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FOREWORD

This service charter is a demonstration of our commitment to deliver quality services to our stakeholder. The charter is also a statement of our commitment to transparency and accountability in service delivery. It highlights the services offered to clients and requirements therein.

We believe that this instrument will keep us focused on our mission, vision and philosophy in an effort to satisfy our clients.

This service charter serves as our promise and signifies our pledge to serve our clients with a view to Enhancing our service delivery.

I request our clients, customers and stakeholders to continuously give us feedback on the quality and efficiency of our services to enable us improve on service delivery.

Dr TWABAGIRA Barnabé (PhD)

Principal



I. INTRODUCTION

The Integrated Polytechnic Regional Center-South (IPRC-SOUTH), was established by the Government of Rwanda in 2011. The core mission of the institution was to develop and provide professional technical education at three levels (Certificates, A2 & A1).

The IPRC-SOUTH inherited the existing physical infrastructure of the former ESO (Ecole des Sous Officiers). After the genocide against the Tutsi in 1994, MoD has used the school as a school for children who entered the military service as minors (known as Kadogo school). It was a school like so many others and formed these children up to the sixth primary. This activity was completed in 1997. After this year NUR has used this school as practical school of modern languages.

In 2012, there was a Memorandum of Understanding between the MINEDUC and MoD, at the end, former ESO is given to MINEDUC. Since then, MINEDUC used the school as the Head Quarter of IPRC-SOUTH

In March 2011, the Government of Rwanda decided to integrate Technical education and Vocational Education and Training into an integrated (TVET) system. Currently the IPRC-SOUTH is among three existing and operational integrated polytechnic Regional Centers (IPRCs) in the country with its mission and vision changed to reflect its IPRC status.

- **Mission:** to provide technical education and vocational training at all levels in order to empower students and to enhance their opportunities for career advancement and success in a global economy;
- **Vision:** IPRC aspires to be a leading world class institution in the provision of technical education, producing graduates capable of developing and implementing creative technical solutions to identify social and industrial needs of Rwanda, the region and the international society.

Now, IPRC-SOUTH is located at HUYE (Former ESO) and begins to provide courses in different trades such as:

Diploma programme:

- Construction technology
- Electrical technology
- Electronics technology
- ICT and

VTC Programme:

- Carpentry
- Culinary art
- Domestic electrical installation
- Masonry
- Plumbing
- Welding
- Front office
- Food and beverage
- House keeping

Client Rights

Our clients have a right to:

- Access to free services
- Be treated with respect
- Privacy and Confidentiality
- Lodge complaints
- Appeal in accordance with established procedure

Client Obligations

Our clients have the following obligations

- Attend scheduled appointments punctually
- Respond to requests for accurate and timely information
- Contribute to arriving at solutions or recommendations to address problems
- Abide by legal requirements which make you eligible for services sought.
- Not to offer gifts, favors or bribe to our staff, or to solicit the same.
- Treat our staff with politeness

Feedback and complaints

We welcome constructive criticism and feedback about our services. We also welcome suggestions on how we can improve service delivery. We commit ourselves to taking your complaints and suggestions seriously and to dealing with them as quickly as possible. In case you have a problem, suggestion or complaint, you can use the following communication channels:

- Speak to the person who has been attending to you
- Speak to that person's supervisor
- Use our suggestion box
- Write to us using the address given at the end of this document or call us on telephone numbers (+250) 255119248
- Use our Email: info@iprcsouth.ac.rw or web site: www.iprcsouth.ac.rw

Our offices are open from Monday to Thursday at 7H: 00AM-5H:00 PM and from 7:00AM- 3H: 00 PM on Friday

II. SERVICES OFFERED BY IPRC- SOUTH

A. SERVICES OFFERED BY ACADEMIC SERVICES DEPARTMENT

1. Admission and Registration for regular program

What service am I eligible?	<i>Secondary school leavers or someone who has suspended his/her studies; interested to enter IPRC-SOUTH can register prior to the beginning of the 1st semester of each academic year. Admission of new students concerns both Government and Private sponsored.</i>
Department to be approached	<i>Academic Services Department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 03:00 pm NB: Registration shall be done over a period of four weeks (4 weeks of July for new students and 4 weeks of August for continuing students) and end two weeks before the beginning of each academic year.</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>3 days</i>
What, if any are the costs for accessing the service?	<i>20,000rwf</i>
What documents are required?	<i>Bank slip, national ID, 4 passport photos, school reports (S4, S5, and S6), 2 certified copies of S6 certificates</i>
What is the procedure?	<i>-Fill registration form available at IPRC-S ICT Department or downloaded it at IPRC-S website (www.iprcsouth.ac.rw), (registration form); - Submit the filled registration form with required documents</i>

	<p><i>above the Central Secretariat;</i></p> <p><i>- Come back after 3 days to pick up the answer about your application or visit the website (www.iprcsouth.ac.rw), .</i></p>
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	<i>BNR: account in the bank is posted</i>
Is there a complaint procedure?	<i>If complaint is found, contact in written form to director of academic services if not satisfied you can contact the Deputy Principal Academics</i>
Is there any additional information regarding this service that is useful to know?	<i>For your information checks IPRC-S website: www.iprcsouth.ac.rw</i>
Available forms	<i>Registration forms</i>
Relevant legal documents or Any other internal document to consult	<i>Academic rules and regulations and course contents</i>

2. Suspension of studies for regular Students

What is the service am I eligible?	<i>Any student can request for suspension of studies due to social, medical, economical reasons and any other justified reasons.</i>
Department to be approached	<i>Academic Services Department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>1 week</i>
What, if any are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<i>Request letter and other supporting document</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Drafting the request letter explaining the reasons of suspension;</i> - <i>Submit the request letter with supporting documents to the Secretary of Academic Services Department ;</i> - <i>Come back 1 week after to pick up the answer.</i>
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?)	<i>None</i>
Is there a complaint procedure?	<i>If any complaint is found, Written letter addressed to the Director of Academic Service Department is permitted.</i>
Is there any additional	<i>Any time suspension is allowed, however critical reason is</i>

information regarding this service that is useful to know?	<i>considered.</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

3. Resuming Studies

What is the service? Am I eligible?	<i>Any Government or private sponsored student who has suspended his/her studies and would like to resume them can apply for resuming it.</i>
Department to be approached	<i>Academic services Department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>Immediate</i>
What, if any are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<i>Registration form filled in, letter of suspension and resume request.</i>
What is the procedure?	<ul style="list-style-type: none"> - Check on www.iprcsouth.ac.rw or follow announcement from IPRC-S –HUYE to be informed of registration period for the following year of suspension; - Fill the registration form; - Submit the registration form with all documents required about to the Secretary of the Academic services Department; - Wait a moment for registration.
What, if any other Institutions do I need to visit	<i>None</i>

to access the service? (Eg. For payment of service costs or to get additional documents?)	
Is there a complaint procedure?	<i>No complaint</i>
Is there any additional information regarding this service that is useful to know?	<i>Suspension is granted in two academic years</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

4. Transfer of Government Sponsored Students from other Higher Institutions of learning to IPRC-SOUTH

What service am I eligible?	<i>A student can be transferred by REB from a High learning institution to IPRC-S for admission</i>
Department to be approached	<i>Academic services Department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>Immediate if he/she has all documents required</i>
What, if any are the costs for accessing the service?	<i>20,000frw for the registration fees.</i>
What documents are required?	<i>Application letter and supporting documents from their institutions before being considered for admission</i>
What is the procedure?	<i>-Write the application letter and attach all required documents above; -Submit application letter and required documents to Secretariat of Academic services Department ; -Come back 2 days after pick up the admission letter.</i>
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?)	<i>None</i>
Is there a complaint procedure?	<i>If there is, a written letter Addressed to the Academic</i>

	<i>Service Department is permitted.</i>
Is there any additional information regarding this service that is useful to know?	<i>Number of available seats</i>
Available forms	<i>No forms</i>
Relevant legal documents	<i>None</i>

5. Certificate of Attendance for continuing students

What is the service?	<i>Once you are a student of IPRC-S HUYE you can apply for</i>
Am I eligible?	<i>Certificate of Attendance</i>
Department to be approached	<i>Academic services department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>2 days</i>
What, if any are the costs for accessing the service?	<i>2,000 rwf revised each academic year.</i>
What documents are required?	<i>Bank slip, and request letter</i>
What is the procedure?	<ul style="list-style-type: none"> <i>-Write a request letter and attach the Bank slip;</i> <i>- Submit the request letter to the Secretariat of the Academic services department;</i> <i>- Come 2 days after pick up the Certificate of attendance.</i>
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?)	<i>Bank</i>
Is there a complaint	<i>None</i>

procedure?	
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>No forms</i>
Relevant legal documents	<i>No legal documents</i>

6. Collecting Diploma Certificate and transcripts after graduation

<p>What is the service?</p> <p>Am I eligible?</p>	<p><i>Any former student of IPRC-S HUYE who ends his training has rights to request for his/her Diploma certificate after graduation from the office of Registrar</i></p>
<p>Department to be approached</p>	<p><i>Academic services department</i></p>
<p>When can I access the service?</p>	<p><i>Monday to Thursday: From 7:00 am to 5:00 pm</i></p> <p><i>Friday: 7:00 am to 3:00 pm</i></p>
<p>Time limit to access this service or once a request is made or an application is submitted how long will it takes?</p>	<p><i>Once his/her request received by the Academic services Unit, he/she comes 3 days after pick up the Certificate of attendance.</i></p>
<p>What, if any are the costs for accessing the service?</p>	<p><i>For diploma is 20,000 Rwf, for transcript is 5,000 Rwf</i></p>
<p>What documents are required?</p>	<p><i>A request letter, bank slip, duly completed and signed clearance form, copy of student ID card for diploma and two passport photos and a copy of student ID card For transcripts.</i></p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> - <i>Write a request letter and attach the Bank slip;</i> - <i>Submit the request letter and all required documents to the Secretariat of the Academic services department;</i> - <i>Come 1 day after pick up the required documents.</i>
<p>What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional</p>	<p><i>Bank</i></p>

documents?	
Is there a complaint procedure?	<i>Any complaint found, contact Academic service department</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

7. Getting a Duplicate for stolen, Damaged or lost Diploma Certificate

What is the service? Am I eligible?	<i>The duplicate of a Diploma is issued to somebody whose original certificate has been stolen, damaged or lost.</i>
Department to be approached	<i>Academic services department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm</i> <i>Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>1 week</i>
What, if any are the costs for accessing the service?	<i>30,000frw</i>
What documents are required?	<i>Application letter, loss certificate from national police and Bank slip</i>
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?)	<i>Bank, Police Station</i>
Is there a complaint procedure?	<i>Submission of above documents</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

8. Acquiring a Student card for the first time

What is the service am I eligible?	<i>Student Card for both Government and Private students.</i>
Department to be approached	<i>Academic services department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>1 week</i>
What, if any are the costs for accessing the service?	<i>2,000rwf</i>
What documents are required?	<i>Bank slip</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Go to the Secretariat of Academic services department with details of identities and the Bank slip;</i> - <i>Come back 1 week after to pick up the student ID.</i>
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?)	<i>Bank</i>
Is there a complaint procedure?	<i>None</i>
Is there any additional information regarding this service that is useful to know?	<i>For duplicate student card, the student have to pay 5,000rwf and look for the loss certificate from national police</i>
Available forms	<i>No forms</i>
Relevant legal documents	<i>None</i>

9. Collecting Academic Documents on behalf of another Person

What service am I eligible?	<i>A former student of IPRC-S or a student not available for reasons of health or other may apply through a relative or friend for an academic document at the college.</i>
Department to be approached	<i>Academic Services Department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<i>After the required time for each document</i>
What, if any are the costs for accessing the service?	<i>Look for the cost of each document</i>
What documents are required?	<i>Application letter accompanied with power of attorney and bank slip of required document</i>
What is the procedure?	<i>-Write an application letter; -Submit the letter with all required documents above to the Secretary of Academic Services Department;</i>
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?	<i>None</i>
Is there a complaint procedure?	<i>If found please contact Academic services department in written form</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>

Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

10. Complaint about Missing / Examination Booklet, Attendance Marks

What is the service am I eligible?	<i>A student who missed an exam or who estimated under marked has right to complain about Missing / Examination Booklet, Attendance Marks in the Academic Services. Having done the CAT/Exam or having attended classes claiming for.</i>
Department to be approached	<i>Academic Services Department</i>
When can I access the service?	<i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service? Or Once a request is made or an application is submitted, how long willit take?	<i>Two days</i>
What, if any, are the costs f o r accessing the service?	<i>Free service</i>
What documents are required?	<ul style="list-style-type: none"> - <i>Application letter</i> - <i>Copy of a student ID</i> - <i>Supporting documents for her/his claim</i>
What is the procedure?	<i>Go to the Academic Services in case of attendance claim or in concerned department in case of missing CAT/Exam Booklet.</i>
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?)	<i>None</i>
Is there a complaint	<i>Complaints may be addressed either in writing or in</i>

procedure?	<i>person to the Director of Academic Services; and when not solved contact the Deputy Principal of Academics</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

11. Acquiring a remarking, a special CAT/Exam

<p>What is the service?</p> <p>Am I eligible?</p>	<p><i>Acquiring a remarking, a special CAT/Exam:</i></p> <p><i>Having done the CAT/Exam or having attended classes claiming for.</i></p>
<p>Department to be approached</p>	<p><i>Academic Services Unit specifically the Relevant Department which forwards the claim in the Examination office for missing CAT/Exam and Booklets.</i></p>
<p>When can I access the service?</p>	<p><i>Monday to Thursday: From 7:00 am to 5:00 pm</i></p> <p><i>Friday: 7:00 am to 3:00 pm</i></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><i>Two days for claiming a special CAT/exam and two weeks</i></p>
<p>What, if any, are the costs for accessing the service?</p>	<p><i>Application fee for Complaining a remarking is 5,000rwf. No application fee for claiming a special CAT/Exam</i></p>
<p>What documents are required?</p>	<p><i>For one to claim for the mentioned services, she/he need to present the:</i></p> <ul style="list-style-type: none"> - <i>Application letter</i> - <i>Copy of a student ID</i> - <i>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))</i> - <i>Receipt/Bank slip of payment of complain fee (case of remarking)</i>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> - <i>Go to the Academic services department in case of claiming for a special CAT/Exam and</i>

	<p><i>submit your complete application dossier. You will get a feedback after two days</i></p> <p><i>- In case of Remarking go to Relevant Department and submit your application. You will get the feedback of remarking after 2 weeks.</i></p>
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	<i>Bank</i>
Is there a complaint procedure?	<i>Complaints may be addressed either in writing or in person to the Academic services department; and when not solved contact the Deputy Principal of Academic</i>
Is there any additional information regarding this service that is useful to know?	<i>Always visit IPRC-SOUTH website www.iprcsouth.ac.rw</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

12. Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial

What is the service? Am I eligible?	<i>A former student or registered student of IPRC-SOUTH can need a document of recommendation letter, "TO WHOM IT MAY CONCERN "or any other Testimonial document.</i>
Department to be approached	<i>Academic Services Department</i>
When can I access the service?	<i>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>Two Days</i>
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> ✓ <i>To whom it may concern: 2,000rwf</i> ✓ <i>Recommendation letter: free of charge</i> ✓ <i>Statement of Results: free of charge during the period of one month after results publication; then after this period of one month, the statement of results will cost 2,000rwf each time is required</i>
What documents are required?	<i>Application letter and bank slip</i>
What is the procedure?	<p><i>Application should be addressed to the Academic Director and submit it in his/her office.</i></p> <p><i>After thorough verification of your registration and the academic records, if everything is in order, you will be asked to come back the next day to collect the signed and stamped document.</i></p>
What, if any other Institutions do I need to visit to access the	<i>Bank</i>

service? (Eg. For payment of service costs or to get additional documents?)	
Is there a complaint procedure?	<i>Complaints can be addressed either in writing or in person to the Academic services department; and when not solved contact the Deputy Principal of Academics</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

B. SERVICE OFFERED BY DEPARTMENT OF VTC PROGRAM

1. Applying for VCT program

<p>What service am I eligible?</p>	<p><i>Requirements+ Duration</i> <i>Any interested person with a background of 9 years basic education can request for admission and registration on short courses in :</i></p> <ul style="list-style-type: none"> ○ <i>Carpentry;</i> ○ <i>Culinary art;</i> ○ <i>Domestic electrical installation;</i> ○ <i>Masonry;</i> ○ <i>Plumbing;</i> ○ <i>Welding;</i> ○ <i>Front office;</i> ○ <i>Food and beverage or in</i> ○ <i>House keeping</i>
<p>Department to be approached</p>	<p><i>IIRC-SOUTH, Department of VTC Program</i></p>
<p>When can I access the service?</p>	<p><i>After every academic year registration for new students is done from Monday to Thursday: From 7:00 am to 5:00 pm and on Friday, from 7:00 am to 03:00 pm</i></p> <p><i>Registration shall be done over a period of 4 weeks of July and end two weeks before the beginning of each academic year.</i></p> <p><i>Note: Dates for the registration and start of classes are always announced.</i></p>
<p>Time limit to access this service or once a request is made or an application is submitted how long will it takes?</p>	<p><i>3 days</i></p>
<p>What, if any are the costs for accessing the service?</p>	<p><i>5,000Rwf for registration and 150,000 rwf for tuition.</i></p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> - <i>Notified copy of 9 years basic education,</i> - <i>Copy of National Identity Card or Passport,</i> - <i>Filled Student Registration Form,</i> - <i>Two Passport Photos,</i>

	- <i>Bank slip.</i>
What is the procedure?	<p>- <i>Download the Student Registration Form from IPRC-S website, www.iprcsouth.ac.rw or go to look for it from IPRC-S, Department of VTC Program</i></p> <p>- <i>Fill the Student Registration Form and attach all above mentioned documents for registration;</i></p> <p>- <i>With the student registration form and all attached documents go for registration to the Department of VTC Program a candidate comes and does the registration at IPRC-S.</i></p>
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	<i>Registration fees and Tuition Fees is paid in BNR at IPRC-S account</i>
Is there a complaint procedure?	<i>If any issue, an applicant can seek for assistance to the IPRC-S, Department of VTC Program in writing expressing the matter. However, if it is a small issue it can be expressed verbally.</i>
Is there any additional information regarding this service that is useful to know?	- <i>Any information regarding IPRC-S, Department students' registrations and programs start is usually posted on bill board of IPRC-S and on the website (www.iprcsouth.ac.rw).</i>
Available forms	<i>Student Registration Form</i>
Relevant legal documents or Any Other Internal document to consult	<p>- <i>Course contents per every offered program,</i></p> <p>- <i>Information Document that contains all the information regarding the offered courses (Course names, course contents, Registration Fees, Tuition Fees, Start of registration, Registration requirements, and Start of classes).</i></p>

C. SERVICE OFFERED BY THE LIBRARY DEPARTMENT

1. Accessing to the Library

What is the service am I eligible?	<i>Use of Library resources and borrowing books to different users including students, general users and anyone who may want to use our resources for different reasons</i>
Department to be approached	<i>Library Department</i>
When can I access the service?	<i>Monday to Sunday from 8am to 9pm</i>
What, if any are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<i>ID cards for students, free for staff and Private ID for others</i>
What is the procedure?	<ul style="list-style-type: none"> <i>-Go to the Library, show your ID card;</i> <i>- Seek the document you are looking for;</i> <i>- Borrow the book of your choice, register it before going back or read in the library;;</i> <i>- Respect the date required to return it.</i>
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?)	<i>None</i>
Is there a complaint procedure?	<i>None</i>
Is there any additional information regarding this service that is useful to know?	<i>Access to the library equipment is free of charges and these items must be returned in 2 weeks. Fines are charged to whom who fails to bring back on time different library items.</i>

	<p><i>The charges are as follows:</i></p> <p><i>Thesis:</i> 500rwf per copy and per day of delay</p> <p><i>Final year report:</i> 500rwf per copy and per day of delay</p> <p><i>Textbooks:</i> 500rwf per copy and per day of delay</p> <p><i>Newspaper/magazine:</i> 500rwf per copy and per day of delay</p>
Available forms	<i>No forms</i>
Relevant legal documents	<i>None</i>

D. SERVICE OFFERED BY STUDENT AFFAIRS UNIT

1. Applying for students' accommodation

What is the service am I eligible?	A student regularly admitted in IPRC-SOUTH can apply for a room in the campus
Department to be approached	Student Affairs Unit
When can I access the service?	From 7:00 am to 5:00 pm and on Friday, from 7:00 am to 03:00 pm Request is made one month before the new academic year.
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	2 weeks before the beginning of the new Academic year
What, if any, are the costs for accessing the service?	50,000 rwf per academic year per bed per person
What documents are required?	<ul style="list-style-type: none"> - Application letter to the Director of Student Affairs - 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"> - Write the application letter; - Submission of the documents in the Directorate of Student Affairs Office; - Fill-in the register; - Check on accommodation lists available on notice board after selection; - Once you are given accommodation: - Payment to BNR at the IPRC-S account

	<ul style="list-style-type: none"> - 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?)	None
Is there a complaint procedure?	Complaint can be addressed to the Warden; and when not solved contact Director of Student Affairs; and when not solved contact the Deputy Principal of Administration and Finance
Is there any additional information regarding this service that is useful to know?	<p>Selection is based on criteria fixed by the ad hoc committee to set priorities</p> <p>Mattress are found in the room</p>
Available forms	<p>Room acceptance form for accommodated students.</p> <p>Room handover form is required before leaving the room at the end of the academic year.</p>
Relevant legal documents	Hostel policy

F. SERVICES OFFERED DEPARTMENT IN CHARGE OF FINANCE

1. Payment for services rendered to IPRC-SOUTH

What is the Service am I eligible?	<i>Individuals, firms or companies who have provided service or goods to the institution must be paid for services rendered to IPRC-SOUTH.</i>
Department to be approached	<i>Department in charge of Finance</i>
When can I access the service?	<i>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>3 days</i>
What, if any, are the costs for accessing the service?	<i>There is no charge for this service</i>
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 IPRC-SOUTH; - 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	<i>None</i>

service? (Eg. For payment of service costs or to get additional documents?	
Is there a complaint procedure?	<i>Complaints regarding this service can be addressed either to the Director of the Finance Unit ; and when not solved contact the Deputy Principal in charge of Administration and Finance of IPRC- SOUTH</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

2. Procedure for refunds at IPRC-SOUTH

<p>What is the Service? Am I eligible?</p>	<p><i>Individuals and/or firms who are seeking refund to IPRC-SOUTH are required to adhere to the steps set out in this procedure.</i></p>
<p>Department to be approached</p>	<p><i>Department in charge of Finance</i></p>
<p>When can I access the service?</p>	<p><i>Monday to Thursday: 7:00 am to 5:00 pm</i> <i>Friday: 7:00 am to 3:00 pm</i></p>
<p>Once a request is made or an application is submitted, how long will it take?</p>	<p><i>2 days</i></p>
<p>What, if any, are the costs for accessing the service?</p>	<p><i>There is no charge for this service</i></p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> <i>- Letter of the request</i> <i>- Copy of the bank slip</i> <i>- Any other document supporting the claim</i>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> <i>- Go to the Central Secretariat of IPRC-SOUTH;</i> <i>- Submit all required documents above;</i> <i>- Provided that your application is in order to be paid within 2 days.</i>
<p>What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)</p>	<p><i>None</i></p>
<p>Is there a complaint procedure?</p>	<p><i>Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Deputy Principal of Administration and Finance of IPRC-SOUTH</i></p>

Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

3. Getting clearance form at IPRC-SOUTH

What is the Service am I eligible?	<i>Students and/or Staff who are seeking for a clearance forms at IPRC-SOUTH are required to adhere to the steps set out in this procedure.</i>
Department to be approached	<i>Department in charge of Finance</i>
When can I access the service?	<i>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>Provided that all the requirements have been met, the signing of clearance form should be done within one hour.</i>
What, if any, are the costs for accessing the service?	<i>There is no charge for this service</i>
What documents are required?	<ul style="list-style-type: none"> - <i>Copy of student ID</i> - <i>Copy of Staff ID</i> - <i>Clearance form filled</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Go to the finance unit and Academic services</i> - <i>Submit all required documents above;</i>
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?)	<i>None</i>
Is there a complaint procedure?	<i>Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Deputy Principal of Administration and Finance of IPRC-SOUTH</i>
Is there any additional information regarding this service that is useful	<i>None</i>

to know?	
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

4. Receiving receipt of payments

What is the Service am I eligible?	<i>Students and/or Staff who are seeking for a Receipt of payments at IPRC-SOUTH are required to adhere to the steps set out in this procedure.</i>
Department to be approached	<i>Department in charge of Finance</i>
When can I access the service?	<i>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>Provided that all the requirements have been met, the receipt of payments should be done immediately.</i>
What, if any, are the costs for accessing the service?	<i>There is no charge for this service</i>
What documents are required?	<i>- Copy of the bank slip</i>
What is the procedure?	<i>- Go to the finance unit; - Submit all required documents above;</i>
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?)	<i>None</i>
Is there a complaint procedure?	<i>Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Deputy Principal of Administration and Finance of IPRC-SOUTH</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>None</i>
Relevant legal documents	<i>None</i>

5. Getting Information on Procurement services of IPRC-SOUTH

<p>What is the Service am I eligible?</p>	<p><i>Providing Information on Procurement services of IPRC-SOUTH to individuals and/or firms interested in submitting a tender for a contract with IPRC-SOUTH in the following areas:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Publication of the tenders in the media, Preparation of tender documents,</i> <input type="checkbox"/> <i>Carrying out a technical and financial evaluation,</i> <input type="checkbox"/> <i>Preparation of opening and evaluation reports and notification of the tender award,</i> <input type="checkbox"/> <i>Ensuring the adequate execution of the contract in collaboration with beneficiary departments,</i> <input type="checkbox"/> <i>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.</i>
<p>Department to be approached</p>	<p><i>Department in charge of Finance</i></p>
<p>When can I access the service?</p>	<p><i>Monday to Thursday: From 7:00 am to 5:00 pm and Friday: 7:00 am to 3:00 pm</i></p>
<p>Once a request is made or an application is submitted, how long will it take?</p>	<p><i>The duration of the tender process will vary depending on the type of tender.</i></p>
<p>What, if any are the costs for accessing the service?</p>	<p><i>Cost of the bidding document.is 10.000rwf</i></p>
<p>What documents are required?</p>	<p>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</p>

	on the type of tender.
What is the procedure?	<ul style="list-style-type: none"> <input type="checkbox"/> Individuals and/or firms interested in submitting a tender for a contract with IPRC-SOUTH should first purchase the tender document from the Procurement unit of IPRC-SOUTH by presenting a payment slip issued by BNR or RRA. <input type="checkbox"/> The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract <input type="checkbox"/> Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of IPRC-SOUTH.
What, if any, other institutions do I need to visit to access the service? (eg. For payment	<ul style="list-style-type: none"> <input type="checkbox"/> National Bank of Rwanda (NBR) <input type="checkbox"/> Rwanda Revenue Authority for payment of fees or cost of the tender document <input type="checkbox"/> National Tender Panel-handling unresolved complaints
Is there a complaint procedure?	Complaints regarding this service are made in writing to the Deputy Principal of Administration and Finance of IPRC-SOUTH. If following the presentation of a complaint to the Deputy Principal of Administration and Finance and if your issue remains unresolved you can 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 IPRC-SOUTH website: www.iprcsouth.ac.rw
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 27/03/2003 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 **Dr TWABAGIRA Bernabe,**



Principal of IPRC-SOUTH.

Done at Huye, on 8th./ 02./2013