

REPUBLIC OF RWANDA



Rwanda Demobilization and Reintegration Commission: RDRC

**Igitabo gikubiyemo serivisi zitangwa na Komisiyo
y'Igihugu yo Gusezerera Abasirikare no
Kubasubiza mu Buzima Busanzwe.**

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Ijambo ry'ibanze

Nshimishijwe no kubagezaho igitabo gikubiyemo serivisi zitangwa na Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe.

Iki gitabo kikaba cyarateguwe hashingiwe kuri gahunda ya Leta y'ivugurura ry'Inzego z'Imirimo ya Leta, kikaba kigamije gusubiza ibyifuzo by'Abaturage, gukorera mu mucyo no gukangurira abakozi kwita ku nshingano zabo bubahiriza ibyo bagomba gukorera abaturatione.

Kirerekana kandi inshingano za Komisiyo y'Igihugu yo Gusezerera Abasirikare no Kubasubiza mu Buzima Busanzwe, kikagaragaza serivisi zitangwa n'ibisabwa kugira ngo uhabwe izo serivisi, Urwego cyangwa Ishami rishinzwe gutanga izo serivisi n'ibyangombwa bifasha mu kubona izo serivisi.

Ishyirwaho ry'iki gitabo rirerekana ubushake bwacu bwo kwakira neza abatugana hagamijwe kugirana nabo umushyikirano no guha imbaraga ibijyanye no gutanga serivisi nziza, iki gitabo kandi kigaragaza ibi bikurikira:

1. Isobanurampamvu y'Icyerekezo n'Intego bya Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe byerekana ubushake bwo gutanga serivisi zinogeye abazihabwa kandi bigaragaza: ubunyangamugayo, gushyira mu gaciro, kudatezuka ku nshingano, gukorera mu mucyo, kubazwa ibyo dukora, gukora uko bikwiye kandi dukorera ku gihe.
2. Amakuru arambuye agaragaza serivisi zitangwa na Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe.
3. Abagenerwabikorwa bacu baba abenegihugu cyangwa abandi mu ngeri zitandukanye bahabwa serivisi na Komisiyo y'Igihugu yo Gusezerera Abasirikare no Kubasubiza mu Buzima Busanzwe.
4. Uburyo cyangwa inzira umuntu anyuramo abaza mu gihe adahawe serivisi uko bikwiye nuko abigeraho ahabwa izo serivisi.



**SAYINZOGA Jean,
Perezida wa Komisiyo**

Intangiriro

Komisiyo y'Igihugu yo Gusezerera Abasirikare no Kubasubiza mu Buzima Busanzwe yatangiye ibikorwa mu kwezi kwa Mutarama 1997 nka Komisiyo yigenga ya Leta, ishyirwaho mu buryo bw'amategeko n'iteka rya Perezida No 37/01 ryo kuwa 09/04/2002 nk'uko ryavuguruwe mu itegeko no50/2015 ryo kuwa 14/12/2015 rishyiraho Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe (RDRC) ikanagena inshingano n'imiterere yayo.

Komisiyo yahawe inshingano y'igenamigambi no gushyira mu bikorwa gahunda ya Leta yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe. Komisiyo igizwe n'aba Komiseri batanu (5) harimo Perezida n'Umunyamabanga Mukuru.

Ubunyamabanga bwa tekini bwa Komisiyo buyobowe n'Umuhuzabikorwa wa Porogaramu, bufasha Komisiyo gushyira mu bikorwa gahunda yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe, ifite kandi amashami atanu akurikira: Ishami rishinzwe Ibikorwa (Operations), Ishami rishinzwe Imari (Finance), Ishami rishinzwe Abakozi n'Ubutegetsi (Human Resources and Administration), Ishami rishinzwe Amasoko ya Leta (Procurement) n'Ishami rishinzwe gukurikirana ibikorwa (Monitoring and Evaluation).

Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe (RDRC) ifite umukozi uyihagarariye muri buri Ntara n'Umujyi wa Kigali.

Intego

1. Gusezerera no Gusubiza mu buzima busanzwe Ingabo z'Igihugu (RDF) 22,000 na 12,500 bahoze mu mitwe yitwaje intwaro (ex-Armed Groups) barimo abana 1,250 n'abakuze 11,250.
2. Gufasha abari abasirikare bahoze ari Ingabo za leta mbere ya 1994 (ex-FAR) 1,300 gusubira mu miryango no gusubira mu buzima busanzwe.
3. Gufasha gusubira mu buzima busanzwe mu rwego rw'imibereho n'ubukungu abahoze ari abasirikare bo mu cyiciro cya mbere n'icya kabiri bakigaragara ko batishoboye;
4. Gufasha Igihugu kugabanya umutungo wagenda ku mutekano ugashyirwa mu bikorwa by'iterambere rusange ry'abaturage;
5. Gufasha 5,600 bo mu miryango y'abahoze mu mitwe yitwaje intwaro gusubira mu miryango yabo.

Inshingano za Komisiyo

Kugira uruhare mu kugarura umutekano n'ituze mu Karere k'Ibiyaga bigari by'umwihariko mu Rwanda no Repubulika iharanira Demokarasi ya Congo hashyirwa mu bikorwa gahunda yo kwambura intwari abahoze mu mitwe yitwaje intwari, kubasezerera no kubasubiza mu buzima busanzwe no kugabanya umubare w'abasirikare mu Ngabo z'Igihugu.

Inshingano zihariye

Komisiyo yashyizweho mu buryo bw'amategeko n'iteka rya Perezida No 37/01 ryo kuwa 09/04/2002, nk'uko ryavugururwe mu itegeko no50/2015 ryo kuwa 14/12/2015 rishyiraho Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe (RDRC) ikanagena inshingano n'imiterere yayo inshingano zihariye ni izi zikurikira:

- Kugira inama Leta mu byerekeye politiki yo gusezerera abasirikare no kubasubiza mu buzima busanzwe;
- Gushakisha umutungo no kugenzura ibikorwa by'ubunyamabanga bwa tekini bwa Komisiyo;
- Guhuza ibikorwa by'inzego za Guverinoma n'abandi bakorana na Komisiyo mu byerekeye gahunda yo gusezerera abasirikare no kubasubiza mu buzima busanzwe;
- Gukora ibindi bikorwa bya ngombwa kugira ngo igere ku ntego yayo.

Ingingo zigize ibikorwa bya RDRC na serivisi zitangwa muri buri shami:

Serivisi zitangwa mu Ishami rishinzwe Ibikorwa (Operations)

UBWOKO BWA SERIVISI : Gukangurira no gucyura abari Abasirikare n'abahoze mu mitwe yitwaje intwaro

Serivisi ni iyihe? Nujuje ibisabwa?	<p>Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe igomba gukora ibi bikurikira:</p> <ul style="list-style-type: none">- <i>Kubakangurira hakoreshejwe radiyo, ibinyamakuru byanditse, kubahamagara hakoreshejwe umurongo wa telefoni, n'uburyo bw'ibiganiro hakoreshejwe ikoranabuhanga (Skype) hagati y'abatahutse n'abasubijwe mu buzima busanzwe</i>- <i>Kubakira ku mipaka yose y'Igihugu no gukorerwa isuzuma ry'ibanze ko bujuje ibisabwa biteganywa n'Itegeko.</i>- <i>Kujyanwa mu Kigo cya Mutobo</i>
Ni hehe serivisi itangirwa?	<i>Ishami rishinzwe ibikorwa: ku mipaka yose y'Igihugu</i>
Serivisi itangwa ryari?	<i>Iminsi yose</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ako kanya</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ni Ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Manifesto iturutse muri MONUSCO n'izindi nzego zibifitiye Ububasha</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>- kumenyesha inzego za Komisiyo</i>
Ese hari izindi nzego bisaba kunyuramo? Ni	<ul style="list-style-type: none">- <i>Serivisi ishinzwe Abinjira n'Abasohoka</i>- <i>Ambassadors</i>

izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Iyo utishimiye igisubizo wahawe na serivisi za Komisiyo, ubigeza kuri Perezida wa Komisiyo mu nyandiko cyangwa telefoni</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<ul style="list-style-type: none"> - Gukurikirana Ikiganiro Isange mu banyu kuri Radiyo Rwanda kuwa Kabiri guhera saa kumi n'ebiri n'igice kugeza saa moya z'umugoroba - www.demobrwanda.gov.rw
Hari Impapuro zuzuzwa	<i>Huzuzwa umwirondoro w'ibanze</i>
Inyandiko zindi zikenewe	<i>Ntazo</i>

UBWOKO BWA SERIVISI : Gusezerera abahoze ari Abasirikare

Serivisi ni iyihe? Nujuje ibisabwa?	<p><i>Hashingiwe ku Itegeko no2/2007 ryo ku wa 20/01/2007, nk'uko ryavuguruwe mu itegeko no 50/2015 ryo kuwa 14/12/2015 rishyiraho Komisiyo y'Igihugu yo gusezerera Abasirikare no kubasubiza mu buzima busanzwe (RDRC) ikanagena inshingano n'imiterere yayo ikora ibi bikurikira:</i></p> <ul style="list-style-type: none"> - Gutanga ibikoresho by'ibanze - Guhitamo uwari umusirikare n'ababakomokaho - Kuzuzwa umwirondoro urambuye ugaragaza imibereho y'uwaru umusirikare - Gutanga serivisi z'ubuvuzi bw'ibanze, serivisi z'ubuzima bwo mu mutwe, gutanga ubujyanama no gupima ku bushake agakoko gatera SIDA - Gusuzuma no gushyira mu byiciro by'ubumuga - Gutanga amasomo ajyanye na gahunda zose za Leta, - Gutanga amasomo yihariye ku miryango y'abasezerewe akubiyemo ibijyanye no kwirinda ihohoterwa iryo ari ryo ryose, isanamitima, kwita
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	<p>ku buryo bw'umwihariko abana, imirire n'isuku</p> <ul style="list-style-type: none"> - Guhabwa ibikoresho by'ibanze bizabashoboza gutangira ubuzima bushya - Gusura ibikorwa by'intangarugero - Guhabwa ikarita y'uwasezerewe - Guhabwa irangamuntu y'uwasezerewe n'umukomokaho - Guhabwa amafaranga y'urugendo n'amafaranga y'imperekeza azamufasha kwinjira mu buzima busanzwe
Nihehe serivisi itangirwa ?	<i>Ishami rishinzwe ibikorwa: Ikigo gishinzwe kwakira abatahutse</i>
Serivisi itangwa ryari?	<i>Amezi atatu ku bahoze ari abasirikare, ibyumweru bibiri ku babakomokaho uherye igihe binjiriye mu Kigo</i>
Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Amezi atatu ku bahoze ari abasirikare, ibyumweru bibiri ku babakomokaho uherye igihe binjiriye mu Kigo</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ni Ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ntabyo</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>- Ni ukuba uri mu ngando</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Iyo utishimiye igisubizo wahawe na serivisi za Komisiyo, ubigeza kuri Perezida wa Komisiyo mu nyandiko na telefoni.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo	<i>Ntabyo</i>

serivisi?	
Hari Impapuro zuzuzwa	<i>Kuzuza fishi zabigenewe</i>
Inyandiko zindi zikenewe	Ntazo

UBWOKO BWA SERIVISI : Gusubiza mu buzima busanzwe uwasezerewe mu gisirikare

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<ul style="list-style-type: none"> - Inkunga yo gufasha gukora imishinga ibyara inyungu (RG) - Guhitamo abasezerewe mu girikare batishoboye - Inkunga yo gufasha abatishoboye (VSW): Kwiga imyuga, amashuri asanzwe, guhabwa inkunga yo gukora umushinga ubyara inyungu (IGA) - Guhabwa ibikoresho by'ibanze ku barangije kwiga imyuga - Gukangurira no gufasha amakoperative : amahugurwa, ingendoshuri, gukurikirana no gufasha koperative mu buryo bwo gucunga imari, gutegura amarushanwa no guhamba koperative zabaye indashyikirwa - Gukangurira abasezerewe mu gisirikare kubana neza n'abandi baturage basanze - Ku bufatanye n'inzego z'ibanze, gukangurira abasezerewe mu gisirikare hamwe n'imiryango yabo ibijyanye na gahunda zigezweho za Leta - Gukangurira Abasezerewe ibijyanye no kwirinda no kwipimisha ku bushake agakoko gatera SIDA no kubayobora kugana Ibigo bitanga ubwo bufasha - Gukora ubuvugizi ku bijyanye n'ubuvuzi, icumbi, imirimo,... - Gufasha abatishoboye bageze mu zabukuru n'incike - Kwerekeza ibikorwa bya RDRC mu murongo mugari wa Leta ku bufatanye n'izindi nzego za Leta n'izikorera ku gito cyazo. - Gufasha ibyiciro byihariye ari byo: abagore, abana n'abamugariye ku rugamba <ul style="list-style-type: none"> o Abagore: inkunga y'abatishoboye kuri bose, inkunga yo kwita ku bana,... o Abana: <ul style="list-style-type: none"> ▪ Kwigisha gusoma no kwandika, uburere mboneragihugu, ubumenyi-
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	<p>ngiro, ubuvuzi bw'ibanze, gutanga ubujyanama ku bijyanye n'ubuzima bwo mu mutwe, imikino n'imyidagaduro, gushakisha imiryango, no kubahuza n'imiryango yabo.</p> <ul style="list-style-type: none"> ▪ Kwishyurirwa amashuri asanzwe cyangwa imyuga, gufasha imiryango yabo gukora imishinga ibyara inyungu, gukurikirana imibereho yabo. ○ Abamugariye ku rugamba: Gushyirwa mu byiciro by'ubumuga, kuvuzwa, guhabwa insimburangingo n'inyunganirangingo, guhabwa amacumbi, guhabwa ubujyanama, guhabwa amafaranga yo kubatunga, kwigishwa imyuga hamwe n'abo bashakanye.
Nihehe serivisi itangirwa?	<i>Ishami rishinzwe ibikorwa n'agashami gashinzwe ubuvuzi</i>
Serivisi itangwa ryari?	<i>Igihe cyose ikenewe</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Mu bihe bitandukanye bitewe n'imiterere ya serivisi</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ni Ubuntu</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Ikarita y'uwasezerewe mu gisirikare, icyemezo cyo kutishobora gitangwa n'Umurenge</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>- Ibarura ry'abatishoboye rrikorwa na RDRC ku bufatanye n'inzego z'ibanze</i>

	<ul style="list-style-type: none"> - Kwandikira Perezida wa Komisiyo ibaruwa isobanura impamvu - Kunyuzwa ibaruwa mu bunyamabanga bwa Komisiyo; - Gutegereza guhamagarwa kuri telefone kuza guhabwa igisubizo
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Inzego z'ibanze (Umudugudu, Akagari, Umurenge)</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Iyo utishimiye igisubizo wahawe na serivisi za Komisiyo, ubigeza ku Muyobozi w'Ishami rishinzwe Ibikorwa</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Itegeko no2/2007 ryo ku wa 20/01/2007, riteganya uko uwasezerewe mu gisirikare wamugariye ku rugamba</i> www.demobrwanda.gov.rw
Hari Impapuro zuzuzwa	<i>Impapuro z'isuzuma</i>
Inyandiko zindi zikenewe	www.demobrwanda.gov.rw

UBWOKO BWA SERIVISI : Itangazamakuru

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p>Serivisi zitangwa mu itangazamakuru ni izi zikurikira:</p> <ul style="list-style-type: none"> - Ubukangurambaga ku batarahuka - Kumenyekanisha gahunda za RDRC ku bafatanyabikorwa bayo - Kumenyekanisha ibikorwa by'abagenerwabikorwa binyujijwe kuri radiyo, televiziyo, ikoranabuhanga, ibinyamakuru byanditse n'inama - Ubukangurambaga bwo hanze y'imipaka ku bufatanye na MONUSCO n'indi miryango
<p>Nihehe serivisi itangirwa ?</p>	<p><i>Service ya RDRC inshinzwe itangazamakuru</i></p>
<p>Serivisi itangwa ryari?</p>	<p><i>Iminsi yose</i></p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p><i>Uwo mwanya</i></p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Ni ubuntu</i></p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p><i>Ntabwo</i></p>
<p>Binyura mu zihe nzira kugirango uyihabwe?</p>	<p><i>Nta mwanya ukenewe</i></p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p><i>Ntazo</i></p>
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p><i>Iyo utishimiye igisubizo wahawe na serivisi ibishinzwe, ubigeza Ku Munyamabanga Mukuru wa RDRC</i></p>

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabyo</i>
Hari Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bijyanye n'Amategeko	<i>Igitabo gikubiyemo amabwiriza ku bijyanye n'itangamakuru</i>

UBWOKO BWA SERIVISI : Gukurikirana ibikorwa

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p>Serivisi zitangwa mu buryo bukurikira:</p> <ul style="list-style-type: none"> - Gukusanya amakuru ajyanye n'abagenerwabikorwa n'ibyo agenerwa n'itegeko - Kubika mu buryo bw'ikoranabuhanga amakuru - Gutanga amakuru muri serivisi zitandukanye iyo bikenewe - Gutanga ibyangombwa bitandukanye k'uwasezerewe: Ikarita y'uwasezerewe, impapuro zihesha amafaranga y'imperekeza uwasezerewe, ibaruwa igaragaza ko RDRC izi uwasezerewe mu rwego rwo gushaka akazi. - Gusakaza ibikorwa byagezweho na RDRC binyujijwe mu: raporo y'umwaka, inyigo zitandukanye.
<p>Nihehe serivisi itangirwa?</p>	<p><i>Ishami rishinzwe gukurikirana ibikorwa</i></p>
<p>Serivisi itangwa ryari?</p>	<p><i>Kuva ku wa mbere kugeza ku wa gatanu, guhera saa moya z'igitondo kugeza saa kumi n'imwe z'umugoroba</i></p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p><i>Uwo mwanya</i></p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Ni Ubuntu</i></p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<ul style="list-style-type: none"> - <i>Ikarita yo gusezererwa mu Ngabo</i> - <i>Irangamuntu (mu gihe wataye ikarita)</i>
<p>Binyura mu zihe nzira kugira ngo uyihabwe?</p>	<ul style="list-style-type: none"> - <i>Kubijyanye n'ibyangombwa, ujya ku cyicaro gikuru cya Komisiyo kiri i Kigali cyangwa ku biro by'umukozi wa RDRC ubarizwa ku Ntara n'Umujyi wa Kigali ukareba Umukozi ubishinzwe</i> - <i>Kuwifuza gukoresha amakuru ya RDRC ku bushakashatsi, yandikira Ubuyobozi bwa Komisiyo</i>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni</p>	<p><i>Ntazo</i></p>

izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Iyo utishimiye igisubizo wahawe na serivisi ibishinzwe, ubigeza Ku muyobozi w'ishami rishinzwe gukurikirana ibikorwa cyangwa Umuyobozi umukuriye.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ntabwo</i>
Hari Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bijyanye n'Amategeko	<i>Igitabo kigena uko gahunda yo Gusezerera Abasirikare no Kubasubiza mu Buzima Busanzwe ishyirwa mu bikorwa.</i>

Serivisi zitangwa n'Ishami rishinzwe gutanga Amasoko

Serivisi itangwa: Ipiganwa mu masoko ya Leta

Serivisi ni iyihe? Nujuje ibisabwa?	Hashingiwe ku itegeko n'amabwiriza atangwa n'ikigo cya Leta gishinzwe amasoko ya Leta (RPPA), mu gihe Komisiyo itangaje Amasoko, ubyifuza wese ashobora guhabwa amakuru ajyanye n'amasoko.
Nihehe serivisi itangirwa?	<i>Ishami rishinzwe gutanga amasoko</i>
Serivisi itangwa ryari?	<i>Kuva ku wa mbere kugeza ku wa gatanu, guhera saa moya z'igitondo kugeza saa kumi n'imwe z'umugoroba hatarimo iminsi y'ikiruhuko kigenwa n'itegeko.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Mu minota itarenze icumi. Iyo serivisi yasabwe mu nyandiko, igisubizo cyanditse kiboneka mu minsi itarenze irindwi.</i>

<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Serivisi zigurishwa ni izi zikurikira:</i></p> <ul style="list-style-type: none"> - <i>Igitabo gikubiyemo amabwiriza y'ipiganwa</i> - <i>Izindi nyandiko zerekeranye n'isoko ryatanzwe.</i>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p><i>Utanga resi wishyuriyeho muri Banki mu gihe ari serivisi zishyurwa.</i></p> <p><i>Nta cyangombwa gisabwa igihe ari serivisi zitishyurwa.</i></p>
<p>Binyura mu zihe nzira kugira ngo uyihabwe?</p>	<p><i>Ujya mu ishami rishinzwe gutanga Amasoko</i></p>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p><i>Ujya kwishyura muri Banki Nkuru y'Igihugu cyangwa mu yandi ma banki aho Rwanda Revenue Authority ifite konti.</i></p>
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p><i>Iyo utishimiye igisubizo wahawe na serivisi ibishinzwe, wandikira ubuyobozi bwa RDRC, utanyurwa ukitabaza izindi nzego nk'uko biteganywa n'itegeko rigenga ama soko ya Leta.</i></p>
<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p><i>Ntabwo.</i></p>
<p>Hari Impapuro zuzuzwa</p>	<p><i>Impapuro zuzuzwa n'izagenwe n'ikigo cya Leta gishinzwe amasoko ya Leta (RPPA), ndetse n'izagenwe na Banki y'Isi (WB).</i></p>
<p>Ibyangombwa bijyanye n'Amategeko</p>	<p><i>Amategeko akurikira agenga amasoko ya Leta:</i></p> <ul style="list-style-type: none"> - <i>N° 12/2007 ryo kuwa 27/03/2007,</i> - <i>N° 05/2013 ryo kuwa 13/2/2013,</i> - <i>Iteka ya Minisitiri N° 001/14/10/T ryo kuwa 19/12/2014.</i> - <i>Amabwiriza atangwa na Banki y'Isi,</i> - <i>www.demobrwanda.gov.rw.</i>

1. Serivisi zitangwa n'Ishami rishinzwe Imari

Kwishyura abahaye Komisiyo serivisi

Serivisi itangwa: Kwishyura

Serivisi ni iyihe? Nujuje ibisabwa?	Mu gihe watanze serivisi muri Komisiyo, ugomba kwishyurwa
Nihehe serivisi itangirwa?	Ishami rishinzwe Imari
Serivisi itangwa ryari?	<i>Kuva ku wa mbere kugeza ku wa gatanu, guhera saa moya z'igitondo kugeza saa kumi n'imwe z'umugoroba</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Utegereza iminsi itarenze cumi n'itanu, uhereye umunsi inyemezabuguzi yawe yakiriwe muri Komisiyo.
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntacyo wishyura
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Gutanga Inyemezabuguzi, n'izindi mpapuro zigaragaza ko Komisiyo ariyo yagusabye serivisi watanze.
Binyura mu zihe nzira kugirango uyihabwe?	Dosiye yishyura ishyikirizwa Ibiro bya Komisiyo bishinzwe kwakira abayigana, kopi igashyirwaho kashi yemeza ko yakiriwe, nyuma igashyikirizwa serivisi ishinzwe kwishyura.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Unyura muri banki wifuza ugafunguza Konti, kandi ukanyura mu Kigo cya Leta gushinzwe Imisoro n'amahoro kugira ngo uhabwe nimeru iranga umusoreshwa.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo utishimiye igisubizo wahawe na serivisi ibishinzwe, ubigeza Ku muyobozi w'ishami rishinzwe Imari.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ntabyo
Hari Impapuro zuzuzwa	Ntazo
Ibyangombwa bijyanye n'Amategako	Igitabo kigena uko gahunda yo Gusezerera Abasirikare no Kubasubiza mu Buzima Busanzwe ishyirwa mu bikorwa.

2. Serivisi zitangwa n'Ishami rishinzwe Abakozi n'Ubutegetsu

Serivisi ni iyihe? Nujuje ibisabwa?	<ul style="list-style-type: none"> - Gutanga amakuru yerekeye umwanya w'akazi uri ku isoko. - Abanyeshuri bagiye kurangiza icyiciro cy'amashuri. - Gutanga amakuru yerekeye ubwiteganirize bw'abakozi.
Nihehe serivisi itangirwa ?	Ishami rishinzwe Abakozi n'Ubutegetsu
Serivisi itangwa ryari?	<i>Kuva ku wa mbere kugeza ku wa gatanu, guhera saa moya z'igitondo kugeza saa kumi n'imwe z'umugoroba, hatabariwemo iminsi y'ikiruhuko iteganywa n'itegeko.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Mu gihe cy'iminsi itatu
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntacyo
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibaruwa yandikiwe Perezida wa Komisiyo
Binyura mu zihe nzira kugirango uyihabwe?	Kwandikira ubuyobozi bwa Komisiyo.
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?	<i>Iyo utishimiye igisubizo wahawe na serivisi ibishinzwe, ubigeza kuri Perezida wa Komisiyo.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	www.demobrwananda.gov.rw
Hari Impapuro zuzuzwa	Ntazo
Ibyangombwa bijyanye n'Amategeko	Ntabwo