

REPUBLIKA Y'U RWANDA



KAMINUZA Y'UMUTARA

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IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE NA KAMINUZA Y'UMUTARA

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IRIBURIRO

Nejejwe no kubagezaho iki Gitabo gikubiyemo Serivisi zihabwa Abaturage na Kaminuza y'Umutara (UP).

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 ibyobakora.

Iki gitabo kigaragaza uruhare rwa Kaminuza y'Umutara 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 Kaminuza y'Umutara ifite mw'itangwa rya serivisi nziza kandi zihuse.

Dr GASHUMBA James

Umuyobozi wa Kaminuza y'Umutara

Iki Gitabo kigaragaza serivisi UP 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 UP 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 UP:
 - Kugaragaza neza serivisi zitangwa na UP,
 - 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 iyo serivisi, uburyo izo serivisi ziboneka, ukuri kuba kuri mu itangwa ry’izo serivisi, icyizere cyo gukomeza kubona izo serivisi, niba umuturage ashobora kuyigeraho, uburyo yumvikanishwa, mu kuri, uburemere bifite n’ubwitonzi mu gutanga serivisi; Hashingiwe kuri ibi, Abaturage bashobora kwizera gutera imbere
 - Amakuru nyayo ku nyandiko zisabwa n’uburyo bwo kubona serivisi muri UP. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na UP.
- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n’aho babarizwa ndetse n’uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe iyo serivisi cyangwa se uburyo wayihawemo butakunogeye.
- Uko umuturage ashobora gutanga inama n’ibitekerezo ku buryo buhoraho hagamijwe guteza imbere no kunoza imitangire ya serivisi muri UP.

- Amakuru n'uburyo bwatuma serivisi za UP zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera.

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

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

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

- 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 UP 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 kumenyesha abasaba serivisi aho UP igeze mu iterambere.
- Kwemeza uburyo buzakoreshe 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, UP yiyemeje gukoresha itangazamakuru n'ikorabuhanga 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'iyoy miyoboro y'ikorabuhanga.

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

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavuga 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.

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na UP 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, UP irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera :

- Serivisi ishinze kwakira abagana Inzego no guhuza amakuru.

- Umunsi w'Imurikabikorwa /Umunsi wo kugaragaza ibyagezweho
- Gutegura no kunyuzwa 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'Ibikoresho kikanashyirwa ku rubuga rwa interineti;
- Kubinyuzwa mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganiro mbwirwa ruhamwe kuri radiyo na televiziyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
 - Gushakisha imiyoboro
 - imbuga za interineti rusange
 - imbuga za interineti ahuriweho n'Inzego zitandukanye
 - urubuga rwa interineti rwihariye
- Ubutumwa bugufi bwanditse buyobora abantu aho bajya bagahabwa serivisi;
- Gukwirakwiza kopi z'inyandiko mu bahagarariye inzego za Leta n'abafatanyabikorwa;
- Amakuru mu binyamakuru;
- Inama n'ibindi bikorwa bigamijwe guteza imbere itangwa rya serivisi.
- Amahugurwa agamije gutanga imirongo migari ku bakazi 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, Inzego za Leta, Abashakashatsi, Abanyeshuri, 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 UP 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 UP 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 UP;
- Guhanahana amakuru ku buryo serivisi zitangwa muri UP binyujijwe mu miyoboro inyuranye ry’itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n’ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

Aho wabariza:

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

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

1. INTANGIRIRO

Kaminuza y'Umutara yatangijwe nk'Ishuri rikuru muri 2006, itangirizwa ahakoreraga ishuri ryisumbuye ry'Ubuhinzi n'Ubworozi, ritangira rifite ibikoresho bike by'ipimiro, aho kwitwaga umwuga, ibikoresho, aho kwigishiriza n'ibindi. Mu mwaka wa 2009 nibwo byashyizwe mu Igazeti ya Leta iri shuri rigirwa rimwe mu mashuri makuru ya Leta ubu rikaba rifashwa na Leta.

2. ICYEREKEZO

Kugira uruhare mu iterambere rirambye binyuze mu gutanga abakozi b'impuguke hifashishijwe ubumenyi n'ibikoresho bihari.

3. INTEGO

Kwigisha no gusobanurira abanyeshuri ndetse n'abatariye iyi kaminuza muri rusange binyuze mu bushakashatsi, hakoreshwa ubwenge n'Ubumenyigiro bigamije guteza imbere Igihugu cyacu.

4. Inshingano z'Ingenzi

Inshingano z'Ingenzi za Kaminuza y'Umutara ni izi zikurikira:

- Kubaka iyi kaminuza ikemerwa ku rwego rw'Igihugu, ku rwo mu karere ndetse no kurwego mpuzamahanga, dufata iya mbere mu bushakashatsi no kwigisha inyigisho za siyansi n'ikorabuhanga;
- Gutangiza amashami yigisha iby'ubwubatsi n'ibya siyansi.
- Gutanga gahunda z'uburezi/inyigisho ziha abanyeshuri ubumenyi ngiro butuma batekereza bya gihanga;
- Gukora igenemigambi no kugura ibikoresho bikorwa mu kwigisha.
- Guhabwa uruhushya rwo gutangiza amashami menshi na Minisiteri y'Uburezi.
- Gutegura gahunda irambye yo guhugura abakozi.
- Guteza imbere umubano n'imikoranye myiza n'izindi kaminuza cyangwa abandi bafatanyabikorwa.
- Gutanga amakuru ku buryo bwagutse ku bijyanye n'Ibibazo bitwaga na sida n'ibikenewe mu burezi byakemura ibyo bibazo.
- Kongera umubare w'abanyeshuri kugira ngo bisubize ibibazo by'igihugu aribyo bizazamurira indangagaciro z'abanyarwanda bihindurira imyumvire yabo binatanga umutekano uhoraho.
- Guteza imbere ihame ry'uburinganire mu banyeshuri n'Abakozi
- Gukomeza guteza imbere gahunda yo kwegereza abaturage ibikorwa bibabayarira inyungu;

- Gukurikirana no kugenzura ishyingira mu bikorwa rya gahunda y'Igenamigambi hibandwa ko yashyirwa mu bikorwa neza.

5. Indangagaciro z'ingenzi

Indangagaciro z'ingenzi zitezwa imbere na Kaminuza y'Umutara ni izi zikurikira:

- Guhora itera imbere. Kaminuza y'Umutara iharanira guhora itera imbere kugira ngo ikore neza.
- **Abantu mbere.**
Duharanira ko abaturage bose baturaye Kaminuza y'Umutara bagira ubushobozi bwo kubateza imbere.
- **Agaciro ka'Amafaranga**
Binyuze mu gukoresha umutungo neza, tugamije gushyira agaciro mu bintu byose bikorwa n'Abaturage baturaye iyi kaminuza kugira ngo uruhare rwabo rukomeze kugaragara.
- **Imikorere myiza inyuze mubunyangamugayo**
Gukora cyane mu bushishozi byitabwaho mu bikorwa byose bya Kaminuza y'Umutara buri gihe.
Ishimwe ritangwa hashingiwe ku kuri.
- **Gukorera mu mucyo** bihabwa intebe mu bikorwa byose by'iyi kaminuza
- **Ubunyamwuga.** Tugamije gutanga serivisi nziza bituruka mu kunoza umwuga dukora.
- **Kubaha no gukorera hamwe** n'Umucyo uturanga muri Kaminuza y'Umutara.

Serivisi zitangwa na Kaminuza y'Umutara

1. Ubwoko bwa serivisi: Guhabwa umwanya kw' ishuri no kwiwandikisha

<p>Serivisi ni iyihe?</p> <p>Nujuje ibisabwa?</p>	<p>Uwifuzwa kwakirwa no kwiwandikisha mu banyeshuri: Ku banyeshuri bashya, Ugomba kuba ufite ibi bikurikira biva mu inama y'Igihugu y'ibizamini ikwemerera gukomeza amashuri makuru. Ku banyeshuri bakomeza basabwa kwiga buri gihe kugira ngo bimukire mu wundi mwaka cyangwa basibire.</p>
<p>Ni hehe serivisi itangirwa</p>	<p>Serivisi ishinzwe amasomo cyane cyane serivisi yo kwakira abanyeshuri no kubandika</p>
<p>Serivisi itangwa ryari?</p>	<p>Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)</p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Amezi atatu :</p> <p>Kwandika bitangira: mu kwezi kwa gatandatu kwa buri mwaka Bikarangira: mu kwezi kwa munani kwa buri mwaka</p> <p>Ku banyeshuri bashya, bagomba gutegereza gutoranya kidashobora kurenza icyumweru. Ukundi kwiwandikisha gukorwa mu kwezi kwa munani bikarangira mu kwa cumi.</p>
<p>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</p>	<p>44,000:RWF ku banyeshuri ba Leta 44,000RWF : Kub anyeshuli biyishyurira:</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</p>	<p>Ku banyeshuri bashya baba aba Leta cyangwa abirihirira bagomba kuzana ibi bikurikira:</p> <ul style="list-style-type: none"> - Kuzuza impapuro zisaba - Gutanga kopi y'Irangamuntu - Amafoto atatu magufi - Indanga manoto zimyaka ibiri uwagatanu nuwa gatandatu - icyemezo cyuko wishyuye muri banki - Kopi imwe iriho umukono wa noteri itangwa n'Inama y'Igihugu y'Ibizaminil <p>Ku banyeshuri bakomeza bagomba kuzuza impapuro zabigenewe bagshyiraho ikigaragaza ko yishyuye, hiyongeyeho ubwishingizi m'ubuvuzi.</p>
<p>Binyura muyihe nzira ngo uyihabwe?</p>	<ul style="list-style-type: none"> - Ujya kuro kwakira no kwandika abanyeshuri - Gutanga ibaruwa isaba iherekejwe n'ibyangombwa byose bisabwa kusaba bwa mbere - Iyo usaba yujuje ibyangombwa bisabwa, utegereza ko watoranywa bitwara iminsi itarenze irindwi y'icyumweru.

	<ul style="list-style-type: none"> - Utanga impapuro zujujwe ziriho icyemezo cy'uko wishyuye kuri banki ku banyeshuri biga buri gihe ugahita wandikwa.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Kuri banki ya Kigali kuri konti ikurikira , A/C: 0287-583-21
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ugize ikibazo kuri serivisi ahawe, abitanga mu nyandiko bikoherezwa ku biro by'Umuyobozi ushinzwe amasomo cyangwa akaza ubwe; bitakemuka ukabonana n'Umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti kuri: www.umutarapolytech.ac.rw ubone amakuru. Ukeneye ayandi makuru wahamagara kuri telefoni ikurikira: 0788777744 mu masaha y'Akazi.
Impapuro zuzuzwa	Impapuro zuzuzwa z'abanyeshuri ziboneka aho bandikira abanyeshuri cyangwa ku rubuga (website) www.umutarapolytech.ac.rw
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	<ul style="list-style-type: none"> - Amabwiriza rusange agenga amasomo - Itegeko N° 21 BIS/2009 ryo kuwa 29/7/2009 rishyiraho "Umutara Polytechnic" rigena Inzego , Imikorere n'Inshingano byayo

2. Ubwoko bwa serivisi: Gutanga icyemezo cyuko warangije, (TO WHOM IT MAY CONCERN), n'Indangamanota cyangwa ibindi byangombwa bitangwa na serivisi zishinzwe amasom

Serivisi ni iyihe? Nujuje ibisabwa?	Gutanga icyemezo cyuko warangije, (TO WHOM IT MAY CONCERN), n'Indangamanota cyangwa ibindi byangombwa bitangwa na serivisi zishinzwe amasom Umunyeshuri wanditse yandika asaba ibyo byangombwa byavuzwe haruguru aribyo bigaragaza ko yari umunyeshuri wa kaminuza y'Umutara.
Ni hehe serivisi itangirwa	Serivisi ishinzwe amasomo
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am to 5:00 pm)
Uhereye wasabiye igihe serivisi,	Mu minsi ibiri y'imibyizi

bifata igihe kingana iki kugira ngo uyihabwe?	
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Nta kiguzi kuri iyi serivisi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Kopi y'Ikarita y'Umunyeshuri aherutse - Ifoto ngufi imwe - icyemezo kigaragaza ko nta bitabo utaraturira cyangwa nta mwenda w'Amafaranga urimo ya serivisi y'Umutungo
Binyura muyihe nzira ngo uyihabwe?	Usaba mu magambo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Kuri banki ya kigali kwishyura imyenda ubereyemo UP kuri konti ikurikira BK A/C: 0287-583-21
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ugize ikibazo kuri serivisi ahawe, abitanga mu nyandiko bikoherezwa ku biro by'Umuyobozi ushinzwe amasomo cyangwa akaza ubwe; bitakemuka ukabonana n'Umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti kuri: www.umutarapolytech.ac.rw ubone amakuru. Ukeneye ayandi makuru wahamagara kuri telefoni ikurikira: 0788777744 mu masaha y'Akazi.
Impapuro zuzuzwa	Impapuro zuzuzwa zabanyeshuri barangiza cyangwa kuri ofisi aho bakirira abantu.
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Amabwiriza rusange agenga amasomo - Itegeko N° 21 BIS/2009 ryo kuwa 29/7/2009 rishyiraho "Umutara Polytechnic" rigena Inzego , Imikorere n'Inshingano byayo

3. Ubwoko bwa serivisi: Ibibazo by'uko batakoze ibizami cyangwa bafite ibibazo mu ku banyeshuri

Serivisi ni iyihe?	Ibibazo by'uko batakoze ibizami cyangwa bafite ibibazo mu ku banyeshuri
Nujuje ibisabwa?	Ku banyeshuri biga buri gihe bisaba kuba uri umunyeshuri wiga buri gihe. Iyo wakoze ibizami kandi waranize icyo gihe birakemurwa byihuse
Ni hehe serivisi itangirwa	Serivisi ishinzwe amasomo cyane cyane serivisi igaragaaza ibibazo mu biro bishinzwe ibizamini hagaragazwa ko hari ibizamini bibura ibiro bishinzwe imibare y'Abanyeshuri

	binyuze muri serivisi ishinzwe amasomo cyangwa ishami ribishinzwe.
Serivisi itangwa ryari?	Kuwa mbere saa moya za ku manywa kugeza kuwa gatanu saa kumi nimwe: (7:00 am to 5:00 pm) haba ku banyeshuri ba kumanywa cyangwa aba ninjoro.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi ibiri y'imibyizi
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Ntabwo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ugaragaza ibibazo afite agomba kuba afite ibi bikurikira: <ul style="list-style-type: none"> - Urwandiko rusaba - Kopi y'Ikarita y'Ishuri - Ibyangombwa bitangwa n'ufite ibibazo
Binyura muyihe nzira ngo uyihabwe?	Ujya muri serivisi ishinzwe amasomo (Umuyobozi w'Ishami ubishinzwe) mu gihe ufite ibibazo byo kutitabira amasomo cyangwa umuyobozi w'Ishami mu gihe wabuze ibizami byawe.
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?	Ugize ikibazo kuri serivisi ahawe, abitanga mu nyandiko bikoherezwa ku biro by'Umuyobozi ushinzwe amasomo cyangwa akaza ubwe; bitakemuka ukabonana n'Umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti kuri: www.umutarapolytech.ac.rw ukeneye ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0788777744 mu masaha y'Akazi.
Impapuro zuzuzwa	Impapuro zuzuzwa zabanyeshuri barangiza cyangwa kuri ofisi aho bakirira abantu.
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	<ul style="list-style-type: none"> - Amabwiriza rusange agenga amasomo - Itegeko N° 21 BIS/2009 ryo kuwa 29/7/2009 rishyiraho "Umutara Polytechnic" rigena Inzego , Imikorere n'Inshingano byayo

4. Ubwoko bwa serivisi: Gusaba gukosorwa bwa kabiri nogukora ikizami utakoze

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p>Gusaba gukosorwa bwa kabiri nogukora ikizami utakoze : Ku banyeshuri bakomeza bisaba ko biga buri gihe. Kuba barakoze ibizami cyangwa barize mu ishuli bituma ahabwa uburenganzira bwo gusubirwamo ibizami atakoze cyangwa akosorwa bwa kabiri.</p>
<p>Ni hehe serivisi itangirwa</p>	<p>Serivisi ishinzwe amasomo cyane ahabonetse ibibazo mu bizamini ibyo bibazo byoherezwa muri serivisi y'Ibizami bikandikwa n'Ishami ryamasomo rikabimenya.</p>
<p>Serivisi itangwa ryari?</p>	<p>Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba ku banyeshuri biga ku manywa nabiga kumugoroba: (7:00 am to 5:00 pm)</p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Mu minsi itatu y'akazi</p>
<p>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</p>	<p>Nta kiguzi cyo gusaba ikizami.</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</p>	<p>Kugira ngo ubone serivisi yavuzwe haruguru ugomba gutanga ibi bikurikira:</p> <ul style="list-style-type: none"> - Urwandiko rusaba - Kopi y'Ikarita y'Ishuli - Ibindi byangombwa bisobanura impamvu wasibye ikizami birimo urwandiko rwa muganga wemewe na Leta - icyemezo cy'uko wishyuriye gukosoza ikizamini kuwukosoza - icyemezo cy'uko wari urwaye
<p>Binyura muyihe nzira ngo uyihabwe?</p>	<ul style="list-style-type: none"> - Ujya mu bunyamabanga rusange bwa serivisi ishinzwe amasomo mu gihe usaba gukora ikizami utakoze wandika ubusaba ugategereza mu gihe k'iminsi ibiri. - Iyo ushaka ko basubiramo kugukosora ugana serivisi ibishinzwe ukandika ubisaba. Uzategereza igisubizo mu gihe cy'ibyumweru bibiri bitewe no kuboneka kw'abakosora.
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya</p>	<p>Ntazo</p>

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ugize ikibazo kuri serivisi ahawe, abitanga mu nyandiko bikoherezwa ku biro by'Umuyobozi ushinzwe amasomo cyangwa akaza ubwe; bitakemuka ukabonana n'Umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ukeneye ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0788777744 mu masaha ukeneye ayandi makuru wahamagara kuri iyi telefoni.
Impapuro zuzuzwa	Ntazo
Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza rusange agenga ibizamini

5. Ubwoko bwa serivisi: Kwakira abanyeshuri/Gutanga ibizamini no gusimbuza abanyeshuri bataje

Serivisi ni iyihe?	Kwakira abanyeshuri/Gutanga ibizamini no gusimbuza abanyeshuri bataje :
Nujuje ibisabwa?	Ku banyeshuri bakomeza, bagomba kwiwandikisha muri uwo mwaka.
Ni hehe serivisi itangirwa	Ugana serivisi ishinzwe amasomo cyane cyane gutanga imyanya ku banyeshuri no kwiwandikisha
Serivisi itangwa ryari?	Kuwa mbere guhera saa moya za mugitondo kugeza kuwa gatanu saa kumi nimwe za nimugoroba: (7:00 am to 5:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ako kanya ukimara kubisaba
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Nta kiguzi kuri iyi serivisi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	Ugana serivisi ishinzwe amasomo cyane cyane gutanga imyanya ku banyeshuri no kwiwandikisha.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya	Ntazo

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ugize ikibazo kuri serivisi ahawe, abitanga mu nyandiko bikoherezwa ku biro by'Umuyobozi ushinzwe amasomo cyangwa akaza ubwe; bitakemuka ukabonana n'Umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ukeneye ayandi makuru wahamagara kuri iyi telefoni ikurikira: 0788777744 mu masaha ukeneye ayandi makuru wahamagara kuri iyi telefoni.
Impapuro zuzuzwa	Ntazo
Ibyangombwabisabwa n'amategeko	Ntabyo

6. Ubwoko bwa serivisi: Kubona/Gufata Impamyabushobozi indangamanota nyuma yo kurangiza kwiga

Serivisi ni iyihe?	Kubona /gufata Impamyabushobozi n'Indangamanota nyuma yo kurangiza kwiga
Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	Ubuyobozi bwa serivisi ishinzwe amasomo
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa gatanu uherye saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba (7:00 am to 05:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu y'imibyizi
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Nta kiguzi kuri iyi serivisi. Usibye amafaranga ibihumbi bitanu yishyurwa mbere yo kurangiza kwiga (5000 rwf).
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kugirango ubone Impamyabushobozi yawe ugomba gutanga ibi bikurikira: <ul style="list-style-type: none"> • Kuba nta mwenda urimo wa kaminuza • Kopi y'indangamuntu cyangwa pasiporo ifite agaciro kugira ngo ubone indangamanota: <ul style="list-style-type: none"> • Urwandiko rusaba, • Amafoto abiri magufi, • Kopi y'Irangamuntu, iya pasiporo cyangwa icyemezo cy'uko wishyuye kuri banki • Indangamanota za buri mwaka
Binyura muyihe nzira ngo uyihabwe?	Kohereza ibaruwa isaba iherekejwe n'ibindi byangombwa bisabwa muri iyo ofisi.

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Kuri banki ya Kigali kwishyura (BK) kuri konti A/C: 0287-583-21
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ugize ikibazo kuri serivisi ahawe, abitanga mu nyandiko bikoherezwa ku biro by'Umuyobozi ushinzwe amasomo cyangwa akaza ubwe; bitakemuka ukabonana n'Umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti rwa kaminuza y'Umutara kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0788635464 mu masaha y'Akazi.
Impapuro zuzuzwa	Ntazo
Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi	<ul style="list-style-type: none"> - Amabwiriza agenga uburezi - Itegeko N° 21 BIS/2009 ryo kuwa 29/7/2009 rishyiraho kaminuza y'Umutara Polytechnic Rishyiraho inzego zayo imikorere n'Inshingano

7. Ubwoko bwa serivisi: Gutira Ibitabo n'Ibinyamakuru

Serivisi ni iyihe?	Gutira ibitabo n'Ibinyamakuru:
Nujuje ibisabwa?	Abanyeshuri ba kaminuza, Abakozi, cyangwa bose, abashinzwe ubuyobozi n'abashinzwe amasomo cyangwa abigenga nabo bemerewe gutira ibitabo, ibinyamakuru na zamemwari
Ni hehe serivisi itangirwa	Serivisi ishinzwe Isomero
Serivisi itangwa ryari?	<p>Mu masaha y'Akazi:</p> <ul style="list-style-type: none"> - Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa yine za ninjoro (7:00hrs-22:00hrs) - Kuwa gatandatu kuwa saa mbiri za mugitondo kugeza saa kumi n'ebiri za nimugoroba (8:00hrs-18:00hrs), Ku cyumweru guhera saa munani za ku manywa kugeza saa kumi n'ebiri za nimugoroba (14:00hrs-18:00hrs) - Icyitonderwa uwa gatandatu wa nyuma w'Ukwezi ni umuganda Isomero ntikora
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ako kanyo kimara kubisaba

Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Ntabyo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none"> - Ikarita y'Umunyeshuri - Umukozi (Ushinzwe ubuyobozi/Amasomo) - Indi karita iyo ariyo yose
Binyura muyihe nzira ngo uyihabwe?	<ul style="list-style-type: none"> - Ushaka igitabo agomba kuba azi uko cyitwa, n'uwacyanditse - Ibi bigashyikirizwa ubishinzwe - Yagihabwe akuzuza inyandiko itira akaniyandikisha.
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?	Ugize ikibazo kuri serivisi ahawe, akijyana k'Umuyobozi ushinzwe Isomero cyangwa agamagamagara kuri telefoni 0788635464 mu masaha y'Akazi
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti rwa kaminuza y'Umutara kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0788635464 mu masaha y'Akazi
Impapuro zuzuzwa	Impapuro zuzuzwa ziri ku ishyingura nyandiko
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

8. Ubwoko bwa serivisi: Kugarura ibitabo n'Ibinyamakuru

Serivisi ni iyihe?	Kugarura ibitabo n'Ibinyamakuru:
Nujuje ibisabwa?	Abanyeshuri ba kaminuza, Abakozi ba kaminuza, abayobozi cyangwa abantu kugiti cyabo bose bagomba kugarura ibitabo ibinyamakuru nibindi bajyanye nyuma yokubikoresha.
Ni hehe serivisi itangirwa	Serivisi ishinze itanga ry'Ibitabo
Serivisi itangwa ryari?	Amasaha y'Akazi <ul style="list-style-type: none"> - Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa yine za ninjoro (7:00hrs-22:00hrs) - Kuwa gatandatu kuwa saa mbiri za mugitondo kugeza saa kumi n'ebyiri za nimugoroba (8:00hrs-

	18:00hrs), Ku cyumweru guhera saa munani za ku manywa kugeza saa kumi n'ebiri za nimugoroba (14:00hrs-18:00hrs) - icyitonderwa uwa gatandatu wa nyuma w'Ukwezi ni umuganda Isomero ntikora
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukimara gusaba iyo serivisi
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Ntabyo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibitabo bitirwa - Ibinyamakuru bitirwa
Binyura muyihe nzira ngo uyihabwe?	- Ugiye ku gikoresha agomba kwerekana izina rye n'itariki azakigaruriraho
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?	Ufite ikibazo akijyana k'Umuyobozi ushinzwe isomero cyangwa ahamagagara kuri telefoni 0788635464 mu masaha y'Akazi.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti rwa kaminuza y'Umutara kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0788635464 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

10. Ubwoko bwa serivisi: Amahugurwa ku bijyanye no guhanga imirimo binyuze kubaka ubushobozi bigisha

Serivisi ni iyihe?	Amahugurwa ku guhanga umurimo kuri ba rwiyezeza mirimo bafite koperative, ku banyeshuri ba kaminuza, abahoze ari abanyeshuri n'abaturage muri rusange, cyangwa buri wese ubushaka, mu rwego rwo guteza imbere kwihangira imirimo binyuze mu kubaka ubushobozi
Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	Ikigo cya UP gishinzwe guteza imbere ubworozi (Institute of Livestock research and Development/UP ILRD)

Serivisi itangwa ryari?	Kuwa mbere saa moya za mugitondo kugeza kuwa kane saa kumi nimwe: (7:00 am to 5:00 pm) Kuwa gatanu saa moya za mugitondo kugeza saa sita za ku manywa: (7:00 am to 12:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Nyuma ya komiti zitoranya zifata icyemezo, nyuma yo gufata icyemezo utanga umushinga.
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Nta kiguzi kuri iyi serivisi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Impapuro zabigenewe zuzuzwa
Binyura muyihe nzira ngo uyihabwe?	Gufata no kuzuza impapuro, Kuzitanga, gutoranya ku rwego rw'ibanze no gukoresha ibizami.
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?	Ufite ikibazo agishyikiriza umuhuzabikorwa w'umushinga; atanyurwa akitabaza Umuyobozi wa Kaminuza y'Umutara
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti rwa kaminuza y'Umutara kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: 0788777744 mu masaha y'Akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwabisabwa n'amategeko	Ntabyo

11. Ubwoko bwa serivisi: Amahugurwa ku guhanga imirimo/akazi n'ibijyanye n'ubuhinzi buganisha ku masoko

Serivisi ni iyihe?	Amahugurwa ku guhanga imirimo/akazi n'ibijyanye n'ubuhinzi buganisha ku masoko
Nujuje ibisabwa?	
Ni hehe serivisi	Ikigo cya UP gishinzwe guteza imbere ubworozi (Institute

itangirwa	of Livestock research and Development/UP ILRD)
Serivisi itangwa ryari?	Kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe: (7:00 am to 5:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Nta kiguzi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba
Binyura muyihe nzira ngo uyihabwe?	Kwandikira Ubuyobozi bwa UP ubisaba
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?	Ufite ikibazo cyangwa utishimiye serivisi ahawe, abishyikiriza umuhuzabikorwa w'Umushinga; atanyurwa akitabaza Umuyobozi wa Kaminuza y'Umutara
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti rwa kaminuza y'Umutara kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: 0788777744 mu masaha y'Akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabwo

12 Ubwoko bwa serivisi: Kwigisha icyongereza

Serivisi ni iyihe?	Guhugura abantu bose bifuzwa kumenya neza no kuvuga ururimi rw'Icyongereza
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Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	Ubuyobozi bwa serivisi ishinzwe indimi
Serivisi itangwa ryari?	Kwandika bikorwa mu bihe bikurikira Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu saa moya za mugitondo kugeza saa sita za ku manywa: (7:00 am to 12:00 pm) Guhugura bitangira hakurikijwe gahunda yapanzwe hashingiwe ku banyeshuri baziga, cyane cyane ku mugoroba (18h30-20h30) kuwa mbere kugeza kuwa gatanu.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ku bantu boherejwe n'ibigo, itangira ry'amahugurwa rishingira ku masezerano ; abaza ku giti cyabo dukomeza kwandika twamara kubona umubare ukwiye tugahamagara abanyeshuri bagakora ikizamini tugatangira kwigisha.
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Ibisobanuro by'Amafaranga bipangwa bitewe n'ubunini bwa bw'inyigisho (imfashanyigisho zacu zibamo byinshi nk'Icyongereza cyaburi cyapiro cy'abantu mu ku kimenya, kumenya kukivuga, kwandika bihanitse, kumenya kuvuga, gukoresha inama, kumenya amagambo akoreshe.) 250,000frw k'uwuziga mu gihe cy'amezi icyenda.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Impamyabumenyi y'igihe gito cyangwa iy'igihe kirekire
Binyura muyihe nzira ngo uyihabwe?	- Kwishyura amafaranga yo kwiyandikisha - Kuzuzwa inyandiko yabigenewe
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Kuri banki ya (BK) kwishyura kuri iyi konti A/C: 0287-583-21
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ibibazo bijyanwa mu biro by'Umuyobozi ushinzwe indimi; bitakemurwa ukabijyana mu biro by'Umuyobozi wa Kaminuza y'Umutara
Hari ibindi by'ingenzi bikenewe kumenywa	Buri gihe wasura urubuga rwa interineti rwa kaminuza y'Umutara kuri: www.umutarapolytech.ac.rw ukabona

kugira ngo ubone iyo serivisi?	amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: 0788777744 mu masaha y'akazi
Impapuro zuzuzwa	Impapuro zuzuzwa ziri mu ishami rishinzwe indimi
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Ntabwo

12. Ubwoko bwa serivisi: Amacumbi y'Abanyeshuri.

Serivisi ni iyihe?	Amacumbi ku banyeshuri banditse b'abakobwa
Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	Serivisi y'Umuyobozi ushinzwe abanyeshuri
Serivisi itangwa ryari?	Mu ntangiriro z'igihembwe
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu minsi itatu
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	10.000 rwf ku muntu buri gihembwe
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none"> - Urwandiko rusaba rwandikiwe umuyobozi ushinzwe ibibazo by'Abanyeshuri - icyemezo cy'uko umunyeshuri yanditswe - Kopi y'icyemezo wishyuriyeho muri banki
Binyura muyihe nzira ngo uyihabwe?	<ul style="list-style-type: none"> - Gutanga ibyangombwa mu biro by'Umuyobozi ushinzwe abanyeshuri - Kuzuza mu bitabo - Iyo uhawe icumbi: - Wishyura kuri banki ya Kigali
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushakira ibindi byangombwa)	Kuri banki ya Kigali kwishyura (BK) A/C: 0287-583-21
Ese hari uburyo bwo kurenganurwa mu	Ibibazo bikemurwa n'Umuyobozi ushinzwe amacumbi, bitakemurwa bikoherezwa ku umuyobozi ushinzwe serivisi

gihe udahawe iyo serivisi?	z'Abanyeshuri.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Umufariso uwusanga mu cyumba, Ibindi bikoresho bizanwa a banyeshuri. Buri gihe wasura urubuga rwa interineti kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri iyi telefoni ikurikira: 0788862905/0788443345 mu masaha y'Akazi.
Impapuro zuzuzwa	Igitabo biyandikamo
? byangombwa bisabwa n'amategeko	Amabwiriza agenga amacumbi

13. Ubwoko bwa serivisi: Gushakira abakozi icumbi.

Serivisi ni iyihe? Nujuje ibisabwa?	Amacumbi ku bakozi ba UP batari abanyarwanda
Ni hehe serivisi itangirwa	Ishami rishinzwe Ubuyobozi n'Imicungire y'Abakozi
Serivisi itangwa ryari?	Iyo umukozi utari umunyarwanda yahawe akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukimara gusaba serivisi kubera ko ibyumba biba bihari.
Ni ibihe byangombwa bisabwa /kugirango ubone serivisi?	Iyi serivisi ni ubuntu mu minsi mirongo itatu. Urengere iyo minsi atanga ibihumbi bitanu ku munsi 5000frw
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none"> - Urwandiko rusaba - Amasezerano agifite agaciro wakoranye na Kaminuza y' Umutara
Binyura muyihe nzira ngo uyihabwe?	<ul style="list-style-type: none"> - Urwandiko rusaba cyangwa ukiyizira ubwawe muri serivisi ishinze ubuyobozi - Kugaragaza ko umukozi nta handi afite ho gutaha
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Kuri banki ya Kigali kwishyura kuri konti A/C: 0287-583-21, iyo birenze iminsi mirongo itatu mu icumbi
Ese hari uburyo bwo	Ibibazo byoherezwa k'Umuyobozi ushinze inyubako, iyo

kurenganurwa mu gihe udahawe iyo serivisi?	utanyuzwe urebe ushinzwe Ubuyobozi; ibibazo bitakemuka bikoherezwa k'Umuyobozi wa Kaminuza y'Umutara.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Umufariso bawusanga kw'Icumbi n'ibindi byangombwa usibye amafunguro. Buri gihe wasura urubuga rwa interineti kuri: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri iyi telefoni ikurikira: 0788862905/0788443345 mu masaha y'akazi.
Im\papuro zuzuzwa	Igitabo cyo kwiandikamo kiri ku icumbi
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza agenga icumbi

15. Ubwoko bwa serivisi: Kugaburira amatungo

Serivisi ni iyihe?	Kugaburira amatungo no kwandika aborozi/ no kubahugura mu ikoranabuhanga n'intungamubiri mu mamatungo
Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	ILRD – Serivisi Ishinzwe ubworozi
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu : Bigira igihe biterwa n'uko byateguwe ariko uko byagenda kose ntibirenta iminsi itatu
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Iyi serivisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	Kujya kureba serivisi z'ubworozi zibishinzwe muri UP. Utanga icyifuzo mu nzego zishinzwe ubuvuzi bw'amatungo
Ese hari izindi nzego bisa/a kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya	Kuri banki ya Kigali kwishyura kuri iyi konti A/C: 0287-583-21

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ufite ikibazo akijyana ku muhuzabikorwa w'Umushinga; atanyurwa akajya kureba umuyobozi wa kaminuza wungiriye ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura ku rubuga rwa interineti rukurikira: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0785263238 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

16. Ubwoko bwa serivisi: Serivisi yo gutera intanga mu matungo

Serivisi ni iyihe?	Gutera intanga mu matungo:
Nujuje ibisabwa?	Gutera intanga/ AI guhugura abatekenisiye gupima ubushyuhe no kwandika aborozi
Ni hehe serivisi itangirwa	ILRD – Serivisi Ishinzwe ubworozi
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bigira igihe biterwa n'uko byateguwe
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Iyi serivisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muihe nzira ngo uyihabwe?	Ujya kureba serivisi z'ubworozi zibishinzwe muri UP. Utanga icyifuzo mu nzego zishinzwe ubuvuzi bw'Amatungo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya	Kuri banki ya Kigali kwishyura kuri iyi konti A/C: 0287-583-21

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ufite ikibazo akijyana ku muhuzabikorwa w'Umushinga; atanyurwa akajya kureba umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura ku rubuga rwa interineti rukurikira: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0785263238 mu masaha y'Akazi.
Impapuro zuzuzwa	Ntazo
Amategako cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Ntabwo

17. Ubwoko bwa serivisi: Ubuzima bwiza bw'amatungo

Serivisi ni iyihe?	Kwigisha ibijyanye n'ubuvuzi bw'indwara z'amatungo/bahugura aborozi kurinda indwara no kuvura amatungo yabo
Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	ILRD – Serivisi Ishinzwe ubworozi
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa gatanu guhera saa moya zamugitondo kugeza saa kumi nimwe za nimugoroba: (8:00 am to 5:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bigira igihe biterwa n'uko byateguwe
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Iyi serivisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabwo
Binyura muyihe nzira ngo uyihabwe?	Utanga icyifuzo mu nzego zishinzwe ubuvuzi bw'Amatungo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro	Kuri banki ya Kigali kwishyura kuri iyi konti A/C: 0287-583-21

cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ufite ikibazo akijyana ku muhuzabikorwa w'Umushinga; atanyurwa akabonana na umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineta rukurikira: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0785263238 mu masaha y'Akazi.
Impapuro zuzuzwa	Ntazo
Amategako cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Ntabwo

18. Ubwoko bwa serivisi: Gucunga ibijyanye n'Ubworozi

Serivisi ni iyihe? Nujuje ibisabwa?	Gucunga ibijyanye n'ubworozi kwandika aborozi/kubahugura, no kugira no kubika imibare
Ni hehe serivisi itangirwa	ILRD – Ishinzwe ubworozi
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bigira igihe biterwa nuko byateguwe
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Iyi serivisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabwo
Binyura muyihe nzira ngo uyihabwe?	Utanga icyifuzo mu nzego zishinzwe ubuvuzi bw'amatungo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya	Kuri banki ya Kigali kwishyura kuri iyi konti A/C: 0287-583-21

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ufite ikibazo akijyana ku muhuzabikorwa w'umushinga; atanyurwa akabonana n'umuyobozi wa kaminuza wungirije ushinzwe amasomo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineta rukurikira: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni: 0785263238 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Ntabwo

19. Ubwoko bwa serivisi: Serivisi y'ubuzima y'ibanze.

Serevisigahunda zakwirindai n'iyihe?	Gutanga ubuvuzi bw'Ibanze ku banyeshuri biyandikishije n'abakozi , gupima agakoko gatera sida, ubujyanama, Kwirinda sida bakoresha agakingirizo no kubigisha ibijyanye n'ubuzima
Nujuje ibisabwa?	
Ni hehe serivisi itangirwa	Umuyobozi w'ushinzwe Abanyeshuri Ishyirahamwe ry'Abanyeshuri (Student Association)
Serivisi itangwa ryari?	Kuwa mbere kugera ku cyumweru (24hrs)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ako kanya ukimara kubisaba
Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?	Nta kiguzi gitangwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none"> - Ikarita y'Abanyeshuri - Ikarita y'Abakozi
Binyura muyihe nzira ngo uyihabwe?	Kwegera ubuyobozi bw'Ivuriro
Ese hari izindi nzego	Ntazo

bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ugize ikibazo kuri serivisi uhawe wagishyikiriza Umuyobozi ushinzwe Abanyeshuri, cyangwa Ushinzwe Abarimu; iyo utanyuzwe n'igisubizo ureba Umuyobozi wa UP ushinzwe Imari n'Ubuyobozi;
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti rukurikira: www.umutarapolytech.ac.rw ukabona amakuru. Ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: 0788356641 mu masaha y'akazi.
Impapuro zuzuzwa	Igitabo cyo kwiwandikamo
Ibyangombwa bisabwan'amategeko	Ntabyo

Byemejwe na: **Dr GASHUMBA James**

Umuyobozi wa Kaminuza y'Umutara