

# REPUBLIKA Y'URWANDA



ISHURI RIKURU RY'UBUHINZI N'UBWOROZI RYA BUSOGO

(I.S.A.E)



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**IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE**

Ukuboza, 2011

## **IRIBURIRO**

Nejejwe no kubagezaho iki Gitabo gikubiyemo Serivisi zitangwa n'Ishuri Rikuru ry'Ubunzi n'Ubworozi rya Busogo (ISAE).

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' Ishuri Rikuru ry'Ubunzi n'Ubworozi i mw'itangwa rya serivisi mu Rwanda kikanerekana serivisi zitangwa ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rwaho izo serivisi zitangirwa nibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ry'iki Gitabo gikubiyemo Serivisi zihabwa Abaturage ryerekana ubushake Ishuri Rikuru ry'Ubunzi n'Ubworozi rya Busogo rifite mw'itangwa rya serivisi nziza kandi zihuse

**Dr Charles KAREMANGINGO**

**Umuyobozi wa ISAE BUSOGO.**

Iki Gitabo kigaragaza serivisi ISAE 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 ISAE 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 ISAE:
  - Kugaragaza neza serivisi zitangwa na ISAE,
  - 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 ISAE. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanurira neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na ISAE.
- 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 ISAE.
- Amakuru n'uburyo bwatuma serivisi za ISAE 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 ISAE no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za ISAE 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, ISAE 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 ISAE**

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

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanzwe uko bikwiye. Niyo mpamvu rero ISAE ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. ISAE izakira ibyo bibazo

by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. ISAE irifuza 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 ISAE:

- 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 ISAE 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 ISAE 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, ISAE 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'iyo miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, ISAE 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.

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

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na ISAE 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, ISAE 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'Ibiro 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 ISAE 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 ISAE mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivisi mu Nzego z'Uburezi n'ubushakashatsi;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri ISAE;
- Guhanahana amakuru ku buryo serivisi zitangwa muri ISAE binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

**Aho Ishuri ribarizwa:**

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

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





## **1. Intangiriro**

Ishuri rikuru ry'Ubuhanzi n'Ubworozi (ISAE), ni Ishuri rikuru ryatangiyeye mu mwaka wa 1989 rifite intego yo guhugura umubare munini w'Abakozi mu by'ubuhinzi ku cyiciro cya mbere cya Kaminuza (A1) kugira ngo hagerwe ku byifuzo by'Igihugu kandi ibi byarakozwe neza abanyeshuri benshi biyongera aho bavuye kuri (330 mu mwaka 2004 bakagera kuri 2690 kugeza ubu). Kubera ingaruka za jenocide, iri shuri ryafunze imiryango yaryo. Nyuma riza gufungura mu mwaka wa 1995. Mu mwaka wa 2007, gahunda zo gutanga impamyabumenyi yo mu rwego rw'icyiciro cya mbere cya Kaminuza mu mashuri menshi y'ibirebana n'Ubuhanzi n'Ubuwuzi bw'Amatungo. Tukaba twifuriza abanyeshuri bacu amahirwe kandi tunasbakira mu muryango w'abarangije kwiga babahanga, abahindura ubuhinzi n'Iterambere ry'Ubukungu bw'Icyaro n'Abayobozi mu bushakashatsi no guhanga udushya.

## **2. Aho Ishuri Rihereye**

Ishuri rikuru ry'Ubuhanzi n'Ubworozi rikorera ahantu habiri hatandukanye ariho, Busogo mu ntara y'Amajyaruguru na Rubilizi mu mujyi wa Kigali.

### **a. Ku kicaro cya Busogo**

Iri shuri riri mu ntara y'Amajyaruguru mu karere ka Musanze; niryo shuri rikuru ry'iri shuri ari naho ubuyobozi bukuru bukorerwa.

### **b. Ku kicaro cya Rubilizi**

Iki kicaro gihereye mu mujyi wa Kigali, mu Karere ka Kicukiro; kikaba cyariyemeje kuba ikigo cy'Indashyikirwa mu Iterambere ry'Ubuhanzi. Iri shuri kandi ritanga impamyabumenyi y'icyiciro cya kabiri (A0) mu iterambere ry'Icyaro no mu bijyanye no guhingira isoko. Mu mwaka w'Amashuri wa 2009, aho abanyeshuri barenga ijana biyandikishije muri iyi gahunda 100 no muri serivisi y'Ubuhanzi bukoresha imashini.

### **3. icyerekezo**

Iri shuri rikuru ry'Ubuhanzi n'Ubworozi rifite icyerekezo kirambye cyo kuba ikitegererezo kandi kikaba kihagije mu mikorere myiza mu by'amashuri no guhanga udushya mu buhanzi n'ubworozi mu Karere.

### **4. Intego**

- Kumenyekanisha udushya mu kwiga, Kwiga no gukora ubushakashatsi mu mashuri menshi atandukanye yo mu buhanzi n'Ubworozi yo mu cyiciro cya mbere no mu cyiciro cya kabiri cya aKaminuza haboneka abatekenisiye babyigiye kandi bahagije, ba injenyeri mu buhanzi na siyansi y'amatungo hagamijwe kugera ku intego z'Igihugu n'izi isi yose muri rusange.
- Gushyigikira gahunda y'Imbaturabukungu yo kurwanya ubukene no kwihaza mu biribwa mu gihugu binyuze mu kongera umusaruro ukomoka k'ubuhanzi cyangwa mu mahugurwa y'Ubuhanzi, Ubushakashatsi, no gukwirakwiza ikoranabuhanga muri serivisi z'Igihugu.

### **5. Indangagaciro z'Ingenzi**

ISAE kugirango igere ku ntego yihaye izagenda ku ndangagaciro zikurikira:

- Ku bumenyi muri siyansi
- Ku bumenyamuntu
- Ubutwari
- Ubunyamwuga
- Gukorera mu mucyo
- Kubazwa ibyo dukora
- Gukora byiza bifite agaciro

### **6. Inshingano z'Ingenzi**

- ➡ Gutanga amashuri mu bujyanye n'Ubuhanzi n'Ubworozi;
- ➡ Gushyigikira no guteza imbere ubushakashatsi mu by'ubuhanzi n'Ubworozi n'Amashyamba mu gihugu hose;
- ➡ Guhanga ikoranabuhanga ryose rijyanye n'Ubuhanzi n'Ubworozi hamwe n'Amashyamba mu gihugu hose;

- ➔ Guhugura no kwigisha abakozi bashinzwe ubuhinzi n'Ubworozi bakorera mu baturage kimwe n'ogukangurira abahinziborozi kugira uruhare rwabo;
- ➔ Guhuzza udushya duturuka ku bushakashatsi binyuze kwigisha, gutegura amahugurwa, inama no kwandika mu binyamakuru n'izindi nzira zitandukanye;
- ➔ Kugira ubufatanye n'izindi Kaminuza n'andi mashuri makuru yo mu gihugu no hanze yacyo mu rwego rw'Amasomo n'Ubushakashatsi bigamije guteza imbere Ubuhinzi n'Ubworozi;
- ➔ Guteza imbere ubuhinzi n'Ubworozi n'Amashyamba, kandi tunafasha, dushyigikira ibitekerezo by'Abahinziborozi;
- ➔ Guteza imbere ibitekerezo bigamije kuzamura ubuhinzi n'Ubworozi kimwe no gutunganya ibikomoka k'Ubuhinzi n'Ubworozi.

Iki itabo gikubiyemo serivisi zihabwa abaturage kigaragaza serivisi zitangwa na ISAE kubayigana bose; Kikerekana serivisi zitandukanye, Iyipimo bya serivisi zitangwa, uburyo bukoresheya mu gutanga izo serivisi n'igihe bitwara kugira ngo ubone izo serivisi wifuzaga nibyo abantu basabwaga kugirango babone izo serivisi.

## **7. Amashami y'Ubuyobozi n'Amasomo.**

### **a. Ishami rishinzwe Ubuyobozi**

1. Ubuyobozi bukuru bwa Kaminuza
2. Ubuyobozi bukuru bwa Kaminuza bwungirije bushinzwe imiyoborere n'Imari
3. Ubuyobozi bushinzwe imari
4. Ubuyobozi bushinzwe imiyoborere n'imirungire y'Abakozi
5. Ubuyobozi bushinzwe imyubakire n'Inyubako
6. Ubuyobozi bushinzwe ikoranabuhanga n'Inshyinguranyandiko
7. Ubuyobozi bushinzwe ibagiro
8. Ubuyobozi bushinzwe guha serivisi abanyeshuri
9. Ubuyobozi bushinzwe ubushakashatsi, gukwirakwiza ikoranabuhanga no kurisakaza mu baturage  
 Ubuyobozi bushinzwe abanyeshuri bakomeza amashuri
10. Ubuyobozi bushinzwe kwandika abanyeshuri
11. Ubuyobozi bushinzwe kongera umusaruro
12. Ubuyobozi bushinzwe kuyobora ishami rya RUBIRIZI

Usibye ayo mashami yavuzwe haruguru ishuri rikuru ry'Ubuhinzi n'Ubworozi (ISAE) rirakora ibishoboka byose kugira ngo ryihaze mu mutungo binyuze mu gushyiraho imishinga ibyara inyungu nka "Busogo Business Enterprises Limited" (BBE Ltd) kandi uyu mushinga urakora kuva mu mwaka wa 2011

## **b. Serivisi ishinzwe amasomo**

1. Ubuyobozi bwa Kaminuza bwungirije bushinzwe amasomo
2. Ishami rishinzwe ubuhinzi, Ubwubatsi n'Ishami ry'Ibidukikije (FAEES)
3. Ishami rishinzwe ubuhinzi n'Iterambere ry'Icyaro (FARD)

Izi serivisi n'Amashami yose agamije gufasha iri shuri kugira ngo rigere ku ntego yaryo gutanga serivisi nziza ku barigana bese.

## **8. Serivisi zitangwa na ISAE**

### **1. Ubwoko bwa serivisi: Gutanga imyanya no kwandika abanyeshuri kuri ISAE**

|   |   |
|---|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | Gutanga imyanya no kwandika abanyeshuri kuri ISAE:<br>Abanyeshuri bashya bagombye kuba bafite indangamanota y'umwaka wa gatandatu wisumbuye itangwa n'Ikigo cy'Igihugu gishinzwe ibizamini byemerera umunyeshuri kwiga Kaminuza.<br>Ku banyeshuri bakomeza bibasaba kuba biga buri gihe kugira ngo bemerewe kwimuka bajya mu mwaka ukurikiyeho cyangwa basibira.<br>Benshi mu banyeshuri ba ISAE n'abize ubuhinzi, ubuvuzi bw'amatungo, ubugenge, imibare, ubumenyamuntu n'ubutabire (PCM and BCM)                  |
| <b>Ni hehe serivisi itangirwa</b>   | Muri serivisi ishinzwe kwandika abanyeshuri Serivisi ishinzwe kuyobora ishami rya RUBIRIZI (ku banyeshuri gusa bari muri ayo mashami abiri gusa ahabarizwa) Ku banyeshuri birahirira kwiyandikisha bikorerwa ku kicaro gikuru cya BUSOGO  |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: 7:30 AM to 5:30 PM mu masaha y'akazi  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Gusaba ishuri bitangira: mu kwezi kwa gatandatu n'ukwa karindwi buri mwaka w'amashuri bitewe na gahunda y'Umwaka w'Amashuri<br>Igihe ntarengwa cyo gusaba ishuri ni mu kwezi kwa munani n'ukwa cyenda buri mwaka biterwa na gahunda y'Umwaka w'Amasomo<br><br>Kwiyandikisha bikorwa mu gihe cyatanze kuri gahunda y'Amasomo y'Umwaka. Abacyerereye kwiyandikisha babishyira mu nyandiko bandikira umuyobozi ushinzwe kwandika abanyeshuri bigakorwa mu minsi cumi n'itanu nyuma y'igihe cyagenwe cyo kwiyandikisha. |

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| <p><b>Ni ikihe gisabwa ngo serivisi? kiguzi kugira ubone</b></p> | <p><b>Kwakira abanyeshuri bashya:</b></p> <p><b>45.000 RWF</b> : Ku banyeshuri barihirirwa na Leta (ayo mafaranga ni ayo kwiwandikisha "31000 rwfs", ni aya masomo "5.000 rwfs", y'Ubwishingizi "1000 rwfs", ay'ubwishingizi m'ubuvuzi na "5000 rwfs" n'amafaranga y'Ishyirahamwe ry'Abanyeshuri ba ISAE "1.000 rwfs")</p> <p><b>545.000 RWFS:</b> ku banyeshuri birihirira: amafaranga yose angana n'ibihumbi magana atanu <b>500.000 RWFS</b> y'Ishuri ashore kwishyurwa mu byiciro bibiri, icyiciro cya mbere kishyurwa mu gihe cyo kwiwandikisha icya kabiri kikishyurwa mu ntangiriro z'igihembwe cya kabiri. Naho aya mafaranga 45.000 rwf ni kimwe nayo abanyeshuri barihirirwa na Leta</p> <p>NB<sub>1</sub>: Ku banyeshuri bava hanze y'u Rwanda /cyangwa abanyamahanga</p> <p>Ku banyeshuri bava hanze cyangwa ku banyamahanga kwiwandikisha bikorwa kimwe n'iby'abandi baba mu gihugu bitewe n'uko azishyurirwa na Leta cyangwa azirihira</p> <p>NB<sub>2</sub>:<br/> Amafaranga yo kwiwandikisha n'andi y'ibihano ashwirwaho muri serivisi z'Amasomo/Imyigire. Gutinda kwiwandikisha bidafite impamvu bituma umunyeshuri acibwa amande ya 1000 RWF buri muni bikaba byanavamo guhagarikwa kwiwandikisha iyo umunyeshuri amaze ukwezi</p> |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>  | <ul style="list-style-type: none"> <li>✓ Mu gihe cyo kwiwandikisha umunyeshuri asabwa ibi bikurikira, Kuri serivisi yo kwandika abanyeshuri nk'uko byavuzwe mu ngingo zikurikira 21, 22 na 23 z'amabwiriza rusange agenga amasomo muri ISAE:</li> <li>✓ Kopi iriho umukono wa noteri iranga amanota</li> <li>✓ Indangamanota z'Imyaka itatu ishize y'Amashuri yisumbuye</li> <li>✓ Icyemezo cya muganga wemewe na Leta kigifite agaciro</li> <li>✓ Icyemezo cy'Amavuko</li> <li>✓ Icyemezo cy'Irangamimerere</li> <li>✓ Amafoto atatu mashya</li> <li>✓ Icyemezo cy'uko utafunzwe</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>✓ Kuba wishyuye amafaranga yo kwiandikisha kuri konti ya ISAE</li> <li>✓ icyemezo cy'uko utuye cyangwa visa ku banyeshuri b'abanyamahanga</li> </ul>  |
| <b>Binyura muihe nzira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>✓ Kugirango umunyeshuri atangire abanza kureba serivisi ishinzwe imari akagaragaza ko yishyuye amafaranga yose.</li> <li>✓ Inzira ya kabiri no kugana ibiro bishinzwe kwandika abanyeshuri no kubaha imyanya.</li> <li>✓ Umunyeshuri mushya gutanga ibyangomwa byose bikenewe</li> <li>✓ Iyo ibyangombwa byuzuye bakubwira gutegereza igihe cyo gutoranya abanyeshuri iki gihe kikaba cyitarenza amezi a atatu.</li> <li>✓ Gutanga impupuro zuzuzwa zo kwiandikisha ziri kumwe n'icyo yishyuriyeho muri baki ugahita wandikwa.</li> </ul> <p>Uburyo bukoreshwa butangirana n'Abanyeshuri bashya bo mu mwaka wa mbere bagomba kwiandikisha amezi atatu. Kwandika abanyeshuri bashya bitangira ukimara gukora isuzuma ry'Ibizami bitangwa nyuma y'ibyumweru bibiri abanyeshuri batangiye umwaka w'amashuri.</p> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda kwishyura "RNB" "BNR" kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali kwishyura kuri konti ikurikira "BK" 0204344-37</li> <li>➤ Kuri "FARG" ku banyeshuri irihirira (urutonde rw'Izindi mpamvu zose zirebwa nibi)</li> </ul>  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Abafite ibibazo bitakemutse babijyana k'Umuyobozi ushinze kwandika abanyeshuri, bitakemuka nanone bigashyikirizwa umuyobozi wa Kaminuza ushinze amasomo cyangwa ukandika kuri iyi address: <a href="mailto:registrar@isae.ac.rw">registrar@isae.ac.rw</a>  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a>   |
| <b>Impapuro zuzuzwa</b>  | Impapuro zo kwiandishirizaho ziboneka ku biro bishinzwe kwandika abanyeshuri buri gihe uzishakiye mu masaha y'akazi  |
| <b>Amategeko cyangwa izindi</b>  | <ul style="list-style-type: none"> <li>- Amabwiriza rusange agenga amasomo</li> <li>- Itegeko N° 49/2008 ryo kuwa 09/09/2008 rigenga</li> </ul>  |

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| <b>nyandiko zivuga kuri iyi serivisi</b> | imiterere y'Inzego, Imicungire, n'Imikorere y'Ishuri rikuru ry'Ubuhinzi n'Ubworozi |
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**2. Ubwoko bwa serivisi: Kugaragaza ibibazo byuko utakoze ibizami , wabuze ikayi y'Ibizami n'Amanota yokuba waritabiriye amasomo bibarizwa muri serivisi ishinzwe amasomo**

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| <b>Serivisi ni iyihe?</b>   | Ku banyeshuri bakomeza, guhora biga buri gihe. Kuba barakoze ikizami cya mbere mu gihembwe n'ibindi bizami bisoza amasomo no kuba yaritabiriye kwiga mu ishuri nkuko bisabwa n'ayo mabwiriza.  |
| <b>Nujuje ibisabwa?</b>   |  |
| <b>Ni hehe serivisi itangirwa</b>   | Serivisi zishinzwe Amasomo n'Amashami  |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu: saa moya n'igice za mugitondo kugeza saa kumi n'imwe n'igice (7:30 am kugeza 5:30 pm) mu masaha y'akazi na saa kumi n'imwe n'igice za nimugoroba kugeza saa tatu n'igice z'ijoro ku banyeshuri biga nimugoroba (5:30 pm to 9:30 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>                                       | Iminsi ibiri y'imibyizi  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>   | Iyi serivisi itangirwa ubuntu  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | Kugirango umunyeshuri asabe kurenganurwa agomba kuba yitwaje ibi bikurikira: <ul style="list-style-type: none"> <li>- Urwandiko rubisaba</li> <li>- Kopi y'Ikari y'Umunyeshuri</li> <li>- Ibyangombwa bigaragaza ko yarenganye</li> </ul>                          |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>   | Ibibazo bishyikirizwa serivisi ishinzwe amasomo bireba (Nk'umuhuzabikorwa wa BBA) mu gihe hari ibibazo byo kutitabira amasomo cyangwa ukajya mu ishami ry'Amasomo bitewe n'uko hari udutabo tw'ibizami tubura.   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi</b> | Ntazo  |



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| <b>byangombwa)</b>   |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>          | Abafite ibibazo bitakemutse babijyana k'Umuyobozi ushinze kwandika abanyeshuri, bitakemuka nanone bigashyikirizwa umuyobozi wa Kaminuza ushinze amasomo cyangwa ukandika kuri iyi address: <a href="mailto:registrar@isae.ac.rw">registrar@isae.ac.rw</a>  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi</b>            | - Amabwiriza rusange agenga amasomo<br>Itegeko N° 49/2008 ryo kuwa 09/09/2008 rigenga imiterere y'Inzego, Imicungire, n'Imikorere y'Ishuri rikuru ry'Ubuhanzi n'Ubworozi   |

### **3. Ubwoko bwa serivisi: Gusaba konera gukosoza ikizamini wakoze cyangwa gusaba ko wagikora ikizami**

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| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | <b>Gusaba konera gukosoza ikizamini wakoze cyangwa gusaba ko wagikora ikizami:</b><br>Ku banyeshuri bakomeza amasomo/Biga buri muni basabwa kuba biga buri muni. Kuba barakoze ibizamini byose nokuba barize amasomo yose buri gihe nkuko bisabwa/ biteganijwe.    |
| <b>Ni hehe serivisi itangirwa</b>   | Serivisi zishinzwe amasomo n'Amashami  |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu: saa moya n'igice za mugitondo kugeza saa kumi n'imwe n'igice (7:30 am kugeza 5:30 pm) mu masaha y'akazi na saa kumi n'imwe n'igice za nimugoroba kugeza saa tatu n'igice z'ijoro ku banyeshuri biga nimugoroba (5:30 pm to 9:30 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Iminsi ibiri y'Imibyizi  |

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| <p><b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>  | <p>10,000 Rwf ku banyeshuri basaba kongera gukosoza ibizamini byabo.<br/>Nta mafaranga yishyurwa ku banyeshuri basaba gukora ibizami</p>  |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>   | <p>Kugirango umuntu asabe gukemurirwa ibibazo agombye kuba afite ibi bikurikira:</p> <ul style="list-style-type: none"> <li>- Urwandiko rusaba</li> <li>- Kopi y'ikarita y'Umunyeshuri</li> <li>- Ibyangombwa bigaragaza ukuri ku byabaye urugero (icyemezo cya muganga wemewe ku warwaye cyangwa izindi nyandiko zisobanura impamvu yatuma ahabwa ikizamini</li> <li>- Inyemeza bwishyu igaragaza ko warangije kwishyura kubasaba gukosoza ibizamini</li> </ul>  |
| <p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>  | <ul style="list-style-type: none"> <li>- Ujya mu bunyamabanga bwa serivisi ishinzwe amasomo mu gihe usaba guhabwa ikizami utakoze ugatanga ibaruwa isaba. Ubona igisubizo nyuma y'iminsi ibiri y'imibyizi</li> <li>- Iyo hari usaba gusubirirwamo ibizamini ajya mu buyobozi bushinzwe serivisi y'ibizamini ugatanga ibaruwa isaba. Ukazabona igisubizo kijyanye no gukosoza ibizami nyuma y'ibyumweru bibiri.</li> </ul>   |
| <p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> </ul> <p>Kwishyura amafaranga yo gukosoza ibizamini</p>  |
| <p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>  | <p>Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe amasomo</p> <p>Muri ISAE uburyo bwo gukemura ibibazo bikorwa n'Abayobozi n'abanyamabanga b'Amashami muri serivisi n'amashami aho bakemura ibibazo mu masaha y'akazi. Ni uburyo bwo gutanga ibisubizo ku batugana urugero, harimo guhamagara no kuvugana nabo banyamabanga b'amashami, kuganira ibibazo n'abakozi ba ISAE, kugira uruhare mu gukusanya imibare, Udusanduku tw'ibitekerezo, no gutanga inama ku mpapuro ziboneka ku rubuga rwa interineti rwa ISAE, cyangwa se ku biro</p> |

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|  | bishinzwe serivisi y'Amasomo.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohera ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi</b>            | <ul style="list-style-type: none"> <li>- Amabwiriza rusange agenga amasomo</li> <li>- Itegeko N° 49/2008 ryo kuwa 09/09/2008 rigenga imiterere y'Inzego, Imicungire, n'Imikorere y'Ishuri rikuru ry'Ubuhanzi n'Ubworozi</li> </ul>   |

#### 4. Ubwoko bwa serivisi: Umunyeshuri gusaba ibizami cyanga ikarita yatakaye

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| <b>Serivisi ni iyihe?</b>   | Umunyeshuri gusaba ko yahabwa indi karita imuranga n'iyi ibizamini isimbura iyatakaye :  |
| <b>Nujuje ibisabwa?</b>   | Ku banyeshuri biga buri gihe basabwa kwiga buri muni, kurangiza uwo mwaka w'amashuri biyandikishijemo.   |
| <b>Ni hehe serivisi itangirwa</b>   | Serivisi ishinzwe kwandika abanyeshuri   |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu saa moya kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Ukimara gusaba iyo serivisi  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                             | 5000 Rwf ku bakeneye kubona ikarita y'ishuri iyo yatakaye ; 2000 RWF ku bashaka ikarita y'ibizami. Nta mafaranga yishyuzwa iyo usaba ikarita bwa mbere   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>                              | <ul style="list-style-type: none"> <li>- Nta kiguzi gisabwa kugirango ubone ikarita y'Ishuri n'iyi ibizamini ku nshuro ya mbere</li> <li>- Ku munyeshuri wataye ikarita y'Ibizami cyangwa indangamuntu asabwa kugaragaza ko ntacyo abazwa mu isomero no muri serivisi y'Imari</li> <li>- Inyemezabwishyu ya banki yo kwishyura amafaranga</li> </ul> |

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|  | ku wataye ikarita y'Ishuri cyangwa ikarita y'Ibizamini   |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | - Ujya muri serivisi ishinzwe amasomo cyane cyane mu biro bishinzwe kwandika abanyeshuri.  |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> </ul> <p>Kwishyura amafaranga yogukosoza ibizamini</p>  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | <p>Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi wa Kaminuza wungirije ushinzwe amasomo</p> <p>Muri ISAE uburyo bwo gukemura ibibazo bikorwa n'Abayobozi n'abanyamabanga b'Amashami muri serivisi n'amashami aho bakemura ibibazo mu masaha y'akazi. Ni uburyo bwo gutanga ibisubizo ku batugana urugero, harimo guhamagara no kuvugana nabo banyamabanga b'amashami, kuganira ibibazo n'abakozi ba ISAE, kugira uruhare mu gukusanya imibare, Udusanduku tw'ibitekerezo, no gutanga inama ku mpapuro ziboneka ku rubuga rwa interineti rwa ISAE, cyangwa se ku biro bishinzwe serivisi y'Amasomo.</p> |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a>   |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi</b>  | <ul style="list-style-type: none"> <li>- Amabwiriza rusange agenga amasomo</li> <li>- Itegeko N° 49/2008 ryo kuwa 09/09/2008 rigenga imiterere y'Inzego, Imicungire, n'Imikorere y'Ishuri rikuru ry'Ubuhanzi n'Ubworozi</li> </ul>   |

**5. Ubwoko bwa serivisi: Gusaba icyangomwa cyuwa rangije amashuri cyitwa (TO WHOM IT MAY CONCERN), Indangamanota nizindi zigaragaza ko umunyeshuri yahigiye zitangwa na serivisi y'Amasomo**

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| <p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>   | <p>Gusaba ibyangombwa by'amashuri bigaragaza ko umunyeshuri yize mu ishuri runaka bitangwa na serivisi ishinzwe amasomo:</p> <p>Iyo wari umunyeshuri cyangwa ukiri umunyeshuri wanditse muri uwo mwaka usaba ibyo byangombwa nk'i ikimenyetso cyo kuba umunyeshuri cyangwa wahoze ariwe muri ISAE.</p> |
| <p><b>Ni hehe serivisi itangirwa</b></p>  | <p>Serivisi ishinzwe amasomo cyane cyane ibiro by'Umuyobozi wa BBA (Umuhuzabikorwa ushinzwe gahunda ya BBA ya ku manywa n'ushinzwe abanyeshuri ba BBA ba nimugoroba)</p>   |
| <p><b>Serivisi itangwa ryari?</b></p>   | <p>Kuwa mbere kugeza kuwa gatanu: saa moya n'igice kugeza saa kumi n'imwe n'igice za nimugoroba (7:30 am to 5:30 pm) ku banyeshuri biga ku manywa no guhera saa kumi n'imwe za nimugoroba kugeza saa tatu za ninjoro 5:30 pm to 9:30 pm) ku banyeshuri biga ninjoro</p>                                |
| <p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>                        | <p>Umunsi umwe w'umubyizi</p>  |
| <p><b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>  | <p>Amafaranga yo gusaba ni 2000 RWF ku byangombwa byose byavuzwe haruguru</p>  |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>   | <ul style="list-style-type: none"> <li>- Urwandiko rusaba</li> <li>- Kopi y'Ikarita y'Ishuri</li> <li>- Ifoto imwe ngufi</li> <li>- Inyemezabwishyu wishyuriyeho amafaranga iriho kasha yo muri serivisi y'Imari</li> </ul>  |
| <p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>  | <ul style="list-style-type: none"> <li>- Kujya mu biro by'Umuhuzabikorwa wa BBA bireba</li> <li>- Tanga ibaruwa isaba hamwe n'ibindi byangombwa bisabwa</li> <li>- Iyo wujuje ibisabwa usabwa kugaruka nyuma y'umunsi umwe ubisabye</li> </ul>   |
| <p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa</b></p> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> </ul> <p>Kwishyura amafaranga yo gukosoza ibizamini</p>                                     |

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| <b>gushaka ibindi byangombwa)</b>  |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>          | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe amasomo. Muri ISAE uburyo bwo gukemura ibibazo bikorwa n'Abayobozi n'abanyamabanga b'Amashami muri serivisi n'amashami aho bakemura ibibazo mu masaha y'akazi. Ni uburyo bwo gutanga ibisubizo ku batugana urugero, harimo guhamagara no kuvugana nabo banyamabanga b'amashami, kuganira ibibazo n'abakozi ba ISAE, kugira uruhare mu gukusanya imibare, Udusanduku tw'ibitekerezo, no gutanga inama ku mpapuro ziboneka ku rubuga rwa interineti rwa ISAE, cyangwa se ku biro bishinzwe serivisi y'Amasomo. |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohera ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a>   |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Ntabyo <ul style="list-style-type: none"> <li>- Amabwiriza rusange agenga amasomo</li> <li>- Itegeko N° 49/2008 ryo kuwa 09/09/2008 rigenga imiterere y'Inzego, Imicungire, n'Imikorere y'Ishuri rikuru ry'Ubuhanzi n'Ubworozi</li> </ul>  |

**5. Ubwoko bwa serivisi: Gufata /Kujyana impamyabumenyi n'Indangamanota nyuma yo kurangiza kwiga**

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|---|---|
| <b>Serivisi ni iyihe?</b>   | Gufata/kujyana impamyabumenyi n'Indangamanota nyuma yo kurangiza kwiga  |
| <b>Nujuje ibisabwa?</b>   |   |
| <b>Ni hehe serivisi itangirwa</b>   | Serivisi ishinzwe amasomo   |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu guhera saa moya n'igice za mugitondo kugeza saa kumi n'imwe n'igice za nimugoroba (7:30 am kugeza 05:30 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo</b> | Iminsi itatu y'imibyizi   |

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| <b>uyihabwe?</b>   |   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | 10.000 RWFS y'Impamyabumenyi<br>1.000 RWFS y'Indangamanota  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | Kugirango ubone impamyabumenyi yawe ugombye kuba ufite ibi bikurikira: <ul style="list-style-type: none"> <li>• Urwandiko rugaragaza ko nta mwenda urimo</li> <li>• Kopi y'Indangamuntu cyangwa pasiporo</li> </ul> Ushaka indangamanota agomba kuba afite ibi bikurikira: <ul style="list-style-type: none"> <li>• Urwandiko rusaba,</li> <li>• Amafoto abiri magufi,</li> <li>• Kopi y'Indangamuntu cyangwa pasiporo n'inyemezabwishyu ya banki</li> <li>• Raporo zihoraho zigaragaza ishusho y'uwo munyeshuri</li> </ul> |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | <ul style="list-style-type: none"> <li>• Ohereza ibaruwa isaba iherekejwe n'ibyangombwa byavuzwe haruguru mu biro bishinzwe kwandika abanyeshuri.</li> </ul>  |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> </ul> <p>Kwishyura amafaranga yogukosoza ibizamini</p>   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Abafite ibibazo babigaragaza munyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinze amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinze amasomo  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a>  |
| <b>Impapuro zuzuzwa</b>  | Impapuro zuzuzwa n'abafite ibibazo ziboneka ku biro bishinzwe kwandika abanyeshuri  |
| <b>Amategeko cyangwa izindi nyandiko zivuga</b>  | - Amabwiriza rusange agenga amasomo   |

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|--------------------------|---|
| <b>kuri iyi serivisi</b> | - Itegeko N° 49/2008 ryo kuwa 09/09/2008 rigenga imiterere y'Inzego, Imicungire, n'Imikorere y'Ishuri rikuru ry'Ubuhanzi n'Ubworozi |
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### **6. Ubwoko bwa serivisi: Gutanga inama mu bunararibonye ku bahinziborozi no ku makoperative**

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|--|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>   | Gutanga inama mu bunararibonye ku bahinziborozi no ku makoperative  |
| <b>Ni hehe serivisi itangirwa</b>  | Muri serivisi ishinzwe ubuhinzi n'Ubucuruzi hamwe n'iterambere ry'Icyaro  |
| <b>Serivisi itangwa ryari?</b>   | Kuwa mbere kugeza kuwa gatanu kuwa saa mbiri za mugitondo kyageza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Nyuma y'iminsi itatu hakiriwe ibaruwa isaba; ISAE izohereza urwandiko rutumira umugenerwabikorwa kuza gusinya amasezerano y'imikoranire iyo ntayo bafitanye;  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Biterwa n'Ubuhanzi bwababwira   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | <ul style="list-style-type: none"> <li>- Urwandiko rusaba rwavuye mu nzego zitandukanye</li> <li>- Inyandiko yo kugura itangwa na serivisi ishinzwe imari</li> <li>- Inyemezabwishyu</li> <li>- Amasezerano y'Ubufatanye hagati ya ISAE n'urundi rwego rusaba inama cyangwa inkunga mu bunararibonye</li> </ul> |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Gutanga urwandiko k'umuyobozi w'Ishami ugaha kopi umuyobozi wa Kaminuza wungirije ushinzwe amasomo n'Umuyobozi wa Department bireba   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> </ul>  |



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| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>          | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe amasomo  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Ntabwo   |

**7. Ubwoko bwa serivisi: Amahugurwa ku kwirinda gutakaza umusaruro mu imbuto n'Imboga, amahugurwango ku bahinzi borozi n'abo mu makoperative bato**

|   |   |
|---|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | Amahugurwa ku kwirinda gutakaza umusaruro mu imbuto n'Imboga, amahugurwango ku bahinzi borozi n'abo mu makoperative bato  |
| <b>Ni hehe serivisi itangirwa</b>   | Mu ishami ry'Ikoranabuhanga mu bumenyi bw'Imirire n'Intungamubiri (Food Science and Technology and Human Nutrition and Dietetics)   |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu kuwa saa mbiri za mugitondo kyageza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Nyuma y'iminsi itatu hakiriwe ibaruwa isaba; ISAE izohereza urwandiko rutumira umugenerwabikorwa kuza gusinya amasezerano y'imikoranye iyo ntayo bafitanye;                                     |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                             | Amafaranga y'Amahugurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>                              | <ul style="list-style-type: none"> <li>- Urwandiko rusaba rwavuye mu nzego zitandukanye</li> <li>- Inyandiko yo kugura itangwa na serivisi ishinzwe imari</li> <li>- Inyemezabwishyu</li> </ul> |

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|  | - Amasezerano y'Ubufatanye hagati ya ISAE n'urundi rwego rusaba inama cyangwa inkunga mu bunararibonye mu buhinzi  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Utanga urwandiko rusaba ku muyobozi w'Ishami ugaha kopi umuyobozi wa Kaminuza wungirije ushinzwe amasomo n'Umuyobozi wa department bireba  |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> <li>➤ Kwishyura amafaranga yogukosozza ibizamini</li> </ul>   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe amasomo  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntabyo   |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>  | Ntabyo   |

### **8. Ubwoko bwa serivisi: Amahugurwa ku kwirinda gutakaza umusaruro wabonetse**

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| <b>Serivisi ni iyihe?</b>         | Amahugurwa ku kwirinda gutakaza umusaruro mu imbuto n'Imboga, amahugurwangiro kubahinzi  |
| <b>Nujuje ibisabwa?</b>           | borozi n'abo mu makoperative bato  |
| <b>Ni hehe serivisi itangirwa</b> | Mu ishami ry'Ikoranabuhanga mubumenyi bw'Imirire n'Intungamubiri (Food Science and Technology and Human Nutrition and Dietetics) |
| <b>Serivisi itangwa ryari?</b>    | Kuwa mbere kugeza kuwa gatanu kuva saa mbiri za mugitondo kyageza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)            |

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| <p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>   | <p>Nyuma y'iminsi itatu hakiriwe ibaruwa isaba; ISAE izohereza urwandiko rutumira umugenerwabikorwa kuza gusinya amasezerano y'Imikoranire iyo ntayo bafitanye;</p>  |
| <p><b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>   | <p>Amafaranga y'Amahugurwa</p>   |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>  | <ul style="list-style-type: none"> <li>- Urwandiko rusaba rwavuye mu nzego zitandukanye</li> <li>- Inyandiko yo kugura itangwa na serivisi ishinzwe imari</li> <li>- Inyemezabwishyu</li> <li>- Amasezerano y'Ubufatanye hagati ya ISAE n'urundi rwego rusaba inama cyangwa inkunga mu bunararibonye mu buhinzi n'ubworozi</li> </ul>  |
| <p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>   | <p>Utanga urwandiko rusaba ku muyobozi w'Ishami ugaha kopi umuyobozi wa Kaminuza wungirije ushinzwe amasomo n'Umuyobozi wa diparutoma</p>  |
| <p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> <li>➤ Kwishyura amafaranga yogukosoza ibizamini</li> </ul>  |
| <p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>   | <p>Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe amasomo</p> <p>Muri ISAE uburyo bwo gukemura ibibazo bikorwa n'Abayobozi n'abanyamabanga b'Amashami muri serivisi n'amashami aho bakemura ibibazo mu masaha y'akazi. Ni uburyo bwo gutanga ibisubizo ku batugana urugero, harimo guhamagara no kuvugana nabo banyamabanga b'amashami, kuganira ibibazo n'abakozi ba ISAE, kugira uruhare mu gukusanya imibare, Uduwanduku tw'ibitekerezo, no gutanga inama ku mpapuro ziboneka ku rubuga rwa interineti rwa ISAE,</p> |

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|  | cyangwa se ku biro bishinzwe serivisi y'Amasomo.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Ntabyo   |

**9. Ubwoko bwa serivisi: Amahugurwa ku iterambere no kwihangira imirimo.**

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| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>   | Guhugura ba rwiyemezamirimo/abahinziborozi, n'Amakoperative, ku iterambere no kwihangira imirimo.   |
| <b>Ni hehe serivisi itangirwa Serivisi itangwa ryari?</b>                                    | Inzego za ISAE zigenga<br>Kuwa mbere kugeza kuwa gatanu guhera saa mbiri za mugitondo kugeza saa kumi n'imwe za nimugoroba (Monday to Friday: 8:00 am to 5:00 pm)                           |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>        | 5 mu minsi itanu y'imibiyizi  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                                    | Amafaranga y'Amahugurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>                                     | Ibaruwa isaba ishyikirizwa umuyobozi wa Kaminuza  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Utanga ibaruwa isaba amahugurwa k'Umuyobozi wa Kaminuza   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya</b> | <ul style="list-style-type: none"> <li>➤ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➤ Kuri banki ya Kigali "BK" kwishyura kuri konti</li> </ul> |

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| <b>serivisi cyangwa gushaka ibindi byangombwa)</b>                             | ikurikira 0204344-37   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>          | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe Imari n'Ubuyobozi  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Ntabwo   |

**10. Ubwoko bwa serivisi: Gukwirakwiza ikoranabuhanga no guhanga udushya mu inzego z'ibanze binyuze mu kongera ubuhinzi no kubigeza ku baturage.**

|   |   |
|---|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | Gukwirakwiza ikoranabuhanga no guhanga udushya mu inzego z'ibanze binyuze mu kongera ubuhinzi nokubigeza ku baturage. |
| <b>Ni hehe serivisi itangirwa</b>   | Muri serivisi ishinzwe iterambere ry'Ubuhinzi n'Icyaro  |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (8:00 am to 5:00 pm)        |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Icyumweru kimwe   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone</b>                                       | Amafaranga y'Amahugurwa   |

|  |  |
|--|--|
| <b>serivisi?</b>   |  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | <ul style="list-style-type: none"> <li>- Ibaruwa isaba</li> <li>- icyemezo cyavuye mu karere ubarizwamo</li> </ul>   |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Utanga ibaruwa isaba amahugurwa ku umuyobozi wa Kaminuza   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <ul style="list-style-type: none"> <li>➔ Kuri Banki Nkuru y'u Rwanda "RNB" "BNR" Kwishyura kuri konti ikurikira 122120</li> <li>➔ Kuri banki ya Kigali "BK" kwishyura kuri konti ikurikira 0204344-37</li> </ul>   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinze amasomo; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinze amasomo  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohera ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi</b>  | Ntabwo   |

## 12. Ubwoko bwa Serivisi: Gutira ibitabo n'Ibinyamakuru

|   |   |
|---|---|
| <b>Serivisi ni iyihe?</b>                                 | Gutira ibitabo n'Ibinyamakuru:  |
| <b>Nujuje ibisabwa?</b>                                   | Abanyeshuri ba ISAE, Abakozi ba ISAE, baba abo mu buyobozi cyangwa abo muri serivisi z'amasomo kimwe n'abantu kuagiti cyabo bemerewe gutira ibitabo, ibinyamakuru, na za mémoire ziri mu Isomero rya ISAE |
| <b>Ni hehe serivisi itangirwa Serivisi itangwa ryari?</b> | Ishami rishinze Ikoranabuhanga n'Isomero  |
|   | Kuwa mbere kugeza kuwa kane saa moya n'igice za mugitondo kugeza saa yine zanjoro : (7:30 am kugeza 10:00 pm)<br>Kuwa gatanu saa moya n'igice za mugitondo kugeza saa sita n'igice za ku manywa: (7:30 am |

|  |  |
|--|--|
|  | kugeza 12:30 pm)   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Umunsi umwe w'akazi  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Nta kiguzi kuri iyi serivisi   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | <ul style="list-style-type: none"> <li>- Ikarita y'Isomero</li> <li>- Ikarita y'Ishuri</li> </ul>  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | <ul style="list-style-type: none"> <li>- Kuba wanditse nk'umuntu ukoresha isomer rya ISAE.</li> <li>- Utira agomba kuba afite ibimenyetso biranga igitabo cyangwa inyandiko ashaka</li> <li>- Ibi bimenyetso byerekanwa aho bakirira abagana Isomero</li> <li>- Iyo igitabo ashaka kibonetse yuzuza inyandiko itira</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>  | <p>ISAE ikemura ibibazo mu buryo bishoboka:</p> <ul style="list-style-type: none"> <li>• Ibi bikorwa iyo ibibazo byashyikirijwe umukozi ushinzwe imicungire y'abandi bakozi munshingano ze cyangwa abandi bakozi babarizwa muru serivisi ishinzwe ikoranabuhanga n'Isomero.</li> <li>• Niba utishimiye igisubizo wahawe wemerewe guhamagara kuri telefoni yavuzwe haruguru mukakiganiraho.</li> <li>• ISAE izishimira kwakira ikibazo cyawe mu gihe cy'umunsi umwe ikumenyeshe umukozi ubushinzwe n'uburyo wamugeraho/wamubona.</li> <li>• ISAE izakora iperereza kuri icyo kibazo rihagije nyuma baguhe igisubizo mu nyandiko mu gihe kingana n'iminsi itatu.</li> <li>• Iyo ISAE itongeye kukumva nyuma y'Iminsi bamaze kuguha igisubizo cy'ikibazo cyawe</li> </ul> |

|  |  |
|--|--|
|  | <p>bazaguhamagara bamenye neza niba waranyuzwe.</p> <ul style="list-style-type: none"> <li>• ISAE izagushimira mu gihe habaye impinduka zitewe n'inama wabagiriye</li> </ul>   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Impapuro zuzuzwa n'abatira ibitabo   |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Amabwiriza rusange agenga isomero  |

### 13. Ubwoko bwa serivisi : Gutirura Ibitabo n'Ibinyamakuru

|   |  |
|---|--|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | Gutirura ibitabo n'Ibinyamakuru: Abanyeshuri ba ISAE, Abakozi ba ISAE, baba abo mu buyobozi cyangwa abo muri serivisi z'amasomo kimwe n'abantu kuagiti cyabo bemerewe gutira ibitabo, ibinyamakuru, na za memoire ziri mu Isomero rya ISAE                     |
| <b>Ni hehe serivisi itangirwa</b>   | Ishami rishinzwe Ikoranabuhanga n'Isomero  |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa kane saa moya n'igice za mugitondo kugeza saa yine zanjoro : (7:30 am kugeza 10:00 pm)<br>Kuwa gatanu saa moya n'igice za mugitondo kugeza saa sita n'igice za ku manywa: (7:30 am kugeza 12:30 pm)                                     |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Ukimara kuyisaba   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                             | Nta kiguzi gisabwa. Ariko, iyo igitabo ukizanye utinze, wishyura amafaranga igihumbi kuri konti ya ISAE (RWF 1,000) kuri buri kinyamakuru buri munsi. Ku bitabo ni RWF 2,000 buri munsi kuri buri gitabo; na RWF 5,000 kuri biri memoire na thesis buri munsi. |
| <b>Ni ibihe byangombwa bisabwa kugira ngo</b>   | <ul style="list-style-type: none"> <li>- Ibitabo bitizwa</li> <li>- Ibinyamakuru byatijwe</li> </ul>   |



|  |   |
|--|---|
| <b>uyihabwe ?</b>  |   |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | <ul style="list-style-type: none"> <li>- Uwagikoreshaga agomba kwerekana izina rye igihe abigaruye abo babyakirira mu Isomero</li> <li>- Uwagikoreshaga asubizayo impapuro yujujwe abitira</li> </ul>   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | <p>ISAE ikemura ibibazo mu buryo bishoboka:</p> <ul style="list-style-type: none"> <li>• Ibi bikorwa iyo ibibazo byashyikirijwe umukozi ushinzwe imicungire y’abandi bakozi munshingano ze cyangwa abandi bakozi babarizwa muru serivisi ishinzwe ikoranabuhanga n’Isomero.</li> <li>• Niba utishimiye igisubizo wahawe wemerewe guhamagara kuri telefoni yavuzwe haruguru mukakiganiraho.</li> <li>• ISAE izishimira kwakira ikibazo cyawe mu gihe cy’umunsi umwe ikumenyeshe umukozi ubushinzwe n’uburyo wamugeraho/wamubona.</li> <li>• ISAE izakora iperereza kuri icyo kibazo rihagije nyuma baguhe igisubizo mu nyandiko mu gihe kingana n’iminsi itatu.</li> <li>• Iyo ISAE itongeye kukumva nyuma y’Iminsi bamaze kuguha igisubizo cy’ikibazo cyawe bazaguhamagara bamenye neza niba waranyuzwe.</li> <li>• ISAE izagushimira mu gihe habaye impinduka zitewe n’inama wabagiriye</li> </ul> |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Ntazo   |
| <b>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y’akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a>  |
| <b>Impapuro zuzuzwa</b>  | Ntazo   |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>  | Amabwiriza rusange agenga Isomero   |

#### 14. Ubwoko bwa serivisi: Amacumbi.

|   |   |
|---|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | Amacumbi ku banyeshuri banditse muri ISAE bazwi   |
| <b>Ni hehe serivisi itangirwa</b>   | Ibiro by'Umuyobozi ushinzwe Abanyeshuri<br>Ishyirahamwe ry'Abanyeshuri  |
| <b>Serivisi itangwa ryari?</b>  | Mu ntangiriro z'umwaka w'amashuri   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | <b>Ukwezi kumwe:</b> Iyo wasabye mbere y'umwaka w'amashuri utangira.<br><b>Ibyumweru bibiri:</b> iyo wasabye umwaka w'amashuri ugitangira   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                             | 65,000 RWF kuri buri mwaka w'amashuri kuri buri muntu   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>                              | <ul style="list-style-type: none"> <li>- Ibaruwa isaba yandikiwe umuyobozi ushinzwe serivisi z'ibibazo by'abanyeshuri</li> <li>- Kopi y'Indangamuntu ku banyeshuri bashya na kopi y'Ikarita y'Ishuri ku basanzwe biga</li> <li>- Ku banyeshuri babana n'Ubumuga urwandiko rwa muganga ruba rukenewe</li> </ul>  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>- Utanga ibyangombwa bisaba mu biro bya serivisi ishinzwe ibibazo by'abanyeshuri ukagera kopi ishyirahamwe ry'Abanyeshuri</li> <li>- Wuzuzu mu gitabo cyabigenewe</li> <li>- Wireba ku rutonde rw'abahawe amacumbi.</li> <li>- Iyo uhawe icumbi:</li> <li>- Kwishyura kuri BNR</li> <li>- Inyemezabwishyu iriho kashe yo muri serivisi ishinzwe imari</li> <li>- Gutanga icyemezo ko wishyuye k'ushinzwe amacumbi</li> </ul> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,</b>                    | <ul style="list-style-type: none"> <li>- Kuri BNR kwishyura</li> <li>- Inyemezabwishyu iriho kasha yo muri serivisi ishinzwe imari</li> </ul>   |

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| <b>nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>   |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>          | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe amacumbi; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe imari n'ubuyobozi   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Inyandiko ikwemerera icumbi ku banyeshuri bararamo Inyandiko y'iherekanyabubasha yuzuzwa mbere y'uko uva mu cyumba umwaka w'amashuri urangiye.   |
| <b>Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi</b>            | Politiki y'Amacumbi  |

**15. Ubwoko bwa serivisi: Gutanga ibikoresho ku inzego cyangwa uwo ariwe wese ubishaka**

|   |  |
|---|--|
| <b>Serivisi ni iyihe?</b>   | Gutanga ibikoresho ku inzego cyangwa uwo ariwe wese ubishaka   |
| <b>Nujuje ibisabwa?</b>   |  |
| <b>Ni hehe serivisi itangirwa</b>   | Busogo Business Enterprise Ltd   |
| <b>Serivisi itangwa ryari?</b>  | Kuwa mbere kugeza kuwa gatandatu saa moya n'Igice kugeza saa kumi n'imwe za nimugoroba: 7:30 am kugeza 5:30 pm |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Serivisi ihita itangwa ukimara kuyisaba  |

|  |   |
|--|---|
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Ibintu byose biragurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | Urwandiko rusaba  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Utanga ibaruwa isaba mu biro by'Umuyobozi wa Busogo Business Enterprise   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Kuri banki kwishyura cyangwa ukishyura muri ISAE muri serivisi ishinzwe imari   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | <p>ISAE icyemura ibibazo mu buryo bishoboka:</p> <ul style="list-style-type: none"> <li>• Ibi bikorwa iyo ibibazi byashyikirijwe umukozi ushinzwe imicungire yabandi bakozi munshingano ze cyangwa abandi bakozi babarizwa muri Busogo Business Enterprise Ltd</li> <li>• Niba utishimiye igisubizo wahawe wemerewe guhamagara kuri telefoni yavuzwe haruguru mukakiganiraho .</li> <li>• ISAE izishimira kwakira ikibazo cyawe mu gihe cy'umunsi umwe ikumenyeshe umukozi ubushinzwe n'uburyo wamugeraho/wamubona.</li> <li>• ISAE izakora iperereza kuri icyo kibazo rihagije nyuma baguhe igisubizo mu nyandiko mu gihe kingana n'iminsi itatu.</li> <li>• Iyo ISAE itongeye kukumva nyuma y'iminsi bamaze kuguha igisubizo cy'ikibazo cyawe bazaguhamagara bamenye neza niba waranyuzwe.</li> <li>• ISAE izagushimira mu gihe habaye impinduka zitewe n'inama wabagiriye</li> </ul> |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohera ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a>  |

|   |        |
|---|--------|
| <b>Impapuro zuzuzwa</b>   | Ntazo  |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b> | Ntabyo |

**18. Ubwoko bwa serivisi: Uburyo bwo kwakira amafaranga ava muri serivisi zitangwa na ISAE**

|  |   |
|--|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>   | Abantu cyangwa inzego zishaka kwishyura kubera serivisi cyangwa ibintu bahawe bagomba gukurikiza amabwiriza n'imirongo ngenderwaho yashyizweho.   |
| <b>Ni hehe serivisi itangirwa</b>  | Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)<br>Kuwa gatanu saa moya za mugitondo kugeza saa sita zakumanywa: (7:00 am kugeza 12:00 pm)   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>                        | Iyo ibyangombwa byuzuye bisabwa kwishyura serivisi ntibirenza iminsi itatu  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Iyi serivisi itangirwa ubuntu   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | - Amakopi ane y'impapuro zishyuzwa 4,<br>- icyemezo cyo gutanga ibintu cyasinywe n'impande zombi mu masezerano,<br>- Umwishingizi muri banki niba ari ngombwa,<br>- Urwandiko rukwemerera gukora akazi,<br>- Amasezerano,<br>-Uruhushya rwo kugura,<br>- Kopi y'Indangamuntu y'uwatanze ibintu<br><br>- Raporo y'ishyirwa mubikorwa |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | - Ujya mu bunyamabanga rusange bwa ISAE;<br>- Utanga ibyangombwa bisabwa haruguru;<br><br>Iyo inyandiko yawe isaba iteguye neza wishyurwa mu minsi itatu gusa.  |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa</b> | Ntazo   |

|  |  |
|--|--|
| <b>gushaka ibindi byangombwa)</b>  |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>          | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe Imari; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe imari n'ubuyobozi  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Ntabyo   |

### **19. Ubwoko bwa serivisi: Gutanga amasoko yinjiza amafaranga kuri ISAE**

|   |   |
|---|---|
| <b>Serivisi ni iyihe?</b><br><b>Nujuje ibisabwa?</b>                                  | Abantu cyangwa inzego zishaka iyi serivisi muri ISAE bisabwe gukurikiza amabwiriza n'imirongo ngenderwaho yagaragajwe.  |
| <b>Ni hehe serivisi itangirwa</b>   | Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)<br>Kuwa gatanu saa moya za mugitondo kugeza saa sita zakumanywa: (7:00 am kugeza 12:00 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Iyo ibyangombwa bisabwa byuzuye kwishyurwa ntibimara iminsi ibiri   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                             | Iyi serivisi itangirwa ubuntu   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>                              | - Ibaruwa isaba<br>- kopi yishyuriweho muri banki<br>- Indi nyandiko yose yabiha imbaraga   |
| <b>Binyura muyihe nzira ngo</b>   | - Ujya mu bunyamabanga rusange bwa ISAE;  |

|  |  |
|--|--|
| <b>uyihabwe?</b>   | - Tanga ibyangombwa byavuzwe haruguru;<br>- Iyo dosiye yujuje ibisabwa wishyurwa mu minsi ibiri y'imibyizi.  |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe Imari; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe imari n'ubuyobozi  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohera ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>  | Ntazo  |
| Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi   | Ntabwo   |

**20. Ubwoko bwa serivisi : Kubona inyandiko zishyuzwa ziva muri ISAE**

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|---|---|
| <b>Serivisi ni iyihe?</b>   | Kubona inyandiko zishyuzwa ziva muri ISAE :   |
| <b>Nujuje ibisabwa?</b>   | Ku banyeshuri cyangwa Inzego zishyuzwa iyi serivisi muri ISAE zisabwa gukurikiza amabwiriza yavuzwe.  |
| <b>Ni hehe serivisi itangirwa</b>   | Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)<br>Kuwa gatanu saa moya za mugitondo kugeza saa sita zakumanywa: (7:00 am kugeza 12:00 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Iyo ibisabwa byuzuye inyandiko isaba kugura ikorwa mu gihe cy'Umunsi umwe.  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>                             | Iyi serivisi itangirwa ubuntu   |

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| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | <ul style="list-style-type: none"> <li>- Ikigaragaza ko wanditswe nk'Umunyeshuri kuri ISAE</li> <li>- Ikigaragaza ko wahawe isoko</li> </ul>   |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>- Jya mu bunyamabanga bwa serivisi ishinzwe imari;</li> <li>- Tanga ibyangombwa bisabwa;</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 icyo serivisi?</b>  | Abafite ibibazo babigaragaza mu nyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe Imari, nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe imari n'ubuyobozi  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone icyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukoherereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>   | Ntazo  |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>   | Ntabwo   |

## **21. Ubwoko bwa serivisi : Gutanga serivisi yo gusinya icyemezo kigaragaza ko nta mwenda ufite muri ISAE**

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| <b>Serivisi ni iyihe?</b>         | Gutanga serivisi yo gusinya icyemezo kigaragaza ko nta mwenda ufite muri ISAE : Abanyeshuri cyangwa inzego zindi bashaka iyi serivisi muri ISAE bagomba gukurikiza amabwiriza yavuzwe haruguru.          |
| <b>Nujuje ibisabwa?</b>           |  |
| <b>Ni hehe serivisi itangirwa</b> | Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)<br>Kuwa gatanu saa moya za mugitondo kugeza saa sita za kumanywa: (7:00 am kugeza 12:00 |



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|   | pm)  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iyo ibisabwa byuzuye gusinya iki cyemezo bitwara isaha imwe gusa.  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>   |  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | <ul style="list-style-type: none"> <li>- Kopi y'Indangamuntu</li> <li>- Kopi y'Ikarita y'Umukozi</li> <li>- icyemezo cy'uko nta mwenda ufite</li> </ul>  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>- Jya mu bunyamabanga bwa serivisi ishinzwe imari;</li> <li>- Tanga ibyangombwa bisabwa;</li> </ul>   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Abafite ibibazo babigaragaza munyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe Imari; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe imari n'ubuyobozi   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohereza ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>   | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>   | Ntabwo   |

## **22. Ubwoko bwa serivisi : Inzira zo kwakira impapuro zishyura zigomba kwishyurwa na ISAE**

|                           |   |
|---------------------------|---|
| <b>Serivisi ni iyihe?</b> | Inzira zokwakira impapuro zishyura zigomba kwishyurwa : |
| <b>Nujuje ibisabwa?</b>   | Abanyeshuri cyangwa inzego zindi bashaka iyi            |

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|   | serivisi muri ISAE bagomba gukurikiza amabwiriza akurikizwa.   |
| <b>Ni hehe serivisi itangirwa</b>   | Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)<br>Kuwa gatanu saa moya za mugitondo kugeza saa sita zakumanywa: (7:00 am kugeza 12:00 pm)  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iyo ibisabwa byuzuye kwishyurwa bikorwa ako kanya.   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>   | Ntakiguzi gisabwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | - Kopi y'Icyemezo kishyuriweho muri banki  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>   | - Jya mu bunyamabanga bwa serivisi ishinzwe imari;<br>- Tanga ibyangombwa bisabwa;   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Abafite ibibazo babigaragaza munyandiko cyangwa bakiyizira ubwabo bakabonana n'Umuyobozi ushinzwe Imari; nyuma atanyurwa akagana umuyobozi mukuru wa Kaminuza wungirije ushinzwe imari n'ubuyobozi   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Buri gihe wasura urubuga rwa interineti rwa ISAE: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Nanone ukeneye ibindi bisobanuro wahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi cyangwa ukohera ubutumwa bugufi kuri <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a> |
| <b>Impapuro zuzuzwa</b>   | Ntazo  |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>   | Ntabwo   |

**23. Ubwoko bw seivisi: Gutanga amakuru ajyanye na serivisi z'Amasoko ya Leta muri ISAE**

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| <p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>                              | <p>Gutanga amakuru ku masoko ya Leta atanga na ISAE ku bantu bose bakeneye ayo makuru :</p> <p>Igenamigambi kugeza mw'ishiramubikorwa rya gahunda y'amasoko. Itangwa ry'amasoko muri ISAE binyura mu nzira zikurikira:</p> <ul style="list-style-type: none"> <li>- Isoko rinyuzwa mu bitangazamakuru, gutegura dosiye y'isoko, kugenzura ko ibikenewe byose bikwiye, gufungura nokugenzura, no gutanga amabaruwa kubapiganwe</li> <li>- Gukurikirana ko amasoko yakozwe ukwo bikwiye, kwakira no kubika neza inyandiko zamasoko, gutangaza no gutanga amabaruwa no kumenyekanisha abatsindiye amasoko.</li> </ul> |
| <p><b>Ni hehe serivisi itangirwa</b></p>   | <p>Kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba: (7:00 am kugeza 5:00 pm)</p> <p>Kuwa gatanu saa moya za mugitondo kugeza saa sita zakumanywa: (7:00 am kugeza 12:00 pm)</p>   |
| <p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p> | <p>Igihe cy'isoko ritangirwa kirahinduka bitewe n'ubwoko bw'isoko.</p>   |
| <p><b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b></p>                             | <p>100 Rwf kuri buri paje</p>  |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>                              | <p>Ibyangombwa bikenerwa bigizwe ni ibi bikurikira : icyemezo cy'Ubucuruzi, kuba wishyura imisoro ya Leta kigatangwa n'Ikigo cy'Igihugu cy'Imisoro n'Amahoro; n'ubwo ibindi byangombwa bishobora gukenerwa bitewe n'isoko.</p>   |
| <p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>   | <ul style="list-style-type: none"> <li>- Abantu ku giti cyabo cyangwa ibigo bishaka isoko bitanga ibyangombwa bishaka amasezerano na ISAE bigomba kubanza kugura igitabo cy'Isoko muri serivisi ishinzwe amasoko muri ISAE nyuma yo kugaragaza ko wishyuye kuri banki nkuru ya Kigali na BNR na RRA.</li> <li>- Ibitabo by'Isoko bigaragaza ibikenewe, bigenderwaho mu kugenzura ibiciro by'isoko harimo n'amasezerano.</li> <li>- Abantu ku giti cyabo cyangwa ibigo bikeneye amakuru/ubufasha babariza muri serivisi ishinzwe amasoko muri ISAE.</li> </ul>  |

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| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Akanama k'amasoko kigenga gakemura ibibazo bitarangiye muri RPPA.<br>Kuri banki nkuru kwishyura (NBR) cyangwa ku ikigo cy'Igihugu cy'Imisoro n'Amahoro kwishyura amafaranga cyangwa igiciro cy'isoko.  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Ufite ikibazo kirebana n'iyi serivisi agitanga mu nyandiko k'Umuyobozi wa Kaminuza wungirije ushinzwe imari n'Ubuyobazi muri ISAE. Iyo utanyuzwe utanga ikibazo cyawe ku Itsinda ryigenga rikorana n'Ubuyobozi bukuru bw'Ikigo cy'Igihugu gishinzwe gutanga amasoko ya Leta. Ibibazo bigomba gushyikirizwa ababishinzwe mu minsi irindwi nyuma yo kumenyeshwa iby'uwatsindiye iryo soko. |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti rwa ISAE kuri: <a href="http://www.ISAE.ac.rw">www.ISAE.ac.rw</a> ukabona amakuru. Ukeneye ayandi makuru wahamagara kuri iyi telefoni ikurikira: (+250) 55102938 mu masaha y'akazi   |
| <b>Impapuro zuzuzwa</b>  | Ibyangombwa bikenerwa mu masoko ya Leta, Ubwoko bw'amasezerano, gufungura no gukora raporo y'isuzuma rw'Ikigo cy'Igihugu gishinzwe amasoko ; ibi byose biboneka ku rubuga rwa interineti rwa RPPA.   |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>  | Itegeko N° 12/2007 ryo kuwa 27/03/2007 rishyiraho itangwa ry'amasoko ya Leta , Iteka rya minisitiri N° 001/08/10/ryo kuwa 16/01/2008 rishyiraho amabwiriza agenga amasoko ya Leta n'ibipimo by'ibyangombwa bikenerwa mu gupiganirwa amasoko ya Leta  |

#### **24. Ubwoko bwa Serivisi: Guhumuriza no gutanga inama ku banyeshuri**

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| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b> | Guhumuriza no gutanga inama ku banyeshuri   |
| <b>Ni hehe serivisi itangirwa</b>          | Umuyobozi w'Ishami rishinzwe Abanyeshuri  |
| <b>Serivisi itangwa ryari?</b>             | Guhera kuwa mbere kugeza kuwa gatanu kuva saa moya n'Igice za mugitondo kugeza saa kumi n'imwe n'Igice za nimugoroba (7:30 am kugeza 5:30 pm) |

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|  | Kuwa gatanu saa moya n'Igice za mugitondo kugeza saa sita n'Igice zakumanywa: (7:30 am kugeza 12:30 pm)   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Mu munsu umwe w'umubyizi  |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | Ntabwo  |
| <b>Binyura muihe nzira ngo uyihabwe?</b>   | Wabaza umuyobozi w'Ishami/ Serivisi ishinzwe ubujyanama   |
| <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>  | <p>Irishuri rya ISAE ricyemura ibibazo mu buryo bwihuse ubwo aribwo bwose bushoboka:</p> <ul style="list-style-type: none"> <li>• Ibi bikorwa iyo ibibazo byoherejwe umuyobozi Ushinzwe Abanyeshuri.</li> <li>• Mu gihe uzaba utanyuzwe n'Ikiganiro mwagiranye wagana iri shuri kuri address yagaragajwe haruguru.</li> <li>• Iri shuri rizishimira kwakira ikibazo cyawe mu munsu umwe banakuyobore ku muntu ushinzwe kugukemurira ikibazo n'uburyo mwabonana.</li> <li>• Iyo utanze ikibazo iri shuri ISAE rikora iperereza kuri icyo kibazo nyuma ugahabwa igisubizo cyanditse mu minsi itatu y'imibyizi.</li> <li>• Iyo iri shuri rya ISAE ritongeye kukubona mu gihe cy'iminsi ibiri bazaguhamagara bakubaze niba waranyuzwe n'igisubizo wahawe.</li> <li>• Iri shuri rya ISAE rizagushimira kubera</li> </ul> |

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|  | impinduka zizariteza imbere zizaba zaturutse ku bitekerezo watanze.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b> | Buri gihe wasura urubuga rwa interineti kuri address ikurikira: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Cyangwa wakenera ayandi makuru ugahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi; cyangwa ukohereza ubutumwa bugufi ku murongo wa interineti: isaeinfos@isae.ac.rw |
| <b>Impapuro zuzuzwa</b>  | Ntazo   |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>              | Ntabwo  |

## **25. Ubwoko bwa serivisi: Serivisi zo guhugura no gutanga amasomo ahoraho (Continuing education services)**

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|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Serivisi z'amasomo akomeza: Guhugura mu indimi nokugira inama abanyeshuri mu bumenyi bw'ibyo biga.<br><br>Bigizwe n'Ibice bibiri byaho bigira: Aho bigishiriza indimi (ILC) n'aho batangira serivisi y'Ubujuanama Centre (ICEAC).                         |
| <b>Ni hehe serivisi itangirwa</b>   | Ubushobozi bwa Serivisi ishinzwe imyigire (ikomeza ry'amasomo)  |
| <b>Serivisi itangwa ryari?</b>  | Guhere kuwa mbere kugeza kuwa gatanu kuva saa moya n'Igice za mugitondo kugeza saa kumi n'imwe n'igice za nimugoroba (7:30 am kugeza 5:30 pm)<br>Kuwa gatanu saa moya n'Igice za mugitondo kugeza saa sita n'igice za kumanywa: (7:30 am kugeza 12:30 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b> | Umunsi umwe w'umubyizi  |

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| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Iyi serivisi nta kiguzi ifite  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | Ntabwo   |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Wagana serivisi ishinze imyigishirize (amasomo ahoraho)  |
| <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>  | <p>Irishuri rya ISAE ricyemura ibibazo muburyo bwihuse ubwo aribwo bwose bushoboka:</p> <ul style="list-style-type: none"> <li>• Ibi bikorwa iyo ibibazo byoherejwe umuyobozi ushinze « Continuing Education Services ».</li> <li>• Mu gihe uzaba utanyuzwe n'Ikiganiro mwagiranye wagana iri shuri kuri address yagaragajwe haruguru.</li> <li>• Iri shuri rizishimira kwakira ikibazo cyawe mu munsu umwe banakuyobore ku muntu ushinze kugukemurira ikibazo n'uburyo mwabonana.</li> <li>• Iyo utanze ikibazo iri shuri ISAE rikora iperereza kuri icyo kibazo nyuma ugahabwa igisubizo cyanditse mu munsu itatu y'imibyizi.</li> <li>• Iyo iri shuri rya ISAE ritongeye kukubona mu gihe cy'iminsi ibiri bazaguhamagara bakubaze niba waranyuzwe n'igisubizo wahawe.</li> <li>• Iri shuri rya ISAE rizagushimira kubera impinduka zizariteza imbere zizaba zaturutse ku bitekerezo watanze.</li> </ul> |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | <p>Buri gihe wasura urubuga rwa interineti kuri address ikurikira: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Cyangwa wakenera ayandi makuru ugahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi; cyangwa ukohereza ubutumwa bugufi ku murongo wa interineti: <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a></p>   |

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| <b>Impapuro zuzuzwa</b>   | Impapuro zisaba |
| <b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b> | Ntabyo          |

## **26. Ubwoko bwa serivisi: Serivisi zo gupima ( Laboratory Services)**

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| <b>Serivisi ni iyihe?</b>  | Serivisi zo gupima kuri buri wese ubushaka:  |
| <b>Nujuje ibisabwa?</b>  | Serivisi y'Ipimiro rya ISAE itanga inyandiko ngenderwaho ku isesengura ry'ubutaka ku bakozi, abanyeshuri n'abaturage muri rusange bayituriye.  |
| <b>Ni hehe serivisi itangirwa</b>  | Abayobozi b'amashami, Abakuru ba amaserivisi n'abakuru ba Laboratwari  |
| <b>Serivisi itangwa ryari?</b>   | Guhera kuwa mbere kugeza kuwa gatanu kuwa saa moya n'Igice za mugitondo kugeza saa kumi n'imwe n'Igice za nimugoroba (7:30 am kugeza 5:30 pm)<br>Kuwa gatanu saa moya n'Igice za mugitondo kugeza saa sita n'Igice zakumanywa: (7:30 am kugeza 12:30 pm) |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Umunsi umwe w'akazi  |
| <b>Ni ibiki bisabwa kugirango ubone serivisi?</b>  | Biterwa n'ibyo ushaka ko bagupimira  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | Ibaruwa isaba  |
| <b>Binyura muihe nzira ngo uyihabwe?</b>   | Ibaruwa isaba yandikiwe umuyobozi wa Kaminuza  |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ishami ry'Imari/Umucungamari wa ISAE: kwishyura  |



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| <p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>          | <p>Irishuri rya ISAE rikemura ibibazo mu buryo bwihuse ubwo aribwo bwose bushoboka:</p> <ul style="list-style-type: none"> <li>• Ibi bikorwa iyo ibibazo byoherejwe umuyobozi ushinzwe Imari.</li> <li>• Mu gihe uzaba utanyuzwe n’Ikiganiro mwagiranye wagana iri shuri kuri address yagaragajwe haruguru.</li> <li>• Iri shuri rizishimira kwakira ikibazo cyawe mu muni umwe banakuyobore ku muntu ushinzwe kugukemurira ikibazo n’uburyo mwabonana.</li> <li>• Iyo utanze ikibazo iri shuri ISAE rikora iperereza kuri icyo kibazo nyuma ugahabwa igisubizo cyanditse mu minsi itatu y’imibyizi.</li> <li>• Iyo iri shuri rya ISAE ritongeye kukubona mu gihe cy’iminsi ibiri bazaguhamagara bakubaze niba waranyuzwe n’igisubizo wahawe.</li> <li>• Iri shuri rya ISAE rizagushimira kubera impinduka zizariteza imbere zizaba zaturutse ku bitekerezo watanze.</li> </ul> |
| <p><b>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p> | <p>Buri gihe wasura urubuga rwa interineti kuri address ikurikira: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Cyangwa wakenera ayandi makuru ugahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y’akazi; cyangwa ukohera ubutumwa bugufi ku murongo wa interineti: <a href="mailto:isaeinfos@isae.ac.rw">isaeinfos@isae.ac.rw</a></p>  |
| <p><b>Impapuro zuzuzwa</b></p>  | <p>Impapuro zuzuzwa n’abasaba gupimisha ibi bireba abaturage muri rusange ntibireba abanyeshuri cyangwa abakozi</p>   |
| <p><b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>              | <p>Ibipimo ngenderwaho z’Urwego rw’Igihugu zijyanye na n’itangwa rya serivisi zo muri Laboratwari</p>   |

**27. Ubwoko bwa serivisi: Ivuriro ry’Ubuwuzi bw’amatungo na farumasi (iduka ry’Imiti) y’amatungo**

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| <p><b>Serivisi ni iyihe?</b><br/><b>Nujuje ibisabwa?</b></p> | <p>Serivisi y’ubuvuzi bw’amatungo na farumasi (iduka ry’Imiti) y’amatungo ku bantu bose bujuje ibisabwa.</p> |
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| <b>Ni hehe serivisi itangirwa</b>  | Ivuriro ry'Ubuwuzi na Farumasi  |
| <b>Serivisi itangwa ryari?</b>   | Guhera kuwa mbere kugeza kuwa gatanu kuva saa moya n'Igice za mugitondo kugeza saa kumi n'imwe n'Igice za nimugoroba (7:30 am to 5:30 pm)   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Ukimara kubisaba uhabwa serivisi, cyeretse iyo hahuriwe n'abantu benshi   |
| <b>Ni ikihe kiguzi gisabwa kugira ngo ubone serivisi?</b>  | Ikiguzi giterwa n'uko twumvikanye   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>   | Ntabwo  |
| <b>Binyura muyihe nzira ngo uyihabwe?</b>  | Uza ku ivuriro ry'Ubuwuzi bw'Amatungo/cyangwa kuri farumasi   |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Kuri Banki ya Kigali kwishyura "BK" kuri konti 0204344-37<br>Kumucunga mutungo wa ISAE kwishyura.   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>  | Ufite ikibazo akijyana mu biro by'Umuyobozi wa RTTC, bitakemuka bigashyikirizwa umuyobozi wa Kaminuza ISAE; cyangwa ukabyohereza ku murongo wa interineti isaeinfos@isae.ac.rw  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>   | Buri gihe wasura urubuga rwa interineti kuri address ikurikira: <a href="http://www.isae.ac.rw">www.isae.ac.rw</a> ukabona amakuru. Cyangwa wakenera ayandi makuru ugahamagara kuri telefoni ikurikira: (+250) 55102938 mu masaha y'akazi; cyangwa ukohereza ubutumwa bugufi ku murongo wa interineti: isaeinfos@isae.ac.rw |
| <b>Impapuro zuzuzwa</b>  | Ntazo   |
| <b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>  | Amabwiriza agenga Ubuwuzi na serivisi z'imiti y'amatungo zubahirizwa mu Rwanda  |

Byemejwe na: **Dr KAREMANGINGO Charles**  
Umuyobozi wa Kaminuza ya ISAE Busogo