REPUBULIKA Y' U RWANDA

MINISITERI Y'UBUZIMA

Po Box 84 KIGALI

www.moh.gov.rw

IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE

IRIBURIR0

Nshimishijwe no kubagezaho Igitabo gikubiyemo Serivisi zihabwa Abaturage bagana Minisiteri y'Ubuzima

Iki gitabo kikaba ari kimwe mu mbaraga Leta ikoresha kongerera ubwiza bwa serivisi zitangwa ku baturage muri rusange.

Nyuma yo gutangaza iki gitabo kigaragaza serivisi zihabwa abarwayi uburenganzira n'Inshingano, hamwe n'iki Gitabo gikubiyemo serivisi zihabwa Abaturage cyateguwe hashingiwe kuri gahunda ya Leta y'Ivugurura ry'Inzego z'Imirimo ya Leta, kikaba kigamije gusubiza ibyifuzo by'Abaturage, gukorera mu mucyo no gukangurira abakozi kwita ku nshingano zabo bubahiriza ibyo bagomba gukorera abaturage, dufite ikizere kandi cyo kuzamura uburyo bwo kwirinda no kwivuza binyuze m'ubwisungane mu kwivuza.

Iki Gitabo kigaragaza indangagaciro z'Ingenzi n'Amahame agenga urwego rw'Ubuzima muri rusange na Minisiteri y'Ubuzima by'Umwihariko. Kigaragaza uko serivisi zitangwa ku abaturage; kigasobanura n'uburyo izo serivisi zaboneka igihe zikenewe, nibyo amategeko asaba abazihabwa.

Hagamijwe Ishyirwaho ry'iki gitabo ryerekana ubushake bwa kwakira neza abayigana hagamijwe guha imbaraga ibijyanye no gutanga serivisi nziza.

Dr Agnes BINAGWAHO
Minisitiri w'Ubuzima

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

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

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

Mu by'ukuri, kugira ngo ishyirwamubikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, MINISANTE yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu MINISANTE yashyizeho uburyo bunoze 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 MINISANTE
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za MINISANTE gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe

- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana MINISANTE banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanzwe uko bikwiye. Niyo mpamvu rero MINISANTE ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. MINISANTE izakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. MINISANTE 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 MINISANTE:

- 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 MINISANTE mu gutondeka ibibazo. Ibibazo bishoboka ko byakwandikwa mu buryo busanzwe cyangwa ubushobozi bwaboneka, hagakoreshwa mudasobwa mu buryo butuma ibona igihe nyacyo cyo guhuza imibare.
- Gushyiraho ingengabihe yo gukemura ibibazo, harimo n'igihe cyo kumenya kwakira ibibazo, igihe gikenewe cyo kurangiza iperereza kuri buri rwego, n'igihe cyo kumenyesha abasaba serivisi aho MINISANTE 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, MINISANTE 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, MINISANTE iteganya gukoreshwa ibikoresho tekiniki zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

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

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

- 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
    - Ibiganira mbwirwa ruhame cyangwa bigenewe abanyamakuru

- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Ibiro kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televisiyo;
- Ibiganiro mbwirwa ruhame kuri radiyo na televisiyo;
- 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’Abaganga, Abashakashatsi, Abanyeshuri, Inzego zigenga, Abaterankunga, Imiryango mpuzamahanga, Abaturage, Inzego z’ibanze, n’Abaturarwanda muri rusange.

Ibyo Twiyemeje gukorera abagana serivisi zacu:

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa MINISANTE 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 MINISANTE mu bwitonzi kandi mubahesha icyubahiro;

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

Aho wabariza:

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

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

I. ICYEREKEZO

Icyerekezo cya Gahunda y'Ubuzima mu Rwanda binyuze muri Minisiteri y'Ubuzima ni ugukomeza kuzamura ubuzima bw'abantu mu Rwanda, binyuze mu bikorwa by'abafatanyabikorwa ku nzego zose, hagamijwe kuzamura imibereho myiza y'Abaturage no kugabanya ubukene.

II. INTEGO

Intego y'Ingenzi ni ugutanga serivisi nziza ku baturage bijyanye n'Icyerekezo 2020, Gahunda y'Imbaturabukungu na gahunda ya Guverinoma y'imyaka irindwi.

III. INSHINGANO Z'INGENZI

- Gutegura no guhuza politiki zo muri serivisi y'Ubuzima, ingamba na poroguramu
- Gutunganya serivisi y'Ubuzima n'izindi serivisi zikorana nayo
- Gukurikirana no kugenzura ishyirwa mu bikorwa rya serivisi z'Ubuzima n'izindi politiki ingamba na poroguramu
- Kuzamura ubushobozi bw'Inzego n'ubwa abakozi bari muri serivisi z'Ubuzima.
- Guhanga udushya nk'uburyo bwo gutera inkunga serivisi y'Ubuzima biganisha ku kubona serivisi nziza z'Ubuzima.
- Kureberera inzego zose zikorera munsi y'uru rwego.
- Gushaka umutungo wateza imbere serivisi y'Ubuzima n'izindi zijyanye nazo.

IV. INSHINGANO Z'INGENZI N'AMAHAME ATUGENGA

Minisiteri y'ubuzima iteza imbere indangagaciro hagamijwe kugera ku ntego zayo ari zo izi zikurikira: Gushyira hamwe, gukorera mu mucyo, amahame y'umuco no kubaha amahame y'uburinganire.

Minisiteri y'Ubuzima inagengwa n'amahame atandukanye ari yo aya akurikira: Kugaragaza ibyo dukora no kugira serivisi nziza mu by'Ubuzima, gukora neza kandi ku gihe, guhuza inzego zitandukanye, uruhare rw'abaturage mu bibakorerwa, kwegereza abaturage ubuyobozi n'ubushobozi.

V. Uburenganzira bw'Abagana serivisi za Minisiteri y'Ubuzima

Abagenerwa bikorwa babariza serivisi kuri Minisiteri y'Ubuzima bafite uburenganzira bukurikira:

- Kwakirwa, gutegwa amatwi hamwe no guhabwa serivisi vuba, neza no mu cyubahiro
- Guhabwa serivisi mu rwego rw'Ubushuti
- Guhabwa amakuru yose yangombwa yakenera
- Guhabwa umwanya wogusubiza ibibazo bafite.
- Gusaba kurenganurwa n'Inzego zohejuru
- Kujuririra ibyemezo by'Ubuyobozi

VI. SERIVISI ZITANGWA NA MINISITERI Y'UBUZIMA

1. Ubwoko bwa Serivisi : Imiryango Mpuzamahanga ikeneye bwa mbere Amasezerano y'Imikoranire n'Icyemezo cyo kwiyandikisha

Serivisi ni iyihe? Nujuje ibisabwa?	Kwandika imiryango itegamiye kuri Leta, kuyiha uruhushya rwo gutanga serivisi zijyanye n'iby'ubuzima, no gusinyana amasezerano y'Imikorere na Minisiteri y'Ubuzima
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera: Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi serivisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rwandikiwe Minisitiri w'Ubuzima rusaba gusinya amasezerano y'Imikorere na Minisiteri y'Ubuzima kandi runasaba icyemezo cyo kwiyandikisha 2. Amategeko n'amabwiriza agenga imiryango mpuzamahanga itagengwa na Leta iriho Umukono. 3. Inyandiko igaragaza Impamvu n'Intego mu gihe kirambye, uburambe mpuzamahanga n'ubwa Afrika by'Umwihariko 4. Gahunda y'Ibikorwa y'Igihe kirekire, iyu Umwaka y'imiryango itegamiye kuri Leta izanye mu Rwanda naho ihuriye na gahunda y'Ibikorwa y'Inzego z'Ubuzima, icyerekezo 2020 hamwe na gahunda y'Imbaturabukungu (EDPRS) 5. Icyemezo kigaragaza inkomoko y'Umutungo n'Ubushobozi mu by'Umutungo by'Imiryango itegamiye kuri Leta

	6. Gahunda yo kungurana ubumenyi mu by'Igenamigambi mu nzego z'Ubuzima no mu bakozi ba Leta muri rusange. 7. Urwandiko rw'Imikoranire ruva mu karere, Intara cyangwa ku rwego rw'Igihugu iyo hari ibikorwa Bihari muri uwo mwaka, n'Ibaruwa gusinya Amasezerano y'Imikoranire hagati ya Minisiteri y'Ubuzima n'Umufatanyabikorwa iyo hari uri ku rwego rw'Igihugu.
Binyura mu zihe nzira?	1. Imiryango itegamiye kuri Leta ihura n'abahuza b'abafatanyabikorwa bakungurana ibitekerezo ku bijyanye n'Intego z'iyo miryango 2. Abashinzwe guhuza abafatanyabikorwa n'imiryango itegamiye kuri Leta bayobora imiryango itegamiye kuri Leta kubakozi bangombwa bashinzwe intego ziyi miryango. 3. Abahuza abafatanya bikorwa na serivisi zishinzwe amategeko muri Minisiteri y'Ubuzima n'abatekenisiye babishinzwe kugira ngo bungurane ibitekerezo ku masezerano y'Imikorere, gahunda y'ibikorwa, na gahunda yo guhererekanya iyongerwa ry'ubushobozi mu miryango itegamiye kuri Leta 4. Abayobozi b'abafatanyabikorwa bohereza ayo masezerano yemeranijweho n'icyemezo cyo kwiyandikisha kugira ngo bisuzumwe, byemezwe, binasinywe. 5. Minisitiri asuzuma amasezerano y'imikoranire yasanga hari ibigomba guhinduka akabisubiza mu bashinzwe kubikora bigakosorwa yaba ntabyo akabisinya. 6. Hasinywa amasezerano y'imikoranire n'icyemezo cyo kwiyandikisha binyuze mu Bunyamabanga buhoraho bwa Minisiteri y'Ubuzima nyuma bikoherezwa mu miryango itegamiye kuri Leta.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Uturere, Umujyi wa Kigali cyangwa Intara gusaba Icyemezo (Urwandiko) cy'Imikoranire
Ese hari uburyo bwo kurenganurwa mu	Iyo utanyuzwe na serivisi uhawe wandikira Umunyamabango uhoraho wa Minisiteri y'Ubuzima,

gihe udahawe iyo serivisi?	waba utanyuzwe cyangwa se atagukemurira ikibazo uko bikwiye, ukandikira Minisitiri w'Ubizima.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw . Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri : info@moh.gov.rw
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko n° 20/2000 ryo kuwa 26/7/2000 rigena Imiyango idaharanira inyungu. bisaba imiryango mpuzamahanga niyi mbere mugihugu ikorera mu Rwanda gusubukura uruhusa rwo gukora buri mwaka. - Ibyangombwa bikenerwa n'Imiryango itegamiye kuri Leta - Imikorere y'Inzego z'Imirimo muri serivisi y'Ubuzima Bisangwa ku rubuga rwa interineti rukurikira rwa Minisiteri y'Ubuzima: www.moh.gov.rw/

2. **Ubwoko bwa Serivisi : Gusaba kongererwa igihe cyo gukora kw'Imiryango itegamiye kuri Leta**

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba kongererwa igihe kw'Imiryango itegamiye kuri Leta
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bibiri
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi ntiyishyurwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rusaba rwandikiwe Minisitiri w'Ubuzima 2. Kopi y'Amasezerano y'Imikoranire 3. Kopi y'Icyemezo cyo kwiyandikisha cy'Ubushize cya Minisiteri y'Ubuzima 4. Kopi y'Icyemezo cyo kwiyandikisha cy'Umwaka ushize gitangwa n'Ibiro by'Abinjira n'Abasohoka mu Gihugu 5. Raporo y'ibikorwa tekiniki n' i'y'Imari z'Umwaka ushize zemejwe na Minisiteri y'Ubuzima muri serivisi ibishinzwe n'iyishinzwe guhuza Abafatanyabikorwa 6. Raporo y'Umwaka yo guhererekanya ubushobozi yemezwa n'Inzego tekiniki za Minisitiri y'Ubuzima 7. Gahunda y'Ibikorwa by'Umwaka yo guhererekanya ubushobozi 8. Icyemezo cy'uko wagaragaje uko umutungo uboneka gitangwa na Minisiteri y'Ubuzima 9. Raporo ya za gahunda y'Igihe cyagenwe 10. Memo isobanura aho amafaranga aturuka n'Ubushobozi mu by'umutungo iyo bikomeza cyangwa gahunda nshya iyo ihari.
Binyura mu zihe nzira?	1. Imiryango itegamiye kuri Leta itanga amadosiye muri Minisiteri y'Ubuzima ku ibiro by'Ushinzwe kwakira Abagana iyi minisiteri. Aya madosiye ahabwa inomero hanyuma ushinzwe kubyakira agatanga gitansi kuwabisabye. 2. Urwandiko rusaba rwoherezwa mu Bunyamabanga Bukuru aho ruva rwohererezwa Minisitiri. 3. Ibiro bya Minisitiri byakira urwo rwandiko bikabyohereza mu biro by'Abashinzwe guhuza abafatanyabikorwa 4. Inzandiko zirasuzumwa n'abahuzabikorwa by'abafatanya

	bikorwa bafatanyije na serivisi ibishinzwe muri Minisiteri y'Ubuzima. 5. Bimaze gusuzumwa no kandi byemejwe na serivisi ishinzwe amategeko hamwe n'iy'ishinzwe tekeniki muri Minisiteri y'Ubuzima, Ihuriro ry'Abafatanya bikorwa ryohereza icyemezo kwa Minisitiri. 6. Minisitiri asinya icyo cyemezo kikohereza mu Bunyamabanga rusange. 7. Ubunyamabanga rusange bukuramo kopi y'Icyemezo bukayibika. 8. Ubunyamabanga rusange bwohereza icyo cyemezo mu imiryango itegamiye kuri Leta yasabye.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Uturere, Umujyi wa Kigali cyangwa Intara gusaba Icyemezo (Urwandiko) cy'Imikoranire
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi abikora mu nyandiko yandikira Umunyamabanga Uhoraho wa MINISANTE; iyo atanyuzwe akandikira Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw . Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri : info@moh.gov.rw
Impapuro zuzuzwa	Nta mpapuro zabigenewe zuzuzwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	- Itegeko n° 20/2000 ryo kuwa 26/7/2000 Rishyiraho imiryango itegamiye kuri Leta. Bisaba imiryango mpuzamahanga niyo mugihugu imbere ikorera mu Rwanda kongeresha icyemezo cyayo buri mwaka. - Ibyangombwa bisabwa iyo miryango itegamiye kuri Leta - Nzego z'Imiyoborere mu ubuzima Biboneka kuri www.moh.gov.rw

3. **UBwoko bwa Serivisi : Imiryango itegmiye kuri Leta y'imbere mu Gihugu ishaka kwiyandikisha**

Serivisi ni iyihe? Nujuje ibisabwa?	Kwiyandikisha bwa mbere kw'Imishinga itegamiye kuri Leta yo mu Igihugu
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rubisaba 2. Amategeko agenga Imiryango Itegamiye kuri Leta 3. Imyanzuro y'Inama iherutse igaragaza amatora y'Abayobozi b'Umuryango utegamiye kuri Leta aribo Perezida, Vice Perezida n'Umunyamabanga 4. Urutonde rw'Abaterankunga ruriho umukono 5. Inyandiko igaragaza Abanyamuryango bahagarariye umuryango 6. Gahunda y'Ibikorwa y'Umwaka igaragaza umutungo uhari uzatuma umuryango ugera ku nshingano, cyane cyane iherekejwe ni inyandiko z'imishinga irimo gukorwa n'izakorwa mu bihe bitaha. 7. Inyandiko ku mafaranga ahari n'amasezerano y'Inkunga by' Imiryango itegamiye kuri Leta 8. Urwandiko rw'Imikoranire rutangwa n'Uturere cyangwa Intara rw'uwo mwaka (rutangwa ari uko utanze ku Akarere amasezerano y'Imikoranire na Minisiteri y'Ubuzima, urwandiko rusaba na gahunda y'Ibikorwa y'ako Karere) 9. Urwandiko rw'Imikorere rwa Minisiteri y'Ubuzima 10. Inyandiko isobanura isano y'ibi bikorwa n'Intego z'Iterambere z'ibinyagihumbi, Icyerekezo 2020 na gahunda y'Imbaturabukungu (MDGs, the Vision 2020 and the EDPRS) 11. Inyandiko isobanura ubushobozi bw'Umutungo uwo muryango ufite (aho umutungo uzava)
Binyura mu zihe nzira?	1. Umuryango utegamiye kuri Leta uhura na serivisi yo guhuza ibikorwa by'abafatanyabikorwa bakaganira ku ntego y'Umuryango utegamiye kuri Leta mu bijyanye ku ntego y'Umuryango utegamiye kuri Leta. 2. Umuryango utegamiye kuri Leta hamwe serivisi yo guhuza

	ibikorwa by'abafatanyabikorwa ufatanyije na Minisiteri y'Ubuzima baganira kuri gahunda y'Ibikorwa n'amasezerano y'Imikoranire. 3. Bimaze kwemezwa serivisi tekinike za Minisiteri y'Ubuzima n'iy'amategeko, serivisi yo guhuza ibikorwa yohereza amasezerano y'Imikoranire n'Icyemezo kwa Minisitiri kugira ngo bisinywe. 4. Minisitiri asuzuma amasezerano y'Imikoranire, byaba ari ngombwa ko hagira ibihinduka amasezerano y'Imikoranire agasubizwa abatekenisiye kugira ngo anononsorwe. Iyo ntabihinduka Minisitiri asinya amasezerano y'Imikoranire hamwe n'Icyemezo. 5. Iyo byemejwe byoherezwa kwa Minisitiri gusinywa. Iyo bitemejwe byohererezwa Serivisi ishinzwe iby'amategeko kugira ngo ikosorwe. 6. Iyo bimaze gusinywa, Ubunyamabanga rusange bufotoramo kopi y'icyo cyemezo cyo kwiyandikisha bukagishyingura ahabugenewe. 7. Ubunyamabanga rusange bwohereza icyo cyemezo ku muryango utegamiye kuri Leta kigenewe.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Uturere, Umujyi wa Kigali cyangwa Intara gusaba Icyemezo (Urwandiko) cy'Imikoranire
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utanyuzwe na serivisi wandikira Umunyamabanga Uhoraho wa MINISANTE; waba utanyuzwe n'igisubizo aguhaye ukandikira Minisitiri w'Ubuzima cyangwa ukiyizira kumureba ubwawe
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw . Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri : info@moh.gov.rw
Impapuro zuzuzwa	Nta mpapuro zabigenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	• Itegeko n° 20/2000 ryo 26/7/2000 rigena imiryango itegamiye kuri Leta (Igazeti ya Leta). Bisaba imiryango mpuzamahanga, niyi imbere mugihugu itegamiye kuri Leta ikorana n'imiryango itegamiye kuri Leta kongeresha igihe kingana n'Umwaka umwe

	• Ibisabwa, ibyangombwa n'Imishinga itegamiye kuri Leta ni impapuro • Health SWAp procedures manual Wasura urubuga rwa interineti rwa MINISANTE: www.moh.gov.rw/publications

4. **Ubwoko bwa Serivisi : Gusaba kongererwa igihe ku miryango itegamiye kuri Leta icyeneye kwiyandikisha**

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba kongererwa igihe kwa imiryango itegamiye kuri Leta ikorera mu gihugu
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rusaba rwandikiwe Minisitiri 2. Kopi y'Amasezerano y'Imikoranire 3. Kopi y'Icyemezo cyo kwiyandikisha cyarangiye gitangwa na Minisiteriy'Ubuzima 4. Kopi y'Icyemezo cyo kwiyandikisha cyarangiye gitangwa n'Ikigo cy'Abinjira n'abasohoka mu gihugu 5. Raporo y'Imikorere n'iy'umutugo y'Umwaka washize yemejwe na inisiteri y'Ubuzima hamwe na serivisi ishinzwe guhuza abafatanyabikorwa 6. Gahunda y'Ibikorwa by'Umwaka. 7. Kugaragaza raporo yerekana ko bakoresha umutungo ivuye muri Minisiteri y'Ubuzima 8. Inyandiko igaragaza aho umutungo uzaturuka, n'ubushobozi bw'umutungo bafite n'ibindi bikorwa niba bihari.
Binyura mu zihe nzira?	1. Imiryango itegamiye kuri Leta itanga amadosiye aho bakirira amadosiye ya Minisiteri y'Ubuzima. Bigahabwa nomero nyuma bikakirwa n'ushinzwe kubyakira 2. Iyi dosiye yoherezwa mu bunyamabanga rusange aho izuzumwa ikoherezwa kwa Minisitiri. 3. Ibiro bya Minisitiri birayakira bikayisuzuma bikayohereza mu buhuzabikorwa bw'abafatanyabikorwa 4. Iyi dosiye yigwa n'Ubuhuzabikorwa bw'Abafatanyabikorwa bafatanyije na Minisiteri y'Ubuzima muri serivisi ibishinzwe. 5. Bimaze kwemezwa serivisi tekinike za Minisiteri

	y'Ubuzima n'iy'amategeko, serivisi yo guhuza ibikorwa yohereza amasezerano y'Imikoranire n'Icyemezo kwa Minisitiri kugira ngo bisinywe. 6. Minisitiri asinya akanohereza icyo cyemezo mu bunyamabanga rusange. 7. Ubunyamabanga rusange bukuramo kopi y'icyo cyemezo bukagishyingura, icyemezo cy'umwimerere kikohererezwa umuryango utegamiye kuri Leta bireba
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Uturere, Umujyi wa Kigali cyangwa Intara gusaba Icyemezo (Urwandiko) cy'Imikoranire
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utanyuzwe na serivisi uhawe, usaba kurenganurwa wandikira Umunyamabanga Uhoraho ku rupapuro rwabigenewe; waba utanyuzwe n'igisubizo uhawe ukandikira na Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri: www.moh.gov.rw . Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri : info@moh.gov.rw
Impapuro zuzuzwa	Nta mpapuro zihari zabigenewe
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	• Itegeko n° 20/2000 ryo kuwa 26/7/2000 rigenga imiryango idaharanira inyungu. Rigaragaza ibisaba imiryango mpuzamahanga niyikorera mu gihugu mu Rwanda ko ikwiye kongeresha impusyha zogukora buri mwaka. • Amadosiye asabwa imiryango itegamiye kuri Leta Biboneka aha hakurikira www.moh.gov.rw

5. Ubwoko bwa serivisi : Gusaba ikarita y'Inzobere (Technical Assistant Card Visa) ifasha mu mishinga cyangwa inzego z'Ubuzima

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba ikarita y'Inzobere (Technical Assistant Card Visa) ifasha mu mishinga cyangwa inzego z'Ubuzima Iyi karita itangwa na minisiteri na minisiteri y'Ubuzima
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rusaba rwandikiwe Minisitiri y'Ububanyi n'Amahanga 2. Amasezerano y'imikoranire hagati Minisiteri y'Ubuzima, Imishinga n'Imishinga itegamiye kuri Leta 3. Kopi ya passiporo (umwirondoro na kashe y'Ikigo cy'Igihugu gishinzwe Abinjira n'Abasohoka mu Gihugu) y'uwusaba ikarita 4. Amafoto abiri magufi y'uwusaba iyo karita 5. Kopi y'Amasezerano y'Imikoranire ya Minisiteri y'Ubuzima n'Imiryango itegamiye kuri Leta 6. Inshingano cyangwa ibyo iyo nzobere ije kunganiramo Inzego 7. Amasezerano y'iyo nzobere 8. Gahunda yo kongerera ubushobozi abenegihugu cyangwa abandi bakora ibikorwa by'ubuzima mu Rwanda
Binyura mu zihe nzira?	1. Inzandiko zisaba zisyhirwa kuri Minisiteri y'Ubuzima aho bakirira amadosiye iyo dosiye ihabwa inomero nyuma ikakirwa uko bikwiye 2. Iyi dosiye yoherezwa mu ubunyamabanga buhoraho igatunganwa nyuma ikoherezwa kwa minisitiri. 3. Ibiro bya Minisitiri byakira iyi dosiye bikayohereza mu ihuriro ry'Abafatanyabikorwa 4. Amadosiye asuzumwa n'Ihuriro ry'abafatanyabikorwa bafatanyije na Minisiteri y'Ubuzima mu ishami ryayo rya tekenike. 5. Bimaze gusuzumwa no kwemezwa na serivisi ishinzwe amategeko na serivisi ya tekenike ya Minisiteri y'Ubuzima, ihuriro ry'abafatanya bikorwa ryohereza ibaruwa babinyujije k'Umunyamabanga Uhoraho.

	6. Minisitiri asinya icyo cyemezo akacyohereza mu Bunyamabanga buhoraho. 7. Ubunyamabanga rusange bukora kopi y'Icyemezo bukakibika mu bubiko, umwimerere ukoherezwa Minisiteri y'Ububanyi n'Amahanga cyanwa uwo ariwe wese bireba akayitwara.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Usaba kurenganurwa yandikira Umunyamabanga Uhoraho wa MINISANTE, yaba atanyuzwe akandikira na Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw. Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri : info@moh.gov.rw
Impapuro zuzuzwa	Nta mpapuro zihariye zuzuzwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Amadosiye y' imiryango akenerwa 2. Imiyoboro ikoreshwa mu by'ubuzima Biri kuri www.moh.gov.rw

6. Ubwoko bwa Serivisi: Gusaba kongeresha ikarita y'Inzobere (Technical Assistant Card Visa) ifasha mu mishinga cyangwa inzego z'Ubuzima , cyangwa Abakorerabushake bakora mu miryango mpuzamahanga

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba kongeresha ikarita y'Inzobere (Technical Assistant Card Visa) ifasha mu mishinga cyangwa inzego z'Ubuzima, cyangwa Abakorerabushake bakora mu miryango mpuzamahanga Iyi karita itangwa na minisiteri y'Ububanyi n'Amahanga
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi ni ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rusaba rwandikiwe Minisitiri y'Ububanyi n'Amahanga 2. Amasezerano y'imikoranire hagati Minisiteri y'Ubuzima, Imishinga n'Imishinga itegamiye kuri Leta 9. Kopi ya passiporo (umwirondoro na kashe y'Ikigo cy'Igihugu gishinzwe Abinjira n'Abasohoka mu Gihugu) y'uwusaba ikarita 3. Amafoto abiri magufi y'uwusaba iyo karita 4. Kopi y'Amasezerano y'Imikoranire ya Minisiteri y'Ubuzima n'imiryango itegamiye kuri Leta 5. Amasezerano y'Inzobere 6. Gahunda yo kongerera ubushobozi abenegihugu cyangwa abandi bakora ibikorwa by'ubuzima mu Rwanda
Binyura mu zihe nzira?	1. Inzandiko zisaba zishyirwa kuri Minisiteri y'Ubuzima aho bakirira amadosiye iyo dosiye ihabwa inomero nyuma ikakirwa uko bikwiye. 2. Iyi dosiye yoherezwa mu bunyamabanga buhoraho igatunganwa nyuma ikoherezwa kwa Minisitiri. 3. Ibiro bya Minisitiri byakira iyi dosiye bikayohereza mu ihuriro ry'Abafatanyabikorwa 4. Amadosiye asuzumwa n'Ihuriro ry'abafatanya bikorwa bafatanyije na Minisiteri y'Ubuzima mu ishami ryayo rya tekenike. 5. Bimaze gusuzumwa no kwemezwa na serivisi ishinzwe amategeko na serivisi ya tekenike ya Minisiteri

	y'Ubuzima, ihuriro ry'abafatanya bikorwa ryohereza ibaruwa babinyujije k'Umunyamabanga Uhoraho. 6. Minisitiri asinya icyo cyemezo akacyohereza mu bunyamabanga buhoraho. 7. Ubunyamabanga rusange bukora kopi y'Icyemezo bukakibika mu bubiko, indii kopi ikoherezwa kuri Minisiteri y'Ububanyi n'Amahanga cyanwa uwo ariwe wese bireba akayitwara.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Usaba kurenganurwa yandikira Umunyamabanga Uhoraho, yaba atanyuzwe akandikira na Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw. Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri: info@moh.gov.rw
Impapuro zuzuzwa	Nta mpapuro zihariye zuzuzwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Amadosiye y' imiryango akenerwa 2. Imiyoboro ikoreshwa mu byubuzima Biri kuri www.moh.gov.rw

8. Ubwoko bwa serivisi: Gusaba ikarita y'Inzobere (Technical Assistant Card) ifasha mu mishinga cyangwa inzego z'Ubuzima

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba ikarita y'Inzobere. Iyi karita itangwa na Minisiteri y'Ububanyi n'amahanga
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Wagana ikigo cy'Igihugu cy'Imisoro n'Amahoro
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Ibaruwa isaba yandikiwe Minisitiri w'Ubuzima 2. Impapuro zuzuzwa zo ku kigo cy'Igihugu cy'Imisoro n'Amahoro 3. Gahunda y'Ibikorwa y'Umwaka y'Umuryango utegamiye kuri Leta 4. Icyemezo cyo gukora cy'Umuryango cy'umwaka utaha/ ukurikiyeho 5. Amasezerano y'Imikoranire hagati ya Minisiteri y'Ubuzima n'Imishinga /Imiryango 6. Kopi ya pasipoti (Umwirondoro w'Umuntu na kasha y'Urwego rw'Igihugu rushinzwe abinjira n'Abasohoka usaba iyo karita 7. Amafoto atatu magufi y'uwusaba ikarita 8. Gusinya amasezerano n'Umuryango utegamiye kuri Leta
Binyura mu zihe nzira?	1. Ibiro bya Minisitiri byakira iyi nyandiko bikayohereza muri serivisi ishinzwe igenamigambi. 2. Iyi nyandiko irasuzumwa n'Ubuhuzabikorwa bw'abafatanyabikorwa, nyuma inyandiko isaba ikandikirwa ubuyobozi bushinzwe Abinjira n'Abasohoka mu Gihugu ikoherezwa kwa Minisitiri kugira ngo isinywe 3. Minisitiri asinya iyo baruwa. 4. Uru rwandiko rwandikirwa ibiro bishinzwe abinjira n'Abasohoka. 5. Urwemejwe rwoherezwa mu mishinga/mu miryango itegamiye kuri Leta.

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe, wakwandikira Umunyamabanga Uhoraho, atabirangiza Ukandikira Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw. Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri: info@moh.gov.rw
Impapuro zuzuzwa	Nta mpapuro zihariye zuzuzwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Ibyangombwa bikenerwa n'Imiryango itegamiye kuri Leta 2. Inzira zikurikizwa m'Ubuzima Ziboneka www.moh.gov.rw

8 Ubwoko bwa Serivisi : Gusaba uruhushya rwemerera inzobere gukora akazi muri Minisiteri y'Ubuzima cyangwa mu Nzego z'Ubuzima

Serivisi ni iyihe? Nujuje ibisabwa?	Kubona uruhushya rwemerera inzobere gukora akazi muri Minisiteri y'Ubuzima cyangwa mu Nzego z'Ubuzima Iki cyemezo cy'Akazi gitangwa na Minisiteri y'Abakozi ba Leta n'Umurimo
Ni hehe serivisi itangirwa?	Ishami rishinzwe guhuza Abafatanyabikorwa/SWAP Uburyo bwo kubona ababishinzwe: Mr Michel Gatete : Tel: 0788539907 Email: gatete@gmail.com Mr Jean Pierre Nzizera:Tel: 0788652755 Email: nzizera@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntacyo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Igice cya 1: Kwemererwa gushaka inzobere 1. Urwandiko rusaba rwandikwa n'Umukoresha rwandikirwa Umuyobozi w'Umurimo 2. Kopi y'Impamyabumenyi iriho Umukono wa noteri 3. Icyemezo gitangwa na polisi (y'aho wari uri icyo mu gihe cy'amezi atandatu cyangwa no kurenga (iki cyemezo kiboneka ari uko wishyuye amafaranga ku ikigo cy'Igihugu cy'Imisoro n'Amahoro, Utanze ibi byangombwa ku urukiko rwa mbere rw'Iremezo cyangwa ku biro bikuru bya polisi Urwandiko rusaba,Impapuro zuzuzwa ziva kuri polisi, amafoto atatu n'inyemezabwishyu wishyuriyeho 4. Umwirondoro 5. Kopi ya pasiporo 6. Amafoto abiri 7. Icyemezo cyo kuba wariyandikishije 8. Icyemezo cy'akazi kutari umwenegihugu IGICE CYA II:Uruhusa rwo gukora 1. Urwandiko rusaba rwandikwa n'Umukoresha rwandikirwa Umuyobozi w'Umurimo 2. Kopi y'urwandiko ruguha akazi 3. Amasezerano y'akazi yasinywe n'umukozi n'ikigo akorera 4. Ikarita itangwa n'Ikigo gishinzwe Ubwitegnayirize bw'Abakozi ariko icyenerwa iyo umukozi akorera Minisiteri y'Ubuzima 5. Urwandiko rutangwa na serivisi umukozi akoreramo.

	Kongera uruhushya: 1. Urwandiko rusaba rwandikwa n'Umukoresha rwandikirwa Umuyobozi w'Umurimo 2. Kopi y'Amasezerano y'akazi agifite agaciro 3. Icyemezo cy'akazi gitangwa na polisi 4. Kopi ya pasiporo irimo visa Iyo ushyize ibyangombwa byawe mu Bunyamabanga rusange bwa MINISANTE, ugaruka kureba igisubizo nyuma y'iminsi itanu iyo ari ukwishyura amafaranga angana na 200,000 RWF. Ugomba kwitwaza amadosiye abiri, imwe y'uruhushya rw'akazi, indi y'Ikigo cy'Abinjira n'Abasohoka ya Visa.
Binyura mu zihe nzira?	1. Ubuhuzabikorwa bw'Ihiriro ry'Abafatanyabikorwa butegura amasezerano ya Minisiteri y'Ubuzima agizwe nibi bikurikira. 2. Amasezerano yoherezwa kwa Minisitiri kugira ngo ashyirweho umukono. 3. Ubunyamabanga rusange buyohereza muri MIFOTRA. 4. Icyemezo cyoguhabwa akazi gitangwa mu minsi icumi y'Akazi. INZIRA INYURWAMO KUGIRA NGO HONGERWE URUHUSHYA RW'AKAZI 1. Ibiro bya Minisitiri byakira iyi dosiye bikayohereza m'Ubuhuzabikorwa bw'Ihuriro ry'Abafatanyabikorwa. 2. Iyi dosiye irasuzumwa urwandiko rusaba rukandikirwa ibiro by'Abinjira n'Abasohoka mu igihugu. 3. Urwandiko rusaba rusinywa na Minisitiri. 4. Urwandiko rwoherezwa mu biro bishinzwe abinjira n'Abasohoka mu igihugu runyujijwe muri MIFOTRA. 5. Iyo byemejwe byoherezwa mu umushinga cyangwa mu myango itegamiye kuri Leta bireba.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi	1. Kuri Polisi y'Igihugu kwishyura icyemezo cya Polisi 2. Ku Ikigo cy'Igihugu cy'Imisoro n'Amahoro kwishyura icyemezo gitangwa na polisi no kwishyura uruhushya rw'Akazi

byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi yahawe yandikira Umunyamabanga Uhoraho, waba utanyuzwe ukandikira Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima kuri : www.moh.gov.rw. Ukeneye andi makuru mu masaha y'akazi wahamagara: - Bwana Gatete Michel kuri Tel: 0788539907 cyangwa ukamwankira kuri email: gatete@gmail.com; - Bwana Nzizera Jean Pierre kuri Tel: 0788652755 cyangwa ukamwandikira kuri email: nzizera@gmail.com Ukeneye amakuru wakwandikira nanone Minisiteri y'Ubuzima kuri: info@moh.gov.rw
Impapuro zuzuzwa	Impapuro zuzuzwa zisaba icyemezo cya polisi (biboneka ku biro bya polisi)
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Amadosiye akenerwa n'Imiryango itegamiye kuri Leta 2. Inzira z'Imikorere y'Inzego z'Ubuzima Bibineka kuri www.moh.gov.rw

9. **Ubwoko bwa Serivisi: Gusaba uburenganzira bwo gufungura Ivuriro ryigenga**
Ubwoko bwa serivisi: Impapuro n'Ibyangombwa

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba uburenganzira bwo gufungura Ivuriro ryigenga : Hari uburyo bugaragaza ibyangombwa by'ingenzi iyo usaba kwemerwa nk'urwego rutanga serivisi z'ubuvuzi (cyangwa ishyirahamwe ry'ababitanga) kugira ngo wemererwe gutangiza ivuriro ryigenga bisaba kugira uburambe bw'imyaka ibiri muri izi serivisi.
Ni hehe serivisi itangirwa?	Ubuyobozi Bukuru bushinzwe Ubuvuzi, Ibiro bishinzwe gutegura politiki kugenzura no gusuzuma ibijyanye n'Ubuvuzi bwigenga Hamagara: Mr Emmanuel Gahungu, Tel: 0788592306 Email: gahugato@gmail.com
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi mirongo ine nitanu (Ibyumweru bitandatu).
Niba serivisi yishyurwa, igiciro ni ikihe?	1. 25,000 RWF iyo ushaka Ikigo nderabuzima: 2. 50,000 RWF iyo ushaka gufungura Ivuriro: 3. 100,000 RWF iyo ushaka gufungura Ibitaro:
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rusaba rwandikiwe runyujijwe ku Muyobozi w'Akarere 2. Umwirondoro wongeyeho impamyabushobozi iriho umukono wa noteri 3. Iyo ari ibikorwa bisaba kubaka, utanga gahunda y'Ubwubatsi y'Ibitaro kuri RBC/ACM kugira ngo yemezwe bitewe n'ubwoko bw'Ibitaro 4. Iyo inyubako izakoreshwa ihari, utanga gahunda na lisiti y'ibikoreshwo bizakoreshwa, bigomba kugurwa nyuma yo kwemezwa na Minisitiri w'Ubuzima 5. Icyemezo cyo kuba wariyandikishije mu Inama Nkuru y'Abaganga (Abaganga bonyine) 6. Icyemezo cyo kuba wariyandikishije mu buforomo gitangwa n'Inama y'Abaforomo ya Minisiteri y'Ubuzima (Abaforomo gusa) 7. Sitati iyo arI amashyirahamwe 8. Icyemezo cyo gukora giherutse gutangwa (iki kigomba kuba cyaratanzwe n'ikigo cy'ubuvuzi usaba yakoreye) 9. Raporo y'ubugenzuzi yavuye ku Karere bazakoreramo 10. Raporo y'Igenzura ya Minisiteri y'Ubuzima itangwa na serivisi ishinzwe inzego z'Ubuzima zigenga

	11. Indangamuntu (cyangwa pasiporo) 12. Uruhushya cy'akazi rutangwa n'u Rwanda (bisabwa abanyamahanga gusa)
Binyura mu zihe nzira?	1. Urwandiko rusaba gutangiza Ivuriro ryigenga, rwandikirwa Minisitiri w'Ubuzima binyuze k'Umuyobozi w'Akarere waho igikorwa kizakorera. Iyo baruwa igomba kuba yujuje ibisabwa 2. Urwandiko rusaba n'ibindi byangombwa byakirwa mu Bunyamabanga rusange nyuma bikoherezwa k'Umukozi ushinzwe Ubuvuzi bwigenga. 3. Umukozi ushinzwe Ubuvuzi bwigenga akusanya ayo madosiye akanayasesengura. 4. Impapuro z'Umwirondoro zuzuzwa n'Uwusaba 5. Iyo idosiye yuzuye, Umukozi ushinzwe ubuvuzi bwigenga yandika amasezerano y'agateganya agomba gusinywa na Minisitiri agahabwa uwasabye 6. Ubugenzuzi bukorwa nyuma yo guhabwa amasezerano y'Agateganyo, hagategurwa raporo ikohererezwa Minisitiri w'Ubuzima 7. Indi raporo itegurwa na serivisi ishinzwe ubuvuzi bwigenga 8. Iyo nta kibura, uwasabye asabwa kwishyura ku ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro. 9. Serivisi ishinzwe ubuvuzi bwa bwigenga itegura icyemezo ikacyohereza kwa Minisitiri kugira ngo cyemezwe kandi gisinywe 10. Uwasabye icyo gihe afata uruhusa rumwemerera gukora kuva mu biro by'Umuhuzabikorwa w'Ubuvuzi bwigenga.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ku ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro kwishyura.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utanyuzwe na seivisi wahawe wandikira umuyobozi mukuru wa serivisi z'Ubuvuzi, kandi byaba ngombwa ukandikira Minisitiri.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima: www.moh.gov.rw
Impapuro zuzuzwa	Impapuro z'Umwirondoro
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Iteka rya minisitiri rirebana n'Ifungura ry'Ivuriro ryigenga 2. Indangagaciro n'Ibipimo bigenga inzego z'Ubuvuzi. 3. Itegeko rigenga ubushobozi bwo kuvura 4. Itegeko rigenga ikorwa ry'Imiti 5. Politiki y'Igihugu y'Ubwirinzi mu gukingira, Ubwirinzi

	bw'Indwara zifatira mu myanya y'Ubuhumecyero 6. Politiki y'Igihugu y'Ubuzima bw'Ibidukikije 7. Amabwiriza agenga kwiyandikisha kandi agenga n'Abaforomo 8. Law on Rwanda Medical Council 9. Itegeko rigenga inama y'Igihugu y'Ababyaza n'Abaforomo ziboneka kuri www.moh.gov.rw

10. UBWOKO BWA SERIVISI: GUFUNGURA FARUMASI IRANGUZA IMITI, FARUMASI IGURISHA IMITI MICYE, IDUKA RY'IMITI NAHO IMITI IKORERWA

Serivisi ni iyihe? Nujuje ibisabwa?	Gufungura farumasi iranguza imiti, Farumasi igurisha imiti micye, Iduka ry'Imiti naho imiti ikorerwa
Ni hehe serivisi itangirwa?	Ubuyobozi bukuru bushinzwe ubuvuzi: Serivisi ishinzwe amafarumasi Wabaza aba bakurikira: Bwana Joseph Kabatende: email: joska24@yahoo.com , Telefoni: +250 788 792 286 cyangwa Bwana Mwesigye John Patrick: email: mwesigyejp@yahoo.co.uk, Patrick.mwesigye@moh.gov.rw Telefoni: + 250 788 659 210
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe ntarengwa n'amezi atatu, Ibaruwa yanyuma isaba yakirwa icyumweru kimwe mbere y'uko inama iterana Uburenganzira butangwa rimwe mu gihembwe, inshuro enye mu mwaka
Niba serivisi yishyurwa, igiciro ni ikihe?	Serivisi ni ubuntu, ariko igiciro cy'iyo serivisi kikirimo kwigwaho
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Icyemezo cy'Ubucuruzi gitangwa n'Ikigo cy'Igihugu cy'Iterambere (RDB), Icyemezo cyo kwishyura gitangwa n'Ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro (RAA), Impamyabumenyi z'Abakozi bazaba bashinzwe akazi ka buri munsi, Raporo y'Igenzura ry'Inyubako niyi ngaruka ku ibidukikije itangwa na REMA ibemerera gutangiza uruganda.
Binyura mu zihe nzira?	Idosiye yuzuye isaba uburenganzira bwo gukora yoherezwa muri Minisiteri y'Ubuzima yagerayo ikoherezwa mu Ishami rishinzwe amafarumasi, amadosiye yose arasesengurwa akarangizwa n'Abakozi babishinzwe, Amadosiye yose yarangiye ashyikirizwa inama y'Igihugu ishinzwe ibyo gutangiza amafarumasi. Nyuma y'uko iyi nama irangiza gusesengura aya madosiye yoherezwa mu biro bya Minisitiri w'Ubuzima kugira ngo yemeze itangwa ry4uru ruhushya.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	RDB (ku ikigo cy'Igihugu gishinzwe iterambere kwiyandikisha) no kuri RAA (ikigo cy'Igihugu gishinzwe imisoro n'Amahoro kwishyura imisoro) Kuri REMA kugira ngo hagenzurwe igaruka zazatezwa nizo nganda
Ese hari uburyo bwo kurenganurwa	Iyo utanyuzwe wandikira Umunyamabanga uhoraho; waba utanyuzwe ukandikira Minisitiri w'Ubuzima

mu gihe udahawe iyo serivisi?	
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Buri gihe ukeneye amakuru yaba ayihariye cyangwa rusange areba umutu ku igiti cye cyangwa abantu benshi wayasanga ku rubuga rwa interineti ikurikira: www.moh.gov.rw cyangwa ku biro bya serivisi ibishinzwe.
Impapuro zuzuzwa	1. Impapuro zisuzuma ry'Inyubako zirahari 2. Impapuro zisaba iranguza ry'Imiti mu mafarumasi 3. Impapuro zisaba kugurisha imiti micye mu mafarumasi 4. Impapuro zisaba kugira ububiko bw'Imiti
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Itegeko No 12/99, ryo kuwa 02/07/1999 2. Urutonde rw'Imiti ikoreshwa mu Rwanda 3. Amabwiriza ya minisitiri ashyiraho ikoreshwa ry'Imiti y'Infashanyo mu Rwanda 4. Iteka rya minisitiri rirebana nigenzurwa ry'Amafarumasi 5. Iteka rya minisitiri rikoresha cyangwa rihindura igurisha ry'Imiti micye ya farumasi 6. Iteka rya minisitiri rishyiraho amafarumasi 7. Iteka rya minisitiri rifungura kandi ryemerera gukora ububiko bw'Iduka riranguza imiti 8. Iteka rya minisitiri rishyiraho urutonde rw'Ibinini nindi miti yo mumafarumasi 9. Urutonde rw'Imiti yangombwa ikoreshwa mu Rwanda 10. Amabwiriza ya minisitiri ashyiraho urutonde rw'Imiti ikenewe byihuta 11. Urutonde rw'Imiti isonerwa imisoro urusanga kurubuga rwa interineti rukurikira www.moh.gov.rw

11 Ubwoko bwa Serivisi: Gusaba Kwandikisha Imiti

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba Kwandikisha Imiti
Ni hehe serivisi itangirwa?	Ubuyobozi bukuru bushinzwe amavuriro: Serivisi y'Amafarumasi Baza aba bakurikira: Bwana Nsengimana Innocent: email: nsengin@yahoo.com , Telefoni: +250 788 636 017 Bwana Mwesigye John Patrick: email: mwesigyejp@yahoo.co.uk, Patrick.mwesigye@moh.gov.rw Telefoni: + 250 788 659 210
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Byibuze amezi atandatu ku muti usanzwe n'indi ikenewe kubera inyungu rusange byumwihariko rutangirwa ahandi yandikwa mbere n'Urwego rushinzwe ubugenzuzi bw'Imiti mu gihe kitangana nicyari giteganyijwe. Abafatanya bikorwa n'Umuryango w'Ibihugu byunze ubmwe bya Afurika yiburasirazuba, Inzego zishinzwe kugenzura imiti zirimo gukora inyandiko uhurijwe hamwe yerecyeye iyandikishwa ry'Imiti, kandi iyi nyandiko izagaragaza ibikenewe bihuriweho mu rwego rw'Akarere
Niba serivisi yishyurwa, igiciro ni ikihe?	Serivisi iracyari ubuntu ariko abafatanya bikorwa bakurikira WHO, EAC,NMRAs baduhaye inama ko hashyirwaho igiciro cy'Amafaranga cyazajya kishyurwa mugihe kwandikisha imiti
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibaruwa isaba igomba kuba ifite ibi bikurikira: 1. Izina na aduresi y'Uwusaba 2. Izina ryibyo yifuza ko byandikwa 3. Kugaragaza Umuti (Ibiwugize, Urupapuro rugaragaza uko ukoreshwa, n'Urwego urimo) 4. Umwirondoro (Uko umuti usa) 5. Numero yuwo muti wanditsweho mu igihugu ukomokamo nibindi byose ucuruzwamo 6. Uyu muti wemewe gucuruzwa mu igihugu ukomokamo? Niba ari ukuri garagaza icyemezo kiwemerera kujya ku isoko gitangwa n'Ikigo gishinzwe kubyandika. Niba ataribyo nabwo tanga impamvu. 7. Kugaragaza ibyo aribyo byose bikoreshwa mugukora uyu muti 8. Kugaragaza uburyo bwo kwirinda bukoreshwa ku ibikoresho mbere yuko bikoreshwa

	9. Kugaragaza uburyo bwo kwirinda ninshuro bukoreshwa mugihe cyo gukora iyi miti 10. Umwirondoro wuzuye wuyu muti wakozwe 11. Uburyo bwo kwirinda bukoreshwa mu Rwanda mugihe cyo gukora uyu muti 12. Inyigo kubuziranenge ikorwa kuri uyu muti wakozwe bwa nyuma 13. Incamake yikorwa nifunikwa ryuyu muti 14. Incamake y'Isuzuma ryakozwe kuri uyu muti nibyavuyemo n'Ingaruka z'uyu muti 15. Incamake y'Isuzumwa ryakozwe kuri uyu muti nibyavuyemo bigaragaza ubushobozi bw'uwo muti 16. Ibisobanuro bigaragaza ibipimo bigaragazwa n'Ubuvuzi ku mikoreshereze myiza y'uwo muti n'Incamake y'uburyo bwakoreshejwe mu gupima, Ababikoze naho byakorewe, Ibyavuyemo. 17. Imibare ingana igaragaza uburyo uyu muti ari intangarugero 18. Igiciro cy'agateganyo cyakoreshwa mu Rwanda; 19. Kubakora umuti, Ubisaba agomba kugaragaza ibi bikurikira: - Izina naho Uzakora iyo miti abarizwa - Kopi y'icyemezo cyo kugira uruganda rukora imiti gitangwa ninzego zibifitiye ububasha zo mu igihugu uru ruganda rukomokamo; - Kopi y'icyemezo cyo gucuruza imiti gitangwa n'Inzego zibifitiye ububasha zomu igihugu bakomokamo cyangwa byaba ngombwa icyo mu igihugu ugiye gukoreramo; - Icyemezo gitangwa n'Inzego zibifitiye ububasha kigaragaza ko uyu muti wemewe mu igihugu ukomokamo (byaba ngombwa ugatanga nicyaho ugiye gukorera) cyangwase icyemezo cyogucuruza umuti gikurikije amabwiriza y'Umuryango mpuzamahanga k'ubuzima; - Kopi y'Icyemezo cyo gucuruza gitangwa naho uyu muti wakorewe; - Icyemezo gitangwa n'inzego zibifitiye ububasha hakurikijwe uburyo bwo kwemeza ubuziranenge bw'Imiti bwifuzwa n'Ubucuruzi mpuzamahanga kandi bwemejwe n'Umuryango mpuzamahanga w'Ubuzima; 20. Imiti y'Ikitegererezo igurishwa iherecyejwe nicyemezo cyo kuba yaragenzuwe.
Binyura mu zihe	Usaba atanga idosiye yuzuye kuri serivisi ibishinzwe, ikemerezwa

nzira?	aho bakirira abagana uru rwego, Idosiye ihabwa umukozi ubifite mu inshingano. Nyuma yo gusesengura raporo ihabwa umuhuzabikorwa, kugira ngo yemezwe cyangwa isubizwe nyirayo iyo hari ibiburamo ariko ntibibujijwe ko iyo hari ibiburamo umukozi ubishinzwe yihamagarira nyirayo. Byose iyo byarangiye umuhuzabikorwa arabyemeza.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Nta rundi rwego umuntu acyamo kugira ngo ubone izi serivisi
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utanyuzwe wandikira Umunyamabanga uhoraho; waba utanyuzwe ukandikira Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushaka amakuru yihariye cyangwa andi ayo ari yo yose wayasanga ku rubuga rwa interineti rukurikira: www.moh.gov.rw/publications/pharmacy cyangwa ugasura serivisi ibishinzwe ubwawe
Impapuro zuzuzwa	Urutonde rwibisabwa nirwo ruba ruhari nk'uko byagaragajwe haruguru
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Itegeko No 12/99, ryo kuwa 02/07/1999 2. Urutonde rw'Imiti ikoreshwa mu Rwanda 3. Amabwiriza ya Minisitiri agena ikoreshwa ry'Imiti ihabwa u Rwanda 4. Iteka rya Minisitiri ryerekeye ubugenzuzi bwa za farumasi 5. Iteka rya Minisitiri ryemerera gukora cyangwa guhindura icuruzwa ry'Imiti mike 6. Iteka rya Minisitiri ryemerera itangizwa ry'icuruzwa ry'imiti 7. Iteka rya Minisitiri ryemerera itangizwa ry'Ubucuruzi bw'Imiti myinshi 8. Iteka rya minisitiri rishyiraho urutonde rw'Ibinini nindi miti ikora mu Rwanda 9. Urutonde rw'Imiti yangombwa ikora mu Rwanda 10. Amabwiriza ya minisitiri ashyiraho urutonde rw'Imiti icyenewe cyane kurusha iyindi 11. Urutonde rw'Imiti isonerwa imisoro wabisanga k'Urubuga rwa interineti rukurikira www.moh.gov.rw

12. UBWOKO BWA SERIVISI: GUFASHA NO GUKURIRWAHO IMISORO KU IBIKORESHO, BIRIMO IMODOKA N'IBINDI BIKORESHO BIZAKORA MU INZEGO Z'UBUZIMA

Serivisi ni iyihe? Nujuje ibisabwa?	Ubu buryo nubwi imiryango izana mu igihugu ibintu bikoreshwa mubyubuzima harimo n'Imodoka. Imiryango ifashwa gukurirwaho imisoro iyo bazana ibikoresho byo mubuzima (harimo n'imodoka) and products
Ni hehe serivisi itangirwa?	Umuyobozi mukuru wa serivisi ishinzwe ibyubuzima, Umuyobozi mukuru Ushinzwe ibyubuzima: Dr Ngirabega: email: moonhuro@yahoo.fr Telefoni: 0788650824 Ibiro bishinzwe ubuzima Wahamagara: Dr Bonaventure: email: nzeyimana.bonaventure68@gmail.com Telefoni: 078858815
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bibiri
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urupapuro rwujujwe rwo gusonerwa imisoro 2. Urutonde rw'Ibintu bigomba gusonerwa imisoro n'Ibiciro byabyo 3. Amasezerano y'Imikoranire hagati ya minisiteri y'Ubuzima n'Urwego rugomba gusonerwa 4. Icyemezo cyuko watewe inkunga 5. Icyemezo kigaragaza ko ibinini nibindi bikoreshwa mu ubuvuzi byemejwe na serivisi ya amafarumasi 6. Icyemezo kigaragaza ko ibikoresho byasuzumwe ubuziranege n'Ikigo gishinzwe ubuziranenge kinafite kandi gifite inyandiko izakoreshwa iri mundimi eshatu zimewe gukoreshwa mu Rwanda
Binyura mu zihe nzira?	1. Idosiye isuzumwa n'Ubuyobozi bukuru bushinzwe ubuvuzi, ikayohereza muri serivisi y'Amafarumasi kugira ngo yemeze ibinini nindi miti ikoreshwa cyangwa icyemezo cy'Ikigo k'Igihugu gishinzwe ubuziranenge (RBC). 2. Ubuyobozi bukuru bushinzwe ubuvuzi bwohereza iyi dosiye muri serivisi y'Imali 3. Serivisi ishinzwe imali niyo yemeza abasabye. 4. Icyemezo kibemerera cyoherezwa k'Umushinga cyangwa umuryango utegamiye kuri Leta. 5. Usaba yohereza idosiye kuri minisiteri y'Imali nigenamigambi

	(MINECOFIN). 6. Iyi dosiye isesengurwa na minisiteri y'Imali nigenamigambi. 7. Uwasabye yohereza idosiye ku ikigo cy'Igihugu cy'Imisoro n'Amahoro. 8. Iyi dosiye ikurikiranwa n'Ikigo cy'Igihugu gishinzwe imisoro n'amahoro.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi yandikira Umunyamabanga uhoraho atanyurwa akajya kwa Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Urubuga rwa interineti rwa minisiteri y'Ubuzima: www.moh.gov.rw Urubuga rwa interineti rwa minisiteri y'Imali nigenamigambi: www.minecofin.gov.rw Urubuga rwa interineti rw'Ikigo cy'Igihugu cy'Imisoro n'Amahoro
Impapuro zuzuzwa	Urupapuro ruzuzwa rusonera imisoro
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Urutonde rw'Imiti isonerwa imisoro 2. Urutonde rw'Imiti ikoreshwa mu Rwanda 3. Iteka rya minisitiri rishyiraho urutonde rw'Imiti ikoreshwa mu Rwanda 4. Amabwiriza ya minisitiri ashyiraho urutonde rw'Imiti isonerwa imisoro Byose biboneka kuri www.moh.gov.rw

13. UBWOKO BWA SERIVISI : GUSABA KWANDIKWA MU BAJYANAMA B'UBUZIMA BAKORERA UBUSHAKE MURI SERIVISI Z'UBUZIMA

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba kwandikwa mu bajyanama cyangwa Abakorerabushake : Ubu buryo bugaragaza uko abakorera bushake biyandikisha muri Minisiteri y'Ubuzima bagashyirwa naho bakorera.
Ni hehe serivisi itangirwa?	Ubuyobozi bushinzwe ubutegetsi n'Abakozi Wabaza: Madamu Mukakigeli Daphy, email: mukadaphy@gmail.com Telefoni: 0788307616
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bitandatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Ibirebana n'Ibiciro wagana izi nzego zikurikira - Inama y'Ubuzima y'uRwanda cyangwa - Inama y'Igihugu y'Abaforomo n'Ababyaza, - Ubuyobozi bukuru bw'Abinjira n'Abasohoka mu Igihugu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Urwandiko rwo kwimenyekanisha 2. Inyandiko y'Isobanurampamvu, isobanura ibyo abakorera bushake bakeneye, Ibyo bifuza kugeraho, nigihe bizamara 3. Imyirondoro y'Abaganga bazohererezwa kopi y'Icyemezo n'Icyangombwa kiriho umukono 4. Icyemezo cyokuba ukora ku umukozi cyangwa impamyabumenyi k' umunyeshuli 5. Urutonde rw'ibikoresho bizagurwa 6. Kopi ya passiporo
Binyura mu zihe nzira?	1. Ku bakorerabushake bazamara iminsi irenze icumi n'itanu, hakenerwa kongererwa iminsi ya visa. Umukozi ushinzwe guteza imbere abandi bakozi atanga ibi bikurikira k'Ubuyobozi bw'Abinjira n'Abasohoka mu Gihugu: - Pasiporo z'Abakorera bushake - Impapuro zavuye m'Ubuyobozi bukuru bw'Abinjira n'Abasohoka zujujwe n'Abakorerabushake 2. Ku abakorerabushake basabye kongererwa visa umukozi ushinzwe iterambere ry'Abakozi azana pasiporo iyo byarangiye gukorwa. 3. Inyandiko isaba yoherezwa mu ibiro by'Umukozi ushinzwe iterambere ry'Abakozi akabisuzuma nyuma akabyohererereza umunyamabanga uhoraho kugira ngo byemezwe. 4. Ku abakoranabushake bazamara igihe kirenze ukwezi

	biyandikisha mu bwishingizi mu buvuzi 5. Inyandiko isaba iremezwa. 6. Ibaruwa itumira irandikwa. 7. Iyo baruwa isaba irasinywa. 8. Iyo baruwa yohererezwa abakorerabushake 9. Umukozi ushinzwe iterambere ry'Abakozi atangira gushakira abakorerabushake aho bazakorera hagakorwa nibijyanye nokwinjiza ibintu byabo mugihugu iyo aringombwa. 10. Nyuma yokuganira n'Umunyamabanga uhoraho cyangwa minisitiri, hashyirwaho umukozi uzajya akorana n'Abakoranabushake. 11. Abakorera bushake bagomba kwiyandikisha mu inama y'Abakozi mu] 12. Rwanda mbere yogutangira gukora akazi. Kwiyandikisha umukoranabushake atanga ibi bikurikira k'Umukozi ushinzwe iterambere ry'Abakozi: - Uruhusa rwogukora ibjyanye n'Ubuvuzi cyangwa ubuforomo cyangwa urwo ari rwo rwose - Amafoto magufi abiri 13. Iyi baruwa isaba itangwa m'Ubunyamabanga bw'Inama y'Abaganga nabaforomo cyangwa urundi rwego rungana nabyo. 14. Inyandiko isaba irasuzumwa nyuma icyemezo kigatangwa. 15. Uruhusa rurasuzumwa nyuma rugahabwa abakoranabushake. 16. Raporo y'Ibikorwa ishyikirizwa umukozi ushinzwe iterambere y'Abakozi mbere yuko bava mu Rwanda. 17. Iyi raporo yoherezwa kwa minisitiri
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Inama Nkuru y'Abaganga mu Rwanda Inama Nkuru y'Abaforomo n'Ababyaza Ubuyobozi Bukuru bw'Abinjira n'Abasohoka mu Igihugu.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Uwahawe serivisi iyo atanyuzwe yandikira Umunyamabanga uhoraho muri Minisiteri; waba utanyuzwe ukandikira Minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Sura urubuga rwa interineti rwa Minisiteri y'Ubuzima rukurikira: www.moh.gov.rw

Impapuro zuzuzwa	Impapuro zuzuzwa ziva m'Ubuyobozi bukuru bw'abinjira n'Abasohoka
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	1. Ibyangombwa bisabwa imiryango itegamiye kuri Leta 2. Uburyo bwo guhindura ubuzima Iboneka ku rubuga rwa interineti rukurikira www.moh.gov.rw

14. UBWOKO BWA SERIVISI: GUSABA KURIHIRWA AMASHURI MU BIJYANYE N'UBUZIMA

Serivisi ni iyihe? Nujuje ibisabwa?	**GUSABA KURIHIRWA AMASHURI MU BIJYANYE N'UBUZIMA :** Serivisi itanga umurongo ngenderwaho n'Uburyo bugenga buruse no gutoranya abahabwa izo buruse.
Ni hehe serivisi itangirwa?	Ubuyobozi bukuru bw'Igenamigambi, kugenzura nogusuzuma (Serivisi ishinzwe iterambere ry'Abakozi) Hamagara: Bwana Emmanuel Twagirumukiza, Telefoni: 0788792390 Email: ukizemma@yahoo.fr Telefoni: 0788792390
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa nibyitaweho mu rwego rw'Ubuzima kandi bigaterwa n'Amafaranga ahari,iyo amafaranga ahari uburyo bwo kuyabona bishobora gutwara ukwezi cyangwa igihe kirenga ukwezi kubera ko bica mu inzego nyinshi: Minisiteri y'Ubuzima, Ministeri y'Uburezi, Ikigo cy'Igihugu gishinzwe inguzanyo z'Abanyeshuli na minisiteri y'Abakozi ba Leta n'Umurimo
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Amadosiye asaba (ibisabwa bigaragazwa mu itangazo rizitangaza) 2. Kugaragaza urwandiko rukwemerera kwiga muri Kaminuza yemewe 3. Icyemezo cyo kuba warasabye iyo burusi 4. Icyemezo cy'uko umaze imyaka ibiri ukora mu ibitaro by'Akarere kandi ukora nk'Umukozi wa Minisiteri y'Ubuzima
Binyura mu zihe nzira?	1. Ibigo bikorera munsi ya Minisiteri y'Ubuzima, n'Imishinga bitegura gahunda yo kongerea ubushobozi abakozi. 2. Gahunda y'Amahugurwa yaburi muntu zishyirwa hamwe n'Umukozi ushinzwe iterambere ry'Abakozi akayohetreza kwa minisitiri kugira ngo yemezwe 3. Nyuma yo kwemezwa iyi gahunda yahurijwe hamwe yoherezwa muri Minisiteri y'Abakozi ba Leta n'Umurimo kugira ngo bayitangeho inama (ku bijyanye no kwiga hanze byemezwa nyuma). 4. Ingengo y'Imali yo kubaka ubushobozi iratangazwa hashingiwe ku ingengo y'Imali ya Minisiteri y'Ubuzima cyangwa ibigo byigenga. 5. Ingengo y'Imali yo kubaka ubushobozi bwa abakozi zishyirwa hamwe na serivisi ishinzwe iterambere ry'Abakozi nyuma bikohererezwa Minisitiri kugira ngo

	abyemeze. 6. Minisitiri ashyiraho komiti itoranya abajya kwiga igizwe nibi bikurikira Ikigo cy'Igihugu gishinzwe inguzanyo zabajya kwiga mu mahanga anababfatanya bikorwa bahitamo ibingenzi mugufata ibyemezo by'Ibindi bikenerwa kugirango abone ubushobozi bwo gufata ibyemezo, kugirango abafatanyabikorwa bahitemo amasomo atangirwa buruse, ibisabwa abasaba nokugira ngo wemererwe gutoranywa. 7. Buruse z'ingenzi zitoranywa mu bijyanye n'Ubuzima hashingiwe kuri gahunda y'Ibikorwa by'Ubuzima bitangazwa. 8. Buruse zihari zitangazwa kuri radiyo no mu binyamakuru na Minisiteri y'Ubuzima n'Ikigo cy'Igihugu gishinzwe buruse mu Rwanda. 9. Abanyeshuli bashaka buruse batanga inzandiko zisaba muri serivisi ishinzwe iterambere ry'Abakozi 10. Inzandiko zisaba zirakirwa, zigatunganywa, zigashyikirizwa komiti itoranya. 11. Komiti inyura mu inzira zose zo gutoranya abazarihirirwa igatanga raporo y'uko itoranywa ryagenze. 12. Abasabye bamenyeshwa aho bahagaze. 13. Habaho isinywa ry'Amasezerano hagati y'uwasabye n'Ikigo cy'Igihugu inguzanyo zabiga muri za Kaminuza. 14. Hasinywa nanone amasezerano hagati y'uwasabye na Minisiteri y'Ubuzima igaragaza ko ugiye kwiga nagaruka azakorera Minisiteri byibuze inyaka ine. 15. Uwahawe kujya kwiga asaba icyemezo cyo kuba ahagaritse akazi igihe ikiri ku ishuli abisabiwe n'Umukoresha we. 16. Ibi bikurikira biherekeza urwandiko rusaba: - Urwandiko rumwemerera inguzanyo - Urwandiko rumwemerera kwiga 17. Icyemezo cyo kuba uhagaritse akazi igihe ugiye kwiga gitangwa na Minisiteri y'Abakozi ba Leta n'Umurimo. 18. Umunyamabanga uhoraho yohereza ayo mafaranga ku ikigo cy'Igihugu gishinzwe gutanga inguzanyo ku bajya kwiga muri za kaminuza 19. Iki kigo gitanga ayo mafaranga ku bayasabye
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ikigo cy'Igihugu gishinzwe gutanga inguzanyo y'abajya kwiga muri zakaminuza iyo ari igihe kirekire Ikigo cy'Igihugu gishinzwe amahugurwa y'abakozi ba Leta y'Igihe kigufi Minisiteri y'Abakozi ba Leta n'Umurimo kongerera ubushobozi abakozi ba Leta muri rusange
Ese hari uburyo bwo	Utanyuzwe na serivisi yandikira umunyamabanga uhoraho

kurenganurwa mu gihe udahawe iyo serivisi?	muri MINISANTE, waba utanyuzwe ukandikira Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa interineti rwa Minisiteri y'Ubuzima cyangwa urw'ikigo cy'Igihugu gitanga inguzanyo z'abajya kwiga muri Kaminuza: www.moh.gov.rw.
Impapuro zuzuzwa	Impapuro zuzuzwa n'usaba buruse
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko rishyiraho ikigo gitanga buruse rikanagena imikorere yacyo.

15 a Gahunda yo kubonana muri Minisiteri y'Ubuzima

Ubwoko bwa serivisi: Gahunda y'abenegihugu basaba kubonana na Minisitiri cyangwa Umunyamabanga Uhoraho

Serivisi ni iyihe? Nujuje ibisabwa?	Iyi serivisi ifasha abantu kugira gahunda yokubonana na minisitiri cyanywa umunyamabanga uhoraho muri minisiteri.
Ni hehe serivisi itangirwa?	Muri serivisi ishinzwe imibanire wabaza: Madamu Christine Kabagire Email: ckabagire@gmail.com Telefoni: 0788865415
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu, mu masaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Umenyeshwa kuri telefoni cyangwa kuri interineti gahunda Minisitiri yaguhaye
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Nta byangombwa bisabwa byihariye
Binyura mu zihe nzira?	1. Umuntu usaba gahunda yo kuzabonana na Minisitiri atanga impapuro zisaba zavuye k'Umunyamabanga Wihariye. 2. Amakuru azatangwa yuzuzwa k'Urutonde rukurikira: - Impamvu isobanuye ituma asaba guhura na Minisitiri - Abandi bakozi bo muri iyi Minisiteri barahura bakakiganiraho mbere y'uko igihe cyo kuganira na Minisitiri - Utanga igihe cyo guhura na Minisitiri. 3. Umunyamabanga muri Minisiteri asoma ibyifuzo byabanditse agahitamo ibyemewe byaganirwaho 4. Iyo Umunyamabanga abona hari indi serivisi yakemura ibi bibazo abyoherezayo. 5. Umunyamabanga wa Minisitiri apanga gahunda nyuma akamenyesha abazaza guhura na Minisitiri mu inama kuri telefoni cyangwa akoresheje iyakure
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo	Iyo utanyuzwe wandikira Umunyamabanga uhoraho; waba

kurenganurwa mu gihe udahawe iyo serivisi?	utanyuzwe ukandikira Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ntazo
Impapuro zuzuzwa	Impapuro zuzuzwa zisaba kubonana n'Abayobozi zisangwa ku biro by'Umukozi ushinzwe imibanire muri Minisiteri
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntayo

15. b Ubwoko bwa Serivsi : Gusaba gahunda yo kubonana n'Abayobozi muri Minisiteri y'Ubuzima

Serivisi ni iyihe? Nujuje ibisabwa?	Iyi serivisi ifasha abagana Minisiteri kubona gahunda yo kubonana na Minisitiri cyangwa Umunyamabanga Uhoraho muri Minisiteri. Abafatanyabikorwa baba imbere mu igihugu n'ababa hanze y'Igihugu mu mahanga
Ni hehe serivisi itangirwa?	Serivisi ishinzwe imikoranire y'Inzego Wabaza : Madamu Christine Kabagire Email: ckabagire@gmail.com Telefoni: 0788865415
Serivisi itangwa ryari?	Iyo ubisabye
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'Akazi abayobozi bafite hari igihe uhita ubonana nabo. Ubundi umenyeshwa kuri telefoni cyangwa kuri interineti gahunda Minisitiri yaguhaye
Niba serivisi yishyurwa, igiciro ni ikihe?	Iyi Serivisi ni ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Nta byangombwa bisaba
Binyura mu zihe nzira?	1. Umuntu usaba umwanya cyangwa gahunda yo kubonana na Minisitiri cyangwa Umunyamabanga horaho atanga ibi bikurikira mu ibiro by'Umukozi ushinzwe Imikoranire n'Imibanire y'Inzego: - Urupapuro rwujujwe, ibigomba kuba byanditse kuri uru rupapuro nibi bikurikira: - Impamvu ituma asaba kubonana n'Abayobozi - Abandi bazitabira iyo nama - Abandi bakozi wahuye nabo mbere y'uko usaba kubonana n'Abayobozi - Igihe yumva yifuza kubonana n'abo bayobozi - Inyandiko mvugo isobanura igingo nkuru z'iyo nama - Incamake y'Umwirondoro w'usaba gahunda yo kubonana n'Abayobozi 2. Gahunda irategurwa hifashishijwe Abanyamabanga b'abo bayobozi. 3. Uwasabye amenyeshwa igihe cy'Inama kuri telefoni cyangwa akandikirwa kuri interineti. 4. Inyandiko iyo ariyo yose ikenewe muri uyu mubonano iratangwa byibuze iminsi ibiri mbere y'uko inama iba 5. Izo nyandiko zitangwa mu biro by'Abayobozi byibuze isaha imwe mbere y'uko bajya mu inama.
Ese hari izindi nzego	Ntazo

bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe ureba Umunyamabanga uhoraho cyangwa Minisitiri w'Ubuzima
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ntayo
Impapuro zuzuzwa	Impapuro zuzuzwa usaba kubonana n'Abayobozi ziboneka mu ibiro by'Umukozi ushinzwe imibanire nizindi nzego
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo