REPUBULIKA Y'U RWANDA

IBITARO BYA KAMINUZA BYA KIGALI

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SERIVISI ZIHABWA ABATURAGE N'IBITARO BIKURU BYA KAMINUZA BYA KIGALI

Ukuboza, 2011

IRIBURIRO

Nejejwe no kubagezaho iki Gitabo gikubiyemo Serivisi zitangwa n'Ibitaro bya Kaminuza bya Kigali.

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'Ibitaro bya Kaminuza bya Kigali mw'itangwa rya serivisi mu Rwanda kikanerekana serivisi zitangwa n'ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rw'aho izo serivisi zitangirwa n'ibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ry'iki Gitabo gikubiyemo Serivisi zihabwa Abaturage ryerekana ubushake Ibitaro bya Kaminuza bya Kigali bifite mw'itangwa rya serivisi nziza kandi zihuse.

Dr HATEGEKIMANA Theobald

Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali (CHUK)

Iki Gitabo kigaragaza serivisi CHUK 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 CHUK byerekana ubushake bwo gutanga serivisi nziza kandi zinoze mu 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 CHUK:
    - Kugaragaza neza serivisi zitangwa na CHUK,
    - 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 kugira ngo 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; bityo hashingiwe kuri ibi, Abaturage bashobora kwizera gutera imbere
    - Amakuru nyayo ku nyandiko zisabwa n'uburyo bwo kubona serivisi muri CHUK. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.
- Gusobanurira neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na CHUK.
- 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 CHUK.

- Amakuru n'uburyo bwatuma serivisi za CHUK 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 CHUK no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za CHUK 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, CHUK 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 CHUK

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

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

n’abayigana mu gukemura ibibazo by’imitangire ya serivisi. Izi ngingo z’ingenzi ni zo zizubahirizwa mu gihe cyo gushyira mu bikorwa iki gitabo gikubiyemo serivisi zitangwa na CHUK:

- 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 CHUK 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 CHUK 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, CHUK 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, CHUK 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.

Ingamba zo Kumenyekanisha Serivisi zihabwa Abaturage na CHUK

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

Aho wabariza:

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

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

1. INTANGIRIRO:

Ibitaro bya Kaminuza bya Kigali ni bimwe mu bitaro by'intangarugero byemewe mu gihugu byatangiye gukora nk'ikigo nderabuzima muri 1928. Bitangira gukora nk'Ibitaro muri 1965.
Hatowe Itegeko n° 41/41/2000 ryo kuwa 7/12/2000 rishyiraho imikorere n'imiterere y'ibitaro byari bisanzwe bifatanya, noneho bikagirwa ibitaro bya Leta bifite ubuzima gatozi ndetse bikitwa Ibitaro bya Kaminuza bya Kigali. Ibitaro bya Kaminuza bya Kigali bikora imirimo y'ubuvuzi ikurikira:

- Serivisi z'ubuvuzi bw'indwara zisanzwe mu bitaro;
- Kubaga, indwara z'imyanya y'imyibarukiro, kubaga ubwonko,
- Ubuvuzi bw'abana
- Ubuvuzi bw'amatwi, izuru n'umuhogo
- Ubuvuzi bw'amaso
- Guca mu cyuma
- Gutera ikinya n'ibijyana n'ikinya byose
- Ubuvuzi bw'indwara z'akanwa
- Ubuvuzi bw'indwara z'uruhu
- Ubuforomo
- Kuvura indembe
- Isuzuma ryo muri Labo
- Ubugororangingo
- Inzu y'insimburangingo

2. ICYEREKEZO:

Kuba aba mbere mu gutanga ubuvuzi bufite ireme, inyigisho z'ubuvuzi, no gukora ubushakashatsi by'indashyikirwa muri Afrika

3. INTEGO :

Intego z'Ibitaro bya kaminuza bya Kigali ni:

- Gutanga ubuvuzi bufite ireme abaturage bijyanye n'ibipimo mpuzamahanga,
- Gutanga uburezi n'amahugurwa y'ubunararibonye mu buvuzi,
- Gukora ubushakashatsi no gutanga ubufasha mu bijyanye n'ubuvuzi.

4. IBIKORWA BY'INGENZI:

Ibikorwa by'ingenzi by'Ibitaro bya Kigali n'ibi bikurikira:

- Guha/gutanga serivisi z'ubuvuzi abaturage;
- Kwigisha no gukora ubushakashatsi k'ubuvuzi;
- Kwimakaza uburezi mu buvuzi bufite ireme, guhugura abaforomo no gufasha abaganga n'abaforomo bimenyereza umwuga;
- Kuvugurura no guteza imbere imikorere y'ibitaro;
- Gufasha abatishoboye gushobora kubona ubuvuzi;

- Gufasha ibitaro by'Uturere;
- Kugendera ku mabwiriza akwiye;
- Guteza imbere ikoranabuhanga m'ubuvuzi;
- Gutanga serivisi z'ubuyobozi zikenerwa n'abarwayi cyangwa undi wese uje ugana Ibitaro.

5. INDANGAGACIRO Z'INGENZI:

Indangagaciro z'Ibitaro bya Kaminuza bya Kigali ni izi zikurikira:

- Kubazwa ibyo dukora,
- ubunyangamugayo,
- kuba abanyamwuga
- kuba indashyikirwa mu kazi
- kwita ku kazi
- kwita ku batugana
- kongera ireme ry'ubuvuzi n'ibikorwa by'ubuvuzi
- kugabanya igihe cyo gutegereza ku bantu baje kwivuza
- kongera icyizere ku bantu bose bagana inzego z'ubuvuzi
- Gutanga serivisi z'ubuvuzi nziza kandi ku kiguzi
- Kwita ku barwayi no kububaha igihe tubavura.
- Kongera umubare w'abaza gusaba serivisi z'ubuvuzi
- Gutuma mu nzego z'ubuvuzi haba umuco wo kwita ku nshingano no guhora biteguye kubazwa ibyo bakora

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6. Serivisi zitangwa n'Ibitaro bya Kaminuza bya Kigali

1. Ubwoko bwa serivisi: Gutanga serivisi zihariye mu buvuzi kuri rubanda (kubonana na muganga, gukora ibizamini/kubaga, kuvura, gutanga ibitaro)

Serivisi ni iyihe? Nujuje ibisabwa?	Serivisi z'ubuvuzi (gusuzuma Abarwayi bari mu bitaro cyangwa batarinjira ibitaro) Havurwa umuntu wese ubishaka
Ishami ryo kubarizamo	Serivisi z'ubuvuzi rusange zita ku barwayi: • Ubuvuzi bw'abana: kwita ku bana bavukanye ibibazo, ibigo byita ku bana bavukanye ubwandu bw'agakoko gatera SIDA, indwara z'imihogo, serivisi y'indembe, ubujyana ku byuririzi bishingiye kuri SIDA k'ubuntu, • Kubaga na serivisi zijyanye nabyo • Gutera ikinya, kwita, no gukurikirana ababara • Kwita ku babyeyi: gukingira ababyeyi kugira ngo batanduza abana, ihohotera rishingiye ku gitsina, kuboneza urubyaro, • Ubuvuzi rusange - Ubuvuzi bw'indwara zandura - Gusuzuma abarwayi: - Ubuvuzi bw'indwara z'isukari. • Ubuvuzi bw'ugutwi, izuru,n'umuhogo (imyanya y'ubuhumekero) • Ubuvuzi bw'indwara zo munda • Ubuvuzi bw'amaso • Ubuvuzi bw'uruhu • Ubugororangingo rusange • Ibyunganira ubuvuzi Guca mu cyuma byihariye ku ndwara zidasobanutse Ubuvuzi bwo kumenyekanisha no kwigisha abarwayi ku ndwara zitandukanye no gutanga imiti y'urukingo • Ubuvuzi bw'indwara z'uruhu • Serivisi itanga imiti • Imirire • Ubushakashatsi k'ubuvuzi • Uburuhukiro • Serivisi z'imibereho myiza • Kwita ku bagana ibitaro • Serivisi zo kwita ku ndembe
Serivisi itangwa ryari?	Kubonana na muganga cyangwa gusuzuma:

	Kuva kuwa mbere kugeza kuwa gatanu uherye saa moya (7h00) za mugitondo kugeza saa sita (12h00) z'amanywa no guhera saa saba (13h00) z'amanywa kugeza saa kumi n'imwe (17h00) z'igicamunsi Ku mpamvu zihutirwa (Emergency): Kuwa gatandatu, ku cyumweru (amasaha 24 kuri 24) na buri munsi nyuma y'amasaha y'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ako kanya, bijyanye na serivisi ushaka/wasabye
Niba serivisi yishyurwa, igiciro ni ikihe?	Serivisi z'Ubuvuzi zose zirishyurwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Impapuro zimuranga n'izivurizwaho, - Impapuro zohereza umurwayi mu bitaro bikuru, - Ikarita y'ubwishingizi bw'indwara
Binyura muyihe nzira ngo uyihabwe?	Ubanziriza aho bakirira abantu, kwandikwa no kubayobora
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	• RAMA, CORAR, SORAS, MMI, COGEAR, SONARWA,UBPR • Banki • Amagereza ya Kigali, Muhanga, Nsinda, Rilima • MSC, MS/Abakozi ba Kaminuza y'u Rwanda, MS/Abanyeshuri ba Kaminuza y'u Rwanda, MSISAE, CTAMS • Inshuti mu Buzima, AAR ikigo cy'ubwishingiz bw'indwara, ICAP Columbia • AHA, RDRC, Projet San Francisco, SFB, MAGERWA • Amashuri makuru na za Kaminuza y'i Kigali (KHI,KIST,KIE) • MVK, CSR, TPIRII, Save the Children, Stippag, MOD, • FARG,URWEGO, AVEGA
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zo kwiyandikisha no kwishyuriraho
Amategeko cyangwa izindi nyandiko zivuga	• Itegeko rishyiraho Ibitaro bya Kaminuza bya Kigali rikagena Imiterere, Imikorere n'Inshingano zabyo

kuri iyi serivisi	• Itegeko nomero 37/2007 ryo 03/09/2007, « rishyiraho amategeko yihariye y'imbere mu bitaro » • Itegeko cyangwa amabwiriza areba ubwishingizi bw'indwara • Itegeko cyangwa amabwiriza areba agaciro k'ubuvuzi • Serivisi zitangwa, uburenganzira n'inshingano. • Amabwiriza areba igipimo cya serivisi z'ubuvuzi zitangwa

2. Ubwoko bwa serivisi: Icyemezo cya muganga

Serivisi ni iyihe? Nujuje ibisabwa?	Icyemezo cya muganga gihabwa umuntu wese ugishaka
Ishami ryo kubarizamo	Ishami ry'indwara zisanzwe
Serivisi itangwa ryari?	Buri munsi iyo muganga ahari
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'icyemezo ushaka: - Ikigaragaza ko nta bumuga wese: amasaha 2 - Ikidasaba kugenzura byose: iminota30 - Ikigaragaza ko uri muzima (cyane gisabwa n'ibigo by'ubwishingizi): ako kanya
Niba serivisi yishyurwa, igiciro ni ikihe?	5 000 Rwf
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	- Aho bakirira abantu no kubayobora - Kwishyura - Kunyura mw'ishami ry'imari ugahabwa impapuro z'icyo cyemezo - Muganga kwandika icyemezo akanasinya Ubishinzwe gufunga icyo cyemezo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ishami ry'Imari rya CHUK : Kwishyura
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza yerekeye uko Icyemezo cya Muganga gitangwa

3. Ubwoko bwa serivisi: Raporo ya muganga igaragaza uko ubuzima bwifashe k'uwasuzumwe cyangwa wakorewe Ibizamini byihariye

Serivisi ni iyihe? Nujuje ibisabwa?	Ibizamini bikenerwa na Polisi, Inzego z'Ubushinjacyaha cyangwa umuntu wese ubukeneye
Ishami ryo kubarizamo	Ubunyamabanga Rusange
Serivisi itangwa ryari?	Buri munsi (mu masaha y'akazi) keretse kuwa gatanu nyuma ya saa sita no muri wikendi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi ibiri
Niba serivisi yishyurwa, igiciro ni ikihe?	5 000 Rwf
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba gukorerwa ibizamini
Binyura mu yihe nzira ngo uyihabwe?	- Kwandikira umuyobozi mukuru ugashyira ibaruwa mu Bunyamabanga rusange - Kwishyura - Ubunyamabanga rusange bujyana ushaka ibizamimi k'umuganga upima - Ubunyamabanga rusange bwandika icyo cyemezo - Umuganga wakoze ibizamini ashyira umukono kuri icyo cyemezo - Ubunyamabanga rusange butera kashi ku cyemezo - Polisi niyo yakira ibizamini bifunitse mwibahasha ifunze
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	- Ubushinjacyaha - Polisi y'Igihugu - Ishami ry'Imari rya CHUK : Kwishyura
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Icyemezo cyuzuzwa n'umuganga
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

4. Ubwoko bwa serivisi: Uburuhukiro

Serivisi n'iyihe? Nujuje ibisabwa?	Uburuhukiro buhabwa buri wese ubishaka
Ishami ryo kubarizamo	Ishami ry'imibereho myiza
Serivisi itangwa ryari?	Iminsi yose (amasaha makumyabiri 24 kuri 24)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminota mike
Nibiki bisabwa kugirango ubone serivisi?	Biterwa naho umuntu yari ari mbere y'uko apfa. Ku wari arwariye mu bitaro bya kaminuza bya Kigali: - Uburuhukiro busanzwe: RWF 5 000 kw'ijoro rimwe - Uburuhukiro by'abishoboye: RWF 10 000 kw'ijoro rimwe Ku wari arwariye hanze y'ibitaro: - Uburuhukiro busanzwe: RWF 10000 kw'ijoro rimwe - Uburuhukiro by'abishoboye: RWF 20 000 kw'ijoro rimwe
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Urwandiko rutangwa na muganga
Binyura mu yihe nzira ngo uyihabwe?	- Umuganga kwemeza urupfu - Kwishyura ibitaro - Kwegera Serivisi zibishinzwe gutanga serivisi z'uburuhukiro
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ishami ry'Imari rya CHUK : Kwishyura
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi	Wasura urubuga rw' ibitaro bya Kaminuza bya

bikenewe kumenywa kugira ngo ubone iyo serivisi?	Kigali: www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Urwandiko rwa muganga rugaragaza ko umuntu yapfuye
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

5. **Ubwoko bwa serivisi: Kugenzura Impamvu y'urupfu (Gusuzuma icyishe umuntu)**

Serivisi ni iyihe? Nujuje ibisabwa?	Ibizamini bigaragaza impamvu z'urupfu bisabwa na Polisi cyangwa izindi nzego zibifitye ububasha
Ishami ryo kubarizamo	Ishami rishinzwe kugenzura impamvu z'urupfu
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa kane: 7h 00 za mugitondo 17h00 za nimugoroba Kuwa gatanu: 7h00 za mugitondo kugeza saa sita (12h00)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Umunsi wose : amasaha 8
Niba serivisi yishyurwa, igiciro ni ikihe?	20, 000 Rwf
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Impapuro zigaragaza ko wishyuye k'umubitsi w'ibitaro
Binyura muyihe nzira ngo uyihabwe?	- Kwishyura amafaranga 20000 k'umubitsi w'ibitaro - Ugaragza imparuro wishyuriyeho mu bunyamabanga rusange ugahabwa imparuro zabugenewe z'ibizamini byasabwe - Ugaragaza izo mpapuro hamwe n'impapuro z'uko wishyuye k'ushinzwe uburuhukiro bw'imibiri akakwohereza k'umuganga - Utegereza gahunda wahawe na muganga, noneho ukagaruka kujyana umurambo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	- Ubushinjacyaha - Polisi y'Igihugu
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Gusaba kurenganurwa bishyikirizwa Umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ubuyobozi, bitakemuka Ukareba Umuyobozi ushinzwe ibikorwa by'ubuvuzi mu Bitaro bya Kaminuza Uramutse ugize ingorane wahagara kuri telefoni zikurikira:
Hari ibindi by'ingenzi bikenewe kumenywa	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali: www.chk.org.rw kugira ngo umenye

kugira ngo ubone iyo serivisi?	amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zabugenewe zisuzumirwaho ziba ziri mu Bunyamabanga rusange by'ibitaro
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwirizwa y'umuyobozi mukuru w'ibitaro ku birebena no gusuzuma imirambo

6. Ubwoko bwa serivisi: Gukoresha ibizamini byihariye (Kwisuzumisha)

Serivisi ni iyihe? Nujuje ibisabwa?	Gukoresha (Kwisuzumisha) ibizamini byihariye bikorerwa umuntu wese ubisabwe n'umuganga
Ishami ryo kubarizamo	Aho basuzumira muri Labo
Serivisi itangwa ryari?	Buri munsi (amasaha 24 kuri 24)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'ibizamini ushaka gukoresha. Urugero: - Isaha imwe ku bizamini rusange; - Icyumweru kimwe ku bizamini byihariye.
Ni biki bisabwa kugirango ubone serivisi?	Biterwa n'ubwoko bw'ikizamini ushaka
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Urupapuro rwabugenewe rusaba - Urupapuro rwagukuye mu bindi bitaro woherezwa mu bitaro bya Kigali
Binyura muyihe nzira ngo uyihabwe?	- Aho bakirira abantu kubandika no kubayobora - Agashami ko muri Labo gashinzwe kumenya ko ibizamini byakozwe - Kwishyurira ibizamini - Gufata ibipimo byifashishwa gusuzuma ibizamini - Icyumba gikipa ibizamini (labo) gisohora ibisubizo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ishami ry'Imari rya CHUK : Kwishyura
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zikoreshwa muri labo
Amategeko cyangwa izindi	Itegeko cyangwa amabwiriza areba ubwishingizi

nyandiko zivuga kuri iyi serivisi	bw'indwara Itegeko cyangwa amabwiriza areba agaciro n'ibipimo by'ubuvuzi Serivisi zihabwa abarwayi, uburenganzira n'inshingano. Serivisi z'ubuvuzi zitangwa

7. Ubwoko bwa serivisi: Ibizamini rusange

Serivisi n'iyihe? Nujuje ibisabwa?	Ibizamini bikorerwa umuntu wese ubishaka
Ishami ryo kubarizamo	Ishami ry'indwara rusange
Serivisi itangwa ryari?	Buri munsi (amasaha y'akazi) keretse kuwa gatanu nyuma ya saa sita no ku minsi itari iy'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'ibizamini wasabye gukoresha
Niba serivisi yishyurwa, igiciro ni ikihe?	Biterwa n'ibizamini wasabye gukoresha
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Impapuro z'ubwishingizi, - Nizindi mpapuro zikenerwa
Binyura muyihe nzira ngo uyihabwe?	- Aho bakirira bakakwandika no kukuyobora - Kwishyura amafaranga yo kubonana na muganga - Muganga kugusuzuma - Kwishyura amafaranga yimejye na muganga wa gusuzumye - Izindi serivisi zo gupima no gusuzuma - Abakira abantu ni nabo bazana ibisubizo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ishami ry'Imari rya CHUK : Kwishyura Izindi nzego zaterwa n'ibizamini bisabwa gukorwa
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Impapuro zikoreshwa mu kwisuzumisha
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko cyangwa amabwiriza areba ubwishingizi bw'indwara Itegeko cyangwa amabwiriza areba agaciro n'ibipimo by'ubuvuzi Serivisi zihabwa abarwayi, uburenganzira n'inshingano. Serivisi z'ubuvuzi zitangwa

8. Ubwoko bwa serivisi: Gutanga imiti ku barwayi barwariye mu bitaro cyangwa n'abatarwariye mu bitaro, kugira inama abarwayi ukwo bakoresha imiti, kwigisha abarwayi no gukurikirana ikoreshwa ry'imiti

Serivisi n'iyihe? Nujuje ibisabwa?	Gutanga imiti kubarwayi barwariye mu bitaro cyangwa n'abatarwariye mu bitaro, kugira inama abarwayi ukwo bakoresha imiti, kwigisha abarwayi no gukurikirana ikoreshwa ry'imiti), buri muntu wese wandikiwe imiti
Ishami ryo kubarizamo	Ishami ry'imiti
Serivisi itangwa ryari?	Buri munsi amasaha 24 kuri 24
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu minota mike
Niba serivisi yishyurwa, igiciro ni ikihe?	Biterwa na serivisi ukeneye; ku bijyanye n'imiti, ibiciro biratandukanye
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Wandikirwa imiti ukajya kuyishaka
Binyura muyihe nzira ngo uyihabwe?	Aho bakirira abantu barakuyobora, Mu bubiko bw'imiti bakareba imiti bakwandikiye niba ihari ukishyura iyo imiti ari idasanzwe ujya kwishyura kwidirishya warangiza ukajya muri farumasi ugahabwa imiti. Kuzindi serivisi , umuntu ajya kuri farumasi ari ntahandi anyuze
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ishami ry'Imari rya CHUK : Kwishyura
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye Ishami wagizemo ikibazo, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri

serivisi?	telefoni nimero: + 250 575555 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko cyangwa amabwiriza areba ubwishingizi bw'indwara Itegeko cyangwa amabwiriza areba agaciro n'ibipimo by'ubuvuzi Serivisi zihabwa abarwayi, uburenganzira n'inshingano. Serivisi z'ubuvuzi zitangwa

9. Ubwoko bwa serivisi: Ubumenyi bwavuye mu bushakashatsi mu buvuzi/Ubushakashatsi bwihariye mu buvuzi

Serivisi n'iyihe? Nujuje ibisabwa?	Ubumenyi bwavuye mu bushakashatsi mu buvuzi/ Ubushakashatsi bwihariye mu buvuzi
Ishami ryo kubarizamo	Ishami rishinzwe ubushakashatsi
Serivisi itangwa ryari?	Igihe cyose ukeneye iyo serivisi (amasaha y'akazi)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bifata iminsi iri hagati y'irindwi na cumi n'ine ariko bigatrwa n'ubushakashatsi bwakozwe.
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntacyo bisaba guhabwa iyo serivisi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Umushinga ubushakashatsi ugaragaza inzira zizakoreshwa.
Binyura mu yihe nzira ngo uyihabwe?	Kwandikira Umuyobozi Mukuru w'Ibitaro no kumugezaho Umushinga ubushakashatsi ugaragaza inzira zizakoreshwa, ukagenera kopi Umuyobozi w'Ishami rishinzwe Ubushakashatsi
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?	Iyo ushaka kurenganurwa wandikira Ukuriye Ishami rishinzwe Ubushakashatsi, iyo kidakemutse ukareba Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali : www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi Dushishikariza buri wese wifuza gukora ubushakashatsi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza yerekeye Ubushakashatsi mu buvuzi

10. Ubwoko bwa serivisi: Kuboneza Urubyaro

Serivisi n'iyihe? Nujuje ibisabwa?	Kuboneza urubyaro ni kuri buri wese ubikeneye
Ishami ryo kubarizamo	Ishami rikurikirana kubyara kw'abagore
Serivisi itangwa ryari?	Buri munsi (amasaha y'akazi) keretse kuwa gatanu nyuma ya saa sita no ku minsi itari iy'akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu minota mike
Niba serivisi yishyurwa, igiciro ni ikihe?	Kuboneza urubyaro bushyigikirwa na RAMA ku banyamurango bayo. Ku bindi, ibiciro biterwa n'urwego rw'amahugurwa ya muganga: - Ku nzobere , n'amafaranga **4.690** - Kuba baganga basanzwe n'amafaranga **3.750**
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	- Aho bakirira bakakwandika no kukuyobora - Kwishyura amafaranga yo kubonana na muganga - Muganga kugusuzuma
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ishami ry'Imari rya CHUK : Kwishyura
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo ushaka kurenganurwa wandikira ukuriye ishami rikurikirana kubyara kw'abagore, Umuganga Ukuriye Serivisi z'Ubuvuzi, kitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rw' ibitaro bya Kaminuza bya Kigali: www.chk.org.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahamagara kuri telefoni nimero: + 250 575555 mu masaha y'akazi

Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Politiki yo kuboneza urubyaro

Byemejwe na : **Dr HATEGEKIMANA Theobald**

Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Kigali.

Kigal, kuwa……../……../…….