

REPUBLIKA Y' U RWANDA



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**ICYEMEZO CY'INAMA NJYANAMA N°..... CYO KUWA 27 MUTARAMA
2013 GISHYIRAHU STANDARD SERVICE CHARTER Y'AKARERE, UMURENGE
N'AKAGARI**

IBIKUBIYEMO

<u>Ingingo ya 1: Standard service charter mu ishami ry'ubutaka n'imiturire.....</u>	<u>5</u>
<u>Ingingo ya 2: Standard service charter mu ishami ry'ibidukikije.....</u>	<u>13</u>
<u>Ingingo ya 3: Standard service charter mu ishami ry'amashyamba.....</u>	<u>16</u>
<u>Ingingo ya 4: Standard service charter mu ishami ry'ibikorwaremezo.....</u>	<u>18</u>
<u>Ingingo ya 5: Standard service charter mu ishami imicungire y'abakozi.....</u>	<u>19</u>
<u>Ingingo ya 6: Standard service charter mu ishami ry'amasoko ya Leta</u>	<u>20</u>
<u>Ingingo ya 7: Standard service charter mu ishami ry'imari.....</u>	<u>22</u>
<u>Ingingo ya 8: Standard service charter mu ishami ry'ubugenzuzi bwite bw'Akarere.....</u>	<u>24</u>
<u>Ingingo ya 9: Standard service charter mu ishami ry'ubugenzuzi bw'umurimo.....</u>	<u>26</u>
<u>Ingingo ya 10: Standard service charter mu ishami ry'amategeko na notariya</u>	<u>27</u>
<u>Ingingo ya 11: Standard service charter mu ishami ry'amakoperative n'ishoramari</u>	<u>29</u>
<u>Ingingo ya 12: Standard service charter mu ishami ry'uburezi.....</u>	<u>30</u>
<u>Ingingo ya 13: Standard service charter y'umunyamabanga Nshingwabikorwa w'Umurenge.....</u>	<u>31</u>
<u>Ingingo ya 14: Standard service charter mu ishami ry'ubuhinzi n'ubworozi</u>	<u>31</u>
<u>Ingingo ya 15: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'Umurenge/ushinzwe ibibazo by'abaturage na notariya.....</u>	<u>32</u>
<u>GUSABA ICYEMEZO CY'UKO URI INGARAGU.....</u>	<u>32</u>
<u>KWANDUKUZA UMUNTU WAPFUYE.....</u>	<u>34</u>
<u>ABASHAKA GUSHYINGIRWA BYEMEWE</u>	<u>N'AMATEGEKO.....</u>
<u>ICYEMEZO CYO KUBA UMUBYEYI W'UMWANA UTABYAYE.....</u>	<u>36</u>
<u>ICYEMEZO CYO KWEMERA UMWANA (RECONNAISSANCE).....</u>	<u>36</u>
<u>ICYEMEZO CY'UBWENEGIHUGU/NATIONALITE.....</u>	<u>37</u>
<u>INYANDIKO Y'URUPFU.....</u>	<u>37</u>
<u>ICYEMEZO CYO KUZUNGURA/SUCCESSION.....</u>	<u>37</u>
<u>GUSABA INYANDIKO Y'UBUSHYINGIRWE.....</u>	<u>38</u>

<u>GUSABA ICYEMEZO CYO KUBA UMUBYEYI W'UMWANA UTABYAYE.....</u>	<u>38</u>
<u>GUSABA ICYEMEZO CYO KWANDUKUZA.....</u>	<u>39</u>
<u>Ingingo ya 16: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'umurenge n'ushinzwe imibereho myiza y'abaturage.....</u>	<u>40</u>
<u>Ingingo ya 17: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'umurenge n'agronome +veternaire.....</u>	<u>42</u>
<u>GUPIMA NO KUGURISHA INYAMA</u>	<u>42</u>
<u>URUHUSHYA RWO GUTWARA IBIKOMOKA KU BITI.....</u>	<u>46</u>
<u>Ingingo ya 18: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'umurenge/ umunyamabanga ncungamutungo.....</u>	<u>48</u>
<u>Ingingo ya 19. Standard service charter ya serivisi zihabwa abaturage ku rwego rw'Akagari.....</u>	<u>50</u>
<u>GUSABA ICYEMEZO CY'UBUGUZI.....</u>	<u>51</u>
<u>KURANGIRIZWA URUBANZA N'IZINDI NYANDIKO ZIRIHO KASHA MPURUZA.....</u>	<u>52</u>
<u>GUSABA ICYEMEZO GISIMBURA INDANGAMUNTU BY'AGATEGANYO.....</u>	<u>52</u>
<u>GUSABA ICYEMEZO GIHESHA UMUNTU KUBONA ICYEMEZO CY'UKO ARI INGARAGU.....</u>	<u>52</u>
<u>GUSABA ICYEMEZO GIHESHA UMUNTU ICYEMEZO CY'INGWATE.....</u>	<u>53</u>
<u>Ingingo ya 20: Ingingo zisoza.....</u>	<u>54</u>

IRIBURIRO

Abagize Inama Njyanama y'Akarere ka Gisagara mu nama yabo yo kuwa 27/01/2013 bashingiye ku Iteka rya Perezida n°02/01 ryo kuwa 28/01/2006 rigena abakozi ba Leta bakora imirimo ya noteri, icyicaro n'ifasi by'ibiro bya Noteri mu ngingo ya 8;

Bashingiye ku mabwiriza ya Minisitiri w'Intebe n°001/03.0 ryo kuwa 14/04/2010 ryerekeye ishyirwa mu bikorwa ry'amabwiriza agenga itangwa ry'ibyemezo byo gucunga no kubona ubutaka cyane cyane mu ngingo yayo ya 2 n'ya 4;

Bashingiye ku Iteka rya Minisitiri n°005/Minifom ryo kuwa 14/09/2010 rigena uburyo bwo kwaka impushya, ibisabwa, urutonde rw'ibinyabutaka n'uburyo imbago zishyirwaho mu bucukuzi bw'amabuye y'agaciro na Kariyeri mu ngingo ya 7

Bashingiye ku ibaruwa n°1888.07.01 ya Nyakubahwa Minisitiri w'Ubutegetsi bw'Igihugu yohereza Standard Service Charter z'inzego z'ibanze;

Bashingiye ku nshingano za buri mu kozi zigaragara mu mbonerahamwe y'imyanya y'imirimo yo mu Kwakira 2009,

Bamaze kubona ko gutanga service nziza kandi yihuse ari inkingi y'Imiyoborere Myiza iganisha ku Iterambere no ku mibereho myiza y'abaturage mu buryo burambye,

Bashyizeho amabwiriza ya standard service charter mu nzego z'imirimo zo mu butegetsi bwite bwa Leta mu Karere ka Gisagara ku buryo bukurikira:

Ingingo ya 1: Standard service charter mu ishami ry'ubutaka n'imiturire

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	KUGABANYAMO IBICE IKIBANZA/ISAMBU	<p>-Kwandikira ubuyobozi bw'Akarere usaba ko ikibanza/isambu kigabanywamo ibice</p> <p>-Kuba nyir'ubutaka yiyiziye cyangwa ahagarariwe n'uwabiherewe ububasha cyangwa icyemezo cy'urukiko</p> <p>-Kopi y'ibiranga nyir'ubutaka</p> <p>-Icyemezo cy'uko washyingiwe/Icyemezo cy'uko uri ingaragu</p> <p>-Inyandiko isaba iriho umukono wa nyir'ubutaka (ba nyir'ubutaka) isobanura impamvu yo kugabanyamo ubutaka</p> <p>-Amasezerano y'ubukode burambye y'ubutaka busabirwa kugabanyamo ibice</p> <p>-Icyemezo cy'iyandikisha ry'ubukode bw'igihe kirekire bw'ubutaka busabirwa kugabanyamo ibice</p> <p>-Impapurompamo z'umutungo bwite w'ubutaka (titre de propriété) busabirwa kugabanyamo ibice</p> <p>-Igishushanyo cyerekana ingano y'ubutaka busabirwa kugabanyamo ibice</p>	Iminsi 15 y'akazi mu gihe ibisabwa byujujwe	<p>-Umukozi ushinze gupima ubutaka (Land Survey and GIS)</p> <p>-Umuyobozi w'ibiro by'Ubutaka (Land Bureau Officer)</p>	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		-Ibipimo (<i>Fiches Cadastrales</i>) byemejwe bya buri igice cy'ubutaka busabirwa kugabanyamo ibice			
2	IHEREREKANYA RY'UBURENGANZIRA K'UBUTAKA RISHINGIYE KU BUGURE	<p>-Kwandikira ubuyobozi bw'Akarere</p> <p>-Kuba nyir'ubutaka yiyiziye cyangwa ahagarariwe n'uwabihereye ububasha cyangwa icyemezo cy'urukiko</p> <p>-Kopi y'ibiranga abarebwa n'iherekanya (abaguze n'abagurishije)</p> <p>-Icyemezo cy'uko washyingiwe/Icyemezo cy'uko uri ingaragu cy'uwaguze</p> <p>-Inyandiko isaba iherekanya ry'uburenganzira k'ubutaka iriho umukono w'uwagurishije/abagurishije</p> <p>-Amasezerano y'iherekanya ry'uburenganzira k'ubutaka yakorewe imbere ya noteri w'ubutaka ariho imikono y'impande zombi</p> <p>-Amasezerano y'ubukode burambye y'ubutaka bwagurishijwe</p> <p>-Icyemezo cy'iyandikisha ry'ubukode bw'igihe kirekire cy'ubutaka bwagurishijwe</p> <p>-Impapurompamo z'umutungo bwite</p>	Iminsi 15 y'akazi mu gihe ibisabwa byujujwe	-Umuyobozi w'ibiro by'ubutaka (Land Bureau Officer)	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<p>w'ubutaka (Titre de Propriété) bwagurishijwe</p> <p>-Igishushanyo cyerekana ingano y'ubutaka bwagurishijwe</p>			
3	<p>IHEREREKANYA RY'UBURENGANZIRA K'UBUTAKA RISHINGIYE KU IZUNGURA</p>	<p>-Kwandikira ubuyobozi bw'Akarere</p> <p>-Kuba nyir'ubutaka yiyiziye cyangwa ahagarariwe n'uwabiherewe ububasha cyangwa icyemezo cy'urukiko</p> <p>-Kopi y'ibiranga usaba (abasaba) ihererekanya</p> <p>-Icyemezo cy'uko washyingiwe/Icyemezo cy'uko uri ingaragu cy'umuzungura/abazungura n'ibibaranga (Indangamuntu/Pasiporo)</p> <p>-Inyandiko y'umurage yakorewe imbere ya noteri (Authentic Will) cyangwa icyemezo cy'urukiko cyemeza abazungura n'uburenganzira bafite k'ubutaka (giherekejwe n' Inyandikomvugo y'irangizarubanza)</p> <p>-Amasezerano y'ubukode burambye y'ubutaka busabirwa izungura</p> <p>-Icyemezo cy'iyandikisha ry'ubukode</p>	<p>Iminsi 15 y'akazi mu gihe ibisabwa byose byujijwe</p>	<p>Umukozi ushinzwe gupima ubutaka (Land Survey and GIS)</p> <p>-Umuyobozi w'ibiro by'Ubutaka (Land Bureau Officer</p>	<p>Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere</p>

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<p>bw'igihe kirekire cy'ubutaka busabirwa izungura</p> <p>-Impapuompamo z'umutungo bwite (titre de propriété) w'ubutaka busabirwa izungura</p> <p>-Igishushanyo cyerekana ingano y'ubutaka busabirwa izungura</p>			
4	<p>GUHEREREKANYA UBURENGANZIRA K'UBUTAKA KUBERA IGURANA RY'UBUTAKA</p>	<p>- Kwandikira ubuyobozi bw'Akarere</p> <p>Kuba impande zombi zihari cyangwa zihagarariwe n'ababihereye ububasha cyangwa icyemezo cy'urukiko</p> <p>-Kopi y'ibiranga impande zombi</p> <p>-Amasezerano y'iherekanya yashyizweho umukono n'impande zombi kandi ariho umukono wa Noteri w'ubutaka</p> <p>-Amasezerano y'ubukode burambye y'ibibanza/amasambu yombi asabirwa guhinduranywa</p> <p>-Ibyemezo by'iyandikisha ry'ubukode burambye by'ibibanza/amasambu yombi asabirwa guhinduranywa</p> <p>-Impapuompamo z'umutungo bwite w'ubutaka (titre de propriété) y'ibibanza byombi busabirwa guhinduranywa</p>	<p>Iminsi y'akazi 15 mu gihe ibisabwa byose byujujwe</p>	<p>Umukozi ushinzwe gupima ubutaka (Land Survey and GIS)</p> <p>-Umuyobozi w'ibiro by'Ubutaka (Land Bureau Officer)</p>	<p>Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere</p>

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		-Ibishushanyo byerekana ingano y'ubutaka busabirwa guhinduranywa			
5	IHEREREKANYA RY'UBURENGANZIRA K'UBUTAKA KUBERA IYIMURWA KU MPAMVU Z'INYUNGU RUSANGE	<p>-Ibaruwa y'uwigimura</p> <p>-Ibiranga umuntu uhabwa ubutaka (beneficiary)</p> <p>-Icyemezo cyo kwimura n'icyemezo kigaragaza kwishyura indishyi. Iki cyemezo gishobora kugaragaza ko indishyi ikwiye yemewe cyangwa ko itemewe.</p> <p>-Amasezerano y'ubukode burambye y'ubutaka burebwa n'iyimurwa kubera inyungu rusange</p> <p>-Icyemezo cy'iyandikisha ry'ubukode bw'igihe kirekire cy'ubutaka burebwa n'iyimurwa kubera inyungu rusange</p> <p>-Impapurompamo z'umutungo bwite w'ubutaka (Titre de propriete) burebwa n'iyimurwa kubera inyungu rusange</p> <p>-Igishushanyo cyerekana ingano y'ubutaka burebwa n'iyimurwa kubera inyungu rusange</p>	Iminsi 15 y'akazi mu gihe ibisabwa byose byujijwe	<p>Umukozi ushinzwe gupima ubutaka (Land Survey and GIS)</p> <p>-Umuyobozi w'ibiro by'Ubutaka (Land Bureau Officer)</p>	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
6	IHEREREKANYA RY'UBURENGANZIRA K'UBUTAKA RISHINGIYE KU MPANO	<p>Kwandikira ubuyobozi bw'Akarere</p> <p>-Kuba nyir'ubutaka yiyiziye cyangwa ahagarariwe n'uwabiherewe ububasha cyangwa icyemezo cy'urukiko</p> <p>-Kopi y'ibiranga uwatanze</p> <p>-Icyemezo cy'uko washyingiwe/Icyemezo cy'uko uri ingaragu cy'uwahawe impano</p> <p>-Inyandiko yemera impano n'ibiranga uwahawe impano</p> <p>-Amasezerano y'impano yakorewe imbere ya noteri yashyizweho umukono n'uwatanze</p> <p>-Amasezerano y'ubukode burambye y'ubutaka butanzwe</p> <p>-Icyemezo cy'iyandikisha ry'ubukode bw'igihe kirekire cy'ubutaka butanzwe</p> <p>-Impapururompamo z'umutungo bwite w'ubutaka butanzwe</p> <p>-Igishushanyo cyerekana ingano y'ubutaka butanzwe</p>	Iminsi y'akazi 15 mu gihe ibisabwa byose byujujwe	<p>Umukozi ushinzwe gupima ubutaka (Land Survey and GIS)</p> <p>-Umuyobozi w'ibiro by'Ubutaka (Land Bureau Officer)</p>	<p>Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere</p>

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7	IHEREREKANYA RY'UBURENGANZIRA K'UBUTAKA RISHINGIYE KU BUGURE MURI CYAMUNARA	<p>Kwandikira ubuyobozi bw'Akarere</p> <p>-Kuba nyir'ubutaka yiyiziye cyangwa ahagarariwe n'uwabihereye ububasha cyangwa icyemezo cy'urukiko</p> <p>-Kopi y'ibiranga uwaguze/abaguze muri cyamunara</p> <p>-Icyemezo cy'urukiko n'inyandiko mvugo ya cyamurana cyangwa</p> <p>-Icyemezo cyo kwegukana Ingwate gitangwa n'Umwanditsi Mukuru muri RDB</p> <p>-Icyemezo cy'uko washyingiwe/Icyemezo cy'uko uri ingaragu cy'uwaguze</p>	Iminsi y'akazi 15 mu gihe ibisabwa byose byujujwe	<p>Umukozi ushinzwe gupima ubutaka (Land Survey and GIS)</p> <p>-Umuyobozi w'ibiro by'Ubutaka (Land Bureau Officer)</p>	<p>Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere</p>
8	IBYANGOMBWA BYO KUBAKA	<p>-Ibaruwa isaba yandikiwe umuyobozi w'Akarere igaragaza imiterere y'ubwoko bw'inzu igomba kubakwa, yometsweho.</p> <p>-Fotokopi y'icyemezo cy'ubutaka y'ahazubakwa yanditseho usaba uburenganzira bwo kubaka</p> <p>-Kopi eshatu y'igishushanyo cy'inyubako</p>	Mu minsi 7 y'akazi	Ushinzwe Imiturire	<p>Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere</p>

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<p>-Inyemezabwishyu yishyuriweho amafaranga abarwa hakurikije ingano ya plan y'inzu. Ayo mafaranga yishyurwa kuri compte recettes nshya ya BPR Gisagara ariyo 461-3278290-11</p> <p>-Amasezerano yo gukodesha ubutaka igihe kirekire</p> <p>-Kopi eshatu z'inyandiko yerekana amafaranga ateganywa gukoreshwa mu kubaka hamwe n'inyandiko yerekana ibikoresho byose bizakoreshwa mu bwubatsi</p>			
9	ICYANGOMBWA CYO GUSANA	<p>-Ibaruwa isaba yandikiwe umuyobozi w'Akarere</p> <p>-Fotokopi y'icyemezo cy'ubutaka y'ahaherereye inzu isabirwa gusana</p> <p>-Igishushanyo cy'inzu isabirwa gusanwa</p> <p>-Inyemezabwishyu yishyurwaho amafaranga 5000 frws kuri compte recette nshya ya BPR Gisagara ariyo 461-3278290-11</p>	Iminsi itatu y'akazi	Ushinzwe Imiturire	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

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10	GUSABA URUHUSHYA RWO GUKORERA MU NYUBAKO	-Kwandikira ubuyobozi bw'Akarere -Inyemezabwishyu yishyuriweho amafaranga 20000 frws -Raporo y'igenzura ryakozwe n'umukozi ushinzwe Imiturire	Iminsi 21 y'akazi	Ushinzwe Imiturire	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 2: Standard service charter mu ishami ry'ibidukikije

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	KWAKIRA NO KUGEZA AMAFISHI ASABA INKUNGA MURI EWSA ABIFUZA KUBAKA IKIGEGA CYA BIOGAZ	<ul style="list-style-type: none"> Ifishi igaragaza umwirondoro w'usaba n'umukono we, umukono w'umuyobozi w'umurenge na kashi Ubuyobozi bw'Akarere bwandikira EWSA buyigezaho urutonde n'ifishi z'abasabirwa kubakirwa biogaz 	Iminsi ibiri y'akazi	Ushinzwe Ibidukikije	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
	URUHUSHYA RWO GUCUKURA KARIYERI K'UBUSO BURI HEJURU YA HA 1	<ul style="list-style-type: none"> Ibaruwa ibisaba yandikiwe umuyobozi w'Akarere, ifite umugereka ugaragaza umwirondoro we Ikarita yerekana imiterere y'ahazacukurwa 	Iminsi itanu y'akazi	Ushinzwe Ibidukikije	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<ul style="list-style-type: none"> • Inyandiko isobanura imiterere y'umushinga • icyemezo cy'uko ikigo/Umuntu bazacukura cyemewe/yemewe na RDB • Inyemezabwishyu y'amafaranga 10000 y'ishyuwe kuri konti y'Akarere y'uruhushya rwo gucukura • Photocopie y'Irangamuntu 			cyangwa kwandikira umuyobozi w'Akarere
	URUHUSHYA RWO GUCUKURA AMABUYE Y'AGACIRO	<ul style="list-style-type: none"> • Ibaruwa ibisaba yandikiwe umuyobozi w'Akarere, ifite umugereka ugaragaza umwirondoro we • Ikarita yerekana imiterere y'ahazacukurwa • Inyandiko isobanura imiterere y'umushinga • icyemezo cy'uko ikigo/Umuntu bazacukura cyemewe/yemewe na RDB • Inyemezabwishyu y'amafaranga 10000 y'ishyuwe kuri konti y'Akarere y'uruhushya rwo gucukura • Photocopie y'Irangamuntu • icyemezo cya RDB kigaragaza ko imirimo y'ubucukuzi itazagira ingaruka ku bidukikije • Kwandikira Minisiteri y'Umutungo 	<p>Mu minsi itanu y'akazi Akarere kaba kagejeje dosiye muri Minisiteri;</p> <p>Mu minsi 30, Minisiteri iba ihaye Akarere igisubizo</p>	Umukozi ushinzwe ibidukikije	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		Kamere asabirwa uburenganzira bwo gucukura			

Ingingo ya 3: Standard service charter mu ishami ry'amashyamba

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUTANGA IMPUSHYA ZO GUSARURA AMASHYAMBA	<ul style="list-style-type: none"> • Kugeza ku Karere ibyangombwa byatanzwe n'inzego z'ibanze (Inyandiko yanditswe n'Umudugudu yasinweho n'akagari igararagaza ko ishyamba ari iryawe cyangwa amasezerano y'ubugure yemejwe n'ubuyobozi bw'Akagari) buri wa Kabiri na buri wa Kane w'icyumweru • Inyemezabwishyu ya 1% y'agaciro k'ibisarurwa yishyuwe kuri konti y'ikigega cy'amashyamba iri muri BNR no Banki z'Abaturage; • Inyandikomvuko y'isura y'umukangurambaga w'amashyamba ku Murenge; • Bordereau yishyuriweho i patente y'amafaranga 20,000 kuri konti y'Akarere 	Nyuma y'Iminsi ibiri y'akazi.	UMUKOZI USHINZWE AMASHYAMBA MU KARERE	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	IMPUSHYA ZO GUTWARA KU IBIKOMOKA MASHYAMBA	<ul style="list-style-type: none"> • icyemezo cy'umwimerere cyo gusarura yahawe. • Inyemezabwishyu z'amafaranga 5000 yishyuwe kuri konti y'Akarere • Inyemezabwishyu y'amafaranga 2000 yishyuwe kuri konti 	Nyuma y'Iminsi ibiri y'akazi. Dosiye zisaba impushya zakirwa kuwa kabiri no kuwa kane.	UMUKOZI USHINZWE AMASHYAMBA MU KARERE	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<p>y'Ikigega cy'amashyamba iri muri BNR no muri Banki z'abaturage.</p> <ul style="list-style-type: none"> Ibyemezo bigezwa ku Karere buri wa Kabiri na buri wa Kane w'icyumweru 			umuyobozi w'Akarere
3	GUTANGA IBYEMEZO BYO GUCURUZA IBIKOMOKA KU MASHYAMBA	<ul style="list-style-type: none"> Ibyemezo by'umwimerere byo gusarura wahawe cyangwa kopi z'ibyemezo byo gutwara by'abakuzanira ibikomoka ku mashyamba. Ibyemezo bigezwa ku Karere buri wa Kabiri na buri wa Kane w'icyumweru 	Nyuma y'Iminsi ibiri y'akazi.	UMUKOZI USHINZWE AMASHYAMBA MU KARERE	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 4: Standard service charter mu ishami ry'ibikorwaremezo

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUSUZUMA RAPORO Y' AHO IMIRIMO ISHYIRWA MU BIKORWA NA BA RWIYEMEZAMIRIMO IGEZE	-Ibaruwa yandikiwe umuyobozi w' Akarere -Raporo iriho umukono na kasha bya Rwiyemezamirimo igaragaza aho imirimo igeze	Iminsi 5 y' akazi	Ushinzwe Ibikorwaremezo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w' Akarere
2	GUTEGURA TERMES DE REFERENCES KU MIRIMO ISABA GUTANGIRWA AMASOKO	-Kuba icyo gikorwa kiri ku igenamigambi ry' amasoko; -Kuba amafaranga azakora icyo gikorwa agaragara mu ngrngo y' imari	Iminsi 7 y' akazi	Ushinzwe Ibikorwaremezo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w' Akarere

Ingingo ya 5: Standard service charter mu ishami imicungire y'abakozi

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUKEMURA IBIBAZO BY'ABAKOZI KU BIJYANYE N'IMISHAHARA YABO N'IBINDI BIYISHAMIKIYEHO.	Ufite ikibazo yegera ushinzwe Imishahara akagaragaza ikibazo afite	Mu minota 20	Ushinzwe imicungire y'abakozi n'imishahara	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	GUTEGURA IBIRUHUKO BY'ABAKOZI	-Formulaire isaba icyo kiruhuko isinyweho n'umukoresha w'urwego akoreramo; -Kuyigeza mu biro by'ushinzwe abakozi nibura iminsi 5 mbere y'itariki ashaka gutangiriraho ikiruhuko	Nyuma y'iminsi 2 y'akazi	Ushinzwe imicungire y'abakozi n'imishahara	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058
3	GUSUZUMA NO GUSUBIZA AMABARUWA ANYURANYE YOHEREZWA MURI SERVICE Y'IMICUNGIRE Y'ABAKOZI	-Kuba amabaruwa yageze muri service ishinzwe Imicungire y'Abakozi	Iminsi 5 y'akazi	Ushinzwe imicungire y'abakozi n'imishahara y'abakozi bo mu butegetsi bwite	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
4	-GUTEGURA ATTESTATIONS ZINYURANYE (DE SERVICE, DE SALAIRE, SERVICE RENDU...)	Ku muntu ushaka attestation de service rendu: -Ibaruwa imushyira mu mwanya; -Ibaruwa isezera cyangwa se imuhagarika mu kazi. -Kuri attestation de service na attestation de salaire, umukozi agomba	Nyuma y'iminsi ibiri y'akazi	Ushinzwe imicungire y'abakozi n'imishahara y'abakozi bo mu butegetsi bwite	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<p>kuba akiri mu kazi</p> <p><u>Ku barimu:</u></p> <p>-Uruhushya rw'umuyobozi w'Ikigo yigishaho;</p> <p>-attestation igaragaza igihe yatangiye akazi yasinnye n'Umuyobozi w'Ikigo.</p>		Ushinzwe imicungire y'abakozi n'imishahara y'abakozi bo mu buvuzi no mu burezi	

Ingingo ya 6: Standard service charter mu ishami ry'amasoko ya Leta

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUTANGA IBITABO BY'IPIGANWA RY'AMASOKO YA LETA MU KARERE	Umuntu agomba kuba yitwaje bordereau yishyuriyeho amafaranga yashyizwe mu itangazo kandi ari mu gihe cy'amasaha y'akazi	Iminota 20	Umukozi ushinzwe amasoko	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	GUTANGA KUBO BIREBA IMYANZURO YAVUYE MU MASOKO YAPIGANIWE	Agomba kuba yarapiganwe cyangwa yatumwe n'uwapiganwe yitwaje uburenganzira bwanditse yahawe n'uwapiganwe.	Iminota 10	Umukozi ushinzwe amasoko	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
3	GUTEGURA NO GUSINYISHA CONTRATS Z'AMASOKO YATANZWE	-Umuntu agomba kuza yitwaje cachet ya company; -Ingwate yo kurangiza neza imirimo (aho isabwa); -Ingwate yo gutangira imirimo (Aho isabwa); -Usinya agomba kuba ari umuyobozi wa company.	Iminota 30	Umukozi ushinzwe amasoko	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
4	GUSUBIZA INGWATE YO KURANGIZA NEZA IMIRIMO	-Kwandikira Akarere asaba kuyisubizwa. -Gushyiraho raporo y'iyakira	Iminsi itatu y'akazi	Umukozi ushinzwe amasoko	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
5	GUSUBIZA INGWATE Y'IPIGANWA	-Kwandikira Akarere asaba kuyisubizwa kandi amasezerano y'isoko ryapiganiwe akaba yamaze gusinywa.	Iminsi itatu y'akazi	Umukozi ushinzwe amasoko	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 7: Standard service charter mu ishami ry'imari

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUSUZUMA RAPORO Z'IMIKORESHEREZE Y'IMARI ZIVA MU BIGO BYA LETA BIKORERA MU KARERE	Buri kigo kuba cyatanze raporo	Iminsi itatu y'akazi	Umubaruramari wungirije	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	Gutanga inyemezabwishyu	Kwerekana inyandiko yemeza ko yagejeje amafaranga kuri konti y'Akarere	Iminota 10	Umwakirizi w'Imisoro	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
3	GUTANGA IBITANSI NO KWAKIRA IBITANSI BISORESHEREZWAMO	Kuba yitwaje inyandiko isaba ibitansi yanditswe n'Umuyobozi w'Umurenge kubikeneye n'inyandiko igaragaza urutonde rw'ibitansi bigarutse kubigaruye	Iminota 10	Umwakirizi w'Imisoro	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
4	KWISHYURA DOSIYE ZISHYUZA	Kugira ngo dosiye yishyurwe igomba kuba yujuje ibi bikurikira : - Ibaruwa yishyuzwa yandikirwa Umuyobozi w'Akarere - Inyemezabwishyu - Amasezerano cyangwa inyandiko ihamagaza ibigemurwa(bon de commande)	Iminsi ibiri y'akazi iyo dosiye yujuje ibisabwa	Ushinzwe gucunga ingengo y'imari Umubaruramari	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<ul style="list-style-type: none"> - Ibaruwa yo guhabwa isoko burundu/Notification definitive du marché - icyemezo cy'ibyagemuwe/Bon de livraison - icyemezo cy'iyakira ry'imirimo/Ibyagemuwe - Kopi y'ingwate yo kurangiza neza imirimo cyangwa kopi y'ingwate yo gutangira imirimo iyo ashaka avance ku masoko byakoreshejweho. - TIN number - Nimero za konti na banki - Nimero za téléphone - Dosiye yishyuzwa ku birebana n'imirimo ; Rwiyemezamirimo agomba kugaragaza ko yishyuye abakozi akoresha kandi akabishyurira kuri konti ya buri wese yafunguje muri banki. - Indi nyandiko yose yumvikanyweho mu masezerano impande zombi zagiranye (Akarere na Rwiyemezamirimo) 		Umuyobozi w'Ishami ry'Imari	
	GUTANGA DOSIYE YASABIWEHO AMAFARANGA Y'IBIGO BY'AMASHURI N'AMAVURIRO	Kuba azi igihembwe cy'umwaka akeneyemo dosiye	Iminota 10	Ushinzwe gucunga ingengo y'imari Umubaruramari	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	(ENGAGEMENTS ZA MINECOFIN) KU BAYIKENEYE			Umuyobozi w'Ishami ry'Imari	w'Akarere

Ingingo ya 8: Standard service charter mu ishami ry'ubugenzuzi bwite bw'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUKORA UBUGENZUZI MU BIGO BINYURANYE NO KU KARERE	- Kugaragaza inyandiko zasabwe zigaragaza uburyo imari n'umutungo by'urwego rugenzurwa byacunzwe	Igihe ugenzurwa yagaragarijwe muri gahunda y'ubugenzuzi.	Umugenzuzi bwite w'Akarere	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	GUTANGA RAPORO Y'AGATEGANYO Y'UBUGENZUZI	- Kuba ubugenzuzi bwarangiye	Mu gihe kitarenze iminsi 30 y'akazi ibikorwa by'ubugenzuzi birangiye.	Umugenzuzi bwite w'Akarere	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
3	KWAKIRA "REACTION" MU NYANDIKO KURI RAPORO Y'AGATEGANYO	- Kugira icyo avuga kuri raporo y'agateganyo yashyikirijwe mu gihe kitarenze 15 ubugenzuzi bubaye.	Ako kanya minsi y'akazi	Umugenzuzi bwite w'Akarere	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
4	GUTANGA RAPORO YA NYUMA Y'UBUGENZUZI	<ul style="list-style-type: none"> - Kuba ikigo cyakorewe ubugenzuzi cyaratanze "reaction" kuri raporo y'agateganyo. - Icyitonderwa: iyo "reaction" kuri raporo idatanzwe, umuyobozi w'ikigo cyagenzuwe aba yemeye ibiyikubiyemo ari nabyo bisohoka muri raporo ya nyuma. 	Iminsi 15 y'akazi nyuma y'igihe cyagenewe itangwa rya "reaction"	Umugenzuzi bwite w'Akarere	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 9: Standard service charter mu ishami ry'ubugenzuzi bw'umurimo

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1.	KWAKIRA ABASHAKA UBUIYANAMA KU ITEGEKO RY'UMURIMO (conseil)	Kuba ingingo isabirwa ubujyanama ijyanye n'umurimo mu bigo byigenga cyangwa mu bigo bya Leta	Hagati y'iminota itanu na 30	Umugenzuzi w'umurimo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2.	GUKEMURA IBIBAZO BY'ABAKOZI N'ABAKORESHAKA (CONCILIATION)	Ufite ikibazo yandikira umuyobozi w'Akarere amenyekanisha ikibazo	Mu minsi 7	Umugenzuzi w'umurimo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
3.	GUTANGA ICYEMEZO CYO GUHAGARIKA AKAZI KUBERA IMPAMVU Y'IZABUKURU GISABWA NA CSR/RSSB (ATTESTATION D'ARRET DE SERVICE)	- Kugira icyemezo cy'uko wabaye umukozi (Attestation de service rendu) - Kwerekana inomeru ya CSR/RSSB.	Iminota 10	Umugenzuzi w'umurimo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
4.	GUTANGA ICYEMEZO CYEREKANA KO	-Kwandikira ubuyobozi ugaragaza ko nta bakozi ukoresheya;	Mu minsi 7	Umugenzuzi w'Umurimo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	NTA BAKOZI UKORESHA. UGISABWA NA CSR/RSSB IGIHE USHAKA KUZUZA DOSIYE YO GUPIGANIRA ISOKO RYA LETA. (ATTESTATION DE N'AVOIR PAS D'EMPLOYÉS)	-Gusura ikigo usaba service ayobora			cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 10: Standard service charter mu ishami ry'amategeko na notariya

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUTEZA ICYAMUNARA IMITUNGO YATANZWEHO INGWATE MURI BANKI	<ul style="list-style-type: none"> Inyandiko ya Banki isaba Akarere itezwa rya cyamunara; Icyemezo cy'urukiko kiriho Kashe mpuruza; Amasezerano y'inguzanyo ya Banki; Amatangazo amenyekanisha icyamunara yamanitswe n'Umuhesha w'Inkiko 	Iminsi 15 y'akazi	Umukozi ushinzwe amategeko na Notariya	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	GUSABA GUSHYIRA UMUKONO KU MASEZERANO Y'INGUZANYO	<ul style="list-style-type: none"> Inyemezabwishyu y'amafaranga yishyuwe kuri Banki; Amasezerano y'umwimerere yerekana imiterere y'inguzanyo. 	Umunsi umwe w'akazi	Umukozi ushinzwe amategeko na Notariya	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	YATANZWE NA BANKI				wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
3	KWEMEZA IZINDI NYANDIKO ZOSE Z'UMWIMERERE	<ul style="list-style-type: none"> • Inyemezabwishyu • Inyandiko z'umwimerere 	Umunsi umwe w'akazi	Umukozi ushinzwe amategeko na Notariya	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
4	GUSABA GUSHYIRA UMUKONO KURI SITATI Y'AMASHYIRAHAMWE, AMAKOPERATIVE N'IMIRYANGO ITEGAMIYE KURI LETA	<ul style="list-style-type: none"> • Kugaragaza inyemezabwishyu; • Inyandiko z'umwimerere z'amategeko ngenga (Sitati); • Abanyamuryango shingiro kuba bahari kandi bafite ibibaranga; • Inyandiko z'inama zashyizeho ishyirahamwe cyangwa Koperative 	Umunsi umwe w'akazi	Umukozi ushinzwe amategeko na Notariya	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058
5	GUTANGA INAMA KU BIBAZO BIREBANA NO KURANGIZA IMANZA	Kuba afite umwanzuro w'urubanza uriho kashe mpuruza	Umunsi umwe w'akazi	Umukozi ushinzwe amategeko na Notariya	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
6	GUTANGA INAMA KU BIBAZO BIREBANA N'AMATEGEKO CYANGWA IBIBAZO BISANZWE	Kuba afite agakaye k'umuturage kerekana uko cyari cyakemuwe mu murenge	Umunsi umwe w'akazi	Umukozi ushinzwe amategeko na Notariya	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 11: Standard service charter mu ishami ry'amakoperative n'ishoramari

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUFASHA AMAKOPERATIVE KUZUZA IBYANGOMBWA BISABA UBUZIMAGATOZI	<ul style="list-style-type: none"> • Amategeko y'umwihariko; • Inyandikomvugo ya mbere ya Koperative nibura yasinnye n'abantu 10; • Abanyamuryango, irangamuntu, aho babarizwa n'imikono; • icyemezo cy'umurenge n'igikorwa bakora; • Imari shingiro nibura ½ kubitse muri SACCO 	Nyuma y'iminsi itatu y'akazi	Ushinzwe amakoperative n'Ishoramari	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 12: Standard service charter mu ishami ry'uburezi

No	SERVICES ZITANGWA	IBISABWA KUGIRA NGO IYO SERVICE ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO UTISHIMIYE SERVICE
1	GUTANGA AKAZI MU BUREZI	-Idosiye isaba akazi igizwe n'ibaruwa isaba akazi yandikiwe Umuyobozi w'Akarere, kopi ya diplôme, kopi y'indagamuntu. -Kuba yarize uburezi kandi umwanya usabwa ukaba uhari;	Mbere y'ukwezi ku gihe cy'itangira ry'umwaka w'amashuri	Ushinzwe uburezi	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
2	GUSHYIRA MU MYANYA ABANA BASABA GUHINDURIRWA IKIGO.	-Ibaruwa isaba ishuri yandikiwe umuyobozi w'Akarere igaragaza impamvu yo gusaba ishuri. -Indangamanota y'umwaka urangiye -Inyandiko y'umuyobozi w'ikigo yigagaho ihama ko ariho yigaga; Kuba yujuje ibisabwa n'amabwiriza ya Minisiteri y'Uburezi.	Bitarenze ukwezi itangira ry'umwaka w'amasuri ribayeho	Ushinzwe uburezi.	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere
3	KWAKIRA ABANA MU KIGO	-kuba barakohereje muri icyo kigo -Kuba ufite amanota asabwa -Kuba wariyandikishije muri icyo Kigo (9YBE,12YBE) -Kuba warishyuye amafaranga y'ishuri, umwambaro w'ishuri, ubwisungane mu kwivuzza.	Itariki y'itangira ry'amashuri yemejwe na Minisiteri y'Uburezi	Umuyobozi w'ikigo	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 13: Standard service charter y’umunyamabanga Nshingwabikorwa w’Umurenge

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
01.	KURANGIRIZWA URUBANZA	<ul style="list-style-type: none"> Kurangirizwa urubanza ni Ubuntu; Kwandikira Umuhesha w’inkiko utari uw’umwuga ku Murenge umusaba kukurangiriza urubanza; Gushyikiriza Umuhesha w’inkiko utari uw’umwuga ku Murenge icyemezo cy’urukiko cy’umwimerere cyangwa n’izindi nyandiko ziriho kashi mpuruza 	Bitarenze amezi atatu umwanzuro uriho kasha mpuruza ugejejwe ku muhesha w’inkiko utari uw’umwuga.	Umuhesha w’inkiko utari uw’umwuga ku Murenge (Umunyamabanga a Nshingwabikorwa w’Umurenge)	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 Kwandikira Umuyobozi w’Akarere umusaba kurangirizwa urubanza

Ingingo ya 14: Standard service charter mu ishami ry’ubuhinzi n’ubworozi

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUTANGA IBYANGOMBWA BYO KWIMURA AMATUNGO	Kugira ibyangombwa byatanzwe n’Umurenge	Nyuma y’iminsi itatu y’akazi	Ushinzwe ubworozi mu Karere	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa

					kwandikira umuyobozi w'Akarere
2	GUTANGA INYONGERAMUSAR URO CYANGWA AMATUNGO	Kuba uru muri gahunda y'abagomba guhabwa inyongeramusaruro cyangwa amatungo kandi wujuje ibyasabwe ku rwego rw'Umurenge	Hakurikijwe gahunda yatanze	Ushinzwe ubuhinzi n'ubworozi	Kumenyesha abagize komite nyobozi kuri telefoni igendanwa cyangwa ku murongo wa telefoni itishyurwa 4058 cyangwa kwandikira umuyobozi w'Akarere

Ingingo ya 15: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'Umurenge/ushinzwe ibibazo by'abaturage na notariya

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
01	ICYEMEZO CYO KUNGANIRWA MU NKIKO	<ul style="list-style-type: none"> Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge; Kugaragaza raporo ivuye mu kagari igaragaza icyiciro arimo ; Kopi y'indangamuntu. 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
02	KWANDIKA UMWANA WAVUTSE	<ul style="list-style-type: none"> Kugaragaza icyemezo cya muganga cyerekana ko umwana yavutse cyangwa ikarita y'ikingira y'umwana ; Kuzana abahamya 3 ; Kwitwaza indangamauntu ; Kugaragaza inyemezabwishyu kuwariyeje kwandikisha ; 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
03	GUSABA ICYEMEZO CY'UKO URI INGARAGU	<ul style="list-style-type: none"> Kopi y'irangamuntu y'usaba (irangamuntu cyangwa urupapuro rw'abajya mu mahanga), Icyemezo cy'aho atuye gitangwa 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<ul style="list-style-type: none"> n'ubuyobozi bw'akagari, • Kugaragaza inyemezabwishyu. 			
04	GUSABA ICYEMEZO CY'UMWIRONDORO	<ul style="list-style-type: none"> • Kugaragaza inyemezabwishyu ; • Kwitwaza indangamuntu cyangwa Uruhushya rwo kujya mu mahanga ; • Amafoto abiri y'ubisaba(2); 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
05	GUSABA ICYEMEZO CYEREKANA KO UMUNTU AKIRIHO	<ul style="list-style-type: none"> • Kuba uri imbere y'ushinzwe irangamimerere; • Kwitwaza Indangamuntu ; • Nta nyemezabwishyu kuko gitangirwa ubuntu hakurikijwe amabwiriza y'isanduku y'ubwiteganyirize bw'abakozi 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
06	GUSABA ICYEMEZO CY'UKO UWO BASHAKANYE YITABYE IMANA	<ul style="list-style-type: none"> • icyemezo cy'uko bari barashakanye mu buryo bwemewe n'amategeko; • icyemezo kigaragaza ko uwo bashakanye yitabye imana; • Inyemezabwishyu 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
07	GUSABA ICYEMEZO CYEREKANA KO WASEZERANYE	<ul style="list-style-type: none"> • Kugaragaza Inyemezabwishyu • icyemezo cyerekana ko washatse (Extrait d'acte de marriage/Livret de marriage) ; • Kopi y'indangamuntu ; 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<ul style="list-style-type: none"> Mu gihe nta cyangombwa na kimwe gihari kigaragaza igihe ubushyingirwe bwabereye, usaba icyi cyangombwa yitwaza jugement suppletif 			
08	GUSABA ICYEMEZO CY'UKO URI IMPFUBYI	<ul style="list-style-type: none"> Kugaragaza inyemezabwishyu Kugaragaza icyemezo cy'uko ababyeyi be batakiraho Icyemezo kigaragaza ko umuntu ari imfubyi gitangwa n'akagari ; Ifoto ebyiri ngufi; Kopi y'indangamuntu cyangwa urupapuro ruhabwa abajya mu mahanga 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
09	KWANDUKUZA UMUNTU WAPFUYE	<ul style="list-style-type: none"> Kwandukuza uwapfuye ni Ubuntu. Icyemezo cyo kwa muganga ko umuntu yapfuye; Iyo yaguye mu rugo kwandukuza yitwaza Abantu batatu bemeza ko umuntu yapfuye Iyo iminsi cumi n'itanu yarenze, uwaje kwandukuza yitwaza inyandiko y'urukiko isimbura itarakorewe igihe ; Ushaka icyemezo cy'uko umuntu atakiraho yitwaza inyemezabwishyu 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
10	KWANDIKA ABANA BAVUTSE MU MURENGE	<ul style="list-style-type: none"> Iyi serivisi ntiyishyuzwa; Icyemezo cy'amavuko gitangwa 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<p>na muganga, cyangwa ifishi y'ikingira;</p> <ul style="list-style-type: none"> • Kwitwaza indangamuntu 			w'Umurenge
11	ABASHAKA GUSHYINGIRWA BYEMEWE N'AMATEGEKO	<ul style="list-style-type: none"> • icyemezo cy'amavuko, • icyemezo cy'uko uri ingaragu/umupfakazi/watandukanye n'uwo mwari mwarashakanye; • Kurangwa kw'abazashyingirwa bikorwa hagati y'iminsi 21 n'amezi atatu; • Kopi y'indangamuntu; • Kugaragaza inyemezabwishyu; • Kumvukina umunsi wo gushyingirwa n'umwanditsi w'irangamimerere; • Abahamya 3 bazabihamya kuri buri ruhande; 	Bitarenze umunsi umwe w'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
12	ICYEMEZO CYO GUTURA	<p>Kugana ubuyobozi bw'Umurenge witwaje ibi bikurikira:</p> <ul style="list-style-type: none"> • Kuzana kopi y'indangamuntu; • icyemezo cy'akagari cyigaragaza aho atuye(Rue, Umudugudu); • Kugaragaza inyemezabwishyu 	Bitarenze iminsi ibiri y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
13	GUKEMURIRWA IKIBAZO	<ul style="list-style-type: none"> • Gukemurirwa ikibazo ni ubuntu; • Kwandikira ubuyobozi bw'Umurenge hagaragazwa imiterere y'Ikibazo; • Ikayi y'ibibazo yerekana uko Akagari cyangwa umudugudu wagikemuye. 		Ushinzwe imiyoborere myiza/irangami merere na notariya mu	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge/kwandikira Umuyobozi

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
				Murenge	w'Akarere
14	KWEMEZA IMPAPURO MPAMO	<ul style="list-style-type: none"> • Inyandiko y' umwimerere; • Umubare wa kopi ashaka; • Inyemezabwishyu ingana n'umubare wa kopi ashaka. 	Bitarenze iminsi ibiri y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
15	ICYEMEZO CYO KUBA UMUBYEYI W'UMWANA UTABYAYE	<ul style="list-style-type: none"> • Kuzana ibyemezo by'amavuko by'ushaka kuba umubyeyi w'umwana atabyaye • Kuzana icyemezo cy'amavuko y'umwana ; • Kugaraza inyandiko y'uwo mwashakanye ko abyemera ; • Kuba ushaka kurera umwana atabyaye afite imyaka itari muni ya 35 ; • Kuba ushaka kuba umubyeyi w'uwo atabyaye amurusha imyaka 15 ; • Kubashakanye, kuba mumaranye imyaka 5 kandi mukiri kumwe ; • Mu gihe utujuje ibisabwa byavuzwe haruguru, uzana icyemezo cya Minisitiri w'Ubutabera ; • Kopi y'indangamuntu ; Inyemezabwishyu 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
16	ICYEMEZO CYO KWEMERA UMWANA	<ul style="list-style-type: none"> • Kopi y'indangamuntu ; • Kuba umubyeyi w'umwana ugiye kwemerwa ahari ; 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	(RECONNAISSANCE)	<ul style="list-style-type: none"> • Mu gihe cyo kwandika mu bitabo byabugenewe, Umugabo n’umugore bagomba kuba bose bahari ; • Kugaragaza icyemezo cy’amavuko y’umwana ugiye kwemerwa ; • Inyemezabwishyu ; Mu gihe umwana atigeze yandikwa mu bitabo by’irangamimerere, kuzana icyemezo cy’urukiko 			w’Umurenge
17	ICYEMEZO CY’UBWENEGI HUGU/NATIONALITE	Kugana ubuyobozi bw’umurenge ugaragaza ibi bikurikira : <ul style="list-style-type: none"> • Kwitwaza indangamuntu ; • Inyemezabwishyu 	Bitarenze iminsi itatu y’akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n’Umunyamabanga Nshingwabikorwa w’Umurenge
18	INYANDIKO Y’URUPFU	Kugana ubuyobozi bw’umurenge ugaragaza ibi bikurikira : <ul style="list-style-type: none"> • icyemezo cy’amavuko ; • icyemezo cy’urupfu cyo kwa muganga/certificat de deces • Kuba yaramwandukije mu gitabo cy’abaturage ; • Kwitwaza indangamuntu y’uwafuye ; • Kugaragaza inyemezabwishyu 	Bitarenze iminsi itatu y’akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n’Umunyamabanga Nshingwabikorwa w’Umurenge
19	ICYEMEZO CYO KUZUNGURA/S	Kugana ubuyobozi bw’umurenge ugaragaza ibi bikurikira : <ul style="list-style-type: none"> • icyemezo cy’amavuko ; 	Bitarenze iminsi itatu y’akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n’Umunyamabanga Nshingwabikorwa

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	UCCES-SION	<ul style="list-style-type: none"> • icyemezo cy'urupfu rw'Ababyeyi ; • icyemezo cy'Urukiko cyigaragaza ko ari mu bazungura ba nyakwigendera ; • Kugaragaza inyemezabwishyu ; • Kuzana indangamuntu 			w'Umurenge
20	GUSABA INYANDIKO Y'UBUSHYINGI RWE	<ul style="list-style-type: none"> • icyemezo cyerekana ko wazekeranye imbere y'amategeko (Extrait d'acte de marriage/Livret de marriage cyangwa Attestation de mariage) cyangwa se icyemezo cy'Urukiko gihamya ko yashyngiwe • Inyemezabwishyu. 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge
21	GUSABA ICYEMEZO CYO KUBA UMUBYEYI W'UMWANA UTABYAYE	<ul style="list-style-type: none"> • Kugana Ubuyobozi bw'Umurenge ; • Kwitwaza icyemezo by'uwifuzaga kuba umubyeyi w'umwana atabyaye n'icy'emezo cy'amavuko y'umwana ; • Kugaragaza inyandiko y'uwo mwashakanye yemeza ko abyemera ; • Kuba ushaka kuba umubyeyi w'umwana atabyaye amurusha imyaka cumi n'itanu (15); • Kuba ushaka kuba umubyeyi w'umwana atabyaye afite imyaka itari munsi ya 35; • Kubashakanye, kuba bamaranye imyaka 5 kandi batarigeze batandukana; 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
		<ul style="list-style-type: none"> • Utujuje ibisabwa haruguru, kuzana icyemezo cya Minisitiri w'Ubutabera ; • Inyemezabwishyu; • Indangamuntu ; • Icyemezo cyerekana ko wasezeranye imbere y'amategeko (Extrait d'acte de marriage/Livret de marriage cyangwa Attestation de mariage) cyangwa se Icyemezo cy'Urukiko gihamya ko yashyingiwe 			
22	GUSABA ICYEMEZO CYO KWANDUKUZA	<ul style="list-style-type: none"> • Kwandukuza uwapfuye ni ubuntu; • Icyemezo cyo kwa muganga ko umuntu yapfuye; • Iyo umuntu yapfiriye mu rugo, uwifuzza iyi serivisi yitwaza abahamya batatu bemeza ko umuntu yapfuye; • Iyo iminsi cumi n'itanu yarenze, yitwaza inyandiko y'Urukiko isimbura itarakorewe igihe. • Ushaka icyemezo cy'uko umuntu atakiriho, yitwaza inyemezabwishyu 	Bitarenze iminsi itatu y'akazi	Ushinzwe irangamimerere na Notariya	Gusaba kubonana n'Umunyamabanga Nshingwabikorwa w'Umurenge

Ingingo ya 16: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'umurenge n'ushinzwe imibereho myiza y'abaturage

NO .	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
01.	KWISHYURIRA AMAFARANGA	<ul style="list-style-type: none"> <li data-bbox="621 1338 1121 1403">Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge; 	Bitarenze iminsi itatu y'akazi	Ushinzwe Imibereho myiza	Gutelefona Umunyamabanga

	Y'ISHURI IMPFUBYI N'ABANDI BANA BAFITE IBIBAZO BYIHARIYE	<ul style="list-style-type: none"> • Kugaragaza icyemezo cy'Ubuyobozi bw'Akagari kigaragaza ko ari imfubyi cyangwa ko afite ibibazo byihariye bisaba ubufasha bw'Umurenge 		y'abaturage	Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
02.	UBUFASHA KU BATISHOBOYE	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge; • Raporo y'Akagari igaragaza icyiciro cy'ubukene arimo n'ubufasha akeneye 	Bitarenze iminsi itatu y'akazi	Ushinzwe imibereho myiza y'abaturage	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

Ingingo ya 17: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'umurenge n'agronome +veternaire

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	INAMA KU BIJYANYE N'IMISHINGA Y'UBUHINZI N'UBWOROZI	Inyandiko igaragaza umushinga n'aho yifuza kuwukorera	Iyi serivisi itangwa bitarenze iminsi irindwi (7) iyo yujuje ibisabwa	Ushinzwe ubuhinzi mu Murenge Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
2	GUSABA SERIVISI ZO GUKONA IKIMASA	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge usaba serivisi; • Kugaragaza umubare w'ibimasa n'aho biherereye; • Kugaragaza inyemezabwishyu ijyanye n'iyi serivisi 	Iyi serivisi itangwa bitarenze iminsi itatu (3) iyo yujuje ibisabwa	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
3	GUPIMA NO KUGURISHA INYAMA	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge; • -Kugaragaza ko itungo ryabazwe ari iryawe; • Kugaragaza inyemezabwishyu • Ababikeneye bese bakoresha amabagiro yabigenewe mu Tugari. 	Buri munsi	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
					kumwandikira.
4	GUSABA GUTERERWA INTANGA AMATUNGO	<ul style="list-style-type: none"> Kubisaba ubuyobozi bw'umurenge ugaragaza aho amatungo aherereye; Kugaragaza inyemezabwishyu 	Umunsi umwe	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
5	KWAMBIKA AMATUNGO KU MATWI IBIMENYETSO BIYARANGA (AMAHERENA)	<ul style="list-style-type: none"> Kwandikira ubuyobozi bw'Umurenge usaba iyi serivisi ugaragaza umubare w'amatungo naho aherereye; Kugaragaza inyemezabwishyu y'iyi serivisi; 	Bitarenze iminsi 7	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
6	GUTANGA UBUVUZI BW'AMATUNGO	<ul style="list-style-type: none"> Gusaba ubuyobozi bw'umurenge kuvurirwa itungo/amatungo; Kugura umuti ukenewe; Kugaragaza inyemezabwishyu y'iyi serivisi 	Buri munsi	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
7	GUSABA ICYEMEZO CYO KWIMURA AMATUNGO	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge; • Kugaragaza inyemezabwishyu; • Kugaragaza ibyangombwa by'amatungo; • Kugaragaza ko amatungo ugiye kwimura ari mazima. 	Iyi serivisi itangwa bitarenze iminsi itatu (3) y'akazi	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
8	GUKINGIZA AMATUNGO	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge ubisaba gukingirwa amatungo; • Kugaragaza inyemezabwishyu yaguzwe urukingo; 	Iyi serivisi itangwa bitarenze iminsi itatu (3)	Ushinzwe ubworozi mu Murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
9	GUSABA INGEMWE Z'IBITI ZO GUTERA	<ul style="list-style-type: none"> • Urwandiko rwandikiwe Ubuyobozi bw'Umurenge; • Kuba ufite ubutaka bwemejwe guterwaho ibiti n'ushinzwe ubuhinzi mu murenge; • Ku bita bitateganyijwe guhabwa Abaturage ku buntu, kugaragaza inyemezabwishyu 	Igihe cyo gutera ibiti kigeze	Ushinzwe ubuhinzi mu murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
10	GUSABA IMBUTO Z'INDOBANURE	<ul style="list-style-type: none"> • Kwandikira Ubuyobozi bw'Umurenge; • Kuba afite ubutaka bwemejwe guhingwaho iyo mbuto kandi ari mu gihe cy'ihinga kijyanye n'iyi mbuto; • Kuba akoresha inyongeramusaruro; • Kugaragaza inyemezabwishyu 	Bitarenze iminsi irindwi	Ushinzwe ubuhinzi mu murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
11	GUSABA IMITI Y'IBIHINGWA N'INYONGERAMUSARURO	<ul style="list-style-type: none"> • Kwandikira Ubuyobozi bw'Umurenge; • Kuba ushaka iyi serivisi yarateguye ubutaka; • Kugaragaza inyemezabwishyu agahabwa serivisi; 	Bitarenze iminsi itatu	Ushinzwe ubuhinzi mu murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
12	INAMA YO GUHINGA KIYAMBERE NO GUKURIKIRANA ISHYIRWA MUBIKORWA RYABYO	<ul style="list-style-type: none"> • Kuba afite ubutaka buhingwaho; • Kuba afite imbuto y'indobanure; • Kuba afite inyongeramusaruro; 	Bitarenze iminsi itatu	Ushinzwe ubuhinzi mu murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
13	URUHUSHYA RWO GUTWARA IBIKOMOKA KU BITI.	<ul style="list-style-type: none"> • Kwandikira Ubuyobozi bw'Umurenge; • Kugaragaza aho abivana n'aho abijyana n'impamvu; • Kugaragaza inyemezabwishyu; • Kugaragaza icyemezo cy'ubugure/cyangwa ko ibiti ari ibye 	Bitarenze iminsi itatu	Ushinzwe Amashyamba/ Ushinzwe ubuhinzi mu murenge	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
14.	GUSABA ICYEMEZO CY'INGWATE	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge ibaruwa ibisaba; • Kugaragaza inyemezabwishyu; • Komeka ku ibaruwa isaba icyemezo cy'uko umutungo ari uwawe (Icyemezo cya burundu cy'ubutaka, icyemezo cy'ubugure, inyandiko y'irage, inyandiko zerekana ko umutungo wawuhawe n'ibindi); • Icyemezo cy'iherekanya mutungo iyo utari nyiri umutungo wa mbere ; • Raporo y'Akagari yerekana imiterere y'umutungo usabirwa icyemezo; 	Bitarenze iminsi irindwi	Ushinzwe imiturire/Ushinzwe ubuhinzi	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
15	GUSABA UBURENGANZIRA	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge 	Bitarenze iminsi cumi n'itanu	Ushinzwe Ubutaka,	Gutelefona Umunyamabanga

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	BWO KUBAKA MU MUDUGUDU	usaba uruhushya rwo kubaka; <ul style="list-style-type: none"> • Kubahiriza amabwiriza ajyanye no kubaka mu mudugudu; • Kugaragaza inyemezabwishyu ; • Ifishi igaragaza Borne z'ikibanza; 		Ibikorwa remezo n'imiturire	Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
16	GUSABA UBURENGANZIRA BWO GUSANA, KUVUGURURA INYUBAKO	<ul style="list-style-type: none"> • Kwandikira gitifu umusaba uruhushya rwo gusana cyangwa kuvugurura; • Kugaragaza inyemezabwishyu • icyemezo cy'umutungo; • Amasezerano y'ubugure iyo waguze; • Amafoto agaragaza inyubako ikeneye gusanwa mu mpande zose; • Inyandiko isaba gusana inyubako 	Bitarenze iminsi cumi n'itanu	Ushinzwe Ubutaka, Ibikorwa remezo n'imiturire	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058

Ingingo ya 18: Standard service charter ya serivisi zihabwa abaturage ku rwego rw'umurenge/ umunyamabanga ncungamutungo

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
01.	GUSABA UBURENGANZIRA BWO GUFUNGURA UBUCURUZI	<ul style="list-style-type: none"> • Kwandikira Umunyamabanga Nshingwabikorwa w'Umurenge agaragaza ubucuruzi yifuza gukora naho azabukorera; • Kwishyura ipatante ; • Kubahiriza ibisabwa bitewe n'ubwoko bw'ubucuruzi ugiye gukora. 	Bitarenze iminsi itatu	Ufite ubucuruzi mu nshingano ze/Umwakirizi w'imisoro	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
02	KWISHYURA UMUSORO KU BUTAKA	<ul style="list-style-type: none"> • icyemezo cy'ubutaka cyatanzwe n'ikigo cy'igihugu gishinzwe ubutaka; • Kugaragaza inyemezabwishyu yatangiweho amafaranga y'ubukode bw'ubutaka agaragara ku cyemezo. • Kopi y'indangamuntu 	Bitarenze umunsi umwe	Umwakirizi w'Imisoro	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
03	KWISHYURA UMUSORO KU BUKODE BW'INZU	<ul style="list-style-type: none"> • Kopi y'amasezerano y'ubukode agaragaza agaciro kishyurwaho umusoro; • Kuzuza Declaration; • Inyemezabwishyu; 	Bitarenze umunsi umwe	Umwakirizi w'imisoro	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
04	KWISHYURA UMUSORO	<ul style="list-style-type: none"> • icyemezo cy'umutungo; • Kopi ya raporo y'uwoze 	Bitarenze umunsi umwe	Umwakirizi w'imisoro	Gutelefona Umunyamabanga

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	K'UMUTUNGO UTIMUKANWA	<p>isuzuma ry'imiterere y'umutungo;</p> <ul style="list-style-type: none"> • Inyemezabwishyu; • Kopi y'Indangamuntu. 		n'amahoro	Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058
05	GUSABA URUHUSHYA RWO GUCURUZA	<ul style="list-style-type: none"> • Kugaragaza icyemezo cy'uko ubucuruzi bwandikishijwe mu mategeko; • Kugaragaza inyemezabwishyu 	Bitarenze umunsi umwe	Umwakirizi w'imisoro n'amahoro	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058

Ingingo ya 19. Standard service charter ya serivisi zihabwa abaturage ku rwego rw'Akagari

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
1	GUSABA ICYEMEZO CYABASABA URUHUSHYA RW'ABAJYA MU MAHANGA	<ul style="list-style-type: none"> • Kopi y'indangamuntu • Kugaragaza inyemezabwishyu • Amafoto 2 magufi; • Ku mwana ufite muni y'imyaka 16, azana icyemezo cy'amavuko gitangirwa ku Murenge 	Iyi serivisi ntirenga iminsi ibiri	Umunyamabanga nshingwabikorwa w'Akagari	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
2	GUSABA ICYEMEZO CY'UBUGUZI	<p>Kugana ubuyobozi bw'akagari hagaragazwa ibi bikurikira:</p> <ul style="list-style-type: none"> • Ibyangombwa byerekana ko umutungo ugurishije ko ari uwawe (Icyemezo cy'Ubutaka/umutungo); • Amasezerano y'ubugure asinyweho n'impande zombi kandi yasinweho n'ababifitiye ububasha (Uwo bashakanye, abana n'abandi bafite uburenganzira kuri uwo mutungo cyangwa ariho umukono wa notaire ; • Kopi y'indangamuntu y'impande zombi (Ugura n'ugurisha) 	Iyi serivisi ntirenza iminsi ibiri	Umunyamabanga nshingwabikorwa w'Akagari	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
3	GUKEMURIRWA IKIBAZO	<ul style="list-style-type: none"> • Gukemurirwa ikibazo ni ubuntu; • Kugana ubuyobozi bw'Akagari hagaragazwa imiterere y'Ikibazo; • Kugaragaza ikayi y'ibibazo yerekana uko Umudugudu wagikemuye 	Iyi serivisi ntirenza iminsi ibiri(2)	Umunyamabanga nshingwabikorwa w'Akagari	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
5	KURANGIRIZWA URUBANZA N'IZINDI NYANDIKO ZIRIHO KASHA MPURUZA	<ul style="list-style-type: none"> • Kurangirizwa urubanza ni Ubuntu. • Kwandikira Umuhesha w'inkiko utari uw'umwuga ku kagari umusaba kukurangiriza urubanza; • Gushyikiriza Umuhesha w'inkiko utari uw'umwuga ku kagari icyemezo cy'urukiko cy'umwimerere kiriho kashi mpuruza cyangwa izindi nyandiko ziriho kashi mpuruza 	Bitarenze amezi atatu	Umuhesha w'Inkiko utari uw'Umwuga ku Kagari	<ul style="list-style-type: none"> - Iyo atishimiye uburyo yacyiriwe n'Umuhesha w'Inkiko utari uw'Umwuga ku kagari, agana Umunyamabanga Nshingwabikorwa w'Umurenge. - Iyo atishimiye imirangirize y'urubanza ashobora kugana Inzu z'Ubufasha mu by'amategeko cyangwa urukiko rwaruciye ku rwego rwa nyuma
6	GUSABA ICYEMEZO GISIMBURA INDANGAMUNTU BY'AGATEGANYO	<ul style="list-style-type: none"> • Kugaragaza icyemezo cy'uko yataye indangamuntu gitangwa na Polisi y'Igihugu; • Kugaragaza inyemezabwishyu; • Kwitwaza amafoto 2 magufi; • Ku bana bagejeje igihe cyo gufata indangamuntu, bitwaza icyemezo cy'amavuko n'inyemezabwishyu 	Bitarenze iminsi itatu y'akazi	Umunyamabanga Nshingwabikorwa w'Akagari	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.
7	GUSABA ICYEMEZO	<ul style="list-style-type: none"> • Kopi y'indangamuntu y'usaba; 	Biraenze iminsi ibiri	Umunyamabanga	Kugana

NO	SERIVISI	IBISABWA KUGIRA NGO ITANGWE	IGIHE NTARENGWA	UBISHINZWE	UBURYO AMENYESHA KO ATISHIMIYE SERIVISI
	GIHESHA UMUNTU KUBONA ICYEMEZO CY'UKO ARI INGARAGU	<ul style="list-style-type: none"> • Kuzana abaturanyi batatu bamuzi ko atigeze ashyingirwa cyagaragazwe n'uwo bashakanye, umupfakazi 	y'akazi	Nshingwabikorwa w'Akagari	Umunyamabanga Nshingwabikorwa w'Umurenge
8	GUSABA ICYEMEZO GIHESHA UMUNTU ICYEMEZO CY'INGWATE	<ul style="list-style-type: none"> • Kugaragaza inyandiko ya Banki cyangwa n'ibindi bigo by'imari; • Kugaragaza inyemezabwishyu 	Bitarenze iminsi 2	Umunyamabanga Nshingwabikorwa w'Akagari	Gutelefona Umunyamabanga Nshingwabikorwa w'Umurenge kuri telefoni yagaragajwe, byaba binaniranye hakitabazwa telefoni 4058 cyangwa kumwandikira.

Ingingo ya 20: Ingingo zisoza

Ibidateganijwe muri aya mabwiriza, hubahirizwa amategeko n'amabwiriza ajyanye n'itangwa rya serivisi iri mu nshingano z'umukozi cyangwa urwego bireba.

Aya mabwiriza ashobora kuvugururwa cyangwa kuvanwaho n'Inama Njyanama y'Akarere ka Gisagara cyangwa n'urundi rwego rwose rubifitiye ububasha muri Repubulika y'u Rwanda.

Aya mabwiriza atangira kubahirizwa nyuma yo kwemezwa n'Inama Njyanama y'Akarere ka Gisagara.

Bikorewe I Gisagara, kuwa 27/01/2013

AHISHAKIYE Médiatrice

Umunyamabanga w'Inama Njyanama y'Akarere

UWIMANA Innocent

Perezida w'Inama Njyama y'Akarere