

REPUBULIKA Y'U RWANDA



**IKIGEGA CY'IGIHUGU GIFASHA ABACITSE
KW'ICUMU RYA GENOSIDE YAKOREWE ABATUTSI**

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SEREVISI ZIHABWA ABATUGANA

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IRIBURIRO	3
I. INTANGIRIRO	12
II. ICYEREKEZO	12
III. INTEGO	12
IV. IBIKORWA BW'INGENZI	13
V. INDANGAGACIRO Z'INGENZI	13
SEREVISI ZITANGWA N'IKIGEGA GIFASHA ABACITSE KW'ICUMU RYA GENOSIDE	14
1. SEREVISI ZITANGWA N'ISHAMI RYA PUROGARAME	14
1.1 UBUREZI	14
1.2 UBUZIMA N'INFASHANYO.....	16
1.3 ICUMBI.....	18
1.4 IMISHINGA IBYARA INYUNGU	19
A.Serevisi zitangwa n'ishami ry'imari n'ubutegetsu	21
1. Inzira zinyurwamo kwishyurwa n'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside	21
Ubwoko bwa serevisi: Ubutegetsu bwite imisoro n'amahoro	21
2. Gutanga amasoko ya leta binyuze mu kigega cy'igihugu	22
Ubwoko bwa serevisi: Ubutegetsu bwite, imisoro n'amahoro	22

IRIBURIRO

Nejewe no kubagezaho iki gitabo gikubiyemo serivisi zihabwa abaturage n'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside yakorewe abatutsi.

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 ibyobakora.

Iki gitabo kigaragaza uruhare rw'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside yakorewe abatutsi mwitangwa rya serivisi mu Rwanda cyikanerekana serivisi zitangwa ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rwaho izo serivisi zitangirwa nibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ry'iki gitabo gikubiyemo serivisi zihabwa abaturage ryerekana ubushake ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside yakorewe abatutsigifite mw'itangwa rya serivisi nziza kandi zihuse.

Theophile RUBERANGEYO

Umunyamabanga Nshingwabikorwa

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

- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa naFARG.
- 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 FARG.
- Amakuru n'uburyo bwatuma serivisi za FARG 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 FARG no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za FARG 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, FARG yiyemeje kubamenyeshya Serivisi

bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera koFARG 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 bifuzwa no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.

Mu by'ukuri, kugira ngo ishyirwamubikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, FARG yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu FARG yashyizeho uburyo bunozwe 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 FARG
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za FARG gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana FARG banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanze uko bikwiye. Niyo mpamvu rero FARG ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. FARG izakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi

mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. FARG irifuzaga 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 FARG:

- 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 FARG 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 FARG 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, FARG yiyemeje gukoresha itangazamakuru n'ikorabuhanga 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'iyi miyoboro y'ikorabuhanga.

Mu guteza imbere imitangire ya serivisi, FARG iteganya gukoreshwa ibikoresho tekini 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 FARG 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, FARG irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenere :

- 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 televiziyo;
- Ibiganira mbwirwa ruhame kuri radiyo na televiziyo;
- 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’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 FARG 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 FARG mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n’amabwiriza agenga Imitangire ya serivisi mu Nzego z’Uburezi;

- Gutanga inama ku buryo kunoza serivisi zitangirwa muri FARG;
- Guhanahana amakuru ku buryo serivisi zitangwa muri FARG 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.

I. INTANGIRIRO

Ikigegacy'igihugu gifasha abacitse kw'icumu rya genoside yakorewe abatutsi cyashyizweho n'itegeko nimeru 02/98 ryo kuwa 22/01/1998 kugira ngo gifashe abantu bacitse kw'icumu n'abarokotse ubwicanyibwabaye mu Rwanda guhera 1, Ukwakira 1990 kugeza 31, Ukuboza 1994.

Iri tegeko ryavuguruwe n'itegeko nimeru 69/2008 ryo kuwa 30/12/2008 (risohoka mw'igazeti yo kuwa 15/04/2009).

Amafaranga ajya mu kigega ava kungengo y'imari ya leta angana 6% y'ingego y'imari y'umwaka, ahandi haturuka amafaranga hagaragazwa n'itegeko mu ngigo yaryo igika cya 22. Iyi ngengo ikoresheya mu bice 4 by'ingenzi uburezi, ubuvuzi, amacumbi, imibereho myiza no gutera inkunga imishinga ibyara inyungu

II. ICYEREKEZO

Kugeza muri 2019, abacitse kw'icumu rya genoside bazaba bamaze kwibona muryango nyarwanda bagira uruhare mu gutezimbere igihugu.

III. INTEGO

Abatishoboye bacitse kw'icumu kubafasha kw'itezimbere no kugira uruhare mw'iterambere binyuze mu guhabwa ubumenyi, gushinga no guterinkunga imishinga ibyara inyungu no kumenya gucuruza.

IV. IBIKORWA BW'INGENZI

1. Kugenzura no guhuzibikorwa byo gukusanya inkunga/amafaranga nkuko biteganwa n'itegeko;
2. Kugira uruhare no gusaba gukuraho ubudahangarwa ku bantu bakurikirwaho genoside yakorewe abatutsi n'ibindi byaha byakorewe inyoko muntu bibashyira mu kiciro cya mbere;
3. Kwegeranya ubudahangarwa nkuko bwakuweho n'inkiko kandi biteganywa n'agace ka kabiri (2) k'igika byavuzwe;
4. Kwubakira abantu bakuze basigaye nt'abana bafite, ipfubyi, ipfakazi, n'abandi bose bamugajwe na genoside yakorewe abatutsi badafite aho baba/batuye;
5. Kwishyurira abanyeshuri amafaranga y'ishuri ku bana bipfubyi za genoside n'ibindi byaha byakorewe inyoko muntu kugeza barangije ikiciro cya kabiri cya kaminuza;
6. Kuvuza abatishoboye batewe indwara na genoside, abatewe ubumuga na genoside, abandujwe indwara zishingiye ku gitsina, ndetse n'ubwandu buterwa n'agakoko gatera SIDA;
7. Kugena ubufasha buhoraho ku bantu bakuze n'abasizwe iheruheru na genoside yakorewe abatutsi n'abandi bagizwe abatindi nyakujuje bimaze kwemezwa n'inama y'ubutegetsu y'ikigega;
8. Gufasha abacitse kw'icumu bahabwa ubufasha bwo kwifasha kugira ngo bazamure imibereho yabo.

V. INDANGAGACIRO Z'INGENZI

1. Gkorera mu muco,
2. Kuzamura imibereho y'abacitse kw'icumu rya genoside

SEREVISI ZITANGWA N’IKIGEGA GIFASHA ABACITSE KW’ICUMU RYA GENOSIDE

1. SEREVISI ZITANGWA N’ISHAMI RYA PUROGARAME

1.1 UBUREZI

<p>Serevisi n’iyihe? Nujuje ibisabwa?</p>	<p>Serevisi:</p> <ol style="list-style-type: none"> 1. Gutanga amafaranga y’ishuri n’ibikoresho mu mashuri yisumbuye 2. Guha abanyeshuri ibikoresho by’ishuri ku biga mu mashuri y’imyaka 9 nka imyenda y’ishuri, ibitabo, ikaramu, n’ibindi 3. Kwishyura amafaranga y’ishuri na buruse ku banyeshuri bafashwa n’ikigega biga mu mashuri y’imyuga n’amashuri makuru <p>Abemerewe/abagenerwabikorwa: Abacitse kw’icumu rya genoside batishoboye</p>
<p>Ishami ryo kubarizamo</p>	<p>Ishami rya purogarame</p>
<p>Serevisi itangwa ryari?</p>	<p>Guhera kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n’imwe z’igicamunsi</p>
<p>Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo</p>	<p>Iminsi 4 y’akazi, (iminsi 2 yo gusesengura n’ibiri yo kwishyura)</p>

uyihabwe?	
Nibiki bisabwa kugirango ubone serevisi?	Serevisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none"> - Amashuri makuru n’imyaka icyenda ibanza n’icyemezo cyivuye mu buyobozi bw’ibanze kigaragaza ko koko yacitse kw’icumu rya genoside kandi atishoboye. - Amashuri y’imyuga, na zakaminuza ikigega gisaba: <ol style="list-style-type: none"> 1. icyemezo cyivuye mu buyobozi bw’ibanze kigaragaza ko koko yacitse kw’icumu rya genoside kandi atishoboye. 2. Impanyabumenyi cyangwa diporome y’amashuri y’isumbuye
Binyura muyihe nzira ngo uyihabwe?	<ul style="list-style-type: none"> - Ujya aho bakirira abakiriya no kubayobora, - Gutanga ibyangombwa wasabwe ugategereza iminsi 4,
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Inzego z’ubutegetsurugeroUturere n’imirenge
Ese hari uburyo bwo	Akarengane kawe ukagaragariza

kurenganurwa mu gihe udahawe iyo serevisi?	ubuyobozi bw'ikigega kuko bafite ububasha bwo kugikemura.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.farg.gov.rw kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho hamagara telefoni nimeru: 3562.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabwo

1.2 UBUZIMA N'INFASHANYO

Serevisi n'iyihe? Nujuje ibisabwa?	<ul style="list-style-type: none"> - Kwishyura ubwishingizi bw'indwara abacitse kw'icumu rya genoside batishoboyebadashoboye kwiwishyurira. - Kuvuza abacitse kw'icumu rya genoside batishoboye indwara z'umwihariko - Kuterinkunga buri kwezi abacitse kw'icumu rya genoside batishoboye <p>Abemerewe nibande: Abacitse kw'icumu rya genoside batishoboye</p>
Ishami ryo kubarizamo	Ishami rya purogaramu
Serevisi itangwa ryari?	Guhera kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana	Ubwishingizi bwo kwivuza bwishyurwa rimwe mu mwaka mu ntangiriro z'umwaka, naho

iki kugira ngo uyihabwe?	indwara z'umwihariko ikigega cy'abacitse kw'icumu gifitanye amasezerano n'amavuriro atandukanyeabarwayi bakivuzza ikigega cyikishyura ku kwezi.
Nibiki bisabwa kugirango ubone serevisi?	Serevisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Inyandiko igarafaza ko yacitse kw'icumu rya genoside, urwandiko rw'umurwayi, urwandiko rwo kwa muganga.
Binyura muyihe nzira ngo uyihabwe?	- Ujya aho bakirira abakiriya no kubayobora, - Gutanga ibyangombwa wasabwe ugategereza iminsi 3,
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	- Uturere
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora ku kagaragaza ubwawe cyangwa ukandikira umuyobozi w'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: <u>www.farg.gov.rw</u> kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho hamagara telefoni nimeru: 3562.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

1.3 ICUMBI

Serevisi n'iyihe? Nujuje ibisabwa?	-Kubonera icumbi abacitse kw'icumu rya genoside badafite aho baba. -Gusana amazu ashaje kubacitse kw'icumu rya genoside ba babaye.
Ishami ryo kubarizamo	Ishami rya purogaramwe
Serevisi itangwa ryari?	Guhera kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Amezi 7 (3 yo gutanga isoko na 4 yo kwubaka),
Nibiki bisabwa kugirango ubone serevisi?	Serevisi itangirwa ubuntu.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Icyemezo gitangwa n'inzeho z'ibanze kigaragaza ko yacitse kw'icumu rya genoside, kandi kigaragaza ko atishoboye kandi nta cumbi yigeze abona
Binyura muyihe nzira ngo uyihabwe?	Hari komite igaragaza abababaye kurusha abandi, iyo urwo rutonde rumaze gukorwa muri buri karere rwoherezwa ku kigega cy'igihugu gifasha abacitse kw'icumu rya genoside kugira ngo gitere inkunga imirimo y'ubwubatsi
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi	Uturere

byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora ku kagaragaza ubwawe cyangwa ukandikira umuyobozi w'ikigega cy'igihugu gifasha abacitse kw'icumu rya genosidecyangwa umuyobozi w'akarere
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.farg.gov.rw kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho hamagara telefoni nimerero: 3562.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

1.4 IMISHINGA IBYARA INYUNGU

Serevisi n'iyihe? Nujuje ibisabwa?	Gutera inkunga imishinga ibyara inyungu kubacitse kw'icumu rya genoside bashoboye gukora ariko badafite amikoro
Ishami ryo kubarizamo	Ishami rya purogarame
Serevisi itangwa ryari?	Guhera kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 14 yo kugenzura, gusesengura no gufata umwanzuro niba uwo mushinga ufitiye akamaro umugenerwabikorwa.
Nibiki bisabwa kugirango ubone serevisi?	Ntabyo
Ni ibihe byangombwa bisabwa kugira ngo	Icyemezo cyigaragaza ko yacitse kw'icumu, kandi atishoboye, ntamikoro afite ariko atewe

uyihabwe ?	inkunga yakwizamura.
Binyura muyihe nzira ngo uyihabwe?	- Ujya aho bakirira abakiriya no kubayobora, - Gutanga ibyangombwa wasabwe ugategereza iminsi 14,
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Uturere, Imirenge
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora ku kagaragaza ubwawe cyangwa ukandikira umuyobozi w'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: <u>www.farg.gov.rw</u> kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho hamagara telefoni nimeru: 3562.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

A.Serevisi zitangwa n'ishami ry'imari n'ubutegets

1. Inzira zinyurwamo kwishyurwa n'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside

Ubwoko bwa serevisi: Ubutegets bwite imisoro n'amahoro

Serevisi n'iyihe?Nujuje ibisabwa?	Abantu cyangwa ibigo byishyuzwa ku bikorwa cyangwa serevisi byakoreye ikigega basabwa kunyura inzira zabugenewe.
Serevisi itangwa ryari?	Guhera kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iyo ibisabwa byuzuye kwishyura ntibirenza iminsi 2
Niba serevisi yishyuzwa, igiciro ni ikihe?	Serevisi itangirwa ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none">- kopi4 z'inyemezabuguzi,- inyandiko igaragaza ko imirimo yarangiye isinyweho n'impande zombi,- ubwishingizi bwa banki iyo ari ngombwa,- ibaruwa imenyeshya,- amasezerano,- ubugure,- kopi1y'indangamuntu ya rwiyemezamirimo
Binyura mu zihe nzira kugira ngo uyihabwe ?	<ul style="list-style-type: none">- Ubunyamabanga rusange bw'ikigega;- Gutanga ibyangombwa bivuzwe haruguru byose;- Iyo ukwiye ibyavuzwe

	wishyurwa mu minsi 2.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Akarere
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Gusaba kurenganurwa binyuzwa k'umuyobozi w'imari n'ubutegetsu cyangwa umunyamabanga Nshingwabikorwa w'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.farg.gov.rw kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho hamagara telefoni nimeru: 3562.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabwo

2. Gutanga amasoko ya leta binyuze mu kigega cy'igihugu

Ubwoko bwa serevisi: Ubutegetsu bwite, imisoro n'amahoro

Serevisi n'iyihe?Nujuje ibisabwa?	Serevisi y'amasoko mu kigega cy'igihugu niyo ishinze gutanga amasoko kuva muntangiriro kugeza kundunduro. Kandi iyi serevisi ifasha abantu cyangwa ibigo bishaka gutanga amasoko bifitanye amasezerano n' ikigega cy'igihugu mu buryo bukurikira:
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	<p>-Gutangaza isoko mu binyamakuru, -Gukora ubugenzuzi mu mari, -Gukora raporo no kumenyesha abatsinziye isoko, -Kureba ko amasezerano yubahirijwe bafatanije n'abagenerwa bikorwa, -Kwakira no kubika amabahasha/dosiye zipiganwa, gutangaza no gutanga ubutumire bwo gupiganwa</p>
Serevisi itangwa ryari?	Guhera kuwa mbere saa moya za mugitondo kugeza kuwa gatanu saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe amasoko amara biratandukanye biterwa n'ubwoko bw'isoko.
Niba serevisi yishyuzwa, igiciro ni ikihe?	Kugura dosiye ikubiyemo isoko Amafaranga 100 buri rupapuro
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibyangombwa bikenerwa ni: icyemezo cy'ubacuruzi, inyandiko igaragaza ko nta mwenda ubureyemo leta, ibindi byangombwa bisabwa bijyana n'imiterere y'isoko.
Binyura mu zihe nzira kugira ngo uyihabwe ?	<p>-Abantu cyangwa ibigo bikeneye isoko bagomba kugura inyandiko ikubiyemo isoko mw'ishami ry'imari n'ubutegetsu mu kigega cy'igihugu -Dosiye y'isoko iba ikubiyemo ibikenewe ndetse harimo n'amasezerano - Abantu cyangwa ibigo bakeneye ubufasha bujyanye n'amasoko bajya mw'ishami ry'imari</p>

	n'ubutegetsi.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Akanama k'amasoko, Banki nkuru y'igihugu, cyangwa ikigo cy'imisoro n'amahoro umaze gutanga amafaranga yagenwe.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ikibazo kijyanye na serevisi wandikira umunyamabanga nshingwabikorwa w'ikigega, cyangwa ukabinyuza mu kanama k'amasoko. Ikibazo kigomba kugaragazwa mu minsi 7 umaze guhabwa ibaruwa yagatekanyo imenyeshya.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: <u>www.farg.gov.rw</u> kugira ngo umenye amakuru. Ukeneye kumenye ibiruseho hamagara telefoni nimeru: 3562.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

Itariki :

Bimejwe na :

Theophile RUBERANGEYO

Umunyabanga Nshingwabikorwa w'ikigega cy'igihugu gifasha abacitse kw'icumu rya genoside yakorewe abatutsi