REPUBULIKA Y'U RWANDA

IKIGO CY'ITANGAZAMAKURU (ORINFOR)

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SEREVISI ZIHABWA ABATUGANA

Ukuboza, 2011

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IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zihabwa abaturage n'ikigo cy'itangazamakuru.

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'itangazamakuru 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'itangazamakuru gifite mw'itangwa rya serevisi nziza kandi zihuse.

Izina : Ikigo cy'itanganzamakuru

Willy RUKUNDO

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

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

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

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

- 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 ORINFOR 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 ORINFOR 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, ORINFOR 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, ORINFOR 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 ORINFOR 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, ORINFOR 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 ORINFOR 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 ORINFOR 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 ORINFOR;
- Guhanahana amakuru ku buryo serivisi zitangwa muri ORINFOR 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.ITANGIRIRO

Ikigo cy'itangazamakuru cyashinzwe muri 1961

II.ICYEREKEZO

Kuba abambere, abavugizi ba rubanda, no kuba intagarugero mu karere mwitumanaho.

III.INTEGO

Kuba kuruhembe dutanga amakuru afite ireme, gahunda zifatika ndetse n'amakuru atandukanye.

IV.IBIKORWA BW'INGENZI

Ikigo cy'itangazamakuru n'ikigo cya leta,kigizwe na Radiyo Rwanda, Televisiyo y'uRwanda, ibinyamakuru bibiri aribyo; imvaho nshya na la Nouvelle Releve na Radiyo ishanu (5) z'abaturage.

V. INDANGAGACIRO Z'INGENZI

Ubunyangamugayo, ubuzobere, akazi kanoze, kureba ejo hazaza nokwita ku kazi.

1. SEREVISI ZITANGWA KUKICARO GIKURU CY'IKIGO NO KUMARADIYO Y'ABATURAGE.

1.1. Serevisi zitangirwa ku biro cy'ikigo cy'itangazamakuru no kumaradiyo y'abaturage.

Ubwoko bwa serevisi: Guhuza ibikorwa by'ishami

Serevisi n'iyihe? **Nujuje ibisabwa?**	Guhuza abakiriya bacu n'abakozi bahagarariye uturere n'intara. Ahangaha abakiriya tuvuga n'abantu bose bari mu turere baba bafite ibikorwa bikenewe gutangazwa. Kwohereza amatangazo no

	kwamamaza kuri radiyo z'abaturage kugira ngo bitambuke abakiriya bagomba kuba bishyuye ku kicaro gikuru cy'ikigo cy'itangazamakuru I Kigali.
Ishami ryo kubarizamo	Ibiro by'umuyobozi
Serevisi itangwa ryari?	Guhera kuwa mbere kugeza kuwa gatanu saa moya za mugitondo kugeza saa kumi nebyiri z'igicamunsi ndetse no kurenzaho.
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mwi saha imwe
Nibiki bisabwa kugirango ubone serevisi?	- Ku bijyanye no gutangaza igikorwa, nukubimenyasha ikigo mu gihe gusa, - Amatangazo iyo umaze kwishyura amafaranga nta kindi kiba gisigaye amatangazo acishwa kuri radiyo wahisemo,
Niba serevisi yishyuzwa, igiciro ni ikihe?	- Ku bijyanye no gutangaza igikorwa,iyo hari ubutumire, gahunda yanditse cyangwa se n'iyindi nyandiko yanditse yose biba byiza. Kandi iyo ari ikorwa gitunguranye ariko gifitiye rubanda akamaro hifashishwa telefoni kugira ngo tugitambutse. - Kugira ngo amatangazo no kwamamaza bihitishwe ugaragaza inyemezabwishyu wishyuriyeho gusa.

	- Mu rwego rwo kwihutisha serevise habaho ubufatanye hagati y'ishami ribishinzwe n'irishinzwe imari.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Kugira ngo inkuru ifatwe uzana ibyangombwa byavuzwe haruguru k'umuyobozi ubishinzwe - Ku matangazo no kwamamaza uzana ibyangombwa byavuzwe k'umuyobozi ubishinzwe mu gihe.
Binyura muyihe nzira ngo uyihabwe?	Iri shami riguhuza nayandi mashami wakenera gusura.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Umukiriya afite uburenganzira busesuye kuza bu biro agatanga ikibazo/ikirego agaragaza serevisi yahawe ko atayishimiye.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: **www. orinfor.gov.rw** kugira ngo umenye amakuru. Ushaka kumenya ibiruseho hamagara kuri telefoni (0252)572136 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

1.2. Serevisi zitangwa n'ikigo cy'itangazamakuru mu ntara zidafite amaradiyo.

Ubwoko bwa serevisi: Gutangaza inkuru zifitiye abantu akamaro

Serevisi n'iyihe? **Nujuje ibisabwa?**	- Gutara, gukosora, no gutangaza inkuru ivuye kw'isoko binyuze mu miyoboro y'itangazamakuru

	– radiyo Rwanda, televiziyo Rwanda, no mu kinyamakuru imvaho nshya. Urwego cyangwa umuntu uwariwe wese ushaka ko hari inkuru itangazwa ifitiye akamaro abaturage akwiye kwegera ibiro by'ikigo mu ntara.
Ishami ryo kubarizamo	- ibiro by'ikigo mu ntara
Serevisi itangwa ryari?	kuva kuwa mbere kugeza ku cyumweru saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba.
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mwi saha imwe
Nibiki bisabwe kugirango ubone serevisi?	- Kubimenyesha abanyakuru ku gihe.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ku bijyanye no gutangaza igikorwa,iyo hari ubutumire, gahunda yanditse cyangwa se n'iyindi nyandiko yanditse yose biba byiza. Kandi iyo ari ikorwa gitunguranye ariko gifitiye rubanda akamaro hifashishwa telefoni kugira ngo iyo nkuru itambuke.
Binyura muyihe nzira ngo uyihabwe?	kugira ngo inkuru ifatwe uzana ibyangombwa byavuzwe haruguru ku biro cy'ikigo mu ntara.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko	Uhagarariye ikigo mu ntara atanga amakuru ajyanye n'imitangire ya serevisi y'ikigo.

kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Iyo umukiriya atanogewe na serevisi ahawe afite uburenganzira busesuye kubibwira uyimuhaye, ikibazo iyo cyidakemutse ashobora kubibwira abayobozi bisumbuyeho uhereye k'umuyobozi uyobora ishami.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ikigo cy'itangazamakuru gikorera aha hakurikira: Kigali- Tel/Fax 0252 503474, Bugesera- Tel/Fax 0252 561281-0252 561282, Rwamagana- Tel/Fax 0252 567464, Ngoma- Tel/Fax 0252 566164, Gicumbi – Tel/Fax 0252 564170, Muhanga- Tel/Fax 0252 562194, Nyamagabe- Tel/Fax 0252 535054, na Karongi- Tel/Fax – 0252 568186
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

1.3. Serevisi zitangwa na radiyo z'abaturag

Ubwoko bwa serevisi: Gutangaza amakuru n'ibiganiro bishingiye kuri gahunda ziterambere ry'abaturage

Serevisi n'iyihe? **Nujuje ibisabwa?**	- Gufata, gukosora,no gutangaza inkuru ku maradiyo y'abaturage - Gufata, gukosora no gutangaza ibiganiro mpaka bishingiye kuri gahunda

	z'abaturage hitawe ku bitekerezo by'ubaka umuryango nyarwanda. - Gutangaza amatangazo no kwamamaza
Ishami ryo kubarizamo	- Umucungamari kuri radiyo y'abaturage cyangwa mw'ishami rishinzwe ubucuruzi I kagali.
Serevisi itangwa ryari?	kuva kuwa mbere kugeza ku cyumweru uhereye saa cumi n'imwe za mu gitondo kugeza saa tanu za nijoro.
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa ni icyo ushaka ariko mubisanzwe ntibirenza isaha.
Nibiki bisabwa kugirango ubone serevisi?	- Ibijyanye n'inkuru nu kubimenyesha abanyamakuru mu gihe. - Amatangazo n'ukwishyura amafaranga asabwa kugira ngo ubone serevisi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	- Ku bijyanye no gutangaza igikorwa,iyo hari ubutumire, gahunda yanditse cyangwa se n'iyindi nyandiko yanditse yose biba byiza. Kandi iyo ari ikorwa gitunguranye ariko gifitiye rubanda akamaro hifashishwa telefoni ukabimenyesha umuyobozi wa radiyo y'abaturage.
Binyura muyihe nzira ngo uyihabwe?	kugira ngo inkuru ifatwe uzana ibyangombwa byavuzwe haruguru ku biro bya radiyo y'abaturage.
Ese hari izindi nzego	Uhagarariye radiyo y'abaturage

bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	atanga amakuru ajyanye n'imitangire ya serevisi y'ikigo.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Iyo umukiriya atanogewe na serevisi ahawe afite uburenganzira busesuye kubibwira uyimuhaye, ikibazo iyo kidakemutse ashobora ku kijyana ku bayobozi bisumbuye uhereye k'umuyobozi uyobora ishami.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Hamagara kuri : radiyo y'abaturage I Huye - Tel/Fax 0252 530255/ 0252 531321, radiyo y'baturage Rubavu – Tel 0252 540424, radiyo y'abaturage Rusizi – Tel 0252 537215, radiyo y'abaturage Musanze - Tel 0252 546392, no kuri radiyo y'abaturage ya Nyagatare – Tel 0252 565243
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

2. SEREVISI ZITANGWA NA RADIYO RWANDA

Ubwoko bwa serevisi: Gatangariza amakuru rubanda

Serevisi n'iyihe?	Radiyo Rwanda itanga serevisi zitandukanye zirimo; amakuru, inkuru zigezweho, ibiganiro, kwamamaza, amatangazo, kwidagadura, n'ibindi.
Nujuje ibisabwa?	Dutangaza amakuru mundimi enye zemewe; ikinyarwanda, icyongereza, ikifaransa no mu

	giswahili. Radiyo Rwanda niyo yabanjirije ayandi maradiyo yose mu Rwanda. Dutangaza amakuru meza ashingiye kukuri kandi ikaba na radiyo yizewe guhera muri 1964.Radiyo Rwanda yashinzwe muri 1964 nk'umuyoboro abanyarwanda banyuzamo ibitekerezo byabo. Radiyo Rwanda igaragara ku rubuga www.orinfor.gov.rw/radio ikumvikana mu gihugu hose ikagira abanyamakuru mu gihugu hose bakora amasaha makumyabiri nane kuri makumyabiri nane kandi iminsi irindwi mu cyumweru. Buri munyarwanda ndetse n'umunyamahanga bafite uburenganzira bungana muguhabwa serevisi zitangwa na Radiyo Rwanda
Ishami ryo kubarizamo	Radiyo Rwanda
Serevisi itangwa ryari?	Amasaha makumyabiri nane, iminsi irindwi mu cyumweru. Ushobora kuyikurikirana ku rubuga rwa interineti www.orinfor.gov.rw/radio
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	**Gufata inkuru inshya:** Wohereza inkuru kuri email ikubiyemo itariki, umunsi, isaha, naho bizabira nandi makuru asobanura icyo gikorwa, iminsi ibiri mbere yuko igikorwa cyiba. Amakuru yo ntiyishyuzwa. **Kwamamaza:** Bikorwa hifashishizwe ishami

	ry'ubucuruzi ku biciro byemewe aho twakira ijwi kuri mp3 rigakoreshwa mu kwamamaza ku gihe cyemeranijweho kumanywa na nijoro. Ibi byakirwa umaze kwishyura. **Amatangazo :** Amatangazo yo kuranga nayo kumenyesha, aya leta nay'ibigo byijyenga yakirwa umaze kwishyura kandi agomba kuba yanditse neza.
Niba serevisi yishyuzwa, igiciro ni ikihe?	Ibiciro bijyana na serevisi ushaka. Ariko yo amakuru ntiyishyurirwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Iyo ari ugufata amakuru wandika ubisaba unyujije kuri interineti iminsi ibiri mbere yuko igikorwa ushaka ko bafata kiba
Binyura muyihe nzira ngo uyihabwe?	Hagomba kubaho inyandiko yandikiwe umuyobozi wa radiyo Rwanda
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ukeneye serevisi yishyurirwa abinyuza mw'ishami ry'imari naho gufata amakuru binyura k'umuyobozi wa radiyo kuko byo ari ubuntu.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego ushobora kwohereza ubutumwa bugufi kuri radiyo Rwanda kuri telefoni 0788383800 cyangwa ukandikira umuyobozi wa radiyo ukabinyuza kuri infor@orinfor.gov.rw buri muturage afite uburenganzira bwo kuvuguruza amakuru atariyo.

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: http://www.orinfor.gov.rw/ kugira ngo umenye amakuru. Ushatse kumenya ibiruseho hamagara kuri telefoni number: (+250) 252 572276 cyangwa 0788383800 igihe cyose
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

3. TELEVIZIYO Y'U RWANDA

3.1. GUFATA AMAKURU NO KUYATANGAZA

Serevisi n'iyihe? Nujuje ibisabwa?	Televiziyo y'u Rwanda ifata inkuru zose zifitiye abaturage akamaro kugira ngo zibatangarizwe.
Ishami ryo kubarizamo	Televiziyo y'u Rwanda ishami ry'amakuru, ibiro by'uyobora televiziyo, n'ibiro by'umuyobozi w'ikigo cy'itangazamakuru
Serevisi itangwa ryari?	Igihe cyose
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Nta gihe ntarengwa
Niba serevisi yishyuzwa, igiciro ni ikihe?	Iyi serevisi nta kiguzi isaba
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kugira ngo amakuru afatwe handikirwa muyobozi w'ikigo
Binyura muyihe nzira ngo uyihabwe?	Ntayo
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?	Ubibwira umuyobozi mukuru w'ikigo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni :+250 252576540 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

3.2. PUROGORAME ZA TELEVIZIYO

Serevisi n'iyihe? Nujuje ibisabwa?	Televiziyo y'u Rwanda igira purogorame zitandukanye zirimo inkuru, ibiganiro mpaka, umuco no kwidagadura.
Ishami ryo kubarizamo	Ishami rya purogorame ni ry'ubucuruzi
Serevisi itangwa ryari?	Igihe cyose
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Nta gihe ntarengwa
Niba serevisi yishyuzwa, igiciro ni ikihe?	Ibiciro bisangwa mw'ishami ry'ubucuruzi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Amasezerano y'ufatanye n'ikigo cy'itangazamakuru
What Binyura muyihe nzira ngo uyihabwe?	Ugirana amasezerano n'ikigo cy'itangazamakuru
Ese hari izindi nzego bisaba kunyuramo? Ni	Ntazo

izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ubibwira umuyobozi mukuru w'ikigo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni :+250 252576540 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

3.3. ITANGAZA RY'INKURU ZIDASANZWE ZIBA MBONANKUBONE KUMUGARAGARO ZIGATAMBUKA UWOMWANYA

Serevisi n'iyihe? **Nujuje ibisabwa?**	Televiziyo y'u Rwanda itangaza inkuru zitandukanye ziba kumugaragaro nka imihango yo rwego rw'igihugu, amarushanwa y'umupira ariyo mu gihugu cyangwa mpuzamahanga.
Ishami ryo kubarizamo	Umuyobozi w'ikigo, ibiro bya televiziyo, n'ishami rya tekinike.
Serevisi itangwa ryari?	Igihe cyose
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose
Niba serevisi yishyuzwa, igiciro ni ikihe?	Ibiciro bisangwa mw'ishami ry'ubucuruzi

Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ugura uburenganzira.
What Binyura muyihe nzira ngo uyihabwe?	
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ishami ry'ikigo rishinzwe ubucuruzi
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Wandika ubimenyesha umuyobozi w'ikigo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni :+250 252576540 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

4. SEREVISI ZITANGWA N'ISHAMI RY'IKIGO RYA TEKINIKE

4.1. Isakaza rya radiyo mu gihugu no guhugura urubanda

Serevisi n'iyihe? Nujuje ibisabwa?	Ishami rya tekinike isakaza radiyo mu baturarwanda. Ritunganya umurungo wa FM kugira ngo buri rugo rwumve radiyo. Rikora ibishoboka kugira ngo amajwi abe meza kandi agere kumiyoboro cumi nabirindwi 17 ikwirakwiza amajwi, kandi

	rigatabara aho bibaye ngombwa mu masaha makumyabiri nane. Rishira mu bikorwa gahunda zogufata amajwi mu bice bidafite umuriro Iri shami ryita rikanatunganya sitidiyo kugira ngo amajwi agere kubaturarwanda ari meza. Kugira ngo radiyo ishobore kugere muri buri rugo kandi yumvikana neza. Gutangaza inkuru iyo ariyo yose yaba yasabwe n'abantu, ikigo, cyangwa umuntu. Ibikubiyemo bigomba kwemeranwaho ku mpande zombi. Gutegura ibikenewe byose kugira ngo inkuru ishobore guhita/gutambuka kugira ngo inkuru ishobore kwumvikana mu gihugu hose. Ishami rya tekinike ritunganye imiyoboro ya radiyo. Ritegura ibikenewe byose kugira ngo ibiganiro mbwirwaruhame, imihango ya leta yo ku rwego rw'igihugu n'iyindi mihango yose itambuke. Gutanga umuyoboro kuri buri rwego cyangwa umuntu wese uwusabye. Ishami rya tekinike ritanga serevisi yo gutunganya no gutanga ibiganiro. Gutanga ubufasha ku bakozi b'ikigo Ishami ritanga amahugurwa

	nimenyereza ry'akazi kubanyeshuri biga iby'itumanaho
Ishami ryo kubarizamo	Ishami rishinzwe gusakaza amajwi
Serevisi itangwa ryari?	Kuva kuwa mbere kugeza ku cyumweru igihe cyose
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose
Niba serevisi yishyuzwa, igiciro ni ikihe?	Ibiciro biratandukana kandi ushobora guciririkanya
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Hagomba kuba amasezerano hagati y'impande zombi
What Binyura muyihe nzira ngo uyihabwe?	Hagomba kuba inyandiko yandikiwe umuyobozi w'ikigo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Umuntu wese ushaka serevisi agomba kunyura k'umuyobozi w'ikigo, mw'ishami rya tekinike, ndetse no mw'ishami ry'icungamutungo.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego ushora kwohereza ubutumwa bugufi kuri radiyo buhita busomwa akokanya ukanohereza ishami rya tekinike kugira ngo risubize icyifuzo cyawe.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni: +250 252575736 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa	Ntabyo

n'amategeko	

4.2. Serevisi z'ikoranabuhanga

Serevisi n'iyihe? **Nujuje ibisabwa?**	Dutangaza amakuru ya radiyo naya televiziyo kuri interineti ndetse ukanahasanga ibinyamakuru bibiri. Hakoreshejwe ubutumwa bugufi abaturage bavuga uko babyumva Abaturage bohereza amakuru babinyujije kuri (FTP server) aho bigaragara ku kicaro cy'ikigo Hafatwa inkuru/igikorwa kirikure y'ikigo hakoreshejwe ubuhanga bw'itumanaho Ishami rya tekinike ritanga amahugurwa nimenyereza ry'akazi kubanyeshuri biga amashuri y'iby'itumanaho Gutanga ubufasha ku bakozi b'ikigo Ishami ry'ikoranabuhanga ritanga ubufasha mu rwego rwose rwabisabye ikigo cy'itangazamakuru
Ishami ryo kubarizamo	Ishami ry'ikoranabuhanga
Serevisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa mbere amasaha makumyabiri nene
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose ushakiye serevisi urayihabwa kuko itangirwa kuri interineti. Naho gufata inkuru byo bisaba iminsi ibiri kugira ngo habanze hakorwe igeragezwa ry'ibikoresho byifashishwa mu kazi.

Niba serevisi yishyuzwa, igiciro ni ikihe?	Bikorerwa mw'ishami ry'imari
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Hagomba amasezerano hagati y'impande zombi
What Binyura muyihe nzira ngo uyihabwe?	Hagomba inyandiko yandikiwe umuyobozi w'ikigo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ubuyobozi bw'ikigo, ishami rya radiyo, ishami rya televiziyo, ishami ry'imari hamwe ni rya tekinike
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Wohereza ubutumwa bugufi kuri furahajanvier@yahoo.fr, skarere@gmail.com, inonkuru@yahoo.com
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni: +250 252575736 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

4.3. TV and OBVAN production, operation and broadcasting coverage. (Televiziyo nogutubura amajwi, gukora no gutangaza amashusho)

Serevisi n'iyihe? Nujuje ibisabwa?	Gutunganya no gutangariza televiziyo y'igihugu buri muturage. Gutunganye no kwohereza amashusho mu gihugu hose kandi meza. Gukora ibishoboka isakazamashusho ko rigomba

	kuba ritunganye kumiyoboro 15 ikwirakwije mu gihugu no gutanga ubufasha igihe cyose bukenewe amasaha makumyabiri nane. Gushira mu bikorwa gahunda zo gufata amashusho mu bice bidafite umuriro Iri shami ryita rikanatunganya sitidiyo ya televiziyo kugira ngo amajwi n'amashusho agere kubaturarwanda ari meza. Kugira ngo televiziyo ishobore kugera muri buri rugo kandi yumvikana neza. Gutangaza inkuru iyo ariyo yose yaba yasabwe n'abantu, ikigo, cyangwa umuntu. Ibikubiyemo bigomba kwemeranwaho ku mpande zombi. Gutegura ibikenewe byose kugira ngo inkuru ishobore guhita/gutambuka kugira ngo inkuru ishobore kwumvikana mu gihugu hose Ishami rya tekinike ritunganye imiyoboro ya televiziyo. Ritegura ibikenewe byose kugira ngo ibiganiro mbwirwaruhame, imihango ya leta yo ku rwego rw'igihugu n'iyindi mihango yose itambuke. Gutanga umuyoboro kuri buri rwego cyangwa umuntu wese ubisabye. Ishami rya tekinike ritanga serevisi yo gutunganya no gutanga ibiganiro kuri televiziyo.

	Ishami ritanga amahugurwa nimenyereza ry'akazi kubanyeshuri biga iby'itumanaho n'ikoranabuhanga Gutanga ubufasha ku bakozi b'ikigo
Ishami ryo kubarizamo	Televiziyo ishami rya tekinike
Serevisi itangwa ryari?	Igihe cyose
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose ushakiye serevisi urayihabwa kuko itangirwa kuri interineti. Naho gufata inkuru byo bisaba iminsi ibiri kugira ngo habanze hakorwe igeragezwa ryibikoresho byifashishwa mu kazi.
Niba serevisi yishyuzwa, igiciro ni ikihe?	Bikorerwa mw'ishami ry'imari
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Hagomba amasezerano hagati y'impande zombi
What Binyura muyihe nzira ngo uyihabwe?	Hagomba inyandiko yandikiwe umuyobozi w'ikigo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ubuyobozi bw'ikigo, ishami rya radiyo, ishami rya televiziyo, ishami ry'imari hamwe ni rya tekinike
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Wohereza ubutumwa bugufi kuri furahajanvier@yahoo.fr, skarere@gmail.com, inonkuru@yahoo.com
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni: +250 252575736

	mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

5. SEREVISI ZITANGWA N'ICAPIRO RY'ITANGAZAMAKURU

Ubwoko bwa serevisi: ibinyamakuru na serevisi z'ubucuruzi.

Serevisi n'iyihe? **Nujuje ibisabwa?**	Icapiro ry'itangazamakuru ni rya leta rikaba ryaratangiye muri 1961. Rifite ibinyamakuru bibiri aribyo IMVAHO NSHYA na LA NOUVELLE RELEVE ikinyamakuru cyandikwa mu gifansa. Serevisi zitangwa nizi zikurikira: - Gucapa no gusohora ibinyamakuru bya leta, bikubiyemo kwamamaza, ibitekerezo byubaka, kwidagadura n'ayandi makuru afite akamaro - Guhitamo amakuru afite akamaro agashyirwa k'urupapuro rubanza kugira ngo akurure abasomyi. - Gusohora inkuru zigisha n'izo kwidagadura zigamije kuzamura igihugu. - Gukwirakwiza ibinyamakuru mu gihugu hose kandi ku gihe. - Gucapa ibinyamakuru by'abigenga buri munsi cyangwa buri nyuma y'igihe

	runaka. - Gucapa ibikorwa by'ubucuruzi bijyanye n'iby'abakiriya bifuza - Gushyiraho ibiciro binogeye abatugana - Kurangiza akazi kabakiriya ku gihe. - Kutanyuranya ibiciro kubakiriya/ abatugana. - Kugira inama abamamaza uko bandika amatangazo yo kwamamaza kugira ngo agaragarire neza abasomyi kandi ku giciro kiza.
Ishami ryo kubarizamo	1 Ishami ry'ubucuruzi 2. Ishami ricapa rikanatubura inyandiko 3.Ishami ry'Imvaho Nshya 4. Ishami rya La Nouvelle
Serevisi itangwa ryari?	Buri munsi ndetse no ku minsi mikuru ya leta uhereye saa moya za mugitondo kugeza saa kumi nebyiri za nimugoroba.
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose utanga serevisi aba ahari. Bifata amasaha ageze kuri atandatu gusohora ikinyamakuru.
Niba serevisi yishyuzwa, igiciro ni ikihe?	Ishami ry'imari ryumvikana n'abakiriya ku mafaranga bagomba kwishyurwa n'uburyo bwo kwishyuramo.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ugaragaza ko wishyuye cyangwa amasezerano umukiriya yagiranye n'ikigo.
Binyura muyihe nzira ngo uyihabwe?	Hagomba inyandiko yandikiwe umuyobozi w'ikigo
Ese hari izindi nzego bisaba kunyuramo? Ni	Hagomba kubaho ubufatanye hagati y'umuyozi w'ikigo

izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	n'abakozi b'urwego rubishinzwe.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego ugirana gahunda n'umukozi ubishinzwe, urugero iyo ari ikibazo kijyanye n'amafaranga uvugana n'ishami ry'imari, iyo ari ibyerekeranye n'ibyo bagukoreye bitari byiza uvugana n'umuyobozi ushinzwe umusaruro cyangwa ukamwohererereza ubutumwa bugufi.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni: +250 252575735 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

6. SEREVISI ZITANGWA N'ISHAMI RY'IMARI HAMWE NO GUCUNGA UMUTUNGO

Ubwoko bwa serevisi: Icungamutungo, Gutanga amasoko, Gucuruza serevisi za radiyo, televiziyo, n'Ubucuruzi

Serevisi n'iyihe? **Nujuje ibisabwa?**	Ishami ry'imari no gucunga umutungo bitanga serevisi zitandukanye ari izo mu kigo ndetse nohanze y'ikigo binyuze mu bice bine: **I. Icungamutungo** 1. Gutanga amafaranga

	y'ingendo ku bakozi bagiye mu kazi 2. Gutanga ibisobanuro mu buyobozi ndetse no kubandi bo hanze bangombwa 3. Kwishyura abatanga ibikoresho n'izindi serevisi mu kigo 4. Gutegura amaraporo ajyanye amabwiriza ngenderwaho y'imari **II. Gutanga amasoko** 1. Gutegura amasoko no gutunganye kontaro z'abatanze ibikoresho 2. Kwakira no gutunganya amasoko hakirwa ibikoresho bitandukanye bikenewe n'ikigo 3. Gutegura raporo zikenewe n'amategeko agenga amasoko **III. Ubucuruzi no kwishyuza imyenda** 1. Kwakira abakiriya ukabagurisha ibikoresho bitandukanye by'ikigo 2. Gukurikirana niba umukiriya yahawe serevisi inoze 3. Gutegura inyemezabuguzi kubakiriya **IV. Ibikoresho no gutwara abantu** - Gutegura uko abakozi bajyanwa/bagenda bagiye mu kazi - Kwakira ibikoresho bigashyirwa mu bubiko hanyuma bigatangwa nkuko byemejwe kubabisabye.

Ishami ryo kubarizamo	Ishami ry'imari no gucunga umutungo
Serevisi itangwa ryari?	Kuva kuwa mbere kugeza ku cyumweru
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	- Beterwa na serevisi ukeneye, mw'ishami ry'ubucuruzi no kwishyuza imyenda guhabwa serevisi bifata iminota iri munsi ya cumi. - Serevisi yo gutanga amasoko, iyowujuje iby'amategeko asaba, serevisi uyibona mu minsi itanu y'akazi - Mw'icungamutungu, iyo ukwije ibisabwa guhabwa serevisi uyibona mu gihe kitarenze umunsi
Niba serevisi yishyuzwa, igiciro ni ikihe?	Kugira ngo ubone serevisi ibiciro biratandukanye ariko hari n'uburyo bwo guciririkanya
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Hagomba kuba hari uburyo bwemewe kandi hagakurikizwa amategeko agenga amasoko n'amabwiriza agenga umutungo.
Binyura muyihe nzira ngo uyihabwe?	Hagomba inyandiko yandikiwe umuyobozi w'ikigo cyangwa ushinzwe imari ushingiye kumitere n'agaciro k'ibisohoka. Ibijyanye n'ubucuruzi hagomba kuba inyemezabuguzi (pro-forma) cyangwa inyemezabwishyu cyangwa amasezerano.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya	Ntampamvu yo kuza ku kazi, ushobora gukoresha interineti mu guciririkanya, ku wishyuye akokanya abona serevisi.

serevisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego hatanzwe umurongo utishyuzwa, cyangwa ugahamagara telefoni nimero zashyizwe ku nzugi.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga: www.orinfor.go.rw kugira ngo umenye amakuru. Kumenya amakuru aruseho hamagara kuri telefoni: +250 252575736 mu masaha y'akazi.
Impapuro zuzuzwa	Inyemezabuguzi, urupapuro rusaba imodoka
Ibyangombwa bisabwa n'amategeko	Itegeko rigenga amasoko, ibiciro byemewe, amabwiriza ngenderwaho y'imari.