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Ibitaro bya Nemba

Inyandiko ikugezaho ibyo umurwayi n'umurwaza bagomba kumenya

Twese tuzi neza ko iyo umurwayi ashyizwe ku gitanda we hamwe n'abe. bibaza ibibazo byinshi

Niyo mpamvu. abakozi bacu, baba abaganga, abaforomo, abasosiyali n'abandi bo mu nzego zinyuranye ari iz'ubuyobozi n'izindi, biteguye kubafasha mu byo muzakenera byose bishoboka mu gihe muzaba muri mu bitaro.

Umurwayi wakiriwe mu bitaro afite uburenganzira n'inshingano zinyuranye. Ibi bimanitse hose mu bice bitandukanye by'ibitaro. Utazi gusoma asomeshe kugirango amenye ibyo agenerwa ndetse n'ibyo asabwa kubahiriza.

Uru rupapuro rurakugezaho ibyigenzi byadufasha twese mu kunoza neza inshingano zacu ari abavuzi ari abarwayi cyangwa abarwaza. Wowe ugahawe urasabwa kugasoma witonze kugirango ushobore gufashwa uko bikwiye. Aka karabafasha kumenya uburyo serivisi zitangwa mu bitaro n'uburyo mwafashwa mu byo mukeneye byose kugirango murusheho gukira vuba.

Kunyuranya na kimwe muri ibi byanditse muri.... birahanirwa nk'uko amategeko ya Minisiteri y'ubuzima ndetse n'amategeko yihariye y'ibitaro abiteganywa.

1- Kwakira abarwayi

Ibitaro byakira abarwayi, amasaha 24 kuri 24 ni ukuvuga amanywan'ijoro. Twakira abivuzwa bataha hari n'abavurwa bari kubitanda.

Indembe, abagize impanuka, bakirirwa na muganga mu nzu y'ibiyhutirwa.

Ababyeyi bari kunda bahitirako bagana mu bitaro by'abyeyi aho bakirwa n'ababyaza b'umwuga

2-Ni iki uje kwivuzwa mu bitaro asabwa kwitwaza:

1. Indangamuntu cyangwa ikindi cyangombwa kiyisimbura.
2. Ikarita yawe y'ubwishingizi bwo kwivuzwa cyangwa ikindi cyangombwa cyose kigaragaza uzakurihira mu gihe uje kwivuzwa.
3. transfert y'ikigo nderabuzima avuyemo
4. amafaranga yo kuriha **"ticket moderateri"** inyunganizi ya mituweli, n'ibizabatunga mu gihe bazaba bari mu bitaro.
5. Umurwaza mu gihe yaba asyizwe ku gitanda
6. Ibikpresho by'isuku harimo urupapuro rwabugenewe rw'isuku bizaniye (papier hygienique) kugira ngo birinde

gukoresha ibindi bintu byatuma imisarane iziba

3-Amasaha yo gusura abarwayi mu bitaro

1. Mu rwego rwo kubahiriza amabanga n'ubwisanzure bw'abarwayi, nta murwaza n'umwe wemerewe kuba mu cyumba cy'abarwayi mu masaha y'akazi keretse abisabwe n'umuforomo.
2. Amasaha yo gusura abarwayi ni aya :
Mu gitondo ni guhera 6h00 kugeza 7h00,
nimunsi ni uguhera 12h30 kugeza 13h30
nimugoroba ni guhera saa 17h00 kugera 20h00
3. Amasaha yo gusura ni nayo masaha yo kubahereza mamfunguro keretse ku barwayi bihariye
4. nta murwaza wemerewe kurira mu cyumba abarwayi barimo Hari inzu yabugenewe abarwaza bariramo. Iyo ubajije umuforomo cyangwa umusosiyali
5. Nta muntu wemerewe kunwera inzoga n'itabi mu bitaro. Ufashwe arabihanirwa.

4-Ibyo uhabwa ugeze mu bitaro

1. Umurwayi ahabwa igitanda kiriho matela, amashuka abiri n'ikiringiti, hari n'inzitiramibu.
2. Umurwaza ahabwa agakarita yambara kemeza ko ari umurwaza ko yemerewe kuba mu bitaro
Iyo asezerewe babisigira umuforomo akabasinyira akabaha icyemezo
3. Umurwayi uri ku gitanda, niwe wifatira imiti muri farumusi y'ibitaro

akayishyikiriza umuforomo akajya ayimuha akurikije uko byagenwe na muganga

wambaye umwenda wakazi uri mu bitaro

5. Ushaka amasakaramentu , hari padiri ubishinzwe uba witeguye kuyatanga buri muni.

5-Isuku n'ibidukikije mu bitaro

4. Isuku igomba kurangwa ahantu hose mu bitaro
5. Ntakanda na gato kagomba kuba mu mbago z'ibitaro. Ahantu hose hari indobo zigenewe gushyirwamo imyanda. Zifite amabara atandukanye, sobanuzwa umukozi w'isuku cyangwa undi mukozi wese ubona agasonurire uko ubigenza.
6. Umurwaza ntiyemerewe kurarana n'umurwayi ku gitanda atabihereye uruhushya n'umuforomo
7. Nta mugore uhutse wemerewe kuba umurwaza
8. Abarwaza ntibemerewe kwicara kubitanda by'abarwayi.
9. Abarwaza n'abarwayi barasabwa kwitwaza ibikoresho bike bya ngombwa gusa kandi ibyo bazanye ntibibe muni yibitanda hari ibyumba byabugenewe bigoma kubikwamo cyane cyane ibikoresho ibyo mu gikoni.
10. Abarwaza barashikarizwa gutekera iwabo mu rugo bakagemura ibihiye kandi ibitariwe bigasubizwa mu rugo ntibisazire mu tubati mu bitaro.
11. Abarwayi n'abarwaza barasabwa gufata neza ibikoresho by'ibitaro (ibitanda na matela, ibiryamirwa, ibikoresho by'isuku) no kwirinda kwangiza imigezi, amatara, inzugi, amadirishya,..... icyo udasonukiwe imikorere cyose baza umuforomo cyangwa undi wese

12. Birabujijwe gusakuza mu byumba byabarwayi (kuririmba, kuvuza imiziki,)

6-Amakuru anyuranye

Gusaba no gutanga amakuru

1. Ibitaro bya Nemba bikoresha abakozi benshi, Kugira ngo ubibwire unabatandukanye hari amafoto yabo amanitse ku nkuta zaho bakorera ndetse na nimeru za telefoni zabo na nimeru za telefoni z'abayobozi batandukanye ziboneka ahantu hose kuri buri service niba ukeneye ubufasha. Hari udusanduku ushobora gushyiramo igitekerezo cyawe kikazatuma turushaho gutanga service ikunogeye.
2. Amakuru yose ukeneye sobanuzwa umuforomo uri mu cyumba urwariyemo

IYOBOKAMANA

3. Ibitaro bya Nemba ni ibya kiliziya gaturilka diocese ya Ruhengeri ntawe biheza kubera idini. Uburwayi ni ighe gikomeye mu mibereho y'abantu. Hari ababa bakeneye guhumurizwa no gusengerwa. Bitewe n'imyemerere ye umurwayi ashobora gukenera ubufasha bw'umuyobozi we mu idini. Umukeneye abimenyeshya umuforomo cyangwa umusosiyali
4. Buri wa kane wa buri cyumweru mu gitondo guhera sa moya haba misa y'abakozi n'abarwayi n'abarwaza bakaboneraho, Kuwa gatandatu misa y'abarwayi iba nimugoroba guhera saa kumi

GUTAHA UVUYE MU BITARO

6. Umurwayi utashye ahabwa ibyangombwa bye amaze kwishyura ibyo yakorewe byose
7. Uwitabye Imana Ashyirwa mu buruhukiro, umuryango ugahabwa umurambo bamaze kwishyura.

GUSOZA

Tubashimiye ubufatanye, n'ibitekerezo byanyu byiza ku mitangire ya serivisi zacu twizera ko zibashimisha ariko namwe mukadufasha kugenda tuzivugurura dushingiye ku bitekerezo byanyu byubaka.

Tubifurije gukira vuba mugasubira mu mirimo yanyu.

**Dr Yohani Batisita HABIMANA
Umuyobozi mukuru w'ibitaro bya Nemba**