



IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE

# Citizen's Charter



## Akarere ka Musanze

Muhoza sector, Muhoza-Rubavu road  
Email: [musanzedistrict@yahoo.fr](mailto:musanzedistrict@yahoo.fr)  
P.O.Box: 03, Musanze  
Tel : 0252546285

## **ILIBURIRO**

Nejejwe no kubagezaho Igitabo cyerekana serivisi zitangwa n’akarere ka Musanze.

Iki gitabo kigamije kumenyesha abatuye akarere ka Musanze inshingano, ikirekezo n’ibikorwa by’akarere, uko bikorwa n’uko duteganya kubikosora mu gihe bigaragaye ko bitagenda neza n’ukuntu tuzitwararika guhora turushaho gukora neza ngo dushimishe abatugana n’abatuye Akarere ka Musanze.

Iki gitabo cyerekana akamaro k’akarere, kikagaragaza neza serivisi gatanga, ibisabwa kugira ngo uzibone n’aho izo serivisi zitangirwa n’ibisabwa n’amategeko kugira ngo izo serivisi uzibone.

Gushyiraho iki gitabo birerekana ubushake bw’akarere bwo gukorera abatugana tugamije ko basobanukirwa neza na serivisi tubaha ndetse bakanadufasha no kuvugurura imikorere yacu.

## **Umunyamabanga Nshingwabikorwa**

## I. INSHINGANO Z'AKARERE

Akarere gacungwa kandi kagatanga serivisi hashingiwe ku Itegeko no 29/2005 ryo ku wa 23/12/2005 rishyiraho politike y'imiyoborere y'inzego z'ibanze.

Inshingano z'Akarere ni uguteza imbere imibereho myiza y'abagatuye ikoresheje ubufatanye bwabo mu igenamigambi no mu gushyira mu bikorwa gahunda zerekeranye no guteza imbere ubuyobozi bwiza, uburezi kuri bose, ubuhinzi, ubworozi, kubungabunga ibidukikije, ubucuruzi, ibikorwa remezo n'ubukerarugendo.

## II. ICYEREKEZO

Akarere gashishikajwe n'imibereho myiza y'abagatuye, kihatiye guca ubukene karwanya inzara no guteza imbere ubukerarugendo bwa bose bushigikiwe n'ubuyobozi n'uburezi byiza bishamikiye ku bumenyi n'ikoranabuhanga.

## III. SERIVISI Z'INGENZI ZITANGWA N'AKARERE

Akarere gatanga serivisi nyinshi zirimo:

1. Guteza imbere uburezi kuri bose, guteza imbere umuco na siporo;
2. Kwita ku buzima bw'abagatuye, ku burunganire bw'abagore n'abagabo n'uburenganzira bw'abana;
3. Kugira uruhare mu kongera umusaruro w'ubuhinzi n'ubworozi no kuwushakira isoko;
4. Kugira uruhare mu guteza imbere ibikorwa remezo mu duce tw'umujyi n'utw'icyaro;
5. Guteza imbere imibereho myiza y'abaturage ishingiyeye ku buyobozi bwiza, ubufatanye bwashyizweho na politike yo kwegereza abaturage ubuyobozi n'uruhare rw'abaturage;
6. Guteza imbere imicungirey'abantu, ibintu n'umutungo;
7. Gugenzura ishyingira mu biorwa za gahunda za Leta zijyanye n'imiyoborere myiza, iterambere mu by'ubukungu, amategeko n'imibereho myiza y'abaturage.

## IV. INDANGAGACIRO

Imirimo yacu ya buri muni ishingira ku ndangagaciro zikubiye mu mucyo w'imikorere iboneye yifuzwa. Ni izi zikurikira:

**Kutagira aho ubogamira:** Twiyemeje gukorera mu mucyo no kunoza ibyo dukora kandi mu gihe

**Gukorera mu mucyo:** Tuzahora tugaragaza imikorere yacu tugamije ko isura y'Akarere igera ku ntego abaturage bayitezeho

**Kuba indashyikirwa:** Twiyemeje kugamize imikorere myiza kandi turushaho guhora tugeza ku baturage serivisi ziboneye; tuyajya duhora tugeza ku abatugana amakuru nyayo n'ibyo bakoneye kumenya kuri serivisi dushinzwe kubagezaho;

**Kunezeza abo dukorera:** Tugamije gushimisha no kwitaho cyane ku badushakaho serivisi mu mikorere yacu yose

## V. IMITERERE Y'AKARERE KA MUSANZE

Akarere ka Musanze karebererwa na Minisiteri y'Ubutegetsi bw'Igihugu, n'Intara y'Amajyarguru. Inama Njyanama iyobowe n'umuyobozi wayo ni rwo rwego rwo hejuru rufata ibyemezo. Umuyobozi w'Akarere, umuyobozi w'akarere wungirije ushinzwe imari n'umuyobozi w'akarere wungirije ushinzwe imibereho myiza y'abaturage ni abayobozi batorwa bagize inama nyobozi y'akarere. Umunyamabanga nshingwabikorwa w'akarere niwe muyobozi w'imirimo ya buri muni y'akarere akaba ari nawe ushinzwe ingengo y'imari y'akarere.

Ibiri by'ubunyamabanga nshingwabikorwa bigizwe n'amashami akurikira:

**-Ishami rishinzwe iterambere ry'ubukungu:** Iri shami rishinzwe ubwubatsi, kwita kumihanda, gushyira amatara ku mihanda, gukora igenemigambi, ubushakastatsi no kubisuzuma, kwita ku bidukikije, ubuhinzi, ubworozi n'isuku ku mihanda.

**-Ishami rishinzwe imiyoborere n'imibereho myiza y'abaturage:** Iri shami rishinzwe imiyoborere myiza, imibereho myiza y'abaturage, siporo n'umuco, gufasha abatishoboye, kwita ku mavuriro n'ibigo nderabuzima, kwita ku mashuri abanza n'ayisumbuye, kwigisha kurwanya sida no kuyirinda.

**-Ishami rishinzwe ubuyobozi n'imari:** Iri shami rishinzwe umutungo, amafaranga yungutswe n'akarere, kwishyura ibyakoreshejwe n'akarere, amasoko y'akarere, imishahara no kwishyura amafaranga akoreshejwe n'akarere, ubuyobozi, kugurira akarere ibikoresho no kongerera abakozi ubushobozi.

**-Umugenzuzi w'imari:** kugenzura niba ibitabo by'imari by'akarere bikozwe hakurikijwe amabwiriza yashyizweho n'itegeko no 17/2002 ryo ku wa 10/05/2002 rishyira aho umutungo w'uturere n'imijyi ukomoka nk'uko rahinduwe kandi ryujijwe kugeza ubu, cyane cyane mu ngingo ya 2, iya 6 n'iya 63.

### **Ubwoko bwa serivisi zitangwa n'igihe zitangirwa**

- Amabaruwa asanzwe asubizwa mu gihe cy'iminsi ine (4) uhereye igihe yakiriweho;
- Amabaruwa asaba ubuhanga bwihariye asubizwa mu minsi irindwi (7) uhereye igihe yakiriweho;
- Abagana akarere bose bakirwa nyuma y'iminota ibiri (2) bahageze;
- Impushya zo kubaka zitwangwa nyuma y'iminsi cumi n'ine (14) uhereye igihe basabiye;
- Uhamagaye kuri telefoni ahita yitabwa, telefoni idasonnye inshro zirena ebyiri (2);
- Kwishyura fagitire bikorwa mu minsi itatu (3)

### **Ibindi twiyemeje:**

- Gukora raporo yerekana umutungo w'akarere nk'uko biteganywa n'amategeko
- Gutanga serivisi biciye mu mucyo;
- Kubarura amashuri yose akorera mu karere no kugenzura imikorere yayo;
- Kugenzura ibikorwa by'ubuzima;
- Gushyiraho uburyo buhamye bwo gutoragura imyanda n'ibindi bintu byose bitagikoreshwa, gufata neza ahantu hatari ibikorwa, gutera ibiti n'indabo;
- Gutanga serivisi z'iterambere rusange;
- Kwemeza ibishushanyo by'ibikorwa remezo by'iterambere;
- Gufata neza imihanda, amatara yo ku mihanda, amazu akarere gakoreramo, imodoka gakoresha n'amamashini;

**Abakiriya bacu:**

Nk'ikigo gishishikajwe no kwacyira neza abakigana, abakiriya bacu bagizwe: Abatuye akarere, inzego za Leta, imiryango itegamiye kuri Leta, abafatanyabikorwa, abikorera ku giti cyabo, abanyamadini, abayobozi mu nzego za Leta, n'abandi.

**Ibisabwa abakiriya bacu:**

- Kubahiriza amategeko;
- Kwishyura ibyo babereyemo akarere ku buryo bwihuse;
- Kugira akarere inama zubaka;
- Kwitabira gahunda z'akarere;
- Kutumenyeshya ibyo batekereza kuri serivisi bahawe;
- Gusubiriza igihe icyihe basabwe ibisobanuro;

**Kurenganurwa:**

Abakiriya bacu basabwe kudasaba kubarenganura igihe bibaye ngombwa, kutugezaho ibitekerezo cyangwa gushimira ubuyobozi bw'akarere babinyujije kuri aderesi ikurikira:

Agasanduku k'iposita: 03 Musanze

Telefoni +252546284

+252546285

Fagisi: +252546284

Kuri interineti: [musanzedistrict@minaloc.gov.rw](mailto:musanzedistrict@minaloc.gov.rw)

[musanzedistrict@yahoo.com](mailto:musanzedistrict@yahoo.com)

Urubuga rwa interineti ni: [www.musanze.gov.rw](http://www.musanze.gov.rw).

**Intego yacu:**

Twiyemeje kumenyekanisha ko twakiriye no gusubiza ibibazo bisaba kurenganurwa bitagoranye mu gihe cy'iminsi motonga itatu (30). Twiyemeje kandi ko ibibazo by'abaturage bisaba kurenganurwa bizajya bikemurwa mu ibanga kandi bidashyizwe muri rusange. icyokora turashishikariza abatugana kgira uruhare mu kugaragaza ibibazo byabo no gutanga inzira zakorehwa mu kubicyemura, bitewe n'ingorane zigaraga mu kubicyemura.

**Ivugururwa ry'iki gitabo:**

Iki gitabo kizavugururwa igihe cyose bibaye ngombwa mu rwego rwo gukomeza guteza imbere itangwa rya serivisi nziza. Mu kukivugurura, tuzafatanyana n'abatanyabikorwa bacu.

Bikorewe I Musanze ku wa 15/03/2010

Biteguwe na:

Clément TWIZEYIMANA

Public Relations Officer

Sé

Byemejwe na:

Emmanuel RUTAREMARA

Umunyamabanga nshingwabikorwa

Sé

## VI. SERIVISI ZITANGWA N'AKARERE KA MUSANZE

### A. Serivisi zitangwa n'Ishami rishinzwe Iterambere ry'Imibereho Myiza y'Abaturage

#### 1. Kwishyurirwa amafaranga y'ishuri

UBWOKO BWA SERIVISI: **Uburezi**

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Inkunga y'amafaranga y'ishuri ihabwa abakennye kurusha abandi, igatangwa hashingiwe ku mafaranga ahari, yaba aturuka ku nkunga z'imishinga cyangwa amafaranga leta igenera Uturere yo gufasha abakene.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa bitewe n'amafaranga ahari agenewe uburezi  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
|   | 0   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | Ibaruwa ibisaba, icyemezo cy'ubukene gitangwa n'inzego z'ibanze   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Inkunga yo kwishyura amafaranga y'ishuri igenerwa abantu bihariye batoranyijwe ku bufatanye bw'abaturage na Komite zihagarariye ibyiciro by'abatishoboye nka: Abacitse ku Icumu rya Jenoside yakorewe Abatutsi, Imfubyi z'abahitanywe n'agakoko ka Sida, abakennye cyane, abarwayi batishoboye, n'abandi. Mu gihe uri muri kimwe muri ibi byiciro kandi warashyizwe ku rutonde rw'abagomba guhabwa inkunga, ujya ku biro by'Umurenge, ikibazo cyawe ukagizeza ku mukazi ushinze Imibereho Myiza y'Abaturage akagufasha kwandika ibaruwa isaba inkunga igihe bibaye ngombwa. Iyo baruwa yoherezwa ku Karere cyangwa ku baterankunga bitewe n'icyiciro kihariye urimo. Iyo amafaranga abonetse, ibaruwa ibimumenyeshya igomba kugaragaza amazina y'uwemerewe inkunga, ishuri yigamo n'umubare w'amafaranga yemerewe. Amafaranga yoherezwa ku Murenge abarizwamo nawo ukayashyira kuri konti y'Ikigo, icyemezo cy'uko amafaranga yishyurwe kigashyikirizwa Ikigo umunyeshuri yigamo. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Imishinga y'Abaterankunga n'Inama z'Abaturage   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Inkunga yo kwishyurirwa amafaranga y'ishuri igenerwa Abanyeshuri batishoboye biga mu mashuri yisumbuye. Abagenerwa inkunga bagomba kuba bafite icyiciro cy'abatishoboye babarizwamo, bitabujije ko mu gihe habonetse abandi batishoboye badafite icyiciro babarizwamo ikibazo cyabo cyigwa mu gihe bagaragaye. Mu gihe inkunga ibonetse, itangwa bahereye ku bakennye cyane kurusha abandi uko bagenda barutanwa.   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

2. GUSABA AKARERE GUFASHA MU GUTUMIRA IMPUGUKE ZIHARIYE MU NAMA Z'ABATURAGE

UBWOKO BWA SERIVISI: **Imibereho Myiza y'Abaturage**

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Mu gihe Amashyirahamwe anyuranye akeneye gutumira Abayobozi/Impuguke mu nama no mu bikorwa binyuranye byayo ashobora gusaba Ubuyobozi bw'Akarere kubibafashamo.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ibiri (2)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
|   | 0  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | Ibaruwa ibisaba na gahunda y'igikorwa  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Amashyirahamwe anyuranye ashaka gutumira Abayobozi/Impuguke mu nama cyangwa ibikorwa binyuranye byayo agomba kubahiriza ibi bikurikira:<br><br><ol style="list-style-type: none"> <li>1. Kwandikira Umuyobozi w'Akarere ibaruwa imumenyesha intego y'igikorwa n'Abantu yifuza gutumira;</li> <li>2. Gushyikiriza Ishami rishinzwe Uburezi kopi y'ibaruwa na gahunda iteganyijwe y'inama byibura icyumweru kimwe mbere y'inama;</li> <li>3. Gushyikirizwa kopi y'ibaruwa itumira iyo Akarere kamaze kwandikira abo Ishyirahamwe ryasabye ko batumirwa.</li> </ol> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

### 3. GUSABA URUHUSHYA RWO GUFUNGURA IKIGO CY'AMASHURI

UBWOKO BWA SERIVISI: **Uburezi**

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Abantu ki giti cyabo bifuzaga gushinga Ikigo cy'ishuri bagomba kubiharerwa uruhushya n'Ubuyobozi bw'Akarere.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Icyumweru kimwe.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba;<br><br>*Igishushanyombonera cy'inyubako;<br>* Inyandiko y'umushinga (Abakozi b'Akarere bashobora gufasha mu kunoza igishushanyombonera cy'inyubako)  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo ubashe gushinga Ikigo cy'amashuri ugomba:<br><br>1. Kwandikira Umuyobozi w'Akarere ibaruwa ibisaba igaragaza ibyiciro by'amashuri bizahigirwa, aho Ikigo kizubakwa (Umudugudu, Akagari, Umurenge) n'umwirondoro wa nyiri Ikigo cy'amashuri (umuntu ku giti cye, Ishyirahamwe cyangwa Idini).<br>2. Kugeza ibyangombwa bisabwa aho bakirira amabarurwa cyangwa ku mukozi ushinze guhuza inzego n'abantu (Public Relations Officer)<br>3. Kumvikana n'Ubuyobozi bw'Akarere kugira ngo baguhe gahunda y'igihe bazasurira ahazubakwa Ikigo cy'Amashuri.<br>4. Uwasabye agaruka kureba igisubizo aho yatangiye ibyangombwa bye icyumweru kimwe nyuma y'isurwa ry'ahazubakwa Ikigo cy'Amashuri. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |



#### 4. GUSABA UBUTAKA BWO KUBAKAHO IKIGO CY'AMASHURI YIGENGA

##### UBWOKO BWA SERIVISI: **Uburezi**

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Abantu ku giti cyabo cyangwa Amashyirahamwe anyuranye bifuzza kubaka Ikigo cy'amashuri yigenga bashobora gusaba Akarere ikibanza cyo kubakamo.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ine (4)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba *Inyandiko y'umushingaProject document *Igishushanyo mbonera cy'Ikigo cy'ishuri.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Iyo ushaka kubaka Ikigo cy'amashuri kigenga, wemerewe gusaba ikibanza Ubuyobozi bw'Akarere bw'aho Ikigo cy'amashuri kizubakwa.<br>1. Kwandikira Umuyobozi w'Akarere ibaruwa ibisaba isobanura umushinga n'ubwoko bw'Ikigo cy'ishuri wifuza kubaka.<br>2. Komeka inyandiko y'umushinga ku ibaruwa isaba.<br>3. Kubishyikiriza umukozi ushinzwe kwakira amabaruwa ku Karere.<br>4. Igisubizo ugihabwa mu minsi itatu. Iyo wemerewe ikibanza uhabwa na gahunda y'igihe uzasurirwa. Umukozi ushinzwe Uburezi mu Karere asura kenshi aho uteganywa kubaka Ikigo cy'amashuri.<br>5. Mu gihe aho wifuza kubaka hasanzwe hari ibikorwa, ugomba kubahiriza ibitenywa n'amategeko ku bijyanye no kwimura ba nyiribikorwa. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Iyi serivisi yabaye ihagaritswe mu gihe hategerejwe ishyirwaho ry'ibishushanyo mbonera by'imijyi  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 5. GUSABA UBURENGANZIRA BWO GUSHINGA IKIGO CY'AMASHURI

### UBWOKO BWA SERIVISI: **Uburezi**

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Ibigo by'amashuri bishingwa hashingiwe ku biteganywa n'Iteka rya Perezida wa Repubulika n° 48/O1 of 10/08/2009. Uruhushya rwo gushinga Ikigo cy'amashuri rutangwa n'Ishami rishinzwe Uburezi mu Karere hashingiwe ku biteganywa n'amategeko.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Icyumweru kimwe uhereye umunsi wasabiyeho.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba yandikiwe Umuyobozi w'Akarere igaragaza Intego zo gutangiza Ikigo cy'amashuri, ibyiciro by'uburezi n'aho ikigo kibarizwa.<br><br>* Igishushanyo kigaragaza imiterere y'inyubako z'ikigo cy'amashuri n'inyandiko y'umushinga wo kubaka ikigo cy'amashuri.  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | *Kubiganiraho n'Umukozi ushinze Uburezi mu Karere.<br>*Kwandikira Umuyobozi w'Akarere ibaruwa ibisaba iherekejwe n'igishushanyo kigaragaza imiterere y'inyubako z'ikigo cy'amashuri n'inyandiko y'umushinga wo kubaka ikigo cy'amashuri ukabishyikiriza umukozi ushinze kwakira amabaruwa.<br>*Umukozi ushinze Uburezi mu Karere amuha gahunda y'igihe azakorera igenzura.<br>*Mu gihe cy'icyumweru kimwe, igenzura rigomba kuba ryarangiyeho na raporo yakozwe.<br>* Iyo raporo ishigikiye ishingwa ry'Ikigo, Akarere gatanga uruhushya rwo kubaka. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

**6. GUSABA UBURENGANZIRA BWO GUKOresha AMARUSHANWA**

**UBWOKO BWA SERIVISI: URUBYIRUKO NA SIPORO**

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Amarushanwa yose akoresherezwa mu Karere agomba kubanza kubihirwa uruhushya n'Ubuyobozi bubifitiye ububasha.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ibyumweru bibiri (2)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba<br>*Gahunda y'amarushanwa  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo ubone uruhushya rwo gukoresha amarushanwa ugomba:<br>1. Kwandikira Umuyobozi w'Akarere ibaruwa ibisaba igaragaza aho amarushanwa azabera, itariki, ubwoko bw'amarushanwa ateganyijwe n'inkunga ikenewe.<br>2. Komeka gahunda y'amarushanwa ku ibaruwa isaba.<br>3. Kubishyikiriza umukozi ushinzwe kwakira amabaruwa ku Karere.<br>4. Mu gihe inkunga isabwa yerekeranye n'ibikoresho nk'ibyumba byo gukoreramo cyangwa ibindi bikoresho rusange, usaba ahita amenyeshwa niba bizaboneke ku itariki bikneweho.<br>5. Mu gihe inkunga isabwa ari iy'amafaranga, usaba ahabwa igisubizo hagati y'icyumweru kimwe na bibiri. (Iyo nta mafaranga ahari usaba abona igisubizo mugihe cy'imweru kimwe. Ariko iyo amafaranga ahari usaba ahabwa igisubizo umubare w'amafaranga yemerewe guhabwa mu gihe cy'imweru byibiri.<br>6. Ku byerekeranye ubufatanye na Polisi, Akarere gatanga igisubizo mu gihe cy'ibyumweru biriri. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Polisi  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ni ngombwa kumenya ko nyuma y'imishyikirano hagati y'Akarere na Polisi, uwasabye ashobora gusabwa kugira ibyo ahindura ku byari biteganyijwe  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 7. GUSABA GUSUBIRA MU ISHURI

### UBWOKO BWA SERIVISI: Uburezi

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Iyo umunyeshuri wo mu mashuri abanza yacikije amashuri ku mpamvu zitandukanye ahatse gusubira mu ishuri abisaba mu nzego z'ibanze. Impamvu zishobora gutuma umunyeshuri ahagarika amasomo harimo ubukene, imirimo ikoreshe abana n'ibindi. Ku banyeshuri bo mu mashuri yisumbuye, zimwe mu mpamvu zituma bacikiza amashuri harimo kubura amafaranga y'ishuri, kubura igitsure cy'ababyeyi, gutwita n'ibindi.   |
| <b>Nihe serivisi itangirwa?</b>   | Ku Karere (ku banyeshuri bo mu mashuri yisumbuye), ku Murenge (ku banyeshuri bo mu mashuri abanza).  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Umunsi umwe  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Ibaruwa isaba gusubira mu ishuri   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo umunyeshuri bo wo mu mashuri abanza yemerwe gusubira mu ishuri: <ul style="list-style-type: none"> <li>• agomba kujya ku murenge akabivugana n'umukozi ushinze imibereho myiza y'abaturage akamugira inama;</li> <li>• uwo mukozi asaba umwe mu Bayobozi b'ikigo cy'amashuri abanza kiri muri uwo Murenge kuba yakwakira uwo munyeshuri mu Kigo abereye umuyobozi;</li> <li>• Uwasabye gusubira mu ishuri ahabwa inyandiko ashyikiriza Umuyobozi w'Ikigo rumwemerera gusubira mu ishuri.<br/>Ku munyeshuri wo mu mashuri yisumbuye usaba gusubira mu ishuri: <ul style="list-style-type: none"> <li>• yandikira Umuyobozi w'Akarere ibaruwa ibisaba akabimenyesha umukozi ushinze uburezi mu Karere;</li> <li>• Uwo mukozi amushakira umwanya mu bigo byo muri ako Karere, umwanya waboneka akabyemererwa hanyuma agahabwa inyandiko ashyikiriza Umuyobozi w'Ikigo rumwemerera gusubira mu ishuri.</li> </ul> </li> </ul> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Kubera ko Abayobozi n'abakozi b'Imirenge n'aba Karere baba baziranye n'Abayobozi b'ibigo by'amashuri, iyo hari umunyeshuri usaba gusubira mu ishuri, hakoreshe cyane uburyo bwa telefoni kugira ngo bamushakire umwanya.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 8. GUCYEMURA AMAKIMBIRANE HAGATI Y'UMUNYESHURI N'IKIGO CY'ISHURI

### UBWOKO BWA SERIVISI: **Uburezi**

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Umunyeshuri wirukanywe ku ishuri ariko akaba afite impamvu zifatika zatuma asubizwa mu ishuri, ashobora gusaba ubuyobozi bw'Akarere kumurenganura bumuhuza n'Ubuyobozi bw'Ikigo. Ni ngombwa ariko ko, mbere yo kwitabaza Ubuyobozi bw'Akarere, umunyeshuri abanza kugerageza gukemura ikibazo afitanye n'Ubuyobozi bw'ishuri.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Umunsi umwe   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa yandikiwe Umuyobozi w'Akarere isaba kurenganurwa<br><br>* Ibyangombwa by'ingenzi bisobanura imiterere y'ikibazo.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Umunyeshuri wirukanywe ku ishuri ariko akaba afite impamvu zifatika zatuma asubizwa mu ishuri ashobora:<br>1. Kwandikira Umuyobozi w'Akarere ibaruwa isobanura ikibazo cye, akomekaho ibyangombwa by'ingenzi bisobanura imiterere y'ikibazo cye, akagenera kopi Umuyobozi w'Ikigo yigagaho;<br>2. Nyuma y'umunsi umwe umunyeshuri ashyikirije ikibazo cye Ubuyobozi bw'Akarere, ashobora kujshwe ku kibazo cye. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ibaruwa isaba kurenganurwa na kopi igenerwa Umuyobozi w'Ikigo bigomba kugaragaza impamvu zo kwirukanwa.   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 9. GUCYEMURA AMAKIMBIRANE HAGATI Y'UMWARIMU N'ISHURI

### UBWOKO BWA SERIVISI: Uburezi

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Abarimu bagize ibibazo by'amakimbirane ashingiye ku kazi bashobora kwiyambaza Ubuyobozi bw'Akarere kugira ngo bube umuhuza hagati yabo n'Ubuyobozi bw'Ikigo.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Umunsi umwe   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba yandikiwe Umuyobozi w'Akarere<br><br>*Ibyangombwa by'ingenzi bisobanura imiterere y'ikibazo.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Umwari mu wagize ikibazo cy'amakimbirana ashingiye ku kazi akaba yifuza ko Ubuyobozi bw'Akarere buba umuhuza hagati ye n'Ubuyobozi bw'Ikigo ashobora:<br><br>1. Kwandikira Umuyobozi w'Akarere ibaruwa isobanura imiterere y'ikibazo cye akagera kopi Umuyobozi w'Ishuri;<br>2. Ibaruwa iherekajwe n'ibyangombwa by'ingenzi bisobanura imiterere y'ikibazo igezwa aho bakirira amabaruka cyangwa ku mukozi ushinze guhuza inzego n'abantu (Public Relations Officer) akamufasha kubonana n'umukozi ushinze Uburezi mu Karere.<br>3. Iyo amaze kubonana n'uwo mukozi akamusobanurira ikibazo cye, akomeza kubikurikirana akoresheje itumanaho rya terefoni;<br>4. Nyuma y'iminsi itanu abonanye n'umukozi ushinze Uburezi agaruka kureba umwanzuro ku kibazo cye. Ibyo byose bikorwa hagamijwe gushakira igisubizo amakimbirane yavutse. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Umuyobozi w'Akarere cyangwa umukozi ushinze Uburezi bashobora kwifashisha terefoni bagahamagara Umuyobozi w'Ikigo kugira ngo hashakishwe umuti w'amakimbirane. Akenshi, amakimbirane acyemurirwa kuri terefoni cyangwa bikaba ngombwa ko hatumizwa impande zombi zigatanga ibisobanuro mbere y'uko habaho kubahuzwa. Iyo ikibazo kitabonewe igisubizo, gishyikirizwa Inama Njyanama y'Akarere.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 10. GUSABA KWEMERERWA GUKORA UBUVUZI BWA GAKONDO

### UBWOKO BWA SERIVISI: Ubuzima

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Uruhushya rwo gukora ubuvuzi bwa gakondo rutangwa na Minisitiri ufite Ubuzima mu nshingano ze. Nyamara, ibaruwa ibisaba inyuzwa ku Muyobozi w'Akarere akaba ariwe ubyemeza.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Iminsi cumi n'itanu (15)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba yandikiwe Minisitiri ufite ubuzima mu nshingano ze<br>*Umwirondoro w'usaba<br>*Icyemezo gitangwa n'Ikigo cy'Igihugu gishinzwe Ubushakashatsi mu by'Ubumenyi n'Ikoranabuhanga (IRST) cyemera ubwoko bw'ibyatsi buzakoreshwa<br>*Urutonde rw'ibimera cyangwa ibihingwa bivamo imiti ya Gakondo bizakoreshwa<br>*Icyemezo gitangwa n'Akagari n'Umurenge by'aho yifuza gukorera.  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugirango umuntu yemererwe gukora Ubuvuzi Gakondo agomba:<br><br>1. Kuba afite icyemezo gitangwa n'Ikigo cy'Igihugu gishinzwe Ubushakashatsi mu by'Ubumenyi n'Ikoranabuhanga (IRST) cyemera ubwoko bw'ibyatsi buzakoreshwa.<br>2. Kwerekana urutonde rw'ibimera n'ibihingwa bivamo imiti ya Gakondo bizakoreshwa.<br>3. Icyemezo gitangwa n'Akagari n'Umurenge by'aho yifuza gukorera.<br>4. Kwandika ibaruwa ibisaba yandikiwe Minisitiri ufite Ubuzima mu nshingano ze binyujijwe ku Muyobozi w'Akarere<br>5. Kubigeza aho bakirira amabaruwa cyangwa ku mukozi ushinzwe guhuza inzego n'abantu (Public Relations Officer).<br>6. Nyuma y'iminsi cumi n'itanu (15) uwasabye agaruka kureba ko ibaruwa ye yemejwe n'Umuyobozi w'Akarere hanyuma akayijyana muri Minisitiri ufite Ubuzima mu nshingano zayo akayishyira aho bakirira amabaruwa cyangwa ku mukozi ushinzwe guhuza inzego n'abantu (Public Relations Officer). |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Minisitiri ufite Ubuzima mu nshingano zayo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ntibyemewe na gato, mu Buvuzi bwa Gihanga, gushyira umurwayi mu bitaro (hospitalization)   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 11. GUSABA URUHUSHYA RWO GUFUNGURA IGURIRO RY'IMITI, IBITARO, IVURIRO RY'IBANZE CYANGWA RABORATWARI BYIGENGA

### UBWOKO BWA SERIVISI: **Ubuzima**

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Uruhushya rwo gufungura Iguriro ry'imiti, Ibitaro, Ivuriro ry'ibanze cyangwa Raboratwari rusabwa Minisitiri ufite Ubuzima mu nshingano ze binyujijwe ku Muyobozi w'Akarere.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itanu (5)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>* Inyandiko zigaragaza aho usaba yifuza gukorera igikorwa (Akarere, Umurenge n'Akagari)</li> <li>* Ibaruwa ibisaba yandikiwe Minisitiri ufite Ubuzima mu nshingano ze inyujijwe ku Muyobozi w'Akarere</li> <li>* Impamyabushobozi ziriho umukono wa Noteri z'abifuzaga gufungura Iguriro ry'imiti, Ibitaro, Ivuriro ry'ibanze cyangwa Raboratwari</li> <li>* Umwirondoro wabo.</li> </ul>  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | <p>Kugira ngo uhabwe uruhushya rwo gufungura Iguriro ry'imiti, Ibitaro, Ivuriro ry'ibanze cyangwa Raboratwari usabwa:</p> <ul style="list-style-type: none"> <li>- Kwandikira Minisitiri ufite Ubuzima mu nshingano ze ibaruwa ibisaba inyujijwe ku Muyobozi w'Akarere ukomekaho Impamyabushobozi ziriho umukono wa Noteri z'abifuzaga gufungura Iguriro ry'imiti, Ibitaro, Ivuriro ry'ibanze cyangwa Raboratwari, Umwirondoro wabo n'Inyandiko zigaragaza aho usaba yifuza gukorera igikorwa (Akarere, Umurenge n'Akagari).</li> <li>- Kubigeza aho bakirira amabaruwa cyangwa ku mukozi ushinze guhuza inzego n'abantu (Public Relations Officer) mu Karere.</li> <li>- Gushyikirizwa n'Akarere gahunda ijyanye n'igenzura.</li> <li>- Nyuma y'iminsi itanu (5) uwasabye agaruka kureba ko ibaruwa ye yemejwe n'Umuyobozi w'Akarere hanyuma akayijyana muri Minisitiri ufite Ubuzima mu nshingano zayo akayishyira aho bakirira amabaruwa cyangwa ku mukozi ushinze guhuza inzego n'abantu (Public Relations Officer).</li> </ul> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Minisitiri ufite Ubuzima mu nshingano zayo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Rimwe na rimwe ubugenzuzi bukorwa uwo muni cyangwa nyuma y'iminsi ibiri. Iyo igenzura nirangiye, rikorerwa raporo yanditse. Ubusanzwe, Umuyobozi w'Akarere yemera ugusaba nyuma y'iminsi ibiri nyuma y'ishyirwa ahagaragara rya raporo y'igenzura.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |



## 12. INKUNGA ITANGWA N'AKARERE KU MASHYIRAHAMWE YA SIPORO, URUBYIRUKO N'UMUCO

### UBWOKO BWA SERIVISI: URUBYIRUKO NA SIPORO

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Amashyirahamwe ya Siporo, ay'Urubyiruko n'ay'Umucyo ashobora gusaba Akarere inkunga mu rwego rwa tekini, imari cyangwa ibikoresho.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Icyumweru kimwe   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Ibaruwa ibisaba<br><br>* Inyandiko y'umushinga w'ibikenewe  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugirango Amashyirahamwe anyuranye ashobore kubona inkunga y'Akarere agomba:<br>1. Kwandikira Umuyobozi w'Akarere ibaruwa isaba inkunga. Iyo baruwa igomba kugaragaza inkunga ikenewe ndetse n'uruhare rw'ishyirahamwe ubwaryo.<br>2. Komeka ku ibaruwa inyandiko y'umushinga w'ibikenewe.<br>3. Kunyuzwa ibaruwa isaba inkunga ku Munyamabanga Nshingwabikorwa w'Umurenge Ishyirahamwe rikoreramo kugira ngo abyemeze.<br>4. Nyuma y'umunsi umwe ujya ku Murenge gufata ya baruwa hamwe n'imigereka ukabishyikiriza ushinze kwakira amabaruwa ku Karere.<br>5. Nyuma y'icyumweru kimwe uhabwa igisubizo n'Akarere. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ibiri by'Umurenge kugira ngo bemeze ugusaba kw'Ishyirahamwe   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

**B. Serivisi zitangwa n’Ishami ry’Imiyoborere Myiza**  
**13. Inkunga itangwa n’Akarere ku baturage batishoboye**  
**UBWOKO BWA SERIVISI: Imibereho Myiza y’Abaturage**

|  |   |
|--|---|
| Serivisi ni iyihe? Nujuje ibisabwa?  | Abayobozi b'Akarere babifitiye ububasha bashobora gutanga inkunga ku byiciro binyuranye by'abatishoboye.  |
| Serivisi itangwa ryari?  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?  | Umuturage uri ku rutonde rw'abatishoboye ashobora kubona inkunga mu gihe cy'iminsi itatu  |
| Niba serivisi yishyurwa, igiciro ni ikihe?   | Serivisi ntiyishyurwa   |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?   | Ntabwo  |
| Binyura mu zihanzwe nzira kugirango uyihabwe?  | <p>Kugira ngo umuturage utishoboye abone inkunga y'Akarere agomba kuba ari muri kimwe mu byiciro bikurikira:</p> <p>a. Umunyeshuri wo mu mashuri yisumbuye uri ku rutonde rw'abagomba gufashwa kubona amafaranga y'ishuri, ibikoresho by'ishuri cyangwa amafaranga y'urugendo.</p> <p>b. Abasheshe akanguhe batishoboye, Abapfakazi cyangwa ababana n'ubumuga bari ku rutonde rw'abagomba gufashwa mu kwivuzza cyangwa guhabwa indi nkunga.</p> <p>-Mu mpera za buri mwaka abagize Komite z'Imidugudu bakorana inama n'abaturage kugira ngo hakorwe urutonde rw'Abasheshe akanguhe batishoboye cyangwa abanyeshuri bakeneye gufashwa n'inkunga ikenewe kuri wese. Muri icyo nama niho hakorwa ijongora ry'abasabye inkunga. - Komite y'Umudugudu imenyeshya umunyeshuri wasabye inkunga niba yayemerewe n'uko ingana. Hashingiwe ku nkunga ikenewe, uwasabye ashobora guhabwa:</p> <p>1) amafaranga y'ishuri gusa,</p> <p>2) amafaranga y'ishuri n'ibikoresho by'ishuri,</p> <p>3) Amafaranga y'ishuri, ibikoresho by'ishuri n'amafaranga y'urugendo ajya cyangwa ava ku ishuri.</p> <p>- Abasheshe akanguhe bashyizwe ku rutonde rw'abatishoboye babimenyeshwa umunsi umwe nyuma y'inama, bagashyirwa mu byiciro bikurikira hashingiwe ku nkunga ikenewe:</p> <p>1. Ubwishingizi mu kwivuzza,</p> <p>2. Ubwishingizi mu kwivuzza n'ibiribwa.</p> <p>Urutonde ruhurizwa ku Kagari no ku Murenge hanyuma rukoherezwa ku Karere kugira ngo ibikenewe bishyirwe mu Ngengo y'Imari na gahunda y'ibikorwa by'umwaka ukurikiyeho. Mu ntangiriro y'umwaka ukurikiyeho, uwemerewe inkunga ajya kureba umukozi ushinze Imibereho Myiza y'Abaturage kugira ngo ahabwe inkunga yemerewe.</p> |
| Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa) |   |
| Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?   |   |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?  |   |
| Impapuro zuzuzwa   |   |
| Ibyangombwa bisabwa n'amategeko  |   |

## 14. Gusaba gukomeza guhabwa inkunga ya FARG

### UBWOKO BWA SERIVISI: Imibereho Myiza y'Abaturage

|   |   |
|---|---|
| <p>Serivisi ni iyihe? Nujuje ibisabwa?</p>  | <p>Umuntu usanzwe agenerwa inkunga y'Ikigega Kigenewe gutera Inkunga Abacitse ku Icumu rya Jenoside yakorewe Abatutsi batishoboye (FARG) ushaka kwimukira mu kandi Karere, yandikira Umuyobozi w'Akarere amusaba icyemezo (transfer) kizatuma akomeza guhabwa inkunga ya FARG aho yimukiye.</p>   |
| <p>Serivisi itangwa ryari?</p>  | <p>Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu</p>  |
| <p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>   | <p>Icyumweru kimwe</p>  |
| <p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>   | <p>Iyi serivisi ntiyishyurwa</p>  |
| <p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>   | <p>*Ibaruwa yandikiwe Umuyobozi w'Akarere isaba gukomeza guhabwa inkunga ya FARG mu Karere yimukiyemo. Iyo baruwa igomba kugaragaza impamvu asaba icyo cyemezo.<br/>*Icyemezo cyashyizweho umukono na komiti za CDC ku rwego rw'Akagari ndetse na komite za FARG ku rwego rw'Akagari n'Umurenge.</p>  |
| <p>Binyura mu zihe nzira kugirango uyihabwe?</p>  | <p>Umuntu usanzwe agenerwa inkunga y'Ikigega Kigenewe gutera Inkunga Abacitse ku Icumu rya Jenoside yakorewe Abatutsi batishoboye (FARG) ushaka gukomeza guhabwa inkunga ya FARG mu Karere ashaka kwimukiramo agomba:</p> <ol style="list-style-type: none"> <li>1. Kuzuzura urupapuro rwabigenewe rutangwa na komiti ya FARG mu rwego rw'Akagari.</li> <li>2. Abagize komiti za FARG ku rwego rw'Umurenge n'Akagari bashyira umukono kuri urwo rupapuro,</li> <li>3. Kwandikira Umuyobozi w'Akarere ibaruwa isaba gukomeza guhabwa inkunga ya FARG mu Karere yimukiyemo. Iyo baruwa igomba kugaragaza impamvu asaba icyo cyemezo.</li> <li>4. Kugeza ibaruwa isaba iherekejwe n'icyemezo cyashyizweho umukono na komiti zishinzwe Amajyambere Rusange (CDC) ku rwego rw'Akagari ndetse na komite za FARG ku rwego rw'Akagari n'Umurenge ku mukozi ushinze kwakira amabaruka ku Karere. Akarere kandikira Ubunyamabanga Nshingwabikorwa bwa FARG mu izina ry'uwashyize gasaba icyemezo cyo gukomeza guhabwa inkunga ya FARG mu Karere yimukiyemo.</li> <li>5. Nyuma y'ukwezi uwasabye ajya kureba igisubizo ku mukozi ushinze kwakira amabaruka ku Karere.</li> </ol> |
| <p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p> | <p>CDC, Komite za FARG mu Kagari n'Umurenge</p>   |
| <p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>   | <p>Nta buryo bwo kurenganurwa buteganyijwe</p>  |
| <p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>  | <p>Icyemezo gituma umuntu akomeza guhabwa inkunga ya FARG aho yimukiye gihabwa abantu bese bagenerwa inkunga ya FARG bashaka kuva mu Karere bajya mu kandi. Abashaka icyi cyemezo bandikira Umuyobozi w'Akarere ibaruwa igisaba iherekejwe na raporo yatanzwe na Komite za FARG ku rwego rw'Akagari n'Umurenge.</p>   |
| <p>Impapuro zuzuzwa</p>   |   |
| <p>Ibyangombwa bisabwa n'amategeko</p>  |   |

## 15. Gusaba kurenganurwa n'Ubuyobozi bw'Akarere

### UBWOKO BWA SERIVISI: Imiyoborere Myiza

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Amakimbirane avutse hagati y'abaturage, Ibirego bijyanye no kurenganywa ku kazi n'izindi mpaka bishobora gushyikirizwa Ubuyobozi bw'Akarere kugira ngo bishakirwe ibisubizo.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ibyumweru bibiri igihe ibirego byatanzwe mu buryo bw'inyandiko.  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa yandikiwe Umuyobozi w'Akarere isobanura imiterere y'ikibazo.<br>*Raporo iturutse ku Murenge isobanura imiterere y'ikibazo.  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Umuturage ufite ikibazo cyitabashije gucyemurwa n'Inzego z'Ibanze ashobora: <ol style="list-style-type: none"> <li>1. Kwandikira Umuyobozi w'Akarere ibaruwa isobanura imiterere y'ikibazo cye</li> <li>2. Kuyishyikiriza Umukozi ushinze kwakira amabaruwa ku Karere.</li> <li>3. Nyuma y'icyumweru uwatanze ikibazo agejeje ibaruwa ye ku Karere, ashobora kujyayo ku muni wagenwe wo kumva ibibazo by'abaturage yitwaje ikayi yagenewe kwandikamo ibibazo igaragaza imyanzuro inzego zitandukanye zagiye zitanga kuri icyo kibazo.</li> <li>4. Bitewe n'imiterere y'ikibazo, Ubuyobozi bw'Akarere bushobora gusaba ko hakorwa iperereza kuri icyo kibazo. Hari igihe biba ngombwa ko Ubuyobozi bw'Akarere bwandikira Inzego z'Ibanze (Akagari n'Umurenge) butanga amabwiriza yafasha mu gucyemura ikibazo.</li> </ol> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Iyo utishimiye imyanzuro yafashwe n'Ubuyobozi bw'Akarere ushobora gushyikiriza ikirego cyawe Urukiko rubifitiye ububasha.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Imyanzuro yafashwe kuri buri kibazo ishyirwa mu ikayi y'umuturage yagenewe kwandikwamo ibibazo kugira ngo bifashe mu gukurikirana ikibazo mu mizi yacyo.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 16. Inkunga itangwa n'Akarere ku byiciro byihariye by'abaturage batishoboye

### UBWOKO BWA SERIVISI: Imibereho Myiza y'abaturage

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Ubuyobozi bw'Akarere bushobora gutanga inkunga ku byiciro byihariye by'abaturage batishoboye barimo abadafite aho batuye hazwi, abadafite akazi n'abana bo mu muhanda.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Umunsi umwe   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | Ntabwo  |
| <b>Binyura mu zihye nzira kugirango uyihabwe?</b>   | Kugira ngo Ubuyobozi bw'Akarere buhe umuntu uri muri kimwe mu byiciro bivugwa haruguru agomba:<br><br>- Kujya kureba umukozi ushinze Imibereho Myiza y'Abaturage ku Murenge cyangwa mu Ishami rishinze Iterambere ry'Imibereho Myiza y'abaturage ku Karere, aba nabo bakareba niba hari ingengo y'Imari yabigenewe. Ku bana bo mu muhanda, Ubuyobozi bubashakira Ibigo byakira abana bavuye mu mihanda. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Inzego za Leta  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 17. Inkunga itangwa n'Akarere ku baturage bangirijwe n'ibiza

### UBWOKO BWA SERIVISI: Imibereho Myiza y'abaturage

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Ubuyobozi bw'Akarere bashobora gutanga inkunga ku baturage bangirijwe n'ibiza nk'umwuzure, umutingito, inkangu n'ibindi.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu. Igihe cyose habaye icyiza, Ubuyobozi bw'Akarere bugomba kubimenyeshwa.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itatu (3), Ubutabazi bw'ibanze buba bwatanzwe.  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Raporo ya Komite y'Akagari n'iy'Umurenge igaragaza abangirijwe n'ibiza n'ibyangijwe uko bingana<br><br>* Iyo hari amazu yangijwe n'ibiza, umukozi ushinzwe Ubutaka atanga raporo igaragaza agaciro k'ibyangiritse n'inkunga ikenewe.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Si ngombwa ko abangirijwe n'ibiza bandika basaba. Inkunga ihabwa buri wese wagaragajwe na raporo ya Komite y'Akagari cyangwa y'Umurenge ko yangirijwe. Iyo raporo kandi igaragaza ku buryo burambuye agaciro k'ibyangijwe na ba nyirabyo. Raporo yoherezewa Umuyobozi w'Akarere nawe agasaba umukozi ushinzwe ubutaka gukora igenzura ry'ibyangijwe kandi akagaragaza amafaranga akenewe mu kubisana |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Akagari, Umurenge  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## C. Serivisi zitangwa n'Ishami ry'Imari

### 18. Gusaba ikibanza cyo gucururizamo mu isoko

UBWOKO BW'ISOKO: Imari

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Umuntu wese wifuza kubona ikibanza cyo gucururizamo mu isoko agomba kubihirwa uruhushya n'Abayobozi b'Akarere babifitiye ububasha. Mu masoko mashya, 20% y'ibibanza bihabwa abaturage bafite ubushobozi bucyeye. 80% bisigaye bitangwa mu buryo bwa tombora. Iyo hari ibibanza bidafite ababikoramo, bimenyeshwa abaturage ababikeneye bakandika babisaba. Ababisabye babihabwa mu buryo bwa tombora.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ntigiteganyijwe  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | Ntabwo   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Mu gihe mu isoko hari ikibanza kidafite ugikoramo bimenyeshwa abaturage hakoreshejwe amatangazo mu bitangazamakuru binyuranye. Ayo matangazo amanyikwa kandi ahabugenewe ku biro by'akarere n'Umurenge.<br>1. Uwifuza icyo kibanza yiyandikisha ku mukazi ushinze Ibaruramutungo mu Murenge cyangwa akiyandikisha mu Ishami ry'Imari mu Karere.<br>2. Uwiandikishije amenyeshwa umunsi wo gutanga ibibanza.<br>3. Itangwa ry'ibibanza rikorwa mu buryo bwa. Urutonde rw'abahawe ibibanza rumanikwa ahagenewe amatangazo ku Karere. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 19. Gusaba gusubizwa amafaranga y'ikirenga ku musoro

### UBWOKO BWA SERIVISI: Imari

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Uwatanze amafaranga y'ikirenga ku musoro runaka, ashobora gusaba gusubizwa amafaranga y'ikirenga yatanze.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ibiri  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba<br><br>*Impapuro zigaragaza ko wishyuye uwo musoro.  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Usaba gusubiza amafaranga y'ikirenga yishyuye ku musoro agomba:<br>1. Ibaruwa ibisaba yandikiwe Umuyobozi w'Akarere igaragaza ubwoko bw'umusoro n'amafaranga usaba gusubizwa.<br>2. Gushyikiriza umukozi ushinze kwakira amabaruka ku Karere ibaruwa iherekejwe n'impapuro zigaragaza ko wishyuye uwo musoro.<br>3. Nyuma y'iminsi ibiri uwasabye gusubizwa amafaranga y'ikirenga ajya ku Karere gufata sheki y'amafaranga y'ikirenga agomba gusubizwa. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Banki   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |



## 20. Gusaba kwishyurwa serivisi zahawe Akarere

### UBWOKO BWA SERIVISI: Imari

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Kwishyurwa amafaranga kuri serivisi zahawe Akarere bikorwa hashingiwe ku masezerano yakozwe hagati y'Akarere n'uwatanze serivisi.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ibiri nyuma yo gutanga ibyangombwa byose.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>*Inyandiko y'uwatanze serivisi isaba kwishyurwa</li> <li>*Amasezerano yerekeranye n'itangwa rya serivisi</li> <li>* Raporo igaragaza uko serivisi yatanze</li> <li>*Inyandiko isaba itangwa rya serivisi, Inyandiko igaragaza ko serivisi yakozwe, Ibaruwa imenyeshya uwatsindiye isoko, icyemezo kigaragaza ko uwatsindiye isoko ryo gutanga serivisi yiyemeje kuzarirangiza</li> </ul>  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | <p>Nyuma y'uko ibikoresho cyangwa serivisi bitanzwe, uwabitanze agomba kwishyurwa hakurikijwe amasezerano:</p> <ul style="list-style-type: none"> <li>* Raporo y'Ishami ryahawe serivisi igaragaza ko serivisi yatanze. Iyo isoko rirebana n'inyubako, Ishami bireba ribanza gukora igenzura mbere yo gukora raporo.</li> <li>* Gushyikiriza umukozi ushinze Imari cyangwa umukozi ushinze kwakira amabarurwa inyandiko isaba kwishyurwa iherekejwe na raporo y'uko igikorwa cyakozwe n'amasezerano yerekeranye n'itangwa rya serivisi</li> <li>* Uwishyura ahabwa nomero za terefoni z'abakozi b'Akarere bireba kugira ngo ajye ashobora gukurikirana aho kwishyurwa bigeze.</li> <li>* Afatanyije n'Ishami rirebwa na serivisi, Umukozi ushinze Imari areba niba ibikubiye mu masezerano byarubahirijwe hamwe na raporo y'itangwa rya serivisi. Iyo ibikubiye mu masezerano byubahirijwe kandi bigaragazwa na raporo, atangira igikorwa cyo kwishyura, nyuma y'iminsi ibiri uwishyura aza gufata sheki y'amafaranga yishyura.</li> </ul> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | None   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 21. Kwishyura amahoro y'isoko ya buri kwezi

### UBWOKO BWA SERIVISI: Imari

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Abikorera bafite ibibanza mu isoko ariko batabikoreraho bishyura umusoro w'isoko wa buri kwezi kuri konti y'Akarere N°: 015-1300100 iri muri <i>Fina Bank</i>   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa ako kanya  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafara yo gutunganya isoko   |
|   | Umubare w'amafara y'umusoro w'isoko wa buri kwezi uhinduka bitewe n'aho isoko rihereye. Ayo mafara akusanywa na Rwiyemezamirimo wagiranye amasezerano n'Akarere.  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | Urutonde rw'abafite ibibanza mu isoko   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | <ol style="list-style-type: none"> <li>1. Umusoro w'isoko wa buri kwezi utangwa n'abacuruzi bese bafite ibibanza muri iryo soko.</li> <li>2. Ba Rwiyemezamirimo bagiranye amasezerano n'Akarere nibo bakusanya ayo mafara, bakayashyikiriza Akarere mu ntangiriro ya buri. Nta mande iteganyijwe mu gihe habayeho ubukererwe mu gushyikiriza Akarere ayo mafara.</li> <li>3. Ba Rwiyemezamirimo bagiranye amasezerano n'Akarere bakusanya ayo mafara bagendeye ku biciro bumvikanyeho n'Akarere.</li> </ol> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Abacuruzi banze gutanga umusoro w'isoko bashyikirizwa Akarere kakaba ariko kabiyishyuriza.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## D. SERIVISI ZITANGWA NA NOTERI

### 22. Guteza icyamunara imitungo yatanzweho ingwate muri Banki

#### UBWOKO BWA SERIVISI: Amategeko

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Iyi serivisi ihabwa Banki zifuzaga guteza icyamunara imitungo yatanzweho. Kugira ngo Banki zibashe kubona iyi serivisi, ziyambaza Noteri w'Akarere.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi cumi nitanu (15)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntuyishyurwa   |
|   | 0   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Inyandiko yurubanza * Itangazo rimenyesha itezwa rya cyamunara risinyweho na Noteri* Amasezerano y'inguzanyo ya Banki   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | *Iyo uwasabye inguzanyo kuri Banki atabashije kuyishyura, Banki isaba Urukiko rubifitiye ububasha uburenganzira bwo guteza icyamunara umutungo watanzweho ingwate. Iyo Urukiko rumaze gutanga uburenganzira, Banki isaba ko hakorwa icyamunara.<br>* Banki yandikira akarere imenyesha icyifuzo cyo guteza icyamunara imitungo yatanzweho ingwate, igasaba Noteri ko abyemeza abishyiraho umukono. * Iyo Noteri amaze kubishyiraho umukono, bihinduka itangazo rikamanikwa ku biro by'Akarere, ku biro by'Umurenge umutungo ugurishwa uherereyemo, ku biro bya Banki, ku mutungo utezwa cyamunara no mu bitangamakuru bitewe n'agaciro k'imitungo itezwa icyamunara. Mu minsi cumi nitanu uhereye umunsi itangazo ryashyirwe ahagaragara, Banki ifatanyije na Noteri bateza icyamunara aho umutungo watanzweho ingwate uherereye. * Umunsi w'icyamunara Noteri w'Akarere akena igiciro fatizo cy'icyamunara. Icyamunara kiba iyo hari nibura abaguzi batanu biyandikishije. * Uwatanze igiciro kiri hejuru niwe wegukana umutungo wagurishijwe mu cyamunara akumvikana na Banki uburyo bwo kwishyura. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Inkiko  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Iyo hatabonetse nibura abaguzi batanu biyandikisha mu cyamunara cya mbere, icyamunara kirasubikwa kigasubirwamo nyuma y'iminsi cumi nitanu yakazi nk'uko biteganywa n'amategeko. Icyo gihe icyamunara gikorwa hatitawe ku mubare w'abaguzi biyandikishije.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

### 23. Gushyira umukono ku masezerano y'ubugure

#### UBWOKO BWA SERIVISI: Amategeko

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Kugira ngo Amasezerano y'ubugure agire agaciro imbere y'amategeko ashirwaho umukono na Noteri.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Umunsi umwe   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga yo kwishyura serivisi zitangwa na Noteri   |
|   | 2 500 Frw. 800 Frw kuri buri paji. Ibi bikorwa kuri buri kopi   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Amasezerano y'umwimerere<br><br>* Inyandiko isobanura neza icyaguzwe *Inyandiko igaragaza ubwishyu.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo Noteri ashire umukono ku masezerano y'ubugure:<br><br>1. Kujya kuri Banki cyangwa ku mukozi w'Akarere ushinze kwakira amafaranga ukishyura amafaranga ahwanye n'umubare wa kopi wifuza ko Noteri ashiraho umukono.<br>2. Gushyikiriza, mbere ya saa yine za mugitondo, umukozi ushinze kwakira amabaruwa ku Karere Amasezerano y'Umwimerere, inyandiko isobanura neza icyaguzwe n'inyandiko igaragaza ubwishyu.<br>3. Kugaruka ku Karere nyuma ya saa munani gufata amasezerano y'ubugure yashyizweho umukono na Noteri. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Impaka zishingiye ku kwibeshya ku cyaguzwe zigaragaye nyuma y'uko amasezerano y'ubugure asinywe zishyikirizwa Inkiko zibifitiye ububasha  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 24. Gushyira umukono ku masezerano y'inguzanyo yatanzwe na Banki

UBWOKO BWA SERIVISI: Amategeko

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Kugira ngo Amasezerano y'inguzanyo yatanzwe na Banki agire agaciro imbere y'amategeko ashirwaho umukono na Noteri.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Umunsi umwe   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga yo kwishyura serivisi zitangwa na Noteri   |
|   | 2 500 Frw. 800 Frw kuri buri paji. Ibi bikorwa kuri buri kopi   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Amasezerano y'umwimerere,<br>* Kopi y'indagamuntu,<br>*Kopi y'Indagamuntu y'uwo mwashakanye,<br>*Inyandiko y'ubutumwa (procuration) bw'uwo mwashakanye iriho umukono wa Noteri cyangwa Uhagarariye u Rwanda (Ambasaderi) mu gihugu uwo mwashakanye uba hanze arimo<br>* Inyandiko igaragaza ko wishyuye amafaranga ya serivisi zitangwa na Noteri.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo Noteri ashire umukono ku masezerano y'inguzanyo:<br>1. Kumvikana na Banki ku bijyanye no kwishyura amafaranga ya serivisi zitangwa na Noteri.<br>2. Kwishyura kuri Banki amafaranga ya serivisi zitangwa na Noteri.<br>3. Gushyikiriza Banki amasezerano ariho umukono wa Noteri.<br>4. Kujyana amasezerano y'inguzanyo y'umwimerere aherekewe na kopi y'indagamuntu y'uwo mwashakanye n'inyandiko igaragaza ko wishyuye amafaranga ya serivisi zitangwa na Noteri ukabishyikiriza umukozi ushinze kwakira amabaruwa ku Karere.<br>5. Uwasabye inguzanyo, uwo bashakanye n'umukozi wa Banki ushinze inguzanyo bajya kwa Noteri gushyira Umukono ku masezerano y'inguzanyo.<br>6. Iyo noteri amaze gushyira umukono ku masezerano y'inguzanyo, uwasabye inguzanyo ashobora gutwara kopi ze. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Banki   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |
|   |   |

## 25. Gushyira umukono ku byangombwa

### UBWOKO BWA SERIVISI: Amategeko

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Umuntu wese ufite Impapuro z'agaciro: Impapuro zitangwa na Muganga, icyemezo cy'amavuko, Uruhushya rwo gutwara ibinyabiziga, icyemezo cy'Ubutumwa (procurement), Indangamuntu, Urupapuro rw'abajya mu mahanga..... bashobora kuzishyirishaho umukono wa Noteri.  |
| <b>Serivisi itangwa ryari?</b>  | Impapuro zatanze hagati ya saa moya na saa yine za mugitondo ziboneka hagati ya saa yine na saa tanu za mu gitondo. Impapuro zatanze hagati ya saa yine na saa tanu ziboneka guhera saa munani   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa ako kanya   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga yo kwishyura serivisi zitangwa na Noteri: 1200 Frw; * Impapuro zatanze mu myaka yahise; Umwimerere: 1200 frw naho kopi: 600 frw.  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | Impapuro z'umwimerere, kopi zikenewe gushyirwaho umukono n'icyemezo kigaragaza ko yishyuye amafaranga yo kwishyura serivisi zitangwa na Noteri   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Iyo ushaka gushyirisha umukono wa Noteri ku mpapuro z'agaciro ugomba: <ol style="list-style-type: none"> <li>1. Gushyikiriza umukozi ushinze kwakira amabaruwa ku Karere impapuro z'umwimerere na kopi wifuzako zishyirwaho umukono wa Noteri.</li> <li>2. Kwishyura ku Karere amafaranga yo kwishyura serivisi zitangwa na Noteri.</li> <li>3. Umukozi ushinze kwakira amafaranga ku Karere aha uwishyuye urupapuro rugaragaza ko yishyuye.</li> <li>4. Kugaruka gufata impapuro zashyizweho umukono witwaje urupapuro wishyuriyeho.</li> </ol> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushyirwa ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Igihe cyateganyijwe cyo gutanga no gutwara impapuro zashyizweho umukono wa Noteri gishobora guhinduka; cyane cyane mu masaha ya mugitondo, uje gusinyisha ashobora guhita atwara impapuro ze ako kanya.  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 26. Gushyira umukono ku Mategeko Ngengamikorere y'Amashyirahamwe n'Amakoperative

### UBWOKO BWA SERIVISI: Amategeko

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Amashyirahamwe anyuranye (Associations, Cooperatives and Enterprises) asabwa gushyirisha umukono wa Noteri ku Mategeko Ngengamikorere ayagenga kugira ngo atangire gushaka ubuzima gatozi.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | * Gukosora imbanzirizamushinga y'amategeko ngengamikorere: iminsi ibiri<br>* Nyuma yo gukosorwa, iyo abanyamuryango bose bahari kugira ngo bayashyireho umukono, ayo mategeko ashobora kuboneka uwo munsu.  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga yo kwishyura serivisi zitangwa na Noteri: 2 500 Frw; * 800 Frw kuri buri paji. Ibi bikorwa kuri buri kopi  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Imbanzirizamushinga y'Amategeko Ngengamikorere<br>*Kopi y'indagamuntu ya buri munyamuryango wayashyizeho umukono<br>*Icyemezo kigaragaza ko hishyuwe amafaranga yishyurwa serivisi zitangwa na Noteri.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | 1. Gushyikiriza umukozi ushinzwe kwakira amaburuwa ku Karere kopi y'amategeko ngengamikorere<br>2. Uwo mukozi nawe ayashyikiriza Noteri<br>3. Noteri arayasoma, akayakosora hanyuma akabara amafaranga agomba kwishyurwa<br>4. Nyuma y'iminsi ibiri, uhagarariye ishyirahamwe ashobora kuza kwishyura amafaranga asabwa no gufata amategeko ngengamikorere akosoye<br>5. Amafaranga ashobora kwishyurwa ku Karere ku mukozi ushinzwe kwakira amafaranga<br>6. Ishyirahamwe, rihereye ku mbanzirizamushinga y'amategeko ngengamikorere ikosoye, rirayakosora rihereye ku byasabwa na Noteri.<br>7. Ishyirahamwe rikora kopi enye z'amategeko ngenga akosoye hanyuma rikayashyikiriza umukozi ushinzwe kwakira amaburuwa ku Karere hamwe na ya kopi yakosowe na Noteri ndetse n'icyemezo kigaragaza ko yishyuye amafaranga atangwa kuri serivisi zitangwa na Noteri kugira ngo ashirweho umukono wa Noteri<br>8. Uhagarariye ishyirahamwe ashobora kugaruka ku munsu ukurikiraho gusaba umunsu azaziraho hamwe n'abandi banyamuryango gushyira umukono kuri ayo mategeko.<br>9. Ku munsu bahawe abanyamuryango bose baza gushyira umukono ku mategeko ngenga imbere ya Noteri bese bitwaje irangamuntu zabo<br>10. Iyo abanyamuryango bese bamaze gushyiraho umukono, Noteri nawe ashyira umukono kuri kopi enye zayo mategeko<br>11. Iyo Noteri amaze kuyashyiraho umukono, umuyobozi w'ishyirahamwe ashobora kuza guafata ku mukozi ushinzwe kwakira amaburuwa ku Karere. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Kopi enye zashyirweho umukono na Noteri zihabwa aba bakurikira: imwe ihabwa Akarere, iya kabiri ihabwa Minisitiri irebwa n'ibikorwa by'ishyirahamwe, iya gatatu ihabwa Minisitiri y'Ubutabera kugira ngo ishyirahamwe ryandikwe naho iya kane igumanwa n'ishyirahamwe.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 27. Gushyira umukono ku nyandiko z'Irage

### UBWOKO BWA SERIVISI: Amategeko

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Hakurikijwe amategeko, irage rigomba kwemezwa na Noteri  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Biterwa n'igihe byafashe kugira ngo abo bireba bashyireho umukono.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga yo kwishyura serivisi zitangwa na Noteri; 2 500 Frw; * 800 Frw kuri buri paji. Ibi bikorwa kuri buri kopi   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | <ul style="list-style-type: none"> <li>* Irage rikosoye</li> <li>* Kopi imwe yaryo</li> <li>* Inyandiko igaragaza ko nyiri umutungo uvugwa mu irage ari uwe</li> <li>* Kopi y'Indangamuntu</li> <li>* icyemezo kigaragaza ko amafaranga ya serivisi zitangwa na Noteri yishyuye</li> </ul>   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | <p>Kugira ngo irage rishyirweho umukono wa Noteri:</p> <ol style="list-style-type: none"> <li>1. Usaba umukono wa Noteri ajyana kopi y'irage ku mukozi ushinzwe kwakira amabaruwa ku Karere</li> <li>2. Irage rigomba kuba riherekejwe n'inyandiko igaragaza ko nyiri umutungo uvugwa mu irage ari uwe hamwe na kopi y'indangamuntu</li> <li>3. Ku munsu ukorikiyeho, usaba agaruka kureba umukozi w'akarere ushinzwe kwakira amabaruwa gufata irage rikosoye akanamenyeshwa amafaranga agomba kwishyura.</li> <li>4. Asabwa gukora nibura kopi eshatu z'irage rikosoye (kopi imwe igenerwa Akarere, iya kabiri ihabwa Umunyamategeko wunganira uwasabye, iya gatatu ikaba iya nyirubwite).</li> <li>5. Kwishyura amafaranga yishyurwa serivisi zitangwa na Noteri ku Karere cyangwa kuri Banki.</li> <li>6. Kujyana n'Umwunganizi mu by'amategeko kwa Noteri mwitwaje Irage rikosoye riherekejwe n'icyemezo cyerekana ko yishyuye.</li> <li>7. Iyo usaba n'umwunganizi we mu by'amategeko bamaze gusinya ku irage, Noteri arishyiraho umukono hanyuma buri ruhande rugahabwa kopi yarwo.</li> </ol> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Umwunganizi mu by'amategeko  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Irage ritangira kugira agaciro no gushyirwa mu bikorwa nyuma y'urupfu rwa nyiri ukuraga.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |



## E. Serivisi zitangwa n'Ishami ry'Iterambere ry'Ubukungu

### 28. Gukemura impaka hagati y'Abanyamuryango ba Koperative

UBWOKO BWA SERIVISI: **Ubukungu, Ubuhinzi, Ubworozi, Ibidukikije**

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Akarere gashobora gufasha gucyemura ibibazo, impaka, amakimbirane cyangwa ubwumvikane bucyemura hagati y'Abanyamuryango ba Koperative.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ibyumweru bibiri Akarere kagejeweho ikibazo  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Ibaruwa imenyeshya ikibazo, impaka, amakimbirane cyangwa ubwumvikane bucyemura kandi isaba ko Akarere gafasha kubikemura.  |
| <b>Binyura mu zihe nzira kugirango uyihabwe</b>   | * Kwandikira Umuyobozi w'Akarere ibaruwa imenyeshya ikibazo, impaka, amakimbirane cyangwa ubwumvikane bucyemura kandi isaba ko Akarere gafasha kubikemura<br><br>*Umukozi ushinze Igenamigambi cyangwa ushinze amakoperative mu Karere akurikirana ikibazo agendeye ku mategeko agenga Koperative, agatumiza impande zirebwa n'ibibazo kugira ngo babisesengurire hamwe anabagire inama y'uburyo byacyemuka.<br><br>Mu gihe habayeho kutumvikana ku micyemurire y'ikibazo, uruhande rutishimiye imyanzuro rushyikiriza Polisi ikirego cyangwa inkiko zibifitiye ububasha, urugero nko mu gihe habayeho ruswa |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 29. Gusaba uruhushya rwo gutangiza Uruganda ruto rutunganya Kawa.

### UBWOKO BWA SERIVISI: Ubukungu, Ubuhinzi, Ubworozi n'ibidukikije

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Mbere yo gutangira imirimo, Inganda nto zitunganya Kawa zigomba kubihwera uruhushya n'Akarere. Inganda Nto zihabwa uruhushya n'Akarere naho Inganda ziciriritse zo zihabwa uruhushya rw'agateganyo n'Akarere. Uruhushya rwa burundu ku nganda ziciriritse rutangwa na OCIR Ishami rishinzwe Kawa   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Uruhushya rwemerera Uruganda rutunganya Kawa gutangira rutangwa mu minsi irindwi uhereye igihe usaba yagereje ibaruwa ye ku Karere. Igenzura rikorwa muri icyo gihe.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa yandikiwe Umuyobozi w'Akarere isaba uruhushya rwo gutangiza uruganda ruto rutunganya kawa.<br>*Ibaruwa isaba igaragaza aho uruganda ruherereye, umubare w'abaturage ruzaha serivisi na numero za terefone igaherekezwa n'Ipatanti.  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo uhabwe uruhushya rwo gutangiza uruganda ruto rutunganya kawa ubisaba agomba:<br>1. Kuja ku Karere akabonana n'umukozi ushinze amakoperative n'inganda nto n'iziciriritse (SMEs)<br>2. Gutanga ibaruwa ibisaba iherekejwe n'ipatanti<br>3. Umukozi ubishinze amuha gahunda yo kuzaza gusura aho uruganda ruherereye<br>4. Umukozi ubishinze akora raporo y'igenzura akayishyikiriza Umuyobozi w'Akarere<br>5. Igihe Umuyobozi w'Akarere ashimye ibikubiye muri raporo atanga uruhushya rwo gutangiza uruganda. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Igenzura rikorwa kenshi kugira ngo harebwe niba ishyirwaho ry'uruganda mu Karere runaka nta mbongamizi izo ari zose ruzagira ku baturage muri rusange n'abahinzi-borozi by'umwihariko.<br>Iyo igenzura rigaragaje ko Uruganda rushobora kugira ingaruka ku baturage baruturiye, nyirarwo agirwa inama y'ahandi hantu yarwimurira, Umurenge ukagenzura ibikorwa byo kurwimura.  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

### 30. Kwemererwa n'Akarere gusaba icyemezo cyo kuvana mu mahanga ibiti n'ibibikomokaho

#### UBWOKO BWA SERIVISI: Ubukungu, Ubuhinzi, Ubworozi n'Ibidukikije

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Abantu bifuzwa kuvana ibiti n'ibibikomokaho mu Mahanga bagomba kubihwira uruhushya. Urwo ruhushya rutangwa na Minisitiri ifite Amashyamba mu Nshingano zayo, ariko ibaruwa irusaba inyuzwa ku Buyobozi bw'Akarere bugomba kubyemeza. Uru ruhushya rugira agaciro mu gihe cy'amezi atatu.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Umunsi umwe  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga y'Ikigega cy'amashyamba: 2000 Frw   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Icyemezo gitangwa n'Igihugu ibiti biturutsemo<br>*Icyemezo cy'ubuziranenge gitangwa n'Urwego rushinzwe Ibidukikije mu Gihugu ibiti biturutsemo<br>*Uruhushya rwo kwikorera ibiti rutangwa n'Igihugu ibiti biturutsemo   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | 1. Kuba ufite icyemezo gitangwa n'Igihugu ibiti biturutsemo n'icyemezo cy'ubuziranenge gitangwa n'Urwego rushinzwe Ibidukikije mu Gihugu ibiti biturutsemo<br>2. Kwandikira Minisitiri ufite Amashyamba mu nshingano ze ibaruwa isaba kuvana ibiti mu mahanga.<br>3. Gushyikiriza umukozi ushinze kwakira amabaruwa ku Karere ibaruwa isaba iherekejwe n'ibyangombwa byavuzwe haruguru.<br>4. Nyuma y'iminsi ibiri uwasabye asubira ku Karere gufata ibaruwa yasinnyeho n'Umuyobozi w'Akarere kugira ngo ayiyane muri Minisitiri ifite Amashyamba mu nshingano zayo. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

### 31. Gusaba uruhushya rwo gufungura kiyosiki

#### UBWOKO BWA SERIVISI: Ubukungu, Ubuhinzi, Ubworozi n'ibidukikije

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Umuntu wese wifuza gufungura kiyosiki agomba kubihurwa uruhushya n'Ubuyobozi bw'Akarere bubifitiye ububasha  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ine   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa ariko ba nyiri kiyosiki ikora bishyura amahoro   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Igishushanyombonera cya Kiyosiki *Gahunda y'ibikorwa bizakorerwa muri kiyosiki  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo ubone uruhushya rwo gufungura kiyosiki ugomba: <ol style="list-style-type: none"> <li>1. Kwerekana aho kiyosiki izashyirwa.</li> <li>2. Kugaragaza gahunda y'ibikorwa bizakorerwa muri kiyosiki.</li> <li>3. Kwandikira Umuyobozi w'Akarere ibaruwa ibisaba.</li> <li>4. Ibaruwa iherekejwe n'ibyangombwa byavuzwe haruguru bishyikirizwa umukozi ushinzwe kwakira amabaruruwa ku Karere.</li> <li>5. Uwasabye agaruka gufata igisubizo ku mukozi ushinzwe kwakira amabaruruwa ku Karere nyuma y'iminsi ine.</li> </ol> |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Muri iki gihe, hatangwa gusa uruhushya rwo gufungura kiyosiki zikora imirimo ijyanye n'itumanaho (telecenters). Impushya zo gushyiraho andi moko ya za kiyosiki ntizigitangwa henshi mu mijyi yo mu Rwanda.  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 32. Gusaba uruhushya rwo gutema ibiti cyangwa gusarura ishyamba

UBWOKO BWA SERIVISI: Ubukungu, Ubuhinzi, Ubworozi n'ibidukikije

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Icyemezo cyo gutema ibiti cyangwa gusarura ishyamba gitangwa n'Ubuyobozi bw'Akarere bubifitiye ububasha iyo ishyamba rifite hejuru ya hegitari imwe. Mu gihe ishyamba riri muni ya hegitari, uruhushya rutangwa n'Ubuyobozi bw'Umurenge bubifitiye ububasha.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itau   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga y'Ikigega cy'Amashyamba. Amashyamba y'abantu ku giti cyabo yishyura 1% by'agaciro k'ibiti byateme agashyirwa mu Kigega cy'Amashyamba. Gutema ibiti byashoboraga guteza ingaruka mbi ku baturage ntibyishyurirwa.   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba isobanura impamvu zo gutema ibiti, umubare w'ibiti bigomba gutemwa, aho ibiti biherereye n'umirondoro w'uwifuzaga gutema ibiti.<br><br>*Raporo y'igenzura yakozwe n'umukozi w'Akarere ushinzwe amashyamba.   |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo umuntu abone uruhushya rwo gutema cyangwa gusarura ishyamba agomba:<br><br>1. Kwandika ibaruwa ibisaba isobanura impamvu zo gutema ibiti, umubare w'ibiti bigomba gutemwa, aho ibiti biherereye n'umirondoro w'uwifuzaga gutema ibiti.<br>2. Kuyishyikiriza umukozi ushinzwe kwakira amabaruwa ku Karere.<br>3. Guhana gahunda y'igihe umukozi ushinzwe amashyamba mu Karere azazira gukora igenzura ry'ibiti bizatemwa. Igenzura rikorwa ku wa Gatatu w'icyumweru.<br>4. Nyuma y'igenzura, umukozi ushinzwe amashyamba ku Karere akora raporo igaragaza imyanzuro ku bita bisabirwa gutemwa igashyikirizwa Umuyobozi w'Akarere. Ashingiye ku bikubiye muri raporo, Umuyobozi ashobora gutanga uruhushya rwo gutema ibiti cyangwa ntatutange.<br>5. Nyuma y'iminsi itanu igenzura rikozwe, uwabaye agaruka kureba igisubizo. Umuyobozi w'Akarere afite ububasha bwo gutesha agaciro uruhushya no guhagarika itemwa ry'ibiti igihe bigaragaye ko hari ibitaritaweho mu gutanga uruhushya. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Banki Nkuru y'u Rwanda (BNR)  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

### 33. Gusaba uruhushya rwo gufungura ahantu hogerezwa ibinyabiziga (ikinamba)

#### UBWOKO BWA SERIVISI: Ubukungu, Ubuhinzi, Ubworozi n'Ibidukikije

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Uwifuzza uruhushya rwo gufungura ahantu hogerezwa ibinyabiziga abisabira uruhushya ku Buyobozi bw'Akarere.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba; kuva ku wa mbere kugeza ku wa gatanu  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itandatu  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | * Ibaruwa ibisaba isobanura intego z'umushinga n'umwirondoro w'usaba<br>* Inyandiko y'umushinga<br>*Inyandiko igaragaza inyigo yakozwe ku ngaruka umushinga uzagira ku bidukikije (aho amazi yakoreshejwe azayoborwa)  |
| <b>Binyura mu zihe nzira kugirango uyihabwe?</b>  | Kugira ngo hatangwe uruhushya rwo gufungura aho bogereza ibinyabiziga, urusaba agomba:<br><br>1. Kwandikira Umuyobozi w'Akarere ibaruwa ibisaba.<br>2. Ibaruwa ibisaba igomba kuba iherekejwe n'inyandiko igaragaza inyigo yakozwe ku ngaruka umushinga uzagira ku bidukikije ishyikirizwa umukozi ushinzwe kwakira amabaruka ku Karere.<br>3. Nyuma y'iminsi itandatu uwasabye agaruka kureba igisubizo ku mukozi ushinzwe kwakira amabaruka ku Karere. |
| <b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | REMA kugira ngo hakorwe inyigo ku ngaruka umushinga uzagira ku bidukikije  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

### 34. Gusaba uruhushya rwo kubumba cyangwa gutwika amatafari

Ubwoko bwa serivisi: ubukungu, ubuhinzi, **ubworozi n'ibidukikije**

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Abantu bifuzaga kubumba cyangwa gutwika amatafari bagomba kubanza kubihurwa uruhushya n'ubuyobozi bw'akarere bubifitiye ububasha.   |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itanu (5)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Hishyurwa amafaranga 3 Frw kuri m2 y'ubutaka bukoreweho.  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *inyandiko y'umushinga *ibipimo by'imiterere y'ubutaka byakozwe hakoreshejwe GPS<br>*ikarita yerekana imiterere y'ubutaka buzakorerwaho *uburyo bw'ingufu buzakoresheha mu gutwika amatafari<br>*amasezerano yakozwe hagati y'usaba n'uzatanga uburyo bw'ingufu buzakoresheha<br>*amasezerano y'ubwishingizi, iyo ari banki izakwishingira.<br>*Mu gihe usaba ari Koperative, herekanwa kopi ya sitati yemejwe n'amategeko. |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | Kugira ngo ubone uruhushya rwo kubumba cyangwa gutwika amatafari ugomba:<br><br>1. Kwandikira umuyobozi w'akarere ibarurwa ibisaba<br>2. Kugeza ibarurwa isaba hamwe n'ibindi byangombwa bikenewe ku mukazi ushinze kwacyira amabarurwa ku karere<br>3. Kugaruka gufata uruhushya nyuma y'iminsi itanu uhereye igihe yatangiye idosiye yuzuye.  |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> |   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Usaba kurenganurwa ashobora kwandikira Inama n'yanama y'akarere cyangwa ubuyobozi bw'intara.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

### 35. Gusaba uruhushya rwo kwikorera ibiti n'ibibikomokaho

Ubwoko bwa serivisi: ubukungu, ubuhinzi, ubworozi n'amashyamba

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Abantu bifuzaga gukora ubwikorezi bw'ibiti n'ibibikomokaho bagomba kubanza kubihurwa uruhushya n'ubuyobozi bw'akarere bubifuye ububasha. Uruhushya rutangwa rumara amezi atatu (3).   |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, kuva saa moya kugera saa kumi n'imwe.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa ako kanya  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Amafanga y'uruhushya ibihumbi bibiri (2000 frw )  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Uruhushya rwo gutema ibiti<br>*inyemezabwishyu yo mu kigega cy'amashamba<br>*Inyemezabwishyu ku bwikorezi bw'ibiti n'ibibikomokaho   |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | Kugira ngo ubashe kubona uruhushya rwo kwikorera ibiti n'ibibikomokaho ugomba:<br><br>1. Kwishyura muri Banki Nkuru y'u Rwanda (BNR) cyangwa urwego ruyihagarariye mu gihugu amafanga angana na 1% by'agaciro k'ibiti n'ibibikomokaho bigomba kwikorera ugahabwa inyemezabwishyu.<br>2. Kwishyura mu biro by'umubitsi w'Akarere ibihumbi 2,000 rwf y'uruhushya rwo kwikorera ibiti n'ibibikomokaho ugahabwa inyemezabwishyu<br>3. Gushyikiriza umukozi ushinze ibikorwa remezo mu karere uruhushya rwo gutema ibiti rwometseho inyemezabwishyu ebyiri zavuzwe haruguru.<br>4. Guhabwa uruhushya rwo kwikorera ibiti n'ibibikomokaho umunsi wabitanzeho. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganijwe.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Iyi ni serivisi ihabwa abikorezi b'ibibiti babikura ahantu biri babijyana ahandi. Abayifuzaga babisaba mu magambo mu ishamba rishinzwe ibikorwa remezo bitwaje kopi y'uruhushya rwo gutema ibiti, kopi y'inyemezabwishyu yatanze na BNR hamwe na kopi y'inyemezabwishyu y'uruhushya rwo kwikorera ibiti n'ibibikomokaho yatanze n'umubitsi w'akarere.   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |



### 36. Gusaba uruhushya rwo kwimura amatungo

Ubwoko bwa serivisi: ubukungu, ubuhinzi, ubworozi n'ibidukikije

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Kwimura amatungo uyavana mu gace kamwe k'igihugu uyajyana mu kandi, bisabirwa uruhushya.  |
| <b>Serivisi itangwa ryari?</b>  | Kuva ku wa mbere kugera ku wagatanu, ku va saa moya za mu gitondo, kugera saa kumi n'imwe z'umugoroba.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itatu (3)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi yishyurwa amafaranga 2000 Frw  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *ibaruwa ibisaba<br>*Raporo ya muganga w'amatungo mu karere avamo   |
| <b>Binyura mu zihze nzira kugira ngo uyihabwe ?</b>   | Ushaka kuvana itungo mu gace kamwe k'igihugu arijyana mu kandi agomba:<br><br>1.Kwandikira ibaruwa ibisaba ubuyobozi bw'akarere igaragaza imiterere y'amatungo agomba kwimurwa<br>2. Kugeza iyo baruwa ku mukozi ushinzwe kwacyira amabarurwa mu karere cyangwa umukozi ushinzwe guhuza inzego n'abantu<br>3. Ibiro bishinzwe ubuvuzi bw'amatungo bugenzura amatungo agomba kwimurwa<br>4.Kugaruka gutwara uruhushya nyuma y'iminsi itatu (3) igenzura rirangiye aho watanze ibaruwa isaba. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Ibibazo bijyanye n'ubuzima bw'amatungo bishyikirizwa RARDA (Rwanda Animal Resources Development Agency)   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

### 37. Kwemerera umushinga gukora inyigo ku ngaruka ibikorwa byawo byagira ku bidukikije (EIA)

Ubwoko bwa serivisi: Ubukungu, ubuhinzi, **ubworozi n'ibidukikije**

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Inyigo ku ngaruka ibikorwa byagira ku bidukikije (EIA) ni uburyo bukoreshwa kugira ngo bamenye, bateganye kandi basuzume ingaruka ibikorwa biteganywa gukorwa n'umushinga byazagira ku bidukikije. Mu mategeko iyo nyigo igomba gukorwa mbere y'uko umushinga ushyirwa mu bikorwa na Leta cyangwa abikorera ku giti cyabo mu birebana n'ibikorwa remezo, ubuhinzi, ubworozi, imirimo yo gutunganya ahahurirwa n'abantu benshi, ubucukuzi bw'amabuye y'agaciro n'ibindi. Inyigo ku ngaruka ibikorwa byagira ku bidukikije (EIA) itangwa n'ishami ribishinzwe muri RDB. Cyakora mbere yo kuruhabwa umushinga ugomba gushyirwa mu bikorwa ugomba kwemezwa n'ubuyobozi bw'akarere bubifitoye ububasha. |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera kua wa gatanu, ku va saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi irindwi (7)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba ko hakorwa inyigo ya EIA ishyikirizwa ubuyobozi bw'akarere<br>*Inyandiko y'imiterere y'umushinga  |
| <b>Binyura mu zihze nzira kugira ngo uyihabwe ?</b>   | Mbere yo gusaba ko hakorwa inyigo ya EIA hakorwa ibi bikurikira:<br><br>1. Gushyikiriza Ibaruwa isaba ko hakorwa inyigo ya EIA ubuyobozi bw'akarere hamwe n'Inyandiko y'imiterere y'umushinga mu biro by'ushinzwe kwacyira amaburuwa mu karere<br>2. Akarere gatanga gahunda yo gusura no kugenzura imiterere y'aho umushinga uzakorera<br>3. Guhabwa n'akarere ibaruwa isaba ko inyigo yakorwa binyujijwe ku muyobozi w'akarere iriho raporo y'igenzura ryakozwe nyuma y'iminsi irindwi igenzura rirangiye<br>4. Gushyikiriza iyo baruwa ku biro bshinzwe kwacyira amaburuwa muri RDB ukagenera kopi REMA.  |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | REMA ujyaneyo kopi y'ibaruwa isaba   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

### 38. Gusaba uruhushya rwo gucukura amabuye cyangwa umucanga

Ubwoko bwa serivisi: Ubukungu, ubuhinzi, ubworozi n'ibidukikije

|  |   |
|--|---|
| <p><b>Serivisi ni iyihe? Nujye ibisabwa?</b></p>   | <p>Umuntu wifuza gucukura amabuye cyangwa umucanga agomba kubanza kubierwa uruhushya n'ubuyobozi bw'akarere bubishinzwe. Impapuro zisaba uburenganzira bwo gucukura zishyikirizwa kandi zikemezwa n'Akarere. Cyakora mu gihe uro ruhushya rusabwa rugomba gukoreshwa ahantu h'ubuso burenga hegitari imwe, urwo ruhushya rutangwa na Minisitiri ufite ubucuruzi n'inganda mu nshingano ze. Gutiza urwo ruhushya ntibyemewe.</p>         |
| <p><b>Serivisi itangwa ryari?</b></p>  | <p>Ku va ku wa mbere kugera ku wa gatanu, kuva saa moya sa mugitondo kugeza saa kumi n'imwe za ni mugoroba</p>  |
| <p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>   | <p>Iminsi itandatu (6)</p>  |
| <p><b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b></p>  | <p>Amafara asabwa ateye ku buryo bukurikira:</p> <ul style="list-style-type: none"> <li>- 3Frw kuri metero kare imwe y'ubutaka bucururwa yishyurwa akarere;</li> <li>-4 000 Rwf byo kongera gutera ishyamba ahacukuwe</li> <li>-40 000 Rwf by'uruhushya rwo gucuruza byishyurwa muri RRA.</li> </ul>  |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>  | <ul style="list-style-type: none"> <li>* Ibaruwa ibisaba</li> <li>* Ikarita yerekana imiterere yahazacukurwa</li> <li>*inyandiko isobanura imiterere y'umushinga</li> <li>* inyigo yakozwe ku ngaruka ibikorwa byagira ku bidukikije EIA ku bikorwa by'imishinga bizakorwa ku buso burengeje hegitari imwe</li> <li>*Icyemezo cy'uko ikigo kizacukura cyemewe n'amategeko</li> <li>*inyemezabwishyu y'uruhushya rwo gucuruza</li> </ul> |
| <p><b>Binyura mu zihe nzira kugira ngo uyihabwe?</b></p>   |   |
| <p><b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p> | <p>RRA kujya kwishyura uruhushya rwo gucuruza. REMA gukoresha inyigo ku ngarukaibikorwa byagira ku bidukikije</p>   |
| <p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>   |   |
| <p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>  |   |
| <p><b>Impapuro zuzuzwa</b></p>   |   |
| <p><b>Ibyangombwa bisabwa n'amategeko</b></p>  |   |

### 39. icyemezo cy'imikoranire

Ubwoko bwa serivisi: ubukungu, ubuhinzi, ubworozi n'ibidukikije

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Koperative, amashyirahamwe cyangwa imiryango itegamiye kuri Leta yiyandikishije mu karere kamwe yifuza gukorera mu kandi karere agomba guhabwa n'ako karere uruhushya rw'imikoranire.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva ku wa mbere kugeza ku wa gatanu, ku va saa moya za mugitondo kugera saa kumi n'imwe za ni mugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi (2)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa ibisaba yemewe n'umurenge<br>*Gahunda y'ibikorwa<br>*icyemezo cy'uko bemewe n'amategeko cyatanzwe na MINALOC, MINIJUST cyangwa ikigo gishinzwe amakoperative (RCA)<br>*raporo y'ibikorwa byabo,<br>* icyemezo cy'uko banditswe muri District Joint Action Forum (DJAF)   |
| <b>Binyura mu zihze nzira kugira ngo uyihabwe ?</b>   | Ishyirahamwe, koperative cyangwa umuryango utegamiye kuri Leta usaba icyemezo cy'imikoranire bigomba:<br><br>1. Kwandikira ibaruwa ibisaba umuyobozi w'akarere<br>2. Kujyana iyo baruwa mu murenge bifuzwa gukoreramo kugira ngo umunyamabanga nshingwabikorwa abyemeze<br>3. Kugeza mu biro by'akarere gashinzwe kwakira amabaruwa, ibaruwa isaba iriho umukono w'umunyamabanga nshingwabikorwa w'umurenge hamwe na gahunda y'ibikorwa, icyemezo cyerekana ko bemewe n'amategeko cyatanzwe na MINALOC, MINIJUST cyangwa RCA, raporo y'ibikorwa by'umwaka ushize, n'icyemezo kibaha ubuzima gatozi.<br>4. Kuza gufata nyuma y'iminsi ibiri (2) uhereye igihe watangiye dosiye yuzuye icyemezo cy'imikoranire. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Umurenge, Minaloc, Minijust, RCA  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Gusaba kongera agaciro k'iki cyemezo bikorwa hakurijwe inzira zanyuzwemo mu kugisaba; icyakora icyemezo gitangwa na MINALOC, MINIJUST cyangwa RCA nticongerwa gutangwa. Icyemezo cy'imikoranire kigira agaciro k'umwaka umwe gashobora kongerwa igihe cyose bisabwe.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 40. Gusaba Akarere inkunga yo gufasha amashyirahamwe, amakoperative n'imiryango itegamiye kuri Leta

Ubwoko bwa serivisi:ubukungu, ubuhinzi, ubworozi n'ibidukikije

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Amashyirahamwe, amakoperative, imiryango itegamiye kuri leta ishobora gusaba inkunga y'akarere kugira ngo ikore umushinga wihariye.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva ku wa mbere kugeza ku wa gatanu, kuva saa moya za mu gitondo kugera saa kumi n'imwe za ni mugoroba.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ibyumweru bibiri (2)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>   | *Ibaruwa ibisaba<br>*icyemezo cyo gukora, icyemezo cy'agateganyo cyangwa icyemezo cy'ubufatanye<br>*kopi y'inwandiko y'umushinga  |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe?</b>  | Igihe amafaranga ahari, akarere gashobora gutera inkunga amashyirahamwe, koperative cyangwa imiryango itegamiye kuri Leta yabisabye. Abasaba inkunga bagomba:<br><br>1.Kwerekana imiterere y'umushinga<br>2.Kwandikira umukuru w'akarere ibaruwa ibisaba<br>3. Kugeza ibaruwa ibisaba iriho n'ibyangombwa byavuzwe haruguru ku karere<br>4.Kujya ku karere nyuma y'ibyumweru bibiri (2) uhereye umunsi yatangiyeho idosiye yuzuye gufata igisubizo. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 41. Uruhushya rwo gucukura amabuye y'agaciro na kariyeri

### Ubwoko bwa serivisi: ubukungu, ubuhinzi, ubworozi n'ibidukikije

|  |   |
|--|---|
| <p><b>Serivisi ni iyihe? Nujuje ibisabwa?</b></p>  | <p>Imirimo yose y'ubucukuzi bw'amabuye y'agaciro na kariyeri mu Rwanda isabirwa uruhushya rutangwa na Minisiteri ifite mu nshingano zayo mine n'amashyamba. Cyakora abifuzaga uruhushya bagomba kunyura ku buyobozi bw'akarere bireba, kubera ko aribwo bugomba kubyemeza no kubisabira uruhushya. Uwifuzaga uruhushya kandi ashobora kunyura ku rwego OGMR gusaba ubufasha, inama cyangwa ibindi bisobanuro n'kurugero kumenya ahantu hashobora gukorerwa imirimo y'ubucukuzi bw'amabuye y'agaciro na kariyeri cyangwa guhabwa ikarita yerekana imiterere y'agace yifuzaga gukoreramo.</p>   |
| <p><b>Ni hehe serivisi itangirwa?</b></p>  | <p>Uwifuzaga gusaba uruhushya rwo gucukurura amabuye y'agaciro na kariyeri anyura ku buyobozi bw'akarere bireba. Kubirebana n'ibisobanuro, inama cyangwa ubundi bufasha abisaba ku rwego OGMR rukorerwa ku Muhima P.O Box 2195 Kigali Tel: (+250) 0252 573632 (reception) cyangwa kuri Minisiteri ishinze amashyamba na mine.</p>   |
| <p><b>Serivisi itangwa ryari?</b></p>  | <p>Ku va ku mbere kugera ku wa gatanu, ku va saa moya za mu gitondo kugera saa kumi n'imwe za ni mugoroba.</p>  |
| <p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p> | <p>Nta gihe giteganijwe gihari biterwa n'igihe watangiye idosiye yuzuye.</p>  |
| <p><b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b></p>                                    | <p>Amafaranga yo kwishyura uruhushya n'amafaranga yo kwishyura ubwishingizi ku mpanuka. Amafaranga niyo yishyurwa ubu ku uruhushya cyakora Itegeko rishya ririmo kuvugururwa rishobora kuzabihindura. Ibiciro by'ubucukuzi ku buso buto bukorwa ku buryo bwa gakondo:</p> <ul style="list-style-type: none"> <li>- uruhushya rw'agateganyo rwo gushakisha aho gucukura no gucukura 5,000 RwF - Kurwongeza agaciro bwa mbere: 10,000 RwF</li> <li>- Kurwongeza agaciro bwa kabiri: 25,000 RwF</li> <li>- uruhushya rwihariye rwo gushakisha aho gucukura no gucukura: 50,000 RwF</li> <li>- Kurwongeza agaciro bwa mbere: 75,000 RwF</li> <li>- Kurwongeza agaciro bwa kabiri: 100,000 Rwf.</li> </ul> <p>Ibiciro by'ubucukuzi ku buso bunini ku buryo bwa kijyambere</p> <ul style="list-style-type: none"> <li>- Gushakisha aho gucukura: 75,000</li> <li>- Kurwongeza agaciro bwa mbere: 150,000</li> <li>- Gusaba ibisobanuro by'ahacukurwa: 25,000</li> <li>- Gukodesha: 150,000 RwF</li> <li>- Kongeza agaciro k'uruhushya rw'ubukode: 300,000 RwF</li> <li>- Kwegurira undi uruhushya: 250,000 RwF</li> <li>- Guhuriza hamwe impushya: 250,000 RwF</li> <li>- Gusaba ibisobanuro ku bijyanye n'aho bacukura: 75,000 RwF</li> </ul> <p>Ibiciro by'impushya zo gucukura muri za kariyeri:</p> <ul style="list-style-type: none"> <li>- Gucukura kariyeri: 10,000 RwF</li> <li>- Kongeza agaciro k'uruhushya: 20,000 RwF</li> </ul> <p>Ku bijyanye n'amafaranga y'ubwishingizi ku mpanuka igihe cyo gusubiranya ahacukuwe bitewe n'impushya zakoreshejwe (zaba izo gushakisha, gucukura no gukodesha by'igihe gito cyangwa kidasanzwe ubariza muri OGMR cyangwa Minisiteri ishinze mine n'amashamba cyangwa ugakurikiza ibikubiye mu Iteka rya Minisitiri w'Intebe No 68/03 of 05/12/2001.</p> |
| <p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>                              | <p>- Ibarurwa isaba yometseho amakarita yakozwe hakoreshejwe GPS cyangwa inzobere mu gupima ubutaka yerekana ahantu wifuzaga gucukura amabuye y'agaciro</p>   |

|   |  |
|---|--|
|   | cyangwa gushyira kariyeri - yometseho sitati y'ikigo cyizacukura, gahunda y'ibikorwa, amafaranga azakoreshwa n'inyungu izaboneka, inyigo y'ingaruka ibikorwa byagira ku bidukikije EIA n'inyemezabwishyu y'amafaranga asabwa.  |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | <ul style="list-style-type: none"> <li>- Kunyura ku buyobozi bw'akarere kaho wifuza gucukura amabye y'agaciro cyangwa gushyira kariyeri. Iyo utarabona neza aho wakorera ushobora gusaba ubufasha mu kigo OGMR kugira ngo umenye ahashobora gucukurwa</li> <li>- Igihe umaze kubona aho uzakorera, wandikira umuyobozi w'akarere uzakorera. Ikarita y'aho hantu n'izindi nyandiko za ngombwa zomekwa ku ibaruwa wohereje.</li> <li>- Umuyobozi w'akarere agasha inama abayobozi babishinzwe kugira ngo babyemeze niba ari ngombwa.</li> <li>- Iyo ibyangombwa watanze byuzuye kandi byemejwe n'abo bireba, umuyobozi w'akarere yandikire Minisitiri ushinze mine n'amashyamba amusaba ko uruhushya rwatangwa.</li> <li>- Igihe Minisitiri asanze ibyangombwa byose byuzuye atanga uruhushya akarwoherereza umuyobozi w'akarere kugira ngo arushyikirize nyirarwo.</li> </ul> |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Banki Nkuru y'u Rwanda (BNR) cyangwa ikigo cy'igihuu gishinzwe imisoro n'amahoro (RRA) kugira ngo yishyure amafaranga y'uruhushya.   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Igihe ufite ikibazo kidashobora gukemurwa ku rwego rw'akarere, ushobora kwandikira Minisitiri ufite mine n'amashyamba mu nshingano ze.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 42. Uruhushya rwemerera amakoperative, amashyirahamwe n'imiryango itegamiye kuri Leta gukora by'agateganyo

Ubwoko bwa serivisi: ubukungu, ubuhinzi, ubworozi n'ibidukikije

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Koperative, ishyirahamwe cyangwa umuryango utegamiye kuri Leta bikorera mu karere bidafite uruhushya rwo gukora ruhoraho bigomba gusaba uruhushya rwo gukora by'agateganyo. Urw ruhushya rwo gukora by'agateganyo rugira agaciro mu gihe cy'umwaka umwe. Uruhushya rwo gukora ku buryo buhoraho rutangwa na Minisiteri bireba.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mugitondo kugeza saa kumi n'imwe za ni mugoroba.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ibyumweru bibiri (2) ku miryango itegamiye kuri Leta n'amashyirahamwe. Iminsi itatu (3) kuri za koperative.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Uruhushya rwo gukora by'agateganyo rwishyurwa amafaranga 1 500 Frw  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | Ku mashyirahamwe n'imiryango itegamiye kuri Leta:<br>*Ibaruwa isaba inyujijwe ku munyamabanga nshingwabikorwa w'umurenge bikoreramo<br>*gahunda y'ibikorwa<br>*inyemezabwishyu y'amafaranga y'uruhushya rw'agateganyo<br>*Sitati yemewe n'amategeko iriho umukono wa noteri<br>*Ku makoperative: amategeko ngengamikorere,<br>*ibaruwa isaba inyujijwe ku munyamabanga nshingwabikorwa y'umurenge<br>*inyemezabwishyu y'amafaranga y'uruhushya rw'agateganyo<br>*Sitati yemewe n'amategeko iriho umukono wa noteri.   |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | Gusaba uruhushya rwo gukora by'agateganyo bikorwa kuburyo bukurikira:<br>1.Kwandikira ibaruwa isaba umuyobozi w'akarere<br>2. Kuyinyuza ku munyamabanga nshingwabikorwa w'umurenge ukoreramo kugira ngo ashireho umukono yemeza ko ukorera mu karere.<br>3.Iyo amaze kuyishyiraho umukono, usaba yishyura amafaranga y'uruhushya mu bri by'umubitsi w'akarere,<br>4.Gushyikiriza umukozi ushinze kwakira amabaruka mu karere cyangwa umukozi ushinze guhuza inzego n'abantu ibaruwa isaba, gahunda y'ibikorwa, sitati yemewe n'amategeko, amategeko ngengamikorere n'inyemezabwishyu y'uruhushya rwo gukora by'agateganyo<br>5. Gufata uruhushya aho watanze idosiye nyuma y'ibyumweru bibiri (2) uhereye umunsi watanze idosiye yuzuye. Iyo usaba uruhushya ari Koperative, uguruka gufata uruhushya nyuma y'iminsi itatu. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Iburo by'umurenge   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Gusaba kurenganurwa bikorwa mu nyandiko yandikiwe umuyobozi w'akarere. Hakorwa iperereza mu gushakisha igisubizo hifashizwe abo bireba bose.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | *Mu rwego rw'amategeko, uruhushya rutangwa n'inama n'inyuma, ariko mu rwego rwo kwihutisha serivisi, uwo bubasha bweguriwe umunyamabanga w'inama n'inyuma. Ku bijyanye no kongeza agaciro k'uruhushya rwo gukora by'agateganyo, hakurikizwa inzira zikorshwa mu kurusaba cyakora usaba asbwa gutanga raporo y'ibikorwa by'umwaka ushize.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |



### 43. Kwemera ishyirahamwe, Koperative cyangwa umuryango utegamiye kuri Leta

Ubwoko bwa serivisi: ubukungu, ubuhinzi, ubworozi n'ibidukikije

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Iki cyemezo cyerekana ko ishyirahamwe, koperative, cyangwa umuryango utegamiye kuri Leta ukorera mu karere runaka. Iki cyemezo gishobora gusabwa n'abafatnya bikorwa babo.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mu gitondo kugera saa ku mi n'imwe za ni mugoroba  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi (2)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa ibisaba<br>*icyemezo cyo gukora, uruhushya rwo gukora by'agateganyo cyangwa uruhushya rw'imikoranire<br>*kopi y'inyandiko y'umushinga<br>* gahunda y'ibikorwa *Raporo y'ibikorwa   |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | Kugira ngo ishyirahamwe, umuryango utegamiye kuri Leta cyangwa koperative yemerwe igomba:<br><br>1.Kwandikira umuyobozi w'akarere ibaruwa ibisaba<br>2. Kohereza iyo baruwa mu iposita cyangwa kuyigeza ku biro bishinzwe kwacyira amaburuwa y'akarere cyangwa umukozi ushinzwe guhuza inzego n'abantu iri kumwe n'icyemezo cyo gukora, icyemezo cyo gukora by'agateganyo cyangwa icyemezo cy'imikoranire, kopi y'inyandiko y'umushinga na raporo y'ibikorwa. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buhari   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

#### 44. Uruhushya rwo gushyira ibikorwa remezo mu mpande z'umuhanda

Ubwoko bwa serivisi: ibikorwa remezo

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Kugira ngo ubashe gushyira ibikorwa remezo nk'insinga cyangwa imiyoboro by'ubwoko ubwo ari bwose ku mpande z'imihanda rusange ugomba kubanza kubisabira uruhushya u buyobozi bw'akarere bubishinzwe.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mugitondo kugera saa kumi n'imwe za nimugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itanu (5)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba yerekana intego y'igikorwa n'aho kizashyirwa na gahunda y'ibikorwa biteganyijwe.   |
| <b>Binyura mu zihze nzira kugira ngo uyihabwe ?</b>   | Kugira ngo ubone ubone uruhushya rwo gushyira ibikorwa remezo ku mpande z'imihanda rusange ugomba:<br><br><ol style="list-style-type: none"> <li>1. Kwandikira ibaruwa isaba umuyobozi w'akarere yerekana intego z'igikorwa n'aho kizakorerwa</li> <li>2. Kugeza ibaruwa isaba iherekejwe na gahunda y'ibikorwa biteganyijwe ku biro bishinzwe kwakira amabarurwa</li> <li>3. Kugaruka gufata icyemezo aho watanze idosiye nyuma y'iminsi itanu (5) uhereye igihe watangiye ibyangombwa byuzuye.</li> </ol> |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo buteganyijwe bwo kurenganurwa   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Uhawe uruhushya asabwa kugira ibyo yuzuza mbere yo gutangira gukora.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 45. Gusaba uruhushya rwo gushyira ibyapa byamamaza n'ibimenyetso ndangahantu

Ubwoko bwa serivisi: ibikorwa remezo

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Uwo ari we wese wifuzaga gushyira ibyapa byamamaza cyangwa ibimenyetso ndangahantu agomba kubanza kubisabira uruhushya ku buyobozi bubishinzwe.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugeza kuwa gatanu, ku va saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Ibyumweru bibiri (2)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Amafaranga y'ubukode 20, 000 Rwf kuri metero kare imwe ishyizweho ibyapa byamamaza cyangwa ibimenyetso ndangahantu bisanzwe, 60 000 Rwf yo gushyiraho ibyapa byamamaza bikoresha n'umuriro ku buso ubwo aribwo bwose mu mwaka  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba ikubiyemo imiterere, ingano n'ahazashyirwa ibyapa byamamaza cyangwa ibimenyetso ndangahantu.  |
| <b>Binyura mu zihze nzira kugira ngo uyihabwe ?</b>   | Kugira ngo ubone uruhushya rwo gushyiraho icyapa cyamamaza cyangwa ikimenyetso ndangahantu ugomba:<br><br>1. Kwandikira umuyobozi w'akarere ibaruwa ibisaba yerekana intego yo kwamamaza cyangwa kuranga, ubwoko bw'icyapa cyamamaza cyangwa ikimenyetso ndangahantu kizakoresha (igisanzwe cyangwa igikoresha n'amashyamba), aho kizashyirwa n'uko kizaba kingana<br>2. Kwishyura amafaranga y'ubukode kuri konti y'akarere muri banki iyo ariyo yose,<br>3. Kugeza ibaruwa isaba aho bakirira amabaruwa mu karere cyangwa ku mukozi ushinze guhuza inzego n'abantu.<br>4. Kumvikana n'umukozi w'akarere ubishinzwe kuri gahunda yo kugenzura aho igikorwa kizashyirwa<br>5. Kugaruka gufata aho watanze dosiye yawe igisubizo nyuma y'ibyumweru bibiri uhereye igihe igenzura ryakorewe. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 46. Gusaba uburenganzira bwo gufatira hamwe umuriro w'amashanyarazi

Ubwoko bwa serivisi: Ibikorwa remezo

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Abantu bishyize hamwe mu karere runaka bashobora gusaba ikigo gishinzwe gutanga amashanyarazi kubaha umuriro babinyujije mu buyobozi bw'akarere.   |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mugitondo kugera saa kumi n'imwe za nimugoroba.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ibiri (2)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | ntabyo   |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | *Ibaruwa ibisaba<br>*urutonde rw'abifuzaga umuriro mu gace<br>*Ikarita yerekana imiterere y'agace kazashyirwamo umuriro  |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Itsinda ry'abantu bifuzaga gubona umuriro w'amashanyarazi, bitoramo ubahagarariye ufite inshingano zikurikira:<br><br>1. Gukora urutonde rw'abifuzaguhabwa umuriro w'amashanyarazi<br>2. Gukora igishushanyo cy'agace kazashyirwamo umuriro herekanwa ahaharereye amazu y'abifuzaga guhabwa umuriro w'amashanyarazi<br>3. Kwandikira ibaruwa isaba umuyobozi w'akarere iherekejwe n'urutonde rw'abifuzaga umuriro w'amashanyarazi hamwe n'igishushanyo kerekana imiterere y'agace kazashyirwamo umuriro ikagezwa mu biro bishinzwe kwacyira amabarurwa cyangwa umukozi ushinze guhuza inzego n'abantu ku karere<br>4. Kugaruka gufata igisubizo aho washize idosiye ku karere nyuma y'iminsi ibiri (2)<br>5. Gushyikiriza ibaruwa ikwemerera wahawe n'akarere ikigo cy'igihugu gishinzwe amashanyarazi mu gace mutuyemo. Muri iki gihe usabwa kubahiriza ibisabwa n'ikigo gishinzwe amashanyarazi kugira ngo uhabwe umuriro w'amashanyarazi. |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Ntazo  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Nta buryo bwo kurenganurwa buteganijwe   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## F. Serivisi zitangwa n'ibiro bishinzwe ubutaka

### 47. Gusaba uruhushya rwo kubaka ahagenewe inganda

#### Ubwoko bwa serivisi: Ubutaka

|  |  |
|--|--|
| Serivisi ni iyihe? Nujuje ibisabwa?  | Abantu bifuzwa kubaka ahagenewe inganda bagomba kubanza kubisabira urushya ku bayobozi b'Akarere babishinzwe.  |
| Serivisi itangwa ryari?  | Ku va ku wa mbere kugera ku wa atanu, ku va saa moya za mugitondo, kugeza sa kumi n'imwe za nimugoroba.  |
| Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?   | Iminsi itatu (3) ku rwego rw'akarere, hanyuma ugategereza icyemezo gifatwa n'uwungirije umwanditsi w'ubutaka.  |
| Niba serivisi yishyurwa, igiciro ni ikihe ?  | Ibiciro bya serivisi: - Ibiciro byishyurwa kumushyira zo kubaka ahagenewe inganda, bishyirwaho hakurikijwe ubwoko bw'inyubako zizahashyirwa. Ibiciro bishobora gutandukana bitewe n'akarere ushaka gukoreramo.<br>- Igiciro cy'ubukode bw'ahantu hategijwe kubakwa inganda ni 20 frw kuri m2 ku mwaka,<br>- Ku nganda nto n'iziciriritse igiciro ni 60,000 frw;<br>-ku mahoteli ni 75,000 frw naho<br>-ku nganda nini ni 100,000 frw.<br>Ku zindi nzego z'inyubako ziyongereyeho mu bujya ejuru, hiyongeraho amafaranga 15,000 rwf ku nyubako yingeweho.   |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?  | * Ibaruwa isaba yandikiwe umuyobozi w'akarere yerekana imiterere y'aho wifuzwa kubaka inganda<br>* Komeka kuri iyo baruwa impapuro z'ubugure zerekana ko ahantu ari ahawe, ifishi yerekana imiterere y'ikibanza, igishushanyo cyerekana uko inyubako zizahashyirwa zizaba ziteye, kwerekana ahazubakwa imiyoboro y'amazi n'imyanda, uko imyanda izatunganywa, n'ibiciro by'ibizakoreshwa mu bwubatsi. Inyandiko zinyongera zisabwa zishobora kuba, icyemezo cy'uko wemerewe gukora n'amategeko, inyigo yerekana ingaruka ibikorwa byagira ku bidukikije EIA na gahunda y'iterambere ry'igikorwa kigamijwe.   |
| Binyura mu zihe nzira kugira ngo uyihabwe?   | Gusaba uruhushya rwo kubaka ahagenewe inganda bikorwa ku buryo bukurikir;<br>* Kugaragaza ahantu uzubaka, ukahapima, ukumvikana na banyiraho ku kiguzi cyangwa kumvikanana n'akarere ku bijyanye no kwimura abahasanzwe.<br>* Kujya ku biro by'akarere gusaba umukozi ushinze ubutaka gushyiraho ahantu ho kubaka inganda.<br>* Kwandikira umuyobozi w'akarere ibaruwa ibisaba yerekana imiterere y'inyubako wifuzwa kubaka.<br>* Komeka kuri iyo baruwa ibyangombwa bisabwa. * Kugeza ibaruwa n'ibyangombwabinde mu biro bishinzwe kwakira amabaruwa mu karere.<br>* Kwemeranye n'umukozi ushinze ubutaka kuri gahunda yo kuzasura ahateganywa kubakwa.<br>* Umukozi ushinze ubutaka akora raporo y'igenzura yakozwe, raporo yaba ari nziza uruhushya rwo kubakwa rukemezwa n'umuyobozi w'akarere ariko rugategereza kwemezwa burundu n'uwungirije umwanditsi w'ubutaka |
| Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa) | Iburo by'umuyobozi wungirije umwanditsi w'ubutaka  |
| Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?   | Nta buryo bwo kurenganurwa buteganyijwe  |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?  | Guhabwa uruhushya rwo kubaka biterwa na gahunda z'uwungirije umwanditsi w'ubutaka, kuko uruhushya rutangwa igihe asuye akarere. Cyakora mu turere izo mpushya zemezwa n'inama n'yanama aho kuba umuyobozi w'akarere, si ngombwa gutegereza icyemezo rya burundu n'uwungirije umwanditsi w'ubutaka mbere yo gutanga uruhushya.  |
| Impapuro zuzuzwa   |  |
| Ibyangombwa bisabwa n'amategeko  |  |

## 48. Gusaba uruhushya rwo kugurisha inzu cyangwa ikibanza udafitiye ibyangombwa

Ubwoko bwa serivisi: ubutaka

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Uru ruhushya ruhabwa abifuzza kugurisha ikibanza cyangwa inzu badafitiye ibyangombwa.   |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mu gitondo, kugeza saa kumi n'imwe za mu gitondo   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa ako kanya  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Amafaranga yo gushyirishaho umukono wa noteri 2 500 Frw kuri kopi ya mbere n'andi agenda yongerwaho bitewe na kopi wifuzza.   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *icyemezo cy'ubuyobozi bw'ibanze *Inyandiko yemeza ko abagize umuryango bose bemeye ko ugurisha   |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | Kubona uruhushya rwo kugurisha inzu cyangwa ikibanza udafitiye ibyangombwa bikorwa mu buryo bukurikira:<br>1. Kubona icyemezo cyo kugurisha gisinyweho n'abagize umuryango bose<br>2. Guhabwa icyemezo n'ubuyobozi bw'ibanze cyerekana ko nta mpanza ziri ku kibanza cyangwa inzu byifuzwa kugurishwa.<br>3. Kwandikira umuyobozi w'akarere ibaruwa ibisaba iherekejwe n'ibyangombwa byavuzwe haruguru, byose bikagezwa mu biro by'ushinzwe kwacyira amabaruru mu karere.<br>4. Akarere koherezwa umukozi ubishinzwe kureba niba ikibanza cyangwa inzu byifuzwa kugurisha bitari ahantu hataganyirijwe ibikorwa rusange, hanyuma agakora raporo.<br>5. Nyuma y'iminsi irindwi (7) uhereye igihe igenzura ryakorewe usabwe kuza gufata icyemezo. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ubuyobozi bw'inzego z'ibanze  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe.  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ubusanzwe iyi serivisi ntiyishyurwa. Cyakora amafaranga 20,000 rwf yishyurwa igihe hagiye gukorwa iherekeranyabubasha ku mutungo.   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## 49. Uruhushya rwo gukodesha ubutaka by'igihe kirekire

### Ubwoko bwa serivisi: ubutaka

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Amafaranga y'ubukode bw'ubutaka n'imisoro yishyurirwa ubutaka bwandikishijwe. Amasezerano yo gukodesha ubutaka yerekana imisoro cyangwa amafaranga y'ubukode agomba kwishyura ku butaka ruanaka (bitewe n'aho buri n'ikiciro burimo) ibyo bigatuma nyir'ubutaka yishyura imisoro n'ubukode bikwiye. Amasezerano yo gukodesha ubutaka by'igihe kirekire akorwa ari uko wabonye icyemezo cy'ubutaka wegukanye. Nyuma y'igihe kigenwe na nyuma yo kubahiriza ibyumvikanyeho amasezerano y'igihe kirereKire ashobora guhindurwamo kwegukana ubutaka (kureba ibirebana n'uko begukana ubutaka ku bisobanuro birambuye). Ubundi ubanza guhabwa mbere amasezerano yo gukodesha y'igihe gito. icyakora ukurikije amategeko mashya, gukodesha ubutaka by'igihe kirekire bisigaye bishobora gutangwa. Iteka rya Perezida No 30/01 of 29/06/2007 rigena imyaka ikurikizwa mu gukodesha ubutaka.   |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mu gitondo kugeza saa kumi n'imwe za ni mugoroba  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itatu (3)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Amafaranga y'ubukode yashyizweho n'Iteka rya Minisitiri No 01/03 of 17/02/2003. Ibi biciro bishingira aho ubutaka buherereye n'ikiciro ubutaka bukodeshwa burimo, urugero ubutaka bwo guturamo, gucururizamo, gushyiramo inganda cyangwa kororeramo.   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | <ul style="list-style-type: none"> <li>* Ibaruwa ibisaba yometseho ifishi y'imiterere y'ubutaka, yaba ntayo ukayishaka mbere yo kugira amasezerano yo gukodesha ubutaka.</li> <li>* Inyemezabwishyu y'amafaranga y'ubukode</li> <li>* Kopi y'irangamuntu</li> <li>* amafoto abiri (2) magufi.</li> </ul>   |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | <p>Kubona uruhushya rwo gukodesha ubutaka igihe kirekire bikorwa ku buryo bukurikira:</p> <ul style="list-style-type: none"> <li>* Kuba ufite inyigo isesenguye y'igikorwa uteganya kuhakorerwa, (Kugaragaza ahantu uzakodesha, ukahapima, ukumvikana na banyiraho ku kiguzi cyangwa kumvikana n'akarere</li> <li>* Kujya ku biro by'akarere gusaba umukozi ushinze ubutaka gushyiraho ahantu ho gukodesha by'igihe kirekire)</li> <li>* Kwandikira umuyobobozi w'akarere ibaruwa ibisaba igaragaza aho ubutaka ushaka gukodesha buri, ingano yabwo yometseho inyigo isesenguye y'igikorwa kizahakorerwa, kopi y'irangamuntu, amafoto abiri magufi, ukayigeza aho bakiririra amabaruka ku karere.</li> <li>*Kubarisha ku mukozi ushinze ubutaka amafaranga y'ubukode cyangwa y'imisoro agomba kwishyurwa hanyu ukajya kuyishyura muri banki cyangwa mu mucungamari w'akarere.</li> <li>* Umaza kugeza impapuro zisabwa zose ku karere, amasezerano yo gukodesha akorwa bitarenze iminsi itatu (3). Cyakora yoherezwa mu biro by'igihugu bishinzwe ubutaka kugira ngo uwungirije mwanditsi w'ubutaka ayashyireho umukono.</li> <li>*Gukurikirana aho idosiye igeze (ubusanze bifata hagati y'icyumweru kimwe (1) n'ibyumweru bine (4)) kugeza igihe amasezerano asinywe, ariko ukurikije amategeko arimo kuvugururwa, ntabwo bene aya masezerano azongera gusinywa n'uwungirije uwanditsi w'ubutaka. Umukozi ushinze ubutaka mu karere niwe uzashingwa iyi mirimo.</li> </ul> |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Iburo by'igihugu bishinzwe ubutaka   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo</b>  | Muri iki gihe abantu benshi basaba gukodesha ubutaka bakurikije amavugururwa abera mu gihugu ku bijyanye n'ubutaka. Mu gihe cyo gukodesha ubutaka umuntu asabwa gusaba   |

|  |  |
|--|--|
| <b>serivisi?</b>                       | icyemezo cy'ubutaka kimuha uburenganzira bwuzuye kugira ngo atunge ubwo butaka cyangwa kongera agaciro iyo amasezerano yo gukodesha ubutaka mugirye kingana n'icyo yari afite. Iyo icyakorerwaga kubutaka gihundtse iza mpinduka zigomba kwandikwa hagurikijwe ibiteganyijwe (urugero n'ubutaka bwari butuweho bugiye gucururizwaho cyangwa ubwo gucururizwaho bugahinduka ubwo guturwaho) |
| <b>Impapuro zuzuzwa</b>                |  |
| <b>Ibyangombwa bisabwa n'amategeko</b> |  |



## 50. Gusaba gukodesha ubutaka bw'akarere

Ubwoko bwa serivisi: ubutaka

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Akarere gashobora gukodesha ubutaka bwako n'abaturage igihe hari ubutakabwo guturaho, gucururizwaho cyangwa kubakaho inganda. Ababyifuza bashobora kubona ibisobanuro kubutaka buhari mu binyamakuru cyangwa ku bibaho bimanikwaho amatangazo ku karere cyangwa ku murenge. Ubutaka bw'akarere butangwa iyo buhari gusa ku birebana no gutura no kubaka inganda. Bitewe n'uko ubutaka budahagije guhitamo mu babisabye bikorwa hakoreshejwe tombola.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva kuwa mbere kugera kuwa gatanu, ku va saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba   |
| <b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>  | Hagati y'ibyumwe (2) n'ibyumweru bine (4) habariwemo igihe cyo kugisha inama no kuzenzura imiterere y'ubutaka  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Igiciro cyo:<br>- gukodesha ikibanza cyo guturamo ni amafaranga 1000 000 - 2000,000 RwF ,<br>- gukodesha ikibanza cyo gucururizamo cyangwa kubakamo inganda ni amafaranga 2000,000-5000 000 RwF  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba<br>*icyemezo cyerekana ko watoranijwe binyuze muri tombola<br>* kwerekana inyemezabwishyu yatanze na Banki  |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | * Igihe akarere katangaje ko hari ubutaka bwo gukodesha, ababyifuza bandikira umuyobozi w'akarere ibaruwa ibisaba bakayigeza mu biro by'umukozi ushinze kwacyira amaburuwa ku karere.<br>* Amaburuwa asha yakiriwe atondekanywa mu bice bibiri, abatarigeze batungwa ubutaka n'ababutunze bakabugurisha.<br>*Tombola ikoresheya batangiriye ku batarigeze babona ubutaka.<br>* Iyo utsinze tombola ubimenyeshwa bicishijwe ku bibaho bimanikwaho amatangazo ku karere.<br>* Uwatsinze agana ibiro bishinze ubutaka kugira ngo bimuhe ibaruwa ibimwemereye.<br>*uwatsinze aya kuri banki kwishyura amafaranga yateganyijwe. Iyo werekanye inyemezabwishyu wahawe na banki hamwe n'urwandiko wahawe n'ibiro bishinze ubutaka mu biro bishinze imari, uhabwa inyemezabwishyu yemewe na Leta.<br>* Ku munsu wumvukanyweho, Abasabye bese bemerewe kandi bishyuye bajyanwa n'ushinze ubutaka mu karere kwerekwa ubutaka bwabo. Ubwo butaka burapimwa bugahabwa imbago.<br>*Abahawe ubutaka basabwa gusaba ifishi yerekana imiterere y'ubutaka kugira ngo babashe gutangira kwishyura imisoro. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ntabwo   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 51. Kwandikisha ubutaka no gusaba icyemezo cy'ikibanza (fiche cadastrale)

Ubwoko bwa serivisi: ubutaka

|  |   |
|--|---|
| Serivisi ni iyihe? Nujuje ibisabwa?  | Abantu batunze ubutaka bagomba kubwandikisha mu biro by'igihugu bishinzwe ubutaka (LNC). Ibi bikorwa bicishijwe ku mukozi w'akarere ushinze ubutaka. Iyo umaze kwandikisha ubutaka uhabwa icyemezo cy'ikibanza cyawe (fiche cadastrale).  |
| Servisi itangwa ryari?   | Ku va kuwa mbere kugeza kuwa gatanu, ku va saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba.   |
| Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?   | Nyuma y'iminsi irindwi uhereye igihe watangiyeho ibyangombwa byose bisabwa, (nyuma yahoo icyo cyemezo kigomba gushyirwaho umukono n'ibiro by'igihugu bishinzwe ubutaka)   |
| Niba serivisi yishyurwa, igiciro ni ikihe ?  | Servisi yishyurwa amafaranga 50 000 rwf. Andi mafaranga yishyurwa ni : 5,000 Rwf byo guteza imbago; ubusanzwe yishyurwa abantu bakora ako kazi ku giti cyabo; amafaranga yo gutwara abakozi b'akarere bajya cyangwa bava gupima ikibanza.   |
| Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?  | * Ibaruwa yandikiwe umuyobozi w'akarere isaba gutererwa imbago ikomekwaho inyandiko y'ubugure, icyemezo cy'iarage iyo wabirazwe, cyangwa ikindi cyemezo cyose kerekana ko umutungo ari uwawe gitanzwe n'umurenge, ibaruwa yerekana ko umutungo wawuhawe yashyizweho umukono n'ubuyobozi bw'umurenge bw'aho uwo mutungo uherereye, kopi y'irangamuntu n'icyemezo cy'uko washatse cyangwa uri ingaragu.   |
| Binyura mu zihe nzira kugira ngo uyihabwe ?  | *Kwandikira umuyobozi w'akarere ibaruwa isaba gutererwa imbago, yerekana aho ubutaka buherereye n'uko bungana<br>* Umukozi ushinze ubutaka akagaha gahunda y'igihe azazira kuzuzura imiterere y'ubutaka.<br>* Hagati aho ushaka inzobere mu gupima imiterere y'ubutaka (ukamwiyishyurira) kugira ngo ku muni w'igenzura azapime ubutaka abukorere ifishi yerekana imiterere yabwo kandi atere imbago.<br>* Kujya kwishyura kuri banki cyangwa ku mucungamari w'akarere amafaranga ya ngombwa yo gutera imbago.<br>* Ku muni w'igenzura ry'ubutaka, abaturanyi/abafite ubutaka mwegeranye bagomba kuba bahari. Nyuma y'ipimwa ry'ubutaka imbago zihita ziterwa n'imiterere y'ubutaka igashushanywa.<br>* Umukozi ushinze ubutaka akora raporo izakoresha mukwemeza imiterere y'ubutaka.<br>* Iyo amafaranga y'iherekanya ry'ubutaka atishyurwa kujya kuri banki cyangwa ku mucungamari w'akarere kwishyura 20,000 rwf mbere y'uko icyemezo cy'ubutaka (fiche cadastrale) cyemezwa. Icyemezo cy'ubutaka ubundi cyemezwa mu minsi itatu uhereye igihe ibyangombwa byose birimo uharimo n'ubwishyu byamaze gutangwa. Hanyuma icyemezo cy'ubutaka gishyikirizwa ibiro by'igihugu bishinzwe ubutaka I Kigali, kugira ngo uwungirije umwanditsi w'ubutaka abishyeho umukono (rimwe na rimwe hari ubwo asura uturere agasinya ibyemezo by'ubutaka byose byemejwe). Nyuma yo kubona icyemezo cy'ubutaka, ubuhawe asabwa guhita ashaka amasezerano y'ubukode bw'igihe kirekire kugira ngo abashe kwishyura amafaranga y'ubukode bw'ubutaka. |
| Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa) | Iburo by'igihugu bishinzwe ubutaka  |
| Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?   | Nta buryo bwo kurenganurwa buteganyijwe   |
| Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?  | Iyi ni serivisi nshya mu Rwanda, iboneka cyane mu turere tw'imijyi cyane kurusha mu turere tw'icyaro.   |
| Impapuro zuzuzwa   |   |
| Ibyangombwa bisabwa n'amategeko  |   |

## 52. Kwandikisha ubutaka butari bufite ibyangombwa

Ubwoko bwa serivisi: ubutaka

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Igihe ufite ubutaka butigeze bwandikishwa kandi budafite ibyangombwa byemewe n'amategeko, usabwe kubwandikisha mu buyobozi bw'akarere bubishinzwe.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugeza ku wa gatanu, ku va saa moya za mu gitondo kugeza saa kumi n'imwe za ni mugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi cumi n'ine (14)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Amafanga yo gutera imbago yishyurwa ku buryo bukurikira: Hagati y'amafanga 30 frw-60 frw yishyurwa kuri m2 ku mazu yo guturamo n'amafanga 80frw kuri m2 ku mazu y'inganda.  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba guterera imbago yandikiwe umuyobozi w'akarere<br>*igishushanyo cy'inyubako gishingiye ku gishushanyo mbonera cy'agace utuyemo<br>* ibishushanyo 2 by'inyubako<br>*inyemezabwishyu y'amafanga asabwa  |
| <b>Binyura mu zihizwe nzira kugira ngo uyihabwe ?</b>   | Kwandikisha ubutaka butari bufite ibyangombwa bikorwa ku buryo bukurikira:<br><br>1. Kwandikira ibaruwa isaba umuyobozi w'akarere usaba guterera imbago<br>2. Kugeza ibaruwa isaba yometseho imiterere y'inyubako, ibishushanyo 2 by'inyubako hamwe n'inyemezabwishyu y'amafanga asabwa mu biro by'ushinzwe kwacyira amaburuwa cyangwa umukozi ushinzwe guhuza inzego n'abantu ku karere<br>3. Nyuma y'uko ugusaba kwemewe, uwasabye atererwa imbago, akabona icyemezo cy'ubutaka mu minsi cumi n'ine (14) ibarwa uhereye igihe watangiye ibyangombwa byuzuye, amasezerano yo gukodesha ubutaka ashwirwaho umukono n'uwungirije umwandishi w'ubutaka mu minsi irindwi (7) ikurikira igihe waherewe icyemezo cy'ubutaka. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> |   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

### 53. Gusaba guhindura ibikorwa byakorerwaga ku butaka

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Impinduka mu gukoresha ubutaka urugero guhindura ubutaka bwari butuwe ugakoreraramo ubucuruzi zigomba kumeneyeshwa ibiro bishinzwe ubutaka mu karere.  |
| <b>Servisi itangwa ryari?</b>   | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mu gitondo kugera saa kum n'imwe za nimugoroba  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi cumi n'ine (14) uhereye igihe watangiyeho ibyangombwa byuzuye   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi yishyurwa 20 000 Frw  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba yerekana impamvu wifuzaga gukora izo mpinduka<br>*Amasezerano y'ubukode bw'ubutaka<br>*icyemezo cy'ubutaka (fiche cadastrale)   |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | * Kwandikira ibaruwa isaba umuyobozi w'akarere yerekana ubwoko bw'ubutaka (urugero niba ubutaka ari rusange, ari ub'umuntu ku giti cye cyangwa ari ubw'akarere), aho ubutaka buherereye n'impamvu wifuzaga gukora izo mpinduka yometseho amasezerano yo gukodesha ubutaka hamwe n'icyemezo cy'ubutaka.<br>* Kwemeranya n'umukozi ushinze ubutaka kuri gahunda yo kugenzura. Igenzura rikorwa uwo muni cyangwa mu minsi ibiri ikurikira igihe wabonaniyeho n'umukozi ushinze ubutaka bitewe na gahunda afite.<br>* Iyo igenzura nirangiye hakorwa raporo. Iyo raporo igaragaje ko nta mbogamizi mu gihindura imikoreshereze y'ubutaka yomekwa ku zindi mpapuro ziri mu idosiye isaba.<br>*Mu gihe cy'iminsi itanu (5) uhereye igihe igenzura ryarangiriye, umukozi ushinze ubutaka ashikiriza iyi dosiye uwungiriye umwanditsi w'ubutaka. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Iburo by'uwungiriye umwanditsi w'ubutaka   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Abifuzaga kurenganurwa bandikira umuyobozi w'akarere   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Impinduka mu gukoresha ubutaka zigomba gukurikizwa igishushanyo mbonera cy'aho ubutaka buri.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 54. Gukemura impaka zikomoka ku butaka cyangwa ku mutungo

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Abantu bafitanye impaka ku butaka/umutungo bashobora gusaba akarere kubafasha kuzicyemura.   |
| <b>Servisi itangwa ryari?</b>   | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mugitondo kugera saa kumi nimwe za nimugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Amezi atatu (3)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | * Ibaruwa isaba yandikiwe umuyobozi w'akarere yerekana abafitanye impaka<br>* inyandiko zigaragaza nyir'ubutaka cyangwa umutungo (icyemezo cy'ubutaka/fiche cadastrale)  |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | *Igihe ufite impaka z'ubutaka n'abaturanyi bawe ushobora gusaba akarere ko kubafasha kuzikemura.<br>* Kujya ku biro bishinzwe ubutaka ukabagezaho ikibazo cyawe mu magambo cya ngwa mu nyandiko werekana imiterere y'impaka, amzina y'abafitanye impaka kandi werekana neza aho ubutaka bugirwaho impaka buherereye.<br>* Kugeza ku biro bishinzwe ubutaka impapuro zangombwa zose zereka ko ubutaka ari ubwawe urugero icyemezo cy'ubutaka, amasezerano yo gukodesha ubutaka, uruhushya rwo gutura, inyemezabwishyu z'imisoro n'ibindi.<br>* Bitwe na gahunda ye, umukozi w'ibiro bishinzwe ubutaka akena igihe azaza kugenzurira ubutaka afatanyije na komite ishinze ubutaka mu murenge no mu kagari ubutaka buherereyemo.<br>* Ubusanzwe mu minsi ibiri (bitewe na gahunda z'ushinzwe ubutaka) igenzura ryagombye gukorwa. Mu gihe cy'igenzura abaturanyi mubangikanyije imbibe n'abandi bese barebwa n'izo mpaka basabwa kuba bahari. Ubutaka bupimwihakoreshejwe ibipimisho byabugenewe bakurikijwe ibiri mu nyandiko z'ibanze zibitswe mu biro by'ubutaka.<br>*Nyuma yo gusura aho hantu, umukozi ushinze ubutaka akora raporo ishingirwaho n'umuyobozi w'akarere acyemura ikibazo. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ibiro by'umurenge n'iby'akagari  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Ushaka kurenganurwa yandikira umuyobozi w'akarere cyangwa akajya mu nkiko.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Hari ibibazo byinshi bijyanye no gucunga ubutaka abantu bagiye baragwa bigomba gukumurwa hifashishijwe ubuyobozi bw'akarere.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 55. Kwegurira undi muntu inyubako

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Kugurisha cyangwa kwegurira undi muntu inyubako bigomba kwemezwa n'ubuyobozi bw'akarere bubifitiye ubushobozi kandi ihererekanya ry'umutungo rikurikije amategeko rikabikwa mu karere.   |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi makumyabiri n'umwe (21)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Amafanga y'iherekanyamutungo ni 27 700 Frw. (* 20 000 Rwf y'iherekanya * 7 700 Rwf yo gukurako inyandiko za mbere z'umutungo).   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba yandikiwe umuyobozi w'akarere<br>*amasezerano y'ubugure ashizweho umukono na noteri w'akarere<br>*raporo y'isuzuma ry'umutungo ryakozwe n'akarere<br>*inyemezabwishyu y'amafanga asabwa   |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | Iyo ushaka kwegurira undi muntu umutungo ugomba:<br><br>1. Kwandikira ibaruwa isaba umuyobozi w'akarere<br>2. Kugeza mu biro by'umukozi ushinzwe kwakira amabaruwa cyangwa umukozi ushinzwe guhuza inzego n'abantu mu karere ibaruwa isaba yometseho amasezerano y'ubugure cyangwa inyandiko yerekana ko wahawe umutungo biriho umukono wa noteri, raporo y'isuzuma ry'umutungo yakozwe n'akarere n'inyemezabwishyu y'amafanga asabwa.<br>3. Kugaruka gufata igisubizo aho watanze idosiye ku karere nyuma y'iminsi 21 uhereye igihe watangiyeho idosiye yuzuye. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 56. Gusaba uburenganzira bwo kubaka inzu

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Kubaka inzu mu kibanza bisabirwa uruhushya mu biro by'akarere gashinzwe ubutaka.   |
| <b>Servisi itangwa ryari?</b>   | Ku va ku wambere kugera kuva gatanu, kuva saa moya za mugitondo kugera saa kumi n'imwe za nimugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi irindwi (7) uhereye igihe watangiyeho idosiye yuzuye  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Amafaranga y'uruhushya rwo kubaka abarwa hakurikijwe ubuso bw'ahazubakwa (ibiciro biterwa n'aho ubutaka buhererye kandi bigashyirwaho n'amanjyanama y'akarere).  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | Ibaruwa isaba yandikiwe umuyobozi w'akarere igaragaraza imiterere y'ubwoko bw'inzu igomba kubakwa, yometsweho kopi eshatu (3) z'igishushanyo cy'inubako, icyemezo cy'ubutaka, amasezerano yo gukodesha ubutaka y'igihe kirekire, inyemezabwishyu y'amafaranga asabwa, kopi eshatu (3) z'inyandiko yerekana amafaranga ateganywa gukoreshwa mu kubaka hamwe n'inyandiko yerekana ibikoresho byose bizakoreshwa mu bwubatsi ku mazu agerekeranye gusa (for storied building only).   |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | <ul style="list-style-type: none"> <li>* Kwandikira ibaruwa isaba umuyobozi w'akarere yerekana imiterere y'inzu igomba kubakwa, akarere izaba irimo ukayigeza mu biro ushinze ubutaka.</li> <li>* Umukozi ushinze ubutaka agakora gahunda yo gusura ahazubakwa. *Hagati aho ugomba kujya ku mucungamari w'akarere akakubarira amafaranga agomba kwishyurwa (hashingiye ku buso w'ikibanza cyizubakwaho no ku giciro kuri metero kare nk'uko cyemejwe n'inama n'yanama y'akarere).</li> <li>*Kujya ku mucungamari w'akarere kwishyura amafaranga asabwa.</li> <li>* Kugeza izo impapuro zose harimo n'inyemezabwishyu y'amafaranga agomba kwishyurwa aho bakirira amabura mu karere cyangwa mu bro bishinzwe ubutaka.</li> <li>*Igenzura ry'ahazubakwa rikorwan'ushinzwe ubutaka mu karere mu gihe cyagenwe yasanga byose biri ku murongo agakorera raporo umuyobozi w'ibiro bishinzwe ubutaka kugira ngo afate icyemezo cyo kwemera uruhushya rwo kubaka.</li> <li>* Mu munsu umwe cyangwa ibiri kujya gufata uruhushya rwo kubaka mu biro bishinzwe ubutaka.</li> </ul> |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 57. Gusaba uruhushya rwo gusana/kuvugurura inyubako

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Uwo ariwe wese wifuza gusana/kuvugurura inzu agomba kubisabira uruhushya ku karere mu ibaruwa yandikiwe umuyobozi w'akarere. Uruhushya rusabwa iyo umaze kubyemerwa n'ubuyobozi bw'akagari n'umurenge inzu irimo.   |
| <b>Serivisi itangwa ryari?</b>  | Kuva ku wa mbere kugeza ku wa gatanu, ku va saa moya za mugitondo kugeza saa kumi n'imwwe za nimugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi irindwi (7)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi yishyurwa amafaranga 20 000 Frw  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | * Ibarwa isaba uruhushya isobanura bihagije aho inzu iherereye<br>*Icyemezo cy'ubutaka inzu yawe irimo n'amasezerano yo gukodesha ubutaka<br>*Inyemezabwishyu y'amafaranga y'ubukode bw'ubutaka   |
| <b>Binyura mu zihangira zizira kugira ngo uyihabwe ?</b>  | *Iyo ushaka kuvugurura/gusana inzu ugomba kubanza kubyemererwa n'ubuyobozi bw'umurenge n'ubw'akagari.<br>* Kugeza ku mukozi ushinzwe ubutaka ibaruwa isaba iriho umukono w'ubuyobozi bw'akagari n'ubw'umurenge.<br>* Umukozi ushinzwe ubutaka asaba ko ibaruwa iba iherekejwe n'icyemezo cy'ubutaka inzu yawe irimo, amasezerano yo gukodesha ubutaka n'inyemezabwishyu y'amafaranga y'ubukode bw'ubutaka (yishyurwa ku mucungamari w'akarere cyangwa muri banki)<br>* Iyo ibi byose bimaze gukorwa ikibazo cyawekirasuzumwamaze uruhushya ukarubwa nyuma y'iminsi ibiri. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo   |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ni byiza kumenyako uru ruhushya rudashobora gukoreshwa igihe wifuza kubaka inzu. Iyo bigaragaye ko rwakoreshejwe mu kubaka urarwamburwa. Iyo udafite inyandiko z'inzu yawe, ubanza gutangirira kwandikisha umutungo wawe kugira ngo wishyure imisoro y'ubukode bw'ubutaka mbere y'uko wemererwa gusana cyangwa kuvugurura.  |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |



## 58. Gusaba uruhushya rwo kubaka umunara w'itumanaho

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Kubaka umunara w'itumanaho bisabirwa uruhushya mu buyobozi bw'akarere bubishinzwe.   |
| <b>Servisi itangwa ryari?</b>   | Kuva ku wa mbere kugera ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe za ni mugorabo.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi itatu (3) uhereye igihe watangiyeho idosiye yuzuye.   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Uruhushya rwishyurwa amafaranga 50 000 rwf. Ibindi biguzi birimo: amafaranga 80 rwf kuri metero kare imwe y'ubutaka ukurikije igiciro cy'amasezerano yo gukodesha ubutaka ku nyungu z'ubucuruzi, ibihumbi 30 000 Frw by'uburushya rwo kubaka   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | <ul style="list-style-type: none"> <li>* Ibaruwa ibisaba yandikiwe umuyobozi w'akarere</li> <li>* amasezerano y'ubugure bw'ahazubakwa</li> <li>* icyemezo cy'ubutaka</li> <li>*igishushanyo cyerekana imiterere y'ahazubakwa</li> <li>*inyemezabwishyu y'amafaranga asabwa</li> </ul>  |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | <p>Kubona uruhushya rwo kubaka umunara w'itumanaho bikorwa ku buryo bukurikira:</p> <ul style="list-style-type: none"> <li>* Kujya ku karere kureba umuyobozi w'ibiro by'ubutaka cyangwa umukozi ushinze ubutaka mu karere wifuza kubakamo umunara w'itumanaho ugasaba uruhushya.</li> <li>*Nyuma ukandikira umuyobozi w'akarere ibaruwa isaba yerekana umurenge n' akagari ushaka kubakamo yometseho inyandiko zavuzwe hejuru.</li> <li>* Kumvikana n'umukozi ushinze ubutaka igihe azakorera igenzura ry'ahazubakwa.</li> <li>* Igenzura rikorwa mu minsi na raporo igahita yandikwa.</li> <li>* Hakurikiraho kwishyura kuri banki cyangwa ku mucungamari w'akarere amafaranga yabazwe kugira ngo ubone uruhushya rwo kubaka no kubona amasezerano yo gukodesha ubutaka umwaka wa mbere.</li> <li>* Iyo raporo y'igenzura yerekanye ko nta mbogamizi zihari, umuyobozi w'akarere aguha uruhushya rwo kubaka mu minsi itatu (3).</li> </ul> |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | <p>Hari ibyingenzi bikenewe kumenywa ku biyanye n'amasezerano y'ubugure: * amasezerano y'ubugure agomba gusinywaho n'abo bireba bose, abana batagejeje ku myaka makumyabiri n'umwe basinyirwa n'ababyeyi babo cyangwa ababarera, ku bugure bw'amashyirahamwe n'amakoperative herekanywa icyemezo cy'uko yemewe n'amategeko cyerekana uyahagarariye imbere y'amategeko cyaba cyidahari abanyamuryango bose bagomba gusinya ku masezerano y'ubugure. Igihe abashakanye basezeranye ihuzamutungo risesuye, umugabo n'umugore bagomba gusinya ku masezerano y'ubugure. Iyo ubutaka bukomoka ku irage ry'umuryango, urukiko nirwo rutanga uruhushya rwo kugurisha rugashyirwaho umukono na noteri. Iyo abagura bashakanye bagomba kwerekana icyemezo cy'uko bashakanye kugira ngo bagaragaze ko bafatanyije umutungo uguzwe.</p>  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 59. Gusaba uruhushya rwo gukorera mu nyubako nshya

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Iki ni icyemezo cyemerera umuntu gukorera mu nyubako nshya imaze kuzurwa n'ubuyobozi bw'akarere.   |
| <b>Servisi itangwa ryari?</b>   | Ku va ku wa mbere kugeza ku wa gatanu, ku va saa moya za mugitondo, kugeza saa ku mi n'imwe za nimugoroba.   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi cumi nitanu (15)  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Uruhushya rwo gukorera mu nyubako nshya rwishyurwa amafaranga 20 000 Frw   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ibaruwa isaba uruhushya<br>*Raporo y'igenzura ryakozwe n'umukozi w'akarere ubushinzwe<br>*inyemezabwishyu y'amafaranga asabwa.  |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | Kubona uruhushya rwo gukorera mu nyubako nshya bikorwa ku buryo bukurikira:<br><br>1. Kwishyura amafaranga y'uruhushya mu biro by'umucungamari w'akarere cyangwa kuri konti y'akarere muri banki<br>2. Kwandikira umuyobozi w'akarere ibaruwa isaba uruhushya gukorera mu nyubako nshya.<br>3. Kugeza ibaruwa isaba iherekejwe n'inyemezabwishyu y'amafaranga asabwa ku biro bishinzwe kwacyira amabaruka cyangwa ku mukozi ushinze guhuza inzego n'abantu ku karere.<br>4. Kwemeranya n'umukozi w'akarere umunsi wo gukoreraho igenzura ku nyubako.<br>5. Ku munsi bemeranyijweho umukozi w'akarere ajya gukora igenzura, agakora raporo ariyo izashingirwaho baguha uruhushya cyangwa bakarukwima.<br>6. Iyo inyubako ari inzu isanzwe (iciriritse) ugaruka ku biro by'aho watanze ibyangombwa gufata uruhushya nyuma y'iminsi cumi nitanu (15) uhereye igihe watangiyeho ibyangombwa byuzuye. Iyo ari inzu idasanzwe (umuturirwa) uruhushya ruboneka nyuma y'iminsi mirongo itatu (30). |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyijwe.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## Serivisi zitangwa n'ubugenzuzi bw'umurimo

### 60.Kunga umukozi n'umukoresha

Ubwoko bwa serivisi: imibereho myiza y'abaturage

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujye ibisabwa?</b>   | Iyo habaye impaka ku kazi hagati y'umukoresha n'umukozi zitabashije gukemuka, rumwe mu mpande bireba rushobora gusaba umugenzuzi w'umurimo ku karere kubasha kuzikemura.   |
| <b>Serivisi itangwa ryari?</b>  | Ku va kuwa mbere kugera ku wa gatanu, ku va saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa ako kanya   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | *Ikarita y'akazi *ibaruwa isezereza umukozi ku kazi iyo tirukanywe<br>*amasezerano y'umurimo<br>*icyemezo cy'amafaranga y'imperekeza iyo hari ayo wabonye<br>*ikindi cyemezo icyo aricyo cyose gihama ko wari umukozi w'icyo kigo/umukoresha runaka,   |
| <b>Binyura mu zihye nzira kugira ngo uyihabwe ?</b>   | Hari uburyo 2 bwo gusaba ko umuntu akemurirwa impaka: ushobora kwandikira ibaruwa umugenzuzi w'umurimo isobanura neza imiterere y'ibazo cyawe cyangwa ugusaba mu magambo ko impaka mufitanye zakemurwa.<br><br>1. Nyuma yo gutanga ikibazo cyawe, umugenzuzi w'umurimo aracyandika, hanyuma agatumira impande zirebwa n'izo mpaka kugira ngo baze kuganira kuri icyo kibazo, mu biro bishinzwe ubugenzuzi bw'umurimo ku Karere.<br>2. Inama ishobora gutanga imyanzuro itatu ikurikira: <ul style="list-style-type: none"> <li>• Abarebwa n'impaka bashobora kumvikana ku myanzuro yafatiwe impaka zabo,</li> <li>• Abarebwa n'impaka bashobora kumvikana kuri imwe mu myanzuro yafatiwe ikibazo</li> <li>• Cyangwa ntibumvikane na busa ku myanzuro yafatiwe ikibazo.</li> </ul> Iyo bumvikanye kuri byose impande zombi zisabwa kumvikana igihe bazagarukira kurangiza ibyo bumvikanyeho. Iyo bumvikanye ku gice cy'imyanzu cyangwa batumvikanye na busa, umugenzuzi w'umurimo akora inyandiko yereka ibyavuye mu nama yahuje impande bireba akayibashyikiriza.<br>Abatishimiye imyanzuro bakitabaza inkiko bitwaje inyandiko yakozwe n'umugenzuzi w'umurimo kuri icyo kibazo. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> |  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buhari.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | 1. Igihe uregwa yanze kwitabira ubutumire, umugenzuzi w'umurimo amwoherereza ubundi butumire inshuro ebyiri (2) atakwitaba, hagakorwa inyandiko yerekana ko impaka zitabashije gukemurwa, kugira ngo urega abashe kwitabaza inkiko.<br>2. Iyo umukozi urega akora mu kigo gifite uhagarariye abakozi, umugenzuzi w'umurimo ntashobora kwacyira ikibazo cye kitemejwe n'uhagarariye abakozi muri icyo kigo. Kugira ngo abone icyo cyemezo, abakozi basabwa ibaruwa ishinganye uhagarariye abakozi bamusaba gutanga imyanzuro ku kibazo cyabo. Iyo uhagarariye abakozi ataguhaye imyanzuro mu gihe cy'ukwezi kumwe uhereye igihe wamushyikirijeho ikibazo cyawe, umugenzuzi w'umurimo yakira ikibazo cyawe.  |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 61. Gusaba icyemezo cy'uko udafitiye umwenda Isanduku y'ubwiteganyirize ( A qui Droit délivré par l'Inspecteur du Travail)

Ubwoko bwa serivisi: ubucuruzi

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujje ibisabwa?</b>   | Ba rwiyemezamirimo bifuzaga gupiganirwa amasoko basaba ku mugenzuzi w'umurimo icyemezo cyerekana ko nta mwenda bafite isanduku y'ubwiteganyirize.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba.  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi ibiri (2)   |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Serivisi ntiyishyurwa  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | * Icyemezo cy'uko wemerewe gukora n'amategeko  |
| <b>Binyura mu zihangira zizira kugira ngo uyihabwe ?</b>  | Kubona icyemezo cy'uko nta mwenda ufite isanduku y'ubwiteganyirize bikorwa ku buryo bukurikira:<br><br>1. Kubisa mu biro bishinzwe ubugenzuzi bw'umurimo<br>2. Kugaruka ku munsu ukurikira uwo wabisabiyeho gufata icyemezo cyawe. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Ntazo  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   |  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ba Rwiyemezamirimo bakorerera mu ngo zabo ntibashobora gusurwa n'umugenzuzi w'umurimo.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

## 62.Gusaba ibisobanuro ku mategeko agenga umurimo

Ubwoko bwa serivisi: umurimo

|   |   |
|---|---|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Umukoresha cyangwa umukozi ashobora gusaba ibisobanuro ku mategeko agenga umurimo kugira ngo amenye uburenganzira bwe ku kazi.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, kuva saa moya za mu gitondo kugera saa kumi n'imwe za nimugoroba   |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Serivisi itangwa ako kanya  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>   | Serivisi ntiyishyurwa   |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | Ntabwo  |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | Kugira ngo ubone ibisobanuro ku mategeko agenga umurimo ugomba gusaba guhura n'umugenzuzi w'umurimo kugira ngo aguhe ibisobanuro wifuza cyangwa ukamuhamagara kuri telefoni kugira ngo aguhe ibisobanuro ako kanya. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | None  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Nta buryo bwo kurenganurwa buteganyije  |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  |   |
| <b>Impapuro zuzuzwa</b>   |   |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |   |

## Serivisi zitangwa na serivisi z'amasoko

### 63.Gusaba igitabo gikubiyemo ibisabwa mu rwego rw'amasoko y' ibikoresho na serivisi

Ubwoko bwa serivisi: ubucuruzi

|   |  |
|---|--|
| <b>Serivisi ni iyihe? Nujuje ibisabwa?</b>  | Amasoko y'akarere arenegeje 1 000 000 frw agomba gucishwa mu kana K'amasoko ku karere nk'uko biteganyijwe mu Iteka rya Minisitiri no 001/08/10 of 16/01/2008 amabwiriza agenga itangwa ry'amasoko ya Leta. Abifuzaga gupiganirwa bene ayo masoko, babimenyeshwa binyuze mu matangazo yerekana ibisabwa kugira ngo upiganwe.  |
| <b>Serivisi itangwa ryari?</b>  | Ku va ku wa mbere kugera ku wa gatanu, ku va saa moya za mugitondo kugera saa kumi n'imwe za nimugoroba  |
| <b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>   | Iminsi makumyabiri (20) uhereye igihe amabaruwa yafunguriwe mu ruhame  |
| <b>Niba serivisi yishyurwa, igiciro ni ikihe ?</b>  | Ibiciro by'igitabo gikubiyemo ibisabwa kigura hagati y'amafaranga 10,000 frw kugeza kuri 20,000 frw  |
| <b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>  | * Ibaruwa yereka ko mwifuzaga gupiganwa<br>* izindi mpapuro zose za ngombwa zikenewe   |
| <b>Binyura mu zihe nzira kugira ngo uyihabwe ?</b>  | Kubona amasezerano yo guha akarere serivisi cyangwa ibikoresho bikorwa ku buryo bukurikira:<br>* Gusoma itangazo ribimenyeshya mu binyamakuru<br>* Kugura igitabo gikubiyemo ibisabwa ku mukozi ushinzwe amasoko ku karere.<br>* Kugeza mu gihe cyateganyijwe ibisabwa byose mu bro by'ushinzwe amasoko.<br>* Kwitabira ifungurwa mu ruhame ry'amabura asaba isoko.<br>* Mu gihe cy'iminsi itanu (5) uhereye igihe amabaruwa yafunguriwe uwatsinze arabimenyeshwa by'agateganyo n'abatsinze nabo bakabimenyeshwa.<br>* Mu gihe cy'iminsi irindwi (7) abatsinze bashobora kujurira, iyo ntawe ujuriye, uwatsinze ahabwa ibaruwa ibimenyeshya burundu inagusaba kuza gushyira umukono ku masezerano ugahita usabwa kubahiriza ibikubiyemo. |
| <b>Ese hari izindi Nzego bisaba kunyuramo? Ni izihe? (Urugero:nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b> | Banki igihe wasabwe gutanga umwishingizi.  |
| <b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>   | Abifuzaga kurenganurwa bandikira Perezida wa Komite ishinzwe kwacyira ibibazo bijyanye n'amasoko ku karere. Abagize iyi Komite basubiramo uburyo amasoko yatanze hanyuma bagatanga umwanzuro wa nyuma. Umwanzuro wafashwe n'iyi Komite ntusubirwaho.   |
| <b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>  | Ku masoko afite agaciro katarendra 1,000,000 frw, ba rwiyemezamirimo batoranyijwe bashobora gusabwa gupiganirwa amasoko bitanyujijwemu matangazo. icyokora amasoko arengeje 1,000,000 frw agomba kubanza gutangazwa. Iyo ifungurwa mu ruhame ry'amabaruwa rirangiye, ababishinzwe basuzuma niba ibyangombwa byatanze byujuje ibisabwa n'amategeko.   |
| <b>Impapuro zuzuzwa</b>   |  |
| <b>Ibyangombwa bisabwa n'amategeko</b>  |  |

Byemejwe na .....

Umunyamabanga Nshingwabikorwa

Itariki:.....