REPUBULIKA Y'U RWANDA

IKIGO CY'IGIHUGU GISHINZWE ITANGWA RY'AMASOKO YA LETA (RPPA)

AVENUE DE LA PAIX, KIGALI-RWANDA
P. O .Box: 4276, Tel.: (+250) 0252501403, 0252501404, 0252501405,
Fax: (250) 252501402
E-mail: rppa@rwanda1.com

IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATUGANA

Ukuboza, 2011

AMASHAKIRO

IRIBURIRO 3
I.INTANGIRIRO 11
II. ICYEREKEZO 11
III. INTEGO 11
IV. INSHINGANO Z'INGENZI 11
V. INDANGA GACIRO Z'INGENZI 12
SERIVISI ZITANGWA N'KIGO CY'IGIHUGU GISHINZWE ITANGWA RY'AMASOKO YA LETA (RPPA) 12
Ubwoko bwa serivisi: kubaka ubushobozi 12
Ubwoko bwa serivis: ubufasha tekenike mugutanga inama kubijyanye n'amategeko y'itangwa ry'amasoko ya leta 15
Ubwoko bwa serivisi: inama ku inzego za leta nokubatanga serivisi 19

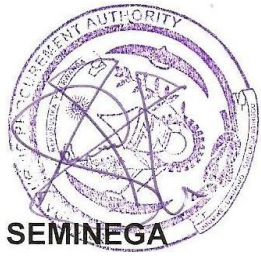
IRIBURIRO

Nshimishijwe nokubagezaho iki gitabo gikubiyemo serivisi zihabwa abaturage cy'Ikigo cy'Igihugu gishinzwe itangwa ry'Amasoko ya leta.

Iki gitabo cyateguwe hashingiwe kuri gahunda ya leta y'Ivugurura kandi bikorwa mu muco wogutanga serivisi zinoze, mu mucyo akandi abantu babazwa ibyo bakora.

Iki gitabo kigaragaza uruhare rw'Ikigo cy'Igihugu gishinzwe itangwa ry'Amasoko ya leta, kikerekana serivisi zitangwa niki kigo nibisabwa kugira ngo uhabwe izo serivisi. Kigaragaza n'Urutonde rwaho serivisi zitangirwa nibyo amategeko yemerera abasaba serivisi.

Ishyirwaho ry'Iki gitabo byerekana ubushake bwoguha serivisi abatugana tugamije kumvikanisha noguteza imbere serivisi dutanga.



Augustus SEMINEGA

Umuyobozi Mukuru w'Ikigo cy'Igihugu gishinzwe Itangwa ry'Amasoko ya Leta

Iki Gitabo kigaragaza serivisi Ikigo cy'Igihugu gishinzwe itangwa ry'Amasoko ya leta (RPPA) 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' Ikigo cy'Igihugu gishinzwe itangwa ry'Amasoko ya leta(RPPA) 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 RPPA,
  - 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 RPPA. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.

- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa na RPPA.
- 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 RPPA no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri muri serivisi za Leta. Iki gitabo gikubiyemo serivisi zihabwa abaturage kizatuma abagana serivisi za RPPA 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, RPPA yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira n'inshingano igihe bashaka izo serivisi.

Kubera ko RPPA 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, RPPA yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu RPPA 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 RPPA
- Umurongo wa telefoni utishyurwa;
- Gukora survey ku bagana serivisi zayo
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana RPPA banyuramo batanga ibitekerezo kuri serivisi bahabwa.

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

- 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 RPPA 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 RPPA 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, RPPA 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, RPPA 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 RPPA 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, RPPA 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 RPPA 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 RPPA 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 RPPA;
- Guhanahana amakuru ku buryo serivisi zitangwa muri RPPA 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 itangwa ry'Amasoko ya leta **(RPPA**)
AVENUE DE LA PAIX, KIGALI-RWANDA
P. O .Box: 4276, Tel.: (+250) 0252501403, 0252501404, 0252501405,
Fax: (250) 252501402
E-mail: rppa@rwanda1.com

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

Ikigo cy'Igihugu gishinzwe itangwa ry'Amasoko ya leta n'ikigo cya leta cyashyizweho kuwa 20, gashyantare 2008 n'Itegeko N° 63/2007 ryo kuwa 30/12/2007. Cyashyizweho kugira ngo gisimbure icyahozeho cyitwaga inama y'Igihugu y'Amasoko (National Tender Board) igihe cy'Ivugurura ry'Imicungire y'Umutungo warubanda byatangijwe na leta y'Urwanda, aho ivugururwa ry'Imitangire y'Amasoko ya leta ryari rimwe mubyari birigize byingenzi.

II. ICYEREKEZO

Ikigo cy`igihugu gishinzwe itangwa ry'amasoko ya leta kuba isooko y'Imikorere myiza mwitangwa ry'Amasoko ya leta mu karere

III. INTEGO

Ikigo cy'Igihugu gishinzwe itwangwa ry'amasoko ya leta gifite inshingano yogukora ibi bikurikira:

- Kurwanya ruswa, guteza imbere kubaka ubushobozi nokugaragaza ibikorwa by'Intashyikirwa mu itangwa ry'amasoko ya leta;

- Leta y'Urwanda Kugera ku ibyiza by'agaciro k'amafaranga bikozwe neza, mu mucyo kandi nomubuzima bwiza

IV. INSHINGANO Z'INGENZI

- Gushyigikira imikorere myiza, gusesengura nokuyobora ibijyanye nogutanga amasoko ya leta;

- Kugira inama leta nizindi nzego zitanga amasoko ya leta ibijyanye na politiki, Ingamba nogutunganya itangwa ry'Amasoko ya leta;

- Kugenzura uko amasoko ya leta atangwa nuko ashyirwa mu ibikorwa. Kuri iyi ngingo inzego za leta zose zizatanga amakuru n'Impapuro zizasabwa niki kigo;

- Guteza imu itangwa n'Amasoko ya leta mbere abakozi n'Ubunyamwuga;

- Gutegura infashanyigisho nibikoresho, gutegura gahunda z'amahugurwa , nokugena ibyemezo bihabwa abakozi bashinzwe gutanga amasoko ya leta;

- Gushaka noguhuza amakuru ajyanye n'Itangwa ry'Amasoko ya leta;

- Guhagarika cyangwa kwemeza ihagarikwa ry'abatubahiriza itangwa ry'amasoko ya leta;
- Gutanga inkunga y'Ubumenyi aho bishoboka, ku inzego zitanga amasoko yaa leta;

- Gutegura ibiganiro mbwirwa ruhame kubirebana nitangwa ry'Amasoko ya leta;
- Gushyiraho nogukorana nibindi bigo byo mu karere nohanze yako bifite inshingano nkizi.

V. INDANGA GACIRO Z'INGENZI

- Mu mucyo; Ipiganwa; Ubukungu; Bikorwa neza; mu kuri; nokubazwa ibyo gikora.

SERIVISI ZITANGWA N'KIGO CY'IGIHUGU GISHINZWE ITANGWA RY'AMASOKO YA LETA (RPPA)

Ubwoko bwa serivisi: kubaka ubushobozi

Niyihe serivisi?	- kumenya ibyo abantu bakwiye guhugurwamo, Gutegura masomo yifashishwa muguhugura, gutunganya, Kugenzura nokugenzura gahunda y'Amahugurwa (Amahugurwa menshi akorerwa mu bigo

Nujuje ibisabwa?	bishinzwe guhugura). - gutegura nogutanga amahugurwa ku abakozi bashya bashinzwe itangwa ry'amasoko hamwe nabagize akanama gatanga amasoko, ibi bikorwa bari mukazi kabo. Basubiza ibibazo biba byabajijwe n'abakozi bashinzwe gutanga amasoko banazamura ubumenyi bwaba bakozi biba byagaragajwe n'Ubugenzuzi ko bafite intege nkeya. - Gukora isesengura ry'Amahugurwa yahabwa abakozi bashinzwe itangwa ry'amasoko hamwe nibijyanye n'amabwiriza n'Amategeko. - guhuza amakuru ajyanye n'Amategeko mashya n'amabwiriza, gukusanya amakuru yogushyira kugihe urubuga rwa interineti, gukora nogutanga inzandiko z'amakuru kubikorwa byiza kimwe nogutegura inama n'Ibiganiro mbwirwa ruhame.
Ishami ryo kubarizamo	Ishami ryo kwongera ubushobozi
Niryari nabona izo serivisi?	Kuwa mbere saa moya zamugitando kugeza kuwa kuwa kane saa kumi nimwe zanimugoroba. Kuwa gatanu: saa moya zamugitondo kugeza saa munani zanimunsi:
Igihe ntarengwa	Nta minsi ntarengwa

ubonamo serivisi? Oyo umuntu yanditse asaba, bitwara igihe kingana iki?	yashyizweho. Bitarenze iminsi icumi y'Imibyizi.
Nikihe, niba hari igihari, igiciro cyo kubona serivisi?	Ntakiguzi cyoguhabwa iyi serivisi.
Nizihe mpapuro zisabwa?	Biterwa nubwoko bwa serivisi yasabwe
Nubuhe buryo?	Kwandika usaba serivisi.
Nizihe, niba zihari, inzego nshobora gusura zikampa serivisi? (Urugero kwishyura ikiguzi cya serivisi cyangwa kubona izindi mpapuro)	Ntazo.
Haba hari andi makuru yangombwa akwiye kumenywa?	Buri gihe gana k'Urubuga rwa interineti rwa RPPA: www.rppa.gov.rw ukeneye andi makuru. Ushobora noguhamagara kuri iyi telefoni mu masaha y'akazi ukabona andi makuru: (+250) 0252501403, 0252501404, and 0252501405.
Impapuro zangombwa z'Amategeko	- Itegeko N° 12/2007 of 27/3/2007 rirebana n'Itangwa ry'Amasoko ya leta; - Gahunda y'Ibikorwa bya RPPA (Strategic plan;) - Gahunda y'Itangwa ry'Amasoko ya (RPPA Procurement plan) ibi byose bisangwa kurubuga rwa interineti rwa RPPA.

Ubwoko bwa serivis: ubufasha tekenike mugutanga inama kubijyanye n'amategeko y'itangwa ry'amasoko ya leta

Niyihe serivisi?	- kumenya uko amasoko ya leta mu ibigo165 atangwa; - gukurikirana guhoraho kw'Amasoko ya leta hakurikizwa amategeko n'amabwiriza - Gukomeza kubika urutonde rw'Ibigo bitanga amasoko ya leta, Abakozi bashinzwe itangwa ry'amasoko ya leta hamwe n'Urutonde rwabagize akanama gashinzwe amasoko ya leta - Gushyira hamwe imibare y'Ibipimo y'Itangwa ry'Amasoko ya leta - Gukora igenzura rihoraho kandi muburyo bunoze mu bijyanye n'Itangwa ry'Amasoko ya leta - Kugenzura ishyirwa mu bikorwa ry'Amasezerano nokuyacunga. - Gutegura nogushyiraho gahunda y'Ibikorwa by'Iterambere ry'Abakozi mu kugera ku intego yitangwa neza ry'Amasoko ya leta. - Gutegura imfashanyigisho zikoreshwa mu amahugurwa - Kugenzura nogusuzuma amahugurwa - Gutegura gahunda y'amahugurwa y'a amasoko ya leta ku abakozi babishinzwe - Gutanga umuyoboro
Nujuje ibisabwa?	

	w'Ibijyanye n'Itangwa ry'Amasoko ya leta - Gufasha abakozi bashinzwe itangwa ry'amasoko ya leta kubahiriza amabwiriza n'Amategeko neza. - Gushyigikira ubumenyi ngiro, gushyiraho ibisabwa kugira ngo umuntu yemerwe mubafite ubumenyi - Kugena ibiciro by'Ibikoresho bikenerwa n'abantu benshi - Gutanga Ubufasha ku inzego zitanga amasoko ya leta - Kuba isooko y'amakuru yibijyanye n'itangwa ry'amasoko ya leta harimo amabwiriza n'Amategeko mashya - Gufasha inzego zitanga amasoko ya leta gukemura ibibazo by'Amasoko - Gutegura inama, n'Ibiganiro mbwirwa ruhame bigamije kumenyekanisha no gukangurira abantu kubijyanye n'Itangwa ry'Amasoko ya leta nibindi bikorwa byiza - Gusubiza ibyifuzo hashyirwa abakozi bashinzwe itangw ry'amasoko mu myanya kandi abo bakozi bashyirwaho mu inzego za leta muburyo bunoze - Gukora isesengura ry'Ibyifuzo ry'Ibikoresho buri gihe mu inzego za leta

	zitanga amasoko ya leta kandi ibi byifuzo bigerwaho. - Guhuriza hamwe amakuru kugira ngo urubuga rwa interineti rwa RPPA rushyirwe ku igihe - Gusuzuma buri gihe politiki y'Itangwa ry'Amasoko ya leta, amabwiriza, amategeko nogukora umushinga w'Iterambere - Guko ipereereza nokugaragaza abagombye gufatirwa ibihano. - Gutegura ibiganiro mbwirwa ruhame kubirebana n'Amategeko agenga Itangwa ry'Amasoko ya leta - Kwakira ibisubizo n'Inama ziva mu inzego za leta nizigenga zituma haba iterambere mu itangwa ry'Amasoko ya leta - Gutegura inama nyungurana bitekerezo - Guhuza no kubika ibyemezo by'Amategeko ajyanye n'Itangwa ry'Amasoko ya leta. - Ibiciro by'Ikitegererezo
Ishami ryo kubarizamo	Ishami rikurikirana rikanagenzura
Niryari nabona serivisi?	Kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba. Kuwa gatanu saa moya zamugitondo kugeza saa munani zakumanywa.
Igihe ntarangwa cyoguhabwa serivisi? Cyangwa iyo	Nta gihe ntarengwa cyagenwe. Mu iminsi itarenze icumi y'Imibyizi.

wanditse usaba serivisi bitwara igihe kingana iki aba, kugira ngo uhabwe serivisi?	
Nikihe, niba gihari, ikiguzi cyo kubona serivisi?	Ntakiguzi gisabwa kuri iyi serivisi.
Nizihe mpapuro zisabwa?	Biterwa n'Ubwoko bwa serivisi usaba
Nubuhe buryo bukoreshwa?	Kwandika usaba.
Nizihe, niba hari izihari, inzego izindi nasura nkabarizamo serivisi? (Urugero kwishyurira ikiguzi cyo guhabwa iyi serivis. Cyangwa kubona izindi mpapuro)	Ntazo.
Hari andi makuru arebana niyi serivisi akenewe kumenywa?	Buri gihe gana urubuga rwa interineti rwa RPPA: www.rppa.gov.rw Ubone amakuru. Ukeneye nandi makuru wahamagara kuri iyi telefoni mu masaha y'Akazi: (+250) 0252501403, 0252501404, cyangwa 0252501405.
	- Itegeko N° 12/2007 ryo kuwa 27/3/2007 rirebana n'Itangwa ry'Amasoko ya leta; - Igenamigambi ry'Ibikorwa bya RPPA; - Igenamigambi ry'Itangwa ry'Amasoko Byose bisangwa k'Urubuga rwa interineti rwa RPPA.

Ubwoko bwa serivisi: inama ku inzego za leta nokubatanga serivisi

Niyihe serivisi? Nujuje ibisabwa?	- Gusubiza ibyifuzo by'Abakozi bashinzwe itangwa ry'amasoko ya leta mu ibigo kandi babaha inama nziza. - Gutanga inama muby' amategeko hagamijwe ikosorwa ryokudakurikiza amabwiriza n'Amategeko bigenga itangwa ry'Amasoko ya leta - Gukora nogukomeza gufata neza impapuro. - Gutegura inyigisho, nibindi byifashishwa kugaragaza amakuru meza.
Ishami ryo kubarizamo	Ishami rikurikirana rikanagenzura
Niryari nabona serivisi?	Kuwa mbere saa moya zamugitondo kugeza kuwa kane saa kumi nimwe zanimugoroba. Kuwa gatanu saa moya zamugitondo kugeza saa munani zakumanywa.
Igihe ntarengwa cyo guhabwa serivisi? Iyo serivisi yasabwe munyandiko bitwara igihe kingana iki?	Ntagihe ntarengwa cyashyizweho. Bitarenze iminsi icumi y'Imibyizi.
Nikihe, niba gihari, ikiguzi cyo kubona serivisi?	Ntakiguzi gisabwa.
Nizihe mpapuro zikenewe?	Biterwa n'ubwoko bwa serivisi zasabwe
Nubuhe buryo?	Urwandiko rusaba serivisi.

Nizihe, Niba zihari, Izindi nzego nabarizaho izi serivisi? (Urugero kwishyura ikiguzi cya serivisi cyangwa izindi mpapuroEg).	Ntazo.
Hari andi makuru arebana n'Itangwa rya serivisi akwiye kumenywa?	Buri gihe gana kurubuga rwa interineti rwa: www.rppa.gov.rwubone amakuru. Ukeneye andi makuru wahamagara kuri iyi telefoni: (+250) 0252501403, 0252501404, cyangwa 0252501405 mu masaha y'Akazi.
Impapuro z'Amategeko zangombwa	- Itegeko N° 12/2007 ryo kuwa 27/3/2007 rijyanye n'Itangwa ry'Amasoko ya leta; - Gahunda y'Ibikorwa bya RPPA; - Gahunda y'Itangwa ry'Amasoko ya leta byose bisangwa k'Urubuga rwa interineti rwa RPPA.