

## IRIBURIRO

Nshimishijwe no kubagezaho igitabo gikubiyemo serivisi zitangwa n'Ishuri Rikuru Nderabarezi rya Kavumu.

Iki gitabo kikaba cyarateguwe hashingiwe kuri gahunda ya Leta y'ivugurura ry'Inzego z'Imirimo ya Leta, kikaba kigamije gusubiza ibyifuzo by'Abaturage, gukorera mu mucyo no gukangurira abakozi kwita ku nshingano zabo bubahiriza ibyo bagomba gukorera abaturage.

Kirerekana kandi inshingano z'Ishuri Rikuru Nderabarezi rya Kavumu, kikagaragaza serivisi zitangwa n'ibisabwa kugira ngo uhabwe izo serivisi, Urwego cyangwa Ishami rishinzwe gutanga izo serivisi n'ibyangombwa bisabwa mu kubona izo serivisi.

Ishyirwaho ry'iki gitabo rirerekana ubushake bwacu bwo kwakira neza abatugana hagamijwe kugirana nabo umushyikirano no guha imbaraga ibijyanye no gutanga serivisi nziza.



Muhire A. Cassian

Umuyobozi Mukuru w'Ishuri Rikuru Nderabarezi rya Kavumu

Iki gitabo kiragaragaza urutonde rwa serivisi zitangwa mu Ishuri Rikuru Nderabarezi rya Kavumu ku bakigana. Iki gitabo gikubiyemo serivisi zitandukanye, urugero fatizo rya serivisi, uburyo bukoreshwa mu kuzitanga, igihe n'inzira wachamo ujurira igihe utanyuzwe na servise wahawe. Iki gitabo kigaragaza ibi bikurikira:

- Intego n'icyerekezo by'Ishuri Rikuru Nderabarezi rya Kavumu byemeza ubushake bwabo bwo gutangana serivisi ibi bikurikira:
  - Ubunyangamugayo
  - Ubupfura
  - Kwicishabugufi
  - Ubwumvikane
  - Gucisha mukuri no kutabera
  - Gukorera mu mucyo
  - Gusobanura ibyo ibyo ukora
  - Umunyaruko
  - Kugera ku musaruro hakoreshejwe uburyo buke
- Aka gatabo ka serrivisi zitangwa na KCE kagaragaza mu magambo arambuye amatsinda cyangwa abagenerwabikorwa ibyobemerewe n'ibisabwa bifiteho uburenganzira,
- Aderesi z'abantu batanga izo serivisi ;
- Inzira ucamo kugira ngo urenganurwe ikibazo cyawe igihe utanyuzwe na serivisi wahawe ;
- Gusangira amakuru n'abatugana kugira ngo hanozwe serivisi ;
- Amakuru n'imenyekanisha serivisi zitangwa no kuzimenyekanisha

Aka gatabo gakubiyemo serivisi zitangwa, n'igikoresho cyifashishwa mu gutanga amakuru ku bagenerwabikorwa ba KCE no gushyiraho infatizo mu gukorera mu mucyo kwa serivisi rusange. Hategerejwe bichiye muri aka gatabo, ko abagenerwabikorwa ba KCE bazabona serivisi ku buryo bwihuse bityo bikavanaho umwanya batakazaga bategereje bityo bikanatinza serivisi.

Dushingiye ko buri rwego rwa KCE rufite kuzuzanya inshingano abaturage barutegerezeho, niyo mpamvu yiyemeje kubagezaho serivisi itanga, iza bafiteye uburenganzira n'icyo bisaba kugira ngo bazihabwe.

### **Imikoranye n'Abagenerwabikorwa**

Byagaragaye ko KCE idashobora kuzuzanya inshingano yonyine, bityo ikaba isaba abaturage guhanga ijisho abakozi bayo, gutanga amakuru atabogamye kugira ngo babashe kugera kubyo bategerejweho no kurandurana imizi y'ibikorwa byose bituma hatabaho imitangire myiza ya serivisi.

Kugira ngo habeho ishyirwamubikorwa rinoze ry'izi serivisi, KCE yizewe gukomeza gukorana n'abagenerwabikorwa bayo. Niyo mpamvu KCE yashyizeho ibikoresho bikurikira mu rwego bya yifasha kubona amakuru y'uko abagenerwabikorwa babona serivisi bahabwa akurikira:

- Ifishi ifasha gusuzuma imitangire ya serivisi muri mashami yose ya KCE y'uzuzwa n'abagenerwabikorwa;
- Agasandugu k'ibitekerezo kaboneka aho binjirira;
- Umunsi w'imurikabikorwa
- Itsinda ry'abaturage, amatsinda agamijwe
- Umurongo wa telephone
- Gukusanya amakuru kw'itangwa rya serivisi
- Uburyo bwifashishwa mu gukemura ibibazo mu rwego rwo gutanga serivisi hifashishijwe umurongo washyizweho mu kubona amakuru kuri serivisi bahabwa.

Aka gatabo gakubiyemo serivisi zitangwa kagaragaza kandi ibigomba gukorwa igihe udahawe serivisi nkuko bikwiye. KCE ishigikiyeko abagenerwabikorwa gbatanga amakuru ku buryo babona serivisi bahabwa bicishijwe mu buryo bwashyizweho bwo kutukugezaho ibibazo ku buryo bubonwa kandi bukagerwaho na buri wese kugira ngo byitabweho bityo bifatirwe imyanzuro ikwiriye. Uburyo bwo gukemura ibyibazo bwashyizweho, KCE ifite ubushake bwo kumenyesha ibibazo ku bibazo byabagejweho.

Mu gushyira mu bikorwa aka gatabo gakubiyemo serivisi zitangwa, hazibandwaho ibi bikurikira:

- Gushyiraho uburyo buhoraho bushobora kwifashishwa mu gutanga ibitekerezo. Ubu buryo harimo urubuga rwa interineti, ubutumwa bugufi, uko abaturage babona serivisi bahabwa, agasandugu k'ibitekerezo, emeli, telephone.
- Gutanga ishingano zo gukemura ibibazo muri KCE no gushyiraho inzira bicamo bikemurya bishyizwe mu byiciro;
- Gushyiraho ingengabihe izwi yo gukemura ibibazo harimo igihe cyo kumenyesha ibibazo, n'igihe ntarengwa cyo kuba ikibazo cyakemutse n'igihe cyo kumenyesha abagenerwa bikorwa ibisubizo ku bibazo byabo;
- Ibyemezo bishobora gufatwa igihe haramutse hari abatubahirije urugero fatizo rwa serivisi,
- Gushyiraho uburyo bwo gukurikira na gusuzuma igipimo ku bibazo bishyikirizwa KCE.

Mu gushimangira guhanahana amakuru, gushikirana no kubona amakuru ku mitangire ya serivisi n'ishyirwa mu bikorwa by'imitangire ya serivisi, KCE yiyemeje gukoresha ibitangazamakuru bishya, Ikoranabuhanga hakoreshejwe ubutumwa bugufi, email, imbuga nkoranyambaga za twitter na facebook... n'ikomatanya rya za tekinology.

Mu kurushaho gukomeza gutanga serivisi nziza, KCE ishyira mu gaciro gukoresha ibikoresho n'uburyo bukurikira mw'ishyirwa mu bikorwa ya serivisi zitangwa:

- Gusuzuma uko serivisi zitangwa
- Kwishisha ibyiza byagaragaye ahandi
- Imicungire myiza
- Amahugurwa, kwiga n'imicungire
- Guhabwa ububasha mu gufata ibyemezo
- Gushyira imbaraga mu micungire y'ibibazo
- Imicungire y'amakuru

### **Amakuru n'itumanaho**

Dushingiye ko amakuru ari ibuye ry'infuruka ry'ishyirwa mu bikorwa, ikurikirana rya serivisi zitangwa, bityo zigatangwa binyuze mu buryo butandukanye byo kuzimenyekanisha hifashishijwe uburyo bw'ikoranabuhanga nk'urubuga rwa website, radio, ibinyamakuru ku gira ngo bigere ku bagenerwabikorwa. KCE izifashisha imiyoboro ikurikira mu rwego rw'imitangire n'igaragara rya serivisi ku bagenerwa bikorwa n'abafatanyabikorwa:

Imibanire rusange/

Umunsi w'imurikabikorwa

- Gushyira ahagaragara hifashishijwe:
- Inyandiko igaragaza mu ncamake serivisi zitangwa
- Amatangazo
- Amakuru agenewe abanyamakuru

Gusohora no gushyira udutabo duto. Amakuru akubiye muri utu dutabo agomba kuba yanditswe mu buryo buvunaguye, bwumvikana kandi bworoshye kumva kandi binoroshye kubona.

- Gusohora agatabo gakubiyemo serivisi zitangwa kakamanikwa ahamanitwa amatangazo no ku gashyira ku rubuga rwa internet
- Kugasohora mu binyamakuru
- Ibiganiro kuri Radio na Televiziyo
- Urubuga rwa Interineti no gukomeza kutanga amakuru agezweho ku mbuga z'ibigo bya Leta:
  - Imbuga zifasha gushakashaka
  - Imbuga rusange
  - Imbuga z'abafatanyabikorwa
  - Imbuga zitemerewe kurebwa/ zibujijwe
- Ubutumwa bugufi bwandikiwe Ubuyobozi ku buryo babona serivisi
- Gutanga inyandiko ku bahagarariye abaturage n'abafatanyabikorwa
- Inkuru mu binyamakuru
- Ibiganiro bigamije kuvugurura imitangire ya za serivisi;
- Amahugurwa no gutanga imirongo kubakozi no kubabahagarariye
- Ibindi(urutonde rwa email, urubuga rwo gutanga ibitekerezo hifashishijwe imbuga za Interineti)

Mu magambo magufi, abagenerwabikorwa bacu barimo abashakashatsi, abanyeshuri, ibigo byigenga, ibigo by'abaterankunga, imiryango mpuzamahanga, amashyirahamwe, abayobozi bibanze, abaturage rusange.

### **Ibyo twiyemeje ko bagenerwabikorwa bacu:**

Ibikubiye muri aka gatabo ni ibyo KCE yiyemeje, aribyo gutanga serivisi nta makemwa ku bafatanyabikorwa/abatugana. Ni muri urwo rwego twiyemeje kubakorera mu buryo buboneye, n'umuhati ukwiriye ndetse n'ubuzobere. Tuzahorana ubudakemwa mu gutanga serivisi zacu.

## **Ibyo dutegereje ku batugana:**

Kugira ngo tubagezeho serivisi nziza kurushaho, mwadufasha kunoza imikorere yacu:

- Mwubaha abakozi ba KCE
- Mukurikiza amategeko arebana na serivisi;
- Mutanga inama ku buryo serivisi zacu muri KCE zarushaho kunozwa;
- Guha KCE amakuru ajyanye n'uko mubona serivisi zitangwa mukabinyuza mu buryo butandukanye bwo gukwirakwiza amakuru
- Kugeza ibyo munenga/ibyo mushima/inama kubo bireba.

## **Aderesi:**

### **ISHURI RIKURU NDERABAREZI RYA KAVUMU**

Agasanduku K'iposita : 125 Muhanga /Intara y' Amajyepfo

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Tuzabamenyesha ko twakiriye ubutumwa bwanyu kandi dusubize ibibazo byanyu mu minsi 3 y'akazi ikurikiraho.

Niba ikibazo gisaba iperereza n'igihe byisumbuyeho ngo gikemurwe, tuzabamenyesha ibiteganywa gukorwa n'igihe gisubizo kizabonekera.

# 1. INTANGIRIRO

Ishuri Rikuru Nderabarezi rya Kavumu ryatangijwe n'Inama y'Abaminisitiri yateranye taliki ya 14 ukwezi kea cyenda 2007 hagamijwe kugera ku nshingano yo kubona Abarimu bahagije bo kwigisha mu cyiciro Rusange cy'Amasuri Yisumbuye Ryakiriye abanyeshuri bambere mu w'2008.

Iri shuri rihereye i Kabgayi, mu Murenge wa Nyamabuye, Akarere ka Muhanga, Intara y'Amajyepfo.

Iri shuri rifite inshingano yo gutegura Abarimu bahagije kandi bafite ubumenyi buhagije bwo kwigisha Imibare, Ubumenyi n'Ikoranabuhanga mu kiciro rusange cy'Amashuri Yisumbuye mu Rwanda. Umunyeshuri yiga Imyaka ibiri ikubiyemo kwiga Amaso azamuhesha Impamyabumenyi y'Icyiciro cya kabiri cya Kaminuza hamwe n'Imenyereza Mwuga imara amezi atandatu ikorwa mu gihembwe cya Kabiri cy'Umwaka wa Kabiri. Umwaka w'Amashuri ufite ibihembwe bibiri.

## **2. INTEGO YACU**

Kugera ku Iterambere Rirambye ry'U Rwanda binyuze mu kwigisha no guhugura abakozi bafite ubushobozi.

## **3. ICYEREKEZO**

Kwigisha no gutegura neza Abarimu b'Umwuga bafite Impamyabumenyi yo kwigisha Imibare, Ubumenyi n'Ikoranabuhanga mu kiciro Rusange cy'Amashuri Yisumbuye mu Rwanda.

## **4. INSHINGANO Z'IBANZE:**

### **Inshingano z'ibanze z'Ishuri Rikuru Nderabarezi rya Kavumu**

- ✓ Imyigire n'Imyigishirize: Gutanga Ubumenyi bufite Ireme mu mashami n'ibyiciro bitandukanye bya KCE
- ✓ Serivisi rusange : KCE itanga umusanzu mu bikorwa bigirira abaturage akamaro mu gice cy'imbonezamubano, inshingano z'abaturage

## **5. INDANGAGACIRO Z'INGENZI:**

Indangagaciro z'ingenzi zishyizwe imbere na KCE n'izi zikurira:

- ✓ Uburinganire;
- ✓ Ubworoherane n'Ubwubahane;

- ✓ Gukora mu buryo bunoze;
- ✓ Buruse;
- ✓ Gukorera mu mucyo;
- ✓ Kutabogama;
- ✓ Kugira ubwisanzure mu masomo no mummyigire n'imyigishirize.



## 6. SERIVISI ZITANGWA N'ISHURI RIKURU NDERABAREZI RYA KAVUMU

### 1. Kwandika Abanyeshuri bemerewe kwiga muri porogaramu za KEC

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p><i>Ikigo cyemerera kandi cyandika abanyeshuri kwiga mu dushami dukurikira :</i></p> <ol style="list-style-type: none"> <li>1. Imibare-Ubutabire n'Uburezi</li> <li>2. Imibare-Ubugenge n'Uburezi</li> <li>3. Imibare-Ikoranabuhanga n'Uburezi</li> <li>4. Imibare-Ibinyabuzima n'Uburezi</li> <li>5. Ubugenge-Ubutabire n'Uburezi</li> <li>6. Ubugenge-Ikoranabuhanga n'Uburezi</li> <li>7. Ibinyabuzima-Ubutabire n'Uburezi</li> </ol> <p><b>Kwemererwa kwiga no kwiyandikisha :</b></p> <p><i>Ku banyeshuri biyandikisha mu cyiciro cya 1 cy'amashuri makuru A1 basabwa kuba bafite Impamyabumenyi y'inyaka itandatu y'amashuri yisumbuye itangwa n'Ikigo cy'Igihugu gishinzwe Ibizamini cyangwa ikindi cyangombwa kikwemerera kwiga amashuri makuru. Ku basheshuri basanzwebiga muri icyo kigo basabwa kuba barabonye amanota abemerera kwimurikira mu mwaka ukurikira cyangwa gusibira.</i></p>
<p>Ni iyihe serivisi nagana?</p>	<p><i>Ishami Rishinzwe Amasomo by'umwihariko Ibiro bishinzwe kwandika Abanyeshuri</i></p>
<p>Serivisi itangwa ryari?</p>	<p><i>Kubanyeshuri biga buri munsu: Kuva kuwa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba.</i></p> <p><i>Kubanyeshuri biga mumpera zicyumweru : Kuwagatandatu no kucyumweru kuva sa moya kugera sa kumi n'imwe</i></p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<ul style="list-style-type: none"> <li>• <i>Gusaba kwemererwa kwiga mu kigo cyacu bikorwa amezi abiri mbere yokwiyandikisha nkuwererewe kwiga.</i></li> <li>• <i>Kwiyandikisha bikorwa amezi atatu mbere y'uko Amasomo atangira</i></li> <li>• <i>Ku abanyeshuri bashya basabwa gutegereza ijongora</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Ku abanyeshuri bakomeza bahita biyandikisha.</i></li> </ul>
<p><b>Niba serivisi yishyurwa, igiciro ni ikihe?</b></p>	<p><i>Gusaba kwiandikisha/kwiga dosiye:</i></p> <ul style="list-style-type: none"> <li>➤ <i>Kubanyeshuri boherezwa na Leta: Serivisi itangirwa Ubuntu</i></li> <li>➤ <i>Kubanyeshuri birihira: 5,000Rwf</i></li> </ul> <p><i>Amafaranga yo kwiandikisha:</i></p> <ul style="list-style-type: none"> <li>• <i>Kubanyeshuri boherejwe na Leta: 42,700Rwf</i></li> <li>• <i>Kubanyeshuri birihira: 46,000 Rwf</i></li> </ul> <p><i>Kwiandikisha bikorwa buri mwaka ku basheshuri basanzwe cyangwa abashya haba aboherezwa na Leta cyangwa abirihira,</i></p> <p><i>Amafaranga y'ishuri agenwa buri mwaka ari ku banyeshuri basanzwe biga cyangwa bashya.</i></p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b></p>	<p><b><i>Kwemererwa Kwiga;</i></b></p> <ul style="list-style-type: none"> <li>• <i>Ibaruwa isaba</i></li> <li>• <i>Impamyabushobozi iriho umukono wa noteri n'indangamanota ku basaba kwiga porogamu zihariye</i></li> </ul> <p><b><i>Ku biyandikisha ;</i></b></p> <ul style="list-style-type: none"> <li>• <i>Kuzuzwa ifishi y'abiyandikisha</i></li> <li>• <i>Gutanga fotokopi 2 z'indangamuntu;</i></li> <li>• <i>Amafoto 3 magufi ya vuba</i></li> <li>• <i>Inyemezabwishyu y'amafaranga yo kwiandikisha iriho kasha y'ishami ry'imari</i></li> <li>• <i>Fotokopi 2 z'indangamanota ziriho umukono wa noteri,</i></li> </ul> <p><i>Ku banyeshuri bakomeza, basabwa kuzuzwa ifishi y'abiyandikisha bakomekaho icyemezo cya banki cyerekana ko wishyuyekirihokashi y'ishami rishinzwe imari n'ifoto ngufi ya vuba.</i></p>
<p><b>Binyura mu zihangirangombwa kugirango uyihabwe?</b></p>	<p><b><i>Ku banyeshuri boherejwe na Leta</i></b></p> <p><b><i>Kwiandikisha</i></b></p> <ul style="list-style-type: none"> <li>• <i>Gutanga icyemezo cyawe cyujuje ibisabwa byose</i></li> </ul>

	<p><i>by'ibyangobwa, nyuma ugategereza ijongora mu gihe cy'amezi atandatu mbere yo kwiwandikisha cyateganijwe.</i></p> <ul style="list-style-type: none"> <li>• <i>Gutanga ifishe yawe yo kwiwandikisha yometseho (umunyeshuli ucyiga) n' icyemezo cya Banki kigaragaza ko wishyuye bityo bagahita bakwandika muri ako akanya.</i></li> </ul> <p><b>Kwiwandikisha</b></p> <ul style="list-style-type: none"> <li>• <i>Kuzuza ifishe yo kwiwandikisha iboneka mu biro bishizwe kwiwandikisha</i></li> <li>• <i>Komekaho ibisabwa byose na fotokopi yibisabwa twavuze haruguru</i></li> <li>• <i>Umaze kuzuza ibisabwa byose mu gihe kiri munsu y'isaha imwe uba umaze kwandikwa.</i></li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p><i>Kujya muri banki ya Kigali (BK) ukishyura amafaranga yo kwiwandikisha/ amafaranga y'ishuri</i></p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p><i>Ibibazo bitabonewe ibisubizo bishobora gushyikirizwa Umuyobozi ushinze kwandika Abanyeshuri, byaba bidakemutse ukandikira Umuyobozi Mukuru Wungirije ushinze Amasomo.</i></p>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p><i>Ukeneye andi makuru ushobora guhamagara kuri numero 0788462597 cyangwa 0788548234 mu masaha y'Akazi.</i></p> <p><i>Ni ngombwa kumenya ko hari igihe cyihariye cyagenewe kwiwandikisha kuri gahunda zitandukanye.</i></p> <p><i>Igihe cyo kwiwandikisha kimenyeshwa kuri Radio Rwanda n'Imvaho Nshya.</i></p>
<p><b>Impapuro zuzuzwa</b></p>	<p><i>Ifishi yabugenewe</i></p>
<p><b>Ibyangombwa bisabwa n'amategeko</b></p>	<p><i>Amategeko n'Amabwiriza agenga imyigire y'Abanyeshuri mu kigo</i></p>

**2. Guhabwa Ibyangombwa byerekana ko Umunyeshuri yarangije amasomo yose (Indangamanota, icyangobwa kigaragaza ko warangije ishuri gisimbura impamyabushobozi, Impamyabushozi, Impamyabumenyi) zivuye muri serivi ishinzwe Amasomo**

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Kubona Indangamanota, icyangobwa kigaragazako warangije amasomo, Impamyabushozi, Impamyabumenyi cyangwa ikindi cyangombwa gitangwana serivisi ishinzwe amasomo : Igihe wanditswe nk'umunyeshuri muri uwo mwaka cyangwa kuba warigeze kuba umunyeshuri ushobora kwandika usaba kimwe muri ibyo byangombwa byavuzwe hejuru.</i>
Ishami abarizamo	<i>Ishami Rishinzwe Kwandika Abanyeshuri</i>
Serivisi itangwa ryari?	<i>Kubanyeshuri biga buri munsu: Kuva kuwa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba. Kubanyeshuri biga mu mpera zicyumweru : Kuwagatandatu no ku cyumweru kuva sa moya kugera sa kumi n'imwe</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<ul style="list-style-type: none"> <li>• <i>Urupapuro rw'amanota hamwe nurw'Impamyabumenyi byerekana ko Umunyeshuri arangije Ikiciro Cyambere cy'Amashuri Makuru/Kaminuza bitangwa nyuma y'ukwezi kumwe nyuma yo guhabwa Impamyabumenyi ku mugaragaro.</i></li> <li>• <i>Kuzindi mpapuro zavuzwe hejuru ziboneka mu munsu umwe w'akazi. .</i></li> </ul>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ni ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> <li>• <i>Kwandikira Ubuyobozi bushinze kwandika Abanyeshuri ibaruwa isaba ibyo byangombwa</i></li> <li>• <i>Kuzana kopi y'Ikarita y'Umunyeshuri</i></li> <li>• <i>Ifoto 1 ngufu y'amabara kandi ya vuba</i></li> <li>• <i>Icyemezo kivuye muri biro by'Ushinzwe Icyungamutungo cyerekana ko amafaranga yo guhabwa ibyangombwa yatanzwe</i></li> </ul>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> <li>• <i>Kujyana ibaruwa isaba hamwe n'i byangombwa bisabwa mu Ishami rishinzwe kwandika Abanyeshuri.</i></li> <li>• <i>Igihe ubusabwawe buhuje n'ibyangombwa bisabwa, ubona icyangombwa wasabye nyuma y'umunsu umwe.</i></li> </ul>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero)	<i>Kujya muri banki ya Kigali (Niho KCE ifite konti kubishyura amafaranga yo kwiyandikisha na ayishuri )</i>

<b>nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Kujya kureba Umuyobozi ushinzwe kwandika Abanyeshuri , byaba bidakemutse ukandikira Umuyobozi Mukuru Wungirije ushinzwe Amasomo</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ukeneye andi makuru ushobora guhamagara kuri numero za telefoni zikurikira:0788462597 cyangwa 0788548234 mu masaha y'Akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Amategeko n'Amabwiriza agenga Imyigire y'Abanyeshuri mu kigo</i>

### 3. Gutanga Inama ku Nyigisho Umunyeshuri agomba guhitamo

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Umunyeshuri wese wanditse muri KCE arabyemerewe. guhabwa Inama ku nyigisho n'umwuga no guhitamo biterwa n'icyo umunyeshuri akunda ndetse yumva ahoboye kuruta ibindi.</i>
<b>Ishami abarizamo</b>	<i>Serivisi ishinzwe gutanga inama</i>
<b>Serivisi itangwa ryari?</b>	<i>Kubanyeshuri biga buri munsu: Kuva kuwa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba. Kubanyeshuri biga mu mpera zicyumweru : Kuwagatandatu no ku cyumweru kuva sa moya kugera sa kumi n'imwe</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Umunsu umwe uhereye igihe waherewe gahunda.</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Serivisi itangirwa ubuntu.</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ntabyo</i>
<b>Binyura mu zihye nzira kugira ngo uyihabwe?</b>	<i>Gusaba gahunda yo kubonana n'umuhuzabikorwawo wa serivisi ishinzwe gutanga inama ku ihitamo ry'umwuga</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Utanyuzwe na serivisi ushobora kureba Umuhuzabikorwa wa serivisi ishinzwe gutanga inama ku ihitamo ry'amasomo. Iyo utanyuzwe n'igisubizo wareba Umuyobozi Mukuru wungirije ushinzwe Amasomo.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku yandi makuru ushobora guhamagara kuri telefoni numero 0788504218 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabyo</i>

#### 4. Gutanga Inama mu guhitamo Amashami muri KCE

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Gutanga ibisobanuro n'inama ku mashami aboneka muri KCE, ibisabwa n'imirimo iboneka igihe uramutse uhisemo iryo shami.</i>
<b>Ishami abarizamo</b>	<i>Serivisi ishinze gutanga inama</i>
<b>Serivisi itangwa ryari?</b>	<i>Kubanyeshuri biga buri munsu: Kuva kuwa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba. Kubanyeshuri biga mu mpera zicyumweru : Kuwagatandatu no ku cyumweru kuva sa moya kugera sa kumi n'imwe</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Umunsu umwe uhereye igihe waherewe gahunda.</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Serivisi itangirwa ubuntu.</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ntabyo</i>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<i>Gusaba gahunda yo kubonana n'umuhuzabikorwawo serivisi ishinze gutanga inama ku ihitamo ry'umwuga</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Utanyuzwe na serivisi uhawe ushobora kureba Umuhuzabikorwawo wa serivisi ishinze gutanga inama kuitamo ry'umwuga. Iyo utanyuzwe n'igisubizo ubonye wareba Umuyobozi Mukuru wungirije ushinze Amasomo.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku yandi makuru ushobora guhamagara kuri telefoni numero 0788504218 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabyo</i>

## 5. Ubwoko bwa serivisi: Gushakira imyanya abanyeshuri bimenyereza akazi

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Gutanga amakuru ku mahirwe aboneka n'icyo bifasha umunyeshuri wimenyereza.</i>
<b>Serivisi itangwa ryari?</b>	<i>Igihe cyose</i>
<b>Ishami abarizamo</b>	<i>Ishami ritanga inama ku myuga</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Umunsi 1</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Ni ubuntu</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ntabyo</i>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• <i>Gushaka ishuri</i></li> <li>• <i>Gushyirwa mu mwanya</i></li> <li>• <i>Gukurikiranwa</i></li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Amashuri ashobora kuba yakwakira abanyeshuri bimenyereza</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Utanyuzwe na serivisi uhawe ushobora kubaza Umuhuzabikorwa wa serivisi ishinze gutanga inama cyangwa guhamagara kuri telephone yatanze. Iyo ntagikozwe ushobora kureba Umuyoyi Mukuru wungirije.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku yandi makuru ushobora guhamagara kuri numero za telefoni zikurikira: 0788548234 mu masaha y'Akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabyo</i>



## 6. Kwigisha no kwiga binyuze muri Porogamu zo mu mperera y'icyumweru/weekend Programme

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Kwigisha no kwiga binyuze muri Porogamu zo mu mperera y'icyumweru ku muntu wese wujuje ibisabwa. Igihe uri umwarimu wo mu cyiciro rusange utujuje ibisabwa.</i>
Ishami abarizamo	<i>Ishami rishinzwe gahunda zo mpera y'icyumweru</i>
Serivisi itangwa ryari?	<i>Ku wa Gatandatu no kucyumweru kuva Saa moya ukageza Saa kumi n'ebiri zibura iminota 5.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<p><b>Kwemererwa kwiga:</b> Kwemererwa kwiga bibonwa amezi 2 mbere yuko wiyandikisha.</p> <p><b>Kwiyandikisha:</b> Igihe cyo kwiyandikisha gitangira amezi 3 mbere yuko igihembwe birangiza ibyumweru 2 mbere yuko amasomo atangira</p> <p><i>Ku banyeshuri bashya biyandikisha, basabwa gutegereza igihe cy'ijonjora naho kubakomeza bahita biyandikisha.</i></p>
Niba serivisi yishyurwa, igiciro ni ikihe?	<ul style="list-style-type: none"> <li>• Amafaranga yo kwemererwa kwiga: 5000Frw</li> <li>• Amafaranga yo kwiyandikisha: 41000 Rwf</li> <li>• Amafaranga y'ishuri 180000 Rwf</li> </ul>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> <li>• Abaruwa isaba</li> <li>• Fotokopi y'ikarita y'ishuri yavuba</li> <li>• Ifoto 1 ngufi ya vuba</li> <li>• Ibyangombwa bigaragaza ko wishyuye amafaranga yavuzwe hejuru kivuye muri serivisi ishinze imari muri KCE</li> </ul>
Binyura mu zihze nzira kugira ngo uyihabwe?	<p><i>Gutanga ubusabe bwawe wometseho ibyangombwa byose bisabwa ku mukozi ushinze kwandika ;</i></p> <p><i>Igihe wujuje ibisabwa uhita ubwomererwa umunsi 1 nyuma gutanga ubusabe bwawe.</i></p>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Banki ya Kigali (KCE ifitemo konti yishyurirwaho amafaranga yo kwemererwa kwiga, kwiyandikisha ...)</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe na serivisi uhawe, ikibazo cyawe gikemurwa biciye mu buryo bw'inyandiko cyangwa kwiyizira wowe ubwawe kureba ushinze kwandika, igihe kidakemutse ukareba Mukuru wungirije.</i>

<b>Hari ibindi by'ingenzi bikenewe kumenywa kugirango ubone iyo serivisi?</b>	<i>Ku yandi makuru ushobora guhamagara kuri numero za telefoni zikurikira: 0788754646 mu masaha y'Akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ibaruwa isaba, Fishi yuzuzwa n'abiyandikisha, kwemererwa kwiandikisha.</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Amategeko n'Amabwiriza agenga amasomo.</i>

## 7. Ubwoko bwa serivisi:

<p><b>Serivisi ni iyihe? Nujuje ibisabwa?</b></p>	<p><i>Serivisi Isaba guhabwa Ibizamini byihariye.</i></p> <ul style="list-style-type: none"> <li>• <i>Kuba ari umunyeshuri usanzwe yariyandikishije kandi yakurikiraga amasomo mu kigo</i></li> <li>• <i>Kuba Umunyeshuri atarashoboye gukora ibizamini mu gihe giteganijwe kubera impamvu zumvikana</i></li> <li>• <i>Kuba yarabimenyesheje Ubuyobozi bushinzwe Amasomo mugihe cyateganijwe</i></li> <li>• <i>Kwandika ibruwa isaba ibizamini byihariye.</i></li> </ul>
<p><b>Ishami abarizamo</b></p>	<p><i>Umuyobozi w'Ishami n'Umuyobozi w'ishami</i></p>
<p><b>Serivisi itangwa ryari?</b></p>	<p><i>Kubanyeshuri biga buri munsu: Kuva kuwa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba. Kubanyeshuri biga mu mpera zicyumweru : Kuwagatandatu no ku cyumweru kuva sa moya kugera sa kumi n'imwe.</i></p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p><i>Iminsi ibiri kugirango umenye ko uzahabwa cyanga utazahabwa ibyo bizamini.</i></p> <p><i>Guhabwa ibizamini nyir'izina biterwa n'Ingengabihe y'Amasomo mu mwaka</i></p>
<p><b>Niba serivisi yishyurwa, igiciro ni ikihe?</b></p>	<p><i>Serivisi itangirwa ubuntu</i></p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b></p>	<p><i>Ibaruwa isaba guhabwa ibizamini Byihariye.</i></p> <p><i>Icyemezo gitangwa n'inzego zibishinzwe cyerekana ko wagize imbogamizi zatumye utarashoboye gukora ibizamini mugihe byari giteganyijwe.</i></p>
<p><b>Binyura mu zihe nzira kugira ngo uyihabwe?</b></p>	<p><i>Kwandikira Ubuyobozi bw'Ishami Rishinzwe amasomo ibaruw isaba ibizamini byihariye.</i></p> <p><i>Kwegera Inzego zibishinzwe ukabona icyemezo cyerekana ko wari ufite imbogamizi zatumyea udakora ibizamini mu gihe byari giteganyijwe.</i></p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p><i>Ntazo</i></p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe</b></p>	<p><i>Kujya kureba Umuyobozi ushinze Amasomo, byaba bidacyemutse ukandikira Umuyobozi Mukuru Wungirije ushinze</i></p>

<b>udahawe iyo serivisi?</b>	<i>Amasomo</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ushobora guhamagara kuri telefoni nomero 0788504218 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Amategeko n'Amabwiriza agenga Imyigire y'Abanyeshuri mu kigo</i>

## 8. Gutiza Ibitabo n'ibinyamakuru

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Abanyeshuri n'abakozi ba KCE haba abo mu butegezi cyangwa abashinzwe amasomo cyangwa abantu giti cyabo merewe gutira ibitabo n'ibinyamakuru.</i>
Ishami abarizamo	<i>Ibiro y'Isomero</i>
Serivisi itangwa ryari?	<i>Kuva kuwa Mbere kugeza kuwa Gatanu guhera saa 8:00 za mugitondo kugeza saa 9:00 z'umugoroba.</i>  <i>Kuwa Gatandatu guhera saa 8:00 za mugitondo kugeza saa 5:00 za nimugoroba</i>  <i><b>Icyitonderwa :</b> Ku wa Gatandatu wanyuma w'ukwezi ni Umuganda Rusange, Isomero rifungura kuva saa munane z'amanwa kugeza 9 :00 z'ijoro.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iminota itatu</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Gusomera mu isomero ni ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> <li>• <i>Ikarita y'ishuri</i></li> <li>• <i>Ikarita y'akazi</i></li> <li>• <i>Indangamuntu</i></li> </ul>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> <li>• <i>Gutanga ubusabe bwawe ugaraga a makuru wifuza nibwo ukeneye</i></li> <li>• <i>Gushyikiriza amakuru y'ibyukenyeye umukozi ubishinzwe</i></li> <li>• <i>Serivisi n'ubuntu</i></li> </ul>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Igihe utanyuzwe na serivisi uhawe ushobora kubimenyesha umukozi wungirije ushinzwe Isomero ku giti cye ku muhamagara kuri telefone cyangwa kubimumenyeshya mu nyandiko.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ukeneye andi makuru wahamaga kuri telefone ikurikira : 0788816076/ 0788435168 mu masaha y'akazi.</i>

<b>Impapuro zuzuzwa</b>		<i>Ifishe yo gutira yo mw'Isomero.</i>
<b>Ibyangombwa n'amategeko</b>	<b>bisabwa</b>	<i>Ntabyo</i>

## 9. Gutirura Ibitabo mu isomero n'ibinyamakuru

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Abanyeshuri n'abakozi ba KCE haba abo mu butegezi cyangwa abashinzwe amasomo cyangwa abantu giti cyabo batirura ibitabo n'ibinyamakuru, ibitabo byandikwa n'abanyeshuri barangiza kandi bigatirurwa ku gihe.</i>
<b>Ishami abarizamo</b>	<i>Ibiro y'Isomero</i>
<b>Serivisi itangwa ryari?</b>	<ul style="list-style-type: none"> <li>• <i>Kuva ku wambere kugeza ku wa Gatatu guhera saa moya za mugitondo kugeza saa kumi z'umugoroba.</i></li> <li>• <i>Ku wa Gatandatu guhera saa mbiri za mugitondo kugeza saa sita n'igice z'amanywa.</i></li> </ul> <p><i>Icyitonderwa: Ku wa Gatandatu wanyuma w'ukwezi ni Umuganda Rusange, Isomero ruguma rifunze.</i></p>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Uwo mwanya</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Ntacyo, ariko iyo ibyo watiye ubigaruye ukorerewe yishyura amande 200 Rwf ku munsu y'ubukererwe kuri konti ya KCE.</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• <i>Ibitabo byatiwe</i></li> <li>• <i>Ibinyamakuru byatiwe</i></li> <li>•</li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<p><i>Abakoresha Isomero bagomba kwandika amazina yabo n'itariki yo gutitura ku mukozi ubishinzwe.</i></p> <p><i>Umukozi wungirije ushinzwe isomero agomba gukurikirana ibyujwe.</i></p>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Igihe utanyuzwe na serivisi uhawe, abakoresha isomer bashobora kujuririra Umuyenzi ushinzwe Isomero ku giti cye, bikozwe mu nyandiko cyangwa kumuhamagara kuri telephone..</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku yandi makuru wahamagara kuri telephone zikurikira: 0788816076/0788435168 mu masaha y'akazi.</i>

<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa n'amategeko</b> <b>bisabwa</b>	<i>Ntabyo</i>



## 10. Serivisi y'ubuvuzi

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Serivisi y'ubuvuzi ku banyeshuri.</i>
<b>Ishami abarizamo</b>	<i>Ishami rishinzwe Abaforomo</i>
<b>Serivisi itangwa ryari?</b>	<i>Buri muni</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Amasaha 24 kuri 24</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Ibihumbi 3000 ku mwaka y'Ubwisungane mu Buvuzi</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ikarita y'Ishuri</i>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• <i>Kwisuzumisha</i></li> <li>• <i>Ku kohereza mu bitaro byabugenewe/ bifite ubuzobera iyo bibaye ngombwa</i></li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Utanyuzwe na serivisin wareba Ukuriye Abanyeshuri cyangwa Ukuriye Abaforomo.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku yandi makuru ushobora guhamagara kuri telephone zikurikira: 0788497495/0788835056 mu masaha y'akazi.</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabwo</i>

## 11. Umuco, Imikino n'Imyidagaduro

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Korohereza abanyeshuri utanga uburyo mu bijyanye n'umuco, siporo n'imyidagaduro. Ikibazo cyose kirebana na siporo, umuco n'imyidagaduro.</i>
<b>Ishami abarizamo</b>	<i>Ishami Rishinzwe Ibibazo by'Abanyeshuri/Umukozi ushinzwe Siporo n'umuco.</i>
<b>Serivisi itangwa ryari ?</b>	<i>Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo. Naho mumpera z'icyumweru igihe hari siporo n'ibirori by'umuco.</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Uwo mwanya.</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Serivisi itangirwa ubuntu</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ntabyo</i>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<i>Ibaruwa isaba cyangwa kureba umukozi ushinzwe Umuco na siporo muri KCE.</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Ikibazo cyawe kigomba kugezwa mw'ishami rishinzwe ibibazo by'abanyeshuri/Umukozi ushinzwe Umuco na Siporo.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ushobora guhamagara kuri telefoni nomero 0788835056 mu masaha y'akazi.</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntazo</i>

## 12. Gutanga Inama k'Ubuzima n'Ubuvuzi Bwibanze

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Gutanga Inama k'Ubuzima n'Ubuvuzi Bwibanze ku banyeshuri, ku mibereho myiza, ikibazo cy'umuntu ku giti cye cyangwa ibibazo bijyanye n'amasomo.</i>
<b>Ishami wagana</b>	<i>Ukuriye Ishami rishinzwe Ibibazo by'Abanyeshuri.</i>
<b>Serivisi itangwa ryari?</b>	<i>Buri gihe na buri saha</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Ako kanya</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Ni ubuntu</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ikarita y'Ishuri</i>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<i>Kuza mu biro Gasaba serivisi ukeneye mu magambo</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Kwegera Umuyobozi Ushinzwe Ishami Rishinzwe Ibibazo by'Abanyeshuri n'Umukozi ukuriye Abaforomo.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku yandi makuru ushobora guhamagara kuri telefoni numero 0788835056 mu masaha y'akazi.</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabwo</i>

### 13. Inzira zo kwishyurwa ku bahaye serivisi KCE

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umuntu ku giti cye, ibigo cyangwa Kompanyi bineye kwishyurwa nyuma yo kugemura ibikoresho cyangwa serivisi kuri KCE basabwa kubahiriza uburyo bwashyizweho.</i>
Ishami wagana	<i>Ishami rishinzwe Ubutehetsi n'Imari</i>
Serivisi itangwa ryari?	<i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo bisabwa byose byuzuye, kwishyura serivisi ntibishobo amezi atatu.</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Iyi serivisi ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<p><i>Kwishyura hakoreshejwe inyandiko zitanga uburenganzira bwo kwishyura:</i></p> <p><i>1. Ibisabwa uwishyuzwa:</i></p> <ul style="list-style-type: none"> <li>• <i>Kopi 2 z'Inyemezabwishyu</i></li> <li>• <i>Inyandiko igaragaza ko yazanye ibikoresho cyangwa yatanze serivisi iriho umukono w'impane zombie</i></li> <li>• <i>Ingwate ya banki igihe bibaye ngombwa</i></li> <li>• <i>Ibaruwa ikumenyeshya ko yatsindiye isoko</i></li> <li>• <i>Amasezerano</i></li> <li>• <i>Inyandiko isaba kugemura</i></li> <li>• <i>Kopi isaba amanita i</i></li> <li>• <i>Raporo y'ishyirwa mu bikorwa by'imirimo</i></li> <li>• <i>Impapuro za Banki zigaragaza ko wishyuye</i></li> <li>• <i>Inyandiko igaragaza nta deni ubereyemo Leta</i></li> </ul>
Binyura mu zihe nzira kugira ngo uyihabwe?	<ul style="list-style-type: none"> <li>- <i>Kugeza mu Bunyamabanga Rusange bw'Ikigo ibyangombwa byose bisabwa;</i></li> <li>- <i>IGihe wujuje ibyangobwa byose bisabwa kwishyurwa bikorwa mu minsi 3</i></li> </ul>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>

<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Kwiyambaza Umuyobozi w'Ishami rishinzwe Imari cyangwa Umuyobozi Mukuru w'Ikigo</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Hamagara kuri telefone numero 0788487837 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabwo</i>

## 14. Amasoko yatakaye

<p><b>Serivisi ni iyihe? Nujuje ibisabwa?</b></p>	<p><i>Gutanga ubufasha ku muntu wese, ikigo cyangwa kompanyi yifuza gupiganirwa isoko ikaginana amasezerano na KCE muri ibi bikurikira :</i></p> <ul style="list-style-type: none"> <li>- <i>Gucisha amasoko mu bitangazamakuru</i></li> <li>- <i>Gutegura igitabo cy'amabwiriza agenga ipiganwa</i></li> <li>- <i>Gushyira ahagaragara ibyavuye mu isesengura tekinike n'amafaranga</i></li> <li>- <i>Gutegura gufungura ninyandikomvugo y'isesengura ry'inyandiko zipiganirwa isoko, imenyeshwa ry'uwahawe isoko hizewe ishyirwa mu bikorwa by'amasezerano habayeyo imikoraniye n'ishami rigenerwa ibikorwa.</i></li> <li>- <i>Kwakira no kubika neza igitabo cy'amabwiriza agenga ipiganwa cyangwa ibindi byangombwa byakenerwa gukoreshwa, gushyira ahagaragara no guhamagarira gupiganwa no kumenyeshya ibyavuye mw'isesengura,</i></li> </ul>
<p><b>Ishami wagana</b></p>	<p><i>Ishami rishinzwe Ubutehetsi n'Imari</i></p>
<p><b>Serivisi itangwa ryari?</b></p>	<p><i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba.</i></p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p><i>Igihe cy'ipiganwa kirahinduka bitewe n'ubwoko bw'isoko n'igihe imiterere tekinike ibonekera biva mu ishami rigenerwa ibikorwa.</i></p>
<p><b>Niba serivisi yishyurwa, igiciro ni ikihe?</b></p>	<p><i>Kwishyura amafaranga adasubizwa kuri konti y'ikigo cy'igihugu cy'imisoro n'amahoro yo kugura Igitabo cy'ababwiriza agenga ipiganwa.</i></p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b></p>	<p><i>Mu byangombwa bisabwa hango kuba harimo icyangombwa cy'ubucuruzi, icyangombwa kigaragaza ko wishyura umusoro gitangwa RRA, ibindi byangombwa bisabwa hakurikijwe ubwoko bw'isoko.</i></p>
<p><b>Binyura mu zihe nzira kugira ngo uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>- <i>Umuntu ku giti cye, ikigo cyangwa kompanyi bakene gupiganirwa isoko bagomba kubanza kugura igitabo cy'ababwiriza agenga ipiganwa mu Ishami rishinzwe itangwa ry'amasoko rya KCE witwaje icyangombwa cya banki kigaragaza ko wishyuye cyangwa icya RRA</i></li> <li>- <i>Igitabo cy'ababwiriza agenga ipiganwa kigaragaza imiterere yimikorere, tekinike n'amafaranga niry'o shingiro ry'ipiganwa.</i></li> <li>- <i>Umuntu ku giti cye, ikigo cyangwa kompanyi bakene</i></li> </ul>

	<i>gupiganirwa isoko bagomba kubanza kugura igitabo cy'ababwiriza agenga ipiganwa mu Ishami rishinzwe itangwa ry'amasoko rya KCE hakurijwe itegeko rigenga itangwa ry'amasoko.</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Kwishyura amafaranga y'igitabo cy'amabwiriza agenga ipiganwa muri Banki Nkuru y'u Rwanda cyangwa Ikigo cy'igihugu cy'Imisoro n'Amahoro</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Kujuririra serivisi utahawe nkuko bikwiye bikorwa mu nyandiko yandikiwe Umuyobozi Mukuru wa KEC. Nyuma yo kumugezaho ikibazo cyawe igihe kidakemutse wakwiyambaza Akanama k'ubujurire kigenga gafite icyicaro cyako mu Kigo cy'Igihugu gishinzwe imitunganyirize y'amasoko ya Leta(RPPA).  <i>Ikibazo cyawe gitangwa mu minsi 7 uherye igihe habereye imenyeshwa ry'agateganyo ry'uwatsindiye isoko.</i></i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ukeneye ayandi makuru wahamagara kuri telefone numero 0788647255 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Imiterere y'Igitabo by'Amabwiriza Agenga Ipiganwa, amasezerano, ifungurwa nisesengura ry'inyandiko zipiganirwa isoko byose biboneka muri RPPA</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Itegeko N° 12/2007 ryo kuwa 27/03/2007 Rigenga Amasoko ya Leta n'Iteka rya Minisitiri No 001/08/10/Min ryo kuwa 16/01/2008 rishyiraho imitunganyirize by'amasoko ya Leta n'urugero fatizo rw'igitabo cy'Amabwiriza agenga ipiganwa.</i>

15 . Imitegekere/Imicungire y 'Abakozi

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Serivisi y'abakozi, gushaka abakozi, icyerekezo, Gusubizwa, ibijyanye n'amategeko, imibereho myiza y'abakozi, ubufasha mu bujyanama.</i>
<b>Ishami wagana</b>	<i>Ishami rishinzwe Ubutehetsi n'Imari</i>
<b>Ishami wabarizamo</b>	<i>Ishami rishinzwe Ubutehetsi n'Imari/ Umukozi Ushinzwe imicungire y'abakozi</i>
<b>Serivisi itangwa ryari?</b>	<i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba.</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Ako kanya</i>  <i>Ariko iyo hanenewe gukorwa isuzuma, bishobora gufata iminsi 2</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Iyi serivisi ntiyishyurwa</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• <i>Ibaruwa isaba kandi biterwa n'ubwoko bwa serivisi</i></li> </ul>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- <i>Kubimenyeshya Umunyamabanga, kumushikiriza ibisabwa warangiza ukabona igisubizo ako kanya, ugakomereza ku muyobozi w'Ishami rishinzwe Ubutegetsu n'Imari cyangwa umukozi ushinzwe imicungire y'abakozi iyo aringombwa.</i></li> <li>- <i>Kutanga ubusabe bwawe ugahita ubona igisubizo akao kanya;</i></li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Ikibazo cyawe gikemurwa n'Umukozi ushinzwe imicungire y'abakozi, igihe kiramutse kidakemutse yareba Umuyozozi w'Ishami rishinzwe Ubutegetsu n'Imari cyangwa kumwirerebera.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Hamagara kuri telefone nomero 0788587436 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Sitati rusange igenga abakozi ba Leta,</i>



**16. ubwoko bwa serivisi : Amasoko**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Umunyeshuli cyangwa umukozi ukeneye icyemezo cyigaragaza ko ari indakemwa arabisaba</i>
<b>Ishami wagana</b>	<i>Ishami rishinzwe Ubutehetsi n'Imari</i>
<b>Serivisi itangwa ryari?</b>	<i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba.</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Iyo bisabwa byose byuzuye, icya ngobwa kiboneka mu munsu umwe</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Iyi serivisi ntiyishyurwa</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>- I karita y'ubunyeshuri - Ifishi isaba icyemezo cy'ubudakemwa</i>
<b>Binyura mu zihe nzira kugira ngo uyihabwe?</b>	<i>- Gana Ubunyamabanga bw'Ishami rishinzwe Ubutehetsi n'Imari; - Tangwa ibisabwa byose, maze utegereze icyangobwa cyawe</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntazo</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Kwiyambaza Umuyobozi w'Ishami rishinzwe Imari</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Hamagara kuri telefone numero 0788587436 mu masaha y'akazi</i>
<b>Impapuro zuzuzwa</b>	<i>Ifishi yo gusaa icyangobwa</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntayo</i>

Byemejwe na:

  
Muhire A. Cassian



**Umuyobozi Mukuru w'Ishuri Rikuru Nderabarezi rya Kavumu**

Tariki: 12/02/2013