

## Amashakiro

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## **I. IRIBURIRO**

Iki gitabo kikaba cyarateguwe mu rwego rwo gufasha abakozi mu gutanga serivisi inoze kubatugana.

Kikaba gikubiyemo ibi bikurikira:

- Amakuru arebana n'ibikorwa mu Kigo
- Ibijyanye n'amabwiriza ngenderwaho kugira ngo abatugana babone serivisi
- Uko abatugana bakirwa.

Iki gitabo kizadufasha mu mitangire myiza ya za serivise kubatugana ndetse n'igenzurwa ry'ishyirwa mu bikorwa ry'imirimo yateganyijwe mu kigo, nyuma hagakorwa ikosora ry'ibizaba byagaragaye ko bitagenze neza.

### ***Uburyo bwo kubona amakuru mu batugana***

Mu rwego rwo kurushaho gukorana n'abatugana, Urwego rw'Igihugu rushinzwe Amasomero rwashyizeho uburyo bukurikira:

- Ubushakashatsi burebana n'uko abatugana babona serivisi bahabwa.
- Umunsi w'imenyekanishabikorwa
- Agasanduku kibitekerezo
- Ibitekerezo bitangwa hifashishijwe urubuga rwa Interineti/Website yacu.

### ***Uburyo bw'imenyekanishabikorwa***

Kugira ngo serivisi zitangwa muri iki Kigo zimenyekanishabikorwa hifashishwa uburyo bukurikira:

- Urubuga rwa internet (Website) rwacu,
- Ibitangaza makuru
- Ahakirirwa abatugana
- Ishyirwa ku mugaragaro ry'iki gitabo.
- Urubuga nkoranyambaga

### **Ibyo twifuza mu batugana**

Uburyo abatugana bishimira serivisi zacu nibyo bigaragaza ko twageze cyangwa tutageze ku ntego zacu.

Akaba ari muri urwo rwego dusaba abatugana kudufasha muri ibi bikurikira:

- Gukurikiza amabwiriza n'amategeko y'Ikigo,
- Gutanga amakuru nyayo hifashishijwe urubuga rwa Internet cyangwa Agasandugu k'ibitekerezo
- Kugeza ibitekerezo byabo muri "departments"/amashami abishinzwe

**MITALI-K-Protais**



Minisiteri wa Siporo n'Umuco

## **II.ICYEREKEZO**

Guhinduka ikigo nsakazabumenyi cy'icyitegererezo gikoresha ikoranabuhanga rigezweho.

## **III.INTEGO**

Binyujijwe mu Isomero ry'Igihugu no mu masomero rusange, guteza imbere umuco wo gusoma mu Rwanda hatangwa serivise nsakazabumenyi zigezweho zigenerwa bose.

## **IV.INSHINGANO Z'IBANZE**

- Gutegura no gushyira mu bikorwa politike igenga serivise z'amasomero, no gushyiraho gahunda ziteza imbere imiterere n'imikorere y'amasomero,
- Guteza imbere service zo gutanga ibisubizo ku byifuzo by'abagana amasomero hifashishijwe ikoranabuhanga rigezweho ndetse n'ibyandikwa,
- Guteza imbere umuco wo kwandika no gusoma,
- Guteza imbere no gushyira mu bikorwa uburyo bwo kugeza serivise z'insakazabumenyi n'amasomero mu duce twose tugize u Rwanda hashingwa amasomero rusange,
- Gushyiraho abakozi babihugukiye bashinzwe imicungire ya buri muni y'isomero,
- Kubaka ubushobozi buhamye bwo guteza imbere no gutanga serivise zinoze mu masomero,
- Gukurikirana ishyirwa mu bikorwa rya politike za Leta zirebana n'amasomero,
- Gukusanya inkunga zakwifashishwa mu mikorere ya service z'amasomero,
- Gukora ubujyanama kuri Leta mu bijyanye na politike, amategeko n'ingamba mu mikorere y'amasomero hamwe n'shyirwa mu ngiro ry'amasezerano mpuzamahanga ku masomero.

## **V.INDANGAGACIRO**

- Guhanga udushya
- Serivise zinoze
- Ubunyangamugayo
- Serivise zisubiza ibyifuzo by'abagana isomero

**VI. SERIVISI ZITANGWA N'URWEGO RW'IGIHUGU RUSHINZWE AMASOMERO**

**1. GUTIRA NO GUTIRURA IBITABO**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Gutira no gutirura ibitabo. Hasabwa ikarita y'ubunyamuryango bw'Urwego rw'Igihugu Rushinzwe Amasomero.</i>
<b>Ishami ry'ikigo ritanga iyo serivisi</b>	<i>Ishami rishinzwe itira n'itirura</i>
<b>Serivisi itangwa ryari?</b>	<i>Kuva kuwa Mbere kugeza kuwa Gatanu guhera saa 8:00 za mugitondo kugeza saa 8:00 za nimugoroba  Kuwa Gatandatu guhera saa 8:00 za mugitondo kugeza saa 5:00 za nimugoroba</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>Gusomera mu isomero ni ubuntu</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ikarita y'ubunyamuryango ku batira</i>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<i>Kwishyura ubunyamuryango, gushakisah igitabo cyangwa DVD wifuza gutira muri mudasobwa, nyuma ukagitira.</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Ntaho</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Igihe ugana urwego rw'Igihugu rushinzwe Amasomero atanyuzwe na serivisi ahawe abimenyesha Umuyobozi w'Urwo Rwego.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Utugana agize ikindi akeneye kumenya yakwifashisha urubuga rwacu rwa Internet.</i>
<b>Impapuro zuzuzwa</b>	<i>Nta mpapuro zisabwa kuko aba yanditse muri mudasobwa</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Biba byaratanzwe yiyandikisha kuba umunyamuryango</i>

## 2. KWIYANDIKISHA KUBA UMUNYAMURYANGO

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Buri wese yemerewe kwandika asaba kuba umunyamuryango (Abana, Ingibi, Abakuru ndetse n'izindi Nzego).</i>
<b>Ishami ry'ikigo ritanga iyo serivisi</b>	<i>Kuva ku wa Mbere saa 8:00 za mugitondo kugeza saa 8:00 za nimugoroba no kuwa Gatandatu guhera 8:00 za mugitondo kugeza 5:00 za nimugoroba.</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>10000rwf ku bantu bakuru mu gihe cy'umwaka 5000rwf ku bana batarengeje imyaka 18 mu gihe cy'umwaka</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- <i>Inyemezabwishyu iturutse kuri Banki Nkuru y'Igihugu cyangwa se Ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro</i></li> <li>- <i>Amafoto 2 magufi</i></li> <li>- <i>Fotokopi y'ikarita ndangamuntu ku bantu bakuru</i></li> <li>- <i>Fotokopi y'ikarita y'ishuri ku banyeshuri</i></li> <li>- <i>Fotokopi y'ikarita ndangamuntu y'umwishingizi ku bana batari bageza ku myaka 13</i></li> <li>- <i>Gushyira umukono ku ifishi y'Umunyamuryango</i></li> </ul>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	- <i>Kujyana inyemezabwishyu n'ibisabwa byujijwe kuri reception y'Urwego rw'Igihugu Rushinzwe Amasomero byavuzwe haruguru</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Banki Nkuru y'Igihugu/ Ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro (RRA)</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Mu gihe serivise zitanogeye uzisaba, agana ibiro by'Umuyobozi w'Urwego rw'Igihugu Rushinzwe Amasomero</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ku bindi bisobanuro birambuye wagana urubuga rw'Urwego rw'Igihugu rushinzwe Amasomero</i>
<b>Impapuro zuzuzwa</b>	<i>Ifishi y'ubunyamuryango</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ibyavuzwe haruguru</i>

### 3. GUKOresha Serivise z'ikoranabuhanga na Interineta

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Ku abanyamuryango n'abatari abanyamuryango babona serivisi kw'ikoresha rya internet Gukoresha mudasobwa na interineta</i>
<b>Ishami ry'ikigo ritanga iyo serivisi</b>	<i>Ishami rishinzwe Ikoranabuhanga</i>
<b>Serivisi itangwa ryari?</b>	<i>Kuva ku wa Mbere kugeza kuwa Gatanu guhera saa 8:00 za mugitondo kugeza saa 8:00 za nimugoroba</i>  <i>Kuwa Gatandatu guhera saa 8:00 za mugitondo kugeza saa 5:00 za nimugoroba</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Ako kanya</i>
<b>Niba serivisi yishyurwa, ikiguzi ni ikihe?</b>	<i>Usabwa kuba uri umunyamuryango w'Urwego rw'Igihugu Rushinzwe Amasomero wishyuye amafaranga yavuzwe.</i>  <i>Kwishyura amafaranga angana na 5000Frw ku kwezi ku abatari abanyamuryango</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>• <i>Ikarita y'ubunyamuryango bw'Urwego rw'Igihugu Rushinze Amasomero</i></li> <li>• <i>Ikarita y'Ubunyamuryango bwa Cyber Café</i></li> </ul>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>- <i>Kwishyura amafaranga y'umunyamuryango kuri konte nomero 1200046 iri muri Banki Nkuru y'u Rwanda cyangwa mu kigo cy'Igihugu gishinzwe Imisoro n'Amahoro</i></li> <li>- <i>Kuzuza fishi y'umunyamuryango yabugenewe kubifuzza gukoresha internet</i></li> <li>- <i>Komekaho no Gutanga ibyangombwa byose bisabwa</i></li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<i>Kwishyura serivisi</i>  <i>Banki Nkuru y'Urwanda/ Ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro (RRA)</i>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<i>Mu gihe utanogewe na serivisi uhawe ubimenyesha Ubuyobozi bw'Urwego rw'Igihugu rushinzwe Amasomero.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Reba ku rubuga rwa internet y'Urwego rushinzwe Amasomero arirwo: <a href="http://www.rls.gov.rw">www.rls.gov.rw</a></i>
<b>Impapuro zuzuzwa</b>	<i>Urupapuro rwabugenewe rwo kwiyandikisha ruboneka kuri</i>

		<i>“Reception”</i>
<b>Iyangombwa n’amategeko</b>	<b>bisabwa</b>	<i>Ntabyo</i>



#### 4. GUKURIKIRA AMASOMO YO GUSOMA NO KWANDIKA

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Umuntu wese ushaka kwiga program yo gusoba no kwandika ashobora ashobora kubisaba.</i>
<b>Ishami ry'ikigo ritanga iyo serivisi</b>	<i>Ishami rishinzwe Abana, Abangavu/Ingimbi, n'abantu bakuru</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Kuwa ku wa Mbere kugeza kuwa Gatatu guhera saa 8:00 za mugitondo kugeza saa 8:00 za nimugoroba  Kuwa Gatandatu guhera saa 8:00 za mugitondo kugeza saa 5:00 za nimugoroba</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Ntiyishyurwa</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Ntabwo</i>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<i>Kugera ku Isomero maze ukuyandikisha ku masomo uhisemo</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>Niba utanyuzwe wabaza Umuyobozi w'Isomero</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Reba ku rubuga rwa internet y'Urwego rushinzwe Amasomero arirwo: <a href="http://www.rls.gov.rw">www.rls.gov.rw</a></i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabwo</i>

**5. GUKODESHA ICYUMBA BY'INAMA, UBUSITANI N'AHU GUFATIRA AMAFUNGURO**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Gufasha abatugana ku bijyanye n'Ibyumba by'Ibiganiro, Ubusitani, n'aho bafatira amafunguro n'ibyo kumywa bidasindisha mu gihe cy'ibirori</i>
<b>Ishami ry'ikigo ritanga iyo serivisi</b>	<i>Kuva ku wa Mbere kugeza ku wa Gatanu guhera 8:00 za mugitondo kugeza 7:30 z' umugoroba  Ku wa Gatandatu guhera 8:00 za mugitondo kugeza 5 :00 z'umugoroba</i>
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	<i>Ako kanya nyuma yo gusobanurirwa ibisabwa.</i>
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<i>Ibiciro biri kuri website yacu: <a href="http://www.rls.gov.rw">www.rls.gov.rw</a></i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Icyangobwa cyerekana ko wishyuye Kuri Banki Nkuru y'Urwanda cyangwa ku Kigo cy'Igihugu Gishinzwe Imisoro n'Amahoro.</i>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<i>Kuza Kacyiru ku cyicaro cy'Urwego rw'Igihugu rushinzwe amasomero ufite inyemeza bwishyu, Umunsi uzakenera iyo serivisi.</i>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<ul style="list-style-type: none"> <li>- Banki Nkuru y'Urwanda/Ikigo cy'Igihugu gishinzwe Imisoro n'Amahoro igihe cyo kwishyura</li> <li>- Umugijyi wa Kigali</li> <li>- Polisi Y'Igihugu igihe cy'Ibirori bisabirwa uburenganzira bwihariye</li> </ul>
<b>Ese hari uburyo bwo kurengegurwa mu gihe udahawe iyo serivisi?</b>	<i>Utanyuzwe na serivisi wahawe, utugana abimenyeshya Ubuyobozi bw'Urwego rw'Igihugu rushinzwe amasomero</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Ntabwo.</i>
<b>Impapuro zuzuzwa</b>	<i>Impapuro z'amasezerano</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabwo.</i>

## 6. GUSABA KWIMENYEREZA AKAZI N' IKORERABUSHAKE

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<i>Umunyeshuri muri Kaminuza, Urangije Kaminuza cyangwa umunyeshuri urangije amashuri y'isumbuye ashobora ashobora Kwimenyereza Akazi n'Ikorerabushake</i>
<b>Ishami ry'ikigo ritanga iyo serivisi</b>	<i>Ku wa Mbere kugeza ku wa Gatamu Guhera 8:00 za mugitondo kugeza 7:30 z'umugoroba</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>Iyi serivisi ntiyishyurwa</i>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<i>Kwandikira Ubuyobozi w'Uru rwego Ubusaba kwimenyereza umurimo cg kuba Umukoranabushake, ugaragaza amasaha uzajya ubonekera n'igihe uzakora (icyumweru, ukwezi, umwaka ...)</i>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Ibaruwa isaba kwimenyereza umurimo cg kuba Umukoranabushake,</li> <li>- Kwemerewa no guhabwa igihe uzatangirira,</li> <li>- Gutegereza igisubi mu gihe kitarenze umunsi 1</li> <li>- Guhabwa inshingano (Icyo uzakora n'aho uzakorera).</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>Mu gihe utishimiye serivisi wahawe ubimenyeshya Ubuyobozi bw'Urwego rw'Igihugu rushinzwe amasomero.</i>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<i>Wasura Urubuga rwacu rwavuze haruguru.</i>
<b>Impapuro zuzuzwa</b>	<i>Ntazo.</i>
<b>Ibyangombwa bisabwa n'amategeko</b>	<i>Ntabwo.</i>

Byemejwe na **MITALI K. Protasis**

Minisiteri wa Siporo n'Umunaco

Itariki: 02/04/2013

# 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.

(Ebuire ukotuguhaye serivisi. Wakoresha unupapuro mugushyamba, kugaya cyangwa gutanga icyokorwa. Shyirako inyenyezo mugashyamba, ghuanye nicyo ufitiza)

**Compliment**  
(Gishimwe)

**Complaint**  
(Kigoye)

**Suggestion**  
(Icyokorwa)

**Person(s)/ Unit/ Office Concerned or involved**

(Abakozi / Ishuri / Ibikorwa byaburakoresha serivisi)

**Facts or Details Surrounding the Dissatisfaction**

(Ibikorwa cyangwa ibimenyetso bifatika bigaragaza kutonyurira na serivisi)

Please use additional sheet/ s if necessary (Koresha unupapuro n'inyongeramba ari ngombwa)

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

(Ibitekerezo / Icyokorwa / icyo mufitiza cyokorwa n'ubwoko bwacu)

Please use additional sheet/ s if necessary (Koresha unupapuro n'inyongeramba ari ngombwa)

**Name:**

(Amazina)

\_\_\_\_\_

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

(Ikigo mukorerako niba gishuri):

\_\_\_\_\_

**Address:**

(Aho ubarizwa)

\_\_\_\_\_

**Contact number(s) (if any):**

(Telefoni)

\_\_\_\_\_

**Email Address (if any):**

\_\_\_\_\_

**Signature:**

(Urukoro)

\_\_\_\_\_

**Date:**

(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.

(Ebuire ukotuguhaye serivisi. Wakoresha unupapuro mugushyamba, kugaya cyangwa gutanga icyokorwa. Shyirako inyenyezo mugashyamba gashyamba ricyo ufitiza)

**Compliment**  
(Gashyamba)

**Complaint**  
(Kugaya)

**Suggestion**  
(Icyokorwa)

**Person(s)/ Unit/ Office Concerned or involved**

(Abakozi / Ishuri / Ibikorwa byaburanye byatanzwe serivisi)

**Facts or Details Surrounding the Dissatisfaction**

(Ibikorwa cyangwa ibimenyetso bifatika bigaragaza kutonyurira na serivisi)

Please use additional sheet/ s if necessary (Koresha unupapuro n'inyongeramba ari ngombwa)

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

(Ibitekerezo / Icyokorwa / Iyo mufitiza cyokorwa n'ubwoko bwacu)

Please use additional sheet/ s if necessary (Koresha unupapuro n'inyongeramba ari ngombwa)

**Name:**

(Amazina)

\_\_\_\_\_

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

(Ikigo mukoreramo niba gishyamba)

\_\_\_\_\_

**Address:**

(Aho ubarizwa)

\_\_\_\_\_

**Contact number(s) (if any):**

(Telefoni)

\_\_\_\_\_

**Email Address (if any)**

\_\_\_\_\_

**Signature:**

(Urukoro)

\_\_\_\_\_

**Date:**

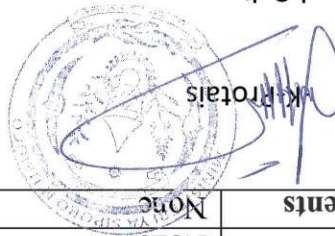
(Itoriki)

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**6. APPLYING FOR INTERNSHIP/ VOLUNTEERING**

What Service am I eligible?	A student in a High Learning, a new University/graduate or a Secondary can apply for Internship/ Volunteering
Department to be approached	Library Internship/ Volunteering Section
Where can I access the service?	RLS
When can I access the service?	Monday –Friday: 8:00AM – 7:30PM
Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	Free of Charge
What documents are required?	-Application forms
What is the procedure?	-Forward Application letters for either internship or volunteerism -Reviewing of the documents by the library - Wait for Feedback within one day - Get orientation and placement in appropriate section
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?	Complaint can be addressed to the head of internship/ Volunteerism services, when not solved to the Director of Library
Is there any additional information regarding this service that is useful to know?	Always visit RLS website: www.rls.gov.org for information regarding internship / volunteerism
Available forms	None
Relevant legal documents	None

Approved by: MITA K. Protais



Minister of Sports and Culture

Date: April 2nd, 2013



### **5. RENTING CONFERENCE ROOM, GARDEN OR COFFEE SHOP**

<b>What Service am I eligible?</b>	Any individual or institution can hire any of the library Facilities/ Conference rooms, Garden and Coffee Shop for events
<b>Department to be approached</b>	Facilities section/ Administrative Assistant to the Director, RLS
<b>Where can I access the service?</b>	RLS
<b>When can I access the service?</b>	Monday –Friday: 8:00AM – 7:30PM Saturday: 8:00am-5:00pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Immediate service to know availability, but one day prior booking is recommended
<b>What, if any, are the costs for accessing the service?</b>	Consult website; <a href="http://www.rls.gov.rw">www.rls.gov.rw</a> for the charges for the facilities
<b>What documents are required?</b>	Proof of Payment
<b>What is the procedure?</b>	-Enquiry about the availability of the facility -Visit BNR or RRA and pay membership fee on RRA Account; 1200046 -Present proof of payment to confirm your booking
<b>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)</b>	-BNR / RRA for payment -Kigali City -Rwanda National Police for some particular events that need police permission
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the facilities sections, when not solved to the Director of Library
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit RLS website: <a href="http://www.rls.gov.org">www.rls.gov.org</a> for information regarding events that need contract signing
<b>Available forms</b>	Contract forms
<b>Relevant legal documents</b>	None

#### 4. ACCESTO LITERACY AND READING PROMOTION

<b>What Service am I eligible?</b>	Any person interested can join literacy and Reading program
<b>Department to be approached</b>	Kids, Teenagers & Adult Sections
<b>Where can I access the service?</b>	RLS
<b>When can I access the service?</b>	Monday –Friday: 8:00AM – 7:30PM Saturday: 8:00am-5:00pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Immediate Service
<b>What, if any, are the costs for accessing the service?</b>	Free of Charge
<b>What documents are required?</b>	-None
<b>What is the procedure?</b>	-Come to the Library and register for programs of your choice
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of Library
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit RLS website: <a href="http://www.rls.gov.org">www.rls.gov.org</a> for information regarding available programs including contacts for the heads of Sections
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 3. ACCESS TO LIBRARY'S INTERNET SERVICE- WIFI AND FIBER

<b>What Service am I eligible?</b>	Registered and Non registered library members can have access to library Internet Services
<b>Department to be approached</b>	IT Department
<b>Where can I access the service?</b>	RLS
<b>When can I access the service?</b>	Monday –Friday: 8:00AM – 7:30PM Saturday: 8:00am-5:00pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Immediate Service
<b>What, if any, are the costs for accessing the service?</b>	-Internet access( WIFI and Fiber) is available at no charge for library registered members  -Non registered Members have access at a fee of Non Registered Library members can have internet membership/ registration only at a fee of 5000rwfs per Month
<b>What documents are required?</b>	-Library Membership Card or -Cyber Café membership card
<b>What is the procedure?</b>	- Visit BNR or RRA and pay membership fee on RRA Account; 1200046 -Visit the library and fill internet membership registration forms -Attach all required attachments; proof of payment, photocopy of ID/ equivalent and 2 passport photos - Submit the documents to the Internet membership librarian in the Internet Cafe
<b>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)</b>	Payment of Service National bank / RRA
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of Library
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit RLS website: <a href="http://www.rls.gov.org">www.rls.gov.org</a> for information
<b>Available forms</b>	Registration forms
<b>Relevant legal documents</b>	-None

## **2. TO BE REGISTERED AS LIBRARY MEMBERSHIP**

<b>What Service am I eligible?</b>	Any one is eligible to apply for library membership(Kids, Teens, Adults, and Institutions)
<b>Department to be approached</b>	Circulation Department
<b>Where can I access the service?</b>	RLS
<b>When can I access the service?</b>	Monday –Friday: 8:00AM – 7:30PM Saturday: 8:00am-5:00pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	1 day
<b>What, if any, are the costs for accessing the service?</b>	Adults: 10,000rwfs/ year Kids and Teens: 5000rwfs/ Year
<b>What documents are required?</b>	Deposit bank slip/Proof of payment, 2 Passport Photo; Copy of ID or copy of student card or equivalent Duly signed membership registration forms
<b>What is the procedure?</b>	-Visit BNR or RRA and pay membership fee on RRA Account; 1200046 -Visit the library and fill membership registration forms -Attach all required attachments; proof of payment, photocopy of ID/ equivalent and 2 passport photos - Submit the documents to the membership librarian in the Circulation Department
<b>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)</b>	National bank / RRA
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of Library
<b>Is there any additional information regarding this service that is useful to know?</b>	Visit our website for more information on membership
<b>Available forms</b>	Registration forms
<b>Relevant legal documents</b>	-None

## SERVICES OFFERED BY RWANDA LIBRARY SERVICES

### 1. RENT AND RETURN A BOOK

<b>What Service am I eligible?</b>	Any library member card holder is eligible for Book Loan Services
<b>Department to be approached</b>	Circulation Department
<b>Where can I access the service?</b>	RLS
<b>When can I access the service?</b>	Monday –Friday: 8:00AM – 7:30PM Saturday: 8:00am-5:00pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Immediate Service
<b>What, if any, are the costs for accessing the service?</b>	In house Consultation: Free of Charge
<b>What documents are required?</b>	Library Membership Card
<b>What is the procedure?</b>	-Consult the catalogue to search for the book of your choice -Retrieve it from the shelf -Present your card at the circulation desk -Item charged out to you
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Director of Library
<b>Is there any additional information regarding this service that is useful to know?</b>	Online Access Public Catalogue(OPAC) through our website; use for searching our collection, reservation of materials, and purchase suggestions to guide future acquisitions as well as Circulation guidelines(Publications)
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

## **1. Vision**

To become a one-stop globally connected and IT-Powered Information center that is self sustaining.

## **2. Mission**

To provide accessible and globally connected library and information services through the National Library and a comprehensive network of Public Libraries while promoting reading culture in Rwanda

## **3. Objectives**

- To develop sound library policies and programs related to library development priorities and aspirations;
- To develop user needs responsive collection consisting of both print and electronic resources
- To promote literacy and a culture of reading
- To promote and facilitate the provision of library services to all parts of Rwanda especially rural areas through a system of public and Community Libraries
- To avail staff to run the library with the required qualifications, skills and Knowledge
- To build institutional capacity for promotion and delivery of library and information services
- To coordinate the implementation of Government policies on Library services
- To mobilize resources for the provision of Library Services
- To advise the government on policies, strategies and legislation related to the management of the Libraries as well as the implementation of Library related international conventions, at any time it is necessary;

## **4. Core Values**

- Innovation
- Service Excellence
- Integrity
- User-responsive Services

## **FEEDBACK MECHANISM**

To ensure we are in constant contact with our clients; RLS has developed the following instruments;

- Customer Surveys
- Open day/ Accountability day
- Suggestion Boxes at the entrance
- Feedback form available on the website

## **INFORMATION AND COMMUNICATION**

To raise awareness of this charter, the following channels will be used for communication and distribution;

- Website
- Library Newsletter
- Information Desk
- Official launch of the citizen's Charter
- Social media

## **EXPECTATIONS FROM THE CLIENTS**

Our Client satisfaction is what determines our success or failure. So we expect clients to be our partners in our service delivery journey by;



- Observing library rules and regulations
- Providing honest feedback; on the website, suggestion box as well as user satisfactory survey
- Addressing all complaints/compliments/suggestions to relevant departments

## **I. PREAMBLE**

This service charter puts in place service standards that will guide Rwanda Library Services (RLS) management and staff in providing quality services to our clients and the public. It therefore enumerates:

- Information on a range of services on offer from the Institution
- Standards associated with such services based on clients' expectation.
- How to redress clients concerns or issues

This Client Service Charter is a pledge of offering the highest quality services to our clients. It is a dynamic tool and there will be close follow-up of its implementation plan and results of its monitoring and evaluation would be utilized to amend it whenever necessary, so as to be in line with the Client's expectations.

**MITALI-K-Protais**  
  


**Minister of Sports and Culture**