IRIBURIRO

Iki gitabo gikubiyemo serivisi zihabwa abagana ikigo ngororamuco giteza imbere imyuga y'Ubumenyingiro cy' iwawa kigaragaza serivisi zitangwa n'ikigo n'ibigomba gukurikizwa. Kandi Cyateguwe mu rwego rwo gushimangira umuco wo gutanga serivisi zinoze, gukorera mu mucyo nokubazwa ibyo dushinzwe/dukora.

Ndakangurira abatugana bose gusoma neza iki gitabo no kugana serivisi zacu hagamije guteza imbere ejo hazaza heza h' igihugu cyacu.

Murakoze

NIYONGABO Nicolas

Umuhuzabikorwa/ IRVSDC

I. ITANGIRIRO

Ikigo ngororamuco giteza imbere imyuga y'Ubumenyingiro cy' iwawa cyatangijwe mu rwego rwo gushakira igisubizo ikibazo cy'uburara bw'urubyiruko cyari gitangiye gukura gihinduka ingorane k'umutekano w'igihugu. Inshingano ziki kigo cy' Iwawa ni uguhindura urubyiruko ry'inzererezi abanyagihugu beza bafite icyo bakora bakanatanga umusanzu bibahesha ubushobozi bwo kubona umurimo.

Amabwiriza ya Perezida wa Repubulika ashyiraho Ikigo cya Iwawa n'inzego z'imirimo zemejwe n'Inama y'Abaminisitiri yo kuwa 10/02/2010. Iri tegeko riteganya ibigo bicumbikira by'Agateganya aba bana b'Inzererezi mu turere twose n'Imijyi hiyongeyeho n'Ikigo cy'Igikondo mu Mujyi wa Kigali. Ibi bigo by'agateganyo bizajya bicumbikira by'agateganyo urubyiruko rwagaragayeho ibyaha bito mugihe hagitoranywa abashobora kujyanwa mu kigo cy'Iwawa ibi bikorwa kugira ngo hato hatagira urubyiruko rujyanwa IWAWA Kandi rutabikwiye. Muri iki kigo hari Ibyangobwa nkaho kuryama, ibyumba by'amashuri, igikoni, ibyumba bifungurirwamo, amazu y'abakozi, ububiko n'ibyumba by'inama bishobora kwakira abantu 2,000.

Iki Kigo kirateganya kuzaba ikigo kintashyikirwa aho urubyiruko ruzajya rugororerwa, rukahigira imyuga, gukunda igihugu, bagakora imyuga itanga umusaruro maze bakaba abanyagihugu beza bakwitunga bashobora guhangana n'bandi ku masoko y'Umurimo mu gihugu nayo mu karere. Iki kigo gifite gahunda yo gufasha urubyiruko rukurikira: Inzererezi, Indaya, Abahemu, Inkozi z'ibibi nabazonzwe n'ibiyobya bwenge. Ibyiciro bitavuzwe bishorabora kwiyongera igihe bibaye ngobwa. Muri iki gihe Ikigo cyakira urubyiruko ruvuye bigo byagatenyo ariko mubihe birimbere, cyizajya cyakira urubyiruko ruturuka mu bigo by'agteganyo ariko runakire urubyiriko ruzanwa n'imiryango yarwo kuko ruzaba rukeneye cyane cyane kugororwa . Ibi bizasaba ko batanga ikiguzi cya service kizashyirwaho n'itsinda ry'abayobozi bikazafasha ababyeyi bafite abana bafite imyitwarire mibi bikwiye kugororwa. Gahunda z'Ingenzi ziki kigo zigamije kugorora umuco bategura urubyiruko guhangana n'ibibazo by'imyitwarire mibi rwahuye nabyo, no kwigisha imyuga y'Igihe gito. Noguhabwa impamyabushobozi zatanze munzibacyuho no kugarura urubyiruko rwayobye mu muryango nyarwanda. Ibi bizahuza abafite ubushake bwo gukorera hamwe kwibumbira muri za koperative kuburyo bahuzwa n'inzengo zongera ubumenyi hamwe n'ubushobozi bwo kubona

igishoro cyo gutangiza imishinga aho bishoboka. Imbaraga zo kubahuza n'andi mantsinda afite ubuzobere mu myuga ifite isano bizashyirwamo ingufu kugira ngo urubyiruko rushobore kwitunga maze ntirusubire mu bikorwa byarwo bibi bya kera.

II. ICYEREKEZO

Kugira ngo kibe ikigo cyindashyikirawa mu kugororamuco w'urubyiruko no guteza imbere ubumenyingiro butuma bashobora kwigira kandi basubiza ibyifuzo by'isoko ry'umurimo.

III. INTEGO

Kugorora urubyiruko rwananiranye, kubahesha ubushobozi n'ubumenye bwokubaho ubushobozi bwogutanga umusanzu mu iterambere rya politiki, mu mibereho myiza no mu bukungu bw' Urwanda.

IV. INSHINGANO Z'INGEZI

Iki Kigo cya IRVSDC kizashyira imbaraga ku bikorwa by'ingenzi bikurikira:

- Kugorora umuco
- Kwigisha imyuga
- Ibikorwa bitanga umusaruro
- Gufasha urubyiruko gusubira kubana neza n'umuryango.

V. INDANGAGACIRO Z'INGENZI

- **Gukunda Igihugu** – Urukundo no kwitangira igihugu na Leta ya Repubulika y'u Rwanda **,**
- **Ubunyagamugayo –** imyitwarire ihoraho yo gukora neza, Indangagaciro, uburyo bwiza bwo gukora, gufata ingamba, amahame remezo**,** ibyiringiro n'umusaruro**.**
- **Kugira Inshingano** – Inshingano n'ububasha bwo gukora ibikorwa biganisha Ku ntsinzi. Inshingano guharanira ineza y'igihugu, gucunga no kurengera umutekano w'umutungo w'Igihugu cyangwa ucungwa n'abantu**,**
- **Ubuzobere –** buzwi nk'ishema mu mirimo, mu kugera ku nshingano, mu budakemwa no kunoza icyo wiyemeje no gutanga umusaruro wateganijwe. bigaragaza umurava iyo umuntu ahuye n'ingorane cyangwa ibibazo.
  - **Guhanga ibishya/Indegakamere –** guhanga udushya bizwi nko guhimba ikintu gishya gifite indagagaciro . N'Uburyo ibitekerezo bishya bivuka kandi bikavunjwamo umusaruro w'ingirakamaro.

A. Serivisi zitangwa n'Ishami ry'Ubutegetsi

1. *Kwakirwa mu Kigo cya Iwawa*

Serivisi ni iyihe? Nujuje ibisabwa?	*Nyuma y'uko umuryango usabye ko umuntu wawo wasaritswe n'iyobyabwenge wemererwe na Minisiteri y'Urubyiruko n'Ikoranabuhanga(MYICT), Uwo muryango uvugana n'Ikigo cya Iwawa ku byereke ku itariki n'uburyo uwabisabiwe azava I RUBAVU agana mu kirwa cya IWAWA.* *Ikigo cya IWAWA cyakira urubyiruko rwasabitswe n'ibiyobyabwenge rufite imyaka irihagati ya 18 na 35.*
Ishami ry'ikigo ritanga iyo serivisi?	*Ishami ry'ubutegetsi*
Serivisi itangwa ryari?	*Igihe icyaricyo cyose.*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Serivisi itangwa muri ako kanya*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi gisabwa*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ibarwa ivuye MYICT*
Binyura mu zihe nzira kugirango uyihabwe?	*Hari inzira ebyiri unyuramo kugirango uwawe yakirwe mi kigo cy' Iwawa:* ***1.Iyo umuntu azanwe n'umuryangowe*** *Hamaze kuboneka ibarwa ivuye muri MYICT, uhamagara telephone y'Umuhazabikorwa w'Ikigo cya Iwawa kugirango umenye I tariki n'uburyo uzagera ku kigo;* *- Kubahiriza itariki n'isaha uhawe n'Umuhuzabikorwa ;* *- Uyo ugeze IIWAWA urasakwa kugirango barebe niba nta bikoresho bibujijwe winjiranye muri iki kigo (urumogi, icyuma, nibindi.);* *-Gusuzumwa irwara nk'Igituntu, Umugera wa SIDA, Umlwijima, irwara zo mu mutwe.* ***2. Iyo umuntu aturutse mu kigo ngororamuco cy'agateganyo*** *- Nyuma yo gusesengura urutonde rw'abantu basabiwe kwakirwa mu kigo cya IWAWA, buri Karere gahabwa gahunda yo kuzazana abantu bayo ku kirwa cya IWAWA;* *- Iyo bahageze, umukozi w'Akarere waherekeje urubyiruko mu kirwa cya IWAWA atanga inyandiko y'umwirondoro wa buri wese maze abaherekejwe bakoherezwa gusakwa niba nta bikoresho bibi baba bitwaje mu kigo;* *-Gusuzumwa indwara nk'Igituntu, Umugera wa SIDA, Umwijima, indwara zo mu mutwe.*
Ese hari izindi nzego bisaba	*Minisiteri yUrubyiruko n'Ikoranabuhanga (MYICT)*

kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Wa kwandikira Minisitiri w'Urubyiruko n'Ikoranabuhanga (MYICT) igihe Ikigo cyanze kwakira IWAWA umuntu wawe.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Igihe ubonye igisubizo icyiciro cyaratangiye, utegereza itangira ry'icyiciro gikurikira (Gashyantare, Nzeli) kugirango ubone serivisi z'Ikigo.*
Hari Impapuro zuzuzwa	*Ntazo*
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	*Ntazo*

2. Guhugurwa mu Myuga mu Kigo cy' Iwawa

Serivisi ni iyihe? Nujuje ibisabwa?	*Iyo wemewe mu Kigo cy' IWAWA, umutangizi abanza n'icyiciro cy'igororamuco kimara amezi 6 maze buri muntu agahitamo umwuga yahiga haba kubaza, kubaka cyangwa kudoda bimara bimara amezi 6.* *Kubatarigeze kugera mu ishuri, mu mezi 6 ya mbere biga gusoma, kwandika, kubara, Igiswahili n'Icingereza ,*
Ishami ry'ikigo ritanga iyo serivisi?	*Ishami ry'ubutegetsi*
Serivisi itangwa ryari?	*Igihe icyaricyo cyose.*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Serivisi itangwa muri ako kanya*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi gisabwa*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ntabyo*
Binyura mu zihe nzira kugirango uyihabwe?	*Kuba waremewe mu Kigo cy' IWAWA*
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?	*Nta bwateganijwe*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Iyo amahugurwa arangiye, abashoje icyiciro bahabwa ibikoresho by'ibanze bazakoresha bihangira umurimo*
Hari Impapuro zuzuzwa	*Ntazo*
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	*Ntazo*

B. Serivisi itangwa n'ishami ry'Ubuvuzi

1. *Kugororwa by'umuntu wasabistwe n'ibiyobyabwenge*

Serivisi ni iyihe? Nujuje ibisabwa?	*Umuntu wese utangiye icyiciro cy'amahugurwa mukirwa cy' IWAWA, Impuguke mu isuzumabwenge zitegura zisuzumamutwe zaburi muntu utangiye maze bakavura abafite ibibazo. Abagaragaza ibibazo by'indwara y'umutwe, babona ubuvuzi bw'indwara y'umutwe n'abagaragaza uburwayi bujyanye no gukoresha ibiyobyabwenge babona imiti ibugenewe.*
Ishami ry'ikigo ritanga iyo serivisi?	*Ishami ry'ubuvuzi*
Serivisi itangwa ryari?	*Igihe icyaricyo cyose.*
	Serivisi itangwa muri ako kanya
Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi gisabwa*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ntabyo*
Binyura mu zihe nzira kugirango uyihabwe?	*Kuba waremewe mu Kigo cy' IWAWA*
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?	*Nta byateganijwe*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Hari Impapuro zuzuzwa	*Ntazo*
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	*Ntayo*

Byemejwe na NIYONGABO Nicolas

Umuhuzabikorwa w'Ikigo cy'IWAWA (IRVSDC)

Tariki ya 28/01/2013

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box
(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanye n'icyo wifuza)

Complement *(Gushima)*	**Complaint** *(Kugaya)*	**Suggestion** *(Icyakorwa)*
☐	☐	☐

Person(s)/Unit/Office Concerned or involved: ____________________
(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze servisi

Facts or Details Surrounding the Dissatisfaction
(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office
Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names : ____________________ **Office/Agency(if any):** ____________________
Amazina *Ikigo mukorera(niba gihari):*

Adress: ____________________
Aho ubarizwa

Contact number(s) (if any): ____________________ **E-mail Address (if any)** ____________________
Telefoni

Signature: ____________________ **Date:** ____________________
Umukono *Itariki*

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanye n'icyo wifuza)

Complement *(Gushima)*	**Complaint** *(Kugaya)*	**Suggestion** *(Icyakorwa)*
☐	☐	☐

Person(s)/Unit/Office Concerned or involved: ______________________________

(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze servisi

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office

Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names : ______________________________ **Office/Agency(if any):** ______________________________

Amazina *Ikigo mukorera(niba gihari):*

Adress: ______________________________

Aho ubarizwa

Contact number(s) (if any): ______________________________ **E-mail Address (if any)** ______________________________

Telefoni

Signature: ______________________________ **Date:** ______________________________

Umukono *Itariki*

B.Service offered by Health Unit

1. ***Rehabilitation of addicted person***

What is the service am I eligible to?	*At the beginning of intake, the psychologists elaborate a psychological file for each person and organize many psychotherapist sessions. For these who present symptoms of mental diseases receive psychiatric treatments and for these with health problem related by drugs consumption, benefit medical treatment*
Department to be approached	*Health Department*
When can I access the service?	*Anytime*
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	*Immediate service*
What if any, are the costs for accessing the service?	*Free of charge*
What documents are required?	*None*
What is the procedure?	*Being registered in IWAWA center*
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	*None*
Is there a complaint procedure?	*None*
Is there any additional information regarding this service that is useful to know?	
Available forms	*None*
Relevant legal documents	*None*

Approved by NIYONGABO Nicolas

Coordinator of IRVSDC

Date: January 28th 2013

2. *Training of Iwawa trainees*

What is the service am I eligible to?	*Once registered at Iwawa center, the new comer starts by rehabilitation phase. During that period of 6 months he benefits many sessions of psycho-therapy. Within these 6 months, a programme of literacy and numeracy, Kiswahili and English is organized for these who have never been at school.* *Then, after this period, each trainee makes a choice between three existing trades (carpentry, construction and tailoring) for 6 months of training.*
Department to be approached	*Administration Department*
When can I access the service?	*Anytime*
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	*Immediate service*
What if any, are the costs for accessing the service?	*Free of charge*
What documents are required?	*None*
What is the procedure?	*Being registered in IWAWA center*
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	*None*
Is there a complaint procedure?	*None*
Is there any additional information regarding this service that is useful to know?	*At the end of the training, the graduats receive start up kits to help them to start their business.*
Available forms	*None*
Relevant legal documents	*None*

service costs or to get additional documents)	
Is there a complaint procedure?	*You can write to the Minister of Ministry of Youth and Information, Communication and Technology (MYICT) if your request is rejected by IWAWA Center.*
Is there any additional information regarding this service that is useful to know?	*After getting a positive response from MYICT, you must wait for the beginning of the new intake (February, September) to benefit access to the centre*
Available forms	*None*
Relevant legal documents	*None*

A. Service offered by Benefits Unit

1. Admission of new candidates at Iwawa center

What is the service am I eligible to?	*After receiving a positive response from the Ministry of Youth and Information, Communication and Technology(MYICT) requesting the admission of an addicted person to drugs to IWAWA Center, a family must be in touch with IWAWA Center to be informed about the date and conditions of transportation from Rubavu to IWAWA island.* *IWAWA Center receives only young men addicted to drugs between 18 and 35 years old.*
Department to be approached	*Administration Department*
When can I access the service?	*Anytime*
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	*Immediate service*
What if any, are the costs for accessing the service?	*Free of charge*
What documents are required?	*Letter from MYICT*
What is the procedure?	*There are two procedures to be admitted at Iwawa Center:* **1. When the youth are brought by the family** *-After getting the response from MYICT, you call phone number: the Coordinator of IWAWA Center, asking the date and conditions of transportation ;* *- Respect the time and the date given by the Coordinator;* *- Once arrived at IWAWA Center, there is a check up aiming to verify whether there are not forbidden objects in his bag;* *-Submit the candidate to IWAWA Center to a medical screening (test of TB, HIV, Hepatitis and mental disease).* *2. When the youth come from transit centers* *- After screening conducted by staff of IWAWA in District transit centers, each District is given the date to bring its candidates to IWAWA island;* *- Once arrived at IWAWA Center, the District officer presents the identification file of each candidate to IWAWA center, then he submits the accompanied person to a check up to verify whether there are not forbidden objects in his bag;* *-Submit the candidate to IWAWA Center to a medical screening (test of TB, HIV, Hepatitis and mental disease).*
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of	*Ministry of Youth and Information, Communication and Technology (MYICT)*

mentorship and admission to their groups will also be considered and seriously pursued to ensure these youth become economically independent to avoid going to back to their old acts.

II. VISION

To become a center of Excellency for youth rehabilitation and skills development which offers range of best learner programs that respond to the needs of labor market.

III. MISSION

To rehabilitate delinquent youth, equip them with vocation and life skills that strengthen their participation in the social, economic and political development of Rwanda.

IV. CORE FUNCTIONS

The IRVSDC will focus on the following areas of activities:

- Psychosocial rehabilitation
- Vocational training
- Production
- Transitional support towards social reintegration.

V. CORE VALUES

- **Patriotism** – Love and allegiance to the nation and the government of the Republic of Rwanda
- **Integrity** – the act of consistency of actions, values, methods, measures, principles, expectations and outcome.
- **Responsibility** - the obligation and authority to take the necessary actions to ensure success. The obligation for the proper custody, care, and safekeeping of resources entrusted to the possession or supervision of an individual.
- **Professionalism -** is defined as the pride in work, in achievements, conscientious and efficient in meeting commitments and achieving results. It shows persistence when faced with difficult situation or challenges.
- **Creativity/Innovativeness –** creativity is defined as a phenomenon whereby something new and has some value is created. Innovation is the process by which new ideas are generated and converted into useful product.

I. INTRODUCTION

Iwawa Rehabilitation and Skills Development Center was set up in order to come up with a response to the increasing issue of delinquent youth that was becoming a security and social threat to the Nation. The mission of IWAWA center is to promote positive change of delinquent youth so they transform into responsible and productive citizens and give them skills to enable them get gainful employment.

A presidential decree establishing the centre and a staff structure was approved by the cabinet on 10/02/2010. The law provides for the establishment of transit Centers in all the district towns of the country in addition to Gikondo in Kigali city. The transit centers will be used to temporarily accommodate the youth who have been found involved in petty crimes while the screening process is being carried out thoroughly to avoid cases where transferring people who do not meet the criteria for Iwawa admission. Basic infrastructure such as dormitories, classrooms, kitchen, dining hall, houses for staff, stores and workshops that can accommodate about 2,000 youth have been constructed.

This Center is envisaged to become a center of Excellency where youth will get rehabilitated and trained in vocational skills so as to become patriotic, productive and independent citizens who can favorably compete on the local and regional markets. The centre targets the following categories of youth; Vagrants, Prostitutes, Swindlers, Delinquents and Drug addicts. As categories not mentioned may be added as need arises. The centre currently admits those youth who have passed through the transit centers but the future plan is to allow admission of youth bought in by family members for mainly the rehabilitation phase. These will be required to pay a fee that will be determined by the steering committee to help parents with children with behavior issues to be restored. The key programs of the centre are rehabilitation that is aimed at preparing the youth emotionally to overcome the challenges related to delinquent behavior they had been experiencing, vocational skills training and transition. The transition phase looks the graduation and the re-integration of these youth back into the society. This will involve helping those willing to work together organize in cooperatives and linking them with institutions that can provide skills and business startup capital where possible. Efforts to link with other experienced groups in similar fields for

FOREWORD

This Service Charter for Iwawa Rehabilitation and Vocational Skills Development Center stipulates the services offered by the center and requirements. It has been prepared in order to emphasize the spirit of being responsive to effective service delivery, transparency and accountability.

I invite our clients to read carefully this document and to access to our services for a better future of our nation.

Thank you.

NIYONGABO Nicolas
Coordinator/ IRVSDC