

Foreword

It is my pleasure to present to you this Service Charter for the Office of the Government Spokesperson (OGS). The Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability. This service charter spells out the role of OGS, and highlights the services offered and requirements therein.

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

Ms. Nathalie MUNYAMPENDA

Coordinator, OGS

The present Charter reflects the service provided by OGS to its clients. Therefore, it contains different services, service standards, service delivery methods and timelines, and grievance mechanisms.

This service's charter shows the following elements:

- Integrity
- Accountability
- Transparency
- Courtesy
- Objectivity and impartiality
- Promptness
- Efficiency and effectiveness.
- Details of services delivered by OGS:
 - Specification of services provided by OGS;
 - Clear identification of where specific services can be obtained. In this way clients will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides clients with useful information and will prevent them from back and forth;
 - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, clients can expect improvement.
 - Clear information about the required document and procedures to get a service in OGS.
- Details of the Citizens', groups/end users or people who are eligible for each service offered by OGS.
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Clients to continuously improve services
- Information and dissemination for availability and visibility for services.

This Service's Charter is a tool to increase the information available to customers of OGS and sets standards for transparency in public services. It is expected that through Service's Charter, OGS'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 clients, OGS

commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Feedback Mechanism

Realising that OGS cannot go this route alone, it thus invite clients to help OGS enhance service delivery. OGS expects continuous interaction with clients seeking its services. This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, OGS encourages its clients to give their feedback through the complaints/feedback mechanisms that are accessible, approachable and open to all. It goes without saying that OGS takes these complaints seriously and adopts prompt and proper action in a timely manner. Ideally, a time frame for dealing with these grievances and redresses has been set. OGS 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:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Grievance redresses mechanism

This service's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, OGS encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the OGS 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. The OGS is willing to share a more systematic review of the grievances with its clients.

The key 5 following elements will be considered during the implementation process of this service'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 the OGS 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 a computer based system that permits the OGS to identify "real time" trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to

resolution for each stage of the investigation, and the time frame for updating beneficiaries 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 its Charter, OGS commit to use new media and ICT such as sms, email, twitter, Facebook, etc... and any combination of these technologies.

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

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

Information and communication

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

- Public relations
 - Print the Charter and display in front of the office and formally issue the Charter and place it on website;
 - Formal announcement and publication in newspaper
 - Messages broadcasted on radio and television;
 - Distribution of copies to public representatives and key stakeholders;
 - Newspaper articles;
 - Trainings and orientation sessions to Comms, customer care staff and webmaster
- Other (mailing lists, web forums).

Other (mailing lists, web forums)

In brief, our customers include journalists, researchers, international organizations, local communities and local authorities, and general public.

Commitment to our clients:

This charter is a commitment by OGS to provide high quality services to all our stakeholders/ customers. We in this regard endeavor to serve 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 OGS staff with courtesy and respect;
- Following procedures set up in these standards;
- Providing OGS with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant persons.

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.

Introduction:

The office of the Government Spokesperson was established by the Prime Minister's order No 78/03 of 12/08/2011.

OGS Mission Statement:

The Office of the Government Spokesperson shall ensure dissemination of accurate, up-to-date and comprehensive information between the Government of Rwanda, its representatives and the domestic and international public.

Core Function:

- To ensure that the work of GOR is publicised to domestic and international public
- To provide professional support to communications offices in GOR institutions
- To provide advice and technical support to Government institutions for planning and implementing communication campaigns on key government programs

The office of the Government Spokesperson is anchored to and supported administratively by the Office of the Prime Minister and works autonomously under the supervision of the GOR Spokesperson. OGS collaborates as required with Government Institutions, professionals and academic institutions as well as experts in relevant fields.

Contact:**OFFICE OF THE GOVERNMENT SPOKESPERSON (OGS)**

Tel: + (250) 0787365464 Or 788590181

info@ogs.gov.rw

www.primature.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.

1. Getting Information on Procurement services of Office of Government Spokesperson

<p>What is the Service? Am I eligible?</p>	<p><i>A firm or an individual who needs information on procurement services of OGS can find it on the following areas:</i></p> <ul style="list-style-type: none"> - <i>Publication of the tenders in the media, Preparation of tender documents,</i> - <i>Carrying out a technical and financial evaluation,</i> - <i>Preparation of opening and evaluation reports and notification of the tender award,</i> - <i>Ensuring the adequate execution of the contract in collaboration with beneficiary departments,</i> - <i>Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.</i>
<p>When can I access the service?</p>	<p><i>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</i></p>
<p>Once a request is made or an application is submitted, how long will it take?</p>	<p><i>The duration of the tender process will vary depending on the type of tender.</i></p>
<p>Cost</p>	<p><i>Cost of the bidding document. 100 Rwf/page</i></p>
<p>What documents are required?</p>	<p><i>Documents required may include the trade register and a Tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.</i></p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> - <i>Individuals and/or firms interested in submitting a tender for a contract with OGS should first purchase the tender document from the Procurement unit of OGS by presenting a payment slip issued by BNR or RRA.</i> - <i>The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract</i> - <i>Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of OGS.</i>
<p>What, if any, other institutions do</p>	<p><i>National Bank of Rwanda (NBR)</i></p>

I need to visit to access the Service? (e.g. for payment service costs or to get additional documents)	<i>-Rwanda Revenue Authority for payment of fees or cost of the tender document -National Tender Panel-handling unresolved complaints</i>
Is there a complaint procedure?	<i>Complaints regarding this service are made in writing to the Chief Budget Manager. If following the presentation of a complaint to the CBM and if your issue remains unresolved you can address your complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.</i>
Is there any additional information regarding service that is useful to know?	<i>Always visit PRIMATURE website www.primature.gov.rw for information. For further information call telephone 0788599172/0788590181</i>
Available forms	<i>Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.</i>
Relevant Legal document	<i>None</i>

2. Payment for services rendered to OGS

What is the Service? Am I eligible?	<i>A procedure for receiving payment for services a firm or an individual who rendered services or goods to OGS can submit invoice seeking payment for the provision of either goods or services to OGS</i>
When can I access the service?	<i>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</i>
Once a request is made or an application is submitted, how long will it take?	<i>Provided that all the requirements have been met, payment for services should not take more than 3 days</i>
What, if any, are the costs for accessing the service?	<i>There is no charge for this service.</i>
What documents are required?	<ul style="list-style-type: none"> - 4 copies of the invoice, - Delivery note signed by both parties to the contract, - Bank guarantee if necessary, - Letter of notification, - Contract, - Purchase order, - 1 copy of the Identity card of the supplier - Copy of the request for quotation - Work execution report
What is the procedure?	<ul style="list-style-type: none"> • Submit the invoice with above documents attached in Finance unit (accountant) for reception and registration • After registration, the invoice is transmitted to the Director of Finance for verification and transmitted to DG Corporate services for approval of payment • After 3 days, the supplier can call or visit the accountant to verify if his/her invoice is in process of payment.
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)	<i>We pay on the name of the individual, society or association which is figuring on the invoice heading</i>
Is there a complaint procedure?	<i>Complaints regarding this service can be addressed either to the Director of the Finance Unit ; and when not solved contact the Chief Budget Manager of OGS</i>
Is there any additional information regarding service that is useful to know?	<i>Always visit Primature website www.primature@gov.rw for information. For further information call 0788590181 during office hours.</i>
Available form	<i>None</i>
Relevant legal documents	<i>None</i>

3. Recruitment to OGS

What the Service am I eligible?	<i>According to the OGS approved structure, there are still vacant positions which will be advertised and recruited so that the institution can better fulfill its defined mission.</i>
Department to be approached	<i>Human Resource Officer.</i>
When can I access the service?	<i>Monday-Thursday: 7:00am - 5.00pm, Friday: 7:00am -2:00pm</i>
Once a request is made or an application is submitted, how long will it take?	<p><i>According to the Presidential order regarding staff recruitment;</i></p> <ul style="list-style-type: none"> • <i>5 days for application;</i> • <i>5 days for short listing;</i> • <i>3 days for written exam to be held after shortlist is out;</i> • <i>10 days for publication of written test results;</i> • <i>3 days for conducting oral interviews;</i> • <i>1 day for publishing oral test results.</i>
What, if any, are the costs for accessing the service?	<i>None</i>
What documents are required?	<p><i>Application Form to be filled by every candidate,</i></p> <p><i>Copy of CV,</i></p> <p><i>Copy of degree(s),</i></p> <p><i>ID and Passport size photo.</i></p>
What is the procedure?	<i>As instructed in the Job announcement.</i>
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)	<i>None.</i>
Is there a complaint procedure?	<i>If the candidate is not satisfied with the marks awarded, he/she can appeal to the office of the Government Spokesperson in a period not exceeding 3 days for clarification, and candidate is not satisfied complain to the Public Service Commission as per their procedures.</i>
Is there any additional	<i>Visit PRIMATURE website for details regarding recruitment documents and information (www.primature.gov.rw).</i>

information regarding this service that is useful to know?	
Available forms	<i>At the office of the Government Spokesperson</i>
Relevant legal documents	<ul style="list-style-type: none"> • <i>Law no.22 of 9/07/2002 on General statutes for Rwanda Public Service</i> • <i>Recruitment Presidential Order no: 50/01 of 31/07/2011</i>

Ms. Nathalie MUNYAMPENDA

Coordinator of Office of the Government Spokesperson

Kigali, On.28./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 gahwanyeye 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

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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 wifuza 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

Ms. Nathalie MUNYAMPENDA
Umuhuzabikorwa wa OGS
Kigali kuwa 28/05./2013

<p>- Amabwiriza ya Nyakubahwa Perezida aagenda ipiganwa N°50/01 yo kuwa 31/07/2011</p> <p>- Itegeko n° 22 ryo kuwa 09/07/2002 Rigena sitati rusange y'abakozi ba Leta mu Rwanda</p>	<p>Inyandiko zamategeko zingenzi</p>
<p>Warusanga kuri OGS</p>	<p>Kubona Urupapuro rusaba akazi</p>
<p>Niba utanyuzwe n'amanota wabonye, woheraza ikibazo cyawe mu nyandiko kikagezwa kuri OGS bitarenze iminsi itatu usaba ibisobanuro, Iyo utanyuzwe na none wiyambaza ikigo cy'igihugu gishinzwe abakozi ba leta</p>	<p>Ese hari uburyo bwo kubona ibisobanuro ?</p>

3. Uburyo bwo gushakira abakozzi muri OGS

<p>Ni iyihe serivise ? ese nujye ibisabwa ?</p> <p>Bigendeye ku miterere ya OGS nkuko yemejwe, haracyakenerewe abakozzi ku myanya imwe n'umwe, ikaba izatangazwa kandi hagasahakwa abayiyamo ku girango ikigo cyuzuzwe inshingano gishinzwe</p>	
<p>Ushinzwe abakozzi</p>	<p>Ninde nabaza ?</p>
<p>Ku ushinze abakozzi</p>	<p>Nihe nabona iyi serivise ?</p>
<p>Hashingirwe ku mabwiriza ya Nyakubahwa Perezida wa Repubulika agenga ipiganisha :</p> <ul style="list-style-type: none"> - Iminsi itanu (5) usabye - Iminsi itanu (5), hatangazwa listi yabazapiganwa - Iminsi itatu (3) hakorwa ikizamini cyanditse - Iminsi icumi (10) hatangazwa amanota y'ikizamini cyanditse - Iminsi itatu (3) hakorwa ikizamini mu buryo bw'ikiganiro - Nyuma y'umunsi umwe hatangazwa ibyavuye mu kizamini mu buryo bw'ikiganiro 	<p>Iyo nsabye cyangwa nohereje inyandiko isaba bimara igihe kinga iki ?</p>
<p>Ntacyo</p>	<p>Ni ikihe kiguzi, niba gihari ngo uhabwe iyi serivise ?</p>
<ul style="list-style-type: none"> - Umukandida wese yuzura urwandiko rusaba akazi (Application Form) - Umwironzoro (CV). - Kopi y'impamyabushobozi - Kopi y'indangamuntu ndetse n'ifoto ngufi 	<p>Hasabwa iki ?</p>
<p>Uburyo bugaragara mu itangazo</p>	<p>Ni ubuhe buryo ?</p>
<p>Ntayo</p>	<p>Ese hari andi makuru nkenyerwa nkeneye ngo mbone iyi serivise ?</p>

<p>Ni ibindi bibe bisabwa , ni ayaha mabwiriza yandi kugira ngo mpabwe serivise (ni ba ahari) ?</p>	<p>- <i>Twishyura mwizina ryu umuntu kugiticye cyangwa sosiyete , ishyirahamwe se , rigaragara ku nyemezabuguzi.</i></p>
<p>Ese hari uburyo bwo gusaba ibisobanuro ?</p>	<p>- <i>Gusaba ibisobanuro iyo utanyuzwe bisabwa umuyobozi w'ishami ry'imari , byaba bidahagije bikagezwa ku Umuyobozi w'Ingenzo y'Imari mu kigo</i></p>
<p>Ese hari andi makuru y'ingenzi kuri serivise zitangwa</p>	<p>- <i>Uyakeneye wayasanga kurubuga rwa Minisitiri y'Intebe arirwo www.primature@ogs.gov.rw cyanga ugahamagara kuri 0788 590 181 (mumashaha yakazi)</i></p>
<p>Hari impapuro zuzuzwa</p>	<p><i>Ntazo</i></p>
<p>Inyandiko zijyanye n'amategeko</p>	<p><i>Ntazo</i></p>

2. Uburyo bwo kwishura uwatanze serivise muri OGS

<p>Uburyo sosiyeti cyangwa se umuntu ku giti cye yishyurwa serivise cyangwa ibintu yagennye muri OGS: Yohereza OGS inyemezabuguzi asaba kwishyurwa serivise, cyangwa ibintu yagennye.</p>	<p>Serivise ni iyihe ? Ese nujije ibisabwa</p>
<p>- Kuwa kuwa mbere kugeza kuwa kane: Guhera saa moya (07:00) kugera saa kumi nimwe (17:00) z'umugoroba</p> <p>- Kuwa gatamu: kuwa saa 7:00 kugera 12:00</p>	<p>Niryari nabona iyi serivise ?</p>
<p>Iyo ibisabwa byose byuzuye , umuntu yishyurwa bitarenze iminsi itatu.</p>	<p>Iyo nanditse, natanze nibisabwa, nishyurwa hashize igihe kingana iki?</p>
<p>- Kopi enye z'inyemezabuguzi</p> <p>- Inyandiko iriho umukono w'impande zombi zasinanywe amasazerano yemazako ko watanze serivise cyangwa ko wagennye</p> <p>- icyemzo cy'ubwishingire, icyo ari ngombwa</p> <p>- Kontaro</p> <p>- Urupapuro rwemeza kugera (PO)</p> <p>- Kopi yindangamuntu y'uwagennye</p> <p>- Kopi igaragaza ibiciro byibyasabwwe</p> <p>- Raporo y' akazi kakozwe</p>	<p>Ni ibiki bisabwa ngo nishyurwe ?</p>
<p>Wohera inyemezabuguzi mu ishamba ry'imari inyemezabuguzi yometseho ibisabwa byose nkako bigaragara hejuru , bakabakira kandi bakabandikira</p> <p>- Nyuma yo kwakirwa no kwandikwa inyemezabuguzi yoherezwaw umuyobozzi w'ishamba ry'imari akayisuzuma akayohereza umuyobo mukuru w'imirimo rusange kugirango yemeze ko yishyurwa</p> <p>- Nyuma y'iminsi itatu (3), uwatanze cyangwa wagennye ashobora kuzakureba ko yishyurwwe</p>	<p>Ni mubuhe buryo ?</p>

<ul style="list-style-type: none"> • Kugura dosiye ikubiyemo isoko, kuba yatanza amafaranga muri banki nkuru y'igihugu y'yo dosiye • Dosiye y'isoko iba ikubiyemo byose ibikenewe nditse na kopi y'amasezerano • Ukeneye ubufasha cyangwa amakuru agana ishamba rishinzwe amasoko rikamufasha 	<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Iyo usaba kurenganurwa wandikira Umuyobozi wa OGS, iyo ikibazo kidakemutse wandikira akamama kihariye k'ikigo cy'igihugu gishinzwe amasoko kandi ikirego gitangwa mu minsi irindwi ukimara guhabwa ibaruwa ikumenyeshya y'agateganyo.</p>	<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone icyo serivisi? Kuri www.primature.gov.rw kugira ngo umenye amakuru Ku bindi biruseho wahamagara telefoni numero (250)0787365464/0788590181 mu masaha y'akazi</p>	<p>Inyandiko yo gupiganirwa isoko uko ikorwa, amasezerano uko akorwa, gufungura na raporo yikurikirana bikorwa byose wabitsanga ku nbuga rw'ikigo cy'igihugu Gishinzwe Amasoko www.rppa.gov.rw</p>	<p>Amategeko cyangwa izindi nyandiko zivuye kuri iyi serivisi</p>	<p>Itegeko numero 12/2007 ryo kuwa 27/03/2007 rigenga Imitungire y'Amasoko ya Leta, Iteka rya Minisitiri numero 001/08/10/MIN ryo kuwa 16/01/2008 rishyiraho amabwiriza yo gutanga amasoko ya Leta n'uko agomba kubwa ameze.</p>
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1. Kubona amakuru ku itangwa ry'amasoko muri OGS

<p>Serivisi yihe?</p> <p><i>I sosiyeti cyangwa se umuntu ku giti cye wifuzaza amakuru kuri serivisi z'amasoko muri OGS yayasanga aha hakurikira:</i></p> <ul style="list-style-type: none"> - Amatangazo mu bitangazamakuru, itegurwa ry'ibitabo by'ipiganwa - Isesengura ry'inyandiko z'ipiganwa mu buryo tekiniiki n'ibiciro, -Gutegura raporo y'ifungura, n'isesengura ry'inyandiko z'ipiganwa, no kumenyeshya itangwa ry'isoko (Uwegukanye n'abatatistindiye isoko) - Gukurikirana ishyingira mu bikorwa ry'amasezerano y'isoko, ku bufatanye n'Urwego rurebwa n'iryo soko - Kwakira no kubika neza inyandiko n'ibitabo by'amasoko, n'izindi mpapuro zangombwa zishobora gukenerwa mu gihe kizaza, gutumira abapiganwa no gutangaza ibyavuye mu isuzuma ry'amasoko. 	<p>Ishami ryo kubarizamo</p> <p><i>Ishami rishinzwe Ubuyobozi n'Imari</i></p>
<p>Nabona ryari serivisi?</p> <p><i>Kuwa mbere kugeza kuwa kane: kuwa 7:00 za mugitondo kugeza 5:00 z'umugoroba.</i></p> <p><i>Kuwa gatanu: 7:00 am kugeza 15:00 pm</i></p>	<p>Uherye igihe wasabuye serivisi bifata igihe kingana iki kugira ngo uyihabwe?</p> <p><i>Igihe cy'amasoko kiratandukana biyanye n'ubwoko bw'isoko.</i></p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p> <p><i>Amafaranga 100 kuri buri rapapuro yo Kugura dosiyere y'isoko</i></p>	<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p> <p><i>cyemezo cy'Ubucuruzi, icyemezo kigaragaza ko ntamwenda ubureyemo Leta gitangwa n'iki cy'imisoro n'amahoro; ibindi bishobora kwiyongera biterwa n'imitere y'isoko.</i></p>
<p>Binyura mu yihe nzira ngo uyihabwe?</p>	<p><i>Umuntu cyangwa ikigo gishakira isoko bigomba kuba bujije ibi bikurikira:</i></p>

Iburo by'Umuvugizi wa Guverinoma bizashimangira isakazwa ry'amakuru y'ukuri, masha ya kandi y'umvikana ya Guverinoma y'u Rwanda, abarubamo n'ababa hanze.

Inshingano za mbere

- Kwizeza ko ibikorwa bya Guverinoma y'u Rwanda bimenyekana mu gihugu ndetse no hanze yacyo
- Gutanga serivisi z'umwuga ku biro by'itangazamakuru mu bigo bya leta
- Gutanga inama n'inkunga tekiniye ku bigo bya leta mu gutegura no gushyira mu bikorwa imenyekanisha mikorere mu bikorwa bikomeye bya guverinoma

Iburo by'Umuvugizi wa Guverinoma bifashwa mu rwego rw'imitegekere n'ibiro bya Nyakubahwa Minisitiri w'Intebe bigakorera mu bwigenge bicunzwe n'umuvugizi wa guverinoma y'u Rwanda. OGS ikorana n'ibigo bya leta, ibigo by'imyuga n'imyigire hamwe n'abanyamahanga aho bisabwa.

Aho wabariza

Offisi y'Umugenzi Mukuru w'Imali ya Leta
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www.primature.gov.rw

Tuzakira, twemere kandi tunashakire ibisubizo ibibazo byose twakiriye mu gihe cy'iminsi itatu (3) y'akazi.
Mu gihe ikibazo gisaba gukorerwa iperereza rihagije n'igihe cyo kugikemura, tuzakumenyeshya igihe nyacyo cyo kuza gutata igisubizo.

Ingingo ngenderwaho ya OGS

Intebe n° 78/03 cyo kuwa 12/08/2011.

Ibiro by'umuvugizi wa Governinoma byatangijwe ni icyemezo cya Nyakubahwa Minisitiri w'

gukorwa n'igihe bizatwara.

Tuzemeza ko twabonye ikirego cyanyu tugisubize mu minsi itarenze itatu yakazi. Niba hakenewe iperereza ryimbise n'igihe kugira ngo ikibazo gikemuke tuzabamenyeshya ikijyaye

- Kugeza ibirego, ugushima serivisi cyangwa ibitekerezo kubo bireba.
 - Kubaha no korohereza n'abakozi ba OGS
 - Gukurikiza uburyo yashyizweho
 - Guha OGS umusanze w'ibitekerezo ku itangwa rya serivisi bicye mu ikoranabuhanga ryo guhanahana amakuru
 - Kugeza ibirego, ugushima serivisi cyangwa ibitekerezo kubo bireba.
- Kugira ngo turushaho gutanga serivisi zihariye, mushobora kudufasha kunozza imikorere mu buryo bukurikira:

Icyo dutegereje ku bakirya:

Iyi nyandiko ni icyizere gitanzwe na OGS mu itangwa rya serivisi zihariye ubuziranenge ku batanyabikorwa bacu bose n' abafatabuguzi. Tuzaboneraho gutanga serivisi mu buryo bunoze burimo ubushishozi kandi bw'umwuga.

Ikizere ku bakirya bacu:

Muri make abafatabuguzi bacu barimo abanyamakuru, abashakasha, imiryango mpuzamahanga, imiryango y'imbere mu gihugu n' ubuyobozi bw' imbere mu gihugu n' abaturage.

- Imikorere n' izindi nzeho
- Gusohora iyi nyandiko no kuyimanya imbere y' ibiro no kuyishyira kumugaragararo ku rubuga rwa interneti
- Amatangazo n' ukumenyakanisha bicye mu binyamakuru
- Ubutumwa bucishijwe kuri Radio no kuri televiziyo
- Gutanga kopi ku bahagarariye inzego za leta no kubafatanyabikorwa b' ingenzi.

Kubera ko amakuru arimo nkingi yishyirwa mu bikorwa n' isuzuma ry'inyandiko y'umwengehugu, Inyandiko y'umwengehugu izajya igera ahagaragara icishijwe mu ikoranabuhanga ritandukanye ryo gusakaza amakuru harimo imbuga za interneti, amaradiyo, ibinyamakuru n' ibindi kugirango igere ku bantu benshi. OGS izakoresha imiyoboro ikurikira kugirango serivisi zayo zigagararire kandi zigere kubazikorera no kubafatanyabikorwa:

Amakuru n' iherekanya-makuru

- Icuha ryihuse ry' ibirego
- Gucunga amakuru

Inyandiko y'umwengehugu ni igikorero cyo kugirango hongerwe uburyo umukiriya ashobora kubonamo amakuru no gushyiraho ubuziranenge n'umucyo mu itangwa rya serivisi za leta. Binyuze muri iyi nyandiko abakiriya ba OGS bazabona kuburyo bwihuse serivisi birangize ikibazo cy'umwanya watabwaga mu itinda ry'itanga rya serivisi

Kuberako ko serivisi za OGS zigomba kuryana n'ikizere cyinshi, abakiriya baba bayititaye, OGS yiyemeje kubagezaho serivisi bashobora kubona n'uburenganzira n'ibikenyerwa kugirango babone izo serivisi

Uburyo bw'iherekanyamakuru:

Tumaze kubona ko OGS idashobora kurya muri iyi nzira yonyine, tumye abakiriya bayo kugirango batange umusanzu mu imozwa rya serivisi zitanze na OGS.

OGS yizeye ko hazabaho iherekanyamakuru n'abakiriya bashakira serivisi zayo. Inyandiko y'umwengehugu igaragaza neza icyakorwa mu gihe serivisi zidatanze neza nkuko bigomba. Nyo mpamvu OGS ishishikariza abakiriya bayo gutanga amakuru muburyo bunyuzwamo ibirego bubegeraye kandi bwa buri wese.

OGS yita ku birego abakiriya bayo bayigezaho igahita ifata ibyemezo bikwiye mu gihe kigenwe. Hari igihe cyagenwe kugirango havugutwe umuti w'ibibazo (ibirego). OGS itite ubushake bwo kwereka abakiriya bayo inzira ngenderwaho ikoresha mugihe habaye ikibazo. Ibintu bikurikira nibyo byinzezi bizagenderwaho mu ishyingira mu bikorwa ry'iyi nyandiko y'umwengehugu:

- Gushyiraho imiyoboro abakiriya bajya bashingamo ibirego
- Imiyoboro ishobora kuba: udusanakuru tw'ibitekerezwa, e-mail, imbuga nkoranyamba (twitter) na telefone
- Gusyiraho abashinzwe gukemura ibibazo muri OGS no kwerekana inzira ngenderwaho mu gukemura buri cyicikiro cy'ibibazo.
- Igihe cy'ikemurwa ry'ikibazo heretse buri cyiciro cy'iperereza no kumenyeshaha abo bireba aho rigeze
- Gushyiraho ibyemezo bizazafatwa igihe habayeho kutubahiriza ubuziranenge bwa serivisi zitanze
- Gushyiraho uburyo bw'ikurikiranwa n'isuzuma kugirango hakurikiranwe ihindagurika mu birego bigenda bitangwa

Mu gushishikariza itumanaho n'iherekanyamakuru mu ishyingira mu bikorwa ry'iyi nyandiko OGS yiyemeje gukoresha isakazamakuru rishya nk'ubutumwa bugufi, email, twitter, Facebook n'ibindi n'ikomatanza ry'iryo koranabuhanga rivuzwe haruguru.

Kugira ngo hagumye kunozwa itangwa rya serivisi OGS irateganya gukora uburyo bukurikira mu ishyingira mu bikorwa by'iyi nyandiko:

- Isuzuma ry'itangwa rya serivisi
- Igereanya mikorere n'imikorere myiza
- Isuzuma mikorere
- Amahungurwa, kwiga no gucunga ubumenyi.
- Guha ingufu ubuyobozi

ITANGIRIRO

Iyi nyandiko yerekana serivisi zihabwa abakiriya ba OGS. Ni ukuvugaga ko ikubiyemo serivisi zitandukanye zitangwa, imitangire yazo n'igihe zitangirwamo, ubuziranenge bwazo n'uburyo bwo gukemura ibibazo.

Inyandiko y'umwengezigu yerekana ibi bikurikira

OGS n'icyo igamije bishimangira ubushake mu gutanga serivisi zifite ibi bikurikira :

- Ubunyangamugayo, Isuzumamikorere, gukorera mu mucyo, ubupfura

- Imikorere ihamye kandi ifite intege

- Imikorere Ibanyuze

- Imikorere inoze

Kugaragaza kuburyo burambuye serivisi zitangwa na OGS :

- Imiterere ya serivisi zitangwa na OGS

- Kwerakana kuburyo bugaragara uko serivisi zitandukanye zitangwa. Ubu buryo buzatuma abakiriya bamenya ibiro bakwegera kugirango babone serivisi bashakaga biborohereye.

- Kwerakana kuburyo bugaragara igihe bitwara kugirango serivisi tunakomeze. Ibi biha abakiriya amakuru abafasha kudatanzwe umwanya igihe bashakaga serivisi.

- Kwerakana ubuziranenge bwa serivisi zitangwa, ni ukuvugaga igihe zitangirwamo, aho umuntu yazibona, ukuri kw'amakuru, niba yizewe, ubushobozi nkenyerwa bwo guhabwa icyo serivisi, ugusubiza, ubworoherane, inguvu idakomeretsanya, ubupfura muri serivisi zitangwa: kubivuzwe haruguru umukiriya yijewe imivugurire ya serivisi

- Amakuru ahamye ku nyandiko zisabwa n'uburyo mu kubona serivisi itangwa muri OGS

1. Aderesi z'abakozi bashinzwe serivisi nkenyerwa

2. Uburyo umukiriya acaho icyo atishimiye serivisi kugira ngo zivugururwe

3. Ibitekerezo by'umukiriya ku mikorere ya OGS kugirango ahagaze neza havugururwe

4. Amakuru n'itangwa ryayo kugirango aya ahagaragara kandi agaragarire kuri wese

IRIBURIRO

Nejewe no kubagezaho iyi nyandiko ya serivisi zitangwa n'ibiro by umuugizi wa guverinoma.

Iyi nyandiko ya serivisi yateguwe hagamiye gutanga serivisi zinoze kandi binyuze mu mucyo , hagamiye kandi isuzumamikorere. Iyi nyandiko ya serivisi isobanura imikoreye ya OGS , serivisi zitangwa n'ibikenyerwe kugirango izo serivisi zitangwe.

Ivugurura ry' iyi nyandiko ryerekana ubushake dutite bwo gutanga serivisi kubakiriya bacu kugirango haboneke imyumvire myiza n'itangwa rya serivisi ryisumbuyeho.

Nathalie MUNYAMPENDA

Umuhuzabikorwa wa OGS