REPUBULIKA Y'URWANDA

MINISITERI Y'UMUTEKANO MU GIHUGU
BP. 446 KIGALI.

IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE

Ukuboza, 2011

IRIBURIRO

Nejejwe no kubagezaho iki Gitabo gikubiyemo Serivisi zitangwa na Minisiteri y'Umutekano mu Gihugu.

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, bikorwa mu mucyo kandi abantu bakabazwa ibyo bakora.

Iki gitabo kigaragaza uruhare rwa Minisiteri y'Umutekano mu Gihugu mw'itangwa rya serivisi mu Rwanda kikanerekana serivisi zitangwa, ibikenerwa kugira ngo uzihabwe. Kigaragaza kandi urutonde rw'aho izo serivisi zitangirwa n'ibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ryi'iki Gitabo gikubiyemo Serivisi zihabwa Abaturage ryerekana ubushake Minisiteri y'Umutekano mu Gihugu ifite mw'itangwa rya Serivisi nziza kandi zihuse.

Sheik Mussa Fazil HARERIMANA
Minisitiri muri Minisiteri y'Umutekano mu Gihugu

1. INTANGIRIRO

Minisiteri y'Umutekano mu Gihugu yashyizweho kugira ngo ihurize hamwe Polisi y'Igihugu n'Urwego rushinzwe Amagereza mu Rwanda, Hagamijwe kugira ngo Polisi y'Igihugu n'Urwego rushinzwe amagereza mu Rwanda bitange ibisubizo nyabyo ku buryo buhoraho ku byo Abanyarwanda babakeneyeho. Gushyiraho iyi Minisiteri ni ikigaragaza ko Ubuyobozi bukuru bw'iki Gihugu bufata Umutekano no kubaka amahoro nk'Inkingi y'Iterambere ry'Igihugu muri gahunda zacyo z'ingenzi zose.

2. ICYEREKEZO

Usibye icyerekezo rusange cyo kwizeza umutekano Abaturarwanda n'ibyabo, Iyi Minisiteri y'Umutekano mu gihugu ifite icyerekezo cyo gutuma abantu batuye mu Rwanda bagira Umutekano usesuye kandi bagize Uruhare mu kuwucunga no kwirindira.

3. INTEGO

Intego ya Minisiteri y'Umutekano mu gihugu niyi ikurikira:

- Gutanga Umutekano kuri buri abantu n'Ibyabo mu igihugu cyose kandi ku inyungu zaburi wese nta vangura ribayeho iryo ariryo ryose bijyanye n'Amategeko n'Amasezerano mpuzamahanga;
- Gutunganya ibikorwa by'Umutekano nokurebera hamwe byubahiriza uko Itegekonshinga rya Repubulika y'uRwanda n'Amategeko mpuzamahanga abitegeka

4. INSHINGANO Z'INGENZI

Inshingano z'Ingenzi za Minisiteri y'Umutekano mu Gihugu ni izi zikurikira:

- Gutegura no guhuza politiki, Ingamba na gahunda z'Inzego zishinzwe umutekano
- Kugenzura Inzego z'Umutekano zizwi n'izishamikiyeho
- Kuzamura ubushobozi bw'Inzego z'Umutekano n'Abakozi mu bijyanye n'Umutekano

- Gukurikirana no kugenzura ishyirwa mu bikorwa rya politiki, Ingamba na gahunda zo muri izo nzego.
- Kuyobora neza inzego zishamikiye kuri iyi Minisiteri
- Gushaka inkunga yo guteza imbere inzego zishamikiye kuri iyi Minisiteri

5. INDANGAGACIRO Z'INGENZI

Mu kurangiza inshingano zayo, Minisiteri y'Umutekano mu Gihugu irangwa n'izi ndangagaciro :

• Ubwitange mu kazi.
• Ubunyangamugayo n'Imiyoborere myiza.
• Ubwitonzi no gukorana neza n'izindi nzego.
• Imikorere myiza
• Guhora dutekereza tunahanga ibyiza byanoza imikorere myiza.
• Kwita ku bagenerwabikorwa.
• Kubahiriza no guteza imbere Uburenganzira bwa muntu n'ubw' Ibidikikije.
• Gukunda Igihugu.

Serivisi zitangwa na Minisiteri y'Umutekano mu Gihugu

1. **Ubwoko bwa serivisi: Kwakira no Gukemura ibibazo by'Abaturage /Ubwishingizi, Gucunga amakimbirane, Kuyakemura no kubiyobora aho byakemurirwa**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Kwakira no gukemura ibibazo by'Umutekano ku bantu bafite umutekano mucye iyo babimenyesheje Minisitiri mu nyandiko
Ni hehe serivisi itangirwa	Serivisi ishinzwe Gusesengura ibijyanye n'Umutekano
Serivisi itangwa ryari?	*Kuwa mbere guhera saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba (7:00 am kugeza 5:00 pm)* *Kuwa gatanu saa moya zamugitondo kugeza saa sita zakumanywa; (7: 00 am kugeza 12:00 pm)*
Uhereye igihe wasabiye Serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu minsi itatu gusa
Ni ikihe kiguzi gisabwa kugirango ubone Serivisi?	Nta kiguzi kuri iyi serivisi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ibaruwa yandikiwe Minisitiri - Inyandiko igaragaza Imiterere y'Ikibazo
Binyura muyihe nzira ngo uyihabwe?	Utanga ikibazo mu biro bya Minisitiri w'Umutekano mu Gihugu akaguhamagara mu biro bye cyangwa akajya aho ikibazo kiri kugira ngo abone amakuru ahagije
Ese hari izindi nzego bisaba	-Inzego z'ibanze,

kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya Serivisi cyangwa gushaka ibindi byangombwa)	- Polisi y'Igihugu, - Ikigo cy'Igihugu gishinzwe Amagereza, -Minisiteri y'Ubutabera
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo Serivisi?	Ufite ikibazo abaza Umuyobozi w'urwo rwego; iyo utanyuzwe ujya ku Munyamabanga Uhoraho nabwo utanyurwa ukajya kwa Minisitiri cyangwa byaba ngombwa ukagana Ubutabera
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo Serivisi?	Buri gihe wasura urubuga rwa interineti ruri www.mininter.gov.rw ukabona amakuru ukeneye. Cyangwa ugahamagara kuri iyi telefoni mu gihe ukeneye ibindi bisobanuro 0788304438 +(250) 252 58 78 81 mu masaha y'akazi; cyangwa ukohereza ku murongo wa interineti ukurikira: info@mininter.gov.rw
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Politiki y'Umutekano w'Imbere mu Igihugu

2. **Ubwoko bwa serivisi: Gutanga inama, Kumenyekanisha no kwemerera iyinjizwa, itwarwa, Kubika no gukoresha intwaro ntoya, Guturitsa no kumurika mu kirere**

Serivisi ni iyihe? **Nujuje ibisabwa?**	Gutanga inama, Kumenyekanisha no kwemerera iyinjizwa, itwarwa, Kubika no gukoresha intwaro ntoya, Guturitsa no kumurika mu kirere ku bantu cyangwa inzego zibyifuza
Ishami ryo kubarizamo	Umuhuzabikorwa wo kurwego rw'Igihugu ushinzwe Intwaro ntoya (NCSA) yitwa RNFP/ SALW
Serivisi itangwa ryari?	*Kuwa mbere guhera saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba (7:00 am kugeza 5:00 pm)* *Kuwa gatanu saa moya za mugitondo kugeza saa sita za ku manywa; (7: 00 am kugeza 12:00 pm)*
Uhereye igihe wasabiye Serivisi, bifata igihe kingana iki kugira ngo	**Umunsi umwe.** Ariko, mu gihe cyo kwinjiza ibintu bishya mu gihugu bishobora gutwara iminsi itanu kubera ko bizasaba

uyihabwe?	kunyura mu zindi nzego.
Ni ikihe kiguzi gisabwa kugirango ubone Serivisi?	Nta kiguzi gisabwa kuri iyi serivisi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Uruhushya rwemerera gukora ibyo bikorwa rutangwa n'Urwego rubishinzwe - Uruhushya rutangwa n'Urwego rubifitiye ububasha; Urugero icyangombwa cy'Ubucukuzi bw'amabuye y'Agaciro gitangwa na Minisiteri y'Umutungo kamere
Binyura muyihe nzira ngo uyihabwe?	Kwandikira urwego rubifitiye ububasha Minisitiri muri Minisiteri y'Umutungo kamere akeneye uburenganzira buvuye muri Minisiteri y'Umutekano mu Gihugu
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya Serivisi cyangwa gushaka ibindi byangombwa)	- Minisiteri y'Umutungo kamere, - Polisi y'Igihugu - cyangwa urundi rwego rwagiranye amasezerano yemewe n'Amategeko mu Gihugu
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo Serivisi?	Ufite ikibazo abaza umuhuzabikorwa wo ku rwego rw'Igihugu ushinzwe Ibikorwa by'Intwaro ntoya; Utanyurwa ukajya ku Munyamabanga Uhoraho nabwo utanyurwa ukajya kwa Minisitiri
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo Serivisi?	Buri gihe wasura Minisiteri y'Umutekano mu Gihugu ku rubuga rwa interineti ruri www.mininter.gov.rw ukabona amakuru ukeneye. cyangwa ugahamagara kuri iyi telefoni mu gihe ukeneye ibindi bisobanuro 0788304438 +(250) 252 58 78 81 mu masaha y'akazi; cyangwa ukohereza ku murongo wa interineti ukurikira: info@mininter.gov.rw
Impapuro zuzuzwa	Impapuro zuzuzwa/ izisaba uruhushya rwo gukora ibyo bikorwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko ryu Rwanda rirebana n'Imbunda ntoya, Iteka rya Peresida rirebana n'Imbunda ntoya, Umuryango mpuzamahanga (UN PoA kuri SALW), amatangazo ya Bamako, Urwunge rw'Amategeko ya Nairobi n'Amatangazo ya Kinshasa.

3. Ubwoko bwa serivisi: Gutanga amakuru ku uyakeneye no gufata neza abatugana

Serivisi ni iyihe?	Gutanga amakuru ku uyakeneye wese no kwakira

Nujuje ibisabwa?	neza abatugana
Ni hehe serivisi itangirwa	Mu biro by'Umunyamabanga Uhoraho muri Minisiteri
Serivisi itangwa ryari?	*Kuwa mbere guhera saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba (7:00 am kugeza 5:00 pm)* *Kuwa gatanu saa moya za mugitondo kugeza saa sita za ku manywa; (7: 00 am kugeza 12:00 pm)*
Uhereye igihe wasabiye Serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Serivisi uyihabwa mu minsi ibiri gusa
Ni ikihe kiguzi gisabwa kugirango ubone Serivisi?	Iyi serivisi ntiyishyurwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Urwandiko rubisaba
Binyura muyihe nzira ngo uyihabwe?	Utanga urwandiko rubisaba kuri Minisiteri
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 yahawe areba umunyamabanga Uhoraho muri Minisiteri nanone atanyurwa akabonana na Minisitiri.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo Serivisi?	Buri gihe wasura urubuga rwa interineti rwa Minisiteri y'Umutekano mu Gihugu kuri www.mininter.gov.rw ukabona amakuru ukeneye; Cyangwa ugahamagara kuri iyi telefoni mu gihe ukeneye ibindi bisobanuro 0788304438 +(250) 252 58 78 81 mu masaha y'akazi; cyangwa ukohereza ku murongo wa interineti ukurikira: info@mininter.gov.rw
Impapuro zuzuzwa	Ntazo

Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

4. Ubwoko bwa serivisi: Serivisi ishinzwe kwishyura

Serivisi ni iyihe? **Nujuje ibisabwa ?**	Kwishyura ibintu na serivisi, Gusana ibikoresho byangiritse
Ni hehe serivisi itangirwa	Serivisi ishinzwe Imari no gucunga Abakozi
Serivisi itangwa ryari?	*Kuwa mbere guhera saa moya za mugitondo kugeza saa kumi nimwe za nimugoroba (7:00 am kugeza 5:00 pm)* *Kuwa gatanu saa moya zamugitondo kugeza saa sita zakumanywa; (7: 00 am kugeza 12:00 pm)*
Uhereye igihe wasabiye Serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu minsi itatu gusa
Ni ikihe kiguzi gisabwa kugirango ubone Serivisi?	Ntakiguzi kuri iyi serivisi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Icyemezo kishyuza, - Icyemezo cyuko waguze - Amasezerano,
Binyura muyihe nzira ngo uyihabwe?	Utanga impapuro zishyuza mu biro by'Umunyamabanga Uhoraho muri Minisiteri, umukozi ushinzwe gucunga imali, umubarura mali nyuma bigashyikirizwa umucunga mali mukuru muri Minisiteri
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya Serivisi cyangwa gushaka ibindi byangombwa)	Kuri Minisiteri y'Imali n'Igenamigambi,

Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo Serivisi?	Utanyuzwe na serivisi yahawe areba Umunyamabanga Uhoraho muri Minisiteri nanone atanyurwa akareba Minisitiri.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo Serivisi?	Buri gihe wasura urubuga rwa interineti rwa Minisiteri y'Umutekano mu Gihugu kuri www.mininter.gov.rw ukabona amakuru ukeneye. Cyangwa ugahamagara kuri iyi telefoni mu gihe ukeneye ibindi bisobanuro 0788304438 +(250) 252 58 78 81 mu masaha y'akazi; cyangwa ukohereza ku murongo wa interineti ukurikira: info@mininter.gov.rw
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Iteka rya Minisitiri N° 001/08/10/MIN ryo kuwa 15/01/2008 rishyiraho amabwiriza agenga amasoko ya Leta n'Ibyangombwa byemewe mu gupiganirwa amasoko, Igazeti ya Repubulika y'u Rwanda (Itegeko ry'Umutungo ku igengo y'Imali y'Umwaka)

Byemejwe na : **Sheik Mussa Fazil HARERIMANA**
Minisitiri muri Minisiteri y'Umutekano mu Gihugu