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IJAMBO RY'IBANZE

Ubu buryo dutangamo serivise ni ikimenyetso cy'ubwitange bwacu mu gutanga serivise nziza ku bafatanyabikorwa bacu. Ubu buryo bugaragaza kandi ubwitange bwacu mu gutanga service mu mucyo ndetse no kuzisobanurira neza abatugana. Ubu buryobugaragaza serivise duha abakiliya ndetse nibyo basabwa.

Twizera ko ubu buryo twifashishije buzakomeza kudufasha kuguma mu nshingano y'ikigenderewe, icyerekezo ndetse n'amahame byacu mu rwego rwo guha abatugana serivi inoze guhaza cg kunezeza abakiliya baza batugana.

Ubu buryo dutangamo serivise kuri twe ni amasezerano asobanura ubwitange bwacu mu kwakira abakiliya baza batugana ndetse no kunoza serivise tubaha.

Ndasaba abakiliya, abagenerwabikorwa ndetse n'abafatanyabikorwa bacu gukomeza kuduha buryo ki babona ubuziranenge n'ubwiza bwa serivise tubaha kugira ngo tubashe gukomeza kunoza serivise dutanga.

INTEGRATED POLYTECHNIC REGIONAL CENTER
IPRC - SOUTH

Dr TWABAGIRA Barnabé (PhD)

Umuyobozi Mukuru

I. IRIBURIRO

˝Integated polytechnic Reginal Center-South (IPRC-SOUTH)˝ yashyizweho na Guverinoma y'u Rwanda mu mwaka w'2011. Inshingiro ry'intumbero y'icyo kigo kwari ugutanga no uguteza imbere uburezi butanga inzobere mu bumenyingiro mu byiciro bitatu (guhugura, amashuri y'isumbuye ndetse na Kaminuza).

IPRC-SOUTH ubu irakorera ahahoze hakorera ESO (Ecole des Sous Officiers). Nyuma ya Genoside yakorewe Abatutsi mu mwaka w'1994, minisiteri y'ingabo yakoresheje iryo shuri nk'ishuri ry'abana bari baragiye mu gisirikari batarakwiza imyaka yo gukora uwo murimo (ryari rizwi ku izina rya Kadogo School). Ryari ishuri nkayandi yose yari mu Rwanda kandi ryahaga ubumenyi abo bana kugeza mu mwaka wa gatandatu. Icyo gikorwa cyarangiye mu mwaka w'1997. Nyuma y'uyu mwaka Kaminuza Nkuru y'u Rwanda (NUR) yakoresheje iri shuri nk'ishuri ry'indimi zigezweho ku banyeshuri babaga baje kuyitangiramo.

Mu mwaka w'2012, habayeho amasezerano y'ubufatanye hagati ya Minisiteri y'Uburezi na Minisiteri y'Ingabo, birangira ishuri ryahoze ari ESO ryeguriwe Minisiteri y'Uburezi. Kuva icyo gihe Minisiteri y'Uburezi ikoresha iryo shuri nk'icyicaro gikuru cya IPRC-SOUTH.

Muri Werurwe 2011, mu ngamba zari zarakusanirijwe hamwe, Guverinoma y'u Rwanda yiyemeje gushyiramo ubumenyingiro, kwigisha inzobere ndetse no guhugura muri urwo rwego nyine rwa tekinike. Kugeza ubu, IPRC-SOUTH ni ishuri rya kabiri mu gihugu ryatangiye gukora rifite intego n'icyerekezo byahinduwe mu rwego rwo kuzirikana no kunoza imiterere y'amashuri y'ubu bwoko bwa IPRC.

- **Intego :** gutanga ubumenyingiro n'amahugurwa mu nzego zose mu rwego rwo kongerera ubushobozi abanyeshuri ndetse no kunoza uburyo baba babonye mu myuga itandukanye bakorerwa ubuvugizi ngo nabo bagire amahirwe yo kugera ku ikomatanyabukungu ;
- **Icyerekezo :** IPRC-SOUTH yifuza kuba umusingi ngenderwaho mu rwego rwo gutanga ubumenyingiro, igasohora abanyeshuri bashoboye guteza imbere no gushyira mu bikorwa umwimerere w'ibisubizo by'ubumenyingiro bagaragaza mu rwego rw'ubuzima busanzwe cyangwa se mu rwego rw'inganda ibekenewe mu gihugu, mu karere ndetse no ku rwego rw'isi.

Kugeza ubu, IPRC-SOUTH ihereréye i Huye (mu ishuri ryahoze ari ESO) kandi yatangiye gutanga amasomo mu mashami atandukanye ariyo :

Ku rwego rwa Kaminuza

- Ikoranabuhanga mu myubakire
- Ikoranabuhanga mu mashanyarazi
- Ikoranabuhanga mu gukora amamashini n'ibindi byuma bikoreshwa n'amashanyarazi
- Amakuru, itumanaho n'ikoranabuhanga (ICT)

Ku rwego rw'Amahugurwa :

- Ububaji
- Ubutetsi
- Gukwirakwiza amashanyarazi mu mazu
- Kubaka
- Kuyobora amazi no kuyakwirakwiza mu mazu
- Gusudira
- Kwakira abantu
- Gutanga ibyo gufungura ndetse n'ibinyobwa
- Kwita no gutegura amazu yo kubamo

Uburenganzira bw'umukiliya

Abakiliya bacu bafite uburenganzira kuri ibi bikurikira:

- Kubona serivise zacu biboroheye
- Kubahwa
- Kubahiriza ubuzimabwite ndetse n'ibanga
- Kuba batanga ikirego
- Kujurira hagendewe ku buryo buba bwarashyizweho.

Inshingano z'umukiliya

Abakiliya bacu bafite inshingano zikurikira:

- Kubahiriza gahunda y'ibiteganijwe
- Gusubiriza igihe amakuru aba yasabwe
- Gutanga umusanzu we mu kugera ku bisubizo cyangwa inamabyifuzo ku bibazo biba byagaragaye
- Kumvira ibisabwa n'amategeko kugira ngo abe uwujuje ibisabwa mu kubona serivise

- Kudatanga impano, kudatonesha cyangwa gutesha agaciro umwe mu bakozi bacu cyangwa gusaba kimwe mubyo tumaze kuvuga
- Kugaragariza abakozi bacu ikinyabupfura

Kugira icyo uvuga kucyo wabwiwe no gutanga ikirego

Twemera ko mugira icyo muvuga ndetse no kujora byubaka serivise tuba twabahaye. Twemera kandi ibitekerezo muduha kugira ngo tubashe konoza serivise dutanga. Twiyemeje twebwe ubwacu guha agaciro ibirego ndetse n'ibitekerezo byanyu kandi tukabikurikirana mu gihe gito gishoboka. Mu gihe ugize ikibazo, icyifuzo cg ushaka gutanga ikirego, ushobora gukoresha umwe mu miyoboro y'itumanaho ikurikira:

- Kubibwira umukozi ukugezeho,
- Kubibwira umukuriye
- Gukoresha agasanduku k'ibitekerezo
- Kutwandikira kuri aderesi iri hasi y'iyi nyandiko cyangwa uduhamagare kuri telefone ikurikira (+250) 255119248
- Kutwandikira kuri e-mail tubarizwaho: info@iprcsouth.ac.rw cg kurubuga rwacu: www.iprcsouth.ac.rw

Ibiro byacu biba bifunguye kuva ku wa mbere kugeza ku wa kane kuva i saa moya kugeza i saa kumi nimwe naho ku wa gatanu ni ukuva i saa moya kugeza i saa cyenda.

SERIVISI ZITANGWA NA IPRC-SOUTH

A. *Serivise zitangwa n'ishami rishinzwe amasomo*

1. Kwemererwa no kwiyandikisha muri gahunda ihoraho

Serivisi ni iyihe? Nujuje ibisabwa?	*Kubarangije amashuri y'isumbuye cyangwa bigeze bahagarika amasomo yabo; bifuza kwinjira muri IPRC-SOUTH bashobora kwiyandikisha mbere y'itangira ry'igihembwe cya mbere cya buri mwaka w'amashuri* *Kwiyandikisha bireba abanyeshuli bishyurirwa na Leta cyangwa abiyishyurira..*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda* *Icyitonderwa: kwiyandikisha bikorwa mu gihe cy'ibyumweru bine (ibyumweru bine by'ukwezi kwa karindwi ku banyeshuri bashyashya n'iby'umweru bine by'ukwezi kwa munani ku banyeshuri basanzwe) n'ibyumweru bibiri bya nyuma bibanziriza intangiriro ya buri mwaka w'amashuri*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi itatu*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi makumyabiri by'u Rwanda (20.000 Rfw)*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Urupapuro rwo kuri banki wishyuriyeho, fotokopi y'irangamuntu, amafoto ane magufi, indangamanota (umwaka wa 4,5,6), fotokopi ebyiri z'impamyabushobozi y'amashuri y'isumbuye ziriho umukono wa noteri*
Binyura mu zihe nzira	*- Kuzuza ifishi yo kwiyandikisha iboneka muri IPRC-*

kugirango serivisi uyihabwe?	*SOUTH ishami ry'ikoranabuhanga cg ukayikura ku rubuga rwacu arirwo www.iprcsouth.ac.rw,* *- Gutanga iyo fishi yo kwiyandikisha umaze kuyuza iri kumwe n'ibindi byangombwa bisabwa byavuzwe hejuru mu bunyamabanga rusange;* *- Kugaruka nyuma y'iminsi itatu kureba igisubizo cg ugasura urubuga rwacu arirwo www.iprcsouth.ac.rw*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Banki Nkuru y'u Rwanda: konti uyisanga imanitse kuri banki*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Igihe havutse ikibazo, wandikira umuyobozi ushinzwe amasomo, waramuka utanyuzwe n'igisubizo aguhaye ukageza ikibazo cyawe ku muyobozi mukuru wungirije ushinzwe amasomo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Mu kumenya amakuru atureba, sura urubuga rwacu arirwo: www.iprcsouth.ac.rw*
Impapuro zuzuzwa	*Ifishi yo kwiyandikisha*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Amategeko n'amabwiriza agenga amasomo ndetse n'ibitabo bikubiyemo amasomo.*

2. Guhagarika amasomo ku banyeshuri bahoraho

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyeshuri uwo ariwe wese ashobora gusaba guhagarika amasomo bitewe n'impamvu z'umuryango, uburwayi, amikoro cg indi mpamvu yumvikana.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Icyumweru kimwe*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ibaruwa ibisaba n'indi nyandiko yakunganira iyo baruwa.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kwandika ibaruwa ibisaba isobanura impamvu zuko guhagarika amasomo;* - *Kugeza iyo baruwa iherekejwe n'indi nyandiko iyunganira mu bunyamabanga bw'ishami rishinzwe amasomo;* - *Kugaruka nyuma y'icyumweru kimwe gufata igisubizo.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	- *Ntazo*

Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Igihe havutse ikibazo, wakwandikira umuyobozi ushinzwe amasomo biremewe.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Mu gihe guhagarika amasomo byemewe, indi mpamvu igira icyo ibivugaho ishobora guhabwa agaciro.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

3. Gusubukura amasomo

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyeshuri uwo ariwe wese, yaba urihirwa na Leta cg uwirihira wasubitse amasomo ariko akaba ashaka kuyasubukura ashobora kwandika abisaba.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Ako kanya*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Kuzuza ifishi yo kwiyandikisha, ibaruwa isaba guhagarika amasomo n'ibaruwa isaba gusubukura amasomo.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kugira ngo umenye igihe cyo kwiyandikisha mu mwaka w'amashuri ukurira uwo wasubikiyemo amasomo sura urubuga www.iprcsouth.ac.rw cg ukurikire amatangazo ya IPRC-SOUTH –HUYE;* - *Kuzuza ifishi yo kwiyandikisha;* - *Kugeza mu bunyamabanga bw'ishami rishinzwe amasomo, ifishi yo kwiyandikisha n'ibindi byangobwa byose bisabwa;* - *Gutegereza ko bakwandika;*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero	- *Ntazo*

nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Nta kirego*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Gusubika amasomo byemerwa mu gihe cy'imyaka ibiri y'amashuri gusa.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

4. Kwakira abanyeshuri bafashwa na Leta bavuye mu bindi bigo by'amashuri makuru

Serivisi ni iyihe? Nujuje ibisabwa?	*Ikigo cy'igihugu gishinzwe inyigisho gishobora kohereza umunyeshuri uvuye mu rindi shuri rikuru akaza kwiga muri IPRC-SOUTH.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Ako kanya mu gihe yujuje ibyangombwa bisabwa*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi makumyabiri by'u Rwanda byo kwiyandikisha.*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ibaruwa ibisaba iherekejwe n'inyandiko akuye ku ishuri yigagaho mbere yuko kwemererwa kwe guhabwa agaciro.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*-Kwandika ibaruwa ibisaba iherekejwe n'ibindi byangombwa bisabwa byavuzwe haruguru;* *-Kugeza mu bunyamabanga bw'ishami rishinzwe amasomo ibaruwa ibisaba iherekejwe n'ibindi byangombwa bisabwa;* *-Kugaruka nyuma y'iminsi ibiri gufata ibaruwa imwemerera kwiyandikisha.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi	*Ntazo*

cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivise?	*Niba hari ukutanyurwa, wemerewe kwandika ibaruwa ibaruwa ukayigeza mu ishami rishinzwe amasomo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivise?	*Biterwa n'imyanya ihari*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

5. Icyemezo cyuko umunyeshuri yiga

Serivisi ni iyihe? Nujuje ibisabwa?	*Igihe uri umunyeshuri wa IPRC-SOUTH HUYE, ushobora gusaba icyemezo cyuko uhiga.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi ibiri*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi bibiri by'amafaranga y'u Rwanda bihinduka buri mwaka w'amashuri.*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Urupapuro rwo kuri banki rugaragaza ko wishyuye n'ibaruwa ibisaba.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*-Kwandika ibaruwa ibisaba ukomekaho urupapuro rwa banki rugaragaza ko wishyuye; -Kugeza mu bunyamabanga bw'ishami rishinzwe amasomo iyo baruwa n'urwo rupapuro rwo kuri banki;* *-Kugaruka nyuma y'iminsi ibiri gufata icyo cyemezo.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

6.Kubona impamyabushobozi n'indangamanota nyuma y'umuhango wo gutanga impamyabushobozi k'umugaragaro

Serivisi ni iyihe? Nujuje ibisabwa?	*Uwari umunyeshuri wa IPRC-SOUTH HUYE kandi warangije amasomo ye, afite uburenganzira bwo kujya mu biro by'ushinzwe kwandika abanyeshuri agasaba impayamyabushobozi ye.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Igihe ugusaba kwe kwagejejwe mu ishami rishinzwe amasomo, agaruka nyuma y'iminsi itatu gufata impamyabushobozi ye.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Impamyabushobozi ni ibihumbi myakumyabiri naho indangamanota ni ibihumbi bitanu by'amafaranga y'u Rwanda.*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ibaruwa ibisaba, urupapuro rwa banki rugaragaza ko wishyuye, kuzuza no gusinya ifishi igaragaza ko nta deni ufitiye ikigo, fotokopi y'irangamuntu, fotokopi y'ikarita y'Ishuri kubasaba impamyabumenyi, amafoto abiri magufi na fotokopi y'ikarita y'ishuri kubasaba indangamanota.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kwandika ibaruwa ibisaba ukomekaho urupapuro rwa banki rugaragaza ko wishyuye;* - *Kugeza mu bunyamabanga bw'ishami rishinzwe amasomo ibaruwa ibisaba n'ibindi byangombwa bisabwa;*

	- *Kugaruka nyuma y'umunsi umwe gufata ibyangombwa wasabye.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivise?	*Utanyuzwe naserivisi uhawe, wabimenyesha ishami rishinzwe amasomo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

7. Kubona igisimbura impamyabushobozi yibwe, yangiritse cg yabuze

Serivisi ni iyihe? Nujuje ibisabwa?	*Icyangombwa gisimbura impamyabushobozi gihabwa uwo impamyabushobozi ye y'umwimerere yibwe, yangiritse cyangwa se yabuze.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Icyumweru kimwe*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi mirongo itatu*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ibaruwa ibisaba, icyemezo cya polisi kigaragaza ko watakaje impamyabushobozi n'urupapuro rugaragaza ko wishyuye.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*Gutanga ibyangombwa bisabwa nkuko byavuzwe haruguru*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	*Ntabyo*

serivise?	
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n’amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

8. Gusaba ikarita y'umunyeshuri ku nshuro ya mbere

Serivisi ni iyihe? Nujuje ibisabwa?	*Ikarita y'ubunyeshuri haba kuwishingiwe na Leta cg uwishyurira.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Icyumweru kimwe*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi bibiri*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Urupapuro rwa banki rugaragaza ko wishyuye*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kujya mu bunyamabanga bw'ishami rishinzwe amasomo ugatanga umwirondoro wawe hamwe n'urupapuro rwa banki rugaragaza ko wishyuye;* - *Kugaruka nyuma y'icyumweru uje gufata ikarita yawe.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*
Hari ibindi by'ingenzi bikenewe	*Ku gushaka igisimbura ikarita igihe indi yabuze,*

kumenywa kugira ngo ubone iyo serivisi?	*umunyeshuri kugira ngo abone indi yishyura amafaranga ibihumbi bitanu, agashaka n'icyemezo cya polisi kigaragaza ko yatakaje ikarita.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

9. Gusabirwa ibyangombwa by'ishuri n'undi muntu

Serivisi ni iyihe? Nujuje ibisabwa?	*Uwahoze ari umunyeshuri wa IPRC-SOUTH cyangwa umunyeshuri udafite umwanya wo kuza gusaba ibyangombwa bye kubera impamvu zitandukanye ashobora kubisabirwa n'umuvandimwe cg inshuti.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Nyuma y'igihe cyagenwe kuri buri cyangombwa.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Igiciro cya buri cyangombwa kiri mu byavuzwe hejuru.*
Ni ibihe byangombwa bisabwa kugira ngo serivise uyihabwe?	*Ibaruwa ibisaba, urupapuro rutanga ububasha bwo guhagararirwa n'urupapuro rwa banki rugaragaza ko wishyuye amafaranga y'icyangombwa usaba.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*-Kwandika ibaruwa ibisaba;* *-Kuyitanga mu bunyamabanga bw'ishami rishinzwe amasomo iri hamwe n'ibindi byangombwa bisabwa.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Uramutse utanyuzwe, wabimenyesha serivise ishinzwe amasomo mu nyandiko.*

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntayo*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

10. Ibirego bijyanye no kubura ikayi y'ikizamini cg amanota yuko uba waje kwiga

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyeshuri wabuze ikizamini cg wumva atarakosowe neza afite uburenganzira bwo gutanga ikirego kijyanye no kubura ikaye y'ikizamini cg se kijyanye no kuba atabona amanota yuko yitabiriye ishuri mi gihe kiba cyagenwe. Agomba ariko kuba yarakoze koko igeragezwa cg ikizamini ari kuregera.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda.*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi ibiri*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	- *Ibaruwa ibisaba* - *Fotokopi y'ikarita y'ishuri* - *Izindi nyandiko zakunganira ikirego cyawe.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*Kujya muri serivise z'amasomo mu gihe ikibazo ari ukuba mu ishuri cg se mu ishami bireba igihe ikirego ari ukubura amanota y'isuzumabumenyi cg ikayi y'ikizamini.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*

Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivise?	*Ibirego bishobora gutangwa mu nyandiko cg mu magambo ku muyobozi ushinzwe amasomo bitakemuka bikagezwa ku muyobozi wungirije ushinzwe amasomo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*

11. Kongera gukosorwa no guhabwa isuzumabumenyi cg ikizamini byihariye

Serivisi ni iyihe? Nujuje ibisabwa?	*Kongera gukosorwa cg guhabwa isuzumabumenyi cg ikizamini byihariye.* *Agomba ariko kuba yarakoze koko igeragezwa cg ikizamini ari kuregera cyangwa kuba yaraje kwiga.*
Ishami abarizamo	*Serivise zishinzwe amasomo by'umwihariko mu ishami bireba hanyuma naryo rikabigeza mu biro bishinzwe ibizamini.*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi ibiri mu gihe ari ugukora isuzumabumenyi/ikizamini byihariye n'ibyumweru bibiri mu gihe ari ukongera gukosorwa.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Gusaba kongera gukosorwa byishyurwa amafaranga ibihumbi bitanu, naho isuzumabumenyi/ikizamini byihariye nta kiguzi.*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Usaba imwe muri serivise tuvuze haruguru agomba gutanga ibi bikurikira:* - *Ibaruwa ibisaba* - *Fotokopi y'ikarita y'ishuri* - *Izindi mpapuro zishobora gufasha kumvikanisha ikirego cye mu gihe ari isuzumabumenyi/ikizamini byihariye (icyemezo cyo kwa muganga wemewe na Leta)* - *Urupapuro rwa banki rugaragaza ko yishyuye igihe ari ukongera gukosorwa.*
Binyura mu zihe nzira kugirango	- *Gutanga ibyangombwa uba wasabwe mu ishami*

serivisi uyihabwe?	*rishinzwe amasomo igihe ushaka isuzumabumenyi/ikizamini byihariye hanyuma ukabona igisubizo nyuma y'iminsi ibiri.* - *Igihe ari ukongera gukosorwa ujya mu ishami bireba ugatanga ibyangombwa usabwa hanyuma ukagaruka kureba igisubizo nyuma y'ibyumweru bibiri.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Igihe utanyuzwe utanyuzwe na serivisi uhawe, ushobora kwitabaza mu nyandiko cg mu magambo umuyobozi ushinzwe amasomo bitakemuka ukitabaza umuyobozi mukuru wungirije ushinzwe amasomo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Buri gihe wajya usura urubuga rwacu rwa interineti arirwo www.iprcsouth.ac.rw*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

12. Kubona icyemezo igihe impamyabushobozi zitarasohoka, ibaruwa ishyigikira ubusabe bw'umunyeshuri cg se ikindi cyemezo icyo ari cyo cyose

Serivisi ni iyihe? Nujuje ibisabwa?	*Uwahoze ari umunyeshuri cg uwigeze kwiyandikisha muri IPRC-SOUTH ashobora gukenera ibaruwa ishyigikira ubusabe bwe, icyemezo mu gihe atarabona impamyabushobozi cg se ikindi cyemezo icyo ari cyo cyose.*
Ishami abarizamo	*Ishami rishinzwe amasomo*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi biri*
Niba serivisi yishyurwa, igiciro ni angahe?	✓ *Icyemezo mu gihe impamyabushobozi itaraboneka: ibihumbi bibiri by'amafaranga y'u Rwanda* ✓ *Ibaruwa iherekeza ubusabe bw'umunyeshuri: nta kiguzi* ✓ *Icyemezo cy'amanota: nta kiguzi mu gihe cy'ukwezi kumwe nyuma yuko amanota atangajwe, nyuma y'icyo gihe kigurwa amafaranga ibihumbi bibiri buri uko gisabwe.*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ibaruwa ibisaba n'urupapuro rwa banki rugaragaza ko wishyuye.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*Ibisabwa bishyikirizwa Umuyobozi ushinzwe amasomo, yamara kureba niba umunyeshuri yari yaranditswe ndetse akareba n'amanota ye, umunyeshuri asabwa kugaruka bukeye gutwara ibyangombwa bye iyo ibyo byose asanze umunyeshuri abyujuje.*

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Havutse ikibazo, gishyikirizwa mu nyandiko cg mu magambo umuyobozi ushinzwe amasomo, kitakemuka kigashyikirizwa Umuyobozi mukuru wungirije ushinzwe amasomo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

B. *SERIVISE ZITANGWA NA IPRC-SOUTH, GAHUNDA Y'AMAHUGURWA*

1. Kwemererwa kwiga amasomo y'igihe gito muri IPRC-SOUTH

Serivisi ni iyihe? Nujuje ibisabwa?	*Ibisabwa n'igihe* *Umuntu wese wize imyaka icyenda y'ibanze ashobora gusaba kwemererwa no kwiyandikisha mu masomo y'igihe gito mu mashami akurikira:* o *Ububaji;* o *Ubutetsi;* o *Gukwirakwiza amashanyarazi mu nzu;* o *Ubwubatsi;* o *Gukwirakwiza amazi mu mazu;* o *Gusudira;* o *Kwakira abashyitsi;* o *Gutegura ibyo gufungura no kunywa* o *Gutunganya mu nzu*
Ishami abarizamo	*Ishami rishinzwe amahugurwa muri IPRC-SOUTH*
Serivisi itangwa ryari?	*Nyuma ya buri mwaka w'amashuri kwandika birakorwa ku banyeshuri bashya kuva ku wa mbere kugeza ku wa kane: kuva saa moya kugeza za kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda* *Kwiyandikisha bikorwa mu gihe cy'ibyumweru bine by'ukwa karindwi n'ibyumweru bibiri bya nyuma bibanziriza gutangira k'umwaka w'amashuri.* *Icyitonderwa: Itariki yo kwiyandikisha no gutangira kw'amasomo buri gihe iratangazwa.*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi itatu*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi bitanu byo kwiyandikisha n'ibihumbi ijana na mirongo itanu by'amafaranga y'ishuri.*
Ni ibihe byangombwa bisabwa	- *Fotocopi y'icyangombwa iriho umukono wa noteri*

kugira ngo serivisi uyihabwe?	*igaragaza ko yarangije imyaka icyenda y'ibanze;* - *Fotokopi y'irangamuntu cg y'uruhusa rw'abajya mu mahanga,* - *Ifishi yo kwiyandikisha yujujwe,* - *Amafoto abiri magufi,* - *Urupapuro rwa banki rugaragaza ko yishyuye.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*- Ifishi yo kwiyandikisha ushobora kuyikura ku rubuga rwa interineti rwa IPRC-SOUTH, www.iprcsouth.ac.rw cg se ukajya kuyisha muri IPRC-SOUTH ishami ry'amasomo y'igihe gito.* *- Kuzuza ifishi yo kwiyandikisha ukomekaho n'ibindi byangombwa byose byavuzwe haruguru;* *- Hamwe nibyo byose tumaze kuvuga hejuru, ugana ishami rishinzwe amasomo y'igihe gito hanyuma ukiyandikisha.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Amafaranga yo kwiyandikisha nay'ishuri byishyurirwa kuri konti y'ishuri iri muri Banki Nkuru y'u Rwanda.*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Mu gihe usaba kwiga ahuye n'ikibazo, asaba ubufasha mu nyandiko agaragaza ikibazo yahuye nacyo mu ishami rishinzwe amasomo y'igihe gito. Ariko iyo ari akabazo gato ashobora no kugasobanura mu magambo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	- *Amakuru yose arebana no kwiyandikisha ndetse n'igihe gahunda z'amasomo zizatangirira aba aherereye ahamanikwa amatangazo cg ku rubuga rwa IPRC-SOUTH (www.iprcsouth.ac.rw).*

Impapuro zuzuzwa	*Ifishi yo kwiyandikisha*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	- *Ibitabo bikubiyemo amasomo atangwa muri buri gahunda;* - *Inyandiko zose zikubiyemo amakuru yose arebana n'amasomo atangwa(amazina y'amasomo, ibikubiye mu isomo, amafaranga yo kwiyandikisha, amafaranga y'ishuri, igihe cyo gutangira kwandika, ibisabwa ndetse n'igihe cyo gutangira amashuri).*

C. SERVISE ZITANGWA N'ISHAMI RY'ISOMERO

Uko isomero rikoreshwa

Serivisi ni iyihe? Nujuje ibisabwa?	*Gukoresha isomero no gutira ibitabo ku barigana batandukanye harimo abanyeshuri, abarigana muri rusange cg se nundi wese ushaka kurigana ku mpamvu zitandukanye.*
Ishami abarizamo	*Ishami ry'isomero*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa gatandatu kuva saa mbiri za mugitondo kugeza saa tatu z'ijoro.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ikarita y'ishuri, abakozi ntacyo babazwa n'irangamuntu ku bandi.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	*-Gana ku Isomero, erakana Ikarita y'ishuri cyangwa y'Irangamuntu maze w'injire;* *-Skakisha igitabo ukeneye maze ucyandikishe mbere yo kugitahana cyangwa ugisomere aho;* *-Ubahiriza Itariki yo kukigarura*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*
Hari ibindi by'ingenzi	*Kubona serivise mu isomero ni ubuntu kandi ibyo watiyeyo*

bikenewe kumenywa kugira ngo ubone iyo serivisi?	*ubigarura mu gihe cy'ibyumweru bibiri. Amande acibwa utabashije kugarurira ku gihe ibyo yatiye. Amande ateye ku buryo bukurikira:* ***Inyandiko z'abahanga:*** *amafaranga magana atanu buri munsi w'ikererwa* ***Igitabo cyandikwa urangije kaminuza****: amafaranga magana atanu buri munsi w'ikererwa* ***Ibitabo:*** *amafaranga magana atanu buri munsi w'ikererwa* ***Ibinyamakuru****: amafaranga magana atanu buri munsi w'ikererwa*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

D. SERIVISI ZITANGWA ISHAMI RISHINZWE IBIBAZO BY'ABANYESHURI

1. Gusaba kubona icumbi

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyeshuri wemerewe kwiga muri IPRC-SOUTH ashobora gusaba icumbi mu kigo.*
Ishami abarizamo	*Ishami rishinzwe ibibazo by'abanyeshuri*
Serivisi itangwa ryari?	*Kuva ku wa mbere kugeza ku wa kane ni saa moya kugeza sa kumi n'imwe naho ku wa gatanu ni ukuva saa moya kugeza saa cyenda. Gusaba bikorwa mu kwezi kumwe mbere yuko umwaka w'amashuri utangira.*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Ibyumweru bibiri mbere yuko umwaka w'amashuri utangira.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ibihumbi mirongo itanu by'amafarnga y'u Rwanda ku mwaka kuri buri gitanda kandi kuri buri munyeshuri wemerewe icumbi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	- *Ibaruwa isaba yandikirwa umuyobozi w'ishami rishinzwe ibibazo by'abanyeshuri,* - *Fotokopi y'irangamuntu ku banyeshuri bashya, na fotokopi y'ikarita y'ishuri ku banyeshuri basanzwe biga,* - *Ku banyeshuri babana n'ubumuga bagomba kugaragaza impapuro za muganga.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kwandika ibaruwa ibisaba;* - *Kuyigeza mu biro by'umuyobozi w'ishami rishinzwe ibibazo by'abanyeshuri;* - *Kuzuza mu gitabo cyabigenewe;* - *Kureba ku rutonde rw'amacumbi yabonetse nyuma y'ijonjora;* *Igihe usanze wemerewe icumbi:* - *Kwishyura kuri konti y'ikigo iri muri Banki Nkuru y'u*

	Rwanda; - *Kujya mu ishami rishinzwe imari guteza ikashi ku rupapuro rwa banki rwerekana ko ;* - *Kugeza urwo rupapuro ku mukozi ushinzwe amacumbi.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Uramutse uhuye n'ikibazo, ukigeza ku mukozi ushinzwe amacumbi, bitakemuka ukakigeza ku muyobozi w'ishami rishinzwe ibibazo by'abanyeshuri nabwo kandi bitakemuka ukakigeza ku muyobozi wungirije ushinzwe ubutegetsi n'imari.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Kujonjora bishingira ku mirongo y'ibanze ishingirwaho iba yashyizweho n'itsindi tumaze kuvuga haruguru.* *Amagodora asangwa mu byumba.*
Impapuro zuzuzwa	*Ifishi yo kwemererwa icyumba ku banyeshuri bacumbikirwa;* *Ifishi yo gutanga icyumba nayo iruzuzwa mbere yo kukivamo igihe umwaka urangiye.*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Amabwiriza/politike agenga icumbi*

E. SERIVISI ZITANGWA N'ISHAMI RISHINZWE IMARI

1; Kwishyura serivisi cyangwa ibikoresho twaguze

Serivisi ni iyihe? Nujuje ibisabwa?	*Umuntu ku giti cye cg amakompanyi yaduhaye serivise cg ibicuruzwa agomba kwishyurwa.*
Ishami abarizamo	*Ishami rishinzwe Imari*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza saa kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi itatu*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	- *Inyandiko igaragaza ibyo watanze isinyweho n'impande zombi zagiranye amasezerano;* - *Garanti ya banki igihe ari ngombwa;* - *Ibaruwa imenyesha;* - *Amasezerano;* - *Urupapuro rw'ibyaguzwe,* - *Fotokopi y'irangamuntu y'uwagemuye ibikoresho cg uwakoze igikorwa;* - *Urupapuro ruriho ibyasabwe;* - *Raporo y'irangiza ry'imirimo.*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kujya mu bunyamabanga rusange bwa IPRC-SOUTH;* - *Kubushyikiriza ibyangombwa byose bisabwa;* - *Kwishyurwa bikorwa mu gihe cy'iminsi itatu.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura	*Ntazo*

igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Uramutse utanyuzwe, ikibazo cyawe ugishyikiriza umuyobozi ushinzwe imari cyaramuka kidakemutse ukagishyikiriza Umuyobozi mukuru wungirije ushinzwe ubutegetsi n'imari'.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

2. Uburyo bwo kugarurirwa amafaranga muri IPRC-SOUTH

Serivisi ni iyihe? Nujuje ibisabwa?	*Umuntu ku giti cye cg se kompanyi zishaka kugarurirwa na IPRC-SOUTH zikurikiza izi gahunda zateganijwe.*
Ishami abarizamo	*Ishami rishinzwe Imari*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza saa kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi ibiri*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*- Ibaruwa ibisaba* *- urupapuro rwa banki rugaragaza ko yishyuye* *- Ikindi cyangombwa cyose gishyigikira isaba rye*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Kujya mu bunyamabanga rusange;* - *Kuhageza ibyangombwa byose byasabwe hejuru;* - *Biteganijwe ko wishyurwa mu gihe cy'iminsi ibiri.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivise?	*Igihe utanyuzwe wakwisunga umuyobozi w'imari bitakemuka ukegera umuyobozi mukuru wungirije ushinzwe imari.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*

Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

3. **Gusaba ifishi yuko nta deni ufitiye IPRC-SOUTH**

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyeshuri cg umukozi ushaka ifishi yuko nta deni afitiye ikigo akurikiza gahunda yeteguwe.*
Ishami abarizamo	*Ishami rishinzwe Imari*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza saa kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iyo ibisabwa byose byuzuye, bifata igihe cy'isaha imwe kugira ngo ubone icyangombwa kigaragaza ko nta deni ufitiye ikigo.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	- *Fotokopi y'ikarita y'ishuri cg ikarita y'akazi k'umukozi* - *Ifishi yuko nta deni yujuje*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *Ujya mu Ishami rishinzwe imari no muri serivise ishinzwe amasomo;* - *Gutanga ibyangombwa byose bisabwa hejuru.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivise?	*Igihe utanyuzwe na serivisi uhawe wakwegera umuyobozi ushinzwe Imari, wakumvwa utanyuzwe ukageza ikibazo ku muyobozi mukuru wungirije ushinzwe ubutegetsi n'imari.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*

Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo byakwifashishwa	*Ntazo*

4. Kubona urwandiko rw'uko wishyuye

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyeshuri cg umukozi ushaka urwandiko rw'uko yishyuye akurikiza gahunda yateguwe.*
Ishami abarizamo	*Ishami rishinzwe Imari*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza saa kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Igihe ibyanombwa byose byuzuye, serivise uyihabwa ako kanya.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Nta kiguzi*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	- *urupapuro rwa banki rw'uko wishyuye cg sheki*
Binyura mu zihe nzira kugirango serivisi uyihabwe?	- *kujya mu ishami zishinzwe imari;.* - *kubashyikiriza ibyangombwa bisabwa hejuru;*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Utanyuzwe naserivisi uhawe wageza ikibazo cyawe ku muyobozi ushinzwe imari utanyurwa ukegera umuyobozi mukuru wungirije ushizwe ubutegetsi n'imari.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi	*Ntazo*

byihariye biboneka mu kigo byakwifashishwa	

5. Kubona amakuru ajyanye n'uburyo amasoko atangwamuri IPRC-SOUTH

Serivisi ni iyihe? Nujuje ibisabwa?	*Gutanga amakuru ku bantu ku giti cyabo cg ibigo byifuza gupiganirwa amasoko no gusinyana amasezerano muri IPRC- SOUTH mu bikurikira :* *Gutangaza amasoko mu binyamakuru no gutegura inyandiko z'amasoko,* *Imisuzumire mu bijyanye na tekiniki n'amafaranga,* *Gutegura Inyandikomvugo y'ifungurwa ry'inyandiko z'ipiganwa n'iy'isesengura ryazo no kumenyesha abapiganwe* *Kwemeranya ku mitunganizwe y'amasezerano ku bufatanye n'amashami bireba,* *Kwakira no gusigasira/kubikaneza inyandiko z'ipiganwa, no gutangaza ibyavuye mu isesengura ry'ipiganwa.*
Ishami barizamo	*Ishami rishinzwe Imari*
Serivisi itangwa ryari?	*Ku wa mbere kugeza ku wa kane: kuva saa moya kugeza saa kumi n'imwe* *Ku wa gatanu: kuva saa moya kugeza saa cyenda.*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Igihe cya gahunda y'amasoko giterwa n'ubwoko bw'isoko.*
Niba serivisi yishyurwa, igiciro ni angahe?	*Ikiguzi cy'igitabo cy'amabwiriza agenga ipiganwa ry'isoko:10 000 Rfw*
Ni ibihe byangombwa bisabwa kugira ngo serivisi uyihabwe?	*Ibyangombwa bisabwa harimo icyemezo cy'ubucuruzi n'icyemezo cy'uko nta deni afite gitangwa n'ikigo cy'Igihugu gishinzwe imisoro n'amahoro, ibindi byangombwa biterwa n'ubwoko bw'isoko.*
Inzira nanyuramo n'izihe?	- *Umuntu ku giti cye cyangwa kampani byifuza gupiganira isoko muri IPRC-SOUTH, asabwa kubanza yagura*

	igitabo cy'amabwiriza agenga ipiganwamu ishamirishinzwe itangwa ry'amasoko yitwaje icyangombwa kigaragaza ko yishyuye muri Banki Nkuru y'u Rwanda cg Ikigo cy'Igihugu cy'Imisoro n'Amahoro; - *Inyandiko z'ipiganwa bigaragaza ibisabwa haba mu rwego y'imikorere, tekinike ndetse n'amafarangahatibawe kopi y'amasezerano* - *Umuntu ku giti cye cg kompanyi ikeneye ubufasha mu gihe cy'itangwa ry'isoko ishobora gusaba inama cg amakuru avuye mu ishami rishinzwe itangwa ry'amsokomuri IPRC-SOUTH.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Banki Nkuru y'u Rwanda* *Ikigo k'igihugu gishinzwe imisoro n'amahoro,* *Itsinda ry'igihugu rishinzwe gukemura ibibazo by'amasoko,*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivise?	*Utanyuzwe na serivi uhawe wisunga umuyobozi wungirije ushinzwe ubutegetsi n'imari, byakwanga ukegera akanama nkemurampaka kigenga gakorera mu kigo cy'igihugu gishinzwe amasoko ya Leta. Ubujurire bwawe butangwa mu gihe cy'iminsi irindwi ubonye imenyeshwa ry'agateganyo.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Buri gihe sura urubuga rwacu www.iprcsouth.ac.rw*
Impapuro zuzuzwa	*Igitabo gikubiyemo amabwiriza y'itangwa ry'amasoko, uko amasezerano azaba ateye, gufungura no gusuzuma raporo zibyakozwe ziboneka ku rubuga rwa RPPA.*
Ibyangombwa bisabwa n'amategeko cyangwa ibindi byihariye biboneka mu kigo	*Itegeko N° 12/2007 ryo kuwa 27/03/2003 rigenga amasoko ya Leta, Iteka rya Minisitiri N° 001/08/10/MIN ryo kuwa 16/01/2008 rishyiraho imitangirwe y'amasoko ya Leta*

byakwifashishwa	*n'urugero-fatizo by'igitabo cy'amabwiriza agenga ipiganwa.*

Byemejwe na **Dr TWABAGIRA Barnabé**,

Umuyobozi mukuru wa IPRC-SOUTH.

Bikorewe i Huye, kuwa......../.........../2013