



**IMBONERAHAMWE  
IGARAGAZA SERIVISE  
ZITANGWA N' AKAGALI  
K'UMUJYI WA KIGALI**

JULY 2025

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# UWACYENERA AMAKURU ARAMBUYE KURI SERIVISE ZITANGWA N' INZEGO ZIGIZE UMUJYI WA KIGALI YAKWIFASHISHA UBURYO BUKURIKIRA

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# 1. IRIBURIRO

U Rwanda ni Igihugu kiyemeje guteza imbere imiyoborere myiza no kwegereza ubuyobozi n'ubushobozi abaturage, aho umuturage ari ku isonga. Ibi bishimangirwa n'itegeko Nshinga rya Repubulika y'U Rwanda bitoreye. Ibi kandi bishimangirwa ubuyobozi n'ubushobozi abaturage yemejwe mu kwezi k'Ukwakira 2021, aho gutanga no guteza imbere serivise zinoze ku baturage biba ihame ariko hanagaragazwa neza inshingano z'inzego z'ibanze ndetse n'inzego nkuru za Leta no kubihuza n'itegeko rigenga Umujyi wa Kigali.

Ibi binagarukwaho by'umwihariko mu cyerekezo cy'Igihugu cya 2050, aho guteza imbere imiyoborere myiza ari inzira ntakuka Igihugu kiyemeje idasigana no gutanga no kunoza imitangire ya serivise nziza ku nzego zose z'imiterekereye y'Igihugu cy'U Rwanda. By'umwihariko, muri gahunda y'Igihugu yo kwihutisha iterambere mu Rwanda (NST2), mu nkingi yayo yo guteza imbere imiyoborere myiza, hibandwa ku miyoborere myiza n'ubutabera nk'imwe mu nkingi ya mwamba mu iterambere rirambye, ibi kugira ngo bishoboke, nuko imitangire ya serivise mu nzego zose, igomba kunozwa hagamijwe ineza y'umuturage.

Ni muri urwo rwego, hagiye habaho amavugurura menshi agamije imitangire ya serivise zinoze ari no muri urwo rwego, Umujyi wa Kigali wiyemeje kuvugurura imbonerahamwe y'imitangire ya serivise zitangwa n'inzego ziwugize. Iyi nyandiko irambuye, igaragaza mu buryo buhamye, imbonerahamwe ya serivise zitangwa mu nzego zigize Umujyi wa Kigali, uhereye ku rwego rw'Akagali, Umurenge, Akarere ndetse n'Umujyi wa Kigali ubwawo. Ikigamijwe, ni uguhuzwa ibiri mu mategeko, politike n'ibyerekezo bya Leta yiyemeje mu guteza imbere imiyoborere myiza na serivise zinoze ariko hanibandwa mu guhuzwa imbonerahamwe y'imyanya y'imirimu mu Mujyi wa Kigali ndetse n'itegeko rigenga Umujyi wa Kigali rifite nimeru 22/2019 ryo kuwa 29/07/2019.



Mu ngingo ya gatatu y'iryo tegeko twavuze haruguru, rivuga ko "Umujyi wa Kigali ari urwego rw'Igihugu rwegerejwe abaturage rufite ubutegetsi bwihariye, ubuzimagatozi, ubwigenge mu miyoborere no mu micungire y'umutungo n'abakozi. Uturere, Imirenge, Utugari n'Imidugudu by'Umujyi wa Kigali ni inzego z'imitegekere y'Igihugu zegerejwe abaturage zidafite ubuzimagatozi". Ibi bikaba bitandukanye n'utundi turere tugize Intara, bityo Uturere tugize Umujyi wa Kigali ni dutatu aritwo Nyarugenge, Kicukiro na Gasabo ariko n'ubwo tubarirwa mu nzego z'ibanze, twa nta buzimagatozi dufite.

Iyi nyandiko ikubiyemo ibigize serivise zitangwa n'inzego zigize Umujyi wa Kigali yateguwe harebwa amategeko, amabwiriza na politike bijyanye n'ibyavuzwe haruguru. Iyi nyandiko kandi yateguwe kuko iyari isanzwe hari byinshi byagiye bihinduka harimo ikiguzi cya serivise, igihe ntarengwa serivise imara ngo uyikeneye ayibone ndetse hari na serivise zavuye ku cyiciro kimwe zigashyirwa ku kindi. Hari serivise zavuye ku Karere n' umurenge zikaba zisigaye zitangirwa ku Muji wa Kigali.

Izo mpinduka zose zavuzwe haruguru nizo zashingiweho ngo hakorwe imbonerahamwe igaragaza serivise zitangirwa mu Kagari k'Umujyi wa Kigali.



## 1.1. INTEGO RUSANGE

Umujyi wa Kigali ufite intumbero yo kuba "Umujyi ntangarugero mu miturire ku mugabane wa Afurika mu mwaka wa 2050" kandi inzego zawo zose zikaba zariyemeje kubigeraho mu bufatanye bwiza busanzwe buziranga. Ni muri urwo rwego, Umujyi wa Kigali hamwe n'inzego zose ziwugize ziyemeje kugaragariza abaturage no kubasobanurira ibigenderwaho n'ibisabwa mu gutanga serivise hagamijwe kubaha serivise nziza kandi zibanogeye.

Guverinoma y'U Rwanda yiyemeje ko itangwa rya serivise inoze iba ingingo nyamukuru kandi igashyirwa mu byibandwaho kubera ko itangwa rya serivise mbi biri mu bituma Igihugu kitabasha kugera ku ntego kihaye ariyo yo kuba mu bihugu biri mu nzira y'iterambere rirambye.

Kugira ngo Umujyi wa Kigali n'inzego ziwugize zibashe kugera ku ntego ziyemeje harimo gutanga no kunoza imitangire ya serivise nziza kandi inoze, hakaba hasabwa ko tuba bandebereho mu gutanga serivise inoze. Umujyi wa Kigali wiyemeje gutanga serivise nziza ku baturage, hagamijwe ko umuturage aba ku isonga y'imiyobore myiza nkuko biteganyijwe muri politike yo kwegera abaturage Ubuyobozi n'ubushobozi ya 2021 kimwe n'izindi gahunda za Leta zitandukanye.

## 1.2. INTEGO ZIHARIYE

- Guha umuturage serivise nziza kandi inoze nkuko ayifuza, twubaka ubushobozi bw'abakozi bacu batanga serivise ariko kandi n'abaturage bacu hagamijwe guhindura imyumvire yatumye dutera imbere twese hamwe kandi mu bwubahane.
- Kubaka ubufatanye, imikorere n'imikoraniye byiza bisanzwe bituranga mu nzego zose z'Ubuyobozi.
- Gufasha buri mukozi w'Umujyi wa Kigali n'inzego z'ibanze zawo kumenya ibisabwa kugira ngo anoze serivise aha abaturage ashinzwe hanashingiwe ku nshingano ze ndetse n'iz'urwego akorera.
- Gukorera hamwe n'inzego zose zaba iza Leta, izabikorera ndetse n'imiryango itagengwa na Leta tugamije icyatuma serivise zinoze zitangwa mu nzego zose, Umujyi wa Kigali ukazabasha kuba intangarugero na bandebereho ku mugabane wa Afurika mu gutanga serivise nziza kandi inoze hagamijwe kugera kubyifuzo by'abaturage.

### 1.3. INSHINGANO Z'AKAGALI

Akagali gafite inshingano zikurikira:

- Gutanga serivise z'ibanze;
- Gukusanya imibare fatizo;
- Gukangurira abaturage kugira uruhare mu iterambere rirambye.

### 1.4. UBURENGANZIRA BW'ABASABA SERIVISE

Abasaba serivise bafite uburenganzira bukurikira:

- Guhabwa serivise nziza kandi zitangwa ku gihe.
- Guhabwa amakuru no kumenyeshwa ibisabwa kugirango bahabwe serivise basabye.
- Guhabwa amakuru yerekeye serivise basabye ku gihe
- Kubahwa no gufatwa kimwe kubacyeneye serivise
- Gusaba serivise no gutanga amakuru igihe hatanzwe serivise mbi.

### 1.5. INSHINGANO Z'ABASABA SERIVISE

Mu rwego rwo gutanga serivise nziza kandi zinoze ku baturage, umuturage agira inshingano zikurikira :

- Kugana abakozi b'inzeho z'ibanze zigize Umujyi wa Kigali, mu cyubahiro n'ubwubahane.
- Kubaha amategeko n'amabwiriza byashyizweho mu rwego rwo gushyira mu bikorwa gahunda za leta harimo no gutanga serivise nziza kandi zinoze.
- Gutanga no kugaragaza ubundi buryo bwunganira uburiho, bwakoreshwa mu gutanga serivise nziza kandi zinoze ku nzego zose z'ibanze zigize Umujyi wa Kigali.
- Gutanga ibyifuzo by'icyakorwa ngo hanozwe serivise buri wese ugana inzego z'ibanze zigize Umujyi wa Kigali hatangwa ibitekerezo mu dusanduku tw'ibitekerezo, hakoreshejwe ikoranabuhanga, murandasi, imeri, terefoni, imirongo itishyurwa ndetse n'imbuganikoranyambaga zitandukanye.

## 2. SERIVISE ZITANGIRWA KU KAGARI K'UMUJYI WA KIGALI

| SERIVISE  | UMUKOZI UBISHINZWE  | IBISABWA   | IKIGUZI CYA SERIVISE | IGIHE NTARENGWA |
|---|---|--|----------------------|-----------------|
| <b>Gukomura ibibazo by' abaturage</b>   | Umunyamabanga Nshingwabikorwa w' Akagali cyangwa Umukozi ushinzwe imibereho myiza n'iterambere ry'ubukungu ku rwego rw'Akagali. | <ul style="list-style-type: none"> <li>Raporo y'Umudugudu</li> <li>Icyangombwa kikuranga.</li> </ul>   | Ni ubuntu            | Umunsi 1        |
| <b>Kurangiza imanza za Gacaca n'ibibazo byacyemurwe n'abunzi</b>                      | Umunyamabanga Nshingwabikorwa w'Akagali.  | <ul style="list-style-type: none"> <li>Icyemezo cy'irangiza rubanza rwa Gacaca kiriho kashyamba mpuruzi.</li> <li>umwanzuro w'abunzi uriho kashyamba mpuruzi.</li> </ul> | Ni ubuntu            | Iminsi 90       |
| <b>Gusaba gushyirwa cyangwa guhindurirwa amakuru ajyanye n'imibereho y'umuturage.</b> | Umukozi ushinzwe imibereho myiza n'iterambere ry'ubukungu ku rwego rw'Akagali.  | <ul style="list-style-type: none"> <li>irangamuntu y'umukuru w'umuryango.</li> <li>Icyemezo cy'uko atuye mu mudugudu.</li> </ul>   | Ni ubuntu            | Umunsi 1        |

| SERIVISE  | UMUKOZI UBISHINZWE   | IBISABWA  | IKIGUZI CYA SERIVISE | IGIHE NTARENGWA  |
|---|--|---|----------------------|--|
| <b>Gusaba icyemezo cy'uko umuntu yapfiriyeho ahatari kwa muganga.</b> | Umunyamabanga Nshingwabikorwa w'Akagali  | <ul style="list-style-type: none"> <li>• Raporo y'Umudugudu</li> <li>• Indangamuntu y'uwapfuye</li> <li>• Abahamya batatu(3)</li> </ul> | Ni ubuntu            | Umunsi 1   |
| <b>Gufasha abatishoboye</b>   | Umukozi ushinzwe imibereho myiza n'iterambere ry'ubukungu ku rwego rw'Akagali. | Raporo y'umudugudu igaragaza imibereho ye.  | Ni ubuntu            | Umunsi 1   |
| <b>Kumenyesha uwaburanye adahari imyanzuro y'urukiko</b>              | Umunyamabanga Nshingwabikorwa w'Akagali  | Impapuro z'imyanzuro y'urubanza.  | Ni ubuntu            | Iminsi 7   |
| <b>Gusinyisha Inzandiko z'abahamagajwe n'inkiko</b>                   | Umunyamabanga Nshingwabikorwa w'Akagali  | Impapuro zitumira kwitaba urukiko   | Ni ubuntu            | Uwo bireba agomba kubimenyeshwa mu gihe kitari munsi y' iminsi umunani (8) |

| SERIVISE  | UMUKOZI UBISHINZWE   | IBISABWA   | IKIGUZI CYA SERIVISE | IGIHE NTARENGWA |
|---|--|--|----------------------|-----------------|
| <b>Icyomezo gisaba icyomezo cy'ubudakemwa mu mico no mu myifatiro.</b>                      | Umunyamabanga Nshingwabikorwa w'Akagali cyangwa Umukozi ushinzwe imibereho myiza n'iterambere ry'ubukungu ku rwego rw'Akagali. | <ul style="list-style-type: none"> <li>• Inyandiko y'umudugudu igaragaza ko umuturage yitabira gahunda za Leta.</li> <li>• Indangamuntu</li> </ul>                           | Ni ubuntu            | Umunsi 1        |
| <b>Kwandikisha umwana utaravukiye kwa muganga</b>   | Umunyamabanga Nshingwabikorwa w'Akagali  | <ul style="list-style-type: none"> <li>• Raporo y'Umudugudu</li> <li>• Indangamuntu y'umubyeyi.</li> <li>• Abahamya batatu(3)</li> </ul>                                     | Ni ubuntu            | Umunsi 1        |
| <b>Icyomezo cy' uko warokotse Jenoside yakorewe Abatutsi</b>                                | Umunyamabanga Nshingwabikorwa w'Akagali  | <ul style="list-style-type: none"> <li>• Inyandiko ya komite ishinzwe abacitse kw'icumu rya Jenoside ya korewe abatutsi.</li> <li>• Ugomba kwitwaza indangamuntu.</li> </ul> | Ni ubuntu            | Umunsi 1        |
| <b>Icyomezo gihabwa umugore utwite udafite umugabo ushaka kujya kwipimisha kwa muganga.</b> | Umunyamabanga Nshingwabikorwa w' Akagali   | Raporo y'umuyobozi w'Umudugudu hamwe n'ibisobanuro by'Ushinzwe imibereho y'abatwite cyangwa se abajyanama b'Ubuzima.   | Ni ubuntu            | Umunsi 1        |

| SERIVISE  | UMUKOZI UBISHINZWE                       | IBISABWA   | IKIGUZI CYA SERIVISE | IGIHE NTARENGWA |
|---|--|--|----------------------|-----------------|
| Uruhushya rwo gushyingura uwitabye imana wapfiriye ahataro kwa muganga                        | Umunyamabanga Nshingwabikorwa w'Akagali  | Raporo y'umudugudu yemeza ko umuntu wapfuye yaraturye muri uwo mudugudu.   | Ni ubuntu            | Umunsi 1        |
| Kwandukuzwa uwapfuye muri sisitemo y'ikorabuhanga ya "CRVS" igihe yaguye ahataro kwa muganga. | Umunyamabanga Nshingwabikorwa w'Akagali  | Indangamuntu kuri hejuru y' imyaka 16 nabo mugihe udafite irangamuntu bashingira ku ikayi y' Umudugudu cyangwa raporo yakozwe ikanasinywaho n'Umuyobozi w'Akagali            | Ni ubuntu            | Umunsi 1        |
| Icyemezo cy'umutungo w'ubutaka utarabaruwe.   | Umunyamabanga Nshingwabikorwa w'Akagali  | <ul style="list-style-type: none"> <li>• Indangamuntu ye.</li> <li>• icyemeza inkomoko y'ubutaka.</li> <li>• Kuzana formu isinweho na komite y'ubutaka ku kagari.</li> </ul> | Ni ubuntu            | Umunsi 1        |
| Gusaba icyemezo cyo gusura umuntu ufunze  | Umunyamabanga Nshingwabikorwa w'Akagali. | <ul style="list-style-type: none"> <li>• Inyandiko yemeza ko atuye mu mudugudu</li> <li>• Indangamuntu</li> </ul>  | Ni ubuntu            | Umunsi 1        |

| SERIVISE                     | UMUKOZI UBISHINZWE                      | IBISABWA  | IKIGUZI CYA SERIVISE | IGIHE NTARENGWA |
|------------------------------|---|---|----------------------|-----------------|
| Icyomezo cy'uko umuntu atuye | Umunyamabanga Nshingwabikorwa w'Akagali | <ul style="list-style-type: none"> <li>- Inyandiko y'umudugudu yemeza ko atuye</li> <li>- Indangamuntu</li> </ul> | Ni ubuntu            | Umunsi 1        |

### **Uburyo butangwaho inama bwakoreshwa mu kumenyesha abaturage ibijyanye n'imbonerahamwe ya Serivise zitangirwa mu Kagari k' Umujyi wa Kigali .**

- Inteko z'abaturage ni uburyo bushingiyeye ku budasa no kwishakamo ibisubizo aho, abaturage bahura bakaganira n'abayobozi babo ku nzego z'Ubuyobozi bubegereye mu nzego z'ibanze. Ubu buryo byagaragaye ko butanga umusaruro muguhanahana no kugeza amakuru vuba kubaturage bakanungurana ibitekerezo n'abayobozi babo ari nabo babaha serivise.
- Umuganda ni uburyo bw'umwihariko ukanaba ubudasa bw'abanyarwanda mu rwego rwo kwishakamo ibisubizo aho abaturage batuye hamwe bahura n'abayobozi babo mu byiciro byose bakagira ibikorwa by'amaboko bakora mu rwego rwo kwiteza imbere badategereje akimuhana. Ubu nabwo ni uburyo bwiza bwakoreshwa mu guhanahana amakuru no gukwirakwiza iyi mbonerahamwe ya serivise.
- Inama Njyanama ni urwego ruteganywa n'itegeko ruhagarariye kandi rutorwa n'abaturage mu nzego zitandukanye z'ibanze kuva ku mudugudu kugera ku Murenge cyane ko zifatirwamo ibyemezo. Uru rwego narwo rukorana kandi rukagira umwanya uhagije wo kuganira no kungurana ibitekerezo mu nama zitandukanye bakora, bityo nabwo bwaba uburyo bwiza bwo gusakaza iyi mbonerahamwe ya Serivise.
- Umugoroba w'abayeyi ni uburyo nyarwanda nabwo bwo kwishakamo ibisubizo bwashyizeho na Leta y'U Rwanda mu rwego rwo kongera umuhate, imikorere n'imikoraniye myiza ikwiye no kuganira ku bibazo byugarije umuryango nyarwanda harimo ibibazo by'amakimbirane mu muryango n'imishinga y'iterambere ryawo no kubishakira ibisubizo.
- Inama y'Umudugudu nabwo ni uburyo bwa Kinyarwanda bushingiyeye ku mwihariko w' abanyarwanda wo kwishakamo ibisubizo, bukaba bwaba bumwe muburyo bwiza bwanatanga umusaruro wo gusakaza no kugeza amakuru vuba ku bantu ajyanye niy'imbonerahamwe ya serivise.
- Gusakaza imbonerahamwe ya serivise imanyirwa ahahurira abantu benshi nkaho abagenzi bategera imodoka n'ahandi nko ku isoko, kwa muganga, ibiro bya Leta, ibya abikorera n'ahandi nkaho. Ibi nabyo ni uburyo bwiza bwatanga umusaruro kuko usanga ahanini ibi bikorwa byose bihari kandi hahurira abantu benshi, bityo byatuma abahurira bose, bamenya ayo makuru ajyanye na serivise zitangwa.

- Gusura abaturage, ni kenshi abayobozi batandukanye mu nzego zose z'ibanze bagira ibiganiro no gusura abaturage aho batuye hagamiye kungurana ibitekerezo no gukemura amakimbirane, iyi nayo yaba inzira yatanga umusaruro mu guhanahana amakuru no kuyasakaza hagati y'abayobozi n'abaturage hagamiye gutanga serivise nziza kandi inoze.
- Ukwezi kwahariwe imiyoborere myiza: Ni gahunda itegurwa n'inzego z'ibanze igamiye kwegera abaturage mu midugudu aho batuye mu rwego rwo gukemura ibibazo bafite cyane cyane ibijyanye n'amakimbirane ashingiye ku muryango, ubukene, ubutaka n'ibindi, ndetse muri iyi gahunda ni nabwo inzego z'ibanze zifasha abaturage bashaka gusezerana mu rwego rwo guca amakimbirane kimwe n'izindi gahunda za Leta. Aha naho, ni uburyo bwiza bwo gusobanurira abaturage ibijyanye n'iyi mbonerahamwe ya serivise zitangwa n'inzego z'ibanze.



