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KOMISIYO Y'IGIHUGU Y'UBUMWE N'UBWIYUNGE

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INYANDIKO IKUBIYEMO SERIVISI ZIHABWA ABATUGANA

Mutarama, 2012

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IJAMBO RY'IBANZE.

Nshimishijwe no kubagezaho iyi nyandiko ikubiyemo serivisi zitangwa na Komisiyo y'Igihugu y'Ubumwe n'Ubwiyunge.

Iyi nyandiko ikubiyemo izo serivisi dutanga yateguwe mu rwego rwa gahunda ya Leta y'ivugururamikorere kandi hitawe ku kunoza imikorere ijyanye no kwakira neza abatugana nta guca ku ruhande kandi buri muntu akoze ibyo agomba gukora.

Iyi nyandiko isobanura akamaro ka Komisiyo y'Ubumwe n'Ubwiyunge ikanerekana serivisi zitangwa n'iyo Komosiyo ndetse n'ibya ngombwa bisabwa ngo uyisaba ayihabwe. Yerekana kandi urutonde rw'aho izo serivisi zitangirwa n'amategeko abigenga.

Gutegura iyi nyandiko nsobanuramikorere rero bigaragaza ubushake bwacu bwo gufata neza abakiriya batugana hagamijwe kurushaho kumvikana na bo no gutanga serivisi ibanogeye.

Dr. Jean Baptiste HABYALIMANA

Umunyamabanga Nshingwabikorwa

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

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

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

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

cyo kwakira no gukemura ibibazo cyashyizweho. NURC 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 NURC:

- 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 NURC 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 NURC 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, NURC 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, NURC 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 NURC 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, NURC 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 NURC 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 NURC 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 NURC;
- Guhanahana amakuru ku buryo serivisi zitangwa muri NURC 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 ipererezа rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.

1. IRIBURIRO

KOMISIYO Y'UBUMWE N'UBWIYUNGE (NURC) yashinzwe by'umwihariko kugira ngo igeze abanyarwanda k'ubumwe n'ubwiyunge. Mu 1999 ni bwo komisiyo yatangiye imirimo yayo.

Mu Itegeko-nshinga ry'u Rwanda ryemejwe n'abanyarwanda muri Kamena 2003 mu ngingo yaryo ya 178 yavuguruwe hashingiwe ku itegeko No 35/2008 ryo kuwa 08/08/2008, Komisiyo y'Igihugu y'Ubumwe n'Ubwiyunge yahawe inshingano 8 zo kurangiza nk'uko muza kuzisanga mu kindi gika.

Politiki y'Igihugu y'Ubumwe n'Ubwiyunge mu banyarwanda yatangajwe ku mugaragaro muri 2007.

Icyemezo cyo gushyiraho ITORERO RY'IGIHUGU muri Komisiyo y'Ubumwe n'Ubwiyunge cyafashwe n'Inama y'Abaminisitiri yo ku wa 12 Ugushyingo 2007. Uko gushyiraho indi gahunda y'inyongera byongereye akazi Komisiyo y'Ubumwe n'Ubwiyunge kubera ko hajemo indi nshingano n'intego byihariye byahawe ITORERO RY'IGIHUGU. Izo nshingano zindi na zo zirabagezwaho mu kindi gika.

II. Icyerekezo cya Komisiyo

Icyerekezo cya Komisiyo y'Igihugu y'Ubumwe n'Ubwiyunge ni ukubaka igihugu cyiyunze, gifite amahoro kandi gikungahaye.

III. Intego

Kubaka ubumwe n'ubwiyunge mu Banyarwanda

IV. Inshingano z'Ibanze za Komisiyo

- Gutegura no guhuriza hamwe gahunda zose z'igihugu zigamije guteza imbere Ubumwe n'Ubwiyunge.
- Gushyiraho no guteza imbere uburyo bwose bwo kugarura no gutsimbataza Ubumwe n'Ubwiyunge mu Banyarwanda.
- Kwigisha, gushishikaza no gukangurira abaturage ibijyanye n'ubumwe n'ubwiyunge.
- Gukora ubushakashatsi, gutegura ibiganiro nyunguranabitekerezo, gukwirakwiza ibitekerezo no gusohora inyandiko ziteza imbere umuco w'amahoro, n'ubumwe n'ubwiyunge mu Banyarwanda.
- n'ibikorwa byose bishobora gufasha mu kurandura burundu amacakubiri mu banyarwanda bikanashimangira ubumwe n'ubwiyunge.
- Kwamagana no kurwanya ibikorwa byose, inyandiko n'imvugo zihembera amacakubiri n'ivangura, kutababarirana no kwanga abo mudahuje ubwoko;
- Gukora raporo buri mwaka n'izindi raporo zaba zikenewe ku urugero ubumwe n'ubwiyunge bugezeho mu gihugu;
- Gukurikiranira hafi inzego za Leta, abayobozi n'abaturage ku buryo bubahiriza politiki n'amahame by'Ubumwe n'Ubwiyunge mu gihugu.

Inshingano zihariye za gahunda y'Itorero ry'Igihugu

- Gutoza ***Intore*** zibereye igihugu kandi ziri mu nzego zose z'abanyarwanda kugira ngo zibe umusemburo w'impinduka nyayo ishingiye ku guhindura

imitekerereze, imyifatire, imyitwarire n'imikorere myiza mu kazi.

- Guteza imbere indangagaciro nziza ziri mu muco nyarwanda na Kirazira mu muryango nyarwanda kugira ngo zishingirweho mu kubaka amahoro n'iterambere birambye.

- Kunoza gahunda z'**Itorero ryo ku rugerero** no guteza imbere umuco wo gukunda igihugu no gushima ibyagezweho byiza mu Rwanda.

V. Indangagaciro z'Ibanze Komisiyo y'Ubumwe n'Ubwiyunge igenderaho

1. Kuba inyangamugayo

2. Gukorera hamwe nk'itsinda

3. Gukora neza kandi vuba

4. Kuba inzobere

Serivisi zitangwa na komisiyo y'Ubumwe b'Ubwiyunge

1.Kubaka Amahoro arambye no Gukemura Amakimbirane.

Ubwoko bwa Serivisi 1.1 Gukurikiranira hafi no kuvuganira abaregeye akarengane n'ivangura.

Serivisi ni iyihe? Ese nujuje ibisabwa?	Komisiyo y'Ubumwe n'Ubwiyunge ikurikiranira hafi ibirego bijyanye n'akarengane n'ivangura mu muryango nyarwanda kandi ikabikorera ubuvugizi.
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Kubaka amahoro arambye no Gukemura amakimbirane.
Ni ryari nabona iyo serivisi?	Kuva kuwa Mbere saa moya za mu gitondo kugeza kuwa Gatanu saa 11 za nimugoroba.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	Iminsi 3
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi cy'amafaranga isaba.
Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	Ibaruwa isaba kurenganurwa yandikiwe Umunyamabanga Nshingwabikorwa wa Komisiyo, isobanura ikirego mu buryo burambuye.
Binyura mu zihe nzira kugirango uyihabwe?	• Ibaruwa isaba kurenganurwa yakirwa na Komisiyo y"ubumwe n'Ubwiyunge • Ikirego gisesengurwa n'abakozi b'umwuga bashinzwe iyo serivisi.

	• Iyo bibaye ngombwa uwasabye serivisi arahamagarwa. • Komisiyo ikurikiranira hafi icyo kirego ku bo bireba cyangwa ku nzego zibishinzwe. • Uhabwa igisubizo mu nyandiko cyangwa ugasabwa kuza ubwawe gutanga ibisobanuro.
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	-
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	-
Inyandiko z'amategeko bijyana	Itegeko Nshinga hamwe n'Itegeko rishyiraho Komisiyo y'Ubumwe n'ubwiyunge

Ubwoko bwa Serivisi 1.2 Gushyigikira ubusabane bwiza biciye mu kuganira no mu mahugurwa

Serivisi ni iyihe? Ese nujuje ibisabwa?	Komisiyo y'Ubumwe n'Ubwiyunge itegura amahugurwa n'ibiganiro mu rwego rw'iguhugu no mu turere igamije gutezimbere ubumwe n'ubwiyunge.
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Kubaka amahoro arambye no Gukemura amakimbirane.

Ni ryari nabona iyo serivisi?	Kuva kuwa Mbere saa moya za mu gitondo kugeza kuwa Gatanu saa 11 za nimugoroba.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	Iyi serivisi itegurwa na NURC bitewe nikibazo cyihariye kigomba gukemurwa.
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi cy'amafaranga isaba.
Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	
Binyura mu zihe nzira kugirango uyihabwe?	
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	-
Inyandiko z'amategeko bijyana	-

Ubwoko bwa Serivisi 1.3: Gushyigikira ubufatanye bugamije Ubumwe n'Ubwiyunge. (Amasezerano y'Ubufatanye).

Serivisi ni iyihe? Ese nujuje ibisabwa?	• Imiryango yo mu gihugu imbere cyangwa mpuzamahanga ishobora kugira ubufatanye na Komisiyo

	y'Ubumwe n'Ubwiyunge. Icyemezo cy'ubwo bufatanye kimara igihe iyo gahunda iriho ishyirwa mu bikorwa.
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Kubaka amahoro arambye no Gukemura amakimbirane.
Ni ryari nabona iyo serivisi?	Kuva kuwa Mbere saa moya za mu gitondo kugeza kuwa Gatanu saa 11 za nimugoroba.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	Iminsi 3
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi cy'amafaranga isaba.
Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	• Ibaruwa ibisaba yandikiwe Umunyamabanga-nshingwabikorwa wa Komisiyo. • Ibaruwa ibishyigikira iva mu buyobozi bw'ibanze aho uwo muryango ukorera (umurenge/akarere). • Kopi iriho umukono wa Noteri yerekana itekego rishinga uwo muryango. • Gahunda y'ibikorwa ndende cyangwa y'uwo mwaka. • Raporo z'umwaka cyangwa z'igihembwe.
Binyura mu zihe nzira kugirango uyihabwe?	• Gutanga ibya ngombwa byose bisabwa.
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero	Inzego z'ibanze aho ukorera ngo ubone ……..

nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	
Inyandiko z'amategeko bijyana	

Ubwoko bwa Serivisi 1.4 Kubaka ubushobozi (Amahugurwa)

Serivisi ni iyihe? Ese nujuje ibisabwa?	• Komisiyo y'Ubumwe n'Ubwiyunge iha amahugurwa yerekeranye n'ukuntu amahoro arambye yubakwa no gukemura amakimbirane inzego za Leta, imiryango idashingiye kuri Leta, abantu bishyize hamwe ku bushake bwabo, n'imiryango mpuzamahanga..
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Kubaka Amahoro arambye no Gukemura Amakimbirane.
Ni ryari nabona iyo serivisi?	Kuva kuwa mbere kugeza kuwa Gatanu: kuva saa moya za mu gitondo kugeza saa kumi n'imwe z'umugoroba.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo itangwe?	Iminsi itatu (3) ngo awasabye serivisi abone igisubizo
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi bisaba.

Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	•. Ibaruwa ibisaba ikanerekana ubwoko bw'amahugurwa akenewe, abagamijwe guhugurwa abo ari bo, n'ubwoko bw'umuryango bakoreramo. • *Icyemezo cyerekana ubufatanye n'inzego z'ibanze.*
Binyura mu zihe nzira kugirango uyihabwe?	• Ibaruwa ibisaba yandikirwa Umunyamabanga Nshingwabikorwa wa Komisiyo y'Ubumwe n'Ubwiyunge. • Umukozi ushinzwe iyo gahunda ategura ubwoko bw'amahugurwa akenewe. • Igisubizo cyanditse gihabwa uwabisabye iminsi 3 nyuma yo kwakira ibaruwa ibisaba.
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	**-**
Ese haba hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	**-**
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	➢ Sura iteka urubuga rwa interineti rwa NURC **www.nurc_.gov.rw** niba ukeneye andi makuru ajyanye n'akazi Komisiyo y'ubumwe n'Ubwiyunge ikora.

Inyandiko z'amategeko bijyana	• Politiki y"igihugu y'ubumwe n'Ubwiyunge • Komisiyo y'Ubumwe n'Ubwiyunge ifite amategeko ihabwa n'Itegeko-nshinga agena inshingano zayo n'ingano y'akazi igomba gukora. **(Urubuga rwa interineti: www.nurc.gov.rw)**

Ubwoko bwa Serivisi 1.5. Gushyigikira imigambi yishyiriweho n'abaturage igamije guharanira amahoro n'ubusabane mu muryango nyarwanda.

Serivisi ni iyihe? Ese nujuje ibisabwa?	Imiryango itegamiye kuri Leta yo mu gihugu imbere, imigambi yishyiriweho n'abaturage, amatsinda y'abanyeshuri bigamije ubumwe n'ubwiyunge bishobora gusaba inkunga muri Komisiyo y'Ubumwe n'Ubwiyunge (ijyanye no kubaka ubushobozi)
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Kubaka Amahoro arambye no Gukemura Amakimbirane n'Uburere Mboneragihugu.
Ni ryari nabona iyo serivisi?	Kuwa mbere kugeza kuwa gatanu 7.00am- 5.00pm
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	Iminsi 3 yo gusubiza uwasabye inkunga n'igihe cyo gutanga serivisi yasabwe biterwa n'uburyo uwo mushinga uteye n'ingamba zihutirwa Komisiyo y'ubumwe n'Ubwiyunge ishyize imbere.
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi isaba.
Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	• Ibaruwa ibisaba yandikiwe Umunyamabanga-nshingwabikorwa wa Komisiyo.

	• Ibaruwa ibishyigikira iva mu buyobozi bw'ibanze aho uwo muryango ukorera (umurenge/akarere). • Kopi iriho umukono wa Noteri yerekana itekego rishinga uwo muryango. • Umushinga ugomba gushyirwa mu bikorwa (isobanuye) • Raporo y'ibikorwa byakozwe mbere.
Binyura mu zihe nzira kugirango uyihabwe?	• Abafatanyabikorwa bazana inyandiko ibisaba. • Izo nyandiko zisuzumwa bishingiye ku bikorwa by'ibanze Komisiyo ishyize imbere, ubwiza bw'umushinga n'akamaro uzagira hamwe n'ubushobozi Komisiyo ifite
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	
Inyandiko z'amategeko bijyana	

Ubwoko bwa Serivise 1.6. Ibaruwa ishyigikira ibyo imiryango itegamiye kuri Leta y'imbere mu gihugu cyangwa mpauzamahanga. Isaba.

Serivisi ni iyihe? Ese nujuje ibisabwa?	Imiryango itegamiye kuri Leta y'imbere mu gihugu cyangwa mpuzamahanga ifasha mu byo kubaka amahoro n'ubwiyunge isaba Komisiyo y'Ubumwe n'Ubwiyunge kuyiha ibaruwa ishyigikira ibyo ikora.
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Kubaka Amahoro arambye no Gukemura Amakimbirane.
Ni ryari nabona iyo serivisi?	Kuva kuwa mbere kugeza kuwa Gatanu: Kuva saa moya za mu gitondo kugeza saa kumi n'imwe z'umugoroba.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	Iminsi 3
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi bisaba.

Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	• Ibaruwa ibisaba yandikiwe Umunyamabanga-nshingwabikorwa wa Komisiyo. • Ibaruwa ibishyigikira iva mu buyobozi bw'ibanze aho uwo muryango ukorera (umurenge/akarere). • Kopi iriho umukono wa Noteri yerekana itekego rishinga uwo muryango. • Gahunda y'ibikorwa ndende cyangwa y'uwo mwaka. • Raporo y'ibikorwa byakozwe mbere.
Binyura mu zihe nzira kugirango uyihabwe?	• Ibaruwa ibisaba n'ibindi bya ngombwa byatanzwe birasuzumwa. • Ibaruwa isubiza igashyikirizwa uwabisabye binyuze kuri aderesi yatanze.
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	
Inyandiko z'amategeko bijyana	

2. Kwigisha Abanyarwanda indangagaciro mboneragihugu

Ubwoko bwa Serivise: Gushishikariza Abanyarwanda kugira Indangagaciro mboneragihugu.

Serivisi ni iyihe? Ese nujuje ibisabwa?	Gushishikariza abanyarwanda (…bose…) kugira Indangagaciro mboneragihugu binyuze mu Ngando, Itorero, mu mahugurwa n'ibiganiro nyungurana-bitekerezo ndetse no kuzisakaza mu banyagihugu binyuze mu bitangazamakuru binyuranye.
Ishami ry'ubuyobozi ibarizamo.	Ishami rishinzwe Uburere Mboneragihugu n'Abashinzwe Itorero.
Ni ryari nabona iyo serivisi?	Kenshi iyi serivise itegurwa na Komisiyo y'Ubumwe n'Ubwiyunge buri mwaka igashyirwa mu bikorwa bijyanye n'iyo gahunda nyine. Ariko urwego urwo arirwo rwose rushobora kuyisaba hanyuma Komisiyo ikabyigaho.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi bisaba
Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	
Binyura mu zihe nzira kugirango uyihabwe?	• Inyandiko ibisaba ishyikirizwa mu biro by'Umunyamabanga

	Nshingwabikorwa.
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	-
Ese haba hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	-
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	Inzego za Leta n'imiryango inyuranye bishishikarizwa kwandikira Komisiyo biyisaba iyo serivise. Bityo, izo nzego zigasabwa gutekereza ku igenamigambi ry'igihugu n'ingengabihe y'amafaranga ku buryo Komisiyo ibasha kubiteganya muri gahunda y'ibizakorwa uwo mwaka.
Inyandiko z'amategeko bijyana	• Inyandiko igaragaza politiki y'igihugu y'ubumwe n'ubwiyunge.

3. Gukwirakwiza no Gusakaza ibitekerezo n'ubutumwa bishyigikira ubumwe n'ubwiyunge

Ubwoko bwa serivise: Gukwirakwiza no gusakaza.

Serivisi ni iyihe? Ese nujuje ibisabwa?	Dutanga amakuru tukanasakaza mu banyarwanda ibitekerezo bijyanye n'ubumwe n'Ubwiyunge twateguye cyangwa bivuye mu bafatanyabikorwa bacu tubinyujije mu binyamakuru byo mu gihugu

	n'ibyo hanze, ndetse no ku rubuga rwa interineti... Dusohora tukanakwirakwiza inyandiko zerekana ibyavuye mu bushakashatsi ku bumwe n'ubwiyunge.
Ishami ry'ubuyobozi ibarizamo.	Serivise zishinzwe Itangazamakuru n'Ikusanyanyandiko
Ni ryari nabona iyo serivisi?	Kuva kuwa mbere kugeza kuwa gatanu: kuva saa moya kugeza saa kumi n'imwe.
Igihe bimara ngo iyo serivise itangwe. Cyangwa iyo serivisi iyo yasabwe hashira igihe kingana iki ngo iboneke?	Mu gihe ibyangombwa byose bisabwa bibonetse, igisubizo kiboneka uwo mwanya
Niba iyo serivisi yishyurwa igiciro ni ikihe?	Nta kiguzi bisaba.
Ni ibihe bya ngombwa bisabwa ngo uyihabwe?	-
Binyura mu zihe nzira kugirango uyihabwe?	• Registering with the NURC's documentation center. Kwiyandikisha mu biro bishinzwe gukusanya inyandiko za Komisiyo y'ubumwe n'ubwiyunge.
Ese hari izindi nzego, niba zihari, bisaba ko nyuramo ngo mbone iyo serivisi? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	--
Ese haba hari uburyo bwo kurenganurwa mu gihe udahawe iyo	-

serivisi?	
Ese haba hari andi makuru y'inyongera akenewe kumenywa arebana n'iyi serivisi?	Komisiyo y'Ubumwe n'Ubwiyunge ifite ibiro bishinzwe gukusanya inyandiko bikinguriye buri wese.
Inyandiko z'amategeko bijyana	