FORWARD

Nshimishijwe no kubagezaho igitabo gikubiyemo urutonde rwa serivisi rw'Ikigo cy'Igihugu gishinzwe Amazi n'Umuriro (RECO&RWASCO)

Iki gitabo cyateguwe hashingiwe ku ivugururwa ry'Inzego za Guverinoma no mu rwego rwo gushaka gusubiza ibyifuzo by'abaturage, gukorera mu mucyo na kumenyekanisha ibikorwa.

Iki gitabo kiribanda ku kamaro ka RECO&RWASCO, kikagaragaza serivisi zihatangirwa n'ibisabwa kugira ngo umuntu ahabwe serivisi yifuza, aho zitangirwa n'ibisabwa mu rwego rw'amategeko.

Gutegura iki gitabo biragaragaza ubushake bwa RECO&RWASCO bwo gukomeza guha abayigana icyerekezo cyo gukomeza kumva ibibakorerwa no kurushaho gutanga serivisi zinoze

Umuyobozi Mukuru

I. IRIBURIRO

RECO&RWASCO ni Ikigo cya Leta gifite ubuzima gatozi nk'uko bitegenyijwe n'Itegeko No 43-44/2008 ryo ku wa 09/09/2008 rishyiraho RECO nk'Ikigo cy'Igihugu gishinzwe amashanyarazi na RWASCO nk'ikigo cy'Igihugu gishinzwe amazi.

Ikigo cyahawe inshingano zo gutanga serivisi z'amazi n'amashanyarazi. Gifite ubwigenge mu bijyanye n'ubutegetsi n'imari.

II. ICYEREKEZO

"Kuba Ikigo gikora neza kurusha ibindi kandi cyita ko bacyigana mu Karere (customer centric utility)"

III. INSHINGANO

"Gutanga amazi n'amashanyarazi bihagije ku bakiriya bacu, ku giciro gito hashingiwe ku mikoro n'iterambere ry'Igihugu."

IV. INDANGAGACIRO

- Gutanga serivisi zinogeye abatugana;
- Kwita ku kazi no kugakora neza;
- Gukorera hamwe;
- Gukorera mu mucyo;
- Kunoza ibyo dukora.

1. GUHABWA AMAZI NA/CYANGWA AMASHANYARAZI

Serivisi ni iyihe? Nujuje ibisabwa?	RECO&RWASCO itanga amazi n'amashanyarazi. Ishami rya RECO&RWASCO rikwegereye rishobora kuguha amazi cyangwa amashanyarazi waba uri umuturage cyangwa se ari uruganda. Ushobora kandi kugura umuriro uko ubishaka ukoresheje akamashini gashinzwe kureba imikoreshereze y'amashanyarazi(cash power).
Serivisi itangwa ryari?	Amashami ya RECO&RWASCO: Kuva ku wa mbere kugera ku wa gatanu, kuva saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba. (7:00am - 5:00pm). Amashanyarazi ashobora kugurwa kandi ku bacuruzi babifitiye uruhushya nyuma y'amasaha y'akazi.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	• Kumenyeshwa igiciro cyo kukugeza amazi/amashanyarazi bikorwa mu gihe cy'iminsi itatu (3). • Iyo umaze kwishyura igiciro wamenyeshejwe uhabwa amazi/amashanyarazi na RECO&RWASCO mu gihe cy'iminsi ibiri (2).
Niba serivisi yishyurwa, igiciro ni ikihe?	Serivisi yishyurwa ku buryo bukurikira: Ku Baturage: • Amafaranga 6000 RwF yo gukora inyigo (kugira ngo hamenyekane igiciro cyo kwishyura), • Igiciro cyo guhabwa amazi/amashanyarazi habariwemo n'ibikoresho gishingira ku ntera iri hagati y'aho ufatira amashanyarazi ya RECO&RWASCO n'aho usaba atuye. • Amafaranga y'ingwate igihe usaba amashanyarazi ni 15,000 RwF, igihe usaba amazi 5,000 RwF naho igihe ushyirishaho iriba rusange ni 30,000 RwF. Ku nganda: • Igiciro cyo guhabwa amazi/umuriro habariwemo n'ibikoresho, • Iyo guhabwa amazi/amashanyarazi birangiye, RECO&RWASCO isaba umukiliya wayo mushya gutanga amafaranga y'ingwate yashywizweho hashingiwe ku ngano y'amashanyarazi asabwa ku buryo bukurikira: ➢ Ku mashanyarazi ari munsi ya kilowati mirongo iatatu (30 kWh): 15,000 RwF ➢ Ku mashanyarazi ya kilowati hagati ya mirongo itatu na kilowati mirongo itanu (30 - 50 kWh): 50,000 RwF ➢ Ku mashanyarazi afite hagati ya kilowati mirongo itanu n'imwe na mirongo itandatu (51 - 60 kWh): 60,000 RwF ➢ Ku mashanyarazi afite hagati ya kilowati mirongo itandatu n'imwe na kilowati ijana (61 - 100 kWh): 150,000 RwF ➢ Ku mashanyarazi hagati ya kilowati ijana n'imwe na kilowati Magana atanu (101 - 500 kWh): 460,000 RwF ➢ Ku mashanyarazi hagati ya kilowati Magana atanu n'imwe na kilowati igihumbi (501 - 1,000 kWh): 1,200,000 RwF ➢ Ku mashanyarazi ya kilowati zirenze igihumbi (1,000 kWh):

	1,500,000 RwF
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ku baturage: • Kuzuza ifishi isabirwaho iboneka aho bakirira abantu ka mashami yose ya r RECO&RWASCO cyangwa ugakura iyi fishi ku rubuga rwa interineti, • Kopi y'indangamuntu, • Kwishyura amafaranga asabwa. Ku nganda: • Ibaruwa isaba yandikiwe umuyobozi Mukuru wa RECO&RWASCO (ku biro bikuru) na kopi y'ibaruwa yandikiwe Umuyobozi w'ishami rishinzwe amazi n'amashanyarazi.
Binyura mu zihe nzira kugira ngo uyihabwe?	Ku baturage: • Kugeza aho bakirira abantu ku ishami rikwegereye rya RECO&RWASCO ifishi yujuje, kopi y'indangamuntu n'amafaranga 6,000 RwF yo kwishyura inyigo yo kugezwaho serivisi. • Umutekinisiye aza gusura ahazashyirwa ibikorwa kugira ngo ahapime hanyuma agaragaze igiciro cyo kwishyura. • Kwishyura igiciro cyagenwe n'amafaranga y'ingwate asabwa, • Kugura ibikoresho ugendeye ku biciro byatanzwe, • Kvugana n'ishami rya RECO&RWASCO ku matariki bazaziraho kuguha amazi/amashanyarazi. Usabwa gusinya amasezerano. Ku nganda: • Kugeza ibaruwa isaba kuri RECO&RWASCO, • Umutekinisiye aza gusura ahazashyirwa ibikorwa kugira ngo ahapime hanyuma agaragaze igiciro cyo kwishyura, • Kwishyura igiciro cyagenwe n'ingwate isabwa ku ishami rishinzwe imari muri RECO&RWASCO ku biro bikuru, • Ishami rishinzwe imari rikumenyesha igihe imirimo yo guhuha amazi/amashanyarazi bizatangirira. Usabwa gusinya amasezerano. Iyo barangije kuguha amazi/amashanyarazi bahita bakwandika mu bakiliya banini n'abacirirtse. Ishami rishinzwe imari niryo rishinzwe kwishyuza no gupima ibirometero bizakoreshwa hamwe n'ibindi bibazo byose umuntu yagira.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Amashami ya RECO&RWASCO
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Nta buryo bwo kurenganura abantu buteganyijwe Icyakora ushaka kurenganurwa ahamagara kuri 3535 ku bashinzwe kwacyira abahamagara kuri RECO&RWASCO cyangwa ku ishami ryayo rikwegereye. Ushobora kandi gutanga ikibazo cyawe ku rubuga rwa interineti rwa RECO&RWASCO (www.electrogaz.co.rw). RECO&RWASCOihita isubiza ibibazo yakiriye.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	Gusesa amasezerano wasinye: Kwandikira ibaruwa ibiro bishinzwe kwakira abantu ku ishami rya

serivisi?	RECO&RWASCO ukoresha ubabwira ikibazo cyawe ukomeho amasezerano wasinye n'inyemezabwishyu y'ingwate yishyuwe. Kugira ngo uhindure aho utuye/ubarizwa: Abakiliya bimutse basabwa gusinya andi masezerano kuko inimero uba wahawe ku masezerano usinya yerekana aho utuye/ubarizwa. Kugira ngo uhindure aho ubarizwa/utuye wandikira ibaruwa ubuyobozi bushinzwe kwakira abantu kuri RECO&RWASCO ugaragaza ikibazo cyawe ugatanga n'inimero nshya y'aho ubarizwa/utuye, amazina yawe n'igihe watangiriye gukoresha servisi za RECO&RWASCO. Gusana: Iyo wifuza gusana impombo z'amazi cyangwa amasinga y'amashanyarazi: Ku minsi y'akazi: Guhamagara ku ishami rya RECO&RWASCO rikwegereye cyangwa ugamagara kuri telefoni 3535 ya RECO&RWASCO bakagufasha. On week-ends and days off: Contact RECO-RWASCO breakdown service covering all RECO-RWASCO branches in Kigali City on 0788683702 for Electricity network, on 0788683699 for water network.
Impapuro zuzuzwa	Ifishi zisabirwaho amazi n'amashanyarazi iboneka ku biro bya RECO&RWASCO no ku rubuga rwa interineti rwayo.
Ibyangombwa bisabwa n'amategeko	Ntabyo

Byemejwe na ……..

Umuyobozi

Itariki:……