

REPUBULIKA Y'U RWANDA



IKIGO CY'IGIHUGU GISHINZWE GUTWARA ABANTU

B.P 619 KIGALI Tel: (250) 5754/575411

Fax: (250)576126

Web site: www.onatracom.rw

E-mail : info.@onatracom.rw

SEREVISI ZIHABWA ABATUGANA

Ukuboza, 2011

AMASHAKIRO

| | |
|--|----|
| IRIBURIRO..... | 3 |
| I. INTANGIRIRO | 10 |
| II. ICYEREKEZO | 10 |
| III. INTEGO | 10 |
| IV. IBIKORWA BY'INGENZI | 10 |
| V. INDANGAGACIRO Z'INGENZI | 11 |
| Urugwiro | 11 |
| Indashyikirwa | 11 |
| Kwiyoroshya..... | 11 |
| Abanyamwuga | 11 |
| Ubushishozi | 11 |
| SEREVISI ZITANGWA N'IKIGO CY'IGIHUGU | |
| GISHINZWE GUTWARA ABANTU..... | 11 |
| Ubwoko bwa serevisi : ubwikorezi bw'abantu | 11 |

IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n'IKIGO CY'IGIHUGU GISHINZWE GUTWARA ABANTU(ONATRACOM).

Iki gitabo cyateguwe hashingiwe kuri gahunda y'Igihugu y'Ivugurura rifite icyerekezo cyo kuzamura ubushobozi bw'abakozi n'ibigo, hagamijwe kandi gutanga serivisi zinoze hanagerwa ku ntego nkuru y'Iterambere ry'Igihugu. Nanone ibi bigakorwa bigamije gusubiza ibibazo by'abaturage, bigakorwa mu mucyo kandi abantu bakabazwa ibyobakora.

Iki gitabo kigaragaza uruhare rw'IKIGO CY'IGIHUGU GISHINZWE GUTWARA ABANTU 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 ikigo cy'igihugu cyo gutwara abantu gifite mw'itangwa rya serivisi nziza kandi zihuse.


Lt. Col. Denis BASABOSE



Umuyobozi Mukuru w'Agateganyo

Iki Gitabo kigaragaza serivisi ONATRACOM 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 ONATRACOM 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 ONATRACOM:
 - Kugaragaza neza serivisi zitangwa na ONATRACOM,
 - 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 ONATRACOM. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na ONATRACOM.
- 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 ONATRACOM.
- Amakuru n’uburyo bwatuma serivisi za ONATRACOM 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 ONATRACOM no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m’ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za ONATRACOM bazahabwa serivisi zihuse binarandure umuco wo gutinza serivisi byagaragaraga mu itangwa rya serivisi mu Nzego za Leta.

Hashingiye ko serivisi zigomba kujyana n’ibyifuzo by’Abaturage, ONATRACOM yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n’uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko ONATRACOM 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 rishobokeye, ONATRACOM yizeye ko

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

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

- 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 ONATRACOM 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 ONATRACOM 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, ONATRACOM 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, ONATRACOM iteganya gukoreshwa ibikoresho tekini zikurikira 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 byabagejewe;
- 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 ONATRACOM 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, ONATRACOM 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 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’Inzego za Leta, 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 ONATRACOM 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 ONATRACOM 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 ONATRACOM;
- Guhanahana amakuru ku buryo serivisi zitangwa muri ONATRACOM binyujijwe mu miyoboro inyuranye ry’itumanaho rikoresha Ikoranabuhanga rigezweho;

- Kwakira ibibazo byose, inama n’ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

Aho wabariza:

IKIGO CY’IGIHUGU GISHINZWE GUTWARA
 ABANTU(ONATRACOM)
 Tel.: +250575404/575411
 E-mail: info@onatracom.gov.rw
 Website: www.onatracom.gov.rw

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

IKIGO CY’IGIHUGU GISHINZWE GUTWARA ABANTU cyashyizweho n’itegeko nimeru 08/2007 ryo kuwa 03/02/2007 rigaragaza inshingano, n’imikorere.

II. ICYEREKEZO

- **Gutezimbere ubwikorezi no gutwara abantu;**

III. INTEGO

- **Gukura abantu mu bwigunge mu duce twose twigihugu tubashyiraho uburyo bwogera ku bikorwa bw’amajyambere;**

IV. IBIKORWA BY’INGENZI

- **Gutezimbere ubwikorezi bw’abantu mu gihugu no hanze yacyo;**
- **Kugira uruhari muri politike ya leta yo gutwara abantu;**

- **Gukora igikorwa cyose kijyanye n’inshingano z’ikogo;**
- **Kugira ububanyi n’ibindi bigo mu karere cyangwa mpuzamahanga bifite inshingano zisa/zimwe;**

V. INDANGAGACIRO Z’INGENZI

Urugwiro
Indashyikirwa
Kwiyoroshya
Abanyamwuga
Ubushishozi

SEREVISI ZITANGWA N’IKIGO CY’IGIHUGU GISHINZWE GUTWARA ABANTU

Ubwoko bwa serevisi : ubwikorezi bw’abantu

| | |
|--|--|
| Serevisi n’iyihe? Nujuje ibisabwa? | Gukura abantu mu bwigunge mu duce twose twigihugu tubashyiriraho uburyo bwokugera ku bikorwa by’amajyambere/iterambere; |
| Ishami ryo kubarizamo | Ishami rishinzwe gutwara abantu n’ibintu |
| Serevisi itangwa ryari? | Buri muni guhera saa kumi nebyiri zamugitondo kugeza saa mbiri z’ijoro |
| Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe? | Umunsi umwe kubijyanye na serivisi yo gutwara abantu n’ibintu. Iminsi itatu kubindi bibazo |
| Nibiki bisabwa kugirango ubone serevisi? | Ntabisabwa uretse amafaranga y’urugendo. |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ? | Inyandiko yandikiwe umuyobozi mukuru ugaragaza impamvu ukeneye imodoka, |

| | |
|--|---|
| | Iyi nyandiko yoherezwa mwishami ribishinzwe kugira ngo ubone serevisi ushaka |
| Binyura muyihe nzira ngo uyihabwe? | Jya kushinzwe kwakira abantu no kubayobora; - utanga ibyangombwa bisabwa ukanasobanura impamvu yawe; - niba hari ibindi bisobanuro bagukeneyeho uhamagarwa mu biro by'umuyobozi mukuru, ugasobanura. |
| Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa) | Abayobozi bahagarariye ikigo mu ntara mu gihugu. -RUBAVU -NYAGATARE -MUSANZE -NGOMA -KARONGI -HUYE -GICUMBI -RUSIZI |
| Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi? | Utishimiye serivisi ushobora kwandikira umuyobozi mukuru w'Ikigo. |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi? | Wasura urubuga kuri: <u>www.onatracom.rw</u> Ukeneye kumenya ibindi byingenzi wahamagara telefoni: +250 575404/575411 mu masaha y'akazi. |
| Impapuro zuzuzwa | Urupapuro rwa audience |
| Ibyangombwa bisabwa n'amategeko | Itegeko nimeru 08/2007 ryo kuwa 03/02/2007 rigaragaza inshingano, n'imikorere y'ikigo cy'igihugu gishinzwe gutwara abantu. |