

# REPUBURIKA Y'U RWANDA



**IKIGO GISHINZWE  
ITERAMBERE RY'UBUHINZI  
N'UBWOROZI  
MU RWANDA (RAB)**



**Ubuyozi Bukuru  
Agasanduku k'Iposita N° 5016  
KIGALI-RWANDA**

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**IGITABO GIKUBIYEMO SERIVISI  
ZIGENERWA ABATUGANA  
ZITANGWA NA RAB**

*Serivisi zitangwa n'Ikigo RAB*

**Mutarama, 2012**

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## **IJAMBO RY'IBANZE**

Nejejwe no kubagezaho iki gitabo kivuga kuri serivise zitangwa n'Ikigo Gishinzwe Iterambere ry'Ubuhinzi n'Ubworozi mu Rwanda (RAB).

Iki gitabo cyateguwe hagendewe kuri gahunda y'Igihugu yo kuvugurura Inzego bwite za Leta, hagamijwe gutanga serivise nziza zinoze, gukorera mu mucyo ndetse no kumurikira ibikorwa rubanda.

Iki gitabokigaragaza akamaro k'Ikigo (RAB), kikanibanda byumwihariko kuri serivise zitangwa ndetse n'ibisabwa nkenerwa kuri izo serivise. Kigaragaza urutonde rw'amashami hirya no hino atangirwamo serivise zacu ndetse n'ubufasha mu by'amategeko.

Ishirwa ahagaragara ry'iki gitabo rirahamya ubwitange dufite mu gufasha abagenerwabikorwa bacu, hagenderewe kumvikanisha neza no gushyira umurego mu itangwa rya serivisi zacu.



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**Umuyobozi Mukuru**  
**Ikigo Gishinzwe Iterambere ry'Ubuhinzi n'**  
**Ubworozi mu Rwanda (RAB)**

Iki Gitabo kigaragaza serivisi RABigenera 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 RABbyerekana 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 RAB:
  - Kugaragaza neza serivisi zitangwa na RAB,
  - 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 kukubita amaguru y’ubusa.
  - Gushyiraho ibipimo bya serivisi nziza hagaragazwa amasaha bitwara kugira ngo umuturage abone icyo 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 RAB. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa naRAB.

- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n’aho babarizwa ndetse n’uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe icyo 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 RAB.
- Amakuru n’uburyo bwatuma serivisi za RAB 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 RAB no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m’ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za RAB 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, RAB yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n’uburenganzira bwabo igihe bashaka izo serivisi.

Kubera koRAB 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 rishoboke, RAB yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n’abaturage bayigana bashaka serivisi. Kubera iyi mpamvu RAB 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 RAB
- Umurongo wa telefoni utishyurwa;
- Gukora anketa n’iperereza ku bagana serivisi za RAB gusesengura imibare n’imiterere y’ibibazo by’abatishimiye serivisi bahawe

- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana RAB banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 RAB 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 kumenyeshya abasaba serivisi aho RAB 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, RAB 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'iyoy miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, RAB 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 byabagejeweho;
- 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 RAB kizagera ku baturage hifashishijwe uburyo banyuranye 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, RAB irashakaga gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenere :

- Serivisi ishinze 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 ruhamye 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'Ibiri kikanashyirwa ku rubuga rwa interineti;
- Kubinyuzwa mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;

- Ibiganiro mbwirwa ruhamwe kuri radiyo na televiziyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'ibuga za interineti z'Inzego za Leta:
  - Gushakisha imiyoboro
  - ibuga za interineti rusange
  - ibuga 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'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 RAB 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 RAB mu bwitonzi kandi mubahesha icyubahiro;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri RAB;
- Guhanahana amakuru ku buryo serivisi zitangwa muri RAB 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 Gishinzwe Iterambere ry’Ubuhinzi n’  
Ubworozi mu Rwanda (RAB)**

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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.IRIBURIRO**

Ibigo byaLetaby' ubushakashatsi mu buhinzi n'iby' iyamamazabuhinzi byaravuguruwe mu minsi yashizehagamijwe gushyira ingufu mu bufatanye no guhuza serivise zitangirwa muri ibyo bigo.Mbere na mbere hemejwe ishyyirwaho ry'Ikigo cy'Igihugu gishyinzwe Iterambere ry'Ubuhinzi n'Ubworozi (RAB)nk'ikigo fatizo (cyibanze) mu by' ubushakashatsi n'iby'iyamamazabuhinzi cyakomotse ku bigo bitatu byita ku buhinzi n'ubworozi, ari byo Ikigo cy'Igihugu gishinzwe guteza imbere Ubworozi n'Ibikomoka ku Matungo (RARDA), Ikigo cy'Igihugu gishinzwe guteza imbere Ubuhinzi (RADA), n'Ikigo cy'u Rwanda gishinzwe Ubushakashatsi mu by'Ubuhinzi n'Ubworozi (ISAR). Biteganyijwe ko iri vugurura ry'inzezo rizatuma umwuga w'ubuhinzi n'ubworozi urushaho guteza imbere abaturage, n'ubukungu kurundi ruhanda; hazanozwa imirimo y'ubuhinzi n'ubworozi hifashishijweguteza imbere uburyo bujyanye n'igihe mu guteza imbere iyo mimirimo; mugihe cyashize ibi ntibyapfa gushoboka, bitewe n'uko irivugurura risa nirisibanganya icyuho cyariho mu bigo byari bisanzwe.

## **II.ICYEREKEZO**

Hamwe n'icyerekezo 2020 igihugu kihaye, Ikigo RAB gifite icyerekezo cyo kongera umusaruro w'ibiribwa, no gufasha abanyarwanda bose kwibeshyaho, binyujijwe muri gahunda yo guhindura uburyo gakondo mu uburyo bwa kijyambere (uburyo bugezweho) bukoreshwa mu buhinzi n'ubworozi. Ibi bizagerwaho hifashishijwe uguhanga udushya mu bushakashatsi no mu bikorwa by'imenyekanishabuhinzi, hibandwa mu gutubura umusaruro, no gucunga neza umusaruro ukomoka ku matungo ndetse no gukoresha neza umutungo kamere. Aha ntitwakwibagirwa na none gahunda y'ituburamusaruro igizwe no gukoresha inyongeramusaruro zijyanye n'ubuhinzi, ahagenewe ubuhinzi n'ubworozi, gushaka ikoranabuhanga mu buhinzi n'ubworozi ritangiza ibidukikije nk'uko bitegenywa n'uburyo ubutaka bukoreshwa mu Rwanda.

## **III.INSHINGANO**

RAB ifite inshingano/ intego yo guteza imbere ubuhinzi n'ubworozi ibuvugurura, ikanakoresha uburyo bugezweho mugutubura umusaruro w'ubuhinzi n'ubworozi, ubushakashatsi, iyamamazabuhinzi, inyigisho n'amahugurwa

bigeza ku bahinziborozi ikoranabuhanga rishya rijyanye n'uburyo bunoze bwo gushaka inyungu.

#### **IV.IMIRIMO SHINGIRO**

Kuburyo bw'umwihariko ikigo cya RAB gifite inshingano zikurikira:

1. Gushyira mu bikorwa politiki y'Igihuguy'ubuhinzi n'ubworozi;
2. Kugira uruhare mu kugena politiki muby'ubuhinzi, ubworozi, ubushakashatsi'ikoranabuhanga mu by'ubuhinzi n'ubworozi;
3. Kugeza ku bahinzi-borozi n'abaguzib'umusaruro amakuru, ikoranabuhanga naserivisi byabafasha kunononsora kurushahoumwuga wabo, kugeza ku masoko y'imbere mugihugu umusaruro uhagije kandi mwiza nokongera umutungo bakomora ku buhinzi'ubworozi;
4. Kwirinda no kurwanya indwara mu matungo nogushyira mu bikorwa ingamba zizewe zafashamu kurwanya izo ndwara, kuzikumira,kuzisuzuma kugira ngo zimenyekane mu gihe gikwiye no kuzivura aho zagaragaye;
5. Kwirinda no kurwanya indwara mu myaka,udukoko n'ibyonnyi biyangiza no gushyira mubikorwa ingamba zizewe zafasha mukuzirwanya no kuzikumira;
6. Gukora ubushakashatsi shingiron'ubushakashatsi bugamije amajyamberebukemura ibibazo byagaragajwe mu buhinzi'ubworozi n'ibibukomokaho;
7. Gukurikirana no guhuza ibikorwa by'abakoraumwuga w'ubuhinzi, ubworozi'ubushakashatsi n'ababifitemo uruhare;
8. Gushaka no kugeza ku bahinzi-boroziikoranabuhanga rigezweho hagamijwe gufata neza ubutaka, gukoresha neza amazi nogukoresha amamashini mu buhinzi n'ubworozi;
9. Guhuza imirimo yo guteza imbere ibikorwaremezo mu buhinzi n'ubworozi;
10. Gusuzuma no gutanga ibyangombwaby'ubuziranenge bw'ibikomoka ku buhinzi'ubworozi byoherezwa mu mahanga;
11. Gusuzuma, kugenzura no gutanga ibyangombwabyemerera kwinjiza mu gihugu amatungo,intanga, insoro, imbuto, ingemwe, ingerin'ibindi bikomoka ku buhinzi n'ubworozi;

12. Gufatanya n'ibindi bigo bifite mu nshinganozabyo iby'ubuziranenge n'ibidukikije mu gihecyo kwinjiza inyongeramusaruro mvaruganda, imiti n'ibindi byifashishwa mu buhinzi ubworozi;
13. Kugira uruhare mu gushyiraho, kumenyekanishano kubahiriza amategeko agenga ubuhinzi, ubworozi, ubushakashatsi kimwe n' umusaruro bikomokaho;
14. Gutsura umubano n'ubufatanye n'ibigo byo mukarere u Rwanda rurimo ndetse n'ibyo murwego mpuzamahanga bifite intego imwe n' Ikigo cya RAB;
15. Kwita ku mitunganyirize y'itegurwa, ibikwa, itangwa ry'imiti y'amatungo n'iy'ibihingwa n'igenzura ry'imikoreshereze yayo kimwe n'ibirebana no kuyitumiza cyangwa kuyoherezamu mahanga ;
16. Gutanga uruhushya no kugenzura ubucuruzibw'imiti y'amatungo n'inyongeramusaruro zijyanye n'ubuhinzi n'ubworozi ;
17. Kwita ku mirimo yo gutubura, kugenzura no gucuruza imbuto z'ibihingwa z'indobanure no kuyikurikirana;
18. Gukusanya, ku rwego rw'Igihugu no ku rwego mpuzamahanga, udushya n'ikorana buhangarizezweho kandi rikenewe no kubinoza kugira ngo bikoreshwe mu buhinzi n'ubworozi by'u Rwanda;
19. Gutanga serivisi z'iyamamazabuhinzi hakurikijwe ibikenewe n'abahinzi-borozi;
20. Guhuza ibikorwa bya gahunda z'iyamamazabuhinzi n'ubushakashatsi no gukwirakwiza ibikenewe n'abahinzi-borozi bikorwa n'amashami y'Ikigo cya RAB akorera muturere;
21. Kunganira no guhuriza hamwe ibikorwa by'iyamamazabuhinzi n'ubushakashatsi munzego z'ubuyobozi zegereye abaturage;
22. Gufasha za Koperative z'abahinzi-borozi kugirango zikore neza;
23. Gufatanya no guhuza ibikorwa by'imiryango itegamiye kuri Leta, abikorera n'inzego zifite uruhare mu gushyira mu bikorwa gahunda z'ubuhinzi ubworozi.

## V.SERIVISE ZITANGWA N'IKIGO CYA RAB

Icyiciro cya mbere: Ubufasha mu gutubura umusaruro hagamijwe kwihaza mubiribwa no kurengera rubanda

### 1) Serivise ijyanye no gutubura imbuto zifite ubuziranenge

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Amakoperative cyangwa abikorera batubura imbuto bemezwa n'Ikigo cya RAB, RAB niyo ibagurisha imbuto z'ibanze RAB niyo ikora ubugenzuzi ikanakurikirana ibikorwa
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Igihembwe cy'ihinga cyose A&B mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Iminsi 10
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Kugura imbuto zibanze n'intuburamusaruro mvaruganda
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	<ul style="list-style-type: none"><li>• Inyandiko isaba,</li><li>• gusurwa n'abagenzuzi,</li><li>• raporo,</li><li>• icyangombwa</li></ul>
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazindi nzego
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa

<b>serivisi?</b>	umurongo wa interinetiE-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

## 2) Serivisi y'ubugenzuzi bw'imbutu

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Abagenzuzi ba RAB basura amakoperative, n' abikorera batubura imbutu mu gihembwe cy'ihinga
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Mu bihembwe byose by'ihinga A & B Kwambere kugeza kwa gatanu amasaha yakazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Icyumweru kimwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Ntagiciro ku bahinzi-borozi baciriritse, igiciro kijyanye nisoko ku bahinzi-borozi bakomeye
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	<ul style="list-style-type: none"> <li>• Inyandiko isaba,</li> <li>• gusurwa n'abagenzuzi,</li> <li>• raporo,</li> <li>• icyangombwa</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo ? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Nta na rumwe
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Igiciro no ku isoko
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Umuhinzi-mworozi ashaka ibindi byangombwa byose bisabwa kugirango yuzuze dosiye.
<b>Impapuro zuzuzwa</b>	Ntazo



<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo
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**3) Serivise ijyanye n'itangwa ry'imbutu z'ibihingwa by'ibanze**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	RAB ikwirakwiza mu bahinzi-borozi imbuto zirobanuye
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari ?</b>	Mu ntangiriro z'igihembwe cy'ihinga A, B & C Kwambere kugeza kwagatanu mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro ?</b>	Ntacyo
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Inyandiko isaba ivuye ku karere
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	RAB igeza imbuto kubashinzwe ubuhinzi mu mirenge, hanyuma n'abandi batekinisiye bashinzwe isaranganya bakazigeza ku bahinzi-borozi
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abahinzi-borozi biyandikishiriza mu mirenge
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interinetiE-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa</b>	Ntabyo

<b>n'amategeko</b>	
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**4) Serivise ijyanye n'itangwa ry'ifumbire mvaruganda (DAP, UREA, NPK)**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB itanga ifumbire mvaruganda ku bahinzi-borozi
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Mu ntangiro z'igihembwe cy'ihinga A, B & C Kwambere kugeza kwagatanu mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Uko Igiciro gihagaze ku isoko
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba inyujijwe ku batubuzi b'imbuto n'abashinzwe ubuhinzi ku murenge
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	RAB iteza cyamunara ifumbire mvaruganda ba rwiyezamirimo bakayigura, hanyuma bakayikwirakwiza hirya no hino mu karere ku badandaza nabo bakavaho bayitanga mu bahinzi-borozi.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abahinzi-borozi biyanzuza ku bashinzwe ubuhinzi ku rwego rw'umurenge no kuri ba rwiyezamirimo bagemura ifumbire.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interinetiE-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>

<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

### 5) Serivise y'itangwa ry'umurama w'ibihumyo

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	RAB itanga umurama w'ibihumyo ku bahinzi-borozi bifuza kubihinga
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Igihe icyaricyo cyose uyisabiye
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro ?</b>	Umuhinzi-mworozi yishyura amafaranga y'amanyarwanda 500 ku mu gina umwe
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Inyandiko isaba y'akarere
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Iyo umurama umaze gutunganywa RAB iwugeza ku bahinzi-borozi
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Nta giciro kiriho
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interineti E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

## 6) Serivise yo guhugura abatubuzi b'imbuto

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB ishakisha abatubuzi b'imbuto, ikabahugura mu bijyanye no gutubura imbuto
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Mu ntangiriro y'igihembwe cy'ihinga A & n'icya B Kwambere kugeza kwa gatanu mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Nta kiguzi
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Inyandiko isabwa
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	Abakozi ba RAB bategura inyigisho, bagashaka abatubuzi b'imbuto baba bakeneye amahugurwa bakayabaha.
<b>Ese hari izindi nzego bisaba kunyuramo ? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Oya ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interineti E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**7) Serivise yo guhugura abahinzi-borozi mu bijyanye no gutubura umusaruro w'ibihingwa by'ibanze**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Abakozi ba RAB bashaka abahinzi-borozi n'abandi bibumbiye mu makoperative bakeneye guhugurwa, hanyuma bagahugura.
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Mu ntangiriro y'igihembwe cy'ihinga A n'icya B mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro ?</b>	Nta kiguzi serivise itangirwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abakozi ba RAB bategura inyigisho, bagashaka abahinzi-borozi n'abibumbiye mu makoperative y'ubuhinzi n'ubworozi bakeneye amahugurwa, bagahugura ababahagarariye nabo bakazahugura abandi.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Oya ntazindi
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interinetiE-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>

<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**8) Serivise yo guhugura abahinzi-borozi muri gahunda y'isarura n'ihunika**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Abakozi ba RAB bashaka abahinzi-borozi n'abibumbiye mu makoperative bakenyeye guhugurwa, bagahugura ababahagarariye nabo bakazahugura abandi
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Hagati mu gihembwe cy'ihinga A n'icya B mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	Abakozi ba RAB bategura inyigisho, bagashaka abahinzi-borozi n'abibumbiye mu makoperative bakenyeye guhugurwa, bagahugura ababahagarariye nabo bakazahugura abandi.
<b>Ese hari izindi nzego bisaba kunyuramo?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Oya ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa</b>	Kubindi bisobanuro Wareba urubuga rwa interineti

<b>kugira ngo ubone iyo serivisi</b>	<a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interinetiE-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**9) Serivise yo guhugura abahinzi-borozi mu gutubura umurama w'ibihumyo**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Abakozi ba RAB bashaka abahinzi-borozi n'abandi bibumbiye mu makoperative bakeneye guhugurwa, bagahugura ababahagarariye nabo bagahugura abandi
<b>Ni hehe serivisi itangirwa?</b>	Iyamamazabuhinzi
<b>Serivisi itangwa ryari?</b>	Igihe icyaricyo cyose uyisabiye
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro ?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	Abakozi ba RAB bategura inyigisho, bagashaka abahinzi-borozi n'abandi bibumbiye mu makoperative bakeneye guhugurwa, bagahugura ababahagarariye nabo bakazahugura abandi.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Oya ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Mugihe utanyuzwe ushobora kugana uhagarariye RAB mu gace aherereyemo cyangwase ukagana icyicaro cya RAB

<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro Wareba urubuga rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> cyangwa umurongo wa interineti E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**Icyiciro cya 2: kunganira ibikomoka ku matungo hagenderewe kwihaza mu biribwa no kubungabunga imibereho**

**1) Serivise yo gutera intanga mu nka**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB itanga ubufasha mugutuma igikorwa cyo gutera intanga kigenda neza, mu gutanga amahugurwa, gutanga ibikenewe muri icyo gikorwa no gukurikiranira hafi abagikorwa. Ibitangwa bikenewe muri icyo gikorwa ni nk'ibikoresho bikoreshwa mugutera intanga ( <i>AI kits</i> ), imisemburo ikoreshwa, intanga n'ibiribwa.
<b>Ni hehe serivisi itangirwa?</b>	Ushinzwe ubuvuzi bw'amatungo mu murenge cyangwa rwiyemezamirimo ukora igikorwa cyo gutera intanga
<b>Serivisi itangwa ryari ?</b>	Abahinzi-borozi bashobora guhabwa serivise y'ibijyanye no gutera intanga buri muni (Kuva ku wambere kugera ku cyumweru) : 7:00 z'igitondo kugera 6:00 z'ikigoroba
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Abakora ibikorwa byo gutera intanga bahabwa ibijyanye n'icyo gikorwa buri kwezi, mugihe abahinzi-borozi bo bahabwa iyo serivise mugihe cy'amasaha 12 iyo inka zabo ziterwa mu buryo busanzwe, no mugihe cy'icyumweru iyo ari uburyo budasanzwe.



<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Inka imwe yishyurirwa amafaranga y'amanyarwanda 1500 Intanga z'Imvange n'Intanga z'Amapfizi yakijyambere ntizigabanywa.
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abahinzi-borozi bagirwa inama kubijyanye no gucunga neza ibikorwa by'ubworozi, mugihe bujuje ibisabwa,amatungo akorerwa ubugenzuzi. Mugihe itungo rigaragaje ibimenyetso bisanzwe, umuhinzi-mworozi agana ushinzwe gutera intanga mu matungo ku rwego rw'umurenge. Mugihe habonetse ibimenyetso bidasanze ushinzwe gutera intanga afata indi gahunda. Hagati y'amezi 2 n'3 uwakoze igikorwa cyo gutera intanga atangira gusuzuma niba intanga zarafashe.
<b>Ese hari izindi nzego bisaba kunyuramo?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abashinzwe ubuvuzi bw'amatungo, n'abayobozi ku rwego rw'umurenge, abahagarariye ikigo cya RAB batanga inama n'amakuru ku bijyanye n'igikorwa cyo gutera intanga mu matungo.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Gana Umunyamabanga Nshingwabikorwa w'umurenge, cyangwa ugene ushinzwe ubworozi bw'amatungo,cyangwa se ushinzwe ubuvuzi bw'amatungo ku rwego rw'akarere
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Mugihe waba ukeneye ibindi bisobanuro wahamagara kuri izi terefone, mu gihe cy'amasaha y'akazi: 078 850 6713 , 078 532 4631 Hari kandi n'ibindi byabafasha

	(udutabo) mwasanga ku cyicaro cya RAB no mu ntara ahari amashami yacyo Kuri Terevisiyo na radiyo naho hacishwaho ibiganiro bya RAB.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**2) Serivise ishinzwe itangwa ry'ubwoko bw'amatungo ya kijyambere (amatungo maremare, amagufi, amafi, inzuki)**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB ifasha mu gutanga amatungo ya kijyambere, cyane cyane ibimasa, ibisekurume n'ibindi. RAB ishobora kandi gufasha umuhinzi-mworozi mu kugura amatungo ya kijyambere haba mu gihugu ndetse no hanze.
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB ishami rishinzwe kwamamaza ibikomoka ku matungo Ku ishami rya RAB rikwegereye
<b>Serivisi itangwa ryari?</b>	Kuva ku wa mbere kugeza kugeza kuwa kane: kuva samoya kugera saa kumi n'imwe Ku wa gatanu: guhera saa moya kugeza saa sita
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ukimara kutugana (haba ku cyicaro cyangwa ku ishami rikwegereye) Mugihe wasabye ubinyujije munyandiko, igisubizo kiboneka mu minsi itatu Igihe utegereza kugirango ushyikirizwe amatungo: icyumweru kimwe kugera kuri bibiri mugihe wasabye amatungo make, mugihe waste amatungo menshi bigera ku mezi abiri, bitewe n'ubushobozi bwawe.

<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Inyandiko isaba guhabwa itungo igomba gushyikirizwa Umuyobozi Mukuru w'Ikigo RAB. Mu rwandiko ugomba kugaragaza impamvu usaba guhabwa itungo ukagaragaza by'umwihariko akamaro izagirira akarere uherereyemo, ndetse ukanasobanura uburyo uzaryitaho. Abayobozi cyangwa ushinzwe ubuvuzi bw'amatungo ku rwego rw'umurenge bashobora kugufasha bakakugira n'inama muburyo wategura inyandiko isaba. Bagomba kugira kandi uruhare mukugenzura akamaro karyo rifitiye inyungu rusange. Mugihe wemerewe, usabwa kugirana amasezerano na RAB.
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abashinzwe ubuvuzi bw'amatungo ku rwego rw'umurenge, ushinzwe ubuvuzi bw'amatungo ku rwego rw'akarere ndetse n'uhagarariye RAB mu gace uherereyemo batanga inama n'amakuru ku babikeneye.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Uwarenganyijwe ashobora kugana ushinzwe ubuvuzi bw'amatungo ku rwego rw'umurenge, mugihe atanyuzwe ashobora nanone kugana uhagarariye RAB mu gace aherereyemo cyangwase akagana icyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo</b>	Kubindi bisobanuro wahamagara mu masaha y'akazi kuri izi nimero

<b>serivisi</b>	zikurikira : 078 850 6713 , 078 532 4631 Ku cyicaro cya RAB no ku mashami yayo hari ibindi muhasanga bishobora kubafasha mu kumenya amakuru RAB kandi itanga ibiganiro kuri TVR, Radio ndetse n'udutabo n'inyandiko byabafasha.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

### 3) Service yo gutanga ibyangombwa by'amatungo

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Itangwa ry'icyangombwa cy'itungo kigaragaza amateka n'inkomoko cyayo
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB mu ishami rishinzwe kumenyekanisha ibikomoka ku matungo
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza ku wa kane: saa moya kugeza saa kumi n'imwe Ku wa gatanu: saa moya kugeza saa sita
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Mu gihe wujuje ibisabwa, uhita uhabwa serivise wasabye
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Ugana icyicaro cya RAB witwaje icyangombwa cy'itungo. Kigomba kuba cyaratanzwe mu gihe itungo rivuka cyangwa rigurwa n'ushinzwe ubuvuzi bw'amatungo cyangwa undi wishakiye ushinzwe igikorwa cyo gutera intanga mu matungo. RAB ihita itanga icyangombwa

<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Inama n’amakuru bitangwa n’ushinzwe ubuvuzi bw’amatungo ku rwego rw’umurenge, ubushinzwe ku rwego rw’akarere ndetse n’uhagarariye RAB mu karere.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Uwarenganyijwe ajya gusaba ubufasha ku cyicaro cya RAB
<b>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro wahamagara mu gihe cy’amasaha y’akazi kuri izi nimeru zikurikira: 078 850 6713 , 078 532 4631 Ibindi byabafasha mu kubona amakuru mwabisanga ku cyicaro cya RAB no kumashami yayo.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n’amategeko</b>	Ntabyo

#### 4) Serivise y’itangwa ry’imbuto z’ibitunga amatungo

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	Itangwa ry’amakuru, ubufasha, n’imbuto hagamijwe kugaburira amatungo mu buryo buboneye. Ibi bikorwa hose haba mu bworozi bwa kijyambere bwororerwa ahantu hatwo cyangwa amatungo agaburirwa mu biraro.
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB ishahi rishinzwe kumenyekanisha ibikomoka ku matungo Ishahi rya RAB rikwegereye
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza ku wa kane: saa moya kugeza saa kumi n’imwe Ku wa gatanu: saa moya ku geza saa sita
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Mu gihe ugeze ku cyicaro cya RAB cyangwa ku mashahi yayo uhita uhabwa serivise wasabye, muri nzeri n’ukwakira, mutarama na

	gashyantare buri mwaka. Mu gihe wasabye ubinyujije mu nyandiko, igisubizo kiboneka mu minsi itatu
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Inyandiko isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	Ugana mbere na mbere ushinzwe ubuvuzi bw'amatungo mu karere cyangwa umurenge uburizwamo, kugirango aguhe inama, amakuru n'ubufasha.Ushobora kugana kandi icyicaro cya RAB cyangwa ishami rikwegereye. Ushobora gusaba uhamagaye na terefoni, ushobora kwandika cyangwa ukigererayo, icyifuzo cyawe kigezwa ku itsinda ribishinze kugirango usubize.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ahantu h'ibanze wakura amakuru n'inma ku bijyanye no korora bya kijyambere, ni k' uhagarariye RAB mu gace uherereyemo, ushinzwe ubuvuzi bw'amatungo ku rwego rw'akarere cyangwa rw'umurenge.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Uwarenganyijwe agana uhagarariye ubuvuzi bw'amatungo ku rwego rw'umurenge, nanone mu gihe atanyuzwe n'igisubizo ahawe, ashobora kugana uhagarariye RAB mu gace abarizwamo cyangwa akajya ku cyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ku bindi bisobanuro wahamagara mu masaha y'akazi kuri izi terefoni: 078 850 6713 , 078 858 2906 Ku bindi byabafasha kumenya

	amakuru, mwabisanga ku cyicaro cya RAB cyangwa ku mashami yayo ndetse nokurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**5) Serivise yo gutanga amakuru n'ubufasha mu bijyanye no kubyaza umusaruro ubworozi bw'amatungo**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Guha abahinzi-borozi inama n'ubufasha mu bijyanye no kubyaza umusaruro ubworozi bw'amatungo, nk'urugero n'ubwo atari rwo kamara: uburyo mboneza mikorere bwo korora, kubangurira ku matungo ya kijyambere,intubura musaruro ku bikomoka ku matungo, no gushakira isoko umusaruro wabo.
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB ishimi rishinzwe kumenyekanisha ibikomoka ku matungo Ku mashami ya RAB
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza ku wa kane: saa moya kugeza saa kumi n'imwe Ku wagatanu: saa moya kugeza saa sita
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ushobora guhabwa serivise ukuyisaba cyangwa mu kanya katarambiranye bitewe n'imiterere y'icyifuzo cyawe Mugihe wasabye ubinyujije munyandiko, igisubizo ugihabwa mu minsi itatu.
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo</b>	Ntabyo

<b>uhabwe serivisi ?</b>	
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	<p>Ugana ushinzwe ubuvuzi bw'amatungo ukwegereye akakugira inama mu bijyanye n'uburyo mboneza mikorere bwo korora, ni ukuvuga nk'ibijyanye no kugaburira amatungo, aho yororererwa, indwara arwara, n'ibindi bijyanye no kuyitaho umunsi ku wundi.</p> <p>icyifuzo cyawe ku cyicaro cya RAB cyangwa ku ishami ryayo rikwegereye (mu nyandiko, uhamagaye, cyangwa ukahigerera).</p>
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Serivise itangirwa ubuntu
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Uwarenganijwe ashobora kugana ushinzwe ubuvuzi bw'amatungo ku rwego rw'umurenge, mugihe atanyuzwe n'igisubizo ahawe yagana uhagarariye RAB mu gace aherereyemo cyangwa akajya ku cyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	<p>Ku bindi bisobanuro wahamagara mu masaha yakazi kuri izi nimero zikurikira: 078 850 6713 , 078 858 2906</p> <p>Ibindi byabafasha mu kumenya amakuru mwabisanga ku cyicaro cya RAB cyangwa ku mashami yayo ndetse nokurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a></p> <p>RAB kandi itanga ibiganiro kuri TVR, Radio n'izindi nyandiko ndetse n'udutabo dutanga</p>



	amakuru.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

## 6) Serivise y'ubworozi bw'inkoko no gutanga imishwi

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	Itangwa ry'amakuru, ubufasha ndetse n'itangwa ry'imishwi ifite umunsi umwe
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB rikwegereye
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza ku wa kane: saa moya kugeza saa kumi n'imwe Ku wa gatanu: saa moya kugeza saa sita
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Serivise uyihabwa ukimara kuyisaba (ku cyicaro cya RAB cyangwa ku ishani rikwegereye) Mugihe wasabye imishwi ifite umunsi umwe utegereza ukwezi kumwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	<b>Amafaranga Magana atanu kubwoko bw'Imishwi bwa Broiler chick</b> <b>Amafaranga Magana arindwi kubwoko bw'Imishwi y'Inkoko za Layer chick</b>
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	Usaba Umuyobozi w'Ituragiro rya Rubirizi ko wabikirwa imishwi (ushobora guhamagara cyangwa ukigererayo). Iyo akwemereye, kugirango werekane ko uzuzura neza ibyo mwasezeranye, wishyura kuri konti ya RAB amafaranga angina n'umubare w'imishwi wasabye kubikirwa. Nyuma

	Umuyobozi mukuru w'ituragiro aguhamagara mbereho iminsi ibiri cyangwa itatu kugira ngo witegure kuza gufata imishwi, uza witwaje urupapuro wishyuriyeho kuri banki.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abashinzwe ubuvuzi bw'amatungo ku rwego rw'umurenge, akarere n'uhagarariye RAB mu karere uherereyemo baguha inama n'amakuru ku bijyanye n'ubworozi bw'inkoko
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Uwarenganyijwe ashobora kugana ushinze ubuvuzi bw'amatungo ku rwego rw'umurenge, mugihe atanyuzwe n'igisubizo ahawe agana uhagarariye RAB mu karere aherereyemo cyangwa akajya ku cyicaro cya RAB
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ku bindi bisobanuro wahamagara ku masaha y'akazi kuri izi nimero zikurikira: 078 850 6713 , 078 835 9212 Ibindi byabafasha kumenya amakuru mwabisanga ku cyicaro cya RAB no ku mashami yayo ndetse nokurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> RAB itanga kandi ibiganiro kuri TVR, Radio n'izindi nyandiko n'udutabo bitanga amakuru.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntazo

## 7) Serivise y'itangwa ry'amakuru n'ubufasha ku bworozi bw'amafi

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Itangwa ry'amakuru n'ubufasha ku bijyanye n'ubworozi bw'amafi; Ubufasha mu bijyanye
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	<p>n'uburumbuke n'imyorokere mu buryo bwa kijyambere Korohereza abahinzi-borozi mu bijyanye no kubona ibikoresho bigezweho bikoreshwa mu bworozi bw'amafi. Gukangurira abahinzi-borozi kwibumbira mu mashirahamwe, Sensitization to farmers in joining cooperatives, kubafasha kwigirira ikizere bakagira ubworozi bw'amafi umwuga wabo, kugirango hatabaho ibibavangira biturutse hanze</p>
<b>Ni hehe serivisi itangirwa?</b>	<p>Ku cyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB rikwegereye</p>
<b>Serivisi itangwa ryari?</b>	<p>Kuva ku wa mbere kugera ku wa kane: saa moya kugeza saa kumi n'imwe Ku wa gatanu: saa moya kugeza saa sita</p>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<p>Wakirwa ako kanya, mugihe usaba amakuru cyangwa ubufasha mu bya teknikike Bitwara ibyumweru bibiri kugira ngo uhabwe serivise y'ibijyanye n'ubworozi nyirizina bw'amafi</p>
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	<p>Serivise itangirwa ubuntu</p>
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	<p>Ntabyo</p>
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	<p>Unyura mbere na mbere ku ushinzwe ubuvuzi bw'amatungo ku rwego rw'akarere, urw'umurenge cyangwa uhagarariye RAB ku girango baguhe amakuru, ubufasha cyangwa inam. Ushobora na none kugana icyicaro cya RAB; mu nyandiko, uhamagaye,</p>

	cyangwa uhigereye, icyifuzo cyawe kikagezwa ku itsinda ribishinzwe hanyuma ukabona igisubizo.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abashinzwe ubuvuzi bw'amatungo ku rwego rw'akarere, urw'umurenge nibo b'ibanze batanga inama n'amakuru ku bijyanye n'ubworozi bw'amafi.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Uwarenganjywe agana icyicaro cya RAB cyangwa ishami ryayo rimwegereye.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ku bindi bisobanuro wahamagara ku masaha y'akazi kuri izi nimeru zikurikira: 078 850 6713 , 078 855 2268 Ibindi byabafasha ku menya amakuru mwabisanga ku cyicaro cya RAB no ku mashami yayonetse nokurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> RAB itanga kandi ibiganiro kuri TVR, Radio n'izindi nyandiko n'udutabo bitanga amakuru.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

### **8) Serivise y'itangwa ry'amakuru n'ubufasha mu bijyanye n'ubuvumvu**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Gutanga amakuru, ubufasha n'inama kubirebana n'ubuvumvu; gutanga ibikoreshwa mu buvumvu bigezweho. Gukangurira abavumvu kwibumbira mu mashirahamwe, no kubafasha kwiremamo icyizere ubuvumvu bakabugira umwuga wabo kugira birinde icyabavangira giturutse hanze
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<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB rikwegereye
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza ku wa kane: saa moya kugeza saa kumi n'imwe Ku wa gatanu: saa moya kugeza saa sita
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ushobora guhita wakirwa bitewe n'imiterere y'icyifuzo cyawe. Kubona ibikoresho bigezweho, bishobora kujya hagati y'ukwezi kumwe n'amezi abiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivise itangirwa ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Mbere na mbere wagana ushinzwe ubuvuzi bw'amatungo ku rwego rw'akarere, urw'umurenge cyangwa uhagarariye RAB, kugira ngo baguhe amakuru, ubufasha n'inama. Ushobora nanone kugana icyicaro cya RAB, mu nyandiko, uhamagaye cyangwa uhigereye, icyifuzo cyawe kikagezwa ku itsinda ribishinzwe kugirango uhabwe igisubizo.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Abashinzwe ubuvuzi bw'amatungo ku rwego rw'akarere, n'urw'umurenge nibo b'ibanze batanga inama n'amakuru mu bijyanye n'ubuvumvu muri rusange.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Uwarenganyijwe agana icyicaro cya RAB cyangwa ishami rimwegereye.
<b>Hari ibindi by'ingenzi bikenewe kumenywa</b>	Kubindi bisobanuro wahamagara mu masaha

<b>kugira ngo ubone iyo serivisi</b>	y'akazi kuri izi nimero zikurikira: 078 850 6713 , 078 847 3031 Ibindi byabafasha kumenya amakuru mwabisanga ku cyicaro cya RAB no ku mashami yayo ndetse nokurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> RAB itanga kandi ibiganiro kuri TVR, Radio n'izindi nyandiko n'udutabo bitanga amakuru
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**9) Serivise ishinzwe itangwa ry'icyemezo kerekana ko itungo rifite ubuzima buzira umuze**

<b>Serivisi ni iyihe?Nujuje ibisabwa?</b>	Uwariwe wese wifuza kugurisha amatungo asaba icyangombwa kibimwemera muri RAB. Gusuzuma itungo. Ibi biba ngombwa, nk'urugero iyo ukuneneye kwimura itungo ryawe urijyana mu kandi karere.
<b>Ni hehe serivisi itangirwa?</b>	Icyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB rikwegereye Ahasuzumirwa amatungo
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugera ku wa kane: saa moya kugeza saa kumi n'imwe Ku wa gatanu: saa moya kugeza saa sita
<b>Uherye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Hagati y'umusi umwe n'ibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Amafaranga 250 niyo yishyurwa mu gusuzuma/ gutanga ikizamini kimwe, mugihe wifuza kubikorwa uko

	amatungo asuwe uzasabwa kwishyura 1500 harimo n'ay'urugendo buri uko amatungo yasuwe. Amakuru arambuye ku biciro wayakura ku ishami rya RAB rikwegereye.
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Hakorwa igenzura ku bijyanye n'umusaruro muri rusange hagamijwe kureba ko byibura byujujeibyangombwa by'ibanze ku buziranenge. Wagana RAB kugirango umenye ibyangombwa by'ibanze ku buziranenge bisabwa ku musaruro wawe. Bishobora kuba ngombwa kandi ko usabwa kwerekana nk'icyangombwa runaka.
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Ugana icyicaro cya RAB cyangwa ishami ryayo rikwegereye, cyangwa ahasuzumirwa amatungo ukaba wahabwa umuntutekinisiye usura amatungo yawe, akayasuzuma akaba yaguha ibisubizo.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kwimura amatungo ajalanwa ahandi bisabirwa uruhushya rutangwa n'ubuyobozi bw'umurenge.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Uwarenganyijwe agana RAB cyangwa ishami rya RAB rimwegereye, cyangwa se ahasuzumirwa amatungo
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro wahamagara mu masaha y'akazi kuri izi nimero zikurikira: 078 850 1785 ndetse nokurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	
<b>Ibyangombwa bisabwa</b>	Itegeko ku buzima

n'amategeko	bw'amatungo
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### 10) Serivise y'ibijyanye n'ikingira ry'amatungo

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB itanga inkingo ikanahuza ibikorwa birebana na gahunda ngarukamwaka zo gukingira amatungo n'igihe bibaye ngombwa gutanga urukingo hari icyorezo kigaragaye.
<b>Ni hehe serivisi itangirwa?</b>	Icyicaró cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB rikwegereye Ahasuzumirwa amatungo
<b>Serivisi itangwa ryari?</b>	Abahinzi-borozi babona inkingo hakurikijwe gahunda iri mu turere yateguwe na RAB
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Mu gihe cy'ukwezi
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Amafaranga 250 yishyurwa ku rukungo rwa (Ruhaha, Ubutaka) 250 kurukungo rwa (Indwara z'uruhu) 500 ku rukungo rwa (FMD) Ibisobanuro birambuye birebana n'ibiciro muri rusange wabisanga ku cyicaró cya RAB cyangwa ku cyicaró cya RAB kikwegereye.
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abashinzwe ubuvuzi bw'amatungo ku rwego rw'imirenge, ubuyobozi bw'inzezo z'ibanze, bagira uruhare mu bukangurambaga batanga amakuru kuri gahunda y'ikingira. Hanyuma abashinzwe ubuvuzi bw'amatungo ku rwego rw'imirenge bakaboneraho gutanga inkingo bagendeye



	kuri iyo gahunda.
<b>Ese hari izindi nzego bisaba kunyuramo?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ubuyobozi bw'inzego z'ibanze Ushinzwe ubuvuzi bw'amatungo ku rwego rw'umurenge Ishami rya RAB rikwegereye
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Burahari. Uwarenganyijwe yagana Umunyamabanga Nshingwabikorwa w'umurenge, ufite ubworozi mu nshingano ze mu karere uherereyemo cyangwa ushinze ubuvuzi bw'amatungo ku rwego rw'akarere
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Kubindi bisobanuro mwahamagara mu masaha y'akazi kuri izi nimeru : 078 850 1785 ; 078 850 3589 ndetse nokurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Itegeko ku buzima bw'amatungo

### **11) Ubwoko bwa serivisi: Ubugenzuzi bw'Ubuuvuzi bw'amatungo**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Ubugenzuzi bw'amatungo yororerwa mu rugo n'ibiyakomokaho ( amabagiro, amaduka y'ibiribwa, amabagiro, amagurir o y' imiti, impango
<b>Ni hehe serivisi itangirwa?</b>	Icyicar o cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya zone ya RAB rikwegereye Ahasuzumirwa amatungo
<b>Serivisi itangwa ryari?</b>	Kuva ku wa mbere kugeza kuwa kane kuwa saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (8 :00- 17 :00) no ku wa gatanu

	,kuwa gatandatu no ku cyumweru kuva saa moya za mu gitondo kugeza saa sita z'amanywa (7 :00- 12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ubugenzuzi bukorerwa mu mabagiro gusa igihe icyo aricyo cyose kandi ukurikije gahunda yayo
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Ku borozi ,serivisi ntiyishyurwa Mu mabagiro igiciro cyo hasi ku matungo maremare ni amafranga ibihumbi bibiri (2000), n'amafranga ibihumbi icumi (10 000) ku giciro cyo hejuru kuri buri tungo. Ku matungo magufi,igiciro cyo hasi ni amafranga magana atanu (500),n'ibihumbi bibiri magana atanu (2500)ku giciro cyo hejuru kuri buri tungo. Ku ngurube,igiciro cyo hasi ni amafranga Ibihumbi (1000),n'amafranga ibihumbi bitatu magana atanu(3500) ku giciro cyo hejuru kuri buri ngurube.
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Uruhushya rwemerera amatungo yororerwa mu biraro kujya kubagwa
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Kugira ngo uhabwe ibisobanuro bihagije wegera ibiro bikuru bya RAB ,ishami rya RAB serivisi y'ubuhinzi n'ubworozi, cyangwa se ubuvuzi bw'amatungo mu murenge
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ibiro bikuru bya RAB , cyangwaIshami rya RAB,serivisi y'ubuhinzi n'ubworozi Ubuyobozi bw'Umurenge
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Mukuru wa RAB,Ubuyobozi bw'Ishami rya RAB cyangwa Umuvuzi

	w'Amatungo mu Karere.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro wahamagara kuri telefoni nimeru 078 850 1785 mu masaha y'akazindetse nokurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Amategeko agenga ubuzima bw'amatungo

**12) Ubwoko bwa Serivisi: Uruhushya rwo kwinjiza mu gihugu no kohereza hanze amatungo n'ibiyakomokaho**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Umuntu wese wifuzaga kohereza amatungo cyangwa ibiyakomokaho hanze agomba kuba abifitiye uruhushya
<b>Ni hehe serivisi itangirwa?</b>	Icyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB,serivisi y'ubuhinzi n'ubworozi
<b>Serivisi itangwa ryari?</b>	Kuva ku wa mbere kugeza kuwa kane kuwa saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (8 :00-17 :00) Ku wa gatanu ,kuwa saa moya za mu gitondo kugeza saa sita z'amanya (7 :00- 12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Uwo mwanya,iyo hujujwe ibyangombwa byose bisabwa
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	-Kugira icyemezo cy'irangamimerere y'itungo(harimo ibijyanye n'ubuzima bwaryo) -Kugira uruhushya rwo kwinjiza no kohereza hanze amatungo ,gitangwa n'igihugu ugiyemo

	-Kugira nimeru yakoreshejwe mu gihe itungo ritwawe mu ndege
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Kugira ngo uhabwe ibisobanuro bihagije ujya ku Biro bikuru bya RAB witwaje ibyangombwa bisabwa. Mu gihe udafite ibyangombwa ndangamimerere by'itungo ryawe, wakwifashisha umuvuzi w'amatungo wigenga akagufasha gupima itungo ryawe ndetse akaguha n'ibyangombwa bisabwa. Bityo, ubuyobozi bwa RAB bukagukorera icyemezo, ako kanya cyangwa bukakumenyesha igihe cyo kuza kugifata.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Mukuru wa RAB.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Itegeko rigenga urujya n'uruza rw'amatungo rigaragaza ibisabwa mu gutwara amatungo. Ukeneye ibisobanuro n'ibisabwa byemewe n'amategeko byerekeye amatungo yagaragajwe ndetse n'ibiyakomokaho, harimo ibisabwa mu kuyapfunyika no kuyohereza mu mahanga wabariza ku biro bikuru bya RAB Ukutubahiriza amategeko agenga urujya n'uruza rw'amatungo bihanishwa igifungo kingana n'amezi atandatu(6) cyangwa ihazabu

	ingana n'amafranga miliyoni imwe(1.000.000) Ukeneye ibindi bisobanuro wahamagara mu masaha y'akazi kuri telefoni nimeru: 078 850 1785 ndetse nokurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Amategeko agenga ubuzima bw'amatungo

### 13) Ubwoko bwa Serivisi: Uruhushya rwo kugurisha ibikomoka ku matungo

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	Umuntu wese wifuzaga kugurisha ibikomoka ku matungo agomba kuba abifitiye uruhushya ahabwa na RAB
<b>Ni hehe serivisi itangirwa?</b>	Icyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB,serivisi y'Ubuhinzi n'ubworozi
<b>Serivisi itangwa ryari?</b>	Kuva ku wa mbere kugeza kuwa kane kuwa saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (8 :00- 17 :00) Ku wa gatanu ,kuwa saa moya za mu gitondo kugeza saa sita z'amanywa (7 :00- 12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Icyumweru kimwe niba wujuje ibyangombwa byose
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibikomoka ku matungo ndetse n'aho bitunganyirizwa biragenzurwa kugira ngo harebwe ko hujuje ubuziranenge. Ibindi bisobanuro ku bijyanye n'ubuziranenge ku bicuruzwa

	byawe wabariza ku buyobozi bwa RAB. Bashobora no kugira ibyangombwa bakubaza kwerekana.
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Inyandiko ibisaba
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Mukuru wa RAB.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro wahamagara mu masaha y'akazi kuri telefoni numero: 078 850 1785 ndetse nokurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Amategeko agenga ubuzima bw'amatungo

### **Icyiciro cya 3: Kubungabunga umutungo kamere no guhinga hakoreshejwe imashini**

#### **1) Ubwoko bwa serivisi: Kubungabunga uburyo bushya bwo kubyaza ubutaka umusaruro**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	RAB iteganya ikoranabuhanga mu kubungabunga uburyo bwo kubyaza ubutaka umusaruro ku myaka inyuranye, hifashishijwe amafumbire, gutera imyaka ku murongo, isimburanyijwe, gukoresha ingufu zituruka ku myanda yo mu ngarani ku nganda, gutera kumurongo nibindi n'ibindi
<b>Ni hehe serivisi itangirwa?</b>	Amashami yose ya RAB mu Buyobozi bushinzwe

	kubungabunga umutungo kamere no guhinga hakoreshejwe imashini muri gahunda yo gufata neza ubutaka
<b>Serivisi itangwa ryari?</b>	Aborozi babona serivisi mu masaha yose y'akazi (Kuva ku wa mbere kugeza kuwa gatanu) :kuva saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (8 :00-17 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Icyumweru kimwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ni Ubuntu ariko transiporo ishobora kwishyurwa iyo gusura ahantu bibaye ngombwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ntacyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Kubonana imbonankubone n'Umuyobozi ushinzwe gahunda yo kubungabunga umutungo kamere no guhingisha imashini,umuhanga mu bijyanye n'iby'ubutaka.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kaminuza zifite amashami y'Ubuhinzi n'Ubworozi (Kaminuza Nkuru y'u Rwanda,UNATEK,Umutara Polytechnic), Minisitari y'Ubuhinzi n'Ubworozi, Inzego z'Ibanze n'Imiryango itegamiye kuri Leta.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi ushinzwe kubungabunga umutungo kamere no guhinga bya kijyambere,Ubuyobozi bw'Ishami rya RAB cyangwa Umuyobozimukuru bwa RAB.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo</b>	ExIbikoresho birimo amakuru (ibitabo) biboneka ku cyicaro cya RAB ndetse no ku mazone

<b>serivisi</b>	ya RAB RAB kandi inyuzwa ibiganiro kuri televiziyo no kuri Radiyo Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabwo

**2) Ubwoko bwa Serivisi: Gusuzuma ahakorerwa ubushakashatsi (ibizamini) muby'ubutabire ku butaka, ibihingwa'ibiribwa**

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	Gusuzuma uduce duto twavuye ku butaka,tw'ibihingwa, tw'amatungo ndetse n'utw'ibiribwa.
<b>Ni hehe serivisi itangirwa?</b>	Ubuyobozi bushinzwe kubungabunga umutungo kamere no guhingisha imashini mu ishami ry'ubuhinzi n'ubworozi, mu karere k'Amajyepfo.Bukaba bugenzura ahakorerwa ubushakashatsi mu by'ubutabire i Rubona
<b>Serivisi itangwa ryari?</b>	Guhera ku wa mbere kugeza ku wa kane : Kuva saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (7 :00-5 :00) Ku wa gatanu ni ukuva saa moya za mu gitondo kugeza saa sita z'amanywa(7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Biterwa n'ubwoko bw'ikizamini gikenewe ariko mu gihe kingana n' ibyumweru bibiri (2)
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Ibizamini byishyurwa hakurikijwe ibiciro bigaragara mu gitabo cy'ibiciro ku bizamini
<b>Ni ibihe byangombwa</b>	Kuzuzwa ifishi y'ibizamini



<b>bisabwa kugira ngo uhabwe serivisi?</b>	
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	- Gupima ibizamini bikorwa n'Umukozi wa RAB - Kuzuzura ifishi y'ibizamini hanyuma bigasuzumwa -Kwishyura kuri konti ya RAB
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kaminuza Nkuru y'u Rwanda n'Ishuri Rikuru ry'Ubuhimzi n'Ubworozi ISAE-BUSOGO
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Ushinzwe kubungabunda umutungo kamere n'ubuhinzi bwa kijyambere,Umuyobozi w'Ishami rya RAB cyangwa Umuyobozi Mukuru wa RAB.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ibikoresho birimo amakuru biboneka mu mazone ya RAB Kubindi bisobanuro wareba kurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> RAB iteganya ibiganiro bihita kuri Televiziyo na Radiyo cyangwa ibindi bikoresho nk'ibitabo,
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabwo

### 3) Ubwoko bwa serivisi: Uburyo bugezweho mu Kurwanya isuri, guca amaterasi ndinganire n'Uburyo bugezweho mu gufata amazi y'imvura

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	RAB ishyiraho uburyo bwo kurwanya isuri ku butaka buhingwa no gufata amazi ku buryo bugezweho mu Rwanda
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB,Ibiro byungirije by'ibikorwa remezo no guhinga bya kijyambere Urwego rw'ishami rya RAB mu

	Buyobozi bushinzwe kubungabunga umutungo kamere no guhinga bya kijyambere
<b>Serivisi itangwa ryari?</b>	Guhera ku wa mbere kugeza ku wa kane : Kuva saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (7 :00-5 :00) Ku wa gatanu ni ukuva saa moya za mu gitondo kugeza saa sita z'amanywa(7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Iboneka uwo mwanya iyo usaba serivisi yageze ku biro(ku rwego rw'Ishami). Iyo hakoreshejwe inyandiko,igisubizo kiboneka mu masaha mirongo irindwi n'abiri(72), ariko bigaterwa na serivisi ikenewe.
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Igikorwa gikenewe gukoreshwa mu kurinda isuri
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abagenerwa bikorwa bashobora kuba koperative batanze umusanzu runaka.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Uturere, Ikigo cy'Igihugu gishinzwe kubungabunga ibidukikije (REMA) n'Imiryango itegamiye kuri Leta
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Usaba kurenganurwa yandikira ibaruwa Ubuyobozi bw'Umurenge,Akarere,Umuyobozi w'Ishami rya RAB cyangwa Umuyobozi Mukuru wa RAB.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ibikoresho birimo amakuru biboneka ku cyicaro no ku mazone Bya RAB Kubindi bisobanuro wareba kurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a>

	email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> RAB iteganya ibiganiro bihita kuri Televiziyo na Radiyo cyangwa ibindi bikoresho nk'ibitabo ,
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**4) Ubwoko bwa serivisi: Gutanga ibiti,ingemwe z'ibiti ndetse n'amasashi agezweho zipfunyikwamo**

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	Gutera amashyamba,ingemwe z'ibiti n'amasashe agezweho zipfunyikwamo. Hari ibigo bibonekamo ingemwe z'ibiti
<b>Ni hehe serivisi itangirwa?</b>	Ishami ry'ubuhinzi mu Buyobozi bushinzwe kubungabunga umutungo kamere no guhinga bya kijyambere.Gahunda yo gutera amashyamba no gutubura ingemwe I Ruhande/Huye
<b>Serivisi itangwa ryari?</b>	Guhera ku wa mbere kugeza ku wa kane : Kuva saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba (7 :00-5 :00) Ku wa gatanu ni ukuva saa moya za mu gitondo kugeza saa sita z'amanywa(7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Uwo mwanya isabiwe ku biro
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Hakurikizwa ibiciro bigaragara mu gitabo cy'ibiciro by'ingemwe z'ibiti
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba inkunga y'ibikoresho
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Kujya muri serivisi ifite mu nshingano zayo gutera amashyamba no gutubura ingemwe y'ibiti i Ruhande mu

	Karere ka Huye
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Serivisi ntiyishyurwa
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi wa sitasiyo ya Ruhande .Ashobora kwandikira kandi, yikurikiranyije cyangwa atanyuzwe n'igisubizo yahawe,Umuyobozi wa zone ya RAB cyangwa Umuyobozi Mukuru wa RAB.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ibikoresho birimo amakuru biboneka kuri sitasiyo ya Ruhande Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**5) Ubwoko bwa serivisi: Guhuza abahinzi n'ihuriro ry'ubutegetsi muri MINAGRI kugira ngo bakodeshe cyangwa babone imashini zihinga cyangwa izindi serivisi zijyanye n'ubunzi bwa Kijyambere**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Guhuza abahinzi n'ihuriro ry'ubutegetsi muri MINAGRI kugira ngo bakodeshe cyangwa babone imashini zihinga cyangwa izindi serivisi zijyanye n'ubunzi bwa Kijyambere
<b>Ni hehe serivisi itangirwa?</b>	Ubuyobozi bushinzwe ibikorwaremezo n'ubuhinzi bwa kijyambere ku cyicaro cya RAB,Ubuyobozi bushinzwe kubungabunga umutungo kamere n'ubuhinzi bwa kijyambere ku rwego rwa zone

<b>Serivisi itangwa ryari?</b>	Iyo bibaye ngombwa mu gihe cy'ihinga,cyangwa ikindi gihe hakurikijwe ibice byo guhinga kijyambere ku gihingwa runaka
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Icyumweru kimwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Ni ubuntu kuyihuza,ariko iyo ari serivisi yateganyijwe ni itsinda ry'abakozi ba MINAGRI irishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Inyandiko isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Kwandikira Ubuyobozi bushinzwe ibikorwaremezo n'ubuhinzi bwa kijyambere ku cyicaro cya RAB,bikamenyeshwa Ubuyobozi bushinzwe kubungabunga umutungo kamere n'ubuhinzi bwa kijyambere ku rwego rwa zone
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ishami rya MINAGRI rishinzwekuvomerera imyaka n'ubuhinzi bwa kijyambere ndetse no mu nzego z'ibanze ku rwego rw'Akarere
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi wungirije w'ibikorwa remezo n'ubuhinzi bwa kijyambere ku cyicaro gikuru,cyangwa Umuyobozi wa RAB ku cyicaro gikuru
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ibikoresho birimo amakuru biboneka ku cyicaro cya MINAGRI ,ishami rishinzwe kuvomerera imyaka n'ubuhinzi bwa kijyambere Ku cyicaro cya RAB no mu mazone ya RAB Kubindi bisobanuro wareba kurubuga/umurongo rwa

	interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> RAB iteganya ibiganiro binyura kuri televiziyo na Radiyo, ndetse n'ibindi bikoresho bibonekamo amakuru nk'udutabo.
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**6) Ubwoko bwa serivisi: Inkunga y'ibikoresho mu ikoranabuhanga mu kuvomerera imyaka no gukamura ibishanga**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	-Kuvomerera no gukamura ibishanga ku buryo bunoze mu gace /karere runaka - Ikoranabuhanga mu byubumenyi bwisi na serivisi zigaragaza amashusho y'Ibyogajuru mu ikorashwa ry'Ubutaka.
<b>Ni hehe serivisi itangirwa?</b>	Kubungabunga umutungo kamere n'ubuhinzi bwa kijyambere ku rwego rw'uturere
<b>Serivisi itangwa ryari?</b>	Guhera ku wa mbere kugeza kuwa kane : kuva saa moya za mu gitondo kugera saa kumi n'imwe za ni mugoroba (7 :00- 17 :00) Kuwa gatanu ;kuva saa moya za mu gitondo kugera saa sita z'amanywa (7 :00- 12 :00)
<b>Uherye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri,igihe ukeneye serivisi yatanze ibyangombwa byose bisabwa
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Igiciro gishyirwaho n' abatekinisiye hakurikijwe serivisi yatanzwe
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe</b>	Kujya ku rwego rw'akarere mu Buyobozi bushinzwe

<b>serivisi?</b>	kubungabunga umutungo kamere n'Ubuhinzi bwa kijyambere kugira ngo uhabwe inama
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ikigo cya GIS-RS muri Kaminuza Nkuru y'U Rwanda, Ishuri Rikuru ry'Ubuhinzi n'Ubworozi rya ISAE-BUSOGO, Umutara Polytechnique na INATEK
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi w'urwego rushinzwe kubungabunga umurungo kamere n'ubuhinzi bwa Kijyambere ku rwego rwa zone, wakwandikira mu gikurikiranye cyangwa utanyuzwe na serivisi wahawe Umuyobozi wa RAB ku rwego rwa zone.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ibyangombwa nkenerwa by'ikoranabuhanga mu kugenzura bigezwa ku rwego rwa zone muri serivisi yo kubungabunga umutungo kamere n'ubuhinzi bwa kijyambere kugira ngo hatangwe inama Kubindi bisobanuro wareba kurubuga/umurungo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**Icyiciro cya 4: Inkunga zitangwa ku bushakashatsi ku bihingwa kugira ngo hazamurwe imibereho y'abaturage**

**Ubwoko bwa Serivisi 1: Ibikorwa byiza by'Ubuhinzi byongera umusaruro w'Ikawa.**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Gushyira mu bikorwa ukwitabira imirimo y'ubuhinzi ku kubungabunga imirima ya
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	kawa
<b>Ni hehe serivisi itangirwa?</b>	Abashinzwe gutanga amakuru ba RAB muri gahunda ya Kawa
<b>Serivisi itangwa ryari?</b>	Igihe icyo aricyo cyose
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ibyumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa ibisaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Iyo umuhinzi abisabye, bikemezwa n'Ubuyobozi bubifitiye ububasha,hakoze isurwa n'abashakashatsi n'abashinzwe amakuru muri RAB,ndetse habayeho nigeragezwa ku ishyirwa mu bikorwa bw'icyo gihingwa
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntayo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Mugihe utanyuzwe na serivisi urajya ku buyobozi bwa RAB bukwegereye
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Akenshi,ubu bumenyi butangwa hifashishijwe ingendo shuri zikorwa buri kwezi mu turere dutandukanye duhinga ikawa mu gihugu. Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	ntabyo



**Ubwoko bwa serivisi 2: Gukwirakwiza imbuto cyangwa ingemwe z'ikawa z'indobanure**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB itanga imbuto cyangwa ingemwe z'ikawa ku bahinzi
<b>Ni hehe serivisi itangirwa?</b>	Abakozi ba RAB bashinzwe gahunda ya Kawa muri zone ya hafi
<b>Serivisi itangwa ryari?</b>	Igihe cy'ihinga (Nzeli-Ukuboza)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ukwezi kumwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Nukumvikana Igiciro
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa ibisaba,inyemezabuguzi (icyemezo cyerekana ko wishyuye),kontaro
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Ibaruwa ibisaba Abayobozi bakabyemeza Gusinya amasezerano Kwishura RAB igatanga serivisi
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Kujya ku buyobozi bwa RAB bukwegereye, mu gihe utahawe serivisi
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Imbuto ziboneka mu bahinzi nyuma y'isarura (ibihe bibiri mu mwaka cyane cyane mu kwezi Kanama-Nzeli),ingemwe ziboneka rimwe mu mwaka, nibura mu mezi abiri mbere y'ihinga( Nyakanga-Kanama) ndetse n'igihe zasabwe. Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>

<b>Impapuro zuzuzwa</b>	ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	ntabyo

**Ubwoko bwa serivisi 3: Inama zo kurwanya udukoko n'indwara**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB itanga inama ku bahinzi ku bijyanye no kurwanya udukoko n'indwara
<b>Ni hehe serivisi itangirwa?</b>	Abakozi ba RAB bafite mu nshingano zabo gahunda ya Kawa muri zone ya hafi
<b>Serivisi itangwa ryari?</b>	Igihe icyo aricyo cyose mu masaha yakazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Ako kanya
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	ntabyo
<b>Binyura mu zihe nzira kgira ngo uhabwe serivisi?</b>	Umukozi wese ukwegereye ufite mu nshingano ze gahunda ya kawa
<b>Esehari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Kujya ku buyobozi bwa RAB bukwegereye, mu gihe utahawe serivisi
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Hatangwa inama ariko akenshi umuhinzi yishyura amafranga yose akoreshwa mu isuzuma iyo bibaye ngombwa (Urugero: ibikoresho bikenerwa mu gihe cy'isuzuma ubuzira nenge bw'Imyaka Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a>

	email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	ntabyo

**Icyiciro cya 5: inkunga ku bushakashatsi ku bijyanye n'udukoko mu myaka no kuzamura imibereho y'abaturage**

**Ubwoko bwa Serivisi: Inkunga ku bijyanye n'amakuru n'ibikoresho ku gihingwa cy'ibobere**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Guhugura abahinzi b'ibobere(ubworozi bw'amagweja)gutanga amakuru,inkunga y'ibikoresho n'inama ku guhinga ibihingwa bikuze,ubworozi bw'amagweja,nyuma y'isarura hatangwa amagi y'amagweja ku bahinzi ;ndetse no gukangurira abahinzi ibijyanye n'igihingwa cy'ibobere
<b>Ni hehe serivisi itangirwa?</b>	Icyicaro cya RAB ishami rishinzwe kumenyekanisha ibikomoka ku matungo Ishami rya RAB,serivisi y'Ubuhinzi n'ubworozi
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuwa kane,kuwa saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuwa saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Ako kanya
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Amasezerano y'ubufatanye y'uzatanga n'icyo azatanga
<b>Binyura mu zihe nzira</b>	Mbere na mbere ubariza kuri

<b>kugira ngo uhabwe serivisi?</b>	zone ya RAB kugira ngo ubone amakuru,inkunga ndetse n'inama.Ushobora kandi kubariza ku cyicaro cya RAB.Wakwifashija telefoni,ushobora kwandika cyangwa se ukabonana nabo imbonankubone bityo bakakohereza muri serivise ibishinzwe kugira ngo ubone igisubizo gikwiye
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Serivisi ishinzwe ubuhinzi bw'amagweja nniyo ifite amakuru ahagije ajyanye na byo.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Mukuru wa RAB cyangwa Umuyobozi wa RAB mu karere/zone
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni nimeru 0788435472 mu masaha y'akazi. Ibikoresho birimo amakuru biboneka ku cyicaro cya RAB no mu mazone ya RAB RAB iteganya kandi ibiganiri binyura kuri televiziyo na Radiyo, ndetse cyangwa ibindi bikoresho by'itumanaho nk'ibitabo Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabwo

**Igika cya 6: Inkunga ku buhinzi ku kuzamura umusaruro imibereho y'abaturage**

**1) Ubwoko bwa serivisi: Gutanga ibikoresho ku buhinzi bwa kijyambere**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB Ifasha mugutanga ibikoresho bigezweho by'Ubuinzi bw'Imbutu nka avoka n'Indimuhakoreshejwe ikoranabuhanga ryashyizwe ahantu hatandukanye
<b>Ni hehe serivisi itangirwa?</b>	Amashami ya RAB: Rubona, Karama, Kinigi, Tamira, Nyagatare na Ngoma
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuwa kane, kuwa saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00- 17 :00) Ku wa gatanu : Kuwa saa moya za mugitondo kugera saa sita z'amanywa (7 :00- 12 :00)
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Usaba serivisi ageza ubusabe ku babishinzwe, umunsi umwe mbere y'isarura Iyo usaba serivisi yakoresheje inyandiko, asubizwa mu minsi ibiri.
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Amafranga mirongo itatu kugikoresho cya scion
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Iyo usaba serivisi akeneye umubare munini arararika akagenerwa ibyo akeneye bihagije mu gihe
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Ibi bikoresho bitwarwa n'Abakozi bacu babihugukiwemo bari kuri buri rwego aho byashyizwe.
<b>Esehari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Zone ya RAB ifite izo mboga (orchards)

<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Yego.Kujya ku Muyobozi wa zone/akarere y'ubuhinzi cyangwa ku ushinzwe ubuhinzi ku rwego rwa zone
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 847 6658, 078 497 1338, 078 866 9629 mu masaha y'akazi. Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**2) Ubwoko bwa serivisi: Gushyira ahagaragara ingemwe zibanguriye za Avoka, indimu n'amaronji (amacunga)**

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	RAB yashyize ahagaragara ingemwe zibanguriye za avoka, indimu n'amaronji ku bazikeneye batandukanye
<b>Ni hehe serivisi itangirwa?</b>	Amashami ya RAB: Rubona,Karama, Ntendezi na Kinigi
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuwa kane,kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Wabariza ku biro bikuru bya RAB, cyangwa ku biro bya zone. Iyo ingemwe zibanguriye, uzikeneye azitbona uwo mwanya. Iyo usaba serivisi yakoresheje inyandiko,asubizwa mu minsi ibiri
<b>Niba serivisi yishyurwa,</b>	Amafranga igihumbi (1000) ku

<b>ni ikihe giciro?</b>	rugemwe
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Iyo ukeneye serivisi akeneye umubare munini atanga gahunda ibararikira ibyo akenewekugira ngo hategurwe ingemwe,amezi icyenda kuri avoka n’amaronji, n’amezi cumi n’abiri ku ndimu
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Kubangurira ingemwe bikorwa n’ababishinzwe bari mu mazone atandukanye
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Zone ya RAB ifite abo bakozi (abatekinisiye) nk’ ishami rya Rubona, Karama, Rusizi, Kinigi na Nyagatare
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Yego.Kujya ku Muyobozi wa zone/akarere y’ubuhinzi cyangwa ku ushinzwe ubuhinzi ku rwego rwa zone
<b>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 847 6658, 078 497 1338, 078 866 9629 mu masaha y’akazi. Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n’amategeko</b>	Ntabwo

**3) Ubwoko bwa serivisi: Gutanga amahugurwa yokubangurira imbuto n’Uburyo bukoreshwa kuzicunga.**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	RAB Ifasha mu mahugurwa yo kubangurira imbuto n’Uburyo bukoreshwa mugucunga imbuto nka avoka, indimu, imiyembe ku bagenerwa bikorwa batandukanye.
<b>Ni hehe serivisi</b>	Ku rwego rwa zone ya RAB

<b>itangirwa?</b>	cyane cyane muri gahunda ishinzwe ubuhinzi
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuwa kane,kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uherye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	usaba amahugurwa yandikira Umuyobozi wa zone,ishami ry'ubuhinzi n'ubworozi akabigeza kuri zone ya RAB mbere y'Ukwezi kumwe Iyo yakoresheje inyangandiko,asubizwa mucyumweru kimwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa iyo amahugurwa yateguwe na RAB.Iyo amahugurwa yakorewe hanze y'ikigo, abagenerwabikorwa bishyura abahugura. Insimbura mubyizi iba iri hagati ya 30000-50000 rwf ku muntu kumunsi(harimo, urugendo,icumbi ndetse n'amafunguro)
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa isaba serivisi yandikirwa Umuyobozi wa Zone ishami ry'ubuhinzi n'ubworozi
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abakozi bashinzwe ubuhinzi batanga amahugurwa bifashishije agatabo kabugenewe kateganyijweyateganyijwe ndetse n'ishyirwa mu ngiro rigakorerwa mu mwanya wabigenewe (grafting nurser)
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi</b>	Ntazo



<b>byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa ajya ku cyicaro cya RAB cyangwa mu Buyobozi bw'urwego rwa Zone(Amajyepfo,Iburengerazu ba)
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 847 6658, 078 497 1338, 078 866 9629 mu masaha y'akazi. Gutanga uburyo bwo kubangurira imbuto nka avoka, indimu n'Imiyembe Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntazo

**4) Ubwoko bwa serivisi: Gutanga amahugurwa ku bijyanye no gukwirakwiza uburyo bwo guhinga inanasi hakoreshajweibikoresho byabigenewe byitwa (crowns)**

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	RAB itanga amahugurwa ku bijyanye no gukwirakwiza igihingwa cy'inanasi hakoreshwa crowns cyane cyane mu turere tweramo inanasi
<b>Ni hehe serivisi itangirwa?</b>	Zone ya RAB cyane cyane ku bijyanye n'ubuhinzi
<b>Serivisi itangwa ryari</b>	Ku wa mbere kugeza kuwa kane,kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uherye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo</b>	Ibuwa isaba amahugurwa yandikiwe Umuyobozi w'ishami rya zone y'ubuhinzi ikagezwa

<b>uyihabwe?</b>	ku biro bya Zone ya RAB mbere y'ukwezi. Iyo usaba serivisi yakoresheje inyandiko, asubizwa mu cyumweru kimwe.
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa iyo amahugurwa yateguwe na RAB. Iyo amahugurwa yakorewe hanze y'ikigo, abagenerwabikorwa bishyura abahugura. Igipimo cy'Insimburamubyizi ibarizwa hagati ya 30000-50000 rwfahagati y'amafranga ibihumbi mirongo itatu kugera ku bihumbi mirongo itanu ku munsu kuri buri muntu uhugura (harimo urugendo, icumbi n'ifunguro).
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa yandikiwe umuyobozi w'ishami ry'ubuhinzi
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abakozi bashinzwe ubuhinzi batanga amahugurwa bifashishije agatabo kabugenewe kateganyijweyateganyijwe ndetse n'ishyirwa mu ngiro rigakorerwa mu mirimay'igihingwa cy'inanasi
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ishami rya RAB (Amajyepfo, Iburengerazuba), aho impuguke mu mahugurwa ku bijyanye n'ubuhinzi zikorera.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Wa zone ya RAB (Amajyepfo n'Iburengerazuba).
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 847 6658, 078 497 1338, 078 866 9629 mu masaha y'akazi.

	RAB itanga agatabo gasobanurira uburyo bwagutse bwogukoresha mu buhinzi bw'Inanasi Kubindi bisobanuro wareba kurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**5) Ubwoko bwa serivisi: Gutanga imbuto z'Imboga ziwacu zikurikira (amaranth, nightshade, Africaneggplant, spider plant, cowpea and Ethiopian mustard).**

<b>Serivisi ni iyihe? Nujuje ibisabwa ?</b>	Mu rwego rwo guteza imbere imboga za kijyambere,RAB itanga ingemwe ku bahinzi b'icyo gihingwa
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB Urwego rwa ishami rya RAB
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuva kane,kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe ?</b>	Uwo mwanya bitewe n'icyo wasabye Iyo usaba yanditse ibaruwa asubizwa mu gihe cy'iminsi ibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro ?</b>	Ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi ?</b>	Ntacyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi ?</b>	Wegera Ubuyobozi Bukuru bwa RAB cyangwa ishami rya RAB, Gahunda ishinwe ubuhinzi n'ubworozi.Iyo ingemwe zihari

	urazitahana
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Amashami yose ya RAB muri gahunda y'ubuhinzi
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Wa zone ya RAB ishami ry'Ubuhanzi cyangwa Umuyobozi wa RAB ku cyicaro
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 847 6658, 078 497 1338, 078 866 9629 mu masaha y'akazi. Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**6) Ubwoko bwa serivisi: Guteganya amahugurwa ku gutubura imbuto no kubika neza nokubungabunga imboga ziwacu**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Mu rwego rwo kuzamura ubuhinzi bw'imbogaz'IwacuRAB itanga imbuto ku bahinzi bazikeneye.
<b>Ni hehe serivisi itangirwa?</b>	Ku ishami rya RAB cyane cyane muri gahunda y'ubuhinzi
<b>Serivisi itangwa ryari ?</b>	Ku wa mbere kugeza kuwa kane,kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uherye igihe wasabiye</b>	Ibaruwa isaba amahugurwa

<b>serivisi,bifata igihe kingana iki kugira ngo uyihabwe ?</b>	yandikiwe Umuyobozi w'ishami ry'ubuhinzi igezwa ku ishami rya RAB ukwezi mbere Igihe bifata n'Icyumweru kimwe
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa iyo amahugurwa yateguwe na RAB.Iyo amahugurwa yakorewe hanze y'ikigo, abagenerwabikorwa bishyura abahugura. Insimburamubyizi iri hagati ya30000-50000 rwf hagati y'amafranga ibihumbi mirongo itatu kugera ku bihumbi mirongo itanu ku munsu kuri buri muntu (harimo urugendo,icumbi n'ifunguro).
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa yandikiwe Umuyobozi w'ishami,gahunda y'ubuhinzi
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Abakozi bashinzwe ubuhinzi batanga amahugurwa bifashishije agatabo kabugenewe kateganyijweyateganyijwe ndetse n'ishyirwa mu ngiro rigakorerwa mu mirima y'igihingwa cy'imboga
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Wa RAB cyangwa ku rwego rwa zone ya RAB (Amajyepfo,Iburengerazuba)
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 847 6658, 078 497 1338, 078 866 9629 mu masaha y'akazi.

	RAB itanga agatabo gasobanurira uburyo byokongera umusaruro no kubungabunga imboga ziwacu zagihanga Kubindi bisobanuro wareba kurubuga/umurongo rwa interineti <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**7) Ubwoko bwa serivisi: Inkunga y'Amakuru n'ibikoresho byomubuhinzi bw'Ubutunda nizindi mbutu**

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	RAB itanga ubufasha ku makuru n'ibikoreshobya(IPM) kubahinzi b'Ubutunda nizindi mbutu
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB Ku ishami rya RAB,
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuwa kane,kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Igihe cyose usabye inama cyangwa amakuru Ibyumweru bibiri byogutanga ibikoresho
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishyurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ntabyo
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Ushinzwe ubuhinzi mu Karere cyangwa Umurenge cyangwa se Ku ishami rya RAB,uhereye ku mmakuru,ubufasha n'inama. Ushobora kandi kubariza ku cyicaro cya RAB wifashishije telefoni, ibaruwa

	cyangwa imbonankubone, bityo ukoherezwa k'ushinzwe icyo gikorwa kugira ngo aguhe ibisobanuro.
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ushinzwe ubuhinzi ku Karere cyangwa ku Murenge niwe mbere na mbere utanga inama cyangwa amakuru. Ubuyobozi bwa zoni ya RAB ,bwiteguye gutanga ubufasha. Guhamagara ushinzwe serivisi y'ubuhinzi muri zone
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi ?</b>	Usaba kurenganurwa yandikirwa Umuyobozi Mukuru wa RAB cyangwa Umuyobozi wa RAB ku rwego rwa Zone
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone icyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 866 9629 ,078 847 6658, mu masaha y'akazi. Ibitabo birimo amakuru ku bijyanye no kurwanya ibyorezo biboneka kuri zone ya RAB(Amajyepfo) Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

**8) Ubwoko bwa serivisi: Gushyiraho gahunda yo kwimenyereza umwuga ku banyeshuri bo mu mashuri Makuru**

<b>Serivisi ni iyihe?Nujuje ibisabwa ?</b>	RAB <b>iteganya</b> imenyereza mwuga ku banyeshuri baturutse mu mashuri Makuru cyane cyane mu bijyanye n'Ubuhinzi n'ubworozi
<b>Ni hehe serivisi itangirwa?</b>	Ku cyicaro cya RAB Ku ishami rya RAB,muri <b>serivisi ishinze ubuhinzi</b>
<b>Serivisi itangwa ryari?</b>	Ku wa mbere kugeza kuwa kane,kuva saa moya za mu

	gitondo kugera saa kumi n'imwe za nimugoroba (7 :00-17 :00) Ku wa gatanu : Kuva saa moya za mugitondo kugera saa sita z'amanywa (7 :00-12 :00)
<b>Uhereye igihe wasabiye serivisi,bifata igihe kingana iki kugira ngo uyihabwe?</b>	Uwo mwanya bitewe na serivisi isabwa. Inyandiko isaba isubizwa mu byumweru bibiri
<b>Niba serivisi yishyurwa, ni ikihe giciro?</b>	Serivisi ntiyishurwa
<b>Ni ibihe byangombwa bisabwa kugira ngo uhabwe serivisi?</b>	Ibaruwa isaba
<b>Binyura mu zihe nzira kugira ngo uhabwe serivisi?</b>	Nukwandika ibaruwa ibisaba
<b>Ese hari izindi nzego bisaba kunyuramo ?Ni izihe?(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe serivisi?</b>	Usaba kurenganurwa yandikira ibaruwa Umuyobozi Wa RAB cyangwa Ubuyobozi bwa zone ya RAB,serivisi y'ubuhinzi
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi</b>	Ukeneye ibindi bisobanuro ahamagara kuri telefoni zikurikira 078 867 4760, 078 866 9629, 078 497 1338, mu masaha y'akazi. Kubindi bisobanuro wareba kurubuga/umurongo rwa interineta <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> email: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo