# REPUBULIKA Y' U RWANDA

## IKIGO CY'IGIHUGU CY'IMIYOBORERE N'ICUNGAMUTUNGO (RIAM)

P.O.Box:541 Kigali
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Urubuga rwa interineti: www.riam.ac.rw

# IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABAKOZI BA LETA

**Mutarama, 2012**

**AMASHAKIRO**

IRIBURIRO ..... 3

I.INTANGIRIRO ..... 12

II.ICYEREKEZO ..... 13

III.INTEGO ..... 13

IV.INSHINGANO Z'INGENZI: ..... 14

V.INDANGAGACIRO ..... 14

Ubwoko bwa serivisi: Gutanga amahugurwa ..... 15

Ubwoko bwa serivisi: Guhanga imirimo ..... 17

Ubwoko bwa serivisi: Ubushakashatsi ..... 19

## IRIBURIRO

Nshimishijwe no kubagezaho igitabo gikubiyemo urutonde rwa serivisi rw'Ikigo cy'Igihugu cy'Imiyoborere n'Icungamutungo.

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 abantu babazwa ibyo bakora hagamijwe gutanga serivisi nziza.

Iki gitabo kigaragaza akamaro ki ikigo cy'Igihugu cy'Imiyoborere n'Icungamutungo, kikanagaragaza serivisi zitangwa nibisabwa kugira ngo uzihabwe. Kinagaragaza urutonde rwaho izo serivisi zitangirwa nibyo amategeko asaba abazihabwa.

Ishyirwaho ry,iki gitabo rirerekana ubushake bwiki kigo bwo kwakira neza abayigana hagamijwe kugirana nabo umushyikirano no guha imbaraga ibijyanye no gutanga serivisi nziza.

**Yves NTABANA**
**Umuyobozi mukuru w'Agateganyo**

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

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

bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

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

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

- 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 RIAM 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 RIAM 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, RIAM 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, RIAM 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 RIAM 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, RIAM irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera :

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

- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Ibiro kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televisiyo;
- Ibiganiro mbwirwa ruhame kuri radiyo na televisiyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
    - Gushakisha imiyoboro
    - imbuga za interineti rusange

- imbuga za interineti ahuriweho n'Inzego zitandukanye
- urubuga rwa interineti rwihariye

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

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

**Ibyo Twiyemeje gukorera abagana serivisi zacu:**

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa RIAM 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 RIAM 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 RIAM;
- Guhanahana amakuru ku buryo serivisi zitangwa muri RIAM binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

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

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

## I.INTANGIRIRO

Mu mwaka 1998 leta y'Urwanda yihaye inshingano yo gutunganya noguteza imbere imikorere myiza y'Inzego za leta haba kurwego rw'Igihugu cyangwa munzego zibanze. Ibi byasabye ko habaho ibitekerezo n'Imbaraga nyinshi nko gushyiraho inzego z'imirimo, Uburyo bwogukora, imiyoboro n'Imikorere, amahugurwa nokubaka ubushobozi. Gahunda yokubaka ubushobozi yashingiye ahaninin kugushaka kuziba icyuho cyakomeje kugaragara mu gihugu cyatewe na jenoside yakorewe abatutsi ya 1994, Yatumye benshi mu bakozi ba leta bicwa abandi bahunga igihugu. Muncamake ibi byari bigamije gushyigikira imiyoborere myiza havugururwa inzego z'Ubutegetsi za leta hibandwa kunzego z'Imiyoborere. Urwanda rumaze kubona ubwigenge mu mwaka wa 1962, hasyizweho uburyo bwo kongerera ubushobozi Igihugu gishya hashingiwe ku inshingano cyari gifite. Ububiligi nki Igihugu cya koroneje Urwanda cyashyizeho ikigo cyari gishinzwe guhugura abakozi ba leta, nyuma gato yokubona ubwigenge intego yacyo byari ukuziba icyuho cy'Ubushobozi bw'Abakozi bal eta hatangwa amahugurwa y'Igihe gito aho abantu biyibutsaga ibyo bakora bari aho bakoreraga akazi. Iki kigo cyashyigikiwe na gahunda y'Ubufatanye n'UBUBILIGI Kugeza mu mwaka w'1987 Ubwo cyashyikirizwaga leta y'Urwanda. Iki kigo cyari munsi ya minisiteri y'Abakozi ba leta n'Umurimo. Mugihe cya amarorerwa yagwiriye Urwanda mu mwaka 1994, Inzego nyinshi za leta zarasenyutse. Iki kigo nacyo imikorere yacyo ntiyari itandukanye nibindi. Nyuma yogushyiraho leta y'Ubumwe bw'Abanyarwanda muri 1994, Iki kigo cyaje gusimburwa n'Ikigo cy'Igihugu cy'Imiyoborere n'Icungamutungo (RIAM) mu w' 2001.

## II.ICYEREKEZO:

Kuba ntashyikirwa mu kubaka ubushobozi bw'Inzego za leta, Izabikorera, izitegamiye kuri leta nizimyemerere.

## III.INTEGO: Itegeko

No. 04/2007 ryo kuwa 15/03/2007 riha ikigo cy'Igihugu Cy'Imiyoborere n'Icungamutungo (RIAM):

- Gutanga amahugurwa ku abakozi ba leta, nabi inzego zigenga mubijyanye n'Ubumenyi ngiro imiyoborere n'Icungamutungo;
- Gukora inshingano y'Ubuhanga mu gutanga inama, nibya korwa no gutanga ubufasha mu by'Imiyoborere n'Icungamutungo;
- Gukora ubushakashatsi nokugaragaza ibisubizo ibyavuye muri ubwo bushakashatsi mubijyanye n'Imiyoborere n'Icungamutungo;
- Gutanga impamyabushobozi yo murwego rwisumbuye, iyo murwego rwa dipoloma na satifika hibandwa ku inyigisho zigenwa n'Iteka rya minisitiri w'Abakozi ba leta n'Umurimo
- Gukora icyo aricyo cyose cyateza imbere ubushobozi mubijyanye n'Imiyoborere n'Icungamutungo;
- Gushaka umubano n'Imikoranire nibindi bigo byo mukarere cyangwa mpuzamahanga bifite inshingano nkizo.

## IV.INSHINGANO Z'INGENZI:

**-** Amahugurwa
-Gukora ubushakashatsi
-Guhanga imirimo

## V.INDANGAGACIRO

Nk'ibindi bigo by'Amahugurwa bishishikajwe nokugera kurwego mpuzamahanga mu ibipimo by'Amahugurwa bagera k'Ibyifuzo by' itangwa rya serivisi regezweho, Ikigo cy'Igihugu cy'Imiyoborere n'Icungamutungo kihaye ibikiranga nki intego bizatuma kigera ku inshingano zacyo n'amahame akiranga akubiye mu ndangagaciro z'Ingenzi uko ari esheshatu arizo izi zikurikira:

- Kurangwa n'ubiwitonzi, Ukuri no kwigirira ikizere.
- Gukorera hamwe nokugira inshingano zihuriweho
- Gutanga amahugurwa afite icyerekezo muburyo ahura n'Ibipimo mpuzamahanga.
- Kuba uruganda rwo guhanga udushya no gukemura ibibazo
- Gutanga serivisi zinogeye abazihabwa
- Ubunyamwuga, ibanga rya akazi n'Ubudacyemwa mu mico nimyitwarire

**Ubwoko bwa serivisi: Gutanga amahugurwa**

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|---|---|
| **Serivisi ni iyihe?**<br><br>**Nujuje ibisabwa?** | Serivisi y'Amahugurwa |
| **Ni hehe serivisi itangirwa?** | Serivisi ishinzwe amahuguwa |
| **Serivisi itangwa ryari?** | Kuwa mbere kugeza kuwa kane, kuva saa moya kugeza saa kumi nimwe zanimugoroba<br><br>Kuwa gatanu saa moya zamugitondo kuge saa sita zakumanywa |
| **Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?** | Mu minsi itanu y'Imibyizi kubanditse, n'Amasaha makumyabiri nane kubiyiziye ubwabo bakeneye igisubizo. Nyuma umunsi wogutanga serivisi wumvikanwaho niki kigo n'Abagenerwa bikorwa |
| **Niba serivisi yishyurwa, igiciro ni ikihe?** | Nta giciro cyo kumenya amakuru. Nubwo igiciro cya'Amahugurwa kigenwa hashingiwe kubwoko bw'Amahugurwa. |
| **Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?** | Kuba wasabye ayo mahugurwa kandi ufite fagitire ya proforma |
| **Binyura muzihe nzira kugira ngo uyihabwe?** | Umugenerwa bikorwa ushaka serivisi z'amahugurwa |

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| | yandika urwandiko rubisaba |
| **Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)** | Serivisi ishinzwe umutungo n'Ubuyobozi niyo ikora nk'Umuhuza kubera ko ariyo ikora ibijyanye zokwishyuriraho no kwishyuza |
| **Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?** | Utanyuzwe na serivisi yahawe n'Umukozi ubishinzwe yandikira umuyobozi mukuru w'Ikigo cyangwa akiyizira ubwe |
| **Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?** | Buri gihe ubishakiye wasura urubuga rwa interineti rw'Ikigo kuri ukeneye andi makuru : www.**riam**.ac.rw. Ukeneye nandi makuru wahamagara kuri iyi telefoni 0788566683 cyangwa 55 10 36 52/59 mu masaha y'akazi. |
| **Impapuro zuzuzwa** | Inzandiko zisaba z'abahugurwa<br><br>Impapuro zi isuzuma zabari mu mahugurwa |
| **Ibisabwa n'amategeko** | Amasezerano hagati y'Ikigo nabahabwa serivisi |

**Ubwoko bwa serivisi: Guhanga imirimo**

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| **Serivisi ni iyihe?**<br><br>**Nujuje ibisabwa?** | Serivisi zoguhanga imirimo |
| **Ni hehe serivisi itangirwa** | Serivisi ishinzwe ibyo guhanga imirimo |
| **Serivisi itangwa ryari?** | Kuwa mbere kugeza kuwa kane kuva saa moya kugeza saa kumi nimwe zanimugoroba<br><br>Kuwa gatanu saa moya kugeza saa sita zakumanywa |
| **Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?** | Mu minsi itanu kubanditse basaba serivisi, n'Amasaha makumyabiri nane kubiyiziye ubwabo gusaba igisubizo. Naho ubundi igihe cyo gutanga serivisi cyemeranwa hagati y'Ikigo nabakeneye serivisi. |
| **Niba serivisi yishyurwa, igiciro ni ikihe ?** | Nta kiguzi kubasaba amakuru ariko abashaka serivisi ijyannye no guhanga imirimo bishyura hashingiwe kubwoko bwa serivisi |
| **Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?** | Urwandiko rubisaba n'Icyemezo cyo kwishyuriraho |
| **Binyura mu zihe nzira kugira ngo uyihabwe?** | Ushaka serivisi yokwihangira umurimo yandika ibaruwa |

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|---|---|
| | ibisaba |
| **Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)** | Serivisi ishinzwe umutungo n'Ubuyobozi ikora nk'Umuhuza wokubona amahugurwa kubera ko ariyo ikora ibjyanye nokwisshyura nokwishyuza |
| **Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?** | Usaba kurenganurwa buri gihe yandikira umuyobozi mukuru w'Ikigo cyangwa akiyizira ubwe nyuma yokubonana nu mukozi ubishinzwe |
| **Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?** | Buri gihe wagana urubuga rwa interineti kuri: www.**riam**.ac.rw . cyangwa ugahamagara kuri telefoni ikurikira : 0788566683 cyangwa 55 10 36 52/59 mu masaha y'Akazi. |
| **Impapuro zuzuzwa** | Impapuro zisaba serivisi zabakeneye amahugurwa |
| **Ibyangombwa mategeko** | Amasezerano hagati y'Ikigo nabahabwa serivisi |

**Ubwoko bwa serivisi: Ubushakashatsi**

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|---|---|
| **Serivisi ni iyihe?**<br><br>**Nujuje ibisabwa?** | Ubushakashatsi bushirwa mu bikorwa |
| **Ni hehe serivisi itangirwa?** | Serivisi ishinzwe ubushakashatsi |
| **Serivisi itangwa ryari?** | Kuwa mbere kugeza kuwa kane: kuva saa moya zamugitondo kugeza saa kumi nimwe zanimugoroba<br><br>Kuwa gatanu saa moya kugeza saa sita zakumanywa |
| **Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?** | Ubushakashatsi nti bwishyurwa kandi bikorwa rimwe narimwe bitangijwe n'Ikigo ubwacyo kigamije gukemura ibibazo by'Imiyoborere. |
| **Niba serivisi yishyurwa, igiciro ni ikihe?** | Ntakiguzi |
| **Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?** | Ntayo |
| **Binyura mu zihe nzira kugira ngo uyihabwe?** | None |
| **Ese hari izindi nzego bisaba kunyuramo? (Urugero nko** | Ntayo |

| | |
|---|---|
| **kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)** | |
| **Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?** | Ibyavuye mubushakashatsi bigaragarizwa abagenerwa bikorwa |
| **Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo uyihabwe?** | Buri gihe wasura urubuga rwa interineti kuri: www.**riam**.ac.rw . Ukeneye andi makuru wahamagara kuri iyi telefoni: 0788566683 cyangwa 55 10 36 52/59 mu masaha y'Akazi |
| **Impapuro zuzuzwa** | Ntazo |
| **Ibyangombwa bisabwa n'Amategeko** | Ntabyo |