IBIKUBIYEMO

I. INTANGIRIRO

Ikigo cy'Igihugu gishinzwe Imiyoborere (RGB) n'Ikigo cya Leta cyashyizweho n'Itegeko N° 41/2011 ryo kuwa 30/09/2011 rigena inshingano, imiterere n'imikorere byacyo.
Twishimiye kubagezaho inyandiko ikubiyemo serivisi zitandukanye zihabwa abagana RGB.

Iyi nyandiko yateguwe hagamijwe kumenyesha abagana RGB ku bijyanye n'ibyo ikora kugira ngo yongere imitangire ya serivisi. Iyi nyandiko irerekana ni ryari serivisi itangwa, ibikenewe kugira ngo iyo serivisi itangwe ndetse n'andi makuru akenewe kugira ngo ugana RGB ahabwe serivisi inoze.

Mu gushyiraho iyi nyandiko, birerekana ubushake RGB ifite mu guha serivisi inoze abayigana kandi yerekana ko RGB yiyemeje kuzubahiriza ibijyanye no gutanga serivisi inoze.

II. ICYEREKEZO

Icyerekezo cya RGB ni "Ukwimakaza Imiyoborere Myiza twiyubakira Igihugu ku muryo burabye".

III. INSHINGANO

Inshingano nyamukuru ya RGB ni ukwimakaza amahame y'imiyoborere myiza, kwegereza ubuyobozi n'ubushobozi abaturage, gukurikirana ishyirwa mu bikorwa uburyo bwiza bujyane n'Imiyoborere myiza mu bigo bya politiki, i bya Leta, Ibyikorera. Guhuza ibikorwa no guteza imbere ibitangazamakuru, kongera ubwitabire bw'abaturage, gukora ubushakashatsi bunyuranye ku miyoborere myiza, kwegeranya ibisubizo bishingiye ku muco nyarwanda no gukora ubuvugizi kuri za politiki zitandukanye zigamije imitangingire ya serivisi inoze, Iterambere ry'igihugu n'uburumbuke.

Ku bw'umwihariko, RGB ifite inshingano zikurikira:

1. guteza imbere amahame y'imiyoborere myiza mu nzego za politiki, iza Leta, iz'abakora ubucuruzi n'izindi zitari iza Leta;

2. guha inzego zivugwa mu gace ka mbere k'iyi ngingo ibyifuzo n'inama byerekeranye na za politiki bigaragaza uburyo imiyoborere yanozwa mu bikorwa zikora;
3. kugenzura inzego zivugwa mu gace ka mbere k'iyi ngingo, hagamijwe kureba iyubahirizwa ry'amahame n'ibikorwa bifitanye isano n'imiyoborere myiza mu rwego rwo kuyiteza imbere ;
4. guhuza ibikorwa by'abafite uruhare mu ishyirwa mu bikorwa rya politiki y'igihugu yo kwegereza ubuyobozi n'ubushobozi abaturage no gukurikirana ishyirwa mu bikorwa ryayo;
5. gukora ubushakashatsi ku bijyanye n'imiyoborere myiza no kubimenyekanisha;
6. gushyiraho uburyo bunoze bugamije kongera uruhare rw'abaturage mu igena rya za politiki no kugenzura ibibakorerwa;
7. guhuza ibikorwa byo kwongerera ubushobozi inzego z'ibanze;
8. kugira uruhare mu gutegura no gushyira mu bikorwa politiki n'ingamba bijyanye n'imiyoborere myiza no kubigiramo inama Guverinoma;
9. kwandika, gutanga ubuzimagatozi no gukurikirana imikorere y'imiryango nyarwanda itari iya Leta n'amadini hakurikijwe amategeko;
10. Gufatanya no gukorana n'izindi nzego zo mu gihugu, izo mu karere n'izo ku Rwego mpuzamahanga zifite inshingano zifitanye isano n'iza RGB.
11. Gushyira mu bikorwa politiki ya Leta ijyanye n'Ibitangazamakuru hagamijwe guteza imbere uburyo bwo kunoza umwuga, kuburyo bunoze kandi bugaragazwa n'inzego zibishinzwe, Hatangwa imbaraga zikwiye mu kugera ku miyoborere myiza na demokarasi.

IV. INDANGAGACIRO ZA RGB

- ✓ Gukorera hamwe
- ✓ Ubunyangamugayo
- ✓ Gukorera ku ntego
- ✓ Guhanga udushya
- ✓ Kugera ku ntego

V. UBURENGANZIRA BW'UMUGENERWABIKORWA

Umugenerwabikorwa wa RGB afite uburenganzira bukurikira:

- Kubona serivisi zitangwa ku buntu
- Kubona amakuru bitanyuranyije n'ibyo amategeko ateganya
- Kubahwa
- Kugirirwa ibanga
- Kureganurwa hakurikije uburyo bwagenwe

VI. IBISABWA UMUGENERWABIKORWA

Umugenerwabikorwa wa RGB asabwa ibikurikira:

- Kubahiriza gahunda yahawe
- Gusubiza amakuru y'impamo ku gihe
- Gufatanya mu gushakira ibisubizo ku bibazo byagaragaye
- Kuzuza ibyo amategeko asaba kugira ngo uhabwe serivisi
- Kudatanga impano, kubogama cyangwa ruswa ku kabozi ba RGB
- Guha RGB serivisi zinoze kandi ku gihe
- Kubaha abakozi ba RGB

VII. GUTANGA IBITEKEREZO BINOZE N'IBIBAZO

Kunengwa no gutanga ibisubizo kuri serivisi za RGB zirakirwa neza kugira ngo bifashe RGB kunoza imitangire ya serivisi. RGB yiyemeje kwita cyane ku bibazo n'Ibitekerezo ku buryo bwihariye kandi bigashakirwa ibisubizo mu gihe gikwiye.

Mu gihe cyose ufite ikibazo, igitekerezo cyangwa gusaba kurenganurwa, umugererwabikorwa afite uburenganzira bwo gukoresha uburyo bukurikira mu kubigeza kuri RGB:

- Kuvugana imbona nkubone n'umukozi wakwakiriye
- Kuvugana n'Ukuriye umukozi wakwakiriye mu gihe utanyuzwe
- Gukoresha agasanduku k'Ibitekerezo ka RGB
- Kwandika wifashishije umurongo wa interineti info@rgb.rw cyangwa guhamagara kuri nimero itishyurwa 3520 cyangwa ugasura urubuga rwa RGB www.rgb.rw

Ibiro bya RGB byose bifungura imiryango guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm guhera kuwa mbere kugeza kuwa kane naho kuwa gatanu ni guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa12:00am na saa saba z'amanywa 1:00pm kugeza saa cyenda n'igice za nyuma ya saa sita 3:30pm.

VIII. UBURYO BWO KURENGANURWA

Iyo umugenerwabikorwa atishimiye iburyo yakiriwe cyangwa serivisi yahawe n'umukozi wamwakiriye, ashobora guhita agana umuyobozi ukuriye uwamwakiriye.

Igisubizo ku kibazo umugenerwabikorwa yatanze gitangwa mu minsi ibiri kimumenyesha icyagikozweho. Ibibazo byose byagejejwe ku Abayobozi b'Amashami birasuzumwa bigasubizwa mu minsi itanu y'akazi.

Iyo umugenerwabikorwa atishimiye ibyo abayobozi b'Amashami bamusubije, ashobora gusaba kurenganurwa n'Umuyobozi w'Ishami ry'ibikorwa Rusange, Umuyobozi Mukuru wungirije , akajuririra Umuyobozi Mukuru kandi akabona igisubizo bitarenze iminsi icumi y'akazi.
Isesengurwa ku cyateye ibibazo rirakorwa kugira ngo ibibazo bisa bitazongera kubaho ukundi.

IX. KUMENYEKANISHA ISHYIRWA MU BIKORWA BY'IYI NYANDIKO

Twebwe, abakozi ba RGB twiyemeje kubaha no gukurikira indangagaciro no gukurikiza ibisabwa mu mitangire ya serivisi. Twiyemeje gushyira mu bikorwa ibikubiye muri iyi nyandiko. Twiyemeje ibi bikurikira:

- Gukurikirana no kugenzura ishyirwa mu bikorwa ibikubiye muri iyi nyandiko;
- Kumenyekanisha ibyo RGB yagezeho buri mwaka;
- Kugaragaza uko RGB ihagaze mu mitangire ya serivisi ku bagenegerwabikorwa n'abafatanyabikorwa;
- Kugaragaza incamake y'ibibazo byakiriwe, ibyakemutse muri raporo y'umwaka ya RGB.

X. SERIVISI ZITANGWA N'IKIGO GISHINZWE IMIYOBORERE (RGB)

1. Kwandika Imiryango Nyarwanda itari iya Leta (LNGO) n'Amadini (RBO)

Serivisi ni iyihe? Nujuje ibisabwa?	*Umuntu ku giti cye cyangwa uyobora LNGO cyangwa RBO asabwa kwandikisha Umuryango hakurikije ibyo amategeko ateganya akabanza akabona icyangombwa cy'agateganyo nyuma akaza kubona icyangombwa cya burundu*
Urwego ruganwaho?	*Ishami rya LNGO, RBO mu igorofa ya kane mu nyubako ya Zigama CSS*
Serivisi itangwa ryari?	*Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi 90*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Ni ubuntu*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*1. Ibaruwayandikiwe Umuyobozi Mukuru wa RGB;* *2. Amategeko shingiro y'umuryango yaciye mu I Gazeti ya Leta akurikije n° 04/2012 ryo kuwa 17 Gashyantare 2012;* *3. Inyandiko igaragaza Icyicaro gikuru cy'Umuryango n'umwirondoro w'aho ukorera;* *4. Amazina w'Uhagarariye umuryango byemewe n'amategeko, Amazina y'abamwungirije, inshingano, CV n'Icyemezo cy'uko abahagarariye umuryango batafunzwe igihe kirengeje amezi atandatu;* *5. Inyandikomvugo y'Inama rusange yemeje abahagararira umuryango yashyizweho umukono n'abanyamuryango bose bitabiriye iyo;* *6. Gahunda y'ibikorwa hakurikije format ikurikira(July 1st, 2012 to June 30th, 2013)* *7. Inyandiko y'umwimerere y'imikoranire n'Akarere;* *Mu miryango ya RBO, hasabwa inyandiko z'inyongera zikurikira:* *1. Inyandiko yemeza ko uhagarariye Idini n'abamwungirije bashyizweho byemejwe n'amategeko shingiro y'idini;* *2. Incamake y'amahame ngenderwaho y'Idini;*

	3. Inyandikomvugo y'inama rusange yemeza amategeko shingiro y'idini.
Binyura mu zihe nzira kugirango uyihabwe?	*- Umuryango ujyana urwandiko rusaba Icyemezo cy'Imikoranire rwandikiwe Umuyobozi w'Akarere ku murenge kugirango umurenge wemeze ko uzi uwo muryango;* *- Urwandiko rusaba Icyemezo cy'Imikoranire rwandikiwe Umuyobozi w'Akarere ruvuye ku murenge rwoherezwa ku Karere;* *- Ibaruwa yandikiweUmuyobozi Mukuru(CEO) wa RGB isaba icyemezo cy'agateganyo;* *- Inyandiko zavuzwe haruguru zitangwa mu bunyamabanga rusange bwa RGB;* *- Ugaruka gufata icyemezo cy'agateganyo mu minsi 15 y'akazi;* *- mu gihe kitarenze amezi icyenda (9), umuryango usaba icyangombwa cya burundu akaba yakibona nyuma y'amezi abiri nyuma yo gutanga ubusabe.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Umurenge n'Akarere Umuryango nyarwanda utari uwa Leta cyangwa Idini rikoreramo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Iyo warenganijwe, wabaza Umuyobozi w'ishami rya LNGOs, RBOs.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Inyandiko zisabwa n'amategeko ku miryango nyarwanda itari iya Leta (LNGO) ikorera mu Karere cyangwa ku rwego rw'Igihugu isabwa kwemezwa na Noteri wa Leta kandi kugira ngo umuryango (foundation) wandikwe hasabwa byibuze abanyamuryango 3, CV, Inyandiko igaragaza ko batafunzwe mu gihe kirenze amezi atandatu (6), Uhagariye umuryango byemewe n'amategeko n'abamwungirije*
Impapuro zuzuzwa	*Inyandiko zuzuzwa ziboneka mu mpapuro no mu buryo bwa "soft copy" ku rubuga rwa RGB www.rgb.rw*
Ibyangombwa bisabwa n'amategeko	*Itegeko n° 04/2012 ryo kuwa 17 Gashyantare 2012 rigena imikorere y'Imiryango nyarwanda itari iya Leta*

2. Kugirwa inama cyangwa kumenyesha uko imiryango yandikwa (LNGOs cyangwa RBOs)

Serivisi ni iyihe? Nujuje ibisabwa?	*Ikigo cy'Igihugu gishinzwe Imiyoborere cyiteguye kwakira umuntu wese usaba inama cyangwa ibisobanuro ku itegeko rijyanye no gufungura umuryango nyarwanda utari uwa Leta*
Urwego ruganwaho?	*Ishami rya LNGO, RBO mu igorofa ya kane (4th Floor) mu nyubako ya Zigama CSS*
Serivisi itangwa ryari?	*Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iyo serivisi itangwa ako kanya*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Ni ubuntu*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ntabyo*
Binyura mu zihe nzira kugirango uyihabwe?	*Gana RGB, saba guhura n'umukozi ushinzwe Imiryango Itari ya Leta cyangwa ishinzwe amadini, cyangwase usabe kubonana n' Umuyobozi w'Ishami ya LNGOs, RBOs na P.P bagusobanurire ibijyanye ko kwandikisha umuryango nyarwanda utari uwa Leta*
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?	*Ukeneye ibisobanuro cyangwa utanyuzwe kuri iyi serivisi, ubaza Umuyobozi w'Ishami ya LNGOs, RBOs na P.P.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Imiryango yanditswe irasurwa mu Rwego rwo gukurikirana no gusuzuma imikorere*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Ntabyo*

3. Kwishyura serivise zahawe RGB

Serivisi ni iyihe? Nujuje ibisabwa?	*Umuntu ku giti cye, Ikigo cyatanze ibikoresho cyangwa serivisi gifite uburenganzira bwo kwishyurwa ibyakozwe.*
Urwego ruganwaho?	*Ishami rishinzwe Imirimo rusange mu gashami gashinzwe Umutungo n'Imali mu Nyubako ZIGAMA CSS igorofa ya Kane (4th Floor)*
Serivisi itangwa ryari?	*Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi itanu (5) y'akazi*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Ni ubuntu*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Inyemezabwishyu y'umwimerere igaraza serivisi cyangwa ibikoresho byatanzwe, inyandiko isaba ko serivisi cyangwa ibintu bitangwa yatanzwe na RGB n'Inyandiko igaragaza ko serivisi cyangwa ibikoresho byatanzwe yashyizweho umukono n'umukozi ubishinzwe muri RGB*
Binyura mu zihe nzira kugirango uyihabwe?	*-Gushyikiriza inyandiko zisabwa mu bunyamabanga bukuru bwa RGB;* *- Guteza kashe igaragaza ko inyandiko yakiriwe;* *- Iminsi 5 nyuma wareba niba amafaranga yarageze kuri konti yawe*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Hamagara 3520 cyangwa kwegera Umuyobozi ushinzwe ishami ry'Imimiro Rusange n'ibikorwa byihariye.*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ku bindi bisobanuro, wasura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Ntabyo*

4. Gusaba ubufasha mu bya Tekiniki cyangwa inkunga y'amafaranga muri RGB

Serivisi ni iyihe? Nujuje ibisabwa?	*Akarere cyangwa Umurenge wemerewe gusaba ubufasha bwa tekiniki cyangwa ubw'amafaranga mu mishinga igamije kongerera ubushobozi aha babona zifite integenke.*
Urwego ruganwaho?	*Mu Ishami ryo kwimakaza amahame y'Imiyoborere no kwegereza Ubuyobozi n'ubushobozi abaturage, mu Nyubako ya ZIGAMA CSS mu igorofa ya gatanu (5th Floor) mu gashami ko kongera Ubushobozi inzego z'ibanze*
Serivisi itangwa ryari?	*Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi 10 y'akazi ku bijyanye n'ubufasha bw'amafaranga naho iminsi 5 ku bufasha bwa tekiniki*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Ni ubuntu*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	- *Ibaruwa isaba ubufasha iturutse mu murenge cyangwa mu Karere* - *Gahunda yo kongera Ubushobozi y'Akarere* - *Imbanzirizamushinga*
Binyura mu zihe nzira kugirango uyihabwe?	- *Andika ibaruwa isaba yandikiwe CEO;* - *Gushyikiriza inyandiko zisabwa mu bunyamabanga bukuru bwa RGB;* - *Kwakira igisubizo hakoreshejwe itumanaho cyangwa inyandiko kijyanye n'ubusabe.*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ku bindi bisobanuro, hamagara ku murongo wa telefoni utishyurwa 3520 cyangwa kwegera Umuyobozi w'Ishami ryo kwimakaza amahame y'imiyoborere no kwegereza Ubuyobozi n'Ubushobozi Abaturage nabwo utanyuzwe wabaza Umuyobozi Mukuri wa RGB*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ku bindi bisobanuro, gusura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Itegeko N° 41/2011 ryo kuwa 30/09/2011 rishyiraho Ikigo gishinzwe Imiyoborere rikanagena inshingano, imiterere n'imikorere mu ngingo ya 3.*

5. Gusaba Imirongo Ngenderwaho mu Kongerera Ubushobozi

Serivisi ni iyihe? Nujuje ibisabwa?	*Kugira ngo Akarere kongere umusaruro mu mikorere, Akarere gashobora gusaba imirongo ngenderwaho yo kongera ubushobozi muri RGB mu rwego rwo kunoza imikorere*
Urwego ruganwaho?	*Mu Ishami ryo kwimakaza amahame y'Imiyoborere no kwegereza Ubuyobozi n'ubushobozi abaturage mu Nyubako ya ZIGAMA CSS mu igorofa ya gatanu mu gashami ko kongera Ubushobozi inzego z'ibanze*
Serivisi itangwa ryari?	*Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi 7 y'akazi*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Ni ubuntu*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ibaruwa isaba*
Binyura mu zihe nzira kugirango uyihabwe?	- *Ibaruwa isaba yandikiwe CEO;* - *Gutegerezza iminzi 7 y'akazi nyuma yokwakira igisubizo kijyanye n'ubusabe hakoreshejwe ikoranabuhanga cyangwa mu buryo bw' inyandiko*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ku bindi bisobanuro, wahamagara ku murongo wa telefoni utishyurwa 3520 cyangwa ugane Umuyobozi w'Ishami ryo kwimakaza amahame y'imiyoborere no kwegereza Ubuyobozi n'Ubushobozi Abaturage nabwo utanyuzwe wabaza Umuyobozi Mukuri wa RGB*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ku bindi bisobanuro, gusura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Itegeko N° 41/2011 ryo kuwa 30/09/2011 rishyiraho Ikigo gishinzwe Imiyoborere rikanagena inshingano, imiterere n'imikorere mu ngingo ya 3.*

6. Gusaba ubufasha tekinike ku nzego z'ibanze

Serivisi ni iyihe? Nujuje ibisabwa?	*Akarere gakeneye kongera uburyo bw'imicungire y'umutungo rusange (PFM) gashobora kwaka RGB ubufasha buri tekiniki n'ubw'amafaranga*
Urwego ruganwaho?	*Agashami gashinzwe Imicungire n'Umutungo n'Imali mu Nyubako ya ZIGAMA CSS mu igorofa ya gatanu*
Serivisi itangwa ryari?	*Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi 7 y'akazi*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Ni ubuntu*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Urwandiko rusaba*
Binyura mu zihe nzira kugirango uyihabwe?	- *Ibaruwa isaba yandikiwe CEO;* - *Gutegereza iminzi 7 y'akazi nyuma yo kwakira igisubizo kijyanye n'ubusabe hakoreshejwe ikoranabuhanga cyangwa mu buryo bw' inyandiko*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ku bindi bisobanuro, hamagara ku murongo wa telefoni utishyurwa 3520 cyangwa ugane Umuyobozi w'Ishami ryo kwimakaza amahame y'imiyoborere no kwegereza Ubuyobozi n'Ubushobozi Abaturage nabwo utanyuzwe wabaza Umuyobozi Mukuri wa RGB*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ku bindi bisobanuro, gusura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Itegeko N° 41/2011 ryo kuwa 30/09/2011 rishyiraho Ikigo gishinzwe Imiyoborere rikanagena inshingano, imiterere n'imikorere mu ngingo ya 3.*

7. Gusaba inama ku mahame y'Imiyoborere myiza

Serivisi ni iyihe? Nujuje ibisabwa?	Umuntu ku giti cye cyangwa Urwego bishobora gusaba RGB inama ku mahame y'Imiyoborere myiza n'ibikorwa ntangarugero bijyanye n'imiyoborere myiza
Urwego ruganwaho?	Agashami gashinzwe kwimakaza Amahame y'Imiyoborere myiza mu Nyubako ya ZIGAMA CSS mu igorofa ya gatanu
Serivisi itangwa ryari?	Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 7 y'akazi
Niba serivisi yishyurwa, igiciro ni ikihe?	Ni ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Urwandiko rusaba
Binyura mu zihe nzira kugirango uyihabwe?	- Ibaruwa isaba yandikiwe CEO. Ibaruwa igomba gusobanura imiterere y'inama ukeneye - Gutegereza iminzi 7 y'akazi maze wakire igisubizo kijyanye n'ubusabe hakoreshejwe ikoranabuhanga cyangwa mu buryo bw' inyandiko
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ku bindi bisobanuro, hamagara ku murongo wa telefoni utishyurwa 3520 cyangwa ugane Umuyobozi w'Ishami ryo kwimakaza amahame y'imiyoborere no kwegereza Ubuyobozi n'Ubushobozi Abaturage nabwo utanyuzwe wabaza Umuyobozi Mukuri wa RGB
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ku bindi bisobanuro, gusura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko N° 41/2011 ryo kuwa 30/09/2011 rishyiraho Ikigo gishinzwe Imiyoborere rikanagena inshingano, imiterere n'imikorere mu ngingo ya 3.

8. Gusaba ubufasha kwa JADF y'Akarere ubufasha (bw'Amafaranga na Tekinike)

Serivisi ni iyihe? Nujuje ibisabwa?	JADF z'Uturere zishobora gusaba ubufasha mu Rwego rw'amafaranga na tekiniki
Urwego ruganwaho?	Agashami gashinzwe kwimakaza Amahame y'Imiyoborere myiza mu Nyubako ya ZIGAMA CSS mu igorofa ya gatanu
Serivisi itangwa ryari?	Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi 5 y'akazi
Niba serivisi yishyurwa, igiciro ni ikihe?	Ni ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	- Ibaruwa isaba inkunga iturutse muri JADF z'Uturere - Raporo y'ibikorwa byagezweho - Gahunda y'ibikorwa igomba gushyirwa mu bikorwa
Binyura mu zihe nzira kugirango uyihabwe?	- Ibaruwa isaba yandikiwe CEO; - Gutegereza iminsi 7 y'akazi nyuma yokwakira igisubizo kijyanye n'ubusabe hakoreshejwe ikoranabuhanga cyangwa mu buryo bw' inyandiko
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ku bindi bisobanuro, hamagara ku murongo wa telefoni utishyurwa 3520 cyangwa ugane Umuyobozi w'Ishami ryo kwimakaza amahame y'imiyoborere no kwegereza Ubuyobozi n'Ubushobozi Abaturage nabwo utanyuzwe wabaza Umuyobozi Mukuri wa RGB
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ku bindi bisobanuro, gusura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Itegeko N° 41/2011 ryo kuwa 30/09/2011 rishyiraho Ikigo gishinzwe Imiyoborere rikanagena inshingano, imiterere n'imikorere mu ngingo ya 3.

9. Gutanga ubufasha bw'amafaranga na tekinike ku mashyirahamwe y'Ibitangazamakuru n'abanyamakuru

Serivisi ni iyihe? Nujuje ibisabwa?	Ishyirahamwe ry'ibitangazamakuru cyangwa abanyamakuru gisaba inkunga mu rwego rw'amafaranga na tekiniki
Urwego ruganwaho?	Ishami rishinzwe iterambere ry'Ibitangazamakuru n'Itumanaho mu Nyubako ya ZIGAMA CSS mu I gorofa ya karindwi (7th Floor)
Serivisi itangwa ryari?	Iyi serivisi itangwa kuva kuwa mbere kugeza kuwa gatanu mu masaha y'akazi guhera saa moya za mugitondo 7:00am kugeza saa sita z'amanywa 12:00am na saa saba z'amanywa 1:00pm kugeza saa kumi n'imwe za nimugoroba 5:00pm
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Bifata iminsi y'akazi gusa mu gutanga imirongo ngenderwaho
Niba serivisi yishyurwa, igiciro ni ikihe?	Ni ubuntu
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	- Ibaruwa isaba kand isobanu impamvu - Inyandiko zemewe n'amategeko zerekana ko Ishyirahamwe ry'abanyamakuru cyangwa ibitangazamakuru ko kibaho - Imbanzirizamushinga
Binyura mu zihe nzira kugirango uyihabwe?	- Ibaruwa isaba yandikiwe CEO; - Gushyikiriza inyandiko zivugwa hejuru ubunyamabanga rusange bwa RGB; - Gutegereza mu minsi 7 y'akazi ubona igisubizo mu buryo bwa electronic cyangwa inyandiko.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Ku bindi bisobanuro, hamagara ku murongo wa telefoni utishyurwa 3520 cyangwa ugane Umuyobozi w'Ishami rishinzwe iterambere ry'Ibitangazamakuru n'Itumanaho nabwo utanyuzwe wabaza Umuyobozi Mukuri wa RGB
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ku bindi bisobanuro, gusura urubuga rwa RGB www.rgb.rw cyangwa guhamagara umurongo wa telefoni utishyurwa 3520.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Ntabyo

Byemejwe na:
Prof. Anastase SHYAKA
Umuyobozi Mukuru
Ikigo cy'Igihugu gishinzwe Imiyobora (RGB)

Tariki: 10-04-2013

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 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