



**SERVICE CHARTER**  
for the

*Kigali Institute of Education*



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**December, 2011**

## **Foreword**

It is my pleasure to present to you this Service Charter for the Kigali Institute of Education (**KIE**).

The 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 KIE, 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.

**Prof. George K. Njoroge (PhD)**

**Rector of Kigali Institute of Education**

The present Citizen's Charter reflects the service provided by KIE 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 KIE 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 KIE:
  - Specification of services provided by KIE,
  - 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 terms 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 KIE. 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 KIE
- 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 KIE and sets standards for transparency in public services. It is expected that through Citizen's Charter, KIE'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, KIE 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 KIE 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, KIE expects continuous interaction with citizens seeking its services. For this, KIE 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, KIE 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 KIE 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 KIE 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 KIE 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 KIE 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, KIE 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, KIE 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, KIE will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

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

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

In brief, our customers include, researchers, students, 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 KIE 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 KIE staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at KIE;
- Providing the KIE with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant departments.

**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 Kigali Institute of Education is a public institution of higher learning that opened in 1999 and was established by Law No 49/2001 of 27/ 12/2001; while KIE structure, organization and functioning is determined by law No. 20/2008 of 18/07/2008. Since KIE was established, it has made great strides in the realization of its objectives. Currently KIE has four faculties, three academic centres, Confucius Institute (Chinese Language Centre), Pan- African e- learning: Postgraduate, undergraduate, diploma and certificate courses.

## **2. VISION:**

To be an Institution of higher education which is an internationally known centre of excellence producing professionally qualified teachers and other professionals in a high-quality research environment that promotes community service.

## **3. MISSION :**

- To develop curricula and to offer high level educational courses in various fields and at different academic cycles.
- To prepare courses aimed at providing knowledge in the teaching practice to students completing their studies in other higher learning institutions
- To offer specialized training to teachers of disabled persons: physical, mental, deaf, dumb and blind
- To organize constant training for teachers
- To promote research in the fields of pedagogy and science of development
- To disseminate research findings through various means
- To provide the specialized training in matters relating to library science, archive, secretariat, finance management and others
- To collaborate with other higher learning and research institutions in the areas of academic and research fields on national as well as international standards in order to promote education , science and technology
- To promote cooperation with the institution in charge of education and those in charge of social affairs at improved curricula provided by KIE
- To promote science and support
- To promote science, to conserve and support intellectual achievements in Rwanda
- To support cultural, civic and moral education of KIE community and to enhance economic and social- cultural development of the country

## **4. CORE FUNCTIONS: The core functions of the institution are:**

- Teaching and learning: KIE offers a high level and quality teaching in Education and other various fields at different academic cycles
- Research and publications: KIE has created and will maintain a conducive environment to undertake relevant, quality research and publications. It also publishes scholarly findings as part of its mandate to generate, preserve and disseminate knowledge in its own, national, regional and international media
- Consultancy: KIE has integrated consultancy within its core function
- Community service: KIE endeavours to make a contribution to the community within which it is located as part of its social, community and corporate responsibility

## **5. CORE VALUES:**

KIE core values include:

- Equity
- Tolerance and mutual respect
- Scholarship
- Quality
- Accountability
- Academic Freedom

## 6. Services offered by the Kigali Institute of Education

### 1. Type of service : Acquiring an Admission and Registration for Programs offered at KIE

<p><b>What is the service? Am I eligible?</b></p>	<p><b>Admission and Registration :</b> For a new applicant to a Bachelor's degree, he/she should have A Level Certificate From Rwanda National Examination Council or its equivalent with a grade allowing admission to higher education. Registration for continuing students, he/she should have attained a pass mark so as to be promoted to the next level/ year or even to be allowed to repeat that level/ year. Admission to post graduate programs have specific requirements</p>
<p><b>Department to be approached</b></p>	<p>Academic Services Unit specifically the office of Admission and Registration</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 8:30 pm for Evening programme Students</p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p><b>Admission:</b> Admission can be accessed 6 months before registration. <b>Registration:</b> The registration period begins 3 months before the semester begins and ends two weeks before the beginning of teaching. For new applicants, they have to wait for the selection process. For continuing students, they register Immediately.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p><b>Free :</b> Admission is free for government sponsored candidates and <b>5, 000 rwf:</b> for private candidates. <b>42, 500 RWF :</b> Registration for government sponsored candidates <b>44, 700Frw:</b> (admission fees included) for private candidates. The registration is done every new academic year by both new and continuing students (government/private sponsored). Both private continuing students and new admitted private students pay fixed tuition fees every year.</p>
<p><b>What documents are required?</b></p>	<p><b>For admission, :</b></p> <ul style="list-style-type: none"> <li>- a letter of application,</li> <li>- a certified copy of both the certificate and academic transcripts required for admission to the a specific programme.</li> </ul> <p><b>For Registration :</b> new applicants both private and Government sponsored candidates have to:</p> <ul style="list-style-type: none"> <li>- fill a registration form</li> <li>- present 2 copies of the national ID</li> <li>- 3 recently taken passport photos</li> <li>- Receipt of payment of application fee stamped from Finance Unit</li> <li>- 2 certified copies of the certificate and academic transcripts required for registration to a specific programme</li> </ul> <p>For continuing students, they need to fill the registration form and attach the relevant bank slip stamped by Finance Unit.</p>
<p><b>What is the procedure?</b></p>	<p><b>Admission:</b></p>

	<ul style="list-style-type: none"> <li>- Provided that your application is in order with all relevant documents, you will be required to wait for the selection process which might be 6 months before the registration period.</li> <li>- Submit your filled registration form with bank slip attached (continuing students) and you are registered immediately.</li> </ul> <p><b>Registration:</b></p> <ul style="list-style-type: none"> <li>- Filling the registration form at the office of the Academic Registrar</li> <li>- Attach all the required documents and photographs as mentioned above</li> <li>- Submit your filled registration and in less than an hour, you are registered.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	BNR or Ecobank (where KIE has an account for payment of application / registration fee/ tuition fees)
<b>Is there a complaint procedure</b>	Complaints can be addressed either in writing or in person to the Director of Academic Services and when not solved contact the Vice Rector Academics Affairs
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit KIE website <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> . for information. For further information call on this telephone number: 0788502908 or 0788301653 during office hours. It is important to note that there is a specified period of registration for various programmes The registration period is announced on Radio Rwanda, Contact FM, in New Times and Imvaho Nshya
<b>Available forms</b>	Admission letter, Registration form, orientation form, acknowledgement of registration
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 20/2008 of 18/07/2008 determining the Structure, Organization and Functioning of Kigali Institute of Education</li> </ul>

**2. Type of Service: Acquiring Academic Transcript, TO WHOM IT MAY CONCERN, Recommendation Letter, Certificate/Diplomas /Degree or any other Testimonial from Academic Services**

<b>What is the service?</b>	Acquiring Academic Transcript, TO WHOM IT MAY CONCERN, Recommendation Letter, Certificate/Diplomas /Degree or any other Testimonial from Academic Services:
<b>Am I eligible?</b>	When you are a registered student for that academic year or you have been a student, you can apply for any one of the documents mentioned above .One is eligible if he/she is a student or was a student at KIE.
<b>Department to be approached</b>	Academic Services Unit specifically office of the Academic Registrar
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 8:30 pm for Evening Time Students
<b>Time limit to access this service? or Once a request is made or an application is submitted, how</b>	<ul style="list-style-type: none"> <li>- Degrees, Diplomas and certificates are ready within a month after graduation and in less than an hour of making the request, they are issued and so far it is free.</li> <li>- A maximum 3 working days for the other documents listed above</li> </ul>

<b>long will it take?</b>	
<b>What, if any, are the costs for accessing the service?</b>	For a transcript , a fee of <b>3000 Rwf</b> for each level completed
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Application letter</li> <li>- A copy of a recent student ID</li> <li>- One recent passport photo</li> <li>- Official receipt of payment of required application fee from KIE Finance Unit</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Submit your application along with all the requirements to the Academic Registrar</li> <li>- Provided that your application is in order, you will get it after one day of the submission of your application</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	BNR or Ecobank (where KIE has an account for payment of application fee, registration fee etc)
<b>Is there a complaint procedure?</b>	Complaints can be addressed either in writing or in person to the Director of Academic Services and when not solved, contact Vice Rector Academic.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit KIE website <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call on this telephone number: 0788502908 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 20/2008 of 18/07/2008 determining the Structure, Organization and Functioning of Kigali Institute of Education</li> </ul>

### 3. Type of service: Getting admission to Masters in Social Science, Gender and Development

<b>What is the service? Am I eligible?</b>	Getting admission to Masters of Social Science, Gender and Development Degree For all candidate with the following qualifications: <ul style="list-style-type: none"> <li>• A meritorious academic record with postgraduate qualifications or with a minimum of an upper 2<sup>nd</sup> class Honours degree</li> <li>• Lower Second Class degree with a minimum of 3 years working experience in a related field</li> <li>• Computer literacy: must have word processing skills and capacity to use the internet is essential</li> <li>• Good command of English Language</li> <li>• A track record of contribution to/ understanding of gender issues and women's empowerment is an advantage</li> </ul>
<b>Department to be approached</b>	Centre for Gender Culture and Development
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	After advertisement in May/ June- four weeks  Four weeks in June/ July for mandatory admission tests in English and computer skills and an interview for shortlisted applicants
<b>What, if any, are the costs for accessing the service?</b>	2,400,000Frw in total (700,000 Frw per semester) The programme is three semesters.

	300 000 Frw, for the Thesis
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Cover letter</li> <li>• Curriculum Vitae</li> <li>• Two copies of the diploma or certificate ( Bachelor's degree or equivalent and any postgraduate qualification</li> <li>• Two copies of identity card</li> <li>• Two recent passport size photographs</li> <li>• Receipt of 5000 Frw application fee paid to KIE account in ECOBANK</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Apply when programme is advertised</li> <li>- Register after getting the admission/approval</li> <li>- Attend the interactive teaching and learning for two semesters and carry out research and write thesis in the third semester</li> <li>- Report to secretary then to the Dean of the faculty of Education</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Ecobank to pay admission fee, then Academic Registrar at KIE with receipt for your registration
<b>Is there a complaint procedure?</b>	Complaint can be address to chairperson, CGCD Council; and when not solved contact the Vice Rector Academic Affairs either in writing or in person .
<b>Is there any additional information regarding this service that is useful to know?</b>	This is a full time evening programme starting at 5.30 pm to 8.30pm on weekdays and Saturday morning with full attendance required, considerable home work including reading and related assignments. The KIE webpage is under contruction, <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> . CGCD has a facebook page <a href="http://www.facebook.com/CGCDKIE">http://www.facebook.com/CGCDKIE</a> . For further information call + 250(0) 255117138 during office hours
<b>Available forms</b>	Registration form available at KIE
<b>Relevant legal documents</b>	General Academic Regulations, Identification

#### 4. Type of service: Providing Gender Training, Research and Consultancy

<b>What is the service? Am I eligible?</b>	<b>Providing Gender Training, Research and Consultancy :</b> <ul style="list-style-type: none"> <li>• Gender experts to conduct gender training</li> <li>• Gender experts to conduct research and undertake consultancy projects</li> </ul>
<b>Departments to be approached</b>	Centre for Gender culture and Development (CGCD)
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	<ul style="list-style-type: none"> <li>• According to organization or institution requirements</li> <li>• According tender requirements</li> </ul>
<b>What, if any, are the costs for accessing the service?</b>	For community service – gender training: Fees for gender experts Transport and accommodation and other related expenses, if necessary For Research and Consultancy: According to tender
<b>What documents are required?</b>	For community service: Request letter ( requesting service) For research and consultancy: tender documents or request letter (requesting services)

<b>What is the procedure?</b>	Submit tender or request to the Director, CGCD
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be address to chairman, CGCD Council; and when not solved contact the Vice Rector Academic either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	Contact / networking with experienced international team of gender experts. Always visit KIE website : <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. CGCD has a facebook page.com/CGCDKIE For more information, call +250 (0)255117138
<b>Available forms</b>	None
<b>Relevant legal forms</b>	General Academic Regulations

**5. Type of service: Providing Training professional secondary school teachers and tutors for TTCs**

<b>What is the service? Am I eligible?</b>	Providing Training professional secondary school teachers and tutors for TTCs
<b>Department to be approached</b>	Primary Education Educational Psychology, Curriculum and Teaching Educational Foundations and Management
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Depends on the teaching- learning time-table One to two days
<b>What, if any, are the costs for accessing the service?</b>	Free charge
<b>What documents are required?</b>	-Application, introductory Letter -Recommendation Letter
<b>What is the procedure?</b>	Report to secretary then to the Dean of the faculty of Education
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean of Faculty of Education and when it is not solved, contact the Vice Rector Academic Affairs either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	General Academic Regulations

**6. Type of service: Teaching (pre-service and in -service secondary school teachers and tutors for TTCs)**

<b>What is the service? Am I eligible?</b>	Teaching ( pre-service and in -service secondary school teachers and tutors for TTCs) to anybody who meet the minimum requirements
<b>Departments to be approached</b>	Languages and Linguistics Literature Communication Skills
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One week, if all information and supporting documents are available
<b>What, if any, are the costs for accessing the service?</b>	None
<b>What documents are required?</b>	Application Letter
<b>What is the procedure?</b>	Report to secretary then to the Dean of the faculty of Arts and Languages. Present your request
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean of Faculty and when it is not solved, contact the Vice Rector Academic Affairs either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: + 250 (0)255100591 during office hours
<b>Available forms</b>	To whom it may concern, response to application for suspension of Studies etc
<b>Relevant legal documents</b>	None

**7. Type of Services : Providing English Proficiency Training Programme**

<b>What is the service? Am I eligible?</b>	<b>Providing English Proficiency Training to anybody who need it:</b> 3 levels : Beginners, intermediate and advanced Duration: 12 weeks each level 8 hours per week from Monday to Thursday No special requirement
<b>Departments to be approached</b>	Communication Skills ( teaching) and Centre for Open, Distance and E-Learning ( administration) Currently delivered at KIE campus and TTC/Rubengera
<b>When can I access the service?</b>	Monday to Friday: 5:30 pm to 7:30 pm
<b>Time limit to access this service?or Once a request is made or an</b>	1 month

<b>application is submitted, how long will it take?</b>	
<b>What, if any, are the costs for accessing the service?</b>	5000 rwf : Application fee <b>Tuition fee per level:</b> 150,000 rwf/ person group of more than 25 180,000 rwf/ person group of 10- 15 250, 000 rwf/ person group of less than 10 people
<b>What documents are required?</b>	Application letter addressed to the Rector (copy to the Dean, Arts and Languages and Director , CODEL)
<b>What is the procedure?</b>	Candidates sit for a placement test ( assess their level)
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	ECOBANK for payment (KIE account )
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean, Faculty of Arts and Languages and when it is not solved, contact the Vice Rector Academic Affairs either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information Certificate of English Proficiency Very soon, similar programmes of Kiswahili, kinyarwanda and French will start
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### **9. Type of Services: Teaching ( pre-service and in -service secondary school teachers and tutors for TTCs) in science**

<b>What is the service? Am I eligible?</b>	Teaching ( pre-service and in -service secondary school teachers and tutors for TTCs) to anybody who meet the minimum requirements, Consultancies, community service, claims from students
<b>Departments to be approached</b>	Biology – Chemistry- Physical Education and Sports Mathematics and Physics and Computer Science
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One week, if all information and supporting documents are available
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>To whom it may concern,</li> <li>Response to application for suspension of Studies etc.</li> </ul>
<b>What is the procedure?</b>	Report to secretary, present your request, then to the Dean of the faculty of Science if you are not served in accordance with regulations.
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean of the faculty and when

	it is not solved, contact the Vice Rector Academic either in writing or in person .
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: + 250 (0)255100591 during office hours
<b>Available forms</b>	Form at Faculty office
<b>Relevant legal documents</b>	General Academic Regulations, Identification

### 10. Type of services Teaching (pre-service and in -service secondary school teachers and tutors for TTCs) in Social Sciences

<b>What is the service? Am I eligible?</b>	Teaching ( pre-service and in -service secondary school teachers and tutors for TTCs) to anybody who meet the minimum requirements, Consultancies, community service, claims from students
<b>Departments to be approached</b>	Economics and Business Studies Social Sciences Professional Police Studies
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5.00 pm to 9.30 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One week, if all information and supporting documents are available
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• To whom it may concern,</li> <li>• Response to application for suspension of Studies etc.</li> <li>• Student card</li> </ul>
<b>What is the procedure?</b>	Report to secretary, present your request then to the Dean of the faculty of Social Sciences if you are not served according to regulations
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean of the Faculty and when it is not solved, contact the Vice Rector Academic Affairs either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: + 250 (0)255100591 during office hours
<b>Available forms</b>	Form at Faculty office
<b>Relevant legal documents</b>	General Academic Regulations, Identification

### 11. Type of service: Complaints about attendance, missing/ correction of grade in class assignment/Final/Re- sit examinations ( the service is common for all faculties)

<b>What is the service? Am I eligible?</b>	Complaints about attendance, missing/ correction of grade in class assignment/Final/Re- sit examinations: For registered, continuing students in all faculties, having attended all the courses, done class assignments/final/re- sit examinations
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<b>Departments to be approached</b>	Concerned Department and Dean of Faculty
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediately; However, when verification is needed , it will take one to three days
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- To whom it may concern,</li> <li>- Response to application for suspension of Studies etc.</li> <li>- Student card</li> </ul>
<b>What is the procedure?</b>	Present a request to the Head of Dept in person/writing and he/she solves it or continue to the Dean of the faculty
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Head of Dept and attach support documents; and when it is not solved, contact the Dean of Faculty; and when not served, contact Vice Rector Academic Affairs either in writing or in person
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	General Academic Regulations

#### **14. Type of service: Teaching and learning Chinese Language and Culture**

<b>What is the service? Am I eligible?</b>	Teaching and learning Chinese Language and Culture to anybody who need it
<b>Departments to be approached</b>	<b>Confucius Institute</b>
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediately; However, when verification is needed , it will take one to two days
<b>What, if any, are the costs for accessing the service?</b>	Fees for learning Consultation is free
<b>What documents are required?</b>	It depends on the type of service
<b>What is the procedure?</b>	Report to secretary, then to the Director of Confucius Institute. Present your request
<b>What, if any, other institutions do I need to</b>	KCB for payment

visit to access the service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	Complaint can be addressed to the Director and when it is not solved, contact the Vice Rector Academic either in writing or in person .
Is there any additional information regarding this service that is useful to know?	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: + 250 (0)255100591 during office hours
Available forms	None
Relevant legal documents	None

### 15. Type of service: Translation in Chinese Language

What is the service? Am I eligible?	Translation in Chinese Language to anybody who need it
Departments to be approached	Confucius Institute
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, However, when verification is needed , it will take one to two days
What, if any, are the costs for accessing the service?	Fees for translation Consultation is free
What documents are required?	Application Letter
What is the procedure?	Report to secretary, then to the Director of Confucius. Present your request
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)	KCB for payment
Is there a complaint procedure?	Complaint can be addressed to the Director of Confucius Institute; and when it is not solved, contact the Vice Rector Academic Affairs either in writing or in person .
Is there any additional information regarding this service that is useful to know?	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call the phone number: + 250 (0)255100591 during office hours
Available forms	None
Relevant legal documents	None

### 17. Type of service: Teaching and learning through distance and tele-education

What is the service? Am I eligible?	Teaching and learning through distance and tele-education to anybody who meet the minimum requirements and qualifications. <b>For Distance Education:</b> If you are an unqualified teacher in lower secondary schools <b>For Tele- Education;</b> Holder of Bachelor's degree for admission to post graduate
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	<p>Studies Holder of secondary school certificate or equivalent for admission to undergraduate studies</p>
<b>Departments to be approached</b>	<p>CODEL, especially:</p> <ul style="list-style-type: none"> <li>- The Department of distance Education</li> <li>- The Coordinator of KIE Learning Centre of Pan- African e- Network Tele- Education</li> </ul>
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	<p><b>For Distance Education:</b> One week for the advertisement ( radio, newspapers) Two weeks to submit application One month for selecting candidates One week- call for registration ( radio, newspapers) Two weeks reserved for registration</p> <p><b>For Tele- Education:</b> One week for the advertisement ( radio, newspapers) Two weeks to submit application Three weeks for selecting candidates One week- call for registration ( radio, newspapers)</p>
<b>What, if any, are the costs for accessing the service?</b>	<p><b>For distance Education:</b></p> <ul style="list-style-type: none"> <li>- 5000 Rwf : Application fees</li> <li>- 33000 Rwf : Registration fees</li> <li>- 1000 Rwf : Contribution SUKIE</li> <li>- 1000 Frw : Contribution Modules per module</li> </ul> <p><b>For Tele- Education:</b></p> <ul style="list-style-type: none"> <li>- 5000 rwf: Application fees</li> <li>- 23000 rwf : Registration fees</li> <li>- 150000 rwf: Tuition fees per semester for postgraduate</li> <li>- 100000 rwf Tuition fees per semester for undergraduate</li> </ul>
<b>What documents are required?</b>	<p><b>For Distance Education:</b></p> <ul style="list-style-type: none"> <li>- A photocopy of A level certificate</li> <li>- To whom it may concern fro the headmaster/ headmistress</li> <li>- Application letter</li> <li>- Two colored passport photos</li> <li>- Photo copy of ID card</li> </ul> <p><b>Distance Education/ Tele- Education</b></p> <ul style="list-style-type: none"> <li>- Application letter</li> <li>- Two colored passport photos</li> <li>- Photocopy of ID card</li> <li>- Photocopy of A- level certificate ( undergraduate student)</li> <li>- Photocopy of a Bachelor's degree or a diploma</li> </ul>
<b>What is the procedure?</b>	Contact the concerned departments in person

<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Bnr or Ecobank for payment:
<b>Is there a complaint procedure?</b>	Complaint can be addressed to top management, Deans of faculty or the Director of CODEL or contact the Vice Rector Academic when it is not solved.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call following phone number during office hours : Call Director of CODEL 0788512201 Call H.O.D Distance Education 0788567473 Call Coordinator KIE Tele- Education Learning Centre 0788609810
<b>Available forms</b>	Application form at Department or on kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 20/2008 of 18/07/2008 determining the Structure, Organization and Functioning of Kigali Institute of Education</li> </ul>

### 18. Type of service: Academic Practice and Development

<b>What is the service? Am I eligible?</b>	<ul style="list-style-type: none"> <li>• Develop Academic Leadership Programmes</li> <li>• Enhance capacity building of academic staff in teaching and learning in Higher Education and Community services</li> <li>• Develop leadership programmes</li> <li>• Income generation through: Through marketing KIE products ( short courses training) <ul style="list-style-type: none"> <li>- Post graduate programs</li> <li>- Consultancy programs</li> </ul> </li> <li>• Organizing and coordinating of: <ul style="list-style-type: none"> <li>- Public lectures</li> <li>- Training workshops</li> </ul> </li> </ul>
<b>Departments to be approached</b>	Centre for Academic Practice and Development ( <b>CAPD</b> )
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One day to 3 days: For all requests, responses are provided within one day to 3 days. However, consultancy services are delivered based on the time frame agreed upon with the client as stipulated in MOU. The same principle is applied on short courses.
<b>What, if any, are the costs for accessing the service?</b>	There are no costs in getting replies on requested issues. However, the services provided as per above mentioned are meant for income generating for the institute. The cost for these services is charged based on KIE regulations on financial matters
<b>What documents are required?</b>	Documents respecting administrative channels of KIE  <b>In case of consultancy services, the complete process of acquiring</b>

	<p><b>a tender:</b></p> <ul style="list-style-type: none"> <li>- A letter asking KIE to express interest</li> <li>- A notification letter of having won the tender</li> <li>- Signing of an agreement between two parties</li> </ul> <p><b>In the case of training programmes :</b></p> <ul style="list-style-type: none"> <li>- An application letter to join the programme if it is on individual basis and a letter expressing interest if it is an institution that wants its employees to take a specific course/ programme of study</li> <li>- Proof of payment if it is on individual basis and signing of MOU if it is an institution</li> <li>- If it is a public lecture, a request letter indicating a topic and a moderator</li> </ul>
<b>What is the procedure?</b>	Applications are made according to KIE regulations and procedures. <b>NOTE:</b> The above mentioned documents are part of the procedure, example, a letter expressing interest has to be written, etc.
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Bnr or ECOBANK For registering for a programme/ a course, you make payments at the bank.
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of CAPD and when it is not solved, contact the Vice Rector Academic for academic issues and Vice Rector Administration and Finance when it is administrative issues (either in writing or in person when necessary) .
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call following phone number : + 250 (0)255100591 during office hours ; also contact us on <a href="mailto:capd@kie.ac.rw">capd@kie.ac.rw</a>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 20/2008 of 18/07/2008 determining the Structure, Organization and Functioning of Kigali Institute of Education</li> </ul>

### 19. Type of service: Providing guidance in research development and implementation

<b>What is the service? Am I eligible?</b>	Providing guidance in research development and implementation (coordination) to anybody who need it
<b>Departments to be approached</b>	School of Post Graduate Studies and Research
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is</b>	2 to 3 days : For all matters other than the research proposal approval for findings, it takes 2 to 3 days Research proposal are approved by a special committee qualified

<b>submitted, how long will it take?</b>	to evaluate the relevance of a proposal ( this is done monthly/ quarterly)
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Guiding documents and research proposal respecting the format in use in KIE  In case of postgraduate programme, a letter or any other document expressing the formulated request with the approval of the department where the programme is located
<b>What is the procedure?</b>	Make application and write a proposal according to the KIE Guidelines
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Other universities and the High Education Council
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of Research and Postgraduate Studies and when it is not solved, contact the Vice Rector Academic for academic issues and Vice Rector Administration and Finance for administrative issues (in writing or in person when necessary).
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kie website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call following phone number : + 250 (0)255100591 during office hours : For further information, write to us on the following email address: <a href="mailto:spr@kie.ac.rw">spr@kie.ac.rw</a>
<b>Available forms</b>	<ul style="list-style-type: none"> <li>- Research proposal format,</li> <li>- Research proposal submission form and others</li> </ul>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>• General Academic Regulations</li> <li>• Law N° 20/2008 of 18/07/2008 determining the Structure, Organization and Functioning of Kigali Institute of Education</li> </ul>

## 20. Type of service: Academic Quality Assurance

<b>What is the service? Am I eligible?</b>	Academic Quality Assurance and Monitoring
<b>Departments to be approached</b>	Directorate of Academic Quality
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediately, However, when verification is needed , it will take three days maximum
<b>What, if any, are the costs for accessing the service?</b>	Service is free of charge
<b>What documents are required?</b>	Application letter and it also depends on the type of service
<b>What is the procedure?</b>	Report to secretary, then to the Director of Academic Quality, Present your request

<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director and when it is not solved, contact the Vice Rector Academic Affairs either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; and email us on <a href="mailto:daq@kie.ac.rw">daq@kie.ac.rw</a> For further information call (250)0255100723 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

**21. Type of service: Providing ICT Equipment maintenance/ repair and Installation of equipment or connection**

<b>What is the service? Am I eligible?</b>	Providing ICT Equipment maintenance/ repair and Installation of equipment or connection for all KIE members
<b>Departments to be approached</b>	ICT Directorate
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	For preventive maintenance: on regular basis/ weekly schedule Immediate: if equipment is down Installations: Immediate or next day when materials are available for installations But subject to tendering process if it is not a routine service
<b>What, if any, are the costs for accessing the service?</b>	No cost
<b>What documents are required?</b>	None
<b>What is the procedure?</b>	Present the request to the staff in- charge first, then to the Director of ICT if it is necessary
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of ICT and when it is not solved, contact the Vice Rector Administration and Finance either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	You may access technical manuals and procedures available in ICT Directorate
<b>Available forms</b>	Maintenance /service application forms
<b>Relevant legal documents</b>	None

## 22. Type of service: Providing Software Services and Data Security

<b>What is the service? Am I eligible?</b>	Software acquisition or support Basic training in ICT skills Antivirus protection and disinfection Backup and data security: system and Data Internet connection,  For all KIE members, and as long as it is in the Institute Action Plan for none routine service
<b>Departments to be approached</b>	Directorate of ICT
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm But for internet service, starting with 1 st September 2011,it will be 7/7 days from 7:00a.m to 10:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Same day for a reply on feasibility and availability, completion subject to the level of complexity Immediately, however, when verification is needed , it will take three days maximum
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	None
<b>What is the procedure?</b>	Present your request directly to the staff in - charge
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of ICT and when it is not solved, contact the Vice Rector Administration and Finance either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	You may access technical manuals and procedures available in ICT Directorate or you may also check with our website on which resources are available
<b>Available forms</b>	Application forms
<b>Relevant legal documents</b>	None

## 23.Type of service: Borrowing IT equipment from KIE / Special Facilities

<b>What is the service? Am I eligible?</b>	Borrowing IT equipment from KIE
<b>Departments to be approached</b>	Directorate of ICT
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediate Availability on the facilitation depends on management agreement and acceptance on the terms by third party
<b>What, if any, are the costs for accessing the service?</b>	Costs, if any, are to be determined according to the Institution Action Plan or KIE Internal Regulations and standards

<b>What documents are required?</b>	An official request to Rector of KIE
<b>What is the procedure?</b>	Request is made in writing to KIE, However you can deal directly with the staff in – charge. When he/she is not able to offer the required service, he/ she will redirect you to the right service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Bnr or ECOBANK for payment
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the supervisor first, then to the Director of ICT, if the issue is not solved, contact the Vice Rector Administration and Finance either in writing or in person ( when necessary).
<b>Is there any additional information regarding this service that is useful to know?</b>	Contact the staff in – charge or the Director of ICT for more information on phone number : + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### **24.Type of service: Rent IT facilities / Special Facilities**

<b>What is the service? Am I eligible?</b>	Rent IT facilities
<b>Departments to be approached</b>	Directorate of ICT
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediate Availability on the facilitation depends on management agreement and acceptance on the terms by third party
<b>What, if any, are the costs for accessing the service?</b>	Costs, if any, are to be determined according to the Institution Action Plan or KIE Internal Regulations and standards
<b>What documents are required?</b>	An official request to Rector of KIE
<b>What is the procedure?</b>	Request is made in writing to KIE, however you can deal directly with the staff in – charge. When he/she is not able to offer the required service, he/ she will redirect you to the right service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Bnr or ECOBANK for payment
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the supervisor first, then to the Director of ICT, if the issue is not solved, contact the Vice Rector Administration and Finance either in writing or in person ( when necessary).
<b>Is there any additional information regarding this service that is useful to know?</b>	Contact the staff in – charge or the Director of ICT for more information on phone number : + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

**25.Type of service: Printing services: B&W and color+ Business cards / Special Facilities**

<b>What is the service? Am I eligible?</b>	Printing services:B&W and colour+ Business cards
<b>Departments to be approached</b>	Directorate of ICT
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediate reply/response Availability on the facilitation depends on management agreement and acceptance on the terms by third party
<b>What, if any, are the costs for accessing the service?</b>	Costs, if any, are to be determined according to the Institution Action Plan or KIE Internal Regulations and standards
<b>What documents are required?</b>	An official request to Rector of KIE
<b>What is the procedure?</b>	Request is made in writing to KIE; However you can deal directly with the staff in – charge. When he/she is not able to offer the required service, he/ she will redirect you to the right service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Bnr or ECOBANK for payment
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the supervisor first, then to the Director of ICT, if the issue is not solved, contact the Vice Rector Administration and Finance either in writing or in person ( when necessary).
<b>Is there any additional information regarding this service that is useful to know?</b>	Contact the staff in – charge or the Director of ICT for more information on phone number : + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

**26. Type of service: Administration and Human Resource**

<b>What is the service? Am I eligible?</b>	Human Resource Service and Administration Recruitment, Orientation, Compensation, Staff welfare, Legal compliance, Counseling
<b>Departments to be approached</b>	Directorate of Administration and human Resource
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Immediately, However, when verification is needed , it will take three days maximum
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Request /Application letter and it also depends on the type of service
<b>What is the procedure?</b>	Report to secretary, hand in the required documents, present your request then get a feedback immediately , continue to the

	Director of Administration and Human Resource if need be, Present your request and get a response immediately
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of Administration and Human Resource and when it is not solved, contact the Vice Rector Administration and Finance either in writing or in person .
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	Arrival forms, leave forms, performance evaluation forms etc.
<b>Relevant legal documents</b>	General Statutes for Public Service, Statute establishing KIE Internal Regulations etc.

## 27. Type of service: Planning and Cooperation

<b>What is the service? Am I eligible?</b>	Institutional Planning and cooperation
<b>Departments to be approached</b>	Planning and Cooperation
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One to two days
<b>What, if any, are the costs for accessing the service?</b>	Service is free of charge
<b>What documents are required?</b>	Introductory letter/ recommendation and it also depends on the type of service
<b>What is the procedure?</b>	Report to secretary, present your request then get a feedback immediately , continue to the Director of planning if need be, Present your request and get a response immediately
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director and when it is not solved, contact the Vice Rector Administration and Finance either in writing or in person .
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

## 28. Type of Service: Providing Career Guidance and Advisory Services to Students

<b>What is the service? Am I eligible</b>	Advising on career path and choices depending on student's passion and strengths. Any registered student KIE is eligible
<b>Department to be approached</b>	Career Advisory Centre
<b>When can I access the service</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day after the appointment is made
<b>What, if any, are the costs of accessing this service?</b>	Free of charge
<b>What documents are required?</b>	None
<b>What is the procedure?</b>	Make an appointment with the Coordinator of Career Advisory Centre to be sure of his/her availability
<b>What, if any, other institutions do I need to visit to access the service? (e.g. For payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints can be addressed to the Coordinator of Career Advisory Centre or direct call on the number provided. If nothing is done they can be forwarded to Vice Rector Academic
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

## 29. Type of service: Providing Advice on choice of options/departments in KIE

<b>What is the service? Am I eligible</b>	Providing explanations and advice on available departments at KIE, requirements and possible careers available if one chooses a particular department/option.
<b>Department to be approached</b>	Career Centre or other departments
<b>When can I access the service</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	One day
<b>What, if any, are the costs of accessing this service?</b>	Free of charge
<b>What documents are required?</b>	None
<b>What is the procedure?</b>	Appointment with Coordinator of Career Advisory Centre

<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints may be written to the Coordinator of career Advisory Centre or direct call on the number provided. If nothing is done, contact the Vice Rector Academic
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	NA
<b>Relevant legal documents</b>	General Academic Regulations

### 30.Type of services: Placement of students in internship.

<b>What is the service? Am I eligible</b>	Giving information on available internship opportunities and helping students get internships
<b>Department to be approached</b>	Internship Office
<b>When can I access the service</b>	During internship period (according to the school's academic calendar)
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	Depends on availability of opportunities from schools and companies.
<b>What, if any, are the costs of accessing this service?</b>	Free of charge
<b>What documents are required?</b>	None
<b>What is the procedure?</b>	Faculty of Education and internship office make lists of students and lists of supervisors and they coordinate the activity
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	Potential Institutions able to receive an internees
<b>Is there a complaint procedure?</b>	Complaints may be made verbally or written to the Dean, Faculty of Education. If nothing is done they can contact the Vice Rector Academic
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 31 Type of Service: Borrowing of books and news papers

<b>What is the Service am I eligible?</b>	KIE Students, KIE Staff, both administrative and academic and Private individuals who are allowed to borrow books, newspapers, dissertations, theses
<b>Department to approached</b>	Library Services Unit
<b>When can I access the service</b>	- Monday to Friday :from 7:00am-10:00pm

	<ul style="list-style-type: none"> <li>- Saturdays : from 8:00am-12.30:00pm</li> <li>- NB Last Saturday of each month is "Umuganda Rusange": The Library remains closed</li> </ul>
<b>Once a request is made or an application is submitted, how long will it take</b>	5 minutes
<b>What, if any, are the costs for accessing the service?</b>	Free access to all services
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Student card</li> <li>- Staff card (Administrative/Academic)</li> <li>- Personal Identification document</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Submit request for the information/source needed User should have reference of the document needed</li> <li>- The reference is presented to the counter</li> <li>- Once the document presented to the User, the later should fill in the borrowing form</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure</b>	When there is a complaint, the User can contact the Director of Library Services either in person or phone or in writing
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	Borrowing form at Library
<b>Relevant legal documents</b>	None

### 31.Type of Service : Returning of books, news papers and thesis

<b>What is the Service? Am I eligible</b>	KIE Students, KIE Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations, theses on time
<b>Department to approached</b>	Library Services Unit
<b>When can I access the service</b>	Business hours: <ul style="list-style-type: none"> <li>- Monday to Friday :from 7:00am-10:00pm</li> <li>- Saturdays : from 8:00am-12:30pm</li> <li>- NB Last Saturday of each month is "Umuganda Rusange": The Library remains closed</li> </ul>
<b>Once a request is made or an application is submitted, how long will it take</b>	Immediately
<b>What, if any, are the costs for accessing the service?</b>	None However, if the document is returned late, a fee is payable to the KIE account 1,000 Frw per day per thesis. For the textbook it is 200 Rwf per day per textbook.
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Borrowed book</li> <li>- Borrowed news paper</li> <li>- Borrowed thesis</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- The User should indicate his (her) name and the returning date to the counter</li> <li>- The User should take back the borrowing form</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs</b>	None

<b>or to get additional documents)</b>	
<b>Is there a complaint procedure</b>	When there is a complaint, the User can contact the Director of Library Services either in person, by phone or in writing
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 32.Type of service: Medical service

<b>What is the service? Am I eligible?</b>	Medical services to student
<b>Department to be approached</b>	Student affairs unit-Clinic
<b>When can I access the service?</b>	Every day
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	24h/24
<b>What, if any, are the costs for accessing the service?</b>	4200 Rwf annual contribution and a card of Health insurance ( mutuelle de santé)
<b>What documents are required?</b>	Student identity card
<b>What is the procedure?</b>	-consultation -laboratory -referral to specialized hospitals when necessary
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to Dean of students or Head of Clinic
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 35. Type of service: Accommodation to the students

<b>What is the service? Am I eligible?</b>	<b>Accommodation to the student :</b> - Room distribution - Cleanliness in students hostels
<b>Department to be approached</b>	Dean's office SUKIE Committee
<b>When can I access the service?</b>	Monday to Friday:7:00am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	One month : Request for rooms is made one month before the new academic year.  Every day: Follow up of cleanliness is made every

	day from 8.00- 10.00a.m
<b>What, if any, are the costs for accessing the service?</b>	<ul style="list-style-type: none"> <li>- 6000 Rwf/month : Room fee for girls</li> <li>- 5000 Rwf : Room fee for boys/ month</li> </ul> Materials are found in rooms. 2 toilet papers /month.
<b>What documents are required?</b>	For accommodation: <ul style="list-style-type: none"> <li>- a request letter to Dean of students and to the commissioner in charge of accommodation in SUKIE</li> <li>- Copy of national ID card for new students and Students ID card for others</li> </ul> NB: For students with disabilities , the medical report is required
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Secretary of Dean and wardens and commissioner in charge of accommodation</li> <li>- Submit all the documents</li> <li>- Fill-in the register</li> <li>- Check on accommodation lists available on notice board after selection.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Bank for payment
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Contact Warden; and when not solved to the Dean of students
<b>Is there any additional information regarding this service that is useful to know?</b>	Distribution is based on selection criteria fixed by the ad hoc committee by priority order. Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours
<b>Available forms</b>	Student's allocated rooms fill an accommodation contract form and sign it. Room clearance form is required before leaving the room.
<b>Relevant legal documents</b>	Hostel policy

### 36.Type of service : Providing sports, culture and leisure facilities

<b>What is the service? Am I eligible?</b>	Providing sports, culture and leisure facilities to the students and the community : Any issue related with Sports, culture and leisure.
<b>Department to be approached</b>	Student affairs unit/Sports Officer/Culture and Leisure Officer
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm Weekend in case of sports or cultural events
<b>Time limit to access this service ? Or Once a request is made or an application is submitted, how long will it take?</b>	3 days for the type involving financial support 1 day for other service
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	None
<b>What is the procedure?</b>	Written request or contact the Commissioner in Charge of Sports and Culture at KIE

<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean of students or Sports officer or Culture Officer
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit kiewebsite: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information; For further information call + 250 (0)255100591 during office hours  Helping the youth during holidays in sports like basket ball, football, volley ball etc.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 37.Type of service: Providing Counseling and guidance to students

<b>What is the service? Am I eligible?</b>	Providing Counseling and guidance to students, social life, Personal and academic problems
<b>Department to be approached</b>	Dean's office
<b>When can I access the service?</b>	Every day
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	Always and Immediately
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Student ID card
<b>What is the procedure?</b>	Come to the office Make a verbal request of the service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Dean of Students
<b>Is there any additional information regarding this service that is useful to know?</b>	Long term counselling proceeds on appointment with the counsellor
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 38. Type of service: Procedure for receiving payment for services rendered to KIE

<b>What is the Service? Am I eligible?</b>	Individuals, firms and companies who are seeking payment after providing either goods or services to KIE are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, payment for services should not take more than 3 days

<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- 4 copies of the invoice,</li> <li>- Delivery note signed by both parties to the contract,</li> <li>- Bank guarantee if necessary,</li> <li>- Letter of notification,</li> <li>- Contract,</li> <li>- Purchase order,</li> <li>- 1 copy of the Identity card of the supplier</li> <li>- Copy of the request for quotation</li> <li>- Work execution report</li> <li>-Bank slip</li> <li>-clearance etc.</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Finance Secretariat of KIE/any other office involved at KIE</li> <li>- Submit all required documents above;</li> <li>- Provided that your application is in order payment will be made within 3 days.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Rector in charge of Administration and Finance of KIE
<b>Is there any additional information regarding this service that is useful to know?</b>	visit KIE website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call 0788302789 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Financial Manual Procedure and Accounting

### 39. Type of Services : Procedure for refunds at KIE

<b>What is the Service? Am I eligible?</b>	Individuals, firms and companies who are seeking refund from KIE are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, payment for services should not take more than 2 days
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Letter of the request</li> <li>- Copy of the bank slip</li> <li>- Any other document supporting the claim</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Central Secretariat of KIE</li> <li>- Submit all required documents above;</li> <li>- Provided that your application is in order to be paid within 2 days.</li> </ul>

<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of Finance or to the Vice Rector in charge of Administration and Finance of KIE
<b>Is there any additional information regarding this service that is useful to know?</b>	visit KIE website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call 0788302789 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### 40. Types of Services : Procedure for receiving invoices from KIE

<b>What is the Service? Am I eligible?</b>	Students, firms and companies who are seeking invoice from KIE are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the invoice should be done within one day.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Proof of registration at KIE ( Case of students)</li> <li>- Proof of tender award (consultancies)</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Secretariat of finance unit;</li> <li>- Submit all required documents above;</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of Finance or to the Vice Rector in charge of Administration and Finance of KIE
<b>Is there any additional information regarding this service that is useful to know?</b>	Visit KIE website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call 0788302789 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### 41. Types of services : Procedure for signing of clearance forms at KIE

<b>What is the Service? Am I eligible?</b>	Students and Staff who need clearance forms at KIE are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the signing of clearance form should be done within one hour for students and one day for staff.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Copy of student ID</li> <li>- Copy of Staff ID</li> <li>- Clearance form filled</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Secretariat of finance/ departments/ faculties/directorates for staff</li> <li>- Submit all required documents above</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed the Vice Rector in charge of Administration and Finance of KIE
<b>Is there any additional information regarding this service that is useful to know?</b>	Visit KIE website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call phone number: + 250 (0)255100591 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### 42. Types of services : Procedure for receiving receipt of payments at KIE

<b>What is the Service? Am I eligible?</b>	Students, Staff who are seeking a receipt of payments at KIE are required to adhere to the steps set out in this procedure.
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the receipt of payments should be done immediately.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	Copy of the bank slip
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- Go to the Secretariat of finance</li> <li>- Submit all required documents above;</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed either to the Director of the Finance or to the Vice Rector in charge of Administration and Finance of KIE

<b>Is there any additional information regarding this service that is useful to know?</b>	Visit KIE website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call phone number : + 250 (0)255100591 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 43.Type of service: Procurement

<b>What is the Service? Am I eligible?</b>	<p>Providing assistance to individuals, firms and companies interested in submitting a tender for a contract with KIE in the following areas:</p> <ul style="list-style-type: none"> <li>• Publication of the tenders in the media, Preparation of tender documents,</li> <li>• carrying out a technical and financial evaluation,</li> <li>• preparation of opening and evaluation reports and notification of the tender award, -ensuring the adequate execution of the contract in collaboration with beneficiary departments,</li> <li>• 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.</li> </ul>
<b>When can I access the service?</b>	Monday to Friday: From 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	The duration of the tender process will vary depending on the type of tender and availability of technical specifications from user department
<b>What, if any, are the costs for accessing the service?</b>	Payment of non- refundable fee to RRA Account for purchase of the tender document
<b>Cost</b>	100 Rwf/page
<b>What documents are required?</b>	Documents required may include the Trade Register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Individuals, firms and companies interested in submitting a tender for a contract with KIE should first purchase the tender document from the Procurement unit of KIE by presenting a payment slip issued by BNR or RRA.</li> <li>• The bid document sets out the functional, technical and financial specifications and is a basis for bidding</li> <li>• Individuals, firms and companies requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of KIE in respect to procurement Law and procedures.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	National Bank of Rwanda (NBR) or Rwanda Revenue Authority for payment of fees or cost of the tender document.
<b>Is there a complaint procedure?</b>	Complaints regarding this service are made in writing to the Vice Rector Administration and Finance of KIE. After presentation of a complaint to the VRAF , if it is not resolved, you may address your

	complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit KIE website: <a href="http://www.kie.ac.rw">www.kie.ac.rw</a> for information. For further information call telephone: 0788501125 during office hours.
<b>Available forms</b>	Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.
<b>Relevant legal documents</b>	Law N° 12/2007 OF 27/03/2007 on public procurement, Ministerial order N° 001/08/10/MIN of 16/01/2008 establishing regulations on public procurement and standards bidding documents

Approved by : **Prof. George K. Njoroge (PhD)**

**Rector of Kigali Institute of Education**