REPUBULIKA Y'U RWANDA

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SERIVISI ZITANGWA NA MINISITERI Y'UMUCO NA SIPORO

IRIBURIRO

Nejejwe no kubagezaho iki Gitabo gikubiyemo serivisi zitangwa na Minisiteri y'umuco na siporo.

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 rwa minisiteri y'umuco na siporo 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 Minisiteri y'umuco na siporo ifite mw'itangwa rya serivisi nziza kandi zihuse.

MITALI –K- Protais

Minisitiri w'umuco na siporo

Iki Gitabo kigaragaza serivisi MINISPOC 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 MINISPOC 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 MINISPOC:
    - Kugaragaza neza serivisi zitangwa na MINISPOC,
    - 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 MINISPOC. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na MINISPOC.
- 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 MINISPOC.

- Amakuru n'uburyo bwatuma serivisi za MINISPOC 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 MINISPOC no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za MINISPOC 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, MINISPOC yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.
Kubera ko MINISPOC 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, MINISPOC yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu MINISPOC 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 MINISPOC
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za MINISPOC gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana MINISPOC banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 MINISPOC 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 MINISPOC 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, MINISPOC 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, MINISPOC 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 MINISPOC 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, MINISPOC 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’Abantu bose, Abashakashatsi, 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 MINISPOC 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 MINISPOC mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivisi mu birebana n'umuco na siporo;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri MINISPOC;
- Guhanahana amakuru ku buryo serivisi zitangwa muri MINISPOC 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. ICYEREKEZO

Umuco na siporo ni ibice byatezwa imbere kugira ngo hongerwe ingufu n'umusaruro ku bantu bireba

2. INTEGO

Gushyiraho no gufasha mw'ishyirwa mu bikorwa rwa politike n'ingamba zo guteza imbere umuco na siporo bigamije guteza imbere no guhindura imibereho iganisha ku musaruro mwiza w'ejo hazaza.

3. IBIKORWA BY 'INGENZI

- Gushyiraho no gutangaza politike, ingamba no porogaramu
- Kuyobora urwo rwego n'izindi zishimikiyeho
- Guteza imbere ubumenyi mu bakozi
- Guhuza ibikorwa, gusuzuma no kugenzura politike, ingamba, na purogaramu z'urwego n'izindi zishamikiyeho
- Gukurikirana no kugenzura inzego
- Gushaka inkunga yo guteza imbere urwo rwego na porogaramu zishamikiyeho.

5. INDANGAGACIRO Z'INGENZI

Indangagaciro z'ingenzi za Minisiteri y'umuco na siporo ni izi zikurikira:

- Uburinganire n'uburenganzira bwa muntu,
- Ubunyangamugayo,
- Guhanga udushya no kugira ibitegerezo bizima,
- Kugira uruhari mu bikorwa,
- Kubazwa ibyo wakoze no gukorera mu mucyo.

Serivisi zitangwa na Minisiteri y'umuco na siporo

1. Ubwoko bwa serivisi: Gutanga Uruhusa rwo gukora filimi

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga Uruhusa rwo gukora filimi ku bakinnyi ba filimi
Ishami ryo kubarizamo	Ishami ry'Umuco
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane ni uguhera saa moya kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa Igihe cyose bijyanye n'ibyifuzo by'usaba serivisi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Iyi serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibaruwa isaba - Urwandiko rugushyigikira rw'ikigo ukorera - Umwirondoro - Kopi icyemezo kikwemerera gukora - Uburenganzira bwihariye (ku mpamvu z'ibidukikije, ibikoresho biturika, impamvu z'umutekano) - Kwimererwa (ku banyamakuru)
Binyura muyihe nzira ngo uyihabwe?	Ushaka gukina filimi abisaba mu nyandiko, akanuzuza urupapuro rwabugenewe rusaba uburenganzira bwo gukina filimi usanga ku rubuga rwa MINISPOC kuri: www.minispoc.gov.rw ugatanga ibyangombwa bisabwa muri Minisiteri y'umuco na siporo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	- Ikigo cy'igihugu cy'iterambere (RDB) - Inama nkuru y'itangazamakuru - Urwego rushinzwe firime gutanga uburenganzira
Ese hari uburyo bwo kurenganurwa mu	Iyo utishimiye serivisi uhawe wegera umuyobozi ushinzwe umuco, iyo ikibazo kidakemutse ureba

gihe udahawe iyo serivisi?	umunyamabanga uhoraho muri Minisiteri, kidakemutse ukareba Minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa minisiteri kuri: www.minispoc.gov.rw kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara kuri 0252586595/96/99, 0728534873 cyangwa 0788492800 mu masaha y'akazi. Cyangwa ugahamagara MAKUZA Lauren kuri 0788411112
Impapuro zuzuzwa	Impapuro zuzuzwa uzisanga kuri **www.mijepoc.gov.rw**
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

2. Ubwoko bwa serivisi : Gutanga Inkunga y'amafaranga ku bikorwa by'umuco

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga Inkunga y'amafaranga ku bikorwa by'umuco ku mishinga y'umuco cyangwa amashyirahamwe y'abahanzi azwi
Ishami ryo kubarizamo	Ishami ry'Umuco
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane ni uguhera saa moya kugeza saa kumi n'imwe z'igicamunsi kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa, Igihe cyose bijyanye n'ibyifuzo by'usaba serivisi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Iyi serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibaruwa isaba - Urwandiko rugushyigikira rw'ikigo ukorera - Imbanziriza mushinga - Raporo ku bikorwa bya buri munsi
Binyura muyihe nzira ngo uyihabwe?	Usaba iyi serivisi abikora mu nyandiko akabishyikiriza Minisiteri
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?	Iyo utishimiye serivisi uhawe wegera umuyobozi ushinzwe umuco, ikibazo kidakemutse ukareba umunyamabanga uhoraho muri minister, kidakemutse ukareba Minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa minisiteri kuri: www.minispoc.gov.rw kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara mwishami ry'umuco kuri (250) 252 586597 mu masaha y'akazi. Cyangwa ugahamagara MAKUZA Lauren kuri 0788411112
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

3. Ubwoko bwa serivisi: Urwandiko rushyigikira abafatanyabikorwa mu muco

Serivisi ni iyihe? **Nujuje ibisabwa?**	Urwandiko rushyigikira abafatanyabikorwa mu muco
Ishami ryo kubarizamo	Ishami ry'Umuco
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane ni guhera saa moya kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa, Igihe cyose bijyanye n'ibyifuzo by'umukiriya
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Iyi serivisi itangirwa ubuntu

Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibaruwa isaba - Urwandiko rugushyigikira rw'ikigo ukorera - Imbanziriza mushinga - Raporo ku bikorwa bya buri munsi
Binyura muyihe nzira ngo uyihabwe?	Usaba iyi serivisi abikora mu nyandiko yandikira Minisitiri akabishyikiriza Minisiteri
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Urwandiko rushyigikira ruvuye mw'ishami ry'umuco cyangwa ishyirahamwe ry'abahanzi kuko ari abafatanya bikorwa (urugaga cyangwa ishyirahamwe)
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utishimiye serivisi uhawe wegera umuyobozi ushinzwe umuco, iyo ikibazo kidakemutse ukareba umunyamabanga uhoraho muri minisiteri, iyo kidakemutse ukareba minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	wasura urubuga rwa minisiteri kuri: www.minispoc.gov.rw kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara 0252586595/96/99 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

4. Ubwoko bwa serivisi : Kugira uburengazira ku bikorwaremezo by'imikino na siporo

Serivisi ni iyihe? **Nujuje ibisabwa?**	Kugira uburengazira ku bikorwaremezo by'imikino na siporo ku muntu wese ubishaka kandi ushaka kugirwa inama yo kuyobora no gucunga neza ibikoresho bijyanye na siporo
Ishami ryo kubarizamo	Ishami rya Siporo
Serivisi itangwa ryari?	- Igihe cyose mu masaha y'akazi serivisi ukeneye urayihabwa; - Kubashaka gukoresha ikibuga cy'Amahoro: niburi munsi guhera saa kumi n'ebyiri z'igitondo kugeza saa mbiri z'ijoro.
Uhereye igihe wasabiye serivisi, bifata igihe kingana	- Igihe cyose mu masaha y'akazi serivisi ukeneye urayihabwa; - Kubashaka gukoresha ikibuga cy'Amahoro

iki kugira ngo uyihabwe?	nk'ibikoresho bitandukanye hamwe ibibuga n'ubuntu ku bakinnyi cyangwa abandi bakinnyi kuva muri mw'ishyirahamwe rya siporo gusa; - Ibindi bikorwa kugirango bitegurirwe ku kibuga cy'Amahoro, bigomba gusaba uruhusa kuva k'umunyamabanga uhoraho cyangwa kuri minisitiri ufite siporo mu nshingano - Imodoka yifashishwa muri siporo iba ihari buri munsi guhera saa kumi n'ebyiri za mugitondo kugeza saa kumi nebyiri za nimugoroba kandi n'ubuntu; - Aho bakorera ubugorora ngingo haba hafunguye buri munsi guhera saa mbiri z'igitondo kugeza saa mbiri z'ijoro n'ibyuma byifashishwa kwubaka umubiri biba bihari guhera saa kumi n'ebyiri z'igitondo kugeza saa tatu z'ijoro kuva kuwa ku cyumweru kugeza kuwa gatanu; - Iyo wabisabye igisubizo kiboneka mu minsi ine
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	- Ku bijyanye n'ibiciro wareba ishami rishinzwe siporo no gucunga ibikoresho, bakakubwira ibiciro bya siporo yo kugorora ingingo no kwubaka umubiri
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Uburenganzira butangwa n'umujyi wa Kigali gutegura imihango - Impapuro zishyuriweho gukodesha ibikoresho bya siporo bya Sitade amahoro; - Ubwishingizi ku mihango iribuhakorerwe
Binyura muyihe nzira ngo uyihabwe?	Ushaka serivisi ariyizira.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Iyo ari imihango ishaka gukorerwa kuri Sitade Amahoro unyura mu nzego zikurikira kugira ngo ubone serivisi: - Ikigo cy'imisoro n'amahoro; - Umujyi wa Kigali; - Polisi y'igihugu; - Ibigo by'ubwishingizi; - Ishyirahamwe rya siporo mu Rwanda.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utishimiye serivisi uhawe wegera umuyobozi ushinzwe siporo/imikino, iyo ikibazo kidakemutse ukareba umunyamabanga uhoraho muri minisiteri, iyo kidakemutse ukareba minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa minisiteri kuri: www.minispoc.gov.org kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara ugahamagara 0252586595/96/99 mu masaha y'akazi cyangwa RANGIRA Joseph kuri 0784164020

Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko rigenga siporo n'imyidagaduro mu Rwanda ryashyizweho muri 1987

6. Ubwoko bwa serivisi : Gusura «IGICUMBI CY'INTWARI Z'IGIHUGU»

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gufasha abantu gusura «IGICUMBI CY'INTWARI Z'IGIHUGU» ku banyarwanda ndetse n'abanyamahanga babishaka
Ishami ryo kubarizamo	Ishami rishinzwe Intwari z'Igihugu, n'Imidari y'Ishimwe (National Heroes, National Orders & Decorations of Honor Department)
Serivisi itangwa ryari?	- Guhera kuwa mbere kugeza kuwa kane nuguhera saa moya kugeza saa kumi n'imwe z'igicamunsi - Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 3
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	
Binyura muyihe nzira ngo uyihabwe?	Kubisaba mu nyandiko Minisitiri w'umuco Na siporo
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 utishimiye serivisi uhawe wegera umuyobozi ushinzwe Ishami rishinzwe Intwari z'Igihugu, n'Imidari y'Ishimwe, iyo ikibazo kidakemutse ureba umunyamabanga uhoraho muri minisiteri, iyo kidakemutse ukareba minisitiri
Hari ibindi by'ingenzi	Wasura urubuga rwa minisiteri kuri:

bikenewe kumenywa kugira ngo ubone iyo serivisi?	www.minispoc.gov.org kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara ugahamagara UGIZENEZA Janviere kuri 0788451280 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko nomero 13bis/2009 ryo kuwa 16/06/2009 rigena inshingano, imiterere n'imikorere y'urwego rushinzwe Intwari z'Igihugu n'Imidari y'Ishimwe

7. Ubwoko bwa serivisi: Guteza imbere ubushakashatsi n'amahugurwa umuco nyarwanda n'ururimi rw'Ikinyarwanda

Serivisi ni iyihe? **Nujuje ibisabwa?**	- Guteza imbere ubushakashatsi k'umuco nyarwanda n'ururimi rw'ikinyanyarwanda ku benegihugu n'abanyamahanga. - Guhugura k'umuco n'indangagaciro ku benegihugu n'abanyamahanga. - Guhugura imikoreshereze y'ikinyarwanda kunzego zose
Ishami ryo kubarizamo	Ishami rishinzwe indimi n'umuco
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane ni uguhera saa moya kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 5
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Inyandiko isaba
Binyura muyihe nzira ngo uyihabwe?	Gutanga inyandiko isaba yandikiwe Minisitiri w'umuco na siporo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe?	

(Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utishimiye serivisi uhawe wegeraumuyobozi ushinzwe w'ishuri ry'indimi n'umuco, ikibazo kidakemutse ukareba umunyamabanga uhoraho muri minisiteri kidakemutse ukareba minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa minisiteri kuri: www.minispoc.gov.org kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara ugahamagara NSANZABAGANWA Straton kuri 0788510494, cyangwa MUNYAZIKWIYE Théogène kuri 0788541091 mu masaha y'akazi.
Impapuro zuzuzwa	
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Politike n'amategeko agenga umuco nyarwanda n'ururimi rw'Ikinyarwanda.

8. Ubwoko bwa serivisi: Gufasha abashakashatsi ku mateka y'u Rwanda

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gufasha abashyitsi n'abashakashatsi ku mateka y'u Rwanda ku banyarwanda n'abanyamahanga
Ishami ryo kubarizamo	Ububiko bw'Inyandiko bw'u Rwanda
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu ni uguhera saa moya kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Buri munsi w'akazi
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ubuntu
Ni ibihe byangombwa	Indangamuntu ku banyarwanda, Ibaruwa ibashyigikiye uvuye muri ambasade ku

bisabwa kugira ngo uyihabwe ?	banyamahanga.
Binyura muyihe nzira ngo uyihabwe?	serivisi nikuri buri wese
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Za kaminuza iyo ari ubushakashatsi
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utishimiye serivisi uhawe wegeraumuyobozi ushinzwe ububiko bw'inyandiko, ikibazo kidakemutse ukareba umunyamabanga uhoraho muri minisiteri kidakemutse ukareba minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga kuri: www.nationalarchives.gov.rw kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho wahamagara kuri 0788530516 mu masaha y'akazi (KIZARI Elias).
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Iteka rya Perezida ryo muri 1979 ryerekeye ubushakashatsi ku mateka y'u Rwanda

9. Ubwoko bwa serivisi: Gutira no gukoresha ibitabo byanditswe ku Rwanda

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutira no gukoresha ibitabo byanditswe ku Rwanda kuri buri wese ubishaka
Ishami ryo kubarizamo	Isomero ry'Igihugu
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane ni uguhera saa moya kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu ni uguhera saa moya kugeza saa sita z'amanywa
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Serivisi ni uwo mwanya ; Igihe cyose mu masaha y'akazi serivisi iratangwa

Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Serivisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	Ibitabo bisomerwa mw'Isomero. Ntibitizwa
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 utishimiye serivisi uhawe wegera umuyobozi ushinzwe Isomero ry'Igihugu, iyo ikibazo kidakemutse ukareba umunyamabanga uhoraho muri minisiteri; iyo kidakemutse ureba Minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa minisiteri kuri: www.minispoc.gov.org kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara ugahamagara BUGINGO Emmanuel kuri 0788594372, mu masaha y'akazi.
Impapuro zuzuzwa	Kwiyandikisha muri Register
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

10. Ubwoko bwa serivisi: Gufasha ishyirahamwe ry'imikino gushyiramubikorwa politike y'imikino n'imyidagaduro

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gufasha ishyirahamwe ry'imikino gushyiramubikorwa politike y'imikino n'imyidagaduro
Ishami ryo kubarizamo	Ishami ry'Imikino
Serivisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu ni uguhera saa moya kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serivisi, bifata igihe kingana	**Hagati y'iminsi 3 n'i 7:** Dosiye zimwe ziba ar ingufi izindi ari ndende. Kuro dosiye ngufi ni iminsi 3 naho dosiye ndende igattwra

iki kugira ngo uyihabwe?	iminsi 7.
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	serivisi n'ubuntu ariko habaho gukodesha ibikoresho
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Iteganya bikorwa - Sitati - Amategeko ajyenga ishyirahamwe - Ukwemererwa by'agateganyo - Kwemererwa umutekano(polisi kuba ihari) - Kwishyura ubukode bwa sitade
Binyura muyihe nzira ngo uyihabwe?	Gutanga inyandiko ibisaba kwa Minisitiri
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	- Ubushinjacyaha - Ikigo cy'igihugu gishinzwe inyubako - Ikigo cy'igihugu cy'imisoro n'amahoro - Polisi y'igihugu - Ubwishingizi - Inzego za Sitade, n'ibind - Ikigo cy'ubuziranenge - Ikigo cy'igihugu cy'iterambere - Ikigo cy'abanjira n'abasohoka mu gihugu
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utishimiye serivisi uhawe wegera umuyobozi ushinzwe imikino, iyo ikibazo kidakemutse ureba umunyamabanga uhoraho muri minisiteri, iyo kidakemutse ureba minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Wasura urubuga rwa minisiteri kuri: www.minispoc.gov.org kugira ngo umenye amakuru. Ukeneye ibisobanuro biruseho wahamagara ugahamagara KAYIJUKA Gaspard kuri 0788511633, mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

Byemejwe na : MITALI –K- Protais

Minisitiri w'umuco na siporo