

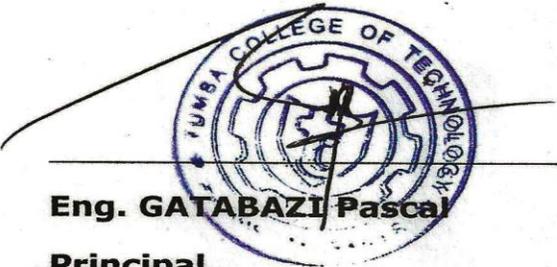
Foreword

It is my pleasure to present to you this Service Charter for **Tumba College of Technology** which is one of the center of Northern Integrated Polytechnic Regional Center. 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 IPRC North, 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.

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 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


Eng. GATABAZI Pascal
Principal

The present service charter reflects the service provided by Tumba College of Technology to its customers. It indicates different services, services standards, service delivery methods, timelines, and grievances mechanisms. The service charter shows the following elements:

- ❖ Vision and Mission affirms to deliver the service with:
 - **Professionalism;**
 - **Integrity**
 - **Responsibility**
 - **Accessibility**
 - **Excellence**
 - **Respect**

- ❖ Details of services delivered by Tumba College of Technology/ IPRC North:
 - Specification of services provided by Tumba College of Technology/ IPRC North,
 - Clear identification of the department to be approached or where specific services can be obtained. In this way clients will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides clients with useful information and will prevent them from back and forth.
 - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, clients can expect improvement
 - Clear information about the required document and procedures to get a service in Tumba College of Technology/ IPRC North. For example, the documents to be shown, the available forms to be filled in.
- ❖ Details of the 'clients', groups/end users or People who are eligible for each service offered by Tumba College of Technology/ IPRC North
- ❖ 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 service Charter is a tool to increase the information available to customers of Tumba College of Technology /IPRC North and sets standards for transparency in public services. It is expected that through this service Charter, IPRC North'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 clients, Tumba College of Technology commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Feedback mechanism

Given that the College cannot go this route alone, it therefore invite its clients 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 service Charter, The College expects continuous interaction with its clients seeking its services. For this, Tumba College of Technology has developed the following instruments in order to actively obtain feedback from its clients:

- Suggestion box at its entrance;
- 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 Service Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, Tumba College of Technology 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 College 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 College 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 service 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 College and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the College 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, Tumba College of Technology 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, the College 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 this Service will be delivered through various dissemination technologies and publicized widely through websites, and where necessary radio, newspapers etc. to reach the public. Thus, the College 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;

- Post the Charter on website;

- 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 students (and pupils), Industries, Public Institutions, non government organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by Tumba College of Technology 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.

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, favours 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 number (+250) 784501514/5/6

Contact:

TUMBA COLLEGE OF TECHNOLOGY /INTEGRATED POLYTECHNIC REGIONAL CENTER NORTH

P.O. Box 6638 Rulindo

Tel: 0784501514/5/6

Info@tct.ac.rw

Website: www.tct.ac.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

1. INTRODUCTION

Tumba College of Technology (IPRC North) is a Public technical Institution located in Rulindo District, Northern Province. TCT's mandate is to train a critical mass of Human capital with competent hands-on skills, work attitude, and knowledge. TCT wishes to recruit competent persons for the following positions:

2. VISION:

Tumba College of Technology aspires to be a center of excellence in technical education in Rwanda and the region.

3. MISSION:

The College's mission is to produce highly qualified technicians with competent hands on skills and entrepreneurship culture.

Type of Service: Admission and registration

1. a) Regular program (Advanced Diploma)

<p>What is the service?</p> <p>Am I eligible?</p>	<p>Currently the College offers three programs</p> <ul style="list-style-type: none"> ❖ Alternative Energy ❖ Electronics and Telecommunication ❖ Information Technology <p>The College admits both Government Sponsored and Private sponsored students. The program takes two years.</p> <p>Eligibility criteria</p> <ul style="list-style-type: none"> ❖ Ordinary certificate with required marks as determined by REB in the following combination/ Option: <ul style="list-style-type: none"> • Maths- Physics –Geography
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	<ul style="list-style-type: none"> • Maths- Physics –Computer Science • Electricity • Electronic – Informatique • Electronic – Telecommunication • Computer Science • Informatique <p>For a self sponsored student the required marks vary every year.</p> <p>Should have studied in one of the above combination/ Option with at least 13 Marks.</p>																					
Department to be approached	Academic Services Unit																					
When can I access the service?	From 7: 00 AM to up to 5:00 PM From Monday to Friday																					
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	<p>For continuing students, registration is done two weeks before the starting of the Academic year.</p> <p>For new applicants, registration is done in the first two weeks of July of each Academic year.</p>																					
What, if any are the costs for accessing the service?	<table border="1" data-bbox="699 1528 1474 1990"> <thead> <tr> <th>Types of fees per year</th> <th>Government students</th> <th>Private students</th> </tr> </thead> <tbody> <tr> <td>Application</td> <td>N/A</td> <td>5000 Rwf</td> </tr> <tr> <td>Tuition</td> <td></td> <td>540,000 Rwf</td> </tr> <tr> <td>Registration</td> <td>21,000 RWF</td> <td>21,000 RWF</td> </tr> <tr> <td>Accommodation</td> <td>25000 Rwf</td> <td>25000 Rwf</td> </tr> <tr> <td>Catering</td> <td>18000 Rfw</td> <td>18000 Rfw</td> </tr> <tr> <td>Student</td> <td>2000 Rwf</td> <td>2000 Rwf</td> </tr> </tbody> </table>	Types of fees per year	Government students	Private students	Application	N/A	5000 Rwf	Tuition		540,000 Rwf	Registration	21,000 RWF	21,000 RWF	Accommodation	25000 Rwf	25000 Rwf	Catering	18000 Rfw	18000 Rfw	Student	2000 Rwf	2000 Rwf
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Identity card																
Student Guild	2000 Rwf	2000 Rfw/														
Medical Insurance	3000 Rwf	3000 Rwf/														
Caution	30,000 Rwf	30,000 Rfw														
Total																
What documents are required?	<ul style="list-style-type: none"> ❖ Bank sleep; ❖ National ID; ❖ 4 Passport photos; ❖ School reports (S4, S5, and S6), ❖ 2 Certified copies of S6 certificate 															
What is the procedure?	Contact the Academic Services Unit to get admission form or download it from www.tct.ac.rw , fill and submit it together with other required documents to the above cited Unit.															
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	<p>BK (for payment) on TCT Account Number :0400298765-38</p> <p>High Education Council (HEC) for Diploma equivalent</p>															
Is there a complaint	Complaint can be addressed to the Director of Academic Services: (250) 788767916 . When															

procedure?	not resolved contact the Vice Principal for Academics on (250) 788651881
Is there any additional information regarding this service that is useful to know?	Caution fees are refunded at the end of studies. However it is refunded under certain conditions. Always visit TCT website: www.tct.ac.rw
Available forms	Registration forms available at: <ul style="list-style-type: none"> ❖ Academic Services Unit ❖ www.tct.ac.rw
Relevant legal documents or Any other internal document to consult	Academic rules, and regulations and course contents

1. b) Short courses offered at the TCT Kigali ICT training Center

<p>What is the service?</p> <p>Am I eligible?</p>	<p>The center offers short courses in:</p> <ol style="list-style-type: none"> 1. PC- Hardware Maintenance and Trouble shooting 2. Advanced Networking & Server OS Administration 3. Software Design & Development 4. CCNA Professional <p>Eligibility criteria</p> <ul style="list-style-type: none"> • Having at least a senior six Certificate • For Advanced Networking and Server OS Administration, and Software Design and Development the candidate should have prerequisite skills in
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	<p>PC Hardware Maintenance and Trouble shooting</p> <ul style="list-style-type: none"> • For CCNA Professional he/she should have prerequisite skills in Advanced Networking and Server OS Administration 										
Department to be approached	TCT Kigali ICT Training Center										
When can I access the service?	<ul style="list-style-type: none"> ❖ After every 3 month for Full time classes, registration for new students is done and ❖ After every 6 month for Part time classes, registration is also done. <p>Note: Dates for the registration and start of classes are always announced.</p>										
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	Registration takes one month before the starting										
What, if any are the costs for accessing the service?	<table border="1"> <thead> <tr> <th>Type of fees</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>Application</td> <td>Free of charge</td> </tr> <tr> <td>Tuition</td> <td>150,000 for the first three short Courses and 260,000 For the forth one(CCNA Professional)</td> </tr> <tr> <td>Registration</td> <td>Free of charge</td> </tr> <tr> <td>Accommodation</td> <td>NA</td> </tr> </tbody> </table>	Type of fees	Cost	Application	Free of charge	Tuition	150,000 for the first three short Courses and 260,000 For the forth one(CCNA Professional)	Registration	Free of charge	Accommodation	NA
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What documents are required?	<ul style="list-style-type: none"> ❖ Notified copy of senior six living certificate or higher, ❖ Copy of National Identity Card or Passport, ❖ Filled Student Registration Form, ❖ Two Passport Photos, ❖ Bank slip. <p>Student Registration Form is downloadable from TCT website, www.tct.ac.rw or obtained from TCT-ICT Training Centre Office.</p>												
What is the procedure?	Contact the ICT Training Center to get the a registration form or download it from www.tct.ac.rw , fill and submit it together with other required documents to the Center.												
What, if any other Institutions do I need to	BK (for payment) on TCT Account Number: 040-0298765-38												

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 Manager of TCT ICT Training Center (250) 788843322 , ictcenter@tct.ac.rw .When not resolved contact the Dean of Faculty (250) 788433282
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw .
Available forms	Registration Form
Relevant legal documents or Any Other Internal document to consult	❖ Course contents of every offered program, ICT Training Center Brochures

2. Type of service: Collecting Diploma Certificate and transcripts after graduation

What is the service?	Collecting a Diploma certificate after graduation
Am I eligible?	Any student who fulfills all requirements
Department to be approached	Academic Services Unit
When can I access the service?	Working hours from 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 takes?	Two weeks after graduation
What, if any are the costs for accessing the service?	The first copy of Diploma is free of charge for transcripts is 5000 Rwf
What documents are required?	For Diploma: Duly completed and signed clearance form, copy of student Card. For transcripts: Two passport photos and a copy of Student ID Card.
What is the procedure?	Submit the above documents to the Academic Records office.
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	BK for payment. On TCT Account. 0400298765-38
Is there a complaint procedure?	If any complaint is found, Written letter addressed to DAS is permitted
Is there any additional information regarding this service that is useful to know?	Any time suspension is allowed, however critical reason is considered.
Available forms	NA

Relevant legal documents	Academic Rules and Regulations
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3. Type of Service: Temporally suspension of studies

What is the service? Am I eligible?	Any student who requests for suspension of studies due to social, medical, economical reasons and any other justified reasons.
Department to be approached	Academic services Unit
When can I access the service?	Monday to Friday : From 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 takes?	Two months after the starting of Academic year
What, if any are the costs for accessing the service?	Free of charge
What documents are required?	Application letter, medical certificate if the reason is health related, Bank sleep proving that the student has been registered for the academic year he/she wants to suspend
What is the procedure?	Submit the required documents to the Academic Services Unit.
What, if any other Institutions do I need to visit to access the service?	None

(Eg. For payment of service costs or to get additional documents?)	
Is there a complaint procedure?	Complaints can be addressed to the Director of Academic Services: on 0788767916. If not resolved You can contact the Vice Principal in charge of Academics on : 0788651881
Is there any additional information regarding this service that is useful to know?	Suspension is granted in one academic year
Available forms	None
Relevant legal documents	Academic regulations

4. Types of Service: Resuming studies

What is the service? Am I eligible?	Government or private sponsored students who have suspended their studies and would like to resume them
Department to be approached	Academic services Unit
When can I access the service?	Monday to Friday From 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	One month before the starting of Academic year

takes?	
What, if any are the costs for accessing the service?	Free of charge
What documents are required?	Application letter requesting reintegration, Authorization for suspension Letter
What is the procedure?	Submit an application letter for reintegration together with authorization for suspension letter to the Academic services Department
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	None
Is there a complaint procedure?	Complaints can be addressed to the Director of Academic Services: on 0788767916. If not resolved You can contact the Vice Principal in charge of Academics on : 078851881
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw
Available forms	Registration form
Relevant legal documents	Academic rules and regulations

5. Type of Service: Requesting Academic testimonial (To whom it may concern, Student ID)

<p>What is the service?</p> <p>Am I eligible?</p>	<p>Acquiring the following Academic testimonial (To whom it may concern, Student ID) or any other testimonial for registered student for that academic year who need to apply for any one of the documents mentioned above as a proof of being a student or has been a student of Tumba College of Technology.</p>
<p>Department to be approached</p>	<p>Academic services Unit</p>
<p>When can I access the service?</p>	<p>From Monday to Friday from 7: 00 AM - to 5: 00 PM</p>
<p>Time limit to access this service or once a request is made or an application is submitted how long will it takes?</p>	<p>1 Day</p>
<p>What, if any are the costs for accessing the service?</p>	<p>To whom it may concern: 5000 Rwf Student ID: 2000 Rwf</p>
<p>What documents are required?</p>	<p>A requesting letter together with a bank slip</p>
<p>What is the procedure?</p>	<p>Submit the required documents to the Academic records</p>
<p>What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service)</p>	<p>Bank of Kigali on TCT Account 0400298765-38</p>

costs or to get additional documents?	
Is there a complaint procedure?	Complaint can be addressed to the Director of Academic Services: (250) 788767916 . When not solved contact the Vice Principal for Academics on (250) 7888651881
Is there any additional information regarding this service that is useful to know?	Academic regulations
Available forms	NA
Relevant legal documents	Academic regulations

6. Type of Service: Complaint about Missing Continuous Assessment Test or Examination marks

What is the service? Am I eligible?	Complaint about Missing Continuous Assessment Test or Examination marks. A student requesting this service must have sat for the CAT or Exam his claiming for
Department to be approached	Student should first contact his/her Department which shall forward the claim in the Academic Services Unit.
When can I access the service?	From Monday to Friday from 7:00 AM to 5:00 PM
Time limit to access this service or once a request is made or an application is	Two days

submitted how long will it takes?	
What, if any are the costs for accessing the service?	Free of charge
What documents are required?	A claiming letter together with student ID
What is the procedure?	Submit the required documents to the relevant Department. Contact the Department after two days to get the response.
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 Director of Academic Services: (250) 788767916 . When not resolved contact the Vice Principal for Academics on (250) 788651881
Is there any additional information regarding this service that is useful to know?	—
Available forms	—
Relevant legal documents	Examination rules

7. Type of Service: Accommodation to students

<p>What is the service?</p> <p>Am I eligible?</p>	Accommodation to Registered students who need it
<p>Department to be approached</p>	Students services Unit
<p>When can I access the service?</p>	Beginning of the new Academic year
<p>Time limit to access this service or once a request is made or an application is submitted how long will it takes?</p>	Two weeks before the starting of the new Academic year
<p>What, if any are the costs for accessing the service?</p>	2,500 Rwf per Month
<p>What documents are required?</p>	Admission letter
<p>What is the procedure?</p>	Contact the office of Dean of Students
<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>	Bank of Kigali on TCT Account: 0400298765-38.
<p>Is there a complaint procedure?</p>	Complaint can be addressed to the Director of Students Affairs: (250) 788412895 . When not resolved contact the Vice Principal

	for Administration and Finance (250) 788517536
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw
Available forms	Room acceptance form for accommodated students Room handover form is required before leaving the room at the end of the academic year.
Relevant legal documents	General students regulation

8. Type of service: Providing catering services to students

What is the service?	Providing Catering Services to Students to in -campus Students
Am I eligible?	
Department to be approached	Students Affairs Unit
When can I access the service?	Seven days in a week
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	After subscription for meals and proof of payment modalities. The subscription is monthly
What, if any are the costs	Full meals per day: 600 Rwf

for accessing the service?	Monthly subscription : 18,000 Rwf
What documents are required?	Student ID card For a Government sponsored student he/she has to appear on REB's list. For a self sponsored student the payment is done in cash to the contracted supplier.
What is the procedure?	Fill in meals-subscription form, Deductions made from living allowance given to a student by REB Self sponsored students pay to the Account of the contracted supplier.
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?)	Contracted Company for catering services.
Is there a complaint procedure?	Complaints can be addressed to the Restaurant supervisor, TCT Students Union and when not solved contact Director of Student Affairs.
Is there any additional information regarding this service that is useful to know?	Always visit website: www.tct.ac.rw for information. For further information call on this telephone number: 0788412895 or info@tct.ac.rw The College provides kitchen utensils and other cooking facilities.
Available forms	Meals subscription form
Relevant legal documents	General students regulations

9. Type of Service: Providing health care and counseling

What is the service?	Students and Staff
Am I eligible?	
Department to be approached	Students Affairs Unit
When can I access the service?	Working hours from 7am: to 5pm
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	The clinic is accessible seven days /24hours
What, if any are the costs for accessing the service?	Students have to pay health insurance equivalent to 3000 Rwf
What documents are required?	For students : student Identity Card
What is the procedure?	Go immediately to the Clinic
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?	None
Is there any additional information regarding this	Other health insurances like RAMA,Mediplan,MMI are also accepted

service that is useful to know?	
Available forms	None
Relevant legal documents	None

10. Type of Service: Placement of Students in Industrial Attachment

What is the service? Am I eligible?	Providing information on available internship opportunities and assisting students to get internships.
Department to be approached	Industrial Liaison Officer at each Department
When can I access the service?	At the end of second year
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	Two months before the starting of Industrial attachment.
What, if any are the costs for accessing the service?	<ul style="list-style-type: none"> • Insurance Cover cost, • Accommodation, Food & Transport Costs where applicable • Report writing Cost
What documents are required?	Student's Introduction letter, Student's log book
What is the procedure?	The Industrial Liaison Officer prepares a list of students and their respective companies

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?)	Insurance Company to get an insurance cover certificate
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the concerned Head of Department and when not solved contact the Vice Principal for Academics.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.tct.ac.rw for information.
Available forms	Industrial attachment form
Relevant legal documents	Industrial attachment policy

11. Type of service: Providing technical expertise, consultancy in scientific and technical activities

What is the service? Am I eligible?	Trainings and scientific Testing in areas of Biomass/Improved cooking stoves, Biogas, Micro hydro power and Solar. All individuals, organizations, government institutions/organizations and private sector are eligible.
Department to be approached	R&D, Consultancy, Production and Entrepreneurship Unit
When can I access the service?	Monday to Friday from 7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is	3 days after receiving the request; TCT sends the invitation letter to the client for

submitted how long will it takes?	negotiations of terms of reference.
What, if any are the costs for accessing the service?	Training and accommodation fees if the training is to be conducted from Tumba.
What documents are required?	Requesting letter
What is the procedure?	Contact the R&D, Consultancy, Production and Entrepreneurship Unit or submit a requesting letter to the secretariat.
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	None
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Contact the R&D, Consultancy, Production and Entrepreneurship Unit R&D Unit and when not solved contact the Vice Principal for Academics.
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For more information. Call. The Director of R&D, Consultancy, Production and Entrepreneurship Unit 0788431109
Available forms	None
Relevant legal documents or Any other internal document to consult	None

11. Type of service: Construction of utility project

What is the service? Am I eligible?	Heat, water, cable, electricity, internet, sewage, trash, gas, maintenance, telephone and other related services. All individuals, organizations, government institutions/organizations and privet sector are eligible.
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Department to be approached	R&D, Consultancy, Production and Entrepreneurship Unit
When can I access the service?	7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	3 days after receiving the request; TCT sends the invitation letter to the client for negotiations of terms of reference.
What, if any are the costs for accessing the service?	The cost varies depending on the service and size
What documents are required?	Requesting letter
What is the procedure?	Contact the R&D, Consultancy, Production and Entrepreneurship Unit or submit a requesting letter to the secretariat.
What, if any other Institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents?)	None
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Contact the R&D, Consultancy, Production and Entrepreneurship Unit R&D Unit and when not solved contact the Vice Principal for Academics.
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For more information. Call. The Director of R&D, Consultancy, Production and Entrepreneurship Unit 0788431109
Available forms	None
Relevant legal documents or Any other internal document to consult	None

12. Type of service: Specialized construction of activities

What is the service? Am I eligible?	Solar water heaters, solar dryers, Animal feed cutting machine etc All individuals, organizations, government institutions/organizations and privet sector are eligible.
Department to be approached	R&D, Consultancy, Production and Entrepreneurship Unit
When can I access the service?	Monday to Friday From: 7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	3 days after receiving the request; TCT sends the invitation letter to the client for negotiations of terms of reference.
What, if any are the costs for accessing the service?	None
What documents are required?	Requesting letter
What is the procedure?	Direct contact to TCT/Production unit or a request latter
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?	None
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For further information. You can call : 0788431109
Available forms	None
Relevant legal documents or Any other internal document to consult	None

13. Type of Service: Remediation and other waste management services

What is the service?	Construction of Biogas both on domestic use
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Am I eligible?	and institutional Individuals, organizations, government institutions/organizations and private sector are eligible.
Department to be approached	R&D, Consultancy, Production and Entrepreneurship Unit
When can I access the service?	7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is submitted how long will it take?	Depends on nature of service requested for otherwise, access it immediately.
What, if any are the costs for accessing the service?	None
What documents are required?	Request letter
What is the procedure?	Direct contact to TCT/Production unit or a request letter
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?	None
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For further information. You can call : 0788431109
Available forms	None
Relevant legal documents or Any other internal document to consult	None

14. Type of Service: Construction Electrical power generation/Micro- hydro/solar and biogas

What is the service?	Construction of micro hydro power plants centralized solar power systems and biogas
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Am I eligible?	power systems. All individuals, organizations, government institutions/organizations and private sector are eligible.
Department to be approached	R&D, Consultancy, Production and Entrepreneurship Unit
When can I access the service?	Monday to Friday from 7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is submitted how long will it take?	Depends on nature of service requested for otherwise, access it immediately.
What, if any are the costs for accessing the service?	None
What documents are required?	Request letter
What is the procedure?	Direct contact to TCT/Production unit or a request letter
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?	None
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For further information. You can call : 0788431109
Available forms	None
Relevant legal documents or Any other internal document to consult	None

15. Type of service: Installation of domestic and industrial energy used appliances

What is the service?	Improved cook stoves, biogas burner, biogas cook stoves, briquette mold machines, briquette machines, briquettes, Solar water
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Am I eligible?	heaters, solar dryers, Animal feed cutting machine etc. All individuals, organizations, government institutions/organizations and privet sector are eligible.
Department to be approached	R&D, Consultancy, Production and Entrepreneurship Unit
When can I access the service?	Monday to Friday from : 7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	Depends on nature of service requested for otherwise, access it immediately.
What, if any are the costs for accessing the service?	None
What documents are required?	Requesting letter
What is the procedure?	Direct contact to TCT/Production unit or a request latter
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?	None
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For further information. You can call : 0788431109
Available forms	None
Relevant legal documents or Any other internal document to consult	None

16. Type of service: Procedure for receiving invoices from TCT/IPRC North

What is the service?	Procedure for receiving invoices from
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Am I eligible?	Tumba College of Technology Students and/or firms who are seeking an invoice to TCT are required to adhere to the steps set out in this procedure.
Department to be approached	Office of the Vice Principal for Administration and Finance
When can I access the service?	Monday to Friday from : 7:00AM – 5:00PM
Time limit to access this service or once a request is made or an application is submitted how long will it takes?	Provided that all the requirements have been met, the invoice should be done within one day.
What, if any are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> • Proof of registration at TCT (Case of students) • Proof of tender award (consultancies)
What is the procedure?	Go to the Secretariat and submit all required documents
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	Complaints regarding this service can be addressed either to the Director of Finance on

procedure?	0788 482547 and when not solved contact the Vice Principal in charge of Administration and Finance on :0788517536
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw . For further information. You can call : 0788431109
Available forms	None
Relevant legal documents	None

17. Type of service: Procedure for receiving receipt of payments

What is the service? Am I eligible?	Students and/or Staff who are seeking for a Receipt of payments at TCT are required to adhere to the steps set out in this procedure.
Department to be approached	Office of the Vice Principal in charge of Administration and Finance
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 takes?	Provided that all the requirements have been met, the receipt of payments should be done within One day.
What, if any are the costs for accessing the service?	Free of charge

What documents are required?	Copy of the bank slip Any other document supporting the claim
What is the procedure?	Submit all required documents to the secretariat
What, if any other Institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents?)	None
Is there a complaint procedure?	Complaints regarding this service can be addressed either to the Director of Finance on 0788 482547 and when not solved contact the Vice Principal in charge of Administration and Finance on :0788517536
Is there any additional information regarding this service that is useful to know?	Always visit: www.tct.ac.rw
Available forms	None
Relevant legal documents	None

18. Type of service: Providing Information on Procurement services of TCT

What is the service? Am I eligible?	Providing Information on Procurement services of TCT to individuals and/or firms interested in submitting a tender for a contract with TCT in the following areas: <ul style="list-style-type: none"> • Publication of the tenders in the media, Preparation of tender documents,
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	<ul style="list-style-type: none"> • Carrying out a technical and financial evaluation, • Preparation of opening and evaluation reports and notification of the tender award, • Ensuring the adequate execution of the contract in collaboration with beneficiary departments, • Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.
Department to be approached	Office of the Procurement
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 takes?	The duration of the tender process will vary depending on the type of tender
What, if any are the costs for accessing the service?	Cost of the bidding document.
What documents are required?	Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender
What is the procedure?	<ul style="list-style-type: none"> • Individuals and/or firms interested in submitting a tender for a contract with TCT should first purchase the

	<p>tender document from the Procurement Office of TCT by presenting a payment slip issued by BNR or RRA.</p> <ul style="list-style-type: none"> • The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract • Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement Office of TCT.
<p>What, if any other Institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents?)</p>	<ul style="list-style-type: none"> • National Bank of Rwanda (NBR) • Rwanda Revenue Authority for payment of fees or cost of the tender document • National Independent Review Panel unresolved complaints
<p>Is there a complaint procedure?</p>	<p>Complaints regarding this service are made in writing to the Vice Principal Administration and Finance. 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.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit: www.tct.ac.rw. For further information you can call : 0788647217</p>
<p>Available forms</p>	<p>Bidding document format, contract format, opening and evaluation reports formats all</p>

	can be found at RPPA website
Relevant legal documents	Law N° 12/2007 of 27/03/2007 on Public Procurement, Ministerial Order N° 001/08/10/MIN of 16/01/2008 establishing Regulations on Public Procurement and Standards bidding documents

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanyeye n'icyo wifuza)

Complement
(Gushima)

Complaint
(Kugaya)

Suggestion
(Icyakorwa)

Person(s)/Unit/Office Concerned or involved:

(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office

Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names :

Amazina

Office/Agency(if any):

Ikigo mukorera(niba gihari):

Adress:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki
