

REPUBLIKA Y'URWANDA



INTARA Y'IBURASIRAZUBA

AKARERE KA KAYONZA

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SERIVISE ZITANGIRWA KU KAGARI(SERVICE CHARTER 2018)

Iyi nyandiko y'imitangire ya serivisi yemejwe n'Inama Njyanama y'Akarere yateranye kuwa 28/09/2018. 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'Akarere, 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.

Ubuyobozi bw'Umurenge bugomba kubahiriza ibikubiye muri iyi nyandiko, guhora gashishikajwe n'uko serivisi zihabwa abaturage zarushaho kunoga no kumenyekanisha impinduka zakozwe kuri iyi nyandiko zigamiye korohereza Abaturage guhabwa service.

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	<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'inyaka 16</p> <ul style="list-style-type: none"> • Icyemezo cy'amavuko • Icyemezo cy'uko ababyeyi bashakanye • Kopi y'indangamuntu z'ababyeyi
4) Inzira binyuramo	<ul style="list-style-type: none"> • Usaba iyi serivise agamba kuza ku biro by'Akagari mu masaha y'akazi • Icyemezo cyuzurizwa ku biro by'Akagari kigazinywaho 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.

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 yanditse uko Umudugudu wakemuye icyo kibazo.
5) Izindi nzego unyuramo	Umudugudu
6) Amafaranga yishyurwa	Ntayo

7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00, n'igihe cyose byaba ari mu kaga byihutirwa
8) <i>Igihe ntarengwa</i>	Biterwa n'uko ikibazo giteye, iriko iyo bishoboka gikemurwa uwo muni

3. Kurangirizwa urubanza n'izindi mpapuro ziriho kashe mpuruza

1) <i>Uhabwa iyi serivise</i>	Umuntu wese utuye mu Kagari ufite impapuro z'imyanzuro y'urubanza rwaciwe n'Abunzi cyangwa Inkiko Gacaca ziriho Kashe Mpuruza
2) <i>Umukozi ubishinzwe</i>	Umunyabanga Nshingwabikorwa w'Akagari
3) <i>Ibisabwa</i>	Impapuro z'imyanzuro y'urubanza ziriho kashe mpuruza
4) <i>Inzira binyuramo</i>	Gushyikiriza Umunyabanga Nshingwabikorwa w'Akagari impapuro z'imyanzuro y'urubanza ziriho kashe mpuruza akabyandika mu gitabo cyabugenewe cyakirirwa imanza ziba zigomba kurangizwa n'igihe zigomba kurangirizwa.
5) <i>Izindi nzego unyuramo</i>	Ntazo
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	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).

3. icyemezo cy'abashaka kwiyandikisha gusaba indangamuntu bwa mbere

1) <i>Uhabwa iyi serivise</i>	Umwenegihugu wese afite imyaka cumi n'itandatu (16) utuye mu Kagari
2) <i>Umukozi ubishinzwe</i>	Umunyabanga Nshingwabikorwa w'Akagari
3) <i>Ibisabwa</i>	Inyandiko yerekana itariki y'amavuko Icyemezo cyatanzwe n'umukuru w'Umudugudu
4) <i>Inzira binyuramo</i>	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 imenyeshya umunsi wo gufotora. Iyo indangamuntu zibonetse zitangirwa ku murenge.
5) <i>Izindi nzego unyuramo</i>	Ubuyobozi bw'Umudugudu n'Umurenge
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	Uwo muni iyo ibisabwa byose byuzuye

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

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

5. Gukora urutonde rw'abatishoboye (gushyirwa k'urutonde)

1) <i>Uhabwa iyi serivise</i>	Umuntu wese uri mu cyiciro cya mbere cy'Ubudehe
2) <i>Umukozi ubishinzwe</i>	Umunyabanga Nshingwabikorwa w'Akagari
3) <i>Ibisabwa</i>	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) <i>Inzira binyuramo</i>	Ushaka iyi servise ajya ku Kagari, bakagenzura kuri lisiti z'Ubudehe icyiciro yanditse, hanyuma agashyirwa ku rutonde rw'abatishoboye agahabwa icyemezo iyo ari mu cyiciro cya mbere.
5) <i>Izindi nzego unyuramo</i>	Komite y'Umudugudu
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	Uwo muni iyo ibisabwa byose byuzuye

6. Icyemezo cyo gusaba icyemezo cy'uko umuntu yapfuye

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

7. 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 cy'Ubudehe
4) Inzira binyuramo	Ubufasha butangwa mu buryo bwo Kuremera utishoboye, hashakwa inkunga mu baturage nk' 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 munsu.

8. 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 serivise 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 gusana ikibanza cyangwa inzu

9. 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) Amafuranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsu

10. Kumenyeshya uwaburanye adahari imyanzuro y'urukiko

1) Uhabwa iyi serivise	Umuntu wese urebwa n'urubanza rwaburanishijwe n'Abunzi adahari
2) Umukozzi 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) Amafuranga 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

11. Gusinyisha inzandiko z'abahamagajwe n'inkiko

1) Uhabwa iyi serivise	Umuntu wese bireba
2) Umukozzi ubishinzwe	Umunyabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	Impapuro zitumira kwitaba urukiko
4) Inzira binyuramo	Umuhesha w'inkiko (umuyobozi w'akagari) niwe uya gusinyisha uregwa, yamubura agasinyisha umugore/umugabo, cyangwa umwana ufite imyaka 18 cyangwa 21 kuzamura.
5) Izindi nzego unyuramo	Ntazo
6) Amafuranga 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)

12. icyemezo gihesha icyemezo cy'amavuko

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

13. Icyemezo gihesha icyangombwa cy'umutungo

1) <i>Uhabwa iyi serivise</i>	Umuntu wese utuye mu Kagari ukeneye iki cyemezo
2) <i>Umukozi ubishinzwe</i>	Umunyabanga Nshingwabikorwa w'Akagari
3) <i>Ibisabwa</i>	Icyemezo cy'umudugudu Indangamuntu
4) <i>Inzira binyuramo</i>	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) <i>Izindi nzego unyuramo</i>	Umudugudu, Umurenge
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	Uwo muni iyo ibisabwa byuzuye

14. Icyemezo cy'uwacitse ku icumu

1) <i>Uhabwa iyi serivise</i>	Umuntu wese wacitse ku icumu rya Jenoside yakorewe Abatutsi
2) <i>Umukozi ubishinzwe</i>	Umunyabanga Nshingwabikorwa w'Akagari
3) <i>Ibisabwa</i>	Icyemezo cy'umudugudu Indangamuntu
4) <i>Inzira binyuramo</i>	Komite y'abacitse ku icumu mu kagari yuzuza kandi igasinya icyemezo cyabigenewe, Umunyabanga Nshingwabikorwa w'Akagari akagisinyaho. Icyemezo ukijyana ku mukozi w'Umurenge ushinzwe imibereho myiza kikemezwa bwa nyuma.
5) <i>Izindi nzego unyuramo</i>	Komite y'abacitse ku icumu rya Jenoside yakorewe Abatutsi,

	Umurenge
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	Uwo minsi iyo ibisabwa byuzuye

15. icyemezo gihisha 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	<ul style="list-style-type: none"> - Kopi y'Icyangombwa (e.g. Indangamuntu cyangwa Pasiporo) - Imyanzuro y'urukiko iriho kashe mpuruza - Abagabo 3 bemeza ko yangeye cyangwa atorongeraga gushaka
4) Inzira binyuramo	Icyemezo uhabwa ukijyana ku murenge
5) Izindi nzego unyuramo	Umudugudu, Umurenge
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	Uwo minsi iyo ibisabwa byose byubahirijwe

16. icyemezo gihisha icyemezo cy'ubupfakazi (attestation de veuvage)

1) Uhabwa iyi serivise	Umuntu wapfakaye
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	<ul style="list-style-type: none"> - Indangamuntu - icyemezo cy'urupfu rw'uwo mwashakanye - icyemezo cy'Umudugudu - Abagabo 3 babyemeza
4) Inzira binyuramo	Icyemezo uhabwa ukijyana ku murenge
5) Izindi nzego unyuramo	Umudugudu, Umurenge
6) <i>Amafaranga yishyurwa</i>	Ntayo
7) <i>Igihe itangirwa</i>	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) <i>Igihe ntarengwa</i>	Uwo minsi iyo ibisabwa byose byubahirijwe

17. icyemezo cy'uko utuye mu kagari

1) Uhabwa iyi serivise	Umuntu utuye mu kagari
2) Umukozi ubishinzwe	Umunyamabanga Nshingwabikorwa w'Akagari
3) Ibisabwa	<ul style="list-style-type: none"> - Indangamuntu - icyemezo cy'Umudugudu
4) Inzira binyuramo	Kuza ku kagari witwaje ibisabwa
5) Izindi nzego unyuramo	Umudugudu
6) <i>Amafaranga yishyurwa</i>	Ntayo

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

18. 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	<ul style="list-style-type: none"> - 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 muni iyo ibisabwa byose byubahirijwe