

IRIBURIRO

Nejejwe no kubagezaho iki Gitabo gikubiyemo Serivisi zitangwa n' Ishuri Rikuru ry'Ikoranabuhanga rya Tumba (Tumba College of Technology).

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. Nanone ibi bigakorwa bigamije gusubiza ibibazo by'abaturage, bigakorwa mu mucyo kandi abantu bakabazwa ibyo bakora.

Iki gitabo kigaragaza uruhare rw'Ishuri Rikuru ry'Ikoranabuhanga rya Tumba mw'itangwa rya serivisi mu Rwanda kikanerekana serivisi zitangwa n'ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rw'aho izo serivisi zitangirwa n'ibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ry'iki gitabo gikubiyemo serivisi zihabwa abaturage ryerekana ubushake Ishuri Rikuru ry'Ikoranabuhanga rya Tumba rifite mw'itangwa rya serivisi nziza kandi zihuse.

Ndasaba abatugana n'abafatanyabikorwa bacu guhora batumenyesha uko babona servise dutanga kugirango turusheho gutanga servise nziza kandi zinoze.



Eng. GATABAZI Pascal
Umuyobozi Mukuru

Iki gitabo kigaragaza serivisi Ishuri rikuru ry'Ikoranabuhanga rya Tumba rigenera abayigana. Ni muri urwo rwego musanga gikubiyemo serivisi zitandukanye n'aho zitangirwa, uburyo zitangwa, igihe zitangirwa, n'Uburyo abatanyuzwe na Serivisi bahawe banyuramo bagaragaza ibibazo kugira ngo barenganurwe. Iki gitabo kigaragaza izi ngingo zikurikira:

- icyerekezo n'Intego by'Ishuri rikuru ry'Ikoranabuhanga rya Tumba byerekana ubushake bwo gutanga serivisi nziza kandi zinoze bigakorwa hashingiwe kundangagaciro zikurikira:
 - Ubunyamwuga
 - Ubunyangamugayo
 - Iyubahirizanshingano
 - Ugufashaabadukeneye kutugeraho
 - Uguhisha ubwiza ibyodukora
 - Ukubahana

Ibisobanuro birambuye kuri servise zitangirwa mw'Ishuri rikuru ry'Ikoranabuhanga rya Tumba

- Kwerekana Ishami serivisi zitangirwamo. Muri ubu buryo Abaturage bazamenya neza Ishami cyangwa Ibiro bagana, bityo bahabwe serivisi badatakaje igihe n'Ingufu zo gutegereza;
- Kugaragaza igihe nyacyo bitwara buri serivisi itangwe. Ibi bizaha abaturage amakuru y'ingirakamaro bibarinde guhora mu nzira no gukubita amaguru y'ubusa.
- Gushyiraho ibipimo bya serivisi nziza hagaragazwa amasaha bitwara kugira ngo uwukeneye servisi ayibone, uburyo izo serivisi ziboneka, ukuri kuba kuri mu itangwa ry'izo serivisi, icyizere cyo gukomeza kubona izo serivisi, niba umuturage ashobora kuyigeraho, uburyo yumvikanishwa, mu kuri, uburemere bifite n'ubwitonzi mu gutanga serivisi; Hashingiwe kuri ibi, Abaturage bashobora kwizera gutera imbere
- Amakuru nyayo ku nyandiko zisabwa n'uburyo bwo kubona serivisi mw'Ishuri rikuru ry'ikoranabuhanga rya Tumba. Urugero, ibyangombwa bikeneye kwerekanywa, n'impapuro zigomba kuzuzwa n'umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by'abantu bemerewe kwaka buri serivisi itangwa n'Ishuri rikuru ry'ikoranabuhanga rya Tumba.
- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n'aho babarizwa ndetse n'uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe iyo serivisi cyangwa se uburyo wayihawemo butakunogeye.
- Uko uwukeneye servisi ashobora gutanga inama n'ibitekerezo ku buryo buhoraho hagamijwe guteza imbere no kunoza imitangire ya serivisi mw'Ishuri rikuru ry'Ikoranabuhanga rya Tumba
- Amakuru n'uburyo bwatuma serivisi z'Itangwa n'Ishuri rikuru ry'Ikoranabuhanga rya Tumba zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenere.

Iki Gitabo kirimo serivisi zihabwa abaturage ni igikoresho cyo kugeza amakuru ahagije kandi asobanutse ku bagana serivisi z'itangwa n'Ishuri rikuru ry'ikoranabuhanga rya Tumba, no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'umucyo. Iki Gitabo kizatuma abifuza serivisi z'itangwa n'Ishuri rikuru, bazihabwa mu buryo bwihuse binarandure umuco wo gutinza serivisi byagiye bigaragara mu itangwa rya serivisi mu Nzego za Leta.

Hashingiye ko serivisi zigomba kujyana n'ibyifuzo by'Abaturage, Ishuri rikuru ry'Ikoranabuhanga rya Tumba riyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko Ishuri ry'Ikoranabuhanga rya Tumba risanga ritakora ibi ryonyine, niyo mpamvu risaba Abaturarwanda guhoza ijisho ku bakozi bayo kugira ngo bakorere ibibakwiye, bibereye, kandi bifite ireme no gutanga amakuru asobanutse kuri serivisi bifuzwa no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.

Mu by'ukuri, kugira ngo ishyirwamubikorwa ry'iki gitabo gikubiyemo serivisi rishoboke, Ishuri rikuru ry'ikoranabuhanga rya Tumba ryizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu ryashyizeho uburyo bunoze bwo bwo kugisha inama abagana serivisi zayo:

- Ifishi cyangwa urupapuro byandikwaho ibitekerezo n'inama zitangwa muri buri shami;
- Agasanduku k'ibitekerezo kaboneka aho binjirira;
- Umunsi w'Imurikabikorwa
- Amatsinda ngishwanama ahuriwemo n'Abagana serivisi zitangwa n'Ishuri rikuru ry'Ikoranabuhanga rya Tumba
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi zitangwa n'Ishuri rikuru ry'Ikoranabuhanga rya Tumba
- Gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana Ishuri rikuru ry'Ikoranabuhanga rya Tumba banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanze uko bikwiye. Niyo mpamvu rero Ishuri rikuru ry'Ikoranabuhanga rya Tumba rishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese.

Ishuri rikuru ry'Ikoranabuhanga rya Tumba rizakira ibyo bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. Ririfuza gufatanya mu buryo bunoze n'abayigana mu gukemura ibibazo by'imitangire ya serivisi. Izi ngingo z'ingenzi nizo zizubahirizwa mu gihe cyo gushyira mu bikorwa iki gitabo gikubiyemo serivisi zitangwa n'Ishuri rikuru ry'Ikoranabuhanga rya Tumba

- Gutangiza uburyo buhoraho abasaba serivisi batangamo ibibazo. Uburyo bushoboka buzakoreshwa bugizwe n'urubuga rwa interineti, kohereza ubutumwa bwanditse kuri telefoni, no gukusanya amakuru ku basaba serivisi aho zitangirwa, udusanduku tw'Ibibazo, Iyakure hamwe na telefoni.
- Kugena abashinzwe gukemura ibibazo no kwerekana uburyo bwo gukemura ibibazo imbere hagamijwe gukemura buri kibazo bakiriye.

- Gushyiraho uburyo bugezweho bukoreshwa imbere mu kigo mu gutondeka ibibazo. Ibibazo bishoboka ko byakwandikwa mu buryo busanzwe cyangwa ubushobozi bwaboneka, hagakoreshwa mudasobwa mu buryo butuma ibona igihe nyacyo cyo guhuza imibare.
- Gushyiraho ingengabihe yo gukemura ibibazo, harimo n'igihe cyo kumenya kwakira ibibazo, igihe gikenewe cyo kurangiza iperereza kuri buri rwego, n'igihe cyo kumenyesha abasaba serivisi aho rigeze mw'iterambere.
- Kwemeza uburyo buzakoreshwa mu gihe habayeho kutubahiriza ibipimo mu itangwa rya serivisi.
- Gushyiraho uburyo bwo gukurikirana no kugenzura inzira zo gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe.

Mu rwego rwo gushyigikira guhanahana amakuru, inama no kungurana ibitekerezo ku ishyirwa mu bikorwa ry'iki Gitabo, Ishuri rikuru ry'Ikoranabuhanga rya Tumba riyemeje gukoresha itangazamakuru n'ikoranabuhanga rishya, n'ubundi buryo bugezweho nk'ubutumwa bwanditse kuri telefoni, umurongo wa interineti, n'imirongo nkoranyambaga nka twitter na facebook, n'ibindi binyuranye, cyangwa uruhurirane rw'iyi miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, Ishuri rikuru ry'Ikoranabuhanga rya Tumba riteganya gukoresha ibikoresho tekinike zikurikira mu ishyirwa mu bikorwa ry'iki gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavugaga kuri serivisi bahabwaga;
- Gukurikiza ibyiza byakozwe ahandi;
- Isuzumamikorere;
- Amahugurwa, gucunga no kongera ubumenyi;
- Guha ubushobozi no gutanga uburenganzira ku nzego zo hasi zitanga serivisi;
- Kwihutisha ikemurwa ry'ibibazo byabagejewe;
- Gucunga amakuru.

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na Tumba College of Technology kizagera ku baturage hifashishijwe uburyo bunyuranye bw'itumanaho no guhana amakuru, bityo gitangazwe ku mugaragaro binyujijwe ku rubuga rwa interineti, radio, ibinyamakuru n'izindi nzira zishoboka kugira ngo kigere ku bantu bose. Kubera iyi mpamvu, Ishuri rikuru ry'Ikoranabuhanga rya Tumba rirashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira kuburyo bworoheye umuntu wese wazikenere :

- Serivisi ishinze kwakira abagana Inzego no guhuza amakuru.
- Umunsi w'Imurikabikorwa /Umunsi wo kugaragaza ibyagezweho
- Gutegura no kunyuzwa mu icapiro inyandiko n'ibikoresho byamamaza:
 - Inyandikompine zitandukanye zamamaza,
 - Ibyapa
 - Ibiganira mbwirwa ruhame cyangwa bigenewe abanyamakuru

- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Iburo kikanashyirwa ku rubuga rwa interineti;
- Kubinyuza mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganiro mbwirwa ruhamwe kuri radiyo na televiziyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
 - Gushakisha imiyoboro
 - imbuga za interineti rusange
 - imbuga za interineti ahuriweho n'Inzego zitandukanye
 - urubuga rwa interineti rwihariye
- Ubutumwa bugufi bwanditse buyobora abantu aho bajya bagahabwa serivisi;
- Gukwirakwiza kopi z'nyandiko mu bahagarariye inzego za Leta n'abafatanyabikorwa;
- Amakuru mu binyamakuru;
- Inama n'ibindi bikorwa bigamijwe guteza imbere itangwa rya serivisi.
- Amahugurwa agamije gutanga imirongo migari ku bakozi n'ababahagarariye ku birebana n'itangwa rya serivisi.
- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'Abashakashatsi, Abanyeshuri, Inzego zigenga, Abaterankunga, Imiryango mpuzamahanga, Abaturage, Inzego z'ibanze, n'Abaturarwanda muri rusange.

Ibyo Twiyemeje gukorera abagana serivisi zacu:

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bw'Ishuri bwo kuba indashyikirwa mu guha Abaturage n'abafatanyabikorwa serivisi zinoze kandi mu buryo bwihuse. Ni muri urwo rwego twitangiye kubaha serivisi neza uko bikwiye, mu mutuzo n'umutekano kandi mu bushishozi. Tuzaharanira gutanga serivisi zacu mu bunyangamugayo.

Ibyo dutegereje ku bagana serivisi zacu:

Kugira ngo tubahe serivisi neza, mwadufasha kuzamura imikorere mu buryo bukurikira:

- Gufata neza abakozi b'Ishuri mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivisi mu Nzego z'Uburezi;
- Gutanga inama ku buryo kunoza serivisi zitangirwa mw'Ishuri rikuru ry'Ikoranabuhanga rya
- Guhanahana amakuru ku buryo serivisi zitangwa n'Ishuri rikuru ry'Ikoranabuhanga rya Tumba binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

Tuzakira, twemere kandi tunashakire ibisubizo ibibazo byose twakiriye mu gihe cy'iminsi itatu (3) y'akazi.

Mu gihe ikibazo kizaba gisaba gukorerwa iperereza rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.

1. INTANGIRIRO

Ishuri Rikuru ry'Ikoranabuhanga rya Tumba College of Technology ryashinzwe na Leta y'u Rwanda muri 2007. Rifite icyicaro gikuru mu karere ka Rulindo, Intara y'Amajyaruguru. Intego yaryo yari gutanga ubumenyingiro ku rwego rw'impamyabumenyi y'icyiciro cya mbere cya kaminuza (A1).

2. ICYEREKEZO

Ishuri Rikuru ry'Ikoranabuhanga rya Tumba rifite icyerekezo cyo kuba Ikigo ntangarugero mu Rwanda ndetse no mu karere mu gatanga ubumenyi ngiro bugamije kugira uruhire mw'iterambere ry'ubukungu.

3. INTEGO

Intego y'Ishuri rikuru ry'Ikoranabuhanga rya Tumba n'ugutanga ubumenyi butuma abarirangijemo basohokana ubumenyingiro bukenewe kw'soko ry'umurimo no guteza imbere umuco wo kw'ikorera

4. UBWOKO BWA SERIVISI ZITANGWA N'ISHURI RIKURU RY'IKORANABUHANGA RYA TUMBA.

4.1. Kwemerera no kwandika abanyeshuri

4.1.a Kwemerera no kwandika Abanyeshuri bo mu cyiciro cya ya A1

<p>Serivisi ni iyihe?</p> <p>Nujuje ibisabwa?</p>	<p>Muri Iki gihe Ishuri rikuru ry'Ikoranabuhanga rya Tumba ryigisha amashuri atatu ariyo :</p> <ul style="list-style-type: none"> • Ingufu (Alternative Energy) • Elekitronika n'Itumanaho (Electronics and Telecommunication) • Ikoranabuhanga mw'isakazamakuru (Information Technology) <p>Ishuri ryakira Abanyeshuri barihirwa na Leta, abarihira, cyangwa abarihirwa n'abaterankunga. Inyigisho zitwara imyaka ibiri. Kugirango wemerwe ugomba kuba ufite impamyabushobozi n'amanota abayafatiweho n'urwego rw'igihugu rushunzwe uburezi (Rwanda Education Board) mu mashuri akurikira:</p> <ul style="list-style-type: none"> • Imibare- Ubugeni n'ubumenyibwisi • Imibare – Ubugeni n'ubumenyi bwa za mudasobwa • Amashyanyarazi • Elekitronika n'itumanaho • Ubumenyi bwa za mudasobwa <p>Kubanyeshuri biga birihira amanota fatizo yo kwemerwa agenda ahinduka buri mwaka ariko bagomba kuba barize rimwe mu mashuri yavuzwe haruguru kandi afite nibura hejuru y'amanota 13 mu bizamini bya Leta bisoza amashuri y'isumbuye</p>
<p>Ishami ryo kubarizamo</p>	<p>Ishami rishinzwe Amasomo</p>
<p>Serivisi itangwa ryari?</p>	<p>Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu.</p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Kubanyeshuri bakomeza (Abasanzwe biga bimukira mu mwaka ukurikira) kwiyandikisha bikorwa mu gihe cy'ibyumweru bibiri (2) mbere y'Uko umwaka w'Amashuri utangira.</p> <p>Kubanyeshuri batangira (Abaje kwiyandikisha bwambere) kwiyandikisha bikorwa mu byumweru bibiri (2) bibanza by'ukwezi kwa rindwi buri mwaka.</p>
<p>Ni kihe kiguzi gisabwa kugirango ubone serivisi?</p>	

	Servise	Abatangirirwa na Leta	Abitangirira
	Gusaba umwanya	Ntibibareba	5,000 Rwf
	Amafaranga y'Ishuri		540,000 Rwf
	Amafaranga yo Kwiwandisha	21,000 Rwf	21,000 Rwf
	Ikiguzi cy'Icumbi	25,000 Rwf	25,000 Rwf
	Ikiguzi cy'Ifunguro	18,000 Rwf	18,000 Rwf
	Ikiguzi cy'Ikarita y'Ishuri	2,000 Rwf	2,000 Rwf
	Umusanzu w'umuryango w'Abanyeshuri	2,000 Rwf	2,000 Rwf
	Ubwishingizi bwo kwivuza	3,000 Rwf	3,000 Rwf
	amafaranga y'ingwate kubyangirijwe	30,000 Rwf	30,000 Rwf
	Yose hamwe	101,000 RWF	646,000 Rwf
	<p>Uwakererewe kwiwandikisha atanga amafaranga ibihumbi cuminabitanu by'Amafaranga y'U Rwanda 15000 Rwf Nta kwiwandikisha byemerwa nyuma yo gutangira umwaka w'amashuri.</p>		
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> - icyemezo cya Banki cyerekana ko wishyuye amafaranga yo kwiwandikisha - Kopi y' Indangamuntu - Amafoto ane (4) magufi afotowe vuba - Kopi z'indangamanota z'imyaka 3 ya nyuma (uwa kane, uwa gatanu n'uwa gatandatu) - Kopi ebyiri (2) z'impamyabushobozi ziriho umukono wa Noteri 		

<p>Binyura mu yihe nzira ngo uyihabwe?</p>	<ul style="list-style-type: none"> - Kujya mu biro bishinzwe Amasomo kugirango uhabwe urupapuro rwo kwiyandikisha cyangwa ukaruvana kurubuga rwa inerinet : www.tct.ac.rw - Kuzuza urupapuro rwo kwiyandikisha no kurutanga ruherekewe n'ibindi byangombwa bisabwa mu kwiyandikisha mu biro bishinzwe Ibijyanye n'Amasomo.
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<ul style="list-style-type: none"> - Banki ya Kigali ukishyura kuri konti y'ishuri :0400298765-38 - Inama Nkuru y'Uburezi/ Minisiteri y'Uburezi gutanga agaciro k'impamyabumenyi ku bafite impamyabumenyi zo hanze.
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p>Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyeshya mu nyandiko cyangwa ugahamagara umuyobozi ushinzwe Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinzwe amasomo n'amahugurwa (250) 788 65 1881</p>
<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Amafaranga y'Ubwishingizi ku byangiritse asubizwa umunyeshuri iyo arangije kandi mugihe adafite icyo yangirije Uramutse ukeneye kumenya andi makuru yisumbuyeho wasura urubuga rwa interineti: www.tct.ac.rw</p>
<p>Impapuro zuzuzwa</p>	<p>Impapuro zuzuzwa wazisanga: Mu biro bishinzwe Amasomo cyangwa k'urubuga rwa interinet: www.tct.ac.rw</p>
<p>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</p>	<ul style="list-style-type: none"> • Amabwiriza rusange agenga Amasomo n'imyigire mw'Ishuri rikuru ry'ikorabuhanga rya Tumba • Agatabo kagaragaza imiterere y'Amasomo muri buri gashami

4.1.b Kwemerera no kwandika Abanyeshuri bakurikira amahugurwa y’igihe gito mu gashami ka Tumba k’iKigali

<p>Serivisi ni iyihe?</p> <p>Nujuje ibisabwa?</p>	<p>Agashami k’Ishuri rikuru ry’ikoranabuhanga rya Tumba gatanga amahugurwa y’Igihe gito mu bujyanye :</p> <ol style="list-style-type: none"> 1. Iteranya n’ikoresha rya gahunda za mudasobwa 2. Isanganya butumwa nikoreshwa na mudasobwa-buhuniko 3. Gukora no gukoresha gahunda za mudasobwa 4. Impamyabushobozi za Cisco mwisanganya butumwa n’ikoranabuhanga 														
<p>Ishami ryo kubarizamo</p>	<p>Agashami ka Tumba k’iKigali gashinzwe amahugurwa mw’Ikoranabuhanga</p>														
<p>Serivisi itangwa ryari?</p>	<p>Guhera saa moya za mugitondo kugeza saa kumi n’imwe z’igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu.</p>														
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Kwiyandikisha bikorwa buri nyuma y’amezi atatu (3) kubiga ibihe byose na nyuma y’amazi atandatu (6) kubatiga ibihe byose. Iyo igihe cyo kwiyandikisha cyegereje hatangwa amatangazo kuri radio. Kwiyandikisha bikorwa mu gihe cy’ukwezi kumwe mbere y’itangira ry’amasomo.</p>														
<p>Ni ikihe kiguzi gisabwa kugirango ubone serivisi?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Servisi</th> <th style="width: 50%;">Ikiguzi</th> </tr> </thead> <tbody> <tr> <td>Gusaba umwanya</td> <td>Ntibyishuzwa</td> </tr> <tr> <td>Amafaranga y’Ishuri</td> <td>150,000 Rfw ku masomo y’Iteranya n’ikoresha rya gahunda za mudasobwa, Isanganya butumwa nikoreshwa rya mudasobwa buhuniko Gukora no gukoresha gahunda za mudasobwa kw’isomo rya kane (Impamyabushobozi za Cisco mwisanganya butumwa ni koranabuhanga) Amafaranga y’ishuri ni 260,000 Rwf</td> </tr> <tr> <td>Amafaranga yo Kwiyandisha</td> <td>Ntibyishyurirwa</td> </tr> <tr> <td>Ikiguzi cy’Icumbi</td> <td>Abanyeshuri bose biga bataha</td> </tr> <tr> <td>Ikiguzi cy’Ikarita y’Ishuri</td> <td>Itangwa nta kiguzi</td> </tr> <tr> <td>Amafaranga y’Ibizamini bwa CCNA</td> <td>205,000 Rwf</td> </tr> </tbody> </table>	Servisi	Ikiguzi	Gusaba umwanya	Ntibyishuzwa	Amafaranga y’Ishuri	150,000 Rfw ku masomo y’Iteranya n’ikoresha rya gahunda za mudasobwa, Isanganya butumwa nikoreshwa rya mudasobwa buhuniko Gukora no gukoresha gahunda za mudasobwa kw’isomo rya kane (Impamyabushobozi za Cisco mwisanganya butumwa ni koranabuhanga) Amafaranga y’ishuri ni 260,000 Rwf	Amafaranga yo Kwiyandisha	Ntibyishyurirwa	Ikiguzi cy’Icumbi	Abanyeshuri bose biga bataha	Ikiguzi cy’Ikarita y’Ishuri	Itangwa nta kiguzi	Amafaranga y’Ibizamini bwa CCNA	205,000 Rwf
Servisi	Ikiguzi														
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Ikiguzi cy’Ikarita y’Ishuri	Itangwa nta kiguzi														
Amafaranga y’Ibizamini bwa CCNA	205,000 Rwf														

Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<ul style="list-style-type: none"> - Kopi y'impamyabushobozi y'Amashuri yisumbuye cyangwa kaminuza - kopi y'indangamuntu cyangwa passport - Amafoto 2 magufi afotowe vuba - Urupapuro rwo kwiyandikisha rutangwa n'ubuyobozi bw'Agashami ka Tumba k'i Kigali gashinzwe amahugurwa - icyemezo cya Banki cyerekana ko wishyuye. <p>Urupapuro rwo kwiyandikisha ruboneka kandi kurubuga rwa interinet : www.tct.ac.rw</p>
Binyura muyihe nzira ngo uyihabwe?	<p>Kujya ku gashami k'Ishuri Rikuru ry'Ikoranabuhanga rya Tumba k'I Kigali ugahabwa urupapuro rusaba kw'iga cyangwa ukaruvana k'urubuga rwa interinet : www.tct.ac.rw</p> <p>Kuzuzwa urupapuro rusaba kw'iga no kurutanga ruherekajwe n'Ibyangombwa byavuzwe haruguru</p>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Banki ya Kigali ukishyura kuri konti y'ishuri : 040-0298765-38
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinze Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinze amasomo n'amahugurwa (250) 788 65 1881
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Urupapuro rusaba kwiga
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Impine y'Imiterere y'Amasomo atangwa n'Agashami k'Ishuri ry'Ikoranabuhanga rya Tumba gashinzwe amahugurwa mu bijyanye n'Ikoranabuhanga

4.2. Gusaba Impamyabumenyi, Indangamanota nyuma yo gusoza no gutsinda amasomo yose

Serivisi ni iyihe?	Gusaba Impamyabumenyi, Indangamanota nyuma yo gusoza no gutsinda amasomo yose.
Nujuje ibisabwa?	Umunyeshuri uwariwe wese warangije amasomo kandi watsinze
Ishami ryo kubarizamo	Ishami rishinzwe amasomo
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iby'umweru bibiri (2) nyuma yo gutanga Impamyabushobozi k'umugaragaro.
Ni kihe kiguzi gisabwa kugirango ubone serivisi?	Kopi ya mbere y'Impamyabumenyi itangirwa ubuntu n'aho iyindangamanota igurwa amafaranga ibihumbi bitanu (5000 Rwf)
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Kugira ngo umunyeshuri ahabwe impamyabumenyi asabwa kuzuzwa urupapuro rugaragaza ko ntacyo agomba gitangirwa mw'ishami rishinzwe Uburere bw'Abanyeshuri akomekaho kopi y'ikarita y'ishuri ye. Kugirango umunyeshuri ahabwe indangamanota asabwa amafoto abiri (2) magufi afotowe vuba na kopi y'Ikarita y'Ishuri ye
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibyangombwa bisabwa mu biro bishinzwe gucunga inyandiko z'amasomo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Banki ya Kigali mu kw'ishyura kuri konti y'Ikigo 0400298765-38
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinze Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinze amasomo n'amahugurwa (250) 788 65 1881
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza rusange agenga Amasomo n'imyigire mu Ishuri rikuru ry'Ikoranabuhanga rya Tumba

4.3. Guhagarika amasomo by'Igihe gito

Serivisi ni iyihe? Nujuje ibisabwa?	Gusaba guhagarika amasomo by'igihe gito kubera impamvu z'uburwayi cyangwa indi mpamvu yumvikana
Ishami ryo kubarizamo	Ishami rishinzwe amasomo
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Icyumweru kimwe (1) Gusaba guhagarika amasomo bihagarara nyuma y'amezi abiri (2) umwaka w'amashuri utangiyeye
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Nta kiguzi cyayo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibaruwa ibisaba yandikiwe Umuyobozi Mukuru iherekejwe n'Icyemezo cyatanzwe na muganga wemewe na Leta mu gihe impamvu yaba ari uburwayi Icyemezo cya Banki cyerekana ko uwusaba gusubika amasomo by'igihe gito yishyuye amafaranga yo kwiyandikisha y'umwaka w'Amasomo asaba gusubika
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibyangombwa bisabwa mu ishami rishinzwe amasomo ugategereza iminsi itanu (5) y' Akazi
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?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinze Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinze amasomo n'amahugurwa (250) 788 65 1881
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw .Guhagarika amasomo by'Igihe gito bikorwa rimwe mu mwaka w'Amashuri
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza rusange agenga Amasomo n'imyigire mw'Ishuri rikuru ry'ikorabuhanga rya Tumba

4.4. Gusubukura Amasomo k'umunyeshuri wari warasabye kuyahagarika by'igihe gito

Serivisi ni iyihe?	Gusaba gusubukura Amasomo k'umunyeshuri wari warasabye kuyahagarika by'igihe gito
Nujuje ibisabwa?	
Ishami ryo kubarizamo	Ishami rishinzwe amasomo
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Gusaba gusubukura amasomo bikorwa mu kwezi kumwe (1) mbere y'Itangira ry'umwaka w'Amashuri. Igisubizo gitangwa mu gihe cy'ibyumweru (2) mbere y'Itangira ry'umwaka w'Amashuri
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Nta kiguzi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa yandikiwe Umuyobozi Mukuru isaba gusubukura Amasomo iherekejwe n'ibaruwa imwemerera gusubika Amasomo
Binyura muyihe nzira ngo uyihabwe?	Gutanga Ibyangombwa bisabwa mw'ishami rishinzwe Amasomo Ufata igisubizo ibyumweru bibiri mbere y'itangira ry'amasomo
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?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinzwe Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinzwe amasomo n'amahugurwa (250) 788 65 1881
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Urupapuro rwo kwiwandikisha
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza rusange agenga Amasomo n'imyigire mw'Ishuri rikuru ry'ikoranabuhanga rya Tumba

4.5. Gusaba Ibyemezo bijyanye n'Amasomo

<p>Serivisi ni iyihe?</p> <p>Nujuje ibisabwa?</p>	<p>Gusaba ibyemezo bikurikira :</p> <ul style="list-style-type: none"> - icyemezo kigaragaza ko wize mw'Ishuri ry'Ikoranabuhanga rya Tumba gitangwa kigaragaza ko warangije Amasomo gitangwa mu gihe Impamyabumenyi zitaratangwa kumugaragaro - Ikarita y'Ishuri
Ishami ryo kubarizamo	Ishami rishinzwe amasomo
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Umunsi umwe (1)
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	<ul style="list-style-type: none"> - icyemezo kigaragaza ko wize kandi warangije amasomo (5,000 Rwf) - Ikarita y'Ishuri (2,000 Rwf)
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	<p>Ku cyemezo kigaragaza ko wize kandi watsinze Amasomo usabwa Ibaruwa Isaba yandikiwe Umuyobozi ushinzwe Amasomo iherekejwe n'Icyemezo cya Banki kigaragaza ko wishyuye.</p> <p>Ku ikarita y'Ishuri usabwa kwitwaza amafoto abiri (2) magufi afotowe vuba aherekejwe n'icyemezo cya Banki cyerekana ko wishyuye ku banyeshuri birihira. Ku bafite inguzanyo ya Leta amafaranga akurwa kunguzanyo yabo.</p>
Binyura muyihe nzira ngo uyihabwe?	<p>Gutanga ibyangombwa bisabwa mw'ishami rishinzwe</p> <p>Ugaruka gufata icyemezo umunsi ukurikira</p>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Banki ya Kigali ukishyura kuri konti y'ishuri 0400298765-38
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinzwe Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinzwe amasomo n'amahugurwa (250) 788 65 1881
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza rusange agenga Amasomo n'imyigire mw'Ishuri rikuru ry'ikoranabuhanga rya Tumba

4.6. Gusaba kurenganurwa ku batakoze ibizamini, impapuro z'ibizamini n'amanota y'Ikizamini

Serivisi ni iyihe?	Gusaba kurenganurwa ku batakoze ibizamini, impapuro z'ibizamini n'amanota y'Ikizamini
Nujuje ibisabwa?	
Ishami ryo kubarizamo	Umunyeshuri abaza mu nyandiko mubuyobozi w'Agashami y'igamo, Ubuyobozi bw'Agashami bukohera izo nyandiko mw'ishami rishinzwe Amasomo
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi ibiri (2)
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Nta kiguzi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba yandikirwa yandikiwe umuyobozi w'Agashami iherekezwa na kopi y'Ikarita y'Ishuri
Binyura muyihe nzira ngo uyihabwe?	Wohereza ibaruwa isaba iherekejwe n'ibyangombwa bivuzwe haruguru k'umuyobozi w'Agashami Ugaruka gufata igisubizo nyuma y »iminsi ibiri (2)
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?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinze Amasomo (250) 788767919, iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinze amasomo n'amahugurwa (250) 788 65 1881
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Amabwiriza rusange agenga Ibizamini mw'Ishuri rikuru ry'ikoranabuhanga rya Tumba

4.7. Gucumbikira Abanyeshuri

Serivisi ni iyihe?	Gucumbikira Abanyeshuri biga mw'Ishuri rikuru ry'Ikoranabuhanga rya Tumba
Nujuje ibisabwa?	
Ishami ryo kubarizamo	Ishami rishinzwe Imibereho myiza y'Abanyeshuri
Serivisi itangwa ryari?	Mu ntangiro y'umwaka w'Amashuri
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ibyumweru bibiri (2) mbere y'Itangira ry'Umwaka w'Amashuri
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	2,500 Rwf buri kwezi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa yemerera umunyeshuri kwiga
Binyura muyihe nzira ngo uyihabwe?	Kuzuzura urupapuro rusaba icumbi rutangwa n'ishami rishinzwe buyobozi Imibereho y'Abanyeshuri ruherekejwe n'urwandiko rukwemerera kwiga
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Banki ya Kigali ukishyura kuri konti y'ishuri 0400298765-38
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko cyangwa ugahamagara umuyobozi ushinze Imibereho myiza y'Abanyeshuri (250) 7884128 95 iyo ikibazo kitarangiye ureba umuyobozi mukuru wungirije ushinze Ubutegetsi n'Imari (250) 788 51 7536
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Urupapuro ruhamya ko wemeye icumbi mu kigo ndetse n'urupapuro rusubiza ibikoresho wahawe mu gihe umwaka urangiye
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Amabwiriza rusange agenga imyitwarire y'Abanyeshuri

4.8. Gutegura Amafunguro ku banyeshuri

Serivisi ni iyihe?	Gutegurira Amafunguro ku banyeshuri bacumbikiwe n'Ishuri
Nujuje ibisabwa?	
Ishami ryo kubarizamo	Ishami rishinzwe imibereho myiza y'abanyeshuri
Serivisi itangwa ryari?	Buri muni
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe cyose umaze gufata ifatabuguzi ry'amafunguro cyangwa werekanye icyemezo cy'uko wishyuye amafaranga y'amafunguro Ifatabuguzi aba ar'iry'ukwezi
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	600 Rwf kumafunguro 3 k'umunsi, Ifatabuguzi ku mafunguro y'ukwezi kose ni 18,000 Rwf
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ikarita y'Ishuri. Kubafata inguzanyo ya Leta ibafasha kwiga bagomba kugaragara ku rutonde rutangwa n'Ikigo cy'Igihugu gishinzwe Uburezi mu Rwanda. Ku banyeshuri birihira bagomba gushyikiriza rwiyezamirimo watsindiye imirimo yo gutekera abanyeshuri icyemezo cya Banki kigaragaza ko yishyuye amafaranga y'amafunguro y'Uko kwezi.
Binyura muihe nzira ngo uyihabwe?	Kuzuzura urupapuro rwo gufata amafunguro rutangwa na rwiyezamirimo. Gukura amafaranga y'amafunguro ku nguzanyo yo kwiga. Abarihira bishyura amafaranga y'amafunguro kuri konti ya rwiyezamirimo uba watsindiye imirimo yo gutekera Abanyeshuri.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Rwiyezamirimo uba watsindiye Imirimo yo gutekera Abanyeshuri.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na servise uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha imimirimo yo gutekera Abanyeshuri mu nyandiko, ikibazo kitakemuka ukakigeza k'Ubuyobozi bw'Abanyeshuri cyangwa ugahamagara umuyobozi ushinze Imibereho myiza y'Abanyeshuri (250) 7884128 95
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Urupapuro rw'ifatabuguzi ry'amafunguro
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Amabwiriza rusange agenga imyitwarire y'Abanyeshuri

4.9. Gutanga serivisi z'ubuvuzi n'ubujyanama

Serivisi ni iyihe?	Gutanga serivisi z'ubuvuzi n'ubujyanama mu by'ubuzima kubanyeshuri
Nujuje ibisabwa?	
Ishami ryokubarizamo	Ishami rishinzwe Imibereho myiza y'Abanyeshuri
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Iminsi irindwi mu cyumweru n'igihe cyose hagaragaye ikibazo bitari mu masaha y'Akazi
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Ivuriro rihora rikora igihe cyose
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Umunyeshuri yishyura amafaranga ibihumbi 3,000 Rfw y'ubwishingizi bw'Indwara
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ikarita y'ishuri
Binyura muihe nzira ngo uyihabwe?	Kujya kw'Ivuriro igihe cyose wumva urwaye
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?	Utanyuzwe na serivise uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko umuyobozi ushinze Imibereho myiza y'Abanyeshuri (250) 7884128 95, ikibazo kitakemuka ukakigeza k'Umuyobozi wungirije ushinze Ubtegetsi n'Imari (250) 7885175 36
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ubundi bw'ishingizi bw'indwara nka RAMA, MMI na MIDPLAN nabwo buremewe.
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabwo

4.10. Gusabira no gushyira abanyeshuri mu myanya aho bimenyereza imyuga.

Serivisi ni iyihe?	Gusabira no gushyira abanyeshuri mu myanya aho bimenyereza imyuga.
Nujuje ibisabwa?	
Ishami ryokubaziramo	Service ishinze imikoranye y'Ikigo n'Inganda muri buri gashami
Serivisi itangwa ryari?	Umunyeshuri arangije andi masomo (mu mpera z'umwaka wa kabiri w'Amashuri)
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Amezi abiri (2) mbere y'Itangira rya gahunda yo kwimenyereza umwuga
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Amafanga y'ubwingishingizi atangwa hashingiwe kumabwiriza y'Ikigo umunyeshuri azakorera imenyerezamwuga, Amafanga y'Icumbi, urugendo n'Ifunguro mu gihe umunyeshuri adataha iwabo n'amafanga yo kwandika ibyakozwe mugihe cy'imenyerezamwuga
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isabira umunyeshuri umwanya wo gukora imenyerezamwuga itangwa n'Ubuyobozi bw'Ishuri, igitabo cyo kwandikamo ibyakozwe buri munsu mu gihe cy'imenyerezamwuga
Binyura muyihe nzira ngo uyihabwe?	Uwushinze imikoranye y'Ishuri n'Inganda ategura urutonde rw'Abanyeshuri n'inganda/ibigo byemeye kwakira Abanyeshuri akagaragaza aho buri wese azakorera imenyerezamwuga
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Uruganda/ikigo cyatanze umwanya wo kwimenyereza umwuga kugirango wishyure amafanga y'ubwishingizi.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyeshye mu nyandiko umuyobozi w'Agashami, ikibazo kitakemuka ukakigeza k'Umuyobozi ushinze gahunda z'amasomo (250) 78843 32 82
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw
Impapuro zuzuzwa	Urupapuro rwo kwimenyereza umwuga
Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi	Amabwiriza agenga ukwimenyereza umwuga y'Ishuri rikuru ry'Ikoranabuhanga rya Tumba

4.11. Gutanga serivisi z'impuguke n'amahugurwa mu bijyanye n'ubumenyigiro

<p>Serivisi ni iyihe?</p> <p>Nujuje ibisabwa?</p>	<p>Amahugurwa no gusuzuma bya gihanga ibyerekeranye n'Ingufu zikomoka kubisigazwa by'ibimera, Ingufu z'umwuka zikomoka kubisigazwa by'ibinyabuzima bishobora kubora, Amashyiga azigama ibicanwa, Ingufu zikomoka ku mazi aciriritse, Ingufu zituruka ku mirasire y'izuba</p> <p>Amahugurwa ahabwa umuntu ku giti cye, Amashyiramwe cyangwa Ibigo bya Leta bibyifuza</p>
Ishami ryo kubarizamo	Ishami rishinzwe ubushakashatsi, Interambere no kongera umusaruro
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu (3) nyuma yo kwakira ibaruwa isaba. Ishuri rikuru ryohereza urwandiko rutumira uwasabye kugira ngo umushinga uganirweho birambuye
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Amafanga y'Amahugurwa n'ayicumbi mugihe amahugurwa yabereye I Tumba.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba. Ibindi byangombwa bitegurwa impande zombi zimaze kubiganiraho no kubyumvikanaho
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibaruwa isaba mu bunyamabanga rusange. Iyo ibaruwa igeze mw'ishami ryo kongera umusaruro baraguhamagara
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?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko umuyobozi w'ishami, rishinzwe kongera umusaruro (250) 788 43 11 09, ikibazo kitakemuka ukakigeza k'umuyobozi mukuru (250) 788300375
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw Cyangwa ugahamagara umuyobozi w'ishami rishinzwe ubushakashatsi, iterambere no kongera umusaruro kuri (250) 788431109
Impapuro zuzuzwa	Amasezerano yanditse mu gihe impande zombi zumvikanye k'umurimo yo igiye gukorwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabwo

4.12. Kubaka/ Gukora Imishinga ikoranabuhanga yifashishwa mu buzima bwa buri muni (Utility Projects)

<p>Serivisi ni iyihe?</p> <p>Nujuje ibisabwa?</p>	<p>Kubaka/ Gukora Imishinga yifashishwa mu buzima bwa buri muni urugero : Gutunganya amazi mabi, gukora za telephone, mudasobwa zangiritse, urubugampuzamasangano, utumashini twumisha n’udukata ubwatsi bw’amatugo</p> <p>Umuntu ku giti cye, Amashyiramwe cyangwa Ibigo bya Leta bibyifuza</p>
<p>Ishami ryo kubarizamo</p>	<p>Ishami rishinzwe ubushakashatsi, Interambere no kongera umusaruro</p>
<p>Serivisi itangwa ryari?</p>	<p>Guhera saa moya za mugitondo kugeza saa kumi n’imwe z’igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu</p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Iminsi itatu (3) nyuma yo kwakira ibaruwa isaba. Ishuri rikuru ryohereza urwandiko rutumira uwasabye kugira ngo umushinga uganirweho birambuye</p>
<p>Ni ikihe kiguzi gisabwa kugirango ubone serivisi?</p>	<p>Ikiguzi kirahinduka bitewe n’imiterere y’umushinga cyangwa umurimo ugomba gukorwa</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</p>	<p>Ibaruwa isaba. Ibindi byangombwa bitegurwa impande zombi zimaze kubiganiraho no kubyumvikanaho</p>
<p>Binyura muyihe nzira ngo uyihabwe?</p>	<p>Gutanga ibaruwa isaba mu bunyamabanga rusange. Iyo ibaruwa igeze mw’ishami ryo kongera umusaruro baraguhamagara</p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p>Ntazo</p>
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p>Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n’akarengane wabimenyesha mu nyandiko umuyobozi w’ishami, rishinzwe kongera umusaruro (250) 788 43 11 09, ikibazo kitakemuka ukakigeza k’umuyobozi mukuru (250) 788300375</p>
<p>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p>Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw</p> <p>Cyangwa ugahamagara umuyobozi w’Ishami rishinzwe ubushakashatsi, iterambere no kongera umusaruro kuri (250) 788431109</p>
<p>Impapuro zuzuzwa</p>	<p>Amasezerano yanditse mu gihe impande zombi zumvikanye k’umurimo yo igiye gukorwa</p>
<p>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</p>	<p>Ntabwo</p>

4.13 .Gutunganya no gucunga ibisigazwa bituruka ku myanda

Serivisi ni iyihe? Nujuje ibisabwa?	Gutunganya no gucunga ibisigazwa bituruka ku myanda hubakwa biogazi yaba iyikoreshwa mu ngo cyangwa mu bigo Umuntu ku giti cye, Amashyiramwe cyangwa Ibigo bya Leta bibyifuza
Ishami ryo kubarizamo	Ishami rishinzwe ubushakashatsi, Interambere no kongera umusaruro
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu (3) nyuma yo kwakira ibaruwa isaba. Ishuri rikuru ryohereza urwandiko rutumira uwasabye kugira ngo umushinga uganirweho birambuye
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ikiguzi kirahinduka bitewe n'imiterere n'ingano y'ikigomba gukora
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibaruwa isaba. Ibindi byangombwa bitegurwa impande zombi zimaze kubiganiraho no kubyumvikanaho
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibaruwa isaba mu bunyamabanga rusange. Iyo ibaruwa igeze mw'ishami ryo kongera umusaruro baraguhamagara
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?	Utanyuzwe na servise uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko umuyobozi w'ishami, rishinzwe kongera umusaruro (250) 788 43 11 09, ikibazo kitakemuka ukakigeza k'umuyobozi mukuru (250) 788300375
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineta: www.tct.ac.rw Cyangwa ugahamagara umuyobozi w'Ishami rishinzwe ubushakashatsi, iterambere no kongera umusaruro kuri (250) 788431109
Impapuro zuzuzwa	Amasezerano yanditse mu gihe impande zombi zumvikanye k'umurimo yo igiye gukorwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabwo

4.14. Kubaka urugomero ruciriritse rutanga Amashanyanyarazi

Serivisi ni iyihe? Nujuje ibisabwa?	Kubaka urugomero ruciriritse rutanga Amashanyanyarazi, biogas. Umuntu ku giti cye, Amashyiramwe cyangwa Ibigo bya Leta bibyifuza
Ishami ryo kubarizamo	Ishami rishinzwe ubushakashatsi, Interambere no kongera umusaruro
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu (3) nyuma yo kwakira ibaruwa isaba. Ishuri rikuru ryohereza urwandiko rutumira uwasabye kugira ngo umushinga uganirweho birambuye
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ikiguzi kirahinduka bitewe n'imiterere n'ingano y'ikigomba gukora
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibaruwa isaba. Ibindi byangombwa bitegurwa impande zombi zimaze kubiganiraho no kubyumvikanaho
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibaruwa isaba mu bunyamabanga rusange. Iyo ibaruwa igeze mw'ishami ryo kongera umusaruro baraguhamagara
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?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko umuyobozi w'ishami, rishinzwe kongera umusaruro (250) 788 43 11 09, ikibazo kitakemuka ukakigeza k'umuyobozi mukuru (250) 788300375
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw Cyangwa ugahamagara umuyobozi w'ishami rishinzwe ubushakashatsi, iterambere no kongera umusaruro kuri (250) 788431109
Impapuro zuzuzwa	Amasezerano yanditse mu gihe impande zombi zumvikanye k'umurimo yo igiye gukorwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabwo

4.15. Kwishyuza Imirimo yakorewe Ishuri

Serivisi ni iyihe?	Uburyo bukurikizwa mu Kwishyuza Imirimo yakorewe Ishuri
Nujuje ibisabwa?	
Ishami ryo kubarizamo	Iburo by'umuyobozi wungirije ushinzwe ubutegetsi n'Imari
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu gihe ibikenewe byose byatanzwe n'uwishyuzwa kwishyurwa bikorwa mu gihe kitarenze iminsi itatu (3)
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ntakiguzi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Isabwawishyurwa Kopi y'amasezerano n'icyemezo cy'uko imirimo yarangiye cyangwa ibyangombaga gutangwa byakiriwe n'Ishuri
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibyangombwa byavuzwe haruguru mu bunyamabanga rusange
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?	Utanyuzwe na servise uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko umuyobozi w'ishami, rishinzwe Imari (250) 788 48 25 47, ikibazo kitakemuka ukakigeza k'umuyobozi mukuru wungirije ushinzwe ubutegetsi n'Imari (250) 788517536
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineta: www.tct.ac.rw Cyangwa ugahamagara umuyobozi w'Ishami rishinzwe Imari kuri (250) 788482547
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabyo

4.16. Uburyo bukurikizwa mu gusaba ko Ishuri rigusubiza amafaranga

Serivisi ni iyihe? Nujuje ibisabwa?	Uburyo bukurikizwa mu gusaba ko Ishuri rigusubiza amafaranga
Ishami ryo kubarizamo Serivisi itangwa ryari?	Ibiro by'umuyobozi wungirije ushinzwe ubutegetsi n'Imari Guhera saa moya za mugitondo kugeza saa kumi n'imwe z'igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu gihe ibikenewe byose byatanzwe n'uwusaba gusubizwa amafaranga. Gusubizwa amafaranga bikorwa mu gihe kitarenze Umunsi umwe (1)
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Nta kiguzi
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Icyemezo gitangwa na banki cyerekana ko yishyuye Ikindi cyemezo gishyigikira uko kwishyuzwa
Binyura muyihe nzira ngo uyihabwe?	Gutanga ibyangombwa byavuzwe haruguru mu bunyamabanga rusange Ugaruka inyuma y'amasah make gufata igisubizo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntabwo
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na serivisi uhawe cyangwa uramutse uhuye n'akarengane wabimenyesha mu nyandiko umuyobozi w'ishami, rishinzwe Imari (250) 788 48 25 47, ikibazo kitakemuka ukakigeza k'umuyobozi mukuru wungirije ushinzwe ubutegetsi n'Imari (250) 788517536
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineti: www.tct.ac.rw Cyangwa ugahamagara umuyobozi w'Ishami rishinzwe Imari kuri (250) 788482547
Impapuro zuzuzwa	Ntazo
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Ntabwo

4.17. Gutangaza Amakuru yerekeranye n’amasoko atangwa n’Ishuri

Serivisi ni iyihe?	Gutangaza amakuru yerekeranye n’amasoko atangwa n’Ishuri ku masosiyeti yifuza gupiganira amasoko atangwa n’Ishuri rikuru ry’Ikoranabuhanga rya Tumba.
Nujuje ibisabwa?	Servise ishinzwe Amasoko
Ishami ryo kubarizamo	Servise ishinzwe Amasoko
Serivisi itangwa ryari?	Guhera saa moya za mugitondo kugeza saa kumi n’imwe z’igicamunsi. Kuva kuwa mbere kugeza kuwa gatanu
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Igihe kirahinduka bitewe n’imiterere y’Isoko
Ni ikihe kiguzi gisabwa kugirango ubone serivisi?	Ikiguzi cy’igitabo cy’ipiganwa (amafaranga ijana y’u Rwanda kuri ruri rupapuro)
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?	Ibyangombwa bisabwa hagendewe ku miterere y’isoko. Akenshi hasabwa icyemezo cy’uburuzi, icyemezo kigaragaza ko nta mwenda upiganwa abereyemo ikigo cy’imisoro n’Amahoro. icyemezo kigaragaza ko upiganwa atanga imisanzu y’ubwiteganyirize mu kigo gishinzwe ubwiteganyirize n’ubwishingizi bw’indwara
Binyura muyihe nzira ngo uyihabwe?	Kwishyura amafaranga y’ikiguzi cy’igitabo cy’amabwiriza y’ipiganwa Gutwara icyemezo cya banki cy’uko waguze igitabo cy’ipiganwa muri service ishinzwe Amasoko
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Banki nkuru y’U Rwanda mu kwishyura amafaranga y’igitabo cy’ipiganwa Ikigo cy’Imisoro n’Amahoro Akanama k’ubujurire kigenga gashinzwe gukemura impaka zaturutse ku masoko ya Leta
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe na service uhawe cyangwa uramutse uhuye n’akarengane wabimenyesha mu nyandiko umuyobozi mukuru wungirije ushinzwe ubutegetsi n’Imari (250) 788517536, ikibazo kitakemuka ukakigeza ku kanama k’ubujurire kigenga gashinzwe gukemura impaka zaturutse ku masoko ya Leta. Gusaba kurenganurwa bikorwa mu gihe kitarenze iminsi irindwi (7) ubonye inyandiko y’agateganyo imenyesha uwatsindiye isoko
Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ushatse kumenya andi makuru wasura urubuga rwa interineta: www.tct.ac.rw Cyangwa ugahamagara umukozi ushinzwe Amasoko kuri 0788647217
Impapuro zuzuzwa	Ziratandukanye bitewe n’imiterere y’isoko kandi ziba zagaragajwe mu gitabo cy’amabwiriza y’ipiganwa
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	Itegeko N° 12/2007 ryo kuwa 27/03/2007 rigenga amasoko ya Leta. Amabwiriza ya Minisitiri N° 001/08/10/MIN yo kuwa 16/01/2008 ashiraho amabwiriza agenganga imitunganyirize y’amasoko ya Leta n’ibitabo ngenderwaho.

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
