REPUBLIKA Y' U RWANDA

MINALOC

REPUBLIKA Y' U RWANDA

LODA

GAHUNDA YA VUP

URUTONDE RW'IBISUBIZO BY'IBIBAZO BIKUNZE KWIBAZWA

INKINGI Y' INKUNGA Y' INGOBOKA (DIRECT SUPPORT/DS)

1. Inkunga y'ingoboka ya VUP igenerwa ba nde?

Inkunga y'ingoboka ya VUP ihabwa ingo ziri mu bukene bukabije ku buryo zitakwibonera iby'ibanze nkenerwa mu buzima. Ni ukuvuga ingo:

1) Utasangamo umuntu n'umwe ushoboye gukora;

2) Cyangwa se urugo rufite umuntu umwe ushoboye gukora, ariko akaba afite inshingano zo kwita ku muntu urubarizwamo ufite ubumuga bukabije cyangwa uburywayi budakira butuma atabasha kwiyitaho atabonye ubimufasha (nko kwiyuhagira, kwigaburira, kujya mu bwiherero, n'ibindi).

Icyitonderwa: Abana bari munsi y'imyaka 18 cyangwa se bayirengeje bakiri mu mashuri babarwa nk'abadashoboye gukora.

2. Abagenerwabikorwa b'inkunga y'ingoboka ya VUP batoranywa bate?

Abagenerabikorwa b'inkunga y'ingoboka ya VUP batoranywa binyuze mu Nteko z'Abaturage. Ubuyobozi bw'Umudugudu n'ubw'Akagari ni bwo bunoza urutonde rw'abagenerwabikorwa kandi bukita ku mpinduka zishobora kuba ku mubare w'abagize urugo. Urutonde rw'abagenerwabikorwa rwemezwa n'Inama Njyanama y'Umurenge.

3. Ese inkunga y'ingoboka ibarwa ite?

Inkunga y'ingoboka ibarwa hagendewe ku mubare w'abagize urugo mu buryo bukurikira:

a) Urugo rugizwe n'umuntu umwe rugenerwa **7,500 Frw;**

b) Urugo rugizwe n'abantu 2 rugenerwa **12,000 Frw**;

c) Urugo rugizwe n'abantu 3 ruhabwa **15,000**;

d) Urugo rugizwe n'abantu 4 ruhabwa **18,000**;

e) Urugo rugizwe n'abantu 5 cyangwa barenzeho ruhabwa **21,000 Frw**.

Iyi nkunga itangwa buri kwezi mu gihe kitarenze iminsi 10 y'ukwezi gukurikira.

INKINGI Y'INKUNGA Y'INGOBOKA IGENEWE ABAGORE BATWITE N'ABANA BATARENGEJE IMYAKA IBIRI BABARIZWA MU MIRYANGO IFITE AMIKORO MAKE (NUTRITION SENSITIVE DIRECT SUPPORT/ NSDS)

1. Inkunga y'ingoboka igenewe abagore batwite n'abana batarengeje imyaka ibiri babarizwa mu miryango ifite amikoro make iteye ite? Igamije iki?

Iyi nkingi ya VUP yita ku bagore batwite n'abana batarengeje imyaka ibiri babarizwa mu miryango ifite amikoro make. Ni imwe mu kingi zigize gahunda ya Leta igamije kurwanya imirire mibi n'igwingira kuva umwana agisamwa kugeza agize imyaka ibiri. Ibi bikorwa hatangwa inkunga y'amafaranga kugirango:

a) Bafashwe kwihaza mu biribwa;

b) Bashishikarizwe kandi boroherezwe kurushaho kubahiriza gahunda z'ubuzima zigenerwa abagore batwite n'abana zitangirwa mu bigo nderebuzima no mu bajyanama b'ubuzima.

2. Abagenerwabikorwa b'inkunga y'ingoboka ihabwa abana batarengeje imyaka ibiri (cyangwa se abagore batwite n'abonsa nk'abahagarariye abana) batoranywa bate?

Abagenerwabikorwa b'iyi nkunga batoranywa hifashishijwe amakuru atagwa n'Ibigo Nderabuzima.

3. Umugenerwabikorwa w'iyi nkunga we ni iki asabwa (afite izihe nshingano)?

Umugenerwabikorwa w'iyi nkunga asabwa kwitabira no gukurikiza gahunda z'ubuvuzi zigenewe abagore batwite n'abonsa, ari zo:

a) Kwipimisha byibuze inshuro enye (4) ku bagore batwite;

b) Gukingiza abana no gukurikirana imikurire yabo bubahiriza gahunda zose zitangwa n'Ibigo Nderabuzima cyangwa abajyanama b'ubuzima.

c) Gufata indyo yuzuye;

d) Kugira isuku muri rusange, mu gutegura ifunguro, ku mubiri no ku myambaro;

e) Gukurikiza no kwitabira gahunda zitangwa n'ikigo Nderabuzima, cyangwa abajyanama b'ubuzima, harimo no guteganya imbyaro.

INKINGI Y'IMIRIMO YEREKEYE SERIVISI ZO KWITA KU BANA BATO MU NGO MBONEZAMIKURIRE ZISHAMIKIYE KURI VUP (EXPANDED PUBLIC WORKS HOME BASED ECD /ePW Service-Based)

1. Ni iyihe sano iri hagati ya Gahunda ya VUP n'ingo mbonezamikurire y'abana bato?

Ingo mbonezamikurire zishamikiye kuri VUP zashyizweho mu rwego rwo gutanga akazi ku ngo ziri mu bekene bukabije ariko zirimo abantu bafite inshingano zo kwita ku bo babana bafite ibibazo byihariye by'ubuzima (abafite ubumuga, uburwayi budakira).

Izi ngo mbonezamikurire zashyiriweho gufasha ababyeyi baturuka mu ngo ziri mu bukene bukabije kubona uburyo buboneye bwo kwita ku bana babo mu gihe bari mu kazi.

2. Abana bahabwa serivisi mu ngo mbonezamikurire zishamikiye kuri VUP batoranywa bate?

Abana barererwa muri bene izi ngo mbonezamikurire batoranywa hagendewe kuri ibi bikurikira:

a) Umwana agomba kuba afite hagati y'imyaka ibiri (2) n'itandatu (6).

b) Aba mbere bahabwa amahirwe ni abana bava mu miryango iri mu bukene bukabije.

Icyitonderwa:

1) Ababyeyi bazana abana mu rugo mbonezamikurire babikora ku bushake, bamaze gusobanurirwa no kumva neza ingaruka nziza zirimo, ndetse n'uruhare rwabo.

2) Buri rugo mbonezamikurire rwakira abana bari hagati ya 10 na 15. Uyu mubare ushobora kwiyongera hangendewe ku bunini bw'ahantu ndetse n'umubare w'abarezi b'abana.

3) Buri rugo mbonezamikurire rwakira abana b'umudugudu umwe cyangwa ibiri yegeranye, bitewe n'umubare w' imiryango yujuje ibisabwa kandi ibishaka.

3. Ni ibiki bigenderwaho mu gutoranya abarezi b'abana bato muri iyi gahunda?

Abarezi b'abana bato batoranywa bagomba kuba bava mu miryango y'abagenerwabikorwa ba VUP nibura bujuje ibikurikira:

a) Kuba aturuka mu muryango w'Abagenerwabikorwa ba VUP, inkingi y'imirimo y'amaboko yoroheje ihemberwa kandi afite umwana ufite kuva ku myaka ibiri kugeza kuri itandatu;

b) Kuba ari inyangamugayo;

c) Kuba azwiho gukunda abana;

d) Kuba atarigeze agaragararwaho n'icyaha cyo guhohotera abana cyangwa abandi bantu;

e) Kuba afite imyaka 18 ariko atarengeje 64;

f) Kuba yemejwe n'Ababyeyi bagize urugo mbonezamikurire rushamikiye kuri VUP;

g) Kuba atuye mu ntera itarengeje ibirometero bibiri uhereye aho urugo mbonezamikurire rwubatse;

h) Urubyiruko, n'abakobwa batewe inda bakiri bato batagize amahirwe yo gusubira mu ishuri baturuka mu ngo ziri mu bukene bukabije bashobora guhabwa ino mirimo;

i) Ingo ziri mu bukene bukabije zifite abana bari mu kigero cy'imyaka 2-6 nazo zitoranywamo aba barezi.

4. Ese abakora mu ngo mbonezamikurire bafatwa kimwe n'abakora imirimo y'amaboko yoroheje muri VUP?

Yego. Ku bijyanye n'ibyo bagenerwa, abakora mu ngo mbonezamikurire n'abakora imirimo y'amaboko yoroheje bafatwa kimwe.

INKINGI Y'IMIRIMO Y'AMABOKO ISANZWE (CLASSIC PUBLIC WORKS/cPW)

1. Ese imirimo y'amaboko Isanzwe ivugwa ni iyihe? Iteye ite?

Imirimo y'amaboko isanzwe muri gahunda ya VUP ni iyerekeranye no kongera ndetse no kubungabunga ibikorwaremezo **(Ingero: Kwita ku mihanda, kubungabunga ibidukikije, gukora amaterasi n'indi mirimo itanga akazi ku bantu benshi)**.

2. Imirimo y'amaboko isanzwe muri VUP yagenewe ba nde?

Dore abagenewe imirimo y'amaboko isanzwe muri VUP:

a) Ingo ziri mu bukene bukabije ariko zifite nibura umuntu umwe ushobora gukora, zikaba zitari mu bahabwa inkunga y'ingoboka cyangwa zibarizwamo abagenerwabikorwa b'imirimo y'amaboko yoroheje (Expanded Public Works).

b) Ingo abaturage bagaragaje ko zikeneye ubufasha kubera ingorane zahuye nazo nk'ibiza.

3. Abagenerwabikorwa b'imirimo y'amaboko isanzwe muri gahunda ya VUP batoranywa hagendewe kuki? Batoranywa na nde kandi ryari?

Abagenerwabikorwa b'imirimo y'amaboko isanzwe batoranywa hashigiwe ku mbaraga zo gukora n'urwego rw'imibereho y'urugo. Urutonde rw'abashobora guhabwa akazi k'imirimo y'amaboko muri hagunda ya VUP rukorwa buri mwaka binyuze mu Nteko Rusange y'Abaturage y'Umudugudu; urutonde ndakuka rukemezwa n'Inama Njyanama y'Umurenge. Ibi bikorwa bimurikiwe n'amabwiriza ashyirwaho n'Ikigo cy'Iguhugu Gishinzwe Guteza Imbere Ibikorwa by'Iterambere mu Nzego z'Ibanze (LODA).

4. Igihembo ku mubyizi cy'umugenerwabikorwa kigenwa gute?

Igihembo ku mubyizi kigenwa hashingiwe ku ngano y'igihembo nyakabyizi abona ku munsi mu gace umushinga ugiye gukorwa uherereyemo, kikamenyeshwa abaturage mu nama rusange ku rwego rw'umurenge mbere y'uko imirimo itangira.

INKINGI Y'IMIRIMO Y'AMABOKO YOROHEJE (EXPANDED PUBLIC WORKS/ePW – Labor Based)

1. **Ese imirimo y'amaboko yoroheje ivugwa ni iyihe? Iteye ite? Ihabwa ba nde?**

   Imirimo y'amaboko yoroheje ya VUP ni iyerekeye:

   a. Guharura imihanda mu rwego rwo kuyibungabunga (ePW/FRM) (Flexible Road Maintenance);

   b. Gufataneza ubusitani, no gutegura ingemwe z'ibiti n'imbuto (Greening and beautification).

2. **Abagenerwabikorwa b'imirimo y'amaboko yoroheje muri gahunda ya VUP batoranywa hagendewe kuki? Batoranywa na nde kandi ryari?**

   Abagenerwabikorwa b'imirimo y'amaboko yoroheje nabo batorwanywa hagendewe ku mbaraga zo gukora n'urugero rw'imibereho y'urugo. Abagenewe imirimo y'amaboko yoroheje muri VUP ni aba bakurikira:

   a) Ingo ziri mu bukene bukabije zifite umuntu umwe gusa ushobora gukora ariko akaba yita ku mwana wo mu muryango uri hagati y'imyaka 0 na 14;

   b) Ingo ziri mu bukene bukabije zifite umuntu umwe cyangwa babiri bashoboye gukora ariko bose bari hagati y'imyaka 60 na 64;

   c) Urugo rugizwe n'umuntu umwe ariko w'igitsina gore;

   d) Urugo ruri mu bukene bukabije rufite umuntu umwe gusa ushoboye gukora ariko akaba afite ubumuga butamubuza gukora imirimo y'amaboko yoroheje.

   Urutonde rw'abashobora guhabwa akazi k'imirimo y'amaboko yoroheje muri gahunda ya VUP rukorwa buri mwaka binyuze mu Nteko Rusange y'Abaturage y'Umudugudu. Urutonde ndakuka rwemezwa n'Inama Njyanama y'Umurenge.

3. Abahawe akazi k'imirimo y'amaboko yoroheje ya VUP bahembwa gute? Bahembwa ryari?

Abakozi basanzwe bahembwa 10,000 Frw, naho abakurikiranabikorwa ku rwego rw'Akagari bagahembwa 15,000 Frw hiyongereyeho 5,000 Frw abafasha mu itumanaho.

Abagenerwabikorwa bahembwa ku kwezi kandi amafaranga akaba yegeze kuri konti zabo mu gihe kitarenze iminsi 15.

Hatangijwe uburyo bwo guhemba abagenerwabikorwa hifashishijwe ikoranabuhanga rya telefoni igendanwa.

INGAMBA ZO GUKUMIRA NO GUCUNGA INGARUKA (MBI) ZATERWA N'ISHYIRWA MU BIKORWA RY'IMISHINGA YA VUP (ENVIRONMENTAL & SOCIAL SAFEGUARDS)

1. Mu mirimo y'amaboko isanzwe ya VUP (gukora imihanda, amaterasi), cyangwa se iyoroheje ni ibiki byitwararikwa mu rwego rwo kubungabunga ibidukikije?

a) Kwita ku mibereho myiza no kurengera ibidukikije bishingiye ku mategeko n'amabwiriza agamije gukumira ni kwirinda ingaruka zakoma mu nkokora iterambere ry'abantu haba ku mibereho yabo no ku bidukikije;

b) Gusuzuma neza ingaruka (nziza cyangwa mbi) zishingiye kuri gahunda z'iterambere; ni ukuvuga ko mu ishyirwa mu bikorwa ry'imishinga hagomba gutekerezwa no kugaragaza neza ingamba n'imikorere ifasha ku buryo ingaruka nziza zihabwa imbaraga no gucunga neza cyangwa gukumira inzitizi;

c) Guha uruhare abafatanyabikorwa mu gutoranya neza imishinga no guha buri wese amahirwe yo kubigira ibye.

2. Ni ubuhe buryo bwashyizweho muri VUP bwo gukemura ibibazo bivutse mu gihe cy'ishyirwa mu bikorwa ry'imishinga ijyanye n'imirimo y'amaboko?

Ibibazo bishobora kuvuka mu gihe mu bikorwa ry'imishinga ijyanye n'imirimo y'amaboko, byaba ibyerekeye kudahemberwa imibyizi yose umuntu yakoze, kwangirizwa umutungo n'ibikorwa by'umushinga, kutabona/ kutabonera ku gihe amafaranga yakoreye,bikemurwa binyuze ku bantu/ inzego zikurikira:

a) Ukuriye itsinda akoreramo;

b) Umuturage uhagarariye abandi mu gihe atanyuzwe n'icyemezo cy'ukuriye itsinda;

c) Komite Nkemurampaka (Grievance committee) ikuriwe n'Ushinzwe imibereho myiza ku murenge;

d) Komite nkemurampaka yo ku rwego rw'Akarere mu gihe atanyuzwe n'icyemezo cya Komite Nkemurampaka ku rwego rw'umurenge;

e) Ushinzwe ibikorwa by'imirimo y'amaboko mu murenge;

f) Umunyamabanga Nshingwabikorwa w'Umurenge mu gihe atanyuzwe n'igisubizo yahawe n'ushinzwe ibikorwa by'imirimo y'amaboko mu murenge;

g) Akarere binyuze ku Muyobozi wungirije w'Akarere ushinzwe imibereho myiza y'abaturage atanyuzwe n'icyemezo cya Komite nkemurampaka ku rwego rw'Akarere;

h) Nyobozi y'Akarere mu gihe atanyuzwe n'icyemezo cya Komite nkemurampaka yo ku rwego rw'Akarere;

i) MINALOC/LODA mu gihe atanyuzwe n'icyemezo cya Nyobozi y'Akarere;

Icyitonderwa: Uretse izi nzira zivuzwe haruguru mu gihe habaye kwangirizwa umutungo, umturage ashobora kwiyambaza ubutabera.

INKINGI YA SERIVISI Z'AMAFARANGA (INGUZANYO ZICIRIRITSE, UBUKANGURAMBAGA MU MIKORESHEREZE Y'AMAFARANGA NO GUTEGURA IMISHINGA) (FINANCIAL SERVICES)

1. Muri gahunda ya VUP serivisi z'amafaranga zivugwa ni izihe? Ese zigamije iki?

Muri gahunda ya VUP serivisi z'amafaranga zigizwe n'ibintu bibiri by'ingenzi:

» Inyigisho zijyanye n'imicungire y'amafaranga n'imishinga ibyara inyungu zihabwa abaturage batishoboye ariko bashoboye gukora bashaka gukora imishinga ibyara inyungu;

» Inguzanyo zitangwa ku nyungu icirirírtse zihabwa abantu bashaka kwiteza imbere biciye mu gukora imishinga ibyara inyungu.

Bene izi nyigisho hamwe no gufasha ababyifuza kubona inguzanyo iciriritse bigamije gutinyura abagenerwabikorwa gukorana n'ibigo by'imari, kwiga kuzigama no gutera imbere mu bukungu.

2. Abagenerwabikorwa ba serivisi z'amafaranga ni bande kandi batoranywa bate?

Abagenerwabikorwa batoranywa mu ngo zikennye kandi zitifashije, bakaba ari abantu ku giti cyabo, amatsinda n'amakoperative. Abagore n'urubyiruko ni byo byiciro byitabwaho by'umwihariko.

Aba baturage usanga ari ba bandi batagirirwa icyizere n'ibigo by'imari kubera amikoro yabo; babarizwa cyane cyane mu ngo ziri mu bukene bukabije.

3. Imishinga ihabwa inguzanyo yemezwa na nde cyangwa n'izihe nzego?

Imishinga ihabwa inguzanyo yakirwa, isuzumwa, isesengurwa kandi ikemezwa n'Akanama gashinzwe kwiga inguzanyo ko ku rwego rw'Umurenge (Sector Loan Committee); icyakora iyo ari inguzanyo yasabwe na koperative, Akanama karayiga kamara kuyemeza kagasaba uburenganzira (non-objection) ku Karere iyo nguzanyo ikabona gutangwa.

4. Ese hari umubare ntarengwa w'amafaranga atangwa nk'inguzanyo muri VUP?

Imbonerahamwe ikurikira irerekana umubare ntarengwa w'inguzanyo.

Abemerewe inguzanyo	Umubare w'abanyamuryango	Umubare (Frw)
Umuntu ku giti ke	1	≤ 100,000
Itsinda	7-10	≤ 1,500,000
	11-15	≤ 2,000,000
Abagize itsinda mu gihe 70% by'abarigize ari abagore n'urubyiruko	7-10	≤ 2,000,000
	11-15	≤ 2,400,000
Amakoperative	10-15	≤ 2,500,000
	16-30	≤ 4,500,000
	>30	≤ 6,000,000

INKINGI YO KUNGANIRA ABAGENERWABIKORWA MU MITUNGO IBYARA INYUNGU (PRODUCTIVE ASSETS TRANSFER)

1. Imitungo ibyara inyungu isobanuye iki muri gahunda ya VUP?

Muri gahunda ya VUP dusangamo inkingi ikubiyemo ibikorwa bigamije kwihutisha gahunda yo kwivana mu bukene ku miryango itishoboye, no kongera inkomoko y'aho ikura iby'ibanze nkenerwa mu buzima.

2. Ese imitungo itangwa muri iyi gahunda ni iyihe?

Imitungo ishobora gutangwa ni iyi ikurikira:

a) Amatungo magufi (ihene, intama, ingurube, inkwavu, inkoko n'ibindi);

b) Ibikoresho byo guteza imbere ubuhinzi n'ubworozi (imbuto, ifumbire);

c) Ibikoresho byo gutunganya umusaruro;

d) Ibikoresho by'ubuhinzi n'ubworozi (Ipombo, ingorofani, ibikoresho byo kuhira, amasuka, n'ibindi)

e) Ibikoresho byifashishwa ku bize imyuga itandukanye (ubudozi, ububaji, ubwubatsi, gusudira, ubutetsi, n'ibindi).

3. Ni bande bahabwa amahirwe yo kunganirwa bahabwa imitungo ibyara inyungu muri iyi gahunda? Batoranywa bate? Batoranywa na nde?

Ni ingo ziri mu bukene bukabije zisanzwe zibona ubufasha muri gahunda zo kurengera abatishoboye kandi zifite ubushobozi n'ubushake bwo kubyaza umusaruro umutungo bahawe.

Mu gukora intonde z'abagenerwabikorwa, hibandwa ku miryango ifite ubushobozi bwo kuba yabyaza umusaruro iyo mitungo kurusha abandi.

Inama Rusange y'Umudugudu ni yo yemeza kandi igatondeka abagenerwabikorwa bakwiriye guhabwa imitungo ibyara inyungu.

4. Umugenerwabikorwa muri iyi gahunda yo kunganirwa mu mitungo ibyara inyungu aba afite izihe nshingano?

Uwahawe umutungo ubyara inyungu afite inshingano zo kuwufata neza ndetse no kuwubyaza umusaruro uko bikwiye.

INKINGI YO KWIGISHA IMYUGA (SKILLS DEVELOPMENT)

1. Ese ni iyihe myuga abagenerwabikorwa bemererwa kwiga?

Abagenerwabikorwa bagirwa inama yo guhitamo imyuga itanga serivisi zikenewe ku isoko ry'umurimo kandi yemewe n'urwego rw'igihugu rushinzwe guteza imbere ubumenyingiro. Ingero z'imyuga yigishwa ni nk'ubudozi, ububaji, gusudira, ubukanishi, n'indi.

2. Abagenerwabikorwa b'iyi gahunda ni bande? Batoranywa bate?

Ni ababarizwa mu miryango ikennye, bafite ubushobozi bwo kuba bakwiga umwuga kandi bakawubyaza umusaruro. Batoranywa mu buryo bukurikira:

- Hagendewe ku byagaragajwe mu gihe cyo gukusanya amakuru ku byo umuryango wifuza (Household profiling needs), hatoranywa umuntu umwe mu muryango akaba agomba kuba agaragaza ubushake n'ubushobozi bwo kuba yakwigishwa kandi akabibyaza umusaruro.
- Umugenerwabikorwa yemerezwa mu Nteko Rusange y'Umudugudu hamaze gusuzumwa niba ibyo umuryango wasabye bigifite ireme.
- Hagendewe ku rutonde rw'abagenerwabikorwa barimo guhabwa inkunga yo kurengera abatishoboye ndetse no ku byifuzo bagaragaje, Inteko Rusange y'Umudugudu ni yo yemeza ku rwego rwa mbere urutonde rw'abafashwa kwiga imyuga.
- Mu gihe ubushobozi buhari budahagije, abatoranywa mbere ni abagore, abafite ubumuga, ndetse n'abakiri bato (16-30). Abo bose bagomba kuba bafite ubushobozi bwo kuba bashobora kwiga umwuga basabye.

3. Ni ibiki umugenerwabikorwa yemerewe/ agenerwa muri iyi gahunda yo kwigisha imyuga/ubumenyi ngiro?

Umugenerwabikorwa agenerwa:

- Amafaranga y'ishuri
- Amafaranga y'urugendo
- Ibikoresho by'ishuri
- Guhugurwa mu gihe kiri hagati y'amezi atatu (3) n'atandatu (6).

Icyitonderwa: Ibi bivuzwe haruguru ntibigomba kurenza amafaranga ibihumbi magana atatu (300,000 Frw). Amatsinda y'abahinzi nayo ashobora guhugurwa hifashishijwe iyi ngengo y'imari nk'uko biteganywa n'amabwiriza.

4. Ese abigisha iyo myuga ni bande kandi batoranywa bate?

Abigisha imyuga batoranywa mu mashuri yemewe na Leta yigisha imyuga (TVETs, IPRCs, ICPCs), hashingiwe ku bumenyi bukenewe n'amasezerano hagati y'ubuyobozi bw'Akarere n'ayo mashuri.

ABAJYANAMA B'IMIBEREHO MYIZA N'ITERAMBERE (PARA-SOCIAL WORKERS)

1. Abajyanama b'imibereho myiza n'iterambere ni bantu ki? Bafite izihe nshingano?

Ni abafashamyumvire begereye abaturage bafite inshingano y'ibanze yo gukurikirana umunsi ku wundi niba serivisi zigenerwa abagenerwabikorwa zibageraho uko bikwiye, n'uburyo bashyira imbaraga mu gukoresha neza ubufasha bahabwa .

Inshingano z'abajyanama b'imibereho myiza n'iterambere ni izi zikurikira:

a) Gufasha mu itoranya ry'abagenerwabikorwa bahabwa imitungo ibyara inyungu ndetse no kubashyira mu matsinda anyuranye yo gufashirizwamo;

b) Gusuzuma niba ibyo urugo rugenewe birugeraho;

c) Gufasha umuryango gutegura imihigo y'urugo;

d) Guhuza urugo n'andi mahirwe arukikije;

e) Gukora ubuvugizi ku bibazo bitabonewe ibisubizo;

f) Kugira uruhare mu itegurwa ry'amahugurwa.

Umujyanama w'imibereho myiza n'iterambere ashishikarizwa guteza imbere ingo ashinzwe, hagamijwe ko urugo rubona iby'ibanze nkenerwa mu buzima kandi mu buryo burambye.

2. Ese Abajyanama b'imibereho myiza n'iterambere bashyirwaho na nde? Hashingiwe kuki?

Abajyanama b'imibereho myiza n'iterambere batorerwa ku rwego rwa buri mudugudu batuyemo. Basabwa kuba ari inyangamugayo banagaragaza ko hari icyo abandi babigiraho.

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