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Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego z'ibanze

INCAMAKE

IKIGO CY'IGIHUGU GISHINZWE IMIYOBORERE (RGB)

Nyakanga, 2014

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Rwanda Governance Board
Ikigo cy'Igihugu gishinzwe Imiyoborere
Office Rwandais de la Gouvernance

Rwanda Governance Board

IKIGO CY'IGIHUGU GISHINZWE IMIYOBORERE (RGB)

ISHUSHO Y'UKO ABATURAGE BABONA IMIYOBORERE N'IMITANGIRE YA SERIVISI MU NZEGO Z'IBANZE

INCAMAKE

Nyakanga, 2014

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Turashimira abashakashatsi bagize uruhare mu ikorwa ry'iyi ncamake cyane cyane Dr. Félicien USENGUMUKIZA; Jean Paul MUNYANDAMUTSA; Espérance NSHUTIRAGUMA; Aimée BURUME UMUTESI, Solange UWIZEYE na Justin MURWANASHYAKA.

Ikigo cy'Igihugu gishinzwe Imiyoborere (RGB) cyongeye gushimira abafatanyabikorwa n'abagize uruhare muri ubu bushakashatsi. RGB irashimira kandi abatanze ibitekerezo mu gihe cyo kumurikirwa no kuganira ku byagaragajwe n'ubushakashatsi.

IJAMBO RY'IBANZE

Ikigo cy'Igihugu Gishinzwe Imiyoborere (RGB) kinejejwe no kugeza ku Banyarwanda incamake y'ibyavuye mu bushakashatsi ku ishusho y'uko abaturage babona imiyoborere ibabereye n'imitangire ya serivisi mu nzego z'ibanze (Citizen Report Card / CRC).

Umwiherero wa 9 w'Abayobozi bakuru b'Igihugu wabereye i Gako muri Werurwe 2011, wasabye RGB kujya ikora ubushakashatsi ngarukamwaka mu turere twose, k'uko abaturage bishimiye imiyoborere n'imitangire ya serivisi mu nzego z'ibanze. Uyu mwiherero kandi wemeje ko amanota abaturage batanze muri CRC azajya abarwa ku 10% mu mihigo y'uturere.

Umwiherero wa 11 wabereye i Gabiro muri Werurwe 2014 nawo wasabye RGB kujya igaragariza inzego z'ibanze, abafatanyabikorwa n'abaturage ibyavuye muri CRC kugira ngo hafatwe ingamba zo kunoza ibitanoze muri buri karere. Uyu mwanzuro twawushyize mu bikorwa mu turere twose tw'Igihugu muri Gicurasi na Kamena 2014. Hatumirwaga abahagarariye inzego zose guhera ku karere kugera ku mudugudu. Iki gikorwa cyararanzwe no gusesengurira hamwe ibyagaragajwe n'abaturage ndetse hafatwa ingamba zo kunoza ibyo abaturage bagaragaje ko bikwiye kurushaho kwitabwaho. Ibi bigaragaza uruhare rw'umuturage mu kunoza imitangire ya serivisi ndetse no kugira ijambo muri gahunda zinyuranye z'Igihugu zigamije imiyoborere ibereye abaturage.

Kuba ibyavuye muri ubu bushakashatsi byarahawe 10% mu itangwa ry'amanota y'uturere mu mihigo ya 2014, ni ikindi kimenyetso cy'uko Leta y'u Rwanda iha agaciro kanini uruhare rw'abaturage mu bibakorerwa no mu kugenzura imikorere y'Abayobozi babo. Turashishikariza inzego z'ibanze kubyifashisha mu kurushaho kunoza imikorere n'imitangire ya serivisi zihabwa abaturage.

Ikigo cy'Igihugu gishinzwe Imiyoborere cyongeye gushimira abafatanyabikorwa n'abagize uruhare muri ubu bushakashatsi. RGB irashima umurava waranze abaturage, abayobozi b'inzego z'ibanze, abajyanama, ihuriro ry'abafatanyabikorwa mu iterambere (JADF) ndetse n'abatanga serivisi zinyuranye mu gihe cyo kungurana ibitekerezo ku byagaragajwe n' ubu bushakashatsi.

Prof. SHYAKA Anastase
Umuyobozi Mukuru

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CRC ni ubushakashatsi bukorwa buri mwaka n'Ikigo cy'Igihugu gishinzwe Imiyoborere (RGB) hagamijwe kugaragaza igipimo cy'imiyoborere ibereye abaturage n'imitangire ya serivisi hashingiwe k'uko abaturage babibona.

Ubu bushakashatsi bwakorewe mu ngo zigeze ku bihumbi cumi na kimwe (11,000) mu turere twose uko ari 30. Ikoranabuhanga rya GPS ryafashije uburyo bwa tombola bwakoreshejwe mu guhitamo ingo zabajijwe. Habajijwe abakuru b'ingo bafite hejuru y'imyaka cumi n'umunani, nyuma hakorwa ibiganiro mu matsinda hagamijwe kuganira mu buryo bwimbitse ibyo abaturage bagaragaje mu gihe cy'ibazwa.

Serivisi zakozweho ubushakashatsi ziri mu byiciro icyenda bikurikira: uburezi, ubuhinzi n'ubworozi, inzego z'ibanze, ubutabera, ibikorwa remezo, ubuzima, imibereho myiza y'abaturage, ubutaka ndetse n'imiyoborere.

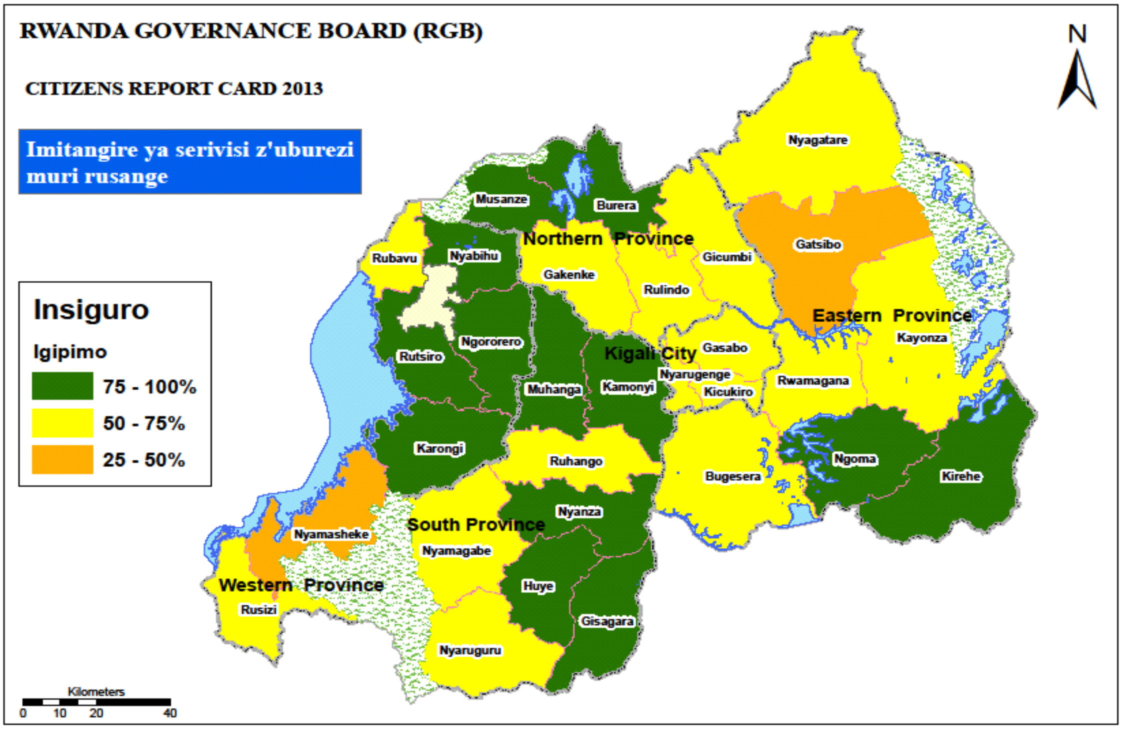
Ibyavuye mu bushakashatsi biragaragazwa mu buryo bw'imbonerahamwe yerekana uko abaturage babona imiyoborere ibabereye n'imitangire ya serivisi bishyizwe mu ijanisha ry' abashima; ni ukuvuga mu rurimi rw'icyongereza "net satisfaction" ndetse n'uruhare bagira muri serivisi zavuzwe hejuru.

Kugira ngo herekanwe ibyagaragajwe n'ubushakashatsi kuri buri karere hifashishijwe uburyo bw'amakarita. Amabara agaragara kuri ayo makarita yerekana ibyiciro by'ijanisha ry'abashima. Ibara ry'icyatsi kibisi rirakoreshwa ku ijanisha rihera kuri 75% kujyana hejuru, ibara ry'umuhondo rirakoreshwa ku ijanisha riri hagati ya 50% na 75%, ibara ry'ibihogo rikoreshwa ku ijanisha riri hagati ya 25% na 50%; ibara ry'umutuku rirakoreshwa ku ijanisha riri munsi ya 25%.

Imiyoborere n'uburezi nibyo byiciro biza ku isonga mu ijanisha ry'abashima naho ibikorwa remezo nibyo bifite ibipimo biri hasi cyane. Ibyavuye muri ubu bushakashatsi birerekana uko umuturage abona serivisi zitandukanye, uko umuturage ahabwa ijambo mu bimukorerwa ndetse n'aho abona hakeneye kongerwamo imbaraga. Ibi bifasha abayobozi n'inzego zishinzwe igenamigambi kurushaho kunoza ingamba bahereye ku byo abaturage bagaragaza nk'ibyababafasha kugera ku iterambere rirambye.

1. SERIVISI Z'UBUREZI

Ishusho 1: Uko abaturage bishimiye serivisi bahabwa mu burezi muri rusange



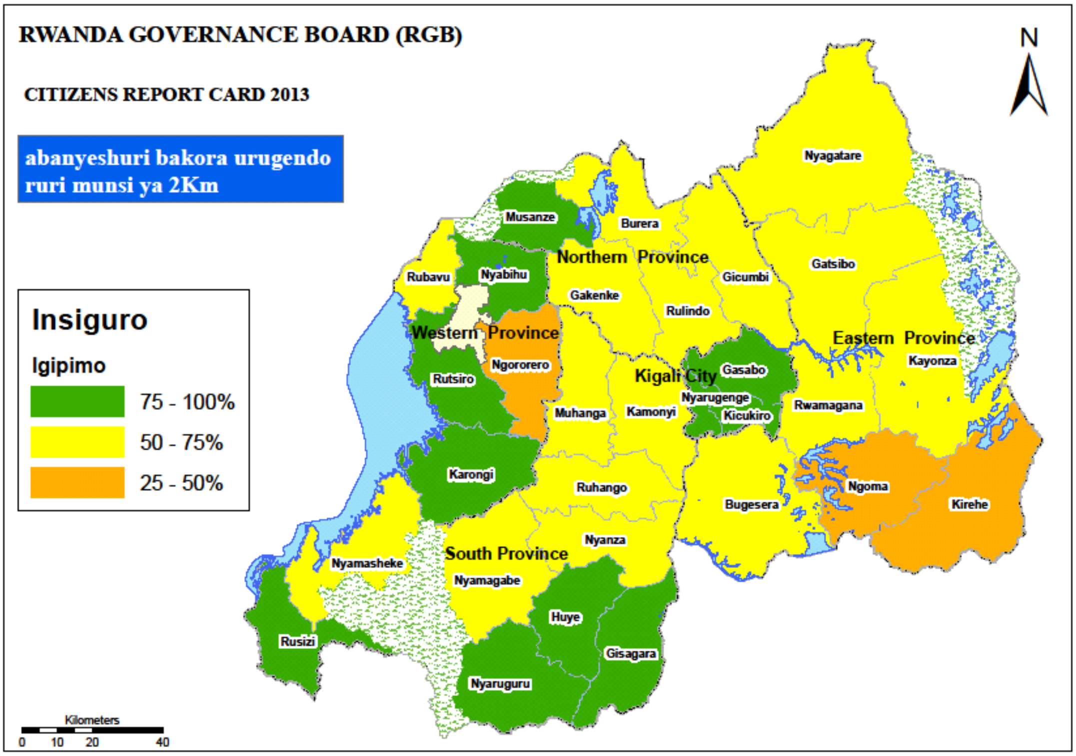
Aho byavuye: Anketi ya RGB, 2013

Ubushakashatsi ku mitangire ya serivisi z'uburezi muri CRC y'umwaka wa 2013 bwerekanye ko muri rusange abaturage bishimiye imitangire y'iyi serivisi ku kigero cya 69%. Intara y'amajyepfo iza ku isonga ifite 77.5%, igakurikirwa n'iy'Amajyaruguru yabonye 70.7%; Intara y'Iburengerazuba ikagira 68.8%, Intara y'Iburasirazuba iri ku gipimo cya 63.4% naho Umujyi wa Kigali ababajijwe bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo cya 59.2%.

Ku bijyanye n'uruhare rw'abaturage mu bikorwa birebana n'uburezi, ababajijwe bagaragaje ko bishimiye uruhare bagira muri gahunda zinyuranye ku kigero cya 67%. Uko bishimiye uruhare rwabo bigaragazwa mu buryo bukirikira : kubaka ibyumba by'amashuri ku kigero cya 96.8%, gutanga ibitekerezo mu nama y'ihuriro ry'ababyeyi n'abarimu ku gipimo cya 92.1%, kwishyura agahimbazamusyi ka mwarimu biri kuri 63.7%, gutangiza amashuri yigenga byabonye 59.1% naho kwishyura amafaranga y'ishuri bishyirwa kuri 56.0%.

Ibi bipimo birerekana ko abaturage bashishikariye kugira uruhare mu myigire y'abana babo, bikaba bigaragazwa n'ubufatanye bw'abaturage n'ubuyobozi bw'inzego z'ibanze mu bikorwa byo kubaka ibikorwaremezo by'uburezi nk'ibyumba by'amashuri. Ibi bivuze ko abaturage n'inzego zifatanya nabo bakwiye gukomeza umurego muri ibyo bikorwa. Bakwiye kurushaho kongera imbaraga mu guteza imbere, gushyiraho ndetse no gushyigikira amashuri yigenga ndetse no kurushaho gushyigikira gahunda yo kubonera mwarimu agahimbazamusyi.

Ishusho 2: Intera iri hagati y'ingo n'ibigo by'amashuri



Aho byavuye: Anketi ya RGB, 2013

Ku bibazo bigamije kwerekana intera iri hagati y'ingo n'ibigo by'amashuri ni ukuvuga urugendo abana babo bakora buri munsi bajya ndetse bava ku ishuri, ababajijwe bavuze ko iyo ntera iri munsi ya kilometero ebyiri (2 km) bagera ku mpuzandengo ya 67.1%. Mu mujyi wa Kigali, iki gipimo kiri kuri 92.8%. Hakurikiraho Intara y'Amajyepfo iri ku gipimo cya 73.3%, Intara y'Iburengerazuba ifite 65.2%, Intara y'Iburasirazuba ni 60.4% naho Intara y'Amajyaruguru igipimo kiri kuri 60%.

Mu gikorwa cya RGB cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi, habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye zimwe mu mbogamizi zigaragara muri serivisi z'uburezi harimo izi zikurikira:

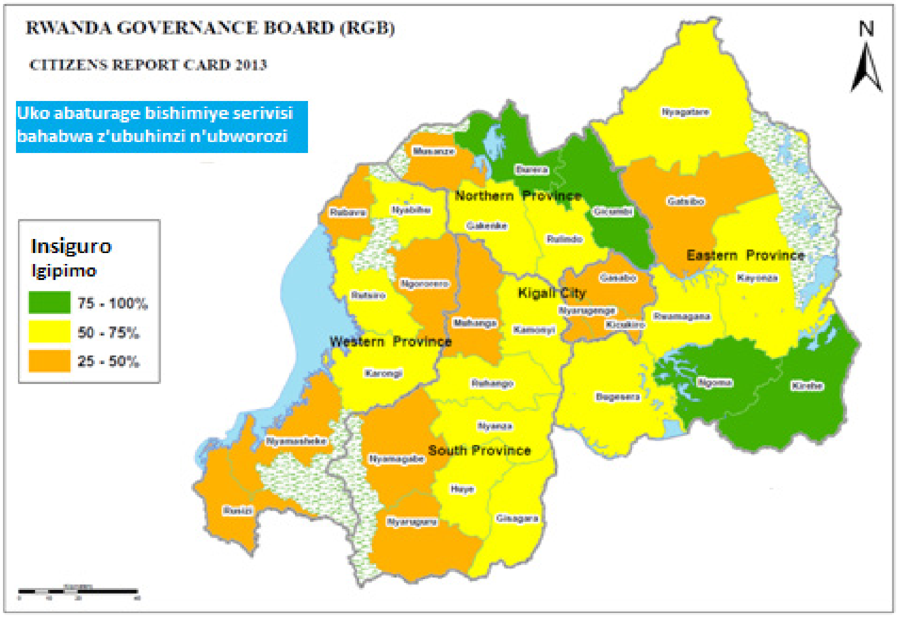
* Kudohoka kw'ababyeyi bamwe na bamwe ku nshingano yo gukurikirana imyigire y'abana babo;
* Hari ahakigaragara ibikoresho bike mu mashuri ibi bikaba bigira ingaruka ku ireme ry'uburezi;
* Abana bacikiza amashuri bakajya mu yindi mirimo nko gukorera amafaranga;
* Umushahara wa mwarimu ukiri hasi;
* Hari ahakigaragara ubucucike bw'abana mu byumba by'amashuri;
* Amashuri y'imyuga aracyari make kandi bigaragara ko akenewe na benshi;

Akarere ka Ngoma: Umwe mu bayobozi b'inzego z'ibanze aratanga ibitekerezo nyuma yo kumurikirwa ibyavuye mu bushakashatsi. Ifoto ya RGB.

Kugira ngo serivisi z'uburezi zirusheho kunozwa, ababyeyi barasabwa kurushaho kugira uruhare mu myigire y'abana binyuze mu ihuriro ry'ababyeyi n'abarimu (PTA).
Leta n'abafatanyabikorwa barasabwa kongera ibyumba by'amashuri n'ibikoresho by'ibanze aho bidahagije.
Leta irasabwa kongera amashuri y'imyuga no kuyongerera ubushobozi.
Mu rwego rwo kugabanya icikiriza ry'amashuri, harasabwa guteza imbere gahunda yo kugaburira abana ku mashuri.

2. SERIVISI Z'UBUHINZI N'UBWOROZI

Ishusho 3: Uko abaturage bishimiye serivisi bahabwa mu buhinzi n'ubworozi

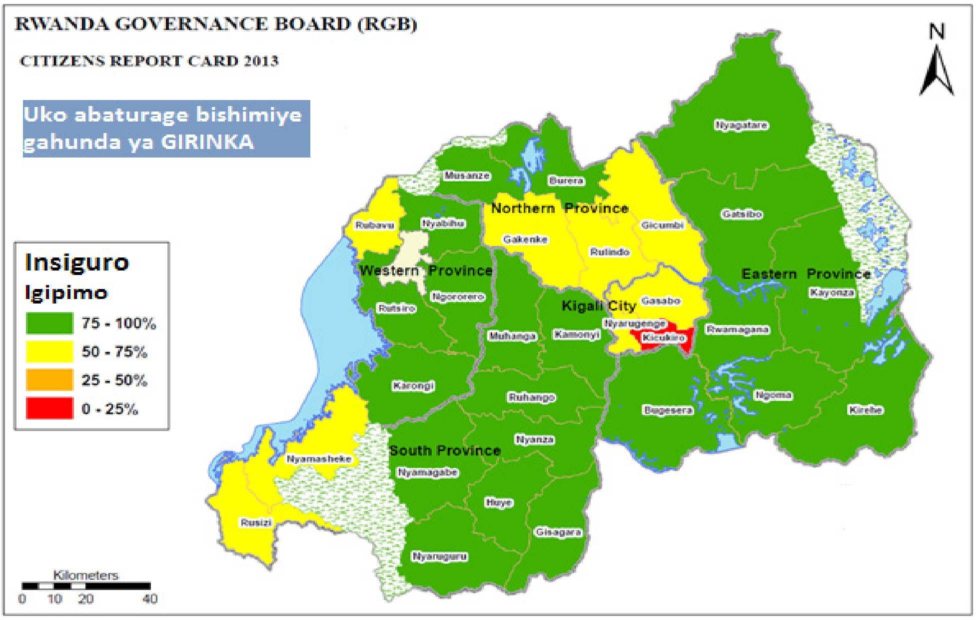


Aho byavuye: Anketi ya RGB, 2013

Ubuhinzi n'ubworozi ni imwe mu nkingi y'ubukungu bw'u Rwanda kandi nirwo rwego rw'umurimo rubarizwamo umubare munini w'Abanyarwanda. Muri rusange, ubushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'ubuhinzi n'ubworozi ku gipimo cya 56.2%. Abaturage bagaragaje ko bishimiye cyane serivisi ijyanye na gahunda ya Girinka ku gipimo cya 80.4%. Gahunda yo gukingira amatungo babyishimiye ku kigero cya 86.2%, ibikorwa byo gutera intanga amatungo byishimiwe kuri 72.6%, gahunda yo guhinga igihingwa cyatoranijwe iri kuri 70.5%; gahunda yo guhuza ubutaka ni 67.4%, kubona isoko ry'umusaruro bifite 51.3% naho serivisi ijyanye no guhunika imyaka yishimiwe ku gipimo cya 45.2%.

Ku birebana n'uruhare rw'abaturage mu guteganya ibikorwa birebana n'ubuhinzi n'ubworozi, ababajijwe bagaragaje ko bishimiye uruhare rwabo ku gipimo cya 62.9%. Ibi byerekana ko abaturage bamaze gusobanukirwa ko bagomba kugira uruhare rufatika mu iteganyabikorwa ry'ubuhinzi n'ubworozi.

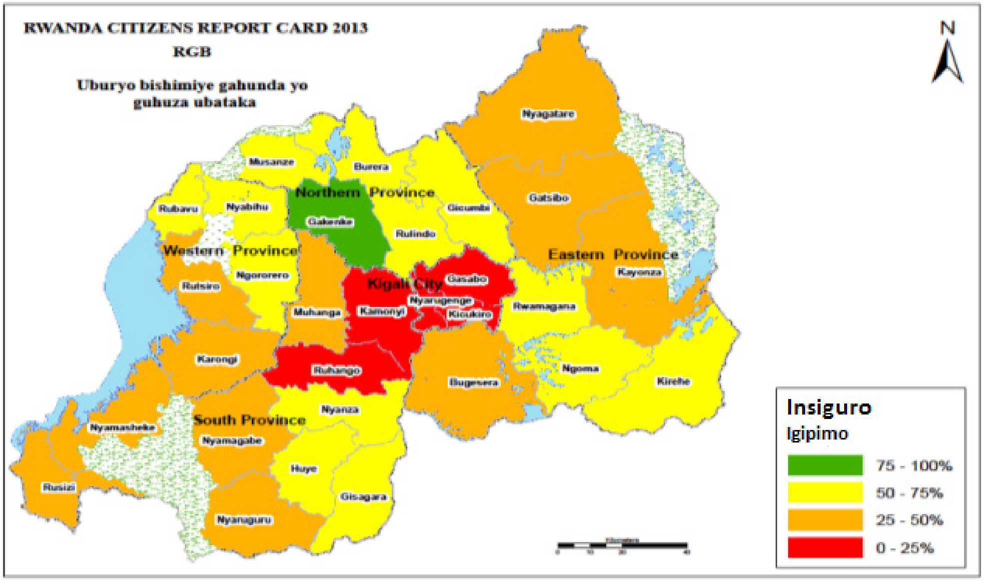
Ishusho 4: Uko abaturage bishimiye gahunda ya Girinka



Aho byavuye: Anketi ya RGB, 2013

Ubushakashatsi bwagaragaje ko mu gihugu hose, gahunda ya Girinka yishimiwe ku gipimo cya 80.2%. Mu by'ukuri, gahunda ya Girinka ni imwe muri gahunda z'ubuhinzi n'ubworozi ziteguye neza zikanashyirwa mu bikorwa ku buryo bunoze ku buryo usanga zifasha mu kuzamura abatishoboye no kubakura mu bukene.

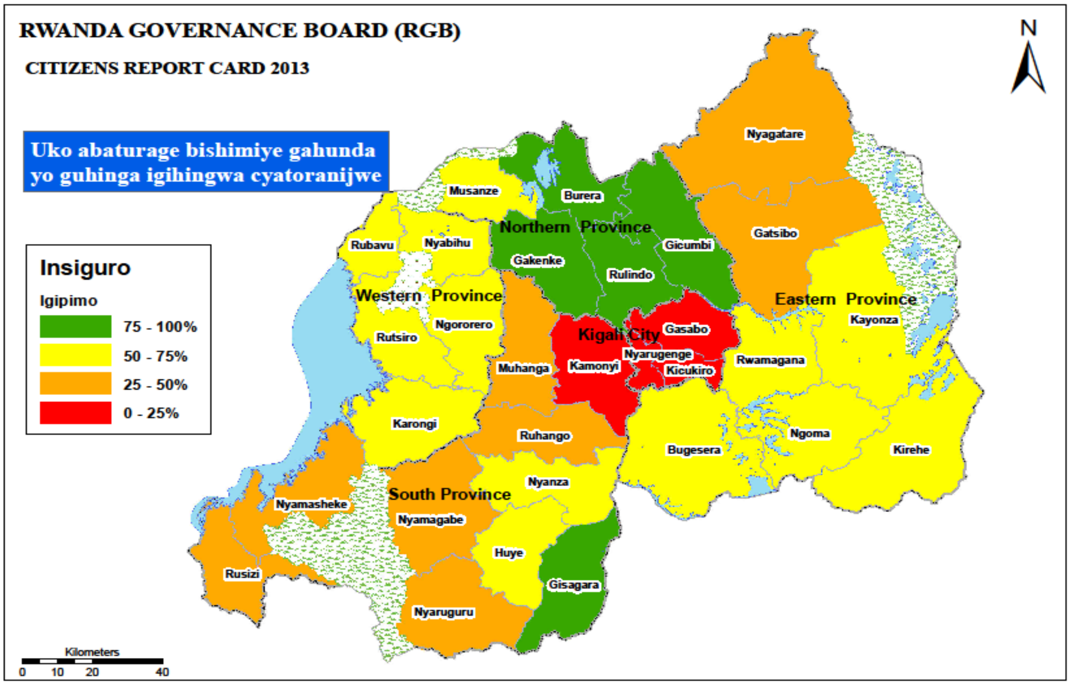
Ishusho 5: Uko abaturage bishimiye gahunda yo guhuza ubutaka



Aho byavuye: Anketi ya RGB, 2013

Gahunda yo guhuza ubutaka ni imwe muri gahunda z'ubuhinzi yaranze umwaka wa 2013. Muri ubu bushakashatsi, abaturage bari ku gipimo cya 64.2% nibo bagaragaje ko bishimiye gahunda yo guhuza ubutaka.

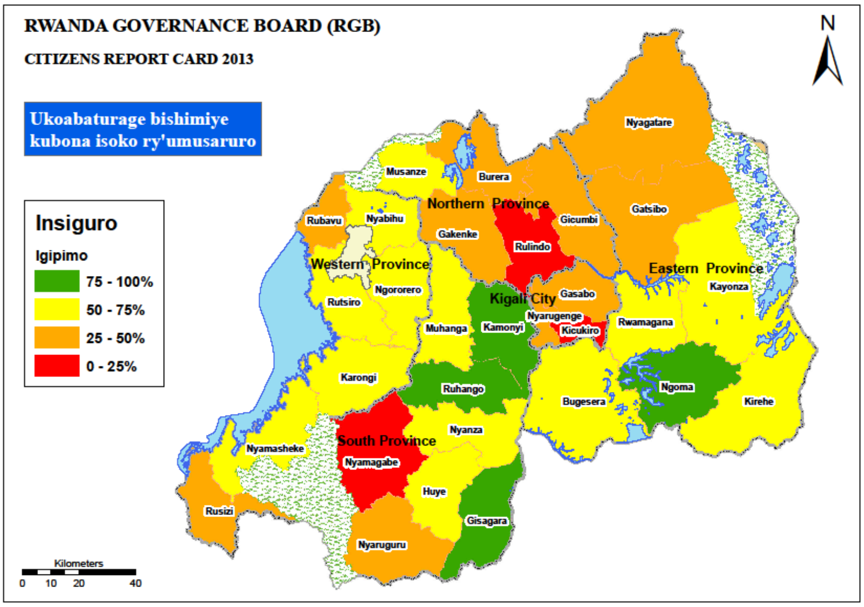
Ishusho 6: Uko abaturage bishimiye guhinga igihingwa cyatoranijwe



Aho byavuye: Anketi ya RGB, 2013

Muri ubu bushakashatsi, 70.5% by'abaturage babajijwe nibo bemeje ko bishimiye gahunda yo guhinga igihingwa cyatoranijwe.

Ishusho 7: Ishusho igaragaza uko abaturage bishimiye isoko ry'umusaruro



Aho byavuye: Anketi ya RGB, 2013

Ku baturage bose babajijwe muri ubu bushakashatsi, 51.3% nibo basubije ko bishimiye isoko ry'umusaruro.

Mu gikorwa cya RGB cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'ubuhinzi n'ubworozi:

* Kuba abahinzi n'aborozi batagishwa inama mbere yo guhitamo gahunda zirebana n'ubuhinzi n'ubworozi
* Gahunda yo guhinga igihingwa kimwe itarakiriwe neza hose kubera kudasobanukirwa inyungu zabyo
* Amafumbire n'izindi nyongeramusaruro bijya bitangwa impitagihe
* Imbuto z'indobanure zidahagije
* Kubura isoko ry'umusaruro
* Kubura inguzanyo z'ubuhinzi n'ubworozi mu bigo by'imari
* Ubumenyi budahagije bw'abaturage mu buhinzi n'ubworozi bya kijyambere cyane cyane ikoreshwa ry'inyongeramusaruro
* Ubushobozi buke bwo guhangana n'imihindagurikire y'ikirere n'ibiza bya hato na hato
* Serivisi zijyanye n'ubuvuzi bw'amatungo zitaregerezwa abaturage bihagije bigatuma zihenda
* Inganda zitunganya ibituruka ku musaruro w'ubuhinzi n'ubworozi zikiri nke

Akarere ka Rwamagana: Abayobozi b'inzego z'ibanze n'abatanga servisi zitandukanye barungurana ibitekerezo mu gihe cyo gusesengura ibyavuye mu bushakashatsi. Ifoto ya RGB

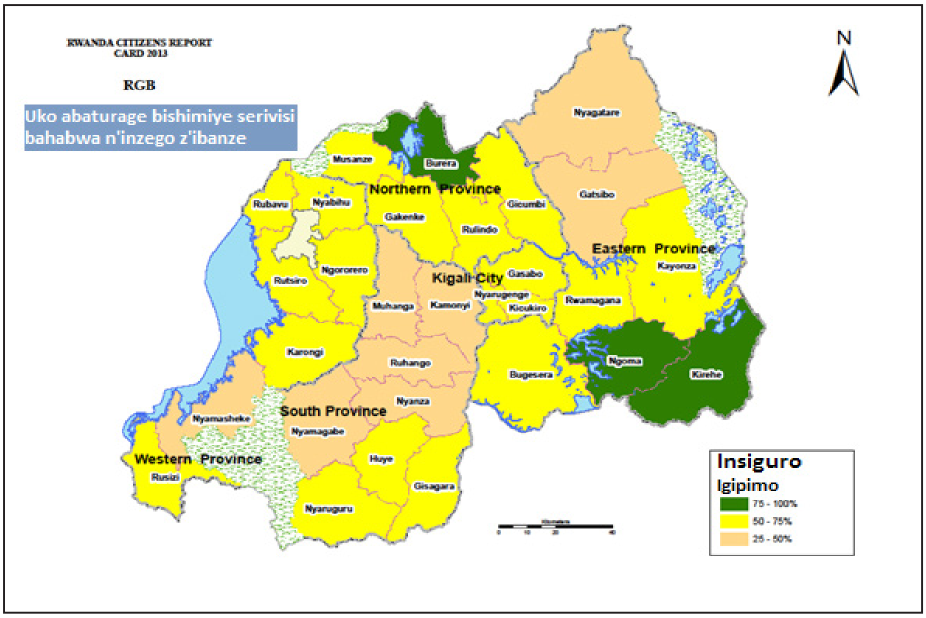
Kugira ngo serivisi z'ubuhinzi n'ubworozi zinozwe, abahinzi n'aborozi bakwiye kongererwa amahugurwa, hakoroshywa itangwa ry'inguzanyo, itangwa ry'amafumbire n'imbuto z'indobanure rikanozwa.

Guha ijambo abaturage mu itegurwa n'ishyirwa mu bikorwa rya gahunda zirebana no guteza imbere ubuhinzi n'ubworozi bikwiye kwitabwaho.

Leta irasabwa kurushaho gufasha amakoperative y'abahinzi n'aborozi kwiyubakamo ubushobozi no kubona amasoko y'umusaruro

3. SERIVISI ZITANGWA N'INZEGO Z'IBANZE

Ishusho 8: Uko abaturage bishimiye serivisi bahabwa n'inzego z'ibanze

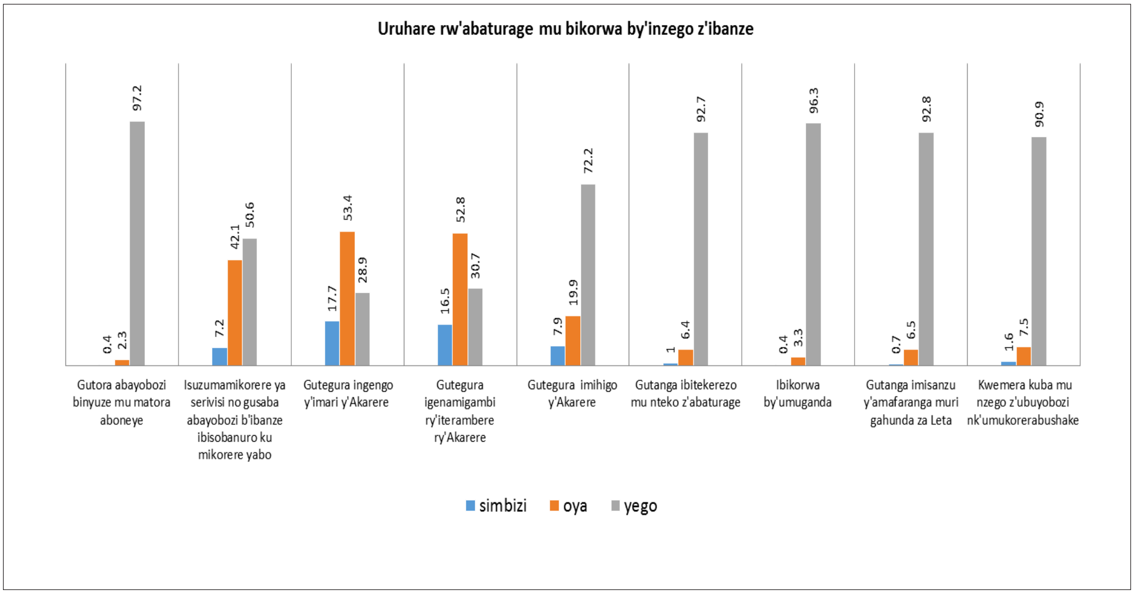


Aho byavuye: Anketi ya RGB, 2013

Muri ubu bushakashatsi, abaturage babajijwe uko bishimiye serivisi bahabwa n'inzego z'ibanze ndetse n'uruhare rwabo mu bikorwa by'inzego z'ibanze. Muri rusange, ababajijwe bagaragaje ko bishimiye izi serivisi ku gipimo cya 60%. Ku rwego rw'intara, iy'Amajyaruguru niyo iza ku isonga ku gipimo cya 67.9%. Hakurikiraho Intara y'Iburasirazuba ifite 62.3%, Umujyi wa Kigali ufite 60.6%; Intara y'Iburengerazuba iri ku gipimo cya 58.1%. Haheruka Intara y'Amajyepfo ifite 51.1%.

Abaturage bagaragaje ko uruhare rwabo mu bikorwa by'inzego z'ibanze ruri ku kigero cya 54%. Mu ntara y'Amajyaruguru abaturage bishimiye uruhare rwabo ku gipimo cya 62.9%. Intara y'Iburasirazuba iri kuri 59.9%, iy'Iburengerazuba ifite 52.8%; Intara y'amajyepfo igipimo kiri kuri 48.5% naho mu mujyi wa Kigali bishimiye uruhare rwabo ku gipimo cya 37.4%.

Ishusho 9: Uruhare rw'abaturage mu bikorwa by'inzego z'ibanze

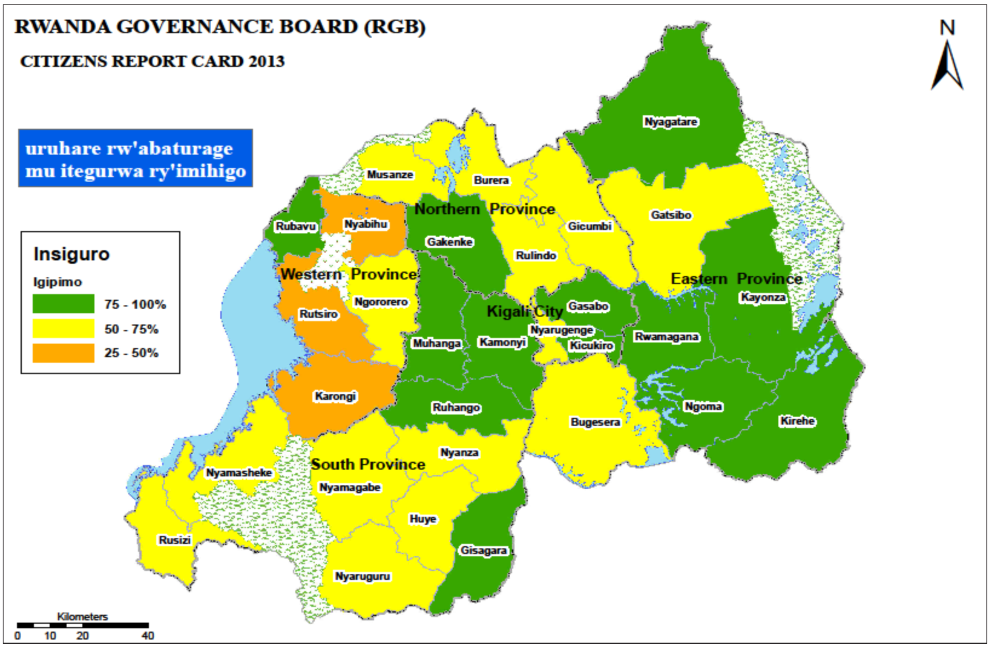


Aho byavuye: Anketi ya RGB, 2013

Iyi shusho igaragara hejuru irerekana uko abaturage bishimiye uruhare rwabo mu bibakorerwa. Ababajijwe bavuze ko bishimiye uruhare rwabo mu guhitamo abayobozi binyuze mu matora aboneye ku gipimo cya 97.2%. Uruhare rw'abaturage mu bikorwa by'umuganda barwishimye ku gipimo cya 96.3%; uruhare rwabo mu bikorwa bya Leta biteza imbere ubukungu rwishimiwe ku gipimo cya 92.8%, gutanga ibitekerezo mu nteko z'abaturage biri kuri 92.7%; bishimiye uruhare rwabo mu kwemera kuba umuyobozi w'umukorerabushake ku gipimo cya 90.9%.

Ababajijwe bishimiye uruhare rw'abaturage mu gutegura imihigo y'Akarere ku gipimo cya 72.2%. Kugaragarizwa ibyo bakorerwa bifite 50.6%, gutegura igenamigambi ry'Akarere byishimiwe kuri 30.7% naho uruhare rw'abaturage mu gutegura ingengo y'imari rwishimiwe ku gipimo kingana na 28.9%.

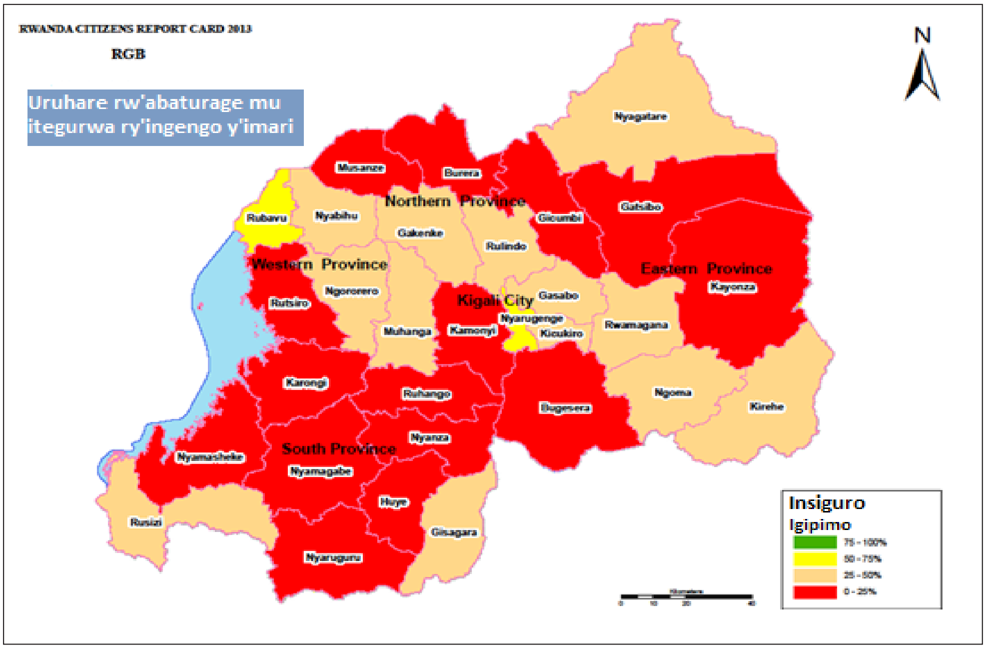
Ishusho 10: Uko abaturage bishimiye uruhare rwabo gutegura imihigo y'Akarere



Aho byavuye: Anketi ya RGB, 2013

Ubu bushakashatsi bwagaragje ko igipimo cy'uko abaturage bishimiye uruhare rwabo mu itegurwa ry'imihigo kiri kuri 72.2%.

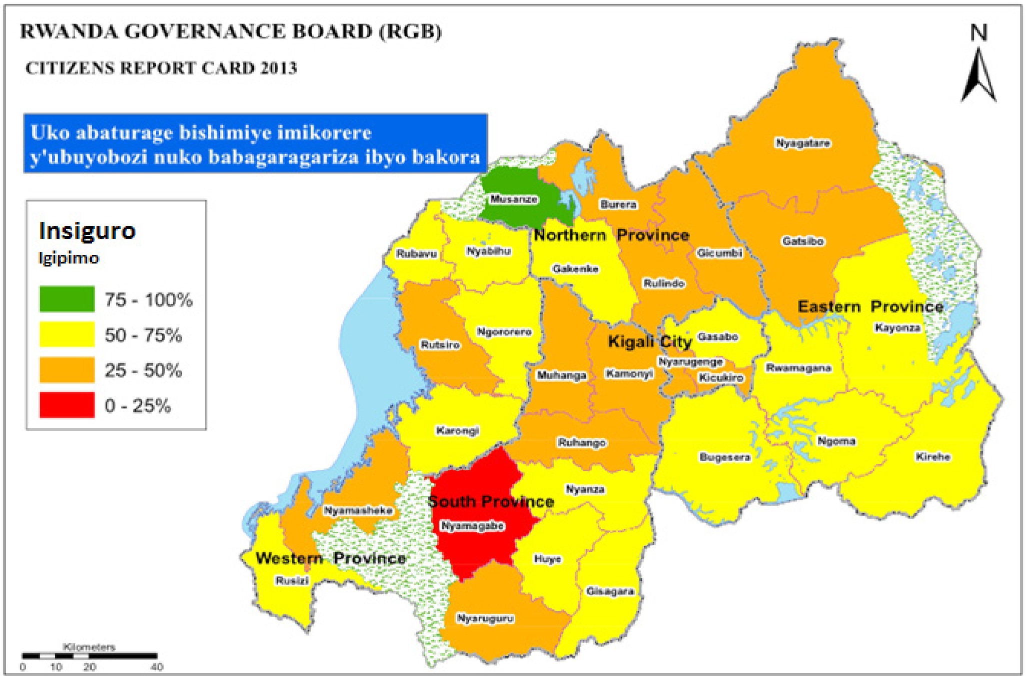
Ishusho 11: Uko abaturage bishimiye uruhare rwabo mu itegurwa ry' ingengo y'imari



Aho byavuye: Anketi ya RGB, 2013

Abaturage bagaragaje ko bishimiye uruhare rwabo mu itegurwa ry'ingengo y'imari y'akarere ku gipimo cya 28.9%. Ibi biragaragaza ko uruhare rwabo rukiri hasi kandi ari bo batanyabikorwa b'ingenzi mu iterambere ry'Akarere.

Ishusho 12: Uko abaturage bishimiye uko abayobozi babagaragariza ibibakorerwa



Aho byavuye: Anketi ya RGB, 2013

Ubu bushakashatsi bugaragaza ko abaturage bishimiye uko bagaragarizwa ibibakorerwa ku gipimo cya 50.6%.

Mu gikorwa cya RGB cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi zitangwa mu nzego z'ibanze harimo izi zikurikira:

* Gukenerwa kenshi kw'inzego z'ibanze mu bikorwa n'inama bitunguranye bibangamira ishyirwa mu bikorwa ry'ibyateganyijwe.
* Gusabwa gukora ibikorwa byinshi mu gihe gito
* Abakozi, amikoro n'ibikoresho bidahagije
* Hari ahakigaragara ruswa no gutinza serivisi
* Ibikorwa remezo n'ibikoresho by'ikoranabuhanga bidahagije.

Akarere ka Bugesera: Abayobozi b'inzego z'ibanze barakurikira banandika ibyegeranyo bya CRC bagaragarijwe kugira ngo babitangeho ibitekerezo. Ifoto ya RGB

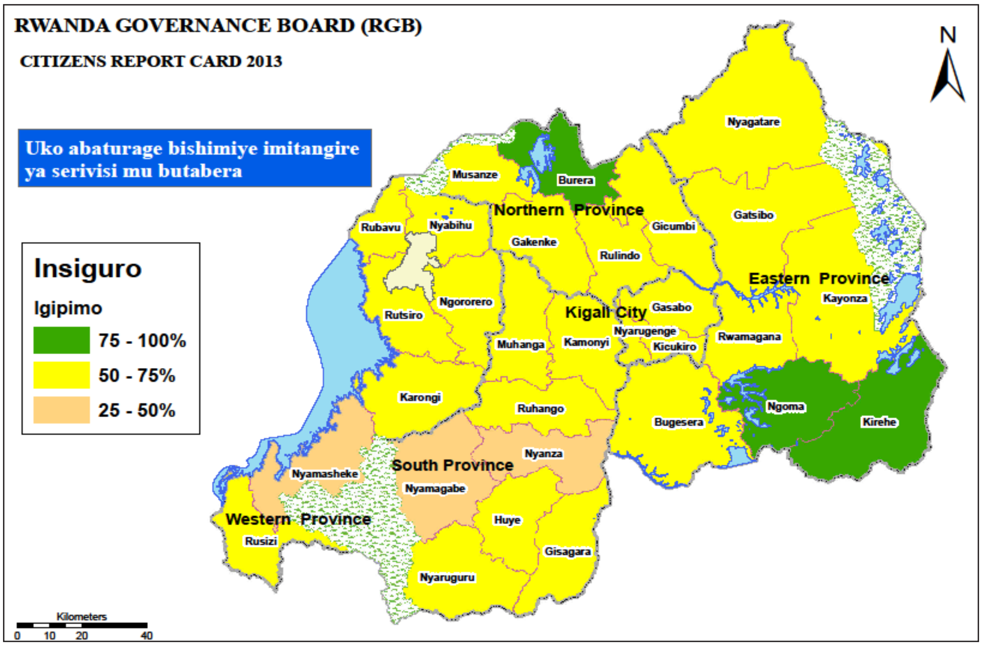
Kugira ngo imikorere y'inzego z'ibanze irusheho kwishimirwa, ni ngombwa ko abakozi bongererwa ubumenyi n'ubushobozi kandi hagakazwa ingamba zo kurwanya ruswa.Hakwiye kunoza gahunda yo guhuza ibikorwa bituruka mu nzego zo hejuru uturere dusabwa kugiramo uruhare.

Uruhare rw'abaturage mu gutegura ibikorwa, mu gufata ibyemezo no kugaragarizwa ibibakorerwa bikwiye kurushaho kwitabwaho.

Ibikorwar emezo n'ibikoresho by'ikoranabuhanga bikwiye kongerwa bigafasha mu kunoza no kwihutisha serivisi zitangirwa mu nzego z'ibanze.

4. SERIVISI Z'UBUTABERA

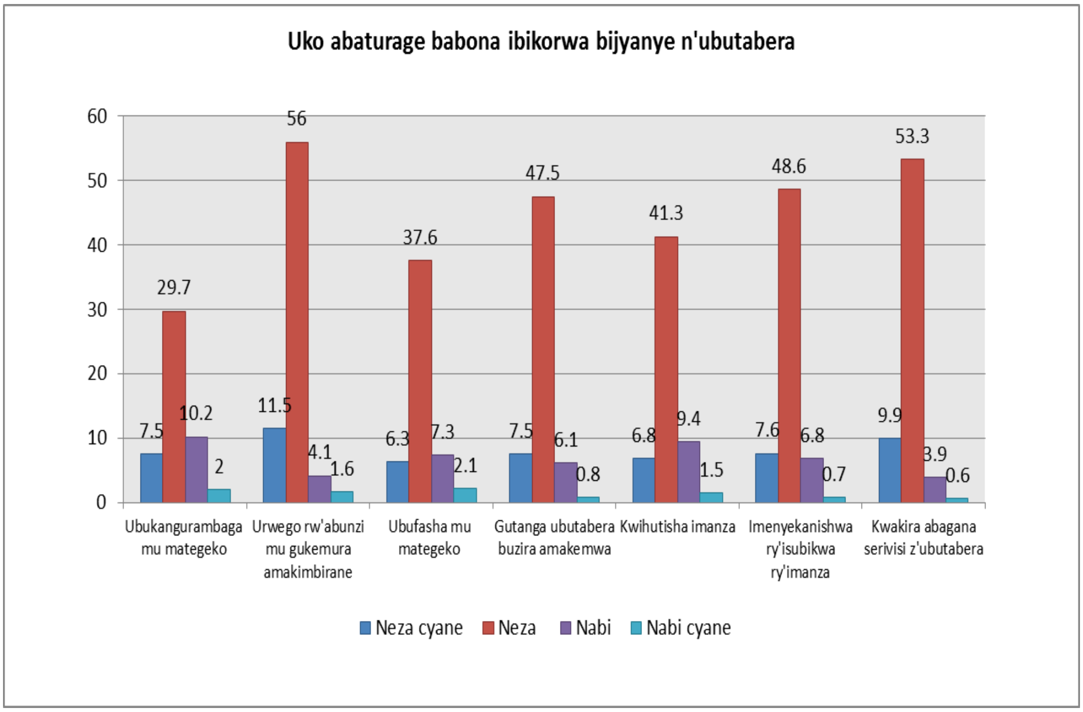
Ishusho 13: Uko abaturage bishimiye imitangire ya serivisi mu butabera



Aho byavuye: Anketi ya RGB, 2013

Abaturage babajijwe bavuze ko bishimiye serivisi z'ubutabera ku kigero cya 61.6%. Intara y'Iburasirazuba niyo iza ku mwanya wa mbere mu kwishimira iyo serivisi ku gipimo cya 67.9%, hakurikiraho Intara y'Amajyaruguru ifite 66.3%. Umujyi wa Kigali wishimye iyi serivisi kuri 59.5%, abaturage bo mu ntara y'Iburengerazuba bishimiye serivisi bahabwa mu butabera ku gipimo cya 58.9% naho abo mu ntara y'Amajyepfo bishimiye izo servisi ku gipimo cya 54.4%.

Ishusho 14: Uko abaturage babona ibikorwa bijyanye n'ubutabera



Aho byavuye: Anketi ya RGB, 2013.

Iyi shusho irerekana uko abaturage bishimiye ibikorwa bijyanye n'ubutabera. Ibipimo bikurikira birerekana aho abaturage bagaragaje ko bishimiye serivisi bahabwa z'ubutabera bigaragazwa n'aho bavuze ko izi serivisi zitangwa neza cyane na neza biri kumwe; ibi bipimo kandi birerekana abavuga ko batazishimiye bigaragazwa n'aho bavuze ko zitangwa nabi cyane n'aho zitangwa nabi biri kumwe.

Ababajijwe bishimiye serivisi zitangwa n'Abunzi mu rwego rwo gukemura amakimbirane ku gipimo cya 67.5% naho abagera kuri 5.7% nibo batazishimiye. Kwakira abasaba serivisi zijyanye n'ubutabera byishimiwe ku ijanisha rya 62.12% naho abagera kuri 4.5% nibo batishimiye iyi serivisi, abagera kuri 55.6% bishimiye ibikorwa by'imenyekanisha ry'isubikwa ry'imanza naho 7.5% ntibishimiye uko iyi serivisi ikorwa; gutanga ubutabera buzira amakemwa byishimiwe ku gipimo cya 54.10% mu gihe abagera kuri 6.9% bo batishimiye iyi serivisi, kwihutisha imanza byishimiwe ku gipimo cya 47.14% naho abagera kuri 11.1% babona zitihutishwa; ubufasha mu mategeko bwishimiwe ku kigero cya 43.9% naho abagera ku 9.4% bo ntibibishimiye iyi serivisi. Ubukangurambaga mu kumenya amategeko n'uburenganzira bwa muntu buri ku gipimo cya 36.12% turebye ijanisha ry'abashima iyi serivisi ,10.4% nibo batishimiye uko iyi serivisi itangwa.

Ibi biragaragaza ko hagikenewe gushyira ingufu mu bukangurambaga no guhugura abaturage mu birebana n'amategeko, hakitabwaho kandi kwihutisha imanza.
Mu gikorwa cya RGB cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'ubutabera harimo izi zikurikira:

* Kuba abakozi b'inzego z'ubutabera badahagije bituma imanza zitinda;
* Kuba hari abaturage batazi amategeko n'uburenganzira bwabo;
* Hari abaturage batarasobanukirwa iby'ubufasha mu by'amategeko butangwa na MAJ (Maison d'Accès à la Justice) n'izindi nzego zibifite mu nshingano;
* Abahesha b'inkiko batari ab'umwuga bafite inshingano nyinshi bigatuma harangizwa imanza nke;
* Imanza ziregera indishyi zitinda kurangizwa kubera ko abagomba gutanga indishyi badafite ubushobozi;
* Kuba hari abaturage bafite umuco wo kutemera imyanzuro y'ubutabera;
* Ubushobozi buke n'amahugurwa adahagije ku rwego rw'Abunzi;
* Ruswa ikivugwa mu butabera;
* Imikorere idahwitse ivugwa ku bahesha b'inkiko b'umwuga;

Akarere ka Musanze: Abaturage bakurikiye ibyavuye mu bushakashatsi kuri serivisi y'ubutabera ngo batange ibitekerezo. Ifoto ya RGB

Mu rwego rwo kunoza serivisi z'ubutabera, ni ngombwa kongera imbaraga mu gukumira no kurwanya ruswa mu nzego z'ubutabera; kongerera ubumenyi n'ubushobozi Abunzi.

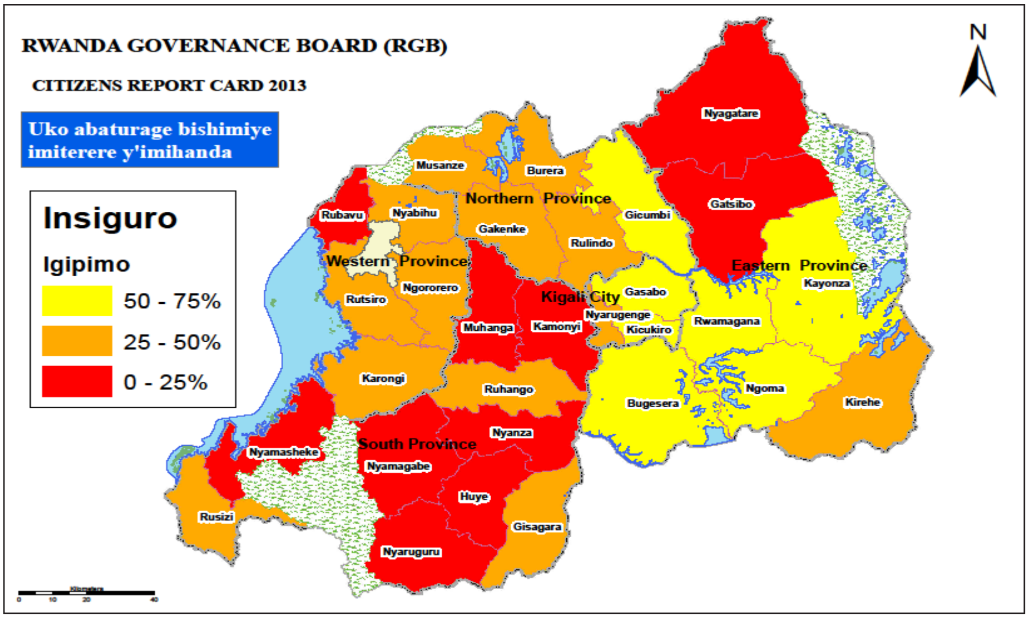
Hakwiye kurushaho kwigisha abaturage uburenganzira bwabo no gukangurira abafite imanza kwisunga inzego z'ubwunganizi mu mategeko.

Minisiteri y'ubutabera irasabwa kongera gusuzuma itegeko rigena abahesha b'inkiko kugira ngo rivugururwe.

5. SERIVISI Z'IBIKORWA REMEZO

Abaturage babajijwe uko bishimiye serivisi bahabwa z'ibikorwa remezo harimo imiterere y'imihanda, serivisi z'amazi n'amashanyarazi, serivisi z'ikoranabuhanga n'itumanaho. Ibyavuye mu bushakashatsi byerekanye ko muri rusange abaturage bishimiye serivisi bahabwa ku gipimo cya 37.7%. Ku baturage babajijwe, abagera kuri 40% bagaragaje ko nta ruhare bagira mu guteganya izo serivisi.

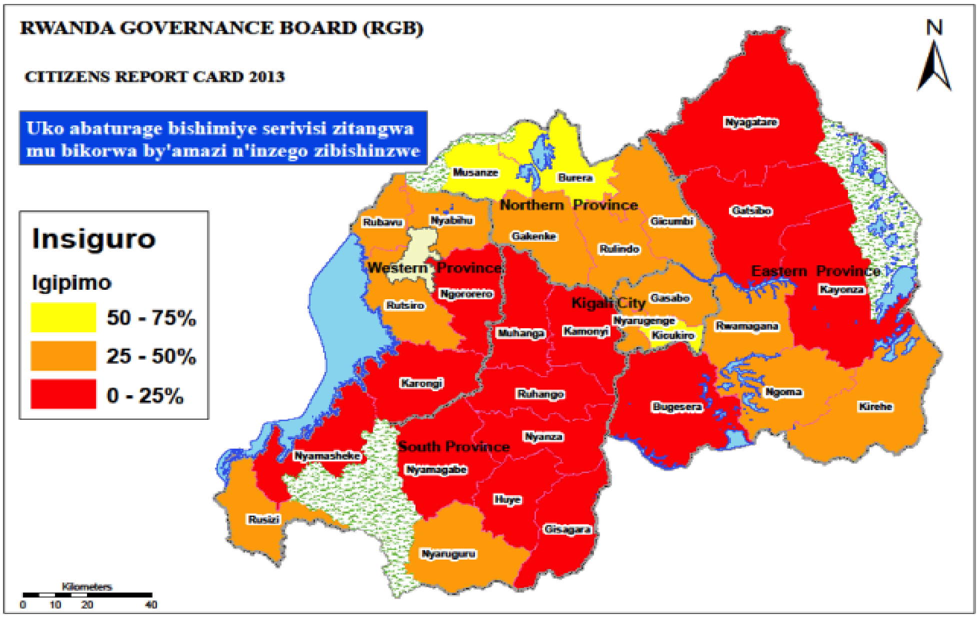
Ishusho 15: Uko abaturage bishimiye imiterere y'imihanda



Aho byavuye: Anketi ya RGB, 2013

Abaturage bishimiye imiterere y'imihanda ku gipimo cya 33%. Mu mu mujyi wa Kigali 50.0% nibo bishimiye imiterere y'imihanda, mu ntara y'Amajyaruguru bishimiye imiterere y'imihanda gipimo kiri kuri 40.8%; Intara y'Iburasirazuba iri kuri 39.7%, Intara y'Amajyepfo ifite 28.3% naho iy'Iburengerazuba iri ku gipimo cya 25.1%.

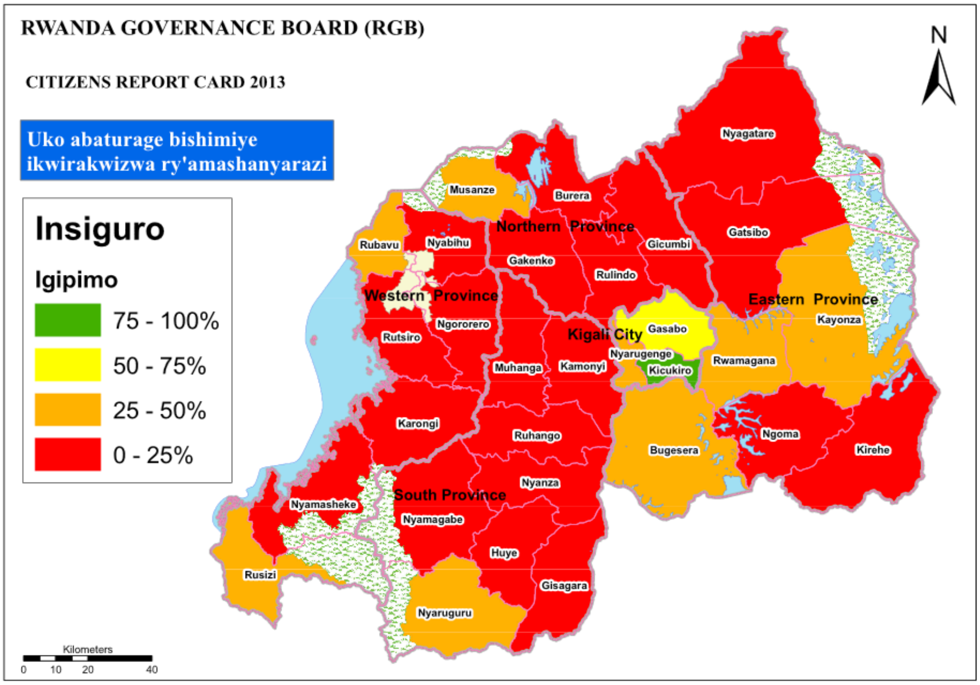
Ishusho 16: Uko abaturage bishimiye serivisi z'amazi



Aho byavuye: Anketi ya RGB, 2013

Ubushakashatsi bwagaragaje ko serivisi z'amazi zihabwa abaturage zishimiwe ku gipimo cya 46%. Mu mujyi wa Kigali, igipimo kiri kuri 50.1%, mu ntara y'Amajyaruguru ni 36.2%. Intara y'Iburengerazuba n'iy'Iburasirazuba abaturage bishimiye serivisi z'amazi ku gipimo kingana na 23.0% kuri buri ntara. Mu ntara y'Amajyepfo igipimo kiri kuri 16.3%.

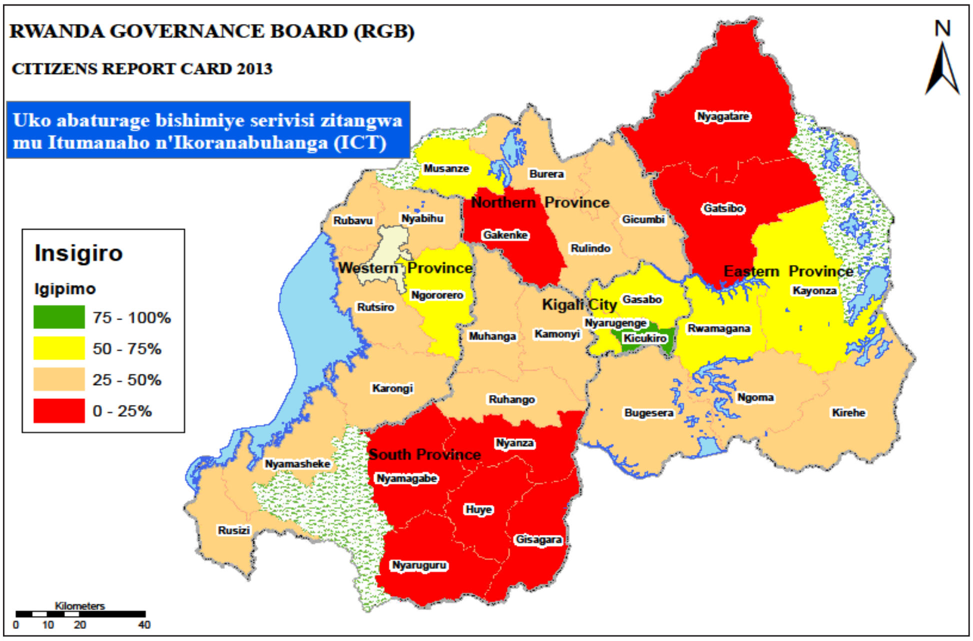
Ishusho 17: Uko abaturage bishimiye ikwirakwizwa ry'amashanyarazi



Aho byavuye: Anketi ya RGB, 2013

Abababajijwe bishimiye serivisi z'amashyanyarazi ku gipimo cya 23%. Umujyi wa Kigali ufite ibipimo bingana na 55.7%., izindi ntara zikurikirana mu buryo bukurikira: Intara y'Iburengerazuba iri kuri 20.0%, iy'Amajyaruguru ni 18.8%, iy'Iburasirazuba ifite 17.2% naho Intara y'Amajyepfo ibipimo byerekana 10%.

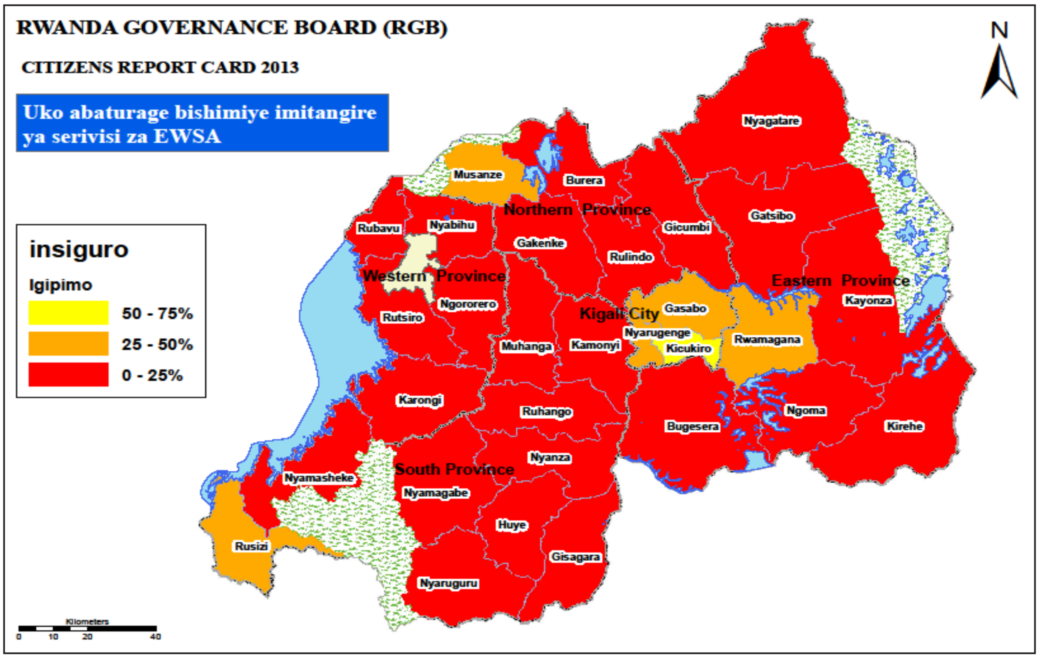
Ishusho 18: Uko abaturage bishimiye serivisi zirebana n'ikoranabuhanga



Aho byavuye: Anketi ya RGB, 2013

Mu bushakashatsi bwakozwe, ababajijwe bagaragaje ko bishimiye serivisi z'ikoranabuhanga n'itumanaho ku mpuzandengo cya 33.8% mu gihugu hose. Mu mujyi wa Kigali, igipimo kiri kuri 60.8%, mu ntara y'Iburengerazuba bafite 35.7%; Intara y'Amajyaruguru iri kuri 30.2%, iy'Iburasirazuba igipimo kiri kuri 23.6% naho Intara y'Amajyepfo ifite 20.3%.

Ishusho 19: Uko abaturage bishimiye imitangire ya serivisi za EWSA



Aho byavuye: Anketi ya RGB, 2013

Nkuko iyi karita ibigaragaza, mu gihugu hose ababajijwe bagaragaje ko batishimiye serivisi bahabwa n'ikigo gishinzwe kubagezaho amazi n'amashanyarazi. Muri rusange, serivisi zitangwa na EWSA ziri ku gipimo kingana na 25%.

Mu gikorwa cya RGB cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'ibikorwaremezo harimo izi zikurikira:

- Ikiguzi cy'itunganywa ry'amazi n'amashanyarazi kiri hejuru bigatuma amazi n'amashanyarazi bihenda abaturage;
- Imihanda n'ibiraro byangiritse bitinda gusanwa bidindiza ubuhahirane no kugera ku mavuriro;
- Abakeneye serivisi z'amazi n'amashanyarazi ni benshi ugereranyije n'ubushobozi bwa EWSA;
- Imiterere y'ubutaka mu turere tumwe na tumwe ituma imihanda ihora isenyuka;

- Serivisi za EWSA zitinzwa n'uko zitaregerezwa abaturage;
- Ibikorwaremezo by'itumanaho n'ikoranabuhanga bitarakwizwa hose;

Kirehe na Ngoma: Abayobozi b'inzego z'ibanze n'abatanga serivisi baratanga ibitekerezo kuri serivisi za EWSA zo gukwirakwiza amazi n'amashanyarazi. Ifoto ya RGB

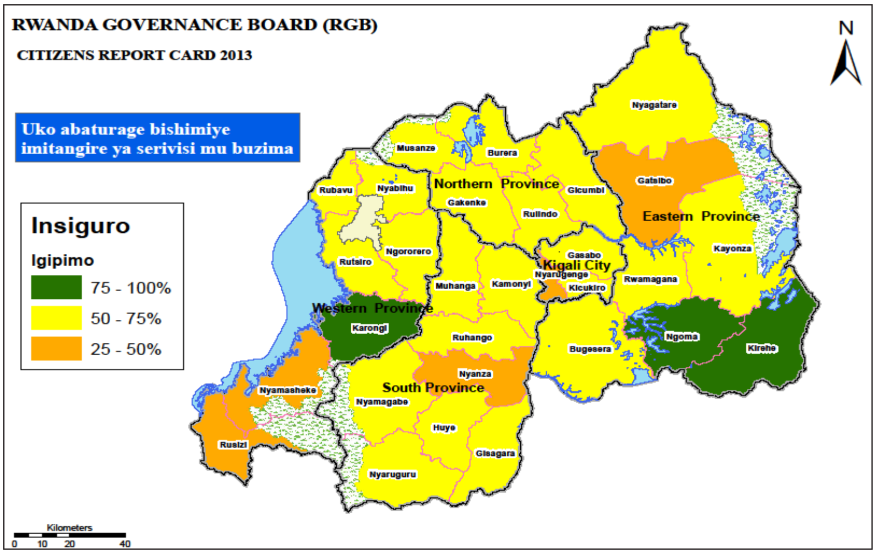
Kugirango serivisi z'ibikorwa remezo zinozwe, ingengo y'imari igenerwa ibikorwaremezo yakongerwa.Hakwiye kurushaho kunoza ingamba zo gufata neza imihanda n'amateme.

Abaturage bakeneye kwegerezwa ibikorwa remezo by'itumanaho n'ikoranabuhanga no kububakamo ubushobozi bwo kurikoresha.

Ivugururwa rya politiki yo gukwirakwiza amazi n'amashanyarazi rikwiye kwibanda ku kongera ubushobozi no kurushaho kwegereza abaturage aho baherwa izi

6. SERIVISI Z’UBUZIMA

Ishusho 20: Uko abaturage bishimiye serivisi bahabwa mu buzima



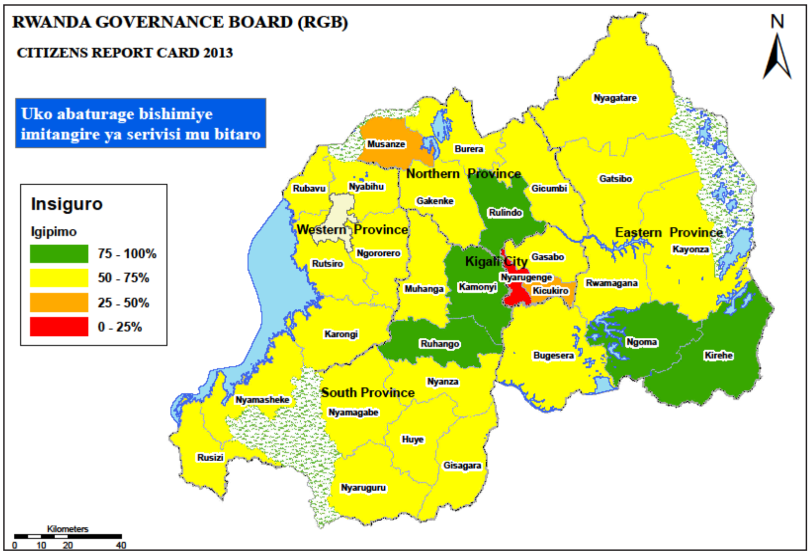
Aho byavuye: Anketi ya RGB, 2013

Abaturage babajijwe uko bishimiye ireme rya serivisi z’ubuzima mu bitaro no mu bigo nderabuzima, ubwisungane mu kwivuza, serivisi z’ubuzima bw’imyororokere, serivisi bahabwa n’abajyanama b’ubuzima na serivisi z’imbangukiragutabara. Babajijwe kandi intera iri hagati ya serivisi z’ubuzima n’aho batuye ndetse n’aho babona hakwiye gushyirwamo imbaraga mu kunoza izo serivisi.

Muri rusange abaturage bishimiye serivisi z’ubuzima bahabwa ku kigero cya 64.1%; Kuri iyi serivisi, abaturage bayishimiye ku bipimo bikurikira mu gihugu hose: Intara y’Amajyaruguru bafite 66.8%, Intara y’Iburasirazuba ni 66.0%, iy’Amajyepfo igipimo kiri kuri 65.2%; Intara y’Iburengerazuba bageze kuri 61.1% naho Umujyi wa Kigali bishimiye serivisi bahabwa z’ubuzima ku gipimo cya 58.2%.

Ababajijwe kandi bagaragaje ko bishimiye serivisi bahabwa n’abajyanama b’ubuzima ku gipimo cya 82.4%. Serivisi y’ubwisungane mu kwivuza ihagaze kuri 64.4%, serivisi z’ubuzima bw’imyororokere ifite 62.5%; serivisi abaturage bahabwa ku bitaro igeza kuri 62.0%. Serivisi abaturage bahabwa ku bigo nderabuzima iri ku gipimo cya 60.8%, serivisi z’imbangukiragutabara zishimwa ku gipimo cya 55.7% naho serivisi bahabwa n’ibigo nderabuzima bicirirtse bazishimiye ku gipimo cya 43.0%.

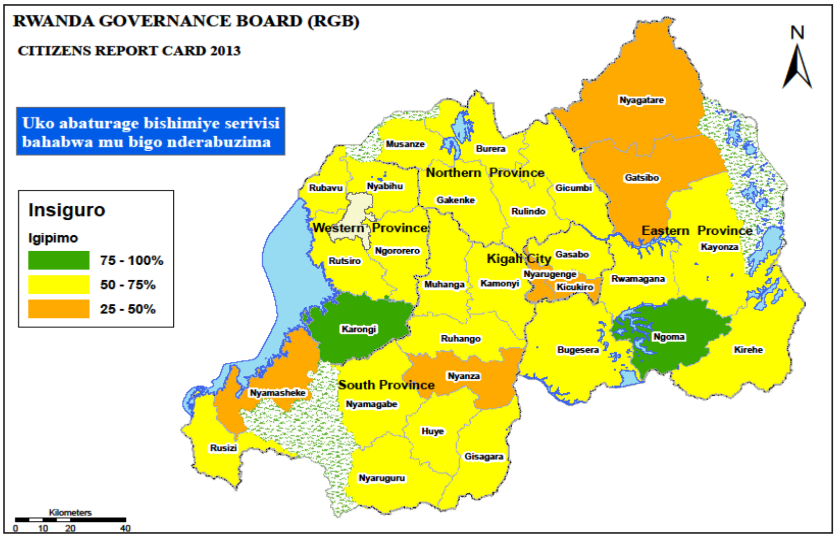
Ishusho 21: Uko abaturage bishimiye serivisi z'ubuzima bahabwa ku bitaro



Aho byavuye: Anketi ya RGB, 2013

Iyi karita igaragara hejuru irerekana uko abaturage bishimiye serivisi z'ubuzima bahabwa ku bitaro. Ku babajijwe mu gihugu cyose, 62.0% nibo bagaragaje ko bishimiye izo serivisi.

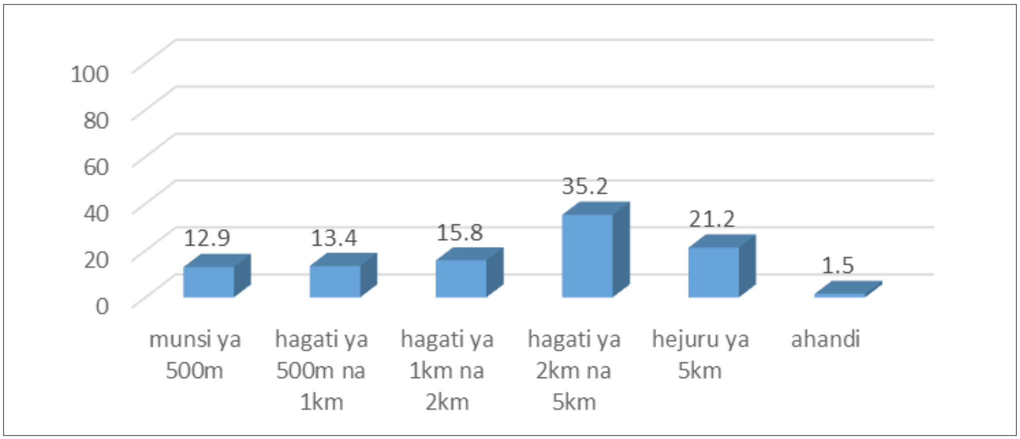
Ishusho 22: Uko bishimiye serivisi z'ubuzima bahabwa ku bigo nderabuzima



Aho byavuye: Anketi ya RGB, 2013

Ikarita igaragara hejuru irerekana uko abaturage bishimiye servisi bahabwa n'ibigo nderabuzima. Ku baturage bose babajijwe, 60.8% bagaragaje ko bishimiye izo serivisi.

Ishusho 23: Intera iri hagati y'ibigo nderabuzima n'aho abaturage batuye



Aho byavuye: Anketi ya RGB, 2013

Muri ubu bushakashatsi, abaturage babajijwe intera iri hagati y'ibigonderabuzima n'ibitaro n'aho abaturage batuye hagamijwe kumenya uko begerejwe serivisi zitangwa n'ibigo nderabuzima n'ibitaro.

Ku baturage babajijwe bose, 12.9% bavuze ko iyo ntera iri munsi ya metero magana atanu (500m). Abavuze ko iyo ntera iri hagati ya metero magana atanu (500m) na kilometero imwe (1km) bagera kuri 13.4%; intera iri hagati ya kilometero imwe (1km) na kilometero ebyiri (2km) ni 15.8% naho 35.2% serivisi z'ubuzima basaba bazisanga ku ntera iri hagati ya kilometero ebyiri (2km) na kilometero eshanu (5km). Abavuze ko servisi z'unuzima bazisanga ku ntera iri hejuru ya kilometero eshanu (5km) ni 21.2%. Iyi mibare y'ubushakashatsi irerekana ko 42.1% aribo bakora urugendo ruri munsi ya kilometero ebyiri (2km) kugira ngo bagere ku mavuriro.

Mu yandi magambo, ubushakashatsi burerekana ko abaturage 57.9% bagera kuri serivisi z'ubuzima babanje gukora urugendo rurerure. Ubushakashatsi burerekana ko hakwiye kongerwa imbaraga nyinshi mu kwegereza abaturage ibikorwaremezo bya serivisi z'ubuzima. Mu gikorwa cya RGB cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'ubuzima harimo izi zikurikira:

- Umubare w’abaganga n’abaforomo udahagije ugereranije n’abarwayi;
- Hariho serivisi zimwe z’ubuvuzi abarwayi batabona uko bikwiriye bitewe n’imikorere itanoze y’amavuriro;
- Imiti ntiboneka ku buryo buhagije mu mafarumasi y’ibigo nderabuzima;
- Hari serivisi zimwe zemewe n’ubwisungane magiririrane mu kwivuza zidahabwa abazikeneye uko bikwiye;
- Imikorere n’imyitwarire ya bamwe mu bakozi b’amavuriro irakemangwa;
- Ibikoresho ntibihagije ku bigonderabuzima n’ibitaro;
- Imirire mibi n’isuku nke biracyagaragara mu turere tumwe na tumwe. Ibi bituma abahatuye barwara kenshi

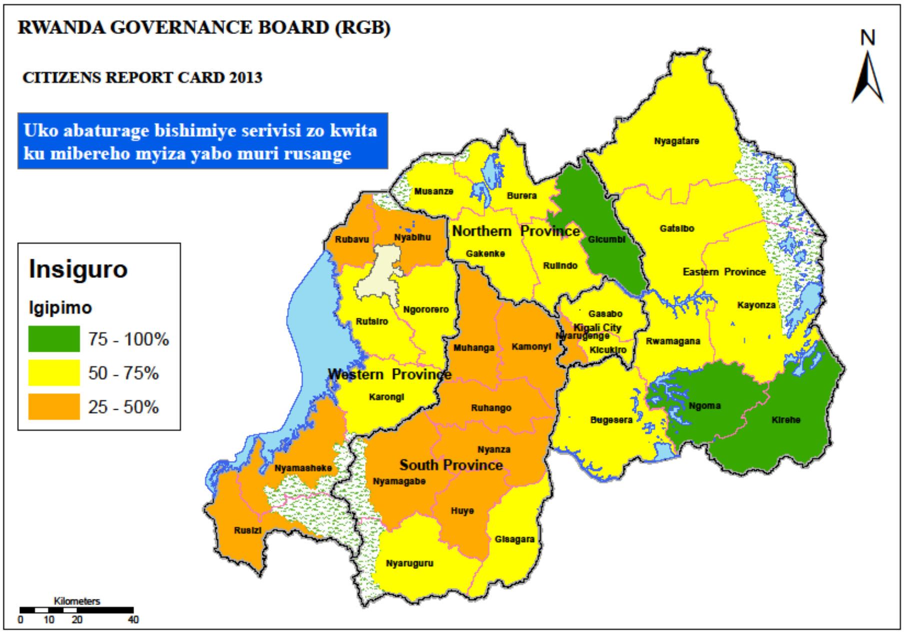
Akarere ka Gisagara: Abayobozi b’inzego z’ibanze n’abafatanyabikorwa baratanga ibitekerezo kuri serivisi zitangwa mu buzima bagaragaza imbogamizi zigaragaramo ndetse n’icyakorwa ngo zibonerwe umuti. Ifoto ya RGB

Mu rwego rwo kunoza serivisi, Minisiteri y’ubuzima irasabwa kongerera ubushobozi farumasi z’ibigonderabuzima n’ibitaro, kongera abaganga n’abaforomo cyane cyane ku bigo nderabuzima, kongera ibikoresho, kongerera amahugurwa abajyanama b’ubuzima no kurushaho kwigisha abaturage ibijyanye n’isuku n’imirire myiza.

Hakwiye kandi kurushaho gukurikiranira hafi imikorere n’imyitwarire y’abakozi b’amavuriro ndetse no kurushaho kunoza imikorere y’ubwisungane mu kwivuza.

7. SERIVISI Z'IMIBEREHO MYIZA Y'ABATURAGE

Ishusho 24: Uko abaturage bishimiye serivisi zo kwita ku mibereho y'abaturage

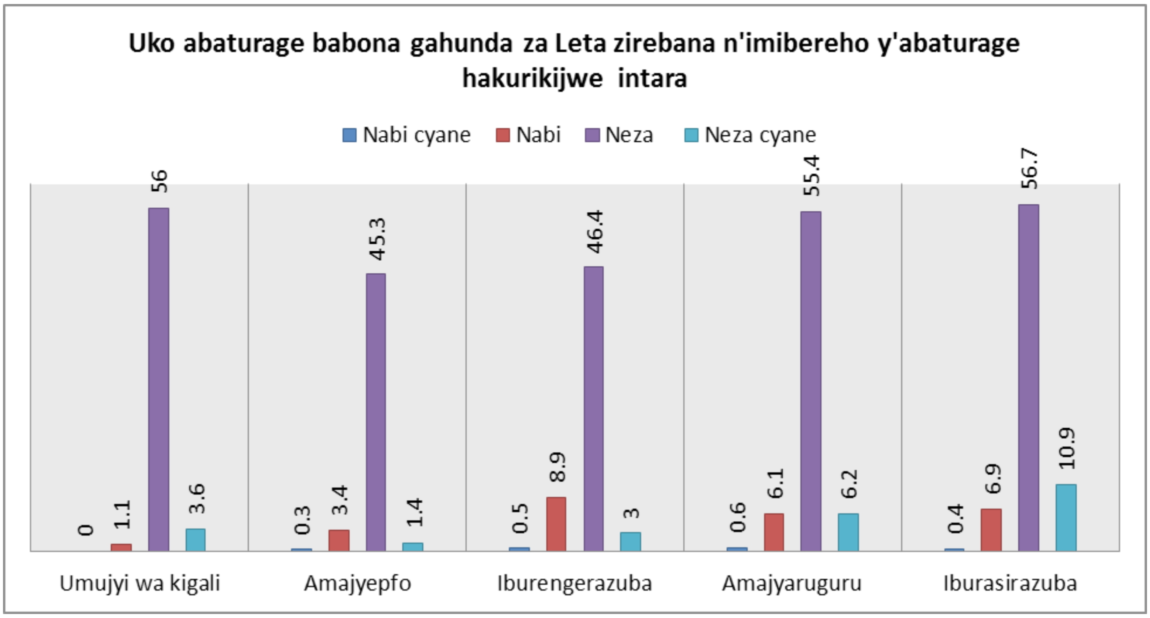


Aho byavuye: Anketi ya RGB, 2013

Muri ubu bushakashatsi, serivisi zo kwita ku mibereho myiza y'abaturage zabajijweho ibibazo hakubiyemo serivisi zo kubakura mu bukene, gushyirwa mu byiciro by'ubudehe, guhitamo abagenerwabikorwa ba VUP, guhitamo ibikorwa cyangwa inkunga za VUP, gushyiraho urutonde rw'abatishoboye, gushyiraho ibikorwa cyangwa inkunga z'abatishoboye, kurwanya nyakatsi n'izindi gahunda zo gufasha abatishoboye.

Ababajijwe basubije ko bishimiye serivisi zo gufasha abatishoboye ku gipimo cya 56.5%, bagaragaje kandi ko uruhare rw'abaturage muri izi serivisi ruri ku kigero cya 44%.

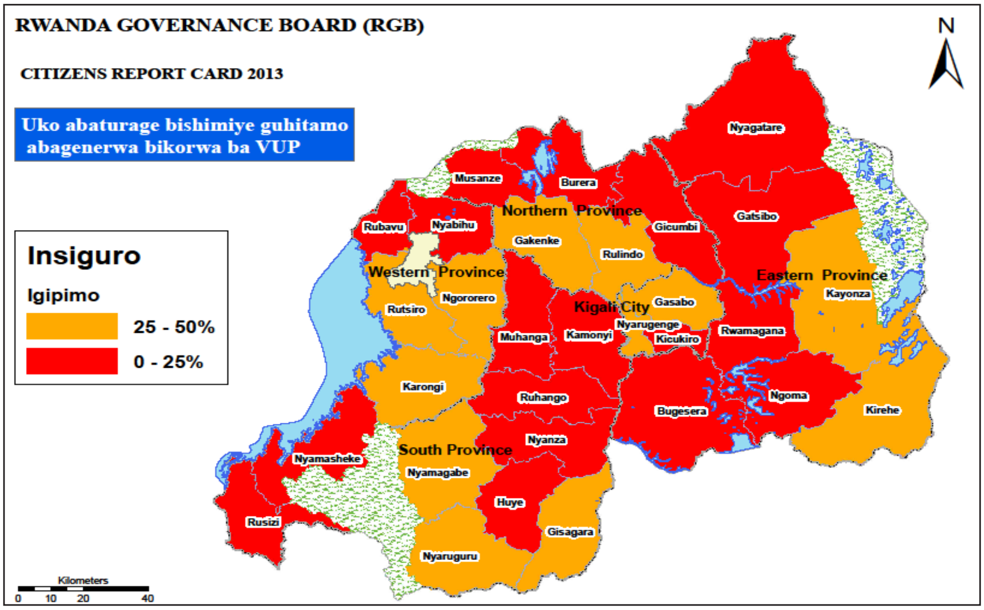
Ishusho 25: Uko abaturage babona gahunda zirebana n'imibereho myiza y'abaturage mu ntara zose



Aho byavuye: Anketi ya RGB, 2013

Iyi shusho iragaragaza uko abaturage bishimiye gahunda zo kwita ku mibereho myiza y'abaturage. Ibipimo bikurikira birerekana aho abaturage bagaragaje ko bishimiye uko zikora bigaragazwa n'aho basubije ko babona zikora neza cyane biri hamwe n'aho zikora neza, biranerekana kandi aho abaturage bagaragaje ko batishimiye uko izo gahunda zikora bigaragazwa n'aho basubije ko babona zikora nabi cyane n'aho zikora nabi biri kumwe. Intara y'Iburasirazuba niyo iza ku isonga n'igipimo cya 67.6% cy'abagaragaje ko bishimiye gahunda zirebana no kwita ku mibereho y'abaturage, naho abatishimiye uko zikora ni 7.3%. Hakurikiraho Intara y'Amajyaruguru iri ku gipimo cya 61.6% cy'abashima uko izi gahunda zikorwa naho abagera kuri 6.7% ntibishimiye uko izi gahunda zikorwa, Umujyi wa Kigali ufite 59.6% y'abishimiye uko gahunda zo kwita ku mibereho y'abaturage zikorwa naho 1.1% gusa nibo batabyishimiye; Mu ntara y'Amajyepfo n' Intara y'Iburengerazuba abagera kuri 49.4% na 46.7% nibo bishimiye uko izi gahunda zikorwa dukurikije uko zombi zikurikirana. Abagera kuri 3.7% na 9.4% bagaragaje ko batishimiye uburyo zikorwa mu ntara y'Amajyepfo n'Iburengerazuba dukurikije uko zikurikirana.

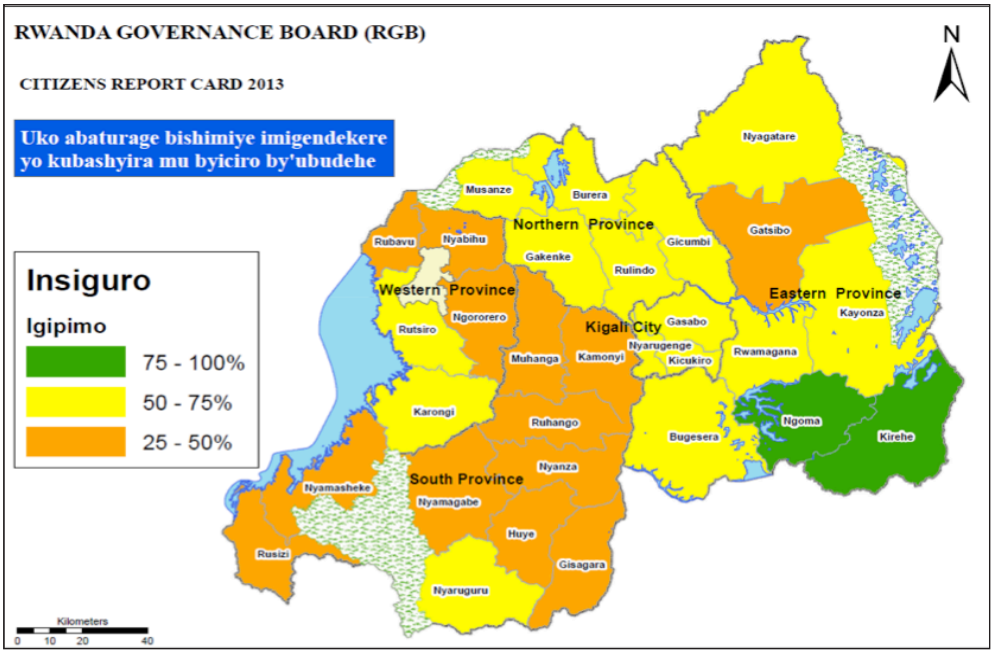
Ishusho 26: Uko abaturage bishimiye uruhare rwabo mu guhitamo abagenerwabikorwa ba VUP



Aho byavuye: Anketi ya RGB, 2013

Ku baturage babajijwe muri ubu bushakashatsi, abagera kuri 22% nibo bagaragaje ko bagira uruhare mu guhitamo abagenerwabikorwa ba VUP. Ibi bigaragaza ko hagikenewe imbaraga nyinshi mu rwego rwo gufatanya n'abaturage mu kugena ibikorwa bigamije kubateza imbere.

Ishusho 27: Uko abaturage bishimiye imigendekere yo kubashyira mu byiciro by'ubudehe



Aho byavuye: Anketi ya RGB, 2013

Mu gikorwa cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'imibereho myiza y'abaturage harimo izi zikurikira:

* Ibyiciro by'ubudehe ntibitunganyije ku buryo bunoze. Ibi bituma hari abakenera ubufasha ntibababubone;
* Gutoranya abagenerwabikorwa ba VUP bikemangwa kudakorwa mu mucyo;
* Hari umubare munini w'abakeneye ubufasha ugereranyije n'ubushobozi buhari;
* Bamwe mu baturage bafite imyumvire idahwitse yo kwifuza guhora bahabwa ubufasha n'igihe bishoboye.

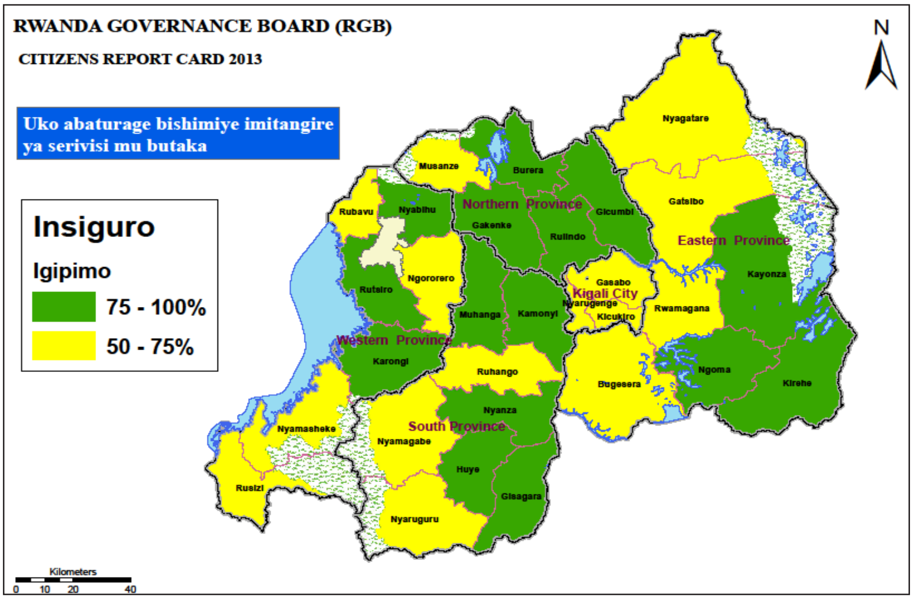
Akarere ka Huye: Serivisi zo gufasha abatishoboye hari byinshi bumva byanozwa mu rwego rwo kugira ngo zigezwe ku bazikeneye kandi zibakure mu bukene. Ifoto ya RGB

Mu rwego rwo kunoza serivisi z'imibereho myiza y'abaturage, hakwiye kongerwa ubushishozi mu gutoranya abagenerwabikorwa ba VUP.

Ni ngombwa ko ibyiciro by'ubudehe binozwa mu buryo bwihuse kuko byifashishwa cyane muri gahunda zifitiye abaturage akamaro. Leta irasabwa kongera ingengo y'imari igenerwa gufasha abatishoboye kugira ngo bazamuke bave mu byiciro by'abakeneye ubufasha. Birakwiye kandi gushyira imbaraga nyinshi mu gukomeza gushishikariza abaturage umuco wo kwigira.

8. SERIVISI Z'UBUTAKA

Ishusho 28: Uko abaturage bishimiye imitangire ya serivisi mu butaka

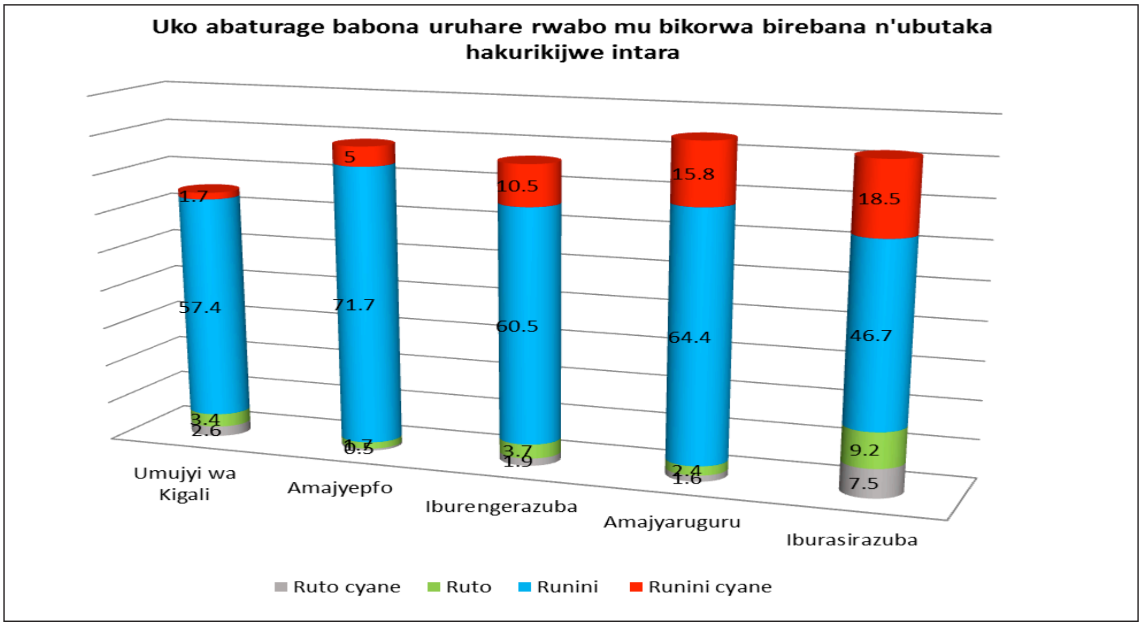


Aho byavuye: Anketi ya RGB, 2013

Abaturage babajijwe uko bishimiye serivisi z'ubutaka. Abangana na 76.4% bishimiye serivisi bahabwa mu bijyanye n'ubutaka naho uruhare rwabo barwishimiye ku gipimo cya 71.6%.

Intara y'Amajyaruguru niyo iza ku isonga mu kwishimira serivisi z'ubutaka bahabwa, ku gipimo cya 82.19%. Hakurikiraho Intara y'Amajyepfo iri gipimo cya 81.3%, iy'Iburasirazuba ifite 75.7%, iy'Iburengerazuba ni 71.8% naho Umujyi wa Kigali igipimo kiri kuri 65.4%. Ababajijwe bagera kuri 71.6% nibo bagaragaje ko abaturage bagira uruhare mu guteganya ibikorwa birebana n'ubutaka.

Ishusho 29: Uko abaturage babona uruhare rwabo mu guteganya ibikorwa by'ubutaka hakurikijwe intara



Aho byavuye: Anketi ya RGB, 2013

Iyi shusho iragaragaza uko abaturage babona uruhare rwabo mu bikorwa birebana n'ubutaka mu ntara zose. Ibipimo bikurikira birerekana aho abaturage bagaragaje ko bagira uruhare rugaragara bigaragazwa n'aho basubije ko uruhare rwabo ari runini cyane biri hamwe n'aho bavuze ko uruhare rwabo ari runini. Biragaragaza kandi aho bagaragaje ko uruhare rwabo ari ruto biri hamwe n'aho ari ruto cyane. Muri rusange abagera kuri 71.6% bavuze ko bagira uruhare rugaragara mu bikorwa birebana n'ubutaka.

Intara y'Amajyaruguru niyo iza ku isonga n'igipimo cya 80.2% mu kwishimira uruhare rwabo mu bikorwa birebana n'ubutaka aho bagaragaza ko bagira uruhare rugaragara mu bikorwa birebana n'ubutaka naho abagera kuri 4% babona nta ruhare rugaragara bagira. Hakurikiraho Intara y'Amajyepfo iri ku gipimo cya 76.8% cy'abagaragaza ko bishimiye uruhare rwabo, naho abagera kuri 2.2% bo babona nta ruhare rugaragara bagira. Iburengerazuba uruhare rwabo barwishimira ku gipimo cya 71% naho 5.6% babona nta ruhare rugaragara bagira; Umujyi wa Kigai n' Intara y'Iburasirazuba bagaragaje ko bishimiye uruhare rwabo ku bipimo bya 65.2% na 59.1% uko zombi zikurikirana, naho abagera kuri 6% na 16.7% bo bagarageje ko nta ruhare rugaragara bagira muri gahunda zirebana n'ubutaka dukurikije na none uko izi ntara zikurikirana.

Ibi biragaragaza ko abaturage bamaze gusobanukirwa uruhare rwabo muri gahunda z'ubutaka nko kumenya amategeko, uburenganzira ku mutungo n'izungura.

Mu gikorwa cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'ubutaka harimo izi zikurikira:

* Ibyangombwa bitinda gutangwa cyane cyane ibirebana n'ihererekanya ry'uburenganzira ku butaka;
* Abahoranye ubutaka bubarizwa mu bishanga bataremera gutakaza uburenganzira kuri ubwo butaka;
* Kuba hari aho serivisi z'ubutaka zitaregerezwa abaturage;
* Kuba hari ibibazo by'ubutaka bishingiye ku izungura bikiburanwa bigatuma budakoreshwa;
* Ibibazo by'abimurwa ku butaka batinda guhabwa ingurane cyangwa bagahabwa indishyi idakwiye;
* Kuba serivisi ya noteri w'ubutaka itegereye abaturage bihagije.

Akarere ka Rulindo: Abayobozi b'inzego z'ibanze baratanga ibitekerezo bamaze kumurikirwa ibyavuye mu bushakashatsi. Ifoto ya RGB.

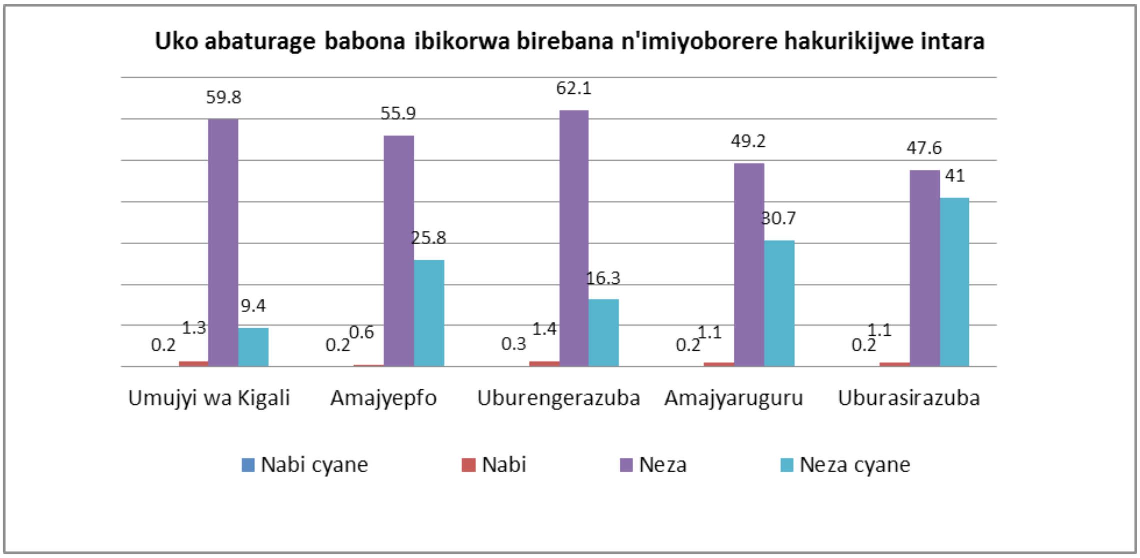
Mu rwego rwo kunoza serivisi z'ubutaka, ni ngombwa ko zirushaho kwegerezwa abaturage. Kugira uruhare mu gukemura ibibazo by'ingurane n'ibirebana n'izungura, kwihutisha no kworoshya inzira zirebana n'ihererekanya ry'uburenganzira ku butaka.

Guhugura abaturage ku mategeko arebana n'umutungo utimukanwa wa Leta.

9. SERIVISI Z'IMIYOBORERE

Ku birebana na serivisi z''imiyoborere, abaturage babajijwe uko babona imiyoborere muri rusange; uko babona uruhare rwabo mu gufata ibyemezo, ubwisanzure bwabo mu gutanga ibitekerezo, iyubahirizwa ry'uburenganzira bwa muntu, uko babona ubuyobozi bubafasha kwishakamo ibisubizo. Babajijwe kandi uko bishimiye gahunda ibikorwa byo kurwanya ruswa n'akarengane. Muri rusange, ababajijwe bagaragaje ko bishimiye serivisi z'imiyoborere ku gipimo cya 81.3%, naho uruhare bagira mu miyoborere ruri ku gipimo cya 64%.

Ishusho 30: Ishusho igaragaza uko abaturage babona imiyoborere hakurikijwe intara

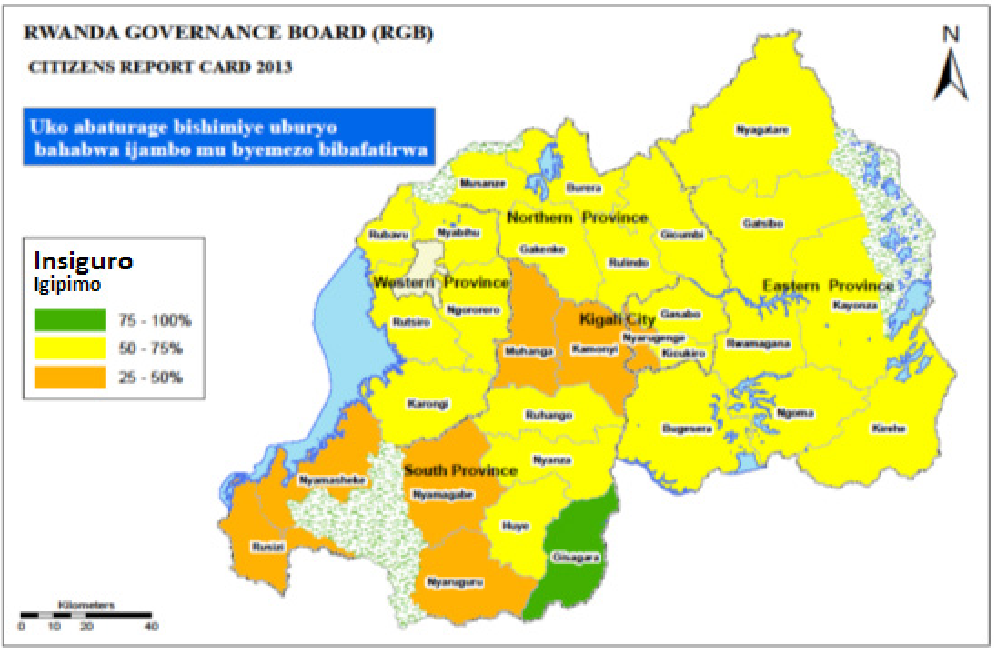


Aho byavuye: Anketi ya RGB, 2013

Iyi shusho iragaragaza uko ababajijwe bishimiye serivisi z'imiyoborere bahabwa hakurikijwe Intara. Ibipimo bikurikira birerekana aho bagaragaza ko bishimiye izi serivisi bigaragazwa n'aho basubije ko babona zitangwa neza cyane biri hamwe n'aho babona zitangwa neza, ibipimo biragaragaza kandi aho abaturage bavuze ko batishimiye serivisi z'imiyoborere bahabwa byerekanwa n'aho basubije ko babona zitangwa nabi cyane na nabi biri hamwe.

Abaturage b'Intara y'Iburasirazuba baza ku isonga mu kwishimira serivisi z'imiyoborere bahabwa bayobowe ku gipimo cya 88.6%, naho 1.3% ntibazishimiye. Intara y'Amajyepfo ikurikiraho ku gipimo cya 81.7% cy'abishimiye serivisi z'imiyoborere naho 0.8% gusa nibo batishimiye serivisi bahabwa z''imiyoborere, mu ntara y'Amajyaruguru abagera kuri 79.9% nibo bishimiye serivisi z'imiyoborere naho abagera kuri 1.3% bo ntibishimiye serivisi bahabwa z'imiyoborere; mu mujyi wa Kigali 68.4% nibo bishimiye serivisi zitangwa mu miyoborere naho ababona abatishimiye izi serivisi bagera kuri 1.5% . Mu ntara y' Uburengerazuba, 68.4% babona bishimiye serivisi bahabwa z'imiyoborere, mu gihe abagera kuri 1.7% bo batazishimiye.

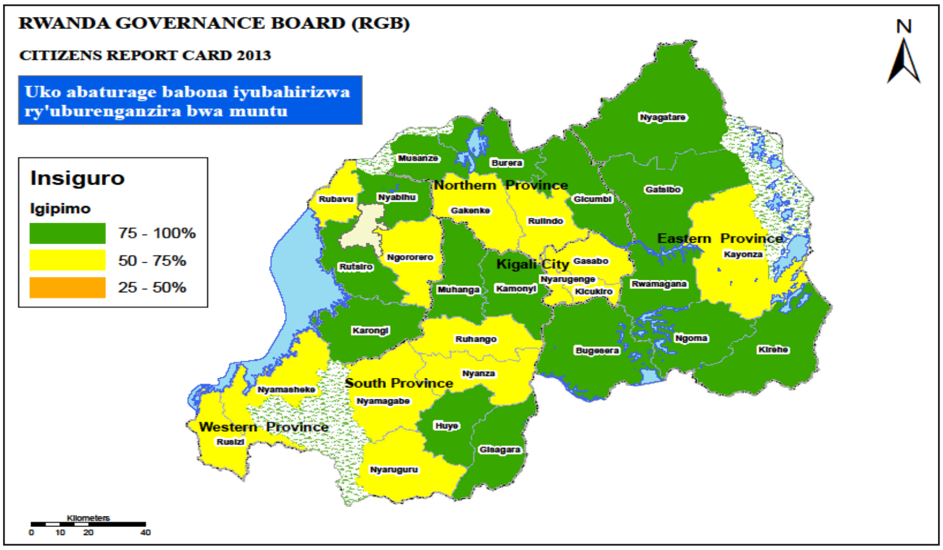
Ishusho 31: Uko abaturage bishimiye uburyo bahabwa ijambo mu byemezo bibafatirwa



Aho byavuye: Anketi ya RGB, 2013

Abaturage bagaragaje ko bagira uruhare mu byemezo bibafatirwa ku gipimo cya 64%. Mu ntara y'Iburasirazuba abagera kuri 71.5% bavuze ko bagira ijambo mu byemezo bibafatirwa. Intara y'Amajyaruguru abagera kuri 66.3% nibo bagaragaje ko bagira ijambo mu bibakorerwa, Intara y'Amajyepfo iri ku gipimo cya 64.7%, Umujyi wa Kigali ni 63.0% naho Intara y'Iburengerazuba ifite 55.0% bagaragaje ko abaturage bagira ijambo mu byemezo bibafatirwa.

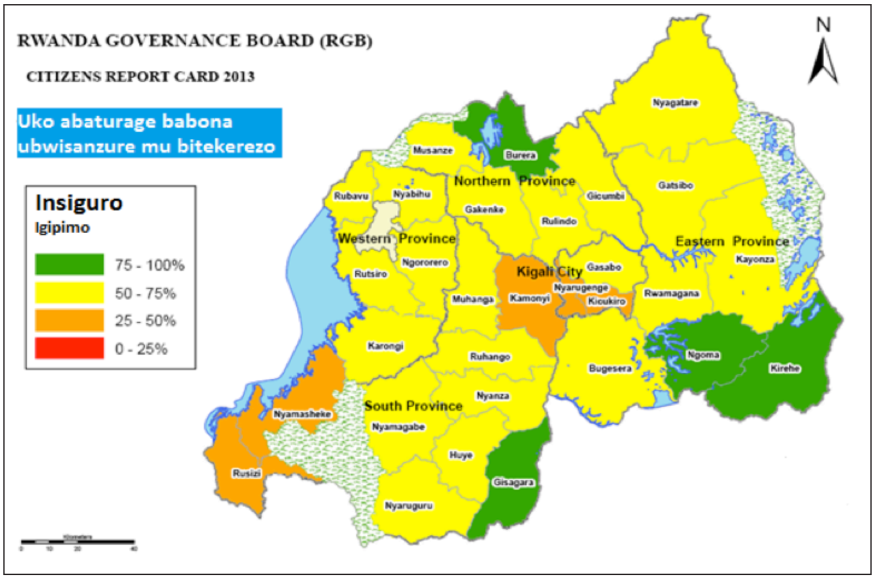
Ishusho 32: Uko abaturage babona iyubahirizwa ry'uburenganzira bwa muntu



Aho byavuye: Anketi ya RGB, 2013

Abaturage babajijwe 75.5% bagaragaje ko bishimiye ibikorwa bijyanye n'iyubahirizwa ry'uburenganzira bwa muntu.

Ishusho 33: Uko abaturage babona ubwisanzure mu bitekerezo



Aho byavuye: Anketi ya RGB, 2013

Ku ngingo y'uko abaturage babona ubwisanzure bwabo mu gutanga ibitekerezo mu ruhame, abaturage bagera kuri 62.0% nibo bavuze ko bagira ubwisanzure busesuye mu gutanga ibitekerezo mu ruhame.

Mu gikorwa cyo kumurikira abayobozi b'inzego z'ibanze, abafatanyabikorwa mu iterambere (JDAF), abajyanama n'abatanga serivisi ibyavuye mu bushakashatsi habayeho gusesengurira hamwe ibyagaragajwe n'abaturage. Isesengura ryerekanye imbogamizi zigaragara muri serivisi z'imiyoborere harimo izi zikurikira:

* Hari abaturage batarasobanukirwa uburenganzira bwabo mu gutanga ibitekerezo;
* Hari amabwiriza abaturage basabwa gushyira mu bikorwa kandi atari ateganyijwe mu igenamigambi bikaba ngombwa ko kuyashyira mu bikorwa rimwe na rimwe bihutaza abaturage;
* Hari gahunda zimwe na zimwe abaturage batagiramo uruhare mu kuzitegura kandi aribo bazishyira mu bikorwa;
* Abaturage bagaragaza ko bagira uruhare ruto mu gutegura imihigo kandi aribo bayishyira mu bikorwa;
* Abaturage bagaragaza ko bagira uruhare ruto mu gutegura ingengo y'imari y'Akarere;
* Ubwitabire buke bw'abaturage mu nama z'inteko z'abaturage butuma hari ibyo babwirirwa mo by'ingenzi birebana n'imiyoborere n'iterambere bikumvwa na bake;
* Hari abayobozi bagihohotera abaturage;
* Ruswa n'akarengane biracyagarara mu nzego z'ibanze.

Akarere ka Nyabihu: Abayobozi b'inzego z'ibanze bakurikiye ibyavuye mu bushakashatsi bandika iby'ingenzi kugirango baze gutanga ibitekerezo ku byakorwa ngo serivisi z'imiyoborere zirusheho kunozwa. Ifoto ya RGB

Mu rwego rwo kunoza serivisi z'imiyoborere, hifujwe ko abaturage bakangurirwa ibijyanye n'uburenganzira bwabo mugutanga ibitekerezo no ku mategeko ajyanye n'uburenganzira bwa muntu. Gukomeza kubashishikariza ibikorwa bibateza imbere no kwikura mu bukene; gukomeza gushyira ingufu mu bikorwa byo kurwanya ruswa n'akarengane mu nzego z'ibanze.

Hifujwe kandi ko abaturage bahabwa uruhare rutaziguye mu byemezo bibafatirwa no kuzamura uruhare rw'abajyanama ku nzego zose mu gusobanurira abaturage bimwe mu byemezo bifatwa mu izina ryabo.

IMBONERAHAMWE Y'IBYAVUYE MU BUSHAKASHATSI KU ISHUSHO Y'UKO ABATURAGE BABONA IMIYOBORERE IBABEREYE N'IMITANGIRE YA SERIVISI

Akarere	Uburezi	Ubuhinzi n'ubworozi	Inzego z'ibanze	Ubutabera	Ibikorwaremezo	Ubuzima	Imibereho y'abaturage	Ubutaka	Imiyoborere	Impuzandengo
Ngoma	75.2%	82.6%	79.0%	74.0%	34.6%	79.8%	71.6%	76.6%	84.7%	**73.1%**
Kirehe	68.6%	76.3%	76.2%	73.0%	34.7%	77.7%	65.9%	71.9%	80.2%	**69.4%**
Gisagara	80.1%	75.3%	72.6%	57.5%	34.7%	70.1%	55.2%	87.0%	87.7%	**68.9%**
Burera	67.8%	76.5%	67.2%	75.3%	47.7%	68.5%	60.2%	77.1%	79.9%	**68.9%**
Rwamagana	76.8%	68.7%	73.1%	66.1%	53.8%	65.5%	60.3%	72.0%	75.6%	**68.0%**
Kayonza	74.3%	64.2%	65.1%	65.6%	50.8%	65.4%	58.4%	72.7%	76.8%	**65.9%**
Karongi	70.3%	70.8%	63.2%	60.8%	38.9%	80.2%	59.4%	71.9%	74.2%	**65.5%**
Bugesera	72.1%	66.4%	64.4%	67.6%	49.7%	66.8%	55.3%	67.9%	78.9%	**65.5%**
Gakenke	66.2%	70.0%	70.0%	61.0%	35.5%	73.5%	50.8%	83.8%	67.6%	**64.3%**
Rutsiro	67.5%	69.6%	59.4%	64.9%	33.8%	71.4%	58.4%	74.5%	76.5%	**64.0%**
Gicumbi	67.0%	70.2%	64.6%	65.1%	45.5%	60.6%	62.0%	70.5%	68.9%	**63.8%**
Huye	79.1%	67.4%	64.9%	45.0%	28.7%	63.4%	41.7%	83.4%	83.6%	**61.9%**
Nyabihu	75.5%	65.9%	66.8%	52.0%	39.4%	65.1%	47.0%	70.6%	73.8%	**61.8%**
Gasabo	78.6%	47.3%	64.1%	58.5%	58.0%	65.7%	59.8%	58.5%	63.2%	**61.5%**
Rulindo	62.5%	62.4%	64.1%	58.2%	38.8%	70.8%	49.1%	78.4%	65.5%	**61.1%**
Musanze	71.5%	62.2%	69.7%	55.4%	52.1%	53.1%	46.8%	62.8%	74.0%	**60.8%**
Ngororero	73.0%	58.0%	65.8%	55.7%	38.8%	69.2%	46.5%	62.9%	64.9%	**59.4%**
Nyanza	77.0%	71.4%	56.4%	37.7%	27.4%	47.0%	47.0%	81.1%	78.4%	**58.1%**
Rubavu	72.5%	41.7%	71.5%	53.8%	37.8%	59.0%	41.1%	65.1%	64.1%	**56.3%**
Muhanga	64.3%	66.3%	56.5%	57.6%	25.7%	66.1%	32.2%	67.9%	66.1%	**55.9%**
Nyaruguru	65.7%	58.0%	58.8%	49.3%	37.0%	61.2%	50.4%	59.7%	60.7%	**55.6%**
Ruhango	66.4%	63.1%	55.9%	51.1%	33.8%	70.6%	40.1%	57.7%	60.0%	**55.4%**
Kicukiro	68.5%	32.4%	58.0%	49.5%	64.6%	48.9%	53.5%	54.0%	56.4%	**54.0%**
Nyagatare	58.3%	54.2%	55.3%	54.1%	27.4%	53.5%	52.1%	53.8%	77.3%	**54.0%**
Kamonyi	60.8%	62.9%	50.1%	59.3%	21.5%	71.4%	31.7%	61.4%	62.9%	**53.5%**
Rusizi	63.0%	49.3%	58.1%	52.0%	42.2%	52.2%	38.2%	55.9%	56.3%	**51.9%**
Nyarugenge	69.4%	39.7%	59.0%	52.6%	44.9%	41.4%	46.6%	45.8%	65.2%	**51.6%**
Gatsibo	52.7%	46.5%	51.9%	54.5%	16.1%	48.5%	45.3%	45.3%	79.0%	**48.9%**
Nyamagabe	54.5%	47.1%	53.7%	40.7%	19.7%	55.2%	37.2%	57.6%	61.3%	**47.4%**
Nyamasheke	50.8%	51.3%	50.7%	40.7%	27.1%	38.4%	27.7%	59.5%	50.7%	**44.1%**
Impuzandengo	**68.0%**	**61.6%**	**63.1%**	**57.3%**	**37.7%**	**62.8%**	**50.1%**	**67.1%**	**70.8%**	**59.8%**

IBISOBANURO BY'AMABARA

- (green) : Uturere dufite nibura 75% mu byiciro 4 kujyana hejuru
- (blue) : Uturere dufite hejuru ya 50% mu byiciro byose
- (yellow) : Uturere turi hagati
- (red) : Uturere dufite munsi ya 50% mu byiciro 4 kujyana hejuru

UMWANZURO

Ubushakashatsi ku miyoborere ibereye abaturage n'imitangire ya serivisi (CRC) bugamije kureba uko abaturage bishimiye ibibakorerwa. Nk'uko bigaragazwa n'iyi ncamake y'ibyavuye mu bushakashatsi kuri buri gipimo hagiye hagaragazwa uko abaturage bishimiye serivisi bahabwa, uruhare rwabo mu bikorwa binyuranye ndetse n' aho bumva hahakongerwamo imbaraga kugira ngo serivisi zirusheho kunoga.

Impuzandengo y'amanota ku miyoborere ibereye abaturage n'imitangire ya serivisi mu mwaka wa 2013 iri ku gipimo cya 59.8%. Imiyoborere niyo yishimiwe cyane kurusha izindi nzego za serivisi. Yishimiwe ku gipimo cya 70.8%. Ibi bigaragaza icyizere abaturage bafitiye abayobozi babo. Hakurikiraho serivisi z'uburezi zishimiwe ku gipimo cya 68.0% hamwe na serivisi z'ubutaka zishimiwe ku gipimo cya 67.1%. Ibi bigaragaza ko politiki zigenga imitangire y'izi serivisi zatanze umusaruro ufatika.

Serivisi z'ibikorwaremezo nizo zishimiwe ku gipimo kiri hasi kingana na 37.7%. Ukutishimira izi serivisi bigaragaza ko ibikorwaremezo bidahagije ndetse no mu bihari hari ibitameze neza. Ibi bifite ingaruka ku zindi nzego za serivisi nko kutabasha kugeza umusaruro w'ubuhinzi n'ubworozi ku masoko ku buryo bworoshye. Bitera na none ingorane kugeza abarwayi ku mavuriro ndetse bikabangamira imyigire y'abana mu gihe bakererwa kugera ku ishuri kubera ko babanza kujya kuvoma amazi kure y'aho batuye.

Urundi rwego rwa serivisi rufite amanota ari hasi ni imibereho myiza y'abaturage ruri ku gipimo cya 50.1%. Ibi byatewe ahanini n'ibyiciro by'ubudehe bitari binoze, kubishingiraho byatumaga hari abatagerwaho na gahunda zo gufasha abatishoboye kandi babikeneye.
Hashingiwe ku isesengura rusange ry'ibyagaragajwe n'ubu bushakashatsi, ibisabwa by'ingenzi mu rwego rwo gusubiza ibibazo birebana n'imiyoborere n'imitangire ya serivisi ni ibi bikurikira:

1. Ivugururwa rya politiki yo gukwirakwiza amazi n'amashanyarazi rikwiye kwibanda ku kongera ubushobozi no kurushaho kwegereza abaturage aho baherwa izi serivisi.

2. Hakwiye kurushaho kunoza ingamba zo gufata neza ibikorwaremezo cyane cyane imihanda n'amateme.

3. Kunoza ibyiciro by'ubudehe bikwiye gukorwa mu buryo bwihuse. Birakwiye kandi gushyira imbaraga nyinshi mu gukomeza gushishikariza abaturage umuco wo kwigira.

4. Hakwiye kurushaho kwigisha abaturage uburenganzira bwabo no gukangurira abafite imanza kwisunga inzego z'ubwunganizi mu mategeko.

5. Minisiteri y'ubutabera irasabwa kongera gusuzuma itegeko rigena abahesha b'inkiko kugira ngo rirusheho kunozwa.

6. Uruhare rw'abaturage mu gutegura ibikorwa, mu gufata ibyemezo no kugaragarizwa ibibakorerwa bikwiye kurushaho kwitabwaho.

Ubushakashatsi ku ishusho y'imiyoborere n'imitangire ya serivisi mu nzego z'ibanze (Citizen Report Card) bukorwa buri mwaka n'Ikigo cy'Igihugu Gishinzwe Imiyoborere. Iyi ncamake iragaragaza ibyo abaturage bashima n'ibyo banenga mu mikorere n'imitangire ya serivisi mu nzego z'ibanze.

Ubu bushakashatsi ku ishusho y'imiyoborere ibereye abaturage n'imitangire ya serivisi bwibanze ku byiciro bya serivisi icyenda aribyo: Uburezi, ubuhinzi n'ubworozi, inzego z'ibanze, ubutabera, ibikorwaremezo, ubuzima, imibereho myiza y'abaturage, ubutaka n'imiyoborere.

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