# REPUBULIKA Y'U RWANDA

## IKIGO CYA LETA GISHINZWE KWONGERA ABAKOZI UBUSHOBOZI

P.O.BOX 7367 KIGALI-RWANDA
Web site: www.pscbs.gov.rw
Telephone: + (250) 255120785

# SEREVISI ZITANGWA N'IKIGO CYA LETA GISHINZWE KWONGERA ABAKOZI UBUSHOBOZI

**Ukuboza, 2011**

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**IRIBURIRO**

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n'ikigo cya leta gishinzwe kwongera abakozi ubushobozi.

Iki gitabo cyateguwe hashingiwe kuri gahunda y'Igihugu y'Ivugurura rifite icyerekezo cyo kuzamura ubushobozi bw'abakozi n'ibigo, hagamijwe kandi gutanga serivisi zinoze hanagerwa ku ntego nkuru y'Iterambere ry'Igihugu. Nanone ibi bigakorwa bigamije gusubiza ibibazo by'abaturage, bigakorwa mu mucyo kandi abantu bakabazwa ibyobakora.

Iki gitabo kigaragaza uruhare rw'ikigo cya leta gishinzwe kwongera abakozi ubushobozi mwitangwa rya serivisi mu Rwanda cyikanerekana serivisi zitangwa ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rwaho izo serivisi zitangirwa nibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ryi'iki gitabo gikubiyemo serivisi zihabwa abaturage ryerekana ubushake ikigo gifite mw'itangwa rya serevisi nziza kandi zihuse.

Stella Ford MUGABO

**Umunyabanga Nshingwabikorwa**

Iki Gitabo kigaragaza serivisi PSCBS 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 PSCBS 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 PSCBS:
    - Kugaragaza neza serivisi zitangwa na PSCBS,
    - 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 PSCBS. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na PSCBS.
- 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 butakunogeyeye.
- Uko umuturage ashobora gutanga inama n’ibitekerezo ku buryo buhoraho hagamijwe guteza imbere no kunoza imitangire ya serivisi muri PSCBS.
- Amakuru n’uburyo bwatuma serivisi za PSCBS 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 PSCBS no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m’ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za PSCBS 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, PSCBS yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n’uburenganzira bwabo igihe bashaka izo serivisi.

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

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

- 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 PSCBS 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 PSCBS 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, PSCBS 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, PSCBS 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 PSCBS 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, PSCBS 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'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 PSCBS 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 PSCBS 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 PSCBS;
- Guhanahana amakuru ku buryo serivisi zitangwa muri PSCBS 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**:
PUBLIC SECTOR CAPACITY BUILDING SECRETARIAT
P.O.BOX 7367 KIGALI-RWANDA
Web site: www.pscbs.gov.rw
Telephone: +(250) 255120785

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.INTANGIRRO

Ikigo cyashizweho n'iteka rya minisitiri w'intebe nimero 56/03 ryo 14/8/2009 risohoka mwigazeti ya leta nimero 35 ryo 31/08/2009.
Itegeko riha ikigo uburenganzira bwo kwigenga mu mikorere n'imiyoborere. Ikigo gikora ibi bikurikira:

- Gucunga no kugenzura umutungo wa leta ukoreshwa kwongera ubushobozi abakozi bakora mu nzego za leta;
- Guhuzibikorwa byo kwongera ubushobozi mu nzego za leta;
- Kugenzura inzego n'abakozi hagamijwe kuziba icyuho cy'ubushobozi buke;
- Gushiraho imirongo ngenderwaho wo kugenzura ubumenyi abakozi bakeneye;
- Gushyiraho no gukomeza gushyira kugihe ubumenyi buhari n'ubukenewe mu bubiko bwabugenewe (database) kugira ngo byorohe gushyirwa mu bikorwa;
- Gukurikirana iterambere, kugenzura ingaruka na gaciro k'amafaranga mu bikorwa byogutezimbere ubumenyi mu bigo bya leta;
- Gutegura no gutangaza raporo y'umwaka kubijyanye n'ubushobozi bw'abakozi ba leta mu nzego zayo;
- Gutanga ubufasha tekinike mu gukusanya inkunga ikoreshwa mu kwongera ubushobozi abakozi ba leta

## II.ICYEREKEZO

Icyerekezo cy'ikigo gishingiye ku cyerekezo 2020, aricyo gishira U Rwanda kuzaba ar'igihugu gifite imyinjirize y'umutungo uri mukigero kandi cyishoboye mw'iterambere mu mwaka 2020:

| |
|---|
| *Inzego za leta kugira ubushobozi bwo gukora purogarame nziza no gutanga serevisi zifite ireme* |

## III.INTEGO

Intego nyamukuru y'ikigo cya leta gishinzwe kwongera ubushobozi abakozi ikomoka kw'itegeko ryashizeho ikigo rya 2009; iryo tegeko ryaje guhindurwa n'iteka rya minisitiri w'intebe ryo muri kanama 2010, ryemeje ko ikigo kigomba kugenzurwa na minisiteri y'imari n'igenamigambi. Muri make intego y'ikigo n'iyi ikurikira::

| |
|---|
| *Gutezimbere ubushobozi ku bakozi bal eta binyuze mu guhuzibikorwa no kwubaka ubushobozi binyuze mu murongo ngenderwaho w'igihugu.* |

## IV.IBIKORWA BYINGENZI

Ikigo cya leta gishinzwe kwongera ubushobozi abakozi gishishikazwe no guhuzibikorwa byijyanye no gushira mu bikorwa porotike za leta zo kwongere ubushobozi abakozi no kwita kubyifuzo by'inzego kubijyanye n'ubumenyi bukenewe. Nk'ikigo gishinzwe guhuzibikorwa ibi bikurikira bigomba kwitabwaho:

- Kuyobora, kujyinama, no kwemeza inzego n'abakozi kwita k'ubumenyi fatizo bufiteye inzego akamaro atari ibyifuzo by'ubuyobozi;
- Ntago tugamije kuburizamo ibyifuzo n'ishyirwa mu bikorwa by'abakozi mu nzigo zitandukanye;
- Kugenzura hagamijwe kubona ko ntanenge igaragara mu kwongera abakozi ubushobozi;
- Kugaragaza ibibura m'ubushobozi no gushaka ukwo ibyo byuho byazibwa;
- Gushaka inkunga/amafaranga yo gutezimbere igenamigambi ryo kuzamura ubushobozi bw'abakozi mu nzego zose za leta, no
- Kugenzura no gukurikirana no gutanga raporo k'ugutezimbere ubushobozi mu nzego za leta. Raporo ivuye mw'igenzura igakoreshwa nk'ishingiro ryo gushyiraho ibitekerezo byiza no kubazwa iby'ikigo gikora.

## V.INDANGAGACIRO ZINGENZI

Ikigo cya gihugu gishinzwe kwongera ubushobozi abakozi ba leta cyigamije kuba indashyikirwa mu bigo bya leta. Ni muri urwo rwego, ibikorwa 4 by'ingenzi bikomba kwitabwaho n'abakozi b'ikigo, ari nabyo bijyana n'imvugo ikurikira:

- Gukora nk'itsinda
- Gukora hamijwe umusaruro
- Guhanga udushya
- Kuba inzobere

## SEREVISI ZITANGWA N'IKIGO CY'IGIHUGU GISHINZWE KWONGERA ABAKOZI BA LETA UBUSHOBOZI

**Ubwoko bwa serevisi: Guterinkunga**

| | |
|---|---|
| Serevisi n'iyihe?<br>Nujuje ibisabwa? | Ikigega cya leta gishinzwe kwongera ubushobozi abakozi ba leta.<br>Inzego za leta |
| Ishami ryo kubarizamo | Igashami k'ikigega gishinzwe kwongera ubushobozi abakozi |
| Serevisi itangwa ryari? | Guhera kuwa mbere kugeza kuwa kane uhereye saa moya za mugitondo ukageza saa kumi n'imwe z'igicamunsi<br>Kuwa gatanu nuguhera saa moya z'igitondo ukageza saa sita z'amanywa |
| Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe? | Ibyumweru bibiri |
| Nibiki bisabwa kugirango ubone serevisi? | Ubuntu |
| Ni ibihe byangombwa bisabwa kugira ngo | Bikubiye mu mabwiriza ajyenga imikoreshereze |

| | |
|---|---|
| uyihabwe ? | y'umutungo afitwe na buri kigo kandi ari no kurubuga rw'ikigo kuri: www.pscbs.gov.rw |
| Binyura muyihe nzira ngo uyihabwe? | Gusaba kuterwa inkunga bisabwa n'umuyobozi w'ikigo abisaba umunyamabanga nshingwabikorwa akabinyuza k'umunyamabanga uhoraho wa minisiteri abarizwamo. |
| Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa) | Iyo ari amahugurwa y'abakozi, ukenera kuzana ibaruwa y'abakwemereye, ibyo baziga, amafaranga bizajyana, na profoma ivuye muri Rwanda Air y'itike y'indege nimbi amahugurwa azakorerwa hanze y'igihugu. |
| Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi? | Imabaruwa asaba inkunga yigwa na komite tekinike ariko hakaba na komite ishinzwe kugenzura imyanzuro yafashwe, uburyo ushobora no kuyiregera. |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi? | Wasura urubuga kuri: www.pscbs.gov.rw kugira ngo umenye amakuru. Kumakuru aruseho wahamagara kuri telefoni nimero: 0788303945 mu masaha y'akazi. |
| Impapuro zuzuzwa | Inyandiko yabugenewe y'amahugurwa n'inyandiko yabugenewe y'urwego/ikigo |
| Ibyangombwa bisabwa n'amategeko | Amabwiriza imitangire y'inkunga yo kwongera ubushobozi. |

**Ubwoko bwa serevisi: Gufasha kuzamura ubushobozi**

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|---|---|
| Serevisi n'iyihe?<br>Nujuje ibisabwa? | Gufasha kuzamura ubushobozi<br>Inzego za leta n'abakozi bal eta barabyemerewe |
| Ishami ryo kubarizamo | Agashami gashinze tekinike |
| Serevisi itangwa ryari? | Guhera kuwa mbere kugeza kuwa kane uhereye saa moya za mugitondo ukageza saa kumi n'imwe z'igicamunsi<br>Kuwa gatanu nuguhera saa moya z'igitondo ukageza saa sita z'amanywa |
| Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe? | Iminsi 5 |
| Nibiki bisabwa kugirango ubone serevisi? | Ubuntu |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ? | Raporo isesenguye igaragaza amahugurwa akenewe kandi yangombwa, ibaruwa isaba gufashwa yanditswe n'umuyobozi w'ikigo, kwuzuza impapuro zabugenewe z'amahugurwa, kontaro z'abakozi bakeneye amahugurwa |
| Binyura muyihe nzira ngo uyihabwe? | Umuyobozi w'ikigo kwandikira kumugaragaro umunyamabanga nshingwabikorwa w'ikigo cyongera ubushobozi abakozi iyo baruwa iri kumwe |

| | |
|---|---|
| | n'ibyangombwa byavuzwe haruguru. |
| 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? | Iyo serevisi yaguhawe utayishimiye, ujyana akarengane kawe k'umuhuzabikorwa wa serevisi tekinike, mu cyumweru kimwe byaba bitarakemuka, ikibazo cyawe ukakijyana kw'umunyamabanga Nshingwabikorwa w'ikigo |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi? | Wasura urubuga kuri: www.pscbs.gov.rw ukeneye amakuru cyangwa ughamagara kuri telefoni 255120785 |
| Impapuro zuzuzwa | Inyandiko isaba amabwiriza ajyenga amahugurwa, amasezerano, inyandiko isaba kwishyurirwa |
| Ibyangombwa bisabwa n'amategeko | Ntabyo |

**Ubwoko bwa serevisi:  kwishyura serevisi zakozwe**

| | |
|---|---|
| Serevisi n'iyihe?<br>Nujuje ibisabwa? | Kwishyura impapuro zishyuza<br>Inzego za leta zifitanye amasezerano n'ikigo gishinzwe kwongerubushobozi |
| Ishami ryo kubarizamo | |
| Serevisi itangwa ryari? | Guhera kuwa mbere kugeza kuwa kane uhereye saa moya za mugitondo ukageza saa kumi n'imwe z'igicamunsi<br>Kuwa gatanu nuguhera saa moya z'igitondo ukageza saa sita z'amanywa |
| Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe? | Iminsi 3 |
| Nibiki bisabwa kugirango ubone serevisi? | Ubuntu |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ? | Impapuro zishyuza zumwimerere<br>Kopi igaragaza ko serevisi zatanzwe zemewe kandi zakiriwe |
| Binyura muyihe nzira ngo uyihabwe? | Ibaruwa y'umuyobozi w'ikigo yohereza impapuro zishyuza, na kopi igaragaza ko serevisi zatanzwe zemewe kandi zakiriwe |
| Ese hari izindi nzego bisaba kunyuramo? Ni | Ntazo |

| | |
|---|---|
| izihe? (Urugero,nko kwishyura igiciro cya serevisi cyangwa gushaka ibindi byangombwa) | |
| Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serevisi? | Iyo serevisi yaguhawe utayishimiye, ujyana akarengane kawe k'umuhuzabikorwa wa serevisi tekinike, mu cyumweru kimwe byaba bitarakemuka, ikibazo cyawe ukakijyana kw'umunyamabanga Nshingwabikorwa w'ikigo nawe ugomba gukemura icyo kibazo mu cyumweru kimwe |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi? | Wasura urubuga kuri: www.pscbs.gov.rw ukeneye amakuru cyangwa ugahamara kuri telefoni 255120785 |
| Impapuro zuzuzwa | Inyandiko isaba kwishyurwa |
| Ibyangombwa bisabwa n'amategeko | Ntabyo |

**Ubwoko bwa serevisi: Gutanga ubufasha tekinike ku nzego bijyanye no kwubaka ubushobozi ndetse n'ibikenerwa**

| | |
|---|---|
| Serevisi n'iyihe?<br>Nujuje ibisabwa? | Gutanga ubufasha tekinike<br>Inzego za leta zata igenamigambi ryazo zijyane no kwubaka ubushobozi n'ibikenerwa |

| | |
|---|---|
| Ishami ryo kubarizamo | Agashami gashinzwe gutezimbere ubushobozi |
| Serevisi itangwa ryari? | Guhera kuwa mbere kugeza kuwa kane uhereye saa moya za mugitondo ukageza saa kumi n’imwe z’igicamunsi<br>Kuwa gatanu nuguhera saa moya z’igitondo ukageza saa sita z’amanywa |
| Uhereye igihe wasabiye serevisi, bifata igihe kingana iki kugira ngo uyihabwe? | Iminsi 3 |
| Nibiki bisabwa kugirango ubone serevisi? | Serevisi n’ubuntu |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ? | Kopi y’ibikenerwa itangwa mu buryo bw’ikoranabuhanga |
| Binyura muyihe nzira ngo uyihabwe? | Kwohereza ibaruwa isaba isinyweho n’umuyobozi w’ikigo ikubiyemo ibikenewe ikohererezwa ubishinzwe kuri: pascal.niyigena@pscbs.gov.rw |
| 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? | Iyo serevisi waguhawe utayishimiye, ujyana akarengane kawe |

| | |
|---|---|
| | k'umuhuzabikorwa wa serevisi tekinike, mu munsi umwe byaba bitarakemuka, ikibazo cyawe ukakijyana kw'umunyamabanga Nshingwabikorwa w'ikigo nawe ugomba gukemura icyo kibazo mu cyumweru kimwe. |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serevisi? | Wasura urubuga kuri: www.pscbs.gov.rw ukeneye amakuru cyangwa hamagara kuri telefoni 255120785 |
| Impapuro zuzuzwa | Inyandiko yabugenewe isaba gufashwa |
| Ibyangombwa bisabwa n'amategeko | Ntabyo |