REPUBULIKAY'U RWANDA

IKIGO CY'IGIHUGU GISHINZWE GUTEZIMBERE IBIKOMOKA K'UBUHINZI BIJYANWA MU MAHANGA (NAEB)

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IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATUGANA

Mutarama, 2012

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IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n'Ikigo cy'Igihugu gishinzwe gutezimbere ibikomoka k'Ubuhinzi bijyanwa mu mahanga.

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 Ikigo cy'Igihugu gishinzwe gutezimbere ibikomoka k'Ubuhinzi bijyanwa mu mahanga gifite 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 Ikigo cy'Igihugu gishinzwe gutezimbere ibikomoka k'Ubuhinzi bijyanwa mu mahanga gifite mw'itangwa rya serevisi nziza kandi zihuse**.**

Bwana KANYANKOLE Alex
Umuyobozi Mukuru wa NAEB

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

- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na NAEB.
- 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 NAEB.
- Amakuru n'uburyo bwatuma serivisi za NAEB 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 NAEB no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za NAEB 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, NAEB yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko NAEB 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, NAEB yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu NAEB 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 NAEB
- Umurongo wa telefoni utishyurwa;

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

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

- 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 NAEB 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 NAEB 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, NAEB 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, NAEB 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 NAEB 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, NAEB 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'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 NAEB 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 NAEB mu bwitonzi kandi mubahesha icyubahiro;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri NAEB;
- Guhanahana amakuru ku buryo serivisi zitangwa muri NAEB 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 GISHINZWE KWOHEREZA MU MAHANGA IBIKOMOKA K'UBUHINZI
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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.

1.INTANGIRIRO

Ikigo cy'Igihugu gishinzwe gutezimbere iyoherezwa mu mahanga y'Ibikomoka k'Ubuhinzi (NAEB) cyashyizweho mu mwaka wa 2010 mu ingiyo no- 39/2010 yo kuwa 25/11/2010.
Igitabo gikubiyemo serivisi zihabwa abaturage cya NAEB cyakozwe hashingiwe ku itegeko rishyiraho NAEB rikanagena ishyirwa mubikorwa ry'Inshingano zayo n'Ibikorwa ikora.

2. IMPAMVU YIKI GITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE CYA NAEB

Impamvu yiki gitabo cya NAEB nugutezimbere urweo kumenyekanisha inshingano za NAEB, gutanga umurongo nyawo kubyo bashinzwe gukora, kongerera agaciro ubucuruzi hatangwa amakuru ajyanye na serivisi zitangwa niki kigo, Ibipimo ngenderwaho, n'Ibitangwa, nuburyo ibyo abagenerwa bikorwa basabye babibona/bisubizwa.
Iki gitabo kandi gitanga aho serivisi zitangirwa nigihe itangwa ryazo rigenze nabi rikagaragaza ibikorwa kugirango zitangwe neza bijyanye n'Intego n'Icyerekezo cya NAEB.
Iki gitabo cya NAEB kigaragza ubwitange mu gutanga serivisi nziza kubagenerwabikorwa bayo bose.

3. ICYO NAEB ISHINZWE

NAEB Ishinzwe gutezimbere nokuvuganira iterambere ry'Ikawa, icyayi ubuhinzi bw'Imbuto, binyuze mu kuzamura umusaruro, kuwutunganya, gushyiraho ibirango, nokwamamaza ibyoherezwa hanze, nokugenzura ibyo inganda zohereza hagamijwe ko abagenerwabikorwa bagaragaza ibipimo bikenewe/bifuza.

4. ICYEREKEZO:

Gutezimbere amapiganwa y'Isoko ry'Ikawa, icyayi, imbuto, imboga, n'indabo mu inganda mpuzamahanga byongerera kuburyo bufatika izamuka ry'Ubukungu bw'igihugu Bizana umutekano kandi binagabanya ubukene.

5. INTEGO:

Ikigo cy'Igihugu gishinzwe gutezimbere ibikomoka k'Ubuhinzi bijyanwa mu mahanga (NAEB) gifite inshingano yokugenzura nogutezimbere izamuka ry'Ubuhinzi bw'Icyayi, ikawa, imbuto,

imboga, n'Indabo mu Rwanda kimwe nokwamamaza ibi byose ku isi hose. Kinarebera hamwe imikorere myiza ifite umurongo ku inganda binyuze mugushyiraho politiki yogusananira, gutanga ibyangombwa, kwiyandikisha nogutezimbere ubucuruzi. Kongera ubwinshi n'Ubwiza bwibi bintu, nokongera agaciro bizatuma inyungu ziyongera

6. INSHINGANO Z'INGENZI:

- Kugira uruhare mugushyiraho politiki n'Ingamba zijyanye n'Ikawa, icyayi n'Imbuto, Imboga n'Indabo hakanakurikiranwa ishyirwa mubikorwa byazo;
- Gushyiraho ibipimo byiza by'Ibikomoka k'Ubuhinzi byoherezwa hanze nogutanga ibyangombwa byorohereza ababyohereza hanze. ;
- Gukorana neza nizindi nzego hagamijwe gutezimbere iyoherezwa hanze ry'Ibikomoka ku buhinzi.
- Gukorana nibindi bigo byangombwa mubushakashatsi nokumenyekanisha icyayi, Ikawa, imbuto , imboga n'Ibikorwa byo guhinga indabo;
- Kugira uruhare mu biganiro mpuzamahanga bigamije gutezimbere iyoherezwa hanze ry'Ibihingwa by'URwandan Kandi hanashyirwa mubikorwa ibyemezo biba byafashwe;
- Gushaka no kwagura amasoko yo hanze;
- Gufatanya n'Amakoperative y'Ubuhinzi n'Abahinzi, Inganda zibitunganya tukazifasha kuziha inama nokuzihugura;
- Gushyiraho imibanire myiza nogukorana neza n'Inzego zifite inshingano zisa nkizi zo mu karere cyangwa izo kurwego mpuzamahanga.

7. INDANGA GACIRO Z'INGENZI:

Indangagaciro ziba ari zimwe mubigize umuco w'ikigo arinabyo bivamo kugaragara kwacyo mu bikororwa, ibyogifite, intumbero n'Impamvu. Mu gihe cyose iki kigo gitanga serivisi nziza kizifashisha izi ndangagaciro z'Ingenzi zagaragajwe muri gahunda y'Ibikorwa arizo izi zikurikira;

- Gukora byiza bijyanye n'Umwuga
- Kugira inshingano zogukora byiza
- Gukora neza
- Gutanga serivisi nziza
- Kugira inshinga zimibereho myiza
- Gukorera hamwe

- Kubazwa ibyo dukora
- Guhanga udushya
- Gukorera mu mucyo
- Ubupfura/Ubunyangamugayo

SERIVISI ZITANGWA N'UBUYOBOZI BUSHINZWE KONGERA UMUSARURO N'ITERAMBERE RY'AGACIRO

Serevisi n'iyihe? Nujuje ibisabwa?	- Gutanga ingemwe zi ikawa, n'Izimbuto ziribwa - Gutanga inama ikwiye cyangwa guhugura ibikorwa bijyanye n'Ubuhinzi bw'Icyayi, ikawa n'Imbuto. Icyayi, ikawa n'Imbuto - Kugenzura ubwiza bwizi serivisi zitangwa - Kwemerera kubaka uruganda. - Gusuzuma igiciro ukogikurikirana kubintu byoherezwa mu mahanga. - Gutanga inama kubintu byamenyekanishijwe kandi byongerewe agaciro
Ni hehe serivisi itangirwa?	- Diviziyo y'Icyayi - Diviziyo y'Ikawa - Diviziyo y'Imbuto - Seivisi ishinzwe kubimenyekanisha
Serevisi itangwa ryari?	Iyo ubisabye kandi ari mugihe cyokubiba/gutera imbuto
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukimara gusaba serivisi uhita uyihabwa iyo ari mugihe cyo gutera, Iyo Atari mugihe cyokubiba ubona igisubizo mu minsi itatu y'Imibyizi
Nibiki bisabwa kugirango ubone serevisi?	Serivisi z'Ubuhinzi zitangirwa ubuntu ariko ingemwe, ifumbire bitangwa ku mafaranga macye/ kugiciro gito.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Urwandiko rusaba ingemwe cyangwa indi serivisi ikenewe

Binyura muyihe nzira ngo uyihabwe?	Wandika ibaruwa isaba iyo serivisi yandikiwe Umuyobozi Mukuru wa NAEB
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Kuri MINAGRI gushaka icyemezo cy'Isuku/ ubuziranenge, no kuri RBS na RRA
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Urandika ubisaba cyangwa ugahamagara kuri telefoni **(250)0252 57 56 00**
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ntabyo
Impapuro zuzuzwa	Ntazo

SERIVISI ZITANGWA NA SERIVISI Y'UBUYOBOZI BUSHINZWE KWISHYIRAHAMWE

Serevisi n'iyihe? Nujuje ibisabwa?	- Gutanga amakuru kubijyanye n'Inshingano za sitati nk'Imisanzu ya RAMA, iya RSSB N'Imisoro ya RRA - Gukora ibijyanye nogushaka inyandiko isaba ibiciro by'Ibyo bagomba kwishyura ikigo gishinzwe ubwikorezi bw'Abantu n'Ibintu kiramutse gihaye imodoka NAEB. - Gutanga ibyangombwa by'Amasoko - Gutanga icyangombwa cyogukora akazi cy'Igihe gito nicya burundu. - Gutanga ingwate cyo gukora akazi nyuma yogushyira mubikorwa itangwa ryibi bintu
Ni hehe serivisi itangirwa?	- Serivisi ishinzwe imiyoborere n'Imicungire y'Abakozi - Serivisi ishinzwe gutanga amasoko

Serevisi itangwa ryari?	Mu bihe bisanzwe - Iyo hari isoko rigomba gupiganirwa - Nyuma yogukora isuzuma - Nyuma yogushyira mubikorwa neza isoko rya piganiwe.
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bitwara iminota mirongo itatu kugirango imodoka ihagere Ibijyanye na sitati bitwara isaha imwe gusa.
Nibiki bisabwa kugirango ubone serevisi?	Igiciro cyogukodesha imodoka kiri hagati y'Amafaranga mirongo irindwi n'Umunani na78,000FRW na 127,440FRW
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- RAMA ikarita ya RAMA n'Inyandiko igaragaza imihemberwe nuko imigabane ya RRA na RSSB yatanzwe - Inyandiko isaba serivisi n'Inyandiko isaba ibiciro by'Amafaranga azishyurwa - Urwandiko rubisaba
Binyura muyihe nzira ngo uyihabwe?	- Kuzuza icyangombwa cyemejwe - Ibaruwa yandikiwe ubuyobozi isaba imodoka - Wandika ibaruwa isaba serivisi yandikirwa umuyobozi mukuru wa NAEB.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Inzego wagana nizi zikurikira; MINANFRA nibindi bigo bikora ubwikorezi bw'Ibintu n'Abantu bizwi - RRA,RAMA na RSSB - MINAGRI, RBS, RRA, RPPA, na MINECOFIN
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Urandika ubisaba cyangwa ugahamagara kuri telefoni **(250)0252 57 56 00**
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ntabyo

Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

SERIVISI ZITANGWA N'UBUYOBOZI BWO GUTEZIMBERE IYOHEREZWA MU MAHANGA NOGUTEZIMBERE ISOKO

Serevisi n'iyihe? Nujuje ibisabwa?	- Kwamamaza nogushyigikira icyayi, ikawa nibikomoka ku mbuto. - Guhuza abahinzi n'Abacuruzi binyuzi mubushakashatsi bw'Amasoko. - Kugenzura ubwiza - Gutanga ibyangombwa by'Umwimerere kubohereza mu mahanga ikawa n'Amajani. - Gupima ikawa n'Amajani hagamijwe kumenya ubwiza bwabyo nogutanga inama n'Ibitekerezo byatuma habaho imikorere myiza. - Gutanga inama mu by'Ubuhinzi - Guhugura ku bwiza bw'Ibikorwa byiza by;'Ubuhinzi, n'Ibipimo by'Ubwiza - Gukumira iyohereza mu mahanga
Ni hehe serivisi itangirwa?	- Muri serivisi ishinzwe kwamamaza - Serivisi yogukumira, kugenzura ibipimo bituma serivisi zihora ari nziza. - Muri serivisi ishinzwe gutanga ibyangombwa
Serevisi itangwa ryari?	Iyo ubisabye buri saa uyikeneyeho
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Uhita uhabwa iyo serivisi bitewe nuburyo yihutirwa ariko ubusanzwe bitwara iminsi itatu y'Imibyizi.
Nibiki bisabwa kugirango	Serivisi z'Ubuhinzi zitangirwa

ubone serevisi?	ubuntu ariko ingemwe, n'Ifumbire bitangwa kugiciro gito.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba ubwoko bwa serivisi ukeneye
Binyura muyihe nzira ngo uyihabwe?	Wandikira umuyobozi mukuru ibaruwa isaba iyo serivisi
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Kuri MINAGRI gusaba icyemezo cy'Uziranenge , ujya no kuri RBS, RRA na RAB
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Urandika ubisaba cyangwa ugahamagara kuri telefoni **(250)0252 57 56 00**
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ntabyo
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

Byemejwe na Bwana**: KANYANKOLE Alex**

Umuyobozi mukuru w'Ikigo cy'Igihugu gishinzwe iterambere nokohereza mu mahanga ibikomoka k'Ubuhinzi

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