

# REPUBLIKA Y'URWANDA



## ISHURI RIKURU RYUBUMENYI N'IKORANABUHANGA RYA KIGALI (KIST)



### SERIVISI ZIHABWA ABATURAGE MURI KIST

Mutarama 2012

## **IRIBURIRO**

Nejejwe no kubagaragariza iki gitabo gikubiyemo serivisi zihabwa abaturage cy'Ishuri Rikuru ry'Ikoranabuhanga rya Kigali (KIST).

Iki gitabo cyateguwe hashingiwe kuri gahunda ya Leta yo kuvugurura inzego kandi hagamijwe gusubiza ibyifuzo by'Abanyarwanda, ibi bikorwa mu mucyo kandi hagaragazwa ibyo dukora.

Iki gitabo kigaragaza uruhare rw' iri shuli (KIST), kikerekana serivisi zitangwa n'iri shuli, kigaragaza urutonde rw'aho izi serivisi zitangirwa, ibisabwa kugirango uzihabwe n'ibyo amategeko agenera abazihabwa.

Gutegura iki gitabo bigaragaza ubushake dufite bwo guha serivisi nziza abatugana tugamije ubwumvikane nokunozza serivisi dutanga.

**Dr. MUJAWAMARIYA Jeanne d'Arc**

**UMUYOBOZI MUKURU W'ISHURI RIKURU RY'UBUMENYI  
N'IKORANABUHANGA RYA KIGALI (KIST)**

Iki Gitabo kigaragaza serivisi KIST igenera abayigana. Ni muri urwo rwego musanga gikubiyemo serivisi zitandukanye n’aho zitangirwa, uburyo zitangwa, igihe zitangirwa, n’Uburyo abatanyuzwe na Serivisi bahawe banyuramo bagaragaza ibibazo kugira ngo barenganurwe. Iki gitabo kigaragaza ngingo zikurikira:

- Icyerekezo n’Intego bya KIST byerekana ubushake bwo gutanga serivisi nziza kandi zinoze muri ubu buryo bukurikira:
  - Ubunyangamugayo
  - Hubahirizwa amategeko
  - Mu bwitonzi n’Ubupfura
  - Mu bwumvikane
  - Mu kuri no kudatoranya
  - Mu mucyo
  - Kugaragaza ibyo ikora
  - Gukorera ku gihe
  - Gutanga serivisi nziza kandi ku gihe cyabigenewe.
- Isesengura rya serivisi zitangwa na KIST:
  - Kugaragaza neza serivisi zitangwa na KIST,
  - Kwerekana Ishami serivisi zitangirwamo. Muri ubu buryo Abaturage bazamenya neza Ishami cyangwa ibiro bagana, bityo bahabwe serivisi badatakaje igihe n’ingufu zo gutegereza;
  - Kugaragaza igihe nyacyo bitwara buri serivisi itangwa. Ibi bizaha abaturage amakuru y’ingirakamaro bibarinde guhora mu nzira no gukubita amaguru y’ubusa.
  - Gushyiraho ibipimo bya serivisi nziza hagaragazwa amasaha bitwara kugira ngo umuturage abone iyo serivisi, uburyo izo serivisi ziboneka, ukuri kuba kuri mu itangwa ry’izo serivisi, icyizere cyo gukomeza kubona izo serivisi, niba umuturage ashobora kuyigeraho, uburyo yumvikanishwa, mu kuri, uburemere bifite n’ubwitonzi mu gutanga serivisi; Hashingiwe kuri ibi, Abaturage bashobora kwizera gutera imbere
  - Amakuru nyayo ku nyandiko zisabwa n’uburyo bwo kubona serivisi muri KIST. Urugero, ibyangombwa bikeneye kwerekanwa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na KIST.
- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n’aho babarizwa ndetse n’uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe iyo serivisi cyangwa se uburyo wayihawemo butakunogeye.

- Uko umuturage ashobora gutanga inama n'ibitekerezo ku buryo buhoraho hagamijwe guteza imbere no kunoza imitangire ya serivisi muri KIST.
- Amakuru n'uburyo bwatuma serivisi za KIST zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera.

Iki Gitabo kirimo serivisi zihabwa abaturage ni igikoresho cyo kugeza amakuru ahagije kandi asobanutse ku bagana serivisi za KIST no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za KIST bazahabwa serivisi zihuse binarandure umuco wo gutinza serivisi byagaragaraga mu itangwa rya serivisi mu Nzego za Leta.

Hashingiye ko serivisi zigomba kujyana n'ibyifuzo by'Abaturage, KIST yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko KIST isanga itakora ibi yonyine, niyo mpamvu isaba Abaturarwanda guhoza ijisho ku bakazi bayo kugira ngo bakorere ibibakwiye, bibereye, kandi bifite ireme no gutanga amakuru asobanutse kuri serivisi bifuzwa no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.

Mu by'ukuri, kugira ngo ishyirwamubikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, KIST yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu KIST yashyizeho uburyo bunozwe bwo bwo kugisha inama abagana serivisi zayo:

- Ifishi cyangwa urupapuro byandikwaho ibitekerezo n'inama zitangwa muri buri Shami;
- Agasanduku k'ibitekerezo kaboneka aho binjirira;
- Umunsi w'Imurikabikorwa
- Amatsinda ngishwanama ahuriwemo n'Abagana serivisi za KIST
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za KIST gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana KIST banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanzwe uko bikwiye. Niyo mpamvu rero KIST ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. KIST izakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. KIST irifuzwa gufatanya mu buryo bunozwe n'abayigana mu gukemura ibibazo by'imitangire ya serivisi. Izi ngingo z'ingenzi nizo zizubahirizwa mu gihe cyo gushyira mu bikorwa iki gitabo gikubiyemo serivisi zitangwa na KIST:

- Gutangiza uburyo buhoraho abasaba serivisi batangamo ibibazo. Uburyo bushoboka buzakoreshwa bugizwe n'urubuga rwa interineti, kohereza ubutumwa bwanditse kuri telefoni, no gukusanya amakuru ku basaba serivisi aho zitangirwa, udusanduku tw'Ibibazo, iyakure hamwe na telefoni.
- Kugena abashinzwe gukemura ibibazo no kwerekana uburyo bwo gukemura ibibazo imbere hagamijwe gukemura buri kibazo bakiriye.
- Gushyiraho uburyo bugezweho bukoreshwa imbere muri KIST mu gutondeka ibibazo. Ibibazo bishoboka ko byakwandikwa mu buryo busanzwe cyangwa ubushobozi bwaboneka, hagakoreshwa mudasobwa mu buryo butuma ibona igihe nyacyo cyo guhuza imibare.
- Gushyiraho ingengabihe yo gukemura ibibazo, harimo n'igihe cyo kumenya kwakira ibibazo, igihe gikenewe cyo kurangiza iperereza kuri buri rwego, n'igihe cyo kumenyeshya abasaba serivisi aho KIST igeze mu iterambere.
- Kwemeza uburyo buzakoreshwa mu gihe habayeho kutubahiriza ibipimo mu itangwa rya serivisi.
- Gushyiraho uburyo bwo gukurikirana no kugenzura inzira zo gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe.

Mu rwego rwo gushyigikira guhanahana amakuru, inama no kungurana ibitekerezo ku ishyirwa mu bikorwa ry'iki Gitabo, KIST yiyemeje gukoresha itangazamakuru n'ikoranabuhanga rishya, n'ubundi buryo bugezweho nk'ubutumwa bwanditse kuri telefoni, umurongo wa interineti, n'ubundi nka twitter na facebook, n'ibindi binyuranye, cyangwa uruhurirane rw'iyonyonyo miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, KIST iteganya gukoreshwa ibikoresho tekini zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavugaga kuri serivisi bahabwaga;
- Gukurikiza ibyiza byakozwe ahandi;
- Isuzumamikorere;
- Amahugurwa, gucunga no kongera ubumenyi;
- Guha ubushobozi no gutanga uburenganzira ku nzego zo hasi zitanga serivisi;
- Kwihutisha ikemurwa ry'ibibazo byabagejejweho;
- Gucunga amakuru.

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na KIST kizagera ku baturage hifashishijwe uburyo bunyuranye

bw'itumanaho no guhana amakuru, bityo gitangazwe ku mugaragaro binyujijwe ku rubuga rwa interineti, radio, ibinyamakuru n'izindi nzira zishoboka kugira ngo kigere ku bantu bose. Kubera iyi mpamvu, KIST irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenere :

- Serivisi ishinzwe kwakira abagana inzego no guhuza amakuru.
- Umunsi w'Imurikabikorwa /Umunsi wo kugaragaza ibyagezweho
- Gutegura no kunyuza mu icapiro inyandiko n'ibikoresho byamamaza:
  - Inyandikompine zitandukanye zamamaza,
  - Ibyapa
  - Ibiganiri mbwirwa ruhame cyangwa bigenewe abanyamakuru
- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Ibikoresho kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganiri mbwirwa ruhame kuri radiyo na televiziyo;
- Interineti n'uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
  - Gushakisha imiyoboro
  - imbuga za interineti rusange
  - imbuga za interineti ahuriweho n'Inzego zitandukanye
  - urubuga rwa interineti rwihariye
- Ubutumwa bugufi bwanditse buyobora abantu aho bajya bagahabwa serivisi;
- Gukwirakwiza kopi z'inyandiko mu bahagarariye inzego za Leta n'abafatanyabikorwa;
- Amakuru mu binyamakuru;
- Inama n'ibindi bikorwa bigamijwe guteza imbere itangwa rya serivisi.
- Amahugurwa agamije gutanga imirongo migari ku bakozi n'ababahagarariye ku birebana n'itangwa rya serivisi.

- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'Abashakashatsi, Abanyeshuri, Inzego zigenga, Abaterankunga, Imiryango mpuzamahanga, Abaturage, Inzego z'ibanze, n'Abaturarwanda muri rusange.

**Ibyo Twiyemeje gukorera abagana serivisi zacu:**

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa KIST bwo kuba indashyikirwa mu guha Abaturage n'abafatanyabikorwa serivisi zinoze kandi mu buryo bwihuse. Ni muri urwo rwego twitangiye kubaha serivisi neza uko bikwiye, mu mutuzo n'umutekano kandi mu bushishozi. Tuzaharanira gutanga serivisi zacu mu bunyangamugayo.

**Ibyo dutegereje ku bagana serivisi zacu:**

Kugira ngo tubahe serivisi neza, mwadufasha kuzamura imikorere mu buryo bukurikira:

- Gufata neza abakozi ba KIST mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivisi mu Nzego z'Uburezi;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri KIST;
- Guhanahana amakuru ku buryo serivisi zitangwa muri KIST binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

**Aho wabariza:**

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Tuzakira, twemere kandi tunashakire ibisubizo ibibazo byose twakiriye mu gihe cy'iminsi itatu (3) y'akazi.

Mu gihe ikibazo kizaba gisaba gukorerwa iperereza rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.

## **1. INTANGIRIRO**

Ishuri Rikuru ry'Ubuganda n'Ikoranabuhanga rya Kigali (KIST) ni Ishuri rikuru ryashyizweho n'Itegeko N° 23/2008 ryo kuwa 22/07/2008 rigenda imbonerahamwe y'Inzego z'Imirimo n'Imikorere. Iri shuri rikuru ry'Ubuganda n'Ikoranabuhanga rya Kigali n'iryo shuri rya mbere ryigisha ikoranabuhanga mu Rwanda. Ryatangiyeye riterwa inkunga na "UNDP" taliki ya mbere Ukuboza 1997 rifite intego isobanutse yo gusohora kwigisha abatekenisiye mu bumenyigiro bo mu rwego ruhanitse. KIST yafunguye imiryango yigisha mu mashami y'ibyubwubatsi n'Ubukanishi. Amasomo ya ngombwa yigwaga yarimo n'Icyongereza, Igifaransa n'Amasomo yangombwa y'ibijyanye n'ubuhanga. Iri shuri ryatashywe ku mugaragaro mu kwezi kwa Mata 1998. Nyuma y'imyaka ine ritangiye, ryemejwe n'Itegeko N° 48/2001 ryo kuwa 26/12/2001. Iri shuri ry'Ikoranabuhanga rya Kigali rifite Amashami, Amashuri, Amasantire n'Inzego z'Ubuyobozi bikurikira:

- Ishami ry'Ikoranabuhanga (FoE)
- Ishami rya siyansi (FoS)
- Ishami ryo gushushanya no gufataneza ibidukikije (FAED)
- Santire yo guhindura no kwegereza abaturage ikoranabuhanga (CITT)
- Serivisi y'Ubuyobozi bushinze ubushakashatsi, gutangaza inyandiko (DRPC)
- Serivisi ishinzwe Imitunganyirize y'Amasomo
- Serivisi Ishinzwe amahugurwa akomeza
- Serivisi ishinzwe amakuru, n'itumanaho mu ikoranabuhanga (ICT)
- Ububikosomero

## **2. ICYEREKEZO**

Icyerekezo k'iri shuri ni kwamamara ku rwego mpuzamahanga, no mu karere rikaba santire y'Ubwenge mu ikoranabuhanga muri ubuhanga n'Ikoranabuhanga rinatanga inyigisho zimewe ku rwego mpuzamahanga. Intego yacu ni uguhuza amasomo mpuzamahanga gutegura igenamigambi, gukora ubushakashatsi no gutanga serivisi ku baturage no ku isoko aribyo bizatuma tugera ku ntego yacu yo gusubiza ibyifuzo by'Abaturarwanda ndetse no mu karere dutuyemo.

Rigaragaza intego y'ingenzi mu bumenyi n'Ikoranabuhanga binyuze muri poroguramu yo kwimenyereza ubumenyi mu bijyanye n'ubumenyi bw'ikirere, ibyubwubatsi, ibyo gushushanya no kurengera ibidukikije kimwe no gushyira imbere isakazamakuru mu iterambere bijyanye na gahunda y'Imyigishirize, igamije guteza mbere ubuhanga bw'Abanyeshuri, mu kugira umuco wo kwihangira imirimo arina byo bizabageza ku iterambere rirambye.



### **3. INTEGO**

Gutangiza no gusakaza amasomo y'ubumenyi n'ay'ikoranabuhanga, no guteza imbere uburezi, ubumenyi n'Ikoranabuhanga kugirango bagire uruhare rugaragara mu iterambere ry'Ubukungu n'Imibereho myiza bishingiye ku muco w' Igihugu cyacu.

### **4. INSHINGANO Z'INGENZI**

Inshingano z'Ishuri Rikuru ry'Ubumenyi n'Ikoranabuhanga rya Kigali nk'uko zigaragazwa n'Itegeko ririshyiraho n'izi zikurikira:

- Gutanga Inyigisho zo ku rwego ruhanitse mu bijyanye n'Ikoranabuhanga kugira ngo haboneke abakozi bakenewe ku isoko ry'Umurimo bigamije kuzamura ubushobozi bw'Igihugu.
- Guteza imbere ubushakashatsi mu birebana n'Ikoranabuhanga
- Kumenyekanisha ibyavuye mu bushakashatsi binyuze mu kwigisha, Inama, gukusanya amakuru cyangwa izindi nzira zishoboka
- Gutanga inama yafasha Leta, inganda, abantu ku giti cyabo, cyangwa uwariwe wese wakenera ibijyanye n'Ikoranabuhanga
- Guhanga imishinga ibyara inyungu bigamije guteza imbere ibijyanye no kwihangira imirimo
- Gukorana n'andi mashuli makuru yo mu Rwanda nayo hanze hagamijwe kuzamura uburezi mu bijyanye n'Ikoranabuhanga.
- Guteza imbere ububanyi n'amahanga n'abantu ku giti cyabo kimwe n'abaturage bose bizatuma gahunda za KIST zigira agaciro.
- Guteza imbere ikurikirana ry'Ibijyanye no kumenyekanisha ibijyanye n'ubumenyi , kurinda no guteza imbere ubuhanga mu Rwanda.
- Kugira uruhare mu guteza imbere umuco, uburere mboneragihugu, no kwiga neza by'abakozi n'abanyeshuri byongerera iterambere ry'Ubukungu.

### **5. INDANGA GACIRO Z'INGENZI**

Kugirango intego n'icyerekezo bya KIST bigerweho hazahangwa hanashyirwe mu bikorwa itangwa ry'Ubumenyi mu bijyanye n'Ikoranabuhanga binyuze mu muco wo kubaza bizagaragazwa nibi bikurikira:

- **Uburezi bufite ireme n'Ukuri :** mu kwigisha, kwiga no gukora ubushakashatsi mu by'Ikoranabuhanga hazashyirwaho imyigishirize y'Ingenzi n'Imiyoborere ya KIST.

- **Uburezi bwigenga:** Hazagishwa inama nziza, imishyikirano y'Ubwenge, Kungurana ibitekerezo n'Ubwenge mu abakozi ubwabo ndetse no mubanyeshuli
- **Guhindura no guhanga udushya:** hagamijwe kugira ejo hazaza heza aho abanyeshuri bacu bazarangiza bihangira imirimo aho gusaba akazi
- **Uburinganire n'ubwisanzure:** Kugaragara muri politiki zacu, kurangwa no gutanga amahirwe angana no kutarangwa n'ivangura rishingiye kuwo umuntu ariwe, ubwoko, imyemerere, igitsina cyangwa ibindi byinshi bitandukanya abantu
- **Gukomeza kunoza ibyo dukora tugamije kuba indashyikirwa:** Guteza imbere umwuga bazaranga gukorera hamwe kwacu, Kuba intangarugero mu kugira amahame meza, ukuri, ingeso nziza, kuvugisha ukuri no kubaha buri muntu
- **Inshingano mu bidukikije:** Kubaha no kurinda ibidukikije, no gukoresha ingufu neza, no kwimakaza umuco mwiza wo gucunga imyanda
- **Guhura kenshi na sosiyete nyarwanda:** Guteza imbere imizamukire mu mibereho myiza n'Ubukungu mu Rwanda, Gusubiza/gushakira umuti ibibazo rubanda bafite hagamijwe gushakira umuti ibibazo u Rwanda rufite mu bijyanye n'ikorabuhanga n'ibindi bibazo birenze ibyo
- **Kubazwa ibyo dukora:** KIST izaharanira gukorera mu mucyo no gukoresha ukuri, kugira ngo ibone kandi igere ku mikorere myiza itandukanye bikazatuma igera ku nshingano zayo.

## Serivisi zitangwa na KIST

### 1. Ubwoko bwa Serivisi: Kwakira abanyeshuri no kubandika

<p><b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b></p>	<p>Kwakirwa no kwiwandikisha kuri KIST : Ku banyeshuli bashya basaba Ishuri, bazana impamyabumenyi y'Amashuri atandatu yisumbuye itangwa n'Ikigo cy'Igihugu gishinzwe ibizamini mu Rwanda ibemerera gukomeza amashuri makuru. Ku abanyeshuri bashaka gukomeza amashuri bifuzwa gukomeza kuba abanyeshuri bahoraho banashaka kwimurirwa mu wundi mwaka cyangwa gusibira mu wo barimo</p>
<p><b>Ni iyihe serivisi nagana?</b></p>	<p>Muri serivisi ishinzwe Kwandika Abanyeshuri</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Kuwa mbere kugeza kuwa gatanu: saa moya kugeza saa kumi nimwe (7:00 am to 5:00 pm)</p>
<p><b>Uhereye igihe wasabiye iyo serivisi bifata igihe kingana iki?</b></p>	<p>Amezi atatu : Kuva muri Kamena kugeza muri Nzeri</p>
<p><b>Niba serivisi yishyurwa igiciro ni ikihe?</b></p>	<p>Amafaranga yo gusaba:</p> <ul style="list-style-type: none"> <li>• 5000 Rwf by'Amafaranga y'Urwanda ku bashaka kwigo icyiciro cya mbere cya Kaminuza</li> <li>• 15,000 Rwf by'Amafaranga y'Urwanda ku bashaka kwiga icyiciro cya kabiri cya Kaminuza.</li> </ul>
<p><b>Ni ibihe bisabwa kugirango uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>• Kopi z'Impamyabumenyi za mashuri atandatu yisumbuye ziriho umukono wa noteri n'Inyemezamanota yabonye</li> <li>• Urupapu rusaba rwujujwe</li> <li>• Foto kopi y'Irangamuntu cyangwa pasiporo igifite agaciro</li> <li>• Amafoto abiri magufi afite inyuma hayo hera</li> <li>• Amafaranga ibihumbi bitanu by'Amafaranga y'Urwanda adasubizwa (5,000Rwf cyangwa amadolari y'Amerika 20 )</li> </ul>
<p><b>Binyura muzihe nzira kugirango uyibone?</b></p>	<p>Kuzuzwa urupapuro rusaba bishobora gukorwa hakoreshejwe ikoranabuhanga interineti cyangwa cyangwa ukabyizanira ku biro by'Umuyobozi ushinze Kwandika Abanyeshuri ubwawe, Bigakorwa muri serivisi ibishinzwe n'Inama y'ubuyobozi igafata icyemezo cya nyuma cyo guha umunyeshuri ishuri.</p>

<p><b>Hari izindi nzego bisaba kunyuramo kugirango uhabwe iyo serivisi (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<ul style="list-style-type: none"> <li>• BNR kwishyura kuri konti ya KIST No.1220164.</li> <li>• Imirenge, Uturere : Kuja kwa noteri wa Leta mu mirenge, no mu turere twa buri Ntara n'Umujyi wa Kigali bagashyira umukono ku mpamyabumenyi cyangwa izindi mpapuro zisabwa.</li> </ul>
<p><b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b></p>	<p>Ibibazo bishyikirizwa ibiro bishinzwe kwandika abanyeshuri, igihe bidakemuwe bigashyikirizwa umuyobozi wa kaminuza ushinzwe amasomo cyanga ukabyohereza kuri iyi aduresi ikurikira: <a href="mailto:info@kist.ac.rw">info@kist.ac.rw</a>/<a href="mailto:registrar@kist.ac.rw">registrar@kist.ac.rw</a></p>
<p><b>Hari ibindi by'Ingenzi bikenewe kumenywa kugirango uyibone?</b></p>	<p>Buri gihe ukeneye amakuru wasura urubuga rwa interineti rukurikira rwa KIST: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a>. Cyangwa ugahamagara kuri telefoni ikurikira: 250 0727111006/+252574625 mu masaha y'Akazi</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Impapuro zuzuzwa ziri aha hakurikira:</p> <ul style="list-style-type: none"> <li>• Muri serivisi ishinzwe kwandika abanyeshuri</li> <li>• Kurubuga rwa interineti rwa KIST rukurikira <a href="http://www.kist.ac.rw">www.kist.ac.rw</a></li> </ul>
<p><b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b></p>	<ul style="list-style-type: none"> <li>• Itegeko N° 23/2008 ryo kuwa 22/07/2008 rishyiraho inzego z'Imirimo n'imikorere bya KIST.</li> <li>• Amabwiriza rusange agenga uburezi muri Kaminuza</li> </ul>

**2. Ubwoko bwa serivisi: Kuza gufata Impamyabumenyi n'Indanga manota nyuma yo kurangiza kwiga**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gufata impamyabumenyi n'Indanga manota nyuma yo kurangiza kwiga
<b>Serivisi itangirwa mu yihe serivisi?</b>	Ibiro by'Umuyobozi ushinzwe kwandika abanyeshuri
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu: saa moya mu gitondo kugeza saa kumi nimwe za nimugoroba (7:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyibone?</b>	Umunsi umwe
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	<ul style="list-style-type: none"> <li>• Impamyabumenyi / Indangamanota yishyurwa ibihumbi bitanu gusa 5,000 RWF</li> </ul>
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Kubona impamyabumenyi bisaba kugaragaza urupapuro rw'uko yishyuye na kopi y'Irangamuntu cyangwa pasiporo igifite agaciro</li> <li>• Indangamanota bisaba kwandika ubisaba, amafoto abiri magufi, kopi y'irangamuntu cyangwa pasiporo igifite agaciro n'icyemezo cy'uko wishyuye muri banki</li> </ul>
<b>Binyura mu zihe nzira kugirango uyibone?</b>	Kohereza urwandiko rusaba ruherekejwe n'ibyangombwa byavuzwe hejuru mu biro by'Umuyobozi ushinzwe kwandika abanyeshuri.
<b>Hari izindi nzego bisaba kunyuramo kugirango nyibone? (Urugero nko kwishyura igiciro cya serivisi cyangwa ibindi byangombwa)</b>	Kuri BNR kugirango bishyure kuri konti KIST No.1220164. cyangwa kuyohereza hakoreshejwe ikoranabuhanga biremewe.
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo byatangwa ku Muyobozi ushinzwe kwandika abanyeshuri, bitakemuka bikoherezwa ku muyobozi wa Kaminuza wungirije ushinzwe amasomo, cyangwa ukabyohereza kuri interineti: <a href="mailto:info@kist.ac.rw">info@kist.ac.rw</a> / <a href="mailto:registrar@kist.ac.rw">registrar@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST ikurikira: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukeneye amakuru. Cyangwa se ugahamagara kuri izi telefoni: 250 0727111006/ +252574625 mu masaha y'akazi
<b>Impapuro zuzuzwa</b>	None
<b>Ni ibihe byangombwa</b>	• Itegeko N° 23/2008 ryo kuwa 22/07/2008

<b>bisabwa n'Amategeko?</b>	rishyiraho inzego z'Imirimo, Imiterere n'Imikorere <ul style="list-style-type: none"> <li>• Amabwiriza rusange y'Ishuri</li> </ul>
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### 3. Ubwoko bwa Serivisi: Gusaba icyemezo icyo aricyo cyose muri serivisi zishinzwe iby'amasomo

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<b>Gusaba icyemezo icyo aricyo cyose muri serivisi zishinzwe iby'amasomo :</b> Umunyeshuri wanditse ashobora gusaba ibyangombwa byavuzwe haruguru
<b>Serivisi itangirwa hehe?</b>	Ibiro by'Umuyobozi ushinzwe Kwandika Abanyeshuri
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu: saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba (7:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye iyo serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iminsi ibiri
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	<ul style="list-style-type: none"> <li>• Itangirwa ubuntu ku banyeshuli barangije bataratwara impamyabushobozi zabo.</li> <li>• 5000 Rwf ku munyeshuri ubishaka kubera izindi mpamvu</li> </ul>
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rwandikiwe umuyobozi ushinzwe kwandika abanyeshuri</li> <li>• Icyemezo cyo kuba nta mwenda ubereyemo kaminuza,</li> <li>• Ifoto imwe ngufi</li> <li>• Kopi y'irangamuntu cyangwa pasiporo igifite agaciro</li> </ul>
<b>Binyura mu zihe nzira kugirango uyibone?</b>	Kohereza ibaruwa isaba iherekejwe n'ibyangombwa byavuzwe haruguru ku biro by'Umuyobozi ushinzwe Kwandika Abanyeshuri.
<b>Hari izindi nzego bisaba kunyuramo kugirango nyibone?(Urugero nko kwishyura igiciro cya serivisi cyangwa ibindi byangombwa)</b>	Kuri BK kwishyura kuri konti ya KIST, no kuyohereza hakoreshejwe ikoranabuhanga biremewe.
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bijyanwa ku muyobozi ushinzwe kwandika abanyeshuri, nyuma bitakemuka bakajya ku muyobozi wa kaminuza wungirije ushinzwe amasomo, cyangwa bikoheretzwa kuri uru rubuga

	rwa interineti rukurikira: <a href="mailto:info@kist.ac.rw">info@kist.ac.rw/registrat@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugirango ubone iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST ukeneye amakuru: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> . ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: 250 0727111006/ +252574625 mu masaha y'akazi
<b>Impapuro zuzuzwa</b>	Ntayo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	<ul style="list-style-type: none"> <li>Itegeko N° 23/2008 ryo kuwa 22/07/2008 rishyiraho imiterere y'Inzego z'mirimo, n'Imikorere</li> <li>Amabwiriza rusange agenga amasomo imyigire</li> </ul>

#### 4. Ubwoko bwa serivisi: Gupima igitaka /aho gupimira igitaka

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gupima igitaka bisabwe na buri nzego zishinzwe ubwubatsi n'izishaka kumenya agaciro k'Imitungo.	
<b>Ni hehe serivisi itangirwa?</b>	Serivisi y'Ubwubatsi no guteza imbere ikoranabuhanga mu bidukikije	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya za mugitondo kugeza kugeza kuwa gatanu saa kumi nimwe za nimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu saa moya za mugitondo kugeza saa sita z'amanya: (7:00 am to 12:00 pm)	
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iminsi itatu nyuma yo kubona ibaruwa ibisaba;	
<b>Niba seivisi yishyurwa igiciro ni ikihe?</b>	<b>Ubwoko n'Imiterere y'ibisabirwa gupimwa</b>	<b>umubare</b>
	Natural moisture content	1
	Liquid Limit only	1
	Atterberg limits	1
	Plastic limit only	1
	Sieve analysis + (Hydrometer)	1
	Sieve Analysis (wet sieve)	1
	Sieve Analysis(dry sieve)	1
	Soil Ph	1
	Shrinkage Limit (Linear)	1

	Specific Gravity	1
	Organic matter	1
	Dynamic penetrometer test	1
	Sulfates test	1
	Chloride	1
	<b>Compaction test</b>	
	a) standard-protor 100 mm dia mould	1
	b) modified protor 100 mm dia mould	1
	c) standard protor 150 mm dia mould	1
	d) Modified protor 150 mm dia mould	1
	e)Triaxial test	1
	f)Unconfined compressive test(drained)	1
	g)Unconfined compressive test(Autographic)	1
	<b>CBR Test (100% MDD)</b>	
	a) Unsoaked	1
	b) Soaked 2 days	1
	c) Soaked 4 days	1
	d)Insitu CBR without(truck)	1
	<b>Bulk density (field method)</b>	
	a) sand replacement per test	1
	b) water balloon per test	1
	c)Core cutter	1
	Shear test	1
	Permeability	1
	Consolidation(Oedometer)	1
	<b>SAMPLING</b>	
	a)Opening of trial pit 1x1m wide up to 1.5m deep	m deep
	b) Exeeding 1.5m	m deep



	Boring using hand Augers and sampling	m deep	
	Mobilisation of Staff & Equipment to & from site.		
	a) Within 25km (with truck)	LS	
	b) Within 25km (without truck)		
	c) Beyond 25km (@every Km exceeding 25Km)		
	Per-diem for works outside KIST		
	a) Geotechnical Engineer	M.day	
	b) Senior Technician	M.day	
	c) Lab Attendant	M.day	
	Geological description of soil profile	1	
<b>Nibihe byangombwa bikenerwa?</b>	<ul style="list-style-type: none"> <li>- Urwandiko rusaba rwatanzwe n'Inzego</li> <li>- icyemezo kigaragaza ko waguze gitangwa na serivisi ishinzwe gucunga Imali</li> <li>- icyemezo cyo kuba warishyuye</li> </ul>		
<b>Binyura mu zihe nzira kugirango uyibone?</b>	<p>Kugira ngo iyi baruwa isuzumwe n'Ubuyobozi (HOD-CEET). Ugombye kuba wishyuye byibuze 60% by'Amafaranga yose ateganijwe kwishyurwa akishyurwa muri Bank kuri konti ya KIST ugatanga icyemezo kigaragaza ko wishyuye muri serivisi ibishinzwe. Iyi serivisi ibwira inzego zishinzwe gupima ibikoresho zikabipima byarangira hakoherezwa raporo mu buyobozi bubishinzwe (HOD-CEET) kugirango yemezwe inashyirweho umukono. Umugenerwa bikorwa akishyura mirongo ine 40% ku ijana aje gutwara ibintu bye muri HOD-CEET</p>		
<b>Niba hari izindi nzego? Ni izihe bisaba kunyuramo kugirango uyibone (Urugero nko kwishyura igiciro cya serivisi cyangwa ibindi byangombwa)</b>	Kuri BK kwishyura kuri konti ya KIST ifite numero		
<b>Hari uburyo bwo</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe		

<b>kurenganurwa mugihe udahawe iyo serivisi?</b>	iby'Ubwubatsi n'Ikoranabuhanga mu bidukikije, Utanyuzwe na serivisi yahawe areba Umuyobozi w'Ishami rishinzwe Iby'Ubwubatsi
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugirango uyihabwe?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Cyangwa wakenera ayandi makuru ugahamagara kuri telefoni ikurikira:0783000813/0727111024 mu masaha y'akazi; cyangwa ukohereza ubutumwa ku murongo wa interineti:hceet@kist.ac.rw
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntayo

**5. Ubwoko bwa serivisi: Urwego bitorezamo ibijyanye n'iby'ubwubatsi**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gushyiraho inzego za serivisi z'ubwubatsi Inzego zose zikora imirimo y'ubwubatsi n'abandi bose bashaka kumenya ubwiza bw'Ibikoresho	
<b>Ni hehe serivisi itangirwa?</b>	Serivisi y'Ubwubatsi n'Ibidukikije mu ikoranabuhanga	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu saa moya za mugitondo kugeza saa sita z'amanya Friday: (7:00 am to 12:00 pm)	
<b>Uhereye wasabiye igihe bifata kinga iki kugirango uhabwe serivisi?</b>	Mu minsi itatu nyuma yo kubona ibaruwa isaba	
<b>Niba yishyurwa n'ikihe serivisi igicro?</b>	<b>Imiterere y'ibipimwa</b>	<b>Umubare</b>
	<b>1. AGGREGATE</b>	N°
	Sieve Analysis Test	1
	Organic Impurities test	1
	Soundness test	1
	Specific Gravity	1
	Bulk Density	1
	Water Absorbtion	1
	CEMENT	
	<b>2. Specific Gravity test</b>	1
	Consistency test	1
	Setting time test	1
	Soundness test	1
	Fineness test	1
	Compressive strength test	1
	3. Compressive strength of mortar/block	1
	<b>4. STEEL BAR</b>	
5. Tensile strength	1	

	6. Bending test	1	
	<b>7. CONCRETE</b>		
	Concrete mix design test		
	-Concrete 2 Materials	1	
	-Concrete 3 Materials	1	
	<b>COMPRESSIVE STENGTH TEST</b>		
	-Cube sample set of 3	1	
	-Cylindrical sample set of 3	1	
	Slump test	1	
	Flow test	1	
	Compacting factor test	1	
	Vee-Bee consistometer	1	
	<b>8. Concrete specific gravity test</b>	1	
	Concrete tensile strength	1	
	Permeability test	1	
	Absorption test	1	
	<b>Rebound hammer test (non-destructive)</b>	1	
	<b>TIMBER</b>		
	Compressive strength	1	
	Tensile strength	1	
<b>Ni byangombwa bisabwa?</b>	<b>ibihe</b>	<ul style="list-style-type: none"> <li>- Urwandiko rusaba rwavuye mu nzego</li> <li>- icyemezo kigaragaza ko waguze gitangwa na serivisi yo gucunga imari</li> <li>- icyemezo cyo kwishyura</li> </ul>	
<b>Binyura muzihe nzira kugirango ubone iyo serivisi?</b>	<p>Kwandika urwandiko rwandikiwe Umuyobozi wa serivisi ikora iby'Ubwubatsi n'Ikoranabuhanga mu bidukikije. Kwishyura mirongo itandatu ku ijana 60% y'ikiguzi cyose yishyurwa kuri banki kuri konti ya KIST ugatanga inyemeza bwishyu muri serivisi. Serivisi ibishinzwe izaha uruhushya inzego zishinzwe gupima ibikoresho hagatangwa raporo k'Ubuyobozi bushinzwe ubwubatsi nikoranabuhanga mu bidukikije kugirango byemezwe kandi binashyirweho umukono. Nyuma umugenerwabikorwa akishyura mirongo ine ku ijana yasigaye 40% aje kujyana ibisubizo</p>		
<b>Niba yishyurwa n'Ikihe?</b>	<b>serivisi igiciro (Urugero</b>	BNR kwishyura	

<b>nko kwishyura igiciro cyan serivisi cyangwa ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ufite ikibazo akijyana k'Umuyobozi ushinzwe iby'Ubwubatsi n'Ikoranabuhanga mu bidukikije, iyo icyo kibazo kidakemutse witabaza umuyobozi wa serivisi y'Ubwubatsi
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugirango uhabwe iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> kugirango ubone amakuru. Ukeneye andi makuru wahamagara kuri iyi telefoni ikurikira : 0727111024 mu masaha y'akazi; cyangwa ukandika kuri uyu murongo wa interineti:hceet@kist.ac.rw
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Itegeko N° 23/2008 ryo kuwa 22/07/2008 rishyiraho inzego, Imiterere n'Imikorere bya KIST

**6. Ubwoko bwa serivisi: Gupima ibikoresho by'Umuhanda munini no gutwara ibintu**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gupima ibikoresho by'Umuhanda munini no gutwara ibintu: ku nzego zose zikora imirimo y'Ubwubatsi nabandi bose bashaka kumenya ubwiza bw'Ibikoresho/Imitungo.	
<b>Ni hehe serivisi itangirwa?</b>	Muri serivisi y'Ubwubatsi n'Ikoranabuhanga mu bidukikije	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane guhera saa moya kugeza saa kumi nimwe zanimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu kuwa saa moya zamugitondo kugeza saa sita zakumanywa : (7:00 am to 12:00 pm)	
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Bimara iminsi itatu nyuma yo kwakira uwasabye	
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	<b>ISHUSHO Y'IBIKORESHO GUPIMA KU RUGERO</b>	<b>Umubare</b>
	Sieve analysis on fine and coarse aggregates	1
	Flakiness test	1
	Elongation test	1
	Shape Index	1
	Aggregate Crushing Value(ACV)	1
	Aggregate Impact Value(AIV)	1
	Los-Angeles Abrasion Value	1
	Coating and stripping	1
	(bitumen adhesion)	1
	Preparation of rock samples	1
	Organic impurities	1
	Rock Strength Value	1
	<b>TEST ON BITUMEN</b>	
	Softening point	<u>1</u>
	Penetration test	<u>1</u>
Flash and fire Point	<u>1</u>	
Ductility Value	<u>1</u>	

	Kinematic viscosity	<u>1</u>
	<b>ROAD TEST (FIELD TEST)</b>	
	Mobilization of staff & Equipment to and from site.	
	a) Within 25Km(with truck)	
	b) Beyond 25Km(w/t truck)	LS
	c) Towing core drilling machine	Km
	.Within 25Km	
	.Beyond 25Km	
	Core drilling :	LS
	a) In cement concrete pavement	Km
	b) In asphalt concrete pavement	<u>1</u>
	c) In surface dressing pavement and stabilised soil	1
	Plate bearing test	<u>1</u>
	Max. 75mm diameter plate excluding truck	
	Skid resistance	<u>1</u>
	Axle load survey in specified weight bridge in Rwanda excluding traffic police assistance	
	Traffic counting	<u>1</u>
	a) Engineer	Day
	b) Technician	
	c) Field assistant	M.day
	Sampling	M.day
	a) Opening of trial pit 1x1m wide up to 1.5 deep	M.day
	b) Exceeding 1.5m	
	Per-diam for works outside KIST	<u>No</u>
	a) Engineer	M.day
	b) Technician	M.day
	c) Field assistants	M.day

<b>Ni ibihe byangombwa bikenerwa?</b>	<p>Urwandiko rusaba ruva mu nzego/ibigo</p> <ul style="list-style-type: none"> <li>- Inyandiko igaragaza ko waguze itangwa na serivisi ishinzwe imari</li> <li>- icyemezo kigaragaza ko wishyuye</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyibone?</b>	<p>Gutanga urwandiko rusaba mubiro by'Umuyobozi ushinzwe imyubakire n'Ikoranabuhanga mubidukikije. Wishyura 60% y'Ikiguzi cyose kuri Bank kuri konti ya KIST nyuma ugatanga inyemezabwishyu muri serivisi ibishinzwe. Iyi serivisi itanga uruhushya ku nzego zibishinzwe rwogupima ibikoresho zigatanga raporo muri serivisi ibishinzwe kugirango byemezwe binashyirweho umukono. Nyuma umugenerwabikorwa akishyura 40% yasiyemo agatwara ibisubizo</p>
<b>Niba serivisi yishyurwa igiciro ni ikihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa ibindi byangombwa)</b>	<p>BNR kwishyura kuri konti ya KIST ifite No.1220164.</p>
<b>Hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	<p>Ibibazo byoherezwa mu biro by'Umuyobozi ushinzwe imyubakire n'Ikoranabuhanga mu bidukikije, bitakemuka bigashyikirizwa umuyobozi w'Ishami rishinzwe imyubakire</p>
<b>Ese Hari ibindi by'Ingenzi bikenewe kumenywa kugirango uyihabwe?</b>	<p>Buri gihe wasura urubuga rwa interineti KIST rukurikira: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ubone amakuru. Ushobora no guhamagara kuri telefoni zikurikira: 0727111024 mu masaha ya kazi; cyangwa ukohereza ubutumwa kuri interineti kuri: <a href="mailto:hceet@kist.ac.rw">hceet@kist.ac.rw</a></p>
<b>Impapuro zuzuzwa</b>	<p>Ntazo</p>
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	<p>Ntabyo</p>



**7. Ubwoko bwa serivisi: Ubwubatsi bujyanye no kurinda ibidukikije**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora inyigo ku bijyanye n'amazi n'Umwanda, Gutegura umishinga y'Ibyuzi bya mazi, naho kubika amazi ku Nzego zose zikora ibijyanye no gufata amazi kimwe n'abandi bose bashaka kumenya ubwiza bw'amazi	
<b>Ni hehe serivisi itangirwa?</b>	Serivisi y'Ubwubatsi n'Ikoranabuhanga mu bidukikije	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu saa moya zamugitondo kugeza saa sita zakumanywa: (7:00 am to 12:00 pm)	
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Bimara iminsi itatu kuva ubisabye;	
<b>Niba serivisi yishyurwa igicro ni ikihe?</b>	<b>Parameter</b>	
	Chlorine (Free and Total Chlorine)	
	Copper-(staining of clothes)	
	Fluoride;	
	PH;	
	Total Dissolved Solids (TDS);	
Total Suspended Solids (TSS).		
<b>Ni ibihe byangombwa bikenerwa?</b>	<ul style="list-style-type: none"> <li>- Urwandiko rusaba rwavuye mu nzego zibisaba</li> <li>- Inyandiko yokugura itangwa na serivisi y'Imali</li> <li>- Inyemeza bwishyu</li> </ul>	
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	Gutanga urwandiko rusaba kuri serivisi ishinzwe ubwubatsi n'Ikoranabuhanga mu bidukikije. Wishyura mirongo itandatu ku ijana 60% by'ikiguzi cyose yishyurwa kuri Banki kuri konti ya KIST nyuma ugatanga inyemezabwishyu muri serivisi ibishinzwe. Iyi serivisi ibishinzwe yemerera inzego zibishinzwe gupima ibi bikoresho raporo igashyikirizwa ubuyobozi kugirango yemezwe inasinywe. Hanyuma umugenerwabikorwa yishyura mirongo ine ku ijana yasigaye 40% igihe baje gufata ibisubizo	
<b>Niba serivisi</b>	BK kwishyura kuri konti ya KIST	

<b>yishyurwa igiciro ni ikihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa ibindi byangombwa)</b>	
<b>Hari Uburyo bwo kurenganurwa igihe udahawe iyo serivisi?</b>	Ibibazo byoherezwa ku umuyobozi ushinzwe Ubwubatsi n'Ikoranabuhanga mu bidukikije, iyo utanyuzwe ubishyikiriza umuyobozi wa serivisi y'Ubwubatsi
<b>Hari ibindi by'Ingenzi bikenerwa kumenywa kugirango uyihabwe?</b>	Buri gihe ukeneye amakuru wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> . cyangwa wakenera ayandi makuru wahamagara kuri telefoni zikurikira: 0727111024 mu masaha y'akazi; cyangwa ukohereza ubutumwa bugufi ku umurongo wa interineti ukurikira: <a href="mailto:hceet@kist.ac.rw">hceet@kist.ac.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabwo

## 8. Ubwoko bwa serivisi: Gupima ubutaka

<b>Serivisi itangwa ryari? Nujuje ibisabwa?</b>	Gupimira ubutaka Ku nzego zose z'Ubwubatsi kimwe n'abandi bashaka kumenya ingano y'Ubutaka bwabo
<b>Ni hehe serivisi itangirwa?</b>	Serivisi y'Ubwubatsi n'Ikoranabuhanga mubidukikije
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya za mugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu saa moya za mugitondo kugeza saa sita z'amanywa: (7:00 am to 12:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki?</b>	Iminsi itatu nyuma yokubisaba;
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Nta giciro kizwi gihari biterwa n'ingano y'Ubutaka n'Umubare w'Abantu babikoze.
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>- Urwandiko rusaba rwanditswe n'Inzego</li> <li>- Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>- Inyemezabwishyu</li> </ul>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	Gutanga urwandiko rusaba kuri serivisi ishinzwe ubwubatsi n'Ikoranabuhanga mubidukikije. Wishyura mirongo itandatu ku ijana 60% by'Ikiguzi cyose yishyurwa kuri Banki kuri konti ya KIST nyuma ugatanga inyemeza bwishyu muri serivisi ibishinzwe. Iyi serivisi ibishinzwe yemerera inzego zibishinzwe gupima ibi bikoresho raporo igashyikirizwa ubuyobozi kugirango yemezwe inasinywe. Hanyuma umugenerwabikorwa yishyura mirongo ine kwijana yasigaye 40% igihe baje gufata ibisubizo
<b>Niba serivisi yishyurwa igiciro ni ikihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST
<b>Hari Uburyo bwo kurenganurwa igihe udahawe iyo serivisi?</b>	Ibibazo byoherezwa ku Muyobozi ushinzwe Ubwubatsi n'Ikoranabuhanga mu bidukikije, iyo utanyuzwe ubishyikiriza umuyobozi wa serivisi y'Ubwubatsi
<b>Hari ibindi by'Ingenzi bikenerwa kumenywa</b>	Buri gihe ukeneye amakuru wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ; cyangwa wakenera andi makuru wahamagara kuri telefoni

<b>kugirango uyihabwe?</b>	zikurikira:0727111024 mu masaha y'Akazi; cyangwa ukohera ubutumwa bugufi ku umurongo wa interineti ukurikira:hceet@kist.ac.rw
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabwo

**9. Ubwoko bwa serivisi: Gutanga serivisi mu ihanga ry'Udushya  
nog ukwirakwiza ikoranabuhanga: Imbabura zo guteka**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora Imbabura zo guteka kuri muntu wese uyikeneye
<b>Ni hehe serivisi itangirwa?</b>	Umwanya wo guhanga udushya no gukwirakwiza ikoranabuhanga (CITT)
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya za mugitondo kugeza kuwa kane saa kumi n'imwe za nimugoroba: (7: 00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyibone?</b>	Buri gihe ushakiye mu masaha y'Akazi
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Imbabura iteka yarangiye: <ul style="list-style-type: none"> <li>- 100lts:</li> <li>- 200lts:</li> <li>- 300lts:</li> <li>- 500lts:</li> </ul>
<b>Ni ibihe byangombwa bisabwa?</b>	Uyikeneye yandika urwandiko abisaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Umugenerwabikorwa agana ibiro by'Umuyobozi wa CITT
<b>Hari izindi nzego bisaba kunyuramo kugirango nyibone? (Urugero nko kwishyura cyangwa gusaba ibindi byangombwa)</b>	BNR kwishyura kuri konti ya KIST No.1220164
<b>Ese hari uburyo bwo kurenganurwa igihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe gukora ubushakashatsi no guhanga udushya bitakemuka bigashyikirizwa Umuyobozi wa CITT
<b>Ese hari ibindi by'Ingenzi bikenewe kumenywa kugirango uyibone?</b>	Ukeneye amakuru wasura urubuga rwa interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ; cyangwa wakenera ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0727111048 mu masaha y'Akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba zuzuzwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**10. Ubwoko bwa serivisi: Gutanga serivisi mu ihanga ry'Udushya no gukwirakwiza ikoranabuhanga: Icyuma giteka umugati**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora icyuma giteka umugati kuri buri wese ugishaka
<b>Ni hehe serivisi itangirwa?</b>	Ishami rishinzwe guhanga udushya no gukwirakwiza ikoranabuhanga (CITT)
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa kumi nimwe zanimugoroba Monday to Friday: (7:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Buri gihe ushakiye mu masaha y'Akazi
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Icyuma gikora imigati (Igikora imigati ibihumbi bitanu 5000): 2,950,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba serivisi
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Umugenerwabikorwa agana ubuyobozi bwa CITT
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BNR kwishyura kuri konti ya KIST ifite N° 1220164
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe gukora ubushakashatsi no guhanga udushya bitakemuka bigashyikirizwa umuyobozi wa CITT
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Ukeneye amakuru wasura urubuga rwa interineta kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ; cyangwa wakenera ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0727111048 mu masaha y'Akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba zuzuzwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**11. Ubwoko bwa serivisi : Gutanga serivisi ku baturage mu guhanga udushya no gukwirakwiza ikoranabuhanga: Ikigega cyumisha imyaka**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora Ikigega cyumisha imyaka kuri buri wese ugikeneye
<b>Ni hehe serivisi itangirwa?</b>	Ishami rishinzwe guhanga udushya no gukwirakwiza ikoranabuhanga (CITT)
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe za nimugoroba: (7:00 am to 5:00 pm)
<b>Uhereye bigihe wasabiye serivisi bifata igihe kingana iki kugira ngo uyihabwe?</b>	Buri gihe mu masaha y'akazi
<b>Niba serivisi yishyurwa igicro ni ikihe?</b>	Ikigega cyumisha imyaka ( gifite igipimo gihagije): 3,304,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba serivisi
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Umugenerwabikorwa agana ubuyobozi bwa CITT
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? ( Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri BNR kwishyura kuri konti ya KIST ifite N°.1220164
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe gukora ubushakashatsi no guhanga udushya bitakemuka bigashyikirizwa umuyobozi wa CITT
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Ukeneye amakuru wasura urubuga rwa interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ; cyangwa wakenera ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0727111048 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba zuzuzwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**12. Ubwoko bwa Serivisi: Gutanga serivisi ku baturage mu guhanga udushya no gukwirakwiza ikoranabuhanga: Ikigega cyumisha ibigori**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora Ikigega cyumisha ibigori kuri muntu wese ugikeneye
<b>Ni hehe serivisi itangirwa?</b>	Ishami rishinzwe guhanga udushya no gukwirakwiza ikoranabuhanga (CITT)
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya zamugitondo kugeza kuwa gatanu saa kumi nimwe zanimugoroba: (7:00 am to 5:00 pm)
<b>Uhereye bigihe wasabiye serivisi bifata igihe kingana iki kugira ngo uyihabwe?</b>	Buri gihe mu masaha y'Akazi
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba serivisi
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Umugenerwabikorwa agana ubuyobozi bwa CITT
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri BK kwishyura kuri konti ya KIST
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe gukora ubushakashatsi no guhanga udushya bitakemuka bigashyikirizwa umuyobozi wa CITT
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Ukeneye amakuru wasura urubuga rwa interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> . Cyangwa wakenera ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0727111048 mu masaha y'Akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba zuzuzwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST



**13. Ubwoko bwa Serivisi: Gutanga serivisi ku baturage mu guhanga udushya no gukwirakwiza ikoranabuhanga : Gutiza imashini mu nama**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutiza imashini mu nama kuri buri wese ubishaka
<b>Ni hehe serivisi itangirwa?</b>	Ishami rishinzwe guhanga udushya no gukwirakwiza ikoranabuhanga (CITT)
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi nimwe za nimugoroba: (7:00 am to 5:00 pm)
<b>Uhereye bigihe wasabiye serivisi bifata igihe kingana iki kugira ngo uyihabwe?</b>	Buri gihe mu masaha y’Akazi
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba serivisi
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Umugenerwabikorwa agana ubuyobozi bwa CITT
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST ifite
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe gukora ubushakashatsi no guhanga udushya bitakemuka bigashyikirizwa umuyobozi wa CITT
<b>Hari ibindi by’Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Ukeneye amakuru wasura urubuga rwa interineta kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> . Cyangwa wakenera ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0727111048 mu masaha y’Akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba zuzuzwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**14. Ubwoko bwa serivisi: Kwihangira no guteza imbere ubucuruzi**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Iterambere mu Kumenyereza ubucuruzi kuri buri wese ubishaka
<b>Ni hehe serivisi itangirwa?</b>	Ikoranabuhanga mu kwimenyereza ubucuruzi (TBIF)
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe: (7:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Ukimara gusaba iyi serivisi
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Iterambere mu kwimenyereza ubucuruzi 150,000 rwf buri biro Amahugurwa mu kwihangira imyuga: 161 000 rwf Gutira icumba cy'Inama Amahugurwa ku masomo yihariye
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba serivisi
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Umugenerwabikorwa agana ubuyobozi bwa CITT
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST ifite
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa umuyobozi wa serivisi ishinzwe gukora ubushakashatsi no guhanga udushya bitakemuka bigashyikirizwa umuyobozi wa CITT
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Ukeneye amakuru wasura urubuga rwa interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> . Cyangwa wakenera ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0727111048 mu masaha y'Akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba zuzuzwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabyo

**15. Ubwoko bwa serivisi: Gupima ubushobozi bw'Ibyuma**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<ol style="list-style-type: none"> <li>1. Gupima ubushobozi bw'Ibyuma</li> <li>2. UCC (Uburyo bwagutse bwo gupima amatafari)</li> </ol> <p>Kuri barwiyemezamirimo bakora ibijyanye n'ubwubatsi bashaka gupima ibyuma/ibikoresho byabo</p>
<b>Ni hehe serivisi itangirwa?</b>	Aho bapimira ibijyanye n'Ubukanishi
<b>Serivisi itangwa ryari?</b>	<p>Kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi n'imwe za nimugoroba: (7:00 am to 5:00 pm)</p> <p>Kuwa gatanu saa moya za mugitondo kugeza saa sita zakumanywa: (7:00 am to 12:00 pm)</p>
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi ibiri y'akazi
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	<ol style="list-style-type: none"> <li>1. Uburemere kuri buri metero</li> <li>2. Gutanga inzira z'Ingufu (Yield Stress)</li> <li>3. Kumenya ingufu z'zibyuma (Tensile muscle)</li> <li>4. Gusubiramo ahasadutsi (Elongation at Fracture)</li> </ol> <ol style="list-style-type: none"> <li>1. Urugero rw'Ibyapimwe (Mass of sample)</li> <li>2. Imbaraga z'Uburemere (Compression strength)</li> </ol>
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>- Ibaruwa isaba yanditswe n'Inzego</li> <li>- Impapuro zemeza ko waguze zitangwa na serivisi y'Imali</li> <li>- Inyemezabwishyu itangwa n'Inzego zishinzwe imali</li> </ul>
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Gutanga urwandiko rusaba mu biro by'Umuyobozi w'Ishami ry'Ubwubatsi ugaha kopi Umuyobozi wa kaminuza wungirije ushinzwe amasomo</li> <li>- Ukazana ibyuma bipimwa nyuma yo kwemererwa ukanishyura</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK Kwishyura kuri konti ya KIST ifite
<b>Ese hari uburyo bwokurenganurwa</b>	Ibibazo byoherezwa mu buyobozi bushinzwe ubukanishi bitakemuka bikoherezwa mu biro by'ushinzwe

<b>mugihe udahawe iyo serivisi?</b>	abanyeshuri muri serivisi y'Ikoranabuhanga
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru; cyangwa wakenera ayandi makuru ugahamagara kuri iyi telefoni: 0727111030 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zuzuzwa ziri ahapimirwa
<b>Amategako cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ibipimo by'Ubwongereza nibyo bikurikizwa nk'Amabwiriza

**16. Ubwoko bwa serivisi: Gupima Ibikoresho bikenerwa buri munsi**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Ibikoresho bikenerwa buri munsi n'abacuruzi, abaturage benshi cyangwa umuntu ku giti cye.	
<b>Ni hehe serivisi itangirwa?</b>	Uruganda ruto	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba: (7:00 am to 12:00 pm)	
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Uwo munsi wabisabiyeho	
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	<b>Izina</b>	<b>Umubare</b>
	<b>Imisimari</b>	Ikilo kimwe 1
	Buje Ibisanzwe: Ibitatse:	Ipaki imwe Inini Iri murugero Intoya
	Urupapuro rw'Isuku rukoresha mu musarane	Ipaki imwe
	Impapuroz'Isuku	Ipaki
	Itiyo	Nini Ntoya
	Ingwa	Ipaki imwe
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>- Urwandiko rusaba rwavuye mu nzego</li> <li>- icyemezo cyokuba waraguze gitangwa na serivisi y'Imali</li> <li>- Inyemeza bwishyu</li> </ul>	
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Gutanga urwandiko rusaba ku ruganda ruto	
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>		
<b>Ese hari uburyo</b>	Ibibazo byoherezwa ku muyobozi ushinzwe	

<b>bwokurenganurwa mugihe udahawe iyo serivisi?</b>	ikoranabuhanga mu bukanishi, nyuma bitakemuka bigashyikirizwa umuyobozi w'Ishami rya serivisi y'Ubwubatsi
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Wakenera ayandi makuru ugahamagara kuri telefoni igendanwa mu masaha y'Akazi: 0727111059
<b>Impapuro zuzuzwa</b>	Impapuro zirahari ku ruganda aho rukorera
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabyo

**17. Ubwoko bwa serivisi: Amahugurwa ku ikoranabuhanga rikwiriye, na serivisi zitanga umusaruro**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga amahugurwa ku bumenyikingiro (amahugurwa y'igihe kigufi) mu ikoranabuhanga rikwiye ritangirwa mu Ishuri ku banyeshuri babishaka cyangwa abandi bantu babyifuzza.
<b>Ni hehe serivisi itangirwa?</b>	Amahugurwa yo mu Ishuri atangwa na serivisi ishinze ishami ry'Ubwubatsi.
<b>Serivisi itangwa ryari?</b>	Buri muni mu muni y'imibizi cyane cyane mu masaha yanimugoroba kubera ko mbere ya saa sita ari amasaha yo kwiga.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi myinshi bitwara ni itanu bitwara n'ubwinshi bw'ibikenewe.
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Ibaruwa isaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa umuyobozi wa kaminuza wungirije ushinze amasomo, iyo bisaba amahugurwa cyangwa ukandikira umuyobozi wa kaminuza ushinze ubuyobozi n'Umutungo iyo ukeneye ibijyanye ibintu byo gukoresha cyangwa ukiyizira wowe ubwawe.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BNR: kwishyura kuri konti ya KIST ifite No.1220164 (BNR).
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bigaragazwa bikishijwe mu dusanduku tw'ibibazo cyangwa ukiyizira ubwawe ku biro aho dukorera ukabonana n'Umuyobozi ushinze amahugurwa cyangwa umuyobozi w'Ishami. Gusaba gahunda yo kubonana n'Umuyobozi wahamagara kuri telefoni ikurikira imanitse ku biro by'aho dukorera, 250 0727111031; ushobora kandi no kwohereza ubutumwa

	bwanditse ku murongo wa interineti ukurikira <a href="mailto:htw@kist.ac.rw">htw@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	<p><b>Impuguke mu gutanga serivisi:</b></p> <ul style="list-style-type: none"> <li>• Gutanga amasoko nogushyiraho imashini ikora amazi.</li> <li>• Gukora ibindi bikoresho byinshi bitandukanye (Ibati ry'Icyuma, Ibigega by'Amazi, Imbabura ikorasha gazi) .</li> <li>• Gusana amamashini no gukora amazi.</li> </ul> <p><b>Amahugurwa y'igihe gito atangwa:</b></p> <ul style="list-style-type: none"> <li>• Itangwa rya mazi</li> <li>• Gusukura amazi</li> <li>• Gutunganya amazi</li> </ul> <p>Buri gihe wasura urubuga rwa interineti rukurikira: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a>. Ukeneye ayandi makuru wahamagara kuri telefoni ikurikira: 250 0727111031 mu masaha y'Akazi</p>
<b>Impapuro zuzuzwa</b>	Impapuro zisaba gukora amahugurwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST



**18. Ubwoko bwa serivisi: Amahugurwa ku bijyanye no gukora amashanyarazi**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Amahugurwa ku bumeningiro (amahugurwa y'igihe kigufi) mu ikoranabuhanga rikwiye ritangirwa mu Ishuri ku banyeshuli babishaka cyangwa abandi bantu babyifuza.
<b>Ni hehe serivisi itangirwa?</b>	Amahugurwa yo mw'Ishuri atangwa na serivisi ishinzwe ishami ry'Ubwubatsi.
<b>Serivisi itangwa ryari?</b>	Buri minsi mu minsi y'Imibyizi cyane cyane mu masaha yanimugoroba kubera ko mbere ya saa sita ari amasaha yo kwiga.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi myinshi bitwara ni itanu biterwa nubwinshi bwibikenewe.
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Ibaruwa isaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa umuyobozi wa kaminuza wungirije ushinzwe amasomo, iyo bisaba amahugurwa cyangwa ukandikira umuyobozi wa kaminuza ushinzwe ubuyobozi n'Umutungo iyo ukeneye ibijyanye ibintu byo gukoresha cyangwa ukiyizira wowe ubwawe.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BNR kwishyura kuri konti ya KIST ifite No.1220164
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bigaragazwa bikishijwe mu dusanduku tw'ibibazo cyangwa ukiyizira ubwawe ku biro aho dukorera ukabonana n'Umuyobozi ushinzwe amahugurwa cyangwa umuyobozi w'Ishami. Gusaba gahunda yo kubonana n'Umuyobozi wahamagara kuri telefoni ikurikira imanitse ku biro by'aho dukorera, 250 0727111031; ushobora kandi no kwohereza ubutumwa

	bwanditse ku murongo wa interineti ukurikira <a href="mailto:htw@kist.ac.rw">htw@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Amahugurwa ku bumenyi ngiro (amahugurwa y'Igihe kigufi) mu ikoranabuhanga rikwiye ritangirwa mu Ishuri ku banyeshuli babishaka cyangwa abandi bantu babyifuza.
<b>Impapuro zuzuzwa</b>	Impapuro zisaba gukora amahugurwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**19. Ubwoko bwa serivisi: Gutanga Amahugurwa mu bijyanye no kwiga itumanaho**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Amahugurwa mu by'Ubumenyingiro (Amahugurwa y'Igihe gito) mu itumanaho (serivisi zo gusana amashanyarazi) ku banyeshuli babishaka cyangwa undi muntu ubikeneye.
<b>Ni hehe serivisi itangirwa?</b>	Serivisi ishinzwe amahugurwa/Ishami ry'Ubwubatsi.
<b>Serivisi itangwa ryari?</b>	Buri muni mu mibizi cyane cyane mu masaha ya nyuma ya saa sita kuko mbere ya saa sita n'amasaha yahariwe kwigisha.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi itanu: Iminsi intarengwa ni itanu hashingiwe ku bintu byasabwe.
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa Umuyobozi wa kaminuza wungirije ushinzwe amasomo iyo hasabwa amahugurwa cyangwa Umuyobozi wa kaminuza wungirije ushinzwe imali iyo hakenewe ibikoresho ushobora nokuzubwawe ku kazi aho dukorera.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bitangwa binyujijwe mu nyandiko ntoya itangwa mu dusanduku tw'ibitekerezo cyangwa ubwawe ukiyizira kuri serivisi ishinzwe amahugurwa cyangwa k'umuyobozi w'Ishami. Gusaba gahunda umuyobozi wa serivisi uhamagara kuri iyi telefoni ikurikira 250 0727111031 iyi telefoni imanitse ku rugi rwa biro dukoreramo; cyangwa ukohereza ubutumwa bwanditse kuri aduresi ikurikira htw@kist.ac.rw,

<p><b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b></p>	<p><b>Impuguke no gutanga serivisi:</b></p> <ul style="list-style-type: none"> <li>• Gutanga amasoko no gushyiraho ibikoresho by'itumanaho</li> <li>• Gushyiraho aho bapimira ibikoresho byogupima mu butabire, amashanyarazi n'Itumanaho.</li> <li>• Gusana Ibikoresho by'Itumanaho.</li> </ul> <p><b>Amahugurwa y'igihe gito atangwa:</b></p> <ul style="list-style-type: none"> <li>▪ Amahurwa y'Abatekenisiye ba Radiyo &amp; Televisiyo.</li> <li>▪ Ubumenyi rusange bw'Itumanaho</li> <li>▪ Amahugurwa ku itumanaho riciriritse.</li> <li>▪ Amahugurwa ku mbaraga z'Itumanaho</li> <li>▪ Ikora ry'Uruganda mu buryo bwihuse.</li> </ul> <p>Buri gihe wasura urubuga rwa interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Iyoukeneye ayandi makuru arenze ayo wahawe uhamagara kuri telefoni ikurikira mu masaha y'Akazi : 250 0727111031</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Impapuro zuzuzwa zisaba amahugurwa ziri mu buyobozi bwa serivisi y'Ubwubatsi.</p>
<p><b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b></p>	<p>Amabwiriza agenga KIST</p>

## 20. Ubwoko bwa serivisi: Amahugurwa yo kubumba amatafari

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Amahugurwa ku bumenyingiro (Amahugurwa y'Igihe gito) mu byo kubumba amatafari nibijyanye no kubaka kubanyeshuli babishaka nundi wese ubishaka
<b>Ni hehe serivisi itangirwa?</b>	Serivisi ishinzwe amahugurwa/Ishami rishinzwe imyubakire.
<b>Serivisi itangwa ryari?</b>	Buri gihe mu minsi y'Imibyizi cyane cyane mu masaha ya nyuma ya saa sita kuko mbere ya saa sita ari amasaha ya mbere ya saa sita ari amasaha yo kwigisha.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi itanu (5).
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa Umuyobozi wa kaminuza wungirije ushinzwe amasomo iyo ibisabwa bijyanywe n'Amahugurwa cyangwa ukandikira umuyobozi wa kaminuza wungirije ushinzwe ubuyobozi n'Imali iyo ibisabwa bijyanye n'Ibikorwa bya serivisi cyangwa ukiyizira ubwawe kubiro bya kaminuza.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bitangwa binyuze munzandiko ntoya zishyirwa mudusanduku twibitekerezo cyangwa ukiyizira ubwawe kubiro by'Umuyobozi ushinzwe amahugurwa cyangwa umuyobozi w'ishami. Iyo ushaka gahunda n'Umuyobozi wa serivisi uhamagara kuri telefoni ikurikira, 250 0727111031kandi izi telefoni zimanitse ku biro byiyi serivisi; cyangwa ukohereza ubutumwa bugufi kuri

	interineti <a href="mailto:htw@kist.ac.rw">htw@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	<p><b>Impuguke no gutanga serivisi:</b></p> <ul style="list-style-type: none"> <li>• Gutanga amasoko no gukora ibikoresho by'Ubwubatsi.</li> <li>• Gukora ibikoresho bitandukanye</li> <li>• Gusana ibi bikoresho.</li> </ul> <p><b>Amahugurwa y'igihe gito atangwa:</b></p> <ol style="list-style-type: none"> <li>1. Gukoresha beto</li> <li>2. Kubumba amatafari</li> <li>3. Kubakisha amabuye</li> <li>4. Kuzamura inyubako</li> <li>5. Kubaza imbaho zogukoresha mu kubaka amatafari</li> </ol> <p>Buri gihe wasura urubuga rwa interineti rwa KIST: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> Ukabona amakuru, cyangwa wakenera ayandi makuru ugahamagara kuri iyi telefoni ikurikira mu masaha y'Akazi : 250 0727111031</p>
<b>Impapuro zuzuzwa</b>	Impapuro zuzuzwa zisaba amahugurwa ziri kubiro bishinzwe amahugurwa.
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**21. Ubwoko bwa serivisi: Gutanga Amahugurwa mu bijyanye no kubaza**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga Amahugurwa ku bumenyigiro (Amahugurwa y'Igihe gito) mu kubaka ku banyeshuli babishaka n'undi wese ubishaka
<b>Ni hehe serivisi itangirwa?</b>	Serivisi ishinzwe amahugurwa/Ishami rishinzwe imyubakire.
<b>Serivisi itangwa ryari?</b>	Buri gihe mu minsi y'Imibyizi cyane cyane mu masaha yanyuma ya saa sita kuko mbere ya saa sita ari amasaha yo kwigisha.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi itanu (5)
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa Umuyobozi wa kaminuza wungirije ushinzwe amasomo iyo ibisabwa bijyanye n'Amahugurwa cyangwa ukandikira umuyobozi wa kaminuza wungirije ushinzwe ubuyobozi n'Imali iyo ibisabwa bijyanye n'Ibikorwa bya serivisi cyangwa ukiyizira ubwawe ku biro bya kaminuza.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	kwishyura kuri konti ya KIST BK
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bitangwa binyuze mu nzandiko ntoya zishyirwa mu dusanduku tw'ibitekerezo cyangwa ukiyizira ubwawe ku biro by'Umuyobozi ushinzwe amahugurwa cyangwa umuyobozi w'ishami. Iyo ushaka gahunda n'Umuyobozi wa serivisi uhamagara kuri telefoni ikurikira, 250

	0727111031kandi izi telefoni zimanitse ku biro byiyi serivisi; cyangwa ukohereza ubutumwa bugufi kuri interineti <a href="mailto:htw@kist.ac.rw">htw@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	<p><b>Impuguke no gutanga serivisi:</b></p> <ul style="list-style-type: none"> <li>• Gutanga amasoko nogukora ibikoresho by'Ubwubatsi.</li> <li>• Gukora ibikoresho bitandukanye</li> <li>• Gusana ibi bikoresho.</li> </ul> <p><b>Amahugurwa y'igihe gito atangwa:</b></p> <p><b>Gukata, Kudoda, Igenamigambi, Nogukora buri kazi gakorwa ku mashini ikata imbaho,</b> Imashini nini zikora akazi hamwe n'Imashini ntoya zomuntoke</p> <p>Buri gihe wasura urubuga rwa interineti KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Cyangwa wakenera ayandi makuru ugahamagara kuri telefoni ikurikira mu masaha y'Akazi 250 0727111031</p>
<b>Impapuro zuzuzwa</b>	Impapuro zuzuzwa zisaba amahugurwa ari serivisi ishinzwe amahugurwa
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST



## 22. Ubwoko bwa serivisi: Gutanga Amahugurwa no kwigisha gusudira

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Amahugurwa mu bumenyi ngiro (Amahugurwa y'Igihe kigufi) mu Ishuri ryo gusudira/Gutanga serivisi kubanyeshuli babishaka cyangwa abandi bantu babyifuza
<b>Ni hehe serivisi itangirwa?</b>	Serivisi ishinzwe amahugurwa/Ishami rishinzwe imyubakire.
<b>Serivisi itangwa ryari?</b>	Buri gihe mu minsi y'imibyizi cyane cyane mu masaha ya nyuma ya saa sita kuko mbere ya saa sita ari amasaha yo kwigisha.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi itanu (5).
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa Umuyobozi wa kaminuza wungirije ushinzwe amasomo iyo ibisabwa bijyanywe n'Amahugurwa cyangwa ukandikirwa umuyobozi wa kaminuza wungirije ushinzwe ubuyobozi n'Imali iyo ibisabwa bijyanywe n'Ibikorwa bya serivisi cyangwa ukiyizira ubwawe ku biro bya kaminuza.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bitangwa binyuze mu nzandiko ntoya zishyirwa mu dusanduku tw'ibitekerezo cyangwa ukiyizira ubwawe ku biro by'Umuyobozi ushinzwe amahugurwa cyangwa umuyobozi w'ishami. Iyo ushaka gahunda n'Umuyobozi wa serivisi uhamagara kuri telefoni ikurikira, 250 0727111031/ kandi izi telefoni zimanitse ku biro by'iyi serivisi; cyangwa

	ukohereza ubutumwa bwanditse bugufi kuri interineti <a href="mailto:htw@kist.ac.rw">htw@kist.ac.rw</a>
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	<p>Impuguke na Serivisi:</p> <ul style="list-style-type: none"> <li>• Gukora ibyuma bitandukanye (Ameza, Inzugi, Imiryango, Inzugi ntoya, Inzugi za mapine, Imashine ikora amatafari, Imbabura ikoresha amavuta, Ibyuma bimanika imyenda, Ibigega by'Amazi bizengurutse, (rectangular water tanks), Ububiko bw'Ibitabo, Ingorofani, Ibyuma by'Ubuhinzi</li> <li>• Imashini zisana izisudira.</li> </ul> <p>Amahugurwa y'igihe gito:</p> <ul style="list-style-type: none"> <li>• Oxy-acetylene gas welding and gas cutting processes</li> <li>• Shielded Metal Arc welding process (SMAW)</li> <li>• Tungsten Inert Gas Welding process (TIG)</li> <li>• Metal Inert Gas welding process (MIG)</li> <li>• Gutegura nogukora amahugurwa y'Igihe gito yo gusudira nokubikora</li> <li>• Imirimo y'Ubukozi bw'Ibyuma</li> </ul> <p>Igihe cyose ukeneye amakuru wasura urubuga rwa KIST interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a>. Ushobora no gutelefona kuri telefoni ikurikira mu masaha y'akazi 250 0727111031</p>
<b>Impapuro zuzuzwa</b>	Impapuro zisaba gukora amahugurwa ziri aho amahugurwa abera muri serivisi y'ubwubatsi.
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amabwiriza agenga KIST

**23. Ubwoko bwa serivisi: Amahugurwa no kwiga gukoresha amamashini**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga amahugurwa mu bumenyigiro (amahugurwa y'igihe kigufi) mu Ishuri ryo gusudira/gutanga serivisi ku banyeshuli babishaka cyangwa abandi bantu babyifuza
<b>Ni hehe serivisi itangirwa?</b>	Serivisi ishinzwe amahugurwa/Ishami rishinzwe imyubakire.
<b>Serivisi itangwa ryari?</b>	Buri gihe mu minsi y'imibyizi cyane cyane mu masaha ya nyuma ya saa sita kuko mbere ya saa sita ari amasaha yo kwigisha.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Iminsi itanu (5)
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa 161,000Rwf
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Urwandiko rusaba rwandikirwa Umuyobozi wa kaminuza wungirije ushinzwe amasomo iyo ibisabwa bijyanye n'Amahugurwa cyangwa ukandikira umuyobozi wa kaminuza wungirije ushinzwe ubuyobozi n'Imali iyo ibisabwa bijyanye n'Ibikorwa bya serivisi cyangwa ukiyizira ubwawe kubiro bya kaminuza.
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK: kwishyura kuri konti ya KIST
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bitangwa binyuze mu nzandiko ntoya zishyirwa mudusanduku tw'ibitekerezo cyangwa ukiyizira ubwawe ku biro by'Umuyobozi ushinzwe amahugurwa cyangwa umuyobozi w'ishami. Iyo ushaka gahunda n'Umuyobozi wa serivisi uhamagara kuri telefoni ikurikira, 250 0727111031kandi izi telefoni zimanitse ku biro by'iyi serivisi; cyangwa

	<p>ukohereza ubutumwa bugufi bwanditse kuri interineti <a href="mailto:htw@kist.ac.rw">htw@kist.ac.rw</a></p>
<p><b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b></p>	<p><b>Impuguke no gutanga serivisi :</b></p> <ul style="list-style-type: none"> <li>• Boring of car cylinders.</li> <li>• Gukora ibikoresho byingeri nyinshi (Gear production of different kind of purpose).</li> <li>• Gusena ibyuma by'Imodoka (Motor car shaft grinding).</li> <li>• Gukora za magaro z'Ubwoko bunyuranye (Screws and nuts production of various sizes).</li> <li>• Gusana amamashini atandukanye (Repair of different mechanical machines parts).</li> </ul> <p><b>Amahugurwa y'igihe gito atangwa :</b></p> <ul style="list-style-type: none"> <li>• Lathe works.</li> <li>• Milling Works.</li> <li>• Boring works.</li> <li>• Drilling works.</li> <li>• Shaping works</li> </ul> <p>Igihe cyose ukeneye amakuru wasura urubuga rwa KIST interineti kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a>. Ushobora no guhamagara kuri telefoni ikurikira mu masaha y'Akazi 250 0727111031</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Impapuro zisaba gukora amahugurwa ziri aho amahugurwa abera muri serivisi y'Ubwubatsi</p>
<p><b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b></p>	<p>Amabwiriza agenga KIST</p>

**24. Ubwoko bwa serivisi: Isesengura ry’Imiti y’Amazi muri serivisi y’Ubutabire**

<p><b>Serivisi ni iyihe? Nujuje ibisabwa?</b></p>	<p>Gukora Isesengura ry’Imiti y’Amazi ku Nzego zigenga, Imiryango itegamiye kuri Leta igira uruhare mu iterambere ry’Icyaro, Abashoramari bateza imbere igihugu, Abashakashatsi cyangwa abandi bari hanze ya KIST bakeneye iyi serivisi</p>	
<p><b>Ni hehe serivisi itangirwa?</b></p>	<p>Umuyobozi wa serivisi y’Ubutabire</p>	
<p><b>Serivisi itangwa ryari?</b></p>	<p>Kuwa mbere saa moya zamugitondo kugeza kuwa gatanu saa kumi nimwe zanimugoroba mu minsi y’Akazi</p>	
<p><b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b></p>	<p>Icyumweru kimwe</p>	
<p><b>Niba serivisi yishyurwa igiciro ni ikihe?</b></p>	<p><b>Ibipimwa</b></p> <p>Ph</p> <p>TEMPERATURE</p> <p>TURBIDITY</p> <p>ELECTRICAL CONDUCTIVITY</p> <p>TOTAL DISSOLVED SOLIDS</p> <p>TOTAL SUSPENDED SOLIDS</p> <p>TOTAL HARDNESS</p> <p>TOTAL ALKALINITY</p> <p>DISSOLVED OXYGEN</p> <p>CALCIUM</p> <p>SODIUM</p> <p>POTASSIUM</p> <p>MAGNESIUM</p> <p>CHLORINE</p> <p>COPPER</p> <p>LEAD</p> <p>IRON</p> <p>MANGANESE</p> <p>CADMIUM</p> <p>CHROMIUM</p>	

	<table border="1"> <tr><td>ZINC</td></tr> <tr><td>MICROBIAL ANALYSIS</td></tr> <tr><td>UV.VISIBLE SPECTROPHOTOMETER ANALYSIS</td></tr> <tr><td>FTIR ANALYSIS</td></tr> </table>	ZINC	MICROBIAL ANALYSIS	UV.VISIBLE SPECTROPHOTOMETER ANALYSIS	FTIR ANALYSIS
ZINC					
MICROBIAL ANALYSIS					
UV.VISIBLE SPECTROPHOTOMETER ANALYSIS					
FTIR ANALYSIS					
<b>Ni ibihe byangombwa bisabwa?</b>	Urwandiko rusaba Isesengura hiyongeyeho amasezerano yasinywe hagati ya KIST n'abagenerwabikorwa				
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Ibaruwa isaba isesengura</li> <li>- Urwandiko rutanga umurongo ruhabwa abagenerwa bikorwa itangwa na KIST</li> <li>- Inyandiko itanga izira yasinywe yemera ko hakorwa isesengura</li> <li>- Inyandiko igaragaza ko hakozwe isesengura</li> <li>- Kwishyura nogutanga ibisubizo kubagenerwa bikorwa</li> </ul>				
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	kwishyura kuri konti ya KIST muri BK				
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; Bitakemuka bigashyikirizwa umuyobozi w'Ishami ry'Ubumenyi				
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira mu masaha y'Akazi: 0252574696/ 0252574625.				
<b>Impapuro zuzuzwa</b>	Impapuro zitanga inzira/Umuyoboro				
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Amategeko/n'Amabwiriza bigenga isesengura ry'Imiti y'amazi				

## 25. Ubwoko bwa Serivisi: Serivisi zo gupima n'aho bapimira

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora Isesengura ry'Imiti ikoreshwa mu nganda z'Ibiribwa, Inzego z'Ubushakashatsi, Aho bapimira, Abashakashatsi cyangwa abanyeshuri bava muyandi mashuri makuru na zakaminuza.	
<b>Ni hehe serivisi itangirwa?</b>	Muri serivisi ya (Food Science & Technology)	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu kuwa saa mbiri zamugitondo kugeza saa kumi nimwe zanimugoroba: (8:00 am to 5:00 pm)	
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Hagati y'Iminsi ibiri ni tatu <b>(2 to 3 days)</b>	
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	<b>Ibipimwa</b>	<b>Uburyo bukoreshwa</b>
	Butter fat content (%)	Gerber method
	Titratable acidity (%)	Titrimetric
	pH	Potentiometric
	Milk density	Lactodensimetric
	$\beta$ -carotene	spectrophotometric
	Iron	phenanthroline
	Moisture content (%)	oven
	Protein (%)	Kjedhal
	Total reducing sugars (%)	Lane-Eynon
	Crude fiber (%)	Hennber-Stoemann
	Minerals	Ash
	Vitamin C	Indophenol
	Total plate count	plate culture
	Enumeration of <i>Escherichia coli</i>	plate culture
Enumeration of	plate culture	

	total coliforms		
	Enumeration of yeasts and molds	plate culture	
	Enumeration of <i>Streptococcus thermophilus</i>	plate culture	
	Enumeration of <i>Campylobacter</i> spp.	plate culture	
	Enumeration of lactic acid bacteria	plate culture	
	Shelf life analysis	Chemical, sensory and microbiological	
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y’Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y’Imikoranire asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>		
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w’Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinze amasomo, ugaha na kopi umuyobozi w’Ishami rya “Food Science and Technology”		
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	kwishyura kuri konti ya KIST muri BK		
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya “Food Science and Technology”; bitakemuka bigashyikirizwa umuyobozi w’Ishami rya siyansi		
<b>Hari ibindi by’Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira mu masaha y’akazi: 0252574696/ 0252574625.		



<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	<ul style="list-style-type: none"><li>- Itegeko rigenga ibipimo bya serivisi zogupima</li><li>- Amategeko agenga serivisi zogupima naho bapimira</li></ul>

## 26. Ubwoko bwa serivisi: Serivisi zo gupima

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gukora Isesengura ry'Ubumenyabintu rikorerwa inganda z'imyaka, inzego z'ubushakashatsi, aho bapimira, abashakashatsi cyangwa abanyeshuri bava mu yandi mashuri makuru na za kaminuza	
<b>Ni hehe serivisi itangirwa?</b>	Muri serivisi ya "Food Science & Technology"	
<b>Serivisi itangwa ryari?</b>	Kuwa mbere guhera saa mbiri za mugitondo kugeza saa kumi nimwe za nimugoroba kuwa gatanu: (8:00 am to 5:00 pm)	
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Icyumweru kimwe.	
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	<b>Ibipimwa</b>	<b>Uburyo bukoreshwa</b>
	Butter fat content (%)	Gerber method
	Titrateable acidity (%)	Titrimetric
	Ph	Potentiometric
	Milk density	Lactodensimetric
	$\beta$ -carotene	spectrophotometric
	Iron	phenanthroline
	Moisture content (%)	oven
	Protein (%)	Kjedhal
	Total reducing sugars (%)	Lane-Eynon
	Crude fiber (%)	Hennenber-Stohmann
	Minerals	Ash
	Vitamin C	Indophenol
	Total plate count	plate culture
	Enumeration of <i>Escherichia coli</i>	plate culture
	Enumeration of total coliforms	plate culture
Enumeration of	plate culture	

	yeand molds	
	Enumeration of <i>Streptococcus thermophilus</i>	plate culture
	Enumeration of <i>Campylobacter</i> spp.	plate culture
	Enumeration of lactic acid bacteria	plate culture
	Shelf life analysis	Chemical, sensory and microbiological
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y'Imikoraniye asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>	
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w'Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinzwe amasomo, ugaha na kopi umuyobozi w'Ishami rya "Food Science and Technology"	
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST	
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; Bitakemuka bigashyikirizwa umuyobozi w'Ishami rya siyansi	
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira mu masaha y'Akazi: 0252574696/ 0252574625.	

<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyanisabwa n'Amategeko</b>	<ul style="list-style-type: none"> <li>• Itegeko rigenga ibipimo bya serivisi muri "laboratory"</li> <li>• Amategeko n'Amabwiriza bigenga serivisi z'Ipima muri "laboratory"</li> </ul>

**27. Ubwoko bwa serivisi: Amahugurwa muri serivisi zo gusarura umusaruro hakoreshejwe ikoranabuhanga ku baturage bose/abahinzi / Amashyirahamwe**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga Amahugurwa kuri serivisi zogusarura hakoreshejwe ikoranabuhanga (Gutunganya inyama, Umusemburo, imitobe, divayi, ikivuguto, inyanya zitunganyije, Umugati, cyeki nibindi) KU baturage cyangwa amashyirahamwe.
<b>Ni hehe serivisi itangirwa?</b>	Mu ishami rya "Food Science & Technology"
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu saa mbiri kugeza saa kumi nimwe zamugitondo: (8:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Nyuma y'Icyumweru hamaze kwakirwa ibaruwa isaba; KIST yohereza urwandiko rusaba rw'umugenerwabikorwa asabwa gusinya amasezerano iyo atasinywe
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Uhugura Amafaranga yahoo kwitwaga nogupima Amafaranga y'Ishuri Amafaranga y'Imfasha nyigisho
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y'Imikoranye asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w'Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinzwe amasomo, ugaha na kopi umuyobozi w'Ishami rya "Food Science and Technology"
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri kwishyura kuri konti ya KIST BK
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; bitakemuka bigashyikirizwa umuyobozi w'Ishami rya siyansi

<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineta rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira mu masaha y'Akazi: 0252574696/ 0252574625.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategako cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabwo

**28. Ubwoko bwa serivisi: Gutanga inama ku bahinzi, amakoperative cyangwa inganda z'Ibiribwa/Impuguke/Serivisi y'Amahugurwa**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga inama ku bahinzi, amakoperative cyangwa inganda z'Ibiribwa.
<b>Ni hehe serivisi itangirwa?</b>	Mu ishami rya "Food Science & Technology"
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu saa mbiri kugeza saa kumi nimwe zamugitondo: (8:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Nyuma y'Icyumweru hamaze kwakirwa ibaruwa isaba; KIST yohereza urwandiko rusaba rwumugenerwa bikorwa asabwa gusinya amasezerano iyo atasinywe
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y'Imikoranire asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w'Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinzwe amasomo, ugaha na kopi umuyobozi w'Ishami rya "Food Science and Technology"
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	BK kwishyura kuri konti ya KIST ifite
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; Bitakemuka bigashyikirizwa umuyobozi w'Ishami rya siyansi
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira mu masaha y'Akazi: 0252574696/ 0252574625.

<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabyo



**29. Ubwoko bwa serivisi: Gutanga Amahugurwa ku iterambere ry'Ubufizi bw'Ibinyabisogwe ku bahizi cyangwa ku makoperative y'Ubufizi**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga Amahugurwa mu guteza mbere ubufizi bw'Ibinyabisogwe ku bahizi cyangwa koperative y'Ubufizi
<b>Ni hehe serivisi itangirwa?</b>	Mu ishami rya "Food Science & Technology"
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu saa mbiri kugeza saa kumi nimwe zamugitondo: (8:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Nyuma y'Icyumweru hamaze kwakirwa ibaruwa isaba; KIST yohereza urwandiko rusaba rwumugenerwabikorwa sasbwa gusinya amasezerano iyo atasinywe
<b>Niba serivisi yishyurwa igicro ni ikihe?</b>	Amafaranga y'Amahugurwa
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y'Imikoranire asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w'Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinzwe amasomo, ugaha na kopi umuyobozi w'Ishami rya "Food Science and Technology"
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri kwishyura kuri konti ya KIST muri BK
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; Bitakemuka bigashyikirizwa umuyobozi w'Ishami rya siyansi
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira

	mu masaha y'Akazi: 0252574696/ 0252574625.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabyo

**30. Ubwoko bwa serivisi: Gutanga Amahugurwa yo kurinda igabanuka ry'Umusaruro w'Imbutu n'Imboga n'Amahugurwa y'Abahinzi bato cyangwa amakoperative**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga Amahugurwa yo kurinda igabanuka ry'Umusaruro w'Imbutu n'Imboga, Amahugurwa agenerwa abahinzi batoya cyangwa amakoperative.
<b>Ni hehe serivisi itangirwa? Serivisi itangwa ryari?</b>	Mu ishami rya "Food Science & Technology" Kuwa mbere kugeza kuwa gatanu saa mbiri kugeza saa kumi nimwe zamugitondo: (8:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Nyuma y'Icyumweru hamaze kwakirwa ibaruwa isaba; KIST yohereza urwandiko rusaba rwumugenerwa bikorwa sasbwa gusinya amasezerano iyo atasinywe
<b>Niba serivisi yishyurwa igicro ni ikihe?</b>	Amafaranga y'Amahugurwa
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y'Imikoranire asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w'Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinzwe amasomo, ugaha na kopi umuyobozi w'Ishami rya "Food Science and Technology"
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri kwishyura kuri konti ya KIST muri BK
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; Bitakemuka bigashyikirizwa umuyobozi w'Ishami rya siyansi
<b>Hari ibindi by'Ingenzi bisabwa kumenywa kugirango uyibone?</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi makuru wahamagara kuri telefoni ikurikira mu masaha y'Akazi: 0252574696/

	0252574625.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabyo

**31. Ubwoko bwa serivisi: Gutanga amahugurwa kuri zinc na iron retention studies in biofortified beans (lab analysis) consumed**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga Amahugurwa kuri zinc na iron retention studies, in biofortified beans (lab analysis) biribwa mu ngo zo mu Rwanda
<b>Ni hehe serivisi itangirwa?</b>	Mu ishami rya "Food Science & Technology"
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu saa mbiri kugeza saa kumi nimwe zamugitondo: (8:00 am to 5:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone iyo serivisi?</b>	Nyuma y'Icyumweru hamaze kwakirwa ibaruwa isaba; KIST yohereza urwandiko rusaba rwumugenerwa bikorwa sasbwa gusinya amasezerano iyo atasinywe
<b>Niba serivisi yishyurwa igiciro ni ikihe?</b>	Amafaranga y'Amahugurwa
<b>Ni ibihe byangombwa bisabwa?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ruva munzego zibisaba</li> <li>• Inyandiko igaragaza ko waguze itangwa na serivisi y'Imali</li> <li>• Inyemeza bwishyu</li> <li>• Amasezerano y'Imikoranye asinywa hagati ya KIST ni zindi nzego zikeneye amahugurwa</li> </ul>
<b>Binyura muzihe nzira kugirango uyihabwe?</b>	Wandika urwandiko rwandikiwe umuyobozi w'Ishami rya siyansi ugaha kopi umuyobozi wa kaminuza wungirije ushinzwe amasomo, ugaha na kopi umuyobozi w'Ishami rya "Food Science and Technology"
<b>Hari izindi nzego bisaba kunyuramo kugirango mbone izo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri kwishyura kuri konti ya KIST ifite N°.1220164
<b>Ese hari uburyo bwokurenganurwa mugihe udahawe iyo serivisi?</b>	Ufite ikibazo agishyikiriza ubuyobozi bwa serivisi ya "Food Science and Technology"; Bitakemuka bigashyikirizwa umuyobozi w'Ishami rya siyansi
<b>Hari ibindi by'Ingenzi bisabwa kumenywa</b>	Buri gihe wasura urubuga rwa interineti rwa KIST kuri: <a href="http://www.kist.ac.rw">www.kist.ac.rw</a> ukabona amakuru. Unakeneye ayandi

<b>kugirango uyibone?</b>	makuru wahamagara kuri telefoni ikurikira mu masaha y'Akazi: 0252574696/ 0252574625.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko byerekeye iyi serivisi</b>	Ntabyo