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IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATUGANA

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IRIBURIRO

Nejejwe nokubagezaho iki gitabo gikubiyemo serivisi zihabwa abaturagecy'Ikigo cy' Igihugu gishinzwe umutungo kamere.

Iki gitabo cyashyizweho hashingiwe kuri gahunda ya leta y'Ivugurura ry'Inzego z'Imirimo hagamijwe guha abaturage serivisi zinoze, mu mucyo kandi bagaragariza abaturage ibibakorerwa.

Iki gitabo kigaragaza uruhare rw'Ikigo cy'Igihugu gishinzwe umutungo Kamere, Kikanagaragaza serivisi zitangw n'Ibisabwa kugira ngo uzihabwe. Cyerekana n'Urutonde rwaho serivisi zitangirwa nibyo amategeko ateganya kubazihabwa.

Ishyirwaho ryiki gitabo rigaragaza ubushake bwo gutanga serivisi nziza kubatugana hagamijwe kumvikanisha noguteza imbere itangwa rya serivisi nziza.

Dr Emmanuel NKURUNZIZA
Umuyobozi mukuru

Iki Gitabo kigaragaza serivisi RNRA 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 RNRA 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 RNRA:
  - Kugaragaza neza serivisi zitangwa na RNRA,
  - 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 RNRA. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.

- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na RNRA.
- 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 RNRA.
- Amakuru n'uburyo bwatuma serivisi za RNRA 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 RNRA no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za RNRA 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, RNRA yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.
Kubera ko RNRA 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, RNRA yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu RNRA 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 RNRA
- Umurongo wa telefoni utishyurwa;

- Gukora anketi n'ipererereza ku bagana serivisi za RNRA gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana RNRA banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 RNRA 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 ipererereza kuri buri rwego, n'igihe cyo kumenyesha abasaba serivisi aho RNRA 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, RNRA 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, RNRA iteganya gukoreshwa ibikoresho tekiniki zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora ipereireza 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 RNRA 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, RNRA 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'abababahagarariye ku birebana n'itangwa rya serivisi.
- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'Inzego za Leta n'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 RNRA 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 RNRA mu bwitonzi kandi mubahesha icyubahiro;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri RNRA;
- Guhanahana amakuru ku buryo serivisi zitangwa muri RNRA binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

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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 ipererezа rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.

INTANGIRIRO

Ibidukikije n'Umutungo kamere n'Ingenzi mu iterambere ry'Igihe gito nirirambye mu Rwanda. Niyo mpamvu rero gushora imali mu micungire yabyo ari ngombwa mu mukugera ku intego ya gahunda y'Imbaturabukungu yo kurwanya ubukene n'Icyerekezo 2020.

URwanda rugizwe n'Igice kinini cy'Umutungo kamere – Ubutaka bwihagije mu mu ifumbire, amashyamba ya kimeza, ibishanga, Imirambi ntagereranywa, nubucukicye ku butaka amazi yomugitaka na mabuye y'Agaciro.

Amazi y'uRwanda ahagije agize igice kinini cy'Umuriro wa mashanyarazi aturuka ku mazi; ibikorwa by'Ubuhinzi n'Ubworozi bikorwa havomerewe hanuhirwa imyaka, Uburyo burambye bwogucukura amabuye y'Agaciro bizatuma habaho izamuka muri GDP nokwihangira imirimo.
Ibikomoka ku mashyamba – yaba ayatewe cyangwa ayakimeza niyo akoreshwa nkisoko y'Urumuri mungo aho bigera 97% mu inganda nabayikoresha bo mu nzego za leta.

Inzitizi duhura nazo mu guteza imbere amashyamba no kugira ubukire bikomotse ku mashyamba bisaba gahunda ihamye kandi ihoraho yo gucunga noguteza imbere umutungo kamere.

Aha niho hashingiwe hifuzwa ko inzego zishinzwe imicungire n'Iterambere ry'Imitungo kamere kugira ngo harusheho kugaragara imikoranire myiza, ijyanye nogutanga serivisi nziza muri sekiteri y'Umutungo kamere mu rwego rwo guteza imbere imicungire n'Ubucukuzi bihoraho by'Umutungo kamere byazana ubukire nogufata neza ibidukikije.

Izi nzego zikurikira nizo zahujwe, RNRA, OGMR, NLC na gahunda yogucunga ibikomoka ku mazi zavuyemo urwego rumwe arirwo: Ikigo cy'Igihugu Gishinzwe Umutungo Kamere (RNRA).

INTEGO

Intego nkuru yiki kigo cya RNRA ni gushigikira iterambere rirambye, kuzamura ubukungu muburyo bwiza biciye muguhuza nogucunga neza umutungo kamere w'u Rwanda, cyane cyane Ubutaka, Amashyamba, Amazi n'amabuye ya gaciro.

ICYEREKEZO

Icyerekezo rusange cya politiki y'Iterambere mu bukungu n'Imibereho myiza kiva mu mahame y'Icyerekezo 2020 cy'uRwanda kigamije guhuza iterambere mu mibereho myiza bukungu n'Iterambere mu bukungu rirambye hibandwa k'Ubuhinzi n'Ubworozi, Iterambere ry'Icyaro kimwe n'Ibidukikije n'Umutungo kamere binyuze muri izi nshingano zihariye zikurikira:

- Bikwiye/bijyanye, byunguka kandi biteza imbere kuburyo buhoraho imicungire n'Imikoreshereze y'Ubutaka;
- Bijyanye n'Imikoreshereze irambye y'Ibikomoka mu mazi binyuze mu ihuzwa ry'Imicungire n'Ifatwa neza ry'Umutungo ukomoka mu mazi;
- Bijyanye no gukwirakwiza ibikomoka ku amashyamba ku buryo burambye kugira ngo bahaze isoko rikomeje kuzamuka ry'Imyaka, peteroli kimwe na serivisi z'Ibidukikije;
- Guteza imbere bifite inyungu, Ihagije no gushaka amabuye y'Agaciro no kuyacukura mu bwitonzi;

INSHINGANO Z'INGENZI

Ikigo cy'Igihugu n'Ikigo kigamije gucunga iterambere ry'Umutungo kamere ugizwe nibi bikurikiye ; Ubutaka, Amazi, Amashyamba, n'Amabuye ya gaciro. Gifite inshingano yo kugenzura, Gukurikirana nogukora ibishoboka byose kugira ngo Ishyirwa mubikorwa ry'Ibijyanye nogutezi mbere nokurinda Umutungo Kamere.

Byumwihariko, Ikigo cy'Igihugu Gishinzwe Umutungo Kamere:

- Gushyira mubikorwa politiki z'Igihugu, Amategeko, Ingamba, Amabwiriza n'Ibyemezo bya guverinoma birebana nogutezi mbere nokurinda umutungo kamere;
- Gukurikirana ishyirwa mubikorwa by'Amasezerano mpuzamahanga Rwanda rwashyizeho umukono ajyanye nogucunga Umutungo Kamere
- Kugira inama zikwiye leta kubijyanye nogufata neza nokurinda Umutungo kamere noguha amahirwe y'Ishora mali;
- Kwandika ubutaka, Gutanga nokurinda ibikorwa byingenzi nandi makuru arebana n'Ubutaka;
- Kugira amakuru nyayo kubidukikije n'Amakarita yabyo,
- Gutanga inama ikwiye kumikoreshereze y'Ubutaka;
- Gukurikirana nokugenzura ibikorwa birebana n'Imicungire nyayo, Guteza imbere, Kurinda nogusuzuma amashyamba nibindi bimera;

- Gusana nogufata neza Umutungo kamere aho wangiritse mu gihugu cyose;
- Gukora ubugenzuzi nogukurikirana ibikorwa bijyanye n'Ubucukuzi bw'Amabuye y'Agaciro nogusatura amabuye kandi hatezwa imbere gushora imali nokongerera agaciro ubucukuzi mu Rwanda;
- Gutangiza ubushakashatsi n'Inyigo ku mitungo yo mu nogutangaza ibyavuyemo mazi.

INDANGA GACIRO Z'INGENZI

- Ukuri/Ubupfura
- Mu mucyo
- Bifite agaciro kandi Bikozwe neza
- Gutanga serivisi zifite umurongo: bigambiriye kugera kuri serivisi z'Intashyikirwa mu bwitonzi buhanitse mu kazi nokubaha abagenerwabikorwa bacu.

1. ISHAMI RISHINZWE UBUTAKA

Ubwoko bwa serivisi: Serivisi ishinzwe kwandika Ubutaka , Gutanga imyangombwa by'Ubutaka no Guhindura ibyangombwa by'Ubutaka

Serivisi ni iyihe? Nujuje ibisabwa?	• Serivisi ishinzwe kwandika Ubutaka • Gutanga imyangombwa by'Ubutaka • Guhindura ibyangombwa by'Ubutaka
Ni hehe serivisi itangirwa?	• Serivisi y'Ubutaka biciye ku Karere no ku biro byokandika ubutaka bikwegereye
Serivisi itangwa ryari?	• Kuwa mbere kugeza kuwa gatanu guhera saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba
Uhereye igihe wasabiye serivisi bafata igihe kingana iki kugirango uyibone?	• Ibyangombwa by'Ubutaka bitangwa mugihe cy'Iminsi mirongo itatu (30) • Iyandikwa ry'Ubutaka mu buryo budahoraho bimara iminsi icumi (10)
Niba serivisi yishyurwa igikiro n'Ikihe?	• 5,000 by'Amafaranga y'Urwanda byo kwandikisha ubutaka mu mujyi wa Kigali

	• 1,000 by'Amafaranga y'Urwanda byo kwandikisha ubutaka mu intara. • 23,000 by'Amafaranga y'Urwanda byo guhinduza ibyangombwa by'Ubutaka.
Ni ibihe byangombwa bisabwa kugira ngo uyibone?	• Irangamuntu kugirango ifashe mu kwandika ubutaka kuri nyirabwo kugirango uhabwe serivisi y'Ibyangombwa by'Ubutaka ugombye kuba ufite ibi bikurikira: • Ibaruwa isaba • Icyangombwa cy'Ubukode • Igishushanyu mbonera cy'Ubutaka (fishe kadasitiri) • Uruhusa rwo kubaka • Gahunda yokubaka (ifoto y'Inzu) • Icyemezo cy'Akazi • Igiciro cyubwo butaka Kugirango uhabwe icyangombwa cy'Ubutaka kirambye ugomba kuba ufite ibi byangombwa: • Ibaruwa isaba • Amasezerano y'Ubugure • Icyemezo cyuko wishyuye imisoro • Inyemezabwishyu y'Amafaranga ibihumbi makumyabiri nabitatu 23,000 y'Urwanda ya banki ya Kigali.
Binyura mu zihe nzira kugirango uyibone?	• Gutanga ibyangombwa bisabwa kugirango ubone serivisi wasabye . • Serivisi y'Ubutaka isobanuza uwasabye kugirango basobanukirwe neza • Serivisi y'Ubutaka ijya kugenzura aho ubutaka bubarizwa kugirango bagenzure ukuri kwabyo • Serivisi y'Ubutaka ikurikizaho guha serivisi uwayisabye
Ese hari izindi nzego bisaba kunyuramo kugirango uyibone?	• Ku Ikigo cy'Igihugu cy'Imisoro n'Amahoro • Kubiro by'Uturere

(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	• Banki ya kigali
Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?	• Gutanga ibaruwa igaragaza imiterere y'Ikibazo. • Uwatanze ikibazo arahamagarwa kubiro kugirango bamusobanuze nezo ikibazo afite • Ufite ikibazo arasurwa n'Ikigo cy'Igihugu gishinzwe Umutungo kamere kugirango kigenzure uko icyo kibazo giteye. • Iyo ikibazo kiri m'Ububasha bwiki kigo umukozi ubishinzwe akemura icyo kibazo ari ugukosora iyandikwa ry'Ubutaka cyangwa gutanga ibyangombwa by'Ubutaka. • Iyo icyo kibazo kitari m'Ububasha bwiki kigo cyoherezwa mu inzego zibifitiye ububasha zikagikemura.
Ese hari ibindi by'Ingenzi bikenewe kumenywa kugirango ubone iyo serivisi?	Bigaragara ko bitinda kubona byangombwa byubutaka kubera ko kwandikisha ubutaka binyura mu nzira ndende kandi mukwegera umutarage hafi yahoo atuye
Impapuro zuzuzwa	• Ntazo
Ibyangombwa bisabwa n'Amategeko	• Itegeko ry'Ubutaka rishyiraho imikoreshereze n'Imicungire y'Ubutaka • Iteka rya peresida N° 53/01 ryo kuwa 12/10/2006 rigena Inzego, n'Imikorere by'Urwego rushinzwe kwandika ubutaka. • Iteka rya peresida N° 54/01 ryo kuwa 12/10/2006 rigena inzego, Inshingano, Imikorere nibigize komisiyo y'Ubutaka • Iteka rya minisitiri N° 001/2006 ryo kuwa 26/09/2006 rishyiraho inzego zandika ubutaka, Inshingano

	n'Imikorere by'Ibiro by'Ubutaka m'Uturere • Itegeko N° 18/2007 ryo kuwa 19/04/2007 rirebana nokwimura abantu mu butaka bijyanye n'Inyungu rusange • Iteka rya peresida N° 30/01 ryo kuwa 29/06/2007 rigena imyaka nyayo y'Ubukode kubutaka • Iteka rya minisitiri N°002/2008 ryo kuwa 01/4/2008 Amabwiriza yokwandikisha ubutaka • Iteka rya minisitiri N° 001/2008 ryo kuwa 01/04/2008 rishyiraho uburyo bwo gukodesha ubutaka • Itegeko N° 20/2009 ryo kuwa 29/07/2009 Ikigo cy'Igihugu cy'Ubutaka inshingano zacyo, Imiyoborere n'Ubushobozi

2. SERIVISI ISHINZWE AMASHYAMBA NOKURINDA IBIDUKIKIJE

Ubwoko bwa serivisi: Gucunga amashyamba hamwe n'Amategeko y'Icuruzwa ry'Amashyamba

Serivisi ni iyihe? Nujuje ibisabwa?	Icyemezo cyogusarura Yego
Ni hehe serivisi itangirwa	Abashinzwe amashyamba mu turere
Serivisi itangwa ryari?	Kuva kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba Kwagatanu kuva samoya zamugitondo kugeza sacyenda
Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?	Iyo wayisabye iminsi ntarengwa ni irindwi kubera ko abashinzwe amashyamba bagomba gusura.
Niba serivisi yishyurwa, Serivisi ni iyihe?	Ukeneye serivisi yishyurira iyo serivisi amafaranga ibihumbi bibiri y'Amanyarwanda ashyirwa kuri konti n0 120.23.40 y'Ikigega cy'Igihugu cy'Amashyamba iri muri Banki nkuru y'Igihugu

Nibihe byangombwa bisabwa?	Urwandiko rugaragaza neza aho ishyamba riherereye nukuntu ringana irakenerwa.
Binyura mu zihe nzira kugirango uyibone?	Iyo wanditse usaba cyangwa ukabisaba mu magambo byohererezwa umukozi ubifite mu inshingano .
Hari izindi nzego bisaba kunyuramo kugirango nyihabwe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibyangombwa)	Isomero ry'Amashyamba rihora rikinguye kugirango ushaka amakuru ayabonabyoroshye.
Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?	Yego burahari. • Gutanga ibaruwa isaba kandi igaragaza imiterere y'Ikibazo. • Uwasabye atumirwa mu ibiro by'Abayobozi bakaganira ku imiterere y'Ikibazo • Uwasabye asurwa n'Abakozi RNRA kugirango uzaze hakiri igihe kugira ngo bisuzumwe neza. • Iyo ufite ikibazo asanze kiri mu ububasha bwa RNRA , Umukozi ubishinzwe akemura ikibazo • Iyo ikibazo kirenze ubushobozi bwa RNRA Uwasabye yoherezwa kum umukozi ubifitiye ububasha akagikemura uko bikwiye.
Ese hari ibindi by'Ingenzi bikenewe kumenywa kugirango ubone iyo serivisi?	Buri gihe wasura urubuga rwa interineti kuri: www.RNRA.gov.rw. Ukeneye amakuru. Cyangwa se ukeneye ayandi makuru wahamagara kuri telefoni ikurikira mu amasaha y'Akazi: 255111139.
Impapuro zuzuzwa	Ari rupapuro rwerekeye amashyamba rugomba kuzuzwa
Ibyangombwa bisabwa n'Amategeko	Itegeko ry'Amashyamba n° .47/1988 ryo kuwa 05/ 112988.

Ubwoko bwa serivisi: Gucunga amashyamba nogushyiraho amategeko agenga amashyamba/ Gutanga uruhushya rw'Inzira

Serivisi ni iyihe? Nujuje ibisabwa?	Uruhusa rwogutwara imbaho, inkwi n'Amakara Yego
Ni hehe serivisi itangirwa?	Bakanyamashyamba b'Akarere
Serivisi itangwa ryari?	Kuva kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba Kwagatanu kuva samoya zamugitondo kugeza sacyenda
Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango ubone serivisi?	Uwasabye iminsi myinshi bishobora gutwara niminsi ibiri y'Akazi
Niba serivisi yishyurwa, igiciro n'Ikihe kugirango uhabwe serivisi?	Usaba serivisi yishyura amafaranga y'Urwanda ibihumbi bibiri 2000 RWF mu ikigega cy'Igihugu cy'Amashyamba kuri konte n0 120.23.40 iri muri banki nkuru y'Igihugu
Ni ibihe byangombwa bisabwa?	Urwandiko rugaragaza aho ishyamba rihererereye n'Ingano yaryo ningombwa
Binyura mu zihe nzira kugira ngo uyibone?	Usaba abikora munyandiko bikoherezwa k'Umukozi w'Akarere ushinzwe amashyamba. Iyi nyandiko igaragaza aho yaturutse naho ijya, Imiterere y'Ubwinshi n'Imibare iranga imodoka.
Hari izindi nzego bisaba kunyuramo kugirango ubone serivisi? (Urugero nko kwishyura igiciro cyangwa gushaka ibyangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mugihe udahawe serivisi?	Yego. • Gutanga urwandiko rusaba gukemurirwa ikibazo rugaragaza neza imiterere y'Ikibazo. • Uwasabye kurenganurwa atumirwa kuri biro y'Ikigo kugirango bakiganireho cyangwa agitangeho ibisobanuro

	• Uwagaragaje ikibazo asurwa nikigo cy'Igihugu gishinzwe amashyamba kugirango bagisuzume kandi binagenzurwe. • Iyo ikibazo kiri mububasha bw'Ikigo cy'Igihugu gishinzwe amashyamba umukozi ubishinzwe agishakira umuti Iyo icyo kibazo kitari mububasha bwiki kigo cyoherezwa mu inzego zibifitiye ububasha zikagikemura.
Ese hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo uyibone?	Buri gihe sura urubuga rwa interineti: www.RNRA.gov.rw. Ukeneye amakuru. Ikeneye ayandi makuru wahamagara kuri iyi telefoni ikurikira: 255111139 mu masaha y'Akazi.
Impapuro zuzuzwa	Impapuro z'Uruhusa
Ibyangombwa bisabwa n'Amategeko	Itegeko ry'Amashyamba n^{o} .47/1988 ryo kuwa 5 ukuboza 1988.

Ubwoko bwa serivisi: Gucunga amashyamba/ Gutera inkunga abatera ibiti tubaha ingemwe

Serivisi ni iyihe? Nujuje ibisabwa?	RNRA itanga ingemwe kubahinzi b'Ibiti k'Ubuntu
Ni hehe serivisi itangirwa?	Abakozi b'Akarere bashinzwe amashyamba
Serivisi itangwa ryari?	Kuva kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba Kwagatanu kuva samoya zamugitondo kugeza sacyenda igihe cyo gutera (Ukuboza, Ugushyingo)
Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyibone?	Iminsi ibiri
Niba serivisi yishyurwa igiciro ni ikihe?	Ntazo
Ibyangombwa bisabwa ni ibihe?	Ntazo.
Binyura mu zihe nzira kugirango uyibone?	, Buri wese ushaka gutera ibiti afite uburenganzira bwo gufata ibiti muri pepeniyeri akabitera mu murima we no mungo

Hari izindi nzego bisaba kunyuramo kugirango uyihabwe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Hari uburyo bwo kurenganurwa igihe udahawe serivisi?	Yego. • Gutanga urwandiko rusaba gukemurirwa ikibazo rugaragaza neza imiterere y'Ikibazo. • Uwasabye kurenganurwa atumirwa kuri biro y'Ikigo kugirango bakiganireho cyangwa agitangeho ibisobanuro • Uwagaragaje ikibazo asurwa nikigo cy'Igihugu gishinzwe amashyamba kugirango bagisuzume kandi binagenzurwe. • Iyo ikibazo kiri mububasha bw'Ikigo cy'Igihugu gishinzwe amashyamba umukozi ubishinzwe agishakira umuti Iyo icyo kibazo kitari mububasha bwiki kigo cyoherezwa mu inzego zibifitiye ububasha zikagikemura.
Ese hari ibindi by'Ingenzi bikenewe kumenywa kugirango uyibone?	Buri gihe wasura urubuga rwa interineti rukurikira: www.RNRA.gov.rw. Ukabona amakuru. Cyangwa waba ukeneye ayandi makuru ugahamagara kuri iyi telefoni ikurikira mu amasaha y'Akazi: 255111139.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'Amategeko	Ntazo

Ubwoko bwa serivisi: Gucunga amashyamba nogushyiraho amabwiriza yogucuruza Ibiyakomokaho

Ubwoko bwa serivisi? Nujuje ibisabwa?	Gukemura ajyanye ajyanye nogutanga serivisi mu nzego zibanze
Ni hehe serivisi itangirwa?	Ibiro bikuru bya RNRA
Serivisi itangwa ryari?	Kuva kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba

	Kwagatanu kuva samoya zamugitondo kugeza sacyenda
Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyibone?	Bimari iminsi kuva kuri umwe kugera kuri irindwi iyo bisaba kubanza kujya gusura aho byabereye
Niba serivisi yishyurwa igiciro ni ikihe?	Ntacyo
Nibihe byangombwa bisabwa?	Ntabyo
Binyura mu zihe nzira kugirango uyibone?	Ikibazo gishobora gutangwa mu nyandiko cyangwa ukiyizira ubwawe
Niba serivisi yishyurwa serivisi ni iyihe? (Urugero nko kwishyura ibiciro bya serivisi)	Ntazo
Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?	Yego. • Gutanga urwandiko rusaba gukemurirwa ikibazo rugaragaza neza imiterere y'Ikibazo. • Uwasabye kurenganurwa atumirwa kuri biro y'Ikigo kugirango bakiganireho cyangwa agitangeho ibisobanuro • Uwagaragaje ikibazo asurwa nikigo cy'Igihugu gishinzwe amashyamba kugirango bagisuzume kandi binagenzurwe. • Iyo ikibazo kiri mububasha bw'Ikigo cy'Igihugu gishinzwe amashyamba umukozi ubishinzwe agishakira umuti Iyo icyo kibazo kitari mububasha bwiki kigo cyoherezwa mu inzego zibifitiye ububasha zikagikemura.
Hari ibindi by'Ingenzi bikenewe kumenywa kugirango ubone iyo serivisi?	Buri gihe wabariza k'Urubuga rwa interineti rukurikira: www.RNRA.gov.rw. Ukeneye ayandi makuru wahamagara kuri iyi telefoni mu masaha y'Akazi: 255111139.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'Amategeko	Itegeko ry'Amashyamba n° .47/1988 of ry'Ukuboza 1988.

3. SERIVISI ZITANGWA NA SERIVISI Y'UBUCUKUZI BWA MINE

Niba serivisi yishyurwa igiciro n'Ikihe?	INYANDIKO / SERIVISI	IGICIRO (RWF)
	IBIRI MUNYANDIKO IKARITA KU BIDUKIKIJE 1/250,000	20,000
	IKARITA KUBIDUKIKIJE 1/100,000	10,000
	IKARITA Y'AMABUYE Y'AGACIRO 1/250,000	20,000
	Ibishoboka guhinduka	
	Ikarita kubidukikije 1/250,000	10,000
	Ikarita kubidukikije 1/100,000	10,000
	Ikarita y'Amabuye y'Agaciro1/250,000	10,000
	Kureba kuri kopi	
	A_0 igipimo	5,000
	A_1 igipimo	3,000
	A_4 igipimo	1,500
	Gufotora kopi y'Abagenerwa bikorwa	
	A_0 igipimo	15,000
	A_1 igipimo	10,000
	A_3 igipimo	5,000
	A_4 igipimo	2,000

	Serivisi igiciro / Rwf
	Gukodesha ibikoresho bya tekeniki
	Gukodesha imashini igendanwa icukura ku munsi ……..……..50,000
	Igiciro cyo gucukura/m……..……..50,000
	Gukodesha imashini yogutunganya akazi ku munsi 80.000
	Gukodesha imashini icukura ku munsi /

	.....100.000 Gukodesha Imashi ikoresha moteri ku munsi.....40,000 **Serivisi zogupima Ibyuma** **Gutegura urugero /Ikitegererezo – XRF** SnO_2 (gasegereti) /buri urugero.....15,000 WO_3 (Wolframite ≥ Tungsten oxide) / urugero.....15,000 Nb_2O_5 (Columbite).....15,000 Ta_2O_5 (Tantalite).....15,000 **Gusesengura urugero – XRF** SnO_2 (Gasegereti) / buri urugero.....5,000 WO_3 (Wolframite ≥ Tungsten oxide) / buri rugero.....5,000 Nb_2O_5 (Columbite).....5,000 Ta_2O_5 (Tantalite).....5,000 Zahabu.....20,000 **Gutegura urugero - AAS** SnO_2 (Gasegereti) / urugero ku munsi.....5,000 WO_3 (Wolframite ≥ Tungsten oxide) / urugero ku munsi.....5,000 Nb_2O_5 (Columbite).....5,000 Ta_2O_5 (Tantalite). .....5,000 izahabu.....5,000 **Gusesengura urugero** SnO_2 (Gasegereti) / urugero ku munsi.....10,000 WO_3 (Wolframite ≥ Tungsten oxide) / urugero ku munsi.....10,000 Nb_2O_5 (Columbite).....10,000 Ta_2O_5 (Tantalite).....10,000 izahabu.....20,000 **Gemstones** Diamond (C).....10,000 Sapphire (Al_2O_3) – Uruhurirane rw'Icyatsi kibisi rwa corundum.....10,000 Ruby (Al_2O_3) – Uruhurirane rw'Icyatsi kibisi rwa corundum.....10,000 Emerald (Al_2O_3) –Uruhurirane rw'Icyatsi kibisi rwa

	corundum……..10,000 Beryllium Be_3Al_2 Si_6O_{18}.....10,000 Tourmaline Al_6Y_3Na $(Si_6O_{18})(BO_3)_3$ (OH,F)..10,000 Amethyst (SiO_2) – purple variety of quartz..10,000 Hg (Mercury) – Red mercury.....15,000 H_2O (Urugero rw'Amazi).....10,000 Urugero rw'Umukungugu.....10,000 **Amabuye y'agaciro yo munganda (Gucukura ibicuruzwa)** Rock petrography analysis / sample.....10,000 Rock geochemical analysis / sample.....10,000 Clays / per sample.....10,000 Kaolin / per sample.....10,000 Gypsum ($CaCO_4 . 2H_2O$) / per sample.....10,000 Limestone ($CaCO_3$).....10,000 Sand (SiO_2) / per sample.....10,000

4. Imicungire Ikomatanyije y'Umutungo w'Amazi.

Ubwoko bwa serivisi: Imicungire Ikomatanyije y' Umutungo w'Amazi

Serivisi ni iyihe? Nujuje ibisabwa?	Imibare y'ubwiyongere n'ubugabanuke bw'amazi Uruhushya rwo gufata no gukoresha amazi cyemezo ku gikorwa runaka cyagira ingaruka ku mazi atemba Uruhushya rwo kubaka cyangwa gukodesha igikorwa kiri ku mazi Gukodesha igikorwa runaka kigira aho gihurira n'amazi atemba
Ni hehe serivisi itangirwa?	Ishami rishinzwe gucunga umutungo w'Amazi
Serivisi itangwa ryari?	Kuwa mbere kugeza kuwa kane kuva saa moya zamugitondo kugeza saa kuminimwe zanimugoroba: (7:00 am to 5:00 pm) Kuwa gatanu guhera saa moya zamugitondo kugeza saa sita zakumanywa: (7:00 am to 12:00 pm)
Uhereye igihe wasabiye serivisi bifata igihe kinga iki kugirango	Ibyumweru bibiri

uyibone?	
Niba serivisi yishyurwa igiciro ni ikhe?	Igiciro ntikiremezwa
Ni ibihe byangombwa bisabwa?	Inyigo igaragaza ingaruka kubidukikije nibindi byangombwa bya tekinike
Binyura mu zihe nzira kugira ngo uyihabwe?	Ufata rupapuro rusaba seirivisi kwishami rishinzwe gucunga umutungo w'Amazi
Niba hari izindi nzego? Ni Izihe bisaba kunyuramo kugirango uyihabwe (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	• Gutanga urwandiko rusaba gukemurirwa ikibazo kandi ukagaragaza imiterere ya'Ikibazo. • Umugenerwa bikorwa atumirwa ku biro kugirango atange ibisobanuro cyangwa se agasobanura ikibazo cye • Iyo ikibazo kiri mu bubasha bwa minisiteri RNRA, irabikemura. • Byaba bitari mu bubsha bwayo umugenerwabikorwa yoherezwa mu nzego zibifitiye ububasha zikagikemura
Ese hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo uhabwe iyo serivisi?	*Tel.:* + 250 785545307 E-mail: info@rnra.gov.rw, Website: www.rnra.gov.rw
Impapuro zuzuzwa	Barimo kuzitegura
Ibyangombwa bisabwa n'Amategeko	Itegeko ry'Amazi , 27 Mata 2009

Byemejwe na:
Dr Emmanuel NKURUNZIZA
Muyobozi mukuru