

## **0. IRIBURIRO**

Nejewe no kubagezaho igitabo gikubiyemo serivisi zitangwa n'Intara y'Amajyaruguru. Iki gitabo cyateguwe hashingiwe kuri gahunda y'Igihugu y'Ivugurura rifite icyerekezo cyo kuzamura ubushobozi bw'abakozi n'ibigo, hagamijwe kandi gutanga serivisi zinoze, hanagerwa ku ntego nkuru y'Iterambere ry'Igihugu no kwegera Ubuyobozi n'ubushobozi Abaturage. Nanone ibi bigakorwa bigamije gusubiza ibibazo by'abaturage, bigakorwa mu mucyo kandi abantu bakabazwa ibyo bakora mu gihe gikwiye.

Intara ni urwego rw'imitegekere bwite y'Igihugu cy'u Rwanda. Ubuyobozi bwayo buhagarariye Ubutegetsi bwite bwa Leta. Intara y'Amajyaruguru igabanyijemo Uturere 5 dukurikira: Burera, Gakenke, Gicumbi, Musanze, Rulindo, Uturere dufite bubuzima gatozi hashingiwe ku itegeko n° 29/2005 ryo kuwa 31/12/2005 rigena inzego z'imitegekere y'Igihugu cy'u Rwanda.

Iki gitabo kigamije kumenyekanisha uruhare rw'Intara mu itangwa rya serivisi, serivisi zitangwa n'Intara, uburyo zitangwa, abo zigenewe, ibisabwa n'ibyo amategeko ateganya ku girango uhabwe iyo serivisi. Kandi gifasha Ubuyobozi bw'Intara kunoza imitangire ya Serivise hihutishwa iterambere rirambye ry'Igihugu. Gifasha abatanga n'abahabwa serivisi kugira imyumvire imwe ku mitangire inoze ya serivisi. Ibyo byashingiye k'urutonde rwa serivisi zihabwa abagana Ubuyobozi bw'Intara, aho serivisi itangirwa n'umukozi cyangwa abakozi babishinzwe, ibyo usaba serivisi agomba kuba yujuje, igihe agomba kuba yasubirijwe cyangwa yayihereye, n'uburyo yakoresha kugira ngo amenyekanishe ko atishimiye serivisi yahawe.

Abakozi b'Intara n'abandi bashinzwe gutanga serivisi ku rwego rw'Intara bakaba biyemeje gukurikiza ibikubiye muri iki gitabo, kandi Intara ishyizeho iki gitabo kubera ubushake ifite mw'itangwa rya serivisi nziza kandi zihuse kubagana Intara bese, guhora bashishikajwe n'uko serivisi zihabwa abagana Ubuyobozi bw'Intara zarushaho kunoga no kumenyesha igihe cyose habaye impinduka ku bikubiye muri iki gitabo bitewe n'umuvuduko ndetse n'iterambere rirambye ry'Igihugu.

  
**BOSENIBAMWE Aime**  
  
**Guverineri w'Intara y'Amajyaruguru.**

## **1. INTANGIRIRO**

Intara y'Amajyaruguru iyoborwa na Guverineri kandi ifite inshingano zikurikira:

1. Gukurikirana no kugira inama Uturere mu ishyirwa mu bikorwa bya gahunda za Leta;
2. Gukorera Uturere ubuvugizi ku nzego zisumbuye;
3. Kugira inama Uturere ku bikorwa by'Amajyambere;
4. Kwita ku bikorwa byo kubungabunga umutekano w'abantu n'ibintu.

Izi nshingano z'Intara zose zikorwa k'Ubufatanye bwa Guverineri, Ubunyamabanga Nshingwabikorwa bw'Intara, n'Ubuyobozi bw'imirimo butandukanye bwuzuzanya.

Izo nzego ni izi zikurikira:

1. Ibiro bya Guverineri
2. Ibiro by'Ubunyamabanga Nshingwabikorwa
3. Ubuyobozi bw'Imiyoborere myiza;
4. Ubuyobozi wa Gahunda zihariye;
5. Ubuyobozi bwa Gahunda z'Iterambere ry'Uturere;
6. Ubuyobozi w'Imari n'Igenamigambi.

## **2. ICYEREKEZO CY'INTARA**

Icyerekezo cy'Intara cyo gukurikirana no kwihutisha iterambere ry'imibereho myiza n'ubukungu by'Abaturage mu rwego kwihutisha vuba ishyirwa mu bikorwa rya Gahunda za Leta z'Iterambere (Vision 2020, EDPRS, 12YGP, etc).

## **3. INSHINGANO Z'INTARA**

- 1) Gukurikirana no kugira inama Uturere mu ishyirwa mu bikorwa bya gahunda za Leta z'iterambere;

- 2) Gukorera Uturere ubuvugizi ku nzego zisumbuye;
- 3) Kugira inama Uturere ku bikorwa by'Amajyambere;
- 4) Kwita ku bikorwa byo kubungabunga umutekano w'abantu n'ibintu.

#### **4. INSHINGANO Z'IFATIZO**

Inshingano fatizo z'Intara ni:

- Kumenyekanisha no guteza imbere gahunda z'igihugu, no gushishikariza abaturage gushyira mubikorwa ibyemezo byafatiwe ku rwego rw'igihugu, no m'ubuyobozi bw'inzego zibanze.
- Gukurikirana ishyingirwa mu bikorwa ry'imyanzuro y'inama z'Intara (Inama z'Umutekano, Inama mpuzabikorwa, ...) n'ibyemezo byafatiwe mu nzego nkuru z'igihugu.
- Gutegura raporo z'igihembwe na raporo y'umwaka ku bikorwa bikorerwa mu Ntara no kuzigeza kuri MINALOC n'izindi nzego.
- Gukurikirana no gushyira mu bikorwa ku gihe gahunda n'ibikorwa by'Intara n'Uturere.
- Gushyiraho amabwiriza ajyanye n'ishyingirwa mubikorwa rya gahunda za Leta.
- Gushyiraho ingamba n'uburyo byo kubungabunga umutekano w'abantu n'ibintu.
- Gushyiraho no gutanga umurongo ngenderwaho byihutisha iterambere ry'ubukungu n'imibereho myiza mu Ntara.
- Guteza imbere imikoranye hagati y'Intara, ibigo bya Leta, Abikorera n'imiryango itegamiye kuri Leta y'imbere mu gihugu na Mpuzamahanga bikorerwa mu Ntara.

#### **5. INDANGAGACIRO Z'INGENZI Z'INTARA Y'AMAJYARUGURU.**

- Kwiyubaha
- Kugira icyerekezo
- Kwiyemeza
- Kugira inshingano nokubazwa ibyo dukora
- Gukora neza kandi vuba ku gihe
- Kugira ubwitange/ Umurava
- Mu mucyo
- Gufata neza abatugana

## 6. SERIVISI ZITANGIRWA KU NTARA Y'IBURASIRAZUBA

### 6.1. GUKEMURA IBIBAZO BY'ABATURAGE.

**UBWOKO BWA SERIVISI: UBURENGANZIRA BWA MUNTU no kurenganurwa**

**Ababishinzwe: Umuyobozi ushinzwe imiyoborere myiza**

<b>Ikibazo ngenderwaho mu gusaba no guhabwa Service.</b>	<b>Uburyo ngenderwaho mu gutanga Service inoze ku rwego rw'Intara y'Amajyaruguru.</b>
<b>Serevisi n'iyihe? Ndayemerewe?</b>	<p>Intara y'Amajyaruguru yakira ibibazo by'Abaturage biturutse mu nzego z'ibanze bijyanye n'iterambere ry'ubukungu n'imibereho myiza by'abaturage n'ubucamanza.</p> <p>Ariko, mbere y'uko abaturage bageza ibibazo ku Ntara bagomba kubanza kubigeza mu nzego z'ibanze (Umugugudu, Akagari, Umurenge n'Akarere).</p> <p>Mu gihe inzego z'ibanze zagejejweho ikibazo nti gikemuke cyashyikirizwa urwego rw'Intara.</p> <p>Ariko iyo bigaragaye ko umuturage yasimbutse inzego agahera ku Ntara asobanurirwa inzira yacamo ngo ikibazo kirangire byihuse.</p>
<b>Ni hehe serivisi itangirwa?</b>	Kuva kuwa Mbere kugeza kuwa Gatatu kuva saa moya (7:00) kugeza saa kumi nimwe (17:00). Ku biro by'Intara y'Amajyaruguru bifite icyicaro i Musanze.
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Habarwa iminsi 3 gusa kugira ngo serivisi wasabwe ikugereho.
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Intara Nta kiguzi gitangwa kuri serivisi itanze yewe ni ubuntu.
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	<p>Usaba guhabwa serivisi yitwaza ibi bikurikira:</p> <ul style="list-style-type: none"> <li>• Ibaruwa yandikiwe ubuyobozi bw'Intara isaba kurenganurwa, ikubiyemo ku buryo burambuye imitere y'ikibazo.</li> <li>• Gushyiraho kopi igaragaza uburyo ikibazo</li> </ul>

	<p>cyakemuwe</p> <ul style="list-style-type: none"> <li>• Kugaragaza inyandiko (<b>ikayi y'ikibazo cy'umuturage, cyangwa ibaruwa</b>) zigaragaza uko ikibazo cyagiye cyakirwa n'urwego rw'Umudugudu, Akagari, Umurenge ndetse n'Akarere.</li> <li>• Kugaragaza izindi nyandiko zifite aho zihuriye n'ikibazo igihe zihari.</li> </ul> <p><b>Icyitonderwa:</b>Ariko bibaye ngombwa ko umuturage atabasha kubona ibyavuzwe haruguru ikibazo cyacyirwa uko kimeze kigasobanurwa hakitabazwa n'izindi nzego bireba.</p>
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>✓ Kugana ibiro by'Umuyobozi Ushinzwe Imiyoborere n'Imibereho Myiza mu Ntara.</li> <li>✓ Gutanga inyandiko zose zijyanye n'ikibazo.</li> <li>✓ Iyo hari andi makuru akenewe ajyanye n'ikibazo, nyiri ikibazo arahamagarwa hakagirana ikiganiro.</li> <li>✓ Intara ivugana n'izindi nzego zose z'ibanze kugira ngo ibone andi makuru y'inyongera ajyanye n'ikibazo.</li> <li>✓ Iyo Intara imaze kubona amakuru, umenyeshwa mu nyandiko icyemezo cyafashwe.</li> <li>✓ Akenshi iyo umuyobozi w'Imiyoborere myiza atabonetse yunganirwa n'Umuyobozi ushinzwe Gahunda zihariye .</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<p>Inzego z'ibanze: urwego rw'Umudugudu, Akagari, Umurenge ndetse n'Akarere.</p>
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<p>Iyo usaba gukemurirwa ikibazo kidakemuwe k'uburyo yishimiye cyangwa se atakiriwe neza, asaba kubonana na Guverineri w'Intara kugira ngo amukemurire ikibazo kandi yaba atanyuzwe n'umwanzuro Guverineri yamuhaye, ikibazo agishyikiriza Minisiteri irebwa n'iki kibazo.</p>
<b>Hari ibindi by'ingenzi</b>	<p>Igihe hari andi makuru Umuturage ndetse n'ikigo</p>

<p><b>bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>gishaka gukemurirwa ikibazo, wabona andi makuru k'urubuga rwa interineta (<a href="http://www.northernprovince.gov.rw">www.northernprovince.gov.rw</a>), ku murungu w'Umuyobozi w'Imiyoborere Myiza mu Ntara,</p> <p>.</p> <p>Nta nyandiko y'ikibazo cy'umuturage iriho ikoresheje n'Abayobozi b'inzeho z'ibanze. Abaturage bashobora gukorera ikayi iyo ariyo yose ku kibazo cyo.</p> <p>Inyandiko z'amategeko n'amabwiriza biriho, bityo bisaba ko mbere y'uko umuturage ageze ikibazo cyo ku Ntara hakwiye kubanza kwisunga izo nyandiko n'amabwiriza kugira ngo amenye icyo amategeko ateganyaga ku mitere 'iki bazo afite, cyangwa se niba ntasano bifitanye.</p>
<p><b>Hari impapuro zuzuzwa?</b></p>	<p>Ntazo</p>
<p><b>Hari inyandiko zemewe n'amategeko zihari?</b></p>	<p>Ntazo</p>

## 6.2. *Gupiganira amasoko ya Leta ku Ntara.*

**Ubwoko bwa Service: Inyandiko n'impapuro**

**Ababishinzwe: Umukozi Ushinzwe Amasoko**

<p><b>Serevisi n'iyihe? Ndayemerewe?</b></p>	<ul style="list-style-type: none"> <li>o Mu rwego rwo gupiganira amasoko ya Leta ku Ntara, Intara ifite inshingano yo gushyira ahagaragara gahunda y'amasoko ya Leta kuva ku igenamigambi ry'amasoko kugeza ku ishyirwa mu bikorwa ry'amasezerano.</li> <li>o Serivisi ijyanye n'amasoko atangwa ni Ntara ku bantu cyangwa amasosiyeti bafite ubushake bwo gupiganira amasoko babinyujije mu masezerano bagiranye ni Ntara zirebana n'ibi bikurikira: <ul style="list-style-type: none"> <li>o Gutangaza isoko mu binyamakuru;</li> <li>o Gusesengura ibijyanye ni inyandiko, Tekiniki n'ibiciro byatanzwe n'abapiganwa;</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>o Gutegura raporo y'isengura n'impapuro zitanga amasoko,</li> <li>o Kumenya neza uko amasezerano ashirwa mu bikorwa k'ubufatanye n'inzego bireba.</li> <li>o Kwakira inyemezabwishyu no kubika neza ibitabo by'ipiganwa, gutangaza/gutanga inyandiko zitumira gupigana</li> <li>o Icyitonderwa: Amasoko afite agaciro karenze ibihumbi ijana ( 100,000) y'U Rwanda, atangwa hakurikijwe uburyo bw'itangwa ry'amasoko bwo gusaba ibiciro, no gutanga isoko ntapiganwa ribayeho.</li> </ul>
<b>Ni hehe serivisi itangirwa?</b>	Kuwa mbere kugeza kuwa gatanu kuwa saa moya (7:00) kugeza saa kumi nimwe (17:00).
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Igihe cy'ipiganwa ry'isoko gituruka ku miterere y'ubwoko bw'isoko ripiganirwa. <ol style="list-style-type: none"> <li>1. Ipiganwa risesuye: iminsi 30</li> <li>2. Ipiganwa rigenewe abantu bake: iminsi 14</li> <li>3. Ipiganwa hakoreshejwe gusaba ibiciro: iminsi 3</li> </ol> Ni soko ritangwa ntapiganwa ribayeho.
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	<ul style="list-style-type: none"> <li>• Serivisi yo gupiganira isoko mu buryo busesuye, hatangwa amafaranga 100 kuri buri Paji y'Urupapuro ashirwa mu isanduka ya Leta kuri konti iba muri BNR.</li> </ul>
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	Inyandiko zisabwa ni: icyemezo ko yanditswe mu bitabo by'ubucuruzi no kutaberamo Leta imisoro. Ariko, izindi nyandiko zinyongera zizaterwa n'imitere y'isoko ripiganirwa.
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	<ul style="list-style-type: none"> <li>✓ Abantu cyangwa Sosiyeti bifite ubushake bwo gupiganira isoko binyujijwe ku masezerano bagirana n'Intara bagomba kugura mbere na mbere igitabo kigenga ipiganwa mu biro by'umukozi ushinzwe Amasoko ya Leta mu Ntara.</li> <li>✓ Igitabo cy'ipiganwa gikubiyemo ibyasabwe bijyanye n'inyandiko, Tekiniki n'ibiciro harimo Kopi y'imiterere y'amasezerano</li> <li>✓ Abantu /sosiyeti basaba inama ku ngingo iyo ari yose mu gihe cyo gutegura ipiganwa, bayibona mu biro by'umukozi ushinzwe amasoko ya Leta mu Ntara.</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura</b>	✓ Banki Nkuru y'Igihugu y'u Rwanda (BNR) mu kwishyura ikiguzi cy'igitabo Kigenga Ipiganwa.

<b>igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<ul style="list-style-type: none"> <li>✓ Gusaba kurenganurwa bikorwa mu nyandiko yandikiwe Umunyamabanga Nshingwabikorwa w'Intara.</li> <li>✓ Iyo kurenganurwa bidashobotse ku Umunyamabanga Nshingwabikorwa w'Intara, agana Akanama k'ubujurire ko Rwego rw'Iguhugu Rushinzwe Imicungire y'Amasoko ya Leta.</li> <li>✓ Kurenganurwa bikorwa bitarenze iminsi 7 ubonye urwandiko rutanga isoko by'agateganyo.</li> </ul>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Andi makuru wayasanga ku rubuga rwa interineta <a href="http://www.northernprovince.gov.rw">www.northernprovince.gov.rw</a> )
<b>Hari impapuro zuzuzwa?</b>	Ntazo
<b>Hari inyadiko zemewe n'amategeko zihari?</b>	Ntazo

### 6.3. Uburyo bwo kwishyura kuri Serivisi zahawe Intara y'Amajyaruguru

**Ubwoko bwa Service: Kishyurwa**

**Abo bireba :Abashinzwe Imali ku rwego rw'Intara**

<b>Serevisi n'iyihe? Ndayemerewe?</b>	Abantu n'amasosiyeti bashaka kwishyurwa kubera ko batanze Ibintu, cyangwa ko bahaye Serivisi Intara barasabwa kubahiriza uburyo bwagaragajwe muri iki gitabo cy'imitangire ya serivisi zijyanye no kwishyura no kwishyurwa.
<b>Ni hehe serivisi itangirwa?</b>	Buri muni kuva kuwa mbere kugeza kuwa gatanu kuva saa moya (7:00) kugeza saa kumi nimwe (17:00). Ku cyicaro cy'Intara I Musanze.
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo</b>	Igihe hatanzwe ibisabwa byose bijyanye no kwishyura, serivisi yo kwishyura nti gomba kurenza iminsi 3 y'Akazi.



uyihabwe?	
Niba serivisi yishyurwa, igiciro ni ikihe?	Nta kiguzi.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<p>A. <b>Kwishyura hakoreshejwe inyandiko zitanga uburenganzira bwo kwishyurwa:</b></p> <p>1. Ibisabwa uwishyuzwa:</p> <ul style="list-style-type: none"> <li>• Inyandiko ihamagarira abantu kugurisha ibikoresho cyangwa gutanga serivisi (Bon de commande)</li> <li>• Amasezerano (contrat)</li> <li>• Inyandiko igaragaza ko yazanye ibikoresho cyangwa yatanze serivisi</li> <li>• Ibaruwa imumenyeshya ko yatsindiye isoko</li> <li>• Fagitire na konti yo muri Banki</li> <li>• Urwandiko rugaragaza ko nta mwenda ufitiye ikigo cy'imisoro n'amahoro rutangwa na RRA</li> <li>• Urwandiko rutanga ibikwiye gutangwa.</li> </ul> <p>2. Ibyo ushinzwe amasoko agaragaza:</p> <ul style="list-style-type: none"> <li>• Inyandiko igaragaza ko ibikoresho byinjijye cyangwa ko serivisi yatanzwe</li> <li>• Inyandiko mvugo y'inama ya Komite ishinzwe iby'amasoko</li> </ul> <p>B. <b>Kwishyura hakoreshejwe sheki:</b></p> <ul style="list-style-type: none"> <li>✓ Ibyangombwa byose byavuzwe haruguru naho biracyenerwa</li> </ul>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> <li>• Kugeza mu Bunyamabanga Rusange bwa Intara ibyangombwa byose bisabwa;</li> <li>• Ubunyamabanga Rusange bubishyikiriza Ishami rishinzwe ingengo y'imari;</li> <li>• Nyuma y'iminsi ibiri ushobora guhamagara cyangwa ukajya kubaza umukozi ushizwe gucunga Ingengo y'Imari cyangwa Ibaruramari kugira ngo urebe ko fagitire yawe yasuzumwe, yanditswe cyangwa yishyurwe cyangwa se iri mu nzira zo kwishyurwa (ibi umuntu ashobora kubikora cyangwa ntabikore)</li> </ul>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe?	<ul style="list-style-type: none"> <li>✓ Ntazo</li> </ul>

<b>(Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Kwiyambaza Umuyobozi w'Ishami ry'Igenamigambi n'ingengo y'imari cyangwa Umunyamabanga Nshingwabikorwa w'Intara.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Oya ntabwo
<b>Hari impapuro zuzuzwa?</b>	Ntazo uretse ibyavuzwe haruguru.
<b>Hari inyadiko zemewe n'amategeko zihari?</b>	Ushobora gukoresha Itegeko ry'Ingengo y'Imari cyangwa Itegeko rigenga Amasoko ya Leta, n'amabwiriza agenga amasoko ya Leta.

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6.4. Ubwoko bwa Service:

Gusba inyandiko zijyanye no kurangiza neza Imirimo.

**Ababishinzwe:** umukozi ushinzwe Ubunyamabanga rusange cyangwa umukozi ushinzwe kwakira abagana Intara y'Amajyaruguru.

<b>Serevisi n'iyihe? Ndayemerewe?</b>	Uwahaye Serivisi Intara y'iburasirazuba ijyanye no kugemura ibintu cyangwa se imirimo ijyanye n'ibyubumenyi na (Tekiniki) ashobora gusaba impapuro zigaragaza ko yarangije imirimo neza.
<b>Ni hehe serivisi itangirwa?</b>	Buri munsu kuva kuwa mbere kugeza kuwa gatanu kuva saa moya (7:00) kugeza saa kumi nimwe (17:00).
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Kuva uyisabye iboneka bitarenze iminsi 3.
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Nta kiguzi.
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b>	Ibaruwa yanditse isaba guhabwa Urwandiko rwo kurangiza neza Imirimo rugenewe Umugenga w'ingengo y'imari.
<b>Binyura mu zihe nzira kugirango uyihabwe?</b>	Kunyuzwa ibaruwa isaba m'Ubunyamabanga Nshingwabikorwa w'Intara, iriho inyandiko zigaragaza ko yagiranye amasezerano yo guha serivisi Intara. Nyuma y'iminsi ibiri ushobora guhamagara cyangwa ukajya umukozi ushinzwe Ubunyamabanga rusange cyangwa umukozi ushinzwe kwakira abagana Intara y'Amajyaruguru.
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo.
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Kwiyambaza Guverineri w'Intara.

<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Ntazo uretse ibyavuzwe haruguru
<b>Hari impapuro zuzuzwa?</b>	Ntazo
<b>Hari inyadiko zemewe n'amategeko zihari?</b>	Itegeko rigenga amasoko ya Leta ndetse hamwe n'amasezerano hamwe n'urwandiko rwo gutanga isoko bya burundu.

  
**BOSENIBAMWE Aime**



**Guverineri w'Intara y'Amajyaruguru**

**Date: 17Mutarama 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

\_\_\_\_\_









# 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  
(icyakorwa)

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 mwiifuza 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

**BOSENIBAMWE Aime**  
**GOVERNOR OF NORTHERN PROVINCE**  
**Date: 17/01/2013**



Law n°:....., governing public procurement	Relevant legal documents
	Available forms

6.4. Request of Performance certificates

Type of service: Papers and documents  
Responsible: Secretary and Public Relation Officer.

What is the Service? Am I eligible?	A supplier provided services or furniture can request a performance certificate at the Provincial Level.
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	-Request letter addressed to the Chief Budget Manager of the PROVINCE for completion of service and the copy of contract.
What is the procedure?	Submit all relevant documents of your request mentioned above to the Central Secretariat of the Province. After 2 days the client can call or visits the Central Secretariat of the Province
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)	Not applicable
Is there a complaint procedure?	Once the client is not satisfied, he/she applies to the Governor of the Province.
Is there any additional information regarding this service that is useful to know?	Not applicable

<p>documents in Financial department</p> <ul style="list-style-type: none"> <li>• After 2 days the client can call or visits the office of the Budget Officer or Accountant Officer to ensure whether your invoice has been treated, recorded, and paid or it is in the process of payment. (The client can do this or not)</li> <li>• National Bank of Rwanda</li> </ul>	<p>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)</p>
<p>Complaints regarding this service should first be addressed to the Director of the Finance Unit, if he/she is not satisfied, then complaints can be addressed to the Executive Secretary of PROVINCE.</p>	<p>Is there a complaint procedure?</p>
<p>Not applicable</p>	<p>Is there any additional information regarding this service that is useful to know?</p>
<p>Not applicable</p>	<p>Available forms</p>
<p>The client can refer to the Organic Law of the Budget or to the Procurement laws/and regulations.</p>	<p>Relevant legal documents</p>

6.3. Receiving payment for services rendered to PROVINCE  
 Type of service: Finance  
 Responsible: Budget and Human Resource Officer  
 Accountant

<p>What is the Service? Am I eligible?</p> <p>Individuals and/or firms who are seeking payment for either goods or services rendered to the PROVINCE are required to adhere to the steps set out in this procedure.</p>	
<p>When can I access the service?</p> <p>Monday to Friday from 7:00 am to 5:00 pm</p>	
<p>Once a request is made or an application is submitted, how long will it take?</p> <p>Provided that all the requirements have been met, payment for services should not take more than 3 days.</p>	
<p>What, if any, are the costs for accessing the service?</p> <p>There is no charge for this service.</p>	
<p>What documents are required?</p> <p>A. Payment by using the Payment Order          1. The requirement to the client are:          ✓ A copy of invitation letter inviting all Individuals/ Companies to provide goods or services to the Province          ✓ Copy of Contract          ✓ Copies of the invoice          ✓ Delivery note signed by both parties to the contract,          ✓ Final notification letter          ✓ Purchase order          ✓ quietus fiscal if necessary          2. procurement Officer provides the following documents:          Delivery note or a final reception note for a service rendered          Evaluation report of Internal tender committee          B. Payments by check:          C. All Mentioned above documents are required.</p>	
<p>What is the procedure?</p> <ul style="list-style-type: none"> <li>• Relevant documents should be submitted to the Central Secretariat of the Province.</li> <li>• Central Secretariat submits all received</li> </ul>	

additional documents required will depend on the type of proposal submitted.	<p>✓ Individuals and/or firms interested in submitting a tender for a contract with PROVINCE should first purchase the tender document from the Procurement office in the PROVINCE.</p> <p>✓ The bid document sets out the technical and financial specifications and also includes a copy of the contract.</p> <p>✓ Individuals and/or firms requiring assistance at any point during the tender process may seek advice from the Procurement Office.</p>	<p>✓ National Bank of Rwanda (NBR) or Rwanda Revenue Authority - payment of fees.</p>	<p>✓ Complaints regarding this service are made in writing to the Executive secretary of the Province.</p> <p>✓ If following the presentation of a complaint to the Executive Secretary, if your issue remains unresolved you may address your complaint to the National Tender Panel.</p> <p>✓ Complaints must be submitted within 7 days of receipt of the provisional notification letter.</p>	<p>Is there any additional information regarding this service that is useful to know?</p>	Available forms	None	<p>Relevant legal documents</p>
None	None	<p>Visit the Website of the Province (<a href="http://www.easterprovince.gov.rw">www.easterprovince.gov.rw</a>), Media, read announcement on the notes board of the Province.</p>	<p>Is there a complaint procedure?</p>	<p>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)</p>	<p>What is the procedure?</p>		

6.2. Procurement service through Northern Province

Type of service: Papers and Documents  
 Responsible: Procurement

<ul style="list-style-type: none"> <li>o The procurement service within PROVINCE is responsible for carrying out the procurement process from the planning phase to execution of the contract.</li> <li>o Specific assistance is provided to individuals and/or firms interested in submitting a tender for a contract with PROVINCE in the following areas:             <ul style="list-style-type: none"> <li>o Publication of the tender in the media,</li> <li>o Carrying out a technical and financial evaluation,</li> <li>o Preparation of evaluation report and notification of the tender award,</li> <li>o -Ensuring the adequate execution of the contract in collaboration with beneficiary departments,</li> <li>o Receipt and safekeeping of bids, publication and distribution of invitations to bid.</li> <li>o Please note that tenders whose value less than 100,000 Rwf will be awarded by the methods of request for quotations, and Single-source procurement/Direct contracting.</li> </ul> </li> </ul>	<p>What is the Service? Am I eligible?</p>
<p>Monday to Friday from 7:00 am to 5:00 pm</p>	<p>When can I access the service?</p>
<p>The duration of the tender process will vary depending on the type of proposal submitted.</p> <ol style="list-style-type: none"> <li>1. Open tendering: 30 days</li> <li>2. Restricted tendering: 14 days</li> <li>3. Request for quotations: 3 days</li> <li>4. Single-source procurement/Direct contracting</li> </ol>	<p>Once a request is made or an application is submitted, how long will it take?</p>
<p>Cost of the bid document is 100 Rwf/page.</p>	<p>What, if any, are the costs for accessing the service?</p>
<p>Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of</p>	<p>What documents are required?</p>

<p>problem was handled by the village, Cell, sector and district levels, - Any document in connection with the problem.</p>	
<p>-Go to the Good Governance and Social Affairs unit in PROVINCE, -Submit all relevant documents and explain the nature of your claim, -If more information is required from you regarding the claim, you will be contacted so that an interview may be set up, -PROVINCE will also contact all other relevant local government authorities in order to obtain any additional information, -Once PROVINCE'S investigation has been completed, you will be contacted in writing for any decisions taken</p>	<p><b>What is the procedure?</b></p>
<p>Local Government institutions</p>	<p>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)</p>
<p>Once the client is not satisfied, he/she applies to the Governor, if he/she is not still satisfied, he/she applies to any concerned Ministry.</p>	<p>Is there a complaint procedure?</p>
<p>Visit the Abunzi committees, Website of the Province (<a href="http://www.northernprovince.gov.rw">www.northernprovince.gov.rw</a>), There is no official client complaint book issued by government authorities as such. Clients may use any ordinary notebook for this purpose. If there exists legal laws and instructions governing each domain. It could be better if someone checks these documents before introducing his/her request for conflict management.</p>	<p>Is there any additional information regarding this service that is useful to know?</p>
<p>N/A</p>	<p>Available forms</p>
<p>N/A</p>	<p>Relevant legal documents</p>



## 6. SERVICES OFFERED BY NORTHERN PROVINCE

### 6.1. Solving population disputes/conflict management

Type of service: Civil rights

Responsible: Director of Good Governance

<p>PROVINCE receives complaints from citizens regarding issues relating to any of its areas of responsibility (local government, community development and social affairs). However, before bringing a complaint to PROVINCE, clients will be required to seek a resolution to their problem through local government channels. Where a problem has been brought before a particular local government administration and has not been resolved, the issue must then be presented to the next level of local government (i.e. if an issue was brought before village authorities and was not resolved it must next be presented to cell authorities and so on). Only when all local government authorities have been consulted and no solution given to the client then the issue can be brought to PROVINCE for a resolution.</p>	<p>What is the Service? Am I eligible?</p>
<p>Monday to Friday from 7:00 am to 5:00 pm</p>	<p>When can I access the service?</p>
<p>3 days</p>	<p>Once a request is made or an application is submitted, how long will it take?</p>
<p>There is no charge for this service</p>	<p>What, if any, are the costs for accessing the service?</p>
<p>-Written letter of complaint addressed to the Governor of PROVINCE stating out the details of your case, -Documents showing that local government authorities have been unable to resolve your complaint, -Clients complaint book explaining how the</p>	<p>What documents are required?</p>

## 5. Core values

- Respect
- Vision
- Determination
- Responsibilities and accountability
- Management for results and timely
- Sacrifice and dedication
- Transparency
- Services delivery to clients

- To disseminate and promote awareness of the general policy of the country and to sensitize the population on the decisions taken from National Level and/or from the Local Administration;
- To ensure the execution of decisions taken by the Province Security Council, Provincial Coordination Committee meeting and directives issued by higher authorities of the Country;
- To elaborate quarterly and annual reports on the situation prevailing in the Province and forward them to the MINALOC and other institutions;
- To regularly supervise the implementation of programs and activities of the Province & districts;
- To establish regulations related to policies to be executed;
- To initiate measures and mechanisms for the maintenance of security of people and property in the Province
- To initiate and give directives that can boost the socio-economic development of the Province;
- To promote relations with other national and international organizations operating in the Province.

The core functions of the Province are:

## 4. CORE FUNCTIONS

## 1. INTRODUCTION

The Northern Province, under the authority of the Governor is responsible for the accomplishment of the following:

- 1° Supervising and counseling Districts on the implementation of the State programs;
- 2° Advocating for the Districts in higher instances;
- 3° Counseling Districts on Development activities;
- 4° To ensure the security of people and property.

All those functions are accomplished under Governor and Executive Secretary Offices, and four departments dealing with different components

**A.** Governor's Office

**B.** Executive Secretary's Office

**C.** Good Governance and Social Affairs unit

**D.** Specific Program Unit

**E.** District Development Program Unit

**F.** Planning and Budgeting Unit.

## 2. VISION

**The vision of the Northern Province** is "to accelerate Socio- Economic Development among the Clients aimed at attaining Government Programs (Vision 2020, EDPRS, 7 YGP, etc) soonest.

## 3. MISSION

- 1) Ensure security of people and their property at Province level ( in all Districts, Sectors, Cells and Villages (Imidugudu))
- 2) Monitor, Coordinate and Evaluate Province's and Districts' activities;
- 3) Ensure harmonization, integration and consolidation of Districts and partners plans with the Government policy, programs and priorities
- 4) Ensure advocacy of Local Authorities

**0. FORWARD**

It is my pleasure to present to you this Service Charter for The Northern Province. This Service Charter has been prepared in tandem with the Government's programs and reform agenda focused on vision of increasing capacities of human resources and institutions , in the orientation of delivering good services , for achieving the main goals of development and decentralizations of country; and in the spirit of being responsive to citizens' needs, transparency and accountability.

The province is an Administrative Entity of the Republic of Rwanda. Its administration represents the State. The Northern Province is composed by 5 Districts, which have the Autonomy, namely Burera, Gakenke, Gicumbi, Musanze and Rulindo, based on the Organic Law n° 29/2005 of December 31, 2005 establishing the administrative entities of the Republic of Rwanda as amended and completed to date.

The Charter spells out the role of Province, highlights the services offered and the requirements therein, lists the service centers at which our services can be accessed and the guiding legal instruments. This based on the list of services delivered by the Province to the Clients, where the service requested is rendered and the responsible of it, the requirements for the service, how long it takes, and complaint procedure.

The Staffs of the Northern Province and their Authorities agreed to respect this service charter, and the development of this Service Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery, communicating any change in this service charter due to speed up and sustainable development issues of our country.

