

# REPUBULIKA Y'U RWANDA



## IKIGO GISHINZWE GUTEZA IMBERE UBUREZI MU RWANDA (REB)

**BP:** 3817 Kigali RWANDA

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## SERIVISI ZIHABWA ABATURAGE N'IKIGO CY'IGIHUGU CY'UBUREZI

**Ukuboza, 2011**

## **IRIBURIRO**

Nejewe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n' Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB).

Iki gitabo cyateguwe hashingiwe kuri gahunda y'Igihugu y'Ivugurura rifite icyerekezo cyo kuzamura ubushobozi bw'abakozi n'ibigo, hagamijwe kandi gutanga serivisi zinoze hanagerwa ku ntego nkuru y'Iterambere ry'Igihugu. Nanone ibi bigakorwa bigamije gusubiza ibibazo by'abaturage, bigakorwa mu mucyo kandi abantu bakabazwa ibyo bakora.

Iki gitabo kigaragaza uruhare rw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda mw'itangwa rya serivisi mu Rwanda kikanerekana serivisi zitangwa ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rw'aho izo serivisi zitangirwa n'ibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ry'iki gitabo gikubiyemo serivisi zihabwa abaturage ryerekana ubushake Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda gifite mw'itangwa rya serivisi nziza kandi zihuse.

## **RUTAYISIRE John**

Umuyobozi Mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda

Iki Gitabo kigaragaza serivisi REB 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 izi ngingo zikurikira:

- icyerekezo n’Intego bya REB 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 REB:
  - Kugaragaza neza serivisi zitangwa na REB,
  - 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 itangwe. 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 icyo 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 REB. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanurira neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na REB.
- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n’aho babarizwa ndetse n’uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe icyo 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 REB.
- Amakuru n’uburyo bwatuma serivisi za REB zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikeneye.

Iki Gitabo kirimo serivisi zihabwa abaturage ni igikoresho cyo kugeza amakuru ahagije kandi asobanutse ku bagana serivisi za REB no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za REB 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, REB yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

### **Uburyo bwo gutanga inama n'ibitekerezo mu rwego rwo guteza imbere no kunoza imitangire ya serivisi muri REB**

Kubera ko REB 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 ishyingirwe mu bikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, REB yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashakira serivisi. Kubera iyi mpamvu REB 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 REB
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za REB gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana REB banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanzwe uko bikwiye. Niyo mpamvu rero REB ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza

ibibazo, bworoshye gukoreshwa kuri buri wese. REB izakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. REB irifuzaga gufatanya mu buryo bunoze 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 REB:

- 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 REB 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 REB 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, REB 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'iyi miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, REB 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 bahabwa;
- 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.

### **Ingamba zo Kumenyekanisha Serivisi zihabwa Abaturage na REB**

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na REB 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, REB 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
  - Ibiganiro mbwirwaruhame 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'Iburo kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganiro 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'nyandiko 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'Abaturage, Abarimu, Abashakashatsi, Abanyeshuri, Inzego za Leta, Inzego zigenga, Abaterankunga, Imiryango mpuzamahanga, Inzego z'ibanze, n'Abaturarwanda muri rusange.

### **Ibyo Twiyemeje gukorera abagana serivisi zacu:**

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa REB 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 REB 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 REB;
- Guhanahana amakuru ku buryo serivisi zitangwa muri REB binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

**Aho ikigo kibarizwa:**

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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.



## I. INTANGIRIRO

Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB) cyashinzweho n'Itegeko N° 44/201 ryo ku wa 07/12/2010 rikanagena inshingano, imiterere n'imikorere byacyo. Ikigo kiyoborwa n'umuyobozi mukuru agatanga raporo ku nama y'ubuyobozi. Umuyobozi mukuru niwe uyobora inama ngenzura mikorere igizwe n'abayobozi batanu bungirije bashinzwe (buri umwe) imirimo ikurikira:

- **Integanyanyigisho n'ibikoresho byifashishwa mu burezi**, uru rwego nirwo rwajyanye inshingano zari Ikigo cy'Integanyanyigisho ku nzego zose z'uburezi uretse amashuri y'imyuga n'amashuri makuru na za Kaminuza.
- **Kwita ku mibereho ya mwarimu no guteza imbere uwo mwuga**: uru rwego rwahawe inshingano za Komisiyo yari ishinzwe kugenzura imibereho ya mwarimu n'iterambere rye mu nzego zose z'uburezi uretse amashuri y'imyuga n'amashuri makuru na za kaminuza hagamijwe kuzamura ubumenyi, kugenzura, kuzamurwa mu ntera no bahinduranya uretse abo mu mashuri y'imyuga n'amashuri makuru na za kaminuza.
- **Ireme ry'uburezi**: uru rwego rufite inshingano zo gushyiraho no kugenzura urwego rw'uburezi mu nzego zose z'uburezi uretse mu mashuri y'imyuga n'amakuru na za kaminuza no gukora inshingano zo kugenzura ibikorwa by'uburezi.
- **Ibizamini no kugenzura agaciro k'uburezi**, uru rwego rufite ibizamini mu nshingano mu mashuri yose uretse amashuri y'imyuga, amakuru naza kaminuza, rukaba rwarafashe inshingano z'ikigo cy'ibizamini.
- **Ikigo gitanga buruse (amafaranga y'ishuri) ku banyeshuri mu mashuri makuru na za kaminuza**, gifite inshingano zo guhitamo abanyeshuri bazahabwa inguzanyo yo kwiga no gukora inshingano zose z'uru rwego.
- **Ikoranabuhanga n'itumanaho mu burezi no kwiga ku buryo bw'iyakure**, uru rwego rushinzwe gushyira mu bikorwa no kugenzura ibikorwa by'ikoranabuhanga, n'itumanaho mu burezi, kugenzura ibikoresho, no kwongera ubushobozi bwa mwarimu.

## II. ICYEREKEZO

Kuzamura ireme ry'uburezi, kwubaka ubushobozi bwa mwarimu, gutanga inguzanyo, gukurikirana gahunda yo kwigisha ku buryo bw'iyakure, no guteza imbere ikoranabuhanga n'itumanaho mu burezi.

## III. INTEGO

Guteza imbere uburezi bw'u Rwanda hagamijwe kuzamura urwego rw'uburezi. Akazi k'uburezi gakubiyemo imirimo iteza imbere uburezi. Guteza imbere amashuri hakemurwa ibibazo biyangwamo yaba aya Leta cyangwa ayigenga

kugira ngo u Rwanda urushobore kujyana n'iterambere ry'ibihugu bigize umuryango w'uburasirazuba.

#### **IV. IBIKORWA BY'INGENZI:**

Ibikorwa by'ingenzi by'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda n'ibi bikurikira:

- Kugira uruhare mu gushyiraho politike y'uburezi;
- Guhuza ibikorwa no gukurikirana ibikorwa by'uburezi hagamijwe gutanga uburezi bufite ireme ku nzego zitandukanye z'Abanyarwanda;
- Gutegura no gutanga integanyanyigisho, ibikoresho byifashishwa m'uburezi, gutanga n'uburyo bwo kwigisha abana b'incuke, ab'amashuri abanza, ayisumbuye, amashuri yihariye, no kwigisha abakuze gusoma no kwandika bijyanye n'iterambere ry'uburezi;
- Gushyiraho no gukurikirana ibikorwa byo kwigisha;
- Guteza imbere itumanaho n'ikoranabuhanga mu burezi;
- Guhuza ibikorwa bigamije guteza imbere mwarimu no kwongera ubushobozi, n'imiyoborere myiza;
- Gushyiraho ibipimo mw'itangwa ry'uburezi no kugenzura ishyirwa mu bikorwa ryabyo;
- Gushyiraho amategeko igaragaza itangwa ry'ibizami mu nzego z'uburezi zitandukanye keretse mu mashuri y'imyuga, amakuru na za kaminuza;
- Guhuza ibikorwa bijyanye no gutanga inguzanyo zitangwa mu mashuri makuru na za kaminuza;
- Gukorana no gufatanya n'ibigo byo mu karere ndetse n'ibigo mpuzamahanga bifite inshingano zisa n'iz'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda ;
- Kugira inama Leta ku bikorwa byose bijyanye n'iterambere ry'uburezi mu Rwanda.

#### **V. INDANGAGACIRO Z'INGENZI:**

Indangagaciro ziginderwaho na REB ni izi zikurikira:

- Kubona uburezi no gushobora kugumana abakozi
- Uburezi bufite ireme
- Amahugurwa ku barimu
- Guteza imbere umwuga
- Kuyobora amashuri neza

## Serivisi zitangwa n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda

### 1. Ubwoko bwa serivisi: Gutanga ibitabo cy'imfashanyigisho n'amabwiriza ku bakozi bo mu burezi.

<b>Serivisi ni iyihe?</b>	Gutanga ibitabo cy'imfashanyigisho n'amabwiriza ku bakozi bo mu burezi:
<b>Nujuje ibisabwa?</b>	<ul style="list-style-type: none"> <li>▪ Kopi z'imfashanyigisho ndetse n'izitangwa kuri mudasobwa bihabwa mwarimu</li> <li>▪ Amabwiriza n'andi makuru ajyanye n'imfashanyigisho bihabwa abarimu n'abakozi</li> </ul>
<b>Ishami ryo kubarizamo</b>	<p>Imwe mu mashami atatu ashinzwe iterambere ry'imfashanyigisho:</p> <ul style="list-style-type: none"> <li>- Ishami rya siyansi n'amasomo rusange</li> <li>- Ishami ry'indimi n'ubuvanganzo</li> <li>- Ishami ry'imyigishirize, gutegura no gutanga ibikoresho</li> </ul>
<b>Serivisi itangwa ryari?</b>	Gutanga ibitabo bikorwa guhera kuwa mbere kugeza kuwa kane uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi, Kuwa gatanu ni uguhera saa moya kugeza saa cyenda z'amanywa
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Uwo mwanya
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	<ul style="list-style-type: none"> <li>▪ Ibaruwa isaba</li> <li>▪ Kubanzwa kwemezwa n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda ( Abayobozi bireba)</li> </ul>
<b>Binyura muihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>▪ Kuja k'ushinzwe kwakira abatugana mw'ishami ry'imfashanyigisho ugahabwa imfashanyigisho kuri mudasobwa (soft copy) n'andi amakuru y'ingenzi</li> <li>▪ Kuja mw'Ishami ry'imyigishirize, gutegura no gutanga ibikoresho (ushinzwe ibikoresho) ugabwa kopi z'izindi mfashanyigisho</li> </ul>
<b>Ese hari izindi nzego</b>	Ntazo

<p><b>bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Utishimiye serivisi ahawe anyuza ikibazo cye k'umuyobozi mukuru wungirije w'ikigo ushinzwe imfashanyigisho, iyo ikibazo kidakemutse areba umuyobozi mukuru w'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda Ushaka gusaba umwanya wo kubonana n'umuyobozi mukuru w'ikigo wungirije ushinzwe imfashanyigisho cyangwa umuyobozi mukuru w'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda wahamagara kuri telefoni 0788777562, cyangwa ukabinyuza kuri: <a href="mailto:info@reb.rw">info@reb.rw</a> cyangwa <a href="mailto:webmaster@reb.rw">webmaster@reb.rw</a></p>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Imfashanyigisho zikoresheya mu mashuri y'incuke, amabanza, ayisumbuye n'andi makuru ushobora kuzisasanga kuri <a href="http://www.reb.rw">www.reb.rw</a></p> <p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788777562 mu masaha y'akazi.</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Ntazo</p>
<p><b>Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi</b></p>	<ul style="list-style-type: none"> <li>▪ Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB) rikanagena inshingano, imiterere n'imikorere byacyo;</li> <li>▪ Itegeko nimeru 29/2003 ryo kuwa 30/08/2003 rishyiraho imiterere n'imikorere y'amashuri y'incuke, abanza, n'ayisumbuye</li> <li>▪ Ibaruwa n° 426/12.00/2009 yo kuwa 02/03/2009 y'Umunyamabanga wa Leta ushinzwe amashuri abanza n'ayisumbuye</li> <li>▪ Ibaruwa n° 360/12.00/2010 yo kuwa 21/01/2010 y'Umunyamabanga wa Leta ushinzwe amashuri abanza n'ayisumbuye</li> <li>▪ Ibaruwa n° 2683/12.00/2010 yo kuwa 30/09/2010 y'Umunyamabanga wa Leta ushinzwe amashuri abanza n'ayisumbuye</li> <li>▪ Ibaruwa n° 410/12.00/2011 yo kuwa 18/02/2011 y'Umunyamabanga wa Leta ushinzwe amashuri abanza n'ayisumbuye</li> </ul>

**2. Ubwoko bwa serivisi: Gutanga ibitabo by'abanyeshuri, n'ibitabo bifasha abarimu kwigisha**

<p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>	<p>Gutanga ibitabo by'abanyeshuri, n'ibitabo bifasha abarimu</p> <p>Iyo ibitabo bimaze kwandikwa amakopi aratangwa ku barimu</p>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Ishami ry'imyigishirize, gutegura no gutanga ibikoresho</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Guhera kuwa mbere kugeza kuwa kane uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi,</p> <p>Kuwa gatanu nuguhera saa moya kugeza saa cyenda z'amanywa</p>
<p><b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Uwo mwanya</p>
<p><b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>	<ul style="list-style-type: none"> <li>▪ Ibigo bya Leta ni ku buntu</li> <li>▪ Ibigo byijyenga bitanga amafaranga</li> </ul>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<ul style="list-style-type: none"> <li>▪ Ururwandiko ku bigo bya Leta</li> <li>▪ Impapuro zishyuriweho ku bigo byijyenga</li> </ul>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<p>Kujya mw'Ishami ry'imyigishirize, gutegura no gutanga ibikoresho (ushinzwe ibikoresho) ugabwa ibitabo</p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>Ikigo cy'imisoro n'amahoro kwishyura amafaranga y'ibitabo</p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Ushaka kugaragaza akarengane ubinyuza k'umuyobozi mukuru wungirije w'ikigo ushinzwe infashanyigisho, ikibazo iyo kidakemutse ukareba umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi.</p> <p>Ushaka gusaba umwanya wo kubonana n'umuyobozi mukuru</p>

	w'ikigo wungirije ushinzwe imfashanyigisho cyangwa umuyobozi mukuru w'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda wahamagara kuri telefoni 0788777562, cyangwa ukabinyuza kuri: <a href="mailto:info@reb.rw">info@reb.rw</a> cyangwa <a href="mailto:webmaster@reb.rw">webmaster@reb.rw</a>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<ul style="list-style-type: none"> <li>▪ Iyo haze gutangwa amasoko, rwiyeze mirimo iyo azanye ibitabo ajoye mu mashuri abikeye.</li> <li>▪ Amashuri yiyenga ahabwa ibiciro byibitabo noneho akajya kwishyura mu kigo cy'imisoro n'amahoro. Iyo ibigo bimaze kwishyura Bizana impapuro zibigaragaza mw' Ishami ry'imyigishirize, gutegura no gutanga ibikoresho bagahabwa ibitabo</li> </ul> <p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788777562 mu masaha y'akazi</p>
<b>Impapuro zuzuzwa</b>	Impapuro zabugenewe uzisanga k'urubuga: <a href="http://www.reb.rw">www.reb.rw</a> .  Amashuri ashaka ibitabo yuzuzwa impapuro akazitanga mu kigo cy'igihugu cy'uburezi mw'ishami ry'infashanyigisho.
<b>Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>▪ Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB) rikanagena inshingano, imiterere n'imikorere byacyo</li> <li>▪ Urutonde rw'ibitabo n'ibindi bikoresho rwemejwe 2010 - 2014</li> <li>▪ Amabwiriza agenga Iteganyanyigisho, ibikoresho, ikusanya n'itangwa ryabyo</li> </ul>

### **3. Ubwoko bwa serivisi: Gutanga uruhushya rwa burundu rwo gutangiza ishuri cyangwa icyiciro cy'amasomo**

<b>Serivisi ni iyihe?</b>	Gutanga uruhushya rwaburundu gutangiza ishuri cyangwa icyiciro cy'amasomo bihabwa amashuri ya Leta cyangwa ayiyenga:
<b>Nujuje ibisabwa?</b>	<ul style="list-style-type: none"> <li>• Inama ku buryo ireme ry'uburezi ryatezwa imbere</li> <li>• Kugenzura no kwemeza amashuri mashya n'amasomo mashya</li> </ul>
<b>Ishami ryo kubarizamo</b>	Ireme ry'uburezi n'ibipimo fatizo ngenderwaho
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa kane uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi,  Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa

<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ukwezi k'umwe
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	- ibaruwa ibisaba - inyandiko igaragaza impamvu - uburenganzira butangwa n'akarere
<b>Binyura muyihe nzira ngo uyihabwe?</b>	Gutanga ibaruwa isaba k'umuyobozi mukuru w'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda Gusura amashuri kw'abagenzuzi b'uburezi Rapora yanditse itangwa n'abagenzuzi b'uburezi Igisubizo cya Minisitiri kuri serivisi yasabwe
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Akarere: kurora ikarita y'amashuri no gusaba uburenganzira bw'umuyobozi w'akarere
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Utishimiye serivisi ahava abinyuza k'umuyobozi mukuru wungirije w'ikigo ushinzwe ireme ry'uburezi n'ibipimo fatizo ngenderwaho, iyo ikibazo kidakemutse areba umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi; kitakemuka akareba umunyamabanga wa Leta ushinzwe amashuri abamanza n'ayisumbuye.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788763013 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Impapuro z'igenzura: - impapuro z'igenzura amashuri n'itangwa ry'amasomo - impapuro z'igenzura amasomo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>▪ Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)</li> <li>▪ Itegeko n° 29/2003 ryo kuwa 30/08/2003 rishyiraho imiterere n'imikorere y'amashuri y'incuke, abanza,</li> </ul>

	<p>n'ayisumbuye</p> <ul style="list-style-type: none"> <li>▪ Politike y'uburezi, n'amahame ngenderwaho m'uburezi</li> </ul>
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#### 4. Ubwoko bwa serivisi: Gutanga ubufasha mw'itumanaho n'ikorabuhanga

<p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>	<p>Gutanga ubufasha (gukora no gucunga ibikoresho) by'ikorabuhanga n'itumanaho nko gushyiraho imiyoboro ya interineti, za mudasobwa, amashanyarazi n'ibindi byifashishwa mw'ikorabuhanga mw'iterambere ry'amashuri</p>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Ishami ry'ibikoresho by'ikorabuhanga no gutanga ubufasha</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Gutanga ubufasha mw'ikorabuhanga n'itumanaho bikorwa buri mwaka w'amashuri bigendeye ku ngengo y'imari y'ibyo bikorwa.</p> <p>Guhitamo amashuri azabona izo serivisi bikorwa hashingiwe ku murongo w'ibikenewe cyane kurusha ibindi cyane cyane (amashuri ya siyansi, ay'ikorabuhanga n'amashuri y'ikitegererezo)</p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Iminsi 5 y'akazi:</p> <p>Iyo ibaruwa isaba imaze kwakirwa ishuri rizabona imfashanyo ribimenyeshwa mbere y'igihe. Ariko igihe cyo gutanga ubwo bufasha biterwa n'inkunga yasabwe. Iyo ishuri rigaragaye ku rutonde rugomba gufashwa, iryo shuri rifashwa muri uwo mwaka w'amashuri utararangira. Amashuri aza ku rutonde rwa mbere ni amashuri ya siyansi, ay'ikorabuhanga n'amashuri y'ikitegererezo.</p>
<p><b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>	<p>Iyi serivisi itangirwa ubuntu</p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<p>Ibigo bishaka gufashwa byandikira umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda bisaba iyo serivisi</p>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<p>Ibaruwa yandikiwe umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda igaragaza inkunga ikenewe iyo baruwa ikagezwa mu bunyamabanga rusange.</p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya</b></p>	<p>Ntazo</p>



<b>serivisi gushaka byangombwa)</b> <b>cyangwa ibindi</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ushaka kugaragaza akarengane ubinyuza k'umuyobozi mukuru wungirije w'ikigo ushinzwe ikoranabuhanga n'itumanaho, iyo ikibazo kidakemutse ukareba umuyobozi mukuru w'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda cyangwa ukandika ukabinyuza kuri: <a href="mailto:info@reb.rw">info@reb.rw</a> cyangwa <a href="mailto:webmaster@reb.rw">webmaster@reb.rw</a>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788687834 mu masaha y'akazi
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko izindi nyandiko zivuga kuri iyi serivisi</b> <b>cyangwa</b>	<ul style="list-style-type: none"> <li>▪ Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)</li> <li>▪ Politike y'uburezi mw'ikoranabuhanga n'itumanaho</li> </ul>

## 5. Ubwoko bwa serivisi: Gutanga amahugurwa no kongerera abakozi ubushobozi

<b>Serivisi ni iyihe?</b>  <b>Nujuje ibisabwa?</b>	Gutanga amahugurwa no kwongerera abakozi b'ibigo by'amashuri ubushobozi mu bijyanye n'ikoranabuhanga n'itumanaho, n'imyigishirize yo mu mashuri muri rusange abanza n'ayisumbuye, n'amahugurwa mw'ikoranabuhanga agamije gushyira abanyeshuri ku isonga.
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kwubaka ubushobozi no gutanga amahugurwa
<b>Serivisi itangwa ryari?</b>	<p><b>Igihe cy'ibiruhuko:</b></p> <p>Amahugurwa y'abarimu n'amahugurwa mw'ikoranabuhanga agamije gushyira abanyeshuri ku isonga bikorwa mu kiruhuko.</p> <p>Amahugurwa ategurwa abagamije kwigisha ubumenyi bushya mu myigire y'ikoranabuhanga mu mashuri. Ariko amashuri ubundi arabisa byumwihariko guhura abakozi babo.</p>

<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 5 y'akazi: Igisubizo cyiboneka mu minsi itanu y'akazi kigaragaza igihe amahugurwa azatangirwa. Ibi bigaterwa nibiri kumurongo wibigomba gukorwa mbere n'igihe abarimu babonekera n'abanyeshuri
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu ku bigo bya Leta Amatsinda yigenga atanga amafaranga kugira ngo bahugurwe
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Kugira ngo ubone iyi serivisi, ibigo bibishaka bibisaba munyandiko umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi
<b>Binyura muyihe nzira ngo uyihabwe?</b>	Ibaruwa yandikiwe umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda igaragaza inkunga ikenewe iyo baruwa ikagezwa mu bunyamabanga rusange.
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ushaka kugaragaza akarengane ubinyuza k'umuyobozi mukuru wungirije w'ikigo ushinze ikoranabuhanga n'itumanaho, iyo ikibazo kidakemutse ukareba umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda cyangwa ukandika ukabinyuza kuri: <a href="mailto:info@reb.rw">info@reb.rw</a> cyangwa <a href="mailto:webmaster@reb.rw">webmaster@reb.rw</a>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788687834 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)

**6. Ubwoko bwa serivisi : Gutanga amakuru ajyanye no kwiga hakoreshejwe uburyo bw'iyakure no gukoresha ikoranabuhanga mu kwigisha**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Gutanga amakuru kuri rubanda ajyanye no kwiga hakoreshejwe uburyo bw'iyakure no gukoresha ikoranabuhanga mu kwigisha amasomo atandukanye kuva muri za Kaminuza zitandukanye.
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kwigisha iyakure no kwigisha hifashishijwe ikoranabuhanga.
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa kane uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi,  Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa  Iyo amasomo amaze kugaragazwa abashaka kuyiga barabisaba kuyakurikira. Abamerewe kwiga ayo masomo bemezwa n'amashuri makuru naza kaminuza.
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Uwo mwanya ukimara kubisaba
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Ntabwo
<b>Binyura muyihe nzira ngo uyihabwe?</b>	Kujya kureba Umuyobozi w'Ishami ribishinzwe
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe</b>	Ushaka kugaragaza akarengane ubinyuza k'umuyobozi mukuru wungirije w'ikigo ushinze ikoranabuhanga

<b>udahawe iyo serivisi?</b>	n'itumanaho, iyo ikibazo kidakemutse ukareba umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda cyangwa ukandika ukabinyuza kuri: <a href="mailto:info@reb.rw">info@reb.rw</a> cyangwa <a href="mailto:webmaster@reb.rw">webmaster@reb.rw</a>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788687834 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>▪ Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)</li> <li>• Politike y'uburezi mw'ikoranabuhanga n'itumanaho</li> </ul>

**7. Ubwoko bwa serivisi: Gutanga amakuru ajyanye n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (ibarurisha mibare, n'ubushakashatsi) k'umuntu uyashaka wese.**

<b>Serivisi ni iyihe?</b>	Gutanga amakuru ajyanye n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (ibarurisha mibare, n'ubushakashatsi) k'umuntu uyashaka wese. Aya abari amakuru yemewe atangwa n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kumuntu wese uyashaka.
<b>Nujuje ibisabwa?</b>	
<b>Ishami ryo kubarizamo</b>	Ishami ry'igenemigambi
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 2 umuze kuyasaba.
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Ibaruwa isaba yoherezwa k'umuyobozi mukuru w'ikigo kugira ngo yemeze itangwa ry'amakuru.

<b>Binyura muyihe nzira ngo uyihabwe?</b>	- Utanga ibaruwa isaba m'ubunyamabanga rusange bw'ikigo; - Ubunyamabanga rusange bukayobora inyandiko k'umuyobozi mukuru noneho ikabona kwoherezwa mw'ishami ry'igenamigambi.
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Nta buryo buhari bwo gusaba kurenganurwa. Ariko utabonye iyo serivisi wakwiyambaza umuyobozi mukuru wa REB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Igihe cyo kubona amakuru biterwa n'ubwinshi bw'amakuru wasabye. Kuko kubona ay'amakuru bisaba kuyegeranya. Kandi hari ubwo amakuru amwe biba bigoye kuyageraho ariko ukaba wabwirwa ibijyanye nayo. Gusaba ayo makuru bigomba kuba bisobanutse uburyo umuntu amenya amakuru ushaka nyayo.  Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Ntabyo

**8. Ubwoko bwa serivisi: Kwandika abanyeshuri bashaka gukora ibizamini no kumva ibibazo byabo bishingiye ku manota**

<b>Serivisi ni iyihe?</b>	Kwandika abanyeshuri bashaka gukora ibizamini no kumva ibibazo byabo bishingiye ku manota
<b>Nujuje ibisabwa?</b>	
<b>Ishami ryokubarizamo</b>	<b>Ishami ry'ibizani no guha agaciro inyandiko</b>
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.

<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Uwo mwanya
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Amafaranga yo kwiwandikisha
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	<ul style="list-style-type: none"> <li>- Impapuro z'amashuri zigaragaza imyaka y'inyuma,</li> <li>- Amafoto magufi ya pasiporo n'indangamuntu,</li> <li>- Impapuro zihamya ko wishyuye amafaranga yo kwiwandikisha,</li> <li>- Kwuzuzwa impapuro zo kwiwandikisha.</li> </ul>
<b>Binyura muyihe nzira ngo uyihabwe?</b>	Gutanga impapuro zikenewe mw'ishami ribishinzwe Kwuzuzwa impapuro zo kwiwandikisha zabugenewe
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kwishyura amafaranga yo kwiwandikisha mu kigo cy'imisoro n'amahoro.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ushaka kugaragaza akarengane ubinyuza k'umuyobozi mukuru wungirije w'ikigo ushinze ibizamini no guha agaciro inyandiko, iyo ikibazo kidakemutse ureba umuyobozi mukuru w'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<p>Kwiwandikisha bigira igihe bikorerwa. Abashaka kwiwandikisha babimenyeshwa binyuze ku rubuga, kuri radiyo, no Imvaho</p> <p>Gusaba kwawe bigomba kuba bisobanutse uburyo umuntu amenya icyo ushaka nyacyo.</p> <p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.</p>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi</b>	▪ Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho

<b>nyandiko zivuga kuri iyi serivisi</b>	Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB) <ul style="list-style-type: none"> <li>Amabwiriza agenga "Kwandika abanyeshuri bashaka gukora ibizamini no kumva ibibazo byabo bishingiye ku manota"</li> </ul>
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**9. Ubwoko bwa serivisi: Kubona impamyabushobozi isimbura iyatakaye cyangwa iyibwe**

<b>Serivisi ni iyihe?</b>  <b>Nujuje ibisabwa?</b>	Kubona impamyabushobozi isimbura iyatakaye cyangwa iyibwe bikorerwa umuntu wese ubisabye. Iyo impamyabushobozi yawe itakaye cyangwa ikibwa ubimenyeshya REB. Impamyabushobozi y'umwimerere ntuyisubizwa ahubwo ubabwa icyemezo kiyisimbura kigaragaza ko watsinze ibizamini. Icyi cyemezo cyifashishwa gusaba umwanya wo kwiga amashuri makuru ndetse no gusaba akazi.
<b>Ishami ryo kubarizamo</b>	<b>Ishami ry'ibizani no guha agaciro inyandiko</b>
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 2
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Amafaranga icyangombwa atangwa mu kigo cy'imisoro n'amahoro
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Iyo uje gufata iki cyangombwa ugomba kuzana bimwe mu bikuranga: <ul style="list-style-type: none"> <li>- indangamuntu,</li> <li>- pasiporo,</li> <li>- uruhushya rwo gutwara imodoka</li> </ul>
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Ujya mu bunyamabanga rusange bw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda</li> <li>- Ibaruwa wandika igaragaza ko impamyabushobozi yawe ko yatakaye cyangwa yibwe</li> <li>- Gutanga ibaruwa isaba mu bunyamabanga rusange</li> <li>- Kujya mu bushinjacyaha ugahabwa icyemezo kigaragaza ko wataye impamyabushobozi</li> <li>- Gutanga icyo cyemezo mu bunyamabanga rusange bw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda hamwe ibaruwa igaragaza ko wataye</li> </ul>

	impamyabushobozi - Iyo ukwije ibyangombwa bisabwa icyemezo gisimbura impamyabushobozi ugihabwa mu minsi 2.
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ubushinjacyaha Kwishyura muri Banki Nkuru cyangwa muri RRA
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ushaka kugira icyo ubaza ubinyuza kw'ushinzwe kujonjora no kuyobora ibibazo, iyo ikibazo kidakemutse ureba umuyobozi mukuru wungirije ushinzwe ibizamini no guha agaciro inyandiko
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)

## 10. Ubwoko bwa serivisi: Gutanga impamyabushobozi ihamya ko watsinze ibizamini

<b>Serivisi ni iyihe?</b>	Gutanga impamyabushobozi ihamya ko watsinze ibizamini k'umunyeshuri wese uyishaka:
<b>Nujuje ibisabwa?</b>	Uyo umaze kubisaba ikigo cy'igihugu cy'uburezi kiguha impamyabushobozi ihamya ko watsinze ibizamini. Iyo mpamyabushobozi igaragaza ko watsinze kimwe mu byiciro bitandukanye: 1) icyiciro cy'amashuri abanza 2) icyiciro cya mbere cy'amashuri yisumbuye 3) icyiciro cya kabiri cy'amashuri yisumbuye  Icyemezo kigaragaza ko wakoze ibizamini ariko kigaragaza amanita wabonye
<b>Ishami ryo kubarizamo</b>	Ishami ry'ibizani no guha agaciro inyandiko
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.



<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Hagati y'iminsi 2-3
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Amafaranga 3, 000 yo kwemeza amanita y'ibizamini Amafaranga 1,000 y'icyemezo
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	- ibaruwa isaba yandikiwe umuyobozi mukuru wungirijwe ushinzwe ibizamini no guha agaciro inyandiko cyangwa umuyobozi mukuru wa REB - impamyabushobozi yawe y'umwimerere (iyo uyifite)
<b>Binyura muyihe nzira ngo uyihabwe?</b>	- Ujya mu bunyamabanga rusange bw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda - Ugatanga ibaruwa isaba - ugaruka gufata igisubizo nyuma y'iminsi hagati 2-3
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ikigo cy'imisoro n'amahoro cyangwa BNR
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ushaka kugira icyo ubaza ubinyuza kw'ushinzwe kujonjora no kuyobora ibibazo, iyo ikibazo kidakemutse ureba umuyobozi mukuru wungirije ushinzwe ibizamini no guha agaciro inyandiko
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)

## 11. Ubwoko bwa serivisi: Kuyobora abanyeshuri bize banze

## y'urwanda mu nzego z'uburezi

<p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>	<p>Kuyobora abanyeshuri bize banze y'u rwanda mu nzego z'uburezi: Abanyarwanda bize hanze ariko bashaka kuza kwiga mu Rwanda mu myaka: uwa mbere mukuru, uwa kane mukuru, cyangwa uwa mbere wa kaminuza agamba kwiyandikisha muri REB. Abanyarwanda batahutse bajya mu myaka itavuzwe haruguru biyandikisha mu karere bazaturamo.</p>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Ishami ry'ibizani no guha agaciro inyandiko</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.</p>
<p><b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Kwiyandikisha bikorwa uherye muri Mutarama kugeza mu ntangiriro za Gashyantare. Ibaruwa zibimerere cyangwa zibahakanira zitangwa muri Gashyantare.</p>
<p><b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>	<p>Iyi serivisi itangirwa ubuntu</p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<ul style="list-style-type: none"> <li>- ibaruwa isaba yandikirwa umuyobozi mukuru wa REB</li> <li>- icyemezo kigaragaza ko uri umunyarwanda nka: indangamuntu, pasiporo, icyemezo cy'umwirondoro</li> <li>- iyo uvuye mu gihugu gikoresha ibizamini byo kujya mu cyiciro urabigaragaza ko wagikoze kandi ukagitsinda</li> <li>-iyo uvuye mu gihugu kidakoresha ibyo bizamini ugaragaza impapuro watsindiyeho</li> </ul>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>- Ujya mu bunyamabanga rusange bw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda</li> <li>- utanga ibaruwa isaba</li> <li>- ushobora no gutanga ibaruwa uyinyujije mw'iposita</li> <li>- ibaruwa ikwemerera cyangwa ikwangira uyibona mu ntangiriro za Gashyantare</li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka</b></p>	<ul style="list-style-type: none"> <li>- Impapuro zigaragaza imyigire yawe y'inyuma</li> <li>- icyemezo cyatanzwe n'umurenge aho utuye cy'umwirondoro</li> </ul>

<b>ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Abanyeshuri bemerewe kwiga mu Rwanda ariko bagahabwa amashuri badashaka, baza ku cyicaro cy'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda bakabonana n'umuntu ushinze gutoranya no gutanga imyanya bakaganira akumva ibyifuzo byabo. Igisubizo kijyanye n'imyanya mishya kigatangwa byihuse, iyo ikibazo kidakemutse ushobora kureba umuyobozi mukuru wungirije ushinze ibizamini no guha agaciro inyandiko
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)

**12. Ubwoko bwa serivisi: Guha agaciro impapuro/impamyabushobozi z'amashuri zivuye hanze**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Guha agaciro impapuro/impamyabushobozi zamashuri zivuye hanze ku banyeshuri barangirije amashuri yisumbuye bashaka kwiga amashuri makuru cyangwa gukora mu Rwanda
<b>Ishami ryokubarizamo</b>	Ishami ry'ibizani no guha agaciro inyandiko
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 2 cyanga 3 ku banyeshuri barangije amashuri yisumbuye mu biyaga bigari Ibyumweru 2 ku banyeshuri barangije mu bindi bihugu
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Amafaranga yo gutanga agaciro

<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<p>Abanyeshuri bo mu biyaga bigari:          -ibaruwa ibisaba wandikiwe umuyobozi wa REB          -Impamyabushobozi y'icyiciro cya mbere cy'amashuri yisumbuye          - Impamyabushobozi y'umwimerere y'amashuri yisumbuye          -kopi 1 iriho umukono wa noteri</p> <p>Ku banyeshuri bize mu bindi bihugu:          - ibaruwa ibisaba wandikiwe umuyobozi wa REB          - Impamyabushobozi y'umwimerere y'amashuri yisumbuye          -kopi 1 iriho umukono wa noteri          -iyo igihugu wizemo kigafite icyiciro cya cyenda ugaragaza indangamanota za buri mwaka w'amashuri makuru</p>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<p>- Ujya mu bunyamabanga rusange bw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda          - utanga ibaruwa isaba          -Iminsi 2 cyanga 3 ku banyeshuri barangije amashuri yisumbuye mu biyaga bigari          -Ibyumweru 2 ku banyeshuri barangije mu bindi bihugu          * ushobora no gutanga ibaruwa uyinyujije mw'iposita, kwakira igisubizo ninyi ubwite ukifatira agaragaje indangamuntu</p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>- Kopi z'impapuro z'amashuri, amanita y'ibizamini          - Kopi z'impapuro zawe ziriho umukono wa noteri</p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Ushaka kugira icyo ubaza kuri serivisi uhawe ubinyuza kw'ushinzwe kujonjora no gutanga imyanya mu mashuri, ikibazo iyo kidakemutse ukareba umuyobozi mukuru wungirije ushinze ibizamini no guha agaciro inyandiko.</p>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru.          Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Ntazo</p>
<p><b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>	<p>Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)</p>

**13. Ubwoko bwa serivisi: Kwongera guha/guhindurira umwanya**

## abanyeshuri

<p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>	<p>Guhindurira umwanya abanyeshuri: Mu bihe bidasanze, Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB) giha imyanya abanyeshuri barangije umwaka wa gatandatu w'amashuri abanza n'icyiciro cy'ibanza cy'amashuri yisumbuye. Iyo abo banyeshuri bakwije ibisabwa bahindurirwa imyanya. Aba banyeshuri bagomba kuba bujuje ibyangombwa bisabwa . Ikiyongeyeho umunyeshuri agomba kuba agaragaza uburwayi bwemezwa na muganga cyangwa ubushobozi buke bw'amafaranga kandi hagomba kuba hari ibyemezo bibigaragaza.</p>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Ishami ry'ibizani no guha agaciro inyandiko cyangwa Ishami ry'uburezi ku karere: Iyo bigaragara umuryango w'umunyeshuri nta bushobozi ufite bwo kujya i Kigali ku cyicaro cy'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda gusaba guhindurirwa bikorerwa ku karere aho batuye.</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Guhera kuwa mbere kugeza kuwa gatanu uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.</p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Ibyumweru 2: Guhindurira abanyeshuri bikorwa guhera muri Mutarama kugeza mu ntangiriro za Werurwe. Igisubizo ukakibona bitarenze ibyumweru bibiri ubisabye</p>
<p><b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>	<p>Iyi serivisi itangirwa ubuntu</p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<p>-ibaruwa ibisaba yandikirwa umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda -kopi 1 y'ishuri wari warahawe -ibyemezo bigaragaza impamvu zawe niba ari iz'uburwayi ukazana urwandiko rwa muganga</p>
<p><b>Binyura muihe nzira ngo uyihabwe?</b></p>	<p>- Ujya mu bunyamabanga rusange bw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda I Remera - gutanga ibyangombwa byose bisabwa - kuza gufata igisubizo mu byumweru bibiri (ibaruwa ikwemerera cyangwa ikwangira)</p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa</b></p>	<p>Biterwa n'impamvu watanze ndetse n'ibyangombwa biyishyigikiye.</p>

<b>gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Kuko ubu buba ari uburyo busubiza icyemezo cyari cyafashwe mbere, icyemezo gifashwe kiba ari icya nyuma ntushobora kwongera kujurira.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Ntabwo

#### **14. Ubwoko bwa serivisi: Guhindura inyandiko ishyingirwa mu rundi rurimi**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Guhindura inyandiko ishyingirwa mu rundi rurimi k'umunyeshuri ubishaka: Ikigo cy'igihugu cy'uburezi iyo ubigisabye gihindura impamyabushobozi cyatanze mu cyongereza igashyingirwa mu gifaransa cyangwa iyanzwe mu gifaransa igashyingirwa mu cyongereza
<b>Ishami ryo kubarizamo</b>	Ishami ry'ibizani no guha agaciro inyandiko
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Hagati y'iminsi 2 ni 3
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Amafaranga yo kuyishyira mu rundi rurimi ku biciro biriho
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	-ibaruwa yandikiwe umuyobozi mukuru w'ikigo cy'igihugu igaragaza neza ururimi ushaka ko impamyabushobozi yawe ishyingirwamo - impamyabushobozi yawe y'umwimerere yatanzwe n'ikigo cy'igihugu cy'uburezi -kopi 1 y'impamyabushobozi iriho umukono wa noteri

<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>- Kwandikira umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi ubisaba</li> <li>- gutanga ibyangombwa byose bisabwa</li> <li>- kuza gufata igisubizo mu minsi ibiri impamyabushobozi ihinduye mu rurimi ushaka</li>   <li>- ushobora gutanga inyandiko zawe ubinyujije mw'iposita, ariko kuza kuziyana ni wowe ubwawe wiyizira</li> <li>*icyitonderwa: ntushobora kwongera kubona impamyabushobozi ya kabiri mu rurimi wagaragaje, ahubwo impamyabushobozi yemewe igaragaramo ibimetso by'iyi ufite.</li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>Akarere: Noteri w'Akarere agashyira umukono ku mpamyabushobozi yawe  BNR cyangwa RRA: Kwishyura mu kigo cy'imisoro n'amahoro cyangwa muri banki nkuru y'igihugu</p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Ushaka kugira icyo ubaza kuri serivisi uhawe ubinyuza kw'ushinzwe kujonjora no gutanga imyanya mu mashuri, ikibazo iyo kidakemutse ukareba umuyobozi mukuru wungirije ushinzwe ibizamini no guha agaciro inyandiko.</p>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru.  Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Ntazo</p>
<p><b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>	<p>Ntabwo</p>

#### 14. Ubwoko bwa serivisi: Gutanga inguzanyo yo kwiga zo mu gihugu ku banyeshuri

<p><b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b></p>	<p>Gutanga inguzanyo yo kwiga zo mu gihugu ku banyeshuri. Ababone iyi nguzanyo cyane cyane abanyeshuri baragije amashuri yisumbuye baba bacinze neza ibizamini bya Leta. Ngingo ya 4 niya 5 y’iteka rya minisitiri nimeru 002/08 of 03/09/2008 rigaragaza abanyeshuri bemewe gusaba iyo nguzanyo. Izi ngingo ziboneka kurubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a></p>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Ishami rishinzwe kuguriza no kwishyuza inguzanyo</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z’igitondo kugeza saa kumi n’imwe z’igicamunsi.</p>
<p><b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Guhera muri Gicurasi kugeza muri Kanama buri mwaka: Gusaba inguzanyo binyuzwa mu kanama gasuzuma ubushobozi Inguzanyo ya Leta ihabwa abanyeshuri b’abanyabwenge ariko badafite ubushobozi bw’amafaranga. Abanyeshuri bese batsinze siko babona inguzanyo. Akanama gasuzuma ubushobozi niko gahitamo abanyeshuri bashoboye n’abadashoboye kwiyishyurira. Aka kanama gasuzuma ubushobozi gahera ku mpamvu zitandukanye cyane cyane ubushobozi buke by’umunyeshuri cyangwa bw’ababyeyi. Igisubizo gitangwa n’akanama gasuzuma ubushobozi gihera ku makuru watanze ku rupapuro wasabiyeho inguzanyo. Iyo akanama karangije gasohora ibisubizo bikamanikwa ku cyicaro cya REB no kuri Kaminuza wasabyeho umwanya</p>
<p><b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>	<p>Urupapuro usabiraho inguzanyo rwishyurwa amafaranga 500 yishyurwa mu kigo cy’imisoro n’amahoro</p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<p>Kwuzuzwa urupapuro rusabirwaho inguzanyo Impapuro zigaragaza ubushobozi buke wagaragaje mu rupapuro wasabiyeho inguzanyo</p>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<p>Gutanga impapuro zo gusabiraho inguzanyo zitangwa ku banyeshuri b’abanyarwanda bemewe kandi bigakorwa rimwe mu mwaka muri Mata. Izo mpapuro zitangwa mu Turere zikazanwa ku cyicaro cy’Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda</p>



	<p>bitarenze muri Mata buri mwaka Kwinjiza izo mpapuro zisaba inguzanyo bikorwa hagati ya Gicurasi na Kanama. Gusesengura amakuru yatanzwe ku mpapuro zisaba inguzanyo bikorwa n’akanama gashinzwe kugenzura ubushobozi bw’amafaranga. Gutangaza ibyavuye mu gusaba inguzanyo bimanikwa ku cyicaro cya REB ku bigo aho wahawe umwanya no rubuga rw’Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda muri Nzeri. Kujurira kw’abanyeshuri bikorwa mu Kwakira. Ikigo cy’igihugu cy’uburezi cyishyura izo nguzanyo bijyanye n’urutonde rw’abanyeshuri biga kuri ibyo bigo kandi akanyuzwa mu bigo bigamo.</p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>RRA kwishyura amafaranga y’urupapuro risabirwaho inguzanyo</p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Gusaba kurenganurwa ku banyeshuri bikorwa mu byiciro bibiri:</p> <ul style="list-style-type: none"> <li>- Abanyeshuri batishimiye igisubizo ku guhabwa inguzanyo.</li> <li>- Abanyeshuri bemerewe inguzanyo ariko ntibabone amafaranga abafasha buri kwezi.</li> </ul> <p>Impapuro zigaragaza ibibazo by’abanyeshuri ziruzuzwa zikoherezwa muri REB, iyo ikibazo kidakemutse ushobora kureba umuyobozi mukuru wa REB</p>
<p><b>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Inguzanyo arahagarikwa iyo umunyeshuri asibiye keretse impamvu yo gusibira igaragajwe n’umuyobozi w’ikigo ko ifite agaciro/ireme, ikagenzurwa n’Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda cyikayemera. Iyo umunyeshuri yimutse arongera akabisaba REB kugira ngo gikomeze kumuha inguzanyo. Inguzanyo kandi irahagarikwa iyo umunyeshuri akahagaritse amasomo ku mpamvu zitandukanye.</p> <p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y’akazi.</p>

<b>Impapuro zuzuzwa</b>	Kwuzuzwa impapuro zisaba inguzanyo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)</li> <li>• Amabwiriza agenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>

**15. Ubwoko bwa serivisi: Inguzanyo zo kwiga hanze y'Igihugu n'amafaranga yo kubafasha kwitunga (ku banyeshuri bishyurirwa na Leta)**

<b>Serivisi ni iyihe?</b>	Inguzanyo zo kwiga hanze y'Igihugu n'amafaranga yo kubafasha kwitunga (ku banyeshuri bishyurirwa na Leta):
<b>Nujuje ibisabwa?</b>	Umunyarwanda ushaka gusaba inguzanyo yo kujya kwiga hanze yandika ibaruwa ibisaba igiretseho ibyangombwa byose bikenerwa. Urutonde rw'ibyangombwa bikenerwa ruboneka ku rubuga rw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kuri: ( <a href="http://www.reb.rw">www.reb.rw</a> ) no mu biro by'icyo kigo cyangwa ahamanikwa amatangazo
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kuguriza no kwishyura inguzanyo
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.  Gusaba bikorwa amezi atatu mbere y'uko amasomo atangira
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Inama y'ubutegetsi yicara rimwe mu gihembwe n'igihe cyose bibaye ngombwa. Nyuma yo kugenzura amadosiye asaba inguzanyo ibyavuyemo bitangazwa bitarenze iminsi cumi n'itanu (15). Iyo ibisubizo bizatinda, inama y'ubutegetsi iyo irangiye bimenyeshwa abanyeshuri uwo mwanya
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Urutonde rw'ibyangombwa bikenerwa ruboneka ku rubuga rw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kuri: ( <a href="http://www.reb.gov.rw">www.reb.gov.rw</a> ) no mu biro by'icyo kigo.
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Kwandikira Umuyobozi w'Ikigo cy'igihugu cy'uburezi ibaruwa zisaba inguzanyo</li> <li>- Kumugezaho amadosiye asaba amezi atatu mbere</li> </ul>

	<p>yo gutangira kw'amashuri</p> <ul style="list-style-type: none"> <li>- Ikigo REB gifata umwanzuro ku madosiye atangwa mu kigo cy'igihugu cy'uburezi</li> <li>- Umwanzuro ufatwa ujyanye n'ingengoyimari</li> <li>- Gushyira Ibisubizo ahagaragara : bishyirwa ahagaragara nyuma y'uko Minisitiri w'uburezi abyemeza bigashyirwa ku rubuga kw'ikigo bikanamanikwa</li> <li>- Abanyeshuri bemerewe inguzanyo basinya amasezerano mbere y'iminsi 10 ko bafata urugendo</li> <li>- Ibaruwa ibemerera inguzanyo isinywa na Minisitiri w'uburezi mbere y'iminsi 5 y'uko ibisubizo bishyizwe ahagaragara</li> <li>- Iyi nguzanyo zitangwa buri gihembwe harimo amafaranga y'ishuri, ayo kwifashisha kwitunga, ayo kwivuza, ay'ibitabo n'ibindi, ariko ay'ishuri agatangwa herekanywe impapuro zigaragaza amafaranga yishyurwa.</li> <li>- Itike y'indege asabwa iminsi 21 mbere ukayibona iminsi 5 mbere yo kugenda</li> <li>- Guhererekanya amafaranga bikorwa ku gihembwe ariko iyo umunyeshuri ari kw'ishuri.</li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>Ntazo</p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Iyo ushaka kugaragaza ikibazo kuri serivisi wahawe ubinyuza k'ushinzwe inguzanyo, ikibazo cyaba kidakemutse ukagishyikiriza ishami rishinzwe inguzanyo mu mashuri makuru cyangwa umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi.</p>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Inguzanyo z'ubutwererane:  Mu rwego rw'ubutwererane bw'u Rwanda n'ibindi bihugu cyangwa n'imiryango, ikigo cy'igihugu cy'uburezi nicyo kigenga izi nguzanyo n'imfashanyo ndetse n'izitangwa n'u Rwanda.  Abahabwa izi mfashanyo bagomba kuba bujuje ibyangombwa bisabwa n'uwazitanze kandi yujuje n'ibyangombwa bisabwa n'u Rwanda. Ku murungo wa mbere haza abanyeshuri b'abahanga.  Buruse zihari zitangazwa kuri radiyo Rwanda, amaradiyo yigenga, kuri televiziyo Rwanda,</p>

	<p>ahamanikwa amatangazo ku kigo cy'igihugu cy'uburezi no ku rubuga rwacyo.  Igice cy'amafaranga y'ishuri ugikurirwaho:  Kanada (Quebec) isonera/ikuriraho amafaranga yo kwiga ibihugu byose bivuga igifansa bityo u Rwanda rukaba rwemererwa abanyeshuri 10 buri cyiciro.</p> <p>Urutonde rw'ibyangombwa bikenerwa ruboneka ku rubuga rw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kuri: (<a href="http://www.reb.gov.rw">www.reb.gov.rw</a>) no mu biro by'icyo kigo.</p> <p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.</p>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko N° 44/201 ryo ku wa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda (REB)</li> <li>• Amabwiriza ajyenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>

**16. Ubwoko bwa serivisi: Gutanga amakuru kugusaba inkunga z'amasomo zitangwa n'ubufatanye/ubutwererane by'ibihugu**

<b>Serivisi ni iyihe?</b>	Gutanga amakuru k'ugusaba inkunga z'amasomo zitangwa n'ubufatanye/ubutwererane by'ibihugu k'umuntu wese ubishaka.
<b>Nujuje ibisabwa?</b>	<p>Haba hari inkunga yatewe igihugu cy'u Rwanda binyuze mu butwererane by'ibihugu cyangwa imiryango mu bijyanye no kwiga cyangwa za kaminuza ziba zarakuriyeho amafaranga y'ishuri abanyeshuri b'u Rwanda.</p> <p>Kanada (Quebec) isonera/ikuriraho amafaranga yo kwiga ibihugu byose bivuga igifansa bityo u Rwanda rukaba rwemererwa abanyeshuri 10 buri kiciro.</p>
<b>Ishami ryo kubarizamo</b>	<p>Ishami rishinzwe kuguriza no kwishyura inguzanyo</p> <p>Iki kigo kibarizwa aha hakurikira:  Agasanduka k'iposita 3667, Kigali  Telefoni +250 580293/4 Fax: +250 580292  Wakwandika ukabinyuza kuri : <a href="mailto:info@REB.gov.rw">info@REB.gov.rw</a></p>

	urubuga: <a href="http://www.reb.gov.rw">www.reb.gov.rw</a>
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Imfashanyo z'ubutwererane zo kwiga: biterwa n'Igihugu cyazitanze. Kanada (Quebec)- gusonera: bifata iminsi 3 imaze kwakira inyandiko zisaba
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	<ul style="list-style-type: none"> <li>- Impapuro zisabwa n'uwatanze buruse</li> <li>- Ibyangombwa bisabwa na Leta y'u Rwanda bishingiye ku bwoko bwa buruse</li> </ul>
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Abanyeshuri babyifuza bandikira Umuyobozi wa REB babisaba</li> <li>- Kujonjora bikorwa hakurikije ubushobozi (ubwenge) kandi ku murongo wa mbere haza abanyeshuri biga siyansi n'ikorabuhanga mu minsi 5 bamaze kwakira impapuro zisaba kwiga</li> <li>- Ababona buruse bagomba kuba bakwije ibisabwa n'uwatanze buruse ndetse n'ibisabwa na Leta y'u Rwanda.</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Iyo ushaka kugaragaza ikibazo kuri serivisi utishimiye, ubinyuza k'ushinzwe inguzanyo; ikibazo cyaba kidakemutse ukagishyikiriza ishami rishinzwe inguzanyo mu mashuri makuru cyangwa umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Icyiciro cya mbere cya buruse: Amafaranga akwongererwaho atangwa n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kikabikora buri gihembwe binyuze mu kuyahererekanya kandi agatangwa gusa iyo umunyeshuri yiga. Kuri buruse za Kanada:

	<p>Umunyeshuri agomba kuba yarabonye visa ya Kanada kandi yiyemeje gutanga amafaranga akenewe mu kwiga</p> <p>Kwimerererwa bikorwa iyo hari imyanya. Iyo imyanya yuzuye muri uwo mwaka w'amashuri nta nyandiko zisaba ishuri zemerwa.</p> <p>Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.</p>
<b>Impapuro zuzuzwa</b>	Impapuro zisaba ziba ziri ku biro by'ikigo cy'igihugu cy'uburezi
<b>Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko N° <b>44/2010 ryo kuwa 07/12/2010</b> rishyiraho ikigo cy'igihugu cy'uburezi rikagaragaza intego, imiterere n'imikorere byacyo</li> <li>• Amabwiriza agenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>

### **17. Ubwoko bwa serivisi: Gusaba kwongerererwa igihe cyo kwiga**

<b>Serivisi ni iyihe?</b>	Gusaba kwongerererwa igihe cyo kwiga:
<b>Nujuje ibisabwa?</b>	Abanyeshuri bafashwa n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda bashobora gusaba kwongerererwa igihe cyo kwiga. Gusaba kwemerwa iyo dosiye y'umunyeshuri yuzuye kandi impamvu atanga zumvikana
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kuguriza no kwishyura inguzanyo
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uherye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 3 hamaze kwakirwa impapuro zisaba
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo</b>	Urutonde rwo gusaba kwongerererwa igihe cyo kwiga n'ibikenerwa ruboneka ku rubuga rw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kuri:

uyihabwe ?	( <a href="http://www.reb.gov.rw">www.reb.gov.rw</a> ) no mu biro by'icyo kigo.
Binyura muyihe nzira ngo uyihabwe?	Inyandiko ibisaba itangwa k'umuyobozi mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kugaragaza ikibazo kuri serivisi utishimiye, ubinyuza k'ushinzwe inguzanyo; ikibazo cyaba kidakemutse ukagishyikiriza ishami rishinzwe inguzanyo mu mashuri makuru cyangwa umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Iyo kwongererwa byemewe amafaranga atangwa mu gihembwe gikurikiye nk'uko bisanzwe Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zo kwuzuzwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	<ul style="list-style-type: none"> <li>Itegeko nimeru <b>44/2010 ryo kuwa 07/12/2010</b> rishyiraho ikigo cy'igihugu cy'uburezi rikangena intego, imiterere n'imikorere byacyo</li> <li>Amabwiriza agenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>

### **18. Ubwoko bwa serivisi: Gusaba amafaranga y'ubushakashatsi**

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba amafaranga y'ubushakashatsi ku banyeshuri: Abanyeshuri bakora ubushakashatsi bashobora gusaba amafaranga y'ubushakashatsi. Impapuro zisaba amafaranga y'ubushakashatsi zitangwa mu kigo cy'igihugu cy'uburezi cy'u Rwanda.
Ishami ryo kubarizamo	Ishami rishinzwe kuguriza no kwishyura inguzanyo  Iki kigo kibarizwa aha hakurikira: Agasanduka k'iposita 3667, Kigali Telefoni +250 580293/4 Fax: +250 580292

	Wakwandika ukabinyuza kuri : info@REB.gov.rw urubuga: <a href="http://www.reb.gov.rw">www.reb.gov.rw</a>
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 3 hamaze kwakirwa impapuro zisaba
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Urutonde rw'ibikenerwa ruboneka kurubuga rw'ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kuri: ( <a href="http://www.reb.rw">www.reb.rw</a> ) no mu biro by'icyo kigo.
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Utanga ibisabwa byose mu kigo cy'igihugu cy'uburezi</li> <li>• Gukora ibijyanye no gusaba bifata iminsi 3</li> <li>• Amafaranga y'ubushakashatsi atangwa hifashishijwe ibyiciro byemewe byashyizweho n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda ishami ry'inguzanyo.</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Iyo ushaka kugaragaza ikibazo cy'uko utishimiye serivisi uhava, ubinyuza k'ushinzwe inguzanyo; ikibazo cyaba kidakemutse ukagishyikiriza ishami rishinzwe inguzanyo mu mashuri makuru cyangwa umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Iyo byemewe amafaranga atangwa mu gihembwe gikurikiye.  Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Impapuro zo kwuzuza ziboneka kurubuga: <a href="http://www.reb.rw">www.reb.rw</a> no kubiri by'ikigo cy'igihugu cy'uburezi
<b>Amategeko cyangwa</b>	<ul style="list-style-type: none"> <li>• Itegeko n° 44/2010 ryo kuwa 07/12/2010</li> </ul>



<b>izindi nyandiko zivuga kuri iyi serivisi</b>	<p>rishyiraho ikigo cy'igihugu cy'uburezi rikagena intego, imiterere n'imikorere byacyo</p> <ul style="list-style-type: none"> <li>• Amabwiriza agenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>
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### 19. Ubwoko bwa serivisi: Gusaba itike izakugarura

<b>Serivisi ni iyihe?</b>	Gusaba itike izakugarura ku banyeshuri biga mu mahanga:
<b>Nujuje ibisabwa?</b>	<p>Abanyeshuri biga hanze bandikira ikigo cy'igihugu cy'uburezi basaba itike izabagarura mbere y'iminsi 21 ku gihe uzahiraho.</p> <p>Kandi umunyeshuri w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda ashobora gusaba itike y'indege yo kuza mu Rwanda aje gushyingura umuvandimwe urugero (Se, Nyina, mukuru we, mushiki we, umugabo we, umugore we, umwana we). Kubera izi mpamvu zumvikana itike iratangwa.</p>
<b>Ishami ryo kubarizamo</b>	<p>Ishami rishinzwe kuguriza no kwishyuzza inguzanyo</p> <p>Iki kigo kibarizwa aha hakurikira:          Agasanduka k'iposita 3667, Kigali          Telefoni +250 580293/4 Fax: +250 580292          Wakwandika ukabinyuza kuri : info@REB.gov.rw          urubuga: <a href="http://www.reb.gov.rw">www.reb.gov.rw</a></p>
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Gusaba ni iminsi 21, itike igatangwa iminsi 5 mbere yo kwurira indege.
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Ntabwo

<b>Binyura muyihe nzira ngo uyihabwe?</b>	Ibaruwa isaba itike y'indege igargaza neza impamvu y'urugendo, amazina y'ikibuga cy'indege n'itariki uzahagurukiraho Itike itangwa hifashishijwe ikoranabuhanga ikagezwa k'umunyeshuri iminsi 5 mbere yo guhaguruka. Urutonde rw'ibikenerwa ruboneka ku rubuga rw'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kuri: ( <a href="http://www.reb.rw">www.reb.rw</a> ) no mu biro by'icyo kigo.
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntabyo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Iyo ushaka kugaragaza ikibazo kuri serivisi utishiliye, ubinyuza k'ushinzwe inguzanyo; ikibazo cyaba kidakemutse ukagishyikiriza ishami rishinzwe inguzanyo mu mashuri makuru cyangwa umuyobozi mukuru w'ikigo cy'igihugu cy'uburezi  Itike itangwa hifashishijwe ikoranabuhanga ikagezwa k'umunyeshuri iminsi 5 mbere yo guhaguruka.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko n° 44/2010 ryo kuwa 07/12/2010 rishyiraho ikigo cy'igihugu cy'uburezi rikagena intego, imiterere n'imikorere byacyo</li> <li>• Amabwiriza ajyenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>

## **21. Ubwoko bwa serivisi: Kwishyuzwa inguzanyo**

<b>Serivisi ni iyihe?</b>	Kwishyuzwa inguzanyo Umunyeshuri wahawe inguzanyo n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda iyo arangije kwiga
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<b>Nujuje ibisabwa?</b>	akabona akazi agomba kwishyura inguzanyo.
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kuguriza no kwishyura inguzanyo Iki kigo kibarizwa aha hakurikira: Agasanduka k'iposita 3667, Kigali Telefoni +250 580293/4 Fax: +250 580292 Wakwandika ukabinyuza kuri : info@REB.gov.rw urubuga: <a href="http://www.reb.gov.rw">www.reb.gov.rw</a>
<b>Serivisi itangwa ryari?</b>	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi.
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Igihe cyose warangije kwiga ukabona akazi.
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu. REB ikwerekana uburyo ugenda wishyura kugeza urangije
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	K'umukoresha: <ul style="list-style-type: none"> <li>• Impapuro zuzujwe zigaragaza buri mukozi ufite</li> <li>• Impapuro zuzujwe zigaragaza umukoresha</li> <li>• Kopi 1 igaragaza umushahara w'amazi abiri ashize</li> <li>• Impapuro zigaragaza umushahara wakaswe zitangwa nyuma y'iminsi 5.</li> </ul> K'umuntu ku giti cyeye: <ul style="list-style-type: none"> <li>• Ibaruwa yandikiwe umuyobozi w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda igaragaza inguzanyo wafashe n'uburyo uzayishyura</li> <li>• Impapuro zuzujwe n'umukozi</li> </ul>
<b>Binyura muyihe nzira ngo uyihabwe?</b>	K'umukoresha: Uhabwa izi impapuro zikurikira kuva mu kigo cy'igihugu cy'uburezi: <ul style="list-style-type: none"> <li>- Kugaragaza buri mukozi</li> <li>- Umukoresha kwuzuzwa impapuro zabugenewe</li> <li>- Gukora igenzura ukamenya abakozi bawe bafashe inguzanyo n'abatarafashe inguzanyo</li> <li>- Ku mpapuro zuzuzwa hagomba kugaragazwa abakozi bafashe inguzanyo</li> <li>- Buri mukozi agomba gusinya akanuzuzwa urupapuro rwo kwishyura inguzanyo.</li> <li>- Gutanga izo mpapuru mu kigo cy'iguhugu cy'uburezi ushobora kubinyuza mw'iposita cyangwa ukabyizanira</li> </ul>

	<ul style="list-style-type: none"> <li>- Iyo ikigo cya REB kimaze kugenzura amakuru yatanzwe, kibohereza impapuro zizajya zifashishwa gukata amafaranga ya buri kwezi</li> <li>- Iyo ushaka kwishyura ku kigo cy'iguhugu cy'uburezi wuzuza impapuro zishyurirwaho ugashyiraho sheke yanditseho umubare w'amafaranga y'abakozi bose bishyura inguzanyo</li> <li>- Iyo ushaka kujya wishyura umusanzu w'abakozi ubinyujije kuri konti ikigega gitanga kikishyura inguzanyo kuri konti mu mabanki akurikira:</li> <li>- Banki Nkuru y'Igihugu (BNR), Banki y'Ubucuruzi y'u Rwanda (BCR), Banki y'Ubucuruzi ya FINA Bank, cyangwa Banki y'Ubucuruzi ya COGEBANQUE.</li> <li>- Iyo umaze gutanga ayo mafaranga uzana impapuro za banki ku cyicaro cya REB.</li> <li>- Uhereye ku musanzu watanze mbere ushobora kubona impapuro bishyuriraho ku rubuga rw'ikigo.</li> </ul> <p>Ku bantu:</p> <ul style="list-style-type: none"> <li>- Iyo ushaka kujya utanga amafaranga ku cyicaro cya REB, ubigaragaza mu nyandiko wandikira umuyobozi mukuru:</li> <li>- Mw'ibaruwa yawe ugomba kugaragaza umubare w'amafaranga wagurijwe n'amafaranga uteganya kujya wishyura</li> <li>- Iyo uhisemo kujya wiyishyurira bigomba gufata igihe gitoya ugereranije n'iyu uhisemo kwishyura ubinyujije k'umukoresha.</li> <li>- Kwishyura bikorwa uyijyaniye kuri REB cyangwa uyanyujije muri Banki kuri konti ziri mu banki nka: Banki nkuru y'igihugu (BNR), Banki y'ubucuruzi y'u Rwanda (BCR), banki y'ubucuruzi ya FINA Bank, cyangwa banki y'ubucuruzi ya COGEBANQUE.</li> <li>- Nomeru za konti z'ikigega cyishyura inguzanyo nizi zikurikira :</li> <li>- Banki nkuru y'igihugu (BNR) 120.29.93 (mu manyarwanda), 320.77.59 (mu madorari y'amarika)</li> <li>- Banki y'ubucuruzi y'u Rwanda (BCR) 5032611-01-94</li> <li>- Banki y'ubucuruzi ya FINA Bank 0170454006</li> <li>- Banki y'ubucuruzi ya COGEBANQUE 130-1053584</li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka</b></p>	<p>Banki nkuru y'igihugu (BNR) 120.29.93 (mu manyarwanda), 320.77.59 (mu madorari y'amarika)  Banki y'ubucuruzi y'u Rwanda (BCR) 5032611-01-94  Banki y'ubucuruzi ya FINA Bank 0170454006  Banki y'ubucuruzi ya COGEBANQUE 130-1053584</p>

<b>ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Nta buryo bwo kurenganurwa buhari, ariko ibijyanye n'uko wabariwe menshi cyangwa utanga menshi wandikira ushinzwe inguzanyo, ikibazo cyaba kidakemutse ukagishyikiriza ishami rishinzwe inguzanyo mu mashuri makuru cyangwa umuyobozi mukuru wa REB. Igisubizo kiboneka mu minsi 3 umaze gutanga ikibazo.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Iyo umaze kurangiza kwishyura amafaranga yose y'inguzanyo, REB guha icyemezo kigaragaza ko warangije kwishyura. Iki cyemezo wemerewe kukigaragariza umukoresha wese ko nta mwenda ubereyemo REB. Iki cyemezo gitangwa nyuma y'iminsi 30 urangije kwishyura inguzanyo.  Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi..
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko n° 44/2010 ryo kuwa 07/12/2010 rishyiraho ikigo cy'igihugu cy'uburezi rikagena intego, imiterere n'imikorere byacyo</li> <li>• Amabwiriza agenga gusaba inguzanyo zo mu gihugu no gutanga amafaranga afasha abanyeshuri</li> </ul>

## **Serivisi zitangwa n'Ishami rishinzwe Amahugurwa n'Iterambere rya mwarimu**

### **22. Ubwoko bwa serivisi: Amahugurwa y'abarimu mu masomo atandukanye**

<b>Serivisi ni iyihe?</b>	Amahugurwa y'abarimu mu masomo atandukanye:
<b>Nujuje ibisabwa?</b>	<ul style="list-style-type: none"> <li>• Guhugurwa muri serivisi zo mu kazi n'iza mbere y'akazi kuri mwarimu</li> <li>• Guteza imbere umwuga no kugira inama abarimu</li> <li>• Guhuza ibikorwa by'amahugurwa ahabwa mwarimu n'abafatanyabikorwa</li> </ul>
<b>Ishami ryo kubarizamo</b>	Ishami ry'amahugurwa n'iterambere rya mwarimu
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane , saa moya kugeza saa kumi nimwe z'igicamunsi

	Kuwa gatanu ni saa moya kugeza saa sita z'amanywa
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 3
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Impapuro zigaragaza ubushobozi bw'umwuga
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Ujya mw'ishami ribishinzwe bakakuyobora,</li> <li>• Itanga ibyangomba bikenewe byose ukagaragaza serivisi ukeneye</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Minisiteri y'Uburezi
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ishami ribishinzwe rifaniye n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda na Minisiteri y'uburezi bifite ubushobozi bwo gufata icyemezo kijyanye n'ikibazo cyagarajwe
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788 574 823 cyangwa 0788 642 956 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko n° 44/2010 ryo kuwa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda rikagena intego, imiterere n'imikorere byacyo</li> </ul>

	<ul style="list-style-type: none"> <li>• Guteza imbere mwarimu na politike y'imiyoborere myiza</li> <li>• Politike yo guhugura mwarimu ibijyanye na serivisi zo mu kazi</li> </ul>
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### 23. Ubwoko bwa serivisi: Imicungire y'amashuri n'ubuyobozi

<b>Serivisi ni iyihe?</b>  <b>Nujuje ibisabwa?</b>	Imicungire y'amashuri n'ubuyobozi: <ul style="list-style-type: none"> <li>• Amahugurwa ajyanye n'imicungire y'amashuri, ubuyobozi n'igenamigambi</li> <li>• Amahugurwa mw'itumanaho n'ikorabuhanga</li> <li>• Gukurikirana amashuri no kuyangenzura</li> </ul>
<b>Ishami ryo kubarizamo</b>	Ishami ry'imicungire y'amashuri n'ubuyobozi
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane , saa moya kugeza saa kumi nimwe zigicamunsi Kuwa gatanu ni saa moya kugeza saa sita z'amanywa
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 3
<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Impapuro zigaragaza ubushobozi bw'umwuga
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Ujya mw'ishami ribishinzwe bakakuyobora,</li> <li>• Itanga ibyangomba bikenewe byose ukagaragaza serivisi ukeneye</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Minisiteri y'Uburezi
<b>Ese hari uburyo bwo kurenganurwa mu gihe</b>	Iyo utishimiye serivisi uhawe ugeze ikibazo cyawe ku muyoyozu w'Ishami ry'imicungire y'amashuri n'ubuyobozi. Ishami ry'imicungire y'amashuri

<b>udahawe iyo serivisi?</b>	n'ubuyobozi rifatanije n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda na Minisiteri y'uburezi bifite ubushobozi bwo gufata icyemezo kijyanye n'ikibazo cyagarajwe
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788 522 397 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko n° 44/2010 ryo kuwa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda rikagena intego, imiterere n'imikorere byacyo</li> <li>• Guteza imbere mwarimu na politike y'imiyoborere myiza</li> <li>• Politike yo guhugura mwarimu ibijyanye na serivisi zo mu kazi</li> </ul>

#### **24. Ubwoko bwa serivisi: Imicungire y'abarimu n'abakozi**

<b>Serivisi ni iyihe?</b>	Imiyoborere y'abarimu n'abakozi:
<b>Nujuje ibisabwa?</b>	<ul style="list-style-type: none"> <li>• Imiyoborere y'abarimu n'abakozi</li> <li>• Kwiwandikisha no guhabwa uruhushya</li> <li>• Imyifatire n'imyitwarire y'umwuga</li> <li>• Imibare y'abarimu n'uburyo bukoreshwa mw'ikoranabuhanga</li> </ul>
<b>Ishami ryo kubarizamo</b>	Ishami ry' Imicungire y'abarimu n'abakozi no kubashyira mu myanya
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane : Saa moya kugeza saa kumi nimwe zigicamunsi Kuwa gatanu saa moya kugeza saa sita zamanywa
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 3



<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	Iyi serivisi itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	<ul style="list-style-type: none"> <li>• Ibaruwa ikwemerera kubonana n'Umuyobozi w'akarere</li> <li>• Ibaruwa igaragaza serivisi ikenewe</li> <li>• Umwirondoro</li> </ul>
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Uhera ku karere ukareba ushinzwe uburezi n'ushinzwe abakozi</li> <li>• Ujya mw'ishami ribishinzwe</li> <li>• Gutanga ibyangombwa bikenerwa ukanagaragaza serivisi ushaka</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Minisiteri y'uburezi
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Utishimiye serivisi ahawe abishyikiriza ushinzwe Ubuyobozi ku karere. Akarere nirwo rwego rwa mbere, iyo ikibazo kidakemutse ujya mw'ishami ribishinzwe rifanije n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda cyangwa Minisiteri y'uburezi bifite ubushobozi bwo gufata umwanzuro ujyanye n'ikibazo cyagarajwe
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788 524 476 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>• Itegeko n° 44/2010 ryo kuwa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda rikagena intego, imiterere n'imikorere byacyo</li> <li>• Politike y'Imicungire n'iterambere rya mwarimu.</li> <li>• Sitati igenga abarimu</li> </ul>

**25. Ubwoko bwa serivisi: Imibereho myiza ya mwarimu n'amajyambere**

<p><b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b></p>	<p>Imibereho myiza ya mwarimu n'amajyambere:</p> <ul style="list-style-type: none"> <li>• Umushara wa mwarimu n'ubwizigamire</li> <li>• Gufashwa mu mibereho n'ubuzima bwiza</li> <li>• Akazi gafitiye igihugu akamaro</li> </ul>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Ishami ry'imibereho myiza n'iterambere</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Kuwa mbere kugeza kuwa kane , saa moya kugeza saa kumi nimwe zigicamunsi Kuwa gatanu ni saa moya kugeza saa sita z'amanywa</p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Iminsi 3</p>
<p><b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>	<p>Iyi serivisi itangirwa ubuntu</p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<ul style="list-style-type: none"> <li>• Buri wese agomba kuba yujuje ibisabwa kugira ngo abone ibyiza by'uyu mushinga</li> <li>• Buri wese agomba kugaragaza inyandiko igaragaza ubwizigamire kuva mwisanduka y'ubwisagamire</li> <li>• Ibaruwa ikwemerera kubonana n'umuyobozi w'akarere</li> <li>• Ibaruwa igaragaza serivisi ikenewe</li> </ul>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>• Uhera ku karere ukareba ushinzwe uburezi n'ushinzwe abakozi</li> <li>• Ujya mw'ishami ribishinzwe</li> <li>• Gutanga ibyangombwa bikenerwa ukanagaragaza serivisi ushaka</li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>Ikigo cy'Igihugu cy'Uburezi na Minisiteri y'Uburezi</p>
<p><b>Ese hari uburyo bwo</b></p>	<p>Utishimiye serivisi ahawe abishyikiriza ushinzwe</p>

<b>kurenganurwa mu gihe udahawe iyo serivisi?</b>	Ubuyobozi ku karere. Akarere nirwo rwego rwa mbere, iyo ikibazo kidakemutse ujya mw'Ishami ribishinzwe rifanije n'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda cyangwa Minisiteri y'uburezi bifite ubushobozi bwo gufata umwanzuro ujyanye n'ikibazo cyagarajwe
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: 0788 671 493 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<ul style="list-style-type: none"> <li>Itegeko n° 44/2010 ryo kuwa 07/12/2010 rishyiraho Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda rikagena intego, imiterere n'imikorere byacyo</li> <li>Politike y'Imicungire n'iterambere rya mwarimu.</li> </ul>

## **26. Ubwoko bwa serivisi: Kwishyura amafaranga hakoreshejwe uburyo bwo kuyohereza kuri konti cyangwa hatanzwe sheki**

<b>Serivisi ni iyihe?</b>	Kwishyura amafaranga hakoreshejwe uburyo bwo kuyohereza kuri konti cyangwa hatanzwe sheki abakiriya b'ikigo cy'igihugu cy'uburezi.
<b>Nujuje ibisabwa?</b>	Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda kibona serivisi aturuka ku bantu bandukanye cyangwa inzego. Abatanze izo serivisi nka: ingendo z'abakozi, inama, gukora ibikoresho byifashishwa mu kazi, n'ubundi bufasha butandukanye baza kwishyuza.
<b>Ishami ryo kubarizamo</b>	Serivisi z'Ubuyobozi bukuru bushinzwe Imari
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa gatanu : saa moya kugeza saa kumi nimwe z'igicamunsi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminsi 3: Kwishyura bikoresheje sheki ntibirenga iminsi 3; Icyumweru : Kwishyura bikoresheje kwohereza amafaranga kuri konti ntibirenga iminsi 7

<b>N ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>	
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	<p>- Kwishyura bikoresheje kwohereza amafaranga kuri konti:</p> <ol style="list-style-type: none"> <li>uwatanze serivisi (uwo hanze) <ul style="list-style-type: none"> <li>Impapuro yaguriyeho</li> <li>Amasezerano</li> <li>Impapuro yatangiye ibyo yasabwe</li> <li>Urupapuro rubwemerera</li> <li>Impapuro zigaragaza ko afite konti muri banki</li> </ul> </li> </ol> <p>Iyo usonerwa imisoro womekaho impapuro zibigaragaza/zibyemeza</p> <ol style="list-style-type: none"> <li>kuva k'ushinzwe gutanga amasoko(uw'imbere) <ul style="list-style-type: none"> <li>urupapuro rusaba ibikoresho/serivisi</li> <li>imyanzuro yakanama k'amasoko</li> </ul> </li> </ol> <p>- Kwishyura hakoreshejwe sheki: ibyo byangombwa byose birakenerwa cyangwa bimwe muri byo bijyanye n'uburyo bwo kwishyura</p>
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<p>- Utanga impapuro zishyura zirikumwe nibivuzwe mu bunyamabanga rusange;</p> <p>- Ubunyamabanga rusange bujyana impapuro zishyura k'ushinzwe ubuyobozi n'imari bibanje kunyura k'umukazi ushinze ingengo y'imari;</p> <p>- Nyuma y'iminsi ushobora kuza kureba umuyobozi ushinze ubuyobozi n'imari cyangwa umucungamutungo kureba ko sheki yarangiye cyangwa iri mu nzira zirangira, (kuza kureba ubikora ubishatse)</p> <p>- Kwishyurwa bitegurwa n'umucungamutungo, akabyohereza k'umuyobozi ubuyobozi n'imari kugira ngo bigenzurwe, hanyuma bikoherezwa k'umuyobozi mukuru ari nawe mugenzuzi mukuru w'ingengo y'imari kugira ashireho umukono, noneho bikoherezwa muri Banki Nkuru y'Igihugu kugira uwatanze serivisi yishyurwe.</p>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya</b>	Ntazo

<b>serivisi cyangwa gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Iyo hari ikibazo kijyanye na serivisi utishimiye, ukigeza k'umuyobozi w'Imari n'Ubuyobozi, iyo kidakemutse ujya k'umuyobozi mukuru wa REB.  REB ikurikirana ikibazo cyawe hagati y'umunsi 1 kugeza kuri 7 bitewe n'ukuntu ikibazo giteye.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga kuri: <a href="http://www.reb.rw">www.reb.rw</a> ushaka amakuru. Ushaka amakuru aruseho wahamagara kuri: +250 580293/4 mu masaha y'akazi.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Itegeko n° 12/2007 ryo kuwa 27/03/2007 rigenga amasoko ya Leta Iteka rya Minisitiri n° 001/08/10/MIN ryo kuwa 16/01/2008 rigenga amabwiriza agenga amasoko ya Leta n'uko apiganirwa.

Byemejwe na: **RUTAYISIRE John**

Umuyobozi Mukuru w'Ikigo Gishinzwe guteza imbere Uburezi mu Rwanda