



MINISITERI Y'UBUTEGETSI
BW'IGIHUGU



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IMBONERAHAMWE YA SERIVISE ZITANGWA N'INZEGO Z'IBANZE

∞ AGACE K'ICYARO ∞

SERIVISE ZITANGWA KU RWEGO RW'AKAGARI



BYAKOZWE NA
A & G Services Ltd



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ISHINGIRO N'IKIGAMIJWE N'IYI NYANDIKO

Iyi nyandiko ishingiyeye ku ihame ryo gutanga serivisi nziza ku baturage ku rwego rw'Akagari. Akagari ni rumwe mu nzego z'imiterekere y'Igihugu cy'u Rwanda. Inshingano z'Akagari zigenwa n'Itegeko N° 87/2013 ryo ku wa 11/09/2013 rigena imitunganyirize n'imikorere y'inzego z'imiterekere y'Igihugu zegerejwe abaturage.

Iyi nyandiko izifashishwa nka bumwe mu buryo bwo kunoza imitunganyirize myiza ya serivisi. Izafasha abatanga n'abahabwa serivisi kugira imyumvire imwe ku mitunganyirize 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 yayihereye 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

IMBONERAHAMWE YA SERIVISE ZITANGWA N'INZEGO Z'IBANZE

SERIVISE ZITANGIRWA KU KAGARI

a) Gusaba icyemezo cy'abasaba urushushya rwo kujya mu mahanga

1) Uhabwa iyi serivise	Umaturage wese utuye mu Kagari
2) Umukozi ubishinzwe	Umunyabanga nshingwabikorwa w'Akagari
3) Ibisabwa	<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 gitangwa n'umurenge • Kopi y'indangamuntu z'ababyeyi
4) Inzira binyuramo	<ul style="list-style-type: none"> • Usaba iyi serivise agomba kuza ku biro by'Akagari mu masaha y'akazi • Icyemezo cyuzurizwa ku biro by'Akagari kigasinywaho n'Umunyabanga Nshingwabikorwa w'Akagari, • Iyo icyemezo kimaze gusinywa, uwagihawe ahita ajya ku biro bireba abinjira n'abasohoka mu gihugu (Migration Office)
5) Izindi nzego unyuramo	Iburo 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 muni.

b) Kwakira no gukemurirwa ibibazo

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 wandika 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 muni

c) 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).

d) 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 cyatanze 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 icyemezo ajyana kwa Noteri ku Murenge. Umurenge umushyira ku rutonde rw'abasaba indangamuntu bwa mbere, nawo ukarutanga kuri NIDA ari nayo imenyeshya 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 muni iyo ibisabwa byose byuzuye

e) Gusaba icyemezo gihesha umuntu kubona icyemezo cy'uko ari ingaragu

1) Uhabwa iyi serivise	Umuntu 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. Kopi z'indangamuntu z'abo bahamya.
4) Inzira binyuramo	Icyemezo cy'Akagari ukijyana ku Murenge kugirango ukorerwe icyemezo cy'uko uri ingaragu
5) Izindi nzego unyuramo	Umudugudu
6) Amafaranga yishyurwa	Kwishyura 500 Frw kuri konti y'Akarere
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo muni iyo ibisabwa byuzuye

f) Gukora urutonde rw'abaturage hashingiwe ku cyiciro cy'ubudehe

1) Uhabwa iyi serivise	Abaturage bose
2) Umukozi ubishinzwe	Ushinzwe Imibereho Myiza, Ubukungu n'Iterambere (SEDO)
3) Ibisabwa	- Ntacyo
4) Inzira binyuramo	- SEDO afasha abagize Komite y'Umudugudu gushyira abaturage mu byiciro. Ibi bikorwa n'abaturage kandi ku rwego rw'umudugudu - Akagari n'umunye babika amakuru ajoyanye n'ibyciro by'ubudehe bya buri rugo
5) Izindi nzego unyuramo	Komite y'Umudugudu, Umurenge
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Igihe cyateganyijwe cyo gushyira abaturage mu byiciro
8) Igihe ntarengwa	Uwo muni

g) Gutegura urutonde rw'abatishoboye

1) Uhabwa iyi serivise	Umuntu wese uri mu cyiciro cya mbere n'icya kabiri cy'Ubudehe (hashingiwe ku rutonde rw'ibyciro by'ubudehe)
2) Umukozi ubishinzwe	Ushinzwe Imibereho Myiza, Ubukungu n'Iterambere (SEDO)
3) Ibisabwa	Kuba uri mu cyiciro cya mbere. Ku badafite icyiciro, cyangwa bashyizwe mu cyiciro kitari cyo, Inama y'Umudugudu iraterana ikemeza icyiciro cyabo.
4) Inzira binyuramo	Ushaka iyi serivise ajya ku Kagari, bakaganzura kuri lisiti z'Ubudehe icyiciro yanditsemo, hanyuma agashyirwa ku rutonde rw'abatishoboye kandi agahabwa icyemezo cy'uko atishoboye.
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 muni iyo ibisabwa byose byuzuye
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h) 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 muni iyo ibisabwa byose byuzuye

i) Gukora ubuvugizi bwo gufasha abatishoboye mu buryo butandukanye

1) Uhabwa iyi serivise	Umuntu wese uri mu cyiciro cya mbere n'icya kabiri 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 muni.

j) Icyemezo cyemerera umuntu 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) Izindi nzego unyuramo	Umurenge
5) Inzira binyuramo	Iki cyemezo gitangwa ku bibanza cyangwa amazu yo mu midugudu. Icyemezo cyo kubaka cyangwa gusana mu mijyi gitangwa n'ibiro by'ubutaka ku Karere. Ushaka iyi service aja 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.
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

k) 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.
5) Izindi nzego unyuramo	Polisi
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsu

l) Kumenyeshya 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.
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

m) 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 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)

n) icyemezo gisaba icyemezo cy'ubudakemwa mu mico no mu myifatire

1) Uhabwa iyi serivise	Umuntu wese utuye mu Kagari
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. Iki cyemezo ugihabwa bitewe n'imyitwarire yawe n'uko abantu bakuzi mu mudugudu. 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 muniyo ibisabwa byuzuye

o) 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 cyo kwa muganga cyanga cy'ikingira ku bana, Indangamuntu ku bakuru, Icyemezo cy'umudugudu
4) Inzira binyuramo	Ushaka iki cyemezo ajya ku kagari yitwaje indangamuntu n'icyemezo cy'Umudugudu.
5) Izindi nzego unyuramo	Umudugudu
6) Amafaranga yishyurwa	Rwf 500
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo muniyo ibisabwa byuzuye

p) 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 muni iyo ibisabwa byuzuye

q) icyemezo cy'uwacitse ku icumu

1) Uhabwa iyi serivise	Umuntu wese wacitse ku icumu rya Jenoside yakorewe Abatutsi ukeneye iki cyemezo
2) Umukozi ubishinzwe	Umunyabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	Icyemezo cy'umudugudu na comite y'abacitse ku icumu rya Jenoside, Indangamuntu
4) Inzira binyuramo	Komite y'abacitse ku icumu mu kagari yuzuzura kandi igasinye icyemezo cyabigenewe, Umunyabanga 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 muni iyo ibisabwa byuzuye

r) icyemezo gihabwa umugore utwite ujya kwipimisha atabana n'umugabo

1) Uhabwa iyi serivise	Umukobwa utwite ariko atarashaka ukeneye kwipimisha inda no kwivuza kwa muganga.
2) Umukozi ubishinzwe	Umunyabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	Ikayi y'Umudugudu yanditse uko ikibazo giteye n'Ushinzwe Ubuzima mu mudugudu.
4) Inzira binyuramo	Uza ku kagari. icyemezo gitangwa akagari kamaze kugenzura ko amakuru atangwa ari yo. Ushinzwe ubuzima mu mudugudu ashobora kumuherekeza kwa muganga.
5) Izindi nzego unyuramo	Umudugudu, Kwa muganga
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo muni

s) icyemezo gishesha icyemezo cy'ubupfakazi (attestation de veuvage)

1) Uhabwa iyi serivise	Umuntu wafakaye
2) Umukozi ubishinzwe	Umunyabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	- Indangamuntu - 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 muni iyo ibisabwa byose byubahirijwe

t) icyemezo cy'uko utuye mu kagari

1) Uhabwa iyi serivise	Umuntu utuye mu kagari
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	- Indangamuntu cyangwa Pasiporo - 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 muni iyo ibisabwa byose byubahirijwe

u) icyemezo gihisha icyemezo cy'umwirondoro (attestation d'identité complète)

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	Uza 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 muni iyo ibisabwa byose byubahirijwe