IKIGO CY'IGIHUGU GISHINZWE AMAGEREZA MU RWANDA

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Igitabo gikubiyemo serivisi zihabwa abatugana cy'ikigo gishinzwe amagereza

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IRIBURIRO

Nshimishijwe no kubagezaho igitabo gikubiyemo urutonde rwa serivisi rw'ikigo gishinzwe amagereza mu Rwanda.

Iki gitabo kikaba cyarateguwe hashingiwe kuri gahunda ya leta y'ivugurura ry'inzego z'imirimo ya leta, kikaba kigamije gusubiza ibyifuzo by'abaturage, gukorera mu mucyo no gukangurira abakozi kwita ku nshingano zabo bubahiriza ibyo bagomba gukorera abaturage.

Iki gitabo kiribanda ku kamaro k'ikigo gishinzwe amagereza mu Rwanda kikagaragaza serivisi zihatangirwa n'ibisabwa kugira ngo umuntu ahabwe serivisi yifuza, aho zitangirwa n'ibisabwa mu rwego rw'amategeko.

Ishyirwa ry'iki gitabo rirerekana ubushake bw'ikigo bwo kwakira neza abayigana hagamijwe kugirana nabo umushyikirano no guha imbaraga ibijyanye no gutanga serivisi nzinza

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Komiseri mukuru

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Iki Gitabo kigaragaza serivisi Ishuri Rikuru ry'Ubumenyi n'Ikoranabuhanga rya Kigali (RCS) rigenera abarigana. Ni muri urwo rwego musanga gikubiyemo na seriisi 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 by' Ishuri Rikuru ry'Ubumenyi n'Ikoranabuhanga rya Kigali (RCS) 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 n'Ishuri Rikuru ry'Ubumenyi n'Ikoranabuhanga rya Kigali:
  - Kugaragaza neza serivisi zitangwa na RCS,
  - Kwerekana Ishami serivisi zitangirwamo. Muri ubu buryo Abaturage bazamenya ibiro bagana 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, ikizere 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 RCS. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.

- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na RCS.
- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n'aho babarizwa ndetse n'uburyo bwo kubahamagara.
- Uburyo bwo kurenganurwa igihe udahawe iyo serivisi cyangwa uburyo wayihawemo butakunogeye.
- Uburyo bwo gutanga inama n'ibitekerezo ku buryo buhoraho biteza imbere serivisi zitangwa.
- Amakuru n'uburyo bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera.

Iki gitabo kirimo serivisi zihabwa abaturage ni igikoresho cyo kongerera amakuru abagana serivisi za RCS no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri muri serivisi za Leta. Iki gitabo gikubiyemo serivisi zihabwa abaturage kizatuma abagana serivisi za RCS bazahabwa serivisi zihuse binarandure umuco wo gutinza serivisi byagaragaraga mu itangwa rya serivisi mu Nzego za Leta.

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

Kubera ko RCS isanga itakora ibi yonyine, niyo mpamvu isaba Abaturarwanda guhoza ijisho ku abakozi bayo kugira ngo bakore ibibakwiye kandi bibereye, bifite ireme no gutanga amakuru asobanutse kuri serivisi bifuza no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.
Mu by'ukuri, kugirango ishyirwamubikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, RCS yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu RCS

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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 y'Abagana serivisi za RCS
- Umurongo wa telefoni utishyurwa;
- Gukora survey ku bagana serivisi zayo
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana RCS banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 RCS 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 RCS igeze mu iterambere.
- Kwemeza uburyo buzakoreshwa mu gihe habayeho kutubahiriza ibipimo mu itangwa rya serivisi.
- Gushyiraho uburyo bwo gukurikirana no kugenzura inzira 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, RCS yiyemeje gukoresha itangazamakuru n'ikoranabuhanga rishya, n'ubundi buryo 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, RCS 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 RCS 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, RCS 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.

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- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'Inzego za Leta, Inzego zigenga, Abaterankunga, Imiryango mpuzamahanga, Abaturage, Inzego z'ibanze, n'Abaturarwanda muri rusange.

Ibyo Twiyemeje gukorera abagana serivisi zacu:

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa RCS 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 RCS mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivsi mu Nzego z'Uburezi;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri RCS;
- Guhanahana amakuru ku buryo serivisi zitangwa muri RCS binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

Aho wabariza:

Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda **(RCS**)

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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. ICYEREKEZO

Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda kigamije gufasha imfungwa n'abagororwa kwihana no guhindura imyumvire n'Imyitwarire nyuma yokurangiza igihano bagira uruhare mu iterambere ry'ubukungu bw'Igihugu.

II. INTEGO

Intego y'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda ni ugushyira mu bikorwa politiki n'Ingamba bigamije imicungire myiza y'abagororwa n'Imfungwa hashyirwa imbere iyubahirizwa ry'Uburenganzira bwabo n'Umutekano.

III. UBURENGANZIRA BW'ABAGENERWABIKORWA

Abatugana bafite uburenganzira bwo gufatwa muburyo bukurikira:

- Kwakirwa, Gutegwa amatwi guhabwa serivisi mu vuba , mu buryo bunoze kandi mu cyubahiro
- Kugira amakuru yose akenewe no kugera kuri serivisi twiyemeje gutanga
- Guhabwa serivisi mu mahoro no mu mutuzo

IV. INDANGAGACIRO Z'INGENZI

Indanga gaciro zitezwa imbere n'ikigo cy'Igihugu gishinzwe amagereza mu Rwanda nizi zikurikira:

- Ubutabera
- Ubumenyi
- Umusaruro
- Gukosora

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V. SERIVISI ZITANGWA N'IKIGO CY'IGIHUGU GISHINZWE ABAGORORWA MU RWANDA

Ubwoko bwa serivisi: Ububanyi nogushyirahamwe

Serivisi ni iyihe? Nujuje ibisabwa?	Ububannyi n'Imiryango mpuzamahanga niyo mu Igihugu imbere
Ni hehe serivisi itangirwa?	Ishami rishinzwe igenamigambi, Ubushakashatsi hamwe n'Ububanyi
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu saa moya zamugitondo kugeza saa kumi nimwe (7:00 am to 5:00 pm).
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Biterwa n'Ubwoko bwa serivisi
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntakiguzi cyizi serivisi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	- Urwandiko rusaba ububanyi n'Ubufatanye - Amasezerano y'Umubano yasinywe n'Impande zombi kandi agaragaza ubwoko bw'Ubufatanye
Binyura mu zihe nzira kugira ngo uyihabwe?	- Gutanga urwandiko rusaba kwa komiseri mukuru w'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda - Inama ziterana hakurikije uko zifuzwa - Amasezerano y'Umubano agomba gusinywa nyuma y'Ubwumvikane bwi icyo ayo masezerano agamije
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya	Ntazo

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Igihe hari utanyuzwe na serivisi yahawe abigaragaza mu nyandiko cyangwa akiyizira ubwe kwa komiseri mukuru w'Ikigo cy'Igihugu giashinzwe amagereza mu Rwanda.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ukeneye ayandi makuru, wasura urubuga rwa interineti kuri www.rcs.gov.rw
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko N° 34/2010 ryo kuwa 12/11/2010 rigena imiterere n'Imikorere y'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda

Ubwoko bwa serivisi: Kuyobora no guhuza Ishyirwa mubikorwa ry'Imirimo y'abagororwa n'abatijisite mu gihugu hose

Serivisi ni iyihe? Nujuje ibisabwa?	Gusura abagororwa n'Ingando zabatijisite.
Ni hehe serivisi itangirwa?	- Serivisi ishinzwe kongera umusaruro mu kigo - Serivisi ishinzwe gutunganya ibikorwa by'Ikigo
Serivisi itangwa ryari?	Kuwa mbere saa moya zamugitondo kugeza kuwa gatanu saa kumi nimwe zanimugoroba
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu y'Imibyizi
Niba serivisi yishyirwa, igiciro ni ikihe?	Ntakiguzi gisabwa
Ni ibihe byangombwa bisabwa kugira ngo	Urwandiko rusaba guhabwa uburenganzira bwo kumenya

uyihabwe?	ibikorerwa mu ngando zaba tijisite, kopi y'Irangamuntu na passiporo kubanyamahanga.
Binyura mu zihe nzira kugira ngo uyihabwe?	Kwandikira urwandiko komiseri mukuru cyangwa ukiyizira ubwawe ukabonana na komiseri mukuru w'Ikigo cy'Igihugu gishinzwe abatijisite ugategereza iminsi itatu y'Imibyizi.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Igihe hari utanyuzwe na serivisi yahawe yandikira cyangwa akaza ubwe kureba komiseri mukuru w'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ukeneye ayandi makuru wasura buri gihe urubuga rwa interineti www.rcs.gov.rw
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n,amategeko	- Itegeko N° 34/2010 ryo kuwa 12/11/2010 rigena imiterere n'Imikorere y'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda - Iteka rya perezida n° 10/01 ryo kuwa 07/03/2005 rishyiraho ikigo cy'Igihugu gishinzwe abatijisite nkuko ryasuzumwe rikanavugururwa kugeza ubu

Ubwoko bwa serivisi: Gahunda z'Uburere mbonera gihuguzihabwa abatijisiti zijyanye noguhindura

imyumvire yabo nomugihe bazaba basubiye mu miryango yabo

Serivisi ni iyihe? Nujuje ibisabwa?	Gutanga uburere mboneragihugu ku abagororwa n'abatijisite
Ni hehe serivisi itangirwa?	Serivisi ishinzwe gukosora n'Imibereho myiza
Serivisi itangwa ryari?	Kuva kuwa mbere saa moya zamugitondo kugeza kuwa gatanu saa kumi nimwe zanimugoroba (7:00am to 5:00pm)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bitwara iminsi itatu y'Imibyizi
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi gisabwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	- Urwandiko rusaba gutanga amasomo y'Uburere mboneraham we; - Inyigisho z'Uburere mboneragihugu zizatangwa mu ingando cyangwa mu magereza; - Ibyangombwa bisabwa n'amategeko bitangwa n'Inzego zibifitiye ububasha - Ibyemezo bitangwa nizindi nzego iyo bihari bigomba kugaragazwa - Kopi y'Irangamuntu cyangwa passiporo ku abanyamahanga
Binyura mu zihe nzira kugira ngo uyihabwe?	Kwandikira komiseri mukuru urwandiko rusaba nyuma ugategereza iminsi itatu y'Imibyizi.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka	Minisiteri y'Ubutegetsi bw'Igihugu

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ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Igihe hari utanyuzwe na serivisi yahawe urandika cyangwa ikiyizira ubwawe kureba umunyamabanga nshingwabikorwa w'ikigo gishinzwe abatijisite.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ukeneye andi makuru wasura urubuga rwa interineti rukurikira www.rcs.gov.rw
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	- Itegeko N° 34/2010 ryo kuwa 12/11/2010 rishyiraho imikorere n'Imiterere y'Ikigo cy'Igihugu gishinzwe abatijisite - Iteka rya perezida n° 10/01 ryo kuwa 07/03/2005 rishyiraho ikigo cy'Igihugu gishinzwe abatijisite nkuko ryasuzumwe rikanavugururwa kugeza ubu

Ubwoko bwa serivisi: Kugira imibare nyayo y'abatijisite n'abagororwa

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba amakuru ajyanye n'Imfungwa n'abagororwa
Ni hehe serivisi itangirwa?	- Serivisi ishinzwe gutunganya ibikorwa by'Ikigo - Serivisi ishinzwe kongera umusaruro w'Ikigo
Serivisi itangwa ryari?	Kuva kuwa mbere kugeza kuwa gatanu uhereye saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba (7:00 am to 5:00 pm).
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu iminsi itatu y'Imibyizi

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Niba serivisi yishyurwa, igiciro ni ikihe?	Serivisi ntiyishyurwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	An application letter requesting for accessing to information about inmates and convicts
Binyura mu zihe nzira kugira ngo uyihabwe?	Wandika urwandiko rusaba rwandikirwa komiseri mukuru nyuma ugategereza mu gihe ki iminsi itatu.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo hari utanyuzwe na serivisi yahawe yandikira cyangwa akiyizira ubwe kwa komiseri mukuru w'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ukeneye andi makuru wasura urubuga rwa interineti kuri www.rcs.gov.rw
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	- Itegeko N° 34/2010 ryo kuwa 12/11/2010 rigena Imiterere n'imikorere y'Ikigo cy'Igihugu gishinzwe amagereza mu Rwanda

Byemejwe na Komiseri Mukuru Paul Rwarakabije

Komiseri mukuru w'Ikigo cy'Igihugu Gishinzwe amagereza mu Rwanda

Italiki: ……