



## REPUBULIKA Y'URWANDA

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## IGITABO GIKUBIYEMO

## SERIVISI

## ZIHABWA ABAGANA I.R.S.T

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## **IRIBURIRO**

Nejewe nokubagezaho iki gitabo gikubiyemo serivisi zihabwa abaturage cy'Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga (IRST).

Iki gitabo cyateguwe hashingiwe kuri gahunda ya leta yokuvugurura inzego kandi hagamijwe gusubiza ibyifuzo by'Abanyarwanda, ibi bikorwa mu mucyo kandi hagaragazwa ibyo dukora.

Iki gitabo kigaragaza uruhare rw' Ikigo cy'Ubushakashatsi n'Ikoranabuhanga (IRST), kikerekana serivisi zitangwa niki kigo, kigaragaza urutonde rwaho izi serivisi zitangirwa, ibisabwa kugirango uzihabwe nibyo amategeko ajyenera abazihabwa.

Gutegura iki gitabo bigaragaza ubushake dufite bwo guha serivisi nziza abatugana tugamije ubwunvikane nokunoza serivisi dutanga.



**Dr. NDUWAYEZU Jean Baptiste**  
**Umuyobozi Mukuru wa IRST**

Iki Gitabo kigaragaza serivisi IRST 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 IRST 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 IRST:
  - Kugaragaza neza serivisi zitangwa na IRST,
  - 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 icyo 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 IRST. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na IRST.
- 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 IRST.
- Amakuru n’uburyo bwatuma serivisi za IRST 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 IRST no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m’ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za IRST 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, IRST yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n’uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko IRST 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, IRST yizeye ko hazakomeza

kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu IRST 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 IRST
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za IRST gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana IRST banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 IRST 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 kumenyeshya abasaba serivisi aho IRST igeze mu iterambere.
- Kwemeza uburyo buzakoreshe 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, IRST 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'iyi miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, IRST iteganya gukoreshwa ibikoresho tekini zikurikirana mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavugaga 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 byabagejeweho;
- 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 IRST 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, IRST 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 kunyuzwa 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;
- Kubinyuzwa mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganirwa 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 IRST 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 IRST 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 IRST;
- Guhanahana amakuru ku buryo serivisi zitangwa muri IRST 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**

Hashingiwe ku cyerekezo 2020, Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga (IRST) n'Urwego rw'Ubumenyi bushingiye ku ikoranabuhanga kandi bizamura ubukungu bw'Urwanda. Cyashyizweho nk'Ikigo cyubushakashatsi n'Ikoranabuhanga mu rwego rwo kuvugurura ubushakashatsi mu Rwanda, Iki kigo cyashyizweho n'Itegeko no 06/1989 ryo kuwa 15/ 03/1989 ryanditwe mu igazeti ya leta yo kuwa 1/05/ 1989. Udushya mu Ikoranabuhanga twacyo dufasha abanyarwanda gukemura ibibazo by'Imibereho mu bukungu.

## **II. ICYEREKEZO**

Icyerekezo cyacu ni kuba ikigo cy'Ubushakashatsi ku rwego mpuzamahanga nogutanga ikoranabuhanga rikwiye mu ngufi, Ibidukikije, Ubuzima, mu muryango no muri gahunda y'Ubukungu.

### **III.INTEGO**

Kugira uruhare mu iterambere rirambye ry'URwanda binyuze mu bushakashatsi, Kubitangaza, noguha ikwirakwiza ry'Amakuru mu Ikoranabuhanga.

### **IV.UBURENGANZIRA BW'ABAGENERWABIKORWA**

Abagenerwabikorwa bacu bafite uburenganzira bukurikira:

- Kwakirwa mu buryo bwihuse kandi mu cyubahiro
- Guhabwa amakuru yose yifuzwa kubuntu/ntakiguzi cyangwa gitoya kitari icyo gucuruza
- Gutanga ibibazo kugera munzego zanyuma nkuru nokujuririra ibyemezo byafashwe n'Ubuyobozi.

### **1. GUTANGA AMAKURU KU IKORANABUHANGA NOGUHANGA UDUSHYA**

**Ubwoko bwa serivisi: Serivisi zijyanye n'Ikusanyamakuru**

<b>Serivisi ni iyihe?</b>	Gukusanya amakuru.
<b>Nujuje ibisabwa?</b>	Birahari kuri buri muturage muri rusange.Nubwo abakozi ba IRST n'Abarimu ba Kaminuza y'Urwanda aribo bemerewe kubitira bakabitizwa bonyine nabo aruko bubahirije amabwiriza yashyizweho na IRST
<b>Ni hehe serivisi itangirwa?</b>	Muri serivisi ishinze guhanga udushya nogukwirakwiza ikoranabuhanga
<b>Serivisi itangwa ryari?</b>	Kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba: (7:00 Am to 17:00Pm) Kuwa gatanu saa moya

	zamugitondo kugeza saa sita zakumanywa: (7:Am to 12:00Pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Serivisi ukimara kuyisaba urayihabwa.
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Nta kiguzi gisabwa kuri iyi serivisi
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Irangamuntu,</li> <li>• Ikarita y'Umunyeshuli cyangwa</li> <li>• Ikarita y'Akazi</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Buri muntu asaba amakuru, ikusanya makuru cyangwa amaraporo ajya mubunyamabanga rusange.</li> <li>• Umunyamabanga amuyobora muri serivisi ishinzwe guhanga udushya nogukwirakwiza ikoranabuhanga, aho bazamuha amakuru ajyanye nuburyo bwo guhabwa ibyo akeneye.</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Abafite ibibazo bagana Umuyobozi wa serivisi ishinzwe guhanga udushya nogukwirakwiza ikoranabuhanga. Nyuma

	utanyurwa nigisubizo ukajya k'Umuyobozi Mukuru wa IRST.
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Ukeneye ayandi makuru wasura urubuga rwa interineti kuri: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a>
<b>Impapuro zuzuzwa</b>	Hari impapuro zuzuzwa kubantu bashaka gutira ibitabo, n'ibinyamakuru muri serivisi ishinzwe gukusanya amakuru.
<b>Ibyangombwa bigenwa n'Amategeko</b>	Ntabwo

## **2.KUBONA IBISUBIZO BYAVUYE MUGUPIMA**

### **Ubwoko bwa serivisi: Serivisi zijyanye nogupima**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Gusesengura urugero bikorerwa aho bapimira muri IRST mubijyanye na ubutabire, ubumenya muntu, ikoranabuhanga mu bizima, Ubumenya muntu buto, Ibijyanye n'Imiti, hamwe n'Ubugenge
<b>Ni hehe serivisi itangirwa?</b>	Aho bapimira (ipimiro)
<b>Serivisi itangwa ryari?</b>	Kuwa kabiri no kuwa kane guhera saa moya kugeza saa sita zakumanywa, saa saba kugeza saa kumi nimwe: (7:00am-12:00pm, 1:00-5:00pm) Kuwa gatanu saa moya kugeza saa sita: (7:00am-12:00pm)

<b>Uherye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Bishobora kumara icyumweru kimwe bitinze
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Amafarango yogupima
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rubisaba</li> <li>• Kopi y'Irangamuntu</li> <li>• icyemezo cya banki kigaragaza ko wishyuye</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Urwandiko rusaba ko wapimisha rwandikirwa Umuyobozi mukuru.</li> <li>• Iyo wemerewe umenyeshwa amafaranga wakwishyura nuburyo buzakoreshwa mugupima.</li> <li>• Gutanga urwandiko rugaragaza ko wishyuye ruvuye muri banki</li> <li>• Utanga ibiri bupimwe</li> <li>• Wuzuza urupapuro ruri aho bapimira rugaragaza ibigomba gupimwa.</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri banki nkuru y'Urwanda kwishyura amafaranga yogupimisha.
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bishyikirizwa Umuyobozi Ushinzwe aho bapimira. Kuri uru rwego hatabonetse igisubizo ugana ibiro by'Umuyobozi Mukuru.

<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti kuri IRST: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> ukabona amakuru. Wakenera ibindi bisobanuro ugahamagara kuri telefoni ikurikira:078 858 1740 cyangwa 072 858 1740
<b>Impapuro zuzuzwa</b>	Kugeza ubu nta mpapuro zuzuzwa kubera ko serivisi yogupima itaratangira naho bapimira ntihakora, ariko zikazaboneka aho bapimira hatangiye
<b>Ibyangombwa bigenwa n'Amategeko</b>	Ntabyo

### **3.GUTANGA AMAKURU KUBIJYANYE N'AMASOKO**

**Ubwoko bwa serivisi: Ibitabo by'Amasoko, Urwandiko rumenyeshya, no gusinya amasezerano**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	<ul style="list-style-type: none"> <li>• Gutanga ibitabo by'Amasoko kubapiganirwa ayo masoko</li> <li>• Kwandikira abatsindiye isoko nabatatsindiye iryo soko</li> <li>• Gusinyana amasezerano nuwatsindiye isoko</li> </ul> <p>Buri muntu wese ushaka gutanga ibintu cyangwa serivisi aremerewe usibye abakozi ba IRST.</p>
<b>Ni hehe serivisi itangirwa?</b>	Ibiro bishinzwe amasoko
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kuwa kane saa moya saa kumi nimwe zanimugoroba (7:00 am to 5:00 pm) Kuwa gatanu saa moya kugeza saa sita zakumanywa: (700 am to 12:00 pm)



<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iminota mirongo itatu gusa (30 minutes)
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Amafaranga yokugura impapuro /Ibitabo by'Amasoko hamwe n'Ingwate yogukora biba biri mu rwandiko rwa IRST rubimenyesha abantu
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	Icyemezo cyuko wishyuye kuri banki amafaranga adasubizwa bigaragazwa mu itangazo ry'Isoko
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	Nkuko biba byagaragajwe mubitabo by'Amasoko
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri banki nkuru y'Igihugu ukishyurira ibyangombwa by'Amasoko cyangwa indi banki cyangwa ikigo cy'Ubwishingizi kugira ngo kishingire imikorere /akazi
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ujuririra itangwa rya masoko abikora munyandiko akandikira Ikigo cy'Igihugu Gishinzwe Amasoko ya Leta (RPPA).
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti rwa IRST: kuri <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> ukabona amakuru. Cyangwa wakenera ibindi bisobanuro ugahamagara kuri iyi telefoni + 250 (788573872)
<b>Impapuro zuzuzwa</b>	-

<b>Ibyangombwa bigenwa n'Amategeko</b>	- Itegeko rigenga amasoko ya leta
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#### **4.KWAKIRA ABANYESHULI MUKWITOZA UMWUGA**

##### **Ubwoko bwa serivisi: Kwitoza umwuga kubanyeshuli**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<p>Kwitoza umwuga</p> <p>Aba barabyujuje:</p> <ul style="list-style-type: none"> <li>• Abanyeshuli biga mu mashuli yisumbuye cyangwa amashuli makuru na zakaminuza bashaka kwitoza umwuga/akazi muri IRST.</li> <li>• Abanyeshuli barangije amashuli yisumbuye cyangwa amashuli makuru na zakaminuza bashaka kwitoza umwuga/akazi muri IRST nabandi bafitanye gahunda zihariye na RDB</li> </ul>
<b>Ni hehe serivisi itangirwa?</b>	
<b>Serivisi itangwa ryari?</b>	<p>Kuva kuwa mbere kugeza kuwa kane guhera saa moya zamugitondo kugeza saa sita zakumanywa, bikongera saa saba kugeza saa kumi nimwe zanimugoroba:</p> <p>(7:00 am to 12:00 am); (1:00 pm to 5:00 pm)</p>

	Kuwa gatanu saa moya zamugitando kugeza saa sta zakumanywa: (7:00 am to 12:00 am)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Icyumweru kimwe
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Nta kiguzi kiyi serivisi ariko abanyeshuli bimenyereza imyuga bashobora kwishyurira ibikoresho byangiritse kubera bo
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	Urwandiko ruvuye ku muyobozi wishuli, Umuyobozi w'Ishami muri kaminuza cyangwa umuyobozi muri RDB.
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Inyandiko zandikiwe Umuyobozi Mukuru wa IRST zandistwe n'Umuyobozi w'Ishuli, Umuyobozi w'Ishami cyangwa Umuyobozi muri RDB (Ikitonderwa inyandiko zisaba zabanyeshuli ubwabo ntizemerwa).</li> <li>• Bivuye mu biro by'Umuyobozi mukuru ibaruwa isaba izoherezwa muri serivisi ibishinzwe,</li> <li>• icyemezo kimenyeshwa umunyeshuli binyuze mu bunyamabanga rusange</li> </ul>

<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Nta narumwe.
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ntabwo
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti rwa IRST: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> Cyangwa ugahamagara mubunyamabanga rusange kuri iyi telefoni: 0788835316
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategeko</b>	Ntabwo

## **5.GUKENERA GUPIMISHA NOGUKORA ISESENGURA, NOGUKORA URUGERO RWOKUREBERAHO**

**Ubwoko bwa serivisi: Gusesengura urugero, Gukora uru rugero rw'Ikitegererezo nirindi kusanyamakuru rikenewe**

<b>Serivisi ni iyihe?</b>	1. Gukora urugero rwokureberaho
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<p><b>Nujuje ibisabwa?</b></p>	<p>2. Isesengura ry’Imiti n’Ubugenzuzi bwayo  3. Imbabura nziza yakijyambere  4. Amakuru ajyanye n’Ingufu ziva ku imirasirey’ izuba</p> <p>Buri muntu ukeneye gukora ubushakashatsi muri siyansi yujuje ibisabwa</p>
<p><b>Ni hehe serivisi itangirwa?</b></p>	<p>Muri serivisi y’Ingufu</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Kuwa mbere kugeza kuwa kane saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba: (7:00 am to 5:00 pm)  Kuwa gatanu saa moya kugeza saa sita zakumanywa: (7:00 am to 12:pm)</p>
<p><b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b></p>	<p>Ibyumweru bibiri kugira ngo hakorwe isesengurwa n’Ubugenzuzi bw’Imiti</p> <p>Iminsi itatu kubakeneye Imbabura nziza</p> <p>Isaha imwe kuwukeneye amakuru ajyanye n’Ingufu zituruka ku izuba  Izindi serivisi: Iminsi mirongo itatu niyo micye</p>
<p><b>Niba serivisi yishyurwa igiciro n’Ikihe?</b></p>	<p>Kwishyura amafaranga yogukora isesengura, kwishyura igiciro kigipimo cyatanzwe</p>
<p><b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>• Ibaruwa ikwemerera yanditswe n’Umuyobozi mukuru wa IRST</li> <li>• Inyemeza bwishyu yatanzwe na BNR ya konti n0</li> </ul>

	1201481,IRST "Gitansi zikoreshwa imbere mu kigo"
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>▪ Urwandiko rwandikiwe Umuyobozi Mukuru binyuze mubunyamabanga rusange</li> <li>▪ Uhabwa inyemeza bwishyu na serivisi ishinzwe ingufu</li> <li>▪ Gutanga icyemezo cya BNR cyuko wishyuye Muri serivisi ishinzwe ingufu Submit the BNR</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kuri banki nkuru y'Igihugu kwishyura
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Utishimiye serivisi yahawe ashobora kwandikira Umuyobozi mukuru wa IRST cyangwa akizizira ubwe kubiro
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti kuri <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> ukabona amakuru cyangwa wakenera ibisobanuro ugahamagara kuri iyi telefoni <b>0782413105 cyangwa 0788582448</b> mu masaha y'Akazi
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategako</b>	Ntabwo

## 6. GUTANGA AMAKURU AJYANYE NIBY'IMITI

### Ubwoko bwa serivisi: Ubushakashatsi no gutangaza Inyandiko

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga amakuru kuri Leta cyangwa abantu muri rusange, kubijyanye n'ubushakashatsi  Yego, wujuje ibisabwa
<b>Ni hehe serivisi itangirwa?</b>	Umukozi nizindi mpugucye zishinzwe ubushakashatsi ku miti
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane kuwa saa moya zamugitondo kugeza saa kumi nimwe 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).
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iyo ibaruwa isaba itanzwe, igisubizo gitangwa akokanya
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Nta kiguzi kiyi serivisi
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Ibaruwa isaba</li> <li>• Nuruhushya rutangwa n'Ubuyobozi bukuru bwa IRST</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Tanga urwandiko rusaba mu bunyamabanga rusange</li> <li>• Iyo inzandiko zisaba zuzuye uruhushya ruboneka mu minsi itatu</li> </ul>

<b>Hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Iyo udahawe serivisi nziza kubiro by'Umuyobozi ushinzwe sitasiyo y'Ubushakashatsi, Umuyobozi wa Gahunda z'Ubushakashatsi, Umuyobozi ushinzwe Imiyoborere, cyangwa byaba ngombwa Umuyobozi Mukuru wa IRST
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Buri gihe wasura urubuga rwa interineti kuri: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> ukabona amakuru. Cyangwa wakenera ibindi bisobanuro ugahamagara kuri iyi telefoni: Fix (250) (0) 252 530 395, Fax (250) 252 530 939, umurongo wa interineti: <a href="mailto:irst@irst.ac.rw">irst@irst.ac.rw</a> cyangwa <a href="mailto:irst2001@yahoo.fr">irst2001@yahoo.fr</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategako</b>	Ntabyo

## **7.GUTANGA AMAKURU KUMICUNGIRE N'IMIKORERE YA IRST**

**Ubwoko bwa serivisi: Inyandiko ku micungire n'Imikorere**

<b>Serivisi ni iyihe?</b>	Buri muntu ukeneye amakuru ku miyoborere ya IRST, Imikorere
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<b>Nujuje ibisabwa?</b>	cyangwa gahunda z'Ubushakashatsi yaza kuri IRST akabaza ayo makuru yaba aje kugiti cye cyangwa munyungu rusange. Yego, Iyo usaba abyemerewe n'Umuyobozi mukuru cyangwa afite icyemezo kimwemerera guhabwa ayo makuru muri IRST. icyo cyemezo gikomeza gukora kugeza ahawe ayo makuru.
<b>Ni hehe serivisi itangirwa?</b>	Serivisi ishinzwe igenamigambi, gukurikirana nogusesengura
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kwa kane guhera saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba ( 7:00 am to 5:00 pm) Kuwa gatanu saa moya zamugitondo kugeza saa sita zakumanywa: (7:00 am to 12:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iminsi ibiri y'Imibyizi niyo micye
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Nta kiguzi gisabwa iyo bikenewe gukoreshwa mu mpamvu z'Ubushakashatsi, Cyangwa umukozi wa leta akeneye kubikoresha mu kazi ka leta cyangwa mu kunguka ubwenge
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Ikarita y'Umushyitsi</li> <li>• Urwandiko rusaba rutangwa n'Umuyobozi Mukuru</li> <li>• Irangamuntu</li> </ul>
<b>Binyura mu zihe nzira kugira ngo</b>	<ul style="list-style-type: none"> <li>• Utanga ibaruwa isaba ku muyobozi mukuru wa IRST</li> </ul>

<b>uyihabwe?</b>	<ul style="list-style-type: none"> <li>Nyuma yuko byemezwa n'Umuyobozi Mukuru w'Ikigo gishinzwe Ikoranabuhanga n'Ubushakashatsi, Umuyobozi w'Igenamigambi, gukurikirana kugenzura atanga amakuru yasabwe/akenewe.</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Iyo uwahawe serivisi atanyuzwe agana umuyobozi mukuru w'Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga.
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Sura urubuga rwa interineti kuri, <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> , kohereza ubutumwa kuri/binyuze ku agasanduku kiposita. BOX 227 Butare cyangwa kuri terefoni (250)530395 cyangwa fakisi n0 (250)530 939
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategeko</b>	<ul style="list-style-type: none"> <li>Itegeko rishyiraho ikigo cy'Igihugu gishinzwe Ubushakashatsi n'Ikoranabuhanga</li> <li>Uburyo bukoreshwa</li> <li>Amabwiriza akoreshwa imbere mu kigo</li> </ul>

## 8.UBUFATANYE KANDI NOGUSHYIRAHAMWE N'IKIGO GISHINZWE UBUSHAKASHATSI N'IKORANABUHANGA

### Ubwoko bwa serivisi: Amasezerano y'Imikoranire

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Ubufatanye no gushyirahamwe n'Ikigo gishinzwe ikoranabuhanga n'Ubushakashatsi (IRST)  Yego
<b>Ni hehe serivisi itangirwa?</b>	Igenamigambi, gukurikirana nokugenzura
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba (7:00 am to 5:00 pm) Kuwa gatanu saa moya zamugitondo kugeza saa sita zakumanywa: (7:00 am to 12:00 pm)
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Ntacyo
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Ibaruwa isaba.</li> <li>• Ikopi y'Itegeko rishyiraho ikigo/urwego rusaba.</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Gutanga urwandiko rusaba rwandikirwa umuyobozi mukuru wa IRST</li> <li>• Umuyobozi mukuru yoherereza uwanditse igisubizo cyanditse</li> </ul>

	<ul style="list-style-type: none"> <li>• Umuyobozi w'Igenamigambi, gukurikirana nokugenzura ategura amasezerano y'Imikoranire kandi bagakorana n'uwandiste hagamijwe kutunganya neza ayo masezerano.</li> <li>• Umuyobozi mukuru w'Ikigo gishinze ikoranabuhanga n'Ubushakaashatsi muri IRST hamwe n' umuyobozi w'ikigo cyasabye basinya amasezerano</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Ibibazo bitangwa ku muyobozi mukuru
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Ntazo
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategeko</b>	Itegeko rishyiraho iki kigo

**9.KUBONA AMAKURU YABAHANGA KUBWOKO BWAHAKORERWA**

**Ubwoko bwa serivisi: Ahakorerwa ikusanywa n’Isobanura**

<p><b>Serivisi ni iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>	<p>Gutanga amazina y’Amoko y’Ibiti mubushakashatsi, uburezi, kubitera, kubikoresha, Kubicunga nokubifata neza.</p> <p>Abashakashatsi, Abanyeshuli, abashaka imiti, abafata ibyemezo, n’abanyarwanda mu rusange nyuma yo kugaragaza ibyifuzo nokwemererwa n’Ubuyobozi bukuru bwa IRST.</p>
<p><b>Ni hehe serivisi itangirwa?</b></p>	<p>Abashaka imiti n’Abahanga</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Kuwa mbere kugeza kuwa kane guhera saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba</p> <p>Kuwa gatanu saa moya kugeza saa sita zakumanywa.</p>
<p><b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b></p>	<p>Iminsi itatu y’Imibyizi</p>
<p><b>Niba serivisi yishyurwa igiciro n’Ikihe?</b></p>	<p>Nta kiguzi gisabwa kuri iyi serivisi</p>
<p><b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b></p>	<p>Urwandiko rusaba rutangwa n’Urwego rusaba serivisi n’Urwandiko rwemerera urwo rwego rutangwa n’Ubuyobozi bukuru bwa IRST</p>

<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Gutanga ibaruwa isaba m'Ubunyamabanga rusange</li> <li>• Iyo ibisabwa byuzuye uruhushya rutangwa mu minsi y'Akazi</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Iyo uwahawe serivisi atanyuzwe agana umuyobozi mukuru w'Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga.
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Sura urubuga rwa interineti kuri, <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> , kohereza ubutumwa kuri/binyuze ku agasanduku kiposita. BOX 227 Butare cyangwa kuri terefoni (250)530395 cyangwa fakisi n0 (250)530 939
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategako</b>	Ntabwo

## **10. GUTANGA SERIVISI ZIJYANYE N'AKAZI K'IMPUGUKE MU BIMERA NIBISA NABYO N'IBIDUKIKIJE**

**Ubwoko bwa serivisi: Gutanga serivisi zijyanye kazi k'Impuguke bw'Ibimera nibisa nabyo n'ibidukikije**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Gutanga serivisi z'impuguke mu bumenyi bw'Ibimera nibijyanye nabyo n'ibidukikije Yego nujuje ibisabwa
<b>Ni hehe serivisi itangirwa?</b>	Abashaka imiti yogukoresha n'Abahanga
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane guhera saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba Kuwa gatanu saa moya kugeza saa sita zakumanywa.
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iminsi itatu y'Imibyizi
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Amafaranga y'Impuguke
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	Urwandiko rusaba rutangwa n'Urwego rusaba serivisi n'Urwandiko rwemerera urwo rwego rutangwa n'Ubuyobozi bukuru bwa IRST
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Gutanga ibaruwa isaba m'Ubunyamabanga rusange</li> <li>• Iyo ibisabwa byuzuye uruhushya rutangwa mu minsi itatu y'Akazi</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura</b>	Ntazo

<b>igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Iyo uwahawe serivisi atanyuzwe agana umuyobozi mukuru w'Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga.
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Sura urubuga rwa interineta kuri, <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> , kohereza ubutumwa kuri/binyuze ku agasanduku kiposita. BOX 227 Butare cyangwa kuri terefone (250)530395 cyangwa fakisi n0 (250)530 939
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategeko</b>	Ntabwo

## **11.GUTANGA AMAKURU Y'IBYA SIYANSI KU MOKO Y'IBITI**

**Ubwoko bwa serivisi: Amakuru yibya siyansi mu moko y'Ibiti**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Gutanga amakuru mu bya siyansi ku mikoreshereze y'Ibiti, Imiti ivamo, Uburyo byongera ubukungu, Uburyo bitanga isura nziza nkibidukikije, Ibidukikije bikenewe, Imibare igaragaza uko mu Rwanda dufashe neza amoko atandukanye y'Ibiti.
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	. Abashakashatsi, Abanyeshuli, abashaka imiti yogukoresha, abafata ibyemezo, n'abanyarwanda mu rusange barabyemerewe
<b>Ni hehe serivisi itangirwa?</b>	Abashaka imiti ikoreshwa
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza saa kumi nimwe zanimugoroba Kuwa gatanu saa moya kugeza saa sita zakumanywa
<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Mu minsi itatu y'Imibyizi
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Ntakiguzi kuri iyi serivisi
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	Urwandiko rusaba rutangwa n'Urwego rusaba serivisi n'Urwandiko rwemerera urwo rwego rutangwa n'Ubuyobozi bukuru bwa IRST
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Gutanga ibaruwa isaba m'Ubunyamabanga rusange</li> <li>• Iyo ibisabwa byuzuye uruhushya rutangwa mu minsi itatu y'Akazi</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi</b>	Ntazo

<b>byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Iyo uwahawe serivisi atanyuzwe agana umuyobozi mukuru w'Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga.
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo mbone iyo serivisi?</b>	Sura urubuga rwa interineti kuri, <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> , kohereza ubutumwa kuri/binyuze ku agasanduku kiposita. BOX 227 Butare cyangwa kuri terefoni (250)530395 cyangwa fakisi n0 (250)530 939
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategeko</b>	Ntabyo

## **12.GUTANGA AMAKURU MU BYA SIYANSI KUBUSHAKASHATSI MU BIMERA NIBISA NABYO NOKUBITANGAZA**

### **Ubwoko bwa serivisi: Ubushakashatsi no kubitangaza**

<b>Serivisi ni iyihe?</b>	Gutanga ibyavuye mu bushakashatsi kuri leta no kubaturage muri rusange
<b>Nujuje ibisabwa?</b>	
<b>Ni hehe serivisi itangirwa?</b>	Abashaka ibikoreshwa mubushakashatsi n'Inzobere
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza saa kumi nimwe zanimugoroba Kuwa gatanu saa moya kugeza saa sita zakumanywa.

<b>Uhereye igihe wasabiye serivisi bifata igihe kingana iki kugirango uyihabwe?</b>	Iyo tumaze kwakira urwandiko rusaba, igisubizo kiboneka akokanya.
<b>Niba serivisi yishyurwa igiciro n'Ikihe?</b>	Ntakiguzi kuri iyi serivisi
<b>Ni ibihe byangombwa bisabwa kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Ibaruwa isaba</li> <li>• Uruhushya rutangwa n'Ubuyobozi Bukuru IRST</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• Gutanga urwandiko rusaba rutangwa mu bunyamabanga buhoraho</li> <li>• Iyo ibyangombwa byuzuye uruhushya rutangwa mu minsi itatu y'Imibyizi</li> </ul>
<b>Hari izindi nzego bisaba kunyuramo? ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mugihe udahawe iyo serivisi?</b>	Iyo uwahawe serivisi atanyuzwe agana umuyobozi mukuru w'Ikigo gishinzwe Ubushakashatsi n'Ikoranabuhanga.
<b>Hari ibindi by'Ingenzi bikenewe kumenywa kugira</b>	Sura urubuga rwa interineti kuri, <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> , kohereza ubutumwa kuri/binyuze ku agasanduku kiposita. BOX 227 Butare cyangwa

<b>ngo mbone iyo serivisi?</b>	kuri terefoni (250)530395 cyangwa fakisi n0 (250)530 939
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bigenwa n'Amategeko</b>	Ntabyo

**Byemejwe na:**

**Umuyobozi Mukuru w'Ikigo cy'Ubushakashatsi  
n'Ikoranabuhanga IRST  
Dr NDUWAYEZU Jean Baptiste**