



Republic of Rwanda
Ministry of Education

F.A.Q.S

**FREQUENTLY
ASKED QUESTIONS**

FOR STUDENTS ACQUIRING LAPTOPS

To support the integration of blended learning and enhance access to university eLearning platforms, the Government of Rwanda has introduced an optional Laptop Acquisition Scheme. This initiative is designed to assist government-sponsored students who currently do not own laptops.

Below are the answers to the most frequently asked questions:



01. Is this scheme a grant or a loan?



This scheme is an optional loan facility, in addition to your existing study loan. The interest rate is 11% simple interest, except for students in UR – College of Education, who pay back their laptop loans without interest.

O2. Who is eligible?

All Government sponsored students who are in their 1st year of studies.

O3. Are all students going to get the same laptop model?

No. Laptop models are assigned based on the student's program of study (ex: a laptop model for Architecture or Construction Technology program will be different from a model for Hospitality management program or Human Nutrition & Dietetics).

There are four (4) available models:

Frw 523,000

Lenovo Notebook,
Intel Core i3, 8GB RAM,
512GB SSD

Frw 1,050,000

Lenovo Notebook,
Intel Core i7, 8GB RAM,
512GB SSD

Frw 790,000

Lenovo Notebook,
Intel Core i5, 8GB RAM,
512GB SSD

Frw 1,150,000

Lenovo Notebook,
Intel Core i7, 16GB RAM,
512GB SSD



O4. Is there a warranty on the laptops?

Yes. Each laptop comes with a two-year warranty that covers manufacturing defects that may occur under normal usage conditions (ex: faulty motherboard or failure of the hard disk).

The warranty does not cover theft, physical damage, or issues caused by misuse or tampering by the student.



O5. How can a student apply for the laptop loan?

Application period for the laptop loan is now closed. Students applied through Development Bank of Rwanda (BRD)'s MINUZA system. Eligible students were notified and guided through a step-by-step application process on the platform.

O6. Can a student apply after the deadline?

No. Once the application period ends, students can no longer apply for the laptop loan. Students are given adequate notice and time to complete their application.



O7. Can we receive the equivalent loan amount in cash to buy our own laptops at a cheaper price?

No. Laptops can only be acquired through suppliers contracted by the Government of Rwanda. Cash disbursement is not an option.

O8. What happens if a laptop is sold or given away?

Laptops acquired through this scheme must not be sold or transferred.

Regular physical verifications will be conducted at campus level, including during final clearance before graduation.

Students who fail to present their laptops during verification will have their sponsorship suspended until they repay the laptop cost in full, with interest.



Failure to present the laptop during their final clearance prior to graduation will result in removal from the graduation list until repayment is made.

Payment should be made to the Bank of Kigali, Account No 100012133884, under BRD-Education fund/Recovery.

The bank slip should be submitted to the University Registrar, who will coordinate with Higher Education Council (HEC) and BRD for sponsorship reinstatement.



O9. What happens if a laptop is stolen?

The student is responsible for the security of their laptop. Any theft must be reported immediately to both the campus administration and Rwanda Investigation Bureau (RIB). Clearance and sponsorship processes will be put on hold pending an investigation. If the claim is found to be false, disciplinary and financial consequences will apply.

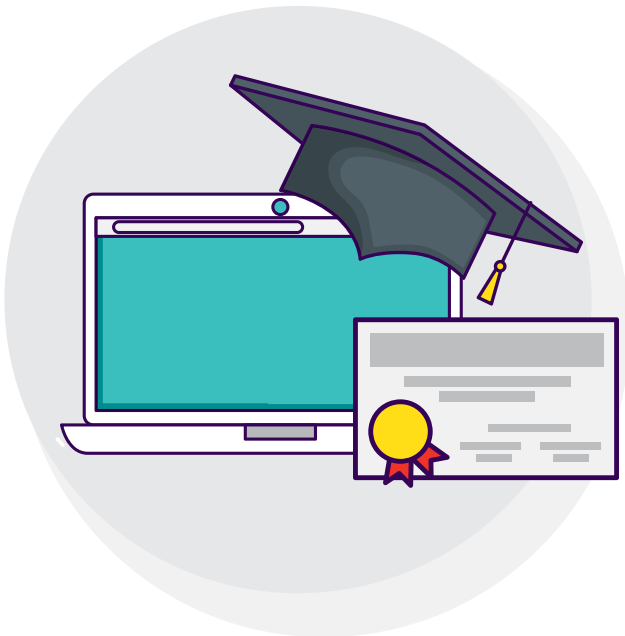
10. What if the laptop becomes faulty?

If a laptop malfunctions within the warranty period:

Report the issue to your university IT department or designated service provider.

If the issue is covered under warranty, the laptop will be repaired or replaced at no cost.

If damage is due to misuse, the student is responsible for all repair costs.



11. When do I fully own the laptop?

You become the full owner of the laptop upon graduation. However, you are required to repay the laptop loan, along with your study loan, once you secure employment, as stated in your signed agreement with BRD. Failure to repay may result in penalties as defined in the Ministerial Order No. 001/MINEDUC/2023 of 04/01/2023 determining benefits for learners.

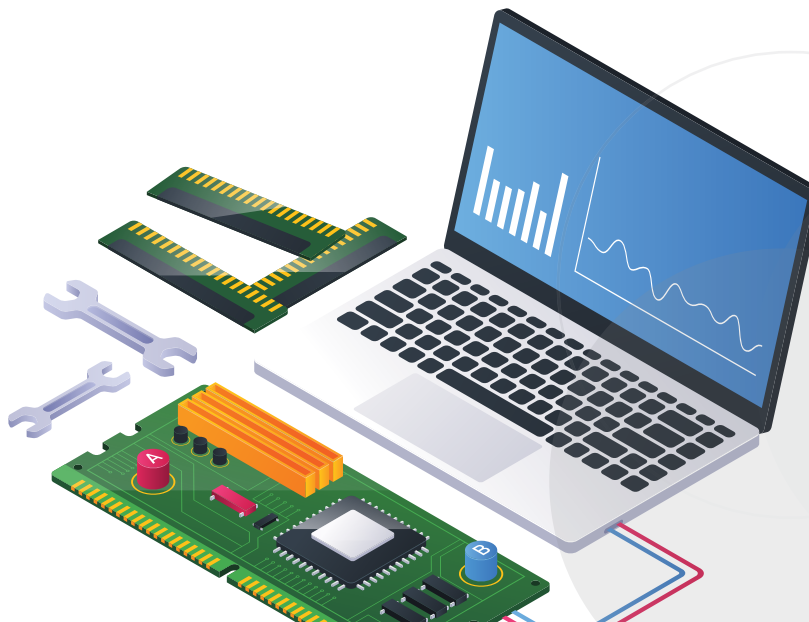
12. What happens if I withdraw from the university before graduation?

If you withdraw from the university, you still will be required to repay its full cost with interest, as outlined in your loan agreement.



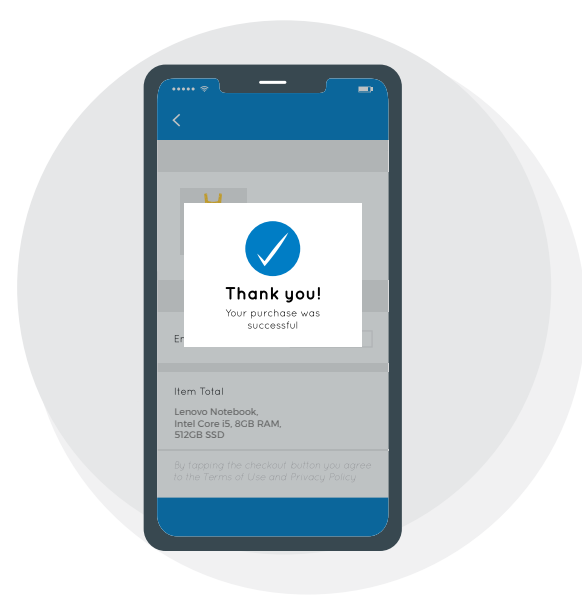
14. Will there be technical support provided?

Yes. Basic technical support is available through your university's IT department.



13. Can I upgrade the laptop myself or install additional software?

You may install software that is required for your coursework. However, unauthorized modifications or tampering with hardware may void the warranty and lead to penalties or disqualification from the scheme.





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