Repubulika y'u Rwanda

IKIGO CY'IGIHUGU GISHINZWE GUSANA IMIHANDA

Tel. 55102991 – 55112131 – 584645

B.P. 6658 KIGALI.

SEREVISI ZITANGWA N'IKIGO CY'IGIHUGU GISHINZWE GUSANA IMIHANDA

Ukuboza, 2011

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IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n'ikigo cy'igihugu gishinzwe gusana imihanda.

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'ikigo cy'iguhugu gishinzwe gusana imihanda 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 ryi'iki gitabo gikubiyemo serivisi zihabwa abaturage ryerekana ubushake bw'ikigo cy'igihugu gishinzwe gusana imihanda gifite mw'itangwa rya serevisi nziza kandi zihuse

Nociata MUKAMURENZI

Umuyobozi Mukuru

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

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

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

- 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 FER 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 FER 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, FER 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, FER iteganya gukoreshwa ibikoresho tekiniki zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavuga kuri serivisi bahabwa;
- Gukurikiza ibyiza byakozwe ahandi;
- Isuzumamikorere;
- Amahugurwa, gucunga no kongera ubumenyi;
- Guha ubushobozi no gutanga uburenganzira ku nzego zo hasi zitanga serivisi;
- Kwihutisha ikemurwa ry'ibibazo byabagejejweho;

- Gucunga amakuru.

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na FER 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, FER irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera :

- Serivisi ishinzwe kwakira abagana Inzego no guhuza amakuru.
- Umunsi w'Imurikabikorwa /Umunsi wo kugaragaza ibyagezweho
- Gutegura no kunyuza mu icapiro inyandiko n'ibikoresho byamamaza:
  - Inyandikompine zitandukanye zamamaza,
  - Ibyapa
  - Ibiganira mbwirwa ruhame cyangwa bigenewe abanyamakuru

- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Ibiro kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televisiyo;
- Ibiganiro mbwirwa ruhame kuri radiyo na televisiyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
  - Gushakisha imiyoboro
  - imbuga za interineti rusange

- imbuga za interineti ahuriweho n'Inzego zitandukanye
- urubuga rwa interineti rwihariye

- Ubutumwa bugufi bwanditse buyobora abantu aho bajya bagahabwa serivisi;
- Gukwirakwiza kopi z'nyandiko mu bahagarariye inzego za Leta n'abafatanyabikorwa;
- Amakuru mu binyamakuru;
- Inama n'ibindi bikorwa bigamijwe guteza imbere itangwa rya serivisi.
- Amahugurwa agamije gutanga imirongo migari ku bakozi n'ababahagarariye ku birebana n'itangwa rya serivisi.
- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'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 FER 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 FER mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivsi mu Nzego z'Uburezi;

- Gutanga inama ku buryo kunoza serivisi zitangirwa muri FER;
- Guhanahana amakuru ku buryo serivisi zitangwa muri FER 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:

IKIGO CY'IGIHUGU GISHINZWE GUSANA IMIHANDA (FER)
www.fer.gov.rw
Tel. 55102991 – 55112131 – 584645
B.P. 6658 KIGALI.

Tuzakira, twemere kandi tunashakire ibisubizo ibibazo byose twakiriye mu gihe cy'iminsi itatu (3) y'akazi.
Mu gihe ikibazo kizaba gisaba gukorerwa ipereereza rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.

I. INTANGIRIRO

Ikigo cy'igihugu gishinzwe gusana imihanda cyashyizweho mu 2000 n'itegeko nimero 14bis/98 ryo kuwa 05 Ugushyingo 1998 riza gusimburwa n'itegeko nimero 52bis/2006 ryo kuwa12 Ukuboza 2007,nk'ikigo cy'iguhugu cyigenga gishinzwe kwakira no gucunga amafaranga neza no gusana imihanda rusange.

II. ICYEREKEZO

Gucunga neza bijyanye n'ubushobozi bw'umutungo hagamijwe gusana ibikorwa remezo kugira ngo dutezimbere ubukungu bw'igihugu no gushigikira imirongo migari na gahunda za leta kugira ngo zishyirwe mu bikorwa.

III. INTEGO

Intego n'ukwuzuza inshinga duhabwa n'amategeko nk'ikigo cya leta, nkuko zisobanurwa n'itegeko ngenga ryashyizeho iki kigo zirimo kwakira, no gucunga neza umutungo hagamijwe gusana imihanda rusange, mu buryo bwiza kandi hakurikijwe amabwirizwa ngenderwaho.

IV. IBIKORWA BY'INGENZI

1. Gukusanya no gucunga umutungu wakiriwe yakurikijwe itegeko mu ngingo yaryo ya 19 yiryo tegeko.
2. Gukorana n'izindi nzego zibifite mu nshingano mu gushyiraho gahunda yo gusana imihanda iterwa inkunga n'ikigo cy'igihugu gishyinzwe gusana imihanda;
3. Kugenzura imishinga n'inyigo zipiganirwa amasoko yo gusana imihanda mbere yuko amasoko atangwa;
4. Kugenzura ibikorwa uhereye mu mizi no gutanga amafaranga y'ibyo bikorwa hagamijwe kureba ko ibikorwa byashyizwe mu bikorwa nkuko byemeranijwe mu masezerano.

V. INDANGAGACIRO Z'INGENZI

Ikigo cy'igihugu gishinzwe gusana imihanda cyibanda kuri ibi bikurikira.

1. **Ubuyobozi bushishoza**
   Abantu bagaragaza ubunyangamugayo, bazira amacenga, ukuri,gukora nkitsinda,kandi bamaramaje gukorera rubanda.
2. **Umurimo unoze**
   Abantu batangana serevisi urugwiro, ubumenyi n'ubudashyikirwa kandi bakubaha abakiriya.
3. **Ubufatanye**
   Abantu bubaka ubufatanye n'abafatanya bikorwa bacu hagamijwe gukora ibikwiye.

SEREVISI ZITANGWA N'IKIGO GISHINZWE GUSANA IMIHANDA

A.Serevisi zitwangwa n'ubunyamabanga rusange no kwakira abashyitsi :

1. Kwakira inzandiko, abashyitsi, amasezerano n'inyemezabwishyu.

Ubwoko bwa serevisi

Serevisi n'iyihe? Nujuje ibisabwa?	Kwakira inyemezabwishyu, amasezerano, n'inzandiko zivuye hanze y'ikigo.
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Uwo mwanya
Nibiki bisabwa kugirango ubone serevisi?	ntakishyuzwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibikenerwa kugira ngo amasezerano yakirwe n'ubunyamabanga rusange: - inyigo y'umushinga -Impapuro zo gupiganirwa isoko - Kopi y'ubutumire bwo gupiganwa. - Raporo yo gufungura ipiganwa. - Raporo y'igenzura. - kumenyekanisha uwatsinze burundu. - kumenyekanisha by'agateganyo.

	- ingwate. Ibikenerwa kugira ngo inyemezabwishyu ngo yakirwe: - kopi y'amasezerano. -uruhusa rwo gukora imirimo - uzayobora imirimo -Ubushobozi bwogukora iyo mirimo. - kwemererwa imirimo by'agateganyo - kwemererwa imirimo burundu.
Binyura muyihe nzira ngo uyihabwe?	Ubonana n'umunyamabanga rusange ku kicaro cy'ikigo ufite kopi eshatu z'amasezerano kugira ngo zishyirweho umukono. Cyangwa wavugana nabo ugiye aho RAMA ikorera mwigorofa ya gatandatu. - umunyamabanga iyo amaze kureba ko byuzuye arabyakira agatera kashi kuri kopi igaragaza ko abyakiriye n'itariki yo abyakiriyeho. - iyo umuyobozi mukuru amaze gushyira umukono kumasezerano mbere yuko umunyamabanga rusange ashyikiriza umukiriya ashyira inimero kuri kopi eshatu bityo akabona kumuha. - umunyamabanga rusange ashyira iyo mibare muri mudasobwa. - umukiriya ajyana kopi ebyiri azihawe n'umunyamabanga - iyo amaze kwakira no kureba ko byuzuye, umunyamabanga ashyira kashi kuri fotokopi n'itariki ayitangiyeho. - iyo umuyobozi mukuru amaze gushinyira kwishyura,

	umunyamabanga akoramo kopi ebyiri. - umukiriya iyo aje kwakira uruhusa rwokwishyura mu biro by'umunyamabanga asinya mu gitabo ko atwaye uruhusa twokwishyurwa ndetse no kuri kopi isigaye.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ushobora kugiza ikibazo cyawe ku kigo bijyanye na serevisi wahawe. Ibi bibazo bikandikwa mu gitabo cyabigenewe mu biro by'ubunyamabanga hanyuma bikagenzwa aho bigomba kugezwa.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Kubindi bisobanuro hamagara kuri telefoni *55102991 – 55112131 – 584645* *Urubuga rwa internet www.fer.gov.rw*
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

B. Serevisi zitangwa n'ishami ry'ubuyobozi bukuru:

1. Kugenzura imishinga yo gusana imihanda, gusinya amasezerano,kwimeza inyemezabwishyu no kuyobora ikigo.

Ubwoko bwa serevisi: kuyobora no kwemeza inyishyu.

Serevisi n'iyihe? Nujuje ibisabwa?	Inyemezabwishyu n'amasezerano yo gusana imihanda by'abafatanya bikorwa byemerezwa n' Ikigo cy'igihugu gishinzwe gusana imihanda. Abafatanya bikorwa nka minisiteri y'ibikorwa remezo, umujyi wa Kigali, n'ibigo by'ubwubatsi bashobora kugira ibibazo mu nyemezabwishyu. Iyo byagenze bityo Umuyobozi mukuru binyuze k'umuyobozi ushinzwe ibiro bye niwe ukemura ibyo bibazo.
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibisubizo bitangwa hakurikijwe amategeko agenga ikigo, ingengo y'imari ikemezwa na minisiteri y'imari n'igenamigambi. Umufatanya ibikorwa cyangwa umuntu wese abona ikisubizo mu gihe cy'icyumweru kimwe.
Nibiki bisabwa kugirango ubone serevisi?	Ntacyo bisaba
Ni ibihe	Kubijyanye no gusana

byangombwa bisabwa kugira ngo uyihabwe ?	imihanda, kugira ngo inyemezabwishyu yemezwe ibyangombwa bikurikira birakenerwa: amasezerano, dosiye y'ipiganwa,ikigaragaza ko ari wowe watsindiye isoko, ibarawa kwemerera ko watsinze, uruhusa rwemeza ko uri umukozi mwiza rutangwa na umujyi wa Kigali, minisiteri y'ibikorwa remezo, cyangwa akarere
Binyura muyihe nzira ngo uyihabwe?	Mbere yo guhabwa inyemezabwishyu cyangwa amasezerano n'umunyamabanga bibanza kwoherezwa mw'ishami ry'abatekinisiye kugira ngo babanze bagenzure.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Abafatanya bikorwa bagomba kubanza bakamenya ko inyemezabwishyu cyangwa amasezerano niba yaravuye muri minisiteri cyangwa mu mujyi wa Kigali mbere yo kuza ku biro by'ikigo.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ubwira ikigo ikibazo cyawe ubinyujije k'umunyamabanga niba ari inyemezabwishyu watanze ikaba itarishyuwe cyangwa amakosa yakozwe mu kwishyura. Ibibibazo byoherezwa mw'ishami ry'imari bitakemuka bikoherezwa k'umuyobozi mukuru w'ikigo. Ibibazo by'amasezerano atameze neza byohererezwa umuyobozi mukuru.
Hari ibindi by'ingenzi bikenewe kumenywa kugira	Kubindi bisobanuro hamagara kuri telefoni *55102991 – 55112131 – 584645*

ngo ubone iyo serevisi?	*Urubuga rwa internet www.fer.gov.rw*
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

C. Serevisi zitangwa n'ishami ritanga amasoko ya leta no gucunga abakozi:

1. kugurisha amabahasha akubiyemo ibikenewe no kwakira amabahasha apiganira amasoko.

Ubwoko bwa serevisi: Gutanga ibikoresho kwa barwiyemezamirimo.

Serevisi n'iyihe? Nujuje ibisabwa?	Kwamamaza ibikoresho bikenewe, kugurisha amabahasha akubiyemo ibikenewe kuri barwiyemezamirimo, kwakira amabahasha no kumenyekanisha abatsinze n'abatsinzwe nyuma yo gukora igenzura.
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Buri soko rigenzurwa mu cyumweru kimwe ryatanzwemo ibyavuyemo bikamenyeshwa abapiganywe. Iyo isoko ryihutirwa kandi ari ritoya ibivuyemo bitangazwa ako kanya.
Nibiki bisabwa kugirango ubone serevisi?	Ntakiguzi
Ni ibihe byangombwa bisabwa kugira ngo	- icyemezo cyigaragaza ko yishyuye/ waguze impapuro zikubiyemo ibikenewe kuri konti

uyihabwe ?	y'ikigo iri muri banki nkuru y'igihugu. - impapuro zikubiyemo isoko - ubwishingizi - imikorere k'ubwishingizi kw'isoko riri hejuru ya miriyoni ishanu.
Binyura muyihe nzira ngo uyihabwe?	Wishyura kuri konti y'ikigo muri banki nkuru y'igihugu. Ukazana urupapuro wa banki rugaragaza ko yishyuriye isoko ushaka gupiganirwa ukarushira mu bunyamabanga rusange bw'ikigo. Urasinya ukajyana impapuro zikubiyemo isoko.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ubwira ikigo ikibazo cyawe kubijyanye na serevisi wahawe.ibi bibazo bikandikwa mugitabo mu bunyamabanga rusange noneho bikoherezwa kubo bireba. Iyo utanogewe n'uko isoko ryatanzwe, uhamagara kubiro bw'ikigo ugasaba kuvugana n'umukozi ushinzwe amasoko. Iyo utanogewe n'ibisobanuro aguhaye ushora kubishira munyandiko usaba ko ikibazo cyawe cyongerwa kikigwaho.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	Kubindi bisobanuro hamagara kuri telefoni *55102991 – 55112131 – 584645* *Urubuga rwa internet*

serevisi?	*www.fer.gov.rw*
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

D. Serevisi zitangwa n'ishami ritanga amasoko no kuyobora abakozi:

2. kuyobora no gucunga abakozi

Ubwoko bwa serevisi: kwamamaza ikigo no gutanga amakuru yaco.

Serevisi n'iyihe? Nujuje ibisabwa?	Ushaka amakuru yirekeranye n'ikigo yigera iri shami.
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'amakuru akenewe, iyo amakuru akenewe ahari atangwa uwo mwanya.
Nibiki bisabwa kugirango ubone serevisi?	Ntakiguzi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Urisobanura ukanagaragaza icyemezo cy'urwego ukorera.
Binyura muyihe nzira ngo uyihabwe?	Ujya aho bakira abashyitsi, ukavuga icy'ushaka umunyamabanga akakwohereza mw'ishami rishinzwe abakozi, byaba ngombwa ukwoherezwa mu biro by'umuyobozi mukuru.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko	Ntazo

kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ubwira ikigo ikibazo cyawe kubijyanye na serevisi wahawe.ibi bibazo bikandikwa mugitabo mu bunyamabanga rusange noneho bikoherezwa kubo bireba.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Kubindi bisobanuro hamagara kuri telefoni *55102991 – 55112131 – 584645* *Urubuga rwa internet* *www.fer.gov.rw*
Impapuro zuzuzwa	Ntzo
Ibyangombwa bisabwa n'amategeko	Ntabyo

E. Serevisi zitangwa n'ishami ry'abatekinisiye:

1.Gukurikirana no kugenzura ishanwa ry'imihanda n'amasezerano wasinywe ndetse no kureba inyemezabwishyu zishyuwe.

Ubwoko bwa serevisi: gukurikirana no Kugenzura

Serevisi n'iyihe? Nujuje ibisabwa?	Kugenzura isanwa ry'umuhanda ryakozwe na rwiyemezamirimo, kugenzura impapuro zishyurirwaho hamwe n'amasezerano mbere yuko bisinywa n'umuyobozi mukuru w'ikigo.
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo	Uwo mwanya, cyangwa umunsi cyangwa iminsi 2 bitewe n'imiterere y'icy'ushaka

uyihabwe?	
Nibiki bisabwa kugirango ubone serevisi?	Ntabisabwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kugira ngo umunyamabanga yakire amasezerano hagomba ibi bikurikiras: - imyigo y'umushinga -inyandiko ikubiyemo isoko - kopi y'ubutumire buhamagarira isoko. - raporo igaragaza ifungurwa ry'isoko. - raporo y'igenzura. - inyandiko igaragaza ko yatsindiye isoko. - kumenyeshwa by'agateganyo. - kumenyeshwa kwaburundu. - ingwate. Kugira ngo impapuro zishyuza zakirwe mu bunyamabanga hagomba: - kopi y'amasezerano. -uruhusa rwogukora imirimo -umukozi uzahagararira imirimo -kugaragaza amafaranga yagiye akoreshwa. - kwemera imirimo by'agateganyo - kwemera imirimo burundu.
Binyura muyihe nzira ngo uyihabwe?	-iyo bivuye mu biro by'umuyobozi mukuru, impapuro zishyurirwaho zinyura k'umuyobozi ushinzwe kugenzura. - umuyobozi asaba enginiyeri kugenzura ibikorwa byakozwe. - ba enginiyeri bagatanga uburenganzira bwo kwishyura. - izo mpapuro zishyurirwaho zikajyanwa k'umuyobozi mukuru bityo akeneza ko

	zishyurwa. -noneho zikwoherezwa mw'ishami ry'imari kwishyurwa.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Iyushaka kugira kubaza cyangwa ukeneye amakuru ajyanye no kwushyurwa cyangwa amasezerano, ushobora guhamagara mu kigo ukoresheje telefoni, ushobora kwandika, wandikira umuyobozi w'ikigo noneho we akohereza iyo baruwa mw'ishami ryo bireba.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Kubindi bisobanuro hamagara kuri telefoni *55102991 – 55112131 – 584645* *Urubuga rwa internet* *www.fer.gov.rw*
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

F. Serevisi zitangwa n'ishami ry'imari:

1.kwishyura no gukusanya umutungo uturuka munzira zitanganwa n'amategeko.

Ubwoko bwa serevisi: kwishyura no gukusanya umutungo w'ikigo.

Serevisi n'iyihe? Nujuje ibisabwa?	-kwishyura. -gukusanya umutungo kuva hose hateganwa n'amategeko
Serevisi itangwa	Guhera kuwa mbere kugeza

ryari?	kuwa gatanu uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu cyumweru kimwe.
Nibiki bisabwa kugirango ubone serevisi?	Ntakishyurwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kugira ngo impapuro zishyuza zakirwe mu bunyamabanga hagomba: - kopi y'amasezerano. -uruhusa rwogukora imirimo -umukozi uzahagararira imirimo -kugaragaza amafaranga yagiye akoreshwa. - kwemera imirimo by'agateganyo - kwemera imirimo burundu. Kubijyanye no kwegeranya umutungo w'ikigo ntabyangombwa bikenerwa.
Binyura muyihe nzira ngo uyihabwe?	- iyo abashinzwe kugenzura barangije n'umuyobozi mukuru amaze gushiraho umukono no gutera kashi, imparuro zokwishyuriraho zoherezwa k'umuyobozi w'ubutegetsi n'imari kugira ngo yishyure. - iyo umuyobozi w'ubutegetsi n'imari nawe arangije kwemeza, umucungamari akora sheki akajya gusinyisha muri banki nkuru y'igihugu kandi agakura ayo mafaranga kumurungo y'ikigo hakoreshejwe

	ikoranabuhanga rijyanye nokwishura. Iyo ibyo byose birangiye kopi ya sheki ishyirwa mu bunyamabanga uwishyuza akaza akayifata.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Iyo habaye ikibazo, ikigo cy'igihugu gishinzwe gusana imihanda gikurikirana amakuru cyagejejweho no cyikavuga ibikwiye gukosorwa bijyanye n'ibirego byatanzwe.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Kubindi bisobanuro hamagara kuri telefoni *55102991 – 55112131 – 584645* *Urubuga rwa internet www.fer.gov.rw*
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

Byemejwe na: ……..

Umuyobozi mukuru w'ikigo gishinzwe gusana imihanda

Itariki:……