REPUBULIKA Y'U RWANDA

IKIGO GISHINZWE GUTEZIMBERE UBUMENYINGIRO

GUHA UBUMENYI ABAKOZI NO GUTEZIMBERE UBUKORIKORI

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Igitabo gikubiyemo Serivisi zitangwa n'Ikigo Gishinzwe Guteza imbere Ubumenyingiro

Kanama, 2011

ICYO BISOBANURA (ACRONYMS)

Ikigo cy'Ababirigi gishinzwe Ubutwererana no Gutsura Amajyambere (Belgian Technical Cooperation, **BTC**)

Umuryango w'Ibihugu by'Afrika y'Ibirasirazuba (East African Community **EAC**,)

Ikoranabunga n'Itumanaho mu Isakazabumenyi (Information and Communication Technology ICT,)

Ishami ry' Ikigo Gishinzwe Guteza imbere Ubumenyingiro (Integrated Polytechnic Regional Centers **IPRCs**,)

Ikigo mpuzamahanga cy'abanyakoreya gishinzwe ubutwererana (Korean International Cooperation Agency **KOICA**,)

Ishami ry'Icungamutungo n'Igenamigambi (Planning and Management Unit, **PPMU**)

Politike yo kurwanya ubukene **(**Poverty Reduction Strategy Paper, **PRSP**)

Ikigo cy'Imisoro n'Amahoro (Rwanda Revenue Authority,**RRA**)

Amahugurwa ahabwa abazahugura abandi (Training of Trainers**, TOT)**

Amashuri y'imyuga n'ubumenyingiro **(**Technical and Vocational Education Training**, TVET**)

Centeri zihatangirwaho ubumenyingiro **(**Vocational Training Centres, **VTCs)**

IRIBURIRO

Ikigo Gishinzwe Guteza imbere Ubumenyingiro cyahisemo gushyira ahagaragara serivisi zihabwa abagana icyo kigo kugira ngo bizane impinduka nziza ku kigo ndetse n'abakigana. Mu rwego rwo kugerageza gusubiza ibibazo by'Igihugu cyane cyane ibijyanye n'Ubukungu, Ikigo cyahisemo guteza imbere ubumenyingiro nk'inkingi y'iterambere ry'Igihugu. Kurwanya ubukene ni kimwe mu by'ingenzi byibandwaho n'ikigo gishinzwe guteza imbere Ubumenyingiro. Guteza imbere ubumenyingiro mu nzego zitandukanye n'iryo shingiro ry'amajyambere, kandi buri wese kugira uruhari mu kubazwa ubyo umuntu ashinzwe bikaba ari intego y'ikigo ariyo mpamvu serivisi zitangwa n'ikigo gishinzwe gutanga ubumenyingiro zigomba gushyirwa ahagaragara.

Serivisi zishyizwe ahagaragara n'ikigo n'amasezerano hagati yacyo n'abagenerwabikorwa bacyo. Haragaragazwa urwego serivisi zitangirwaho, serivisi zitangwa, n'ibikenerwa kugira ngo uzihabwe. Hashyirwa ku rutonde ibice serivisi zacu zitangirwamo 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.

Ishyirwaho ry'iki Gitabo gikubiyemo Serivisi zihabwa Abaturage ryerekana ubushake ikigo gishinzwe guteza imbere ubumenyingiro gifite mw'itangwa rya serivisi nziza kandi zihuse.

Jerome GASANA

Umuyobozi Mukuru w'Ikigo

INCAMAKE

Guteza imbere ubumenyi byihutisha iterambere ry'Ibihugu bityo Ibihugu biri mu nzira y'Abajyambere bikaba bisabwa gushora amafaranga mu gutanga ubumenyi kugira ngo habeho impinduka nziza mu mikorere. Guteza imbere ubumenyingiro bitanga ubushobozi bwo kwiteza imbere no guteza imbere igihugu. Guhera 2008, ikigo gishinzwe gutezimbere ubumenyingiro gikomeje kuba kwisonga mu gukurikirana amashuri y'imyuga uko ashyira mubikorwa itangwa ry'ubumenyingiro k'urubyiruko. Bijyanye n'intego y'ikigo gishinzwe gutezimbere ubumenyingiro yo kuba indashyikirwa mu karere mu bijyanye no guteza imbere ubumenyingiro, intego ni uko ubwo bumenyingiro bwatangwa mu buryo bungana ku bagabo n'abagore, hagati y'icyaro n'imijyi. Hashingiwe kuri iyi gahunda u Rwanda rugomba kugira politike ihamye yo guteza imbere ubukungu bw'Igihugu.

Iki gitabo kigaragaza abagana serivsi zacu, serivisi dutanga n'urwego abaturage hagomba kuziboneraho.
Iki gitabo kigaragaza uko ugomba gutanga ikibazo iyo utakiriwe neza, n'uburyo ibitekerezo bitangwamo ku bakiriya n'abafatanyabikorwa.
Iki gitabo kigamije ibi bikurikira:

- Kumenyesha abakiriya bacu n'abafatanyabikorwa serivisi ikigo gitanga, uburenganzira bwabo, ibyo bakera n'ibyo bagomba nk'abakiriya, n'ubushake mw'itangwa rya serivisi.
- Gutanga amakuru ku mikorere y'ikigo k'ubakiriya bacyo n'abafatanyabikorwa,
- Kuvugurura imikorere ku buryo buhoraho.

I. INTANGIRIRO

Ishyirwaho ry'ikigo ryemejwe n'Inama y'Abaminisitiri yo kuwa 18 Mutarama 2008 nk'urwego rugomba gutanga igisububizo ku bijyanye n'ubumenyingiro mu nzego zose z'Igihugu hagamijwe kuzamura ubukungu. Iki kigo gifasha guteza imbere ubumenyingiro ku bantu bagize isoko ry'umurimo binyuze mu mahugurwa. Itegeko rishyiraho iki Kigo, rikanagena intego, urwego n'imikorere rigishyira mu bigo bya Leta bifata ibyemezo no gushyiraho amabwiriza ngenderwaho, gushyiraho ibikorwa biteza imbere ubukungu n'imibereho myiza, gushyira mu bikorwa gahunda za Leta n'ibindi byose bifitiye rubanda akamaro n'ibyateza imbere Abanyarwanda.

II.ICYEREKEZO

Kuba ikigo cy'indashyikirwa mu karere ku bijyanye no guteza imbere ubumenyingiro

III. INTEGO

Guteza imbere, gufasha no kuyobora ibikorwa byo guteza imbere ubumenyingiro hagamijwe guha ubushobozi abanegihugu bagize isoko ry'umurimo kugira ngo habeho ipiganwa rikwiye n'umurimo unoze.

IV. INTEGO Z'INGENZI

- Gukurikirana igihe cyose itangwa ry'ubumenyingiro n'amasomo atangwa mu mashuri y'imyuga yo mu Rwanda.
- Gushyiraho imfashanyigisho n'ibipimo mu mashuri y'imyuga mu Rwanda.
- Kugenzura no gukurikirana urwego amasomo atangwamo.
- Gushyiraho amakuru ajyanye n'isoko ry'umurimo kugira ngo inyigisho zijyane n'ibyifuzo by'isoko ry'umurimo.
- Kwigisha no guhugura abazahugura abandi mu nzego zitandukanye.
- Guhugura abakozi batandukanye mu nzego zitandukanye umurimo.
- Gushyiraho uburyo bwo gukora ibizamini, imyuga no kwemeza amashuri y'imyuga.
- Gushishikariza no gufasha abashoramari gushora imari yabo mu mashuri y'imyuga mu Rwanda.
- Guteza imbere umurimo binyuze mu kwihangira imirimo ku bufatanye n'inzego zitandukanye.
- Gushiraho amashuri y'imyuga mu rwego ry'igihugu akwije ibisabwa kandi atanga ubumenyi bukenewe ku buryo butandukanye.
- Gushyiraho ubufatanye n'andi mashuri atanga nk'ubwo mu rwego rw'akarere ndetse no k'urwego mpuzamahanga.

V. INDANGAGACIRO

Indangagaciro z’ingenzi ikigo gishinzwe guteza imbere ubumenyingiro kibandaho ni izi zikurikira:

- Kuba indashyikirwa binyuze mu bunyangamugayo
- Kuba abanyamwuga kandi no gukomeza kunoza ubumenyi binyuze mu mahugurwa kugira ngo hatangwe serivisi inoze n’ubumenyi bufite ireme.
- Kwubaha no gukorera hamwe (mu matsinda).

6. SERIVISI ZITANGWA N'IKIGO GISHINZWE GUTEZIMBERE UBUMENYINGIRO

1. Ubwoko bwa serivisi: Gutanga amakuru no kwita kubatugana

Serivisi ni iyihe? **Nujuje ibisabwa?**	**Gutanga amakuru no kwita kubatugana :** Kwumvikana n'abatugana ku byifuzo byabo, kwakira ibitekerezo n'ibisubizo kuri serivisi zibahabwa niba ari nziza cyangwa mbi, no kureba uko ishusho y'ikigo yazamurwa
Ishami ryo kubarizamo	Ishami rishinzwe kwakira abakiriya (abatugana)
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya z'igitondo kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu ni uguhera saa moya z'igitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibisubizo biboneka bitewe n'imiterere y'icyushaka.
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ku bijyane n'imishahara y'abarimu, bisaba ibaruwa yakwemereye kujya mu kazi, impamyabumenyi/ impamyabushobozi.
Binyura mu yihe nzira ngo uyihabwe?	Ubanza ahakirirwa abashyitsi noneho ukabona kwoherezwa mw'ishami uribujye kubarizamo ikibazo ufite.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka	- Uturere mu bijyanye n'Amashuri y'imyuga - Minisiteri y'Uburezi iyo ar'ishuri ry'imyuga ryigenga ariko rishaka gufashwa na Leta.

ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyirwa mu nyandiko wandikira Umuyobozi Mukuru w'Ikigo cyangwa ukiyizira ku giti cyawe ariko wabanje kunyura mu biro bibishinzwe. Iyo ushaka kubonana n'Umuyobozi Mukuru hamagara kuri (+250) 255113365, cyangwa ukandika ubinyujije kuri info@wda.gov.rw , cyangwa kuri aderesi ziri kuri iki kitabo hejuru.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Amakuru aboneka ku rubuga rw'ikigo cyangwa ugahamara telefoni ziri kuri urwo rubuga. Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

2. Ubwoko bwa serivisi: Gutanga ibikoresho mu mashuri y'imyuga

Serivisi ni iyihe? **Nujuje ibisabwa?**	**Gutanga ibikoresho mu mashuri y'imyuga** (Guhuzibikorwa by'amashuri y'imyuga n'igenamigambi no kuvugurura no guteza imbere ubumenyingiro).
Ishami ryo kubarizamo	Ishami rishinzwe iterambere ry'amashuri y'imyuga
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'igikorwa cy'isesengura kuko ishami ribishinzwe iyo rimaze kureba ibasabwa rijya gusura rikareba ibikoresho bikenewe.
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba ibikoresho irakenerwa.
Binyura mu yihe nzira ngo uyihabwe?	Wandikira umuyobozi mukuru w'ikigo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Minisiteri y'Uburezi n'Abafatanyabikorwa nk'Ikigo mpuzamahanga cy'abanyakoreya gishinzwe ubutwererane (KOICA), ikigo cy'ababirigi gishinzwe ubutwererane no gutsura amajyambere (BTC)
Ese hari uburyo bwo kurenganurwa mu	Kureba ishami ribishinzwe binyuze ku bayobozi babishinzwe bakiga kuri icyo kibazo

gihe udahawe iyo serivisi?	
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Amakuru aboneka ku rubuga rw'ikigo cyangwa ugahamara telefoni ziri kuri urwo rubuga. Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zabugenewe ziboneka ku rubuga w'ikigo www.wda.gov.rw
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, imiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda

3. Ubwoko bwa serivisi: Gutanga amahugurwa yo kwakirana urugwiro abakiriya mu mahoteri

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga amahugurwa mu mahoteri n'amaresitora mu gihugu hose ku bakozi bayo kugera ngo barusheho kwakirana urugwiro ababagana. Amahugrwa atangwa yibanda kuri ibi bikurikira: - Ubumenyi mu gikoni, - Ubumenyi mu gutegura ibiryo, - Gusasa no gutegura ihoteri - Imirimo yo kuyobora no kuganiriza abakiriya,n'ibindi
Ishami ryo kubarizamo	Ishami rishinzwe kwigisha ibyo kwakira abantu n'ubukerarugendo
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa na gahunda y'amahugurwa ku byiciro bitandukanye
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kugira ngo umuntu ahugurwe agomba kugaragaza ibi bikurikira : - Urwandiko rw'umukoresha - n'ibindi byangombwa bifitanye isano no kwakira abashyitsi
Binyura mu yihe nzira ngo uyihabwe?	Wandikira Umuyobozi Mukuru wa WDA
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi	Ishyirahamwe ry'amahoteri n'amaresitora

cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyirwa mu nyandiko ukandikira umuyobozi ushinzwe kwakira abashyitsi, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, imiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda

4. Ubwoko bwa serivisi: Ibaruwa ishyigikira amashuri y'ubumenyingiro

Serivisi ni iyihe? **Nujuje ibisabwa?**	Ibaruwa ishyigikira amashuri y'ubumenyingiro kugira ngo bitere imbaraga no kuzana imibanire myiza igamije gushaka inkunga no guhanahana amakuru bigamije gushyiraho ibipimo ngenderwaho mu mashuri y'imyuga
Ishami ryo kubarizamo	Ishami rishinzwe abafatanyabikorwa
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'imiterere y'ubufatanye n'uburyo ingenderwaho
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibaruwa isaba - Inyigo y'imishinga ijyanye n'ubufatanye bwemeranijweho
Binyura mu yihe nzira ngo uyihabwe?	Inyigo y'umushinga uyitanga mw'ishami ribishinzwe ikoherezwa mu buyobozi bukuru kugira ngo iganirweho.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Urwego rw'abikorera, abafatanyabikorwa, sosiyete sivile, inzego za Leta (Minisiteri, Ubutegetsi bw'Igihugu, n'izindi) inzego z'amashuri y'imyuga mu bihugu by'Afrika y'Iburasirazuba, no hakurya y'amazi, na handi.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo	Gusaba kurenganurwa bishyirwa mu nyandiko ukandikira umuyobozi ushinzwe abafatanyabikorwa, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'uburezi. Ntago wemerewe kurenga

serivisi?	inzego.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

5. **Ubwoko bwa serivisi: Gutera Inkuga y'amafaranga amashuri y'imyuga**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutera inkunga y'amafaranga amashuri y'imyuga kugira ngo bitere imbaraga no kuzana imibanire myiza igamije gushaka inkunga no guhanahana amakuru bigamije gushyiraho ibipimo ngenderwaho mu mashuri y'imyuga
Ishami ryo kubarizamo	Ishami rishinzwe abafatanyabikorwa
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'imiterere y'ubufatanye n'uburyo ingenderwaho
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Inyigo y'imishinga ijyanye n'ubufatanye bwemeranijweho
Binyura mu yihe nzira ngo uyihabwe?	Inyigo y'umushinga uyitanga mw'ishami ribishinzwe ikoherezwa mu buyobozi bukuru kugira ngo iganirweho.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi	Urwego rw'abikorera, abafatanyabikorwa, sosiyete sivile, inzego za Leta (Minisiteri, Ubutegetsi bw'Igihugu, n'izindi) inzego z'amashuri y'imyuga mu bihugu by'afrika y'Iburasirazuba, no hakurya y'amazi, n'ahandi.

byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyirwa mu nyandiko ukandikira umuyobozi ushinzwe abafatanyabikorwa, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba minisitiri w'uburezi. Ntago wemerewe kurenga inzego.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda .

6. Ubwoko bwa serivisi: Gutanga icyemezo cy'agateganyo ku mashuri y'imyuga asaba kwemererwa gukora

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga icyemezo cy'agateganyo ku mashuri y'imyuga asaba kwemererwa gukora (amakuru ajyanye no gufungara amashuri y'imyuga, inama ku mikorere. Gukurikirana imyigishirize y'ayo mashuri)
Ishami ryo kubarizamo	Ishami ritanga uruhushya rwo gukora no kugenzura ubuziranenge.
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukwezi
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba iherekejwe n'ibi bikurikira: - Umubare w'amshuri, ikicaro cy'ibiro bikuru, urwego, n'amasomo azigishwa; - Intego n'inshingano z'ikigo; - Inyandiko irambuye igaragaza umutungo n'isoko y'umutungo w'ikigo; - Inyandiko igaragaza imiterere n'ubuyobozi bw'ikigo; - Inyandiko irambuye igaragaza uburyo abanyeshuri bahabwa imyanya mu kigo na gahunda y'imyigishirize; - Inyandiko irambuye igaragaza inyubako n'ibikoresho bijyanye n'amasomo azatangwa; - Inyandiko igaragaza abakozi uteganya gukoresha, urwego iyo myanya iriho; - Inyandiko irambuye igaragaza inyubako zihari cyangwa uteganya kwubaka;
Binyura mu yihe nzira ngo uyihabwe?	Wandikira umuyobozi mukuru w'ikigo gishinzwe guteza imbere ubumenyingiro

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Minisiteri y'Uburezi
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe gutanga uruhusa rwogukora, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba minisitiri w'uburezi. Ntago wemerewe kurenga inzego.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Kwuzuza inyandiko zabugenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	• Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo • Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

7. **Ubwoko bwa serivisi: Gutanga uruhushya rwo gukora ku mashuri y'imyuga/rwa burundu**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Icyemezo cya burundu cyo gukora: (amakuru ajyanye no gufungara amashuri y'imyuga, inama ku mikorere. Gukurikirana imyigishirize y'ayo mashuri)
Ishami ryo kubarizamo	Ishami ritanga uruhushya rwo gukora no kugenzura ubuziranenge.
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukwezi
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba iherekejwe n'ibi bikurikira: - Umubare w'amshuri, ikicaro cy'ibiro bikuru, urwego, n'amasomo azigishwa; - Intego n'inshingano z'ikigo; - Inyandiko irambuye igaragaza umutungo n'isoko y'umutungo w'ikigo; - Inyandiko igaragaza imiterere n'ubuyobozi bw'ikigo; - Inyandiko irambuye igaragaza uburyo abanyeshuri bahabwa imyanya mu kigo na gahunda y'imyigishirize; - Inyandiko irambuye igaragaza inyubako n'ibikoresho bijyanye n'amasomo azatangwa; - Inyandiko igaragaza abakozi uteganya gukoresha, urwego iyo myanya iriho; - Inyandiko irambuye igaragaza inyubako zihari cyangwa uteganya kwubaka;
Binyura mu yihe nzira ngo uyihabwe?	Wandikira umuyobozi mukuru w'ikigo gishinzwe guteza imbere ubumenyingiro

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Minisiteri y'Uburezi
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe gutanga uruhusa rwogukora, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi. Ntago wemerewe kurenga inzego.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Kwuzuza inyandiko zabugenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

8. **Ubwoko bwa serivisi: Gusaba kwemera gahunda y'imyigishirize ku mashuri y'imyuga**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gusaba kwemera gahunda y'imyigishirize ku mashuri y'imyuga
Ishami ryo kubarizamo	Ishami ritanga uruhushya rwo gukora no kugenzura ubuziranenge.
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukwezi
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba iherekejwe n'ibi bikurikira: - Umubare w'amshuri, ikicaro cy'ibiro bikuru, urwego, n'amasomo azigishwa; - Intego n'inshingano z'ikigo; - Inyandiko irambuye igaragaza umutungo n'isoko y'umutungo w'ikigo; - Inyandiko igaragaza imiterere n'ubuyobozi bw'ikigo; - Inyandiko irambuye igaragaza uburyo abanyeshuri bahabwa imyanya mu kigo na gahunda y'imyigishirize; - Inyandiko irambuye igaragaza inyubako n'ibikoresho bijyanye n'amasomo azatangwa; - Inyandiko igaragaza abakozi uteganya gukoresha, urwego iyo myanya iriho; - Inyandiko irambuye igaragaza inyubako zihari cyangwa uteganya kwubaka;
Binyura mu yihe nzira ngo uyihabwe?	Wandikira umuyobozi mukuru w'ikigo gishinzwe gutezimbere ubumenyingiro

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Minisiteri y'Uburezi
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe gutanga uruhusa rwogukora, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba minisitiri w'uburezi. Ntago wemerewe kurenga inzego.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Kwuzuza inyandiko zabugenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

9. **Ubwoko bwa serivisi: Guhugura abazahugura abandi**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Guhugura abazahugura abandi cyangwa kwongera ubumenyi bw'abazahugura
Ishami ryo kubarizamo	Ishami rishinzwe gutanga amahugurwa kubazahugura
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa Iyo wabisabye ushobora guha umwanya ukwiye kugira ngo bashore gukurikirana neza icyo wasabye
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Hagati y'icyumweru kimwe na bibiri: Bitewe n'imiterere icyo wasabye
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibaruwa isaba, - Ibyangomba bigaragaza ibyo wize, n'ibindi byangombwa bifitanye isano
Binyura mu yihe nzira ngo uyihabwe?	Ibaruwa isaba itangwa k'umuyobozi mukuru w'ikigo ikagenzurwa
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi	Serivisi zo kwa Noteri

byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe gutanga amahugurwa kubazahugura, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba minisitiri w'uburezi.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

10. Ubwoko bwa serivisi: Gutanga amakuru ku mikorere y'amashuri y'imyuga n'Ihuriro ry'amashuri y'imyuga mu karere

Serivisi ni iyihe? **Nujuje ibisabwa?**	Kubona amakuru ku mikorere y'amashuri y'imyuga mu kigo gishinzwe gutezimbere ubumenyingiro, n'Ihuriro ry'amashuri y'imyuga mu karere,(gushyira politike n'ingamba mu bikorwa kubijyanye n'amashuri y'imyuga,igenamigambi no guhitamo ibyibanze kugira ngo bishyirwe mubikorwa
Ishami ryo kubarizamo	Ishami ry'icungamutungo n'igenamigambi, ibarurishamibare n'amashuri y'ubumenyingiro mu kugenzura ikoranabuhanga.
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa Igihe cyose ariko cyane cyane mu bihembwe (Nzeli, Ukuboza, Werurwe, na Kamena)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Hagati y'Iminsi 2 n'ibyumweru bibiri : Biterwa n'amakuru akenewe ku cyo wasabye
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi utanga, keretse iyo ushaka gufotoza, ni byo bisaba amafaranga.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kwisobanura n'ibyangombwa by'ikigo.
Binyura mu yihe nzira ngo uyihabwe?	Ibaruwa isaba yandikirwa umuyobozi mukuru w'ikigo bikamenyeshwa umuyobozi ushinzwe umutungo n'igenemigambi.
Ese hari izindi nzego bisaba kunyuramo? Ni	Uretse ikigo cy'imisoro n'amahoro cyangwa banki iramutse ibisabye; cyangwa gushyigikirwa rimwe na rimwe n'Ihuriro ry'amashuri y'imyuga mu karere n'abafatanyabikorwa.

izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe icungamutungo no kwiga imishinga, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

11. **Ubwoko bwa serivisi: Gutanga amahugurwa mu buhinzi**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga amahugurwa mu gutegura infashanyigisho mu kwigisha ubuhinzi
Ishami ryo kubarizamo	Ishami ry'ubuhinzi (guhugura abazahugura)
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'igihe ubuyobozi bukoresheje kwiga ikibazo
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	
Binyura mu yihe nzira ngo uyihabwe?	Inzira z'ubuyobozi zisanzwe
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Amashuri y'imyuga
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe ubuhinzi, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu

serivisi?	masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

12. Ubwoko bwa serivisi: Gutanga Amahugurwa ku bumenyi mw'ikoranabuhanga n'itumanaho mu mashuri y'imyuga

Serivisi ni iyihe? **Nujuje ibisabwa?**	Amahugurwa ku bumenyi mw'ikoranabuhanga n'itumanaho mu mashuri
Ishami ryo kubarizamo	Ishami ry'ikoranabuhanga n'itumanaho
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa Bigaterwa n'igihe abagomba guhugurwa babonekeye
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'igihe amafaranga/inkunga y'amahugurwa ibonekeye
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Bitegurwa n'ikigo gishinzwe gutezimbere ubumenyingiro
Binyura mu yihe nzira ngo uyihabwe?	Ikigo gishinzwe gutezimbere ubumenyingiro nicyo gihitamo azahugurwa
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Amashuri ashinzwe guhugura afite ubufasha by'Ihuriro ry'amashuri y'imyuga mu karere
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe ikoranabuhanga n'itumanaho, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

13. **Ubwoko bwa serivisi: Gutanga imfashanyigisho ku mashuri y'imyuga**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga infashanyigisho ku mashuri y'imyuga: (gusobanura ikoresha no kugenzura ishyirwa mu bikorwa)
Ishami ryo kubarizamo	Ishami ry'imfashanyigisho
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'imiterere y'amasomo n'ibikenerwa
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi ku mfashanyigisho
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibyangombwa byemewe n'amategeko kw'ishingwa ry'ishuri ry'imyuga
Binyura mu yihe nzira ngo uyihabwe?	Umuyobozi w'ishuri yegera ikigo gishinzwe guteza imbere ubumenyingiro binyuze munzira zemewe n'ubuyobozi
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi	Ihuriro ry'amashuri y'imyuga mu karere

cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe gutegura infashanyigisho, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

14. Ubwoko bwa serivisi: Gutanga Ibizamini no kwemera impamyabumenyi

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga Ibizamini no kwemera impamyabumenyi ku mashuri y'imyuga
Ishami ryo kubarizamo	Ishami rishinzwe Ibizamini no kwemera impamyabumenyi
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntabyo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibyangombwa byemewe n'amategeko kw'ishingwa ry'ishuri ry'imyuga
Binyura mu yihe nzira ngo uyihabwe?	Ibaruwa isaba yandikiwe Umuyobozi Mukuru wa WDA
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?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe ibizamini n'impamyabumenyi, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

15. **Ubwoko bwa serivisi: Kwandika amashuri y'imyuga**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Kwandika amashuri y'imyuga
Ishami ryo kubarizamo	Ishami rishinzwe Ibizamini no kwemera impamyabumenyi
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntabyo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibyangombwa byemewe n'amategeko kwishingwa ry'ishuri ry'imyuga cyangwa kugaragaza umushakashatsi
Binyura mu yihe nzira ngo uyihabwe?	Ibaruwa isaba yandikirwa umuyobozi w'ikigo gishinzwe gutezimbere ubumenyingiro
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?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe ibizamini n'impamyabumenyi, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zo kwuzuza zabugenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

16. **Ubwoko bwa serivisi: Gutanga Amahugurwa yo kwihangira imirimo ku bantu bayakeneye**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga Amahugurwa yo kwihangira imirimo ku bantu bayakeneye
Ishami ryo kubarizamo	Ishami rishinzwe ubucuruzi mu nganda, ubushakashatsi, ubufatanye, umusaruro, no kwihangira imirimo
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya (7h00) za mu gitondo kugeza saa kumi n'imwe (17h00) z'igicamunsi Kuwa gatanu ni uguhera saa moya (7h00) za mugitondo kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi serivisi itangwa ku buntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibyangombwa byemewe n'amategeko kw'ishingwa ry'ishuri ry'imyuga cyangwa kugaragaza umushakashatsi
Binyura mu yihe nzira ngo uyihabwe?	Ibaruwa isaba yandikirwa umuyobozi w'ikigo gishinzwe gutezimbere ubumenyingiro
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?	Gusaba kurenganurwa bishyikirizwa umuyobozi ushinzwe ubucuruzi mu nganda, ubushakashatsi, ubufatanye, umusaruro, no kwihangira imirimo, iyo bidakunze ukareba umuyobozi mukuru w'ikigo, ikibazo kitakemuka ukareba Minisitiri w'Uburezi

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw'ikigo kuri www.wda.gov.rw ukeneye amakuru. Ukeneye ibyisumbuyeho wahagara kuri telefoni: (+250) 255113365, mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zo kwuzuza zabugenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko nomero 03/2009 ryo 27/03/2009 rishyiraho ikigo, ibiterere n'imikorere yacyo n'intego zacyo - Amashuri y'imyuga n'ubumenyingiro na politike yayo mu Rwanda.

Uburenganzira bw'abagana serivisi za WDA:

Abakiriya bacu bafite uburenganzira bukurikira:

- Guhabwa serivisi k'ubuntu
- Kubona amakuru nk'uko biteganywa n'amategeko
- Kwubahwa
- Ibanga
- Kugaragaza akarengane
- Gusaba kurenganurwa binyuze mu nzira zemewe

Ibyo abakiriya bagomba

Abakiriya bacu bagomba ibi bikurikira:

- Kwubahiriza igihe na gahunda
- Gusubiza ibibazo neza kandi ku gihe
- Kugira uruhare mu gushaka ibisubizo no gutanga ibyifuzo
- Kugendera ku mategeko kugira ngo ube wujuje ibisabwa
- Kudatanga impano, cyangwa iyindi nyoroshyo yose ku bakozi b'ikigo kugira ngo batagushwa mu bishuko
- Ba rwiyemezamirimo gutangira ibikoresho cyangwa serivisi ku gihe
- Gufata abakozi bacu neza kandi n'urugwiro

Ibitekerezo n'uburyo bwo kurenganurwa

Twakira ibitekerezo bigamije kwubaka kuri serivisi dutanga. Tukanakira ibyifuzo ku buryo bwafasha kurushaho gutanga serivisi neza. Ibitekerezo byanyu n'ibyifuzo bihabwa agaciro gakwiye. Mu gihe ufite ikibazo, icyifuzo, igitekerezo cyangwa akarengane, ushobora ku kitugezaho ubinyujije mu nzira zikurikira:

- Kuvugana n'umuntu wakwakiriye
- Kuvugana n'umuyobozi ushinzwe kubigenzura
- Kwandika ugashyira mu gasanduka
- Kwandika ukohereza kuri Info@wda.gov.rw cyangwa ugatelefona kuri (+250) 255113365
- Koresha email: Info@wda.gov.rw cyangwa urubuga kuri: www.wda.gov.rw

Ibiro byacu baba bifunguye guhera kuwa mbere kugeza kuwa gatanu amasaha y'akazi ukuyemo iminsi mikuru ku rwego rw' Igihugu.

Uburyo bwo gusaba kurenganurwa/kujurira

Iyo utanogewe n'igisubizo uhawe n'umukozi wakurikiranye ikibazo cyawe ushobora kukijyana aha hakurikira:

- Umuyobozi w'Ishami,
- Umuyobozi wisumbuyeho
- Abayobozi bakuru bungirije (2) bireba
- Umuyobozi mukuru w'ikigo

Ikibazo cyawe kigomba kuba cyemewe bitarenze iminsi 2 hakubiyemo n'amakuru y'icyemezo cyari cyafashwe mbere. Ibibazo byoherejwe k'umuyobozi w'ishami bigomba gukurikiranwa igisubizo kigatangwa bitarenze iminsi 5 y'akazi.

Iyo utanogewe n'icyemezo cyafashwe n'umuyobozi mukuru wungirije, ufite uburenganzira bwo kujya k'umuyobozi mukuru w'ikigo kandi nawe agatanga igisubizo mu minsi 10 y'akazi.

Hakorwa iperereza ku nkomoko y'icyateje ikibazo kugira ngo icyo kibazo kitazasubira.

Gutanga raporo y'imikorere ugereranije n'iki gitabo gikubiyemo serivisi zihabwa abatugana

Dukora ibishoboka kugira ngo ibi bikurikira bigerweho:

- Gukurikirana no kugenzura ishyirwa mu bikorwa uko serivisi zitangwa;
- Gushyira ahagaragara raporo y'imikorere ugereranyije n'ibikubiye mu gitabo muri politike y'ikigo no gutanga raporo y'umwaka ku mikorere;
- Gutanga Raporo y'imikorere ku bakiriya n'abafatanyabikorwa mu nama iba buri mwaka;
- Gushyira ahagaragara incamake y'ibibazo byakiriwe n'ibisubizo byatanzwe n'ikigo muri raporo y'umwaka.

Twebwe , abakozi b'ikigo gishinzwe guteza imbere ubumenyingiro twiyemeje gukurikiza amahame agaragajwe hejuru, ubushake no gutanga serivisi ku rwego rwiza. Twiyemeje gushyira mu bikorwa ibikubiye muri iki gitabo.

Byemejwe na: **Jerome GASANA**

Umuyobozi Mukuru w'Ikigo

Itariki: ……