REPUBULIKA Y'U RWANDA

URWEGO RW'UMUVUNYI

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SEREVISI ZIHABWA ABATUGANA

Mutarama, 2012

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IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n'urwego rw'umuvunyi.

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 Urwego rw'umuvunyi 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 urwego rw'umuvunyi rufite mw'itangwa rya serevisi nziza kandi zihuse**.**

Augustin NZINDUKIYIMANA

UMUVUNYI MUKURU W'AGATEGANYO

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

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

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

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

- 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 OMBUDSMAN 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 OMBUDSMAN 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, OMBUDSMAN 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, OMBUDSMAN iteganya gukoreshwa ibikoresho tekiniki zikurikira mu

ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora ipereereza 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 OMBUDSMAN 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, OMBUDSMAN 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 OMBUDSMAN 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 OMBUDSMAN mu bwitonzi kandi mubahesha icyubahiro;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri OMBUDSMAN;
- Guhanahana amakuru ku buryo serivisi zitangwa muri OMBUDSMAN 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

Urwego rw'umuvunyi n'urwego rwigenga rwashinzwe muri 2003 bikurikije itegeko nshinga rya repaburika y'u Rwanda ryo kuwa 4 kamena 2003 mu ngingo yayo ya 182. Imiterere n'imikorere by'urwego byashizweho n'itegeko nimero 25/2003 ryo kuwa 15 kanama 2003 nkuko ryasubiwemo rikuzuzwa n'itegeko nimero 17/2005 ryo kuwa 18 kanama 2005. Urwego rwatangiye gukora muri 2004.

Ingingo ya 4 y'itegeko nimero 25/2003 ryo kuwa 15/08/2003 rishyiraho imiterere n'imikorere y'urwego rw'umuvunyi yasubiyemo inemeza ko urwego rw'umuvunyi rugizwe n'umuvunyi mukuru, n'abavunyi bakuru babiri bungirije. Aba bayobozi bagomba kuba ari abanyarwanda bazwiho ukuri,ubushishozi, n'ubushobozi bwo kwuzuza inshingano z'urwego.

Inama y'abaminisitiri/ leta itanga amazina kuri buri mwanya w'ubuyobozi, sena igahitamo noneho abemejwe bagashyirwaho n'iteka rya perezida.

Umuyobozi mukuru ayobora imyaka ine, naho abayobozi bungirije bakayobora imyaka itatu. Manda y'umuyobozi mukuru n'abayobozi bungirije yongerwa rimwe gusa binyuze muzira nkizavuzwe hejuru bashyirwaho.

Urwego rw'umuvunyi rufite abakozi 68 barimo umuyobozi mukuru n'abayobozi bungirije.

II.ICYEREKEZO

Gukira igihugu cyirangwa no gukorera mu muco ukabazwa ibyowakoze bityo bikaba umuco kubaturage bose.

III.INTEGO

- Gukora k'umuhuza hagati y'umuturage n'inzego za leta cyangwa izejyenga;

- Gukumira no kurwanya akarengane,ruswa nibindi byaha bishamikiyeho mu nzego za leta n'izijyenga;
- Kwakira imenyekanisha ry'imitungo kubayobozi bakuru bigihugu ndetse nokubakozi bashinze gucunga imitungo
- Gushyira mubikorwa iyubahirizwa ry'imico n'imyitwarire kubakozi ba leta
- Kuba umuhuzabikorwa w'akanama gashinzwe kurwanya ruswa kagizwe: urwego rw'umuvunyi, ikigo gishyizwe gutanga amasoko ya leta, urukiko rw'ikirenga, ikigo cy'umutekano imbere mu gihugu, polisi y'igihugu, minisiteri y'ubutegetse bw'igihugu, na mimisiteri y'ubutabera.

IV.IBIKORWA BY'INGENZI

- Kwakira no gukemura ibibazo by'abaturage
- Kwiga no gukurikirana akarengane
- Kwigisha no gutanga amahugurwa abantu bingeri zitandukanye
- Gukora nkumuhuza hagati y'ufite ikibazo n'urwego bagifitanye
- Kugenzura no gukurikirana ibigo bya leta
- Kwakira no gukora iperereza ku manza ya ruswa
- Kwakira imenyekanisha mutungo
- Kugenzura inkomoko y'umutungo wamenyekanishijwe
- Kwakira imanza zimyitwarire mibi kubayobozi
- Kugenzura no gukurikirana imyitwarire mibi yabayobozi

V.INDANGAGACIRO ZINGENZI

- **Kwubaha**: Guha akaciro buri wese nokwumwubah.
- **Kureshya imbere y'amategeko**: Kwimakaza kureshya imbere y'amategeko kubantu bose.
- **Ubunyangamugaho**: Kwijyenga, kurarama no kuba umunyakuri.
- **Kugenzurwa**: Gukorera imirimo kugihe, kwita kunshingano,gusesengura no gutanga raporo

y'akazi,guhagara mu nshingano neza kandi ugahagara kucyo wavuze nicyo wakoze.

- **Kuba indashyikirwa**: Duharanira kuba indashyikirwa muri serevisi dutanga.
- **Abakozi b'umwuga**: Dufite ubumenyi bakazi dukora bityo buri wese tukamufata byumwihariko.

URWEGO RW'UMUVUNYI

Ubwoko bwa serevisi: kwakira no gukemura ibibazo bijyanye n'akarengane

Serevisi n'iyihe? Nujuje ibisabwa?	Urwego rw'umuvunyi rwakira ibibazo bijyanye n'akarengane bituruka mu baturage. Umuturage wese ufite ikibazo cy'akarengane ashobora kwegera Urwego rw'Umuvunyi.
Ni hehe serivisi itangirwa?	Ishami rikumira rikanarwanya akarengane
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu n'uguhera saa moya zigitondo kugeza saa cyenda z'amanywa
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ntibirenza amezi atatu
Nibiki bisabwa kugirango ubone serevisi?	Serevisi ntiyishyuzwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa igaragaza akarengane yandikiwe umuvunyi mukuru

Binyura muyihe nzira ngo uyihabwe?	Urwego rw'umuvunyi rwakira akarengane kabaturage mu buryo butandukanye: Amabaruwa yandikiwe Umuvunyi asaba kurenganurwa, cyangwa abakozi basura uturere n'imirenge bakagezwaho ibibazo bishingiye ku karengane. Ari nuburyo bwikoranabuhanga(internet).
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Mbere y'uko uzana ikirego kurwego rw'umuvunyi ubanza kukigeza kunzego zibanze cyitakemuka ukabona kukizana k'umuvunyi.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Iyo tumaze kwakira ibibazo byakarengane, byigwaho hagakorwa iperereza. Iyo hafashwe icyemezo cyogukora iperereza icyo gikorwa gisaba gutumiza abarebwa n'ikibazo ndetse n'inzego bireba. Bigasaba n'uko abakozi b'urwego bajya avugwa ikibazo kugenzura impamvu.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga kuri: www.ombudsinfo@ombudsman.gov.rw Cyangwa hamagara kuri telephoni 199 kugira ngo umenye amakuru. Ushobora nogusura urwego rw'Umuvunye kuri "facebook"
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko nimero 25/2003 ryo kuwa 15/08/2003 rishyiraho

	urwego n'imikorere yarwo nkuko ryavuguruwe kugeza ubu;

SEREVISI ZITANGWA N'URWEGO RW'UMUVUNYI
Ubwoko bwa serevisi: kwakira ibibazo bijyanye na ruswa

Serevisi n'iyihe? Nujuje ibisabwa?	Urwego rw'umuvunyi rwahawe ububasha bwo gukurikirana ruswa n'ibyaha buyishamikiyeho. Ibibazo bikurikiranwa bimenywa binyuze kubabonye ruswa itangwa, cyangwa babwiwe igikorwa cya ruswa cyabaye, cyangwa igenzurwa ryakoze nabakozi.
Ni hehe serivisi itangirwa?	Ishami rikumira rikanarwanya ruswa n'ibyaha biyishamikiyeho
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu n'uguhera saa moya zigitondo kugeza saa cyenda z'amanywa
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Akokanya ukimara kuyisaba
Nibiki bisabwa kugirango ubone serevisi?	Serevisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa igaragaza ikibazo
Binyura muyihe nzira	Ibaruwa igaragaza ikibazo cya

ngo uyihabwe?	ruswa yandikiwe umuvunyi mukuru, guhamarara kuri telefoni, kohereza message cyangwa ubutumwa kuri interineti nubundi buryo bushoboka.
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?	Nyuma yokwakira Ibaruwa igaragaza ikibazo cya ruswa, bisuzumwa mu buryo bw'Ipereereza
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga kuri: www.ombudsinfo@ombudsman.gov.rw Cyangwa hamagara kuri telephoni Itishyurwa 199 kugira ngo umenye amakuru. Ushobora nogusura urwego rw'Umuvunye kuri "facebook"
Impapuro zuzuzwa	Impapuro z'ibirego bya ruswa
Ibyangombwa bisabwa n'amategeko	- Itegeko nimero 23/2003 ryo kuwa 07/08/2003 rikumira rikanarwanya ruswa n'ibindi byaha biyishamikiyeho; - Itegeko nimero 47/2008 ryo 09/09/2008 rikumira rikanahana kwigana amafaranga/ gukora amafaranga no gutera inkunga ibikorwa by'Iterabwoba.

SEREVISI ZITANGWA N'URWEGO RW'UMUVUNYI
Ubwoko bwa serevisi: Kumenyekanisha imitungo

Serevisi n'iyihe? Nujuje ibisabwa?	Kumenyekanisha umutungo Umuyobozi wese uteganyijwe n'Amategeko agomba kumenyekanisha umutungo we k'urwego rw'umuvunyi waba uwo mu gihugu cyangwa uwohanze yacyo.
Ni hehe serivisi itanirwa?	Ishami ry'imenyekanisha mutungo
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu n'uguhera saa moya zigitondo kugeza saa cyenda z'amanywa
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Kwitariki ya 30 Kamena buri mwaka kubayobozi bakiri mukazi Muminsi itarenze 15 kubayobozi bavuye mukazi Muminsi itarenze 30 kubayobozi bashizwe mukazi bashya
Nibiki bisabwa kugirango ubone serevisi?	Serevisi ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	Umuyobozi wese agomba kumenyekanisha umutungo we k'urwego rw'umuvunyi waba uwo mu gihugu cyangwa uwohanze. Urupapuro rwabugenewe

	bamenyekanyishirizaho umutungo ruboneka mu buryo bwikoranabuhanga ku biro by'umuvunyi.
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 utamenyekanishije umutungo wandika ibaruwa uvuga impamvu yabiteye.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga kuri: www.ombudsinfo@ombudsman.gov.rw Cyangwa hamagara kuri telefooni 199 kugira ngo umenye amakuru. Ushobora nogusura urwego rw'Umuvunye kuri "facebook"
Impapuro zuzuzwa	Impapuro zifashishwa uzisanga kurubuga rwa interineti
Ibyangombwa bisabwa n'amategeko	Itegeko ngenga nimero 25/2003 ryo kuwa 15/08/2003 rishyiraho imiterere n'Imikorere y'urwego rw'Umuvunyi. Itegeko ngenga nimero 61/2008 ryo kuwa 10/09/2008 rigenga imyitwarire y'Abayobozi

SEREVISI ZITANGWA N'URWEGO RW'UMUVUNYI
Ubwoko bwa: Gukurikirana no gushira mu bikorwa amategeko agenga imyitwarire y'abayobozi

Serevisi n'iyihe? Nujuje ibisabwa?	Urwego rw'umuvunyi rwakira ibobazo bijyanye n'imyitwarire idahwitse y'abayobozi nkuko biteganywa n'amategeko agenga imyitwarire n'imyifatire y'abayobozi
Ni hehe serivisi itangirwa?	Ishami rikurikirana imyitwarire y'abayobozi bo mu nzego nkuru za leta
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa kane uhereye saa moya zigitondo kugeza saa kumi n'imwe z'igicamunsi Kuwa gatanu n'uguhera saa moya zigitondo kugeza saa cyenda z'amanywa
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ukwezi kumwe
Nibiki bisabwa kugirango ubone serevisi?	Serevisi n'ubuntu.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ntabyo
Binyura muyihe nzira ngo uyihabwe?	Ibaruwa igaragaza akarengane yandikiwe umuvunyi mukuru ifite ibimenyetso nyabyo.
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?	.Ntabwo
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga kuri: www.ombudsinfo@ombudsman.gov.rw Cyangwa hamagara kuri telephoni 199 kugira ngo umenye amakuru. Ushobora nogusura urwego rw'Umuvunye kuri "facebook"
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko ngenga nimero 61/2008 ryo kuwa 10/9/2008 rigenga imyitwarire y'abayobozi