

REPUBLIC OF RWANDA



HIGHER INSTITUTE OF AGRICULTURE AND ANIMAL

HUSBANDRY

(I.S.A.E)



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SERVICE CHARTER

Foreword

It is my pleasure to present to you this Service Charter for the Higher Institute of Agriculture and Animal husbandry (ISAE).

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 Higher Institute of Agriculture and Animal husbandry (ISAE), 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 clientele with a view to creating a better understanding and enhancing our service delivery.

Dr Charles KAREMANGINGO

Rector of ISAE.

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

Contact:

**HIGHER INSTITUTE OF AGRICULTURE AND ANIMAL HUSBANDRY
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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 Higher Institute of Agriculture and Animal Husbandry (ISAE), a French acronym that stands for INSTITUT SUPERIEUR D' AGRICULTURE ET D'ELEVAGE) is a public higher learning institution that was established in 1989 with the mission of training a sufficient number of professionals in agriculture at advanced diploma (A1 level) so as to meet national needs and has done this successfully as the number of graduate students has greatly increased (from 330 in 2004 to 2690 to date). Due to Genocide, the Institute temporary closed. After the Genocide, the Institute reopened in 1995. In 2007, programs awarding degrees in various fields of agriculture and in veterinary medicine commenced. We congratulate our students and welcome them to the graduate community of knowledge spinners, agriculture and rural economy transformers and leaders in research and innovations.

2. Geographical Location of the Institute

The Higher Institute of Agriculture and Animal husbandry has two Campuses namely, Busogo in Northern Province and Rubilizi in Kigali City.

a. Busogo Campus

This Campus is located in the Northern Province, Musanze District; it is the main campus and the Headquarters of the Institute.

b. Rubilizi Campus

This Campus is located in Kigali City, KICUKIRO District; it is devoted to becoming a Centre of Excellence in Agricultural Development. It hosts the A0 Program in Rural Development and Agribusiness. By the 2009 academic year, more than 100 students had registered for this program and Agricultural Mechanization department.

3. Vision

The Higher Institute of Agriculture and Animal Husbandry has as highest vision to be a leading and self-sustainable institution for academic excellence and innovations in agriculture and animal husbandry in the region.

4. Mission

- To impart innovative teaching, learning and research in various branches of agriculture and animal husbandry at Advanced Diploma, and Bachelor Degree Level to a sufficient and qualified number of technicians/ engineers in agriculture and animal sciences in response to National and Global needs.
- To contribute to the ongoing poverty reduction, economic development and food security programs in the country through increased agricultural production through agricultural training, research, transfer of technology and Community service.

5. Core values

ISAE in the pursuit of its mission will be guided by the following core values:

- Science
- humanity
- Patriotism
- Professionalism
- Transparency
- Accountability
- Efficiency and effectiveness

6. Core functions

- ➡ To provide Education in the fields of Agriculture and Animal husbandry;
- ➡ To promote and develop research related to agriculture, animal husbandry and forestry throughout the country;
- ➡ To disseminate technologies relating to Agriculture, Animal Husbandry and Forestry throughout the country;
- ➡ To train and educate agricultural and livestock field assistants as well as sensitize farmers on their profession;
- ➡ To diffuse innovations resulting from research by means of lectures, organizing seminars, conferences and publications, and by any other means;

- To collaborate with other higher learning and research institutions within and outside Rwanda in the field of academic and research fields aimed at promoting agriculture and animal husbandry;
- To promote agriculture, and animal husbandry and forestry, and to support farmers initiatives;
- To support any other initiative aimed at promoting agriculture and animal husbandry in the country as well as processing their produce.

The present Citizen’s Charter reflects the service provided by ISAE to the universal community Therefore; it highlights different services, service standards, service delivery methods and timelines for a service to be granted to the person in need and the person conditions to be eligible for such kind of a service.

7. Administrative and academic units.

a. Administrative Units

1. Rectorate of the institute
2. Vice Rectorate in charge of administrative and finance
3. Directorate Finance
4. Directorate of administration and human resource management
5. Directorate of Estate
6. Directorate of ICT and library
7. Directorate of laboratory
8. Directorate of service to students
9. Directorate of research, technology transfer and community outreach
10. Directorate of continuing education
11. Directorate of the office of the registrar
12. Directorate of production
13. Directorate of RUBIRIZI campus

Apart from those units the Higher Institute of Agriculture and Animal husbandry (ISAE) is now striving for a financial self-sustainable institution by creating an income generating enterprise “Busogo Business Enterprises Limited” (BBE Ltd) and this enterprise is functioning since July 2011

b. Academic Units

1. Vice Rectorate in charge of Academic Affairs
2. Faculty of agricultural, engineering and environmental sciences (FAEES)
3. Faculty of agricultural and rural development (FARD)

All of these units aim are to serve and help the institute to reach the highest level of good service delivery.

8. Services offered by the ISAE

1. Type of service: Getting Admission or a Registration at ISAE

<p>What is the service? Am I eligible?</p>	<p>Getting admission or a registration at ISAE :</p> <p>For new applicants, Students need to have A Level Certificate From Rwanda National Examination Council allowing you access for higher studies.</p> <p>For Continuing students, they need to be regular students having the status of being promoted to the following year or repeating that year.</p> <p>Most of our clients are students from agriculture, veterinary, physics, mathematics, biology and chemistry (PCM and BCM)</p>
<p>Department to be approached</p>	<p>Directorate of the office of the Registrar Directorate of RUBIRIZI campus (only for the student of the two department that are based there) for private student all registration procedures are made by the headquarters (BUSOGO campus)</p>
<p>When can I access the service?</p>	<p>Monday to Friday: 7:30 AM to 5:30 PM for Day</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>Application start at : June/July each academic year depending on the calendar of academic year Application deadline: august/September each academic year depending on the calendar of academic year</p> <p>Registration is done within the time specified on the academic calendar. Late applications to register should be addressed in writing to the Registrar within fifteen days of the end of the Registration period.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Admission for new applicant:</p> <p>45.000 RWF : For Government sponsored student (this amount is for registration fees "31000 rwfs", caution fess "5.000 rwfs", insurance fees "1000 rwfs", mutual assistance (mutuelle de santé) fees "5000 rwfs" and ISAE student union contribution "1.000 rwfs")</p> <p>545.000 RWFS : For Private student: the amount is made of 500.000 RWFS for tuition fees which can be paid into two portions the First with the request for registration and the</p>

	<p>second with the beginning of the second semester. And 45.000 rwfs is the same amount as for Government sponsored student</p> <p>NB₁: For International/Foreign Student</p> <p>International/Foreign Student admission and/or registration is the same as national regarding the fees to be paid either by Government sponsored student or private student</p> <p>NB₂: Registration fees and other fines imposed as stipulated in academic regulation. Unjustified registration delay is subjected to penalties of 1000 RWF by day of delay and a refusal after one month of delay</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> ✓ At registration, the student must provide the following documents to the Registrar's Office as specified in the articles 21, 22 and 23 of the General Academic Regulations of ISAE: ✓ certified copy of the last degree/ certificate or equivalent document ✓ Academic transcripts of the last three year of secondary school ✓ Recent medical certificate ✓ Recent birth certificate ✓ Identification certificate ✓ Three recent passport size photos ✓ Criminal record/Extrait du casier judiciaire ✓ Payment of registration fees at ISAE's accounts ✓ Residence permit/visa and passport for foreign students
<p>What is the procedure?</p>	<ul style="list-style-type: none"> ✓ To stat the applicant goes first to the Directorate of finance to declare the payment of all paid amount. ✓ The second step is to reach the registration office for Admission and Registration. ✓ Submit application along with all the requirements (new applicants) ✓ Provided that application is in order, you will be required to wait for the selection process which might take not more than 3 months. ✓ Submit filled registration form with bank slip attached (continuing students) and get registered immediately. <p>The procedure begins with the candidates for first year that must be registered two months before the ending of the</p>

	preceding academic year. The registration of current students begins directly after the deliberation of the first session of exams and ends two weeks after the starting of the Academic year.
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"> ➤ Rwanda National Bank "RNB" "BNR" For Payment Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37 ➤ "FARG" for its' sponsored students (list, on any other related issue)
Is there a complaint procedure?	Complaints for unsatisfied applicant can be addressed to the Academic Registrar, and when not solved contact Vice Rector in charge of Academic Affairs, or or send a email: registrar@isae.ac.rw
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	Registration forms are available to the registration office at any time during working hours
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 49/2008 OF 09/09/2008 governing the structure, organization, and functioning of the Higher Institute of Agriculture and Animal Husbandry

2. Type of service: Complaints about missing CAT/Examination Booklet attendance marks in Academic Services Unit/ Departments

What is the service?	Complaints 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 being claimed for.
Department to be approached	Academic Services departments and faculties
When can I access the service?	Monday to Friday: 7:30 am to 5:30 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
Time limit to access	2 working days

this service? or Once a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	None
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?	The complaint can be addressed to the concerned Academic Services (Concerned BBA Coordinator) in case of attendance claim or in the 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 may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector in charge of Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 49/2008 OF 09/09/2008 governing the structure, organization, and functioning of the Higher Institute of Agriculture and Animal Husbandry

3. Type of service: **Acquiring a remarking , a special CAT/EXAM**

What is the service? Am I eligible?	Acquiring a remarking , a special CAT/EXAM: For Continuing students, they need to be regular students. Having done the CAT/Exam or having attended classes being claimed for.
Department to be approached	Academic Services Unit
When can I access the service?	Monday to Friday: 7:30 am to 5:30 pm for Day Time Students and 5:30 pm to 9:30 pm 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?	2 working days
What, if any, are the costs for accessing the service?	Application fee for Complaining a remarking is 10,000Rwf. No application fee for claiming a special CAT/Exam
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 CAT/Exam) - Receipt/Bank slip of payment of complain fee (case of remarking)
What is the procedure?	<ul style="list-style-type: none"> - Go to Academic Services (Secretariat) in case of claiming for a special CAT/Exam and submit your complete application dossier. You will get a feedback after two days - In case of remarking go to head of Department and submit your application. You will get the feedback of remarking after 2 weeks.
What, if any, other institutions do I need to visit to access the service? (Eg. for	<ul style="list-style-type: none"> ➤ Rwanda National Bank "RNB" "BNR" For Payment Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37

payment of service costs or to get additional documents)	for payment of remarking fee (Remarking)
Is there a complaint procedure?	<p>Complaints may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector in charge of Academic Affairs</p> <p>ISAE has enquiry desk service operated by administrative and academic secretaries in the faculties and departments who addresses complaints with in the working hours. A range of customer feedback facilities, including calling to speak to one of our administrative or academic secretaries, discussing problems with ISAE service staff, Participating in the Institute’s surveys, suggestion boxes, and the online catalogue suggestions form are available on ISAE website or at Academic Services Office.</p>
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 49/2008 OF 09/09/2008 governing the structure, organization, and functioning of the Higher Institute of Agriculture and Animal Husbandry - Examination Regulations

4. 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	Registrar 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?	Immediately
What, if any, are the costs for accessing the service?	Application fee of 5000 Rwf for a lost Student ID and 2000 Rwf for a lost Examination card. No other fee if you are acquiring Student/Examination ID for the First time
What documents are required?	<ul style="list-style-type: none"> - No documents required to have a Student/Examination ID for the first time - For a lost Student/Examination ID one need to have a clearance from Library or Finance - Receipt/Bank slip of payment of application fee (case of lost Student ID / Examination ID)
What is the procedure?	<ul style="list-style-type: none"> - 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)	<ul style="list-style-type: none"> ➤ Rwanda National Bank "RNB" "BNR" For Payment Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37 for payment of a lost Student/Examination ID.
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Academic Services ; and when

	<p>not solved contact the Vice Rector in charge of Academic Affairs</p> <p>ISAE has enquiry desk service operated by administrative and academic secretaries in the faculties and departments who addresses complaints with in the working hours. A range of customer feedback facilities, including calling to speak to one of our administrative or academic secretaries, discussing problems with ISAE service staff, Participating in the Institute's surveys, suggestion boxes, and the online catalogue suggestions form are available on ISAE website or at Academic Services Office.</p>
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 49/2008 OF 09/09/2008 governing the structure, organization, and functioning of the Higher Institute of Agriculture and Animal Husbandry

5. TYPE OF SERVICES : Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial Academic Services

What is the service? Am I eligible?	<p>Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial Academic Services :</p> <p>Once you have been or you are a registered student for that academic year you can apply for any one of the documents mentioned above as a proof of being a student or has been a student of ISAE.</p>
Department to be approached	Academic Services Unit specifically offices of BBA Coordinators (Day Time BBA Coordinator for Day Time students and Evening Time BBA Coordinator for Evening Time Students)
When can I access the service?	Monday to Friday: 7:30 am to 5:30 pm for Day Time Students and 5:30 pm to 9:30 pm 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?	One working Day
What, if any, are the costs for accessing the service?	Application fee of 2000 RWF for each of the documents mentioned above
What documents are required?	<ul style="list-style-type: none"> - Application letter - A copy of a recent student ID - One recently taken passport photo - Receipt of payment of application fee stamped from Finance directorate
What is the procedure?	<ul style="list-style-type: none"> - Go to relevant BBA Coordinator's office - Submit your application along with all the requirements - Provided that your application is in order, you will be asked to come back in one day after the submission of your application
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"> ➤ Rwanda National Bank "RNB" "BNR" For Payment Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37, for payment of application fee
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 Vice Rector in charge of Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 49/2008 OF 09/09/2008 governing the structure, organization, and functioning of the

	Higher Institute of Agriculture and Animal Husbandry
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5. 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 academic Transcripts after graduation
Department to be approached	Directorate of Academic Affairs
When can I access the service?	Monday to Friday from 7:30 am to 05:30 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?	10.000 RWFS for diploma 1.000 RWFS for transcript
What documents are required?	For a Degree: <ul style="list-style-type: none"> • Clearance form • Copy of National Identity card or Valid passport copy 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?	<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"> ➡ Rwanda National Bank "RNB" "BNR" Account Number 122120 ➡ Bank of Kigali "BK" Account Number 0204344-37 For Payment
Is there a complaint procedure?	Complaints can be addressed to the office of the Academic Registrar; and when not solved contact

	the Vice Rector in charge of Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	Clearance form available at Registration Office or Reception
Relevant legal documents	<ul style="list-style-type: none"> - General Academic Regulations - Law N° 49/2008 OF 09/09/2008 governing the structure, organization, and functioning of the Higher Institute of Agriculture and Animal Husbandry

6. Type of service: Technical Expertise and advise to the farmers, Cooperatives

What is the service? Am I eligible?	Technical Expertise and advise to the farmers, Cooperatives
Department to be approached	Agribusiness and Rural Development
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; ISAE send the invitation letter to the client for signing MoU when does not exist;
What, if any, are the costs for accessing the service?	Depending on Technical Expertise requested
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 ISAE and the organization seeking technical expertise
What is the procedure?	To address a request letter to the Dean of Faculty and copied to Vice Rector in charge of Academic Affairs, and Head of Department
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"> ➤ Rwanda National Bank "RNB" "BNR" Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37 For Payment

costs or to get additional documents)	
Is there a complaint procedure?	The complaints can be addressed to the Head of Department; and when not solved contact to the Dean of Faculty;
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

7. 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 and Technology and Human Nutrition and Dietetics
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; ISAE 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 ISAE and the organization seeking training
What is the procedure?	To address a request letter to the Dean of Faculty and copied to Vice Rector in charge of Academic, and Head of Department
What, if any, other institutions do I need to visit to access the	<ul style="list-style-type: none"> ➔ Rwanda National Bank "RNB" "BNR" Account Number 122120 ➔ Bank of Kigali "BK" Account Number 0204344-37

service? (Eg. for payment of service costs or to get additional documents)	For Payment
Is there a complaint procedure?	The complaints can be addressed to the Head of Department; and when not solved contact to the Dean of Faculty
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

8. Type of service: Training on prevention of post harvest loss

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 and Technology and Human Nutrition and Dietetics
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; ISAE 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 farmer, cooperative/organization - Profoma invoice issued by the Finance Department - Payment receipt - MoU between ISAE and the farmer, cooperative/organization seeking training
What is the procedure?	To address a request letter to the Dean of Faculty and copied to Vice Rector in charge of Academic, and Head of Department
What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> ➤ Rwanda National Bank "RNB" "BNR" Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37

(Eg. for payment of service costs or to get additional documents)	For Payment
Is there a complaint procedure?	The complaints can be addressed to the Head of Department; and when not solved contact to the Dean of Faculty ISAE has enquiry desk service operated by administrative and academic secretaries in the faculties and departments who addresses complaints with in the working hours. A range of customer feedback facilities, including calling to speak to one of our administrative or academic secretaries, discussing problems with ISAE service staff, Participating in the Institute's surveys, suggestion boxes, and the online catalogue suggestions form are available on ISAE website or at Academic Services Office.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

9. Type of service: Training in Entrepreneurship Development.

What is the service? Am I eligible?	Training for Entrepreneurs/Farmers/Cooperatives
Department to be approached	ISAE Private Companies
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?	5 working days
What, if any, are the costs for accessing the service?	Training Fees
What documents are required?	Request to Rector

What is the procedure?	Submit the Application for training to Rector
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"> ➤ Rwanda National Bank "RNB" "BNR" Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37 For Payment
Is there a complaint procedure?	The complaints can be addressed to the ISAE Private Company; and when not solved contact to the Vice Rector in charge of Administration and Finance
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

11. Type of service: Transferring technology and innovation to the local community through agriculture extension and community outreach.

What is the service? Am I eligible?	Transferring technology and innovation to the local community through agriculture extension and community outreach.
Department to be approached	Agriculture and Rural Development
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?	Training fees
What documents are required?	<ul style="list-style-type: none"> - Request - Recommendation from the District
What is the procedure?	Submit the application request for training to the

	Rector
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"> ➤ Rwanda National Bank "RNB" "BNR" Account Number 122120 ➤ Bank of Kigali "BK" Account Number 0204344-37 For Payment
Is there a complaint procedure?	The complaints can be addressed to the Head of Dept; and when not solved contact to the Vice Rector Academic
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

12. Type of services: Borrowing of books and news papers

What is the service? Am I eligible?	Borrowing of books and news papers: ISAE Students, ISAE Staff, both, administrative and academic and Private individuals are allowed to borrow books, newspapers, dissertations, theses from our library.
Department to be approached	Directorate of Library
When can I access the service?	Monday to Thursday: 7:30 am to 10:00 pm Friday: 7:30 am to 12:30 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	1 working day
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - Library Card - Student Identity Card
What is the procedure?	<ul style="list-style-type: none"> - Registration as a user in the library. - The User should have reference of the document needed - The reference is presented to the counter

	- Once the document is presented to the User, the later should fill in the borrowing 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)	None
Is there a complaint procedure?	ISAE addresses complaint as fast as possible : <ul style="list-style-type: none"> • This may usually be done if Complaints are expressed to the human resource officer and other staff in the directorate of ICT and Library. • If you are is still unhappy following that discussion please contact ISAE by the contact address mentioned above. • ISAE will acknowledge receipt of your complaint within one working day and inform you as to who is dealing with your complaint and how to contact them. • ISAE will then investigate your complaint in detail and provide you with a full written response within three working days. • If ISAE does not hear from you within 2 days of sending you a response we will contact you to ensure that your complaint has been resolved. • ISAE will come back to you with regard to any changes made as a result of your suggestion
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	Borrowing form
Relevant legal documents	General Library Regulations

13. Types of services : Returning of books and news papers

What is the service? Am I eligible?	Returning of books and news papers:
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	ISAE Students, ISAE Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations, theses
Department to be approached	Directorate of ICT and Library
When can I access the service?	Monday to Thursday: 7:30 am to 10:00 pm Friday: 7:30 am to 12:30 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?	Free of charge; However, if the document is returned late, a fee is payable to the ISAE account (RWF 1,000) per day and per newspaper. For the textbook it is RWF 2,000 per day and per textbook. For the dissertation or the thesis it is RWF5,000 per day and per dissertation or per thesis.
What documents are required?	<ul style="list-style-type: none"> - Borrowed book - Borrowed news paper
What is the procedure?	<ul style="list-style-type: none"> - The User should indicate his (her) name and the returning date to the counter - The User should take back the borrowing 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)	None
Is there a complaint procedure?	<p>ISAE addresses complaint as fast as possible :</p> <ul style="list-style-type: none"> • This may usually be done if Complaints are expressed to the human resource officer and other staff in the directorate of ICT and Library. • If you are still unhappy following that discussion please contact ISAE by the contact address mentioned above. • ISAE will acknowledge receipt of your complaint within one working day and

	<p>inform you as to who is dealing with your complaint and how to contact them.</p> <ul style="list-style-type: none"> • ISAE will then investigate your complaint in detail and provide you with a full written response within three working days. • If ISAE does not hear from you within 2 days of sending you a response we will contact you to ensure that your complaint has been resolved. • ISAE will come back to you with regard to any changes made as a result of your suggestion.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	General Library Regulations

14. Type of service: Accommodation.

What is the service? Am I eligible?	Accommodation for registered students
Department to be approached	Dean's office Student Association
When can I access the service?	Beginning of the academic year
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One month: if the request is made before the new academic year. 2 weeks : if the request is made at the beginning of the new Academic year
What, if any, are the costs for accessing the service?	65,000 RWF per academic year per bed per person
What documents are	- Application letter to the Dean of students

required?	<ul style="list-style-type: none"> - Copy of national ID card for new students and Students ID card for continuing students - for students with disabilities the medical report is required
What is the procedure?	<ul style="list-style-type: none"> - Submission of the documents in the Dean's Office and a copy in Student Association office - Fill-in the register - Check on accommodation lists available on notice board after selection. - Once you are given accommodation: - Payment to BNR - Stamp of the bank slip in Finance Unit - Bank slip to hostel warden
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"> - Payment to BNR - Stamp of the bank slip in Finance Unit
Is there a complaint procedure?	Complaints can be addressed to the Dean of students; and when not solved contact the Vice Rector in charge of Administration and Financial Affairs
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	Room acceptance form for accommodated students Room handover form is required before leaving the room at the end of the academic year.
Relevant legal documents	Hostel policy

15. Type of service: Institutional production services

What is the service? Am I eligible?	Institutional production services to anybody who needs it
Department to be	Busogo Business Enterprise Ltd

approached	
When can I access the service?	Monday to Saturday: 7:30 am to 5:30 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Service accessed immediately
What, if any, are the costs for accessing the service?	All products are purchased
What documents are required?	Request Letter
What is the procedure?	Submit the request to Busogo Business Enterprise Manager
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)	The bank for payment or ISAE finance Unit for payment
Is there a complaint procedure?	<p>ISAE addresses complaint as fast as possible :</p> <ul style="list-style-type: none"> • This may usually be done if Complaints are expressed to the Rector and to the manager of Busogo Business Enterprise Ltd. • If you are still unhappy following that discussion please contact ISAE by the contact address mentioned above. • ISAE will acknowledge receipt of your complaint within one working day and inform you as to who is dealing with your complaint and how to contact them. • ISAE will then investigate your complaint in detail and provide you with a full written response within three working days. • If ISAE does not hear from you within 2 days of sending you a response we will contact you to ensure that your complaint has been resolved. • ISAE will come back to you with regard to any

	changes made as a result of your suggestion.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

18. Type of Services : Procedure for receiving payment for services rendered to ISAE

What is the Service? Am I eligible?	Individuals and/or firms who are seeking payment for the provision of either goods or services rendered to ISAE are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 3 days
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - 4 copies of the invoice, - Delivery note signed by both parties to the contract, - Bank guarantee if necessary, - Letter of notification, - Contract, - Purchase order, - 1 copy of the Identity card of the supplier - Copy of the request for quotation - Work execution report
What is the procedure?	<ul style="list-style-type: none"> - Go to the Central Secretariat of ISAE; - Submit all required documents above; - Provided that your application is in order to be paid within 3 days.
What, if any, other institutions do I need to visit to access the service?	None

(Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice rector in charge of Administration and Finance of ISAE
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.ISAE.ac.rw for information. For further information call (+250) 55102938 during office hours.
Available forms	None
Relevant legal documents	None

19. Type of service: Procedure for refunds at ISAE

What is the Service? Am I eligible?	Individuals and/or firms who are seeking refund to ISAE are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 2 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	- Letter of the request - Copy of the bank slip - Any other document supporting the claim
What is the procedure?	- Go to the Central Secretariat of ISAE; - Submit all required documents above; - Provided that your application is in order to be paid within 2 days.
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)	?
Is there a complaint	Complaints regarding this service should be

procedure?	addressed either to the Director of the Finance Unit or to the Vice rector in charge of Administration and Finance of ISAE
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.ISAE.ac.rw for information. For further information call (+250) 55102938 during office hours.
Available forms	None
Relevant legal documents	None

20. Type of services : Procedure for receiving invoices from ISAE

What is the Service? Am I eligible?	Procedure for receiving invoices from ISAE Students and/or firms who are seeking an invoice to ISAE are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the invoice should be done within one day.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - Proof of registration at ISAE (Case of students) - Proof of tender award (consultancies)
What is the procedure?	<ul style="list-style-type: none"> - Go to the Secretariat of finance unit; - Submit all required documents above;
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 regarding this service should be addressed either to the Director of the Finance Unit or to the Vice rector in charge of Administration and Finance of ISAE
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.ISAE.ac.rw for information. For further information call call (+250) 55102938 during office hours.

Available forms	None
Relevant legal documents	None

21. Type of service : Procedure for signing of clearance forms at ISAE

What is the Service? Am I eligible?	Students and/or Staff who are seeking for a clearance forms at ISAE are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the signing of clearance form should be done within one hour.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> - Copy of student ID - Copy of Staff ID - Clearance form filled
What is the procedure?	<ul style="list-style-type: none"> - Go to the Secretariat of finance unit; - Submit all required documents above;
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 regarding this service should be addressed either to the Director of the Finance Unit or to the Vice rector in charge of Administration and Finance of ISAE
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.ISAE.ac.rw for information. For further information call (+250) 55102938 during office hours.
Available forms	None
Relevant legal documents	None

22. Type of services : Procedure for receiving receipt of payments

What is the Service? Am I eligible?	Procedure for receiving receipt of payments: Students and/or Staff who are seeking for a Receipt of payments at ISAE are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the receipt of payments should be done immediately.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	- Copy of the bank slip
What is the procedure?	- Go to the Secretariat of finance Unit; - Submit all required documents above;
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 regarding this service should be addressed either to the Director of the Finance Unit or to the Vice rector in charge of Administration and Finance of ISAE
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call (+250) 55102938 during office hours.
Available forms	None
Relevant legal documents	None

23. Type of services: Providing Information on Procurement services of ISAE

What is the Service? Am I eligible?	Providing Information on Procurement services of ISAE to individuals and/or firms interested in submitting a tender for a contract with ISAE in the following areas: <ul style="list-style-type: none"> • Publication of the tenders in the media, Preparation of tender documents,
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	<ul style="list-style-type: none"> • Carrying out a technical and financial evaluation, • Preparation of opening and evaluation reports and notification of the tender award, • Ensuring the adequate execution of the contract in collaboration with beneficiary departments, • Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.
When can I access the service?	Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	The duration of the tender process will vary depending on the type of tender.
What, if any, are the costs for accessing the service?	Cost of the bidding document.
Cost	100 Rwf/page
What documents are required?	Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.
What is the procedure?	<ul style="list-style-type: none"> - Individuals and/or firms interested in submitting a tender for a contract with ISAE should first purchase the tender document from the Procurement unit of ISAE by presenting a payment slip issued by BNR or RRA. - The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract - Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of ISAE.
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)	National Tender Panel-handling unresolved complaints. National Bank of Rwanda (NBR) or Rwanda Revenue Authority for payment of fees or cost of the tender document.
Is there a complaint	Complaints regarding this service are made in

procedure?	writing to the Vice Rector Administration and Finance/ISAE. If following the presentation of a complaint to the VRAF and if your issue remains unresolved you may address your complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.ISAE.ac.rw for information. For further information call telephone: (+250) 55102938 during office hours
Available forms	Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.
Relevant legal documents	Law N° 12/2007 of 27/03/2007 on Public Procurement, Ministerial Order N° 001/08/10/MIN of 16/01/2008 establishing Regulations on Public Procurement and Standards bidding documents

24. Type of service: Providing Counselling and Guidance Services

What is the service? Am I eligible?	Providing Counselling and Guidance Services to Students :
Department to be approached	Dean of Students
When can I access the service?	Monday to Thursday: 7:30 am to 5:30 pm Friday: 7:30 am to 12:30 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	1 working day
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	None
What is the procedure?	Contact Dean of Student/ Counselling and Guidance Services Desk

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?	<p>ISAE addresses complaint as fast as possible :</p> <ul style="list-style-type: none"> • This may usually be done if Complaints are expressed to the Dean of students. • If you are still unhappy following that discussion please contact ISAE by the contact address mentioned above. • ISAE will acknowledge receipt of your complaint within one working day and inform you as to who is dealing with your complaint and how to contact them. • ISAE will then investigate your complaint in detail and provide you with a full written response within three working days. • If ISAE does not hear from you within 2 days of sending you a response we will contact you to ensure that your complaint has been resolved. • ISAE will come back to you with regard to any changes made as a result of your suggestion.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	None

25. Types of Services: Continuing education services

What is the service? Am I eligible?	<p>Continuing education services: Language training and career guidance to students.</p> <p>It is comprised of 2 main centres notably: the ISAE</p>
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	Language Centre (ILC) and the ISAE Career Education Advisory Centre (ICEAC).
Department to be approached	Directorate of Continuing Education
When can I access the service?	Monday to Thursday: 7:30 am to 5:30 pm Friday: 7:30 am to 12:30 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	1 working day
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	None
What is the procedure?	Contact the service in charge of Continuing Education
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?	<p>ISAE addresses complaint as fast as possible :</p> <ul style="list-style-type: none"> • This may usually be done if Complaints are expressed to the Vice Rector in charge of Academics and Research and to the Director of continuing education. • If you are still unhappy following that discussion please contact ISAE by the contact address mentioned above. • ISAE will acknowledge receipt of your complaint within one working day and inform you as to who is dealing with your complaint and how to contact them. • ISAE will then investigate your complaint in

	<p>detail and provide you with a full written response within three working days.</p> <ul style="list-style-type: none"> • If ISAE does not hear from you within 2 days of sending you a response we will contact you to ensure that your complaint has been resolved. • ISAE will come back to you with regard to any changes made as a result of your suggestion.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	Application form
Relevant legal documents	None

26. Type of Services: Laboratory services

What is the service? Am I eligible?	Laboratory services to anybody who need it: ISAE laboratories provide tissue culture and soil analysis services to staff, students and the local community.
Department to be approached	Faculty Deans, Heads of Departments and Head of Laboratories
When can I access the service?	Monday to Thursday: 7:30 am to 5:30 pm Friday: 7:30 am to 12:30 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	1 working Day
What, if any, are the costs for accessing the service?	It depends on the requested laboratory services
What documents are required?	Application Letter
What is the procedure?	Submit the application Letter to the Rector
What, if any, other institutions do I need	ISAE cashier for payment

to visit to access the service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	<p>ISAE addresses complaint as fast as possible :</p> <ul style="list-style-type: none"> • This may usually be done if Complaints are expressed to the Vice Rector in charge of Academics and Research and to the Head of Laboratories. • If you are still unhappy following that discussion please contact ISAE by the contact address mentioned above. • ISAE will acknowledge receipt of your complaint within one working day and inform you as to who is dealing with your complaint and how to contact them. • ISAE will then investigate your complaint in detail and provide you with a full written response within three working days. • If ISAE does not hear from you within 2 days of sending you a response we will contact you to ensure that your complaint has been resolved. • ISAE will come back to you with regard to any changes made as a result of your suggestion.
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours and send an email to isaeinfos@isae.ac.rw
Available forms	Laboratory test requisition form (this applies to the general public not students and staff)
Relevant legal documents	National Standards related to the Laboratory Services requested

27. Type of services: Veterinary clinic and pharmacy service

What is the service? Am I eligible?	Veterinary clinic and pharmacy service All in are eligible to this service.
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Department to be approached	Veterinary clinic and/or pharmacy
When can I access the service?	Monday-Friday 7:30 am to 5:30 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	As soon as you reach apart from waiting while having more than one client
What, if any, are the costs for accessing the service?	The cost depend on the case (negotiable)
What documents are required?	None
What is the procedure?	To come for the service to ISAE veterinary clinic and/or pharmacy
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" Account Number 0204344-37 or ISAE cashier for pre or post payment.
Is there a complaint procedure?	Complaints can be addressed fast as possible to the directorate of RTTC, and when not solved contact the Rector of ISAE; or send an email to isaeinfos@isae.ac.rw
Is there any additional information regarding this service that is useful to know?	Always visit ISAE website: www.isae.ac.rw for information. For further information call on this telephone number: (+250) 55102938 during office hours; or send an email to: isaeinfos@isae.ac.rw
Available forms	None
Relevant legal documents	Veterinary clinic and pharmacy service regulations in force

Approved by: **Dr KAREMANGINGO Charles**
Rector of ISAE Busogo