

Foreword

It is my pleasure to present to you this Service Charter for the Ministry of East African Community (MINEAC).

This Service Charter has been prepared in tandem with the government's reform agenda and in the spirit of being responsive to effect service delivery, transparency and accountability in Rwanda's Regional Integration agenda.

This Service Charter spells out the role of the Ministry of East African Community and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed.

The development of this Charter signifies our commitment to serve our stakeholders with a view to creating a better understanding and enhancing our service delivery.

Hon. MUKARULIZA Monique
Ministry of East African Community



Executive Summary

The present Service Charter highlights the service provided by MINEAC to its stakeholders. It covers different services delivered, service standards, service delivery methods, timelines, and grievance mechanisms. This Service Charter contains the following elements:

- Vision and Mission statement of MINEAC which affirms its commitment to deliver the services with
 - Integrity;
 - Judiciousness;
 - Courtesy;
 - Understanding;
 - Objectivity and Impartiality;
 - Transparency;
 - Accountability;
 - Promptness;
 - Efficiency and effectiveness.
- Details of services delivered by MINEAC
 - Specification of services provided by MINEAC;
 - Clear identification of the department to be approached or where specific services can be obtained from. In this way, Citizens will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides Citizens with useful information and will prevent them from back and forth;
 - Setting of service quality standard by specifying service standards in terms of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; on the basis of this, citizens can expect improvement;
 - Clear information about the required documents and procedures to get a service in MINEAC. For example, the documents to be shown, the available forms to be filled in.
- Details of the ‘Citizens’ groups/end users or people who are eligible for each service offered by MINEAC
- Contact information of key officers in charge of different services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services

OVERVIEW

This Service Citizen is a tool designed to increase the information available to stakeholders of MINEAC and set standards for transparency in public service delivery.

It is expected that through this Service Charter, MINEAC's clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from Citizens, MINEAC commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that MINEAC cannot go through this route alone, it does invite the Citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for better implementation of the Service Charter, MINEAC expects continuous interaction with citizens seeking its services. For this, MINEAC has developed the following instruments in order to actively obtain feedback from its clients:

- Suggestion box at entrance;
- Open days/accountability day;
- Citizens' panels, focus groups;
- Hotline services;
- Customer surveys;
- Grievance redresses mechanism or complaints systems in order to offer customers an immediate channel for feedback mechanism regarding the services they receive.

The Service Charter specifies also what action will be taken when a service is not delivered, as it should. Thus, MINEAC encourages its clients to give their feedback through the complaints mechanism accessible, approachable and open to all. It goes without saying that MINEAC takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. MINEAC is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging and customer surveys at the point of service delivery, complaints boxes, mail and phone.
- Assign grievance redress responsibilities within MINEAC and outline the internal grievance redress process for addressing each grievance subcategory.

- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using computer based system that permits MINEAC to identify ‘real - time trends in the data’.
- Set a defined clearly time table for grievance redress, including time to initial acknowledgement of the complaint (if complaint is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating clients on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of each Charter, MINEAC commits to use new media and ICT such as hotline, text messaging, email, twitter, facebook, etc. and any combination of these technologies.

To improve continuously the service delivery, MINEAC is considering using the tools and techniques below in the implementation process of the present Charter:

- Service delivery review;
- Benchmarking with best practices;
- Performance management;
- Training, learning and knowledge management;
- Empowerment or delegation of authority;
- Diligent complaints management;
- Information management.

Considering that information is the cornerstone of implementing and monitoring of the Service Charter, this Charter will be delivered through various dissemination technologies and publicized widely through, websites, radio, newspapers etc. to reach the public, thus MINEAC will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day.
- Publication of promotional materials:
 - Leaflets
 - Posters
 - Press release
- Publications and creation of booklets: production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also be easily obtained;

- Print the Charter and display in front of the office and formally issue the charter and place it on the website;
- Formal announcement and publication in newspapers;
- Messages broadcasted on radio and television;
- Discussion on call - in radio and television shows;
- Internet and continuous update of MINEAC website:
 - Search engines;
 - Public websites;
 - Partner websites;
 - Restricted website
- Use text messaging to provide directions on where to find the service;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement;
- Trainings and orientation sessions to employees and their representatives;
- Other (mailing lists, web forums).

In brief, our customers include Public Institutions, Private Sector, local communities and local authorities, and the general public.

Commitment to our clients:

This charter is a commitment by MINEAC to provide high quality services to all our stakeholders/customers. We, in this regard, endeavor to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

Expectations from customers:

In order to serve you better, you can help us improve performance by:

- Treating MINEAC staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at MINEAC;
- Providing MINEAC with adequate feedback on service delivery through various dissemination technologies; and
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

Ministry of East African Community (MINEAC)

P.O.BOX 267 KIGALI-RWANDA

Website: www.mineac.gov.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

I. INTRODUCTION

The Government of Rwanda established the Ministry of East African Community in March 2008 in line with East African Community (EAC) Partner States' joint commitment to establish national ministries. The Ministry coordinates Rwanda's integration into the EAC and it serves as an operational link between the Government of Rwanda and the EAC Organs/institutions.

II. VISION

A prosperous, Secure and Politically United East African Community

III. MISSION

To lead the widening and deepening of the EAC integration process in order to promote the development goals of Rwanda and the region.

IV. CORE FUNCTIONS

The main core functions of MINEAC are the following

- Promote Rwanda's interests in the EAC integration process by representing the country in the EAC decision making processes,
- Facilitate and coordinate the development, harmonization and/or approximation of domestic and regional policies, laws, regulations, norms and standards, strategies, programs and projects,
- Lead on advocacy, mobilization sensitization and dissemination of EAC laws, policies, strategies and programs to national stakeholders,

- Enhance capacity of the Ministry and national stakeholders to strengthen regional cooperation initiatives and partnerships,
- Monitor the implementation progress and evaluate the impact of EAC policies, laws and/or protocols, strategies, programs and projects within Rwanda,
- Support investment promotion in the EAC as a trading bloc within and outside of Africa in collaboration with national and regional stakeholders.

V. CORE VALUES

The core values promoted by the Ministry of East African Community are:

- Passion for the work, for the success of the integration process
- Commitment and ability to work hard
- An open and cooperative attitude that enables working with others
- A positive energy, dynamism that comes from high levels of motivation
- Highly organized, smart and thoughtful working

SERVICES PROVIDED BY THE MINISTRY OF EAST AFRICAN COMMUNITY

1. Providing copies of EAC legal instruments including the EAC treaty, Protocols and Acts, and other sensitization materials to the public for raising awareness on the benefits of EAC integration

What is the service? Am I eligible?	<i>An organization or an individual interested in EAC integration process can obtain printed and/or soft copies of legal and policy documents and sensitization materials on EAC integration</i>
Department to be approached	<i>Information, Education and Communications Department,</i>
When can I access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>Immediate response.</i>
What, if any, are the costs for accessing the service?	<i>Free of charge.</i>
What documents are required?	<i>None</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Go to the department of Information, Education and Communication and request verbally for the document</i> - <i>Collect requested document.</i>
What if, any other institutions do I need to visit to access the service? (i.e for payment of service costs) or to get additional documents.	<i>None.</i>
Is there a complaint procedure?	<i>There is a hotline through which complaints can be passed. MINEAC Hotline: 2525</i>
Is there any additional information regarding this service that is useful to know?	<i>Always visit MINEAC website: www.mineac.gov.rw for information.</i>
Available forms?	<i>None.</i>
Relevant legal documents	<i>Relevant legal documents</i>

2. Providing statistical data and other research information on EAC integration

What is the service am i eligible?	<i>MINEAC provides statistical data and research information on EAC integration to researchers, students, journalists or any other person interested in EAC integration.</i>
Department to be approached.	<i>Strategic Planning and Policy Research Department.</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>At least 1 days once the request has been received.</i>
What, if any, are the costs for accessing the service?	<i>There is no cost</i>
What documents are required?	<i>A formal request addressed to the Permanent Secretary</i>
What is the procedure?	<i>-Write an application letter or an email to the Permanent Secretary requesting for specific statistical data or research information; -Come back the following day to pick up the requested data.</i>
What if, any other institutions do I need to visit to access the service? (i.e. for payment of service costs) or to get additional documents.	<i>None.</i>
Is there a complaint procedure?	<i>There is no formal complaint procedure in place for this service.</i>
Is there any additional information regarding this service that is useful to know?	<i>The time of availability of the requested information will depend on the volume of the information requested for but it should not exceed 2 days</i>
Available forms?	<i>None.</i>
Relevant legal documents	<i>None</i>

3. Providing EAC related information on Economic Sectors

What is the service am i eligible?	<i>An individual or organization can obtain EAC related information on trade in goods, trade in services, agriculture, financial and macroeconomic sectors, infrastructure, science and technology , private sector and industrial, tourism and wildlife management, environment and natural resources</i>
Department to be approached.	<i>Economic, Infrastructure, and Productive Sector Department.</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>At least 1 day once the request has been received.</i>
What, if any, are the costs for accessing the service?	<i>There is no cost</i>
What documents are required?	<i>A letter or an email requesting for information</i>
What is the procedure?	<i>Write an letter or an email to Director of Economic, Infrastructure, and Productive Sector requesting for specific EAC related information on economic sectors; - Come back the following day to pick up the requested information.</i>
What if, any other institutions do I need to visit to access the service? (i.e. for payment of service costs) or to get additional documents.	<i>None.</i>
Is there a complaint procedure?	<i>There is no formal complaint procedure in place for this service.</i>
Is there any additional information regarding this service that is useful to know?	<i>The time of availability of the requested information will depend on the volume of the information requested for but it should not exceed 3 days</i>
Available forms?	<i>None.</i>
Relevant legal documents	<i>None</i>

4. Providing EAC related information on Social, political, legal and judicial affairs

What is the service am i eligible?	<i>An individual or organization can obtain EAC related information on health, and community development, education, sports, culture, labor and employment, political affairs defense, peace and security, legal and judicial affairs.</i>
Department to be approached.	<i>Social, Political and Legal Affairs Department.</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>At least 1 day once the request has been received.</i>
What, if any, are the costs for accessing the service?	<i>There is no cost</i>
What documents are required?	<i>A letter or an email requesting for information</i>
What is the procedure?	<i>Write an letter or an email to Director of Social, Political and Legal Affairs requesting for specific EAC related information; - Come back the following day to pick up the requested information.</i>
What if, any other institutions do I need to visit to access the service? (i.e. for payment of service costs) or to get additional documents.	<i>None.</i>
Is there a complaint procedure?	<i>There is no formal complaint procedure in place for this service.</i>
Is there any additional information regarding this service that is useful to know?	<i>The time of availability of the requested information will depend on the volume of the information requested for but it should not exceed 3 days</i>
Available forms?	<i>None.</i>
Relevant legal documents	<i>None</i>

5. Handling complaints arising from the EAC integration

What is the service am i eligible?	<i>An individual or organization with a complaint related to EAC integration process</i>
Department to be approached.	<i>Office of Permanent Secretary</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>At least 3 days once the complaint has been received.</i>
What, if any, are the costs for accessing the service?	<i>There is no cost</i>
What documents are required?	<i>All documents can help to explain the problem</i>
What is the procedure?	<i>Complaints can be addressed to the Permanent Secretary-MINEAC by mail, email, telephone call, sms, social media,etc</i> <i>If a complaint is addressed by mail, attach all necessary documents to help in solving the complaint..</i>
What if, any other institutions do I need to visit to access the service? (i.e. for payment of service costs) or to get additional documents.	<i>None.</i>
Is there a complaint procedure?	<i>If the client is not satisfied with the way the complaint has been handled or if the concerned department has not handled the complaint at all; the client a right to appeal to the Office of the Minister.</i>
Is there any additional information regarding this service that is useful to know?	<i>The time of resolving complaints from the public will depend on the complexity of the case and stakeholders involved but it should not exceed 5 days</i> <i>MINEAC has a hotline service (2525), email address:mineac@mineac.gov.rw, facebook and twitter accounts which are open to public for logging in complaints.</i>
Available forms?	<i>None.</i>
Relevant legal documents	<i>None</i>

6. Payment by OP and by cheques

What is the service am i eligible?	<p><i>Payment by OP and by cheque to MINEAC clients.</i></p> <p><i>MINEAC gets services from different persons/organizations. Providers of these services (Technical assistance, maintenance services, transport of staff, conferences, restaurants etc) may come to look for their payments.</i></p>
Department to be approached.	<i>Department of Administration and Finance</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>3 days:</i>
What, if any, are the costs for accessing the service?	<i>Free of charge.</i>
What documents are required?	<p><i>Payment by OP</i></p> <ol style="list-style-type: none"> <i>1. From service provider (external)</i> <ul style="list-style-type: none"> <i>• Purchase order</i> <i>• Contract</i> <i>• Delivery note</i> <i>• Notification letter</i> <i>• Invoice with bank account</i> <p><i>If exempted from any taxes, please attach evidence.</i></p> <ol style="list-style-type: none"> <i>2. From procurement officer (internal)</i> <ol style="list-style-type: none"> <i>a) Requisition note</i> <i>b) Minutes of internal tender committee.</i> <p><i>Payment by cheque</i></p> <ul style="list-style-type: none"> <i>• All the above documents would be required or less depending on the nature of payment.</i>
What is the procedure?	<ul style="list-style-type: none"> <i>- Submit your invoice accompanied by the above-mentioned documents to the Central Secretariat;</i> <i>- The Central Secretariat will process the invoice to the Administration and Finance Department through the Budget Officer/Accountant;</i> <i>- After 2 days you can call or visit the Director of Administration and Finance to verify if your invoice has been verified, registered and paid or in process of being paid.</i>

	<p>- <i>Payment will be prepared by the Accountant, transmitted to DAF where verification and signature are required, then the file will be transmitted to the Chief Budget Manager for final signature and then after to BNR for effecting the payment to account of the client.</i></p>
<p>What if, any other institutions do I need to visit to access the service? (E.g for payment of service costs) or to get additional documents.</p>	<p><i>None.</i></p>
<p>Is there a complaint procedure?</p>	<p><i>Complaints can be addressed to the Director of Administration and Finance and when not solved, contact the Permanent Secretary-MINEAC.</i></p> <p><i>MINEAC will address the complaint from 1-7 days depending on the nature of the complaint.</i></p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p><i>Always visit MINEAC website: www.mineac.gov.rw</i></p>
<p>Available forms</p>	<p><i>None.</i></p>
<p>Relevant legal documents</p>	<p><i>Law No. 12/2007 of 27/03/2007 on public procurement.</i></p> <p><i>Ministerial order No. 001/08/10/MIN of 16/01/2008 establishing regulations on public procurement and standard bidding documents.</i></p>

7. Providing information on MINEAC and EAC job opportunities

What is the service am i eligible?	<i>Any person interested in MINEAC and EAC job opportunities can obtain printed and soft copies of adverts and Terms of Reference for vacant positions in EAC Organs and Institutions</i>
Department to be approached.	<i>Department of Administration and Finance</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>Immediate response</i>
What, if any, are the costs for accessing the service?	<i>Free of charge</i>
What documents are required?	<i>None</i>
What is the procedure?	<ul style="list-style-type: none"> - <i>Go to the Human Resources Manager and request for the adverts and Terms of Reference for vacant positions.</i> - <i>Collect the document requested for</i>
What if, any other institutions do I need to visit to access the service? (i.e. for payment of service costs) or to get additional documents.	<i>None.</i>
Is there a complaint procedure?	<i>Complaint can be addressed to the Permanent Secretary-MINEAC.</i>
Is there any additional information regarding this service that is useful to know?	<i>All notices for MINEAC and EAC job opportunities can also be download from MINEAC website: www.mineac.gov.rw.</i>
Available forms?	<i>None.</i>
Relevant legal documents	<i>None</i>

8. Providing information on MINEAC and EAC job opportunities

What is the service am i eligible?	<p><i>Providing information on MINEAC tenders to business companies or individual business people:</i></p> <ul style="list-style-type: none"> • <i>Tender documents</i> • <i>Notifuication letters</i> • <i>Copies of contracts</i> • <i>Certifications of completion of works</i> <p><i>A company or individual interested in EAC tenders</i></p>
Department to be approached.	<i>Procurement Office</i>
When can i access the service?	<i>From Monday to Thursday 7:00 am to 5:00 pm, Friday from 7:00 am to 3:00 pm</i>
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	<i>Immediate response</i>
What, if any, are the costs for accessing the service?	<i>Costs for obtaining copies of tender documents vary depending on the amount of the tender.</i>
What documents are required?	<i>The documents vary depending on the requested service</i>
What is the procedure?	<p><i>Tender documents</i></p> <ul style="list-style-type: none"> - <i>Go to the Central Bank and pay indicated fees;</i> - <i>Go to the Procurement Office and present a proof for payment;</i> - <i>Collect the tender document.</i> <p><i>Notification letters, copies of contracts, certificates of services delivered:</i></p> <ul style="list-style-type: none"> - <i>Go to the Procurement Office and request the needed document would be available;</i> - <i>Ask the Procurement Office when the needed document would be available;</i> - <i>Visit the Procurement Office on the indicated date and time but it should take a maximum of 3 days to get the requested document</i>
What if, any other institutions do I need to visit to access the service? (i.e. for payment of service costs) or to get additional documents.	<p><i>You may first check in the tender notices if you are not required to pay fees to get copies of tender documents.</i></p> <p><i>In case you are required to pay fees, please first visit the Central Bank and deposit the indated amount on the amount on the account provided in the tender notices.</i></p>
Is there a complaint procedure?	<i>Complaint can be addressed to the Permanent Secretary-MINEAC.</i>

Is there any additional information regarding this service that is useful to know?	<i>Most of the tender documents can also be obtained from local and regional newspapers and/or be download from MINEAC website: www.mineac.gov.rw.</i>
Available forms?	None.
Relevant legal documents	None

Approved by:

Hon. MUKARULIZA Monique
Minister of East African Community

Date: 08/02/2013



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 serivisi)

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 :

Amazina

Office/Agency(if any):

Ikigo mukorera(niba gihari):

Adress:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

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

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

Compliment
(gushima)

Complaint
(kugaya)

Suggestion
(cyakorwa)

Person(s)/Unit/Office concerned or involved:

(Abakozi/ishami/ibiro birabwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa ibimenyetso bitatika 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 :

Amazina

Office/Agency(if any):

(kigo mukorera(niba gihari):

Address:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki

Ministiri Ishinzwe Ibikorwa by'Umuryango w'Afrika y'Iburasirazuba(MINEAC) Itariki.....

Ministiri



Byemejwe na: MUKARULIZA Monique

<p>Impapuro zuzuzwa?</p>	<p>Ntazo</p>
<p>Ibyangombwa bisabwa n'amategeko</p>	<p>Ntazo</p>
<p>Ese hari izindi nzego bisaba kuyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Ugomba kubanza gusuzuma mu itangazo ritanga isoko niba bidasaba kubanza kwishyura kugira ngo ubone kopi y'igitabo cy'isoko. Igihe bisaba kubanza kwishyura, wagana Banki Nkuru y'u Rwanda maze ukishyura amatanga yagenwe kuri konti igaragara mu itangazo ritanga isoko.</p>
<p>Ese hari uburyo bwo kureganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Utanunzwe na serivisi ahawe yajurira Umunyamabanga Uhoraho muri MINEAC.</p>
<p>Hari ibindi byingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Hari y'ibyangobwa byose biyanye n'amasoko bishobora kuboneka mu binyamakuru bya hano iwacu no mubyo mu karere cyangwa kurubuga rwa internet rwa MINEAC arirwo: www.mineac.gov.rw.</p>

8. Gutanga amakuru ku itangwa ry'amasoko ya MINEAC

<p>Servisisi ni iyihe? Nujije ibisabwa?</p> <p>Gutanga amakuru ku itangwa ry'amasoko ya MINEAC kuri sosiyete cyangwa abantu ku giti cyabo;</p> <ul style="list-style-type: none"> • Igitabo cy'Isoko • Inyandiko igaragaza ko abahawe ibintu cyangwa service babyakiriyey; • Kopi y'amasezerano • Raporo igaragaza imigendekere y'imirimu; <p>Sosiyete cyangwa umuntu ku giti cye ukeneye amasoko yo muri EAC</p>	<p>Aho iyo servisisi itangirwa</p> <p>Umukozi ushinze itangwa ry'amasoko</p> <p>Kuva kuwa Mbere kugeza kuwa Kane Saa mbiri kugeza Saa kumi z'umugoroba, Ku wa Gatatu kuwa Saa mbiri kugeza saa sita z'amanywa.</p> <p>Igihe ntarengeye cyo kubona icyo servisisi? Cyangwa uhereye igihe wasabiyey servisisi, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba servisisi yishyurwa, igiciro ni ikihe?</p> <p>Ibiciro kugira ngo ubone kopi y'igitabo cy'itangwa ry'isoko birahinduka bitewe n'agaciro karyo.</p> <p>Ibyangombwa bisabwa birahinduka biterwa na servisisi isabwa</p>
<p>Igitabo cy'amasoko</p> <ul style="list-style-type: none"> • Kwishyura kuri Banki nkuru y'u Rwanda amataranga yagenwe • Kugana umukozi ushinze itangwa ry'amasoko witajye impapuro zigaragaza ko wishyuye • Gutwara igitabo cy'itangwa ry'isoko <p>Inyandiko igaragaza itangwa ry'isoko, kopi y'amasezerano, ibyangombwa bigaragaza imirimu wakoze</p> <ul style="list-style-type: none"> • Kugana umukozi ushinze itangwa ry'amasoko ugasaba ibyangombwa ukeneye; • Kubaza umukozi ushinze itangwa ry'amasoko niba ibyangombwa ukeneye biboneka; • Kugaruka kureba Umukozi ushinze itangwa ry'amasoko ku itariki n'umunsi wahawe ariko ntibirenza iminsi 3 utabonye ibyangombwa wasabye. 	

7. Gutanga amakuru arebana na MINEAC na EAC kubijyanye namahirwe mw'itangwa ry'akazi

<p>Servisisi ni iyihe? Nujye ibisabwa?</p> <p>Umuntu wese muri MINEAC, n'amahirwe ku itangwa ry'imyirimo muri EAC ashobora kubona amatangazo y'akazi, ibisabwa kuri buri mwanza w'umurimo biboneka mu nzege za EAC.</p>	<p>Aho iyo servisisi itangirwa</p> <p>Ishami rishinzwe Ubutegetsi n'Imari</p>
<p>Servisisi itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kane Saa mbiri kugeza Saa kumi z'umugoroba, Ku wa Gatatu kuwa Saa mbiri kugeza saa sita z'amanywa.</p> <p>Uwo mwanza</p>	<p>Igihe ntarenze cyo kubona iyo servisisi? Cyangwa uherye igihe wasabiye servisisi, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba servisisi yishyurwa, igicro ni ikihe?</p>
<p>Ntazo</p>	<p>Ese hari izindi nzege bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya servisisi cyangwa gushaka ibindi byangombwa)</p>
<p>Wagana Ibiro by'ushinzwe Imicungire y'abakozi ugasaba amatangazo y'akazi n'ibisabwa kuri buri mwanza w'umurimo</p> <ul style="list-style-type: none"> • Kuza gutata amakuru watswe 	<p>Ese hari izindi nzege bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya servisisi cyangwa gushaka ibindi byangombwa)</p> <p>Binyura mu zibe nzira ngo uyihabwe?</p>
<p>Ntazo</p>	<p>Ese hari uburyo bwo kurenge urwara mu gihe udahawe iyo servisisi cyangwa utanyuzwe?</p>
<p>Utanyuzwe na servisisi ujurira Umunyamabanga Uhoraho muri MINEAC</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo servisisi?</p>
<p>Ntazo</p>	<p>Impapuro zuzuzwa?</p>
<p>Ntayo</p>	<p>Ibyangombwa bisabwa n'amategeko</p>

<p>Rusange iherekewe n'ibyavuzwe hejuru;</p> <ul style="list-style-type: none"> - Ubunyamabanga Rusange buzayishyikiriza Ibitiro Bishinzwe Ubutegetsi n'Imari bubinyujije ku Mukozi ushinze ingengo y'Imari/Umucungamari Nyuma y'iminsi 2 ushobora guhamagara cyangwa ukegera Umuyobozi w'Ubutegetsi n'Imari akakurebura niba fagitire yawe yaragenzuwe, ikandikwa ikanishyurwa cyangwa se niba iri mu nzira yo kwishyurwa. - Kwishyurwa bitegurwa n'Umucungamari, bigashyikirizwa Umuyobozi w'Ubutegetsi n'Imari akabigenzura akanabishyiraho umukono, nyuma bigashyikirizwa Umuyobozi mukuru ushinze ikoresha ry'ingengo y'Imari muri Ministeri agashyiraho umukono wa nyuma, bikoherezwa muri BNR ikishyura umukirya ibinyujije kuri konti ye. 	
<p>Ntazo</p>	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>
<p>Utanyuzwe na serivisi yihutira kubimenyeshaha Umuyobozi w'Ubutegetsi n'Imari. Ikibazo cyaba kidakemuwe agasaba kubonana n'Umunyamabanga Uhoraho muri MINEAC.</p> <p>MINEAC izakemura ikibazo hagati y'umunsi n'iminsi 7 bitewe n'uko ikibazo giteye.</p>	<p>Ese hari uburyo bwo kurenanurwa mu gihe udahawe icyo serivisi cyangwa utanyuzwe? serivisi?</p> <p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone icyo serivisi?</p> <p>Buri gihe wasura urubuga rwa MINEAC: www.mineac.gov.rw</p>
<p>Ntazo</p>	<p>Impapuro zuzuzwa</p>
<p>Itegeko No 12/2007 ryo kuwa 27/03/2007 rigenga itangwa ry'amasoko ya Leta</p> <p>Iteka rya Minisitiri No. 001/08/10/MIN ryo kuwa 16/01/2008 rishyiraho amabwiriza ku mitangire y'amasoko ya Leta n'ibyanyombwa bisabwa mu gupiganira ayo masoko.</p>	<p>Ibyangombwa bisabwa n'amategeko</p>

<p>Servis ni iyihe? Nujije ibisabwa?</p> <p>Kwishura hakoreshejwe OP cyangwa Sheki ku bakiriya ba MINEAC.</p> <p>MINEAC ihabwa serivisi n'abantu/ibigo bitandukanaye. Abatanga izo serivisi (Ubufasha mu bya Tekiniki, gufata neza ibikoresho, gutwara abakozi, kwakira inama, resitora n'ibindi) bashobora kuza kwishyuza.</p>	<p>Niheho serivisi itangirwa?</p> <p>Ishami rishinzwe Ubutegetsi n'Imari</p> <p>Servis itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kane Saa moya kugeza Saa kumi n'imwe z'umugoroba, Ku wa Gatatu kuva Saa moya kugeza saa cyenda z'igicamunsi.</p> <p>Iminsi 3</p> <p>Igihe ntarengwa cyo kubona icyo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba serivisi yishyurwa, igiciro ni ikihe?</p> <p>Servis ni ubuntu</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p> <p>1. Kuruhande rw'uwatanze serivisi:</p> <ul style="list-style-type: none"> • Urupapuro rumusaba gutanga serivisi • Amasezerano y'akazi • Urupapuro rwemeza ko icyo serivisi yatanze • Ibaruwa yemeza ko serivisi yakiriwe nk'uko yari yasabwe • Fagitire yishyuza igaragaza Konti ya Banki ya nyiri ugutanga serivisi <p>Niba asonewe imisoro, asabwa gushyiraho ikibyemeza ku mugereka</p> <p>2. Ku ruhande rw'ushinzwe amasoko (muri MINEAC)</p> <p>a) Inyandiko isaba serivisi ikenewe</p> <p>b) Inyandikomvugo y'inama ya Komite ishinzwe itangwa ry'amasoko</p> <p>Kwishyurwa hakoreshejwe OP:</p>	<p>Binyura mu zibe nzira?</p> <p>- Utanga fagitire yishyuza mu Bunyamabanga</p>

18. Kwishura hakoreshejwe OP cyangwa Sheki

17. Gukemura ibibazo byose biterwa no kwinjira mu muranga mpuzamahanga wo mu

Karere wa EAC

<p>Servisiti ni iyihe? Nujye ibisabwa?</p> <p>Umuntu ku giti cye cyangwa Umuranga ufite ikibazo kiyanye no kwinjira mu muranga mpuzamahanga wo mu karere wa EAC yabariza muri MINEAC.</p>	<p>Aho iyo servisiti itangirwa</p> <p>Isami ry'Amakuru, Kwigisha n'Itumaho</p>
<p>Servisiti itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kane Saa mbiri kugeza Saa kumi z'umugoroba, Ku wa Gatatu kuwa Saa mbiri kugeza saa sita z'amanywa.</p>	<p>Igihe ntarenzwa cyo kubona iyo servisiti? Cyangwa uherye igihe wasabiye servisiti, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba servisiti yishyurwa, igicro ni ikihe?</p>
<p>Inyandiko zose zafasha mu kumva ikibazo</p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p> <p>Binyura mu zibe nzira ngo uyihabwe?</p>
<p>Kugeza ikibazo cyawe ku Umunyamabanga Uhoraho muri MINEAC hifashishije mail, guhamagara ukoresheje telefone, ubutumwa bugufi, imbuga nkoranyambaga.</p>	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya servisiti cyangwa gushaka ibindi byangombwa)</p>
<p>Ntazo</p>	<p>Ese hari uburyo bwo kurenzura mu gihe udahawe iyo servisiti cyangwa utanyuzwe?</p>
<p>Igihe usaba kurenzura atanyuzwe n'igisubizo ahawe kukibazo cye cyangwa iyo ishami bireba rikakemuye ikibazo nkuko bikwiye, ufite uburenganzira bwo kujurira Ibiro bya Minisitiri.</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo servisiti?</p>
<p>Ntazo</p>	<p>Impapuro zuzuzwa?</p>
<p>Ntazo</p>	<p>Ibyangombwa bisabwa n'amategeko</p>

15. Gutanga amakuru kuri EAC arebana n'Uburezi, Siporo n'Umuco.

<p>Serivisi ni iyihe? Nujije ibisabwa?</p>	<p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'Uburezi, Siporo n'Umuco..</p>
<p>Aho iyo serivisi itangirwa</p>	<p>Ishami rishinzwe Imibereho myiza, Politike n'Amategeko</p>
<p>Serivisi itangwa ryari?</p>	<p>Kuva kuwa Mbere kugeza kuwa Kane Saa mbiri kugeza Saa kumi z'umugoroba, Ku wa Gatatu kuwa Saa mbiri kugeza saa sita z'amanya.</p>
<p>Igihe ntarenzwe cyo kubona iyo serivisi? Cyangwa uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Byibuze umunsi I uherye igihe dosiye yakirirwe.</p>
<p>Niba serivisi yishyurwa, igicro ni ikihe?</p>	<p>Serivisi itangirwa ubuntu</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p>Ibarurwa isaba yandikiriye Umunyamabanga Uhoraho</p>
<p>Binyura mu zihze nzira ngo uyihabwe?</p>	<p>- Ibarurwa cyangwa email yandikiriye Umuyobozi w'Ishami rishinzwe Imibereho myiza, Politike, Amategeko n'Ubutabera isaba amakuru yihariye kuri EAC arebana n'ishami ry'ubukungu - Kuza umunsi ukurikiraho gufata amakuru arebana EAC wasabye</p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Ntazo</p>
<p>Ese hari uburyo bwo kurenzura mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Nta buryo bwo kurenzura kuri iyi serivisi bwagenwe.</p>
<p>Hari ibindi byingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Igihe bitwara ngo ubone iyi serivise bitwara n'uko ibisabwa bingana, gusa ntibishobora kurenza iminsi 3 utarayibona.</p>
<p>Impapuro zuzuzwa?</p>	<p>Ntazo</p>
<p>Ibyangombwa bisabwa n'amategeko</p>	<p>Ntazo</p>

13. Gutanga amakuru kuri EAC arebana Amategeko n'ubucamanza

<p>Serivisi ni iyihe? Nujye ibisabwa?</p> <p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'Amategeko n'ubucamanza</p>	
<p>Aho iyo serivisi itangirwa</p> <p>Ishami rishinzwe Imibereho myiza, Politike n'Amategeko</p>	<p>Serivisi itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kane Saa mbiri kugeza Saa kumi z'umugoroba, Ku wa Gatatu kuwa Saa mbiri kugeza saa sita z'amanya.</p>
<p>Igihe ntarenzwe cyo kubona iyo serivisi? Cyangwa uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba serivisi yishyurwa, igicro ni ikihe?</p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p> <p>Binyura mu zihuzira ngo uyihabwe?</p> <p>Ibarurwa isaba yandikawe Umunyamabanga Uhoraho</p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p> <p>Ese hari uburyo bwo kurenzura mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Ibaruwa cyangwa email yandikawe Umuyobozi w'Ishami rishinzwe Imibereho myiza, Politike, Amategeko n'Ubutabera isaba amakuru yihariye kuri EAC arebana n'ishami ry'ubukungu - Kuza umunsi ukurikiraho gufata amakuru arebana EAC wasabye</p>
<p>Ese hari uburyo bwo kurenzura mu gihe udahawe iyo serivisi</p> <p>Nta buryo bwo kurenzura kuri iyi serivisi bwagenwe.</p>	<p>Igihe bitwara ngo ubone iyi serivise bitewara n'uko ibisabwa bingana, gusa ntibishobora kurenza iminsi 3 utarayibona.</p>
<p>Impapuro zuzuzwa?</p> <p>Ntazo</p>	<p>Ibyangombwa bisabwa n'amategeko</p> <p>Ntayo</p>

12. Gutanga amakuru kuri EAC arebana n'Imibereho myiza, Politike, Ingabo, amahoro n'umutekano

<p>Servisi ni iyihe? Nujye ibisabwa?</p> <p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'Imibereho myiza, Politike, Ingabo, amahoro n'umutekano</p>	
<p>Aho yo serivisi itangirwa</p> <p>Ishami rishinzwe Imibereho myiza, Politike n'Amategeko</p>	
<p>Servisi itangwa ryari?</p> <p>Kuwa kuwa Mbere kugeza kuwa Kane Saa mbiri kugeza Saa kumi z'umugoroba, Ku wa Gatatu kuwa Saa mbiri kugeza saa sita z'amanywa.</p> <p>Byibuze umunsi I uhereye igihe dosiye yakitweye.</p>	
<p>Igihe ntarenzwe cyo kubona yo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	
<p>Niba serivisi yishyurwa, igicro ni ikihe?</p>	
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	
<p>Binyura mu zibe nzira ngo uyihabwe?</p> <p>- Ibarurwa cyangwa email yandikiwe Umuyobozi w'Ishami rishinzwe Imibereho myiza, Politike, Amategeko n'Ubutabera isaba amakuru yihariye kuri EAC arebana n'ishami ry'ubukungu</p> <p>- Kuza umunsi ukurikiraho gufata amakuru arebana EAC wasabye</p>	
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	
<p>Ese hari uburyo bwo kurenzura mu gihe udahawe yo serivisi cyangwa utanyuzwe?</p>	<p>Nta buryo bwo kurenzura kuri iyi serivisi bwagenwe.</p>
<p>Hari ibindi byingenzi bikenewe kumenywa kugira ngo ubone yo serivisi?</p>	<p>Igihe bitwara ngo ubone iyi serivise bitwara n'uko ibisabwa binana, gusa ntibishobora kurenza iminsi 3 utarayibona.</p>
<p>Impapuro zuzuzwa?</p>	<p>Ntazo</p>
<p>Ibyangombwa bisabwa n'amategeko</p>	<p>Ntayo</p>

Ibyangombwa
n'amategekoko

bisabwa

Ntayo

11. Gutanga amakuru kuri EAC arebana n'ubumenyi hamwe n'ikoranabuhanga

Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'ubumenyi n'ikoranabuhanga.	Serivisi ni iyihe? Nujye ibisabwa?
Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)	Aho iyo serivisi itangirwa
Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Kuwa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.	Serivisi itangwa ryari?
Byibuze umunsi I uhereye igihe dosiye yawe yakirawe.	Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?
Serivisi itangirwa ubuntu	Niba serivisi yishyurwa, igiciro ni ikihe?
Ibarurwa isaba yandikawe Umunyamabanga Uhoraho	Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?
- Ibarurwa cyangwa email yandikawe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri EAC wasabye	Binyura mu zihuzira ngo uyihabwe?
Ntazo	Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushakira ibindi byangombwa)
Nta buryo bwo kurenganurwa bwari bwashyirwaho kuri iyi serivisi.	Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?
Igihe bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.	Hari ibindi by'ingenzi bikenerwe kumenywa kugira ngo ubone iyo serivisi?
Ntazo	Impapuro zuzuzwa?

Ntayo	Ibyangombwa n'amategeko bisabwa
Ntazo	Impapuro zuzuzwa?

10. Gutanga amakuru kuri EAC arebana n'ibidukikije hamwe n'umutungo kamere

<p>Servisi ni iyihe? Nujye ibisabwa?</p> <p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'ubukerarugendo, ibidukikije n'umutungo kamere.</p>	<p>Aho iyo serivisi itangirwa</p> <p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>
<p>Servisi itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Ku wa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>	<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uherye igihe wasabiyeye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>
<p>Servisi itangirwa ubuntu</p>	<p>Niba serivisi yishyurwa, igicro ni ikihe?</p>
<p>Ibarwa isaba yandikiwe Umunyamabanga Uhoraho</p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>
<p>Ibarwa cyangwa email yandikiwe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu</p> <p>- Kuza gufata amakuru kuri EAC wasabye</p>	<p>Binyura mu zihe nzira ngo uyihabwe?</p>
<p>Ntazo</p>	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p>
<p>Nta buryo bwo kurenganurwa bwari bwashyirwaho kuri iyi serivisi.</p>	<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>
<p>Igihe bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>

Ibyangombwa
n'amategekoko

bisabwa

Ntayo

9. Gutanga amakuru kuri FAC arebana n'ubukerarugendo

<p>Servisi ni iyihe? Nujye ibisabwa?</p>	<p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri FAC arebana n'ubukerarugendo.</p>
<p>Aho iyo serivisi itangirwa</p>	<p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>
<p>Servisi itangwa ryari?</p>	<p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Kuwa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>
<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Byibuze umunsi I uhereye igihe dosiyе yawe yakirawe.</p>
<p>Niba serivisi yishyurwa, igicro ni ikihe?</p>	<p>Servisi itangirwa ubuntu</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p>Ibarurwa isaba yandikawe Umunyamabanga Uhoraho</p>
<p>Binyura mu zihе nzira ngo uyihabwe?</p>	<p>- Ibarurwa cyangwa email yandikawe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri FAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri FAC wasabye</p>
<p>Ese hari izindi nzeho bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Ntazo</p>
<p>Ese hari uburyo bwo kureganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Nta buryo bwo kureganurwa bwari bwashyirwaho kuriyi serivisi.</p>
<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Igihe bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>
<p>Impapuro zuzuzwa?</p>	<p>Ntazo</p>

Ibyangombwa
n'amategekoko

bisabwa

Ntayo

8. Gutanga amakuru kuri EAC arebana n'inganda hamwe n'urwego rw'abikorera

<p>Servisi ni iyihe? Nujye ibisabwa?</p>	<p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'inganda n'abikorera.</p>
<p>Aho iyo serivisi itangirwa</p>	<p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>
<p>Servisi itangwa ryari?</p>	<p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Kuwa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>
<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Byibuze umunsi I uhereye igihe dosiyе yawe yakirawe.</p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p>Servisi itangirwa ubuntu</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p>Ibarurwa isaba yandikawe Umunyamabanga Uhoraho</p>
<p>Binyura mu zihе nzira ngo uyihabwe?</p>	<p>- Ibarurwa cyangwa email yandikawe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri EAC wasabye</p>
<p>Ese hari izindi nzezo bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Ntazo</p>
<p>Ese hari uburyo bwo kureganurwa mu gihе udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Nta buryo bwo kureganurwa bwari bwashyirwaho kur'iyi serivisi.</p>
<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Igihе bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>
<p>Impapuro zuzuzwa?</p>	<p>Ntazo</p>

Ibyangombwa
n'amategekoko

bisabwa

Ntayo

7. Gutanga amakuru kuri EAC arebana n'ibikorwa remezo

<p>Servisi ni iyihe? Nujye ibisabwa?</p>	<p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuri kuri EAC arebana n'ibikorwa remezo.</p>
<p>Aho iyo serivisi itangirwa</p>	<p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>
<p>Servisi itangwa ryari?</p>	<p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Kuwa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>
<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Byibuze umunsi I uhereye igihe dosiye yawe yakiriwe.</p>
<p>Niba serivisi yishyurwa, igicro ni ikihe?</p>	<p>Servisi itangirwa ubuntu</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p>Ibarwa isaba yandikije Umunyamabanga Uhoraho</p>
<p>Binyura mu zihuzira ngo uyihabwe?</p>	<p>- Ibarwa cyangwa email yandikije Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri EAC wasabye</p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Ntazo</p>
<p>Ese hari uburyo bwo kureganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Nta buryo bwo kureganurwa bwari bwashyirwaho kuri iyi serivisi.</p>
<p>Hari ibindi byingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Igihe bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>
<p>Impapuro zuzuzwa?</p>	<p>Ntazo</p>

Ntayo	Ibyangombwa n'amategeko bisabwa
Ntazo	Impapuro zuzuzwa?

6. Gutanga amakuru kuri EAC arebana n'ibigo by'imari biciriritse

Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n' imari n'ibigo by'imari biciriritse	Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)	Servisiti itangwa ryari? Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Ku wa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.	Igihe ntarengwa cyo kubona icyo servisiti? Cyangwa uherye igihe wasabiyeho servisiti, bifata igihe kingana iki kugira ngo uyihabwe?	Niba servisiti yishyurwa, igiciro ni ikihe?	Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Binyurira mu zihe nzira ngo uyihabwe? - Ibarurwa cyangwa email yandikiwe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana - Kuza gufata amakuru kuri EAC wasabuye	Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya servisiti cyangwa gushaka ibindi byangombwa)	Ese hari uburyo bwo kurenganurwa mu gihe udahawe icyo servisiti cyangwa utanyuzwe?	Igihe bitwara ngo ubone icyo servisiti bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.
	Ntazo		Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya servisiti cyangwa gushaka ibindi byangombwa)	Ese hari uburyo bwo kurenganurwa mu gihe udahawe icyo servisiti cyangwa utanyuzwe?					

Ntayo	Ibyangombwa n'amategekoko bisabwa
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5. Gutanga amakuru kuri EAC arebana n'ubuhinzi

<p>Servisi ni iyihe? Nujye ibisabwa?</p> <p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'ubuhinzi,</p>	<p>Aho iyo serivisi itangirwa</p> <p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>
<p>Servisi itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, Kuwa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>	<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>
<p>Servisi itangirwa ubuntu</p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>
<p>Ibarurwa isaba yandikawe Umunyamabanga Uhoraho</p>	<p>Binyura mu zihuzira ngo uyihabwe?</p> <p>Ibarurwa cyangwa email yandikawe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri EAC wasabye</p>
<p>Ntazo</p>	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushakira ibindi byangombwa)</p>
<p>Nta buryo bwo kurenganurwa bwari bwashyirwaho kuri iyi serivisi.</p>	<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>
<p>Ntazo</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p> <p>Igihe bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>
<p>Ntazo</p>	<p>Impapuro zuzuzwa?</p>

<p>Igihе bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>
<p>Ntazo</p>	<p>Impapuro zuzuzwa?</p>
<p>Ntayo</p>	<p>Ibyangombwa bisabwa n'amategeko</p>

4. Gutanga amakuru kuri EAC arebana n'ubucuruzi bwa serivisi

<p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'ubucuruzi bw'ibintu na za serivisi, ubuhinzi, imari n'Ubukungu bwisumbuye, ibikorwa remezo, siyanse n'Ikoranabuhanga, urwego rw'abikorera n'iterambere ry'inganda, ubukerarugendo, ibidukikije n'umutungo kamere.</p>	<p>Serivisi ni iyihe? Nujye ibisabwa?</p>
<p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>	<p>Aho iyo serivisi itangirwa</p>
<p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, kugeza Saa sita z'amanywa, Ku wa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>	<p>Serivisi itangwa ryari?</p>
<p>Byibuze umunsi I uhereye igihe dosiyе yawе yakirwe.</p>	<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiyе serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>
<p>Serivisi itangirwa ubuntu</p>	<p>Niba serivisi yishyurwa, igicro ni ikihe?</p>
<p>Ibarurwa isaba yandikwe Umunyamabanga Uhoraho</p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>
<p>- Ibarurwa cyangwa email yandikwe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri EAC wasabye</p>	<p>Binyura mu zihе nzira ngo uyihabwe?</p>
<p>Ntazo</p>	<p>Ese hari izindi nzezo bisaba kunyuramo? Ni izihe? (Urugero cyangwa gushaka ibindi byangombwa)</p>
<p>Nta buryo bwo kurenganurwa bwari bwashyirwaho kuriyi serivisi.</p>	<p>Ese hari uburyo bwo kurenganurwa mu gihе udahawe iyo serivisi cyangwa utanyuzwe?</p>

<p>Igihе bitwara ngo ubone iyi serivise bitwara n'umubare w'ibisabwa, gusa ntibishobora kurenza iminsi 3 utarabibona.</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>
<p>Ntazo</p>	<p>Impapuro zuzuzwa?</p>
<p>Ntayo</p>	<p>Ibyangombwa bisabwa n'amategeko</p>

3. Gutanga amakuru kuri EAC arebana n'ubucuruzi bw'ikoresho

<p>Serivisi ni iyihe? Nujye ibisabwa?</p> <p>Umuntu ku giti cye cyangwa Umuryango ushobora kubona amakuru kuri EAC arebana n'ubucuruzi bw'ibintu na za serivisi, ubuhinzi, imari n'Ubukungu bwisumbuye, ibikorwa remezo, siyanse n'Ikoranabuhanga, urwego rw'abikorera n'iterambere ry'inganda, ubukerarugendo, ibidukikije n'umutungo kamere.</p>	<p>Aho iyo serivisi itangirwa</p> <p>Ishami rishinzwe Ubukungu, Ibikorwa remezo n'Ishami ribyara inyungu (productive sector)</p>
<p>Serivisi itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kabiri guhera Saa mbiri kugeza Saa sita z'amanywa, kugeza Saa sita z'amanywa, Ku wa Gatatu kuwa Saa mbiri kugeza Saa sita z'amanywa.</p>	<p>Igihe ntarengwa cyo kubona iyo serivisi? Cyangwa uhereye igihe wasabiyeye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>
<p>Ibarurwa isaba yandikwe Umunyamabanga Uhoraho</p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>
<p>Ibarurwa cyangwa email yandikwe Umuyobozi w'Ishami rishinzwe Ubukungu, Ibikorwa remezo, Ishami ribyara inyungu isaba amakuru yihariye kuri EAC arebana n'Ishami ry'ubukungu - Kuza gufata amakuru kuri EAC wasabye</p>	<p>Binyura mu zihe nzira ngo uyihabwe?</p>
<p>Ntazo</p>	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero cyangwa gushaka ibindi byangombwa)</p>
<p>Nta buryo bwo kurenganurwa bwari bwashyirwaho kuriyi serivisi.</p>	<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>

2. Gutanga Imibare n'andi makuru ava mu bushakashatsi kuri EAC ku muntu wese uyakeneye

<p>Serivisi ni iyihe? Nujije ibisabwa?</p> <p>Gutanga Imibare yakusanyijwe n'andi makuru ava mu bushakashatsi kuri EAC haba ku bashakashatsi, abasheshuli, Abanyamakuru cyangwa se undi muntu wese ukeneye kumanya EAC</p>	<p>Aho iyo serivisi itangirwa</p> <p>Ishami rishinzwe Igenamigambi no gukora ubushakashatsi kuri Politiki</p>	<p>Serivisi itangirwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kane Saa moya kugeza Saa kumi n'imwe z'umugoroba, Ku wa Gatatu kuwa Saa moya kugeza saa cyenda z'igicamunsi.</p> <p>Byibuze umunsi I uhereye igihe dosiye yawe yakirirwe.</p>	<p>Niba serivisi yishyurwa, igicro ni ikihe?</p> <p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p>Uhereye igihe wasabiye serivisi, bitata igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba serivisi yishyurwa, igicro ni ikihe?</p> <p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p> <p>Ibarurwa isaba yandikiriye Umuhamabanga Uhoraho</p>	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igicro cya serivisi cyangwa gushaka ibindi byangombwa)</p> <p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p>Ese hari uburyo bwo kurenganurwa bwari bashyirwaho mu mwaya w'iyi serivisi</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Impapuro zuzuzwa?</p>	<p>Ibyangombwa bisabwa n'amategekko</p>
<p>Ntayo</p>	<p>Ntazo</p>	<p>Igihe bitwara ngo ubone iyi serivise bitwara n'uko ibisabwa bingana, gusa ntibishobora kurenza iminsi 3 utarayibona.</p>	<p>Ntazo</p>	<p>Ntayo</p>	<p>Ntazo</p>	<p>Ntazo</p>	<p>Ntazo</p>	<p>Ntazo</p>	<p>Ntazo</p>

**SERIVISI ZITANGWA NA MINISTTERI ISHINZWE IBIKORWA BY'UMURYANGO
W'AFRIKA Y'IBURASIRAZUBA**

1. Gutanga amakuru yifashishwa mu gukangurira abatwaga kumenya ibyiza byo kwinjira mu muryango w'ibihungu by'iburasisirazuba (EAC) harimo amasezerano mpuzamahanga mu rwego rwo kuzamura imyumvire y'abagerwabikorwa

<p>Serivisi ni iyihe? Nujye ibisabwa?</p> <p>Umuryango cyangwa umuntu ku giti cye ukeneye amakuru ku byiza byo kwinjira muri EAC ashobora kubona kopi kubiyanywe n'amategeko, politike n'ibindi bishobora kwifashishwa mu gukangurira abatwaga kumenya ibyiza byo kwinjira muri EAC.</p>	<p>Aho iyo serivisi itangirwa</p> <ul style="list-style-type: none"> • Ishami rishinzwe Amakuru, Inyigisho n'itumanaho
<p>Iyo serivisi itangwa ryari?</p> <p>Kuva kuwa Mbere kugeza kuwa Kane guhera Saa moya kugeza Saa kumi n'imwe z'umugoroba, ku wa Gatatu kuwa Saa moya kugeza saa cyenda z'igicamunsi.</p>	<p>Uhereye igihe wasabiye serivisi, bita igihe kingana iki kugira ngo uyihabwe?</p> <p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p>Binyura mu zihuzira kugirango uyihabwe?</p> <p>- Ujana ishami rishinzwe Amakuru, Inyigisho n'itumanaho</p> <p>- Kuza gutata amakuru wasabye.</p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p> <p>Ese hari uburyo bwo kurenzura mu gihe udahawe iyo serivisi cyangwa utanyuzwe?</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p> <p>Hari umurongo wa telefoni utishyurwa watanze ikibazo cyawe: 2525</p> <p>Wasura buri gihe urubura rwa MINEAC : www.mineac.gov.rw</p>
<p>Hari Impapuro zuzuzwa?</p>	<p>Ntazo</p>
<p>Ibyangombwa bisabwa n'amategeko</p>	<p>Ntazo</p>

- Ishyaka ku murimo, kugira ngo kwishyira hamwe n'ibindi bihugu bigerweho nta gisibya
- Kwitanga no gukora utizigama
- Kumenya gukorana n'abandi
- Gukorana imbaraga biturutse ku gukunda akazi
- Guhuriza hamwe imbaraga, kuba abahanga no guhorana ubupfura mu kazi.

zikurikira:

Minisitiri Ishinzwe Ibikorwa y'Umunyango w'Afrika y'Iburasirazuba wimakaza indangagaciro

V. INDANGAGACIRO

gihugu imbere n'abo mu karere.

by'ubucuruzi tukabikora muri Afrika no hanze yayo dufatanyije n'abafatanyabikorwa bo mu

• Gushyigikira iyamamaza ry'ishoramari muri EAC nk'umuryango ushyize hamwe mu

porogaramu n'imishinga bya EAC rigenda mu Rwanda no gusuzuma ingaruka zabyo.

• Kugenzura uko ishiritwambikorwa rya politiki, amategeko/ amasezerano, ingamba,

ingufu ubufatanye mu karere.

• Kongerera ubushobozi Minisitiri n'abafatanyabikorwa b'imbere mu gihugu kugira ngo duhe

amategeko, politiki, ingamba na porogaramu za EAC mu bafatanyabikorwa b'imbere mu gihugu.

• Gutata iya mbere mu buvugizi, mu gushishikaza, mu gukangurira no mu gukwirakwiza

Rwanda n'iz'akarere, amategeko, amabwiriza, ingamba, porogaramu n'imishinga

• Korohereza no guhuza ibikorwa biyanye no gushyiraho, guhuza no gusanisha politiki z'u

ihagararira igihugu mu nzeho zifata ibyemezo,

• Guharanira inyungu z'u Rwanda muri gahunda yo kwishyira hamwe n'ibindi bihugu muri EAC

Imirimo shingiro ya MINEAC ni iyi ikurikira:

IV. IMIRIMO SHINGIRO

kugaraho.

w'Afrika y'Iburasirazuba hagamijwe gushyira imbere amajyambere u Rwanda n'akarere byifuza

Gutata iya mbere mu kwagura no gucengeza gahunda yo kwinjira k'u Rwanda mu Murungu

III. INSHINGANO

rwa Politiki.

Umunyango w'Afrika y'Iburasirazuba usagambye, utekanye kandi wunze ubumwe mu rwego

II. INTIGO

w'Afrika y'Iburasirazuba (EAC) byiyemeje ko hagomba kubaho iyo Minisitiri muri buri gihugu.

y'Iburasirazuba muri Werurwe 2008 hakurikijwe ibyo ibihugu byose bigize Umuryango

Guterinoma y'u Rwanda yashyizeho Minisitiri Ishinzwe Ibikorwa by'Umunyango w'Afrika

I. INTANGIRIRO

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

Niba ikibazo gisaba ipereza n'igihe byisumbuyeho ngo gikemurwe, tuzabamenyeshaha ibiteganywa gukorwa n'igihe gisubizo kizabonekera.

[Urubuga rwa interineti: www.mineac.gov.rw](http://www.mineac.gov.rw)

AGASANDUKU K'IPOSITA 267 KIGALI-RWANDA

(MINEAC)

Ministiri Ishinzwe Ibikorwa by'Umuryango w'Afrika y'Iburasirazuba

Adresi:

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

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

Ibyo dutegereje ku batugana:

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

Icyo twiyemeje gukorera abakiriya bacu:

- Ibito by'ushinzwe amakuru muri Minisitiri;
 - Umunsi w'imurikabikorwa;
 - Gucapisha ibyamamaza ibikorwa bya Minisitiri:
 - Impapuro
 - Amatoto manini
 - Itangazo rigene abanyamakuru
 - Gucapisha no guhanga udutabo: gusohora udutabo twamamaza ibikorwa cyangwa amatangazo yamamaza. Ubutumwa bwo muri utwo dutabo bugomba kuba bugufi, busobanukiye buri wese, kandi bworoshye kubwumva.
 - Gucapisha aka gatabo no kukamurika imbere y'ibiro, kugasohora ku mugaragaro no kugatangaza ku rubuga rwa interineti.
 - Kubitangaza ku mugaragaro no kubicapisha mu binyamakuru byandikwa
 - Kunyuzwa ubutumwa kuri radiyo na televiziyo
 - Guhamagara kuri radiyo na televiziyo mu gihe habita ibiganiro
 - Interneti no guhora bashyira ku gihe urubuga rwa interineti rwa MINEAC.
 - Imbuga zo gushakisha;
 - Imbuga za Leta;
 - Imbuga z'abo dutatanyije;
 - Imbuga zitemerewe gusurwa na bose;
 - Gukoresha ubutumwa bugufi mu kuyobora abantu aho serivisi bayisanga;
 - Gukwirakwiza udutabo mu baturage bahagarariye abandi n'abatanyabikorwa;
 - Inkuru zihita mu binyamakuru byandikwa
 - Inama n'ibindi bibaye birebana no gutanga serivisi imoze;
 - Amahungurwa n'ibiganiro bigamije kwereka icyerekezo abakozi n'abababagariye;
 - Ibindi (ururonde rwa za aderesi, amahuriro y'imbuga za interineti).
- Muri make, abakiriya bacu barimo ibigo bya Leta, Abikorera ku giti cyabo, abaturage b'aho dukorera n'abayobozi babo na rubanda rusanzwe.

Dushingiye ko guhanahana amakuru ari ibuye rikomeza imfuka mu gushyira mu bikorwa no kugenzura ibikubiyeye muri aka gatabo, aka gatabo kazagezwa ku bantu binuze mu buryo butandukanye bw'ikwirakwiza hakoreshejwe ikoranabuhanga, kanamamazwe birambuye binuyijiyeye ku mbuga za interneti, radiyo, ibinyamakuru byandikwa n'ibindi kugira ngo bigere kuri rubanda rwa giseseka, bityo MINEAC izahitamo gukoresha imiyoboro ikurikira mu kugaragariza serivise zayo abazikoresha n'abafatanyabikorwa:

- Gusuzuma imitangire ya serivisi;
- Gushingira ku mikoremyiza;
- Kugenzura umusaruro;
- Amahungurwa, kwiga n'icungabuamenyi;
- Guhabwa ubushobozi no gutanga ububasha;
- Kwiga no gusuzumana ubushishozi ibibazo bagejijweho;
- Gucunga neza amakuru.

Mu kurushaho kunoza imitangire ya serivisi, MINEAC irateganya gukoresha ibi bikurikira mu gushyira mu bikorwa ibikubiyeye muri aka gatabo:

Kugira ngo ishishikaze umuco wo guhanahana amakuru, abakiriya gutanga ibitekerezo no kungurana ibitekerezo ku gushyira mu bikorwa ibikubiyeye muri aka gatabo, MINEAC yiyemeje gukoresha itumanaho rigeweho n'ikoranabuhanga nk'umurongo utishyurwa, ubutumwa bugufi, ubutumwa bwa interneti, twitter, facebook, n'ibindi. Hari kandi no gukomatanya ubwo buryo bwose.

- Gushyiraho uburyo bwo kugenzura no gusuzuma uko ibibazo byakirwa bingana.
- Guhitamo ibyemezo bizafatwa igihe habayeho kwica nkana serivisi.
- Gushyiraho uburyo bugaragara gahunda ngenderwaho yo gukemuriraho ibibazo, hakagararamo itariki ikibazo cyakiriweho (mba nyiracyo yariyuzze izina), igihe giteganyijwe ko bizatwara ngo tugere ku mwanzuro kuri buri cyiciro cy'iperereza, n'igihe tuzamenyeshereza abakiriya aho bigeze.
- Gushyiraho uburyo bwemejwe bwo kwakira ibibazo. Ubwo buryo bushobora kuba uburyo bukorwa intoki cyangwa se, ubushobozi butwemerereye, bukaba uburyo bukorwa mu gihungu runaka.
- Gushyiraho uburyo bwo kwakira ibibazo n'uburyo buri kabazo kazajya ababaturwa na telefoni.
- Gushyiraho uburyo buhoraho imiyoboro abantu bavugiraho ibitabanyuze. Iyo miyoboro ishobora kuba nk'urubuga rwa interneti, ubutumwa bugufi n'ubushakashatsi ku myumvire, amahitamo, n'ibitekerezo by'abakiriya, ndusanduku tw'ibitekerezo, amabaturwa na telefoni.

Aka gatabo gakuubiyemo serivisi zitangwa na MINEAC keretana icyemezo kizafatwa igihe serivisi idatanze uko byari bikwiye. Bityo, MINEAC ikaba ishishikariza abayigana kuyimenyeshya uko bahabwa serivisi babinuyije mu buryo bwashyizweho bwo kuvugaga ibibazo byabo, uburyo bworoshye gukoresha, uburyo buri wese yakwegera kandi buri wese yemerewe gukoresha.

- Agasanduku k'ibitekerezo ku murango winjira;
- Iminsi y'imurikabikorwa/Umunsu wo kugaragariza abatwaga ibikorwa bya Minisitiri;
- Ibiganiro mpaka n'abatungana, impaka mu matsinda ;
- Umurongo utishyurwa;
- Ubushakashatsi ku myumvire, amahitamo, n'ibitekerezo by'abakiriya;
- Uburyo bwo gukemura ikibazo cy'umukiriya utanyuzwe na serivisi yahaawe kugira ngo abakiriya bahabwe umuyoboro wihuse wo kuvugaga uko babona serivisi bahawe.

Nta gushidikanya, kugira ngo ibikubiyemo muri aka gatabo bishyirwe mu bikorwa neza, MINEAC itegereje gukorama bya hafi n'abayigana bashakira serivisi zayo. Kuri iyi ngingo, MINEAC yashyizeho ibi bikurikira ngo biyifashye kumenyeshya ibitekerezo by'abakiriya bayo:

Nyuma yo kugaragarira ko MINEAC itasohozaga iyo gahunda yonyine, irashishikariza abayigana guhoza ijisho ku bakozzi bayo, kuba abanyakuri, gushyira mu gaciro no gucukumbura twose mu gihe batanga amakuru kugira ngo babone ibisubizo bategereje kandi harandurwe imikorere ituma serivisi itaba nziza.

Dushingiye ko serivisi zayo zigomba gukora uko bikwiye ibyo abayigana baba bayitegerejeho, MINEAC yiyemeje kubamenyeshya serivisi bahabwa, uburenganzira bwabo n'ibyo basabwa kugira ngo bazihabwe.

Byitezwe ko binyuze muri aka gatabo, abagana MINEAC bazashobora guhabwa serivisi mu buryo bwihuse kurushaho, bikavanaho umuco wo gutakaza umwanya no gutinza itangwa rya serivisi.

Aka gatabo kagenewe gutanga amakuru biruseho ku bafatanyabikorwa ba MINEAC kandi kagaragaza ukorera mu mucyo mu itangwa rya serivisi mu nzego za leta.

IBIKUBIYEMO

- Gutanga no gusakaza amakuru yerekanyeho na serivisi zitangwa, zikagaragarazwa ko zihari kandi ziboneka.

Incamate

Aka gatabo kagaragaza serivisi MINEAC itanga ku bafatanyabikorwa bayo. Kerakana izo serivisi, uko ziba zigomba kubwa zimeze, uburyo zitangwamo, igihe bitwara ngo uzibone, n'inzira wanyuramo mu gihe utanejwe na serivisi uhave. Aka gatabo gakubiyemo ingingo zikurikirira:

- Intego n'Inshingano za MINEAC bihamya uburyo yiyemeje gutanga serivisi:
 - Mu buyangamugayo;
 - Mu bushishozi;
 - Mu kinyabupfura;
 - Mu gutege amatwi;
 - Nta kubogama no kurobanura ku butoni;
 - Mu mucyo;
 - Tumva ko ari inshingano zacu;
 - Mu buryo bwihuse;
 - Mu buryo buboneye kandi buhoze.
- Serivisi zitangwa na MINEAC mu buryo burambuye
 - Urutonde rwa serivisi zitangwa na MINEAC;
 - Kugaragaza neza amashami atangirwamo serivise ndetse naho serivisi zihariye ziboneka. Ibi bizatuma abaturuma aho serivisi zitangirwa, bikababwira guta umwanya wabo n'imbaraga;
 - Kugaragaza igihe nyacyo bitwara kugira ngo uhabwe serivisi iyo ariyo yose. Ibi bizatuma abaturuma bamenya amakuru bakomeye kumenya bikababwira guhora bagaruka;
 - Gushyiraho ibipimo bya serivisi zitangwa hagagarazwa uburyo serivisi inoze igomba kubwa imaze, hashyirwaho uburyo itangwa mu birebana n'igihe serivisi itwara, uko ibonwa, uburyo ikwiye kubwa ari iyo kwizerwa, buri wese ashobora kuyihabwa, uburyo buri wese yitabwaho, abaturuma bese bakaba bareshya, tukabwira kandi tukabwira serivisi mu kinyabupfura. Dushingiyeye kuri ibyo, abaturuma bakaba bashobora kudatagerazaho serivisi inoze kurushaho.
- Amakuru asobanurise neza arebana n'ibisabwa n'inzira wanyuramo ngo uhabwe serivisi muri MINEAC. Nk'urugero, impapuro zikwiye kwerekanywa, n'impapuro zihari zigomba kuzuzwa; Mu buryo burambuye, abashobora kwaka serivisi zitangwa na MINEAC;
- Abo wabaza mu gihe ukomeye serivisi runaka;
- wanyuramo igihe utanyuzwe na serivisi uhave cyangwa uburyo wanyuramo kugira ngo ufashwe mu guhabwa iyo serivisi;
- Uburyo bw'ubwo kumva icyo abaturuma batekereza ku mitangire ya serivisi kugira ngo turushaho kuyinzeza;

Ministeri Ishinzwe Ibikorwa by'Umuryango w'Afurika y'Ibirasirazuba



Hon. MUKARULIZA Mwikye

Tunajyejwe no kubagezaho Serivisi zitangwa muri Ministeri Ishinzwe Ibikorwa by'Umuryango w'Afurika y'Iburasirazuba (MINEAC).

Aka gatabo kateguwe hashingiwe kuri gahunda y'ivugurura ry'inzeho z'imirimu za Leti, bikorwa kandi hatekerezwa itangwa rya serivisi inoze mu byerekeranye na gahunda yo kwishyira hamwe kw' u Rwanda n' ibindi bihugu, igatangwa mu mucyo, bikaba ari inshingano zacu.

Aka gatabo gakubiyemo inshingano za MINEAC kakamagaragaza serivisi zitangwa n' iyo Ministeri ndetse n' ibyo abayigana basabwa kugira ngo babone izo serivisi. Hagagararimo kandi aho wabariza izo serivisi.

Gushyira ahagaragara serivisi dutanga byerekana ubushake bwacu bwo gukorera abafatanyabikorwa bacu tubafasha kumva neza Serivisi dutanga, kandi turushaho gutanga serivisi zinoze.

Ijambo ry'ibanze