

REPUBLIKA Y'U RWANDA



MINISITERI Y'UBUTEGETSI BW'IGIHUGU



INYANDIKO NGENDERWAHO MU MITANGIRE YA SERIVISI FATIZO *KU KAGARI K'UMUJYI MUTO*



Supported by



Ijambo ry'Ibanze

Gutanga serivisi zinoze mu Nzego z'Ibanze ni ingenzi mu gushimangira imiyoborere myiza no gushyira mu bikorwa ingamba zikubiye muri gahunda y'imbaturabukungu (EDPRSII). Ibyo bizatuma kandi tugera ku bikubiye mu icyerekezo 2020 u Rwanda rwihaye.

Ndashimira ubushake n'umuhate byaranze abayobozi b'Inzego z'Ibanze mu itegurwa ry'iyi nyandiko ngenderwaho mu mitangire ya serivisi fatizo mu nzego bayobora, kandi ndabashishikariza kuzabyubahiriza nk'uko ari bo babyishyiriyeho.

Nshimishijwe rero no kubagezaho iyi nyandiko igaragaza serivisi fatizo zitangwa n'inzego z'Ibanze mu Rwanda. Ikoze mu buryo bworoshye twizera ko buzafasha koroshya imitangire ya serivisi mu Nzego z'Ibanze.

Leta y'u Rwanda ishishikajwe n'iterambere ndetse n'imitangire ya serivisi zinoze kandi zijyanye n'umwihariko wa buri rwego na buri hantu. Iyi nyandiko irareba by'umwihariko Inzego z'Imitegekere y'Igihugu zegerejwe abaturage zirimo Akarere, Umurenge n'Akagari. Izi nzego ni zo zigira uruhare rw'Ibanze mu gutanga serivisi zinogeye abaturage no mu gushyira mu bikorwa gahunda za Leta uko zakabaye.

Gushyira ku mugaragaro iyi nyandiko ifite imbonerahamwe ya serivisi fatizo ni intambwe ikomeye mu byerekeye kugaragariza abaturage ibakorerwa mu Nzego z'Ibanze. Twizeye ko iyi mbonerahamwe izafasha iza nzego gutanga serivisi zihuse, zinoze kandi, zubahirije igihe giteganywa.

Muri urwo rwego, iyi mbonerahamwe ikubiyemo amakuru yose ajyanye na serivisi zitangwa n'Inzego z'Ibanze. Kuri buri serivisi, igaragaza umukozi uyishinzwe, ibisabwa, ikiguzi, ndetse n'igihe ntarengwa cyo kuba igisubizo cyabonetse. Bityo rero, iki ni igikoresho kiyobora abashinzwe gutanga serivisi mu Nzego z'Ibanze ndetse n'abazisaba.

Twizeye ko kubahiriza ibikubiye muri iyi nyandiko bizarushaho gutuma Inzego z'Ibanze zibasha gutanga serivisi nziza zinogeye abaturage ndetse zikarushaho kubagaragariza ibyo bakorerwa.

Turashishikariza inzego bireba gukurikirana uburyo ibikubiye muri iyi nyandiko byubahirizwa kandi turabasaba gukora ibishoboka byose kugira ngo abaturage babisobanurirwe neza. Ubufatanye hagati y'abayobozi n'abaturage ni bwo buzatugeza ku miyoborere myiza n'iterambere twifuza.

KABONEKA Francis
Minisitiri w'Ubutegesi bw'Igihugu





Ubunyamabanga Nshingwabikorwa

| NO | SERIVISI | IBISABWA | AMAFARANGA YISHYURWA | IGIHE NTARENGWA |
|----|---|---|----------------------|--|
| 1. | GUSABA ICYEMEZO CY'ABASABA URUSHUSHYA RWO KUJYA MU MAHANGA | <p>Ku bantu bakuru</p> <ul style="list-style-type: none"> • Kwishyura amafaranga 1,200 kuri konti y'Akarere • Ifoto imwe y'amabara ifite inyuma h'umweru • Kwerekana Irangamuntu cyangwa icyemezo gitangwa n'Umurenge cy'uko yabuze <p>Ku bana bari muni y'imyaka 16</p> <ul style="list-style-type: none"> • Icyemezo cy'amavuko • Icyemezo cy'uko ababyeyi bashakanye • Kopi y'indagamuntu z'ababyeyi | 1.200 Frw | Uwo muni |
| 2. | KWAKIRA NO GUKEMURIRWA IKIBAZO | <ul style="list-style-type: none"> • Ikibazo kibanza gushyikirizwa Umudugudu • Iyo kidakemutse. Ubuyobozi bw'Umudugudu bwandika uko byagenze mu "ikayi y'Umuturage", bukacyohereza ku Kagari. • Cyakora iyo ari ikibazo cyihutirwa cyangwa kijyanye n'umutekano, Akagari kagikemura ako kanya | Ntayo | Biterwa n'uko ikibazo giteye, iriko iyo bishoboka gikemurwa uwo muni |

Ubunyamabanga Nshingwabikorwa

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|----|---|--|----------------------|--|
| 3. | Gutanga icyemezo gisaba gutererwa kashe mpuruza ku manza za Gacaca | Inyandiko mvugo y'urubanza | Ntayo | Ariko iyo amakuru abonetse, ntibigomba kurenza ibyumweru bibiri (2) |
| 4. | Kurangirizwa urubanza n'izindi mpapuro ziriho kashe mpuruza | Impapuro z'imyanzuro y'urubanza ziriho kashe mpuruza | Ntayo | Imyanzuro y'urubanza imenyeshwa urundi ruhande mu gihe kitarenze icyumweru, igashyirwa mu bikorwa n'Umunyamabanga Nshingwabikorwa w'Akagari mu gihe kitarenze iminsi cumi n'itanu (15) uhereye igihe urundi ruhande rwabimenyesherejwe. Gushyira mu bikorwa imyanzuro y'urubanza ntibishobora kurenza amezi atatu (3). |
| 5. | Icyemezo cy'abashaka kwiyandikisha gusaba indangamuntu bwa mbere | Inyandiko yerekana itariki y'amavuko | Ntayo | Uwo muni |

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|-----|---|--|----------------------|--|
| 6. | Gusaba icyemezo cy'uko umuntu ari ingaragu | <ul style="list-style-type: none"> • Abantu batatu babihamya mu nyandiko imbere y'Umunyamabanga nshingwabikorwa w'Akagari • Ibi kandi bishobora no gukorerwa imbere y'Umuyobozi w'Umudugudu akabisinyira | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 7. | Gushyirwa ku rutonde rw'abatishoboye | Kuba uri mu cyiciro cya mbere cy'Ubudehe. Ku badafite icyiciro, cyangwa bashyizwe mu cyiciro kitari cyo, Inama y'Umudugudu iraterana ikemeza icyiciro cyabo | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 8. | Icyemezo cy'uko umuntu yapfuye | <ul style="list-style-type: none"> • Ikayi y'Umuturage yanditswemo n'Ubuyobozi bw'Umudugudu buhamya ayo makuru; • Inyandiko yo kwa muganga ku muntu utapfiriye mu rugo | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 9. | Gufasha abatishoboye mu buryo butandukanye | Kuba uri mu cyiciro cya mbere cy'Ubudehe | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 10. | Icyemezo cyemerera umuntu kubaka no gusana | <ul style="list-style-type: none"> • Icyemezo cy'ubutaka • Raporo y'Akagari y'isura ry'ikibanza cyangwa inzu igomba gusanwa | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |

Ubunyamabanga Nshingwabikorwa

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|-----|---|--|----------------------|--|
| 11. | Icyemezo cy'uko umuntu yabuze ibyangombwa n'izindi mpapuro | Ikayi y'Umuturage yanditswemo n'Ubuyobozi bw'Umudugudu bubihamya | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 12. | Kumenyesha uwaburanye adahari imyanzuro y'urukiko | Impapuro z'imyanzuro y'urubanza | Ntayo | Mu muni 10 |
| 13. | Gusinyisha inzandiko z'abahamagajwe n'inkiko | Impapuro zitumira kwitaba urukiko | Ntayo | Imuni 8 mbere yo kwitaba mu rukiko |
| 14. | Icyemezo cy'amavuko | <ul style="list-style-type: none"> •Ikayi y'Umuturage yanditsemo amakuru yatanzwe n'Ubuyobozi bw'Umudugudu •Inyandiko ya muganga ku bana batavukiye mu rugo •Icyemezo cy'urukiko ku bana batigeze bandikishwa mu biro by'irangamimerere | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 15. | Icyemezo gihesha icyangombwa cy'umutungo | <ul style="list-style-type: none"> •Ikayi y'Umuturage yanditsemo amakuru yatanzwe n'Ubuyobozi bw'Umudugudu •Indangamuntu | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |

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|-----|--|--|----------------------|--|
| 16. | Icyemezo cy'ubarokotse jenocide | <ul style="list-style-type: none"> Icyemezo cya komite y'abarokotse jenocide mu kagari Indangamuntu | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 17. | Icyemezo cy'irangamimerere nyuma yo gutandukana n'uwo bashakanye | <ul style="list-style-type: none"> Kopi y'Icyangombwa kimuranga (Indangamuntu cyangwa Pasiporo) Kopi y'imyanzuro y'urukiko irebana n'ubutane iriho kashe mpuruza Abantu batatu (3) bahamya mu nyandiko imbere y'Umunyamabanga Nshingwabikorwa ko yongeye cyangwa atongeye gushaka | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 18. | Icyemezo cy'ubupfakazi (attestation de veuvage) | <ul style="list-style-type: none"> Indangamuntu Ikayi y'umuturage yanditsemo amakuru yatanzwe n'ubuyobozi bw'Umudugudu Icyemezo cy'urupfu rw'uwo bari barashakanye Abantu batatu (3) babihamya mu nyandiko imbere y'Umunyamabanga Nshingwabikorwa | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 19. | Icyemezo cy'uko utuye mu kagari | <ul style="list-style-type: none"> Ikayi y'umudugudu itanga amakuru Indangamuntu | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |
| 20. | Icyemezo cy'umwirondoro (attestation d'identite complete) | <ul style="list-style-type: none"> Indangamuntu Ku bafite imyaka 16 batarabona irangamuntu hashingirwa ku ikayi y'umuturage yanditsemo amakuru yatanzwe n'Ubuyobozi bw'Umudugudu | Ntayo | Uwo muni iyo ibisabwa byose byubahirijwe |

Ubunyamabanga Nshingwabikorwa

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|-----|--|---|----------------------|-----------------|
| 21. | ICYEMEZO CY'USABA UBURENGANZIRA BWO KUBAKA MU MUDUGUDU | <ul style="list-style-type: none"> Icyangombwa cy'Ubutaka Kuba aho ushaka kubaka haragenewe umudugudu | Ntayo | Uwo muni |
| 22. | ICYEMEZO CY'UKO UTAFASHE IBYANGOMBWA BY'UBUTAKA BYA BURUNDU | <ul style="list-style-type: none"> Icyemezo cy'agateganyo gihabwa uwabaruriwe ubutaka | Ntayo | Uwo muni |

Icapiro

Byakozwe na

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Imbonerahamwe zihinye za serivisi zateguwe na Minisiteri y'Ubutegetsi bw'Igihugu ku nkunga ya gahunda y'ikigo cy'Ubudajye gitsura amajyambere igamije gushyigikira politiki yo kwegera ubuyobozi abaturage n'imiyoborere myiza (GIZ/Decentralisation and Good Governance Program).