

IRIBURIRO

Nshimishijwe no kubagezaho igitabo gikubiyemo serivisi zitangwa na Komisiyo y'Igihugu y'Itorero

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

Kirerekana kandi inshingano za komisiyo y'Igihugu y'Itorero, kikagaragaza serivisi zitangwa n'ibisabwa kugira ngo uhabwe izo serivisi, Urwego cyangwa Ishami rishinzwe gutanga izo serivisi n'ibyangombwa bifasha mu kubona izo serivisi.

Ishyirwaho ry'iki gitabo rirerekana ubushake bwacu bwo kwakira neza abatugana hagamijwe kugirana nabo umushyikirano no guha imbaraga ibijyanye no gutanga serivisi nziza, iki gitabo kandi kigaragaza ibi bikurikira:

Boniface RUCAGU

Chairman



INTANGIRIRO

Komisiyo y'Igihugu y'Itorero , iyobowe na chairperson inshizwe gukagurira abanyarwanda no kubigisha indangagaciro na kirazira z'umuco nyarwanda. Izi nshigano zikorwa kandi zingashyirwa mubikorwa n'amashami akurikira.

- Ishami ryo gutoza n'ubukangurambanga
- Ishami rishinzwe gukurikirana Urugerero
- Ishami rishinzwe Ubukorerabushake
- Ishami rishinzwe igenamigambi no gukurikirana ibikorwa
- Ishami rishinzwe ubutegetsu n'imari

1. ICYEREKEZO

Gahunda y'Itorero ry'igihugu igamije kugira abanegihugu bafite umurongo w'agaciro uteza imbere ubukorerabushake mu kubakira hamwe Igihugu mu rwego rwo guteza imbere ubumwe, kwihaganirana, gukunda Igihugu n'imiyoborere ishingiyeye kuri demokarasi binganisha ku mpinduka mu iterambere rirambye.

2. INSHINGANO Z'INGENZI

Intego rusange y'Itorero ry'Igihugu ni:

- Guteza imbere ingangagaciro;
- Kwihutisha iterambere bicishijwe muri gahunda y'urugerero;
- 3. Gushyira abatura Rwanda muri gahunda y'ubukorerabushake.

4. INSHINGANO ZIHARIYE

- Guha abanegihugu uburere mboneragihugu **no kwemera inshigano** bibarinda ingaruka za politiki mbi.
- Guha abanyarwanda intego n'imyifatire ikwiye mu buzima busanzwe bw'Igihugu
- Kwihutisha iterambere hifashishijwe uburyo gakondo bushingiye ku ndangagaciro n'umuco ziri mu muco nyarwanda.
- Guha abanyarwanda indangagaciro n'umuco wo kwitanga no gukorera hamwe mu bikorwa by'ubwitange.
- Guteza imbere indangagaciro zo gukunda igihugu, ubumwe n'ubwiyunge by'abanebihugu no kurimburana imizi ingengabitekerezo ya jenocide hakoreshejwe ubunararibonye dusagiye.
- Gufasha abanyarwanda guha agaciro imyifatire myiza n'ibyiza bagezeho ku giti cyabo cyangwa bafatanyije muri gahunda zo guteza imbere igihugu.
- Gushyiraho ubukangurambanga ku rwego rw'igihugu bw'abanyarwanda by'umwihariko urubyiruko, gutoza imiyoborere myiza no kurushaho kwiteza imbere
- Kongerera urubyiruko amahirwe yo kubona imirimo binyuze mu guteza imbere ubumenyigiro, ubunararibonye mu kazi n'ubunyanama mu mirimo.

4.INDANGAGACIRO SHINGIRO

Komisiyo y'Igihugu y'Itorero imfite indangaciro shingiro zikurikira;

- Ubumwe
- Gukunda Igihugu
- Kwihagana
- Kwanga umugayo
- Kwemera ishingano
- Ubukorerabushake
- Kwiyoroshya

5. SEREVISI ZITANGWA NA KOMISIYO Y'IGIHUGU Y'ITORERO

A. SERIVISI ZITANGWA N'ISHAMI RISHINZWE URUGERERO

1. Kwemererwako igikorwa rusange cy'umufatanyabikorwa ko cyashyirwa kuri gahunda y'urugerero

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Ikigo cya Leta cyangwa imiryango itari iya leta ifite igikorwa rusange igihugu akamaro bagishyikiriza Komisiyo y'Igihugu y'Itorero mbere y'itegurwa ry'igenamigambi, hakaba inama yo kwemeza niba bijya mubikorwa bizakorwa k'Urugerero.</i>
Nihehe serivisi itangirwa ?	<i>Ishami rishinzwe Urugerero</i>
Serivisi itangwa ryari?	<i>Kuwa mbere kugeza kuwa Kane 7:00am kugeza 5:00pm Kuwa gatanu 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ikigo cyasabye gisubizwa bitarenze taliki 30 Kanama</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> • <i>Urwandiko rusaba</i> • <i>Inyigo igaragaza uburyo umushinga washyirwa mu bikorwa. Inyigo igaragaza aho Umushinga uzakoreramo, ubumenyi n'umubare wabakozi bakenewe, igihe umushinga uzamara, inyungu z'umushinga n'icyo umushinga uzakhindura kubuzima bw'abatuye aho.</i>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> • <i>Kwandikira Chairman wa Komisiyo y'Igihugu y'Itorero urwandiko rusaba.</i> • <i>Inyigo igaragaza uburyo umushinga washyirwa mu bikorwa</i> • <i>Kugeza inyandiko zombie ku Bunyamabanga Rusange cyagwa ugakoresha E-mail ya Komisiyo y'Itorero ry'Igihugu;</i> • <i>Tegereza igisubizo bicishijwe kuri email cyangwa bicishijwe ku baruwa kuri aderesi yatanze mu ibaruwa isaba bitarenze kuwa 30 Kanama.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>

Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe na service wasabye wa kwandikira Minisitiri w'ubutegetsi bw'Igihugu, utanyurwa ukandikira ibiro bya Minisitiri w'Intebe.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Nibyiza gusaba mbere y'uko Igengo y'imari itagira</i>
Hari Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'Amategeko	<i>Ntabwo</i>

B. SERIVISI ZITANGWA N'ISHAMI RISHINZWE UBUKORERABUSHAKE

1. Kwiyandikisha gukora ubukorerabushake.

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umuntu wese waba umunyagihugu cyangwa umunyamahanga ufite imyaka guhera 35 ukajya hejuru, wifuzza gukora ubukorerabushake ashobora kubisaba.</i>
Nihehe serivisi itangirwa ?	<i>Ishami rishinzwe ubukorerabushake</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Usubizwa bitarenze iminsi itanu.</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> • <i>Kuzuza ifishi y'ubusabe.</i>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> • <i>Kuzuza ifishi isaba kuba umukorerabushake usanga mu Ishami rishinzwe ubukorerabushake.</i> • <i>Nyuma y' iminsi itanu ugaruka kwakira igisubizo, ugahabwa na gahunda y'imyitozo igenerwa abakorerabushake igizwe n'amatariki n'ahantu amahugurwa azakorerwa;</i> • <i>Kubarihiza gahunda wahawe y'imyitozo;</i> • <i>Gukurakirana imyitozo ikurikirwa no kujya aho ugomba gukorera ku gihe.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Wandikira umuyobozi wa Komisiyo y'Itorero ry'Igihugu usobanura ko utanyunzwe na Serevisi, utanyurwa ukandikira Minisitiri w'Ubutegetsi bw'Igihugu</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabwo</i>
Hari Impapuro zuzuzwa	<i>Amafishi y'uzuzwa</i>
Ibyangombwa bisabwa n'Amategeko	<i>Politiki y'Ubukorerabushake</i>

2. Kwandikisha ikigo cy'ubukorerabushake no kwemerwa kwacyo

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Ikigo icyaricyo cyose cy'ubukorerabushake gikorera mu Rwanda cyangwa cyifuzwa gukorera mu Rwanda kigomba kw'iyandikisha no kwemezwa na Komisiyo y'Igihugu y'Itorero.</i>
Nihehe serivisi itangirwa ?	<i>Ishami rishinzwe ubukorerabushake</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo ikigo cyasabye gisubizwa bitarenze iminsi 5.</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> • <i>Kwandika urwandiko rusaba</i> • <i>Kuzuza ifishi y'ubusabe.</i> • <i>Icyemezo cyuko wanditswe na RGB</i>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> • <i>Wandikira umuyobozi wa Komisiyo y'Igihugu y'Itorero;</i> • <i>Kujyana urwandiko rusaba, hamwe n'imigereka yavuzwe haruguru ku Bunyamabanga Rusange rwa Komisiyo y'Igihugu y'Itorero</i> • <i>Ugaruka nyuma y'iminsi n'itanu kugirango uhabwe igisubizo.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Wandikira umuyobozi wa Komisiyo y'Itorero ry'Igihugu usobanura ko utanyunzwe na Serevisi, utanyurwa ukandikira Minisitiri w'Ubutegetsi bw'Igihugu</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabwo</i>
Hari Impapuro zuzuzwa	<i>Amafishi y'uzuzwa asaba. Amafishi yo kwiyandikisha. Ifishi yo kwemererwa.</i>
Ibyangombwa bisabwa n'Amategeko	<i>Ntabwo.</i>

3. Guhabwa icyemezo cy'ubufatanyabikorwa.

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umufatanyabikorwa wifuzza icyemezo cyubufatanye na Komisiyo y'Igihugu y'Itorero yandika abisaba.</i>
Nihehe serivisi itangirwa?	<i>Ishami rishinzwe ubukorerabushake</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo Umufatanyabikorwa asabye icyemezo cy'ubufatanye asubizwa bitarenze iminsi 2</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Urwandiko rwandikirwa Komisiyo y'Igihugu y'Itorero rusaba. Gahunda y'ibikorwa bw'umuryango usaba ubufatanyabikorwa</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>-Kwandikira ubuyobozi bwa Komisiyo y'Igihugu y'Itorero asaba icyo cyemezo; -Kujyana urwandiko ku Bunyamabanga Rusange bwa NIC hariho imigereka ivuzwe haruguru; - Ugaruka nyuma y'iminsi 2 gufata igisubizo.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanzwe wakwandikira umuyobozi wa Komisiyo y'Igihugu y'Itorero</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabwo</i>
Hari Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'Amategeko	<i>Ntabwo</i>

4. Gusaba abakorerabushake

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Ikigo cya Leta, icya bikorera, umuryango utari uwa leta ufite igikorwa gifitiye inyungu abanyarwanda bashobora gusaba umukorerabushake. Bandikira Komisiyo y'Igihugu y'Itorero babisaba.</i>
Nihehe serivisi itangirwa?	<i>Ishami rishinzwe ubukorerabushake</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo ikigo cyangwa umuntu basabye Iyo serivisi basubizwa bitarenze iminsi 5</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> • <i>Urwandiko rusaba Umukorerabushake.</i> • <i>Inyandiko igaragaza imirimo Umukorerabushake azakoera</i> • <i>Inyandiko igaragaza uburyo umukorerabushake yafatwa mu gihe ari mu bukorerabushake.</i>
Binyura mu zihe nzira kugirango uyihabwe?	<p><i>- Wandikira umuyobozi wa Komisiyo y'Igihugu y'Itorero ubisa;</i></p> <p><i>- Gutanga ibarwa hamwe n'imigereka ivuzwe haruguru ku Bunyamabanga rusange bwa NIC;</i></p> <p><i>- Gushyira umukono ku masezerano y'ubufatanye hagati ya NIC n'Ikigo cyasabye Umukorerabushake;</i></p> <p><i>-Gutegura no gushyira umukono kumasezerano y'akazi hagati y'ikigo n'umukorerabushake;</i></p> <p><i>- Guha Umukorerabushake icyemezo kigaragaza ko yashoje imiremo.</i></p>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe	<i>Ntabwo.</i>

udahawe iyo serivisi?	
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabyo</i>
Hari Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'Amategeko	<i>Ntabyo</i>

C. SERIVISI ZITANGWA N'ISHAMI RYO GUTOZA N'UBUKANGURAMBAGA

1. Gushaka gutozwa

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Ikigo cya Leta, icy'abikorera n'ikitari icya leta gishaka gutozwa indangaciro z'umuco kirabisaba.</i>
Nihehe serivisi itangirwa?	<i>Ishami Ryo Gutoza N'ubukangurambaga</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo wanditse usaba usubizwa nyuma y'iminsi 3</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Service ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ibarwa ibisaba</i>
Binyura mu zihe nzira kugira ngo uyihabwe?	<i>- Kwandika rusaba urwandiko rugenewe Chairman w'itorero babisaba. -Abasabye bamenyeshwa kare bagahabwa ibizafasha gutozwa harimo imfashanyigisho, gahunda n'amabwiriza -Iyo bashoje Itorero bahabwa icyemezo ko batojwe</i>
Ese hari izindi nzego bisaba kunyuramo? Ni zihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Yego iyo hagize impamvu zituma uwumva ko yarenganye yandikira Ministeri ifite itorero mu nshingano zayo asabwa kurenganurwa</i>
Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Urwego rukeneye serivisi yo gutozwa rurayishikira. Ibi bireba ibyiciro byihariye. Ikigo gisaba guhugurwa kitarateganijwe ku ngengo y'imari kiyishyurira amahugurwa</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	<i>Ntayo</i>

2.Gusimbura icyemezo cy'ubutoza cyatakaye

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umuntu wese wataye icyemezo cy'uko yatojwe ashobora gusaba ikindi kigisimbura</i>
Nihehe serivisi itangirwa?	<i>Ishami Ryo Gutoza N'ubukangurambaga</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo wanditse ubisaba usubizwa bitarenze iminsi 3</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Copie y'indangamuntu</i>
Binyura mu zihe nzira kugira ngo uyihabwe?	<i>-Kwandikira ubuyobozi bw'Iitorero ugaragaza icyiciro watorejwemo, umwaka n'abantu bahamya ko watojwe. -Ugaruka nyuma y'iminsi 3 gufata icyemezo</i>
Ese hari izindi nzego bisaba kunyuramo? Ni zihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo.</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Yego, bisaba gusa ubona ko yarenganye yandikira ubuyobozi bw'itorero agaragaza akarengane ke atabona igisubizo akiyambaza ministeri ifite itorero mu nshingano zayo</i>
Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>ntayo</i>
Impapuro zuzuzwa	<i>ntazo</i>
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	<i>Ntazo</i>

3.Kubona ubuvuzi mugihe uri mworero

Serivisi ni iyihe? Nujje ibisabwa?	<i>Umuntu wese uri mw'itorero avuzwa akanakurikiranwa na Komisiyo y'Igihugu y'itorero</i>
Nihehe serivisi itangirwa ?	<i>Ishami Ryo Gutoza N'ubukangurambaga</i>
Serivisi itangwa ryari?	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ako kanya igihe agize ikibazo cy'uburwayi.</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Service ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ikarita y'ubwishigizi bw'indwara</i>
Binyura mu zihanzira kugira ngo uyihabwe?	<i>Binyuzwa ku bashinzwe itorero kuri site.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni zihanzira? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Yego biyambaza ubuyobozi bw'itorero</i>
Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>N tabyo</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi	<i>Amabwiriza asanzwe agenga Itorero</i>

D. SERIVISI ZITANGWA N'ISHAMI RY' UBUTEGETSI N'IMALI

1. Kwishyura serivisi zitanzwe kuri komisiyo y'Igihugu y'Itorero

Serivisi ni iyihe? Nujuje Ibisabwa?	<i>Komisiyo y'Igihugu y'Itorero ikenera serivisi zitandukanya ku bantu batandukanya. Umuntu ku giti cye, cyangwa sosiyeti yatanze serivisi cyangwa ibintu kuri iyi komisiyo y'Igihugu y'Itorero bemerewe kwishyura iyi komisiyo</i>
Nihehe serivisi itangirwa?	<i>Serivisi ishinze Ubutegetsi n'Imali</i>
Serivisi itangwa ryari	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Serivisi ayibona mu minsi ibiri iyo ibyo asabwa byuzuye</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ibyangombwa bisabwa</i> <ul style="list-style-type: none"> • <i>Icyemezo cyerekana ko wagurishije komisiyo;</i> • <i>Icyemezo cyigaragaza ko watanze ibikoresho cyangwa serivisi;</i> • <i>Kopi y'amasezerano wagiranye na komisiyo;</i> • <i>Inyandiko yishyura.</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>Iyo inyandiko zitanzwe ku Mugenga w'ingengoyimari ayohereza k'umuyobozi w'imari n'ubutegetsi, umuyobozi w'imari n'ubutegetsi agasaba umucungamutungo gutegura isheki igasinywa n'Umugenga w'ingengoyimari n'Umuyobozi w'imari n'ubutegetsi</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Banki Nkuru y'Igihugu</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe na serivisi ujurira mu biro by'umuyobozi mukuru wa komisiyo.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Hari igihe kwishyura bishobora gutinda bitewe nuko hari ibibura muri dosiye</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'Amategeko	<i>Ntabwo</i>

2. Kwakira inyandiko no kuyobora abashyitsi bangana Komisiyo y'Igihugu y'Itorero.

Serivisi ni iyihe? Nujuje Ibisabwa?	<i>Komisiyo y'Itorero ry'Igihugu binyujijwe ku Bunyamabanga bwayo yakira inyandiko. Ubunyamabanga nibwo buyora abashyitsi bagana Komisiyo</i>
Nihehe serivisi itangirwa?	<i>Serivisi ishinzwe Ubutegetsu n'Imali</i>
Serivisi itangwa ryari	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Kuyobora abashyitsi bikorwa ako kanya. Kwakira no gusubiza izandiko bikorwa bitewe niganu ariko biri hagati y'iminsi 2 ni 5</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ntabyo</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>Iyo inzandiko zigeze mubunyamabanga zishyikirizwa Umunyabanga Mukuru kugirango zikorerwe ubugororangigo, nyuma zingashyikirizwa abo bireba muri Komisiyo kugirango byigwe birambuye, umunyamabanga mukuru agashyiraho umukono ndetse na kashi igaterwa, ibisubizo bigataganzwa</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntaho</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Ushobora kujurira wanditse cyangwa ukabonana n'Umuyobozi Mukuru</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabyo</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'Amategeko	<i>Ntabyo</i>

F. SERIVISI ZITANGWA N'ISHAMI RISHINZWE AMASOKO YA LETA

1. Gutanga amakuru kubijyanye n'amasoko ya leta

<p>Serivisi ni iyihe? Nujuje Ibisabwa?</p>	<p><i>Gutanga amakuru ajyanye nogutanga amasoko ya leta cyangwa kugura ibikenewe na komisiyo y'Igihugu y'Itorero umuntu ku giti cye cyangwa sosiyeti zishaka gisinya amasezerano na komisiyo. Amakuru aba akubiyemo ibi bikurikira:</i></p> <ul style="list-style-type: none"> • <i>Gutangaza amasoko mu binyamakuru nogutegura igitabo cy'Isoko</i> • <i>Gukora isesengura kuri ayo masoko</i> • <i>Gutera raporo y'Ifungura ry'Amasoko niyo gukora isesengura ryayo kimwe kumenyeshya abatsindiye isoko</i> • <i>Gukora ibishoboka byose ufatanyije na serivisi ishinzwe iki gikorwa kugira ngo aya masezerano atungane</i> • <i>Kwakira nokubika neza ibitabo by'amasoko ya leta kugira ngo bizakoreshe mukindi gihe kizaza, Kwandikira, gutangazanogutanga inzandiko zibyavuye mu isesengura ry'amasoko.</i>
<p>Nihehe serivisi itangirwa?</p>	<p><i>Ishami rishinzwe amasoko ya leta</i></p>
<p>Serivisi itangwa ryari?</p>	<p><i>Kuwa mbere, kuva 7:00am kugeza 5:00pm</i> <i>Kuwa Gatatu kuva 7:00am kugeza 12:00pm</i></p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p><i>Igihe isoko rimara kigenwa bitewe n'Ubwoko bw'isoko.</i></p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Igiciro cy'igitabo cy'isoko (100Frw kuri page imwe).</i></p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p><i>Ibyangombwa biterwa n'Ubwoko bw'isoko.</i></p>
<p>Binyura mu zihe nzira kugirango uyihabwe?</p>	<p><i>Umuntu ku giti cye cyangwa sosiyeti yifuza gupiganirwa isoko muri komisiyo y'Igihugu y'Itorero, ugomba kuba mbere nambere wafashe igitabo kiri soko uhabwa aruko ugaragaje inyemeza bwishyu yatanze n'Ikigo cy'Igihugu cy'Imisoro n'Amahoro.</i></p> <ul style="list-style-type: none"> • <i>Igitabo cy'Isoko kigaragaza ibikenewe kikagaragaza kandi ibiciro, na copi y'Amasezerano</i> • <i>Abantu ku giti cyabo cya amasosiyeti bashaka inama kubijyanye n'amasoko babibariza mu biro bishinzwe amasoko ya leta muri komisiyo y'Igihugu y'Itorero.</i>

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ubanza kuri banki nkuru y'Urwanda n'Ikigo cy'Igihugu cy'Imisoro n'Amahoro kugira ngo wishyure amafaranga yagenewe ibitabo byiri soko</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe na serivisi yahawe ajurira ku mukomiseri Umunyamabanga Mukuru wa Komisiyo y'Igihugu y'Itorero.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Wasura urubuga rwa interineti rwa Komisiyo.</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa n'Amategeko Bisabwa	<i>Biterwa n'ubwoko bw'Isoko</i>

G. SERIVISI ZITANGWA N’ INAMA Y’ABAKOMISERI
1. Gushishikariza Abanyarwanda kugira Indangagaciro z’umuco nyarwanda

Serivisi ni iyihe? Nujuje Ibisabwa?	<i>Gushishikariza Abanyarwanda kugira Indangagaciro z’umuco nyarwanda</i>
Nihehe serivisi itangirwa?	<i>Inama y’abakomiseri</i>
Serivisi itangwa ryari	<i>Kenshi iyo serivisi itegurwa na Komisiyo y’Igihugu y’Itorero buri mwaka igashyirwa mu bikorwa bijyanye n’iyo gahunda. Ariko urwego urwo arirwo rwose rushobora kuyisaba hanyuma komisiyo ikabyigaho</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo serivisi yasabwe ntibirenga iminsi itanu</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ntabyo</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>Inyandiko ibisaba yandikirwa Umuyobozi wa Komisiyo y’Igihugu y’Itorero</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>-</i>
Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Inzego za leta n’imiryango inyuranye bashishikarijwe kwandikira Komisiyo bayisaba iyo serivisi. Bityo izo nzego zigasabwa gutekereza ku igenamigambi ry’Igihugu n’ingenamigambi ry’amafaranga ku buryo komisiyo ibasha kubiteganya muri gahunda y’ibizakorwa uwo mwaka</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n’Amategeko	<i>Ntabyo</i>

2. Kubona Amakuru kuri Gahunda, n'ibikorwa bya Komisiyo y'Igihugu y'Itorero

Serivisi ni iyihe? Nujuje Ibisabwa?	<i>Umunyamakuru cyangwa Umushakashasti ukeneye amakuru kuri gahunda, ibikorwa n'amateka ku Itorero ashobora kuyasaba akanayabona kuri Komisiyo y'Igihugu y'Itorero.</i>
Nihehe serivisi itangirwa?	<i>Inama y'abakomiseri</i>
Serivisi itangwa ryari	<i>Kuwa mbere, kuva 7:00am kugeza 5:00pm Kuwa Gatanu kuva 7:00am kugeza 12:00pm</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Mu gihe ibyangombwa byose bisabwa bibonestse, igisubizo kiboneka mu minsi ibiri</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Serivisi itangirwa ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ibarwa isaba amakuru Ikiranga ukeneye serivisi</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>-Wandikira umuyobozi wa Komisiyo y'Igihugu y'Itorero ubisaba; - Kohereza ibaruwa hamwe n'Icyemezo cy'icyigo aturutsemo niba ar'Umushakashatsi cyangwa Umunyamakuru cyangwa icya "Ambassade"; - Ugaruka nyuma y'iminsi 2gufata igisubizo</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>-None</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>NIC ifite Isomero yakira umuntu wese</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'Amategeko	<i>Politiki ya NIC</i>

F. SERIVISI ZITANGWA N' UBUTORE DEVELOPMENT CENTER

3. Kwemererwa Gusura ikigo cyerekana ibikorwa ,amateka y'Itorero ry'Igihugu.

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umuntu ku giti cye cyagwa ikigo cyaba cyabarwanda cyangwa cyaba nyamahanga gishobora gusaba gusura Kugaragariza abanyarwanda n'abanyamahanga ibikorwa by'Itorero, amateka y'itorero ry'Igihugu n'umuco nyarwanda n'ibyo rigenda rigeraho mu BUTORE Development Center i Nkumba</i>
Department to be approached	<i>UBUTORE DEVELOPMENT CENTER</i>
Serivisi itangwa ryari?	<i>Igihe cyose abasuye babyifuzza</i>
Uhereye igihe wasabye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo hujujwe ibisabwa, ahita ayihabwe bitarenze iminsi itatu</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ntabwo y'ishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ibyangombwa biranga umuntu</i>
Binyura mu zihe nzira kugira ngo uyihabwe?	<i>- Kugera aho Ikigo kiri Akarere ka:Burera, Umyirenge wa:KinoniAkagari ka Ntaruka, Umudugundu wa Gikoro; - Kureba umuyobozi w'Ikigo, akamuha abamuyobora, baka na musobanurira.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni zihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>-Uwarengana yagaragariza ibibazo bye Umuyobozi w'Ikigo cya UDC.</i>
Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>ntabyo</i>
Impapuro zuzuzwa	<i>Form igaragaza umwirondoro w'usura ibikorwa bya UDC</i>

Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi	<i>Ntazo</i>
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4. Kwemererwa Gukodesha ibyumba by'inama biri mu Uture Development Center (UDC)

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Ukeneye gukoresha icyumba cy'inama kohakorera inama cyangwa kuhakorera ibirori, abifitye uburenganzira ashoboye mu gihe ntabikorwa by'Itorero birimo kuhakorerwa kandi afite ubushobozi bwo kwishyura ubukode.</i>
Department to be approached	<i>UBUTORE DEVELOPMENT CENTER</i>
Uhereye igihe wasabye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iyo hujujwe ibisabwa ahita ayihabwa bitarenze iminsi itanu</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Igiciro kizajya kimenyeshwa mu ibaruwa ibasubiza kuko ubu kitaragenwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>- Ifishi isaba</i>
Binyura mu zihe nzira kugira ngo uyihabwe?	<ul style="list-style-type: none"> - <i>Kwandika ibaruwa ubuyobozi bw'Itorero ugaha kopi ukuriye ibigo byaUDC no kuzuza ifishi isaba;</i> - <i>Uwo munsu ubona igisubizo.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni zihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>-Abimenyeshya ukuriye amahugurwa bitakemuka Umuyobozi w'Ikigo cya UDC.</i>
Hari ibindi by'Ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>ntabyo</i>
Impapuro zuzuzwa	<i>Ifishi isaba</i>
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	<i>Ntazo</i>

Yemejwe na Boniface RUCAGU

Chairman wa Komisiyo y'Igihugu y'Itorero

Tariki ya 21/05/2013

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
