REPUBULIKA Y'U RWANDA

IKIGO CY'IGIHUGU KIGENZURA INDEGE ZA GISIVIRE

Tel(+250)252 585845
Web site: *www. caa.gov.rw*

IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATUGANA

Mutarama, 2012

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IRIBURIRO

Nejejwe nokubagezaho iki gitabo gikubiyemo serivisi zihabwa abatugana cy'Ikigo cy' Igihugu kIgenzura indege za gisivire.

Iki gitabo cyashyizweho hashingiwe kuri gahunda ya leta y'Ivugurura ry'Inzego z'Imirimo hagamijwe guha abaturage serivisi zinoze, mu mucyo kandi bagaragariza abaturage ibibakorerwa.

Iki gitabo kigaragaza uruhare rw'Ikigo cy'Igihugu kIgenzura indege za gisivire, Kikanagaragaza serivisi zitangw n'Ibisabwa kugira ngo uzihabwe. Cyerekana n'Urutonde rwaho serivisi zitangirwa nibyo amategeko ateganya kubazihabwa.

Ishyirwaho ryiki gitabo rigaragaza ubushake bwo gutanga serivisi nziza kubatugana hagamijwe kumvikanisha noguteza imbere itangwa rya serivisi nziza.

Dr. Richard Masozera

UMUYOBOZI MUKURU

Iki Gitabo kigaragaza serivisi RCAA igenera abayigana. Ni muri urwo rwego musanga gikubiyemo serivisi zitandukanye n'aho zitangirwa, uburyo zitangwa, igihe zitangirwa, n'Uburyo abatanyuzwe na Serivisi bahawe banyuramo bagaragaza ibibazo kugira ngo barenganurwe. Iki gitabo kigaragaza izi ngingo zikurikira:

- Icyerekezo n'Intego bya RCAA byerekana ubushake bwo gutanga serivisi nziza kandi zinoze muri ubu buryo bukurikira:
  - Ubunyangamugayo
  - Hubahirizwa amategeko
  - Mu bwitonzi n'Ubupfura
  - Mu bwumvikane
  - Mu kuri no kudatoranya
  - Mu mucyo
  - Kugaragaza ibyo ikora
  - Gukorera ku gihe
  - Gutanga serivisi nziza kandi ku gihe cyabigenewe.
- Isesengura rya serivisi zitangwa na RCAA:
  - Kugaragaza neza serivisi zitangwa na RCAA,
  - Kwerekana Ishami serivisi zitangirwamo. Muri ubu buryo Abaturage bazamenya neza Ishami cyangwa Ibiro bagana, bityo bahabwe serivisi badatakaje igihe n'Ingufu zo gutegereza;
  - Kugaragaza igihe nyacyo bitwara buri serivisi itangwe. Ibi bizaha abaturage amakuru y'ingirakamaro bibarinde guhora mu nzira no gukubita amaguru y'ubusa.
  - Gushyiraho ibipimo bya serivisi nziza hagaragazwa amasaha bitwara kugira ngo umuturage abone iyo serivisi, uburyo izo serivisi ziboneka, ukuri kuba kuri mu itangwa ry'izo serivisi, icyizere cyo gukomeza kubona izo serivisi, niba umuturage ashobora kuyigeraho, uburyo yumvikanishwa, mu kuri, uburemere bifite n'ubwitonzi mu gutanga serivisi; Hashingiwe kuri ibi, Abaturage bashobora kwizera gutera imbere
  - Amakuru nyayo ku nyandiko zisabwa n'uburyo bwo kubona serivisi muri RCAA. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na RCAA.

- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n'aho babarizwa ndetse n'uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe iyo serivisi cyangwa se uburyo wayihawemo butakunogeye.
- Uko umuturage ashobora gutanga inama n'ibitekerezo ku buryo buhoraho hagamijwe guteza imbere no kunoza imitangire ya serivisi muri RCAA.
- Amakuru n'uburyo bwatuma serivisi za RCAA 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 RCAA no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za RCAA 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, RCAA yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.
Kubera ko RCAA isanga itakora ibi yonyine, niyo mpamvu isaba Abaturarwanda guhoza ijisho ku bakozi bayo kugira ngo bakorere ibibakwiye, bibereye, kandi bifite ireme no gutanga amakuru asobanutse kuri serivisi bifuza no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.
Mu by'ukuri, kugira ngo ishyirwamubikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, RCAA yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu RCAA yashyizeho uburyo bunoze bwo bwo kugisha inama abagana serivisi zayo:

- Ifishi cyangwa urupapuro byandikwaho ibitekerezo n'inama zitangwa muri buri Shami;
- Agasanduku k'ibitekerezo kaboneka aho binjirira;
- Umunsi w'Imurikabikorwa
- Amatsinda ngishwanama ahuriwemo n'Abagana serivisi za RCAA
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'ipereereza ku bagana serivisi za RCAA gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana RCAA banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanzwe uko bikwiye. Niyo mpamvu rero RCAA ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. RCAA izakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. RCAA irifuza gufatanya mu buryo bunoze n'abayigana mu gukemura ibibazo by'imitangire ya serivisi. Izi ngingo z'ingenzi nizo zizubahirizwa mu gihe cyo gushyira mu bikorwa iki gitabo gikubiyemo serivisi zitangwa na RCAA:

- 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 RCAA mu gutondeka ibibazo. Ibibazo bishoboka ko byakwandikwa mu buryo busanzwe cyangwa ubushobozi bwaboneka, hagakoreshwa mudasobwa mu buryo butuma ibona igihe nyacyo cyo guhuza imibare.
- Gushyiraho ingengabihe yo gukemura ibibazo, harimo n'igihe cyo kumenya kwakira ibibazo, igihe gikenewe cyo kurangiza iperereza kuri buri rwego, n'igihe cyo kumenyesha abasaba serivisi aho RCAA 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, RCAA yiyemeje gukoresha itangazamakuru n'ikoranabuhanga rishya, n'ubundi buryo bugezweho nk'ubutumwa bwanditse kuri telefoni, umurongo wa interineti, n'ubundi nka twitter na facebook, n'ibindi binyuranye, cyangwa uruhurirane rw'iyo miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, RCAA iteganya gukoreshwa ibikoresho tekiniki zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavuga kuri serivisi bahabwa;
- Gukurikiza ibyiza byakozwe ahandi;
- Isuzumamikorere;
- Amahugurwa, gucunga no kongera ubumenyi;
- Guha ubushobozi no gutanga uburenganzira ku nzego zo hasi zitanga serivisi;
- Kwihutisha ikemurwa ry'ibibazo byabagejejweho;
- Gucunga amakuru.

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na RCAA kizagera ku baturage hifashishijwe uburyo bunyuranye bw'itumanaho no guhana amakuru, bityo gitangazwe ku mugaragaro binyujijwe ku rubuga rwa interineti, radio, ibinyamakuru n'izindi nzira zishoboka kugira ngo kigere ku bantu bose. Kubera iyi mpamvu, RCAA irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera :

- Serivisi ishinzwe kwakira abagana Inzego no guhuza amakuru.
- Umunsi w'Imurikabikorwa /Umunsi wo kugaragaza ibyagezweho
- Gutegura no kunyuza mu icapiro inyandiko n'ibikoresho byamamaza:
  - Inyandikompine zitandukanye zamamaza,
  - Ibyapa
  - Ibiganira mbwirwa ruhame cyangwa bigenewe abanyamakuru

- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Ibiro kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televisiyo;

- Ibiganiro mbwirwa ruhame kuri radiyo na televisiyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
    - Gushakisha imiyoboro
    - imbuga za interineti rusange
    - imbuga za interineti ahuriweho n'Inzego zitandukanye
    - urubuga rwa interineti rwihariye

- Ubutumwa bugufi bwanditse buyobora abantu aho bajya bagahabwa serivisi;
- Gukwirakwiza kopi z'nyandiko mu bahagarariye inzego za Leta n'abafatanyabikorwa;
- Amakuru mu binyamakuru;
- Inama n'ibindi bikorwa bigamijwe guteza imbere itangwa rya serivisi.
- Amahugurwa agamije gutanga imirongo migari ku bakozi n'abababahagarariye ku birebana n'itangwa rya serivisi.
- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'Inzego za Leta, Inzego zigenga, Abagenzi bakoresha indege, amasosiyete yindege, Abaturage n'Abaturarwanda muri rusange.

Ibyo Twiyemeje gukorera abagana serivisi zacu:
Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa RCAA 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 RCAA mu bwitonzi kandi mubahesha icyubahiro;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri RCAA;
- Guhanahana amakuru ku buryo serivisi zitangwa muri RCAA binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;

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

Aho wabariza:
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Tuzakira, twemere kandi tunashakire ibisubizo ibibazo byose twakiriye mu gihe cy'iminsi itatu (3) y'akazi.

Mu gihe ikibazo kizaba gisaba gukorerwa iperereza rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.

1. INTANGIRIRO

Ikigo cy'igihugu kigenzura indege za gisivire cyashyizweho n'itegeko nimero 21/2004 ryo kuwa 10/08/2004 rigaragaza imiterere y'ikigo nkuko ryavuguruwe n'itegeko nimero 44/2006 ryo kuwa 05/10/2006 rigena inshingano n'imikorere y'ikigo cy'indege za gisivire.
Iri tegeko ryaje kwuzuzwan n'itegeko nimero **52/2010 ryo kuwa 20/01/2011** rigena imiyoborere y'ikigo n'amabwiriza yo muri 2008.
Ikigo gishinzwe indege za gisivire n'ikigo gifite ubuzima gatozi, kikiba cyijyenga ari mu miyoborere ndetse no kumutungo.

2. Icyerekezo

Rwanda kuba intarugero mu rwego mpuzamahanga mu bwikorezi bwo mukirere, kwimakaza umutekano n'umutuzo no gutanga serivisi nziza.

3. Intego

Gutezimbere Ikigo gishinzwe indege za gisivire mu buryo b'umutekano n'umutuzo, mu Rwanda.

4. Ishingano nyamukuru z'ikigo cy'igihugu gishinzwe indege zagisivire:

1. Kugenzura no gutunganye ingendo zo mukirere;
2. Kuyobora ibikorwa by'ibibuga cy'indege;
3. Kuyobora ikerere no kukigenzura.

5. IMITERERE Y'AKAZI

Amashami atanu

1. **Ishami ryemerera gukoresha ikibuga**; Amabwiriza ajyenga imikoreshereje y'ikirere y'ikigo cy'igihugu gishinzwe indege za gisivire kandi byubahiriza amabwiriza mpuzamahanga.
2. **Ibibuga by'indege;** Kuyobora ibibuga by'indege
3. **Serevisi zigenzura ikirere**; Gutanga serevisi zo kugenzura ikirere
4. **Kuyobora abakozi**; Gutezimbere no kuyobora abakozi b'ikigo cy'igihugu cy'indege za gisivire
5. **Imari**; Gucunga amafaranga yinjira n'asohoka

Ubwoko bwa serevisi: Abagenzi n' indege

Serevisi n'iyihe? Nujuje ibisabwa?	Gukora no gukoresha ibikoresho biri kibuga cy'indege.
Ishami ryo kubarizamo	Kwakira abagenzi neza.
Serevisi itangwa ryari?	Amasaha yose (24)
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi mike ni 3
Niba serevisi yishyurwa, igiciro ni ikihe?	Amakuru ajyanye n'ibiciro abone ahaca amatangazo ndetse no kurubuga rw'ikigo.
Ni ibihe byangombwa bisambwa kugira ngo uyihabwe?	Fotokopi y'indangamuntu cyangwa pasiporo
Binyura muyihe nzira ngo uyihabwe?	Wandika ubisaba
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Gukurikirana ukamenya uko byagenze cyangwa kwandika ugashira mugasanduka k'ibitekerezo.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga rw'ikigo kuri: www .caa.gov.rw kugira ngo umenye amakuru. Ukeneye amakuru aruseho wahagara kuri telefoni nimero 0788566732/0788534909
Impapuro zuzuzwa	Urupapuro rugaragaza ko wemerewe, urupapuro rukwemerera kugera ahatagerwa naburi wese, gusaba gufata amafoto na firimu, n'ibindi

Ibyangombwa bisabwa n'amategeko	Itegeko ririnda umutekano w'ikibuga, amabwiriza n'imikorere yihariye.

Ubwoko bwa serevisi: Serevisi ziteganyagihe ry'ikirere kubayobora indege

Serevisi ni iyihe? Nujuje ibisabwa?	Kubwira abatwara indege amakuru ajyanye n'iteganyagihe Yego
Serevisi itangwa ryari?	Utwara indege igihe ayikeneye arayibona
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ni igihe cyose, uyo uyisabye uwo mwanya urayihabwa, cyangwa ubundi ukayibona mbere
Niba serevisi yishyurwa, igiciro ni ikihe?	N'ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Urushya rwemera kuguruka
Binyura mu zihe nzira kugira ngo uyihabwe?	Ukoresha urubuga ubufashijwe no guhabwa uburenganzira ndetse n'umubare w'ibanga.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntarundi rwego
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego, utanga ikibazo cyawe biro byakira kurenganurwa (mu magambo)
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	Wasura urubuga kuri: www.caa.gov.rw .kugira ngo umunye amakuru. Ushatse kumenya

serevisi?	ibiruseho hamagara kuri telefoni nimero 0788534909 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko rigena imiyoborere y'ikigo cy'indege za gisivire n'amategeko mpuzamahanga ari kumugereka wa

Ubwoko bwa serevisi: Kugenzura ikirere

Serevisi ni iyihe?	Kugenzura ikirere
Ishami ryo kubarizamo	Ishami rigenzura ikirere
Serevisi itangwa ryari?	Igihe uyisabiye
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe uyisabiye urayibona
Niba serevisi yishyurwa, igiciro ni ikihe?	N'ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Urushya mpuzamahanga rwo gukoresha ikirere hamwe n'imigereka wa 11, na 2
Binyura mu zihe nzira kugira ngo uyihabwe?	Ntazo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego (hari urupapuro wuzuza rwabugenewe)

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga kuri: www,caa,gov,rw kugira ngo umunye amakuru. Ushatse kumenya ibiruseho hamagara kuri telefoni nimero 0788534909 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko rigena imiyoborere y'ikigo cy'indege za gisivire, amabwiriza agenga ikigo cy;igihugu cy'indege cy'u Rwanda n'amategeko mpuzamahanga ari kumugereka wa 11, na 2

Ubwoko bwa serevisi: Kugenzura ikirere

Serevisi ni iyihe? Nujuje ibisabwa?	Gukora imirimo yo kugenzura ikirere, gutanga amakuru, n'andi makuru yose ajyanye n'iby'umutekano
Ishami ryo kubarizamo	Ishami rigenzura ikrere
Serevisi itangwa ryari?	Igihe cyose (24)
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Nta gihe ntarengwa, itangwa igihe
Niba serevisi yishyurwa, igiciro ni ikihe?	Igiciro kigaragara kuri buri serevisi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibyangombwa bigaragaza imiterere ya tekinike
Binyura mu zihe nzira kugira ngo uyihabwe?	Usubiza nkuko bigaragara kurubuga rw'ikigo cy'indege za gisivire

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Bikorwa I'ishami rishinzwe kwakira no gutanga amakuru.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga rw'ikigo kuri www.caa.gov.rw kugira ngo umenye amakuru cyangwa hamagara kuri tel +250 252 585845 mumasha yakazi
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko rigenga ibigo by'indege n'amabwiriza ajyenga ikigo cy'igihugu cy'u Rwanda cy'indege za gisivire

Ubwoko bwa serevisi: Kurwanya inkongi y'umuriro no gutanga ubutabazi

Serevisi ni iyihe? Nujuje ibisabwa?	Kurinda ikibuga cy'indege inkongi y'umuriro
Ishami ryo kubarizamo	Ishami ririnda inkongi no gutanga ubutabazi
Serevisi itangwa ryari?	Igihe cyose
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose bisabwe
Niba serevisi yishyurwa, igiciro ni ikihe?	N'ubuntu
Ni ibihe byangombwa	Ntabyo

bisabwa kugira ngo uyihabwe?	
Binyura mu zihe nzira kugira ngo uyihabwe?	Bikorwa uwomwanye iyo inkongi igaragaye ku kibuga.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Yego
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga kuri: www,caa.gov.rw kugira ngo umunye amakuru. Ushatse kumenya ibiruseho hamagara kuri telefoni nimero 07886864 mu masaha y'akazi.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Amabwirizwa ngenderwaho (igenamigambi ry'agateganyo).

Ubwoko bwa serevisi: Gutanga amakuru yifashishwa mu gutwara indege

Serevisi ni iyihe? Nujuje ibisabwa?	**Gutanga amakuru yifashishwa mu gutwara indege** **-abatwara indege, n'abahagarariye indege** **-kugira inama abatwara indege kuri buri rugendo bagiye gukora.**
Ishami ryo kubarizamo	**Umuyobozi bw'itanga makuru yo kuyobora indege.**

Serevisi itangwa ryari?	**Igihe cyose (amasaha 24)**
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	**Uwomwanye ukigira mu biro.**
Niba serevisi yishyurwa, igiciro ni ikihe?	**Ntiyishyurwa**
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	**Ntabyo**
Binyura mu zihe nzira kugira ngo uyihabwe?	**Ntazo**
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	**Serevisi n'ubuntu, ariko utwara indege ku giti cye cyangwa indege ikeneye urushya rwacu bararugura.**
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	**Ntabyo**
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	**Wasura urubuga kuri: www,caa.gov.rw.kugira ngo umunye amakuru. Ushatse kumenya ibiruseho hamagara kuri telefoni nimero +250 0252 585845 ext 113.**
Impapuro zuzuzwa	**Uzuza urupapuro rwabugenewe rwa gahunda y'ingendo usanga mu biro**
Ibyangombwa bisabwa n'amategeko	**Gutangaza amakuru yifashishwa, amabwiriza, amategeko mpuzamahanga kumugereka wa 15**

Ubwoko bwa serevisi: Kugenzura za serevisi

Serevisi ni iyihe? Nujuje ibisabwa?	Kugenzura serevisi
Serevisi itangwa ryari?	Mu masaha ya'akazi
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Umunsi umwe
Niba serevisi yishyurwa, igiciro ni ikihe?	Ibiciro bigiye bitandukana bitewe na serevisi ushaka
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Amabwiriza y'ikigo gishinzwe indege za gisivire
Binyura mu zihe nzira kugira ngo uyihabwe?	Amakuru ari kurubuga rw'ikigo cy'igihugu gishinzwe kugenzura indege za gisivire
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntago byubahirizwa
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ntabwo
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi?	Wasura urubuga rw'ikigo kuri: www.caa.gov.rw kugira ngo umenye amakuru. Ukeneye kumenye amakuru aruseho wahamagara telefoni nimero: (250)252 583441, mu masaha y'akazi.

Impapuro zuzuzwa	Yego zirahari kuri buri serevisi ushaka.
Ibyangombwa bisabwa n'amategeko	Itegeko n'amabwiriza bijyenga imikorere y'ikigo

Ubwoko bwa serevisi: kwemerera indege

Serevisi ni iyihe? Nujuje ibisabwa	Kwemerera indege
Ishami ubarizamo	Ubwikorezi bw'indege
Serevisi itangwa ryari?	Amasaha yose (24)
Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe?	Uwomwanya urasubizwa
Niba serevisi yishyurwa, igiciro ni ikihe?	N'ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Urupapuro wuzuza usaba ukura kurubuga rw'ikigo
Binyura mu zihe nzira kugira ngo uyihabwe?	Wuzuza urupapuro usaba ukarwohereza kurubuga
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (urugero nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi?	Ntabwo
Hari ibindi by'ingenzi bikenewe kumenywa	Wasura urubuga rw'ikigo kuri: www.caa.gov.rw kugira ngo

kugira ngo ubone iyo serevisi?	umenye amakuru. Ukeneye kumenye amakuru aruseho wahamagara telefoni nimero: 250 252 583441 igihe cyose.
Impapuro zuzuzwa	Ziri kurubuga rw'ikigo rugaragajwe haruguru
Ibyangombwa bisabwa n'amategeko	Ntabyo