**REPUBULIKA Y' URWANDA**

**IKIGO CY'INGORO Z'IGIHUGU Z'UMURAGE W'U RWANDA**

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# IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE

**Ukuboza, 2011**

**IRIBURIRO:**

Nshimishijwe no kubagezaho igitabo gikubiyemo serivisi zihabwa abaturage n'Ikigo cy'Ingoro z'Igihugu z'Umurage w'u Rwanda (INMR mu magambo ahinnye y'Icyongereza).

Iki gitabo kikaba cyarateguwe hashingiwe kuri gahunda ya leta y'Ivugurura ry'Inzego z'Imirimo ya Leta, kikaba kigamije gusubiza ibyifuzo by'abaturage, gukorera mu mucyo no gukangurira abakozi kwita ku nshingano zabo bubahiriza ibyo bagomba gukorera abaturage.

Iki gitabo kiribanda ku kamaro k'Ikigo cy'Ingoro z'Igihugu z'Umurage w'u Rwanda, kikagaragaza serivisi zitangwa, Urutonde rwaho serivisi zitangirwa n'Ibisabwa mu rwego rw'amategeko.

Ishyirwaho ry' iki gitabo byerekana ubushake bwiki kiga bwo kwakira neza abakigana hagamijwe kugirana nabo umushyikirano no guha imbaraga ibijyanye no gutanga serivisi nziza.

**UMULIISA Bartson Alphonse**

**Umuyobozi mukuru**

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

- 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 INMR.
- Amakuru n'uburyo bwatuma serivisi za INMR 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 INMR no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera mu Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za INMR 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, INMR yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko INMR isanga itakora ibi yonyine, niyo mpamvu isaba Abaturarwanda guhoza ijisho ku bakozi bayo kugira ngo ibakorere 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, INMR yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu INMR yashyizeho uburyo bunoze 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 INMR
- Gukora anketi n'ipererereza ku bagana serivisi za INMR gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana INMR banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 INMR 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 INMR 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, INMR 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, INMR iteganya gukoresha ibikoresho na tekiniki zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora ipereereza 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 INMR 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, INMR 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
    - Ibiganiro mbwirwaruhame 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 bigamije 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'Abakerarugendo, 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 INMR 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 INMR mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivsi mu Nzego zishinzwe Ingoro z'Umurage w'u Rwanda;
- Gutanga inama ku buryo bwo kunoza serivisi zitangirwa muri INMR;
- Guhanahana amakuru ku buryo serivisi zitangwa muri INMR binyujijwe mu miyoboro inyuranye y'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:

Ikigo cy'Igihugu cy'Ingoro z'Umurage w'u Rwanda ni Ikigo gifite ubwigenge gihabwa n'Itegeko N° 51/2006 ryo kuwa 05 Ukwakira 2006. Giteganya gukora ubushakashatsi, kurinda no guteza imbere umurage w'u Rwanda, kandi tugatuma iki kigo kiba isoko y'Ubukerarugendo bw'abantu baturuka imihanda yose ku isi. Iki kigo kigamije kuzamura ubumenyi, guha agaciro, kubaha no gukoresha ku buryo buhoraho umutungo w'Igihugu kubera inyungu rusange z'Igihugu n'iz'abagituye muri rusange muri iki gihe no mu gihe kiri imbere.

Muri iki gihe iki kigo gifite ibigo by'Umurage bitandatu bikurikira:

- Ingoro y'Umurage y'Imibereho y'Abanyarwanda (Ethnographic museum) i Huye;
- Ingoro y'Umurage w'amateka y'u Rwanda rwo hambere, i Nyanza/Rukari (Rwanda ancient history museum in Nyanza District);
- Ingoro y'Ubugeni n'Ubuhanzi i Nyanza / Rwesero (Art museum in Nyanza District);
- Ingoro y'Abaperezida i Nyarugunga (Presidential Palace Museum in Kicukiro District /Nyarugunga);
- Ingoro y'Umurage w'Amateka Kamere (Natural History museum in Nyarugenge District).

Ingoro y'Umurage w'Ibidukikije irimo kubakwa mu karere ka Karongi aho izafungura imiryango yayo mu mwaka wa 2012.

## 2. ICYEREKEZO:

Guha Ingoro ndangamurage ziri hirya no hino mu Igihugu Urwego rutanga amakuru kandi rugaragaza ibyiza biri mu Umuco w'Abanyarwanda.

## 3. INTEGO:

Intego y'iki kigo ni ugushyira hamwe inyandiko n'andi makuru y'Ingenzi, gukusanya, gufata neza inyigisho, kandi herekanwa ibyabayeho, ibiriho ubu by'Umurage ndangamuco w'uRwanda nk' Igihugu.

## 4. INSHINGANO Z'INGENZI:

Inshingano z'Ingenzi Ikigo cy'Igihugu cy'Ingoro z' Umurage w'u Rwanda ni izi:

- Gukusanya, gushakashaka no kurinda ibifatika n'ibidafatika bigize umurage n'Umuco w'Igihugu.
- Kumenyekanisha umurage w'Igihugu mu buryo bwo kwigisha.
- Gutangiza ingoro ndangamurage z'Umwihariko mu duce dutandukanye tw'Igihugu mu buryo bwo kumenyekanisha umurage w'u Rwanda ku Baturarwanda bose.
- Guteza imbere umuco w'Igihugu binyuze mu guteza imbere ubukerarugendo mu by'Umurage bugirwa isoko y'Iterambere ry'Ubukungu bw'Igihugu.
- Kugirana umubano n'Imikoranire n'izindi Nzego zo mu gihugu cyangwa zo ku rwego mpuzamahanga zifite inshingano zisa.

## 5. INDANGAGACIRO Z'INGENZI:

Abatugana n'Abafatanya bikorwa bagomba kwitegura kubona serivisi dutanga hakurikijwe indangagaciro zikurikira twemera:

- Imikorere myiza;
- Imyitwarire iboneye;
- Ubunyangamugayo;
- Mu mucyo, kugaragaza ibyo dukora no gukoresha neza umutungo;
- Ubufatanye n'Ubwumvikane ngirakamaro;
- Ubwenge bw'Ingirakamaro no gucunga amakuru;
- Kubaha abakozi n'Abagenerwabikorwa;
- Gukorera hamwe.

## 6. Serivisi zitangwa n'Ikigo cy'Igihugu cy'Ingoro z'Umurage w'u Rwanda

### 1. Ubwoko bwa serivisi: Gusura kw'Abakerarugendo bo mu Gihugu nabo hanze yacyo

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| **Serivisi niyihe? Nujuje ibisabwa?** | Gusura amateka ya kera cyangwa aya vuba ari muri Ngoro ndangamurage |
| **Ni hehe serivisi itangirwa?** | Aho bakirira abantu muri izi Ngoro zose uko ari eshanu:<br>- Ingoro y'Umurage y'Imibereho y'Abanyarwanda (Ethnographic Museum in Huye District);<br>- Ingoro y'Umurage w'Amateka y'u Rwanda rwo Hambere i Nyanza (Rwanda ancient history museum in Nyanza District /Rukari);<br>- Ingoro y' Umurage y'Ubugeni n'Ubuhanzi ya Nyanza (Art museum in Nyanza District / Rwesero);<br>- Ingoro y'Abaperezida (Presidential Palace Museum in Kicukiro District /Nyarugunga);<br>- Ingoro y'Umurage w'Amateka Kamere ya Nyarugenge (Natural History museum in Nyarugenge District). |
| **Serivisi itangwa ryari?** | • Kuva kuwa Mbere kugeza ku Cyumweru, kuva saa moya (7:00) za mugitondo kugeza saa kumi n'imwe (17h:00) za nimugoroba; ariko ingoro ndangamurage ya Huye itangira saa moya (7h:00) za mugitondo ikageza saa moya (7h:00) za nimugoroba.<br>• Iminsi yose y'Umwaka, uretse aya matariki akurikira: 1 Mutarama, 7 Mata, 1 Gicurasi, 4 Nyakanga, na 25 Ukuboza. |
| **Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?** | • Ukimara kwishyura amafaranga yo kwinjira.<br>• Gusura bihwana n' itike imwe imara umunsi umwe. |
| **Niba serivisi yishyurwa, igiciro ni ikihe?** | Amafaranga yo kwinjira:<br>• Abenegihugu abo mu Muryango w'Ibihugu by'Afurika y'Ibirasirazuba (EAC) n'abo mu Muryango w'Ubukungu w'Ibihugu |

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|---|---|
| | by'Ibiyaga bigari (CEPGL):<br>- Abanyeshuli: 500 RWF;<br>- Abakuru: 1000 RWF;<br>• Abashyitsi b'abanyamahanga:<br>- Abanyeshuli: 3000 F/US $ 6;<br>- Abakuru batuye:5000F /US $ 10<br>- Abakuru badatuye: 6000F/US $ 12 |
| **Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?** | Ikarita ndangamuntu, Ikarita y' umunyeshuli. |
| **Binyura mu zihe nzira kugira ngo uyihabwe?** | Nta buryo buhari usibye kwishyura amafaranga yo kwinjira. |
| **Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serivisi cyangwa ushaka ibindi byangombwa).** | Ntazo. |
| **Ese hari uburyo bwo kurenganurwa igihe udahawe iyo serivisi?** | Gusaba kurenganurwa bishyikirizwa Ushinzwe Imicungire y'Ingoro yasuwe, iyo ikibazo kidakemutse ukareba Umuyobozi w'Ishami rishinzwe Imicungire y'Ingoro, waba utanyuzwe ukareba Umuyobozi Mukuru; cyangwa ukatwandika kuri **museumrwanda@yahoo.fr** |
| **Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?** | Buri gihe sura urubuga rwa interineti kuri: www.museum.gov.rw; Cyangwa ukeneye andi makuru hamagara kuri iyi telefoni: |
| | + 250 0252530207; 0784577771 ku Ngoro y'i Huye. |
| | + 250 0784577776 ku Ngoro y'Amateka Kamere. |
| | + 250 0784577775 ku Ngoro y'Abaperezida. |
| | + 250 0784577773 ku Ngoro y'Amateka y' u Rwanda rwo Hambere i Nyanza /Rukari. |
| | + 250 0784577774 kuri Ngoro y'Ubugeni n'Ubuhanzi i Nyanza /Rwesero. |
| **Impapuro zuzuzwa** | Ntazo |
| **Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi** | Itegeko N° 51/2006 ryo kuwa 05 Ukwakira 2006 no mu igazeti ya leta N° 24 bis yo kuwa 15 Ukuboza 2006 rishyiraho Ikigo cy'Igihugu cy'Ingoro z'Umurage w'u Rwanda |

## 2. Ubwoko bwa serivisi: Gukoresha isomero

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|---|---|
| **Serivisi ni iyihe? Nujuje ibisabwa?** | Gukoresha isomero ku muntu wese ubikeneye, cyane cyane Abashakashatsi n'Abanyeshuri |
| **Nihehe serivisi itangirwa?** | Isomero rya riri i Huye; cyangwa aho bakirira abagana Ingoro iri Huye. |
| **Serivisi itangwa ryari?** | Kuva kuwa Mbere kugeza kuwa Gatanu, kuva saa moya (7h:00) za mugitondo kugeza saa kumi n'imwe (17h:00) za nimugoroba |
| **Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabweime?** | Ako kanya ugeze mu Isomero. Nta gihe ntarengwa cyo guhabwa serivisi |
| **Niba serivisi yishyura, igiciro ni ikihe?** | Iyi serivisi ni ubuntu. |
| **Nibihe byangombwa bisabwa kugira ngo uyihabwe?** | Irangamuntu, Ikarita y'Umunyeshuli. |
| **Binyura muzihe nzira kugira ngo uyihabwe?** | Nta buryo bwihariye buhari usibye kwishyura amafaranga yo kwinjira atangwa aho binjirira. |
| **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?** | Gusaba kurenganurwa bishyikirizwa Ushinzwe Imicungire y'Ingoro ya Huye, iyo ikibazo kidakemutse ukareba Umuyobozi w'Ishami rishinzwe Ubushakashatsi no Gufata neza ibijyanye n'Umurage, waba utanyuzwe ukareba Umuyobozi Mukuru; cyangwa ukatwandika kuri **museumrwanda@yahoo.fr** |
| **Hari ibindi by'Ingenzi bikenerwa kumenywa kugira ngo ubone iyo serivisi?** | Buri gihe wasura urubuga rwa interineti kuri : www.museum.gov.rw; Cyangwa ukeneye andi makuru wahamagara kuri iyi telefoni: |
| | + 250 0252530207; 0784577771 ku Ngoro y' Umurage iri i Huye. |
| **Impapuro zuzuzwa** | Ntayo |
| **Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi** | Itegeko N° 51/2006 ryo kuwa 05 Ukwakira 2006 no mu igazeti ya Leta N° 24 bis yo kuwa 15 Ukuboza 2006 rishyiraho Ikigo cy'Igihugu cy'Ingoro z'Umurage w'u Rwanda |

3. **Ubwoko bwa serivisi: Gukodesha umwanya wo gukoreramo ubukwe n'indi minsi mikuru.**

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| **Serivisi ni iyihe? Nujuje ibisabwa?** | Gukodesha umwanya wo gukoreramo ubukwe nindi minsi mikuru ku muntu wese ubikeneye |
| **Nihehe serivisi itangira** | - Ingoro y'Umurage iri i Huye<br>- Ingoro y'Abaperezida ya Nyarugunga (Kanombe - Kicukiro)<br>- Ingoro y'Umurage w'Amateka yo mu Rukari (Nyanza). |
| **Serivisi itangwa ryari** | Kuwa gatandatu no ku cyumweru, kuva saa moya (7:00) za mugitondo kugeza saa kumi nimwe (17: 00) za nimugoroba. |
| **Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugira ngo uyihabwe?** | Ako kanya, umaze kwishyura amafaranga yabigenewe. |
| **Niba serivisi yishyurwa, igicro nikihe?** | • 50.000 RWF : Ubusitani bwa mize nta mahema;<br>• 100.000 RWF : Ingoro ya Kanombe;<br>• 100.000 RWF : Ubusitani bw' Ingoro hariho amahema (tentes):<br>• 250.000 RWF : Ingoro ya Kanombe hariho amahema;<br>• 50.000 Rwf k'umunsi ku bashaka gufatira amashusho mu Busitani bw'Ingoro; |
| **Nibihe byangomwa bisabwa kugira ngo uyihabwe ?** | None |
| **Binyura mu zihe nzira kugira ngo uyihabwe?** | Wandikira Umuyobozi Mukuru ubisaba. Kwishyura amafaranga asabwa kuri Banki cyangwa aho Mize ikorera. |
| **Ese hari izindi nzego bisaba kunyuramo? Ni izihe? ( nko kwishyura ibiciro bya serivisi cyangwa gushaka ibindi byangombwa urugero).** | Banki Nkuru y'Igihugu kuri Konti N° 1220163. Cyangwa ukishyurira ako kanya aho Mize ikorera. |
| **Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?** | Gusaba kurenganurwa bishyikirizwa Ushinzwe Imicungire y'Ingoro ubusitani buherereyemo, iyo ikibazo kidakemutse ukareba Umuyobozi Ishami rishinzwe Imicungire y'Ingoro, cyangwa Umuyobozi ushinzwe Abakozi n'Imari, waba utanyuzwe ukareba Umuyobozi Mukuru; cyangwa ukatwandika kuri **museumrwanda@yahoo.fr** |

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| **Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?** | Buri gihe wasura urubuga rwa interineti rw'iyi Mize: www.museum.gov.rw; Cyangwa ukeneye andi makuru wahamagara kuri izi telefoni: |
| | + 250 0252530207; 0784577771 kuri mize ndangamurage ya Huye . |
| | + 250 0784577775 kuri mise y'Ingoro ya baperezida. |
| | + 250 0784577773 Uhamagara kuri mize ndangamurage y'Amateka y'Urwanda. |
| **Impapuro zuzuzwa** | Ntayo |
| **Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi** | N° 51/2006 yo kuwa 05 Ukwakira 2006 mu Igazete ya leta N° 24 bis yo kuwa 15 ukuboza 2006. |

4. **Ubwoko bwa serivisi: Guhugura urubyiruko mu bijyanye n'Ubukorikori bujyanye n'Umuco**

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|---|---|
| **Serivisi ni iyihe? Nujuje ibisabwa?** | Gutanga amahugurwa yongera ubumenyi mu bijyanye n'Umuco nko gucura, kubaza, gufuma n'indi mirimo y'ubugeni n'ubukorikori. |
| **Ni hehe serivisi itangirwa?** | Mize iri Huye. |
| **Serivisi itangwa ryari?** | Ukwezi kwa Mutarama buri mwaka; Gahunda imara igihe kingana n'Umwaka, hakurikijwe ingengabihe y'amashuri. |
| **Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?** | Iyi gahunda yigizwayo kumara igihe kingana n'Ukwezi. |
| **Niba serivisi yishyurwa, igiciro ni ikihe?** | Iyi Serivisi itangirwa ubuntu. |
| **Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?** | Ntabyo. |
| **Binyura muzihe nzira kugira ngo uyihabwe?** | Kwandika Umuyobozi Mukuru ubisaba |
| **Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa).** | Ntazo. |
| **Ese hari uburyo bwokurenganurwa mu gihe udahawe iyo serivisi?** | Gusaba kurenganurwa bishyikirizwa Umuyobozi w'Ishami rishinzwe Imicungire y'Ingoro ya Huye, iyo ikibazo kidakemutse ukareba Umuyobozi w'Ishami rishinzwe Guteza Ubukerarugendo bushingiye ku Muco, waba utanyuzwe ukareba Umuyobozi Mukuru; cyangwa ukatwandika kuri **museumrwanda@yahoo.fr** |
| **Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?** | Buri gihe sura urubuga rwa interineti kuri: www.museum.gov.rw<br>Cyangwa ukeneye andi makuru wahamagara kuri iyi telefoni: 0788304806. |
| **Impapuro zuzuzwa** | Ntazo |
| **Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi** | N° 51/2006 ryo kuwa 05 nzeri 2006 mu igazette ya Leta N° 24 bis yo kuwa 15 Ukuboza 2006. |

Byemejwe na : **UMULIISA Bartson Alphonse**

Umuyobozi Mukuru w'Ikigo cy'Igihugu cy'Ingoro z'Umurage w'u Rwanda.