

REPUBLIC OF RWANDA



KIGALI INSTITUTE OF SCIENCE AND TECHNOLOGY (KIST)



KIST CITIZEN'S CHARTER

January 2012

FOREWORD

It is my pleasure to present to you this Service Charter for the Kigali Institute of Science and Technology (KIST).

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

The Charter spells out the role of the Kigali Institute of Science and Technology (KIST), highlights the services offered and the requirements therein, 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.

Dr. MUJAWAMARIYA Jeanne d'Arc

Rector of KIST

The present Citizen's Charter reflects the service provided by KIST 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 KIST 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 KIST:
 - Specification of services provided by KIST,
 - 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 KIST. 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 KIST
- 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 KIST and sets standards for transparency in public services. It is expected that through Citizen's Charter, KIST'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, KIST commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that KIST 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, KIST expects continuous interaction with citizens seeking its services. For this, KIST 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, KIST 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 KIST 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 KIST 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 KIST 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 KIST 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, KIST 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, KIST 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.

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

Contact:

Kigali Institute of Sciences and Technology (KIST)

Avenue de l' Armée

B.P. 3900 Kigali- Rwanda

Tel.: +2502574696/751927 Fax: +2502571925/571924

E-mail: info@kist.ac.rw,

Website: www.kist.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 Kigali Institute of Science and Technology (KIST) is a public higher learning institution that was established by the Law N° 23/2008 of 22/07/2008 determining the structure, organisation and its functioning. The Kigali Institute of Science and Technology (KIST) is the first public technological institute of higher learning in Rwanda. It came into existence as a UNDP project on November 1st, 1997 with a clear mandate to produce technical, scientific, of high calibers. KIST opened with major degree program being offered in engineering. Compulsory courses included English or French language and remedial basic sciences. The Institute was officially inaugurated in April 1998, and four years after its inception, it was legally enacted by Law No. 48/2001 of 26/12/2001. The Kigali Institute of Science and Technology (KIST) has following Faculties, Schools, Centres and Academic Directorates:

- Faculty of Engineering (FoE)
- Faculty of Science (FoS)
- Faculty of Architecture and Environmental design
- KIST Language Centre (KLC)
- Centre for Innovation and Technology Transfer (CITT)
- Directorate for Research, Publications and Consultancy (DRPC)
- Directorate of Academic Quality Assurance
- Directorate of Continuous Training
- The Information and Communication Technology Service Center (ICT)
- Library

2. VISION

KIST's vision is to be an internationally-renowned, regionally-engaged, comprehensive centre of excellence in science and technology that delivers academic programs to the highest international standards. Our strong engagement in world-class fundamental, strategic, and applied research as well as providing services to the community and industry shall enable us remain true to our commitment to be responsive to the needs of Rwanda and the wider region.

It reflects a special mission in science and technology through programs in applied and geo-sciences, engineering, architectural and environmental design as well as through its emphasis on information & communication technology (ICT) across the curriculum, which is student-centered to ensure intellectual rigor, Entrepreneurial spirit and sustained success of our graduates.

3. MISSION:

To generate and disseminate scientific and technological courses knowledge and to promote education, science and technology in order to participate actively in the economic and socio-cultural development of the country.

4. CORE FUNCTIONS

KIST's functions and responsibilities¹, as laid down in its enabling law, is:

- To offer high-quality scientific and technological courses in order to get highly qualified technical personnel with an intention of increasing national development capacities
- To promote research in matters relating to science and technology
- To disseminate the findings of research through teaching, conferences, documentaries, and any other possible means
- To offer advice and to assist the Government, industrialists, private individuals, and any other interested parties in matters relating to science and technology
- To undertake income-generating activities aimed at promoting science in matters relating to entrepreneurship
- To collaborate with other higher learning institutions in Rwanda or abroad in matters relating to research aimed at promoting education, science, and technology
- To promote cooperation with private individuals as well as the population to make KIST's programs more valuable
- To promote and monitor matters relating to the dissemination of science and to conserve and support intellectual achievements in Rwanda
- To have a role in the cultural, civic, and moral education of the personnel and students and to contribute to economic and socio-cultural development.

¹ Law No 23/2008 of 22/07/2008 determining the structure, organization and the functioning of the Kigali Institute of Science and Technology (KIST)

5. CORE VALUES

In order to realize the above mission and vision, the KIST Scholarly community shall be committed to the creation, application and transfer of knowledge in science and technology through open disciplined national inquiry to be distinguished by:

- **Academic excellence and integrity:** in the teaching, learning and research of science and technology shall form a significant part of the academic and organizational life of KIST.
- **Academic freedom:** shall uphold critical inquiry, intellectual discourse, exchange of ideas and knowledge amongst staff and/or students
- **Innovation and creativity:** towards a brighter future where our graduates become more of job creators than job seekers
- **Equality and diversity:** to be reflected in our policies, to ensure equal opportunity and non discrimination on the basis of personal, ethnic, religious, gender or other social characteristics
- **Sustainability towards best practice:** institutional professionalism shall be reflected in our Team spirit, Exemplary ethical standards, Integrity, etiquette, honesty and respect for every person
- **Environmental responsibility:** respect and conservation of the environment, efficient energy use, waste management shall be adopted
- **Engagement with society:** Promote the Rwandan social and economic advancement, responding to issues facing the society with view to providing solutions to Rwanda scientific and technological problems and beyond
- **Accountability:** KIST shall be committed to openness and transparency, to gather and seek evidence from a variety of sources about its effectiveness in meeting its mission

1. Type of service: Getting admission and registration to Students

<p>What is the service? Am I eligible?</p>	<p>Getting admission and registration at KIST : For new applicants, with A Level Certificate From Rwanda National Examination Council allowing them the access for higher studies. For Continuing students, they need to be active students having the status of being promoted to the following year or repeating that year</p>
<p>Department to be approached</p>	<p>Registrar's Office</p>
<p>When can I access the service?</p>	<p>Monday to Friday: 7:00 am to 5:00 pm</p>
<p>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</p>	<p>3 months : June to September each year</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Application fees:</p> <ul style="list-style-type: none"> • 5000 Rwf for Undergraduate programs • 15,000 Rwf for Postgraduate programs.
<p>What documents are required?</p>	<ul style="list-style-type: none"> • Certified copies of Certificates of Higher Secondary Education and Transcripts obtained • Filled Application form • One photocopy of National Identity Card or Valid Passport • Two passport size photos with white background • A non-refundable Application fees of 5,000Rwf or 20\$
<p>What is the procedure?</p>	<p>Filling an application form (can be filled online or submitted as a hard copy in Registrar's Office), processed in respective departments and Admission Board takes final admission decision.</p>
<p>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)</p>	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted) • Government notary in sectors and Districts in each province and Kigali city make certified copies of documents.

Is there a complaint procedure?	Complaints can be addressed to the Academic Registrar, and when not solved contact Vice Rector in charge of Academic Affairs, or or send a email: info@kist.ac.rw / registrar@kist.ac.rw
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone tigo number: 250 0727111006/ during office hours
Available forms	Application Forms available at : <ul style="list-style-type: none"> • the Registrar’s Office • KIST website www.kist.ac.rw
Relevant legal documents	<ul style="list-style-type: none"> • Law N° 23/2008 of 22/07/2008 determining the structure of KIST, organisation and its functioning • General Academic Regulations

2. Type of service: Obtaining /collecting a Degree certificate and Transcripts after graduation

What is the service? Am I eligible?	Obtaining /collecting a Degree certificate and Transcripts after graduation
Department to be approached	Registrar's Office
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Degree/ Transcripts fees: 5,000 RWF
What documents are required?	<ul style="list-style-type: none"> • A Degree, requires a clearance form and copy of National Identity card or Valid passport • Transcript, requires application letter, two passport size photos, copy of National Identity card or Valid passport and bank slip
What is the procedure?	<ul style="list-style-type: none"> • Send an application letter accompanied with the above documents to the Registrar's Office.
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Academic Registrar, and when not solved contact Vice Rector in charge of Academic Affairs, or by email: info@kist.ac.rw / registrar@kist.ac.rw
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone tigo number: 250 0727111006/ during office hours
Available forms	Being developed
Relevant legal documents	<ul style="list-style-type: none"> • Law N° 23/2008 of 22/07/2008 determining the structure, organisation and its functioning • General Academic Regulations

3. Type of service: Obtaining a recommendation/ To Whom It May Concern or any Testimonial from Academic Services

What is the service? Am I eligible?	Obtaining a recommendation/ To Whom it may concern or any Testimonial : Registered student can apply for any one of the documents mentioned above
Department to be approached	Registrar's Office
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	2 days
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Free of charge for graduates who have not received their Degree certificates. • 5000 Rwf for students who need it for other purposes
What documents are required?	<ul style="list-style-type: none"> • Application letter addressed to the Registrar • Clearance form, • one passport size photo • Copy of National Identity card or Valid passport
What is the procedure?	Send an application letter accompanied with the above documents to the registrar's Office.
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Academic Registrar, and when not solved contact Vice Rector in charge of Academic Affairs, or by email: info@kist.ac.rw / registrar@kist.ac.rw
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone tigo number: 250 0727111006/ during office hours
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • Law N° 23/2008 of 22/07/2008 determining the structure, organisation and its functioning • General Academic Regulations

4. Type of service: Test on Soils /Soil Mechanics Laboratory

What is the service? Am I eligible?	Test on Soils to all the construction companies and those who want to know the quality of properties.	
Department to be approached	Civil Engineering & Environmental Technology	
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm	
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	3 days after receiving the request;	
What, if any, are the costs for accessing the service?	Item Description	Unit
	General tests	
	Natural moisture content	1
	Liquid Limit only	1
	Atterberg limits	1
	Plastic limit only	1
	Sieve analysis + (Hydrometer)	1
	Sieve Analysis (wet sieve)	1
	Sieve Analysis(dry sieve)	1
	Soil Ph	1
	Shrinkage Limit (Linear)	1
	Specific Gravity	1
	Organic matter	1
	Dynamic penetrometer test	1
	Sulfates test	1
	Chloride	1
	Compaction test	
	a) standard-protor 100 mm dia mould	1
b) modified protor 100 mm dia mould	1	
c) standard protor 150 mm dia mould	1	
d) Modified protor 150 mm dia mould	1	

e)Triaxial test	1
f)Unconfined compressive test(drained)	1
g)Unconfined compressive test(Autographic)	1
CBR Test (100% MDD)	
a) Unsoaked	1
b)Soaked 2 days	1
c) Soaked 4 days	1
d)Insitu CBR without(truck)	1
Bulk density (field method)	
a) sand replacement per test	1
b) water balloon per test	1
c)Core cutter	1
Shear test	1
Permeability	1
Consolidation(Oedometer)	1
SAMPLING	
a)Opening of trial pit 1x1m wide up to 1.5m deep	m deep
b)Exeeding 1.5m	m deep
Boring using hand Augers and sampling	m deep
Mobilisation of Staff & Equipment to & from site.	
a)Within 25km(with truck)	LS
b)Within 25km(without tuck)	
c)Beyond 25km(@every Km exceeding 25Km)	
Per-diem for works outside KIST	
a) Geotechnical Engineer	M.day
b) Senior Technician	M.day
c) Lab Attendant	M.day

	Geological description of soil profile	1	
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Profoma invoice issued by the Finance Department - Payment receipt 		
What is the procedure?	<p>To address a request letter to the HOD-CEET. Pay 60% of the total cost of Payment at the Bank in KIST 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 the HOD-CEET for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from the HOD-CEET</p>		
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)	BNR for payment on KIST Account N° 1220164.		
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Civil Engineering and Environmental Technology, and when not solved contact the Dean of Engineering		
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0727111024 during office hours; or send a email: hceet@kist.ac.rw		
Available forms	None		
Relevant legal documents	None		

5. Type of service: Structural Engineering Lab

What is the service? Am I eligible?	Structural designs engineering All the construction companies and those who want to know the quality of properties																																							
Department to be approached	Civil Engineering & Environmental Technology																																							
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm																																							
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	3 days after receiving the request																																							
What, if any, are the costs for accessing the service?	<table border="1"> <thead> <tr> <th data-bbox="565 831 1052 972"> DESCRIPTION OF EXPERIMENT </th> <th data-bbox="1060 831 1323 972"> Unit </th> </tr> </thead> <tbody> <tr> <td data-bbox="565 980 1052 1020"> 1. AGGREGATE </td> <td data-bbox="1060 980 1323 1020"> N° </td> </tr> <tr> <td data-bbox="565 1029 1052 1068"> Sieve Analysis Test </td> <td data-bbox="1060 1029 1323 1068"> 1 </td> </tr> <tr> <td data-bbox="565 1077 1052 1117"> Organic Impurities test </td> <td data-bbox="1060 1077 1323 1117"> 1 </td> </tr> <tr> <td data-bbox="565 1125 1052 1165"> Soundness test </td> <td data-bbox="1060 1125 1323 1165"> 1 </td> </tr> <tr> <td data-bbox="565 1173 1052 1213"> Specific Gravity </td> <td data-bbox="1060 1173 1323 1213"> 1 </td> </tr> <tr> <td data-bbox="565 1222 1052 1262"> Bulk Density </td> <td data-bbox="1060 1222 1323 1262"> 1 </td> </tr> <tr> <td data-bbox="565 1270 1052 1310"> Water Absorption </td> <td data-bbox="1060 1270 1323 1310"> 1 </td> </tr> <tr> <td data-bbox="565 1318 1052 1358"> CEMENT </td> <td data-bbox="1060 1318 1323 1358"></td> </tr> <tr> <td data-bbox="565 1367 1052 1407"> 2. Specific Gravity test </td> <td data-bbox="1060 1367 1323 1407"> 1 </td> </tr> <tr> <td data-bbox="565 1415 1052 1455"> Consistency test </td> <td data-bbox="1060 1415 1323 1455"> 1 </td> </tr> <tr> <td data-bbox="565 1463 1052 1503"> Setting time test </td> <td data-bbox="1060 1463 1323 1503"> 1 </td> </tr> <tr> <td data-bbox="565 1512 1052 1551"> Soundness test </td> <td data-bbox="1060 1512 1323 1551"> 1 </td> </tr> <tr> <td data-bbox="565 1560 1052 1600"> Fineness test </td> <td data-bbox="1060 1560 1323 1600"> 1 </td> </tr> <tr> <td data-bbox="565 1608 1052 1648"> Compressive strength test </td> <td data-bbox="1060 1608 1323 1648"> 1 </td> </tr> <tr> <td data-bbox="565 1656 1052 1759"> 3. Compressive strength of mortar/block </td> <td data-bbox="1060 1656 1323 1759"> 1 </td> </tr> <tr> <td data-bbox="565 1768 1052 1808"> 4. STEEL BAR </td> <td data-bbox="1060 1768 1323 1808"></td> </tr> <tr> <td data-bbox="565 1816 1052 1856"> 5. Tensile strength </td> <td data-bbox="1060 1816 1323 1856"> 1 </td> </tr> <tr> <td data-bbox="565 1864 1052 1896"> 6. Bending test </td> <td data-bbox="1060 1864 1323 1896"> 1 </td> </tr> </tbody> </table>	DESCRIPTION OF EXPERIMENT	Unit	1. AGGREGATE	N°	Sieve Analysis Test	1	Organic Impurities test	1	Soundness test	1	Specific Gravity	1	Bulk Density	1	Water Absorption	1	CEMENT		2. Specific Gravity test	1	Consistency test	1	Setting time test	1	Soundness test	1	Fineness test	1	Compressive strength test	1	3. Compressive strength of mortar/block	1	4. STEEL BAR		5. Tensile strength	1	6. Bending test	1	
DESCRIPTION OF EXPERIMENT	Unit																																							
1. AGGREGATE	N°																																							
Sieve Analysis Test	1																																							
Organic Impurities test	1																																							
Soundness test	1																																							
Specific Gravity	1																																							
Bulk Density	1																																							
Water Absorption	1																																							
CEMENT																																								
2. Specific Gravity test	1																																							
Consistency test	1																																							
Setting time test	1																																							
Soundness test	1																																							
Fineness test	1																																							
Compressive strength test	1																																							
3. Compressive strength of mortar/block	1																																							
4. STEEL BAR																																								
5. Tensile strength	1																																							
6. Bending test	1																																							

	<p>7. CONCRETE</p> <p>Concrete mix design test</p> <p>-Concrete 2 Materials 1</p> <p>-Concrete 3 Materials 1</p> <p>COMPRESSIVE STENGTH TEST</p> <p>-Cube sample set of 3 1</p> <p>-Cylindrical sample set of 3 1</p> <p>Slump test 1</p> <p>Flow test 1</p> <p>Compacting factor test 1</p> <p>Vee-Bee consistometer 1</p> <p>8. Concrete specific gravity test 1</p> <p>Concrete tensile strength 1</p> <p>Permeability test 1</p> <p>Absorption test 1</p> <p>Rebound hammer test (non-destructive) 1</p> <p>TIMBER</p> <p>Compressive strength 1</p> <p>Teensile strength 1</p>	
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Profoma invoice issued by the Finance Department - Payment receipt 	
What is the procedure?	To address a request letter to the HOD-CEET. Pay 60% of the total cost of Payment at the Bank in KIST 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 the HOD-CEET for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from the HOD-CEET	
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted) 	
Is there a complaint	Complaints can be addressed to the Head of Department	

procedure?	of Civil Engineering and Environmental Technology, and when not solved contact the Dean of Engineering
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0727111024 during office hours; or send a email:hceet@kist.ac.rw
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • Law N° 23/2008 of 22/07/2008 determining the structure, organisation and its functioning

6. Type of service: Highway and Transportation materials testing

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

	Flash and fire Point	<u>1</u>
	Ductility Value	<u>1</u>
	Kinematic viscosity	<u>1</u>
	ROAD TEST(FIELD TEST)	
	Mobilization of staff & Equipment to and from site.	
	a) Within 25Km(with truck)	
	b) Beyond 25Km(w/t truck)	LS
	c) Towing core drilling machine	Km
	.Within 25Km	
	.Beyond 25Km	
	Core drilling :	LS
	a) In cement concrete pavement	Km
	b) In asphalt concrete pavement	<u>1</u>
	c) In surface dressing pavement and stabilised soil	1
	Plate bearing test	<u>1</u>
	Max. 75mm diameter plate excluding truck	
	Skid resistance	<u>1</u>
	Axle load survey in specified weight bridge in Rwanda excluding traffic police assistance	
	Traffic counting	<u>1</u>
	a) Engineer	Day
	b) Technician	
	c) Field assistant	M.day
	Sampling	M.day
	a) Opening of trial pit 1x1m wide up to 1.5 deep	M.day
	b) Exceeding 1.5m	
	Per-diam for works outside KIST	No
	a) Engineer	M.day
	b) Technician	M.day
	c) Field assistants	M.day
What documents are	- Request letter from the institutions	

required?	<ul style="list-style-type: none"> - Profoma invoice issued by the Finance Department - Payment receipt
What is the procedure?	To address a request letter to the HOD-CEET. Pay 60% of the total cost of Payment at the Bank in KIST 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 the HOD-CEET for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from the HOD-CEET
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Civil Engineering and Environmental Technology, and when not solved contact the Dean of Engineering
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0727111024 during office hours; or send a email:hceet@kist.ac.rw
Available forms	None
Relevant legal documents	None

7. Type of service: Hydraulics & Environmental Engineering

What is the service? Am I eligible?	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
Department to be approached	Civil Engineering & Environmental Technology
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	3 days after receiving the request;
What, if any, are the costs for accessing the service?	Parameter
	Chlorine (Free and Total Chlorine)
	Copper-(staining of clothes)
	Fluoride;
	PH;
	Total Dissolved Solids (TDS);
	Total Suspended Solids (TSS).
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Profoma invoice issued by the Finance Department - Payment receipt
What is the procedure?	To address a request letter to the HOD-CEET. Pay 60% of the total cost of Payment at the Bank in KIST 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 the HOD-CEET for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from the HOD-CEET
What, if any, other institutions do I need to visit to access the service? (eg. for payment of service	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)

costs or to get additional documents)	
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Civil Engineering and Environmental Technology, and when not solved contact the Dean of Engineering
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0727111024 during office hours; or send a email:hceet@kist.ac.rw
Available forms	None
Relevant legal documents	None

8. Type of service: Surveying of Lands

What is the service? Am I eligible?	Surveying of Lands to all the construction companies and those who want to measure the area of their lands
Department to be approached	Civil Engineering & Environmental Technology
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	3 days after receiving the request;
What, if any, are the costs for accessing the service?	There is no fixed cost. The cost will depend on the volume of work and the numbers of persons engaged. This will be submitted to the client on request.
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Profoma invoice issued by the Finance Department - Payment receipt
What is the procedure?	To address a request letter to the HOD-CEET. Pay 60% of the total cost of Payment at the Bank in KIST 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 the HOD-CEET for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from the HOD-CEET
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Civil Engineering and Environmental Technology, and when not solved contact the Dean of Engineering
Is there any	Always visit KIST website: www.kist.ac.rw for

additional information regarding this service that is useful to know?	information. For further information call on this telephone number:0783000813/0727111024 during office hour; or send a email:hceet@kist.ac.rw
Available forms	None
Relevant legal documents	None

9. Type of Service: Providing Community Service in Innovation and Technology Transfer: Cook stoves

What is the service? Am I eligible?	Cook stoves to anybody who need it
Department to be approached	Centre for Innovation and Technology Transfer(CITT)
When can I access the Service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Any time during the working days
What, if any, are the costs for accessing the service?	Cook stoves complete set: <ul style="list-style-type: none"> - 100lts: - 200lts: - 300lts: - 500lts:
What documents are required?	Letter requesting a service
What is the procedure?	Customer to contact Directorate of CITT
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Research and Innovation and when not solved contact the Director of CITT
Is there any additional information regarding this service that is useful to know?	Always visit kist website: www.kist.ac.rw For information. For further information call on this number: 0727111048 during office hours.
Available forms	Application Form
Relevant legal documents	KIST regulations

**10. Type of Service: Providing Community Service in
Innovation and Technology Transfer : Bread oven**

What is the service? Am I eligible?	Bread oven to anybody who need it
Department to be approached	Centre for Innovation and Technology Transfer (CITT)
When can I access the Service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Any time during the working days
What, if any, are the costs for accessing the service?	Bread oven (5000 loaves of bread):
What documents are required?	Letter requesting a service
What is the procedure?	Customer to contact Directorate of CITT
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Research and Innovation , and when not solved contact the Director of CITT
Is there any additional information regarding this service that is useful to know?	Always visit website: www.kist.ac.rw For information. For further information call on this number: 0727111048 during office hours.
Available forms	Application Form
Relevant legal documents	KIST regulations

11. Type of Service : Providing Community Service in Innovation and Technology Transfer : Cocoon drier

What is the service? Am I eligible?	Cocoon drier to anybody who need it
Department to be approached	Centre for Innovation and Technology Transfer(CITT)
When can I access the Service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Any time during the working days
What, if any, are the costs for accessing the service?	Cocoon drier(standard size):
What documents are required?	Letter requesting a service
What is the procedure?	Customer to contact Directorate of CITT
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department Research and Innovation , and when not solved contact the Director of CITT
Is there any additional information regarding this service that is useful to know?	Always visit website: www.kist.ac.rw For information. For further information call on this number: 0727111048 during office hours.
Available forms	Application Form
Relevant legal documents	KIST regulations

**12. Type of Service : Providing Community Service in
Innovation and Technology Transfer: Maize Sheller**

What is the service? Am I eligible?	Maize Sheller to anybody who need it
Department to be approached	Centre for Innovation and Technology Transfer(CITT)
When can I access the Service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Any time during the working days
What, if any, are the costs for accessing the service?	
What documents are required?	Letter requesting a service
What is the procedure?	Customer to contact Directorate of CITT
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department Research and Innovation, and when not solved contact the Director of CITT
Is there any additional information regarding this service that is useful to know?	Always visit website: www.kist.ac.rw For information. For further information call on this number: 0727111048 during office hours.
Available forms	Application Form
Relevant legal documents	KIST regulation followed

13. Type of Service: Providing Community Service in Innovation and Technology Transfer: Renting workshop machines

What is the service? Am I eligible?	Renting workshop machines to anybody who need it
Department to be approached	Centre for Innovation and Technology Transfer(CITT)
When can I access the Service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Any time during the working days
What, if any, are the costs for accessing the service?	
What documents are required?	Letter requesting service
What is the procedure?	Customer to contact Directorate of CITT
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Director of CITT , and when not solved contact the Vice Rector Administration and Finance
Is there any additional information regarding this service that is useful to know?	Always kist visit website: www.kist.ac.rw For information. For further information call on this number: 0727111048 during office hours.
Available forms	Application Form
Relevant legal documents	KIST regulations followed

14. Type of Service: Business Incubation and Business Development Services

What is the service Am I eligible?	Business Incubation and Business Development Services to anybody who need it
Department to be approached	Technology and Business Incubation Facility (TBIF)
When can I access the Service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Immediately
What, if any, are the costs for accessing the service?	Business Incubation Development Services 150,000 rwf per office Entrepreneurship training : 161, 000 rwf Renting conference hall Training on specialized modules
What documents are required?	Request letter
What is the procedure?	Submit the request letter to the Directorate of CITT
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)	<ul style="list-style-type: none"> Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department Private Sector Development , and when not solved contact the Director of CITT
Is there any additional information regarding this service that is useful to know?	Always visit website: www.kist.ac.rw For information. For further information call on this number: 0727111048 during office hours.
Available forms	Application form at TIBF
Relevant legal documents	None

15. Type of service: Testing Tensile Stresses

What is the service? Am I eligible?	1. Testing Tensile Stresses of metals 2. UCC (unconfined Compression Test of bricks) for Entrepreneurs dealing with construction who need to test their materials
Department to be approached	Mechanical Engineering Laboratory
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	2 working days
What, if any, are the costs for accessing the service?	Laboratory Testing : 1. Mass per metre 2. Yield Stress 3. Tensile Strength 4. Elongation at Fracture 1. Mass of sample 2. Compression strength
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Profoma invoice issued by the Finance Department - Payment receipt issued by the Finance Institute
What is the procedure?	<ul style="list-style-type: none"> - To address a request letter to the Dean Faculty of Engineering and copied to Vice Rector in charge of Academic , and Head of Department - Bring the testing materials after approval and payment
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)

documents)	
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Mechanical Engineering, and when not solved contact the Dean of Engineering
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0727111030 for the Laboratory Engineer during office hours.
Available forms	Form available at Laboratory office
Relevant legal documents	British Standards is followed as guideline (BS)

16. Type of service: Daily Needed Products

What is the service? Am I eligible?	Daily Needed Products for the Traders or the Communities and individuals	
Department to be approached	Cottage Industry	
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm	
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Immediately: same day	
What, if any, are the costs for accessing the service?	Names	Quantity
	Nails	1 kg
	Candles	
	Normal:	One pc
	Decorative:	Big Medium Small
	Toilet paper	One pc
	Napkins	Packet
Pipe	Big Small	
Chalk	One box	
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Profoma invoice issued by the Finance Dept - Payment receipt 	
What is the procedure?	To address a request letter to the Cottage Industry	
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted) 	
Is there a complaint procedure?	Complaints can be addressed to the Head of Department of Mechanical Engineering, and when not solved contact the Dean of Engineering	
Is there any additional information regarding this service	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0727111030 during office hours.	
Available forms	Form available at Cottage Industry office	
Relevant legal documents	None	

17. Type of service: Training and Appropriate Technology workshop, generating activities services

What is the Service? Am I eligible?	Training in practical skills (short courses training) in appropriate Technology workshop/Production services to the interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	5 days maximum depending on the mass production.
What, if any, are the costs for accessing the service?	Training fees 161,000 Frw
What documents are required ?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office; or send an e-mail message to htw@kist.ac.rw

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCY AND SERVICES:</p> <ul style="list-style-type: none"> • Procurement and installation of plumbing and machine tools equipments. • Fabrication of various items (Sheet metal, rain water gutters, gas cooker) . • Repair in machine tools and plumbing. <p>SHORT COURSES AVAILABLE:</p> <ul style="list-style-type: none"> • Water supply systems • Water drainage • Water treatment <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 250 0727111031 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

18. Type of service: Training and Electrical workshop

What is the Service? Am I eligible?	Training in practical skills (short courses training) in Electrical workshop, to interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	5 days: Maximum number of days is 5 depending on the mass production.
What, if any, are the costs for accessing the service?	Training fees 161,000 frw
What documents are required ?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office or send an E-mail message to htw@kist.ac.rw,

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCY AND SERVICES:</p> <ul style="list-style-type: none"> • Procurement and installation of electrical equipments. • Repair electrical equipments. • Domestic and industrial electrical installation plan and works <p>SHORT COURSES AVAILABLE:</p> <ul style="list-style-type: none"> • Electrical Circuit reading and tracing. • Electrical machine repair and maintenance. • Electrical Installation work. • Regulations for the Electrical equipments. • Motors, Generators and Transformers winding <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 250 0727111031 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

19. Type of service: Training and Electronics workshop

What is the Service? Am I eligible?	Training in practical skills (short courses training) in Electronics workshop (Electrical reparation services) to the interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	5 Days: Maximum number of days is 5 depending on the mass production.
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Training fees 161,000 frw
What documents are required?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office; or send an e-mail message to htw@kist.ac.rw,

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCY AND SERVICES:</p> <ul style="list-style-type: none"> • Procurement and installation of electronics equipments • Laboratory equipment design for physics lab, electrical and electronics. • Repair electronics equipments. • Printed Circuit Boards (PCB) design <p>SHORT COURSES AVAILABLE:</p> <ul style="list-style-type: none"> ▪ Radio & TV technician training. ▪ Fundamentals of electronics ▪ Microelectronics. ▪ Power electronics. ▪ Industrial automation. <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number : 250 0727111031/ 0788838277 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form available at Training Workshops Department/Faculty of Engineering.</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

20. Type of service: Training and Masonry workshop

What is the Service? Am I eligible?	Training in practical skills (short courses training) in Masonry workshop/Construction services to the interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	5 days: Maximum number of days is 5 depending on the mass production.
What, if any, are the costs for accessing the service?	Training fees 161,000 frw
What documents are required ?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office; or send an e-mail message to htw@kist.ac.rw

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCY AND SERVICES:</p> <ul style="list-style-type: none"> • Procurement and installation of masonry equipments. • Fabrication of various items • Repair in masonry. <p>SHORT COURSES AVAILABLE:</p> <ol style="list-style-type: none"> 1. Mortar and Concrete 2. Brick / Block Laying 3. Stonework Construction 4. Setting out of a building 5. Woodwork for masonry works <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number : 250 0727111031 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form available at Training Workshops Department/Faculty of Engineering.</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

21. Type of service: Training and Carpentry workshop

What is the Service? Am I eligible?	Training in practical skills (short courses training) in Carpentry workshop/Production activities to the interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	5 days: Maximum number of days is 5 depending on the mass production.
What, if any, are the costs for accessing the service?	Training fees 161,000 frw
What documents are required ?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office or send an E-mail message to htw@kist.ac.rw,

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCY AND SERVICES</p> <ul style="list-style-type: none"> • Procurement and installation of carpentry equipments. • Fabrication of various items (tables, doors, windows) • Repair carpentry <p>SHORT COURSES AVAILABLE:</p> <p>Cutting, sawing, planning, assembling exercises done on every wood working machine, heavy duty machines and also hand portable machines</p> <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number 250 0727111031 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form available at Training Workshops Department/Faculty of Engineering</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

22. Type of service: Training and Welding workshop

What is the Service? Am I eligible?	Training in practical skills (short courses training) in Welding workshop/Fabrication services to the interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	5 days: Maximum number of days is 5 depending on the mass production.
What, if any, are the costs for accessing the service?	Training fees 161,000 frw
What documents are required?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office; or send an e-mail message to htw@kist.ac.rw

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCE AND SERVICES:</p> <ul style="list-style-type: none"> • Fabrication of various metallic items (tables, doors, windows, simple gates, wheeled gates, Brick making machines, pump kerosene stove, cloth hangers, cylindrical water tanks, rectangular water tanks, rayon for books, wheel borrow, agriculture machineries.) • Repair welding machines and equipments. <p>SHORT COURSES AVAILABLE:</p> <ul style="list-style-type: none"> • Oxy-acetylene gas welding and gas cutting processes • Shielded Metal Arc welding process (SMAW) • Tungsten Inert Gas Welding process (TIG) • Metal Inert Gas welding process (MIG) • To prepare and conduct short courses in welding and fabrication • Metal works <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number 250 0727111031 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form available at Training Workshops Department/Faculty of Engineering.</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

23. Type of service: Training and Machine Tools workshop

What is the Service? Am I eligible?	Training in practical skills (short courses training) in Machine Tools workshop/ Production and machines tools reparation services to the interested students or private persons who need it
Department to be approached	Training Workshops Department/Faculty of Engineering.
When can I access the service?	Every working days especially in afternoon because before noon is almost reserved to teaching activities.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	5 days maximum depending on the mass production.
What, if any, are the costs for accessing the service?	Training fees 161,000 frw
What documents are required ?	Request letter
What is the procedure	To address a request letter to the Vice rector of academics if the request concerns the training activities or to the Vice rector of administration and finance if your requesting production service or taking your time to come and visit the Unit.
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)	<ul style="list-style-type: none"> Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	Complaints can be addressed through either in small writing letter put in suggestion boxes or in person to the Head of Training workshops department or Dean of Faculty. To request an appointment with the HoD, call 250 0727111031 and these phone numbers are pasted on the HoD office; or send an e-mail message to htw@kist.ac.rw,

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>CONSULTANCY AND SERVICES</p> <ul style="list-style-type: none"> • Boring of car cylinders. • Gear production of different kind of purpose. • Motor car shaft grinding. • Screws and nuts production of various sizes. • Repair of different mechanical machines parts. <p>SHORT COURSES AVAILABLE</p> <ul style="list-style-type: none"> • Lathe works. • Milling Works. • Boring works. • Drilling works. • Shaping works <p>Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number 250 0727111031 during office hours</p>
<p>Available form</p>	<p>Workshop production requisition form available at Training Workshops Department/Faculty of Engineering</p>
<p>Relevant legal documents</p>	<p>KIST internal regulations</p>

24. Type of service: Chemical Analysis of Water / Chemistry Dept

What is the service? Am I eligible?	Chemical Analysis of Water to the private companies, NGOs intervening in rural areas, Estate developers, Researchers or to the Community outside KIST who needs this service																							
Department to be approached	Head of Chemistry Department																							
When can I access the service?	07:00 am to 17:00 pm Monday to Friday during working days																							
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One week																							
what, if any, are the costs for accessing the service?	<table border="1"> <thead> <tr> <th data-bbox="565 829 1268 903">Parameters</th> </tr> </thead> <tbody> <tr><td data-bbox="565 907 1268 951">Ph</td></tr> <tr><td data-bbox="565 955 1268 999">TEMPERATURE</td></tr> <tr><td data-bbox="565 1003 1268 1047">TURBIDITY</td></tr> <tr><td data-bbox="565 1052 1268 1096">ELECTRICAL CONDUCTIVITY</td></tr> <tr><td data-bbox="565 1100 1268 1144">TOTAL DISSOLVED SOLIDS</td></tr> <tr><td data-bbox="565 1148 1268 1192">TOTAL SUSPENDED SOLIDS</td></tr> <tr><td data-bbox="565 1197 1268 1241">TOTAL HARDNESS</td></tr> <tr><td data-bbox="565 1245 1268 1289">TOTAL ALKALINITY</td></tr> <tr><td data-bbox="565 1293 1268 1337">DISSOLVED OXYGEN</td></tr> <tr><td data-bbox="565 1341 1268 1386">CALCIUM</td></tr> <tr><td data-bbox="565 1390 1268 1434">SODIUM</td></tr> <tr><td data-bbox="565 1438 1268 1482">POTASSIUM</td></tr> <tr><td data-bbox="565 1486 1268 1530">MAGNESIUM</td></tr> <tr><td data-bbox="565 1535 1268 1579">CHLORINE</td></tr> <tr><td data-bbox="565 1583 1268 1627">COPPER</td></tr> <tr><td data-bbox="565 1631 1268 1675">LEAD</td></tr> <tr><td data-bbox="565 1680 1268 1724">IRON</td></tr> <tr><td data-bbox="565 1728 1268 1772">MANGANESE</td></tr> <tr><td data-bbox="565 1776 1268 1820">CADMIUM</td></tr> <tr><td data-bbox="565 1824 1268 1869">CHROMIUM</td></tr> <tr><td data-bbox="565 1873 1268 1896">ZINC</td></tr> </tbody> </table>	Parameters	Ph	TEMPERATURE	TURBIDITY	ELECTRICAL CONDUCTIVITY	TOTAL DISSOLVED SOLIDS	TOTAL SUSPENDED SOLIDS	TOTAL HARDNESS	TOTAL ALKALINITY	DISSOLVED OXYGEN	CALCIUM	SODIUM	POTASSIUM	MAGNESIUM	CHLORINE	COPPER	LEAD	IRON	MANGANESE	CADMIUM	CHROMIUM	ZINC	
Parameters																								
Ph																								
TEMPERATURE																								
TURBIDITY																								
ELECTRICAL CONDUCTIVITY																								
TOTAL DISSOLVED SOLIDS																								
TOTAL SUSPENDED SOLIDS																								
TOTAL HARDNESS																								
TOTAL ALKALINITY																								
DISSOLVED OXYGEN																								
CALCIUM																								
SODIUM																								
POTASSIUM																								
MAGNESIUM																								
CHLORINE																								
COPPER																								
LEAD																								
IRON																								
MANGANESE																								
CADMIUM																								
CHROMIUM																								
ZINC																								

	<table border="1"> <tr> <td>MICROBIAL ANALYSIS</td> </tr> <tr> <td>UV.VISIBLE SPECTROPHOTOMETER ANALYSIS</td> </tr> <tr> <td>FTIR ANALYSIS</td> </tr> </table>	MICROBIAL ANALYSIS	UV.VISIBLE SPECTROPHOTOMETER ANALYSIS	FTIR ANALYSIS
MICROBIAL ANALYSIS				
UV.VISIBLE SPECTROPHOTOMETER ANALYSIS				
FTIR ANALYSIS				
What documents are required?	Letter of request for Analysis plus signed agreement between KIST and Client			
What is the procedure?	<ul style="list-style-type: none"> - Letter of request for Analysis - Quotation order to the client provided by KIST - Signed quotation order consenting to the Analysis - Perform Analysis - Payment and providing results to the client 			
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted) 			
is there a complaint procedure?	The Complaints can be addressed to the Head of Department, and when not solved contact the Dean Faculty of Science.			
is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone tigo number: 0727111033 during office hours.			
Available forms	Quotation form			
Relevant legal documents	Law/by-laws regarding chemical analysis of water			

25. Type of service: LABORATORY TESTING SERVICES

What is the service? am i eligible?	Chemical analysis to the Food Industries, Research Institutions, Laboratories, Researchers or Students from the others higher learning institutions	
department to be approached	Food Science & Technology	
when can i access the service?	Monday to Friday: 8:00 am to 5:00 pm	
Time limit to access this service? or once a request is made or an application is submitted, how long will it take?	2 to 3 days	
What, if any, are the costs for accessing the service?	Test parameter	Method
	Butter fat content (%)	Gerber method
	Titratable acidity (%)	Titrimetric
	pH	Potentiometric
	Milk density	Lactodensimetric
	β-carotene	spectrophotometric
	Iron	phenanthroline
	Moisture content (%)	oven
	Protein (%)	Kjedhal
	Total reducing sugars (%)	Lane-Eynon
	Crude fiber (%)	Hennenber□-Stohmann
	Minerals	Ash
	Vitamin C	Indophenol
	Total plate count	plate culture
	Enumeration of <i>Escherichia coli</i>	plate culture
	Enumeration of total coliforms	plate culture
	Enumeration of yeasts and molds	plate culture
Enumeration of	plate culture	

	<i>Streptococcus thermophilus</i>		
	Enumeration of <i>Campylobacter</i> spp.	plate culture	
	Enumeration of lactic acid bacteria	plate culture	
	Shelf life analysis	Chemical, sensory and microbiological	
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt 		
what is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – Food Science and Technology		
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted) 		
Is there a complaint procedure?	The Complaints can be addressed to the Head of Department, and when not solved contact the Dean Faculty of Science.		
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0252574696/ 0252574625 during office hours.		
available forms	None		
Relevant legal documents	<ul style="list-style-type: none"> - Law regarding laboratory testing services or Standards - By laws regarding laboratory testing services 		

26. Type of service: LABORATORY TESTING SERVICES

what is the service? am i eligible?	Micro biology analysis to the Food Industries, Research Institutions, Laboratories, Researchers or Students from the others higher learning institutions	
department to be approached	Food Science & Technology	
when can i access the service?	Monday to Friday: 8:00 am to 5:00 pm	
Time limit to access this service? or once a request is made or an application is submitted, how long will it take?	One week.	
What, if any, are the costs for accessing the service?	Test parameter	Method
	Butter fat content (%)	Gerber method
	Titratable acidity (%)	Titrimetric
	Ph	Potentiometric
	Milk density	Lactodensimetric
	β -carotene	spectrophotometric
	Iron	phenanthroline
	Moisture content (%)	oven
	Protein (%)	Kjedhal
	Total reducing sugars (%)	Lane-Eynon
	Crude fiber (%)	Hennenber□-Stohmann
	Minerals	Ash
	Vitamin C	Indophenol
	Total plate count	plate culture
	Enumeration of <i>Escherichia coli</i>	plate culture
	Enumeration of total coliforms	plate culture
Enumeration of yeasts and molds	plate culture	
Enumeration of	plate culture	

	<i>Streptococcus thermophilus</i>		
	Enumeration of <i>Campylobacter</i> spp.	plate culture	
	Enumeration of lactic acid bacteria	plate culture	
	Shelf life analysis	Chemical, sensory and microbiological	
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt 		
What is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – Food Science and Technology		
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted) 		
Is there a complaint procedure?	The Complaints can be addressed to the Head of Department, and when not solved contact the Dean Faculty of Science.		
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0252574696/ 0252574625 during office hours.		
available forms	None		
Relevant legal documents	<ul style="list-style-type: none"> • Law regarding laboratory testing services or Standards • By laws regarding laboratory testing services 		

27. Type of service: Training services in post harvest technology to the Community / farmer / Associations

What is the service? Am I eligible?	Training services in post harvest technology (meat processing, jam, juice, wine, yoghurt, tomato sauce, bread, cakes etc.,) to the Community / farmer / Associations
Department to be approached	Food Sciences & Technology
When can I access the service?	Monday to Friday: 8:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days after receiving the request; KIST send the invitation letter to the client for signing MoU when does not exist;
What, if any, are the costs for accessing the service?	Trainer fees Lab fees Classroom fees Training Manual fees
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Dpt • Payment receipt • MoU between KIST and the organization seeking community training
What is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – FST
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	The complaints can be addressed to the Head of Department of Food Science and Technology; and when not solved contact to the Dean Fac of Science
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. for further information call on this telephone number: 0252574696/ 0252574625 during office hours.
Available forms	None
Relevant legal documents	None

28. Type of service: Providing Technical Expertise and advise to the farmers, Cooperatives or to the food industries /Consultancy activities/ Training service

What is the service? Am I eligible?	Providing Technical Expertise and advise to the farmers, Cooperatives or to the food industries
Department to be approached	Food Science & Technology
When can I access the service?	Monday to Friday: 8:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days after receiving the request; KIST send the invitation letter to the client for signing MoU when does not exist;
What, if any, are the costs for accessing the service?	Training fees
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt • MoU between KIST and the organization seeking technical expertise
What is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – FST
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	The complaints can be addressed to the Head of Department of FST; and when not solved contact to the Dean Faculty of Science
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0252574696/ 0252574625 during office hours.
Available forms	None
Relevant legal documents	None

29. Type of service: Training on Development of bean based products to Farmers or to the Agriculture Cooperatives

What is the service? Am I eligible?	Training on Development of bean based products to Farmers or to the Agriculture Cooperatives
Department to be approached	Food Science & Technology
When can I access the service?	Monday to Friday: 8:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One week after receiving the request; KIST send the invitation letter to the client for signing MoU when does not exist
What, if any, are the costs for accessing the service?	Training fees
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt • MoU between KIST and the organization seeking training
What is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – Food Science and Technology
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	The complaints can be addressed to the Head of Department of Food Science and Technology; and when not solved contact to the Dean Faculty of Science
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0252574696/ 0252574625 during office hours.
Available forms	None
Relevant legal documents	None

30. Type of service: Training on prevention of post harvest loss of fruits& vegetable productivity technical training to the small holder farmers or to the cooperatives

What is the service? Am I eligible?	Training on prevention of post harvest loss of fruits& vegetable productivity technical training to the small holder farmers or to the cooperatives
Department to be approached	Food Science & Technology
When can I access the service?	Monday to Friday: 8:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One week after receiving the request; KIST send the invitation letter to the client for signing MoU when does not exist
What, if any, are the costs for accessing the service?	Training fees
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt • MoU between KIST and the organization seeking training
What is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – FST
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	The complaints can be addressed to the Head of Department of FST; and when not solved contact to the Dean Faculty of Science
Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0252574696/ 0252574625 during office hours.
Available forms	None
Relevant legal documents	None

31. Type of service: Training on zinc and iron retention studies, in biofortified beans (lab analysis) consumed

What is the service? Am I eligible?	Training on zinc and iron retention studies, in biofortified beans (lab analysis) consumed in Rwanda households-harvest plus
Department to be approached	Food Science & Technology
When can I access the service?	Monday to Friday: 8:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One week after receiving the request; KIST send the invitation letter to the client for signing MoU when does not exist
What, if any, are the costs for accessing the service?	Training fees
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt • MoU between KIST and the organization seeking training
What is the procedure?	To address a request letter to the Dean Faculty of Science and copied to Vice Rector in charge of Academic , and Head of Department – Food Science and Technology
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)	<ul style="list-style-type: none"> • Bank of Kigali, KIST account or (Wire transfer is also accepted)
Is there a complaint procedure?	The complaints can be addressed to the Head of Department of Food Science and Technology; and when not solved contact to the Dean Faculty of Science

Is there any additional information regarding this service that is useful to know?	Always visit KIST website: www.kist.ac.rw for information. For further information call on this telephone number: 0252574696/ 0252574625 during office hours.
Available forms	None
Relevant legal documents	None