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Service charter Version 2, Version 2017



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RECTOR'S MESSAGE

Dear Customer,

It is my pleasure to present to you this service charter for the Institute of Legal Practice and Development (ILPD).

This service charter has been prepared in tandem with the government's reform agenda and in the spirit of responsiveness to effective service delivery, transparency and accountability.

This service charter spells out the role of Institute of Legal Practice and Development and highlights the services offered and requirements therein. It lists the service centres at which our services can be accessed and the guiding legal institutions.

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.

Aimable HAVUGIYAREMYE

Acting Rector



ABOUT THE CITIZEN'S CHARTER

The present Citizen's Charter reflects the service provided by ILPD 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 ILPD 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 ILPD:
 - Specification of services provided by ILPD,
 - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.



- Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
- Clear information about the required document and procedures to get a service in ILPD. 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 ILPD
 - Contact information of all officers in charge of these services (*the list of all staff contacts are attached to this document*).
 - Complaint procedures or grievance redress mechanisms and how to access them

This Citizen's Charter is a tool to increase the information available to customers of ILPD and sets standards for transparency in public services. It is expected that through Citizen's Charter, ILPD'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, ILPD commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that ILPD 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, ILPD expects continuous interaction with citizens seeking its services. For this, ILPD 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;
- 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 also specifies what actions will be taken when a service is not delivered, as it should. Thus, ILPD 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 ILPD 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 ILPD 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 ILPD 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 ILPD to identify “real-time” trends in the data.

To encourage communication, feedback and dialogue on the implementation of its Charter, ILPD commits 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, ILPD 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.

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, ILPD will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- 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
- 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 students, researchers, private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients

This charter is a commitment by the ILPD 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 ILPD staff with courtesy and respect;
- Abiding by the regulations governing the academics services and legal practice;
- Suggesting ways of improving our services at ILPD;
- Providing the ILPD with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.



Contact:

INSTITUTE OF LEGAL PRACTICE AND DEVELOPMENT (ILPD)

P.O Box 49, Nyanza

Avenue des sports

Southern Province, Rwanda

Tel: (+250) 788300923

Email: info@ilpd.ac.rw

Website: www.ilpd.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.



ABOUT ILPD

The Institute of Legal Practice and Development was established on 27/08/2013 by the Law n° 65/2013 establishing the Institute of Legal Practice and Development (ILPD) and determining its mission, organization and functioning.

VISION

The vision of the Institute is to become a practical school for all legal professionals in a spirit of excellence, independence and service to the community, drawing from the diversity and richness of the civil and common law traditions.

In short, ILPD has the ambition to serve as “IHURIRO”, a meeting place for legal professionals from within Rwanda, the region, Africa as well as from the rest of the world.

MISSION

The mission of the institute is to contribute to the development of justice in Rwanda and the region, through offering initial professional training to persons holding a bachelors degree in law, in particular, by offering postgraduate programs for judges, prosecutors, lawyers, bailiffs, notaries, etc. to bring to their quality up to international standards.

CORE FUNCTIONS

- To contribute to the development of justice in Rwanda and the region, through offering initial professional training to persons holding a bachelor’s degree in law, in particular , by offering postgraduate programs



for judges, prosecutors, lawyers, bailiffs, notaries, etc. to bring their quality up to international standards;

- To offer continuing legal education in order to improve the knowledge and skills of personnel in the justice sector, in particular by offering training for clerks, criminal investigating officers, mediators and all other personnel dealing with legal matters in different ministries and institutions;
- To conduct research;
- To contribute to the development and dissemination of the law.

CORE VALUES

The core values promoted by ILPD are:

- Justice,
- Equity,
- Ethics,
- Integrity,
- Independence



SERVICES OFFERED BY THE INSTITUTE OF LEGAL PRACTICE AND DEVELOPMENT (ILPD)

Postgraduate Diploma in Legal Practice (DLP) and Diploma in Legislative Drafting (DLD)

Description of DLP Modes	Who is eligible/ Requirements
<p>DLP is delivered through different modes to different groups within the legal market which have differing needs. However all modes have the same learning outcomes, though they are delivered in different ways.</p> <p>FULL TIME MODE: It is a Nyanza based mode which allows our trainees to complete the course in just 9 months (6 months of formal instruction and 3 months of clinical application).</p> <p>Note: We run two intakes per year and students can choose between two convenient dates to commence their studies (January and July each Year).</p> <p>PART TIME MODE (Evening, weekend and Executive): It allows ILPD trainees to complete the program within 9 months</p>	<p>Any national or international student with at least a Bachelor Degree in Law who must meet the following admission requirements</p> <p>FULL TIME MODE</p> <ul style="list-style-type: none"> • The application form available on ILPD website • Degree certificate notarised • Two Passport photos • A Copy of the National Identity card for Rwandan students and a copy of Passport for International students. • Proof of payment of 10,000 Rfw for application fee paid at ILPD account n° 100 000 4096 in the National Bank of Rwanda. <p>NB: International students may make a transfer of this application fee from any local bank in their home countries to ILPD account</p>



<p>during evenings, or at weekends.</p> <p><i>Evening Program:</i> The evening program is offered in Kigali (ILPD Kigali office) and Saint Paul premises.</p> <p><i>Weekend Program:</i> Currently the weekend program is offered in Kigali (ILPD Kigali office), Musanze (CID School premises/National Police College) and Nyanza main campus.</p> <p><i>Executive program:</i> Applicants must be senior officers in who can demonstrate that they have already in part substantially achieved the learning outcomes of the DLP.</p> <p>The Executive Mode is offered in Kigali Office</p>	<p>or directly credit ILPD account in Rwanda.</p> <p>PART TIME MODE (weekend & evening program)</p> <ul style="list-style-type: none">• The application form available on ILPD website• Degree certificate notarised• Two Passport photos• A copy of the National Identity card for Rwandan students and a copy of Passport for International students• Proof of payment of 10,000 Rfw for application fee paid at ILPD account n° 100 000 4096 in the National Bank of Rwanda• Proof of experience of at least two years as an advocate or in any other legal field <p>NB: International students, may make a transfer of this application fee from any local bank in their home countries to ILPD account or directly credit ILPD account in Rwanda.</p> <p>PART TIME MODE (Executive Program)</p> <ul style="list-style-type: none">• The application form available on ILPD website
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	<ul style="list-style-type: none">• Degree certificate notarised• Two Passport photos• A copy of the National Identity card for Rwandan students and a copy of Passport for International students• Proof of payment of 10,000 Rfw for application fee paid at ILPD account n° 100 000 4096 in the National Bank of Rwanda• Proof of experience: As Judge at High Court, Prosecutor at National Level or - Senior State Attorney, to have at least ten years of working experience in legal field or in practice, or to be an ILPD trainer. <p>NB: International students, may make a transfer of this application fee from any local bank in their home countries to ILPD account or directly credit ILPD account in Rwanda.</p>
Department to be approached and access time	Academic Registry, ILPD Full contact of the Academic Registrar: Mr Epimaque MUSAFIRI Tel +250788616394



	<p>Email: epimaque.musafiri@ilpd.ac.rw</p> <p>Access time:</p> <p>Monday-Thursday: 7:00hrs - 12:00hrs & 13:00 hrs-17:00hrs</p> <p>Friday: 7:00hrs- 12:00hrs &13h - 15:00hrs</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>One month</p>
<p>The costs for accessing the service</p>	<ul style="list-style-type: none">• Application fees: 10,000 Rwandan Francs• Fees structure for Diploma in Legal Practice: <p>Residential (Full Time):</p> <ul style="list-style-type: none">➤ School fees: 1, 000,000 Rwandan Francs➤ Accommodation: 349,000 Rwandan Francs/six months➤ Catering services: To be negotiated with the service provider <p>Executive Program:</p> <p>School fees: 1, 500,000 Rwandan Francs</p> <p>Evening program:</p>



	School fees: 1, 000,000 Rwandan Francs Weekend Program: School fees: 1, 100,000 Rwandan Francs Fees for Diploma in Legislative Drafting
Documents required	<ul style="list-style-type: none">• Application form duly filled and signed• Bachelor's degree in Law
What is the procedure?	The application will be considered by ILPD admissions Board
What, if any, other institutions do I need to visit to access the service? (Eg. For payment of service costs or to get additional documents)	Bank for payment
Is there a complaint procedure?	Complaints and appeals procedure can be addressed to the Academic Registrar; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Additional information will be found on the ILPD website at www.ilpd.ac.rw For further information call on this telephone number: (+250) 788616394 (Epimaque) during office hours; or send an email to epimaque.musafiri@ilpd.ac.rw



Available forms	Application form available at Registration Office or on website
Relevant Legal Documents	<ul style="list-style-type: none">• General Academic Regulations• The ILPD Admissions Policy and Procedures for the Diploma in Legal Practice• All those documents can be found on ILPD website (www.ilpd.ac.rw)
DRESS CODE	<ul style="list-style-type: none">• ILPD maintains a strict Legal professional dress code for students. Students attend class dressed professionally to portray standards of the legal profession. Students must be a mirror of ILPD's image and the Legal profession in general.• Male students must wear decent dark colored suits with a white shirt and a tie always. Short sleeved shirts, and trousers not matching with blazers are strictly prohibited for male students. Footwear must be black or brown leather shoes only.• Female students must wear decent dark colored suits with a white blouse only. Miniskirts, micro-minis, long slitted



	<p>skirts or trousers, trousers or skirts not matching with blazers are prohibited for female students. Footwear must be black or brown leather shoes only.</p>
Postgraduate Diploma in Legislative Drafting (DLD)	<p>The Post-Baccalaureate Diploma in Legislative Drafting program provides an in-depth analysis of the principles underlying legislative drafting and a thorough to sound drafting practice.</p> <p>Who is eligible?</p> <p>Rwandan civil servants at Rwanda Law Reform Commission, other ministries, public institutions, parliament and private sector.</p> <p>Application requirements</p> <ul style="list-style-type: none">• Degree certificate in law(LLB) notarized,• Two recent passport size photos,• ICopy of the National Identity card for Rwanda National students and a copy of Passport for International students,• Bank slip of 10 000RfW as application fee,• International students should report with certificate of good conduct which



	<p>enables them to study outside their countries.</p> <p>For program inquiries please contact:</p> <p>Mr Sadiki BAGWANEZA The Academic Dean/ILPD Telephone: +250788353572, Email: sadiki.bagwaneza@ilpd.ac.rw</p>
<p>How to apply for ILPD Postgraduate Courses?</p>	<p>Applicants should submit hard copies of the required documents to ILPD Kigali office or at the Head Quarters in Nyanza.</p> <p>Applicants can also apply by scanning and sending documents to concerned staff as indicated in the call for application.</p>



Continuing Legal Education

<p>What is the service?</p> <p>Am I eligible?</p>	<p>Those courses are designed to sustain learning and knowledge acquisition related to specific professions. Our law training courses are designed for those working in the public and private sectors. We have courses suitable for legal advisers, lawyers, prison officers, policy makers, local authorities and legal officials in different institutions, Bailiffs, legislators, and members of the prosecution and the judiciary, paralegals, etc.</p> <p>ILPD specializes in short legal courses between three days and three weeks in length.</p> <p>ILPD runs training courses in Nyanza and countrywide</p> <p>There are two forms of CLEs:</p> <ul style="list-style-type: none">• Tailor-made• Open entry
<p>Department to be approached</p>	<p>Department of Training, Research and consultancy.</p> <p>Mr Daniel NDAYISABA, Acting Director of Training, Research and Consultancy. Email: daniel.ndayisaba@ilpd.ac.rw</p>



	Tel: +250788786376.
When can I access the service?	Monday-Thursday: 7:00hrs - 12:00hrs & 13:00 hrs-17:00hrs Friday: 7:00hrs - 12h 13h-15:00hrs
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One month
What? If any, are the costs for accessing the service?	Participants enroll for the course of their choice and pay the corresponding amount for each course
What documents are required?	<ul style="list-style-type: none">• Group applications are made by the employer• Individual applications are made directly either online or at the ILPD
What is the procedure?	The application will be considered by the CLE coordinator and approved by the director of training
What, if any, other institutions do I need to visit to access the	Public Servant can apply through Capacity



service? (Eg. For payment of service costs or to get additional documents)	Development and Employment Services Board
Is there a complaint procedure?	Complaints and appeals procedure can be addressed to the Director of Training and Research; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Additional information will be found on the ILPD website at www.ilpd.ac.rw For further information call on this telephone number: (+250) 788786376 (Daniel) during office hours; or send an email to daniel.ndayisaba@ilpd.ac.rw
Available forms	Application form
Relevant Legal Documents	- General Academic Regulations



Research

What is the service? Am I eligible?	Outstanding Research to anybody who need it: The Institute's remit is to act as a centre for the research and development for the law. Research projects are determined by the management of the Institute.
Department to be approached	Department of Training and Research
When can I access the service?	Monday-Thursday: 7:00hrs - 12:00hrs & 13:00 hrs-17:00hrs Friday: 7:00hrs - 12:00hrs
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One week
What? If any, are the costs for accessing the service?	Only the costs of photocopying and postage
What documents are required?	A letter to the Vice Rector(Academic)
What is the procedure?	Submit an application Letter to Vice Rector in order to have access to the published results of research
What, if any, other institutions do I need to visit to access the service? (Eg. For payment of service costs or	None



to get additional documents)	
Is there a complaint procedure?	Complaints and appeals procedure can be addressed to the Director of Training and Research; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	<p>Additional information will be found on the ILPD website at www.ilpd.ac.rw</p> <p>For further information call on this telephone number: (+250) 788786376 (Daniel) during office hours; or send an email to info@ilpd.ac.rw</p> <p>Most access is open though some publications are restricted to those who have internal passwords. If a person wishes to have access to the published results of research, he or she should make application to the Vice Rector(Academic) at the Institute</p>
Available forms	Application form
Relevant Legal Documents	None



Library services

What is the service? Am I eligible?	Use of Library and Borrowing Books to the academic researchers; ILPD Trainers; ILPD students; general users, including practicing lawyers, local community and anyone who want to use our resources for different reasons.
Department to be approached	Library Unit Mr Richard MUGISHA/Director of Library Email: Richard.mugisha@ilpd.ac.rw Tel: +250788306034
When can I access the service?	Monday-Thursday: 7:00hrs - 12:00hrs & 13:00 hrs-21:00hrs Friday: 7:00hrs -12h 13:00hrs-15h Saturday& Sunday: 15h-20h
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Immediately
What, if any, are the costs for accessing the service?	No cost (but have to follow the regulations)



What documents are required?	<ul style="list-style-type: none">• Reader card/Library ID• Student Card• Employee card
What is the procedure?	<ul style="list-style-type: none">• The User should have reference of the document needed• The reference is presented to the counter• Once the document presented to the User, the later should fill in the borrowing form
Is there a Complaint procedure?	Complaint can be addressed to the Director of Library; and when not satisfied contact the Vice Rector Academic Affairs.
Is there any additional information regarding this service that is useful to know?	Additional information will be found on the ILPD website at www.ilpd.ac.rw For further information call on this telephone number: (+250) 788306034 (Richard) during office hours; or send an email to richard.mugisha@ilpd.ac.rw
Available forms	Borrowing form
Relevant legal documents	General Library rules and regulations



Financial Services

Invoice payments	<p>Who is Eligible?</p> <p>Client invoices in respect of services provided to the Institute.</p> <p>Requirements:</p> <p>Supporting documents:</p> <ul style="list-style-type: none">• Invoice• Contract• Purchase Order <p>However the kind of additional documents required will depend on the type of tender and service provided.</p> <p>Process:</p> <p>Submit the invoice and supporting documents to Finance Department or ILPD's reception desk</p> <p>When Accessible?</p> <p>Mon-Fri 7:00 am-05:00 pm</p>
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Annex 1: ILPD Staff Contacts

1. Office of Rector

Name: Mr Aimable HAVUGIYAREMYE

Position: Ag. Rector

Email: aimable.havugiyaremye@ilpd.ac.rw

Phone: +250788300923

Name: RUGIGANA Charles

Position: Administrative Assistant /VRAC

Email: charles.rugigana@ilpd.ac.rw

Phone: +250785525144

Name: HIRWA Audace

Position: Public Relations Officer

Email: ahirwa@ilpd.ac.rw

Phone: +250785180496

Name: MUKARUZIGA Alphonsine

Position: Internal Auditor

Email: alphonsine.mukaruziga@ilpd.ac.rw

Phone: +250783003138



2. Lecturers

Name: John RUTTA

Email: john.rutta@ilpd.ac.rw

Phone: +250783577399

Name: SIBO GAHIZI Yves

Email: sibo.gahizi@ilpd.ac.rw

Phone: +250783071688

Name: NIYIBIZI Tite

Email: tite.niyibizi@ilpd.ac.rw

Phone: 0250 788827173

Name: Sadiki Bagwaneza

Position: Academic Dean

Email: sadiki.bagwaneza@ilpd.ac.rw

Phone: +250788353572

Name: Valentin AKAYEZU MUHUMUZA

Email: valentin.akayezu@ilpd.ac.rw

Phone: +250782385513

Name: Emmanuel NDIZEYE

Email: emmanuel.ndizeye@ilpd.ac.rw

Phone: +250784998276



3. Office of the Academic Registrar

Name: MUSAFIRI Epimaque

Position: Ag. Academic Registrar

Email: epimaque.musafiri@ilpd.ac.rw

Phone: +250788616394

Name: EKYOKUTANGAZA Benjamin

Position: DLD Coordinator

Email: benjamin.ekyokutangaza@ilpd.ac.rw

Phone: +250783128889

Name: NDAYIRINGIYE Ferdinand

Position: DLP Coordinator

Email: ferdinand.ndayiringiye@ilpd.ac.rw

Phone: +250 788674106

4. Directorate of Training and Research

Name: NDAYISABA Daniel

Position: Ag. Director of Training&Research

Email: daniel.ndayisaba@ilpd.ac.rw

Phone: +250 788786376

Name: NDACYAYISABA Faustin

Position: CLE Coordinator



Email: faustin.ndacyayisaba@ilpd.ac.rw

Phone: +250783848562

5. Directorate of Library

Name: MUGISHA Richard

Position: Director of Library

Email: richard.mugisha@ilpd.ac.rw

Phone: +250788306034

Name: BONGERA Ines

Position: Librarian

Email: ines.bongera@ilpd.ac.rw

Phone: +250788643237

Name: RWABUKWISI Justin

Position: Librarian

Email: justin.rwabukwisi@ilpd.ac.rw

Phone: 0250788405113

6. Administration and Finance Department

Name: SHIRIMPUMU Erick

Position: Ag. VRAF



Email: eric.shirimpumu@ilpd.ac.rw

Phone: +250788879817

Name: INGABIRE Juvenal

Position: Ag. DAF

Email: juvenal.ingabire@ilpd.ac.rw

Phone: +250783716377

Name: NZEYUMUKAMA Emmanuel

Position: Driver

Email: emmanuel.nzeyumukama@ilpd.ac.rw

Phone: +250 788741202

Name: NIYITEGEKA Anastase

Position: Technician/Electrician

Email: anastase.niyitegeka@ilpd.ac.rw

Phone: +250783203931

Name: SINGURANAYO Elysee

Position: Accountant

Email: elysee.singuranayo@ilpd.ac.rw

Phone: +250785234020

Name: BENURUGO Alice

Position: Ag. Logistics Officer

Email: alice.benurugo@ilpd.ac.rw

Phone: +250788497922



Name: HABYARIMANA Evariste

Position: Tehnicial/Plumber

Phone: +250 783813854

Name: DUSENGE Felix

Position: Planning Officer

Email: felix.dusenge@ilpd.ac.rw

Phone: +250 788573370

Name: IYAMUREMYE Germain

Position: Procurement Officer

Email: germain.iyamuremye@ilpd.ac.rw

Phone: +250 788589515

Name: UWIMPUHWE Consolatrice

Position: Ag. Admin Assistant to VRAF

Email: consolatrice.uwimpuhwe@ilpd.ac.rw

Phone: +250 788479052

Name: MUNYENGANGO Jean Baptiste

Position: ICT Officer

Email: ngango@ilpd.ac.rw

Phone: +250 783347928

Name: NYIRARUHIMBI Feza Angelique



Position: Budget Officer

Email: feza.nyiraruhimbi@ilpd.ac.rw

Phone: +250 788594059

Name: KANDERA Rosette

Position: Ag. Human Resource Officer

Email: rosette.kandera@ilpd.ac.rw

Phone: +250788452731

Name: NYIRAMINANI Sarah

Position: Ag. Secretary

Email: saraah.nyiraminani@ilpd.ac.rw

Phone: +250 783169003

Name: RINGUYENEZA C. Patrick

Position: Warden

Email: patrick.ringuyeneza@ilpd.ac.rw

Phone: 0250 783597214

Name: TUYISHIME Adiel

Position: System Administrator

Email: adiel.tuyishime@ilpd.ac.rw

Phone: +250788582001



7. Kigali Office

Name: BIGIRIMANA Consolate

Position: Coordinator of Kigali Office

Email: consolate.bigirimana@ilpd.ac.rw

Phone: +250788858004

Name: UMWANANKABANDI Nadine

Position: Librarian

Email: nadine.umwanankabandi@ilpd.ac.rw

Phone: +250783254523

Name: NIYIGENA Samson

Position: Librarian

Email: samson.niyigena@ilpd.ac.rw

Phone: +250783285158

Name: Jean KABUYE

Position: Lecturer

Email: jean.kabuye@ilpd.ac.rw

Phone: +250788626239

Name: KARAMAGE Paul

Position: Records & Examinations Officer

Email: paul.karamage@ilpd.ac.rw

Phone: +250782154262



Name: UTAZIRUBANDA Gad

Position: Research Coordinator

Email: gad.utazirubanda@ilpd.ac.rw

Phone: +250788548804