IRIBURIRO

Nejejwe no kubagezaho iki gitabo gikubiyemo serivise zitangwa na Komisiyo y' Igihugu ishinzwe Abana (NCC). Iki gitabo cyateguwe hagendewe kuri gahunda y'Igihugu yo kuvugururura Inzengo bwite za Leta, hagamijwe gutanga serivise nziza kandi zinoze, gukorera mu mucyo ndetse no kugaragariza rubanda ibibakorerwa.

Iki gitabo kigaragaza uruhare rwa Komisiyo y'Igihugu ishinzwe Abana mu itangwa rya serivisi mu Rwanda kikanerekana kandi amashami serivise zacu zitangirwamo.

Ishyirwaho ryi'iki gitabo gikubiyemo serivisi zihabwa abatugana byerekana ubushake Komisiyo y'Igihugu ishinzwe abana ifite mu itangwa rya serevisi nziza kandi zinoze.

Zaina NYIRAMATAMA

Umunyamabanga Nshingwabikorwa wa Komisiyo

ICYEREKEZO

Abana bafite uburenganzira busesuye kandi bahawe agaciro mu rwego rwo kubaremamo abaturarwanda nyabo

INTEGO

1. Guteza imbere no gukurikirana uburere bw'umwana ubereye igihugu kandi ugikunda;
2. Gushyiraho uburyo bw'ubufatanye n'ihuzabikorwa ku rwego rw'igihugu hagamijwe kwimakaza uburenganzira bw'umwana;
3. Kurangiza inshingano z'Urwego rw'Igihugu rushinzwe gushyira mu bikorwa amasezerano mpuzamahanga y'i La Haye yerekeye kurinda abana no gufatanya mu byerekeye ukubera umubyeyi umwana utabyaye;
4. Kugira uruhare mu itegurwa n'ikurikirana rya politiki ndetse n'uko yitabwaho mu zindi politiki z'igihugu, mu igenamigambi no mu itegurwa ry'ingengo y'imari mu nzego zose;
5. Gushyiraho uburyo rusange bwo gukurikirana no kugenzura ibikorwa byose bikorerwa umwana cyane cyane abana bakeneye kurindwa byihariye hashingiwe ku ikusanyamibare na raporo z'abafatanyabikorwa ku nzego zose;
6. Gushyira umwana ufashwe nabi mu muryango cyangwa ahandi yarererwa akabona uburere bwiza;
7. Gukusanya, gusesengura, gusakaza amakuru ajyanye no guteza imbere ibikorwa ntangarugero n'ubushakashatsi mu rwego rw'uburenganzira bw'umwana;
8. Kugaragaza icyuho no gutanga ibitekerezo ku bikeneye guhinduka mu rwego rw'amategeko mu byerekeye kurengera no guteza imbere umwana;

9. Gukusanya no gusesengura ibitekerezo n'ibyifuzo byatanzwe n'abana ku nzego zose no gukurikirana ko byitabwaho mu itegurwa n'ishyirwa mu bikorwa bya za politiki na gahunda zireba umwana;
10. Gutegura no gutanga ibitekerezo kuri raporo zerekeye ishyirwa mu bikorwa ry'amasezerano mpuzamahanga yerekeye abana yashyizweho umukono n'u Rwanda;
11. Gushyiraho uburyo bwose bwakwifashishwa mu bukangurambaga bugamije kwita ku mibereho myiza n'uburenganzira by'umwana;
12. Gushaka umutungo no gukurikirana imikoreshereze yawo;
13. Gushyikirana no gukorana n'izindi nzego zihuje inshingano zo mu karere cyangwa mpuzamahanga;
14. Gukora ibindi bikorwa bya ngombwa n'ibindi yasabwa kugira ngo igere ku nshingano zayo.

INSHINGANO Z'IBANZE

- Guteza imbere no kubungabunga uburenganzira bw'umwana
- Guhuza no kugenzura ibikorwa byose bikorerwa abana

INDANGACIRO

Umwana wese afite agaciro. Kwita ku bana ni yo ntego yacu y'ibanze. Abana bakwiye ibyiza. Abana bagomba kandi bakwiye kugira uruhare mu bibakorerwa. Kirazira guhohotera umwana, kumuvunisha no kumushakamo indonke.

ABATUGANA

- Abana

- Abafatanyabikorwa muri gahunda zo guteza imbere no kubungabunga uburenganzira bw'umwana.
- Ababyeyi
- Ba rwiyemezamirimo n'inzobere mu mirimo itandukanye
- Uturere

SERIVISI Z'INGENZI ZITANGWA NA KOMISIYO Y'IGIHUGU ISHINZWE ABANA

1. Gutanga inkunga y'amafaranga mu bikorwa by'uburezi n'ubuvuzi ku bana b'impfubyi n'abandi bugarijwe n'ibibazo
2. Serivisi ku bashaka kubera ababyeyi abana batabyaye(ku benegihugu n'abanyamahanga)
3. Ubufasha ku miryango yakiriye abana
4. Ubujyanama n'ubuvugizi ku bana b'imfubyi n'abandi bugarijwe n'ibibazo cyangwa no ku bafasha
5. Amahugurwa
6. Amakuru agendanye no gutezimbere no kubungabunga uburenganzira bw'umwana
7. Imyanzuro n'umurongo ku bafatanyabikorwa bagize aho bahurira n'ibikorwa byita ku bana.
8. Kwishyura abatanga serivisi zitandukanye.

A. ISHAMI RYO GUTEZIMBERE NO KUBUNGABUNGA UBURENGANZIRA BW'UMWANA

1. Gusaba inkunga y'amafaranga y' ibikorwa by'uburezi n'ubuvuzi ku bana b'impfubyi n'abandi bugarijwe n'ibibazo binyuze mu Turere

Serivisi ni iyihe? Nujuje ibisabwa?	*Iyo kamaze gukora urutonde rw'abana b'impfubyi n'abandi bugarijwe n'ibibazo, Akarere gasaba Inkunga y'amafaranga mu bikorwa by'uburezi n'ubuvuzi ku bana b'impfubyi n'abandi bugarijwe n'ibibazo bo mu Turere*
Urwego ruganwaho?	*Agashami k'umushinga NCC/ Global Fund gakorera mu Ishami ryo Kubungabunga no Gutezimbere Uburenganzira bw'Umwana no Kubera umubyeyi umwna utabyaye*
Serivisi itangirwa he?	*Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. (Ibindi bisobanuro wabisanga kandi ku murongo wa interineti info@ncc.gov.rw)*
Serivise itangwa ryari?	*Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*

Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Iminsi ibiri y'Akazi*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi bisaba*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	• *Inyandiko isaba inkunga* • *Urutonde rw'abana b'impfubyi n'abandi bugarijwe n'ibibazo bakeneye ubufasha*
Binyura mu zihe nzira kugirango uyihabwe?	- *Akarere kandika ibaruwa isaba;* - *Kohereza Inyandiko n'urutonde rw'abana b'impfubyi n'abandi bugarijwe n'ubukene kuri;* - *Nyuma y'iminsi 2 Komisiyo y'Igihugu ishinzwe Abana yohereza amafaranga mu Karere kayasabye*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Yego. Ushobora kwandikira Umunyamabanga Nshingwabikorwa usaba kurenganurwa*
Hari ibindi bintu by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Abana bo gufasha bagomba kuba baratoranyirijwe mu nama y'inteko rusange y'umudugudu kandi bikemezwa n'ubuyobozi*
Impapuro zuzuzwa	*Ntazo*
Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi	*Ntayo*

2. Kubona uburenganzira bwo **kubera umubyeyi umwana utabyaye ku banyamahanga**

Serivisi ni iyihe? Nujuje ibisabwa?	*Umunyamahanga cyangwa umunyarwanda utuye mu mahanga wifuza kubera umubyeyi umwana w'umunyarwanda, abisaba Komisiyo y'Igihugu Ishinzwe Abana.*
Urwego ruganwaho?	*Ishami ryo Kubungabunga no Kurengera Uburenganzira bw'umwana no Kubera umubyeyi umwana utabyaye*
Serivisi itangirwa he?	Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi bisobanuro wabisaba kandi ku murongo wa interineti *info@ncc.gov.rw*
Serivise itangwa ryari?	*Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*

Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Amezi abiri*
Niba serivisi yishyurwa, yishyurwa angahe?	*Ku rwego rwa Komisiyo y' Igihugu ishinzwe abana nta kiguzi bisaba ariko ku zindi nzego hari ubwo byaba ngombwa ko ushaka kubera umwana umubyeyi atabyaye akenera ibyangombwa bimusaba amafaranga agenwa n'urwego rubitanga*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. *Icyemezo cy'irangamimerere (Icyemezo cy'uko washatse, uri ingaragu cyangwa uri umupfakazi) na kopi y'icyemezo cy'uko washyingiwe ku wifuza kubera umubyeyi umwana atabyaye.* 2. *Icyemezo kigaragaza abagize umuryango harimo n'abana bawe bwite n'imyaka yabo* 3. *Icyemezo cy'uko utakatiwe igifungo kirenze amezi atandatu* 4. *Icyemezo cy'amavuko* 5. *Ibindi byemezo bikuranga* 6. *Icyemezo cy'umutungo* 7. *Inyandiko y' uwo mwashakanye ikwemerera kubera umubyeyi*

	umwana utabyaye/ Inyemezabushake y'uwo mwashakanye) 8. *Inyandiko y'abana bawe bwite ikwemerera kubera umubyeyi umwana utabyaye (mu gihe ikenewe)* 9. *Icyemezo cyo kwa muganga kitarengeje amezi atatu.* 10. *Inyandiko igaragaza imiterere y'umuryango w'ushaka umwana n'imibereho yabo ya buri munsi yemejwe n'urwego rubifitiye ububasha.* 11. *Iyo usaba aturuka mu gihugu cyasinye amasezerano ya Hague/La Haye, agaragaza icyemezo kimwemerera kubera umubyeyi umwana atabyaye gitangwa n'urwego rubifitiye ububasha rwo ku rwego rw'igihugu.* 12. *Icyemezo cy'ubuyobozi bw'Ambasade y'URwanda yo mu gihugu usaba aherereyemo*

	13. Inyandiko y'undi muntu wemera kuba yakwita ku mwana mu gihe abamwakiriye baba bapfuye
Binyura mu zihe nzira kugirango uyihabwe?	- *Kwandikira Umunyamabanga Nshingwabikorwa usaba kubera umwana umubyeyi;* - *Kujyana urwandiko hamwe n'inyandiko zivuzweharuguru ku mugereka;* - *Kujya mu Murenge gusaba icyemezo cyo kubera umubyeyi umwana utabyaye;* - *Kujya mu Rukiko rw'Ibanze kwemeza ko wujuje ibijyanye n'amategeko kugirango urere umwana utabyaye;* - *Gusubira kuri Komisiyo y'Igihugu Ishinzwe Abana.gusaba Urwandiko rukwemerera kujyana umwana mu mahanga.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Imirenge, Inkiko, Ibitaro, Ubushinjacyaha bukuru, Ibiro bishinzwe abinjira n'abasohoka*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Yego burahari, wandikira Umunyamabanga Nshingwabikorwa*

	wa Komisiyo
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Muri iyi minsi, Leta y'u Rwanda yahagaritse gahunda z'abasaba kubera ababyeyi abana batabyaye ku banyamahanga, ikaba izasubukurwa amabwiriza agendanye nabyo amaze kwemezwa*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Amabwiriza yo kubera umubyeyi umwana utabyaye ku banyamahanga yo mu 1988, Igitabo cy' Itegeko Mbonezamubano ryo mu 1988 Itegeko ku Burenganzira bw'Umwana ryo muri 2011), Amasezerano ku Burenganzira bw'Umwana ya Hague/La Haye (yo mu 1993)*

3. Kubona Inkunga y'amafaranga ku miryango yakiriye abana binyujijwe mu karere

Serivisi ni iyihe? Nujuje ibisabwa?	Iyo karangije gusesengura no kumenya imiryango itishoboye yakiriye abana, Akarere gasaba Infashanyo y'amafaranga yo gufasha iyo miryango.
Urwego ruganwaho?	*Ishami ryo kurengera no Kubera Umubyeyi umwana utabyaye*
Serivisi itangirwa he?	*Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi* bisobanuro wabisaba kandi ku murongo wa interineti *info@ncc.gov.rw)*
Serivise itangwa ryari?	*Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Bitwara amezi abiri gusa*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi bisaba*

Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ntabyo*
Binyura mu zihe nzira kugirango uyihabwe?	- *Akarere kandika ibaruwa isaba;* - *Kohereza Inyandiko n'urutonde rw'imiryango yakiriye abana mu Karere;* - *Komisiyo y'Igihugu ishinzwe Abana yoherereza Akarere kasabye impfashanyo ibicishije mu nngengo y'imali y'ako.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Mu gihe Akarere katanyuzwe kandikira Umunyamabanga Nshingwabikorwa wa Komisiyo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ubufasha bugenewe imiryanga yakiriye abana bugenwa hashingiwe ku isesengura ry'Akarere*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Amabwiriza ya NCC ku itangwa ry'amafaranga*

4. GUSABA UBUJYANAMA N'UBUFASHA MU BY'AMATEGEKO

Serivisi ni iyihe? Nujuje ibisabwa?	*Umwana ufite ikibazo, umunyarango ufite umwana ufite ikibazo, umuturanyi cyangwa ikigo gifite ubuhamya ko umwana ufite ikibazo, gishobora kwegera NCC gusaba Ubuvugizi n'ubujyanama ku bana b'impfubyi n'abandi bugarijwe n'ibibazo cyangwa se gutanga umurongo byakemukiramo*
Urwego ruganwaho?	*Ishami ryo Gutezimbere no Kurengera Uburenganzira bw'umwana no Kubera Umubyeyi umwana utabyaye*
Serivisi itangirwa he?	*Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi* bisobanuro wabisaba kandi ku murongo wa interineti *info@ncc.gov.rw)*
Serivise itangwa ryari?	*Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	• *Kwerekana inzira ikibazo cyakemukiramo: bitwara icyumweru*

	kimwe • *Ubujyanama: bitwara Icyumweru kimwe* • *Ubuvugizi: bitwara ukwezi kumwe*
Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi bisaba*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ibaruwa isaba*
Binyura mu zihe nzira kugirango uyihabwe?	- *Kwandikira ibaruwa Umunyamabanga Nshingwabikorwa isobanura ikibazo, ikanasaba ubufasha;* - *Kohereza ibaruwa Ubunyamabanga Rusange bwa NCC;* - *Hakurikijwe imiterere y'ikibazo, uhabwa gahunda yanyuma y'icymweru cyangwa ukwezi gufata igisubizo.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*-Minisiteri y'Ubutabera* *-Minisiteri y'Ubuzima* *-Minisiteri y'Ubutegetsi bw'Igihugu* *-Ikigega gishinzwe gutera Inkunga Abacitse ku Icumu rya Jenoside batishoboye,* *-Polisi y'Igihugu,* *-Uturere*

	-Abandi bafatanyabikorwa baba abanyarwanda cyangwa abanyamahanga
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Iyi serivise igomba kubanza kubarizwa mu buyobozi bw'inzego z'ibanze mu ishami rishinzwe imibereho myiza*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Ntabyo*

I. ISHAMI RY'UBUNYAMABANGA NSHINGWABIKORWA

1. Gusaba amahugurwa no Kubaka ubushobozi

Serivisi ni iyihe? Nujuje ibisabwa?	*Akarere cyangwa undi mufatanyabikorwa ashobora gusaba amahugurwa no Kongera ubushobozi bw'inzego mu kubungabunga no guteza imbere uburenganzira bw'umwana*
Urwego ruganwaho?	*Ishami ry'Ubunyamabanga Nshingwabikorwa*
Serivisi itangirwa he?	*Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi bisobanuro wabisaba kandi ku murongo wa interineti info@ncc.gov.rw*
Serivise itangwa ryari?	*Iyo isabwe*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Amezi atatu niyo bimara*
Niba serivisi yishyurwa, yishyurwa angahe?	*Amafaranga y'ibikoresho byakenerwa*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ibaruwa isaba*

Binyura mu zihe nzira kugirango uyihabwe?	- *Kwandikira ibaruwa Umunyamabanga Nshingwabikorwa ;* - *Kohereza ibaruwa inyujijwe mu Bunyamabanga Rusange bwa NCC;* - *Nyuma y'amezi 3 ugaruka gufata igisubizo*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*-Komisiyo y'Igihugu y'Uburenganzira bwa Muntu,* *-Minisiteri y'Ubutabera* *-Polisi y'Igihugu* *-Abafatanyabikorwa baba abanyarwanda cyangwa abanyamahanga*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ukeneye serivise y'amahugurwa yishingira kwishyura amafaranga y'ibyakenerwa byose nk'amafaranga y' aho amahugurwa yabera,ndetse n'amafaranga y'urugendo n'icumbi ku bitabiriye amahugurwa*
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Ntabyo*

2. Kubona amakuru ajyanye no guteza imbere no kubungabunga uburenganzira bw'umwana

Serivisi ni iyihe? Nujuje ibisabwa?	*Umufatanyabikorwa cyangwa urwego rwa Leta rushobora gushaka amakuru ajyanye no gutezimbere no kubungabunga uburenganzira bw'umwana kugirango rurusheho konoza imirimo yacyo.*
Urwego ruganwaho?	*Ishami ry'Ubunyamabanga Nshingwabikorwa*
Serivisi itangirwa he?	*Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi bisobanuro wabisaba kandi ku murongo wa interineti info@ncc.gov.rw*
Serivise itangwa ryari?	*Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Ukimara Kubisabwa*
Niba serivisi yishyurwa, yishyurwa angahe?	*Nta kiguzi bisaba*

Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	*Ibaruwa isaba*
Binyura mu zihe nzira kugirango uyihabwe?	- *Kwandikira ibaruwa Umunyamabanga Nshingwabikorwa ;* - *Kohereza ibaruwa inyujijwe mu Bunyamabanga Rusange bwa NCC;* - *Urategereza ugahita utahana igisubizo*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Ntabwo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ushobora guhabwa amakuru agendanye no gutezimbere no kubungabunga uburenganzira bw'umwana ukoresheje umurongo wa interinet kandi ugahita ubona ibisobanuro*
Impapuro zuzuzwa	*Urupapuro rusaba gahunda yo guhabwa iyo serivise*
Ibyangombwa bisabwa n'amategeko	*Ntabyo*

3. Kubona **uburenganzira n'ubujyanama ku bafatanyabikorwa bo mu bikorwa by'abana**

Serivisi ni iyihe? Nujuje ibisabwa?	Umuryango wose ugitangira, ushaka gukora mubyo gufasha abana, ugomba kubona uburenganzira bwo gutangiza umuryango ku bafatanyabikorwa butanzwe na NCC mbere yo guhabwa icyemezo gitangwa na RGB.
Urwego ruganwaho?	*Ishami ry'Ubuunyamabanga Nshingwabikorwa*
Serivisi itangirwa he?	*Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi bisobanuro wabisaba kandi ku murongo wa interineti info@ncc.gov.rw*
Serivisi itangwa ryari?	*Kuva kuwa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Icyumweru kimwe*

Niba serivisi yishyurwa, igiciro ni ikihe?	*Nta kiguzi bisaba*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	• *Ibaruwa isaba* • *Gahunda y'ibikorwa yemejwe n'Akarere ukeneye serivise azakoreramo*
Binyura mu zihe nzira kugirango uyihabwe?	- *Kwandikira ibaruwa Umunyamabanga Nshingwabikorwa ;* - *Kohereza ibaruwa inyujiwe mu Bunyamabanga Rusange bwa NCC hariho umugereka uvagwa haruguru;* - *Ugaruka nyuma y'iminsi 5 gufata icyemezo cy'u bufatanyabikorwa bwo mu bikorwa by'abana.*
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Uturere, inzego zishinzwe abinjira n'abasohoka*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Yego wandikira Umunyamabanga Nshingwabikorwa wa Komisiyo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Gahunda y'ibikorwa igomba gutangwa n'uwifuza iyi serivise, ikwiye kuba ishyira imbere iterambere ry'umwana kandi igaragaza inyungu*

	abagenerwabikorwa bazakuramo, ibikorwa bizibandwaho, ingengo y'imari n'intego y'ibyo bikorwa.
Impapuro zuzuzwa	*Ntazo*
Ibyangombwa bisabwa n'amategeko	*Ntabyo*

4. Kwishyurwa serivisi zahawe NCC

Serivisi ni iyihe? Nujuje ibisabwa?	Umuntu ku giti cye cyangwa Sosiyete yatanze serivisi kuri Komisiyo, igomba kwishyurwa
Urwego ruganwaho?	*Ishami ry'Ubunyamabanga Nshingwabikorwa*
Serivisi itangirwa he?	Aho Komisiyo y'Igihugu ishinzwe Abana ikorera ku Gisimenti ho mu Mujyi wa Kigali, Akarere ka Gasabo, Umurenge wa Remera mu nyubako ya "Sunrise House"mu igorofa ya gatatu. Ibindi bisobanuro wabisaba kandi ku murongo wa interineti *info@ncc.gov.rw*
Serivise itangwa ryari?	*Kuva ku wa Mbere kugeza ku wa Gatanu guhera saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba*
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	*Icyumweru kimwe*
Niba serivisi yishyurwa, yishyurwa angahe?	*Nta kiguzi bisaba*
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	• *Ibaruwa yishyuza* • *Inyemezabuguzi n'urupapuro rugaragaza ibyo watanze* • *Urupapuro rwishyuza na kopi ya contaro/amasezerano*
Binyura mu zihe nzira kugirango uyihabwe?	- *Dosiye yishyuza ishyikirizwa Ubunyamabanga rusange bwa NCC* - *Gutanga impapuro zose zisabwa haruguru;* - *Nyuma y'icyumweru urishyurwa.*

Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	*Ntazo*
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	*Yego wa ndikira Umunyamabanga Nshingwabikorwa wa Komisiyo*
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	*Ntabyo*
Impapuro zuzuzwa	*Impapuro rwiyemezamirimo yakatiweho imisoro*
Ibyangombwa bisabwa n'amategeko	• *Itegeko rigenga itangwa ry'amasoko ya Leta* • *Amabwiriza y'iyubahirizwa ry'ingengo y'imari*

Byemejwe na Zaina NYIRAMATAMA

Umunyamabanga Nshingwabikorwa wa Komisiyo y'Igihugu ishinzwe Abana

Tariki: 22/03/2013