

UMUGEREKA WA MBERE

Imbonerahamwe y'ibiciro bya serivisi y'ubwunzi mu manza zaregewe inkiko

	<i>Inkiko z'Ibanze</i>	<i>Inkiko zisumbuye</i>	<i>Urukiko rw'Ubucuruzi</i>	<i>Urukiko Rukuru</i>	<i>Urukiko Rukuru rw'Ubucuruzi</i>	<i>CoA & SC</i>
Imanza z'umuryango	150,000	250,000		300,000		500,000
Izindi manza mbonezamubano	150,000	250,000		300,000		500,000
Imanza z'umurimo		250,000		300,000		500,000
Imanza z'ubucuruzi			250,000		350,000	600,000
Imanza z'ubutegetsu		250,000		300,000		500,000

UMUGEREKA WA KABIRI

Imyitwarire y'umuhuza

1. Ubwigenge

- a) Umuhuza agomba kumenyekanisha mbere yo kwemera kuba umuhuza mu rubanza ko afite ubwigenge akurikije ibyo azi; mu mibanire ye no mu mikoranire ye n'abafitanye urubanza agiye kunga, kandi akanagaragaza ko ntaho ahuriye n'uruhande urwo ari rwo rwose;
- b) Umuhuza agomba kwizeza ko ashoboye gukora nk'umuhuza ufite ubwigenge kandi utazagirwaho imbaraga n'uruhande urwo ari rwo rwose igihe cyose azaba arimo guhuza impande zombi;
- c) Inshingano yo kugira ubwigenge irakomeza mu gihe cyose cy'ubwunzi.

2. Kutabogama

Umuhuza abujijwe:

- a. Gutanga inama mu mategeko ku ruhande urwo ari rwo rwose;
- b. Gutegeka ibikwiye kuva mu bwunzi;
- c. Gufata icyemezo ku kibazo icyo ari cyo cyose kiri mu rubanza;

3. Kumenyekanisha inyungu

- a. Mbere yo kwemera kuba umuhuza, umuhuza agomba kumenyekanisha inyungu yose yaba afite mu bizava mu bwunzi, yaba iriho ubu cyangwa ishobora kuzaza cyangwa se kugaragara nk'aho ihari;
- b. Umuhuza afite inshingano yo kumenyekanisha iyo nyungu mbere yo kwemera ubwunzi n'igihe cyose ayimenyeye yaratangiye ubwunzi.

4. Kumenyesha impande zombi ko kwiyunga ari ubushake

Umuhuza asobanurira impande zombi ko kwiyunga biva ku bushake bwa buri wese kubera inyungu abibonamo kandi ko buri wese ashobora kuva mu bwunzi abiganirije abandi, ariko atagombye kwisobanura.

5. Gutanga amakuru afasha impande zombi kwemera ibyo zatekerejeho

- a. Umuhuza asobanurira abari mu bwunzi inzira y'ubwunzi n'uruhare rwe mu gikorwa cy'ubwunzi;
- b. Umuhuza agomba kumenya neza ko buri ruhande rwumvise ingingo zose zigize umwanzuro w'ubwumvikane;
- c. Mu gihe hari uruhande rukeneye inama mu by'amategeko, umuhuza uruha umwanya wo kujya gushaka iyo nama mbere yo gusinya umwanzuro w'Ubwumvikane.

6. Kureka impande zombi zikifatira ibyemezo

Umuhuza agomba gukora bu buryo impande zombi arizo zifatira ibyemezo byose birebana n'ubwunzi harimo umwanzuro w'Ubwumvikane, guhagarika , gukomeza cyangwa gusoza ubwunzi.

7. Kugira ibanga

Umuhuza agira ibanga amakuru atangwa mu bwunzi cyangwa abaturukaho, yaba aturuka mu biganiro kuri telephone, mu nama ku itumanaho ry'ikoranabuhanga cyangwa ubundi buryo keretse iyo gutangazwa bishoboka nkuko biteganijwe mu mabwiriza y'ubwunzi mu manza zaregewe inkiko.

8. Ubushobozi bwo kuyobora ibiganiro

- a. Umuhuza agomba guhora yihugura mu mwuga akagira ubumenyi n'ubuhanga mu bwunzi bitewe n'ubwoko bw'imanza ahamagarirwa gukoramo ubwunzi
- b. Umuhuza agomba kandi kwemera ubwunzi azi neza ko afite umwanya wo kuyobora ibiganiro kugirango arangize ubwunzi mu buryo bwihuse kandi budahenze.

9. Kutabera

Umuhuza agomba kuyobora ibiganiro atanga umwanya ukwiriye kuri buri ruhanda wo gutanga ibitekerezo no kugira uruhare mu biganiro.

10. Gufasha impande zombi kwandika umwanzuro w'Ubwumvikane

Iyo impande zombi zigeze ku mwanzuro w'ubwumvikane mu bwunzi, Umuhuza ashobora gufasha impande zombi gushyira mu gushyira mu nyandiko ingingo zose zumvikanyweho kandi akamenya ko buri ruhanda rwumva izo ngingo kandi ruzemera.

UMUGEREKA WA GATATU

Inyandiko yemeza kubahiriza imyatwarire n'imbonerahamwe y'Ibiciro

Jyewe usaba kuba ku rutonde rw'abahuza bemewe mu manza zaregewe inkiko nemeye kubahiriza amabwiriza ku myitwarire y'abahuza bemewe no gukurikiza imbonerahamwe y'ikiguzi cya serivisi z'ubuhuza mu manza zaregewe inkiko.

Bikorewe i Kigali, ku wa

Umukono

Amazina