

REPUBLIKA Y'U RWANDA



KOMISIYO Y'IGIHUGU Y'UBURENGANZIRA BWA MUNTU

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SEREVISI ZIHABWA ABATUGANA

Ukuboza, 2011

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IRIBURIRO

Nejewe no kubagezaho iki gitabo gikubiyemo serivisi zihabwa abaturage na komisiyo y'uburenganzira bwa muntu.

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

Iki gitabo kigaragaza uruhare rwa komisiyo y'uburenganzira bwa muntu mwitangwa rya serivisi mu Rwanda cyikanerekana 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 komisiyo y'igihugu y'uburenganzira bwa muntu mu guteza imbere no kubungabunga uburenganzira bwa muntu mu gihugu.



The image shows a blue circular official stamp of the Ministry of Education and Sports of Rwanda. The stamp contains the text 'MINISTRE DE L'ÉDUCATION ET DES SPORTS' and 'RWA'. Overlaid on the stamp is a blue ink signature. Below the stamp, the name 'KAYUMBA Deogratias' is printed in a bold, sans-serif font.

Komiseri Mukuru Wungirije

Iki Gitabo kigaragaza serivisi CNDP 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 CNDP 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 CNDP:
 - Kugaragaza neza serivisi zitangwa na CNDP,
 - 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 CNDP. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na CNDP.
- 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 CNDP.
- Amakuru n'uburyo bwatuma serivisi za CNDP zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera.

Iki Gitabo kirimo serivisi zihabwa abatugana ni igikoresho cyo kugeza amakuru ahagije kandi asobanutse ku bagana serivisi za CNDP no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za CNDP 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, CNDP yiyemeje kubamenyesha Serivisi

bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko CNDP 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 bifuzwa no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.

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

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanze uko bikwiye. Niyo mpamvu rero CNDP ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. CNDP izakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe

cyo kwakira no gukemura ibibazo cyashyizweho. CNDP irifuzza 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 kikubiyemo serivisi zitangwa na CNDP:

- 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 CNDP 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 CNDP 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, CNDP 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'iyoyi miyoboro y'ikoranabuhanga.

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

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

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

- Serivisi ishinze 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 interineta;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganira mbwirwa ruhame kuri radiyo na televiziyo;
- Interineta n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineta z'Inzego za Leta:
 - Gushakisha imiyoboro
 - imbuga za interineta rusange
 - imbuga za interineta ahuriweho n'Inzego zitandukanye
 - urubuga rwa interineta rwihariye
- Ubutumwa bugufi bwanditse buyobora abantu aho baja 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’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 CNDP 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 CNDP mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n’amabwiriza agenga Imitungire ya serivisi mu Nzego z’Uburezi;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri CNDP;
- Guhanahana amakuru ku buryo serivisi zitangwa muri CNDP 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:

Komisiyo y'uburenganzira bwa muntu(CNDP)

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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. ITANGIRIRO

Komisiyo y'uburenganzira bwa muntu yashyizweho n'itegeko nimeru 04/99 ryo kuwa 12/03/1999 nkuko ryavuguruwe rikanuzuzwa n'itegeko nimeru 35/2002 ryo kuwa 31/12/2002. Ir'itegeko ryaje gusimburwa n'itegeko nimeru 30/2007 ryo kuwa 06/07/2007 rikaba ariryo rigenga imikorere ya komisiyo nkuko biteganywa n'itegeko nshinga ryo kuwa 4 /06/ 2003.

Komisiyo yashyizweho mu mucyo w'ubwuzuzanye n'ubwumvikane bw'amahame yi paris mu Bufaransa hashingiye ku bigo bw'uburenganzira bwa muntu nimeru 1999/54 rya komisiyo mpuzamahanga y'uburenganzira bwa muntu nkuko ryemejwe n'inama rusange y'umuryango wabibumbye nimeru 48/134 ryo kuwa 20/10/1993.

II. ICYEREKEZO

Komisiyo y'uburenganzira bwa muntu igamije guhindura umuryango nyarwanda aho buri munyarwanda agomba gutura mu mahoro, ubworoherane no mw'iterambere buri wese afite uburenganzira busesuye.

III. INTEGO

Intego ya komisiyo nu gutezimbere no kurengera uburenganzira bwa muntu hagamijwe kwimakaza umuco wo kw'ubahiriza uburenganzira bwa muntu no kwubahiriza amategeko y'igihugu.

IBIKORWA BY'INGENZI

Ingingo ya 177 y'itegeko nshinga igaragaza ko komisiyo y'igihugu ari urwego rwijyenga. Ikaba ifite inshingano zikurikira:

- Kwigisha no gukangurira abaturage ku bijyanye n'uburenganzira bwa muntu.
- Kugenzura ibangamirwa ry'uburenganzira bwa muntu rikorwa n'inzego za leta mu Rwanda, abakozi ba leta bitwaza akazi ku bangamira uburenganzira bwa muntu , ibigo n'abantu ku giti cyabo.
- Kugenzura no gucukumbura ihungabanya ry'uburenganzira mu Rwanda no shyikiriza ibirego inkiko zibifitiye ububasha.
- Gutegura no gutanga raporo yu mwaka n'izindi raporo zangombwa kubijyanye n'uburenganzira bwa muntu mu Rwanda.

**SEREVISI ZITANGWA NA KOMISIYO
Y'UBURENGANZIRA BWA MUNTU**

**Ubwoko bwa serevisi: Guteza imbere uburenganzira
bwa muntu: Amahugurwa n'Ubukangurambaga**

Serevisi n'iyihe? Nujuje ibisabwa?	Guhugura no kwigisha uburenganzira bwa muntu. Abantu baribo bose bishyize hamwe baremewe.
Ishami ryo kubarizamo	Uburezi n'Igenamigambi
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane saa moya za mugitondo kugeza saa kumi nimwe z'igicamunsi Kuwa gatanu guhera saa moya za mugitondo kugeza saa munani z'amanywa
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Buri mahugurwa ashirwa ku ngengo hakurikijwe gahunda y'ibikorwa ya komisiyo buri ntangiriro yu mwaka mu bikorwa bitandukanye.
Nibiki bisabwe kugirango ubone serevisi?	ntacyo
Nibiki bisabwe kugirango ubone serevisi?	Nta byangombwa bisabwa keretse ku miryango itegamiye kuri leta igaragaza icyemezo cy'uko yiyandikishije.
Binyura muyihe nzira ngo uyihabwe?	Ugaragaza ubushake bwo guhugurwa bugizwe n'ibaruwa

	isaba yandikirwa komisiyo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Nta na kimwe
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Oya
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga rwa komisiyo:www.rhrc.rw.com. Kugira ngo umenye amakuru aruseho hamagara kuri telefoni 252 504273/4 mu masaha y'akazi.
Impapuro zuzuzwa	Oya
Ibyangombwa bisabwa n'amategeko	Oya

**SEREVISI ZITANGWA NA KOMISIYO
Y'UBURENGANZIRA BWA MUNTU**

Ubwoko bwa serevisi: kurengera uburenganzira bwa muntu.

Serevisi ni iyihe? Nujuje ibisabwa?	Komisiyo yakira ibirego, ikabisesengura noneho igakora igenzura igamije kurengera uburenganzira bwa muntu bwa hungabanijwe.
Ishami ryo kubarizamo	Commisiyo cyangwa commisariya
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane saa moya(07:00 am) kugeza saa kumi nimwe (05:00 pm) Kuwa gatanu guhera saa moya za mugitondo kugeza saa munani z'amanywa
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ikurikiranwa ry'ibirego riratandukanye. Ibirego byo gusambanya kungufu, ihohoterwa rishyingiye ku gitsina, ubwicanyi, bikurikiranwa uwomwanya. Ibindi birego byakirwa na komisiyo bikurikiranwa bitarenze iminsi mirongo itatu.
Niba serevisi yishyurwa, igiciro ni ikihe kugira ngo uyihabwe?	Ntacyo
Ni bihe byangombwa bisabwa?	Ntacyangombwa gisabwa. Ariko kubirego biba bikurikiranwa n'izindi nzego ibyangombwa ningombwa.

Binyura muyihe nzira ngo uyihabwe?	Ushora gutanga ikirego kuri telefoni, munyandiko, kuri email, kwiyizira ku biro cyangwa gutuma undi muntu.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Nta yindi serevisi ikenewe.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Oya
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi	Jya kurubuga rwa interineti rwa komisiyo: www.rhrc.rw.com . Kugira ngo umenye ayandi amakuru hamagara kuri telefoni 252 504273/4 mu masaha y'akazi.
Impapuro zuzuzwa	Yego, ku biro ariko zuzuzwa n'umukozi wa komisiyo.
Ibyangombwa bisabwa n'amategeko	Nta byangombwa bisabwa