IMBONERAHAMWE YA SERIVISEFATIZO ZITANGWA MU KAGARI

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ISHINGIRO N'IKIGAMIJWE N'IYI NYANDIKO

Iyi nyandiko ishingiye ku ihame ryo gutanga serivisi nziza ku baturage ku rwego rw'Akagari. Akagari ni rumwe mu nzego z'imitegekere y'Igihugu cy'u Rwanda.Inshingano z'Akagari zigenwa n'Itegeko Nº 87/2013 ryo ku wa 11/09/2013 rigena imitunganyirize n'imikorere y'inzego z'imitegekere y'Igihugu zegerejwe abaturage.

Iyi nyandiko izifashishwa nka bumwe mu buryo bwo kunoza imitangire myiza ya serivisi. Izafasha abatanga n'abahabwa serivisi kugira imyumvire imwe ku mitangire inoze ya serivisi. Ibyo bizatuma Abaturage bamenya neza urutonde rwa serivisi bahabwa ku rwego rw'Akagari, aho serivisi itangirwa, n'umukozi cyangwa abakozi babishinzwe, ibyo usaba serivisi agomba kuba yujuje, igihe agomba kuba yayiherewe cyangwa yasubirijwe ibyo yifuza ku buyobozi, n'uburyo yakoresha kugira ngo amenyekanishe ko atishimiye serivisi yahawe.

Guhabwa serivisi nziza kandi ku gihe ni uburenganzira bw'Umuturage igihe yujuje ibisabwa. Akagari kagomba kubahiriza ibikubiye muri iyi nyandiko, guhora gashishikajwe n'uko serivisi zihabwa abaturage zarushaho kunoga no kumenyekanisha impinduka zakozwe kuri iyi nyandiko zigamije korohereza Abaturage guhabwa serivisi.

Iyo utishimiye ubufasha wahawe ushobora kubimenyesha inzego zisumbuye (Umurenge cyangwa Akarere). Hari kandi andi makuru waba ukeneye arenze ibikubiye muri iyi nyandiko, wayabaza ku biro by'Akagari, Umurenge, cyangwa ukayasanga ku rubuga rwa interineti rw'Akarere

SERIVISE ZITANGIRWA KU KAGARI

1. Gusaba icyemezo cy'abasaba urushushya rwo kujya mu mahanga

1) *Uhabwa iyi serivise*	Umuturage wese utuye mu Kagari
2) *Umukozi ubishinzwe*	Umunyabanga nshingwabikorwa w'Akagari
3) *Ibisabwa*	**Ku bantu bakuru** • Kwishyura amafaranga 1,200 kuri konti y'Akarere • Ifoto imwe y'amabara ifite inyuma h'umweru • Kwerekana Irangamumuntu cyangwa icyemezo gitangwa n'Umurenge cy'uko yabuze **Ku bana bari munsi y'imyaka 16** • Icyemezo cy'amavuko • Icyemezo cy'uko ababyeyi bashakanye • Kopi y'indangamuntu z'ababyeyi
4) Inzira binyuramo	• Usaba iyi serivise agamba kuza ku biro by'Akagari mu masaha y'akazi • Icyemezo cyuzurizwa ku biro by'Akagari kigazinywaho n'Umunyamabangan Nshingwabikorwa w'Akagari, • Iyo icyememezo kimaze gusinywa, uwagihawe ahita ajya ku biro bireba abinjira n'abasohoka mu gihugu (Migration Office)
5) *Izindi nzego unyuramo*	Ibiro bishinzwe abinjira n'abasohoka mu gihugu (Migration Office)
6) *Amafaranga yishyurwa*	Kwishyura 1.200 Frw kuri konti y'Akarere
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Iyo ibisabwa byose byuzuye, icyemezo gitangwa uwo munsi.

2. Kwakira no gukemurirwa ikibazo

1) *Uhabwa iyi serivise*	Umuntu wese utuye mu Kagari ufite ikibazo yifuza ko cyakemurwa n'Akagari
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Ikibazo kibanza gushyikirizwa Umudugudu. Iyo kidakemutse, Umudugudu wankika uko byagenze mu Ikayi y'Umudugudu, ukacyohereza ku kagari. Cyakora iyo ari ikibazo cyihutirwa cyangwa kijyanye n'umutekano, Akagari kagikemura ako kanya.
4) Inzira binyuramo	Kuza ku biro by'Akagari witwaje Ikayi y'Umudugudu yanditsemo uko Umudugudu wakemuye icyo kibazo.
5) *Izindi nzego unyuramo*	Umudugudu
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00, n'igihe cyose

	byaba ari mu kaga byihutirwa
8) *Igihe ntarengwa*	Biterwa n'uko ikibazo giteye, iriko iyo bishoboka gikemurwa uwo munsi

3. Gutanga icyemezo gisaba gutererwa kashe mpuruza ku manza za Gacaca

1) *Uhabwa iyi serivise*	Umuntu wese utuye mu Kagari ufite impapuro z'imyanzuro y'urubanza rwaciwe n'Inkiko Gacaca
2) *Umukozi ubishinzwe*	Cell Executive Secretary
3) *Ibisabwa*	Umunyabanga Nshingwabikorwa w'Akagari
4) Inzira binyuramo	Impapuro z'imyanzuro y'urubanza
5) *Izindi nzego unyuramo*	Ntazo
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Uwomunsi

4. Kurangirizwa urubanza n'izindi mpapuro ziriho kashe mpuruza

1) *Uhabwa iyi serivise*	Umuntu wese utuye mu Kagari ufite impapuro z'imyanzuro y'urubanza rwaciwe n'Abunzi cyangwa Inkiko Gacaca ziriho Kashe Mpuruza
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Impapuro z'imyanzuro y'urubanza ziriho kashe mpuruza
4) Inzira binyuramo	Gushyikiriza Umunyabanga Nshingwabikorwa w'Akagari impapuro z'imyanzuro y'urubanza ziriho kashe mpuruza
5) *Izindi nzego unyuramo*	Ntazo
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Imyanzuro y'urubanza imenyeshwa urundi ruhande mu gihe kitarenze icyumweru, igashyirwa mu bikorwa n'Umunyabanga Nshingwabikorwa w'Akagari mu gihe kitarenze iminsi cumi n'itanu (15) kuva ku igihe urundi ruhande rwabimenyesherejwe. Gushyira mu bikorwa imyanzuro y'urubanza ntibishobora kurenza amezi atatu (3).

5. Icyemezo cy'abashaka kwiyandikisha gusaba indangamuntu bwa mbere

1) ***Uhabwa iyi serivise***	Umwenegihugu wese afite imyaka cumi n'itandatu (16) utuye mu Kagari
2) ***Umukozi ubishinzwe***	Umunyabanga Nshingwabikorwa w'Akagari
3) ***Ibisabwa***	Inyandiko yerekana itariki y'amavuko Icyemezo cyatanzwe n'umukuru w'Umudugudu
4) ***Inzira binyuramo***	Umwenegihugu wese ufite imyaka cumi n'itandatu (16) utuye mu Kagari agomba kwiyandikisha kugirango ahabwe

	indangamuntu. Akagari kamuha icyemozo ajyana kwa Noteri ku Murenge. Umurenge umushyira ku rutonde rw'abasaba indangamuntu bwa mbere, nawo ukarutanga kuri NIDA ari nayo imenyesha umunsi wo gufotora. Iyo indangamuntu zibonetse zitangirwa ku murenge.
5) ***Izindi nzego unyuramo***	Ubuyobozi bw'Umudugudu n'Umurenge
6) ***Amafaranga yishyurwa***	Ntayo
7) ***Igihe itangirwa***	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) ***Igihe ntarengwa***	Uwo munsi iyo ibisabwa byose byuzuye

6. Gusaba icyemezo gihesha umuntu kubona icyemezo cy'uko ari ingaragu

1) ***Uhabwa iyi serivise***	Umunto wese utuye mu kagari
2) ***Umukozi ubishinzwe***	Umunyabanga Nshingwabikorwa w'Akagari
3) ***Ibisabwa***	Abagabo batatu babihamya mu nyandiko imbere y' Umunyabanga Nshingwabikorwa w'Akagari. Ibi kandi bishobora no gukorerwa imbere y'Umukuru w'Umudugudu akabisinyira.
4) ***Inzira binyuramo***	Icyemezo cy'Akagari ukijyana ku Murenge kugirango ukorerwe icyemezo cy'uko uri ingaragu
5) ***Izindi nzego unyuramo***	Umudugudu, Umurenge
6) ***Amafaranga yishyurwa***	Ntayo
7) ***Igihe itangirwa***	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) ***Igihe ntarengwa***	Uwo munsi iyo ibisabwa byuzuye

7. Gukora urutonde rw'abatishoboye (gushyirwak'urutonde)

1) ***Uhabwa iyi serivise***	Umuntu wese uri mu cyiciro cya mbere cy'Ubudehe
2) ***Umukozi ubishinzwe***	Umunyabanga Nshingwabikorwa w'Akagari
3) ***Ibisabwa***	Kuba uri mu cyiciro cya mbere cy'Ubudehe. Ku badafite icyiciro, cyangwa bashyizwe mu cyiciro kitari cyo, Inama y'Umudugudu iraterana ikemeza icyiciro cyabo.
4) ***Inzira binyuramo***	Ushaka iyi servise ajya ku Kagari, bakagenzura kuri lisiti z'Ubudehe icyiciro yanditsemo, hanyuma agashyirwa ku rutonde rw'abatishoboye agahabwa icyemezo iyo ari mu cyiciro cya mbere cyangwa icya kabiri.
5) ***Izindi nzego unyuramo***	Komite y'Umudugudu
6) ***Amafaranga yishyurwa***	Ntayo
7) ***Igihe itangirwa***	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) ***Igihe ntarengwa***	Uwo munsi iyo ibisabwa byose byuzuye

8. Icyemezo cyo gusaba icyemezo cy'uko umuntu yapfuye

1) **Uhabwa iyi serivise**	Umuntu utuye mu Kagari ukeneye iki cyemezo
2) **Umukozi ubishinzwe**	Umunyabanga Nshingwabikorwa w'Akagari
3) **Ibisabwa**	Icyemezo cy'Umudugudu
4) **Inzira binyuramo**	Iyo umuntu yaguye mu rugo, Umudugudu wemeza urwo rupfu mu nyandiko. Iyo nyandiko yemezwa n'Akagari ikajyanwa ku Murenge kugirango bahabwe icyemezo.
5) **Izindi nzego unyuramo**	Umudugudu
6) **Amafaranga yishyurwa**	Ntayo
7) **Igihe itangirwa**	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) **Igihe ntarengwa**	Uwo munsi iyo ibisabwa byose byuzuye

9. Gufasha abatishoboye mu buryo butandukanye

1) **Uhabwa iyi serivise**	Umuntu wese uri mu cyiciro cya mbere cy'Ubudehe ufite ikibazo cyihutirwa gikeneye ubufasha
2) **Umukozi ubishinzwe**	Umunyabanga Nshingwabikorwa w'Akagari
3) **Ibisabwa**	Kuba uri mu cyiciro cya mbere n'icya kabiri cy'Ubudehe
4) **Inzira binyuramo**	Ubufasha butangwa mu buryo bwo Kuremera utishoboye, hashakwa inkunga mu baturage (mutiweri, umuganda wo kubaka, etc.) Umudugudu ufasha guhitamo abatishoboye kurusha abandi no gukusanya inkunga.
5) **Izindi nzego unyuramo**	Komite y'Umudugudu
6) **Amafaranga yishyurwa**	Ntayo
7) **Igihe itangirwa**	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) **Igihe ntarengwa**	Biterwa n'uko ikibazo giteye, ariko bishobora gufata ukwezi kumwe iyo ari Kuremera utishoboye. Ku bundi bufasha, ikibazo gishyikirizwa Umurenge uwo munsi.

10. Icyemezo cyemerera umuntu gushaka icyemezo cyo kubaka no gusana

1) **Uhabwa iyi serivise**	Umuntu wese utuye mu Kagari ushaka kubaka cyangwa gusana inzu
2) **Umukozi ubishinzwe**	Umunyabanga Nshingwabikorwa w'Akagari
3) **Ibisabwa**	Icyemezo cy'ubutaka Imyanzuro y'isura ry'ikibanza cyangwa inzu igomba gusanwa
4) **Inzira binyuramo**	Iki cyemezo gitanga ku bibanza cyangwa amazu yo mu midugudu. Icyemezo cyo kubaka cyangwa gusana mu mijyi gitangwa n'ibiro by'ubutaka ku Karere.Ushaka iyi servise ajya ku Kagari agasaba ko ikibanza cyangwa inzu asaba gusana bisurwa. Akagari kemeza muri iryo sura ko aho ashaka kubaka habigenewe cyangwa ko inzu asaba gusana bikenewe koko. Imyanzuro y'isura yomekwa ku cyemezo cyatanzwe, bikajyanwa ku Murenge ari nawo utanga uruhushya rwo kubaka cyangwa gusana.

5) **Izindi nzego unyuramo**	Umurenge
6) **Amafaranga yishyurwa**	Ntayo
7) **Igihe itangirwa**	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) **Igihe ntarengwa**	Icyumweru kimwe harimo no gusura ikibanza cyangwa inzu

11. Icyemezo cy'uko umuntu yabuze ibyangombwa n'izindi mpapuro

1) **Uhabwa iyi serivise**	Umuntu wataye ibyangombwa n'izindi mpapuro
2) **Umukozi ubishinzwe**	Umunyabanga Nshingwabikorwa w'Akagari
3) **Ibisabwa**	Ikayi y'Umudugudu itanga amakuru kuri icyo kibazo
4) **Inzira binyuramo**	Icyemezo gitangwa n'akagari gihita kijyanwa ku biro bya Polisi igakoro Icyemezo cy'uko ibyangombwa cyangwa impapuro zabuze. Hatangwa amafaranga 1,200 kuri kanti ya Rwanda Revenue Authority akerekana gitansi ku biro bya Polisi.
5) **Izindi nzego unyuramo**	Ntazo
6) **Amafaranga yishyurwa**	Ntayo
7) **Igihe itangirwa**	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) **Igihe ntarengwa**	Uwo munsi

12. Kumenyesha uwaburanye adahari imyanzuro y'urukiko

1) *Uhabwa iyi serivise*	Umuntu wese urebwa n'urubanza rwaburanishijwe n'Abunzi adahari
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Impapuro z'imyanzuro y'urubanza
4) *Inzira binyuramo*	Ibi bikorwa iyo urubanza rwaburanishijwe uwo bireba adahari, kandi akaba yarahamagawe n'inteko y'abunzi inshuro ebyiri akanga kwitaba. Amenyeshwa imyanzuro y'urukiko mu minsi 10. Umuyobozi w'akagari amusanga aho atuye agasinyira ko imyanzuro y'urubanza ayibonye, cyangwa umwe mu batuye muri urwo rugo ufite nibura imyaka 18 y'amavuko.
5) *Izindi nzego unyuramo*	Ntazo
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Uwo bireba agomba kubimenyeshwa mu gihe kitarenze iminsi icumi

13. Gusinyisha inzandiko z'abahamagajwe n'inkiko

1) *Uhabwa iyi serivise*	Umuntu wese bireba
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Impapuro zitumira kwitaba urukiko

4) Inzira binyuramo	Umuhesha w'inkiko (umuyobozi w'akagari) niwe ujya gusinyisha uregwa, yamubura agasinyisha umugore/umugabo, cyangwa umwana ufite imyaka 18 cyangwa 21 kuzamura.
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo bireba agomba kubimenyeshwa mu gihe kitarenze iminsi umunani (8)

14. Icyemezo gihesha icyemezo cy'amavuko

1) *Uhabwa iyi serivise*	Umuntu wese utuye mu Kagari ukeneye iki cyemezo
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Icyemezo cy'umudugudu Indangamuntu
4) Inzira binyuramo	Ushaka iki cyemezo ajya ku kagari yitwaje indangamuntu n'icyemezo cy'Umudugudu. Icyemezo uhabwa ukijyana ku murenge.
5) *Izindi nzego unyuramo*	Umudugudu, Umurenge
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Uwo munsi iyo ibisabwa byuzuye

15. Icyemezo gihesha icyangombwa cy'umutungo

1) *Uhabwa iyi serivise*	Umuntu wese utuye mu Kagari ukeneye iki cyemezo
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Icyemezo cy'umudugudu Indangamuntu
4) Inzira binyuramo	Iki cyemezo gitangwa ku mutungo utimukanwa. Ugisaba ajya ku kagari ubwe. Akagari kagenzura ko umutungo ari uwe koko kandi utagurishijwe. Icyemezo cya nyuma ugihabwa n'umurenge.
5) *Izindi nzego unyuramo*	Umudugudu, Umurenge
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Uwo munsi iyo ibisabwa byuzuye

16. Icyemezo cy'uwacitse ku icumu

1) *Uhabwa iyi serivise*	Umuntu wese wacitse ku icumu rya Jenoside yakorewe Abatutsi
2) *Umukozi ubishinzwe*	Umunyabanga Nshingwabikorwa w'Akagari
3) *Ibisabwa*	Icyemezo cy'umudugudu Indangamuntu
4) *Inzira binyuramo*	Komite y'abacitse ku icumu mu kagari yuzuza kandi igasinya icyemezo cyabigenewe, Umunyamabanga Nshingwabikorwa w'Akagari akagisinyaho. Icyemezo ukijyana ku mukozi w'Umurenge ushinzwe imibereho myiza kikemezwa bwa nyuma.
5) *Izindi nzego unyuramo*	Komite y'abacitse ku icumu rya Jenoside yakorewe Abatutsi, Umurenge
6) *Amafaranga yishyurwa*	Ntayo
7) *Igihe itangirwa*	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) *Igihe ntarengwa*	Uwo munsi iyo ibisabwa byuzuye

17. Icyemezo gihesha icyemezo cy'irangamimerere nyuma yo gutandukana n'uwo bashakanye

1) Uhabwa iyi serivise	Umuntu watandukanye n'uwo bashakanye byemewe n'amategeko.
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	- Kopi y'Icyangombwa (e.g. Indangamuntu cyangwa Pasiporo) - Imyanzuro y'urukiko y'ubutane iriho kashe mpuruza - Abagabo 3 bemeza ko yangeye cyangwa atorongera gushaka
4) Inzira binyuramo	Icyemezo uhabwa ukijyana ku murenge
5) Izindi nzego unyuramo	Umudugudu, Umurenge
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsi iyo ibisabwa byose byubahirijwe

18. Icyemezo gihesha icyemezo cy'ubupfakazi (attestation de veuvage)

1) Uhabwa iyi serivise	Umuntu wapfakaye
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	- Indangamuntu - Icyemezo cy'urupfu rw'uwo bashakanye - Icyemezo cy'Umudugudu - Abagabo 3 babyemeza
4) Inzira binyuramo	Icyemezo uhabwa ukijyana ku murenge
5) Izindi nzego unyuramo	Umudugudu, Umurenge
6) Amafaranga yishyurwa	Ntayo

7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsi iyo ibisabwa byose byubahirijwe

19. Icyemezo cy'uko utuye mu kagari

1) Uhabwa iyi serivise	Umuntu utuye mu kagari
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	- Indangamuntu - Icyemezo cy'Umudugudu
4) Inzira binyuramo	Kuza ku kagari witwaje ibisabwa
5) Izindi nzego unyuramo	Umudugudu
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsi iyo ibisabwa byose byubahirijwe

20. Icyemezo gihesha icyemezo cy'umwirondoro (attestation d'identite complete)

1) Uhabwa iyi serivise	Umuntu utuye mu kagari
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	- Indangamuntu - Icyemezo cy'Umudugudu - Ku bafite imyaka 16 batarabona irangamuntu hashingirwa ku ikayi y'umudugudu
4) Inzira binyuramo	Icyemezo uhabwa ukijyana ku murenge
5) Izindi nzego unyuramo	Umudugudu, Umurenge
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsi iyo ibisabwa byose byubahirijwe