

REPUBLIC OF RWANDA



Umutara Polytechnic

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CITIZEN'S CHARTER

December, 2011

Foreword

It is my pleasure to present to you this Service Charter for The Umutara Polytechnic (UP).

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 Umutara Polytechnic, and highlights the services offered and requirements therein. 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.

Dr GASHUMBA James

Rector of UP

The present Citizen's Charter reflects the service provided by UP 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 UP 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 UP:
 - Specification of services provided by UP,
 - 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 UP. 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 UP
- 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 UP and sets standards for transparency in public services. It is expected that through Citizen's Charter, UP'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, UP 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 UP 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, UP expects continuous interaction with citizens seeking its services. For this, UP 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, UP 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 UP 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 UP 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 UP 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 UP 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, UP 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, UP 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, UP 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 parents, students, 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 UP 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 UP staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at UP;
- Providing the UP with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

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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 Umutara Polytechnic was established as an institution of higher learning in 2006, on the site of a former rural secondary school, with very limited facilities for laboratories, workshops, equipment, lecture rooms and so on. In 2009 the Institution was gazetted as a public high learning institution by an act of parliament and is fully regulated and funded by government.

2. VISION

To contribute to sustainable development through the provision of well trained human resources using knowledge based tools.

3. MISSION

To educate and enlighten its students and the community through research, imparting knowledge and diversified skills that are relevant to the development needs of the country.

4. CORE FUNCTIONS

The UP core Functions are following:

- Build an Institution widely recognized at national, regional and international levels, as a leader in research and teaching applied science and technology;
- Establish Faculties of Engineering and Applied Sciences.
- Provide educational programmes that enhance students' practical skills and their ability to think critically;
- Plan and procure teaching infrastructure and learning facilities.
- Attain accreditation of all programs by the Ministry of Education.
- Put in place a long-term staff development programme.
- Exploit opportunities for collaboration and partnership with other institutions and stakeholders.
- Improve information on HIV/AIDS related problems and needs in education and develop effective ways of responding to these needs.
- Increase the number of students to meet the country's needs and to inculcate positive values and attitudes in them for peaceful co-existence.
- Improve on the Gender Imbalance among Staff and Students

- Maintain and expand community outreach programs and increase income generating activities;
- Monitor and evaluate the implementation of the strategic plan and ensure its effectiveness.

5. Cores Values

The cores values promoted by UP are:

- Continuously improve. UP strives to continuously improve for the better.
- **People First.**
We are dedicated to enable all UP community members achieve their full potential.
- **Value for Money**
Through cost effective use of resources, we aim to return the very best in value to all UP community members for the contribution they make.
- **Excellence through Integrity**
Hard work and endeavour is encouraged in all aspects at all times at UP.
Recognition is awarded according to merit.
- **Transparency** is highly regarded in all UP activities
- **Professionalism.** We aim to serve you with the highest level of professionalism.
- **Respect and Teamwork** is the guiding spirit of UP.

Services offered by Umutara Polytechnic

1. Type of service: **Acquiring an Admission or Registration**

What is the service? Am I eligible?	Acquiring an Admission or Registration for all Students: For new applicants, you need to have A Level Certificate From Rwanda National Examination Council allowing you 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.
Department to be approached	Academic Services Unit specifically the office of Admission and Registration
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm for all students
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	2 months : Application start: June each academic year Application deadline: August each academic year For new applicants, they have to wait for the selection process which cannot take longer than 1 week. Late registration starts in August and ends in October.
What, if any, are the costs for accessing the service?	44,000:RWF For Government sponsored student 44,000RWF : For Private student:
What documents are required?	For new applicants both private and Government have to: <ul style="list-style-type: none"> - fill an application form - present 1 copy of the national ID - 3 recently taken passport photos - Report forms of Senior 5 and Senior 6 - Receipt of payment from the bank - 1 notified copies of results slip from Rwandan National Examination council For continuing students, they need to fill the registration form and attached the registration fee slip, medical insurance receipt.
What is the procedure?	<ul style="list-style-type: none"> - Go to the Admission and Registration office - Submit your application along with all the requirements (new applicants) - Provided that your application is in order, you will be required to wait for the selection process which might take not more than 7 days. - Submit your filled registration form with bank slip attached (continuing students) and registered immediately.
What, if any, other	Bank of Kigali , A/C: 0287-583-21

institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academics.
Is there any additional information regarding this service that is useful to know?	Always visit the website: <i>www.umutarapolytech.ac.rw</i> for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	Application and Registration forms available at Registration Office; or on UP website www.umutarapolytech.ac.rw For further information call on this telephone number: 0788777744 during office hours.
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 21 BIS/2009 of 29/7/2009 establishing "Umutara Polytechnic" Higher Institute and determining its structure, organization and functioning

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

What is the service? Am I eligible?	Acquiring a TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial from Academic Services: The registered student can apply for any one of the documents mentioned above as a proof of being a student or has been a student of UP.
Department to be approached	Directorate of academic service
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	Two working days

will it take?	
What, if any, are the costs for accessing the service?	No fee. It is absolutely free.
What documents are required?	- A copy of a recent student ID - One recently taken passport photo - clearance from the library unit, fee clearance from the finance unit
What is the procedure?	Oral application
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)	BK for the clearance on A/C: 0287-583-21
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services and when not solved contact the Vice Rector Academics.
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	Clearance form for finalists available at Registration or Reception Office.
Relevant legal documents	- General Academic Regulations - Law N° 21 BIS/2009 of 29/7/2009 establishing "Umutara Polytechnic" Higher Institute and determining its structure, organisation and functioning

3. Type of service: Complaint about missing CAT/Examination Booklet, Attendance marks

What is the service?	Complaint about missing CAT/Examination Booklet, Attendance marks
Am I eligible?	For Continuing students, they need to be regular students. Having done the CAT/Exam or having attended classes claiming for missing CAT/exam
Department to be approached	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 or faculty concerned.
When can I access	Monday to Friday: 7:00 am to 5:00 pm for Day Time

the service?	Students and for Evening Time Students.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Two working days
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	For one to claim for the mentioned services, she/he need to present the: <ul style="list-style-type: none"> - Application letter - Copy of a student ID - Supporting documents for her/his claim
What is the procedure?	Go to Academic Services (Concerned faculty dean) in case of attendance claim or in Concerned Department in case of missing CAT/Exam Booklet.
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)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 21 BIS/2009 of 29/7/2009 establishing "Umutara Polytechnic" Higher Institute and determining its structure, organization and functioning

4. Type of service: Acquiring a remarking, a Special Exam

What is the service? Am I eligible?	Acquiring a remarking , a Special Exam: For Continuing students, they need to be active students. having done the Exam or having attended classes
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	claiming for remarking or special exam.
Department to be approached	Academic Services Unit specifically the Relevant Department which forwards the claim in the Examination office for missing Exam Booklets and Data Entry office through the Academic services in the concerned faculty/department.
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and for Evening Time Students
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Two working days
What, if any, are the costs for accessing the service?	Free of charge for claiming a special Exam. It is true no fee is charged.
What documents are required?	For one to claim for the mentioned services, she/he need to present the: <ul style="list-style-type: none"> - Application letter - Copy of a student ID - Supporting documents for her/his claim (Relevant Medical certificate from a recognized Government Doctor/other relevant documents supporting the claim (case of Special Exam) - Receipt/Bank slip of payment of complain fee (case of remarking) - Sick form during an exam
What is the procedure?	<ul style="list-style-type: none"> - Go to Academic Services (Secretariat) in case of claiming for a special Exam and submit your complete application dossier. You will get a feedback after two days - In case of Remarking go to Relevant Department and submit your application. You will get the feedback of remarking after 2 weeks or according the availability of the remakers.
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)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when

	not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	None
Relevant legal documents	Examination Regulations

5. Type of service: **Acquiring a Student/Examination and Replacement of a Lost Student ID**

What is the service? Am I eligible?	Acquiring a Student/Examination and Replacement of a Lost Student ID: For Continuing students, they need to be regular students. Registered for that Academic year.
Department to be approached	Academic Services Unit specifically office of Admissions and Registration
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?	No fee if you are acquiring Student/Examination ID provided you're a registered student.
What documents are required?	- No documents required to have a Student/Examination ID.
What is the procedure?	- Go to Academic Services Unit specifically in Admissions and Registration 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)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	None
Relevant legal documents	None

6. 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	Directorate of Academic Affairs
When can I access the service?	Monday to Friday from 7:00 am to 05:00 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
What, if any, are the costs for accessing the service?	No cost. The fee is paid before graduation. Five thousand francs 5000frw.
What documents are required?	For a Degree: <ul style="list-style-type: none"> • Clearance form • Copy of National Identity card or Valid passport For Transcript : <ul style="list-style-type: none"> • Application letter, • two passport size photos, • copy of National Identity card or valid passport and bank slip • progressive reports
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	Complaints can be addressed to the office of the Academic Registrar; and when not solved contact the Vice Rector, Academic
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	Clearance form available at Registration Office or Reception
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 21 BIS/2009 of 29/7/2009 establishing "Umutara Polytechnic" Higher Institute and determining its structure, organisation and functioning

7. Type of services: Borrowing of Books and news papers

What is the Service? Am I eligible?	Borrowing of Books and news papers: UP Students, Staff, both, administrative and academic and Private individuals are allowed to borrow books, newspapers, dissertations, theses
Department to be approached	Library Services Unit
When can I access the service	Business hours: - Monday to Friday :from 7:00hrs-22:00hrs - Saturdays : from 8:00hrs-18:00hrs, Sunday 14:00hrs-18:00hrs - NB Last Saturday of each month is "Umuganda Rusange": The Library remains closed
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?	None
What documents are required?	- Student ID - Staff (Administrative/Academic) - Private ID
What is the procedure?	- The User should have the title, author document needed - The reference is presented to the counter - Once the document presented to the User, the later should fill in the borrowing form and registered.
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)	None
Is there a complaint procedure	When there is a complaint, the User can contact the Director of Library Services either by physical contact or phone
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788635464 during office hours.
Available forms	Borrowing form available at Library
Relevant legal documents	General Library Regulations

8. Type of service: Returning of books and news papers

What is the Service? Am I eligible	Returning of books and news papers: UP Students, UP Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations, after consulting them.
Department to be approached	Library Services Unit
When can I access the service	Business hours/Working hours - Monday to Friday :from 7:00hrs-22:00hrs - Saturdays : from 8:00hrs-18:00hrs, Sunday 14:00hrs-18:00hrs - NB Last Saturday of each month is "Umuganda Rusange": The Library remains closed
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?	None
What documents are required?	- Borrowed Books - Borrowed news papers
What is the procedure?	- The User should indicate his (her) name and the returning date to the counter
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)	None
Is there a complaint procedure	Complaint can be addressed to the Director of Library Services either by physical contact or phone
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788635464 during office hours.
Available forms	None
Relevant legal documents	General Library Regulations

10. Type of service: Trainings on entrepreneurship in order to promote entrepreneurship through capacity building coaching

What is the service? Am I eligible?	Trainings on entrepreneurship to the entrepreneurs cooperatives, UP students, Former students and community, or anybody who needs it, in order to promote entrepreneurship through capacity building coaching
Department to be approached	UP institute of Livestock research and Development (UP ILRD)
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?	After a selection committees' ruling, after a decision is made for submission of the projects.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Filled application form
What is the procedure?	Collecting and filling application forms, Submission, Pre-Selection and interview.
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)	None
Is there a complaint procedure?	Complaints can be addressed to the project coordinator; and when not solved contact the rector
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	None
Relevant legal documents	None

11. Type of service: **Trainings on Entrepreneurs and Agribusiness**

What is the service? Am I eligible?	Trainings on Agribusiness to the Farmers
Department to be approached	UP institute of livestock research and Development (UP ILRD)
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?	One week
What, if any, are the costs for accessing the service?	Free service. No cost whatsoever.
What documents are required?	Register, application
What is the procedure?	Application
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)	None
Is there a complaint procedure?	Complaints can be addressed to the project coordinator ; and when not solved contact the rector
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	None
Relevant legal documents	None

12 Type of service: English Language Training

What is the service? Am I eligible?:	English Language Training to anybody who intends to improve his or her English Language Proficiency
Department to be approached	Directorate of Centre for Languages
When can I access the service?	Registration can be done Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm Training follows schedules that are convenient to the target group of learners, usually in the evening (18h30-20h30) Monday to Friday.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	For a group sent by an institution, the beginning of the training takes place in accordance with the contract as for those who come as individuals, we keep a waiting list and when we get the required number, we call all the students to come for the diagnostic test at the beginning of the learning.
What, if any, are the costs for accessing the service?	Details of the fees are to be fixed depending on the length of the modules (our modules include among others General English taking into account the various levels of proficiency, communication skills, Advanced Writing, Oral Presentation, Language of Meetings, Vocabulary Improvement, etc.) 250,000 per course of 9months.
What documents are required?	Certificate or Diploma
What is the procedure?	<ul style="list-style-type: none"> - Pay the registration fees - Fill in the registration form
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	Complaints can be addressed to the director centre for languages ; and when not solved contact the rector
Is there any additional information regarding this service that is useful to know?	Always visit the UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788777744 during office hours.
Available forms	Registration forms available at the department centre for languages
Relevant legal documents	None

12. Type of service: Student Accommodation.

What is the service? Am I eligible?	Accommodation to the registered female students
Department to be approached	Directorate of student services
When can I access the service?	Beginning of the semester basis
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Two days
What, if any, are the costs for accessing the service?	10.000 rwf per month and whole for a semester
What documents are required?	<ul style="list-style-type: none"> - Application letter to the Dean of students - Proof of a being registered student - Photocopy of bank slip
What is the procedure?	<ul style="list-style-type: none"> - Submission of the documents in the Dean's Office - Fill-in the register - Once you are given accommodation: - Payment to Bank of Kigali branch
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	Complaints can be addressed to the hostel manager, when not solved contact the director of student services
Is there any additional information regarding this service that is useful to know?	<p>Mattress is found in the room, other necessities brought by students.</p> <p>Always visit the website: www.umutarapolytech.ac.rw for information. For further information call on this phone number: 0788768052 during office hours.</p>
Available forms	Register book
Relevant legal documents	Hostel Policy

13. Type of service: **Staff Accommodation.**

What is the service? Am I eligible?	Accommodation to the new expatriate staff
Department to be approached	Directorate of Administration and human resource
When can I access the service?	Once an expatriate staff is recruited
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Immediately you access the service because the rooms are ever available.
What, if any, are the costs for accessing the service?	Free for only 30 days, after 5000 rwf is paid per day
What documents are required?	<ul style="list-style-type: none"> - Request letter - Current Contract with Umutara Polytechnic
What is the procedure?	<ul style="list-style-type: none"> - Request letter or verbal to the directorate of administration - Proving that the staff has no any other alternative
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21, once exceeds 30 days in the hostel
Is there a complaint procedure?	Complaints can be addressed to the estates manager, director of administration and to the rector if not solved.
Is there any additional information regarding this service that is useful to know?	<p>Mattress is found in the room, and other necessities except feeding.</p> <p>Always visit UP the website: www.umutarapolytech.ac.rw for information.</p> <p>For further information call on this phone number: 0788862905/0788443345 during office hours.</p>
Available forms	Register book found at the hostel
Relevant legal documents	Hostel Policy

15. Type of service: Animal Nutrition

What is the service? Am I eligible?	Animal Nutrition to Registered farmers/ trained, technology and inputs
Department to be approached	ILRD
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?	Seasonal according to the arrangement, whatever the case it can't take more than three days.
What, if any, are the costs for accessing the service?	Free service.
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Through sector vets
What is the procedure?	To address a request to sector authorities.
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	The complaints can be addressed to the Project coordinator; and when not solved contact Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit UP the website: www.umutarapolytech.ac.rw for information. For further information call on this phone number: 0785263238 during office hours.
Available forms	None
Relevant legal documents	None

16. Type of service: **Animal breeding service**

What is the service? Am I eligible?	Animal breeding service: Artificial inseminators/ AI Technicians training in heat detection to registered farmers
Department to be approached	ILRD
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?	Seasonal according to the arrangement
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Through sector vets
What is the procedure?	To address a request sector authorities.
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	The complaints can be addressed to the Project coordinator; and when not solved contact VRAC.
Is there any additional information regarding this service that is useful to know?	Always visit UP the website: www.umutarapolytech.ac.rw for information. For further information call on this phone number: 0785263238 during office hours.
Available forms	None
Relevant legal documents	None

17. Type of service: Providing animal health services

What is the service? Am I eligible?	Providing animal health services to Registered farmers/ trained, disease diagnosis and treatment
Department to be approached	ILRD
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?	Seasonal according to the arrangement
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - Request letter from the institutions - Through sector vets
What is the procedure?	To address a request sector authorities
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	The complaints can be addressed to the Project coordinator; and when not solved contact Vice Rector Academic Affairs.
Is there any additional information regarding this service that is useful to know?	Always visit UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0785263238 during office hours.
Available forms	None
Relevant legal documents	None

18. Type of service: Livestock management

What is the service? Am I eligible?	Livestock management to registered farmers/ trained, record keeping
Department to be approached	ILRD
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?	Seasonal according to the arrangement
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Through sector authorities
What is the procedure?	To address a request authorities, sector vets
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)	Bank of Kigali (BK) for payment on A/C: 0287-583-21
Is there a complaint procedure?	The complaints can be addressed to the Project coordinator; and when not solved contact Vice Rector Academic Affairs.
Is there any additional information regarding this service that is useful to know?	Always visit UP website: www.umutarapolytech.ac.rw for more information. For further information call on this telephone number: 0785263238 during office hours.
Available forms	None
Relevant legal documents	None

19. Type of service: Providing basic health service.

What is the service? Am I eligible?	Basic medical and first aid to registered student and staff; HIV testing and counseling, HIV Preventive measures condoms, health education.
Department to be approached	Dean's office Student Association
When can I access the service?	Mon- sun 24hrs
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Immediate
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	- Student ID - Staff service card
What is the procedure?	Addressed to the clinic services
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)	None
Is there a complaint procedure?	Complaints can be addressed to the Dean of students, and when not solved contact the Vice Rector Administration and Finance Affairs;
Is there any additional information regarding this service that is useful to know?	Always visit UP website: www.umutarapolytech.ac.rw for information. For further information call on this telephone number: 0788356641 during office hours.
Available forms	Register book
Relevant legal documents	None

Done at Nyagatare, on 20/12/2011

Approved by: **Dr GASHUMBA James**
Rector of Umutara Polytechnic