REPUBULIKA Y'U RWANDA

IKIGO CY'IGIHUGU GISHINZWE GUTEZA IMBERE IBYOHEREZWA MU MAHANGA BIKOMOKA KU BUHINZI N'UBWOROZI (NAEB)

Aho Tubarizwa:

P.O. Box: 104 Kigali Rwanda,
Tel: (250)252575600
Toll Free: 3800
Email: info@naeb.gov.rw
Website: www.naeb.gov.rw

IMITANGIRE YA SERIVISI

Kamena, 2017

IBIRIMO

IRIBURIRO 5
I. INTANGIRIRO 6
II. INTUMBERO 6
III. INSHINGANO 6
IV. INTEGO 6
V. AMAHAME NGENDERWAHO YA NAEB 8
VI. UBURENGANZIRA BW'UMUGUZI 8
VII. INSHINGANO Z'UMUGUZI 8
VIII. IBITEKEREZO N'UBUJURIRE 9
IX. UBURYO BW'UBUJURIRE 9
X. SERIVISI ZITANGWA NA NAEB 10
1. Ibyinjizwa n'ibikoresho 10
2. Imirimo ya nyuma y'isarura 11
3. Guhugurwa kw'abahinzi 12
4. Ubugenzuzi bw'udukoko n'indwara 13
5. Uruhushya rwo kubaka uruganda 14
6. Icyemezo cy'iranganko moko 15
7. Serivisi za laboratwari 16
8. Kwishyurwa serivisi zahawe NAEB 17
9. Serivisi z'igura n'igurisha 19
10. Serivisi zo kumenyekanisha: amakuru no guhuza abahinzi n'abaguzi 21
11. Itoranywa ry'abakozi 22

IRIBURIRO

Nejejwe no kubagezaho aya mabwiriza y'imitangire ya serivisi y'Ikigo cy'Igihugu Gishinzwe Guteza Imbere Ibyoherezwa mu Mahanga bikomoka ku Buhinzi n'Ubworozi (NAEB). Iyi serivisi yateguwe hifashishijwe ivugururwa rya gahunda ya leta mu rwego rwo gutanga serivisi inoze, gukorera mu mucyo ndetse abagenerwabikorwa bakabigiramo uruhare.

Aya mabwiriza y'imitangire ya serivisi agaragaza muri make akamaro ka NAEB, serivisi itanga n'ibisabwamo. Agaragaza aho ibigo byacu bitanga serivisi biherereye n'inyandiko zishingirwaho.

Ishyirwaho ry'iyi nyandiko risobanura kuri twe ubwitange n'umurava byacu mu guha serivisi nziza abatugana mu rwego rwo kubagaragariza, kubasobanurira no kunoza serivisi zacu.

Amb. George William KAYONGA

UMUYOBOZI MUKURU WA NAEB

I. INTANGIRIRO

Ikigo cy'Igihugu Gishinzwe Guteza Imbere Ibyoherezwa mu Mahanga bikomoka ku Buhinzi n'Ubworozi cyashyizweho n'itegeko n 39/2010 ku wa 25/11/2010 mu rwego rwo gushyira mu bikorwa ingamba za leta mu guhuza ibigo bifite inshingano n'intumbero zimwe. Ni uko rero NAEB yashinzwe, hahujwe ibigo bya leta bitatu, Ikigo cy'Igihugu Gishinzwe Ikawa (OCIR-CAFÉ), Ikigo cy'Igihugu Gishinzwe Icyayi (OCIR-THE) n'Ikigo cy'Igihugu Gishinzwe Guteza imbere Imboga, Imbuto n'Indabo (RHODA). Guhuzwa kw'izi nzego byakoze mu rwego rwo guhuza imbaraga n'ubushobozi mu kongera umusaruro w'ibihingwa byoherezwa mu mahanga n'inyungu zabyo no gufasha inzego zikorera gushora imari no kongera umusaruro n'inyongeragaciro by'ibicuruzwa bikomoka ku buhinzi, bwaba ubwa gakondo cyangwa se ubwa kizungu.

II. INTUMBERO

Intumbero yacu ni ukuba ikigo gikomeye ku rwego mpuzampahanga cyohereza mu mahanga ibicuruzwa bikomoka ku buhinzi binyuze mu buryo bwo guhanga udushya.

III. INSHINGANO

Inshingano yacu ni ukorohereza iterambere ry'ubucuruzi bw'ibihingwa bitandukanye byoherezwa mu mahanga ari nako inyungu yiyongera.

IV. INTEGO

NAEB ifite iburyo bune bwo kugera ku ntego yayo n'icyo yiyemeje:

1. Kongera umusaruro w'ibihingwa mu masambu yagenewe guhingwamo n'umusaruro w'ibihingwa byoherezwa mu mahanga.
2. Kongera agaciro hanozwa ibihingwa byoherezwa mu mahanga kugira ngo ugukenerwa n'igiciro byiyongere haba ku isoko ryo hagati mu gihugu, mu karere ndetse no ku rwego mpuzamahanga.
3. Guteza imbere uburyo ubucuruzi bukorwa binyuze mu ma serivisi yihariye afasha ubucuruzi (nk'amakuru y'amasoko, impushya mu ikorwa ry'ibicuruzwa, guteza imbere ubuhahirane n'amahame ngenderwaho) hagamijwe gufasha inganda

zitunganya umusaruro woherezwa mu mahanga guhangana ku isoko mpuzamahanga.

4. Guteza imbere imikoranire y'inzego no kongerera ubushobozi NAEB n'inzego zishinzwe kohereza ibicuruzwa hanze bikomoka ku buhinzi mu rwego rwo kuzifasha gutanga serivisi zinoze.

Byumwihariko, NAEB ifite mu ntego ibi bikurikira:

- Kwifatanya mu kunononsora politiki n'ingamba zo guteza imbere ibicuruzwa bikomoka ku bihingwa byoherezwa mu mahanga.
- Gukorana n'izindi nzego mu kumenya ahagomba gushyirwa inganda zitungunya ibicuruzwa zituruka ku buhinzi byoherezwa mu mahanga hagamijwe kuziha uburenganzira bwo gukora.
- Gushyiraho amahame ngenderwaho y'ubuziranenge bw'ibicuruzwa bikomoka ku buhinzi byoherezwa hanze hagenzurwa ko bishyirwa mu bikorwa.
- Gutanga icyemezo cy'inkomoko ku bikomoka k'ubuhinzi n'ubworozi byoherezwa hanze nk'uko bitegekwa n'amategeko.
- Kugenzura, kohereza no guhugura abikorera ku giti cyabo n'amakoperative bafite uruhare mu kohereza hanze ibituruka ku buhinzi n'ubworozi ku bw'inyungu zabo n'iz'igihugu muri rusange.
- Gufatanya no kugenzura imirimo y'ibigo bidashamikiye kuri leta, abikorera ku giti cyabo n'ibindi bigo birebwa no kohereza ibituruka ku buhinzi n'ubworozi hanze y'igihugu.
- Gukorana n'ibindi bigo mu kugena ahantu hashyirwa inganda zitungunya ibikomoka k'ubuhinzi n'ubworozi byoherezwa hanze bakanahabwa uruhushya.
- Kugena ibipimo ngenderwaho by'ibikomoka ku buhinzi n'ubworozi byoherezwa hanze no kugenzura uko bishyirwa mu bikorwa.
- Kugira uruhare mu kongera ishoramari mu nganda n'ibikorwa byazo bigenewe kongerera agaciro ibikomoka k'ubuhinzi n'ubworozi byoherezwa mu mahanga.
- Gukusanya amakuru ku isoko ry'imbere mu gihugu, mu karere no ku rwego mpuzamahanga akanakwirakwizwa mubo bireba.
- Guhuza ibikorwa by'abagenerwabikorwa mu bijyanye n'ibicuruzwa bikomoka ku buhinzi byoherezwa mu mahanga.
- Kwifatanya mu mishyikirano itandukanye ku rwego mpuzamahanga n'ubucuruzi bwungukira bose hagamijwe guteza imbere ibicuruzwa bikomoka k'ubuhinzi, hagurwa amasoko n'umubare munini w'abaguzi b'ibyo bicuruzwa bituruka mu Rwanda.
- Gushyiraho imibanire myiza n'ibigo mpuzamahanga mu buryo bwo gufasha iterambere ry'ibicuruzwa bikomoka k'ubuhinzi byoherezwa mu mahanga.

V. AMAHAME NGENDERWAHO YA NAEB

✓ ***Ubunyangamugayo***

Turi inyangamugayo, dukorera mu mucyo no mu kuri tunagerageza imyitwarire myiza na zakirazira mu mikoranire yacu n'abagenerwabikorwa bacu.

✓ ***Ubudashyikirwa***

Tuzakomeza gushakisha inzira nshya zo gushyiraho ibisubizo bihamye.

✓ ***Ihangadushya***

Tuzagera ku rwego rwo hejuru ruhamye mu mitangire ya servisi zinoze mu gushimisha no gutera imbere kw'abashoramari mu bucuruzi bwambuka imipaka.

VI. UBURENGANZIRA BW'UMUGUZI

Abaguzi bacu bafite uburenganzira bwo:

- Kugezwaho amakuru neza nk'uko biteganywa n'amategeko
- Gufatwa neza no guhabwa agaciro
- Kugirirwa ibanga no kugira ibanga
- Ubujurire nk'uko buteganywa n'amabwiriza ngengamikorere

VII. INSHINGANO Z'UMUGUZI

- Kwitabira gahunda zateganyijwe kandi ku gihe.
- Gusubiza neza k'ubisabwa ku makuru yizewe kandi ku gihe.
- Kwitanga mu gushaka ibisubizo cyangwa ibisabwa ngo hakemurwe ibibazo.
- Kubahiriza ibisabwa n'amategeko kugira ngo uhabwe serivisi ushaka kandi inoze.
- Abacuruzi batanga ibicuruzwa bikwiriye na serivisi nziza kandi ku gihe
- Kubaha abakozi bacu.

VIII. IBITEKEREZO N'UBUJURIRE

Gukosora no gutanga ibitekerezo kuri serivisi zacu birakenewe mu gufasha NAEB guteza imbere itangwa rya serivisi. twita ku bitekerezo by'abaguzi n'ibyo badusaba, n'ubwitange mu kubikemura neza kandi byihuse bishoboka. Mu gihe uwatugannye agize ikibazo, icyifuzo cyangwa igitekerezo, afite uburenganzira bwo gukoresha inzira zikurikira:

- Kuvugisha uwakwakiriye
- Kuvugisha umugenzuzi w'uwagufashije mu gihe utanyuzwe na serivisi
- Gukoresha agasanduku kacu k'ibitekerezo
- Kuzuza ifishi y'ibitekerezo y'abaguzi iboneka kuri buri biro
- Kutwandikira kuri adiresi info@naeb.gov.rw
- Cyangwa kuduhamagara ku murongo wa telephone utishyurwa nimero 3800 cyangwa kudusigira inyunganizi ku rubuga rwacu rwa internet www.naeb.rw
- Ibiro byacu biba bifunguye kuva ku wa mbere kugera ku wa kane guhera saa moya kugeza saa sita z'amanywa no guhera saa saba kugeza saa kumi n'imwe z'umugoroba no ku wa gatanu guhera saa moya kugeza saa sita z'amanywa no guhera sa saba kugeza saa cyenda n'igice z'umugoroba.

IX. UBURYO BW'UBUJURIRE

Niba utishimiye igisubizo uhawe n'umukozi urimo gukora ku kibazo cyawe cyangwa uburyo ikibazo cyawe kirimo gukemurwamo, ushobora guhita ubimenyesha umuyobozi umukuriye mu kazi.

Amazina n'aho umugenzuzi abarizwa bigaragazwa ku muryango w'ibiro by'umukozi.

Ibibazo byanyu bizakirwa binigweho bitarenze iminsi itatu kuva igihe tubyakiriye tunabagezeho uburyo turimo kubikemura harimo no kubaha amakuru ku kiri gukorwa. Bigaragaye ko hakenewe undi mwanya wo gukora iperereza ryimbitse kugira ngo bikemuke, tuzabamanyesha ku gikorwa kiri bukorweho n'igihe bigomba gutwara.

Tuzakora iperereza ku byatumye habaho ibyo bibazo tunafate ingamba zihariye mu rwego rwo kubikumira ngo bitazongera ukundi.

X. SERIVISI ZITANGWA NA NAEB

1. Inyongeramusaruro n'ibikoresho

Ni nde wemerewe iyi serivisi?	Abahinzi-borozi bafite imirima minini banujuje ibisabwa kugira ngo bahugurwe ku buryo bukwiriye bwo guhinga
Urwego bireba	Amashami ashinzwe icyayi, ikawa, ubuhinzi bw'indabo, imboga n'imbuto
Ni ryari serivisi itangwa?	Iyi serivisi itangwa iyo isasabwe hagaragajwe n'umumaro wayo
Indangagihe	Igisubizo gitangwa mu gihe cy'iminsi itatu y'akazi
Ibiciro	Ni ubuntu
Ibisabwa	Kuba muri koperative cyangwa kugira umurima munini ku buryo ukenera serivisi zihariye
Ni ubuhe buryo bikorwamo	Ibaruwa yandikiwe umuyobozi mukuru isaba izo serivisi cyangwa ari NAEB ibyibwirije
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Birakwiye gusaba kongererwa ubushobozi igihe umubare ari munini
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

2. *Imirimo ya nyuma y'isarura*

Ni nde wemerewe iyi serivisi?	Abahinzi bahinga indabo bakanazohereza mu mahanga
Urwego bireba	Urwego rw'ubuhinzi bw'indabo
Ni ryari serivisi itangwa?	Iyi service iboneka iyo yasabwe
Indangagihe	Ibyumweru bibiri
Ibiciro	Igiciro cyagenwe ku bikoresho bya nyuma y'isarura
Ibisabwa	Icyemezo cy'ubwishyu kuri konti ya NAEB
Ni ubuhe buryo bikorwamo	Ibaruwa yandikiwe umuyobozi mukuru irimo ubwoko n'ibikoresho bisabwa
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Oya
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

3. *Guhugurwa kw'abahinzi*

Ni nde wemerewe iyi serivisi?	Abahinzibrozi bafite imirima minini banujuje ibisabwa kugira ngo bahugurwe ku buryo bukwiriye bwo guhinga
Urwego bireba	Amashami ashinzwe icyayi, ikawa, ubuhinzi bw'indabo, imboga n'imbuto
Ni ryari serivisi itangwa?	Iyi serivisi itangwa iyo yasabwe n'umumaro wayo
Indangagihe	Igisubizo gitangwa mu gihe cy'iminsi itatu y'akazi
Ibiciro	Ni ubuntu
Ibisabwa	Kuba muri koperative cyangwa kugira umurima munini ku buryo ukenera serivisi zihariye
Ni ubuhe buryo bikorwamo	Ibaruwa yandikiwe umuyobozi mukuru isaba izo serivisi cyangwa ari NAEB ibyibwirije
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Birakwiye gusaba kongererwa ubushobozi igihe umubare ari munini
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

4. Ubugenzuzi bw'udukoko n'inrwara

Ni nde wemerewe iyi serivisi?	Abahinzi bahinga ibihingwa byoherezwa mu mahanga
Urwego bireba	Urwego rushinzwe Icyayi, urwego rushizwe ikawa, urwego rushinzwe ubuhinzi bw'indabo, imboga n'imbuto
Ni ryari serivisi itangwa?	Iyi serivisi iboneka mu masaha n'iminsi yose y'akazi
Indangagihe	Biterwa n'ubukana bw'ikibazo ariko ntibirenza iminsi ibiri
Ibiciro	Ntacyo
Ibisabwa	Kuba ufite icyemeza ko twabonye ibaruwa isaba yawe
Ni ubuhe buryo bikorwamo	Kumenyesha indwara cyangwa ibimenyetso urwego bireba
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Ni byiza kubimenyesha ubuyobozi bw'urwego bireba ariko birakwiye kubishyira mu nyandiko
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

5. *Uruhushya rwo kubaka uruganda*

Ni nde wemerewe iyi serivisi?	Umuntu wese, ihuriro cyangwa ikigo cyujuje ibisabwa waka bene urwo ruhushya
Urwego bireba	Urwego rushinzwe Icyayi, urwego rushizwe ikawa, urwego rushinzwe ubuhinzi bw'indabo, imboga n'imbuto
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Iminsi 30 y'akazi
Ibiciro	Ntacyo
Ibisabwa	- Ibaruwa yandikiwe umuyobozi mukuru - Icyemezo kiranga Ikigo gitangwa na RDB - Urwandiko rusobanura imiterere y'umushinga
Ni ubuhe buryo bikorwamo	- Jya kuri NAEB, usabe kubonana n'ubishinzwe - Bonana n'umuntu wakugira inama akanagusobanurira itegeko rigenga ishingwa ry'uruganda
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Yego. Abahagarariye NAEB basura icyo gikorwa kugira ngo bagenzeru imikorere ihamye yacyo
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Itegeko n° 07/2009 ryo kuya 27/04/2009 rigenga ibigo

6. *Icyemezo cy'iranganokomoko*

Ni nde wemerewe iyi serivisi?	Abahinga bakanohereza mu mahangai cyayi n'ikawa
Urwego bireba	Urwego rwita ku ireme n'ubugenzuzi
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Umunsi umwe
Ibiciro	Biterwa n'ingano y'ibyoherezwa
Ibisabwa	- Gutanga urugero rw' icyayi/ikawa kugira ngo bikorerwe igenzura - Icyemezo cy'ubwishyu gitangwa na banki.
Ni ubuhe buryo bikorwamo	Ingero nto z'ikawa n'icyayi zikorerwa ubugenzuzi, haboneka ibisubizo hagatangwa icyemezo cy'iranganokomoko
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Oya
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

7. Serivisi za laboratwari

Ni nde wemerewe iyi serivisi?	Abahinzi, abashakashatsi n'abohereza hanze ibikomoka ku ikawa, icyayi, n'indabo, imboga n'imbuto
Urwego bireba	Urwego rwita ku ireme n'ubugenzuzi
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Iminsi myinshi ni itatu
Ibiciro	Ni hagati y'igihumbi n'ibihumbi mirongo icyenda kuri buri rugero
Ibisabwa	Ubusabe bwo kuri interineti
Ni ubuheburyobikorwamo	- Umukiriya asabwe kwishyura serivisi za laboratwari akazana inyemezabwishyu ya banki. - Tegereza igihe cyagenenwe kugira ngo uhabwe ibisubizo bya laboratwari
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Serivisi zitangwa na laboratwari zirimo: igenzura ry'ubutaka, igenzura ry'amazi' igenzura ry'ifumbire, igenzura ry'icyayi n'ikawa
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

8. *Kwishyurwa serivisi zahawe NAEB*

Ni nde wemerewe iyi serivisi?	Umuntu, ikigo cyangwa ihuriro ryahaye serivisi cyangwa ibintu NAEB rifite uburenganzira bwo kwishyuza
Urwego bireba	Urwego rushinzwe imari n'icungamutungo
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Iminsi 5 y'akazi
Ibiciro	Ntabyo
Ibisabwa	- Urwandiko rugaragaza serivisi cg ibintu byahawe NAEB - Uruhushya rwo kugura rwa NAEB - Icyemezo cy'uko byakiriwe gitangwa n'umukozi wa NAEB - Nomero ya TIN na nomero ya konti ya nyirayo
Ni ubuhe buryo bikorwamo	- Kugeza inzandiko zikenewe muri sekeretariya - Kugenzura ko kuri copi y'iyo nyandiko hariho kashi yemeza ko byakiriwe - Gutegereza iminsi itanu ngo wohererezwe amafaranga kuri konti yawe
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	- MINECOFIN - Banki nkuru y'u Rwanda - Banki ya rwiyemezamirimo
Hari uburyo bwo kujurira?	Hari ikibazo wakegera urwego rushinzwe imari n'icungamutungo

Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	- Twishyura mu izina ry'umuntu, ihuriro cyangwa ikigo byatanzwe mu byangombwa - Ubwishyu bunyuze muri MINECOFIN butwara igihe kirenze icyateganijwe
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Itegeko ry' ingengo yimari

9. Serivisi z'ipiganwa

Ni nde wemerewe iyi serivisi?	Umuntu cyangwa ikigo gishaka gupiganira serivisi cyangwa ibintu muri NAEB kigomba kureba ku rubuga rwa interineti rwa NAEB cyangwa rukareba mu masoko ari mu binyamakuru
Urwego bireba	Ibiro by'ipiganwa ry'amasoko
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Iminsi makumyabiri n'umwe nyuma y'ipiganwa
Ibiciro	Ibiciro byo kugira ngo ubone ibirebana n'isoko biterwa n'ubwoko bw'isoko. Bitangazwa burigihe mu itangazo.
Ibisabwa	Abahatanira isoko basabwe gutanga ibikurikira mu bitabo byabo by'amasoko: - Urupapuro rw'isoko - Kopi y'uruhushya rwo gucuruza - Originari cyangwa kopi y'icyemezo cy'ubwishingizi (RSSB) - Amafaranga y'ingwate (2% y'amafaranga yose) - Ibiciro bisobanuye neza - Ibyemezo byerekana ko wigeze gukora ibisa nk'ibi
Ni ubuhe buryo bikorwamo	- Gutegura ibyangombwa by'isoko - Gutangaza isoko - Gusura isoko - Gutegura ipiganwa - Gufungura amabahasha - Kuganira ku masezerano no gushyira mu bikorwa ibyayo
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	-Banki nkuru y' u Rwanda -MINECOFIN
Hari uburyo bwo kujurira?	Hari urugaga rwigenga ku rwego rw'igihugu no mu turere twose bigenzura ibibazo byose by'ipiganwa

Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Uburyo bw'ipiganwa muri NAEB ku rubuga rwa interineti www.naeb.gov.rw
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Itegeko nomero 12/2007 ryo kuwa 27/03/2007 ku ipiganwa rusange rigaragara kuri www.rppa.gov.rw

10. Serivisi zo kumenyekanisha: amakuru no guhuza abahinzi n'abaguzi

Ni nde wemerewe iyi serivisi?	Umuntu cyangwa ikigo gishaka iyi serivisi
Urwego bireba	Urwego rw'imenyekanisha
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Igihe isabwe mu masaha ayo ariyo yose y'akazi bitewe n'uburemere bw'ikibazo ariko bitarenze iminsi itatu
Ibiciro	Ntacyo
Ibisabwa	Gutanga ubusabe bwawe kuri NAEB binyuze mu bakozi bashinzwe imenyekanisha
Ni ubuhe buryo bikorwamo	Nta buryo buteganyijwe. Ubusabe busubizwa bitewe n'urwego bwagejejweho
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Ku kibazo icyo ari cyo cyose, hakitabazwa inzira z'itumanaho zatanzwe
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Ku bindi bisobanuro wabariza ku rubuga rwa interineti ku bw'ibisobanuro byimbitse (www.naeb.gov.rw)
Amafishi aboneka	Oya
Ibyangombwa by'amategeko ngenga	Oya

11. Itangwa ry'akazi

Ni nde wemerewe iyi serivisi?	Umunyarwanda wese ubifitiye ubushobozi n'ubumenyi ashobora gusaba akazi muri NAEB
Urwego bireba	Urwego rw'abakozi
Ni ryari serivisi itangwa?	Iyi service iboneka kuva kuwa mbere kugeza kuwa kane mu masaha y'akazi ndetse no kuwa gatanu hagati ya saa moya za mugitondo kugeza saa sita no kuva saa saba kugeza saa kumi n'imwe z'umugoroba
Indangagihe	Bigendeye ku iteka rya perezida rigenga itangwa ry'akazi: - Iminsi itanu yo gusaba akazi - Iminsi itanu yo gutoranyamo abakandinda - Iminsi itatu y'ibizamini byanditse nyuma yo gutoranya abakandida - Iminsi icumi yo gutangaza ibyavuye mu bizamini byanditse - Iminsi itatu yo gutanga ikizamini cya interiviyu
Ibiciro	Ntacyo
Ibisabwa	Ibaruwa isaba akazi, kopi ya CV, impamyabushobozi n'indangamuntu
Ni ubuhe buryo bikorwamo	Nk'uko biteganywa mu itangazo ry'akazi
Ni izihe nzego zindi niba zihari, zasurwa mu kubona serivisi? (urugero: kwishyura serivisi cyangwa kubona ibindi byangombwa)	Ntazo
Hari uburyo bwo kujurira?	Niba umukandida atanyuzwe n'amanota yahawe mu kizamini yemerewe kujurira muri NAEB mu gihe kitarenze iminsi itatu
Hari andi makuru y'inyongera y'ingirakamaro akenewe yerekeye iyi serivisi?	Ku bindi bisobanuro bijyanye n'itangwa ry'akazi warebera ku rubuga www.naeb.gov.rw
Amafishi aboneka	Ifishi basabiraho akazi iboneka aho bakirira abagana NAEB

Ibyangombwa by'amategeko ngenga	- Itegeko nomero 22 ryo kuwa 9/07/2002 ku mitangire y'akazi - Iteka rya perezida rigena itangwa ry'akazi nomero 50/01 ryo kuwa 31/07/2011