REPUBULIKA Y'U RWANDA

KOMISIYO ISHINZWE ABAKOZI BA LETA

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SEREVISI ZITANGWA NA KOMISIYO ISHINZWE ABAKOZI BA LETA

Mutarama, 2012

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IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa na komisiyo ishinzwe Abakozi ba Leta

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 rwa komisiyo ishinzwe Abakozi ba Leta 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 komisiyo ishinzwe Abakozi ba Leta ifite mw'itangwa rya serevisi nziza kandi zihuse.

Mrs. Angelina MUGANZA

Umunyamabanga Nshingwabikorwa

Iki Gitabo kigaragaza serivisi PSC 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 PSC 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 PSC:

  - Kugaragaza neza serivisi zitangwa na PSC,
  - 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 PSC. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na PSC.

- 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 PSC.
- Amakuru n'uburyo bwatuma serivisi za PSC 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 PSC no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za PSC 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, PSC yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.
Kubera ko PSC 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, PSC yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu PSC 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 PSC
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'ipereereza ku bagana serivisi za PSC gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana PSC banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 PSC mu gutondeka ibibazo. Ibibazo bishoboka ko byakwandikwa mu buryo busanzwe cyangwa ubushobozi bwaboneka, hagakoreshwa mudasobwa mu buryo butuma ibona igihe nyacyo cyo guhuza imibare.
- Gushyiraho ingengabihe yo gukemura ibibazo, harimo n'igihe cyo kumenya kwakira ibibazo, igihe gikenewe cyo kurangiza ipererereza kuri buri rwego, n'igihe cyo kumenyesha abasaba serivisi aho PSC 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, PSC 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, PSC 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 PSC 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, PSC 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'Abakozi ba Leta, 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 PSC 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 PSC 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 PSC;
- Guhanahana amakuru ku buryo serivisi zitangwa muri PSC 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:
Ubunyamabanga Nshingwabikorwa wa Komisiyo Ishinzwe Abakozi ba leta
Boulevard de l'Umuganda, Kiyovu (Faire House Building

Toll free telephone : 3999
E-mail : pscrwanda@yahoo.com
Urubuga rwa interineti : www.psc.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.

ABO TURIBO

Komisiyo y'Abakozi ba Leta yashizweho n'Itegeko Nshinga ya Republika y'U Rwanda muri.
Muri 2010 habaye ivugurura mw'itegekonshinga nimero 4 ryo kuwa 17/06/2010 ari ryo ryashyizeho inshingano nshya za komosiyo Ishinzwe abakozi ba leta bikaba ari ukugenzura no gukurikirana ishyirwa ry'abakozi mu myanya mu nzego za leta. Iteka rya perezida nimero 83/01 ryo kuwa 9/12/2010 rigaragaza neza komisiyo nk'urwego rureba inzira zikoreshwa mw'ishyirwa ry'abakozi mu myanya mu nzego za leta zose. Iri teka rigaragaza neza ko urwego rushaka abakozi ari rwo rukoresha ipiganwa ryo kwinjiza abakozi mu myanya ariko rukurikije itegeko ry'umurimo. Ariko izo nzira zakoreshejwe guhitamo abakozi zikemezwa na komisiyo y'umurimo ko arizo kandi ko ntabyirengagijwe.
Ni muri urwo rwego ibigo bya leta bizaguma kuba aribyo bishinzwe gushyira abakozi mu myanya kugira ngo hazibwe icyuho cy'imyanya itarimo abakozi, naho komisiyo y'umurimo yo igashingwa kugenzura, gukora ubushakashatsi ku mategeko, amabwiriza, ibyo abakozi bagomba kuba bujuje, ibyo umukozi agomba kuba akwije kugira ngo abe yajya kuri uwo mwanya, no kugira inama leta kubijyana n'abakozi. Gutanga imbanzirizamishinga y'amategeko ku bigo bya leta ajyanye n'uko umukozi agomba kwifata no kwitwara mbere yuko ayamategeko atorwa;gutanga ubufasha mu bigo bya leta bigengwa n'itegeko ry'umurimo ryihariye kubijyanye n'ubumenyi bw'umwihariko/bwindashyikirwa nkuko komisiyo ibifite munshingano.

INDANGAGACIRO ZACU

Tubumbatira indangagaciro z'umurimo wa leta n'amahame, ibitekerezo n'imyemerere y'abakozi, abayobozi, kugira ngo hashyirweho uburyo fatizo ngenderwaho.
Abakozi ba leta nibo bambere

Kwiga no gushakirwa amashuri

Gukora bihebuje

Gukora nk'ikipe

Gukora nk'ishuti kandi musangiye kuyobora

Kwemera ibitekerezo bitandukanye

Ubuyobozi bufite umurongo

Gutezimbere icyaro

Gukoresha ikoranabuhanga

Kudasumbanya abakozi mu mishahara

I.ICYEREKEZO

Kuba inzobere mu kazi, kugira amakuru n'ubumenyi, biganisha gukorera mu muco, gufata abantu kimwe, kuzamura umuntu hashingiwe k'ubumenyi no kuba abanyakuri'

II.INTEGO

Kuba urwego rwigenga rugakurikirana ishyirwa ry'abakozi mu myanya,nogukurikirana amakimbirane arangwa mu kazi,kureba abakozi ba leta ko batoranijwe neza kandi bagafashwa kugira ngo bashobore gukorera k'urwego rwo hejuru bubahiriza amahame yogukorera mu muco,kuyobora neza n'ubunyangamugayo. Ibi bigerwaho hanyuzwe mu inzira zishingiye ku mahame ngenderwaho y'i bigo bya leta; gushyiraho uburyo bwo kugenzura, no gukemura ibibazo neza kandi vuba binyuze mu kanama kigenga'

III.INSHIGANO ZA KOMISIYO ISHINZWE ABAKOZI BA LETA

Ishinngano z'ikigo ziteganwa n'itegeko Nshinga n'itegegeko No 6/2007 ryo kuwa 01/02/2007 rigena imiterere n'imikorere ya komisiyo ishinzwe Abakozi ba Leta.

Komisiyo y'abakozi ba Leta ishinzwe igenzura, igatanga imirongo ngenderwaho mu bigo byose bya Leta ishimangira amabwiriza n'ibyemezo itanga.

Komisiyo ishinzwe abakozi ba Leta mw'itegeko ryayo ifite inshingano zikurikira:

- gushyiraho uburyo buboneye bwo gutoranya abakandida nta marangamutima,
  butabogamye, bunyuze mu mucyo kandi bumwe kuri bose ;

- gukora ubushakashatsi ku mategeko, amateka, ubumenyi bukenewe, ibyangombwa
  bisabwa mu kazi n'ibindi byerekeye imicungire n'iterambere ry'abakozi no kugira Guverinoma inama;

- gufasha inzego n'ibigo bya Leta bigengwa n'amategeko yihariye ikoresheje ubumenyi ifite mu nshingano zivugwa muri iyi ngingo

- gushyikiriza inzego zibishinzwe imyanzuro ku bihano bikwiye birebana n'imyitwarire n'imikorere y'abakozi hakurikijwe amategeko agenderwaho

SEREVISI ZITANGWA NA KOMISIYO Y'IGIHUGU Y'UMURIMO

1.Ubwoko bwa serevisi: IBIBAZO BISHINGIYE K'UMICUNGIRE Y'ABAKOZI

Serevisi n'iyihe? Nujuje ibisabwa?	Gutanga ibisubizo byihuse kumakimbirane ari hagati y'umukozi n'umukoresha.
Ishami ryo kubarizamo	Ishami ryimyitwarire no gukemura amakimbirane.
Serevisi itangwa ryari?	Inyandiko zitangwa kuva mbere kugeza kuwa gatanu uhereye saa moya za mugitondo kugeza saa sita z'amanywa. Kuza gufata igisubizo n'uguhera kuwa mbere kugeza kuwa gatanu uhereya saa moya mugitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 30 bitewe n'ubukana (uburemere) bw'ikibazo.
Nibiki bisabwa kugirango ubone serevisi?	N'ubuntu.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Byagombwa byose bikubiyemo ibimenyetso
Binyura muyihe nzira ngo uyihabwe?	Ujya kuri komisiyo nk'urwego rwanyuma warabanje kuregera ikigo ukorera kikananirwa gukemura ikibazo. - Gutanga inyandiko kuri komisiyo isaba kurenganurwa. - Iyo basanze dosiye ari ntakibazo ifite usubizwa mu gihe gito gishoboka nkuko byagaragajwe haruguru.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ubanziriza k'urwego rurebwa n'ikibazo mbere y'uko ujya kuri komisiyo nk'urwego rwanyuma.

Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora kugatanga kugiti cyawe cyangwa munyandiko ukandikira umunyamabanga nshingwabikorwa wa komisiyo y'umurimo cyangwa ukabinyuza kuri www psc.gov.rw.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ayandi makuru yingenzi wayasanga kurubuga rwa komisiyo y'umurimo.
Impapuro zuzuzwa	
Ibyangombwa bisabwa n'amategeko	Itegeko rigenga Abakozi ba Leta 22/2002 kuwa 09/07/2002

2. Ubwoko bwa serevisi: KUGENZURA UKO ABAKOZI BASHYIRWA MU MYANYA

Serevisi n'iyihe? Nujuje ibisabwa?	Kugaragaza uko akazi gatangwa
Ishami ryo kubarizamo	Ishami rishinzwe kugenzura uko abakozi bashizwe mu myanya.
Serevisi itangwa ryari?	Inyandiko zitangwa guhera kuwa mbere kugeza kuwa gatanu uhereye saa moya zamugitondo kugeza saa kumi n'imwe z'igicamunsi Kwakira ibisubizo n'uguhera kuwa mbere kugeza kuwa gatanu uhereye saa moya mugitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu
Nibiki bisabwa kugirango ubone serevisi?	N'ubuntu.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa yandikiwe Komisiyo y'Abakozi ba Leta.
Binyura muyihe nzira ngo uyihabwe?	Wandikira umunyamabanga Nshingwabikorwa. -Ushobora kwandika ibaruwa ukoresheje

	iposita cyangwa ukayizana -Iyo ibaruwa yawe bisanzwe ko ntakibazo ifite, ushobora kubona igisubizo binyuze mw'iposita cyangwa ukayihabwa muntoki kuri komisiyo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Mbere yuko wandikira komisiyo banza wandikire urwego bireba, iyo udahawe igisubizo cyangwa igisubizo uhawe ntikikunogere nibwo wandikira komisiyo nk'urwego rwanyuma.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora kugatanga kugiti cyawe cyangwa munyandiko ukandikira umunyamabanga nshingwabikorwa wa komisiyo y'umurimo cyangwa ukabinyuza kuri www psc.gov.rw.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ayandi makuru yingenzi wayasanga kurubuga rwa komisiyo y'umurimo.
Impapuro zuzuzwa	Inyandiko buzuza basaba akazi wayisanga kurubuga rwa komisiyo.
Ibyangombwa bisabwa n'amategeko	Iteka rya perezida riteganya uko abakozi bashyirwa mu myanya.

3.Ubwoko bwa serevisi: UBUSHAKASHATSI NO GUTANGINAMA MU MICUNGIRE Y'ABAKOZI

Serevisi n'iyihe? Nujuje ibisabwa?	Rapora yo kugenzura imikorere, ubushakashatsi ku mishinga y'umurimo, no kugaragaza imibare y'abakozi.
Ishami ryo kubarizamo	Ishami rishinzwe Ubushakashatsi ku micingire y'Abakozi
Serevisi itangwa ryari?	Inyandiko zitangwa kuva mbere kugeza kuwa gatanu uhereye saa moya za mugitondo kugeza saa sita z'amanywa. Kuza gufata igisubizo n'uguhera kuwa mbere kugeza kuwa gatanu uhereya saa moya mugitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 7
Nibiki bisabwa kugirango ubone serevisi?	N'ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa yandikiwe Komisiyo y'abakozi ba Leta.
Binyura muyihe nzira ngo uyihabwe?	Wandikira umunyamabanga Nshingwabikorwa. -Ushobora kwandika ibaruwa ukoresheje iposita cyangwa ukayizana. -Iyo ibaruwa yawe bisanzwe ko ntakibazo ifite, ushora kubona igisubizo binyuze mw'iposita cyangwa ukayihabwa muntoki kuri komisiyo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Mbere yuko wandikira komisiyo banza wandikire urwego bireba, iyo udahawe igisubizo cyangwa igisubizo uhawe ntikikunogere nibwo wandikira komisiyo nk'urwego rwanyuma.
Ese hari uburyo bwo kurenganurwa mu	Akarengane ushobora kugatanga kugiti cyawe cyangwa munyandiko ukandikira

gihe udahawe iyo serevisi?	umunyamabanga nshingwabikorwa wa komisiyo y'umurimo cyangwa ukabinyuza kuri www psc.gov.rw.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ayandi makuru yingenzi wayasanga kurubuga rwa komisiyo y'Abakozi ba Leta www.psc.gov.rw .
Impapuro zuzuzwa	
Ibyangombwa bisabwa n'amategeko	Itegeko rigenga Abakozi ba Leta 22/2002 of 09/07/2002

4.Ubwoko bwa serevisi: Serivice ijyanye n'amafaranga

Serevisi n'iyihe? Nujuje ibisabwa?	Iyo rwiyemezamirimo arangize isoko, yishyurwa mucyumweru kimwe nyuma yogutanga ibyangombwa byose bikenewe nkuko amasezerano abiteganya.
Ishami ryo kubarizamo	Ishami ry'ubutegetsi n'imari.
Serevisi itangwa ryari?	Inyandiko zitangwa kuva mbere kugeza kuwa gatanu uhereye saa moya za mugitondo kugeza saa sita z'amanywa. Kuza gufata igisubizo n'uguhera kuwa mbere kugeza kuwa gatanu uhereya saa moya mugitondo kugeza saa kumi n'imwe z'igicamunsi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi irindwi (7) y'akazi
Nibiki bisabwa kugirango ubone serevisi?	N'ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba kwishyurwa,hamwe na raporo igaragaza ko igikorwa cyarangiye.
Binyura muyihe nzira ngo uyihabwe?	Wandikira umunyamabanga Nshingwabikorwa. -Ushobora kwandika ibaruwa ukoresheje iposita cyangwa ukayizana -Iyo ibaruwa yawe bisanzwe ko ntakibazo

	ifite, ushora kubona igisubizo binyuze mw'iposita cyangwa ukayihabwa muntoki kuri komisiyo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Mbere yuko wandikira komisiyo banza wandikire urwego bireba, iyo udahawe igisubizo cyangwa igisubizo uhawe ntikikunogere nibwo wandikira komisiyo nk'urwego rwanyuma.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora kugatanga kugiti cyawe cyangwa munyandiko ukandikira umunyamabanga nshingwabikorwa wa komisiyo y'umurimo cyangwa ukabinyuza kuri www psc.gov.rw.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ayandi makuru yingenzi wayasanga kurubuga rwa komisiyo y'Abakozi ba Leta www.psc.gov.rw .
Impapuro zuzuzwa	-
Ibyangombwa bisabwa n'amategeko	Amasezerano

5.Ubwoko bwa serevisi: KWAKIRA UBUTUMWA BW'INZEGO ZITANDUKANYE NO GUTANGA IBISUBIZO

Serevisi n'iyihe? Nujuje ibisabwa?	Gutanga serevisi zirebana n'abakozi no gutanga inama kumicungire yabo binyuze munyandiko kugira ngo bikorwe mu buryo bwiza.
Ishami ryo kubarizamo	Ubunyamabanga rusanga, bukohereza izo nyandiko ahozigomba kujya no gukurikirana ko ibisubizo bitangiwe ku gihe.
Serevisi itangwa ryari?	Inyandiko zitangwa kuva mbere kugeza kuwa gatanu uhereye saa moya za mugitondo kugeza saa sita z'amanywa. Kuza gufata igisubizo n'uguhera kuwa mbere kugeza kuwa gatanu uhereya saa moya mugitondo kugeza saa kumi n'imwe z'igicamunsi

Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Hagati y'iminsi Ibiri (2) n'itatu (3)
Nibiki bisabwa kugirango ubone serevisi?	N'ubuntu.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa yandikiwe umunyamabanga Nshingwabikorwa isaba gukemurirwa ikibazo
Binyura muyihe nzira ngo uyihabwe?	-Ujya ku biro bya komisiyo y'umurimo. -Ushobora kwandika ibaruwa ukoresheje iposita cyangwa ukayizana -Iyo ibaruwa yawe bisanzwe ko yumvikana, ushora kubona igisubizo binyuze mw'iposita cyangwa ukayihabwa muntoki kuri komisiyo .
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Mbere yuko wandikira komisiyo banza wandikire urwego bireba, iyo udahawe igisubizo cyangwa igisubizo uhawe ntikikunogere nibwo wandikira komisiyo nk'urwego rwanyuma.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Akarengane ushobora kugatanga kugiti cyawe cyangwa munyandiko ukandikira umunyamabanga nshingwabikorwa wa komisiyo y'umurimo cyangwa ukabinyuza kuri www psc.gov.rw.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Ayandi makuru yingenzi wayasanga kurubuga rwa komisiyo y'umurimo.
Impapuro zuzuzwa	Kubyerekeranye n'ibikenerwa, impapuru zifashishwa ushaka akazi zisangwa kurubuga rwa komisiyo www.psc.gov.rw
Ibyangombwa bisabwa n'amategeko	Iteka rya perezida riteganya uko abakozi bashyirwa mu myanya hamwe n'Itegeko ry'umurimo nayandi mategeko.

UBURYO DUTANGA SERIVISI
Icy'igice kigaragaza serevisi zitangwa na komisiyo y'umurimo. Uburyo bukurikira bugaragaza imikorere myiza tugeza serevisi zitanduukanye kubatugana/abakiriya.

Serevisi zacu	Igipimo cy'imikorere myiza
Tuyobora ikusanya ry'imibare/amakuru ngenderwaho, gusesengura no gutanga raporo	Ingero eshanu mu mwaka zimyitwarire myiza mu buryo butandukanye cyangwa mu nzego za leta mubikorwa bitandukanye.
Gutanga amakuru akwiye kandi ku gihe yaba abakozi bo mukigo cyangwa abohanze kugira ngo afashe mu gufata ibyemezo.	Ibusubizo biboneka hagati yamasaha 0-24. (Urugero gushyira abakozi mu myanya). Ibibazo bikomeye bisaba gukurikirana ibibazo uhereye mu mizi kandi bimaze imyaka myinshi bitwara igihe kira hagati iminsi itatu (3) n'ibyumweru bitatu (3) gutanga igisubizo.
Gutanga ubufatanye n'inzego z'igihugu n'izindi nzego ku bijyanye n'amategeko	100 kwi 100 inzego zigihugu n'izindi zitandukanye zikorerwa % neza kandi vuba bijyanye n'igihe cyavuzwe ko bigomba kuba byakozwe
Gutanga amakuru yifashishwa mu kugereranya mu bigo bya leta Gutanga ikigereranyo kubakozi ba leta no gutanga ubufasha hasobanurwa ibyo abakozi bakenera nukwo imishinga ikorwa	Amakuru yifashishwa kugereranya ibigo ishingano zisa aba arikurubuga rwa komisiyo y'umurimo. Abantu banga 95 % basabye kufashwa barafashijwe.

Amakuru agaragazwa hepfo agaragaza ibihe bikoreshwa kugira ngo abatugana bahabwe serevisi. Duteganya kugera kuri 75% dutanga serevisi mu buryo bunoze. Ikibazo cy'umuntu ku giti cye gishobora gufata igihe cyirekire cyangwa gito kugiteganijwe bitewe n'impamvu zitandukanye kandi nimiterere y'ikibazo ubwacyo.

Telefoni

Amahame ngenderwaho Telefoni zitabwa mu buryo bwiza	**Urwego** Telefoni isubizwa mu gihe gitarenze iminuta ine(4)
Twakirana urugwiro, ubumenyi bw'umwuga kandi tugamije gufasha	Iyo twakiriye telephone tuvuga amazina yacu naho dukorera Iyo duhamagaye, tuvuga amazina yacu naho dukorera tukavuga icyo tubahamagariye
Igihe cyose mu masaha y'akazi kuri telefoni turaboneka	Amashami yose mu masaha y'akazi yakira telefoni Amashami yose mu masaha y'akazi yakira telefoni Igihe abakozi badahari hakaba hari uburyo bwokumenyesha ko abakozi badahari

Abantu kugiti cyabo

Amahame yo gutanga serevisi	**Urwego dutangiraho serevisi**
Tubafasha kuburyo bukwiye	Tukwakira mu minota cumi ukimara kuhagera, iyo uba warahawe gahunda
	Tukwakira mu minota makumyabiri iyo nta gahunda wahawe
	Tujya inama, tukanoyobora ibibazo aho bigomba jya kugira tudakerereza abatugana
Twakirana urugwiro, ubumenyi bw'umwuga kandi tugamije gufasha	Twambara neza kugirango tugaragare neza
Turaboneka	Muri hantu dukorera hagomba kuba harimo umukozi ufasha abantu. Abakiriya bacu banezerewe kuko bagezwaho amakuru yibyo bakeneye kugihe

Kubaza / ibizamini

Amahame yo gutanga serevisi	**Urwego dutangiraho serevisi**
Dutanga impamvu zibandwaho hatangwa ibizamini	Tuvuga igihe tuzatangira ibizamini n'uburyo bizatangwamo hakurikijwe amategeko

	Tuvuga impinduka ziba zabaye mbere yuko tuvuga igihe cy'ikizamini
	Mu minota cumi y'igihe wahawe tukugeraho tukakubwira impamvu zabaye ziributume utinda
Dutanga ibizamini bitabogamye kandi mu buryo bwiza	Twita ku bizamini biteguwe neza nubwo amakuru yaba yarabonetse mu bundi buryo
Twita kubibazo bitandukanye	Dukoreshereza ibizamini ahantu hatuje kandi hatekanye

Ubutumwa bwanditswe

Amahame yo gutanga serevisi	**Urwego dutangiraho serevisi**
Dusubiza ubutumwa bwanyu k'uburyo bukwiye	Dusubiza ubutwamwa bwanyu ku gihe, dukoresheje telefoni, kuzibihera, ndetse no kubandikira
	Dusubiza ubutumwa (email) mu munsi umwe tugatanga igihe tuzabasubiriza birambuye
Twakirana urugwiro, ubumenyi bw'umwuga kandi tugamije gufasha	Dutangira ibisubizo ku gihe, binoze, kandi byingezi bijyanye n'ibyifuzo byanyu
	Tugaragaza abo turibo hanyuma tugasubiza ubutumwa bwanyu mu nyandiko
	Twandika ubutumwa bwanyu bijyanye n'ishami ribishinzwe
Iy'utwandikiye	Amashami yose abafite kontakite

turasubiza	Iyo tutari bu biro twandika ubutumwa bugufi tukuyobora kubugomba kureba bakagufasha

Gushira mu bikorwa no gufata umwanzuro

Amahame yo gutanga serevisi	**Urwego dutangiraho serevisi**
twemera gushyira mu bikorwa neza kandi tukagaragaza uko byakozwe	Twemeza gushyira mu bikorwa mu minsi irindwi (7)
	Dutanga amakuru kubikenewe, nzira, n'igihe bikenereweho
Twakirana urugwiro, ubumenyi bw'umwuga kandi tugamije gufasha	Tugaragaza abo turibo hanyuma tukagaragaza ukwo batuvugisha,
	Tugaragaza ukwo duhabwa amakuru
	Uyo ufite uguhagarariye, Tuvugana n'uguhagarariye
Tuvugisha ukuri tukavuga umwanzuro twafashe	Dutanga impamvu zahereweho mugufata icyemezo tukajya n'inama z'uburenganzira bwukurenganurwa

Amakuru gutanga

Amahame yo gutanga serevisi	**Urwego dutangiraho serevisi**
Gutanga amakuru yizewe kandi yingirakamaro	Turayagenzura tukareba ko asubiza ibyifuzo byatugana

Igisubizo cyawe

Amahame yo gutanga serevisi	**Urwego dutangiraho serevisi**
Duha agaciro ibitekerezo, akarengane, tukanatanga aho wadushakira kugira ngo tuguhe amakuru	Twakira guhabwa amakuru y'uko abantu babibona kugira ngo tushobore gutanga amakuru meza
	Duha agaciro ibisubizo biduhawe umunsi umwe tumaze kubona amakuru
	Ibitekerezo bisubizwa binyujijwe kurubuga, ndetse no kuri telefoni mu minsi 10 y'akazi
	Dusubiza ibitekerezo byanditse binyuze mu nyandiko, z'uburyo butandukanye mu minsi 3 y'akazi
Dukoresha ibisubizo byanyu guhindura serevisi zacu	Dukurikirana ibitekerezo no gutanga amaraporo bigamije guhindura imikorere yacu

Byemijwe na ……..

Umunyamabanga Nshingwabikorwa wa Komisiyo y'Umurimo

Tariki …./08/2011