IRIBURIRO

Sayansi, ikoranabuhanga, ubushakashatsi noguhanga udushya bimaze kwemerwa m' ubungubu nkibintu bihesha ubushobozi ubukungu bw'igihugu kandi bigatuma haba n'impinduka zihariye z'ubukungu, bityo bikaba intandaro y'impinduka zikomeye z'imibereho y'abaturage n'ubukungu bw'ibihugu ndetse no kw'isi hose. Guhuza ingamba zo guteza imbere ubukungu rusange zishingiye ku bumenyi hamwe n'izamuka z'ubushobozi ry'ubumenyi n'ikoranabuhanga, no kubishyira mu ngamba ziterambere n'ingenamigambi n'ingirakamaro mu kugera ku ngamba zateza imbere igihugu. Iterambere ry'ubumenyi n'ikoranabuhanga ku rwego rw'igihugu rishingira ku micungire myiza y'ubumenyi buhari, ubumenyi buturuka mu guhanga, n' ubuturuka ahandi bwose hamwe bugashingira ku muco uhamye urangwa noguhanga udushya no gutangiza ibikorwa bishya nki nganda na serivisi. Ikindi n' imiterere y'ibikorwa bijyanye n'ubumenyi, ikoranabuhanga, ubushakashatsi no guhanga udushya bisaba ko habaho guhuza ibikorwa n'ubuyobozi buhamwe bwo ku rwego rw'igihugu kugira ngo habeho ubukangurambaga bufite imbaraga zikenewe zafasha gushyira mubikorwa politiki y'ubumenyi , ikoranabuhanga, Ubushakashatsi niyo guhanga ibishya mu gihugu.

Kubera ko uRwanda ruharanira kugera ku ntego y'iterambere y'icyerekezo 2020, icyemezo cyo gushyiraho Komosiyo Ishinzwe Ubumenyi n'Ikoranabuhanga yaziye igihe kandi ikazagaragaza n'imikorere myiza yo ku rwego mpuzamahanga. Iyi nyandiko igaragaza ingingo z'ikitegererezo za komisiyo y'Igihugu ishinzwe Siyansi n'Ikoranabuhanga, Impamvu iyo komisiyo yashyizweho bigaragazwa n'inzego z'imirimo, n' imiyoborere y' URwanda muri Rusange. hamwe n'imitere ya politiki yogushyira mu bikorwa ibyateguwe.

Dr. Ignace Gatare

Umuyobozi Mukuru wa Komisiyo y'Igihugu Ishinzwe siyansi n'ikoranabuhanga.

I. INTANGIRIRO

Iki gitabo gikubiyemo serivisi zihabwa abatugana kigaragaza Inshingano za komisiyo. Kigaragaza serivisi dutanga kubatugana. Kigaragaza intego, Icyerekezo, impamvu zacyo, Ibikorwa na serivise zitangwa niyi komisiyo.

Icyemezo cyo gutegura iki gitabo kigaragaza ko komisiyo yihaye intego yoguha serivisi nziza abafatanya bikorwa bayo.

II. CYEREKEZO

Icyerekezo cyacu ni "*kuba urwego rw'icyitegerererezo rutekereza rukanatanga inama zifasha u Rwanda kuzamura ubushobozi bwarwo muri siyansi, ikoranabuhanga no mu guhang; bizamura imibereho myiza y'igihugu, bigahindura ubuzima n'ubukungu bw'abanyarwanda no guhangana nandi mahanga yo kwisi* " .

III. Intego

Nk'Urwego rw'Igihugu rushinzwe kujya inama mu bya pilotiki y'Ikoranabuhanga, intego yacu ni ugushyikiriza Leta inama, ibyifuzo ku byerekeye na siyansi, ikoranabuhanga, guhanga hamwe no gutanga impanuro mu bijyanye nokwongera ubushobozi bw'abakozi kugira ngo uRwanda rugire istinda ry'abakozi bafite ubumenyi buhanitse barugeza ku ntera yarubashisha guhangana n'andi mahanga no kubaka iterambere rirabye rishingiye ku bukungu n'imibereho myiza".

IV. INSHINGANO Z'INGENZI

Iyi Komisiyo ifite inshingano zikurikira:

1° Gusesengura ubumenyi bukenewe muri iki gihe no mu bihe birimbere ku byerekeye n'ubumenyi n'ikoranabuhanga, hagendeye ku migambi y'iterambere ry'igihugu;

2° Mu bufatanye n'inzego zose za Leta, igira inama Leta ku ngamba n' uburyo bashyiramo ingufu zo guhugura abantu; no gukurikirana uburyo amahugurwa y' ubumenyi n'ikoranabuhanga akorwa ku Banyarwanda.

3° Kugenzura niba abahuguwe m'ubumenyi n'ikoranabuhanga bagaruka mu gihugu kandi bajyanwa mu mirimo ijyanye n'ibyo bize kugirango batange umusaruro mwiza kandi biyubake;

4° Gushyiraho uburyo bw'imicungire y'amakuru arebana n'ibijyanye n'ubumenyi n'ikoranabuhanga kugirango hakurikiranwe ibice bitandukanye by'ubumenyi n'Ubushobozi igihugu gifite;

5° Gufatanya no gukorana n'izindi nzego ziboneka mu karere no mu rwego mpuzamahanga zifite inshingano zijya gusa niziyi komisiyo;

6° Gutera inkunga yo gushakira umutungo iyi komisiyo;

7° Kohereza I Biro bya Minisitiri w'Intebe raporo y'inama z'igihembwe n'umwaka ku mikorere ya komisiyo.

V. INDAGAGACIRO Z'INGENZI

Kugira ngo yuzuze Inshingano yashyiriweho, iyi komisiyo yiyemeje gukora umurimo unoze umunsi ku munsi hashingiye ku ndangagaciro zikurikira:

- ***Kwitanga:*** guteza imbere ubumenyi, ikoranabuhanga no guhanga udushya kugira ngo tubone ubuzima bwiza mu gihugu;
- ***Ubuzobere:*** mu kuzuza inshingano zacu;
- ***Gushimangira:*** itangwa rya service nziza kugihe kandi zifite umusaruro ku rwego rw'igihugu;
- ***Ubudakemwa*** mu gukorana n'abafatanya bikorwa bacu hamwe no gutanga serivisi nziza.

VI. SERIVISI ZITANGWA NA KOMISIYO Y'IGIHUGU ISHINZWE SIYANSI N'IKORANABUHANGA

1. Gusaba inama n'ibyifuzo mu gutegura politiki

Ni iyihe serivisi nemerewe? Nujuje ibisabwa?	Hakurikijwe inshingano yahawe iyi komisiyo, Leta y'u Rwanda cyangwa urwego rwa Leta rushobora gusaba inama n'ibyifuzo kuri politike cyangwa inama kugira ngo haboneke ibisubizo ku bibazo byihariye ku bumenyi n'ikoranabuhanga.
Ishami ryo kubarizamo	National Science and Technology Commission (NSTC)
Ni hehe serivisi itangirwa?	• Ku cyicaro cya komisiyo ku gorofa ya Grand Pension Plaza, 13th Floor. • Serivisi zishobora gutangwa hakoreshejwe iyakure.
Serevisi itangwa ryari?	• Iminsi yose y'akazi, kuva saa moya za mugitondo kugeza saa Kumi nimwe za nimugoroba. • Ku murongo wa "internet" wa komisiyo: 24/7
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe giterwa na serivisi ya sabwe, gishobora kuba: • Kuva ku munsi 1 ku geza ku cyumweru kimwe: iyo ari inyigo yihariye yasabwe;

	• Ibyumweru 2 kugeza kuri 6: Ibitekerezo kuri politiki cyangwa kuyisesengura; • Amezi 2 kugeza kuri 6: gutegura politiki y'ubumenyi n'ikoranabuhanga.
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi
Ni ibihe byangombwa bisabwa **kugira ngo uyihabwe?**	- Urwandiko rw'ubusabe cyangwa; - Kwandikira komisiyo ku murongo wayo wa "internet"
Binyura mu zihe nzira kugirango uyihabwe?	• Kohereza urwandiko rw'ubusabe kucyicaro cya komisiyo kuri Grand Pension Plaza, 13th Floor cyangwa ku murongo wayo wa "internet"; • Ubusabe burasuzumwa n'ibitekerezo bikohorerezwa umu kiliya bisobanura imyumvire ya komisiyo maze ikanatanga igihe igisubizo cya burundu kizabonekera; • Igihe igisubizo kirangije gutegurwa, umugenerwabikorwa ahita amenyeshwa.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ibitagenze neza, inama n'ibyifuzo n'ibitekerezo bimenyeshwa Umuyobozi Mukuru wa komisiyo hakoreshejwe urwandiko cyangwa umurongo wa "internet".
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Igisubizo cyanyuma giterwa n'imitere y'inyigo yakozwe.
Hari impapuro zuzuzwa?	Urupapuro rwo kwiyandikisha ku banyeshuri ruzaboneka vuba k'Urubuga rwa "internet".
Hari inyadiko zemewe n'amategeko zihari?	Ntazo

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Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

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

Complement *(Gushima)* ☐

Complaint *(Kugaya)* ☐

Suggestion *(Icyakorwa)* ☐

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

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

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

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

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

Names : ____________________
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 gasnduku gahwanye n'icyo wifuza)

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

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

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

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

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

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

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

Adress: ______________________________
Aho ubarizwa

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

Signature: ______________________ **Date:** ______________________
Umukono *Itariki*

	time to fully process the request, • Once the requested service is fully processed, the recipient is immediately informed.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Both complaints, recommendations and suggestions may be addressed to the NSTC using physical or electronic means
Is there any additional information regarding this service that is useful to know?	The final deliverable depends upon the nature of the study or survey conducted.
Available forms	Online registration form will be available for students
Relevant legal documents	None

Approved by : **Dr. Ignace Gatare**

Director General of **National Science and Technology Commission.**

Date: **February 28th 2013**

VI. SERVICES OFFERED BY NATIONAL SCIENCE AND TECHNOLOGY COMMISSION

1. **Requesting a policy recommendation or policy formulation** that will ensure that Rwanda is equipped with a critical mass of highly qualified skills to support the achievement of a competitive and sustainable socio-economic development**.**

What is the Service? Am I eligible?	According to the mandate of NSTC, The Government of Rwanda or a public institution can request for a policy recommendation or advise in order to provide solutions to a specific matter in the area of Science and Technology.
Department do be approached?	National Science and Technology Commission (NSTC)
Where can I access the service?	• At the National Science and Technology Commission Headquarters at Grand Pension Plaza, 13th Floor. • Online services
When can I access the service?	• Working days from 7h00 am to 5h00 pm • online services: 24/7
Once a request is made or an application is submitted, how long will it take?	Depending on the service requested, it may go from: • 1 day to 1 week for specific student requests; • 2 to 6 weeks for policy briefs • 3 to 6 Months for national science and technology related policy formulations.
What, if any, are the costs for accessing the service?	No cost is requested
What documents are required?	- Formal request letter or; - Electronically submitted request through NSTC online user interface
What is the procedure?	• Submit the request to NSTC office at Grand Pension Plaza, 13th Floor or online. • The request is processed and a feedback notification is sent to the client explaining NSTC intended actions and eventually provide estimated

6° Contribute towards resources mobilization for the Commission;

7° Submit to the Office of the Prime Minister periodic and annual reports regarding the activities of the Commission.

V. CORE VALUES

In order to carry out its mission, NSTC is committed to conduct its day-to-day business based on the following core values:

- ***Commitment*** to promoting science, technology and innovation for enhancing the overall national well being;
- ***Professionalism*** in achieving our mission;
- ***Focus*** on timely delivery of national high-impact activities;
- ***Integrity*** in working with our partners and serving our customers;

I. INTRODUCTION

This Service Charter spells out NSTC's mandate and highlights the services offered therein. The Charter lists some of the Mission, Vision, Objectives, activities and service that are offered by NSTC.
The development of this Charter signifies the NSTC's focus and commitment in serving its Stakeholders (Institutions).

II. VISION

Our Vision is to "*Become a referral think-tank and strategic policy advisory board that supports Rwanda in fully harnessing the potential of science, technology and innovation; to enhance national well being, socio-economic transformation and competiveness.*"

III. MISSION

As a national policy advisory body and think-tank, our mission is to "Provide informed policy recommendations to the Government on science, technology and innovation and advise on human capacity building strategies in order to ensure that Rwanda is equipped with a critical mass of highly qualified skills to support the achievement of a competitive and sustainable socio-economic development."

IV. CORE FUNCTIONS

NSTC'S roles and responsibilities are as follow:

1° Identity current and future skills needs in the areas of science and technology, in line with the national development agenda;

2° In collaboration with all relevant institutions, advise the government on strategic and relevant placement of trainees in areas of science and technology; and monitor the progress and performance of Rwandans undergoing trainings in areas of science and technology;

3° Ensure that people trained in areas of science and technology get back and are integrated in science and technology areas for professional efficiency and career development ;

4° Put in place and manage a national database of skills in science and technology in order to monitor available sector skills;

5° Cooperate and collaborate with other regional and international Institutions having similar responsibilities;

FOREWORD

Science, technology, research and innovation are nowadays recognized as *de facto* enablers and economic differentiators which shape the socio-economic transformation of nations worldwide. In an increasingly knowledge-based global economy, harnessing the potential of science and technology and their integration into national development strategies and plans is critical to achieving national goals. The development of Science and Technology at national level, however, relies on efficient management of knowledge acquisition, knowledge creation, knowledge transfer, all sustained by a strong innovation and entrepreneurship culture. Moreover, the cross-cutting nature of science, technology research and innovation requires strong coordination and leadership at the national level in order to mobilize synergies which are critical to successful implementation of any national science and technology, research and innovation policies.

As Rwanda is striving to reach her VISION 2020 development agenda, the recent strategic decision to create a Rwanda's *National Science and Technology Commission* is therefore timely and in line with international best practices. The present paper outlines key points covering the NSTC Model, objectives as well as a proposed governance structure, in light of Rwanda overall governance and policy implementation frameworks.

Dr. Ignace Gatare

Director General, National Science and Technology Commission.