

## AMABWIRIZA AGENGA IMITANGIRE YA SERIVISI MU BUYOBOZI BUKURU BW'ABINJIRA N'ABASOHOKA MU GIHUGU

- I. Icyerekezo cyacu: Kubaka igihugu gikungahaye kandi gitekanye
- II. Intego yacu: Kugira igihugu gitekanye, no guteza imbere ubucuruzi, ishoramari n'ubukerarugendo dutanga serivisi zinoze.

### 1. Indangagaciro zacu

Indangagaciro zacu nkuko bigaragara muni zishingiye ku ihame rigira riti"abantu ubucuruzi bwacu"

- a) Ubunyangamugayo
- b) Kwakirana urugwiro abatugana
- c) Kumva ibitekerezo byanyu
- d) Guhora ku isonga mu mikorere
- e) Gushyira mu gaciro
- f) Imikorere inoze
- g) Ubushishozi

### 2. Uburenganzira bwanyu

- Kwakirwa, kumvwa no guhabwa serivisi inoze kandi yihuse, gubahwa no kugaragarizwa imikorere inoze.
- Guhabwa amakuru ya ngombwa kuri serivise utugana asaba.
- Kugaragaza ibitakunogeye muri serivisi uhawe(ku muyobozi,munyandiko zishirwa mu gasanduka kabugenewe,binyujijwe ku rubuga rwacu rwa interneti cyangwa ku mirongo yacu ya facebook na twitter)
- Gusaba kurenganurwa mu gihe warenganijwe.
- Ababyeyi batwite, abarwayi, ababana n'ubumuga, abasaza n'abandi bose bagaragaza intege nke bitabwaho mu buryo bwihariye.
- Guhabwa serivise mu mahoro n'umutuzo.

### 3. Dufashe kugufasha, tugutezeho ibi bikurikira:

- Gusaba uburenganzira bwawe nk'umukiriya mwiza.
- Kugenzura neza ko wujuje neza ibisabwa mbere yo gutanga dosiye yawe.
- Gutanga amakuru yose yangombwa wabazwa kuri dosiye yawe.
- Kuduha nimeru ya dosiye yawe igihe cyose ubaza ibijyanye nayo.
- Kutubwira niba hari icyo wifuza kihariye, urugero nk'umusemuzi, ubufasha mu kuzuza impapuro zisaba ibyangombwa .
- Kutaduha impano, amafaranga cyangwa ibindi bisa nkabyo
- Kutugaragariza uko wakiriye serivise wahawe. Ibi bidufasha kumenya uburyo dukora n'urwego rwa serivise dutanga.
- Kugira ikinyabupfura mu gihe usaba serivise.
- Kudatambamira umukozi mu kazi ke igihe usaba serivise.

### 4. Uburyo wabonamo amakuru:

- Ku rubuga rwa interneti arirwo: [www.migration.gov.rw](http://www.migration.gov.rw)
- Information kiosks
- Amatangazo amanitse ku biro byacu.

- Gukurikirana ibiganiro kuri Radiyo na Televiziyo dutanga kuri serivisi zacu
- Amahugurwa n’abafatanyabikorwa
- Mu biganiro tugirana namwe
- Kuduhamagara kuri telefoni
- Ibinyamakuru
- Urubuga rwa Facebook: [www.facebook.com/rwandaimmigration](http://www.facebook.com/rwandaimmigration)
- Urubuga rwa Twitter: [www.twitter.com/rwandamigration](http://www.twitter.com/rwandamigration)

**5. Imbuga za interineti wakuraho amakuru ajyanye na serivise dutanga n’impapuro zisaba ibyangombwa byo kuzuza.**

- Visa n’impushya zihabwa abanyamahanga bifuza gukorera mu Rwanda: <http://www.migration.gov.rw/Visa.html>
- Impapuro z’inziro: <http://www.migration.gov.rw/Travel-Documents.html>
- Ubwengehugu: <http://www.migration.gov.rw/GENERAL-REQUIREMENTS-FOR-APPLICANT.html>
- Uko bandikisha umuryango mvamahanga utagamiye kuri leta: <http://www.migration.gov.rw/PROCEDURE-FOR-REGISTRATION-OF.html>
- Gukurikirana dosiye yawe: <http://www.migration.gov.rw/tracking.php>
- Uko wasabira kuri interineti visa ikwinjiza mu Rwanda: <http://www.migration.gov.rw/tracking.php>
- Aho wakura amakuru y’ibanze yagufasha mu gihe uje mu Rwanda bwa mbere: <http://www.migration.gov.rw/INFORMATION-CENTER-FOR-MIGRANT.html>
- Amategeko n’amabwiriza: <https://www.migration.gov.rw/Laws-and-Acts,8.html>

**6. Gutanga ibitekerezo (duha agaciro inyunganizi zanyu, ibibazo n’ibyifuzo. Ibi bishobora kuba :**

- Ibyiza watubonyeho.
- Inyunganizi cyangwa igitekerezo kuburyo twahindura imikorere turushaho kunoza serivise tubaha.
- Ikibazo cyawe mu gihe utanyuzwe kuri serivise wahawe, cyangwa se mu gihe utafashwe neza mu mucyo bitakunyuzwe mu gihe wayihawe n’umwe mu bakozi bacu.

**Aho wanyuza ibitekerezo byawe:**

**Kutwandikira Email cyangwa ugahamagara kuri Telefoni zikurikira:**

Abo bireba	Emails wabinyuzaho	Telephone wahamagaraho
Umuyobozi mukuru w’Abinjira n’Abasohoka mu gihugu	<a href="mailto:office@migration.gov.rw">office@migration.gov.rw</a> kopi <a href="mailto:dg@migration.gov.rw">dg@migration.gov.rw</a>	07 88 15 22 22
Umuyobozi ushinze itumanaho , gukurikirana ibibazo by’abatugana n’imitangire ya serivisi muri rusange	<a href="mailto:pro@migration.gov.rw">pro@migration.gov.rw</a>	07 88 84 72 43

Ibibazo rusange	<a href="mailto:info@migration.gov.rw">info@migration.gov.rw</a>	07 88 15 22 22
Ishami rishinzwe gutanga Pasiporo	<a href="mailto:production@migration.gov.rw">production@migration.gov.rw</a>	07 88 80 96 07
Ishami rya Laissez-passer n'izindi mpapuro z'inzira	<a href="mailto:laissezpasser@migration.gov.rw">laissezpasser@migration.gov.rw</a>	07 88 80 96 26
Ishami rya Viza n'impushya zo gukorera mu Rwanda.	<a href="mailto:permit@migration.gov.rw">permit@migration.gov.rw</a>	07 86 79 21 06
Ishami ry'Ubwenegihugu	<a href="mailto:nationality@migration.gov.rw">nationality@migration.gov.rw</a>	07 88 51 39 09
Ishami rishinzwe Imiryango mvamahanga itegamiye kuri leta	<a href="mailto:ingo@migration.gov.rw">ingo@migration.gov.rw</a>	07 83 37 57 13
Kutugezaho Ibitekerezo n'ibyifuzo	<a href="mailto:compliment_complaint@migration.gov.rw">compliment_complaint@migration.gov.rw</a>	07 88 30 27 02
Ibyerekeye abanyarwanda batuye mu mahanga (Diaspora)	<a href="mailto:diaspora@migration.gov.rw">diaspora@migration.gov.rw</a>	07 88 80 96 07 / 07 88 84 72 43
Ibijyanye n'icungwa n'ingenzurwa ry'imipaka	<a href="mailto:coordination@migration.gov.rw">coordination@migration.gov.rw</a>	07 88 85 16 05

Kwakirwa imbona nkubone: Ku biro bishinzwe abinjira n'abasohoka biri hirya no hino mu turere no ku mipaka

Ushobora kandi gukoresha udusanduka tw'ibitekerezo turi ku biro byacu, mu turere ndetse n'ahandi hose dukorera.

#### 7. Kugenzura imitangire ya serivisi n'uburyo gahunda yayo yubahirizwa

Mu rwego rwo gukomeza kunoza imikorere yacu, tuzajya buri gihe dukora ubushakashatsi mu bakiriya ndetse n'ibitekerezo hagati muri twe. Urubuga rwacu rwa interineti ruzahora rukurikiranwa hajyaho amakuru mashya, gutanga ibiganiro kuri radiyo na televiziyo mu rwego rwo kumenyesha abatugana amakuru mashya cyangwa se impinduka muri serivisi.

Gukoresha isuzuma mu batugana mu rwego rwo kumenya uko imitangire ya serivisi ihagaze no kwakira ibitekerezo n'ibibazo bafite.

#### 8. Uburyo tuzakurikirana ishyingira mu bikorwa n'isuzuma ry'ibyo twavuze

- Twifashisha inyandiko, amabaruwa na faxes twakira.
- Duha agaciro ibitekerezo byanyu, ibibazo n'ibyifuzo.
- Gukora igenzura ku mitangire ya serivisi buri gihembwe
- Gusubiza mu gihe cya vuba ibibazo mwatubajije
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#### 9. Serivise dutanga

SERIVISI	IGIHE BIFATA	ICYIGUZI
Gusubiza <i>e-mail</i>	umunsi 1 mu minsi y'akazi	Ubuntu
Gusubiza ubutumwa	Iminsi 2 mu minsi y'akazi	Ubuntu

bwoherejwe kuri Telefoni (Fax)		
Ibaruwa yanditse	Iminsi 3 mu minsi y'akazi	Ubuntu
Gusubiza telefone	Ako kanya	Ubuntu
<b>Kugenzurwa ku mipaka</b>		
Ku kibuga mpuzamahanga cya Kigali	Hagati y'iminota 3-10	Ubuntu
Ku yindi mipaka	Hagati y'iminota 3-5	Ubuntu
<b>Ifishi y'isaba</b>		
Hard copy :	Ako kanya	Ubuntu
Website (downloading) :Ku rubuga rwa interineti	Ako kanya	Ubuntu
<b>Passport zitangwa</b>		
Diplomatic (Pasiporo y'abanyacyubahiro)	isaha1	50,000Rwf
Pasiporo y'akazi	Umunsi 1 mu minsi y'akazi	10'000Rwf
Pasiporo isanzwe (bwa mbere)	Iminsi 5 mu minsi y'akazi	50,000Rwf
Pasiporo isanzwe (kuyihinduza)	Iminsi 3 mu minsi y'akazi	50,000Rwf
Laissez-passer	Iminsi 3 mu minsi y'akazi	10,000Rwf (urengeje imyaka 16) 5,000Rwf uri munsi y'imyaka 16
<b>Izindi nzandiko z'inzira</b>		
urwandiko rw'inzira ruhabwa umunyarwanda cyangwa umunyamahanga utuye mu Rwanda byemewe n'amategeko, rukamwemerera kujya mu bihugu bigize Umuryango w'Ubukungu w'Ibihugu by'Ibiyaga Bigari hakurikijwe amasezerano ibyo bihugu byagiranye (CEPGL)	Iminsi 2 mu minsi y'akazi	6,000Rwf
Laissez-passer rusange	Umunsi 1 mu minsi y'akazi	10,000Rwf
Urwandiko rw'inzira rw'abatariye imbibi	Ako kanya	Ubuntu
<b>Visas</b>		
Visa yo gutambuka	Umunsi 1 mu minsi y'akazi	Mu Rwanda : 20,000Rwf Mu mahanga :30 USD cyangwa ayo bihwanye mu mafaranga y'andi mahanga
Visa yo kwinjira rimwe Visa yo kwinjira kenshi	Iminsi 3 mu minsi y'akazi	30 USD cyangwa ayo bihwanye mu mafaranga y'andi mahanga 60 USD cyangwa ayo bihwanye mu mafaranga y'andi mahanga
Uruhushya rw'abakozi b'indege cyangwa amato.	Ako kanya	Ubuntu
Uruhushya rwo gusura	Ako kanya	Ubuntu

T1- Viza y'ubukerarugendo	Ako kanya	Ubuntu
T2-lyi viza ihabwa umuntu utari umwenegihugu w'igihugu u Rwanda rwakuriyeho viza yo gusura uje gusura u Rwanda, ku mpamvu z'ubukerarugendo, z'ikiruhuko, zo kwidagadura cyangwa se indi mpamvu y'igihe gito kitari icyo gukora akazi.	Iminsi 3 mu minsi y'akazi	Mu Rwanda : 30,000Rwf ; ayo hanze : 50USD cyangwa ayo bingana.
T3-Umuryango	Iminsi 3 mu minsi y'akazi	Mu manyarwanda: 30,000Rwf ; ayo hanze : 50USD cyangwa ayo bingana
T4 -Umudipolomate uje mu kazi	Iminsi 3 mu minsi y'akazi	Ubuntu
T5-Ushaka akazi	Iminsi 3 mu minsi y'akazi	Mu Rwanda : 30,000Rwf ; Mu mahanga : 50USD
T6- Inama	Iminsi 3 mu minsi y'akazi	
T6-1 Viza yo kwinjira rimwe		Mu Rwanda: 20,000Rwf ; MU MAHANGA : 30USD cyangwa ayo bingana
T6-2-Viza yo kwinjira inshuro nyinshi		Mu manyarwanda: 30,000Rwf ; ayo hanze : 50USD cyangwa ayo bingana
T7-Ubucuruzi	Iminsi 3 mu minsi y'akazi	Mu manyarwanda: 30,000Rwf ; ayo hanze : 50USD cyangwa ayo bingana
T8-Kwivuzza	Iminsi 3 mu minsi y'akazi	Mu manyarwanda: 10,000Rwf ; ayo hanze : 20USD cyangwa ayo bingana
T9- Itsinda ryabakerarugendo	Iminsi 3 mu minsi y'akazi	Mu manyarwanda: 60,000Rwf ; ayo hanze : 100USD cyangwa ayo bingana equivalent
T10- Ufite ibikorwa by'ubucuruzi mu Rwanda atahatuye	Iminsi 3 mu minsi y'akazi	50,000Rwf
T11- Viza yo kuziba icyuho	Iminsi 3 mu minsi y'akazi	10,000Rwf
<b>Uruhushya rwo Gutura byagateganyo</b>		
A- Ubucukuzi bw'amabuye y'agaciro n'ibijyanye na byo	Iminsi 3 mu minsi y'akazi	100,000Rwf
B- Ubuhinzi, ubworozi n'ibindi bikorwa bifatanywe isano na byo	Iminsi 3 mu minsi y'akazi	100,000 Rwf
C- Uru ruhushya ruhabwa umuntu ukora umwuga uzwi	Iminsi 3 mu minsi y'akazi	
C-1 Umuntu ukora umwuga		100,000Rwf

uzwi		
C-2: uruhushya ruhabwa umukinnyi cyangwa umunyabugeni wabigize umwuga.		50,000Rwf
D- umunyacyubahiro	Umunsi 1 mu minsi y'akazi	ubuntu
E-Umukozi wa Leta cyangwa uw'ikigo gishamikiye kuri Leta n'utera inkunga ya tekiniki	Iminsi 3 mu minsi y'akazi	
E1 Umukozi wa Leta cyangwa uw'ikigo gishamikiye kuri Leta n'utera inkunga ya tekiniki		100,000Rwf
E2 Umukozi wa Leta cyangwa uw'ikigo gishamikiye kuri Leta n'utera inkunga ya tekiniki		ubuntu
F: Ibikorwa byihariye byo gukora no gutunganya ibicuruzwa	Iminsi 3 mu minsi y'akazi	100,000Rwf
G- Ubucuruzi na Serivisi	Iminsi 3 mu minsi y'akazi	Uturuka mu karere: 20,000Rwf Hanze y'akarere: 100,000Rwf
H- Umurimo utangwa n'umukoresha wihariye	Iminsi 3 mu minsi y'akazi	100,000Rwf (H1,H2,H3)
		H4 ufite ubumenyi buciriritse: 20,000Rwf
		H5 ukora mu muryango mpuzamahanga :ubuntu
I- Ibikorwa by'iyobokamana ryemewe	Iminsi 3 mu minsi y'akazi	100,000Rwf
J-: Ishoramari mu kwakira abantu n'ibindi bifitanye isano	Iminsi 3 mu minsi y'akazi	100,000Rwf
K-Person with Assured Income: Ufite ubushobozi bwo kwitunga	Iminsi 3 mu minsi y'akazi	100,000Rwf
M- Uruhushya rwihariye rw'utanzwe	Iminsi 3 mu minsi y'akazi	
M1 utanzwe n'umunyarwanda		Ubuntu
M2: umuntu utanzwe n'umunyamahanga ufite uruhushya rw'igihe giteganyijwe		Icya kabiri cy'amafaranga y'usaba uruhushya w'ibanze
M3: Abavandimwe ba hafi.		
N- Umunyeshuri, umukozi wimenyereza akazi	Iminsi 3 mu minsi y'akazi	N1-umunyeshuri: 10,000Rwf Umukozi wimenyereza akazi: 50,000Rwf
P- Umukorerabushake n'ukora ari mu biruhuko	Iminsi 3 mu minsi y'akazi	P1-umukorerabushake: ubuntu P2-ukora mu biruhuko: 10.000 Rwf

R- Uruhushya rudasanze	Iminsi 3 mu minsi y'akazi	50,000Rwf
S- Uruhushya rwihariye rw'abaturiyeye imipaka	Iminsi 3 mu minsi y'akazi	S1 udatuye :50,000Rwf S2 utuye : 50.000Rwf
W- Ikoranabuhanga n'ibikorwa byerekeranye na ryo	Iminsi 3 mu minsi y'akazi	100,000Rwf
X- Ubwikorezi n'ibikoresho	Iminsi 3 mu minsi y'akazi	100,000Rwf
Z- Irindi shoramari	Iminsi 3 mu minsi y'akazi	100,000Rwf
<b>Uruhushya rwo gutura burundu</b>		
L-1 Utuye igihe kirenga imyaka itanu		200,000Rwf
L-2 Uruhushya rw'umwihariko		ubuntu
L-3 Abakozi bakuru b'amasosiyete mpuzamahanga		200,000Rwf
L-4 Diyasipora		100,000Rwf
L-M Uwashyingiranywe n'ufite uruhushya rw'igihe kidateganijwe		Icya kabiri cy'amafaranga y'usaba uruhushya w'ibanze
L-C Umwana w'ufite uruhushya rw'igihe kidateganijwe		Icya kabiri cy'amafaranga y'usaba uruhushya w'ibanze
<b>Ubwenegihugu</b>		
Gusaba	Amezi 3	5,000 Rwf
Icyemezo cy'uko wagizwe umunyarwanda	Amezi 3	100,000 Rwf
Icyemezo cyerekana ko uri umunyamahanga wavukiye mu Rwanda	Amezi 2	20,000 Rwf
Icyemezo cyo guhabwa ubwenegihugu bw'u Rwanda	Amezi 3	ubuntu
Icyemezo cyo kwamburwa ubwenegihugu bw'u Rwanda	Amezi 3	5,000Rwf
Icyemezo gihabwa uwashyingiranywe n'umunyarwanda	Amezi 3	20,000Rwf
Kwandikisha imiryango itagengwa na Leta.	Iminsi 6 mu minsi y'akazi	ubuntu

#### Amasaha yo gukora

Serivisi dutanga	Gutanga dosiye bikorwa	Gufata icyangombwa bikorwa	Gukemura ikibazo mu idosiye bikorwa
Pasiporo isanzwe	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00
Pasiporo y'abanyacyubahiro	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00
Pasiporo y'akazi	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00

Laissez-passer	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00
Laissez-passer rusange	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00
Urwandiko rw'inzira ruhabwa umunyarwanda cyangwa umunyamahanga utuye mu Rwanda byemewe n'amategeko, rukamwemerera kujya mu bihugu bigize Umuryango w'Ubukungu w'Ibihugu by'Ibiyaga Bigari hakurikijwe amasezerano ibyo bihugu byagiranye.	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00
Ubwenegihugu	7 :00-12 :00	13h :00-17 :00	7 :00-17 :00
Viza cyangwa Uruhushya rwo gukorera/gutura mu Rwabda	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00
Kwandika imiryango mvamahanga itegamiye kuri leta	7 :00-17 :00	7 :00-17 :00	7 :00-17 :00
Ikarita y'umunyamahanga	7 :00-12 :00	13 :00-17 :00	7 :00-17 :00

**Ikitonderwa:** mu gihe cya Week-end n'indi minsi y'ikiruhuko ,kubajya mu butumwa bw'akazi mwahamagara:

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