	M.day	25
	Geological description of soil profile	1	30
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the institutions</li> <li>- Profoma invoice issued by the Finance Department</li> <li>- Payment receipt</li> </ul>		
<b>What is the procedure?</b>	To submit a request to the Principal, Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD		
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )		

<b>additional documents)</b>	
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department of Civil Engineering or the Production Coordinator and when not solved contact the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788530969 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 18.Type of service: Structural Engineering Lab

<b>What is the service? Am I eligible?</b>	Structural designs  All construction companies and those who need to know the quality of properties.		
<b>Department to be approached</b>	Civil Engineering		
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm		
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	3 days after receiving the request depending on the test to conduct		
<b>What, if any, are the costs for accessing the service?</b>	DESCRIPTION OF EXPERIMENT	Unit	Rate US\$ ( precise in RWF
	1. AGGREGATE	N°	
	Sieve Analysis Test	1	28
	Organic Impurities test	1	20
	Soundness test	1	20
	Specific Gravity	1	35
	Bulk Density	1	15
	Water Absorbtion	1	20
	CEMENT		
	2. Specific Gravity test	1	12
	Consistency test	1	6
	Setting time test	1	12
	Soundness test	1	20
	Finess test	1	12
	Compressive strength test	1	40
	3. Compressive strength of mortar/block	1	12

	4. STEEL BAR		
	5. Tensile strength	1	10
	6. Bending test	1	15
	7. CONCRETE		
	Concrete mix design test		
	-Concrete 2 Materials	1	30
	-Concrete 3 Materials	1	48
	COMPRESSIVE STRENGTH TEST		
	-Cube sample set of 3	1	12
	-Cylindrical sample set of 3	1	12
	Slump test	1	10
	Flow test	1	10
	Compacting factor test	1	10
	Vee-Bee consistometer	1	10
	8. Concrete specific gravity test	1	14
	Concrete tensile strength	1	20
	Permeability test	1	6
	Absorption test	1	3
	Rebound hammer test (non-destructive)	1	15
	TIMBER		
	Compressive strength	1	25
	Teensile strength	1	10
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the institutions</li> <li>- Profoma invoice issued by the Finance Department</li> <li>- Payment receipt</li> </ul>		
<b>What is the procedure?</b>	To submit a request to the Principal, Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD		
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )		
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department of Civil Engineering or to the Production Coordinator and when not solved contact the Vice Principal of Administration and Finance		
<b>Is there any additional information regarding</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788530969 during		

<b>this service that is useful to know?</b>	office hours. Email : info@iprckigali.ac.rw
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 19.Type of service: Highway and Transportation materials testing

<b>What is the service? Am I eligible?</b>	Highway and Transportation materials testing to all the construction companies and those who want to know the quality of properties.		
<b>Department to be approached</b>	Civil Engineering		
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm		
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	3 days after receiving the request		
<b>What, if any, are the costs for accessing the service?</b>	ITEM DESCRIPTION	UNIT	RATE
	TEST ON AGGREGATE		(US \$)
	Sieve analysis on fine and coarse aggregates	<u>1</u>	28
	Flakiness test	1	20
	Elongation test	1	20
	Shape Index	1	20
	Aggregate Crushing Value(ACV)	1	20
	Aggregate Impact Value(AIV)	1	50
	Los-Angeles Abrasion Value	1	60
	Coating and stripping	1	50
	(bitumen adhesion)	1	25
	Preparation of rock samples	1	20
	Organic impurities	1	20
	Rock Strength Value	1	22
	TEST ON BITUMEN		(US \$)
	Softening point	<u>1</u>	25
	Penetration test	<u>1</u>	20
	Flash and fire Point	<u>1</u>	45
	Ductility Value	<u>1</u>	50
	Kinematic viscosity	<u>1</u>	60
	ROAD TEST (FIELD TEST)		(US \$)
	Mobilization of staff & Equipment to and from site.		

	a) Within 25Km(with truck)		
	b) Beyond 25Km(w/t truck)	LS	120
	c) Towing core drilling machine	Km	90
	.Within 25Km		
	.Beyond 25Km		
	Core drilling :	LS	150
	a) In cement concrete pavement	Km	2
	b) In asphalt concrete pavement	<u>1</u>	30
	c) In surface dressing pavement and stabilised soil	1	30
	Plate bearing test	<u>1</u>	25
	Max. 75mm diameter plate excluding truk		
	Skid resistance	<u>1</u>	60
	Axle load survey in specified weight bridge in Rwanda exeluding traffic police assistance		60
	Traffic counting	<u>1</u>	25
	a) Engineer	Day	300
	b) Technician		70
	c) Field assistant	M.day	45
	Sampling	M.day	25
	a) Opening of trial pit 1x1m wide up to 1.5 deep	M. day	65
	b) Exceeding 1.5m		35
	Per-diam for works outside KIST	<u>No</u>	
	a) Engineer	M.day	70
	b) Technician	M.day	45
	c) Field assistants	M.day	25
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the institutions</li> <li>- Profoma invoice issued by the Finance Department</li> <li>- Payment receipt</li> </ul>		
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD		
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )		

<b>additional documents)</b>	
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department of Civil Engineering or the Production Coordinator and when not solved contact the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788530969 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 20.Type of service: Hydraulics & Environmental Engineering

<b>What is the service? Am I eligible?</b>	Analysis of water and sewerage Design of Dams, Water Storage Areas and all water related works to all the construction companies and those who want to know the quality of water	
<b>Department to be approached</b>	Civil Engineering	
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm	
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	3 days after receiving the request;	
<b>What, if any, are the costs for accessing the service?</b>	<b>Parameter</b>	<b>Cost/ set(3 nos) of Sample (US\$)</b>
	Chlorine (Free and Total Chlorine)	60
	Copper-(staining of clothes)	60
	Fluoride;	60
	Ph	40
	Total Dissolved Solids (TDS);	60
	Total Suspended Solids (TSS).	60
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the institutions</li> <li>- Profoma invoice issued by the Finance Department</li> <li>- Payment receipt</li> </ul>	
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD	
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )	
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department of Civil Engineering or to the Production coordinator and when not solved	

	contact the Vice Principal of Administration and Finance.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788530969 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 21.Type of service: Surveying

<b>What is the service? Am I eligible?</b>	Surveying of Lands to all construction companies and those who want to measure the area of their lands
<b>Department to be approached</b>	Civil Engineering
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	3 days after receiving the request,
<b>What, if any, are the costs for accessing the service?</b>	There is no fixed cost. The cost will depends on the volume of work and the numbers of persons engaged. This will submitted to the client on request.
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the institutions</li> <li>- Profoma invoice issued by the Finance Department</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department of Civil Engineering or the Coordinator of Production and when not solved contact the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788534595 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 22.Type of service: Plumbing and industrial installation workshop

<b>What is the service? Am I eligible</b>	Installation of all type of sanitation ,Metal gutter, Pipe work, Water supply and drainage, Appropriate technology workshop to anybody who needs it Installation of all type of sanitation ,Metal
---	---

	gutter, Pipe work, Water supply and drainage
<b>Departement to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number:0788670784, during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

### 23. Type of service: **Electrical& Electronics workshops**

<b>What is the service? Am I eligible</b>	<p>Electrical &amp; Electronics workshop to anybody who needs it:</p> <ul style="list-style-type: none"> <li>• Maintenance of electrical machines, Solar system installation, Motors rewinding</li> <li>• Electrical motors control and installation</li> <li>• Lift installation</li> <li>• Automation system installation</li> <li>• Traffic light control and installation</li> <li>• Automation and installation of generators</li> <li>• Lighting system installation (lighting conductor)</li> <li>• Maintenance and Repair of domestic equipments</li> <li>• U.P.S for big devices (Home appliances)</li> <li>• Computer to TV screen transformation</li> </ul>
<b>Department to be approached</b>	Production unit



<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

#### 24. Type of service: ICT LABS

<b>What is the service? Am I eligible</b>	<p>ICT Lab to anybody who needs it</p> <ul style="list-style-type: none"> <li>• Servers installation and configuration</li> <li>• Website development</li> <li>• Multimedia(photos , Audio and video)</li> <li>• Design and development of different software's</li> <li>• Computer networking</li> </ul> <p>Hardware maintenance</p>
<b>Department to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day

<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

#### 25. Type of service: Masonry workshop

<b>What is the service? Am I eligible</b>	Masonry workshop to anybody who needs it
<b>Department to be approached</b>	production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )

<b>Is there a Complaint procedure?</b>	Complaints can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration&Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number : 0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

## 26.Type of service: Carpentry workshop

<b>What is the service? Am I eligible</b>	Carpentry workshop to anybody who needs it  <ul style="list-style-type: none"> <li>a. Production of doors and windows,</li> <li>b. Roof trusses,</li> <li>c. Wood partition (in offices ),</li> <li>d. Production of furnitures</li> </ul>
<b>Department to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the Head of department Production Coordinator and when not solved to the Vice Principal Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number:0788670784. during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>

<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

## 27. Type of service: Welding and metal fabrication workshop

<b>What is the service? Am I eligible</b>	Installation of all type of sanitation, Metal gutter, Pipe work, Water supply and drainage, Fabrication of windows, doors, gates, boot scrapes, furnitures both for sale and for the IPRC, Fabrication (water tanks.... ) Advanced welding repair of aluminum ,stainless steel product by using TIG welding processes, Advanced metal cutting processes, Hydraulic shear machine up 12mm of thickness cut all types of ferrous and non ferrous metals, Automatic gas cutter to cut ferrous metals up 24 mm, Advanced short courses for technicians
<b>Department to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the head of department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number:0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

## 28. Type of service: Machines Tools workshop

<b>What is the service? Am I</b>	Machines Tools workshop to anybody who needs it
----------------------------------	---

<b>eligible</b>	<ul style="list-style-type: none"> <li>a. Boring of cylinder blocks, Rectification of crankshaft,</li> <li>b. Surfacing of cylinder head of aluminum and cast iron,</li> <li>c. Maintenance and Repair of industrial machines</li> <li>d. Manufacturing different spare parts (for machines,</li> <li>e. Vehicles .....) by using lathe machine</li> </ul>
<b>Department to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the head of department or to the Production Coordinator and when not solved to the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number:0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

**29. Type of service: Constructions Materials Testing**

<b>What is the service? Am I eligible</b>	<ul style="list-style-type: none"> <li>a. Constructions Materials Testing who anybody who needs it</li> <li>Brick making machine ,</li> <li>b. Bar bender ,</li> <li>c. Bar cutter</li> </ul>
<b>Department to be approached</b>	production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this</b>	One day

<b>service? Or once a request is made or an application is submitted, how long will it take?</b>	
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaints can be addressed to the head of department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

### 31. Type of service: Automobile workshop, air conditioning and refrigeration

<b>What is the service? Am I eligible</b>	Maintenance and repair of air condition equipments, Maintenance and repair of cold rooms like : in factories, in hospitals, in hotels , Maintenance and repair of refrigeration systems, Injection pump repair , Calibration and phasing, Motor vehicle engine diagnosis, Motor vehicle engine and overhand, Trouble shooting and repair of electrical and electronic system, Wheel alignment, Wheel balancing, Tire repair, Air condition (Automotive) recharging, General Automobile (painting, lighting....) Driving school program,
<b>Department to be approached</b>	Production unit
<b>When can I access the service</b>	Monday to Friday from 7:00 am to 5:00 pm
<b>Time limit to access this</b>	One day

<b>service? Or once a request is made or an application is submitted, how long will it take?</b>	
<b>What, if any, are the costs of accessing this service?</b>	To be defined
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Request letter from the Institutions or personal</li> <li>- Proforma Invoice issued by the production Unit</li> <li>- Payment receipt</li> </ul>
<b>What is the procedure?</b>	To submit a request to the HOD. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	National Bank of Rwanda/BNR ( for payment through KCT account number 120 32 14 )
<b>Is there a Complaint procedure?</b>	Complaint can be addressed to the head of department or to the Production Coordinator and when not solved to the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788670784 during office hours. Email : <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Forms available from Production Office
<b>Relevant legal documents</b>	None

### 32. Type of service: Training on English and communication skills

<b>What is the service? Am I eligible</b>	<p>Teaching English for all learners' levels (Beginners/ Elementary, Intermediate, advanced).</p> <p>Offering special programme "Letter and report writing; and business English."</p> <p>Offering translation services to institutions and any other personal documents, especially related to science and technology.</p>
<b>Department to be approached</b>	English department and communication skills
<b>When can I access the service</b>	Monday to Friday: 6:00 pm to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	<p>Teaching English at each level is divided into three sessions. The level will be determined through an entry test</p> <p>Services of translation depend upon the size of the documents</p> <p>Letter and reporting; and Business English programme is covered in 3 months upon completion of advanced learner's level.</p>
<b>What, if any, are the costs of accessing this service?</b>	The teaching session of each level totals 60 hours and it costs 40,000 Rwf.

	Letter and reporting writing; and business English programme costs 80,000 Rwf
<b>What documents are required?</b>	Having completed at least 3 years of lower secondary level.
<b>What is the procedure?</b>	To submit a request to the Princial. Pay 60% of the total cost of payment at the KCT Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	Non
<b>Is there a Complaint procedure?</b>	Non
<b>Is there any additional information regarding this service that is useful to know?</b>	At the end of each level of learning, the learner is awarded a certificate in English proficiency, which is utmost utility in educational and professional areas.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 33. Procedure for receiving payment for services rendered to IPRC

<b>What is the Service? Am I eligible?</b>	Individuals and/or firms who are seeking payment for the provision of either goods or services to IPRC are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	<ul style="list-style-type: none"> <li>- Monday to Thursday: 7:00 am to 5:00 pm</li> <li>- Friday: 7:00 am to 12:00 pm</li> </ul>
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, payment for services should not take more than 3 days
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- 4 copies of the invoice,</li> <li>- Delivery note signed by both parties to the contract,</li> <li>- Bank guarantee if necessary,</li> <li>- Letter of notification,</li> <li>- Contract,</li> <li>- Purchase order,</li> <li>- 1 copy of the Identity card of the supplier</li> <li>- Copy of the request for quotation</li> <li>- Work execution report</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Central Secretariat of IPRC</li> <li>- Submit all required documents above;</li> <li>- Provided that your application is in order to be paid within 3 days.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the</b>	



<b>service? (Eg. for payment of service costs or to get additional documents)</b>	
<b>Is there a Complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call on this telephone number: 0788508282 during office hours. Or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

34. **Type of service: Procedure for refunds at IPRC**

<b>What is the Service? Am I eligible?</b>	Individuals and/or firms who are seeking refund to IPRC are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, payment for services should not take more than 2 days
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	- Letter of the request - Copy of the bank slip - Any other document supporting the claim
<b>What is the procedure?</b>	- Go to the Central Secretariat of IPRC - Submit all required documents above; - Provided that your application is in order to be paid within 2 days.
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a Complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788508282 during office hours. Or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

35. **Type of service: Procedure for receiving invoices from IPRC**

<b>What is the Service? Am I</b>	Procedure for receiving invoices from IPRC
----------------------------------	--

<b>eligible?</b>	Students and/or firms who are seeking an invoice to IPRC Kigali are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the invoice should be done within one day.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	- Proof of registration at IPRC ( Case of students) - Proof of tender award (consultancies)
<b>What is the procedure?</b>	- Go to the Central Secretariat, - Submit all required documents above;
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a Complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal in charge of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788508282 during office hours. Or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

36. **Type of service : Procedure for signing of clearance forms at IPRC**

<b>What is the Service? Am I eligible?</b>	Students and/or Staff who are seeking for a clearance forms at IPRC are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the signing of clearance form should be done within one hour.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	- Copy of student ID - Copy of Staff ID - Clearance form filled
<b>What is the procedure?</b>	- Go to the Secretariat of finance unit; - Submit all required documents above;
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None

<b>Is there a Complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal in charge of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788508282 during office hours. Or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 37. Type of service: Procedure for receiving receipt of payments

<b>What is the Service? Am I eligible?</b>	Students and/or Staff who are seeking for a Receipt of payments at IPRC are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the receipt of payments should be done immediately.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	- Copy of the bank slip
<b>What is the procedure?</b>	- Go to the Central Secretariat ; - Submit all required documents above;
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	
<b>Is there a Complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal in charge of Administration and Finance
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788508282 during office hours. Or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	<b>None</b>
<b>Relevant legal documents</b>	<b>None</b>

### 38. Type of Service: Providing Information on Procurement services of IPRC

<b>What is the Service? Am I eligible?</b>	<p>Providing Information on Procurement services of IPRC to individuals and/or firms interested in submitting a tender for a contract with IPRC in the following areas:</p> <ul style="list-style-type: none"> <li>• Publication of the tenders in the media, Preparation of tender documents,</li> <li>• Carrying out a technical and financial evaluation,</li> <li>• Preparation of opening and evaluation reports and notification of the tender award,</li> <li>• Ensuring the adequate execution of the contract in collaboration with beneficiary departments,</li> <li>• Receipt and safekeeping of bids and other</li> </ul>
--	---

	procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.
<b>When can I access the service?</b>	Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	The duration of the tender process will vary depending on the type of tender.
<b>What, if any, are the costs for accessing the service?</b>	Cost of the bidding document.
<b>Cost</b>	100 Rwf/page
<b>What documents are required?</b>	Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Individuals and/or firms interested in submitting a tender for a contract with IPRC should first purchase the tender document from the Procurement unit of IPRC by presenting a payment slip issued by BNR or RRA.</li> <li>• The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract</li> <li>• Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of IPRC</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Tender Panel-handling unresolved Complaints. National Bank of Rwanda (NBR) or Rwanda Revenue Authority for payment of fees or cost of the tender document.
<b>Is there a Complaint procedure?</b>	Complaints regarding this service are made in writing to the Vice Principal Administration and Finance/IPRC. If following the presentation of a Complaint to the VPAF and if your issue remains unresolved you may address your Complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit the website: <a href="http://www.iprckigali.ac.rw">www.iprckigali.ac.rw</a> for information. For further information call this telephone number: 0788508282, 0788305291, during office hours. Or <a href="mailto:info@iprckigali.ac.rw">info@iprckigali.ac.rw</a>
<b>Available forms</b>	Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.
<b>Relevant legal documents</b>	Law N° 12/2007 of 27/03/2007 on Public procurement, Ministerial Order N° 001/08/10/MIN of 16/01/2008 establishing regulations on public procurement and standards bidding documents

Approved : **Eng Diogène MULINDAHABI**

Principal, IPRC KIGALI