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

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KAMENA 2024

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IJAMBO RY'IBANZE

Urwego rw'Igihugu rw'Imiyoborere (RGB) runejejwe no kubagezaho ubushakashatsi bw'umwaka wa 2024 ku "Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC)". Ubu bushakashatsi bukorerwa mu turere twose tugize u Rwanda, ubu bukaba bukozwe ku nshuro ya cumi na gatatu.

CRC ni ubushakashatsi bukorwa mu rwego rwo gushimangira amahame y'imiyoborere myiza arimo gukorera mu mucyo, gusobanurira abaturage ibibakorerwa ndetse no kwimakaza imiyoborere n'imitangire ya serivisi bishingiye ku muturage. Ubu bushakashatsi kandi buha abaturage urubuga rwo kugira uruhare mu gusuzuma imikorere y'inzego zegerejwe abaturage kuko 10% y'amanota y'imihigo y'uturere aturuka muri ubu bushakashatsi.

Kimwe n'izindi zayibanjirije, CRC 2024 yakozwe ku byiciro 16 bikubiye mu nkingi eshatu za Guverinoma ari zo Ubukungu, Imibereho myiza y'abaturage n'Imiyoborere. Ibyavuye muri ubu bushakashatsi bigaragaza ko inkingi y'imiyoborere iri ku gipimo cya 85.4%, inkingi y'imibereho myiza ikaba ku gipimo cya 75.0% mu gihe inkingi y'ubukungu iri ku gipimo cya 70.4%.

Urwego rw'Igihugu rw'Imiyoborere rurashimira abagize uruhare muri ubu bushakashatsi barimo abakozi barwo, abaturage, inzego za Leta n'abandi bafatanyabikorwa. Turabizeza ubufatanye mu gukomeza kwimakaza amahame y'imiyoborere agamije iterambere rishingiye ku muturage n'imitangire ya serivisi inoze.

Dr. Picard Uwicyeza Doris
Umukuru w'Urwego

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IGICE CYA MBERE

1. Incamake y'ibyavuye mu bushakashatsi

Ubushakashatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC) bukozwe ku nshuro ya cumi na gatatu (13). Ubushakashatsi bwakorewe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu za gahunda ya Guverinoma y'imyaka irindwi (NST1, 2017-2024).

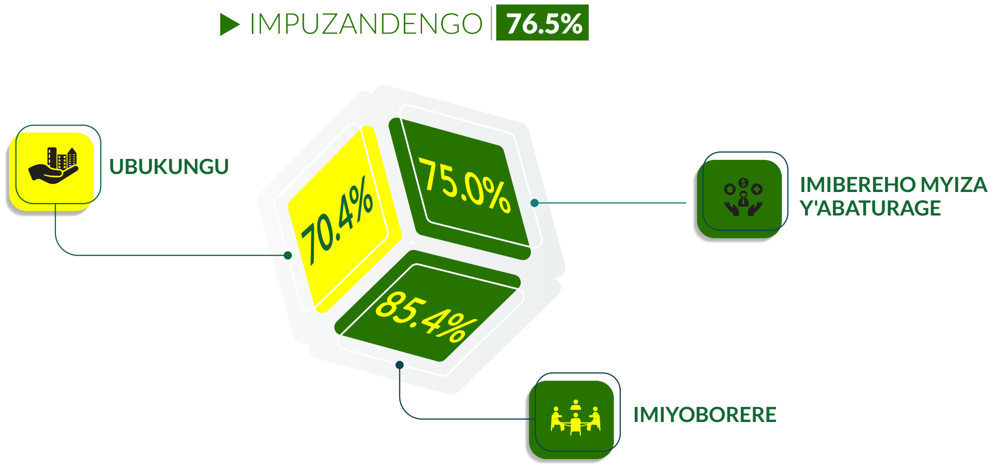
Mu nkingi y'Ubukungu hakubiyemo ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka n'imiturire, ndetse n'urwego rw'abikorera. Mu nkingi y'Imibereho myiza y'abaturage harimo uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye ndetse n'imibereho y'umuryango nyarwanda. Mu nkingi y'Imiyoborere harimo serivisi zitangwa n'inzego z'ibanze, ubutabera, iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi, umutekano ndetse n'uruhare rw'abaturage mu bibakorerwa.

Ubu bushakashatsi bwakorewe ku baturage ibihumbi icumi na magana atanu na mirongo itatu n'umunani (10,538) bafite nibura imyaka cumi n'umunani (18) batoranijwe mu turere twose tw'Igihugu hakurikijwe umubare w'abaturage batuye akarere.

Muri rusange CRC 2024 iragaragaza ko abaturage bishimiye imiyoborere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 76.5%. Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu gushimwa n'abaturage aho muri uyu mwaka kiri ku gipimo cya 91.3%, naho icyiciro cy'ubuhinzi kikaba ari cyo kiri hasi ku gipimo cya 61.5%.

Imbonerahamwe n'ikarita bikurikira biragaragaza incamake y'ibyavuye mu bushakashatsi.

Imbonerahamwe 1:
Ishusho y'uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe inkingi



Imbonerahamwe 2:
Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe ibyiciro

Nº	IBYICIRO	CRC 2024
1	Umutekano	91.3%
2	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	90.2%
3	Uruhare rw'abaturage mu bibakorerwa	89.2%
4	Ubutabera	81.6%
5	Ubworozi	76.8%
6	Urwego rw'abikorera	76.7%
7	Ubuzima	76.2%
8	Uburezi	76.0%
9	Ikoranabuhanga n'itumanaho	75.3%
10	Inzego z'ibanze	74.9%
11	Imibereho y'umuryango nyarwanda	74.9%
12	Isuku	74.1%
13	Gahunda zo kuzamura imibereho no kwita ku batishoboye	74.0%
14	Ibikorwaremezo	67.7%
15	Ubutaka n'imiturire	64.2%
16	Ubuhinzi	61.5%
	Impuzandengo	**76.5%**

Aho byavuye: Anketi ya RGB, 2024

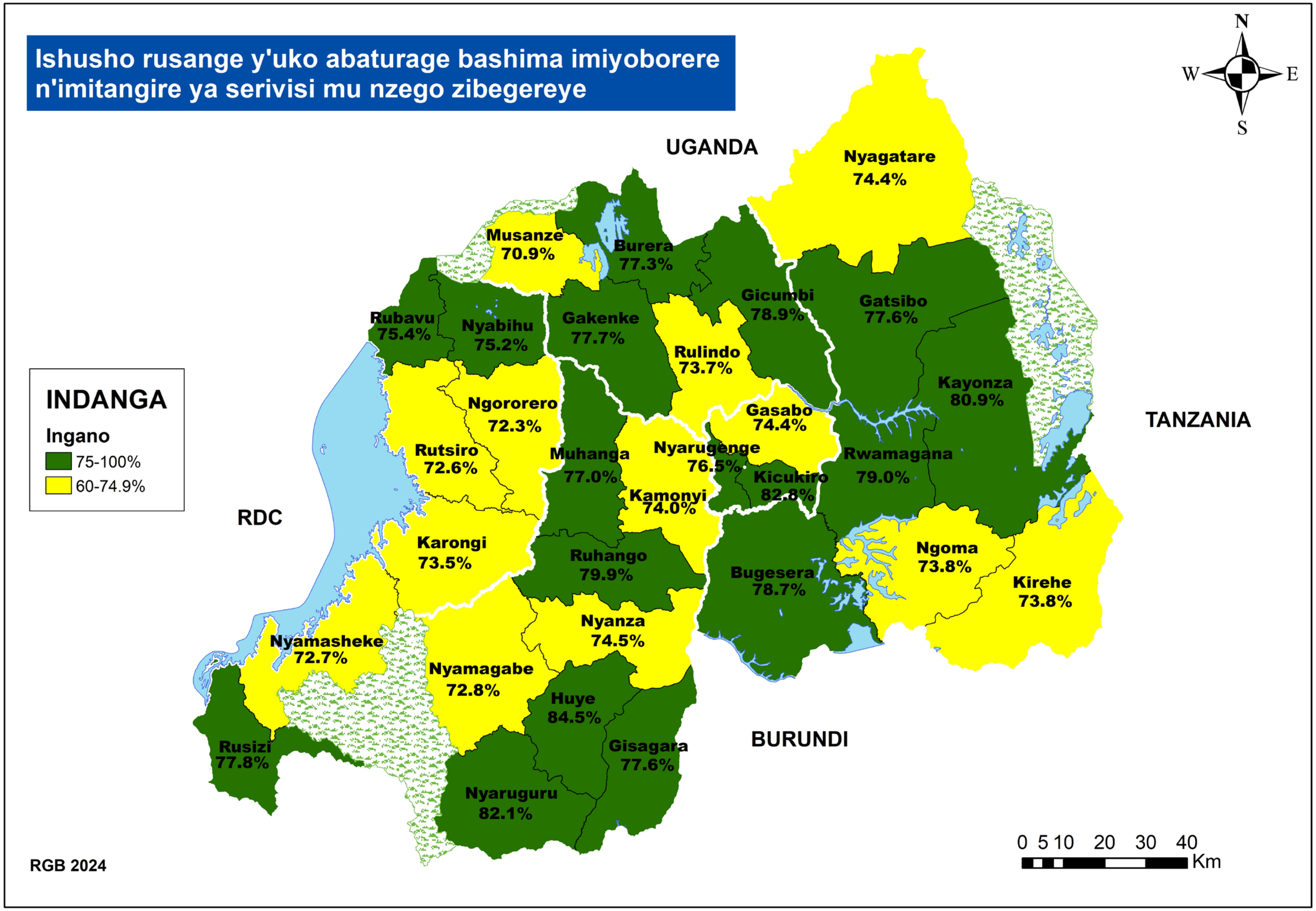
Imbonerahamwe 3:
Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere

Nº	AKARERE	CRC 2024
1	Huye	84.5%
2	Kicukiro	82.8%
3	Nyaruguru	82.1%
4	Kayonza	80.9%
5	Ruhango	79.9%
6	Rwamagana	79.0%
7	Gicumbi	78.9%
8	Bugesera	78.7%
9	Rusizi	77.8%
10	Gakenke	77.7%
11	Gisagara	77.6%
12	Gatsibo	77.6%
13	Burera	77.3%
14	Muhanga	77.0%
15	Nyarugenge	76.5%

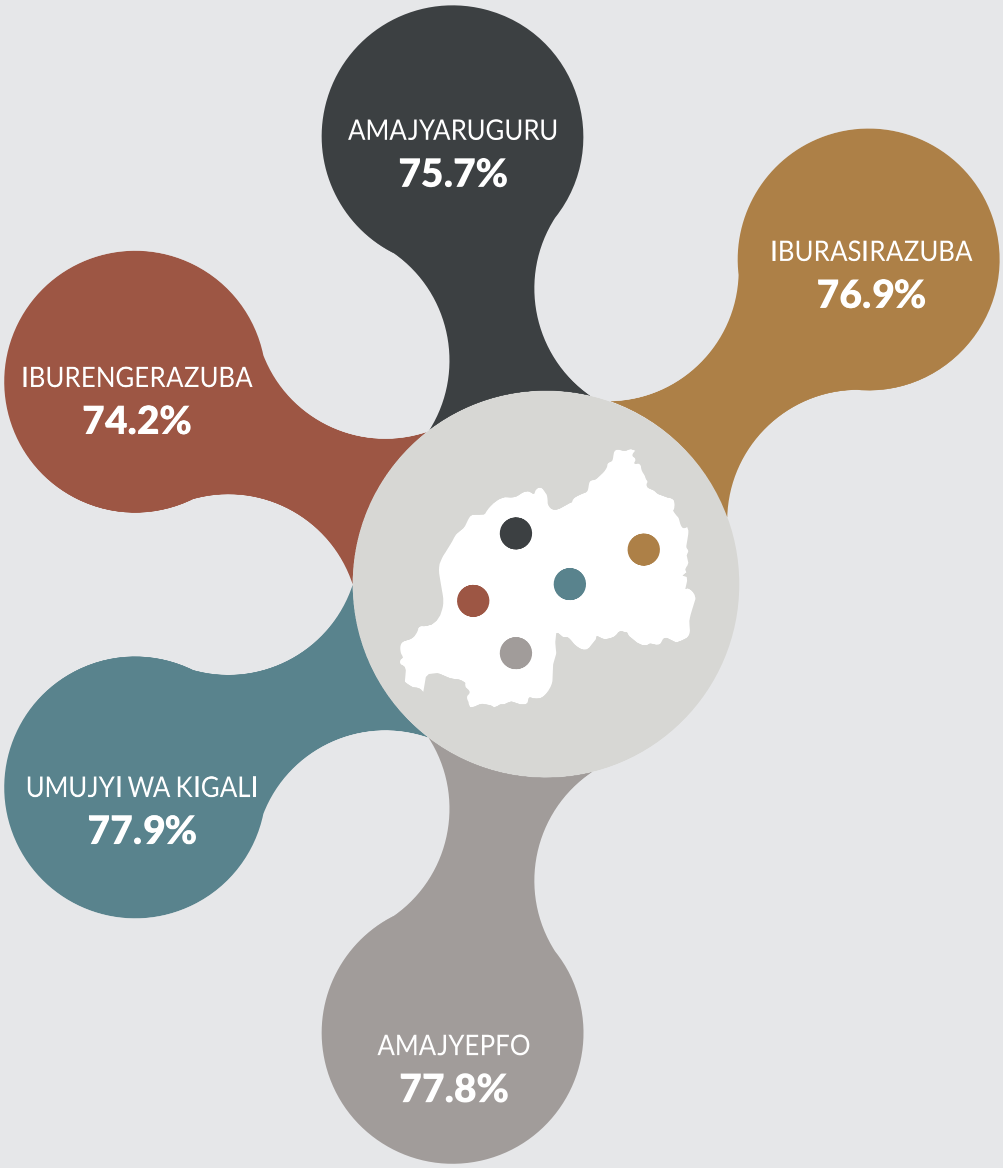
	AKARERE	CRC 2024
16	Rubavu	75.4%
17	Nyabihu	75.2%
18	Nyanza	74.5%
19	Gasabo	74.4%
20	Nyagatare	74.4%
21	Kamonyi	74.0%
22	Ngoma	73.8%
23	Kirehe	73.8%
24	Rulindo	73.7%
25	Karongi	73.5%
26	Nyamagabe	72.8%
27	Nyamasheke	72.7%
28	Rutsiro	72.6%
29	Ngororero	72.3%
30	Musanze	70.9%
	Impuzandengo	**76.5%**

Aho byavuye: Anketi ya RGB, 2024

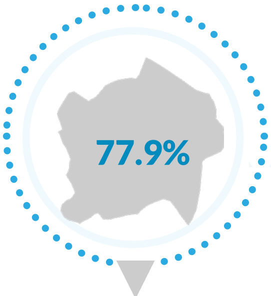
Ikarita 1: Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere



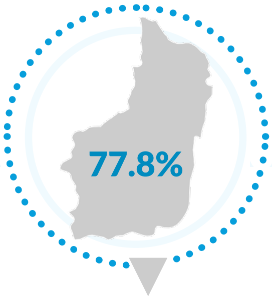
CRC 2024:
Ishusho ya CRC 2024 hakurikijwe Intara n'Umujyi wa Kigali



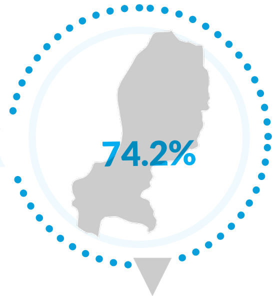
CRC 2024:
Uko abaturage bashima Intara n'Umujyi wa Kigali



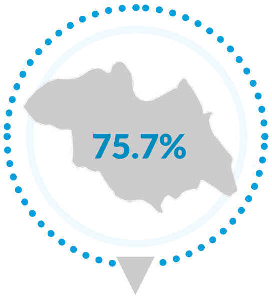
UMUJYI WA KIGALI		
1.	Kicukiro	82.8%
2.	Nyarugenge	76.5%
3.	Gasabo	74.4%



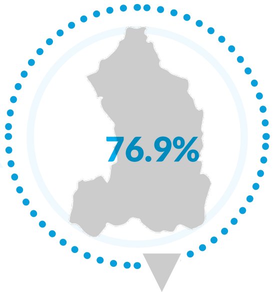
AMAJYEPFO		
1.	Huye	84.5%
2.	Nyaruguru	82.1%
3.	Ruhango	79.9%
4.	Gisagara	77.6%
5.	Muhanga	77.0%
6.	Nyanza	74.5%
7.	Kamonyi	74.0%
8.	Nyamagabe	72.8%



IBURENGERAZUBA		
1.	Rusizi	77.8%
2.	Rubavu	75.4%
3.	Nyabihu	75.2%
4.	Karongi	73.5%
5.	Nyamasheke	72.7%
6.	Rutsiro	72.6%
7.	Ngororero	72.3%



AMAJYARUGURU		
1.	Gicumbi	78.9%
2.	Gakenke	77.7%
3.	Burera	77.3%
4.	Rulindo	73.7%
5.	Musanze	70.9%



IBURASIRAZUBA		
1.	Kayonza	80.9%
2.	Rwamagana	79.0%
3.	Bugesera	78.7%
4.	Gatsibo	77.6%
5.	Nyagatare	74.4%
6.	Ngoma	73.8%
7.	Kirehe	73.8%

Imbonerahamwe 4:
Ibyavuye mu bushakashatsi hakurikijwe ibyiciro mu myaka ibiri (2024-2023)

#	ICYICIRO	CRC 2024	CRC 2023
	UBUKUNGU	**70.4%**	**70.0%**
i.	Ubuhinzi	61.5%	63.2%
ii.	Ubworozi	76.8%	76.6%
iii.	Ibikorwaremezo	67.7%	71.0%
iv.	Ikoranabuhanga n'itumanaho	75.3%	72.8%
v.	Ubutaka n'imiturire	64.2%	60.4%
vi.	Urwego rw'abikorera	76.7%	76.2%
	IMIBEREHO MYIZA	**75.0%**	**75.0%**
vii.	Uburezi	76.0%	76.4%
viii.	Ubuzima	76.2%	77.9%
ix.	Isuku	74.1%	73.8%
x.	Gahunda zo kuzamura imibereho no kwita ku batishoboye	74.0%	71.8%
xi.	Imibereho y'Umuryango Nyarwanda	74.9%	75.1%
	IMIYOBORERE	**85.4%**	**84.8%**
xii.	Inzego z'ibanze	74.9%	75.8%
xiii.	Ubutabera	81.6%	81.8%
xiiv.	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	90.2%	89.4%
xv.	Umutekano	91.3%	89.8%
xvi.	Uruhare rw'abaturage mu bibakorerwa	89.2%	87.3%
	IMPUZANDENGO	**76.5%**	**76.2%**

ICYICIRO CYAZAMUTSE KURUSHA IBINDI	ICYICIRO CYAMANUTSE KURUSHA IBINDI
Ubutaka n'imiturire (**+3.8%**)	Ibikorwaremezo (**-3.3%**)

UTURERE TUZA KU ISONGA N'UTUZA INYUMA

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
UMUTEKANO	91.3%	NYARUGURU	97.2%	NGOMA	87.8%
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	90.2%	HUYE	95.7%	MUSANZE	85.3%
URUHARE RW'ABATURAGE MU BIBAKORERWA	89.2%	HUYE	94.1%	GASABO	82.2%
UBUTABERA	81.6%	HUYE	92.2%	MUSANZE	72.1%
UBWOROZI	76.8%	GICUMBI	83.9%	NYARUGENGE	66.0%
URWEGO RW'ABIKORERA	76.7%	KICUKIRO	85.4%	NYAMASHEKE	69.2%
UBUZIMA	76.2%	HUYE	86.2%	KAMONYI	67.7%
UBUREZI	76.0%	HUYE	89.0%	MUSANZE	67.6%

MURI BURI CYICIRO

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
IKORANABUHANGA N'ITUMANAHO	75.3%	KICUKIRO	89.8%	NGOMA	62.7%
INZEGO Z'IBANZE	74.9%	HUYE	85.1%	RUTSIRO	67.1%
IMIBEREHO Y'UMURYANGO NYARWANDA	74.9%	HUYE	85.4%	MUSANZE	64.7%
ISUKU	74.1%	HUYE	85.8%	MUSANZE	61.9%
GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	74.0%	KICUKIRO	85.3%	NYAMASHEKE	56.9%
IBIKORWAREMEZO	67.7%	KICUKIRO	89.3%	RUTSIRO	55.7%
UBUTAKA N' IMITURIRE	64.2%	KICUKIRO	75.8%	RULINDO	51.1%
UBUHINZI	61.5%	HUYE	74.3%	RUBAVU	45.3%

2. Ingengamikorere y'ubushakashatsi

CRC 2024 yakozwe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu za gahunda ya Guverinoma y'imyaka irindwi (2017-2024) ari zo Ubukungu, Imibereho myiza y'abaturage, ndetse n'Imiyoborere. Inkingi y'Ubukungu igizwe n'ubuhinzi, ubworozi, ibikorwaremezo, ubutaka n'imiturire, serivisi z'abikorera ndetse n'ikoranabuhanga n'itumanaho. Inkingi y'Imibereho myiza y'abaturage igizwe n'uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye, imibereho y'umuryango nyarwanda. Inkingi y'Imiyoborere irimo serivisi zitangwa n'inzego z'ibanze, ubutabera, iyubahirizwa ry'amahame y'imiyoborere n'icyizere cy'abaturage ku nzego z'ubuyobozi, umutekano ndetse n'uruhare rw'abaturage mu bibakorerwa.

Ubu bushakashatsi bwakorewe ku baturage bafite imyaka cumi n'umunani (18) kuzamura babonetse hakurikijwe urutonde rusange rw'ingo zigize imidugudu yakorewemo ubushakashatsi. Umudugudu watoranijwe ku buryo bwa "tombola" hifashishijwe ikoranabuhanga rya SPSS. Umubare w'ingo zose zakoreweho ubushakashatsi wabonetse mu buryo bukurikira:

$$n = \frac{Z^2pqN}{e^2(N-1)+Z^2pq}$$

Aho:

n: Umubare w'abaturage bakoreweho ubushakashatsi,

N: Umubare w'abaturage bose bafite imyaka cumi n'umunani (18) kujyana hejuru. Hifashishijwe ibarura rusange ry'abaturage rya 2022, uwo mubare ungana na 7,349,793.

Z: Umubare werekana icyizere ibizava mu bushakashatsi bikwiye kugirirwa. Hakoreshejwe icyizere cya 95%, uwo mubare ungana na 1.96.

p na q (q=1-p): Ikigereranyo cy'abaturage barebwa n'ubushakashatsi, aho CRC 2023 yerekanye ko abaturage bishimiye serivisi ari 76.2% ubwo p = 0.762 naho q = 0.238

e: Ikigereranyo cyo kwibeshya cyangwa gukora amakosa mu ihitamo ry'ababazwa cyari kuri 0.01.

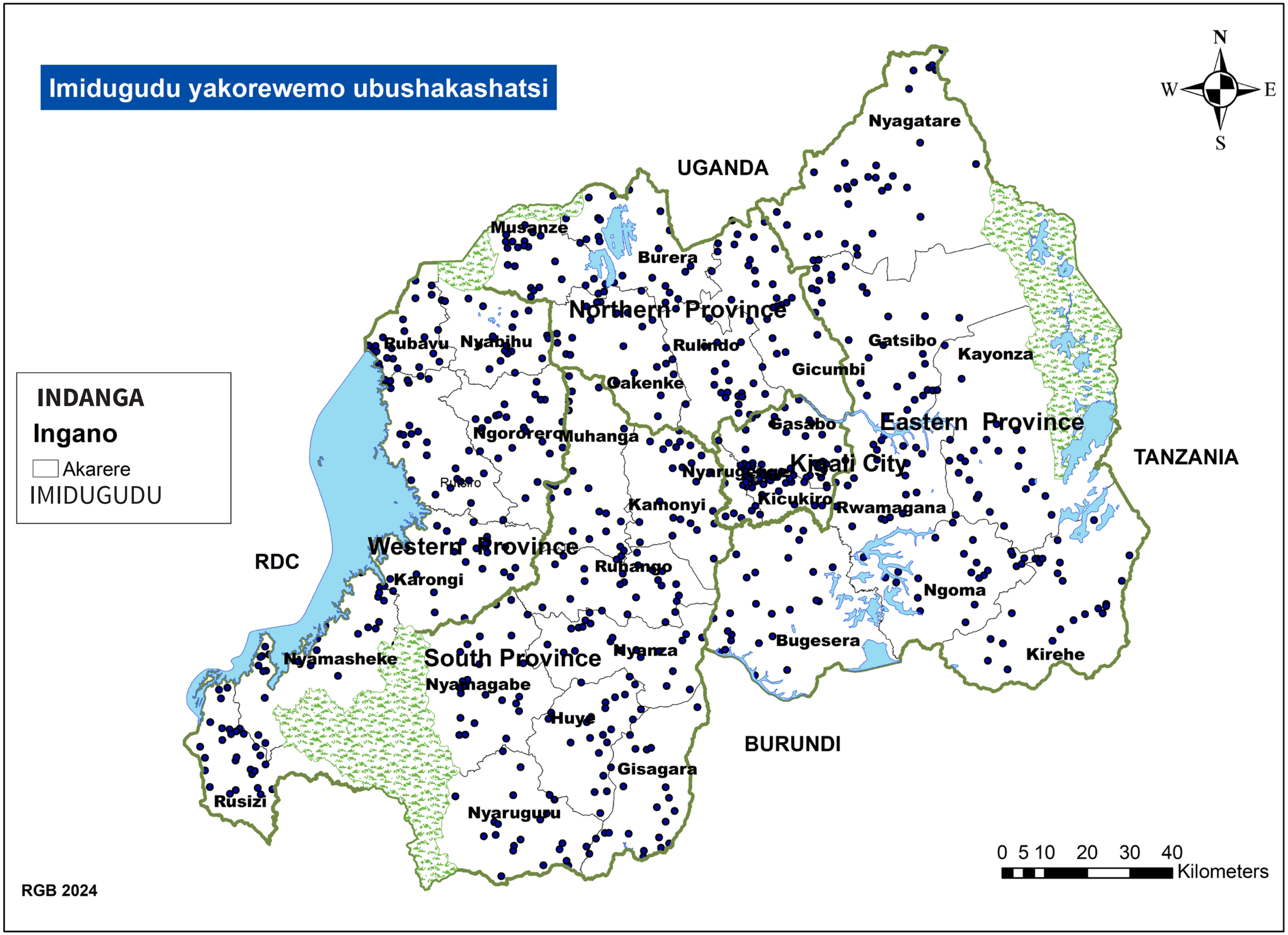
Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na magana atanu na mirongo itatu n'umunani (10,538). Ababajijwe batoranyijwe mu turere hakurikijwe umubare w'abaturage batuye akarere. Ibi bivuze ko akarere gafite abaturage benshi ari nako kabajijwemo abaturage benshi nk'uko bigaragara mu mbonerahamwe ikurikira:

Imbonerahamwe 5:
Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe akarere

No	AKARERE	UMUBARE W'ABABAJIJWE
1	Bugesera	409
2	Burera	324
3	Gakenke	354
4	Gasabo	489
5	Gatsibo	430
6	Gicumbi	348
7	Gisagara	321
8	Huye	327
9	Kamonyi	352
10	Karongi	330
11	Kayonza	362
12	Kicukiro	337
13	Kirehe	352
14	Muhanga	310
15	Musanze	361
16	Ngoma	316
17	Ngororero	328
18	Nyabihu	308
19	Nyagatare	493
20	Nyamagabe	334
21	Nyamasheke	324
22	Nyanza	326
23	Nyarugenge	322
24	Nyaruguru	304
25	Rubavu	414
26	Ruhango	321
27	Rulindo	300
28	Rusizi	367
29	Rutsiro	323
30	Rwamagana	352
BOSE HAMWE		**10,538**

Aho byavuye: Anketi ya RGB, 2024

Ikarita 2: Imidugudu yakorewemo ubushakashatsi



Ikarita iri hejuru iragaragaza imidugudu yakorewemo ubushakashatsi mu gihugu cyose. Iyi midugudu yatoranyijwe ku buryo bwa “tombola” hakoreshejwe ikoranabuhanga rya SPSS. Mu midugudu 14,837 igize Igihugu, hatoranyijwemo 704, aho ababajijwe muri buri mudugudu batoranyijwe hakurikijwe ingo ziwugize. Nyuma yo kubona urutonde rw’ingo zituye umudugudu, hakozwe igiteranyo cy’ingo zose, aricyo cyagabanyijwe n’umubare w’abagombaga kubazwa muri buri mudugudu w’ako karere kugira ngo haboneke umubare w’ingo zisimbukwa. Ubazwa wa mbere yabonetse hakozwe “tombola” hagati ya rimwe (1) na wa mubare w’ingo zisimbukwa. Uwo mubare wongerewe ku rugo rwa mbere rwatoranyijwe, haboneka urwa kabiri, bityo bityo kugeza habonetse umubare w’ababazwa ukenewe. Mu rugo rwatoranyijwe habazwaga umwe mu bagize urugo (umugabo, umugore, abana) ufite hejuru y’imyaka cumi n’umunani (18). Amakuru agaragara muri ubu bushakashatsi yakusanyijwe mu kwezi kwa Gashyantare na Werurwe mu mwaka wa 2024.

3. Ibiranga ababajijwe muri ubu ubushakashatsi

Imbonerahamwe zikurikira ziragaragaza ibyiciro biranga ababajijwe.

Imbonerahamwe 6: Abaturage babajijwe hakurikijwe abagore n'abagabo

AKARERE	IGITSINA				BOSE HAMWE
	Gabo		Gore		
	Umubare	%	Umubare	%	Umubare
Gasabo	212	43.4%	277	56.6%	489
Kicukiro	132	39.2%	205	60.8%	337
Nyarugenge	125	38.8%	197	61.2%	322
Gisagara	128	39.9%	193	60.1%	321
Huye	133	40.7%	194	59.3%	327
Kamonyi	131	37.2%	221	62.8%	352
Muhanga	126	40.6%	184	59.4%	310
Nyamagabe	162	48.5%	172	51.5%	334
Nyanza	127	39.0%	199	61.0%	326
Nyaruguru	112	36.8%	192	63.2%	304
Ruhango	139	43.3%	182	56.7%	321
Karongi	145	43.9%	185	56.1%	330
Ngororero	120	36.6%	208	63.4%	328
Nyabihu	141	45.8%	167	54.2%	308
Nyamasheke	130	40.1%	194	59.9%	324
Rubavu	179	43.2%	235	56.8%	414
Rusizi	152	41.4%	215	58.6%	367
Rutsiro	151	46.7%	172	53.3%	323
Burera	154	47.5%	170	52.5%	324
Gakenke	173	48.9%	181	51.1%	354
Gicumbi	124	35.6%	224	64.4%	348
Musanze	158	43.8%	203	56.2%	361
Rulindo	134	44.7%	166	55.3%	300
Bugesera	146	35.7%	263	64.3%	409
Gatsibo	211	49.1%	219	50.9%	430
Kayonza	145	40.1%	217	59.9%	362
Kirehe	145	41.2%	207	58.8%	352
Ngoma	131	41.5%	185	58.5%	316
Nyagatare	194	39.4%	299	60.6%	493
Rwamagana	126	35.8%	226	64.2%	352
BOSE HAMWE	**4386**	**41.6%**	**6152**	**58.4%**	**10538**

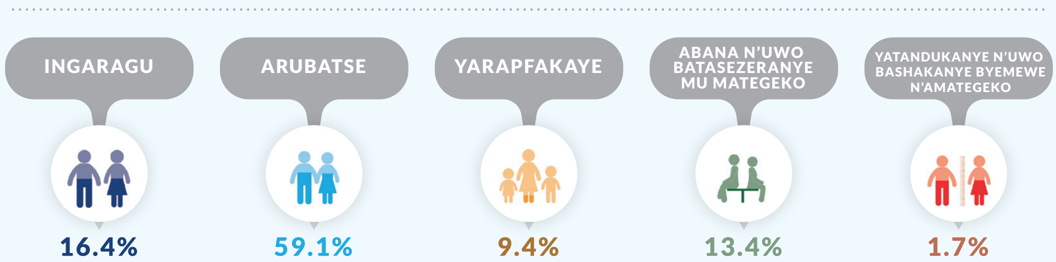
Aho byavuye: Anketi ya RGB, 2024

Imbonerahamwe 7:
Abaturage babajijwe hakurikijwe imyaka

IMYAKA	IGITSINA				BOSE HAMWE	
	Gabo		Gore			
	Umubare	%	Umubare	%	Umubare	%
18 - 30	996	9.5%	1590	15.1%	2586	24.5%
31 - 40	1190	11.3%	1738	16.5%	2928	27.8%
41 - 50	992	9.4%	1374	13.0%	2366	22.5%
51 - 60	649	6.2%	843	8.0%	1492	14.2%
61 kuzamura	559	5.3%	607	5.8%	1166	11.1%
BOSE HAMWE	**4386**	**41.6%**	**6152**	**58.4%**	**10538**	**100.0%**

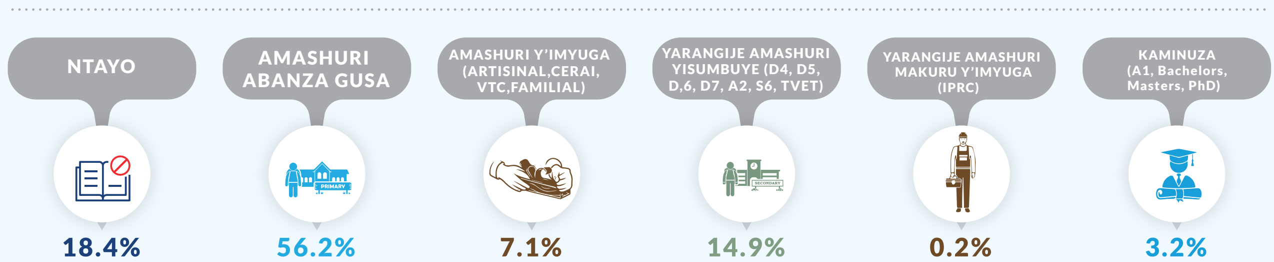
Aho byavuye: Anketi ya RGB, 2024

Ishusho 1: Abaturage babajijwe hakurikijwe irangamimerere



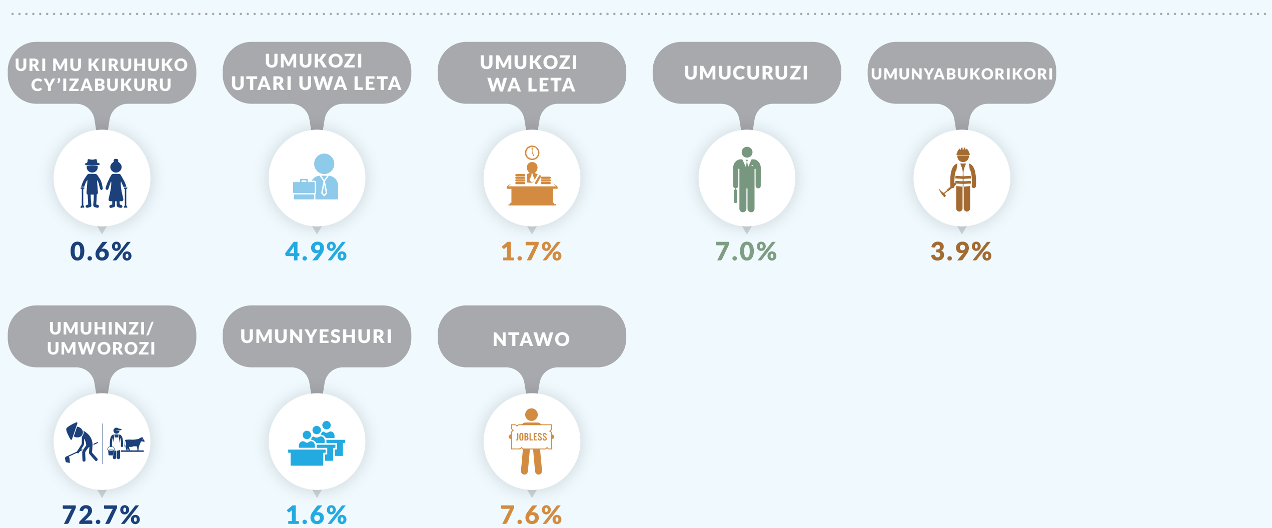
Aho byavuye: Anketi ya RGB, 2024

Ishusho 2: Abaturage babajijwe hakurikijwe amashuri bize



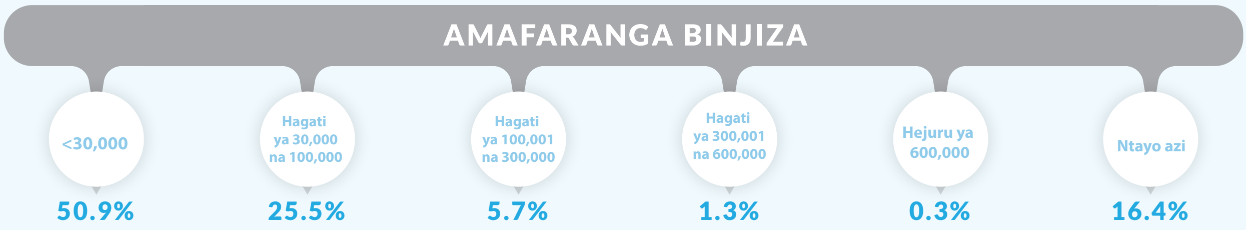
Aho byavuye: Anketi ya RGB, 2024

Ishusho 3: Abaturage babajijwe hakurikijwe umurimo bakora



Aho byavuye: Anketi ya RGB, 2024

Ishusho 4: Abaturage babajijwe hakurikijwe amafaranga binjiza ku kwezi



Aho byavuye: Anketi ya RGB, 2024

3.1 Ibyiciro byakoreweho ubushakashatsi

UBUKUNGU:

- Ubuhinzi
- Ubworozi
- Ibikorwaremezo
- Ikoranabuhanga n'itumanaho
- Ubutaka n'imiturire
- Urwego rw'abikorera

IMIBEREHO MYIZA Y'ABATURAGE

- Uburezi
- Ubuzima
- Isuku
- Gahunda zo kuzamura imibereho no kwita ku batishoboye
- Imibereho y'Umuryango Nyarwanda

IMIYOBORERE

- Serivisi zitangwa n'inzego z'ibanze
- Ubutabera
- Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi
- Umutekano
- Uruhare rw'abaturage mu bibakorerwa

IGICE CYA KABIRI

1

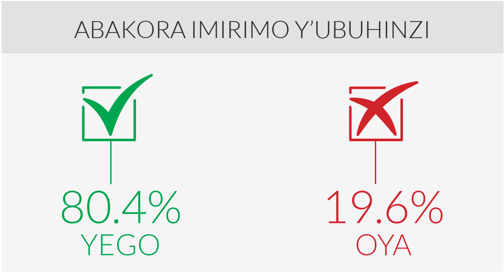
INKINGI Y'UBUKUNGU

1.1.UBUHINZI

1.1.1. Intangiriro

Abaturage bakora ubuhinzi babajijwe uko babona serivisi z'ubuhinzi zakoreweho ubushakashatsi arizo kubona imbuto ku gihe, kubona inyongeramusaruro ku gihe, kubona imbuto n'inyongeramusaruro bihagije, kubona imiti y'ibihingwa ku gihe, isoko ry'umusaruro, kurwanya indwara z'ibihingwa, ubuhunikiro rusange bw'umusaruro, ubwanikiro rusange bw'umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, kuhira imyaka no gukoresha imashini zihinga.

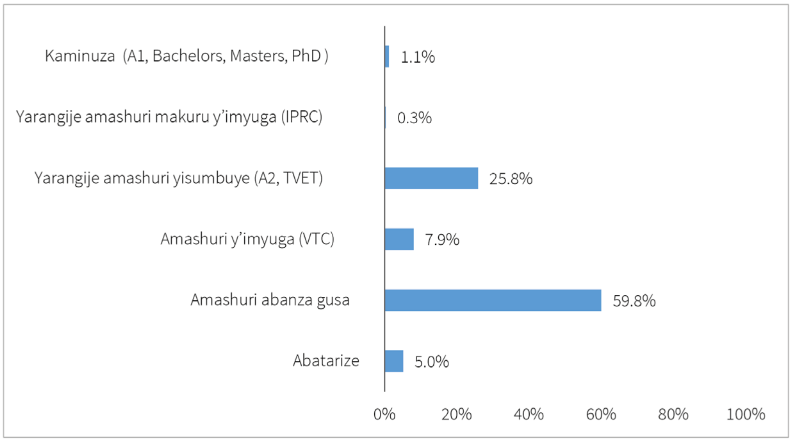
Ishusho 5: Ibyiciro by'abakora imirimo y'ubuhinzi



Aho byavuye: Anketi ya RGB, 2024

Muri ubu bushakashatsi abaturage 80.4% (abagabo 42.5% n'abagore 57.5%) nibo bakora imirimo yerekeranye n'ubuhinzi muri rusange. Muri bo 22.0% ni urubyiruko, bikaba bigaragaza ko urubyiruko rugenda rubona ubuhinzi nk'amahirwe yo kwiteza imbere. Byongeye kandi, muri aba bakora imirimo yerekeranye n'ubuhinzi, 80.2% ntibarengeje amashuri abanza barimo 17.8% b'urubyiruko (18-30).

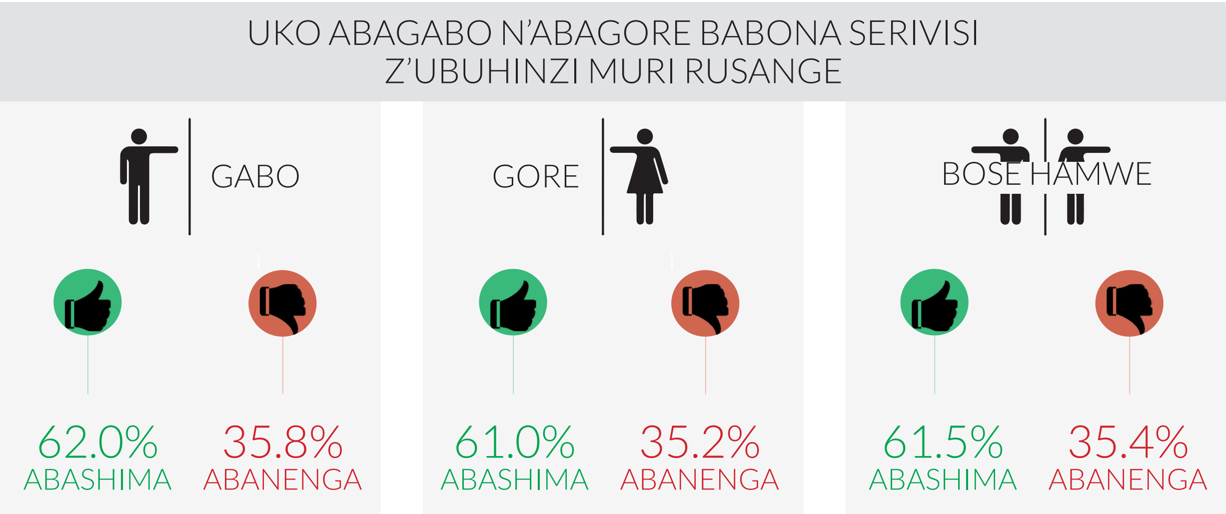
Ishusho 6: Urubyiruko rukora mu buhinzi hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2024

Ubu bushakashatsi buragaragaza ko urubyiruko rwinshi rukora ubuhinzi rufite amashuri abanza. Ibi bikomeje gutya, bishobora kuba imbogamizi ku ntego z'icyerekezo 2050, aho biteganijwe ko urwego rw'ubuhinzi ruzaba rwarahindutse cyane rukorwamo n'abahinzi babigize umwuga ndetse bakazaba bakora ubuhinzi bujyanye n'uruhererekane nyongeragaciro rw'ibikorwa by'inganda n'ubucuruzi.

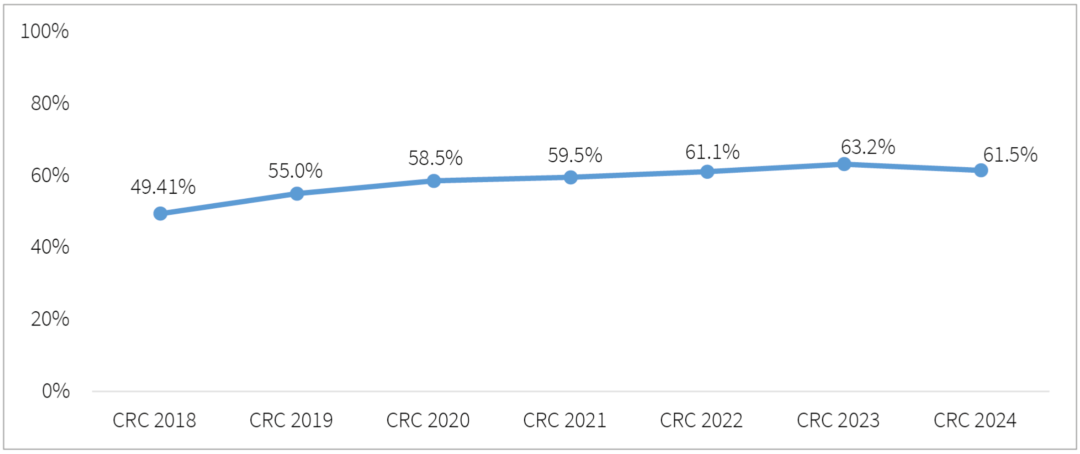
Ishusho 7: Uko abagabo n'abagore babona serivisi z'ubuhinzi muri rusange



Aho byavuye: Anketi ya RGB, 2024

Muri rusange, serivisi z'ubuhinzi zirashimwa ku gipimo cya 61.5%. Iki gipimo cyaramanutse kivuye kuri 63.2% muri CRC 2023. Abagabo bazishima ku gipimo cya 62.0% mu gihe abagore bazishima ku gipimo cya 61%.

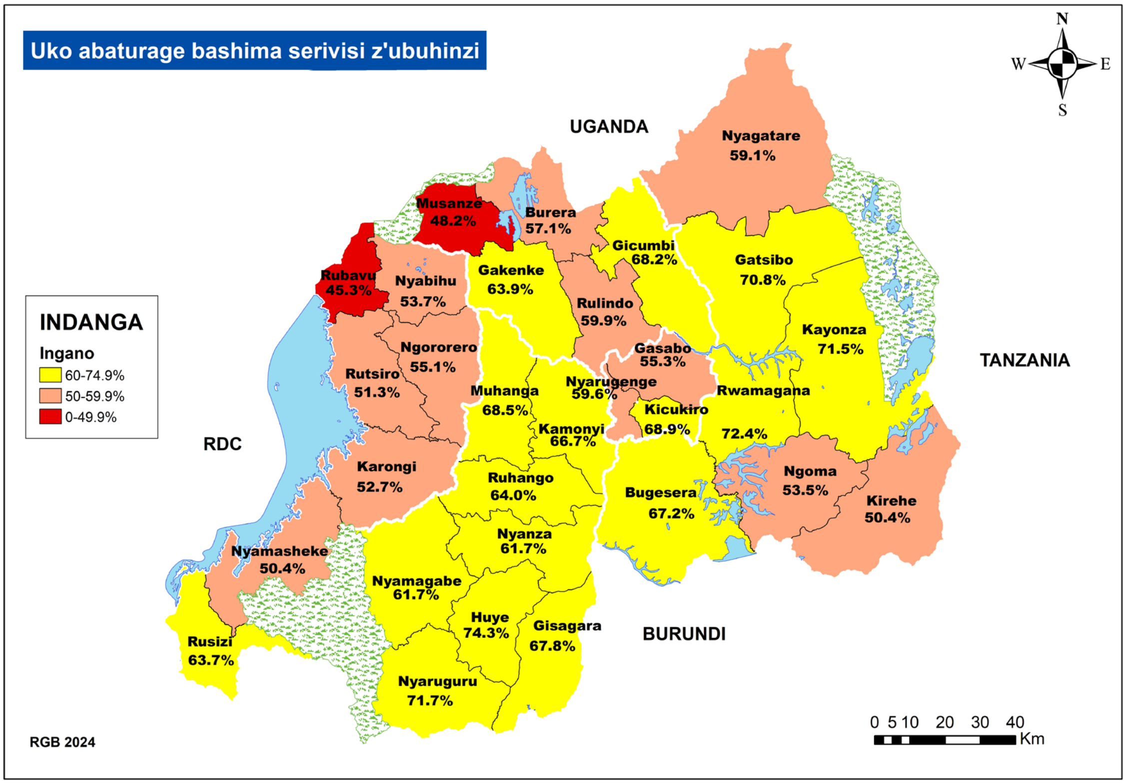
Ishusho 8: Uko abaturage bashima serivisi z'ubuhinzi mu myaka irindwi ishize



Aho byavuye: Anketi ya RGB, 2024

Gahunda ya Guverinoma y'imyaka irindwi (NST1) yari ifite intego yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa mu mwaka wa 2024. Ubuhinzi ntibwageze kuri iyi ntego kuko muri uyu mwaka wa 2024 bushimwa kuri 61.5% bihwanye na 68.3% by' iyo ntego ya 90%.

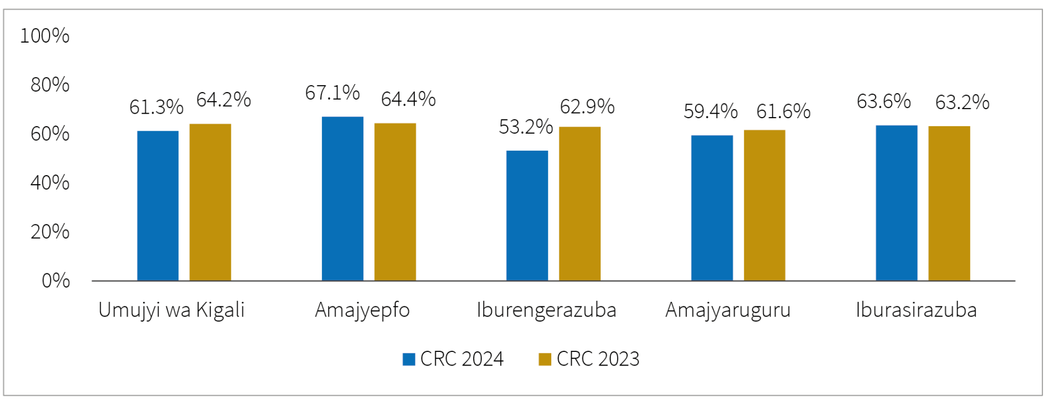
Ikarita 3: Uko abaturage bashima serivisi bahabwa mu buhinzi hakurikijwe uturere



Abaturage bo mu Karere ka Huye nibo bashima serivisi zo mu buhinzi ku gipimo cyo hejuru cya 74.3%, naho mu turere twa Musanze na Rubavu niho abaturage bazishima ku bipimo biri hasi ya 50%

1.1.2. Serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali

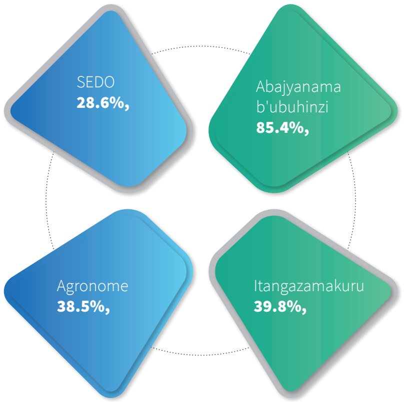
Ishusho 9: Uko abaturage bashima serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

1.1.3 Aho abaturage bakura amakuru yerekeranye n'ubuhinzi

Ishusho 10: **Aho abaturage bakura amakuru y'ubuhinzi**

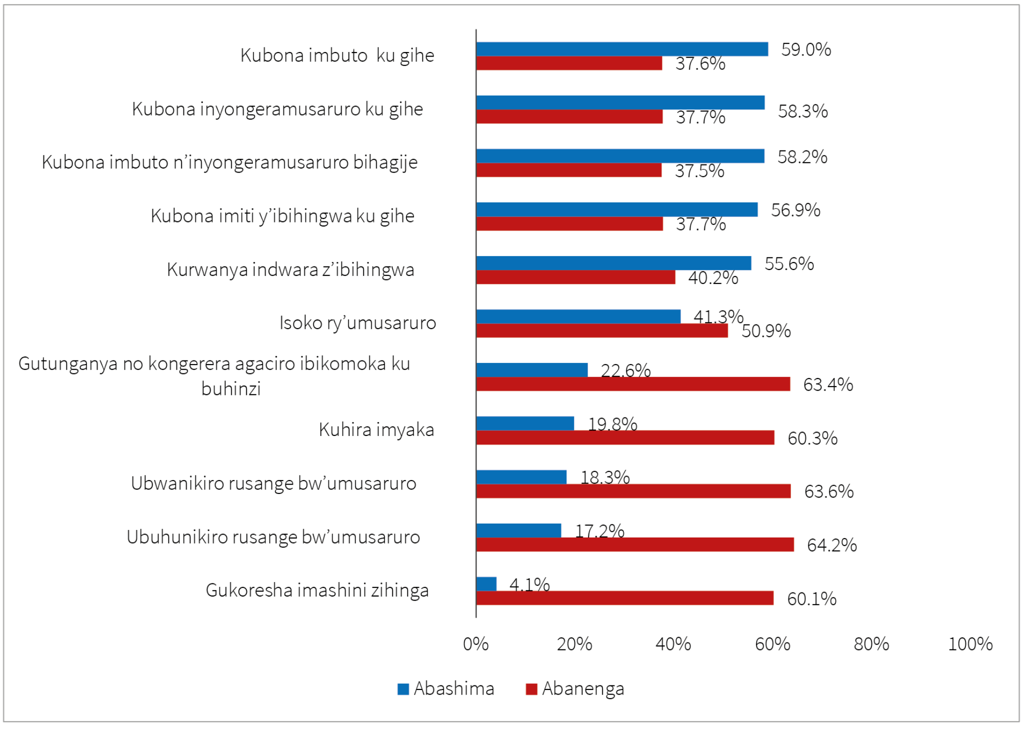


Aho byavuye: Anketi ya RGB, 2024

Ubu bushakashatsi bukomeje kugaragaza ko abaturage benshi babona amakuru ajyanye n'ubuhinzi bayavanye ku bajyanama b'ubuhinzi kuko ari bo babana nabo.

1.1.4 Uko abaturage babona serivisi zitandukanye zo mu buhinzi

Ishusho 11: **Uko abaturage babona serivisi zitandukanye mu buhinzi**



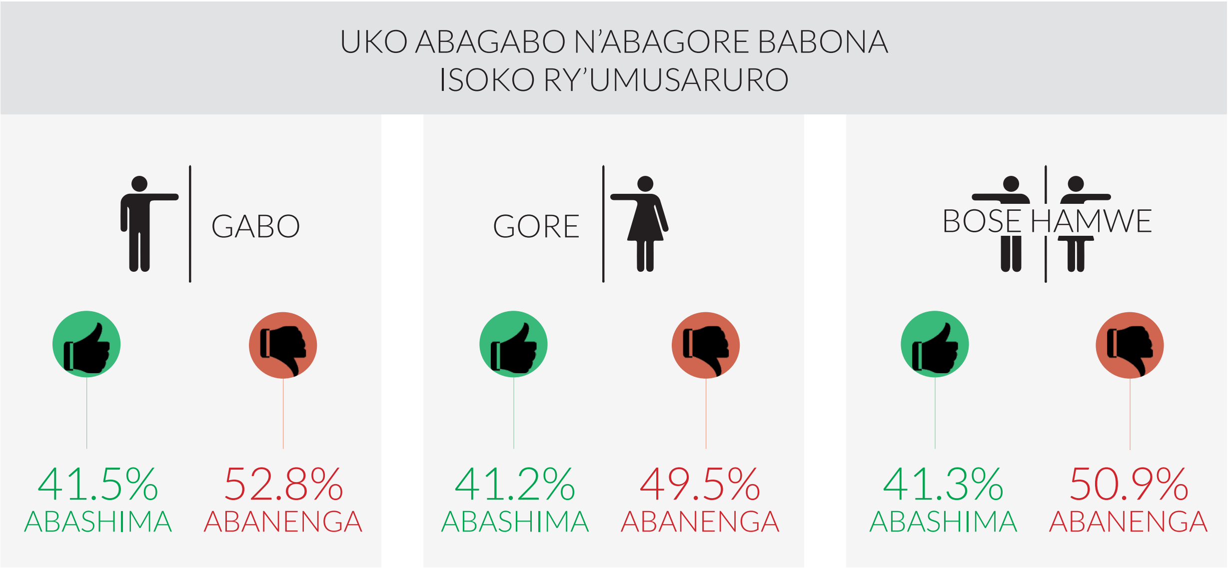
Aho byavuye: Anketi ya RGB, 2024

Muri rusange, ubu bushakashatsi buragaragaza ko serivisi z'ubuhinzi zakoreweho ubushakashatsi zishimwa ku bipimo biri munsi ya 60%, aho kubona imbuto ku gihe ariyo serivisi iza imbere ku gipimo cya 59.0%. Abaturage bari muri gahunda ya nkunganire bashima uko babona imbuto ku gihe ku gipimo cya 63.6%, kubona inyongeramusaruro ku gihe bakabishima kuri 65.4%, mu gihe kubona imbuto n'inyongeramusaruro bihagije babishima ku gipimo cya 67.9%.

Ku rundi ruhande, Serivisi zo gutunganya no kongerera agaciro ibikomoka ku buhinzi, kuhira imyaka, ubwanikiro rusange bw'umusaruro, ubuhunikiro rusange bw'umusaruro no gukoresha imashini zihinga zishimwa n'abaturage ku bipimo biri munsi ya 25%.

1.1.5 Uko abagabo n'abagore babona isoko ry'umusaruro

Ishusho 12: **Uko abagabo n'abagore babona isoko ry'umusaruro**

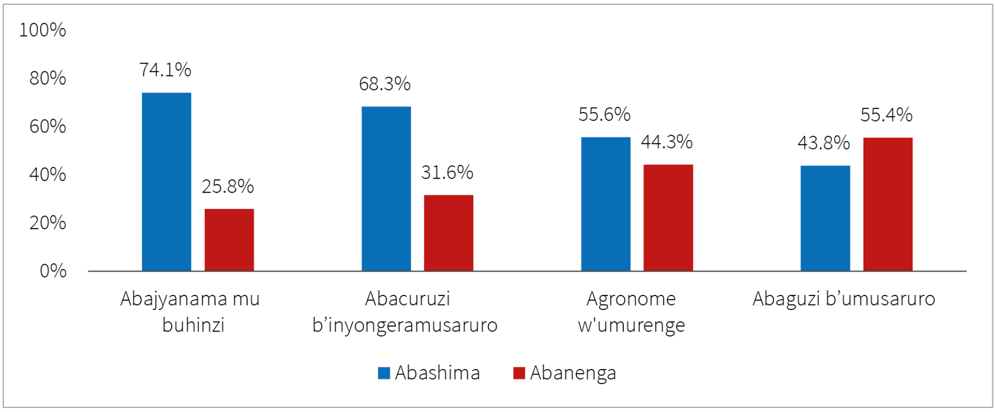


Aho byavuye: Anketi ya RGB, 2024

Ishusho iri hejuru iragaragaza ko ibirebana n'isoko ry'umusararuro bishimwa n'abaturage ku gipimo kiri hasi. Zimwe mu mpamvu zigaragazwa n'abahinzi zishingiye ku baguzi b'umusaruro babahenda bikabatera igihombo, uburyo butanoze bwo guhinika umusaruro bigatuma wangirika utaragera ku isoko ndetse n'ibikorwaremezo bitameze neza mu korohereza abahinzi kugeza umusaruro wabo ku isoko.

1.1.6 Uko abaturage babona imikorere y'abakora mu buhinzi

Ishusho 13: **Uko abaturage babona imikorere ya bamwe mu batanga serivisi mu buhinzi**



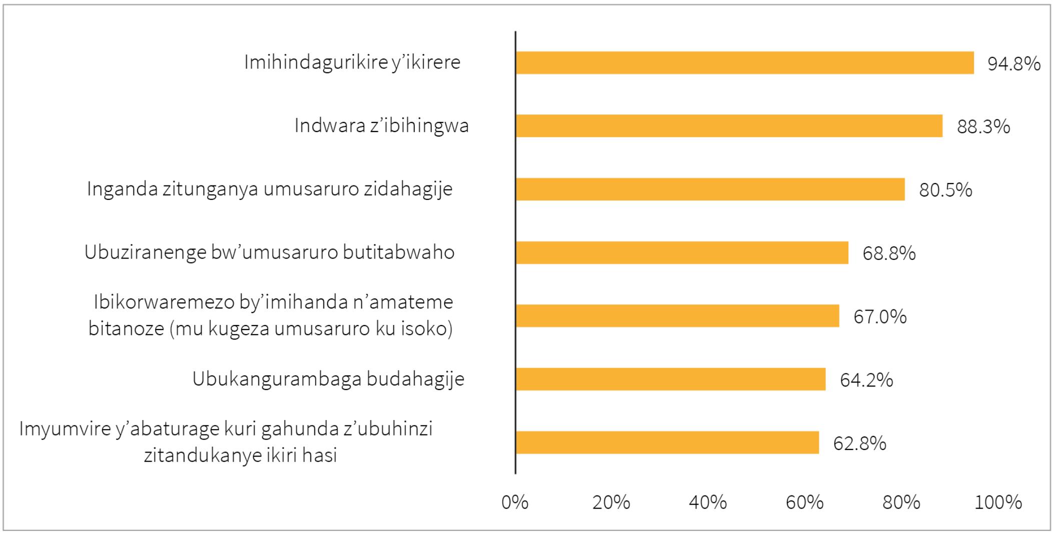
Aho byavuye: Anketi ya RGB, 2024

Abajyanama mu buhinzi nibo baza imbere mu gushimwa n'abaturage ku gipimo cya 74.1%. Ku rundi ruhande, abaguzi b'umusaruro nibo bashimwa ku gipimo cyo hasi cya 43.8% kikaba cyaramanutse kivuye kuri 61.4% muri CRC 2023.

1.1.7. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi

Muri ubu bushakashatsi kandi abaturage bagaragaje zimwe mu nzitizi zikibangamira iterambere ry'ubuhinzi nk'uko bigaragazwa n'ishusho ikurikira:

Ishusho 14: **Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi**



Aho byavuye: Anketi ya RGB, 2024

Kimwe n'izayibanjirije, CRC 2024 igaragaza ko imihindagurikire y'ikirere, indwara z'ibihingwa ndetse n'ubuke bw'inganda zitunganya umusaruro bikomeje kwiganza mu nzitizi zibangamira iterambere ry'ubuhinzi.

1.1.8. IBYIFUZONAMA

- Gukaza ingamba zijyanye no guhangana n'ingaruka z'imihindagurikire y'ikirere;
- Kongera ubushobozi bwo gukumira no kurwanya indwara z'ibihingwa;
- Kongera inganda zitunganya umusaruro w'ibikomoka ku buhinzi no kunoza imikorere yazo;
- Kunoza imikorere ya gahunda yo gufasha abahinzi kubona imashini zikoreshwa mu buhinzi no mu kuhira imyaka.

Imbonerahamwe 9:
Uko uturere duhagaze muri serivisi z'ubuhinzi mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	74.3%	59.5%	▲	14.8%
2	Rwamagana	72.4%	71.1%	▲	1.3%
3	Nyaruguru	71.7%	64.4%	▲	7.3%
4	Kayonza	71.5%	58.3%	▲	13.2%
5	Gatsibo	70.8%	61.2%	▲	9.6%
6	Kicukiro	68.9%	69.3%	▼	-0.4%
7	Muhanga	68.5%	72.9%	▼	-4.4%
8	Gicumbi	68.2%	53.3%	▲	14.9%
9	Gisagara	67.8%	66.5%	▲	1.3%
10	Bugesera	67.2%	63.9%	▲	3.3%
11	Kamonyi	66.7%	73.5%	▼	-6.8%
12	Ruhango	64.0%	57.3%	▲	6.7%
13	Gakenke	63.9%	69.7%	▼	-5.8%
14	Rusizi	63.7%	54.8%	▲	8.9%
15	Nyamagabe	61.7%	63.2%	▼	-1.5%
16	Nyanza	61.7%	58.1%	▲	3.6%
17	Rulindo	59.9%	67.0%	▼	-7.1%
18	Nyarugenge	59.6%	64.6%	▼	-5.0%
19	Nyagatare	59.1%	63.5%	▼	-4.4%
20	Burera	57.1%	65.4%	▼	-8.3%
21	Gasabo	55.3%	58.8%	▼	-3.5%
22	Ngororero	55.1%	64.2%	▼	-9.1%
23	Nyabihu	53.7%	58.1%	▼	-4.4%
24	Ngoma	53.5%	65.3%	▼	-11.8%
25	Karongi	52.7%	59.2%	▼	-6.5%
26	Rutsiro	51.3%	69.6%	▼	-18.3%
27	Nyamasheke	50.4%	59.1%	▼	-8.7%
28	Kirehe	50.4%	58.8%	▼	-8.4%
29	Musanze	48.2%	52.7%	▼	-4.5%
30	Rubavu	45.3%	75.2%	▼	-29.9%
IMPUZANDENGO		61.5%	63.2%	▼	-1.7%

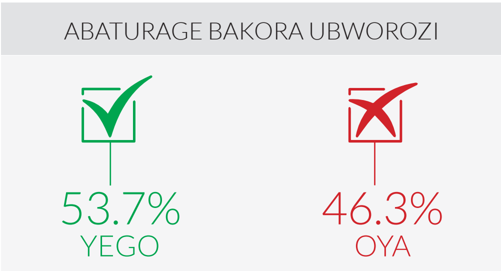
Aho byavuye: Anketi ya RGB, 2024

1.2. UBWOROZI

1.2.1. Intangiriro

Ubworozi ni kimwe mu byiciro 16 byakoreweho ubushakashatsi. Abakora imirimo igendanye n'ubworozi babajijwe kuri ibi bikurikira: Serivisi zirebana no kubangurira inka, ubuvuzi bw'amatungo, gukingira indwara, ibiryo by'amatungo, serivisi z'abavuzi b'amatungo, gutunganya no kongerera agaciro ibikomoka ku bworozi n'isoko ry'ibikomoka ku bworozi.

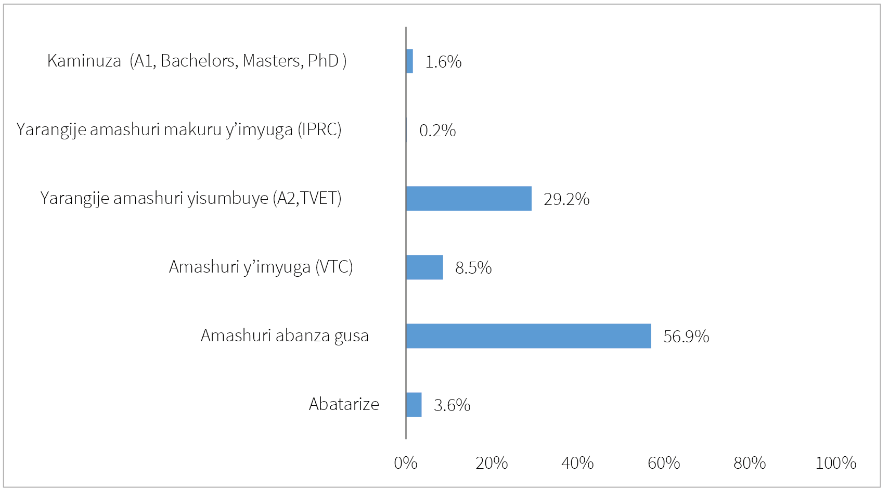
Ishusho 15: Abaturage bakora ubworozi



Aho byavuye: Anketi ya RGB, 2024

Muri ubu bushakashatsi abaturage 53.7% nibo bakora imirimo yerekeranye n'ubworozi muri bo 21.5% ni urubyiruko. Mu bakora iyi mirimo kandi, abagabo bangana na 45.6% mu gihe abagore ari 54.4%. Byongeye kandi, muri aba bakora imirimo yerekeranye n'ubworozi, 79% ntibarengeje amashuri abanza.

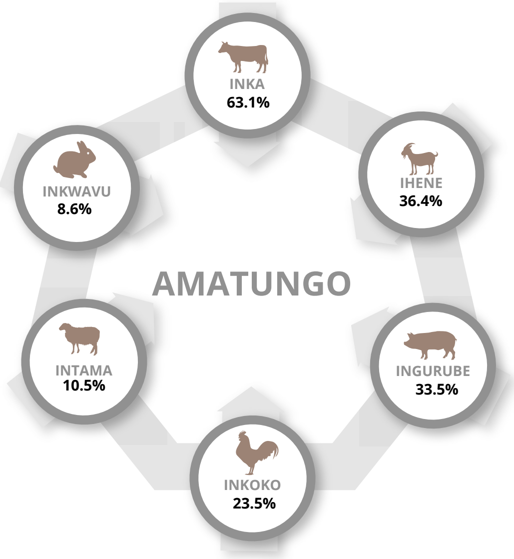
Ishusho 16: Urubyiruko rukora ubworozi hakurikijwe amashuri bize



Aho byavuye: Anketi ya RGB, 2024

Kimwe no mubuhinzi, ubushakashatsi bugaragaza ko benshi mu rubyiruko ruri mu bworozi bize amashuri abanza. Ibi bigaragaza ko urubyiruko rwize amashuri makuru rutitabira ubworozi.

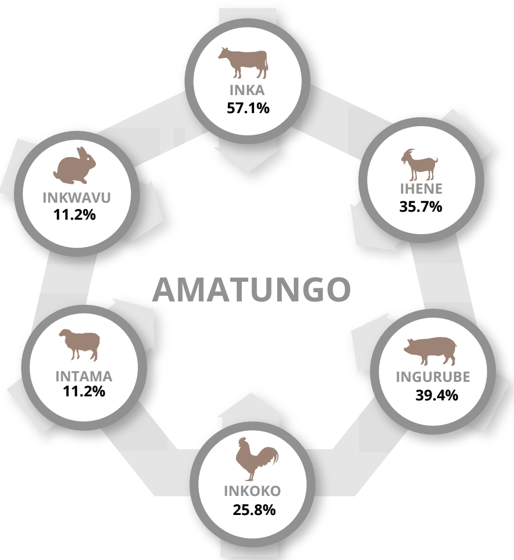
Ishusho 17: Amatungo abaturage boroye



Aho byavuye: Anketi ya RGB, 2024

Ibyavuye mu bushakashatsi biragaragaza ko inka ari zo zorowe na benshi ku gipimo cya 63.1%.

Ishusho 18: Amatungo yorowe n'urubyiruko



Aho byavuye: Anketi ya RGB, 2024

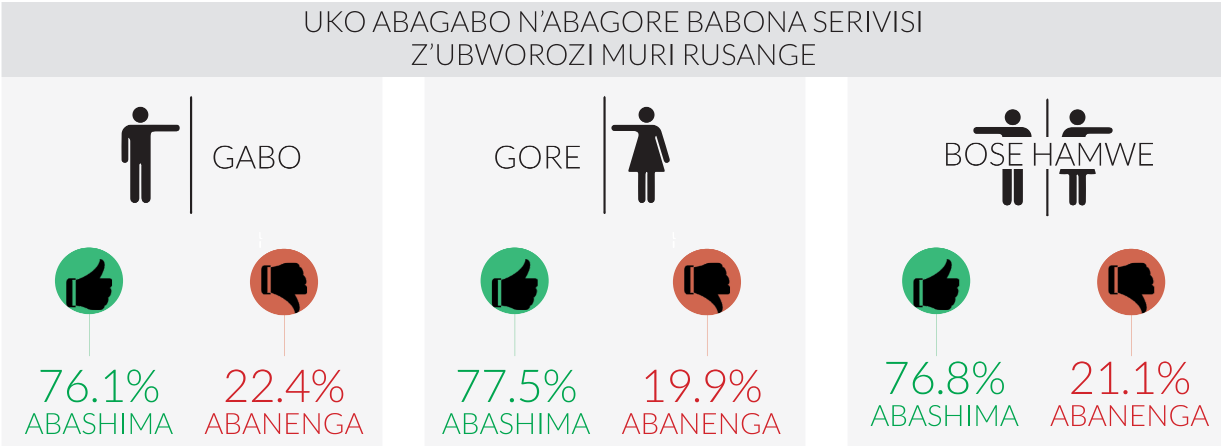
Kimwe no ku bandi borozi muri rusange, inka niryo tungo ryorowe na benshi mu rubyiruko kurusha ayandi matungo ku gipimo cya 57.1%.

Imbonerahamwe 10:
Amatungo yorowe n'abaturage hakurikijwe uturere

Nº	AKARERE	INKA	INKOKO	INGURUBE	INKWAVU	IHENE	INTAMA
1	Bugesera	40.3%	33.2%	28.1%	5.6%	64.8%	1.5%
2	Burera	71.2%	11.6%	22.8%	4.7%	21.9%	25.6%
3	Gakenke	70.7%	18.0%	42.2%	15.3%	30.3%	16.3%
4	Gasabo	64.4%	29.8%	23.1%	11.5%	45.2%	1.9%
5	Gatsibo	69.9%	24.7%	14.6%	8.4%	43.5%	5.4%
6	Gicumbi	80.5%	28.7%	19.9%	10.8%	34.7%	15.1%
7	Gisagara	62.6%	24.7%	41.4%	8.6%	49.5%	2.0%
8	Huye	57.7%	26.9%	55.2%	15.4%	36.3%	4.0%
9	Kamonyi	62.2%	30.9%	35.5%	12.9%	38.2%	6.9%
10	Karongi	73.4%	21.4%	28.1%	5.2%	29.7%	3.1%
11	Kayonza	45.1%	22.5%	26.9%	6.0%	54.9%	4.9%
12	Kicukiro	20.7%	58.6%	3.4%	3.4%	27.6%	3.4%
13	Kirehe	58.6%	22.7%	33.1%	3.9%	61.9%	2.2%
14	Muhanga	68.1%	25.5%	58.3%	18.3%	28.9%	5.5%
15	Musanze	53.1%	22.7%	20.8%	7.7%	26.1%	31.4%
16	Ngoma	53.2%	21.4%	41.0%	3.5%	55.5%	1.7%
17	Ngororero	76.8%	17.5%	43.5%	14.2%	20.3%	11.4%
18	Nyabihu	62.2%	13.4%	21.3%	6.1%	17.7%	41.5%
19	Nyagatare	55.3%	32.4%	17.3%	7.3%	50.8%	9.5%
20	Nyamagabe	65.9%	20.5%	61.7%	9.5%	28.4%	7.6%
21	Nyamasheke	65.6%	22.2%	46.1%	6.7%	27.8%	3.3%
22	Nyanza	69.7%	25.0%	18.1%	5.9%	49.5%	3.7%
23	Nyarugenge	45.7%	34.8%	15.2%	10.9%	43.5%	2.2%
24	Nyaruguru	77.4%	18.5%	40.5%	2.1%	27.7%	3.6%
25	Rubavu	54.0%	17.3%	19.4%	2.2%	14.4%	34.5%
26	Ruhango	59.7%	23.0%	30.4%	7.9%	47.6%	4.2%
27	Rulindo	68.7%	22.9%	25.2%	12.1%	29.9%	20.6%
28	Rusizi	47.9%	23.2%	53.6%	4.6%	28.9%	4.1%
29	Rutsiro	65.5%	23.4%	32.5%	6.1%	16.8%	19.3%
30	Rwamagana	54.4%	31.3%	18.4%	8.8%	55.1%	4.1%
BOSE HAMWE		63.1%	23.5%	33.5%	8.6%	36.4%	10.5%

Aho byavuye: Anketi ya RGB, 2024

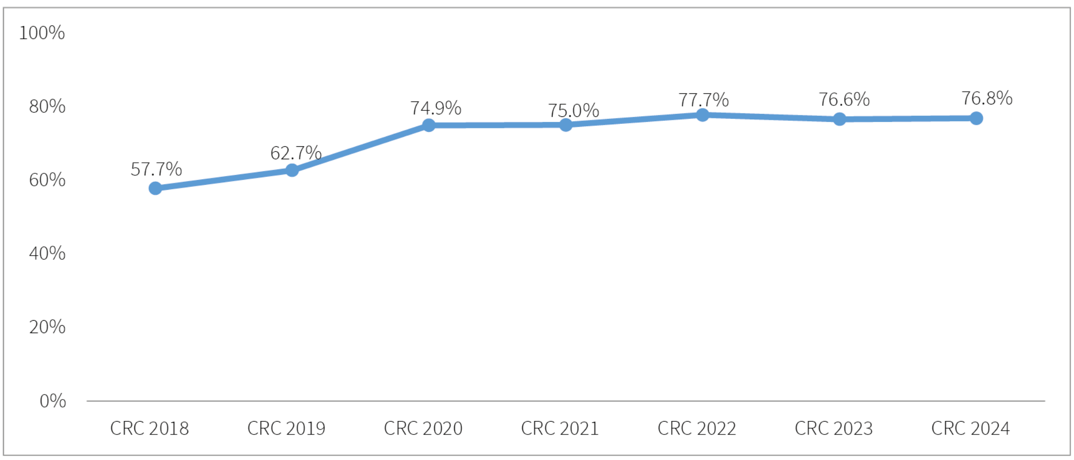
Ishusho 19: **Uko abagabo n'abagore babona serivisi z'ubworozi muri rusange**



Aho byavuye: Anketi ya RGB, 2024

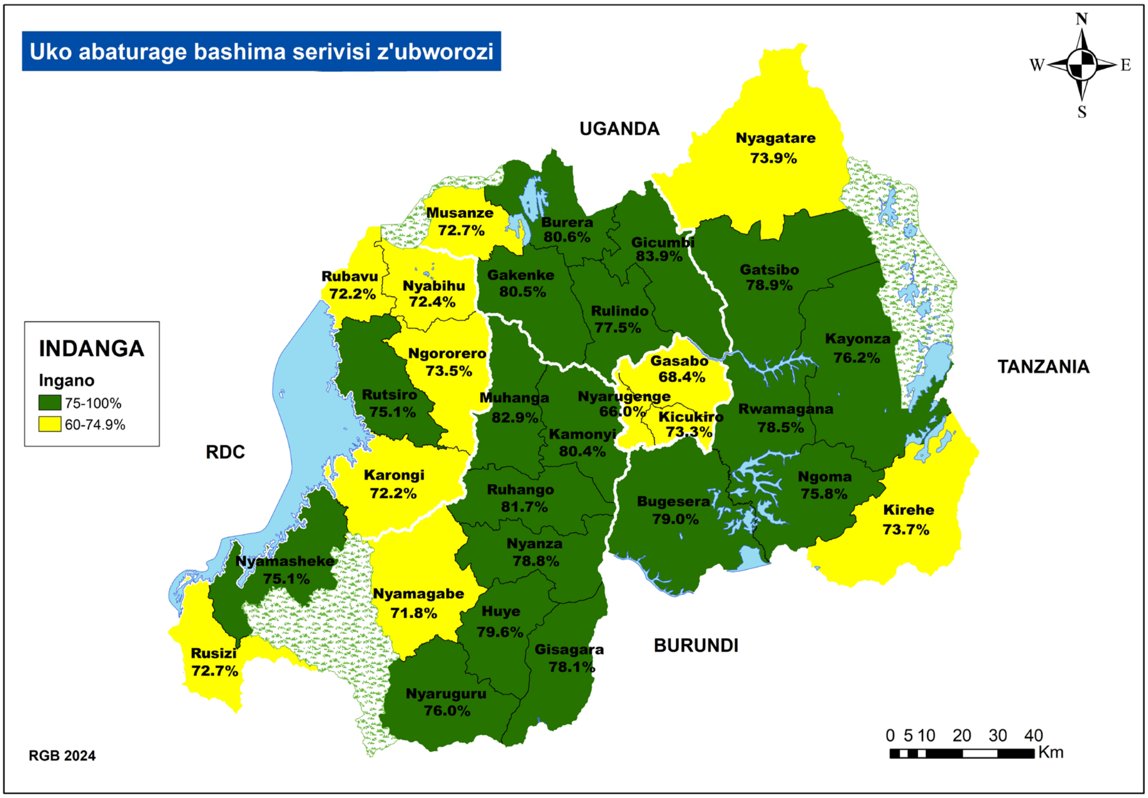
Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'ubworozi ku gipimo cya 76.8%. Abagore bashima ku gipimo cya 77.5% naho abagabo bagashima ku gipimo cya 76.1%.

Ishusho 20: **Uko abaturage bashima serivisi z'ubworozi mu myaka irindwi ishize**



Ubworozi bushimwa kuri 76.8% muri uyu mwaka wa 2024 bihwanye na 85.3% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

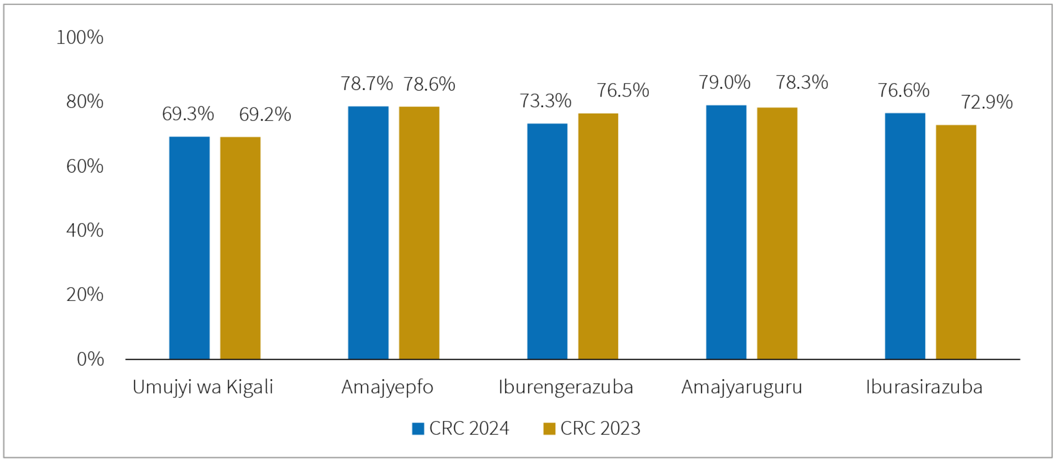
Ikarita 4: Uko abaturage bashima serivisi z'ubworozi muri rusange hakurikijwe uturere



Abaturage bo mu turere dutandatu (Gicumbi, Muhanga, Ruhango, Burera, Gakenke, Kamonyi) bashima serivisi z'ubworozi ku gipimo kiri hejuru ya 80%. Akarere ka Gicumbi niko kari ku isonga mu gushima serivisi z'ubworozi ku gipimo cya 83.9% naho igipimo kiri hasi ni icy'Akarere ka Nyarugenge (66%).

1.2.2. Serivisi z'ubworozi hakurikijwe Intara n'Umujyi wa Kigali

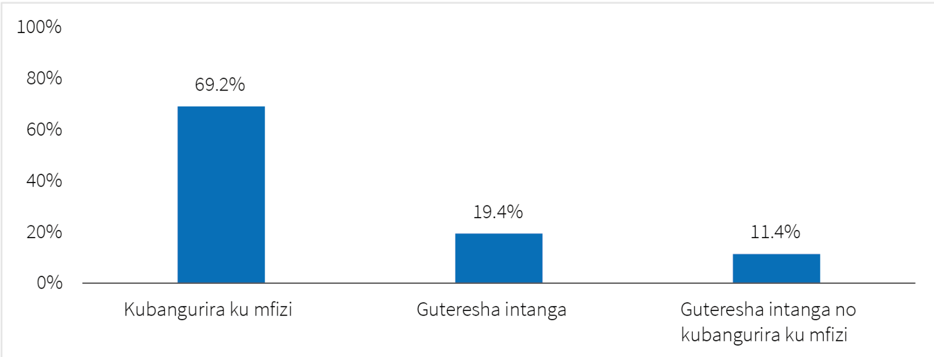
Ishusho 21: Uko abaturage bashima serivisi z'ubworozi hakurikijwe intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

1.2.3. Uburyo abaturage bakoresha mu kubangurira inka

Ishusho 22: **Uburyo abaturage bakoresha mu kubangurira inka**

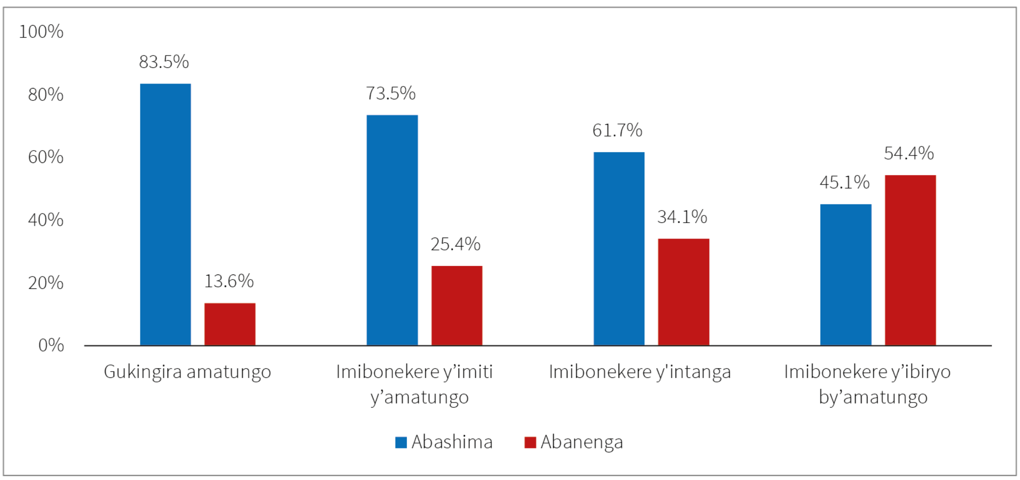


Aho byavuye: Anketi ya RGB, 2024

Mu gihe gahunda ya Leta ari ugushishikariza abaturage guteresha intanga mu rwego rwo kuzamura umusaruro w'ubworozi no kwirinda indwara z'amatungo, ubu bushakashatsi buragaragaza ko aborozi bakoresha ubu buryo bakiri bake (19.4%) ugereranije na 69.2% bakibangurira ku mfizi.

1.2.4. Uko abaturage babona serivisi zitandukanye z'ubworozi

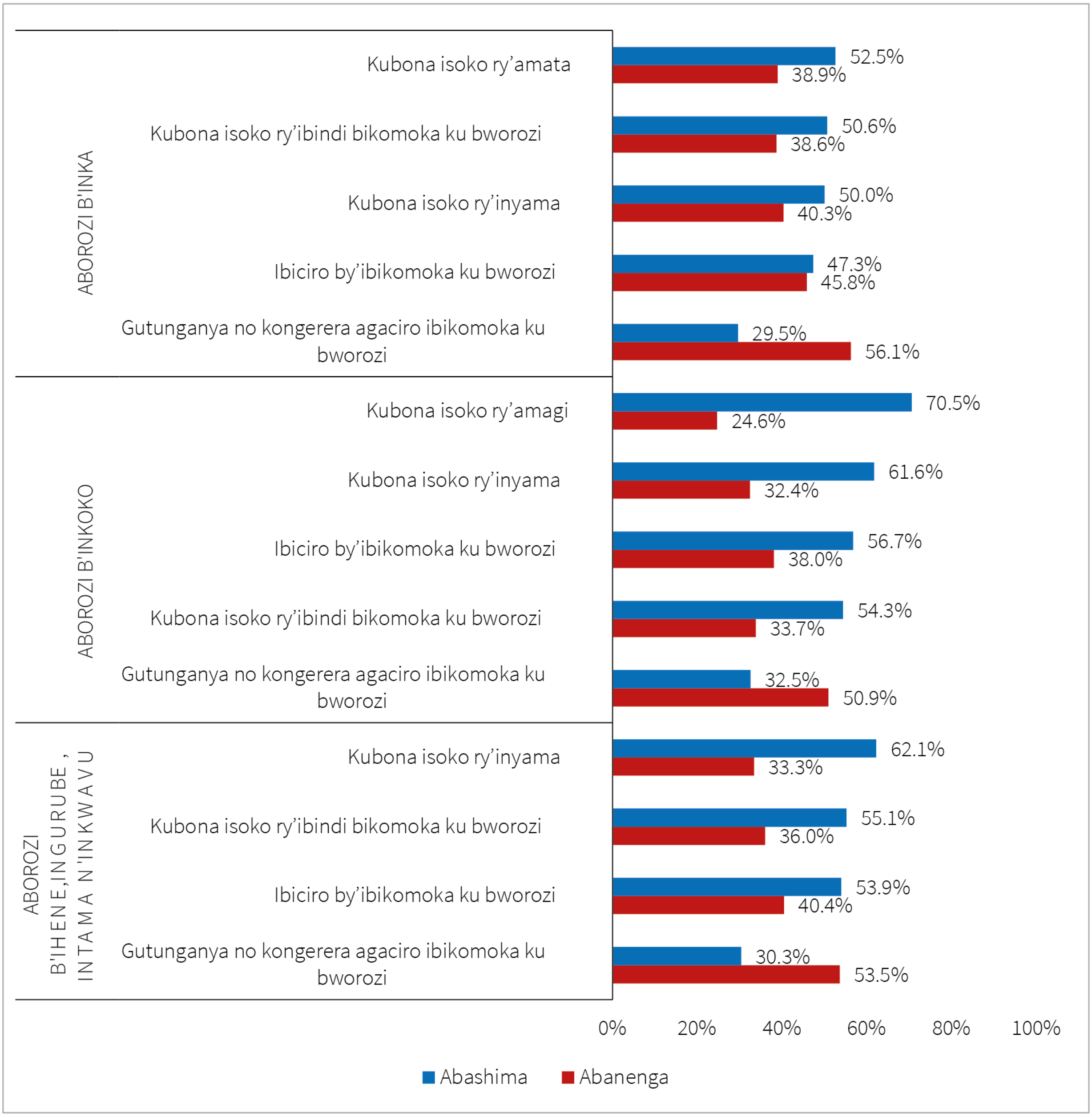
Ishusho 23: **Uko abaturage babona serivisi zitadukanye z'ubworozi**



Aho byavuye: Anketi ya RGB, 2024

Serivisi yo gukingira amatungo niyo iza imbere mu gushimwa n'abaturage ku gipimo cya 83.5%. Ku rundi ruhande, imibonekere y'ibiryo by'amatungo ni yo serivisi ishimwa ku gipimo cyo hasi cya 45.1%.

Ishusho 24: Uko abaturage babona isoko ry'ibikomoka ku matungo atandukanye

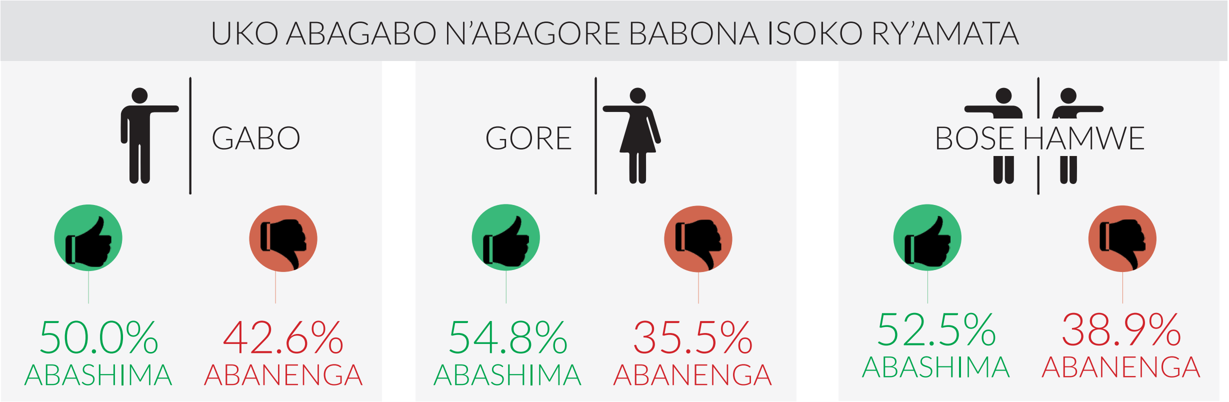


Aho byavuye: Anketi ya RGB, 2024

Abaturage bagaragaje ko kubona isoko ry'amagi byishimiwe ku gipimo cya 70.5%. Serivisi yo gutunganya no kongerera agaciro ibikomoka ku bworozi ni yo ishimwa ku gipimo cyo hasi munsi ya 35%. Ibi biragaragaza ko uburyo bwo kongerera agaciro ibikomoka ku matungo butaratera imbere.

1.2.5. Uko abagabo n'abagore babona isoko ry'amata

Ishusho 25: Uko abagabo n'abagore babona isoko ry'amata

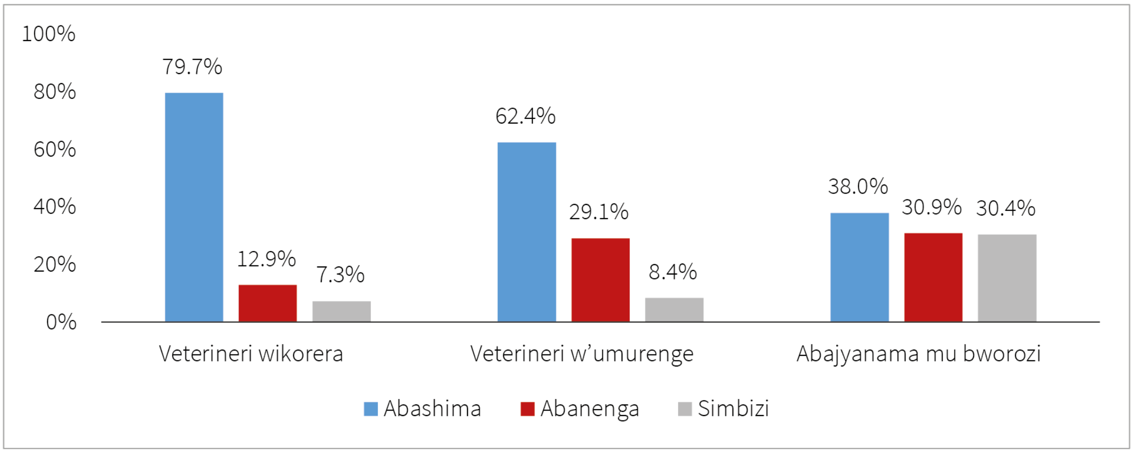


Aho byavuye: Anketi ya RGB, 2024

Kubona isoko ry'amata bishimwa ku gipimo cya 52.5%, kikaba cyaramanutse kivuye kuri 58.1% muri CRC 2023. Abagore babishima kuri 54.8% mu gihe abagabo babishima kuri 50%.

1.2.6. Uko abaturage babona imikorere y'abakora mu bworozi

Ishusho 26: Uko abaturage babona imikorere ya bamwe mu batanga serivisi mu bworozi

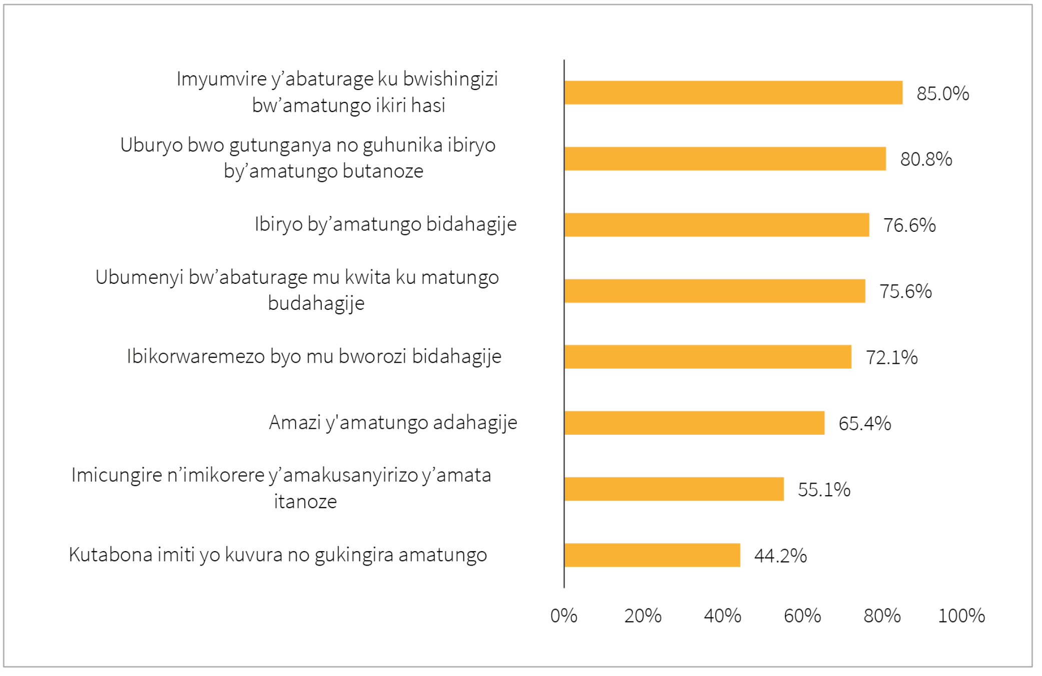


Aho byavuye: Anketi ya RGB, 2024

Ubushakashatsi bugaragaza ko veterineri wikorera ari we abaturage bashima kurusha abandi mu batanga serivisi z'ubworozi. Ku rundi ruhande, servisi zitangwa n'abajyanama mu bworozi ntizizwi n'aborozi ku gipimo cya 30.4%.

1.2.7. Inzitizi zigaragara muri serivisi z'ubworozi

Ishusho 27: Inzitizi zigaragara muri serivisi z'ubworozi



Aho byavuye: Anketi ya RGB, 2024

Inzitizi zagaragajwe kurusha izindi ku gipimo kiri hejuru ya 75% ni: imyumvire y'abaturage ku bwishingizi bw'amatungo ikiri hasi, uburyo bwo gutunganya no guhunika ibiryo by'amatungo butanoze, ibiryo by'amatungo bidahagije ndetse n'ubumenyi bw'abaturage mu kwita ku matungo yabo budahagije.

1.2.8. IBYIFUZONAMA

- Kongerera aborozi ubumenyi bwo kwita ku matungo no gukumira indwara zayo;
- Kunoza imibonekere y'ibiryo by'amatungo, uburyo bwo kubitunganya no kubihunika;
- Kwegereza aborozi ibikorwaremezo (imihanda, amazi, amashanyarazi n'amakusanyirizo y'amata).

Imbonerahamwe 11:
Uko uturere duhagaze muri serivisi z’ubworozi mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Gicumbi	83.9%	75.7%	▲	8.2%
2	Muhanga	82.9%	80.7%	▲	2.2%
3	Ruhango	81.7%	75.8%	▲	5.9%
4	Burera	80.6%	78.7%	▲	1.9%
5	Gakenke	80.5%	81.1%	▼	-0.6%
6	Kamonyi	80.4%	79.4%	▲	1.0%
7	Huye	79.6%	77.2%	▲	2.4%
8	Bugesera	79.0%	72.6%	▲	6.4%
9	Gatsibo	78.9%	73.2%	▲	5.7%
10	Nyanza	78.8%	80.8%	▼	-2.0%
11	Rwamagana	78.5%	79.3%	▼	-0.8%
12	Gisagara	78.1%	78.4%	▼	-0.3%
13	Rulindo	77.5%	80.9%	▼	-3.4%
14	Kayonza	76.2%	69.1%	▲	7.1%
15	Nyaruguru	76.0%	75.2%	▲	0.8%
16	Ngoma	75.8%	71.0%	▲	4.8%
17	Nyamasheke	75.1%	80.4%	▼	-5.3%
18	Rutsiro	75.1%	78.9%	▼	-3.8%
19	Nyagatare	73.9%	73.9%	=	0.0%
20	Kirehe	73.7%	71.1%	▲	2.6%
21	Ngororero	73.5%	72.7%	▲	0.8%
22	Kicukiro	73.3%	69.3%	▲	4.0%
23	Rusizi	72.7%	74.4%	▼	-1.7%
24	Musanze	72.7%	75.1%	▼	-2.4%
25	Nyabihu	72.4%	70.7%	▲	1.7%
26	Karongi	72.2%	75.5%	▼	-3.3%
27	Rubavu	72.2%	82.8%	▼	-10.6%
28	Nyamagabe	71.8%	81.4%	▼	-9.6%
29	Gasabo	68.4%	66.5%	▲	1.9%
30	Nyarugenge	66.0%	71.7%	▼	-5.7%
IMPUZANDENGO		76.8%	76.6%	▲	0.2%

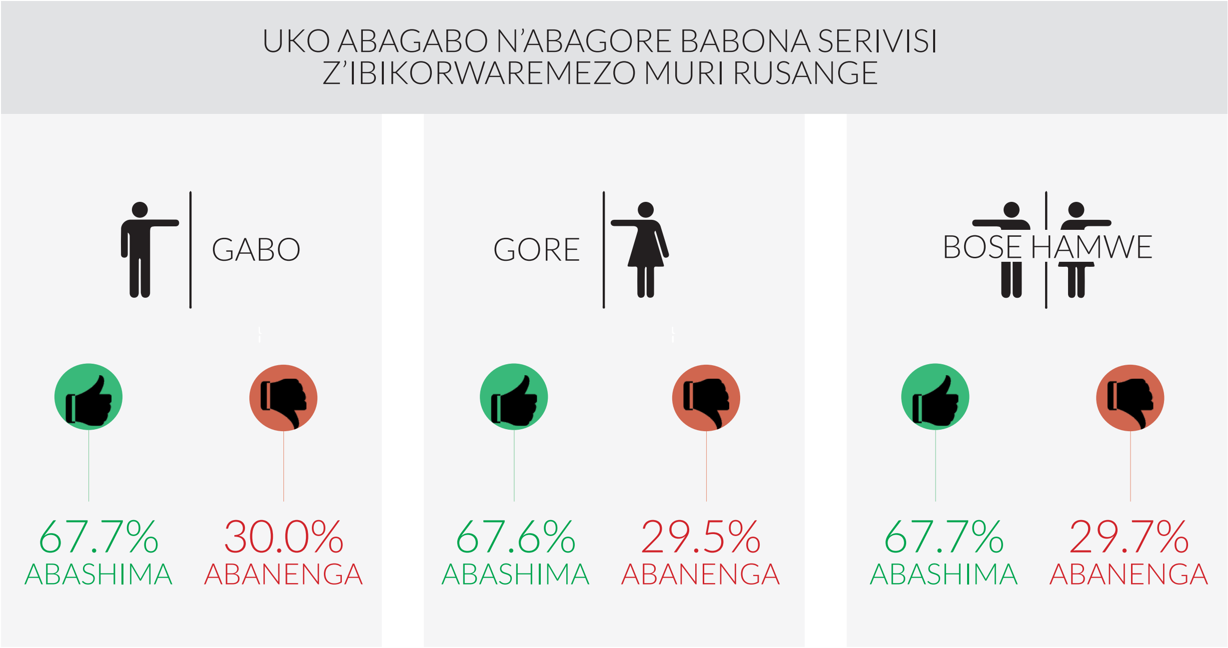
Aho byavuye: Anketi ya RGB, 2024

1.3. IBIKORWAREMEZO

1.3.1. Intangiriro

Bimwe mu byihutisha iterambere ry'ibihugu, ni ukugira ibikorwaremezo bihagije, bimeze neza kandi bisaranganyije neza mu gihugu hose. Mu rwego rwo kureba uko Igihugu cyacu gihagaze, ubu bushakashatsi bwibanze kuri serivisi z'ibikorwaremezo by'amazi, amashanyarazi, ndetse n'imihanda n'amateme.

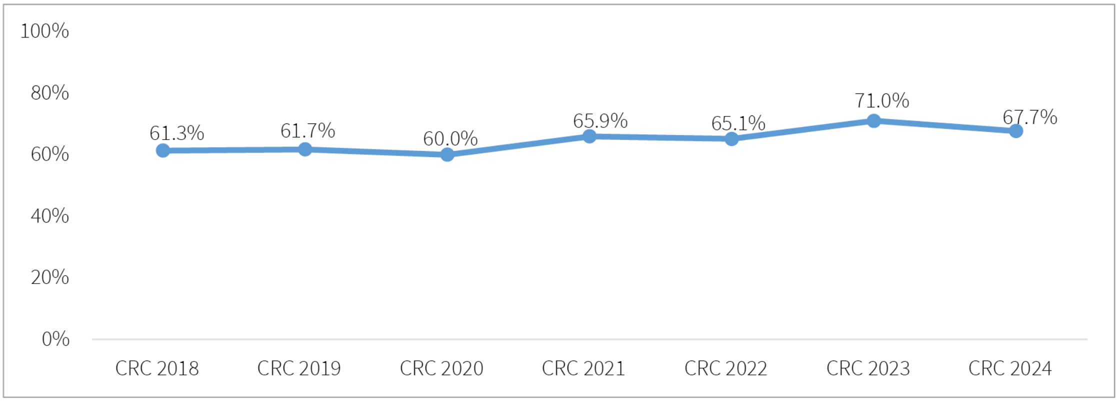
Ishusho 28: Uko abagabo n'abagore babona serivisi z'ibikorwaremezo muri rusange



Aho byavuye: Anketi ya RGB, 2024

Abaturage bashima serivisi z'ibikorwaremezo ku gipimo cya 67.7%, iki gipimo kikaba cyaramanutse kuko cyari kuri 71% muri CRC ya 2023. Iyi mpinduka yaturutse ahanini ku bikorwaremezo by'amazi meza ataragera hose ndetse n'imihanda n'amateme bitameze neza. By'umwihariko ku birebana n'imihanda n'amateme, usibye mu turere turindwi (Kayonza, Gicumbi, Nyamasheke, Huye, Muhanga, Kicukiro na Ngororero) igipimo cyo gushima cyazamutseho ugereranije n'umwaka ushize, mu tundi twose dusigaye icyo cyaramanutse. Abagabo bashima izi serivisi ku gipimo cya 67.7%, naho abagabo bakazishima ku gipimo cya 67.6%.

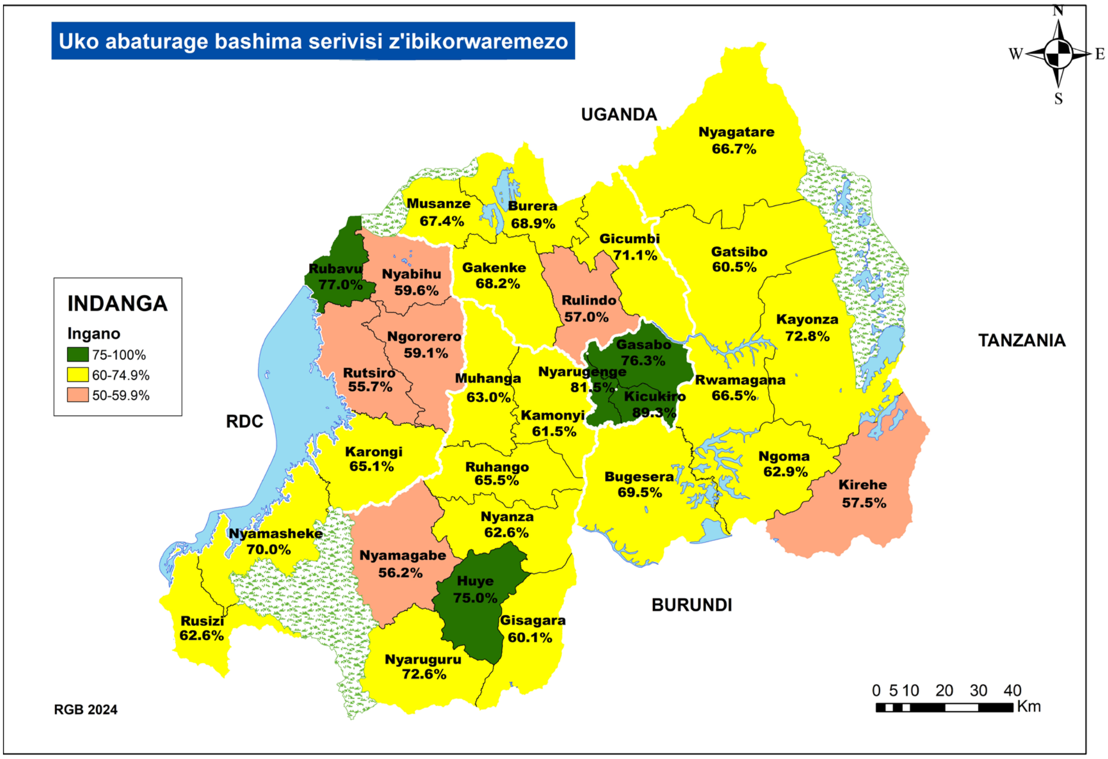
Ishusho 29: Uko abaturage bashima serivisi z'ibikorwaremezo mu myaka irindwi ishize



Aho byavuye: Anketi ya RGB, 2024

Nk'uko bigaragara ku ishusho iri hejuru, ibikorwaremezo birashimwa ku gipimo cya 67.7% muri uyu mwaka wa 2024 bihwanye na 75.2% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

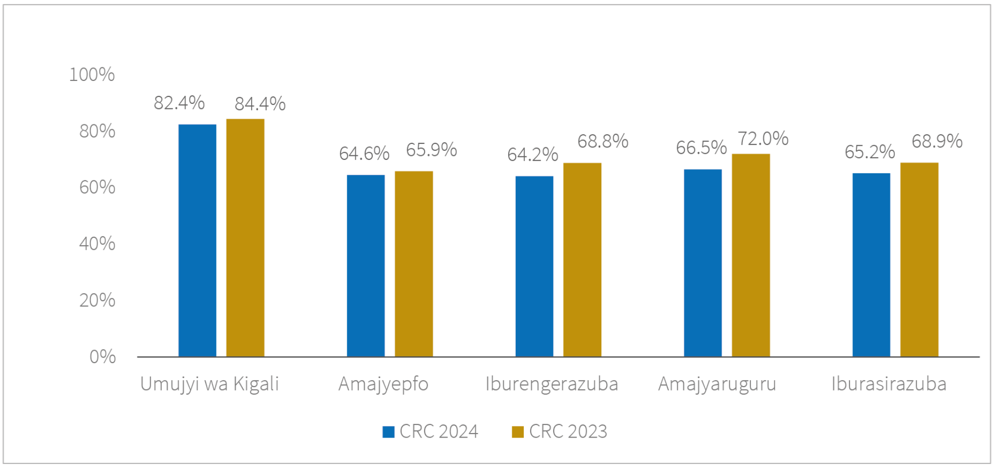
Ikarita 5: Uko abaturage bashima serivisi bahabwa mu bikorwaremezo hakurikijwe uturere



Abaturage bo mu turere dutanu (Kicukiro, Nyarugenge, Rubavu, Gasabo, Huye) nibo bashima serivisi z'ibikorwaremezo ku gipimo kiri hejuru ya 75%. Akarere ka Kicukiro niko kaza ku isonga mu gushima ku gipimo cya 89.3%, mu gihe mu Karere ka Rutsiro ari ho abaturage bashima izi serivisi ku gipimo kiri hasi cya 55.7%.

1.3.2. Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali

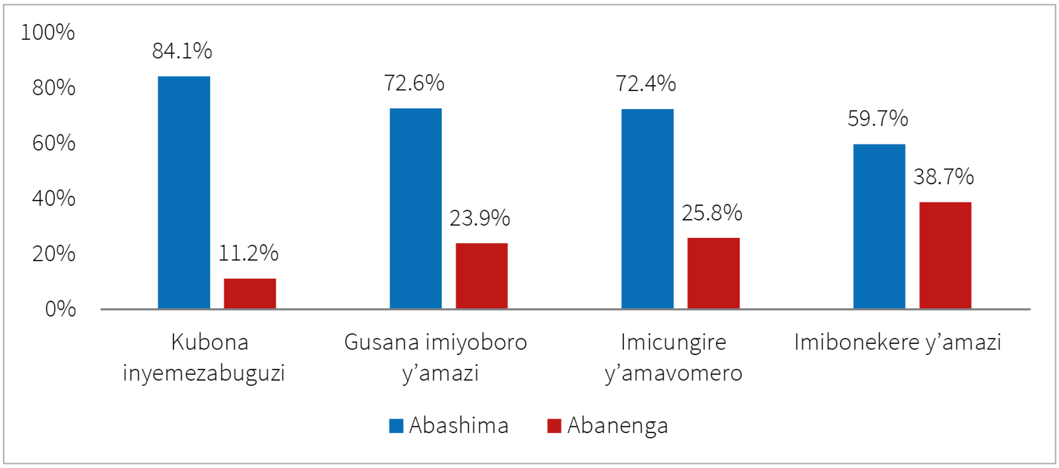
Ishusho 30: Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

1.3.3. Uko abaturage babona serivisi z'amazi

Ishusho 31: **Uko abaturage babona serivisi z'amazi**



Aho byavuye: Anketi ya RGB, 2024

Ku baturage bafite amazi mu rugo, serivisi yo kubona inyemezabuguzi iri mu zishimwa cyane ku gipimo cya 84.1%. Imibonekere y'amazi haba ku bayafite mu rugo ndetse no kubakoresha amavomero rusange, bayishima ku gipimo cya 59.7%.

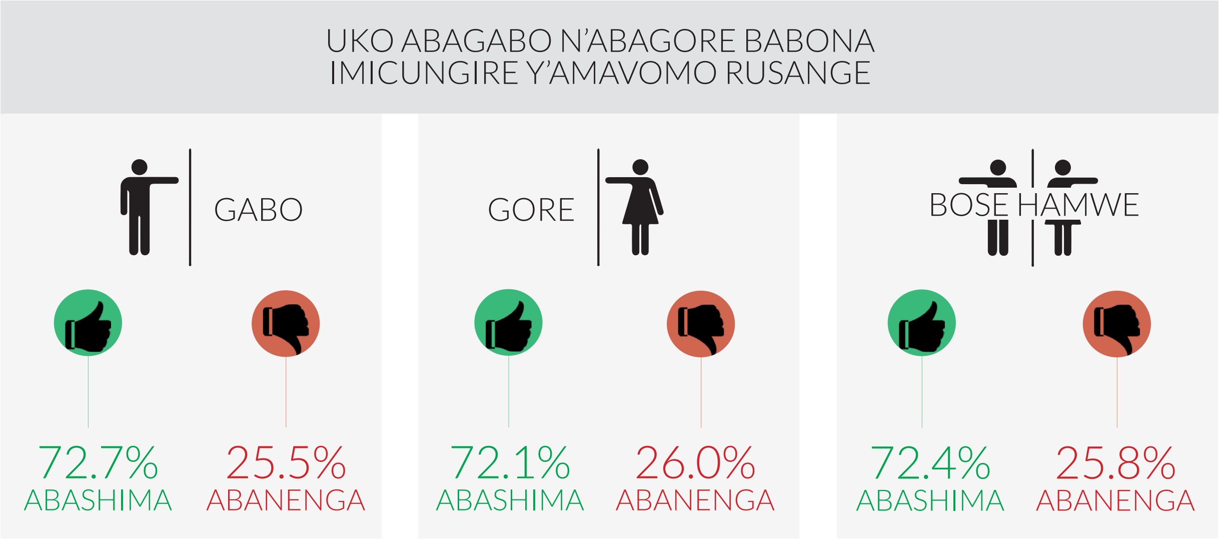
Imbonerahamwe 12:
Ababona amazi meza aho batuye hakurikijwe uturere mu myaka ibiri

AKARERE	CRC 2024	CRC 2023	IKINYURANYO
Kayonza	80.4%	72.1%	8.3%
Nyamasheke	84.9%	78.5%	6.4%
Karongi	66.7%	61.0%	5.6%
Ruhango	62.3%	57.4%	4.9%
Rubavu	90.3%	86.1%	4.2%
Gicumbi	85.9%	82.2%	3.7%
Nyaruguru	67.1%	67.3%	-0.2%
Nyamagabe	43.1%	45.1%	-1.9%
Kicukiro	96.4%	98.7%	-2.2%
Gasabo	82.0%	85.8%	-3.8%
Nyarugenge	93.5%	97.4%	-3.9%
Bugesera	75.8%	80.6%	-4.8%
Musanze	70.4%	75.4%	-5.0%
Gakenke	73.2%	78.5%	-5.3%
Ngororero	56.7%	63.2%	-6.5%
Rulindo	68.3%	78.0%	-9.7%
Rusizi	66.5%	76.2%	-9.8%
Gatsibo	64.7%	76.7%	-12.1%
Ngoma	66.8%	78.9%	-12.1%
Rutsiro	59.8%	72.7%	-12.9%
Burera	66.0%	79.3%	-13.3%
Huye	78.9%	93.8%	-14.9%
Muhanga	65.5%	81.0%	-15.6%
Nyanza	44.5%	62.3%	-17.9%
Rwamagana	64.2%	85.4%	-21.2%
Kirehe	65.6%	87.8%	-22.1%
Nyabihu	44.2%	66.4%	-22.2%
Gisagara	39.3%	66.1%	-26.8%
Nyagatare	48.9%	76.4%	-27.5%
Kamonyi	60.2%	88.6%	-28.3%
BOSE HAMWE	68.0%	76.9%	-8.9

Aho byavuye: Anketi ya RGB, 2024

1.3.4. Uko abagabo n'abagore babona imicungire y'amavomo rusange

Ishusho 32: Uko abagabo n'abagore babona imicungire y'amavomo rusange



Aho byavuye: Anketi ya RGB, 2024

Muri rusange, abaturage bashima serivisi z'amavomo rusange ku gipimo cya 72.4%. Abagabo bashima ku gipimo cya 72.7%, mu gihe abagore bashima ku gipimo cya 72.1%.

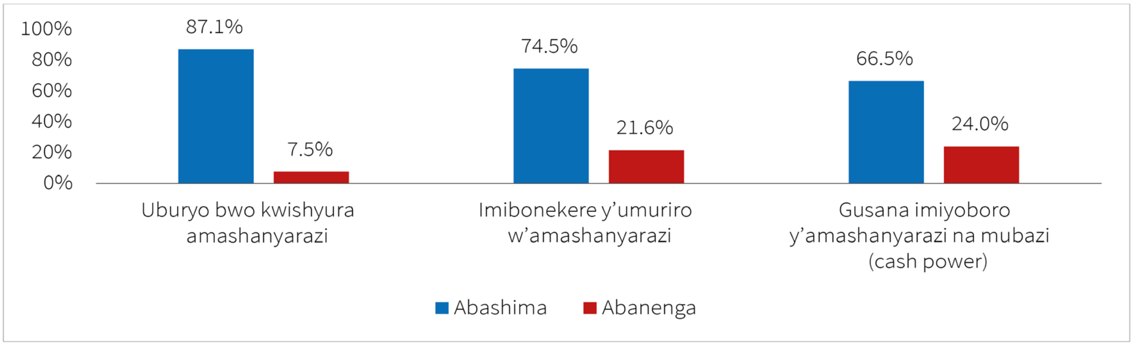
1.3.5. Serivisi z'amashanyarazi

Imbonerahamwe 13:
Abaturage bafite amashanyarazi

Nº	AKARERE	CRC 2024
1	Kicukiro	98.8%
2	Nyarugenge	96.9%
3	Gasabo	87.7%
4	Rubavu	82.1%
5	Ruhango	73.8%
6	Burera	71.6%
7	Rusizi	71.4%
8	Rwamagana	71.0%
9	Gisagara	70.7%
10	Bugesera	70.4%
11	Kayonza	69.1%
12	Nyagatare	67.5%
13	Gakenke	67.5%
14	Rutsiro	66.6%
15	Musanze	66.2%
16	Nyamasheke	66.0%
17	Gicumbi	64.4%
18	Kamonyi	64.2%
19	Karongi	63.9%
20	Huye	63.6%
21	Ngororero	61.6%
22	Nyaruguru	61.5%
23	Nyanza	59.5%
24	Rulindo	58.7%
25	Gatsibo	57.2%
26	Muhanga	54.8%
27	Kirehe	50.0%
28	Ngoma	46.2%
29	Nyabihu	41.6%
30	Nyamagabe	38.0%
	BOSE HAMWE	66.6%

Aho byavuye: Anketi ya RGB, 2024

Ishusho 33: Uko abaturage babona serivisi z'amashanyarazi

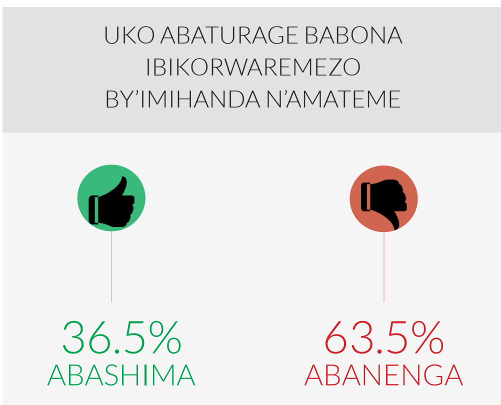


Aho byavuye: Anketi ya RGB, 2024

Mu bijyanye n'amashanyarazi, serivisi ishimwa cyane ni iy'uburyo bwo kwishyura amashanyarazi ku gipimo cya 87.1%, naho serivisi yo gusana imiyoboro y'amashanyarazi na mubazi ni yo iri ku gipimo cyo hasi cya 66.5%.

1.3.6. Imihanda n'amateme

Ishusho 34: Uko abaturage babona ibikorwaremezo by'imihanda n'amateme



Aho byavuye: Anketi ya RGB, 2024

Muri rusange, ibikorwaremezo by'imihanda n'amateme bikwiye gushyirwamo imbaraga cyane kuko biri mu byo abaturage banenga ku gipimo cyo hejuru. Ugereranije na CRC 2023, igipimo cyo kunenga cyarazamutse kuko kiri kuri 63.5% kivuye kuri 57.7%.

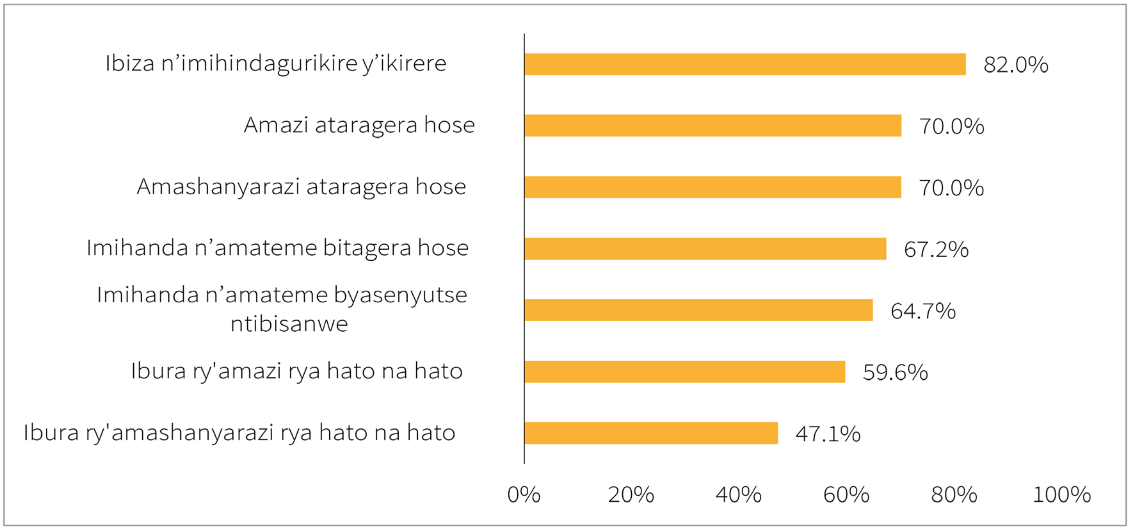
Imbonerahamwe 14:
Uko abaturage bashima imihanda n'amateme mu myaka ibiri (2024-2023)

Akarere	CRC 2024	CRC 2023	IKINYURANYO
Ngororero	26.8%	16.0%	10.9%
Kicukiro	68.0%	57.3%	10.6%
Muhanga	46.1%	35.6%	10.5%
Huye	41.0%	34.2%	6.8%
Nyamasheke	32.1%	27.0%	5.1%
Gicumbi	43.1%	40.3%	2.8%
Kayonza	30.4%	29.2%	1.2%
Nyarugenge	58.4%	58.5%	-0.1%
Rusizi	25.3%	26.2%	-0.9%
Bugesera	51.6%	52.8%	-1.2%
Gakenke	35.3%	36.7%	-1.4%
Nyamagabe	19.8%	21.9%	-2.2%
Gasabo	40.7%	44.7%	-4.0%
Nyabihu	33.8%	38.3%	-4.6%
Musanze	31.3%	36.4%	-5.1%
Nyanza	29.1%	35.7%	-6.5%
Karongi	22.1%	28.8%	-6.6%
Rubavu	49.8%	57.9%	-8.1%
Ruhango	26.2%	34.3%	-8.1%
Nyaruguru	34.2%	42.5%	-8.3%
Rwamagana	42.6%	51.9%	-9.2%
Burera	38.3%	47.5%	-9.3%
Kirehe	33.8%	45.8%	-12.0%
Gisagara	29.0%	43.3%	-14.3%
Gatsibo	28.6%	44.1%	-15.5%
Rulindo	35.0%	54.1%	-19.1%
Nyagatare	44.8%	64.4%	-19.5%
Kamonyi	33.2%	53.3%	-20.1%
Ngoma	44.0%	64.6%	-20.6%
Rutsiro	11.1%	38.8%	-27.7%
BOSE HAMWE	36.5%	42.3%	-5.8%

Aho byavuye: Anketi ya RGB, 2024

1.3.7. Inzitizi zagaragajwe n'abaturage mu bikorwaremezo

Ishusho 35: **Inzitizi abaturage babona mu bikorwaremezo**



Aho byavuye: Anketi ya RGB, 2024

Nk'uko byari bimeze muri CRC 2023, inzitizi ikomeje kuza ku isonga mu bikorwaremezo abaturage bagaragaje ni ijyanye n'ibiza n'imihindagurikire y'ikirere aho iri ku gipimo cya 82%. Amazi, amashanyarazi ndetse n'imihanda n'amateme bitaragera aho bikenewe hose nazo ni inzitizi zagaragajwe cyane. Ariko n'izindi nzitizi ziragaragara ko zihari ku bipimo biri hejuru ya 45%.

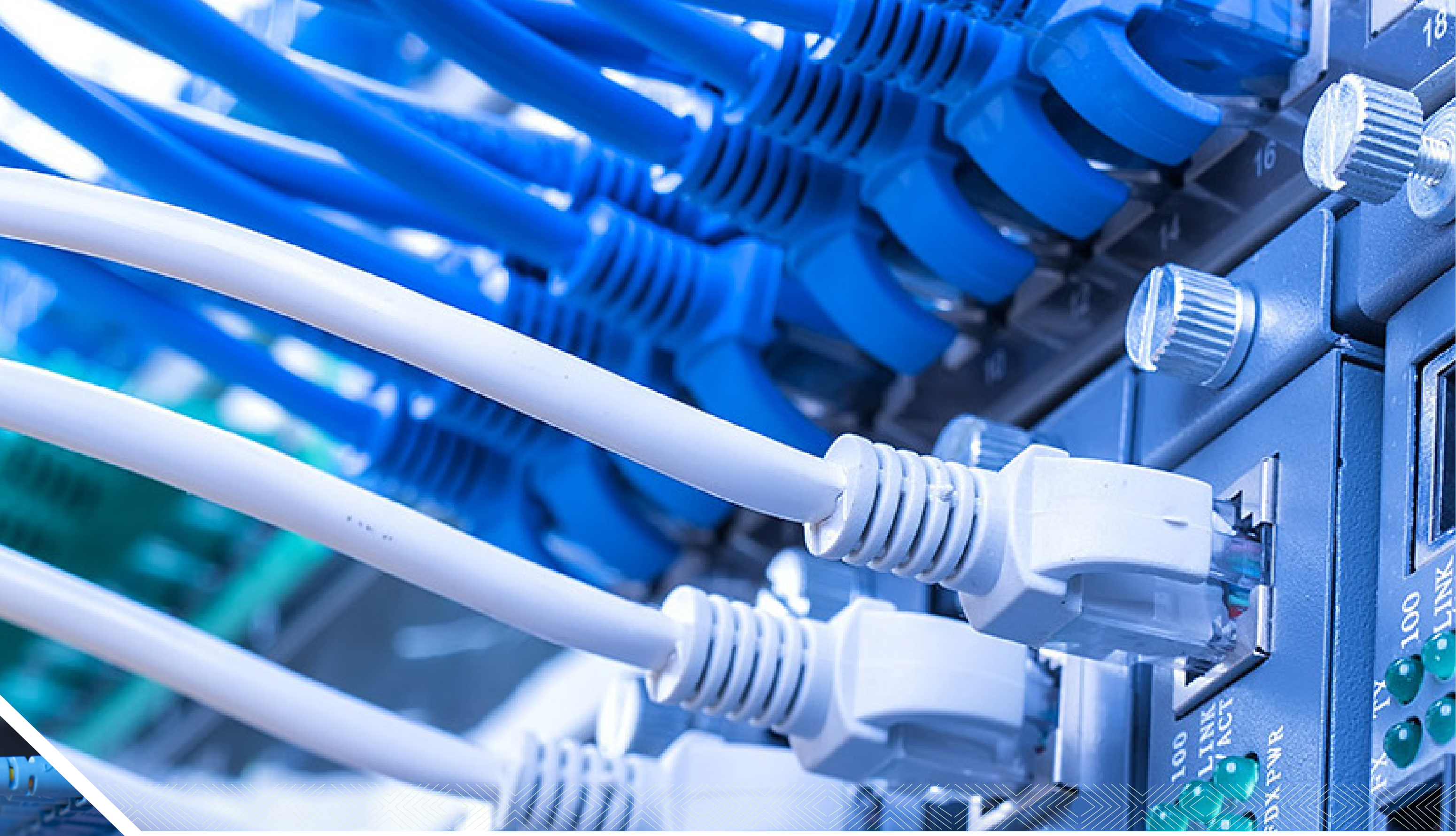
1.3.8. IBYIFUZONAMA

- Gukaza ingamba zo guhangana n'ingaruka z'imihindagurikire y'ikirere;
- Kwihutisha ingamba zo kwegereza abaturage amazi n' amashanyarazi ndetse no kunoza serivisi zo gusana imiyoboro;
- Gushyiraho uburyo buhoraho bwo kubungabunga imihanda n'amateme no kubishyira aho bitari.

Imbonerahamwe 15:
Uko uturere duhagaze muri serivisi z'ibikorwaremezo mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Kicukiro	89.3%	86.3%	▲	3.1%
2	Nyarugenge	81.5%	86.6%	▼	-5.1%
3	Rubavu	77.0%	83.1%	▼	-6.0%
4	Gasabo	76.3%	80.3%	▼	-4.1%
5	Huye	75.0%	71.8%	▲	3.2%
6	Kayonza	72.8%	69.9%	▲	2.9%
7	Nyaruguru	72.6%	63.4%	▲	9.2%
8	Gicumbi	71.1%	72.6%	▼	-1.4%
9	Nyamasheke	70.0%	71.9%	▼	-2.0%
10	Bugesera	69.5%	67.1%	▲	2.3%
11	Burera	68.9%	75.3%	▼	-6.4%
12	Gakenke	68.2%	69.8%	▼	-1.5%
13	Musanze	67.4%	69.8%	▼	-2.4%
14	Nyagatare	66.7%	70.1%	▼	-3.4%
15	Rwamagana	66.5%	73.2%	▼	-6.7%
16	Ruhango	65.5%	62.0%	▲	3.5%
17	Karongi	65.1%	67.7%	▼	-2.6%
18	Muhanga	63.0%	67.6%	▼	-4.7%
19	Ngoma	62.9%	67.5%	▼	-4.6%
20	Nyanza	62.6%	64.9%	▼	-2.3%
21	Rusizi	62.6%	65.9%	▼	-3.3%
22	Kamonyi	61.5%	73.5%	▼	-12.0%
23	Gatsibo	60.5%	64.9%	▼	-4.4%
24	Gisagara	60.1%	66.7%	▼	-6.6%
25	Nyabihu	59.6%	65.2%	▼	-5.6%
26	Ngororero	59.1%	59.2%	▼	-0.1%
27	Kirehe	57.5%	69.3%	▼	-11.9%
28	Rulindo	57.0%	72.6%	▼	-15.6%
29	Nyamagabe	56.2%	57.6%	▼	-1.4%
30	Rutsiro	55.7%	69.1%	▼	-13.5%
IMPUZANDENGO		67.7%	71.0%	▼	-3.3%

Aho byavuye: Anketi ya RGB, 2024

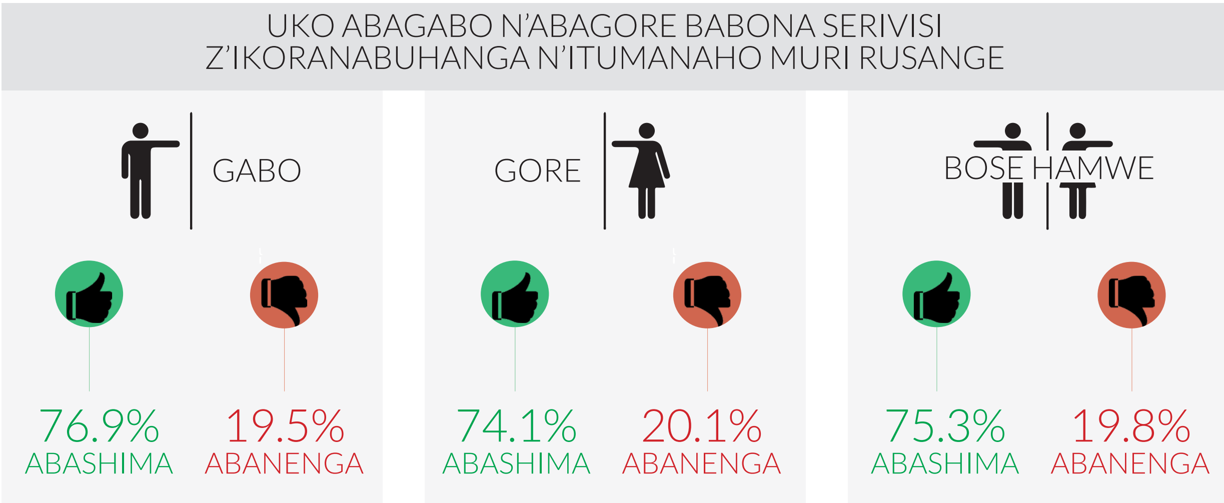


1.4. IKORANABUHANGA N'ITUMANAHO

1.4.1. Intangiriro

Nk'uko bikubiye muri gahunda ya Guverinoma y'imyaka irindwi (NST1), biteganyijwe ko muri uyu mwaka wa 2024, serivisi zose za Leta ziba zitangwa hifashishijwe ikoranabuhanga. Ni muri urwo rwego muri ubu bushakashatsi harebwe uko abaturage babona bimwe mu bikorwa na serivisi by'ikoranabuhanga n'itumanaho bikurikira: interineti, telefoni, radiyo, televiziyo, ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera (IECMS), imikoreshereze y'ikoranabuhanga mu burezi, kwishyura no guhererekanya amafaranga hakoreshejwe ikoranabuhanga (Mobile Money, Airtel Money, Internet banking, Ikarita ya banki), urubuga rw'irembo ndetse n'inzitizi abaturage bahura nazo mu mikoreshereze y'ikoranabuhanga n'itumanaho.

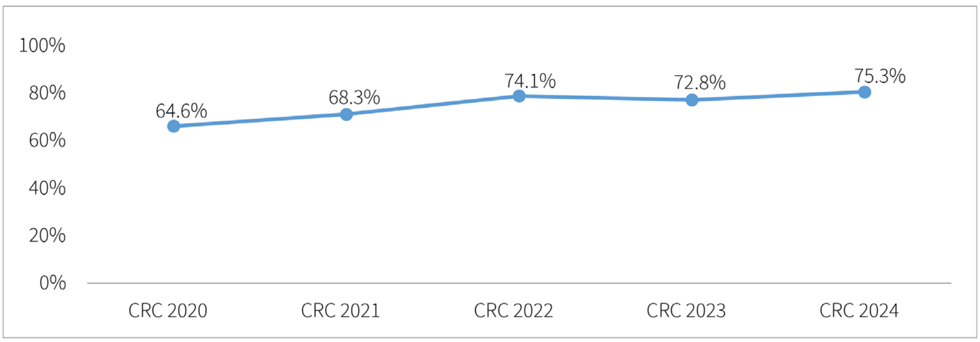
Ishusho 36: Uko abagabo n'abagore babona serivisi z'ikoranabuhanga n'itumanaho muri rusange



Aho byavuye: Anketi ya RGB, 2024

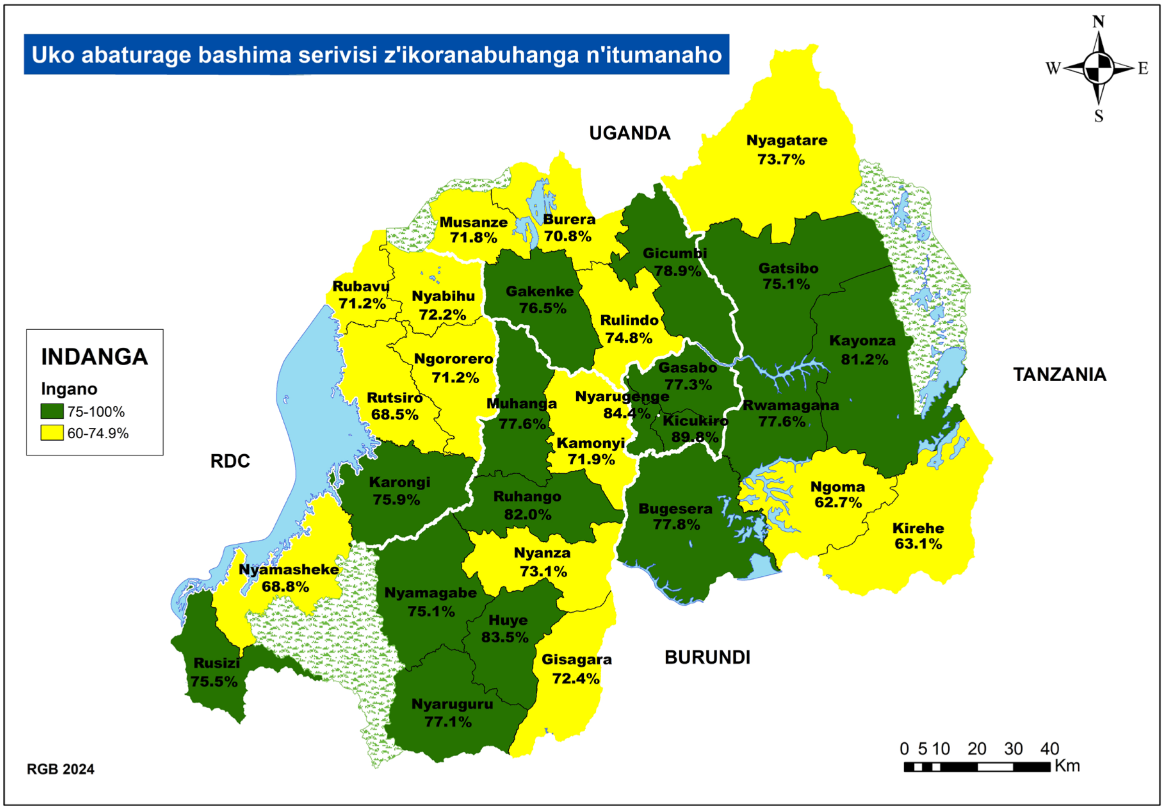
Muri rusange, serivisi z'ikoranabuhanga n'itumanaho zishimwa ku gipimo cya 75.3%. Abagabo bazishima ku gipimo cya 76.9%, naho abagore bakazishima ku gipimo cya 74.1%.

Ishusho 37: Uko abaturage bashima serivisi z'ikoranabuhanga n'itumanaho mu myaka itanu ishize



Serivisi z'ikoranabuhanga n'itumanaho zirashimwa ku gipimo cya 75.3% muri uyu mwaka wa 2024 bihwanye na 83.7% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

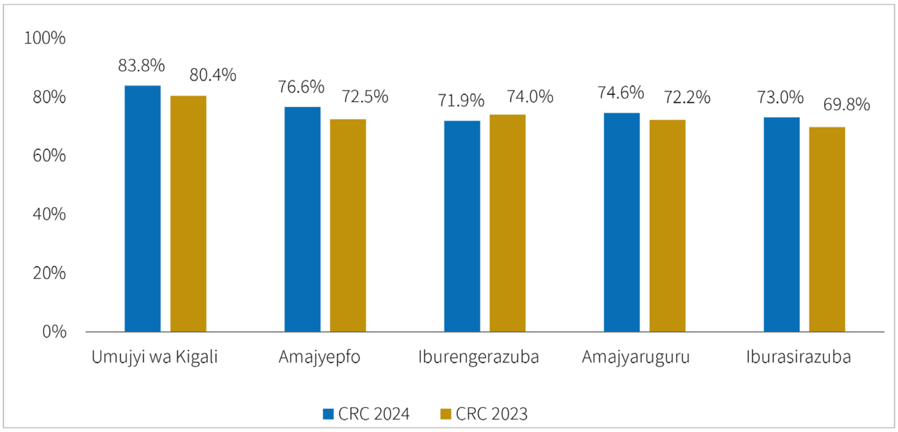
Ikarita 6: Uko abaturage bashima serivisi bahabwa mu Ikoranabuhanga n'Itumanaho hakurikijwe uturere



Ubushakashatsi buragaragaza ko serivisi z'ikoranabuhanga n'itumanaho zishimwa n'abaturage ku gipimo kiri hejuru ya 75% mu turere cumi na dutandatu (16), aho Akarere ka Kicukiro kaza ku isonga ku gipimo cya 89.8% naho Akarere ka Ngoma kakaba ari ko kari inyuma ku gipimo cya 62.7%.

1.4.2. Ikoranabuhanga n'itumanaho hakurikijwe Intara n'Umujyi wa Kigali

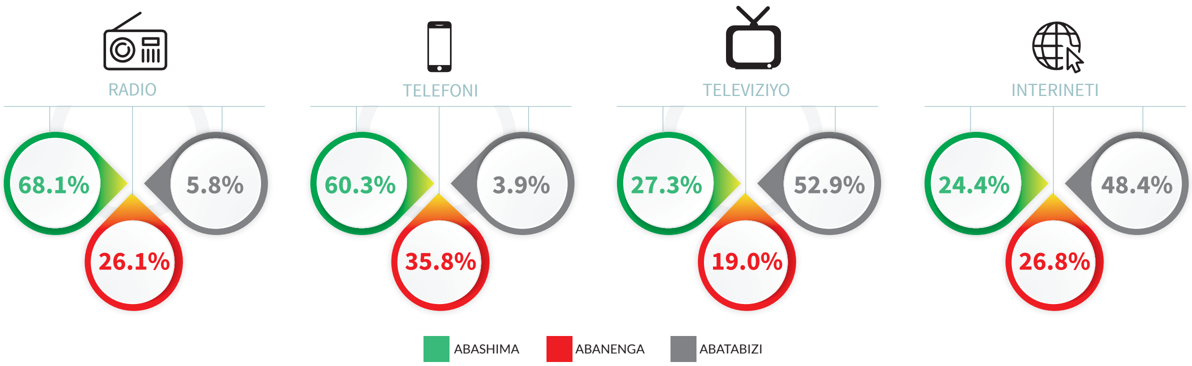
Ishusho 38: Uko abaturage babona serivisi z'ikoranabuhanga hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

1.4.3. Imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi

Ishusho 39: Uko abaturage babona imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi



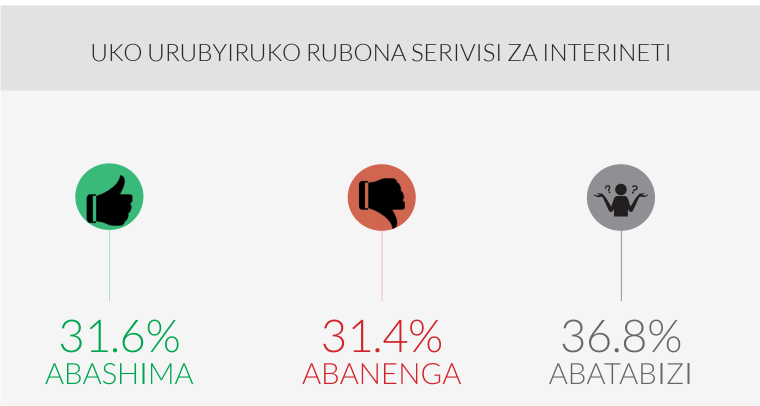
Aho byavuye: Anketi ya RGB, 2024

Mu miyoboro y'itumanaho abaturage bakoresha, imikorere ya radiyo ni yo ishimwa ku gipimo cyo hejuru cya 68.1%, umuyoboro wa interineti ugashimwa ku gipimo cyo hasi cya 24.4%.

Abatazi imikorere ya televiziyo bari ku gipimo cyo hejuru cya 52.9% naho abatazi imikorere ya interineti bakaba ku gipimo cya 48.4%.

N'ubwo intego z'igenamigambi ry'urwego rw'ikoranabuhanga n'itumanaho (ICT SSP, 2018-2024) ari uko abaturage bagezwaho internet ku gipimo cya 90% mu mwaka wa 2024, ubu bushakashatsi buragaragaza ko abazi imikorere yayo bakiri bake. Ibi bikaba byahuzwa nuko abakoresha internet bakiri ku gipimo cya 22.8% nk'uko byagaragajwe n'ibarura rusange ry'abaturage n'imiturire rya 2022.

Ishusho 40: Uko urubyiruko rubona serivisi za interineti



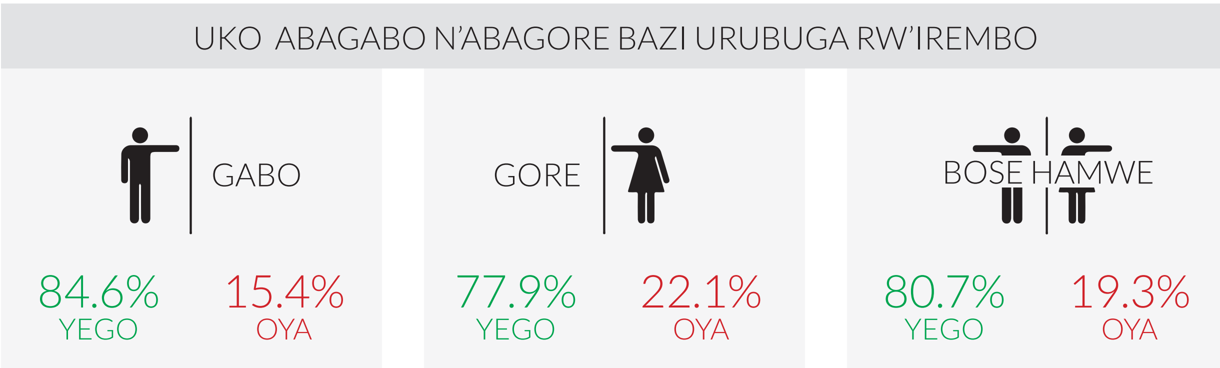
Aho byavuye: Anketi ya RGB, 2023

Kimwe n'abandi baturage, urubyiruko na rwo rushima serivisi za interineti ku gipimo cyo hasi cya 31.6% ndetse abenshi bakaba batazi kuyikoresha.

1.4.4. Urubuga rw'Irembo

Urubuga rw'Irembo ni umuyoboro w'ikoranabuhanga washyizweho nk'uburyo bwo gufasha abaturage kubona serivisi za Leta mu buryo bworoshye, bunoze kandi bwizewe. Muri ubu bushakashatsi, harebwe uko abaturage bazi urubuga rw'Irembo, uburyo barukoresha n'uko babona serivisi zitangwa hifashishijwe Irembo.

Ishusho 41: Uko abagabo n'abagore bazi urubuga rw'Irembo.

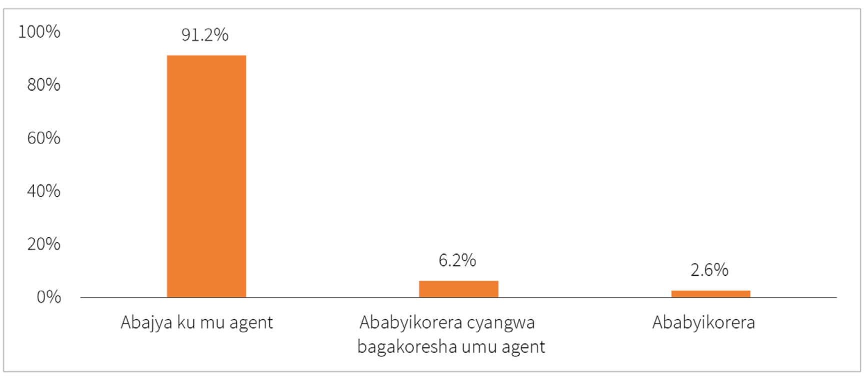


Aho byavuye: Anketi ya RGB, 2024

Ibyavuye mu bushakashatsi byerekana ko abaturage bazi serivisi z'Irembo ku gipimo cya 80.7% aho abagabo bazizi ku gipimo cya 84.6%, naho abagore bakazimenya ku gipimo cya 77.9%.

1.4.4.1. Uburyo abaturage bakoresha serivisi z'Irembo

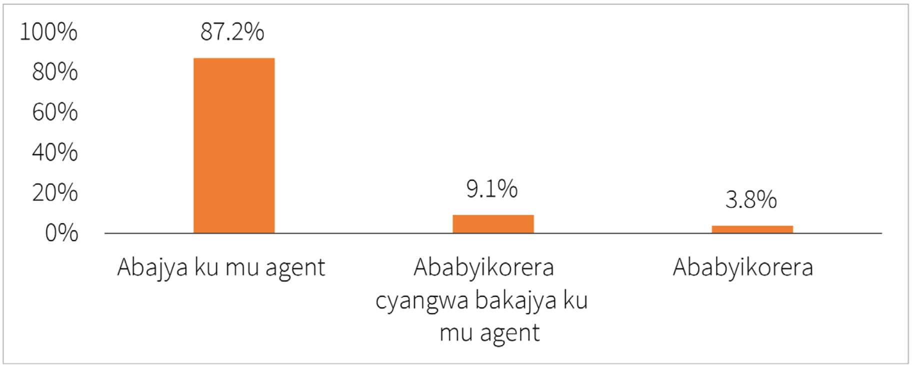
Ishusho 42: Uburyo abaturage bakoresha serivisi z'Irembo



Aho byavuye: Anketi ya RGB, 2024

Kugana abatanga serivisi z'Irembo (*agents*) ni bwo buryo bukomeje gukoreshwa cyane n'abaturage kuko bari ku gipimo cya 91.2%, mu gihe ubundi buryo busigaye bukoreshwa ku bipimo biri hasi cyane. Ibi birerekana ko abaturage bataragera ku rwego rwo kubyikorera nk'uko biri muri gahunda ya minisiteri ifite ikorabuhanga mu nshingano.

Ishusho 43: Uburyo urubyiruko rukoresha serivisi z'Irembo

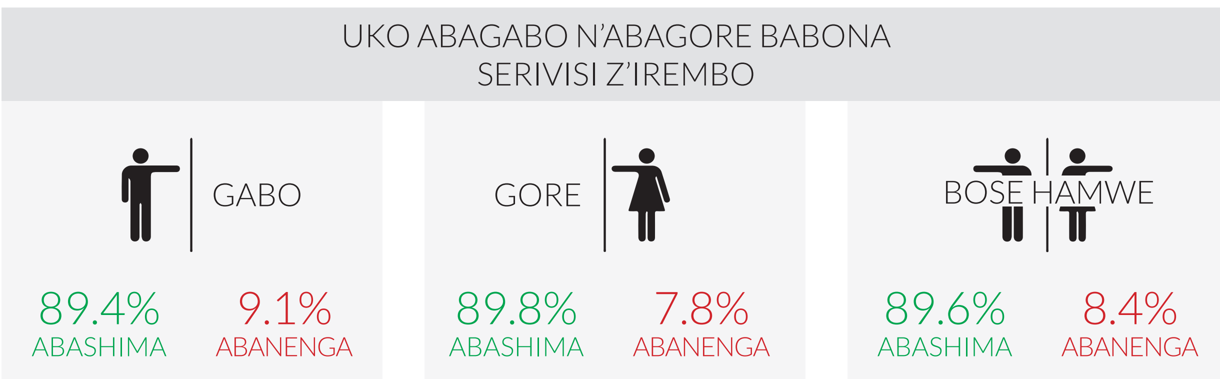


Aho byavuye: Anketi ya RGB, 2024

Kimwe n'abandi baturage, abenshi mu rubyiruko (87.2%) iyo bakeneye serivisi z'Irembo bagana abatanga serivisi zaryo (Agents). Ibi bisobanuye ko ubumenyi ku mikoreshereze y'ikoranabuhanga (digital literacy) bukiri hasi mu rubyiruko bituma gahunda ya "byikorere" itihuta nk'uko byari biteganyijwe.

1.4.4.2. Uko abaturage babona serivisi z'Irembo

Ishusho 44: Uko abagabo n'abagore babona serivisi z'Irembo

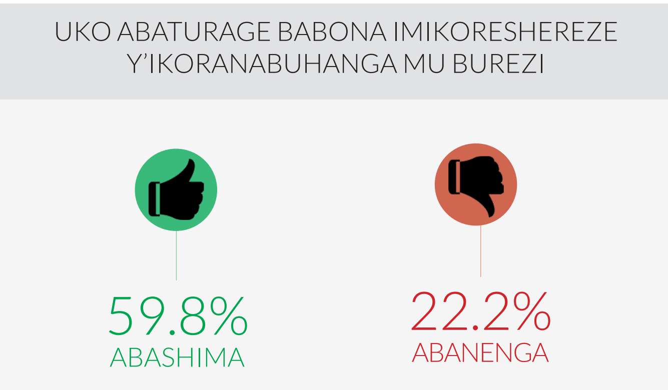


Aho byavuye: Anketi ya RGB, 2024

Abaturage bakoresha serivisi z'Irembo barazishima ku gipimo cya 89.6%. Abagore bazishima ku gipimo cya 89.8% naho abagabo bakazishima ku gipimo cya 89.4%.

1.4.4.3. Uko abaturage babona imikoreshereze y'ikoranabuhanga mu burezi

Ishusho 45: **Uko abaturage babona imikoreshereze y'ikoranabuhanga mu burezi**

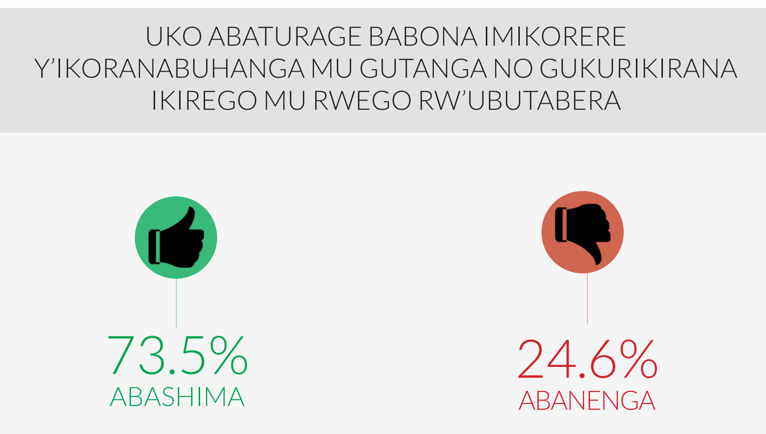


Aho byavuye: Anketi ya RGB, 2024

Imikoreshereze y'ikoranabuhanga mu burezi irashimwa ku gipimo cya 59.8%, kikaba cyarazamutse kivuye kuri 52.8% muri CRC 2023. Iki gipimo kandi kiragaragaza ko hakiri imbogamizi mu kugera ku ntego y'uko guteza imbere ikoranabuhanga mu mashuri binyuze mu gushyiraho ibyumba by'ikoranabuhanga (Smart Classrooms) bigera kuri 70% muri uyu mwaka wa 2024.

1.4.5. Imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'Ubutabera

Ishusho 46: **Uko abaturage babona imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera**

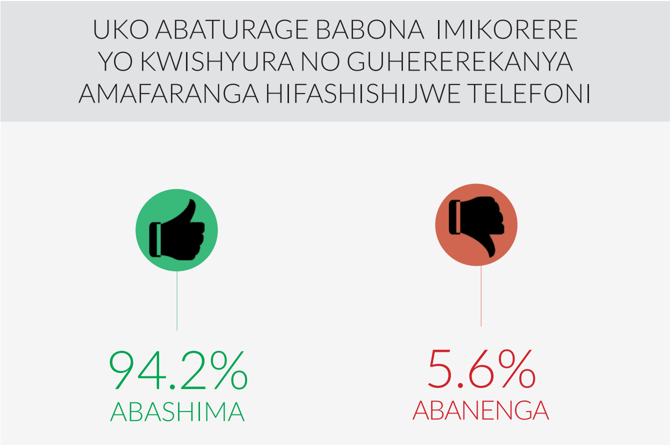


Aho byavuye: Anketi ya RGB, 2024

Abaturage bashima imikorere y'ikoranabuhanga ryo gutanga no gukurikirana ikirego mu rwego rw'ubutabera (IECMS) ku gipimo cya 73.5%.

1.4.6. Imikorere yo kwishyura no guhererekanya amafaranga hifashishijwe telefoni

Ishusho 47: **Uko abaturage babona imikorere yo kwishyura no guhererekanya amafaranga hifashishijwe telefoni**

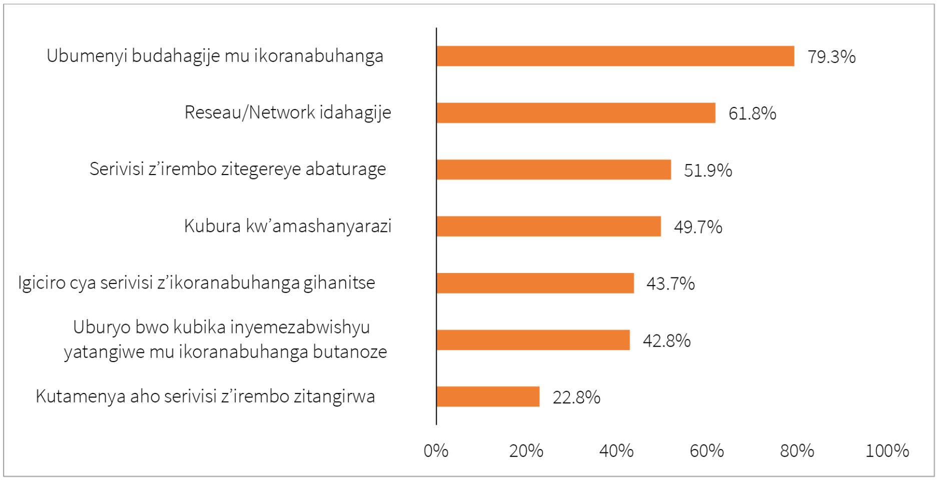


Aho byavuye: Anketi ya RGB, 2024

Kwishyura no guhererekanya amafaranga hifashishijwe telefoni (Mobile Money, Airtel Money, Internet banking) bishimwa ku gipimo cyo hejuru cya 94.2%. Ibi biragaragaza ko iyi gahunda yo kwishyurana no guhererekanya amafaranga hifashishijwe telefoni (cashless policy) igenda yumvikana neza mu baturage.

1.4.7. Inzitizi mu ikoranabuhanga n'itumanaho

Ishusho 48: **Inzitizi mu ikoranabuhanga n'itumanaho**



Aho byavuye: Anketi ya RGB, 2024

Ubumenyi budahagije mu mikoreshereze ya serivisi z'ikoranabuhanga (digital literacy) na réseau (network) idahagije ni zo nzitizi zikomeje kugaragazwa cyane n'abaturage nk'izibangamira iterambere ry'ikoranabuhanga n'itumanaho.

1.4.8. IBYIFUZONAMA

- Gukomeza kwegereza abaturage ibikorwaremezo by'ikoranabuhanga n'itumanaho, cyane cyane iminara n'imiyoboro ya interineti;
- Gukomeza ubukangurambaga n'amahugurwa ku baturage ku mikoreshereze y'ikoranabuhanga ry'ibanze mu mitangire ya serivisi.

Imbonerahamwe 16:
Uko uturere duhagaze muri serivisi z'ikoranabuhanga n'itumanaho mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Kicukiro	89.8%	82.0%	▲	7.8%
2	Nyarugenge	84.4%	80.9%	▲	3.5%
3	Huye	83.5%	75.2%	▲	8.3%
4	Ruhango	82.0%	72.4%	▲	9.6%
5	Kayonza	81.2%	63.4%	▲	17.8%
6	Gicumbi	78.9%	69.8%	▲	9.1%
7	Bugesera	77.8%	69.1%	▲	8.7%
8	Muhanga	77.6%	71.6%	▲	6.0%
9	Rwamagana	77.6%	75.7%	▲	1.9%
10	Gasabo	77.3%	78.3%	▼	-1.0%
11	Nyaruguru	77.1%	74.4%	▲	2.7%
12	Gakenke	76.5%	75.3%	▲	1.2%
13	Karongi	75.9%	75.8%	▲	0.1%
14	Rusizi	75.5%	69.5%	▲	6.0%
15	Nyamagabe	75.1%	69.2%	▲	5.9%
16	Gatsibo	75.1%	63.9%	▲	11.2%
17	Rulindo	74.8%	72.2%	▲	2.6%
18	Nyagatare	73.7%	75.2%	▼	-1.5%
19	Nyanza	73.1%	71.1%	▲	2.0%
20	Gisagara	72.4%	69.7%	▲	2.7%
21	Nyabihu	72.2%	75.3%	▼	-3.1%
22	Kamonyi	71.9%	76.0%	▼	-4.1%
23	Musanze	71.8%	65.8%	▲	6.0%
24	Ngororero	71.2%	66.8%	▲	4.4%
25	Rubavu	71.2%	81.1%	▼	-9.9%
26	Burera	70.8%	77.9%	▼	-7.1%
27	Nyamasheke	68.8%	76.2%	▼	-7.4%
28	Rutsiro	68.5%	73.4%	▼	-4.9%
29	Kirehe	63.1%	70.0%	▼	-6.9%
30	Ngoma	62.7%	71.7%	▼	-9.0%
IMPUZANDENGO		75.3%	72.8%	▲	2.5%

Aho byavuye: Anketi ya RGB, 2024

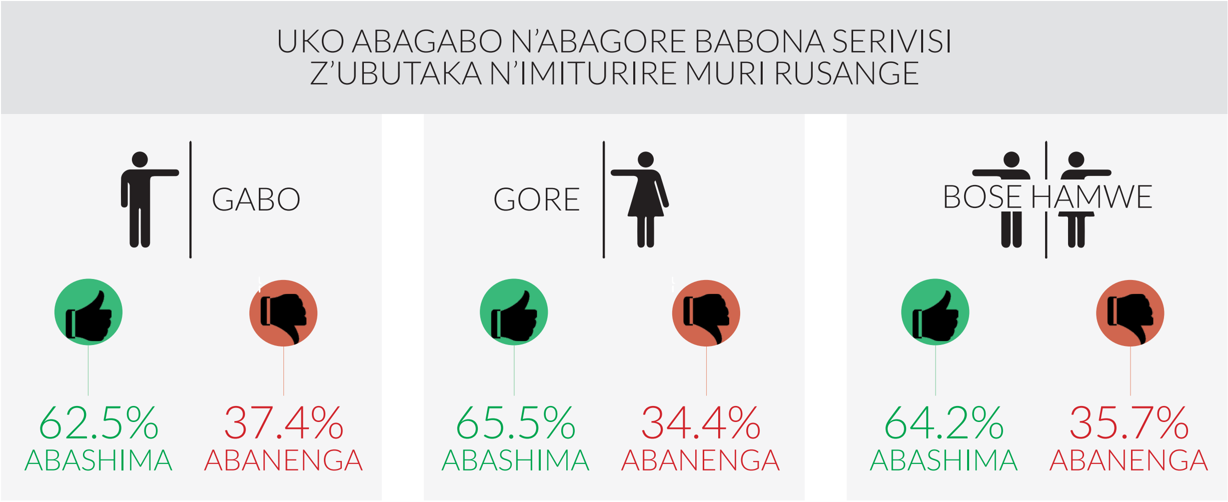
1.5. UBUTAKA N'IMITURIRE

1.5.1. Intangiriro

Muri serivisi z'ubutaka n'imiturire hibanzwe ku bijyanye no kwandikisha ubutaka, gutanga ibyangombwa by'ubutaka, guhererekanya uburenganzira ku butaka, kubona amakuru ku gishushanyo mbonera, gukumira imyubakire y'akajagari, kurwanya imiturire yo mu manegeka, kubona icyangombwa cyo gusana no kubaka, gutura mu midugudu ndetse no kugeza ibikorwaremezo by'ibanze ahagenewe guturwa.

Ku bijyanye n'ibikorwa bibangamiye ibidukikije, harebwe gucana inkwi n'amakara, isuri, gutema amashyamba binyuranyije n'amategeko, kutubahiriza metero zagenwe mu kubungabunga ibishanga, imigezi n'inzuzi, ndetse no kudasiba ibyobo ahacukuwe kariyeri, ibumba n'amabuye y'agaciro.

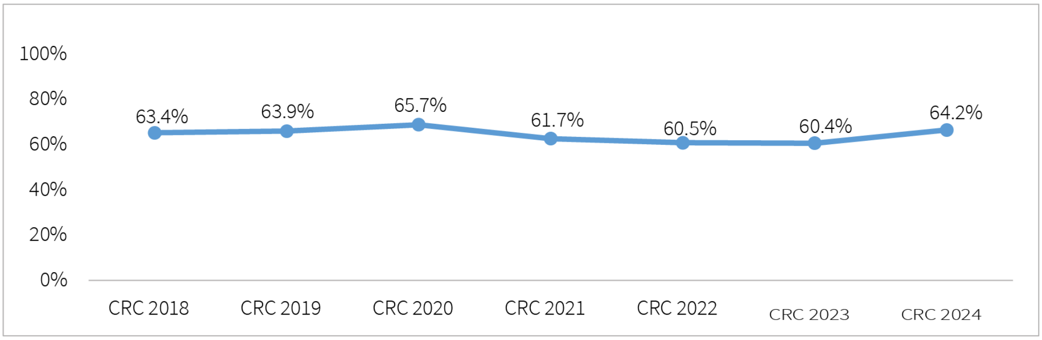
Ishusho 49: Uko abagabo n'abagore babona serivisi z'ubutaka n'imiturire muri rusangenge



Aho byavuye: Anketi ya RGB, 2024

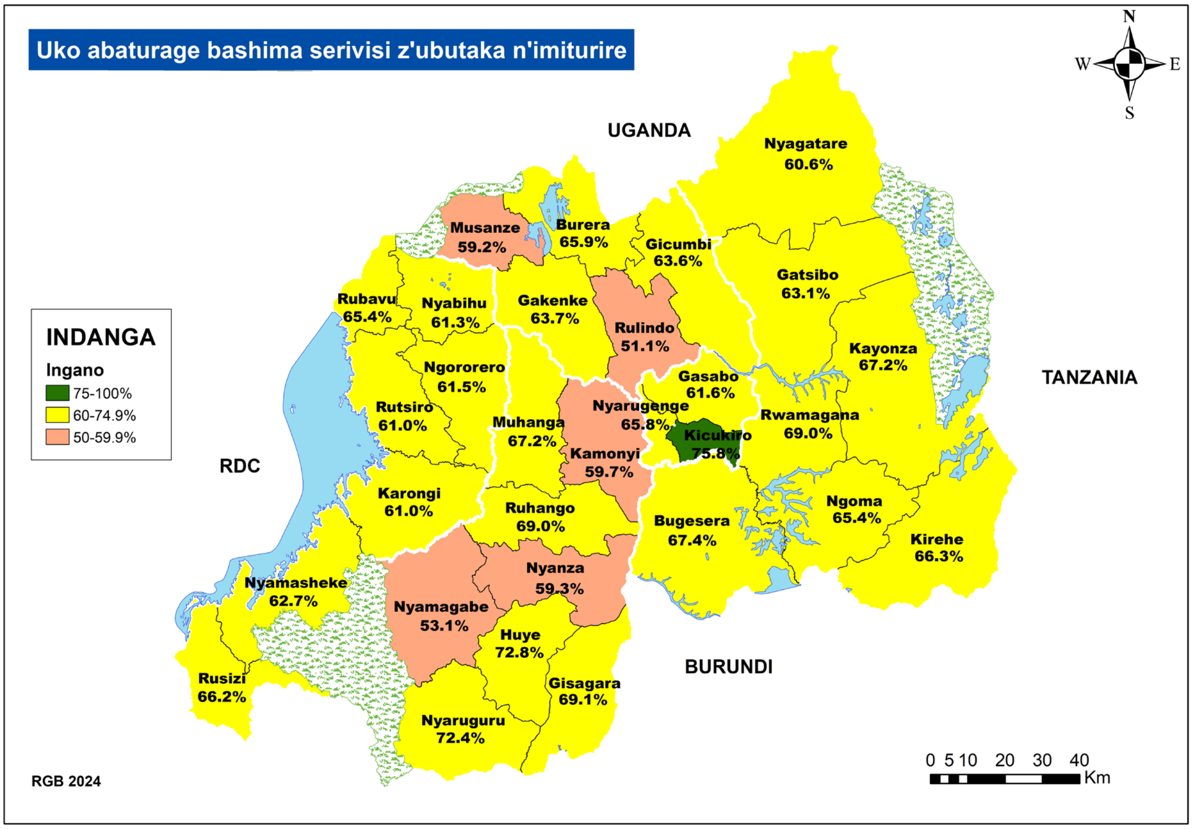
Ubushakashatsi bugaragaza ko abaturage bazi serivisi z'ubutaka n'imiturire bazishima ku gipimo cya 64.2%, kikaba cyarazamutseho 3.8% ugereranije na CRC ya 2023. Abagore bazishima ku gipimo cya 65.5% naho abagabo bakazishima ku gipimo cya 62.5%.

Ishusho 50: Uko abaturage bashima serivisi z'ubutaka n'imiturire mu myaka irindwi ishize



Serivisi z'ubutaka n'imiturire zirashimwa ku gipimo cya 64.2% muri uyu mwaka wa 2024 bihwanye na 71.3% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

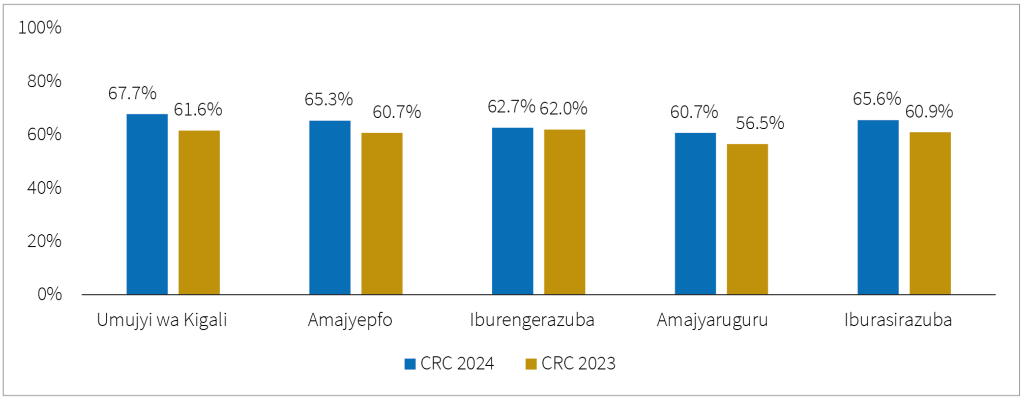
Ikarita 7: Uko abaturage bashima serivisi z'ubutaka n'imiturire hakurikijwe uturere



Mu Karere ka Kicukiro niho serivisi z'ubutaka zishimwa ku gipimo cyo hejuru cya 75.8% naho mu Karere ka Rulindo zigashimwa ku gipimo cyo hasi cya 51.1%

1.5.2. Serivisi z'ubutaka n'imiturire hakurikijwe intara n'Umujyi wa Kigali

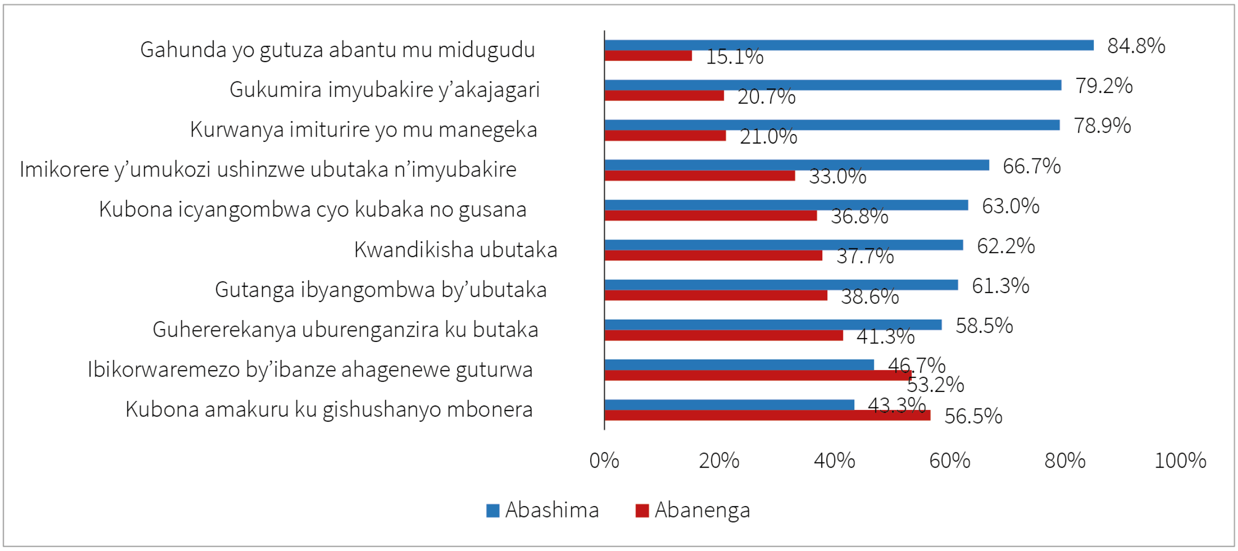
Ishusho 45: Uko abaturage bashima serivisi z'ubutaka n'imiturire hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi

Ishusho 52: **Uko abaturage babona serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi**



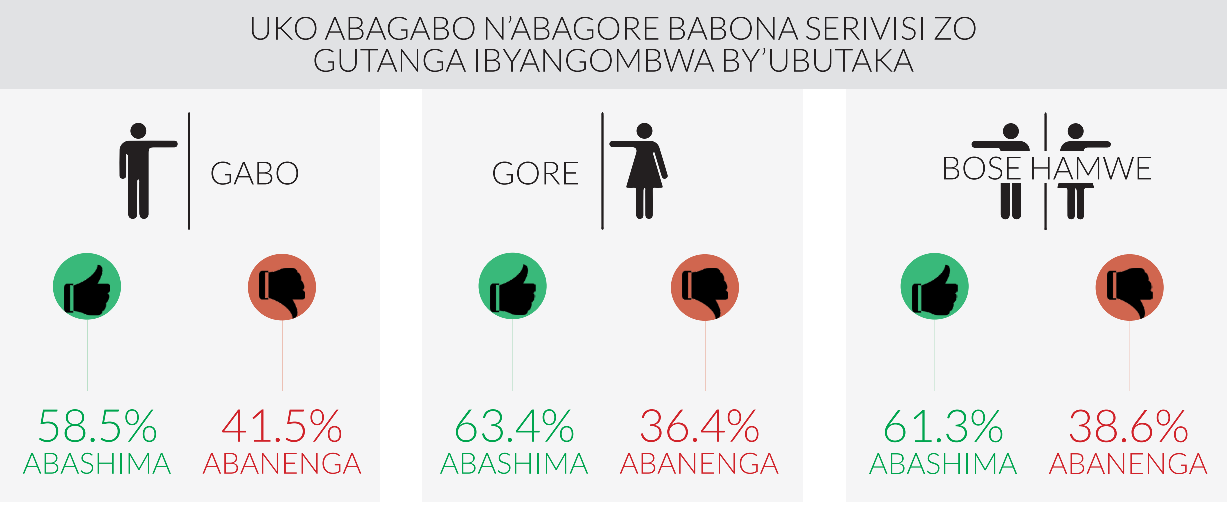
Aho byavuye: Anketi ya RGB, 2024

Muri ubu bushakashatsi, abaturage bashima gahunda yo gutuza abantu mu midugudu, gukumira imyubakire y'akajagari no kurwanya imiturire yo mu manegeka ku gipimo kiri hejuru ya 75%. Serivisi yo guhererekanya uburenganzira ku butaka niyo yazamutse cyane kuko yavuye kuri 43.6% muri CRC 2023 ikagera kuri 58.5% uyu mwaka. Ibi bishobora kuba bifitanye isano n'amavugurura yakozwe muri iyi serivisi yo guhererekanya uburengazira ku butaka ndetse no gutanga ibyangombwa byabwo.

Ku rundi ruhande, serivisi zijyanye no kugeza ibikorwaremezo by'ibanze ahagenewe guturwa ndetse no kubona amakuru ku gishushanyo mbonera nizo zishimwa ku gipimo kiri munsi ya 50%. Ku bijyanye no kubona amakuru ku gishushanyo mbonera, nta karere na kamwe gafite abashima ku gipimo nibura cya 75% kuko aho bashima ku gipimo cyo hejuru ari mu Karere ka Kicukiro ku gipimo cya 73.8%.

1.5.4. Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka

Ishusho 53: **Uko abagabo n'abagore babona serivisi zo gutanga ibyangombwa by'ubutaka**

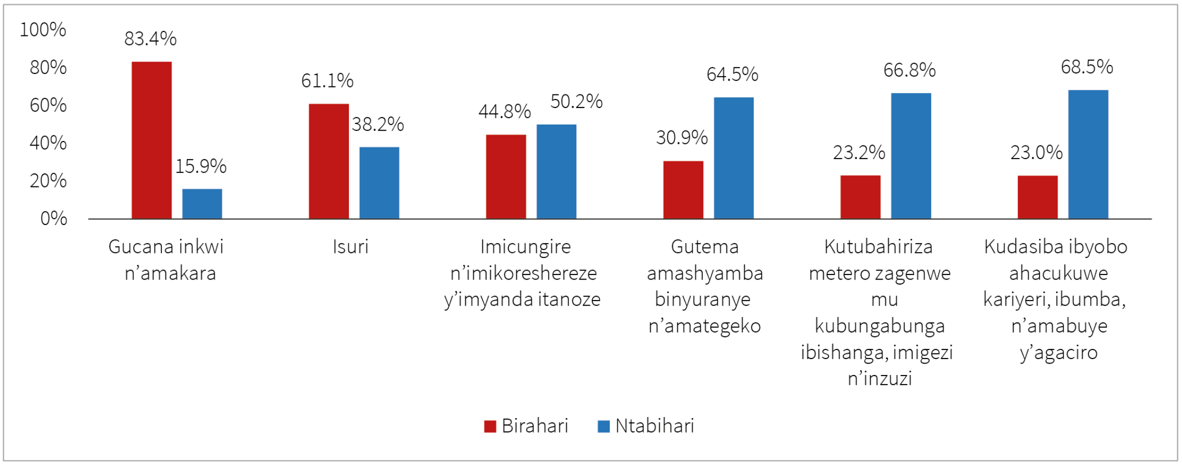


Aho byavuye: Anketi ya RGB, 2024

Serivisi zo gutanga ibyangombwa by'ubutaka zishimwa ku gipimo cya 61.3%, kikaba cyarazamutseho 7.5% ugereranije na CRC 2023. Abagore bazishima ku gipimo cya 63.4% naho abagabo bakazishima ku gipimo cya 58.5%.

1.5.5. Uko abaturage babona ibikorwa bibangamira ibidukikije

Ishusho 54: **Uko abaturage babona bimwe mu bikorwa bibangamira ibidukikije**



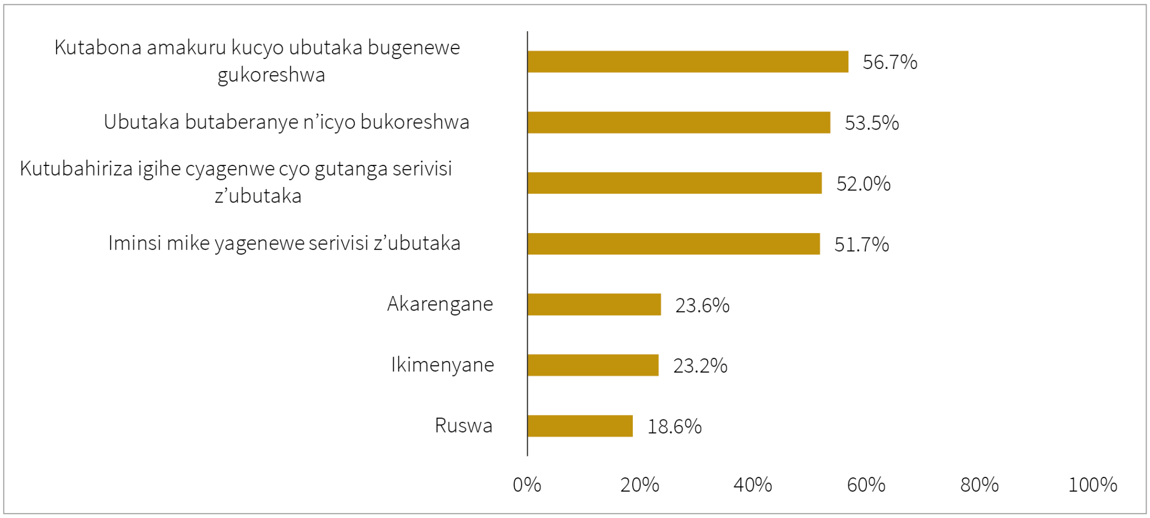
Aho byavuye: Anketi ya RGB, 2024

Ubushakashatsi bwagaragaje ko gucana inkwi n'amakara (83.4%) ndetse n'isuri (61.1%) ari byo bikomeje kuza imbere mu kubangamira ibidukikije.

1.5.6. Inzitizi zagaragajwe muri serivisi z'ubutaka n'imiturire

Muri serivisi z'ubutaka n'imiturire hagaragajwe inzitizi zitandukanye nk'uko bigaragara ku ishusho ikurikira:

Ishusho 55: **Inzitizi zagaragajwe muri serivisi z'ubutaka n'imiturire**



Aho byavuye: Anketi ya RGB, 2023

Kutabona amakuru ahagije ku cyo ubutaka bugenewe gukoreshwa niyo nzitizi yagaragajwe cyane. Izindi nzitizi ziganje ni ubutaka butaberanye n'icyo bukoreshwa, kutubahiriza igihe cyagenwe mu gutanga serivisi z'ubutaka ndetse n'iminsi mike yagenewe serivisi z'ubutaka aho biri ku gipimo kiri hejuru ya 50%.

1.5.7. IBYIFUZONAMA

- Gukomeza kumenyekanisha igishushanyo mbonera cy'imikoreshereze y'ubutaka;
- Gukomeza kunoza ingamba zo gutanga ibyangombwa by'ubutaka n' ihererekanya ryabwo;
- Gukomeza kugeza ibikorwaremezo by'ibanze ahagenewe guturwa.

Imbonerahamwe 17:
Uko uturere duhagaze muri serivisi z'ubutaka n'imiturire mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Kicukiro	75.8%	64.9%	▲	10.9%
2	Huye	72.8%	55.1%	▲	17.7%
3	Nyaruguru	72.4%	59.5%	▲	12.9%
4	Gisagara	69.1%	68.2%	▲	0.9%
5	Ruhango	69.0%	51.2%	▲	17.8%
6	Rwamagana	69.0%	66.7%	▲	2.3%
7	Bugesera	67.4%	57.7%	▲	9.7%
8	Muhanga	67.2%	62.6%	▲	4.6%
9	Kayonza	67.2%	51.7%	▲	15.5%
10	Kirehe	66.3%	63.3%	▲	3.0%
11	Rusizi	66.2%	65.4%	▲	0.8%
12	Burera	65.9%	69.5%	▼	-3.6%
13	Nyarugenge	65.8%	63.1%	▲	2.7%
14	Rubavu	65.4%	61.2%	▲	4.2%
15	Ngoma	65.4%	63.8%	▲	1.6%
16	Gakenke	63.7%	57.2%	▲	6.5%
17	Gicumbi	63.6%	50.2%	▲	13.4%
18	Gatsibo	63.1%	53.1%	▲	10.0%
19	Nyamasheke	62.7%	62.5%	▲	0.2%
20	Gasabo	61.6%	56.9%	▲	4.7%
21	Ngororero	61.5%	59.4%	▲	2.1%
22	Nyabihu	61.3%	66.6%	▼	-5.3%
23	Karongi	61.0%	57.4%	▲	3.6%
24	Rutsiro	61.0%	61.2%	▼	-0.2%
25	Nyagatare	60.6%	69.9%	▼	-9.3%
26	Kamonyi	59.7%	62.2%	▼	-2.5%
27	Nyanza	59.3%	60.6%	▼	-1.3%
28	Musanze	59.2%	54.4%	▲	4.8%
29	Nyamagabe	53.1%	65.8%	▼	-12.7%
30	Rulindo	51.1%	51.2%	▼	-0.1%
	IMPUZANDENGO	64.2%	60.4%	▲	3.8%

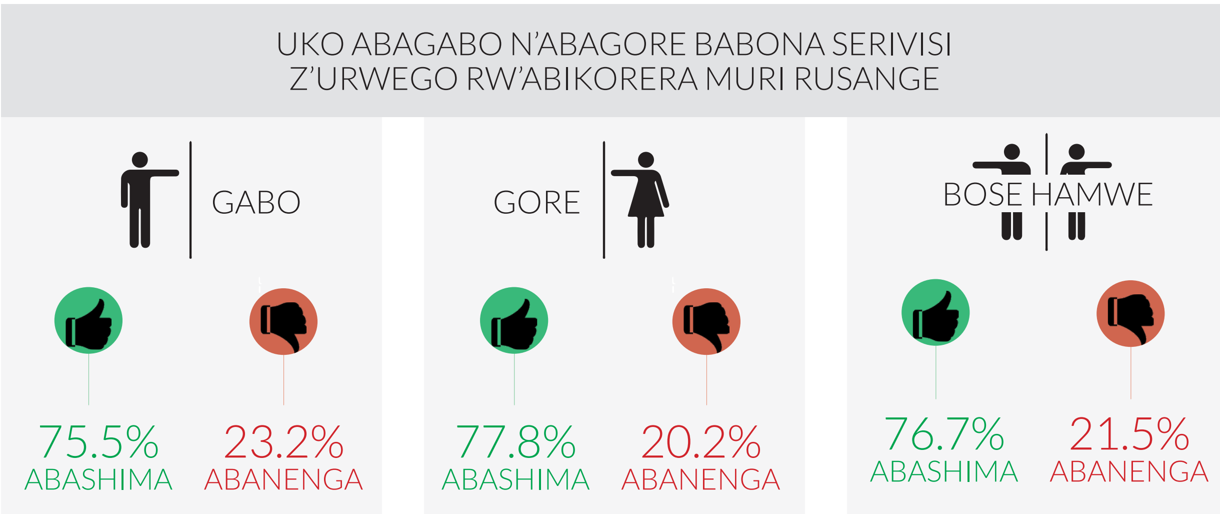
Aho byavuye: Anketi ya RGB, 2024

1.6. URWEGO RW’ ABIKORERA

1.6.1. Intangiriro

Urwego rw'abikorera rugira uruhare runini mu iterambere ry'igihugu ndetse n'imibereho myiza y'abaturage muri rusange. Ni muri urwo rwego abaturage bagaragaje uko babona zimwe muri serivisi bagezwaho mu rwego rw'abikorera harimo gutwara abantu muri bisi, gutwara abantu kuri moto, ubucuruzi bwo mu isoko no mu maduka, guhererekanya amafaranga hifashishijwe telefoni, ibimina, SACCO, banki z'ubucuruzi, ibigo by'imari iciriritse, ndetse n'imikorere y'amakoperative.

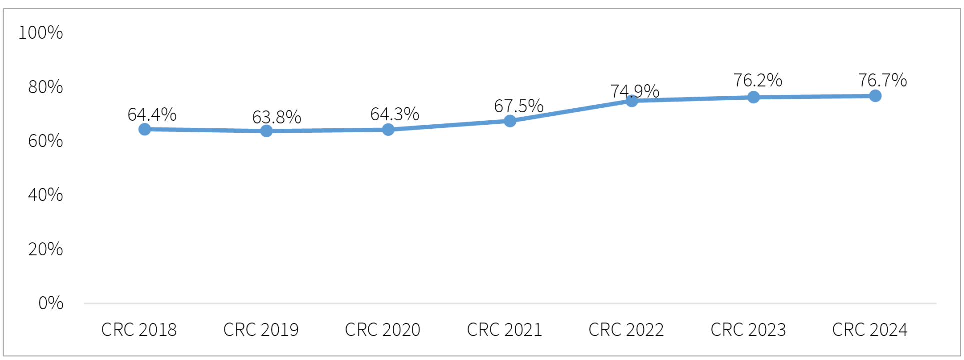
Ishusho 56: Uko abagabo n'abagore babona serivisi z'urwego rw'abikorera muri rusange



Aho byavuye: Anketi ya RGB, 2024

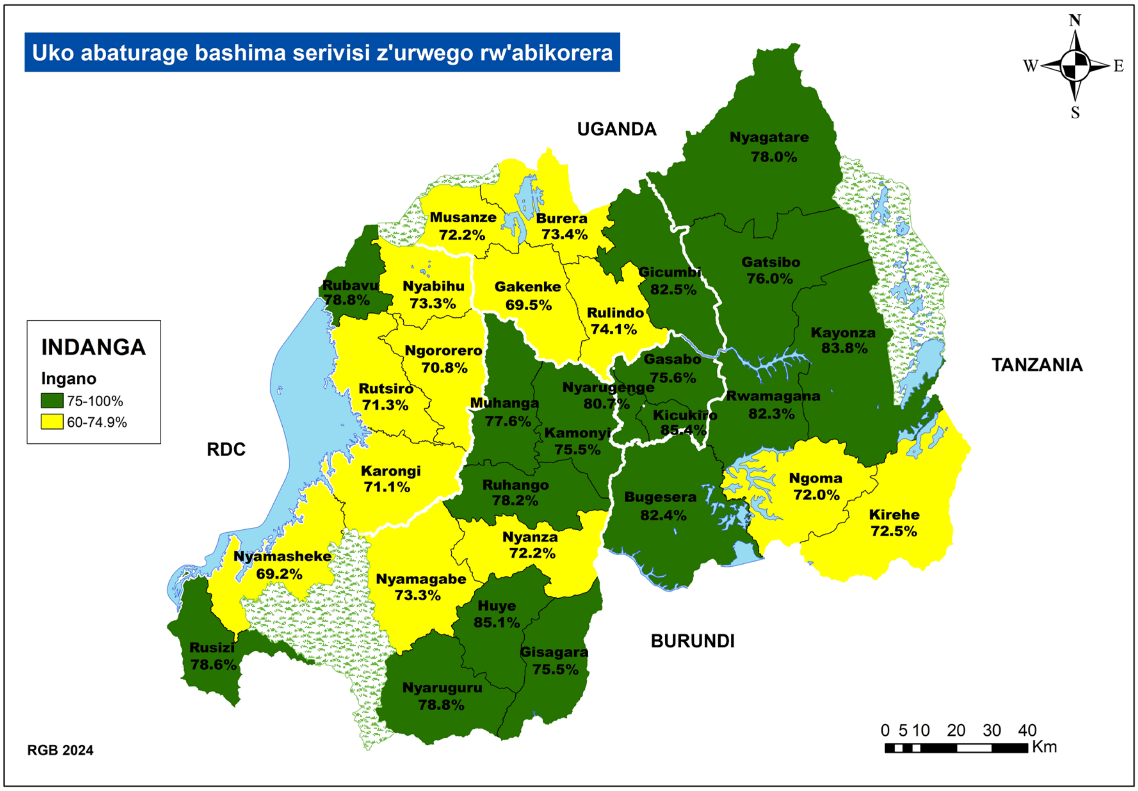
Serivisi z'urwego rw'abikorera zishimwa ku gipimo cya 76.7%. Abagore bazishima ku gipimo cya 77.8% naho abagabo bakazishima ku gipimo cya 75.5%.

Ishusho 37: Uko abaturage bashima serivisi z'ikoranabuhanga n'itumanaho mu myaka itanu ishize



Serivisi z'urwego rw'abikorera zirashimwa ku gipimo cya 76.7% muri uyu mwaka wa 2024 bihwanye na 85.2% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

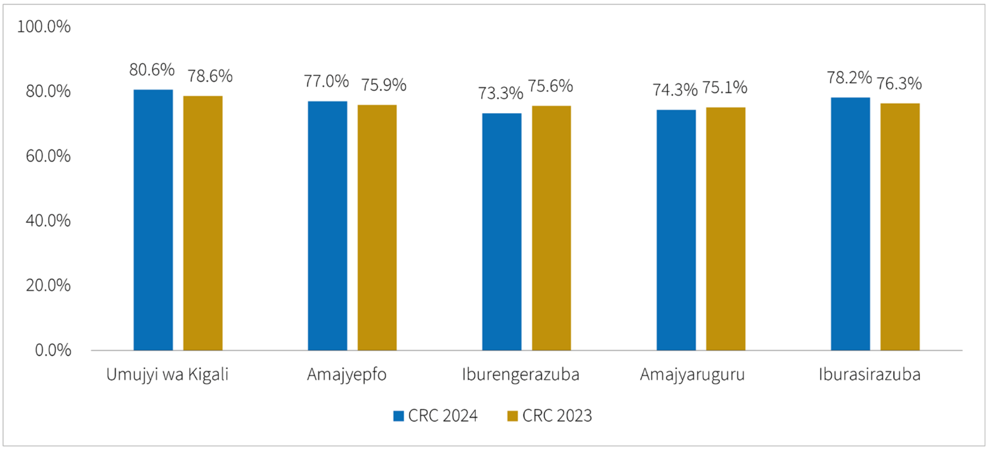
Ikarita 8: Uko abaturage bashima serivisi z'abikorera hakurikijwe uturere



Serivisi z'urwego rw'abikorera zirashimwa ku gipimo nibura cya 80% mu turere twa Kicukiro, Huye, Kayonza, Gicumbi, Bugesera, Rwamagana na Nyarugenge. Mu turere 23 dusigaye serivisi z'urwego rw'abikorera zirashimwa ku gipimo kiri hagati ya 69% na 79%.

1.6.2. Serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali

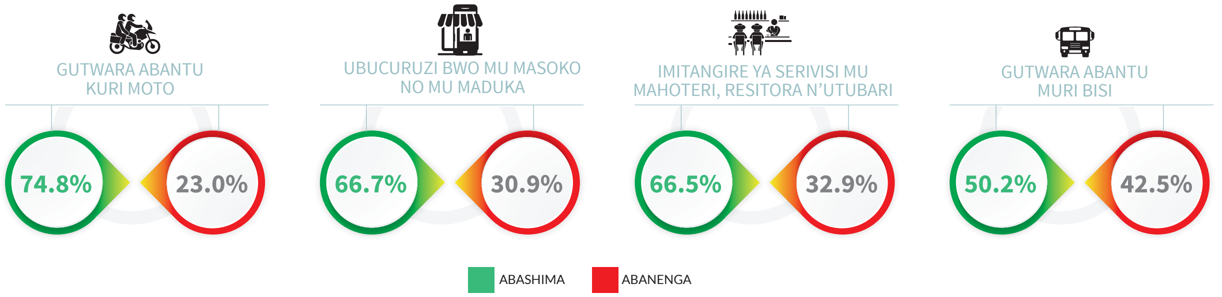
Ishusho 58: Uko abaturage bashima serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

1.6.3. Uko abaturage babona serivisi z'urwego rw'abikorera

Ishusho 59: Uko abaturage babona serivisi z'urwego rw' abikorera

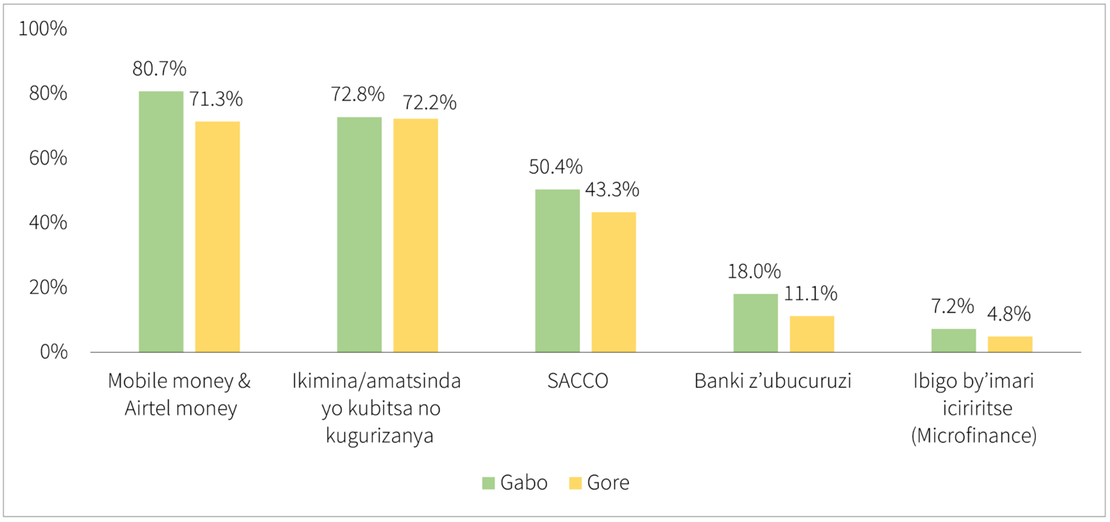


Aho byavuye: Anketi ya RGB, 2024

Mu rwego rw'abikorera, gutwara abantu kuri moto niyo serivisi ishimwa ku gipimo cyo hejuru cya 74.8%. Gutwara abantu muri bisi niyo serivisi abaturage bashima ku gipimo cyo hasi cya 50.2% ariko ikaba yarazamutseho 5.5% ivuye kuri 44.7% muri CRC 2023.

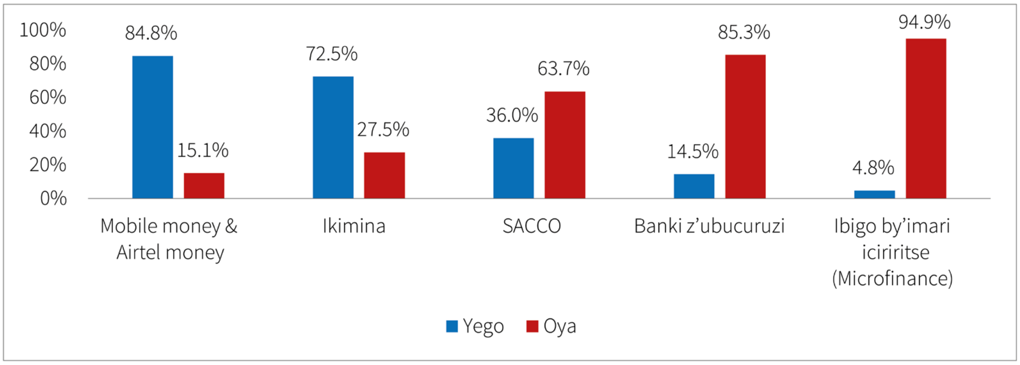
1.6.4. Abagabo n'abagore bakorana n'ibigo by'imari

Ishusho 60: **Uko abagabo n'abagore bakorana n'ibigo by'imari bitandukanye**



Ubushakashatsi buragaragaza ko abaturage benshi bakorana na Mobile Money & Airtel Money ndetse n'ibimina kurusha ibindi bigo by'imari kuko bari hejuru ya 70% by'ababajijwe haba ku bagabo ndetse no ku bagore.

Ishusho 61: Uko urubyiruko rukorana n'amabanki n'ibigo by'imari iciriritse

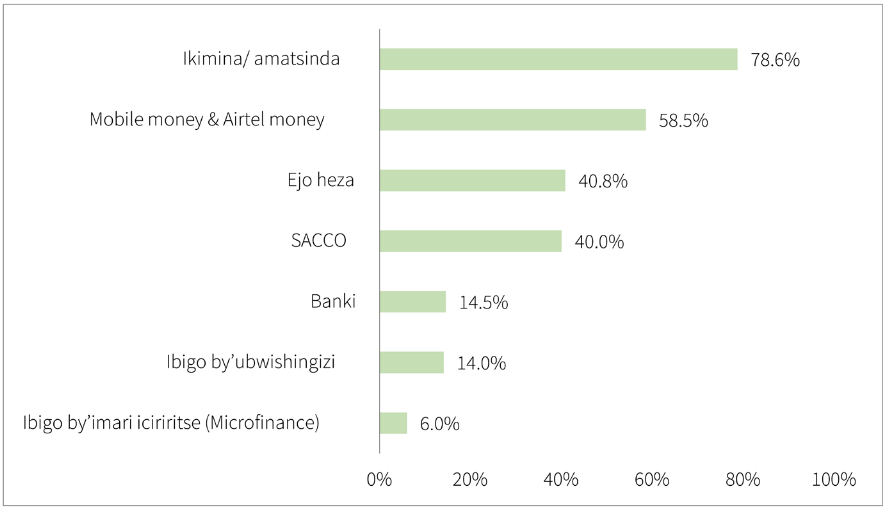


Aho byavuye: Anketi ya RGB, 2024

Kimwe no ku bandi baturage, urubyiruko rukoresha cyane Mobile money na Airtel money ugereranije n'ibindi bigo by'imari.

1.6.5. Uburyo abaturage bakoresha mu kwizigamira

Ishusho 62: Uburyo abaturage bakoresha mu kwizigamira

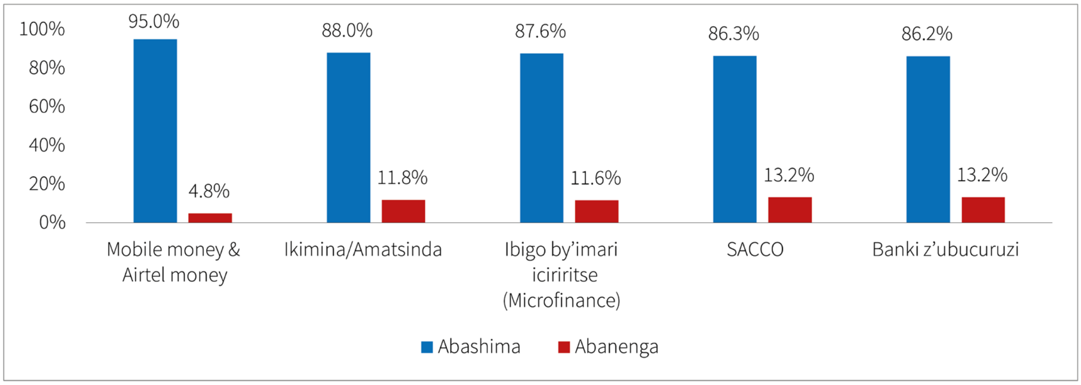


Aho byavuye: Anketi ya RGB, 2024

Ubushakashatsi buragaragaza ko abaturage bafite uburyo bwo kwizigamira ari 79.9% by'ababajijwe. Ku bijyanye n'uburyo abaturage bakoresha mu kwizigamira, ikimina ni cyo kiza imbere (78.6%) hagakurikiraho Mobile money na Airtel money (58.5%). Abaturage bemeje ko bizigamira muri Ejo Heza ni 40.6%.

1.6.6. Serivisi z'amabanki n'ibigo by'imari iciriritse

Ishusho 63: Uko abaturage babona serivisi bahabwa n'amabanki n'ibigo by'imari iciriritse

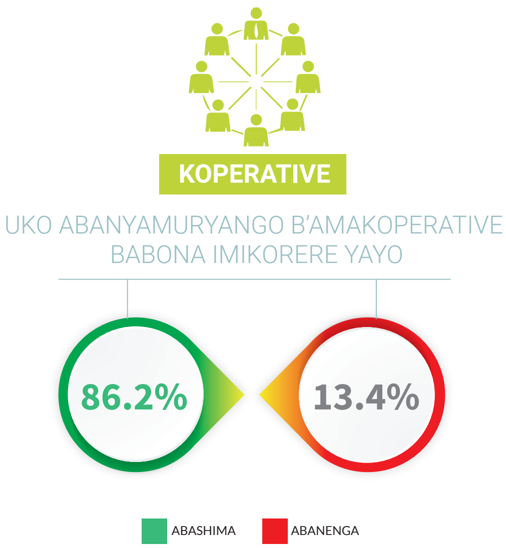


Aho byavuye: Anketi ya RGB, 2024

Muri rusange serivisi z'amabanki n'ibigo by'imari iciriritse zishimwa ku gipimo kiri hejuru ya 85%, aho serivisi za Mobile Money na Airtel Money ari zo zishimwa cyane ku gipimo cya 95%.

1.6.7. Imikorere y'amakoperative

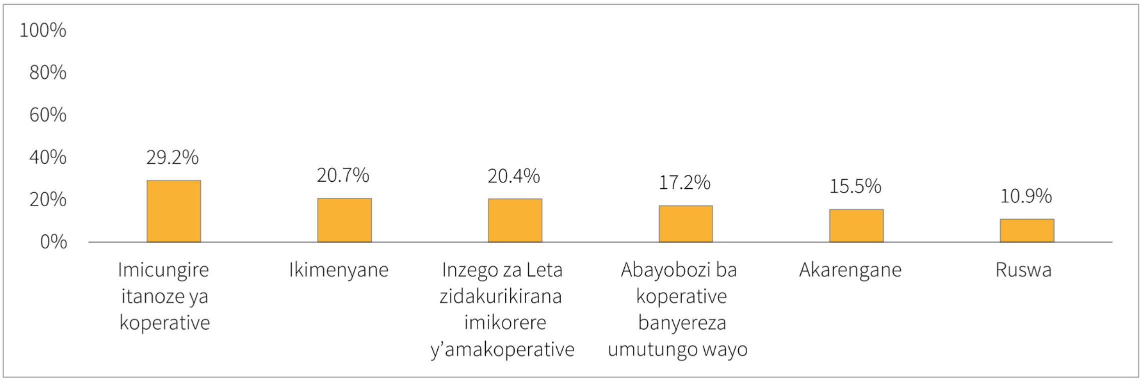
Ishusho 64:: Uko abanyamuryango b'amakoperative babona imikorere yayo



Abanyamuryango b'amakoperative bashima imikorere yayo ku gipimo cya 86.2%, aho mu Karere ka Rwamagana bayishima ku gipimo cyo hejuru cya 98.5% naho mu Karere ka Gisagara bakayishima ku gipimo cyo hasi cya 71.3%.

Aho byavuye: Anketi ya RGB, 2024

Ishusho 65: Imbogamizi mu mikorere y'amakoperative



Aho byavuye: Anketi ya RGB, 2024

Inzitizi zagaragajwe kurusha izindi mu mikorere y'amakoperative ni imicungire itanoze ya koperative, ikimenyane ndetse n'inzego za Leta zidakurikirana imikorere yayo.

1.6.8. IBYIFUZONAMA

- Gukomeza kunoza serivisi zo gutwara abantu mu buryo bwa rusange;
- Gukomeza kubaka umuco wo gutanga serivisi inoze cyane cyane mu mahoteri, resitora, utubari, amasoko n'amaduka;
- Gukomeza kunoza no gukurikirana imiyoborere, imicungire n'imikorere y'amakoperative.

Imbonerahamwe 18:
Uko uturere duhagaze muri serivisi z'abikorera mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Kicukiro	85.4%	81.9%	▲	3.5%
2	Huye	85.1%	79.1%	▲	6.0%
3	Kayonza	83.8%	73.1%	▲	10.7%
4	Gicumbi	82.5%	72.8%	▲	9.7%
5	Bugesera	82.4%	73.2%	▲	9.2%
6	Rwamagana	82.3%	76.9%	▲	5.4%
7	Nyarugenge	80.7%	78.5%	▲	2.2%
8	Nyaruguru	78.8%	76.4%	▲	2.4%
9	Rubavu	78.8%	83.6%	▼	-4.8%
10	Rusizi	78.6%	68.7%	▲	9.9%
11	Ruhango	78.2%	73.9%	▲	4.3%
12	Nyagatare	78.0%	80.1%	▼	-2.1%
13	Muhanga	77.6%	71.7%	▲	5.9%
14	Gatsibo	76.0%	75.5%	▲	0.5%
15	Gasabo	75.6%	75.5%	▲	0.1%
16	Gisagara	75.5%	79.8%	▼	-4.3%
17	Kamonyi	75.5%	80.1%	▼	-4.6%
18	Rulindo	74.1%	74.8%	▼	-0.7%
19	Burera	73.4%	82.7%	▼	-9.3%
20	Nyamagabe	73.3%	69.8%	▲	3.5%
21	Nyabihu	73.3%	73.5%	▼	-0.2%
22	Kirehe	72.5%	74.6%	▼	-2.1%
23	Nyanza	72.2%	76.0%	▼	-3.8%
24	Musanze	72.2%	71.4%	▲	0.8%
25	Ngoma	72.0%	80.7%	▼	-8.7%
26	Rutsiro	71.3%	77.9%	▼	-6.6%
27	Karongi	71.1%	77.9%	▼	-6.8%
28	Ngororero	70.8%	67.5%	▲	3.3%
29	Gakenke	69.5%	73.8%	▼	-4.3%
30	Nyamasheke	69.2%	79.8%	▼	-10.6%
IMPUZANDENGO		76.7%	76.2%	▲	0.5%

Aho byavuye: Anketi ya RGB, 2024

2

INKINGI Y'IMIBEREHO MYIZA Y'ABATURAGE

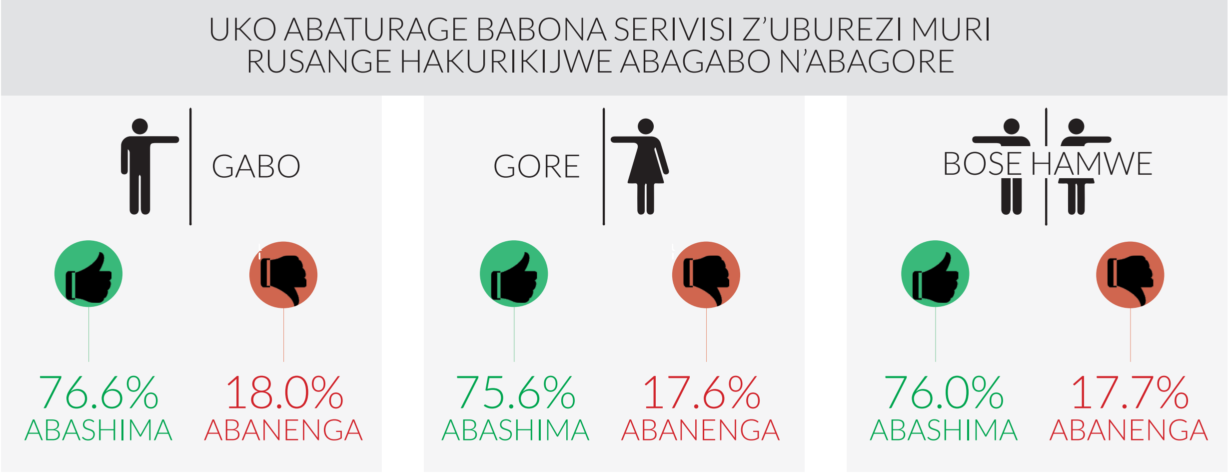
2.1. UBUREZI

2. 1.1. Intangiriro

Uburezi bufite ireme kuri bose, ni imwe mu ntego z'icyerekezo 2050. Ni muri urwo rwego, uburezi bwibanda mu kubaka ubushobozi bukenewe ku isoko ry'umurimo. Leta y' u Rwanda ikomeje gufata ingamba zitandukanye kugira ngo urwego rw'uburezi rugire uruhare mu iterambere ry'ubukungu bushingiye ku bumenyi.

Ni muri urwo rwego CRC yibanda kuri gahunda zitandukanye z'uburezi zirimo: inyubako z'amashuri, amazi meza ku mashuri, amashanyarazi ku mashuri, isuku ku mashuri, gutanga ifunguro rya saa sita ku banyeshuri, kugabanya ubucucike bw'abana mu mashuri, imyigire y'abana, uruhare rw'ababyeyi mu myigire y'abana, uruhare rwa komite y'ababyeyi n'abarimu (PTA) mu micungire y'amashuri, uruhare rw'abayobozi b'amashuri mu micungire n'imikorere y'amashuri n'imyitwarire y'abarimu mu mashuri.

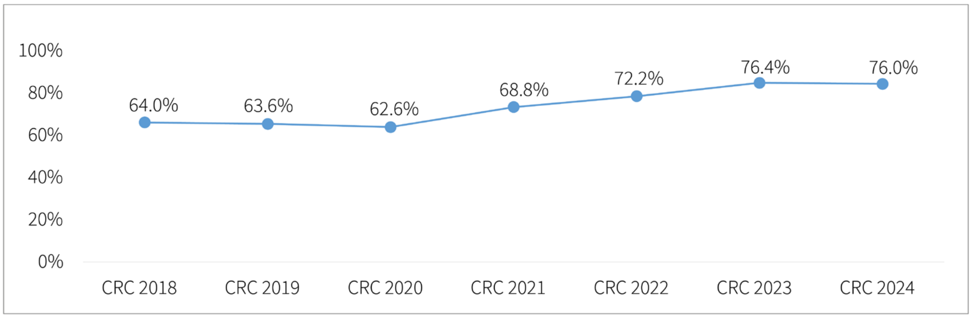
Ishusho 66: Uko abagabo n'abagore babona serivisi z'uburezi muri rusange



Aho byavuye: Anketi ya RGB, 2024

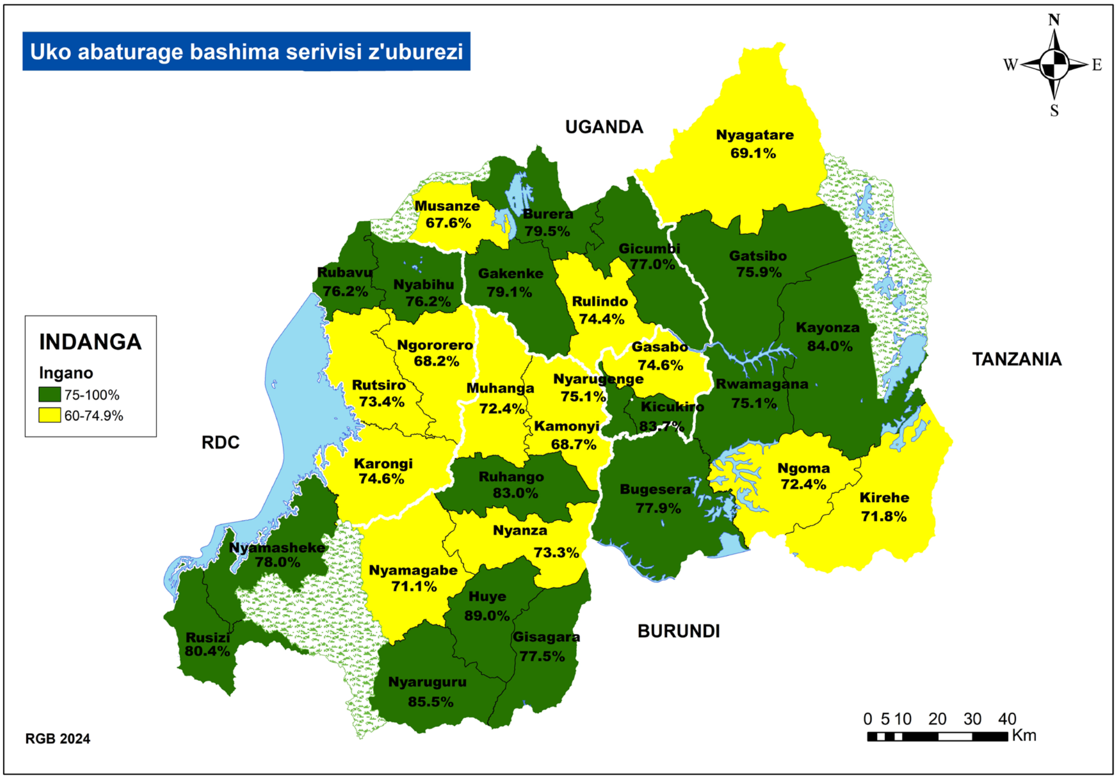
Abaturage bashima uburezi ku gipimo cya 76%, aho abagabo bazishima ku gipimo cya 76.6% naho abagore bakazishima ku gipimo cya 75.6%.

Ishusho 67: Uko abaturage bashima serivisi z'uburezi mu myaka irindwi ishize



Serivisi na gahunda z'uburezi birashimwa ku gipimo cya 76% muri uyu mwaka wa 2024 bihwanye na 84.4% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

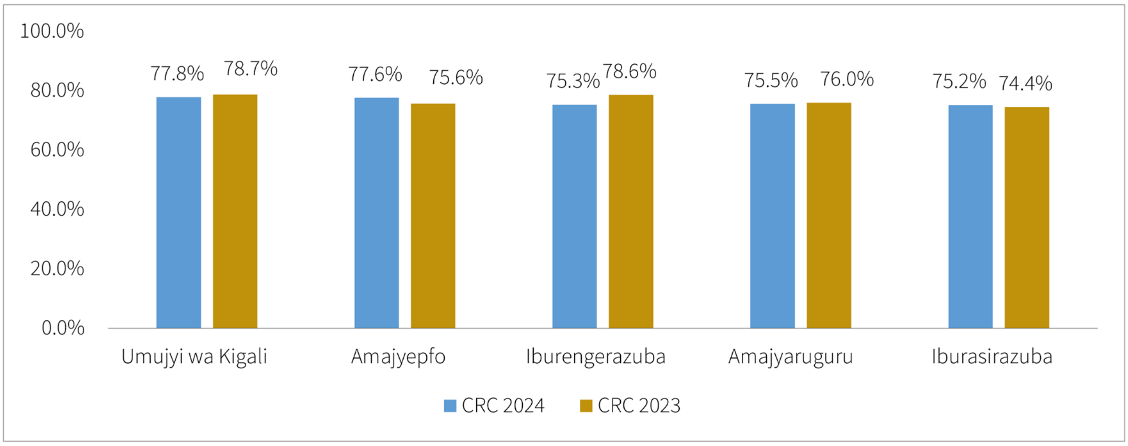
Ikarita 9: Uko abaturage bashima serivisi z'uburezi hakurikijwe uturere



Ubushakasatsi buragaragaza ko uturere dutandatu (6) ari two abaturage bashima serivisi na gahunda z'uburezi ku gipimo kiri hejuru ya 80%, aho Akarere ka Huye ari ko kaza ku isonga ku gipimo cya 89% mu gihe Akarere ka Musanze ariko izi serivisi zishimwa ku gipimo cyo hasi cya 67.6%.

2.1.2. Serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali

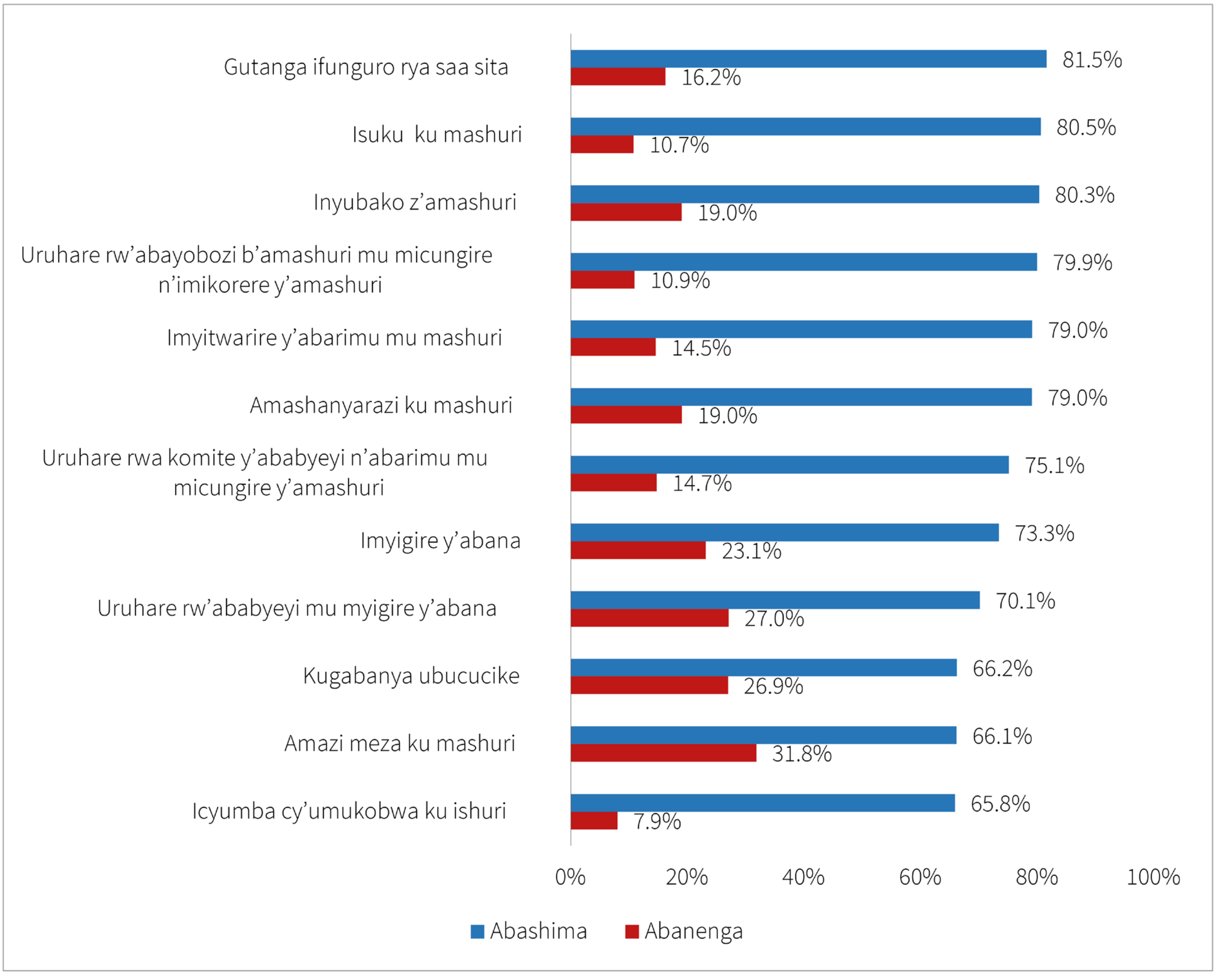
Ishusho 68: Uko abaturage bashima serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

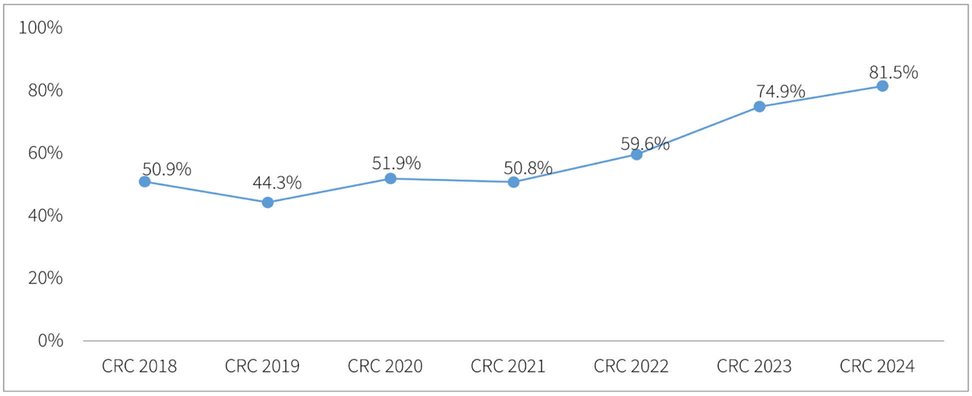
2.1.3. Ibikorwa na zimwe muri serivisi zo mu rwego rw'uburezi

Ishusho 69: Uko abaturage babona ibikorwa na zimwe muri serivisi zo mu rwego rw'uburezi



Aho byavuye: Anketi ya RGB, 2024

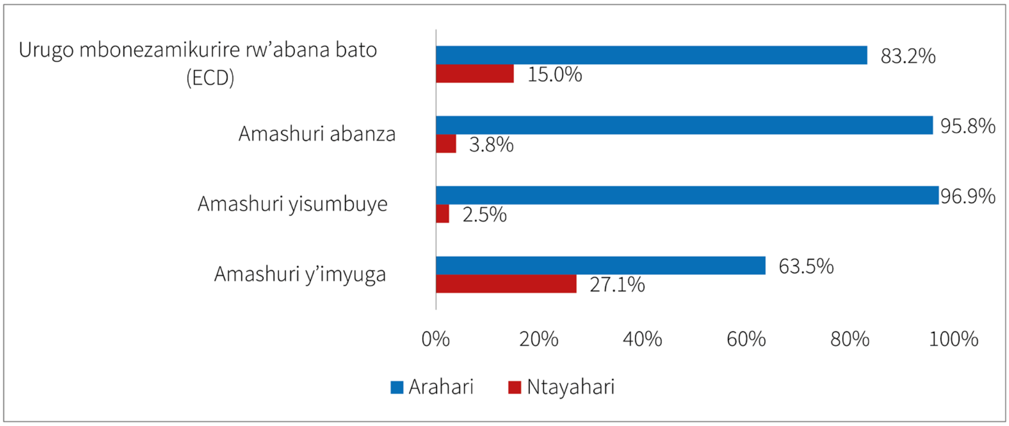
Ishusho 70: Uko serivisi yo gutanga ifunguro rya saa sita ku ishuri ishimwa mu myaka irindwi



Serivisi yo gutanga ifunguro rya saa sita ku ishuri niyo ishimwa ku gipimo cyo hejuru cya 81.5% ikaba ikomeje kuzamuka uhereye mu myaka ine ishize. Ibi bifitanye isano n'amavugurura yakozwe muri iyi gahunda yo kugaburira abana ku mashuri.

2.1.4. Uko abaturage babona kwegerezwa amashuri mu rwego rw'uburezi

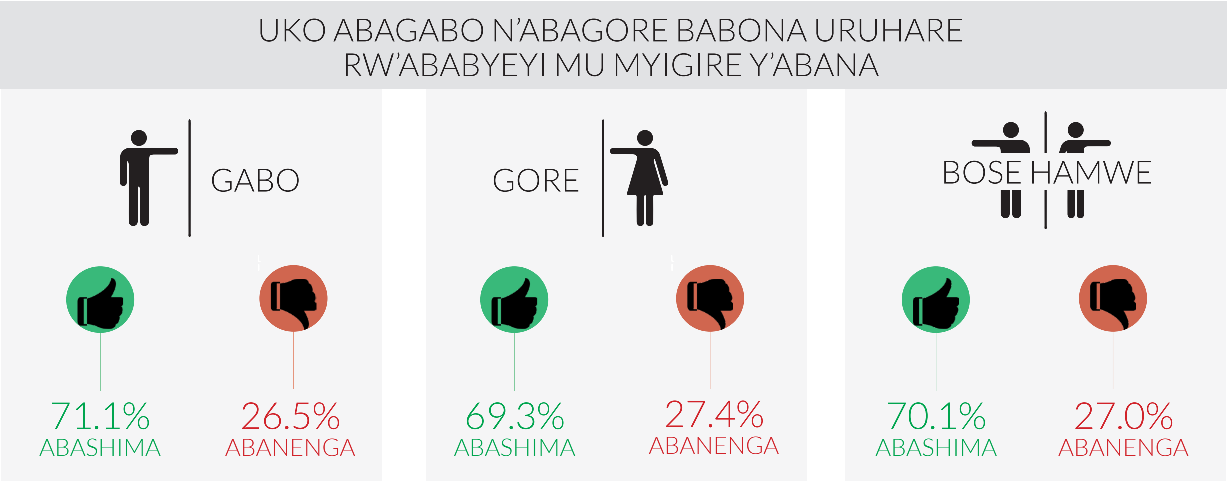
Ishusho 71: Uko abaturage babona kwegerezwa amashuri



Aho byavuye: Anketi ya RGB, 2024

Amashuri abanza ndetse n'ayisumbuye abaturage bemeza ko abegereye ku gipimo kiri hejuru ya 95%, mu gihe amashuri y'imyuga akiri make kuko abemeza ko abegereye bari ku gipimo cya 63.5%.

Ishusho 72: Uko abagabo n'abagore babona uruhare rw'ababyeyi mu myigire y'abana

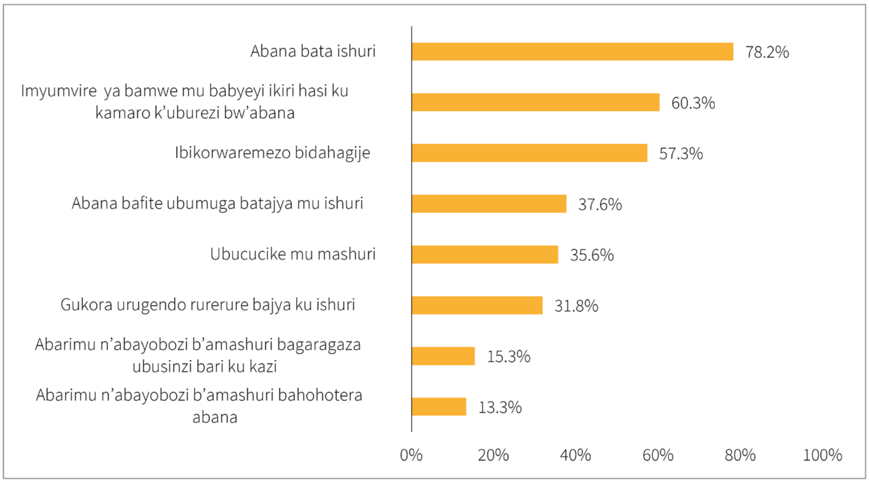


Aho byavuye: Anketi ya RGB, 2024

Muri rusange uruhare rw'ababyeyi mu myigire y'abana ruri ku gipimo cya 70.1%, aho abagabo barushima ku gipimo cya 71.1% naho abagore bakarushima ku gipimo cya 69.3%.

2.1.5. Inzitizi zibangamira urwego rw'uburezi

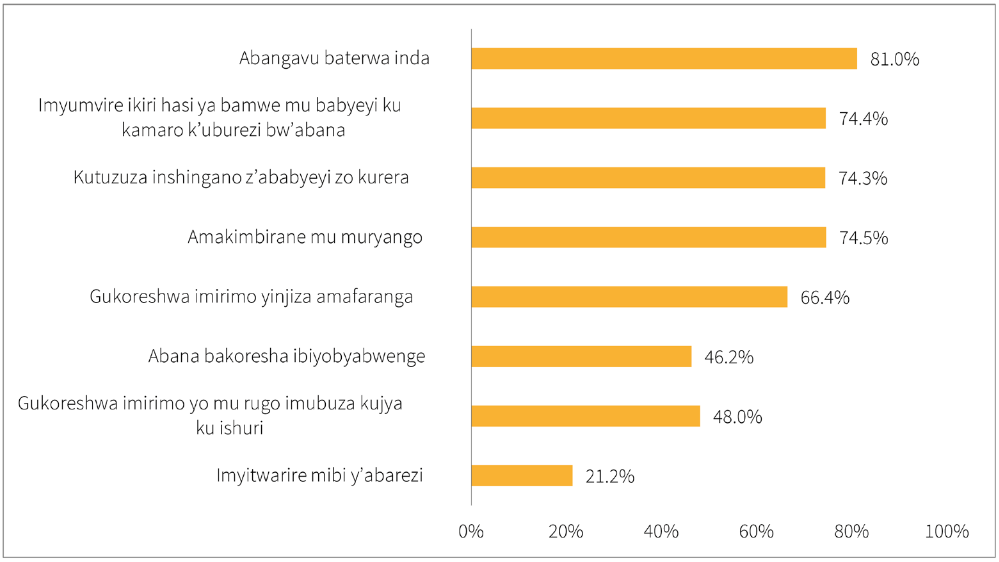
Ishusho 73: Inzitizi abaturage babona zikiri mu burezi



Aho byavuye: Anketi ya RGB, 2024

Abana bata ishuri ni inzitizi ikomeje kuza imbere mu bibangamira iterambere ry'uburezi aho iri ku gipimo cya 78.2%.

Ishusho 74: Impamvu zitera abana guta ishuri



Aho byavuye: Anketi ya RGB, 2024

Abangavu baterwa inda niyo mpamvu ikomeje kugaragazwa kurusha izindi mu zituma abana bata ishuri. Izi mpamvu zose zituma abana bata ishuri zibangamira kugera ku ntego y'uburezi kuri bose, by'umwihariko ku bana b'abakobwa.

2.1.6. IBYIFUZONAMA

- Gukomeza kongera umubare w'amashuri y'imyuga mu rwego rwo kuzamura ubukungu bushingiye ku bumenyi;
- Gukomeza gukangurira ababyeyi kugira uruhare rugaragara mu burezi n'uburere bw'abana;
- Gukomeza guhangana n'ikibazo cy'abangavu baterwa inda;
- Gukomeza kugeza ibikorwaremezo by'amazi n'amashanyarazi mu mashuri aho bitaragera;
- Gukomeza ingamba zo kugabanya ubucucike bw'abana mu mashuri.

Imbonerahamwe 19:
Uko uturere duhagaze muri serivisi z'uburezi mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	89.0%	78.9%	▲	10.1%
2	Nyaruguru	85.5%	77.9%	▲	7.6%
3	Kayonza	84.0%	69.9%	▲	14.1%
4	Kicukiro	83.7%	80.9%	▲	2.8%
5	Ruhango	83.0%	72.9%	▲	10.1%
6	Rusizi	80.4%	77.2%	▲	3.2%
7	Burera	79.5%	79.8%	▼	-0.3%
8	Gakenke	79.1%	75.4%	▲	3.7%
9	Nyamasheke	78.0%	82.8%	▼	-4.8%
10	Bugesera	77.9%	72.1%	▲	5.8%
11	Gisagara	77.5%	76.2%	▲	1.3%
12	Gicumbi	77.0%	75.7%	▲	1.3%
13	Nyabihu	76.2%	77.4%	▼	-1.2%
14	Rubavu	76.2%	83.3%	▼	-7.1%
15	Gatsibo	75.9%	67.2%	▲	8.7%
16	Nyarugenge	75.1%	77.5%	▼	-2.4%
17	Rwamagana	75.1%	79.6%	▼	-4.5%
18	Gasabo	74.6%	77.6%	▼	-3.0%
19	Karongi	74.6%	80.7%	▼	-6.1%
20	Rulindo	74.4%	79.3%	▼	-4.9%
21	Rutsiro	73.4%	80.9%	▼	-7.5%
22	Nyanza	73.3%	72.9%	▲	0.4%
23	Muhanga	72.4%	72.1%	▲	0.3%
24	Ngoma	72.4%	79.2%	▼	-6.8%
25	Kirehe	71.8%	77.5%	▼	-5.7%
26	Nyamagabe	71.1%	74.9%	▼	-3.8%
27	Nyagatare	69.1%	75.6%	▼	-6.5%
28	Kamonyi	68.7%	79.2%	▼	-10.5%
29	Ngororero	68.2%	67.5%	▲	0.7%
30	Musanze	67.6%	69.6%	▼	-2.0%
IMPUZANDENGO		76.0%	76.4%	▼	-0.4%

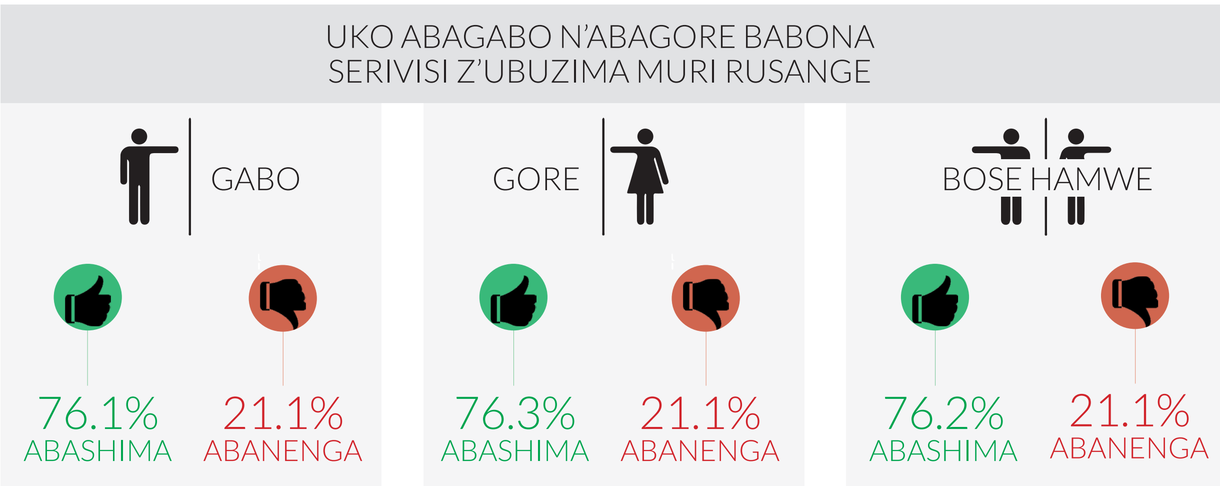
Aho byavuye: Anketi ya RGB, 2024

2.2. UBUZIMA

2.2.1. Intangiriro

Serivisi z'ubuzima zigenda zirushaho kwegerezwa abaturage. Muri iki cyiciro, CRC 2024 yibanze kuri serivisi zirimo kwakira no kwita ku barwayi, ubwisungane mu kwivuza, kubona imiti, ibikorwaremezo n'ibikoresho by'amavuriro, abaganga bahagije, kuboneza urubyaro, abajyanama b'ubuzima, gukingira indwara, ubukangurambaga mu birebana n'imirire, serivisi z'imbangukiragutabara, kwita ku bagore batwite n'ububyaza, kwishyuza kwa muganga ndetse n'imikorere y'umukozi ushinzwe mituweli kwa muganga.

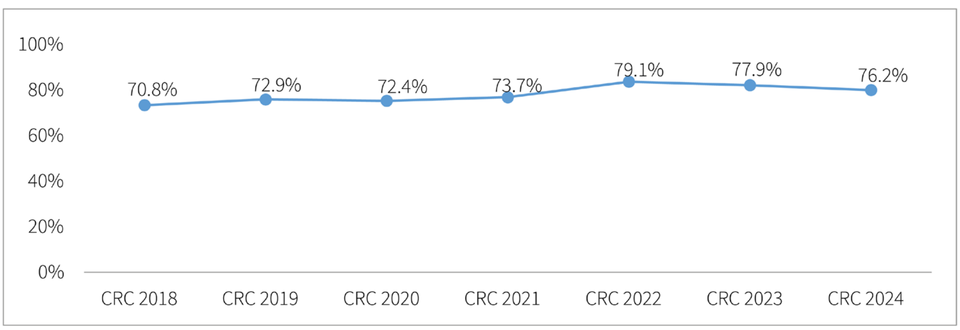
Ishusho75: Uko abagabo n'abagore babona serivisi z'ubuzima muri rusange



Aho byavuye: Anketi ya RGB, 2024

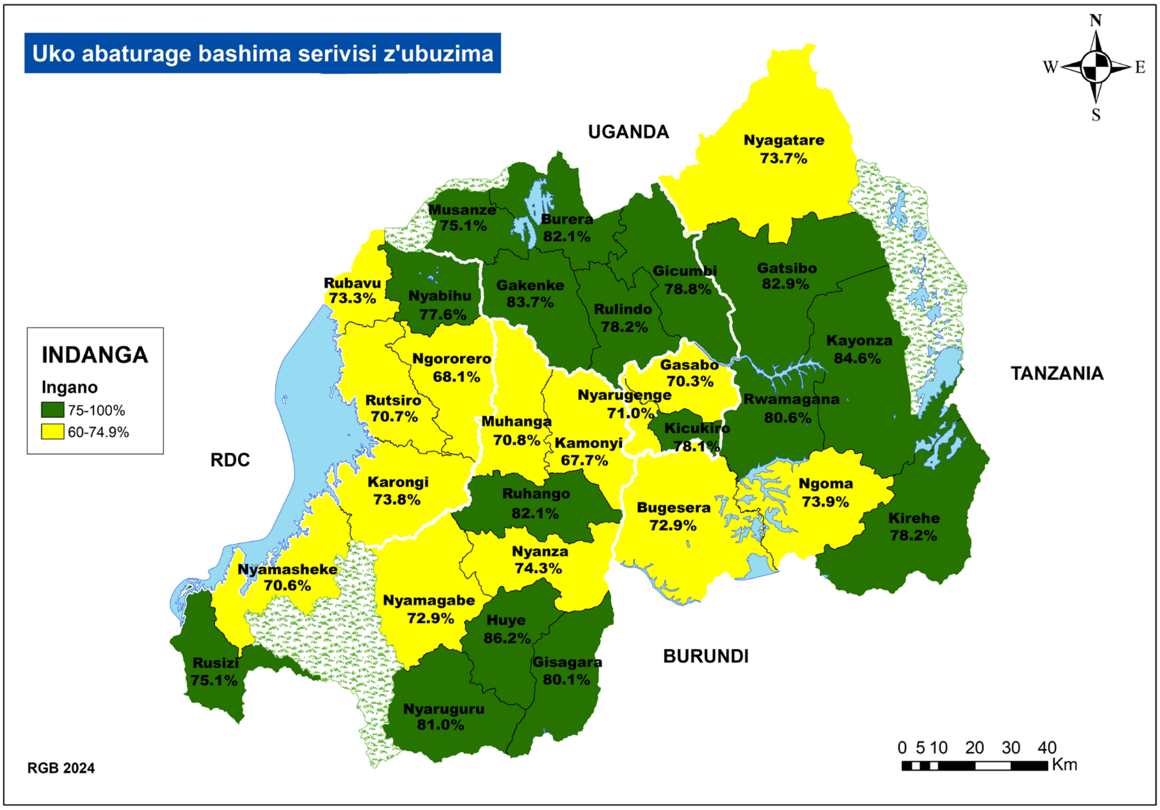
Serivisi z'ubuzima zirashimwa n'abaturage ku gipimo cya 76.2%, aho abagore bazishima ku gipimo cya 76.3% naho abagabo bakazishima ku gipimo cya 76.1%.

Ishusho76: Uko abaturage bashima serivisi z'ubuzima mu myaka irindwi ishize



Serivisi z'ubuzima zirashimwa ku gipimo cya 76.2% muri uyu mwaka wa 2024 bihwanye na 84.7% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

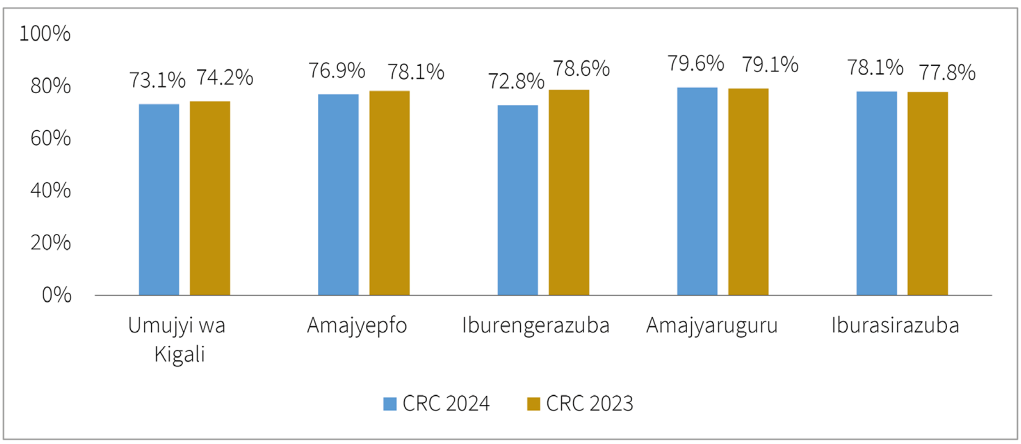
Ikarita 10: Uko abaturage bashima serivisi z'ubuzima hakurikijwe uturere



Mu turere icyenda (Huye, Kayonza, Gakenke, Gatsibo, Ruhango, Burera, Nyaruguru, Rwamagana, Gisagara) niho serivisi z'ubuzima zishimwa ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, mu turere twa Ngororero na Kamonyi niho izo serivisi zishimwa ku gipimo kiri munsi ya 70%.

2.2.2. Serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali

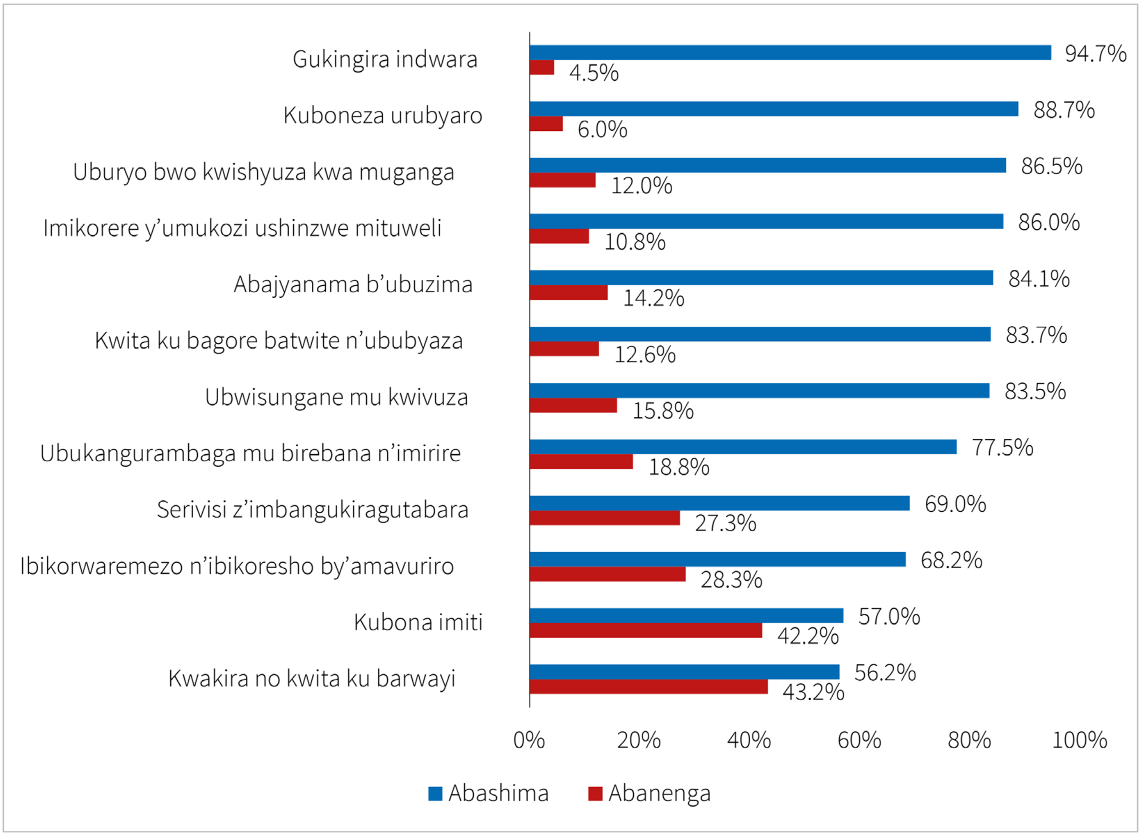
Ishusho 77: Uko abaturage bashima serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB,2024

2.2.3. Uko abaturage babona serivisi z'ubuzima zitandukanye

Ishusho 78: Uko abaturage babona serivisi z'ubuzima zitandukanye



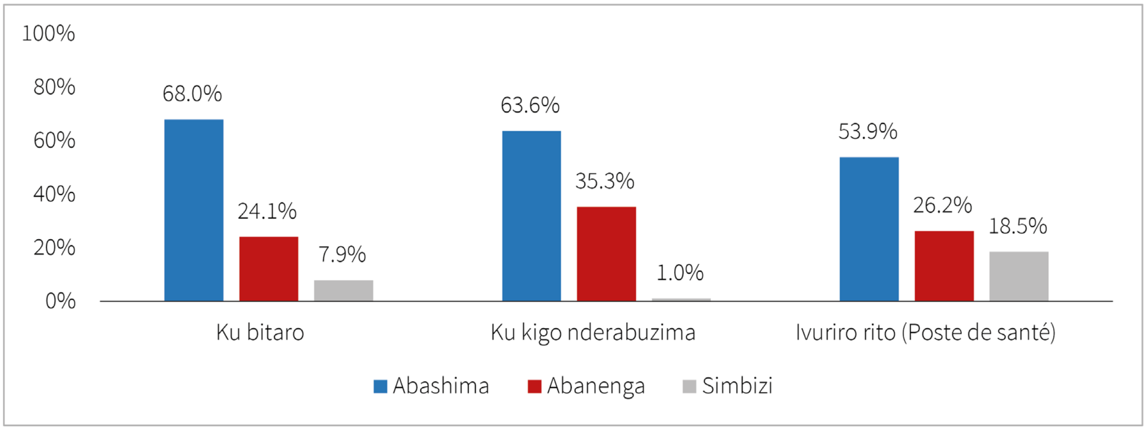
Aho byavuye: Anketi ya RGB, 2024

Serivisi zo gukingira indwara, kuboneza urubyaro, uburyo bwo kwishyuza kwa muganga ndetse n'imikorere y'umukozi ushinzwe mutuweli nizo zishimwa cyane n'abaturage ku gipimo kiri hejuru ya 85%. Ku rundi ruhande, servisi z'imbagukira gutabara, ibikorwaremezo n'ibikoresho by'amavuriro, kubona imiti ndetse no kwakira no kwita ku barwayi nibyo bishimwa ku bipimo biri hasi ya 70%.

Ku bijyanye no kwakira ndetse no kwita ku barwayi, mu turere icyenda (Ngororero, Muhanga, Nyanza, Ngoma, Gasabo, Nyarugenge, Kamonyi, Nyamagabe na Nyamasheke) niho abaturage banenga uko bakirwa n'uko bitabwaho kwa muganga hejuru ya 50%.

2.2.4. Uko abaturage babona imikorere y'amavuriro

Ishusho 69: Uko abaturage babona babona imikorere y'amavuriro



Aho byavuye: Anketi ya RGB, 2024

Ubushakashatsi bugaragaza ko abaturage bashima imikorere y'amavuriro muri rusange ku bipimo biri munsi ya 70%, aho imikorere y'ibitaro ariyo ishimwa ku gipimo cyo hejuru cya 68%. Abaturage bagaragaje ko batazi serivisi zitagwa n'amavuriro mato ku gipimo cya 18.5%. Uturere twa Muhanga, Ngororero, Kicukiro, Nyanza, Nyaruguru na Ngoma nitwo tuza imbere mu baturage bagaragaza ko batazi imikorere y'amavuriro mato (hejuru ya 25%). Ibi byaba bifitanye isano n'uko hari aho ataragera, n'aho ari usanga imicungire n'imikorere byayo bitaranoga ndetse n'adakora kandi inyubako zihari.

2.2.5. IBYIFUZONAMA

- Gukurikirana mu buryo buhoraho imitangire ya serivisi mu mavuriro;
- Gukomeza kunoza imikorere n'imicungire y'amavuriro hibandwa ku mavuriro mato;
- Gukomeza kugeza ibikorwaremezo n'ibikoresho by'amavuriro aho bitaragera.

Imbonerahamwe 15:
Uko uturere duhagaze muri serivisi z’ubuzima mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	86.2%	75.6%	▲	10.6%
2	Kayonza	84.6%	70.0%	▲	14.6%
3	Gakenke	83.7%	81.6%	▲	2.1%
4	Gatsibo	82.9%	77.1%	▲	5.8%
5	Ruhango	82.1%	75.0%	▲	7.1%
6	Burera	82.1%	84.0%	▼	-1.9%
7	Nyaruguru	81.0%	78.9%	▲	2.1%
8	Rwamagana	80.6%	83.1%	▼	-2.5%
9	Gisagara	80.1%	81.1%	▼	-1.0%
10	Gicumbi	78.8%	79.2%	▼	-0.4%
11	Rulindo	78.2%	79.9%	▼	-1.7%
12	Kirehe	78.2%	79.3%	▼	-1.1%
13	Kicukiro	78.1%	73.8%	▲	4.3%
14	Nyabihu	77.6%	81.3%	▼	-3.7%
15	Rusizi	75.1%	74.0%	▲	1.1%
16	Musanze	75.1%	70.8%	▲	4.3%
17	Nyanza	74.3%	77.5%	▼	-3.2%
18	Ngoma	73.9%	81.8%	▼	-7.9%
19	Karongi	73.8%	80.0%	▼	-6.2%
20	Nyagatare	73.7%	81.6%	▼	-7.9%
21	Rubavu	73.3%	84.4%	▼	-11.1%
22	Nyamagabe	72.9%	81.3%	▼	-8.4%
23	Bugesera	72.9%	71.9%	▲	1.0%
24	Nyarugenge	71.0%	74.9%	▼	-3.9%
25	Muhanga	70.8%	79.0%	▼	-8.2%
26	Rutsiro	70.7%	82.9%	▼	-12.2%
27	Nyamasheke	70.6%	73.8%	▼	-3.2%
28	Gasabo	70.3%	74.0%	▼	-3.7%
29	Ngororero	68.1%	73.7%	▼	-5.6%
30	Kamonyi	67.7%	76.5%	▼	-8.8%
IMPUZANDENGO		76.2%	77.9%	▲	-1.7%

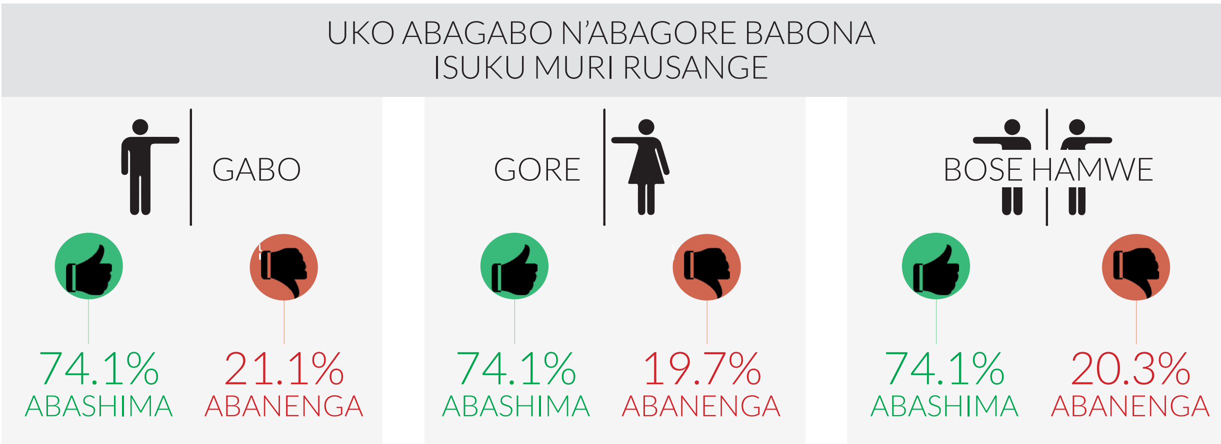
Aho byavuye: Anketi ya RGB, 2024

2.3. ISUKU

2. 3.1. Intangiriro

Umuco wo kugira isuku ni ingenzi mu buzima bw'abagize umuryango. Kugira amazi meza n'ubwiherero bufite ibyangombwa by'ibanze ni bimwe mu by'ingenzi mu guteza imbere isuku. Muri iki cyiciro, hasuzumwe uko abaturage babona isuku y'ahantu hatandukanye harimo amavuriro, amasoko, ibiro by'inzego z'ibanze, amaresitora n'utubari no mu ngo z'abaturage. Abaturage kandi bagaragaza uko bashima isuku yo mu bwiherero bwo mu ngo zabo, ku mubiri n'imyambaro.

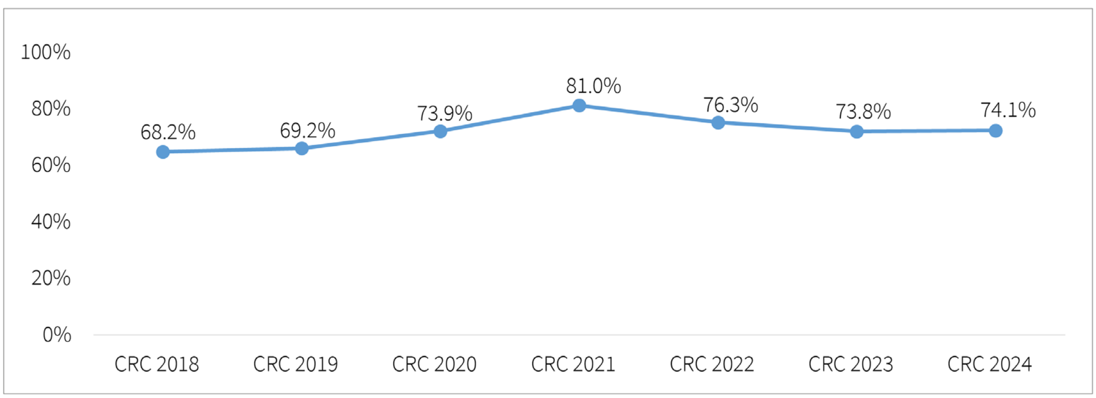
Ishusho 80: **Uko abagabo n'abagore babona isuku muri rusange**



Aho byavuye: Anketi ya RGB, 2024

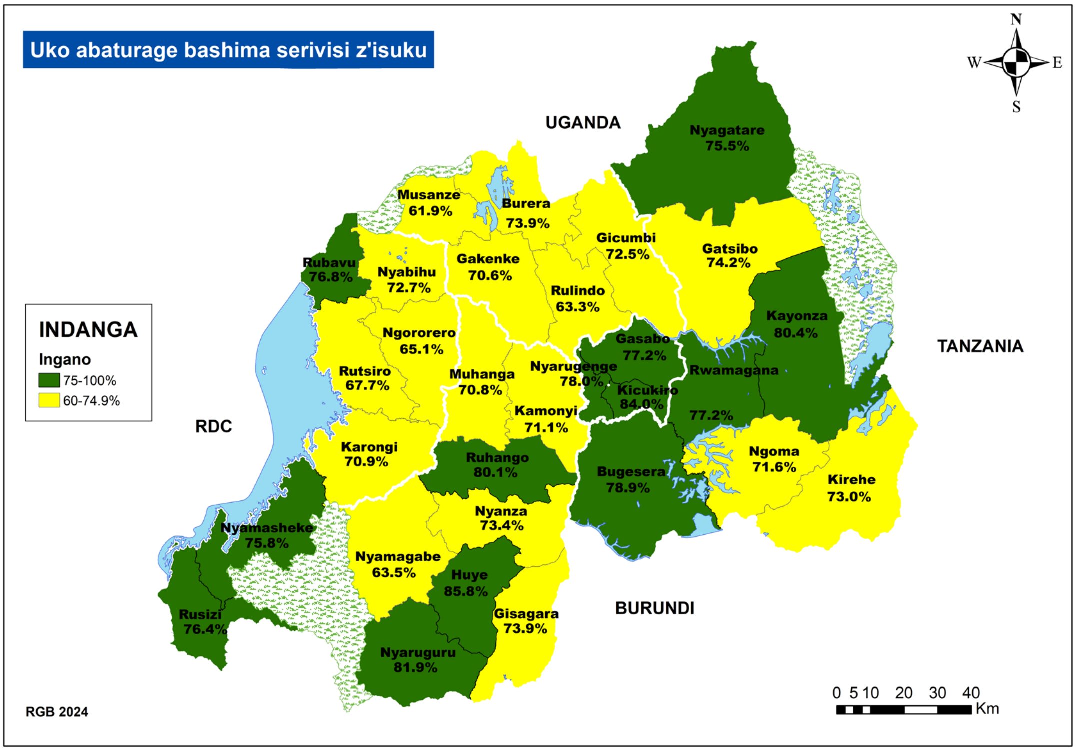
Muri rusange, abaturage bashima isuku ku gipimo cya 74.1%, ari nacyo gipimo abagore n'abagabo bayishimaho.

Ishusho 81: **Uko abaturage bashima serivisi z'isuku mu myaka irindwi ishize**



Muri CRC 2024, isuku irashimwa ku gipimo cya 74.1% bihwanye na 82.3% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa. Nk'uko bigaragara ku ishusho iri hejuru, isuku yazamutse cyane mu mwaka wa 2021, igihe hari ingamba zijyanye no kwirinda icyorezo cya Covid-19.

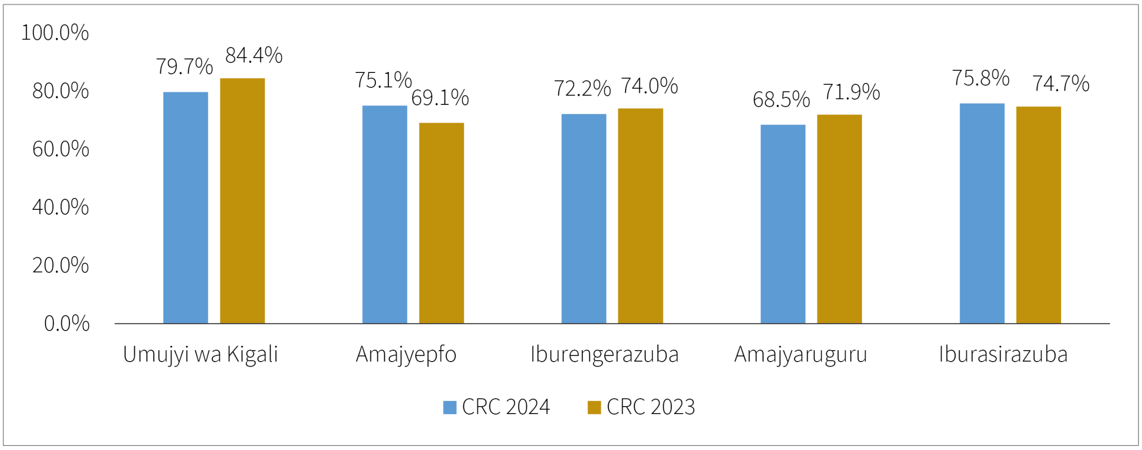
Ikarita 11: Uko abaturage bashima isuku hakurikijwe uturere



Ubushakashatsi bugaragaza ko mu turere twa Huye, Kicukiro, Nyaruguru, Kayonza na Ruhango ariho abaturage bashima isuku ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, uturere twa Rutsiro, Ngororero, Nyamagabe, Rulindo na Musanze nitwo abaturage bashima isuku ku gipimo kiri munsi ya 70%.

2.3.2. Uko abaturage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali

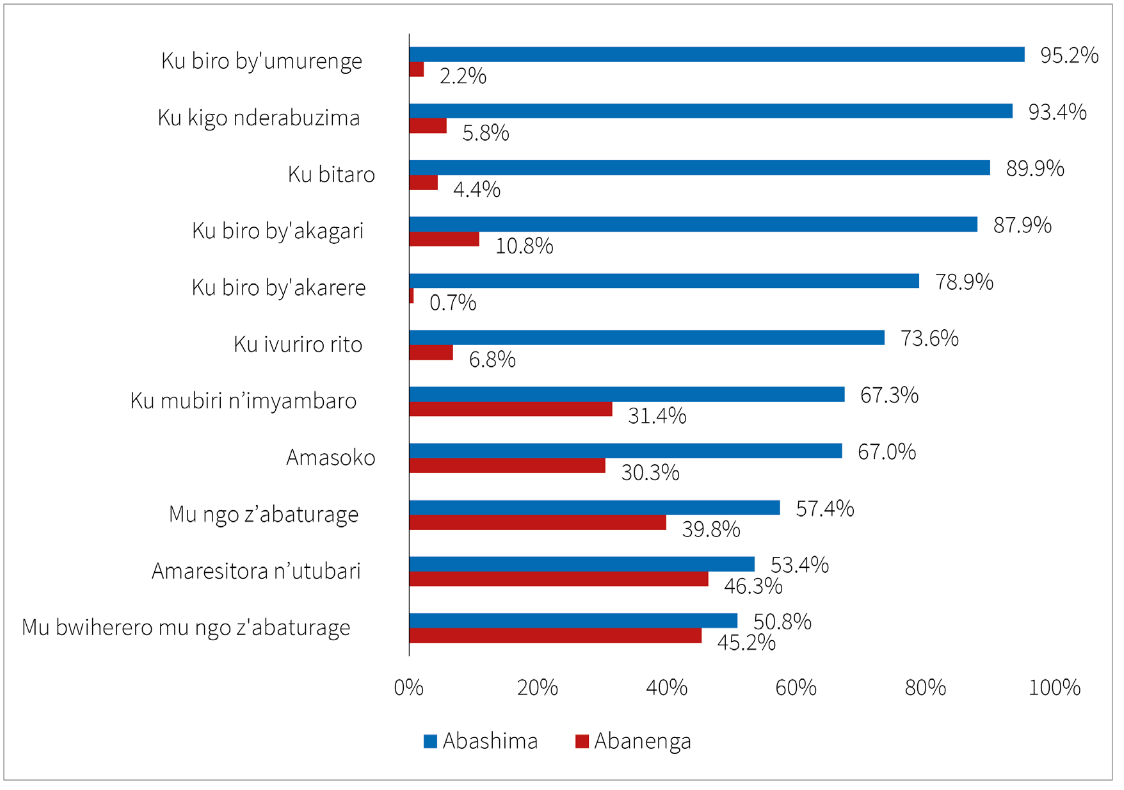
Ishusho 82: Uko abaturage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

2.3.3. Uko abaturage babona isuku ahantu hatandukanye

Ishusho 83: Uko abaturage babona isuku ahantu hatandukanye

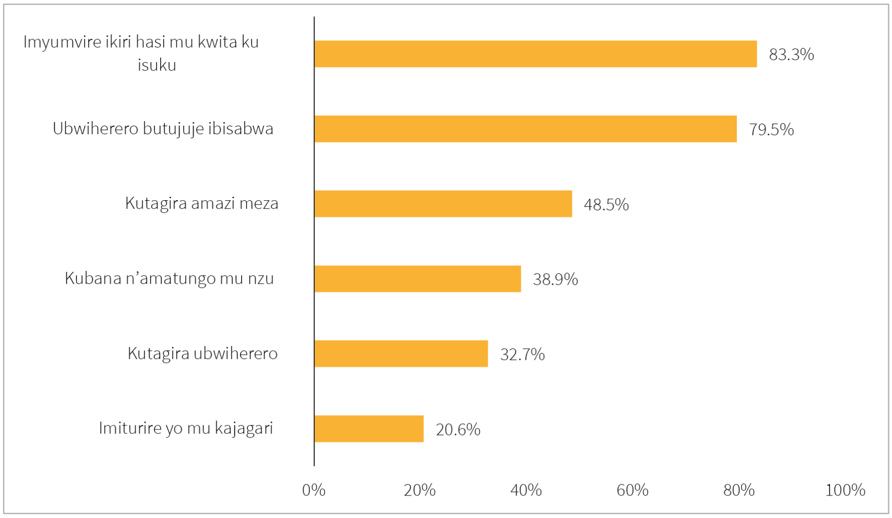


Aho byavuye: Anketi ya RGB, 2024

Isuku yo ku biro by'inzego z'ibanze no ku mavuriro irashimwa ku gipimo kiri hejuru ya 70%. Ku rundi ruhande, isuku yo mu ngo z'abaturage, mu maresitora n'utubari ndetse n'iyo mu bwiherero bwo mu ngo niyo bagaragaza ko ihari ku gipimo kiri munsi ya 60%.

2.3.4 Bimwe mu byo abaturage babona bitera umwanda

Ishusho 84: Bimwe mu byo abaturage babona bitera umwanda



Imyumvire ikiri hasi mu kwita ku isuku no kutagira ubwiherero bwujuje ibisabwa ni byo abaturage bagaragaza ko biza imbere mu gutera umwanda.

2.3.5. IBYIFUZONAMA

- Kongera ubukangurambaga bugamije kuzamura imyumvire y'abaturage mu kwita ku isuku;
- Gukomeza gukangurira abaturage kugira ubwiherero bwujuje ibisabwa no kubugirira isuku;
- Gushyiraho uburyo buhamye kandi buhoraho bwo kugenzura isuku.

Imbonerahamwe 16:
Uko uturere duhagaze muri serivisi z'isuku mu myaka ibiri (2023-2022)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	85.8%	69.1%	▲	16.7%
2	Kicukiro	84.0%	88.9%	▼	-4.9%
3	Nyaruguru	81.9%	68.9%	▲	13.0%
4	Kayonza	80.4%	65.5%	▲	14.9%
5	Ruhango	80.1%	66.1%	▲	14.0%
6	Bugesera	78.9%	73.1%	▲	5.8%
7	Nyarugenge	78.0%	82.2%	▼	-4.2%
8	Gasabo	77.2%	82.3%	▼	-5.1%
9	Rwamagana	77.2%	83.6%	▼	-6.4%
10	Rubavu	76.8%	79.7%	▼	-2.9%
11	Rusizi	76.4%	72.2%	▲	4.2%
12	Nyamasheke	75.8%	84.2%	▼	-8.4%
13	Nyagatare	75.5%	82.2%	▼	-6.7%
14	Gatsibo	74.2%	68.7%	▲	5.5%
15	Gisagara	73.9%	71.6%	▲	2.3%
16	Burera	73.9%	79.1%	▼	-5.2%
17	Nyanza	73.4%	66.7%	▲	6.7%
18	Kirehe	73.0%	76.4%	▼	-3.4%
19	Nyabihu	72.7%	77.6%	▼	-4.9%
20	Gicumbi	72.5%	69.8%	▲	2.7%
21	Ngoma	71.6%	73.3%	▼	-1.7%
22	Kamonyi	71.1%	70.8%	▲	0.3%
23	Karongi	70.9%	76.0%	▼	-5.1%
24	Muhanga	70.8%	66.2%	▲	4.6%
25	Gakenke	70.6%	73.0%	▼	-2.4%
26	Rutsiro	67.7%	71.5%	▼	-3.8%
27	Ngororero	65.1%	57.0%	▲	8.1%
28	Nyamagabe	63.5%	73.0%	▼	-9.5%
29	Rulindo	63.3%	71.1%	▼	-7.8%
30	Musanze	61.9%	66.5%	▼	-4.6%
IMPUZANDENGO		74.1%	73.8%	▲	0.3%

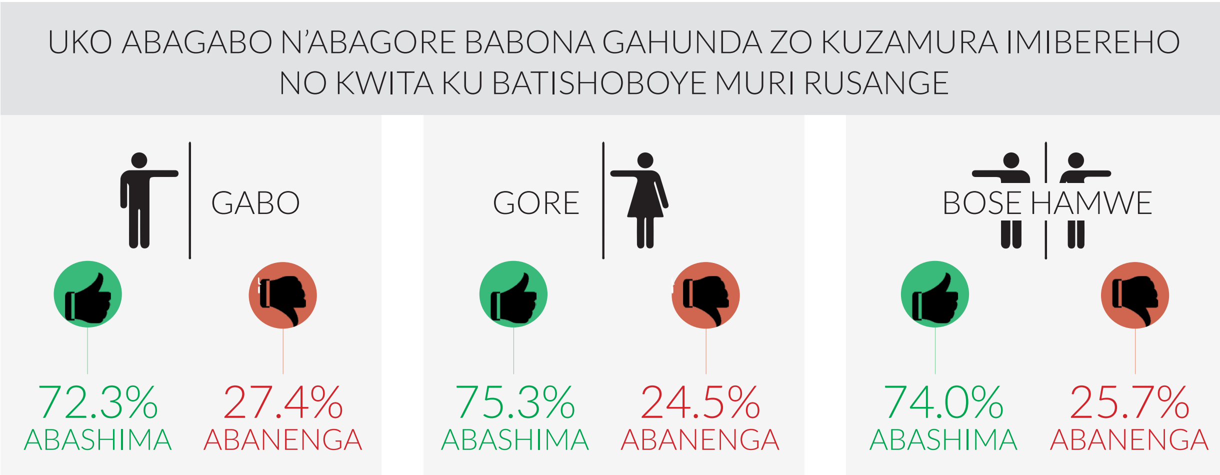
Aho byavuye: Anketi ya RGB, 2024

2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE

2.4.1. Intangiriro

Leta y'u Rwanda yashyizeho gahunda zo kuzamura imibereho no kwita ku batishoboye mu rwego rwo kurushaho kubafasha kwiteza imbere no kwikura mu bukene. Ubu bushakashatsi bwibanze kuri gahunda za VUP, Girinka, Ubudehe no Kubakira abatishoboye.

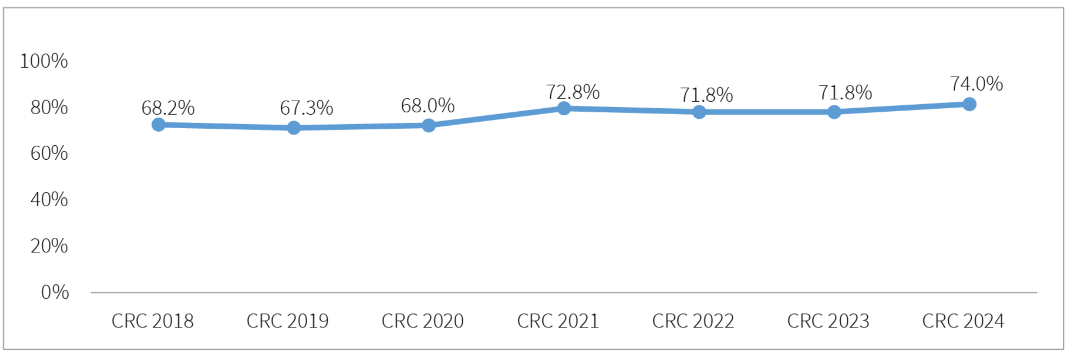
Ishusho 85: **Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange**



Aho byavuye: Anketi ya RGB, 2024

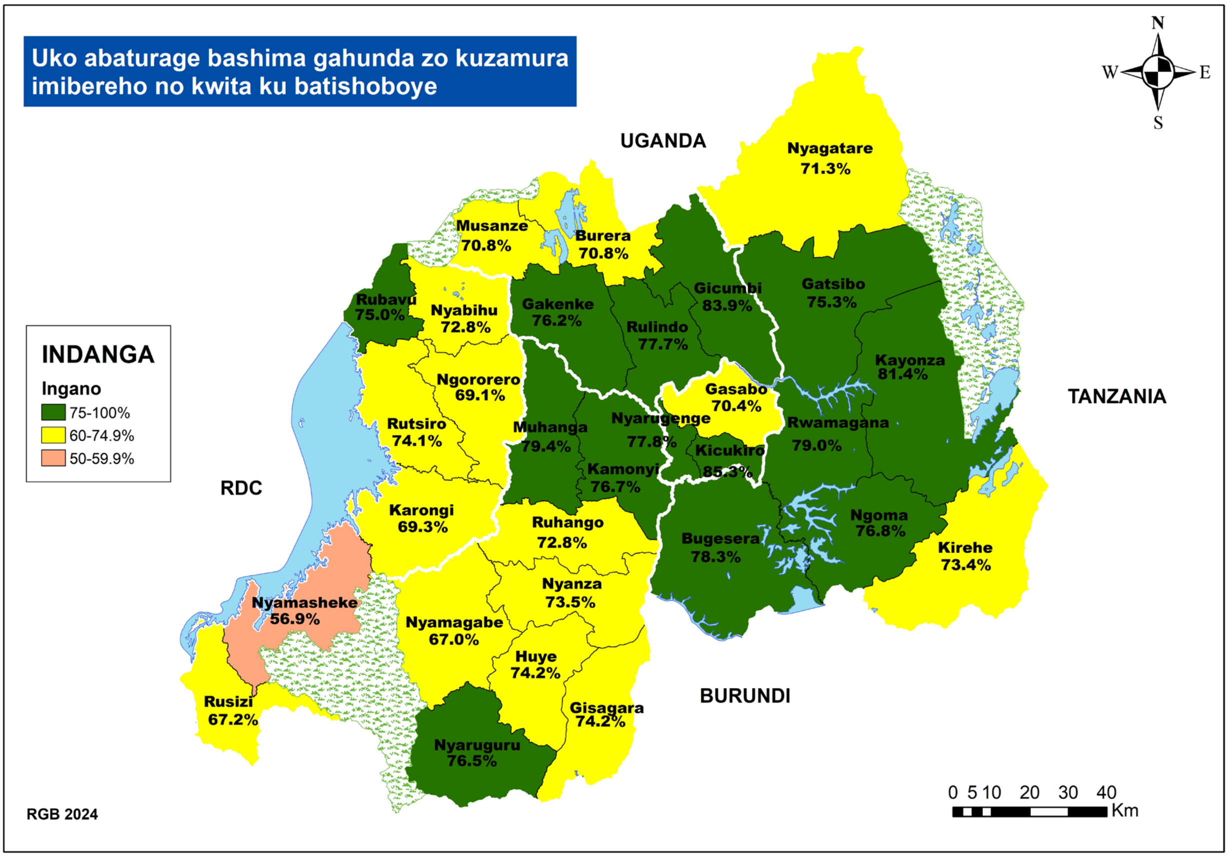
Gahunda zo kuzamura imibereho no kwita ku batishoboye zishimwa ku gipimo cya 74.0%, aho abagore bazishima ku gipimo cya 75.3%, abagabo bakazishima ku gipimo cya 72.3%.

Ishusho 86: **Uko abaturage bashima serivisi gahunda zo kuzamura imibereho no kwita ku batishoboye mu myaka irindwi ishize**



Muri CRC 2024, gahunda zo kuzamura imibereho no kwita ku batishoboye zirashimwa ku gipimo cya 74% bihwanye na 82.2% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

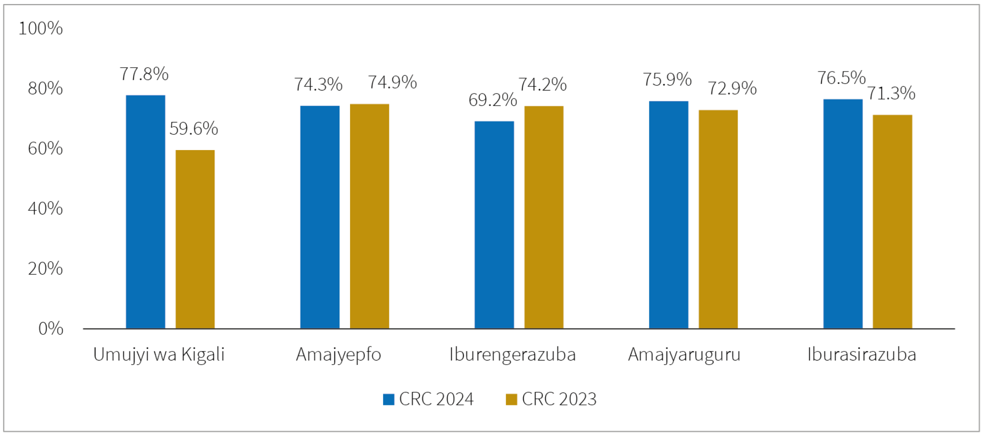
Ikarita 12: Uko abaturage bashima gahunda zo kwita ku batishoboye no kuzamura imibereho yabo hakurikijwe uturere



Ubushakashatsi bugaragaza ko Akarere ka Kicukiro ari ko kaza ku isonga mu gushima gahunda zo kuzamura imibereho no kwita ku batishoboye ku gipimo cya 85.3%, mu gihe Akarere ka Nyamasheke ari ho izi gahunda zishimwa ku gipimo cyo hasi cya 56.9%.

2.4.2. Gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali

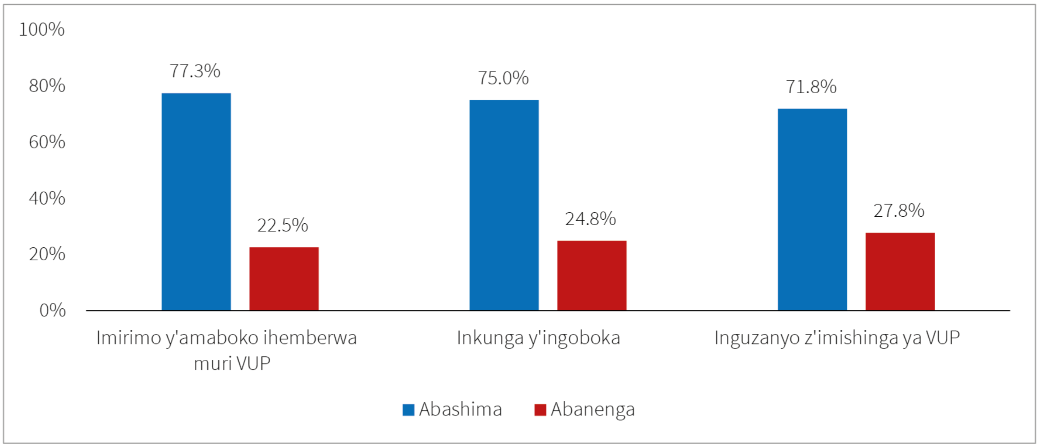
Ishusho 87: **Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri**



Aho byavuye: Anketi ya RGB, 2024

2.4.3. Uko abaturage babona ishyirwamubikorwa rya gahunda ya VUP

Ishusho 88: **Uko abaturage babona ishyirwamubikorwa rya gahunda ya VUP**

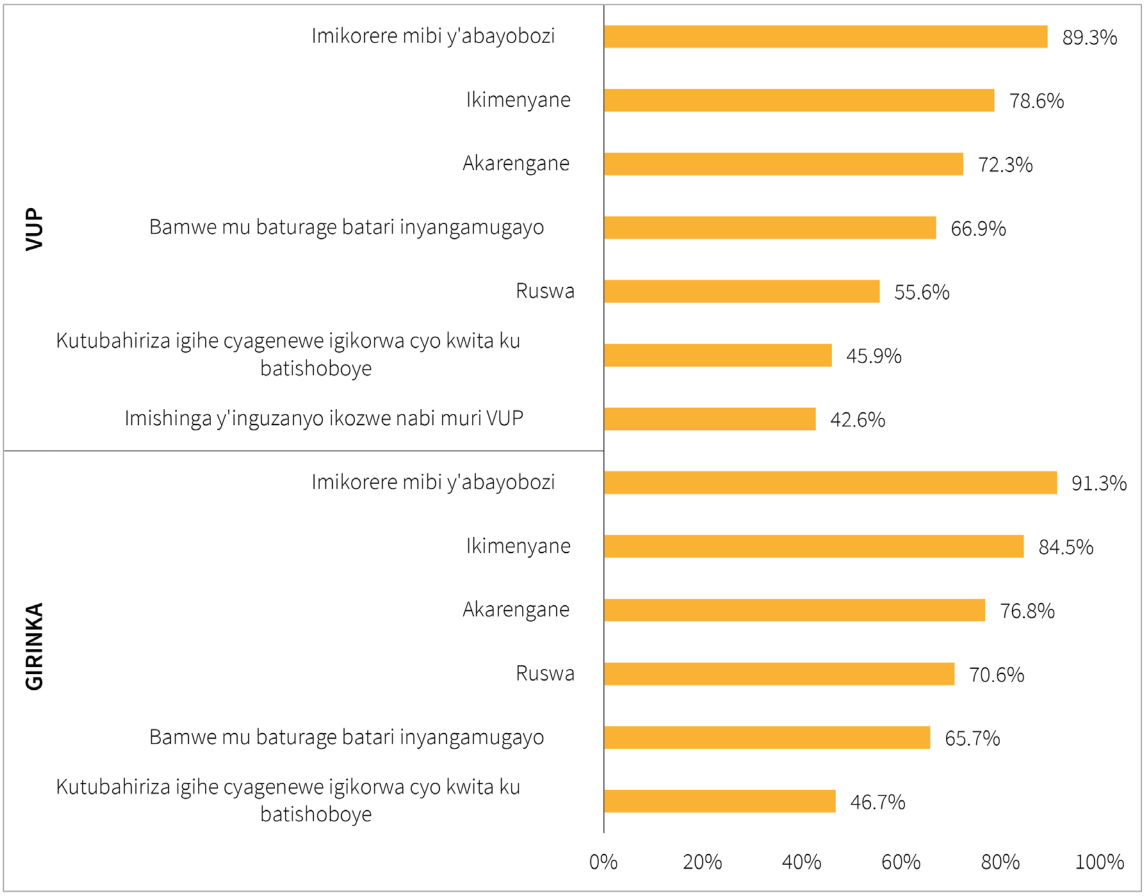


Aho byavuye: Anketi ya RGB, 2024

Abaturage bashima ishyirwa mu bikorwa ry'imirimo y'amaboko ihemberwa muri VUP ku gipimo cya 77.3% mu gihe inkunga y'ingoboka ishimwa ku gipimo cya 75% naho inguzanyo z'imishinga ya VUP zigashimwa ku gipimo cya 71.8%.

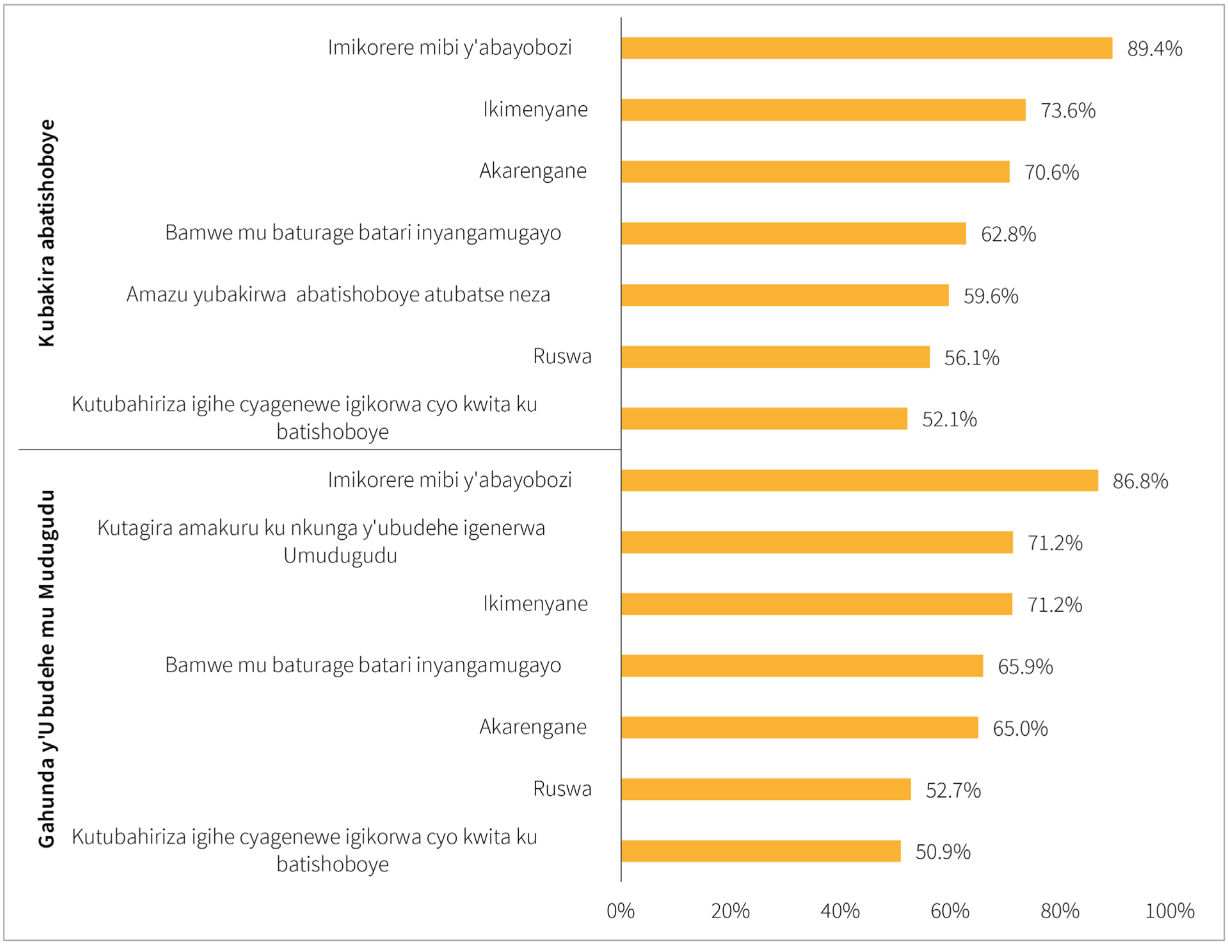
2.4.4. Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye

Ishusho 89: **Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye**



Aho byavuye: Anketi ya RGB, 2024

Muri gahunda ya VUP, inzitizi zikomeje kugaragazwa kurusha izindi ni imikorere mibi y'abayobozi (89.3%), ikimenyane (78.6%) ndetse n'akarengane (72.3%). Izi nzitizi ni nazo ziganje muri gahunda ya Girinka aho imikorere mibi y'abayobozi iri ku gipimo cya 91.3%, ikimenyane kuri 84.5% n' akarengane kuri 76.8%.



Aho byavuye: Anketi ya RGB, 2024

Kimwe no muri gahunda za VUP na GIRINKA, muri gahunda zo Kubakira abatishoboye n'Ubudehe mu mudugudu, imikorere mibi y'abayobozi ni yo nzitizi igaruka cyane mu kubangamira imikorere y'izi gahunda.

2.4.5. IBYIFUZONAMA

- Kwimakaza umuco wo gukorera mu mucyo no kugaragariza abaturage ibibakorerwa muri gahunda zo kuzamura imibereho no kwita ku batishoboye;
- Gushyiraho uburyo buhamye kandi buhoraho bwo gukurikirana ishyirwamubikorwa rya gahunda zo guteza imbere abaturage no kwita ku batishoboye;
- Gukangurira abayobozi kurangwa n'indangagaciro y'ubunyangamugayo, kunoza umurimo no gushyira umuturage ku isonga;
- Gushishikariza abagenerwabikorwa kugira umuco wo kwigira.

Imbonerahamwe 22:
Uko uturere duhagaze muri serivisi zo kuzamura imibereho myiza no kwita ku batishoboye

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Kicukiro	85.3%	57.1%	▲	28.2%
2	Gicumbi	83.9%	75.2%	▲	8.7%
3	Kayonza	81.4%	68.3%	▲	13.2%
4	Muhanga	79.4%	79.9%	▼	-0.5%
5	Rwamagana	79.0%	72.0%	▲	7.0%
6	Bugesera	78.3%	70.1%	▲	8.2%
7	Nyarugenge	77.8%	63.5%	▲	14.3%
8	Rulindo	77.7%	70.8%	▲	6.9%
9	Ngoma	76.8%	75.3%	▲	1.5%
10	Kamonyi	76.7%	72.5%	▲	4.2%
11	Nyaruguru	76.5%	75.5%	▲	1.0%
12	Gakenke	76.2%	80.8%	▼	-4.6%
13	Gatsibo	75.3%	74.3%	▲	0.9%
14	Rubavu	75.0%	67.8%	▲	7.2%
15	Gisagara	74.2%	79.4%	▼	-5.2%
16	Huye	74.2%	71.2%	▲	3.0%
17	Rutsiro	74.1%	69.9%	▲	4.2%
18	Nyanza	73.5%	75.8%	▼	-2.3%
19	Kirehe	73.4%	78.5%	▼	-5.1%
20	Ruhango	72.8%	76.0%	▼	-3.2%
21	Nyabihu	72.8%	82.2%	▼	-9.5%
22	Nyagatare	71.3%	60.7%	▲	10.6%
23	Burera	70.8%	64.8%	▲	6.0%
24	Musanze	70.8%	73.1%	▼	-2.2%
25	Gasabo	70.4%	58.2%	▲	12.2%
26	Karongi	69.3%	75.8%	▼	-6.4%
27	Ngororero	69.1%	77.3%	▼	-8.2%
28	Rusizi	67.2%	79.0%	▼	-11.8%
29	Nyamagabe	67.0%	69.3%	▼	-2.3%
30	Nyamasheke	56.9%	67.8%	▼	-10.9%
	IMPUZANDENGO	74.0%	71.8%	▲	2.2%

Aho byavuye: Anketi ya RGB, 2024

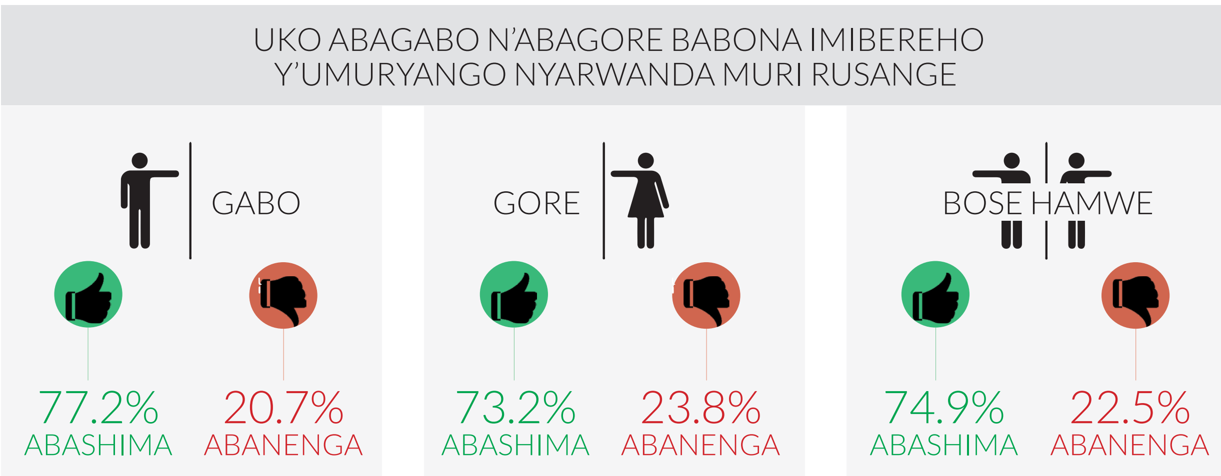
2.5. IMIBEREHO Y'UMURYANGO NYARWANDA

2.5.1. Intangiriro

Umuryango nyarwanda ni wo shingiro kamere ry'imbaga y'Abanyarwanda nk'uko biteganywa n'Itegeko Nshinga rya Repubulika y' u Rwanda. Umuryango urengerwa na Leta bityo rero niyo mpamvu muri gahunda ya Guverinoma y'imyaka irindwi, Leta yiyemeje kubungabunga umuryango utekanye.

Ku birebana n'imibereho y'umuryango nyarwanda, ubushakashatsi bwibanze kuri ibi bikurikira: kubahiriza uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore, gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, kubahiriza uburenganzira bw'abana, kwita ku buzima bw'abafite ubumuga mu muryango, kwita ku buzima bw'abageze mu za bukuru mu muryango ndetse n'ibibazo byo mu miryango n'impamvu zibitera.

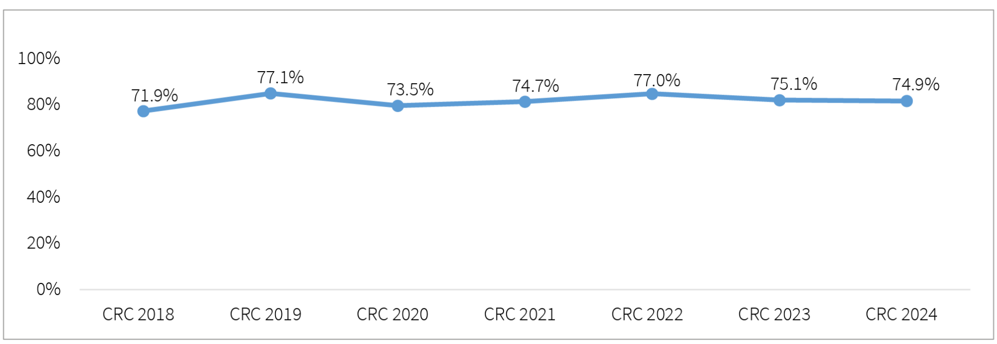
Ishusho 90: Uko abagabo n'abagore babona imibereho y'umuryango nyarwanda muri rusange



Aho byavuye: Anketi ya RGB, 2024

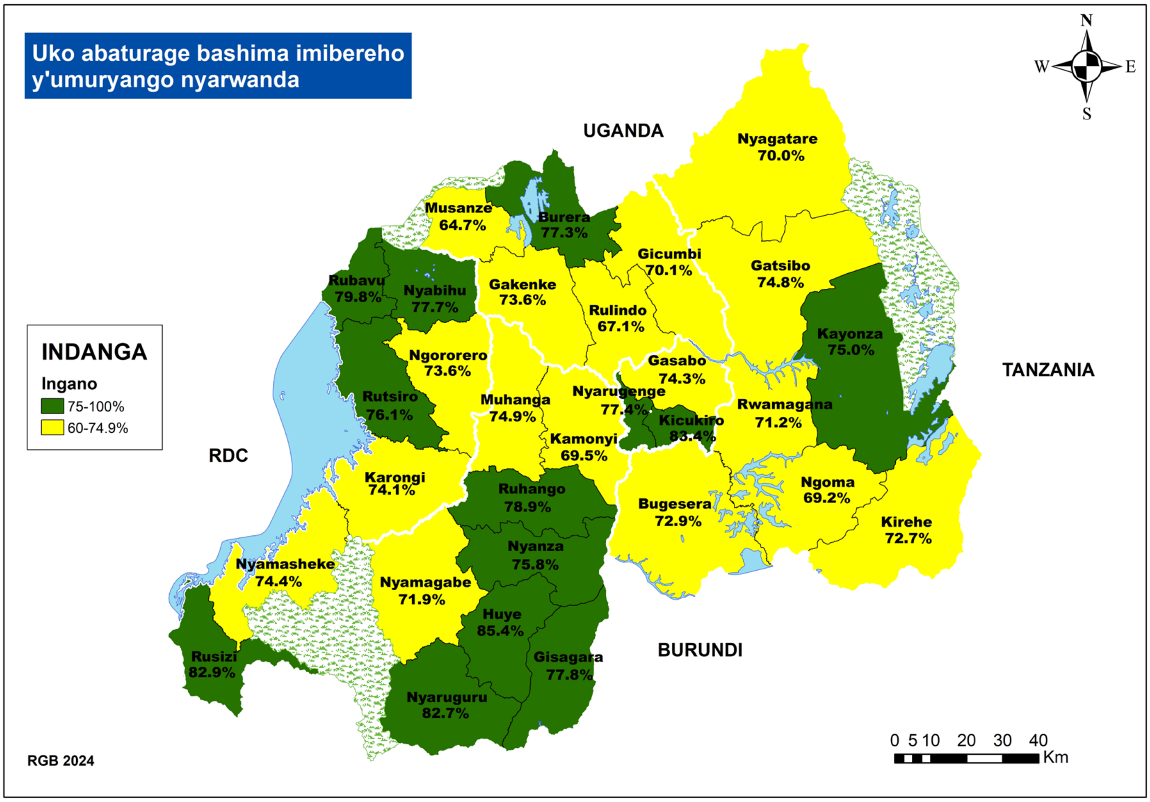
Muri rusange, abaturage bashima serivisi zijyanye no kwita ku muryango nyarwanda ku gipimo cya 74.9%. Abagabo bashima ku gipimo cya 77.2% naho abagore bagashima kuri 73.2%.

Ishusho 90: Uko abagabo n'abagore babona imibereho y'umuryango nyarwanda muri rusange



Imibereho y'umuryango nyarwanda irashimwa ku gipimo cya 74.9% bihwanye na 83.2% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

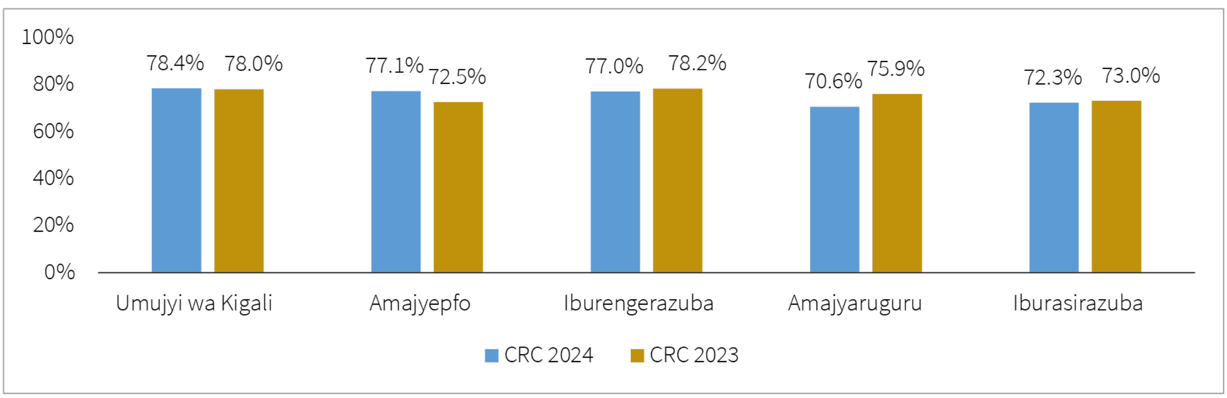
Ikarita 13: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe uturere



Abaturage bo mu turere twa Huye, Kicukiro, Rusizi na Nyaruguru nibo bashima imibereho y'umuryango nyarwanda ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, abaturage bo mu turere twa Kamonyi, Ngoma, Rulindo na Musanze bashima imibereho y'umuryango nyarwanda ku gipimo kiri munsi ya 70%.

2.5.2. Imibereho y'umuryango hakurikijwe Intara n'Umujyi wa Kigali

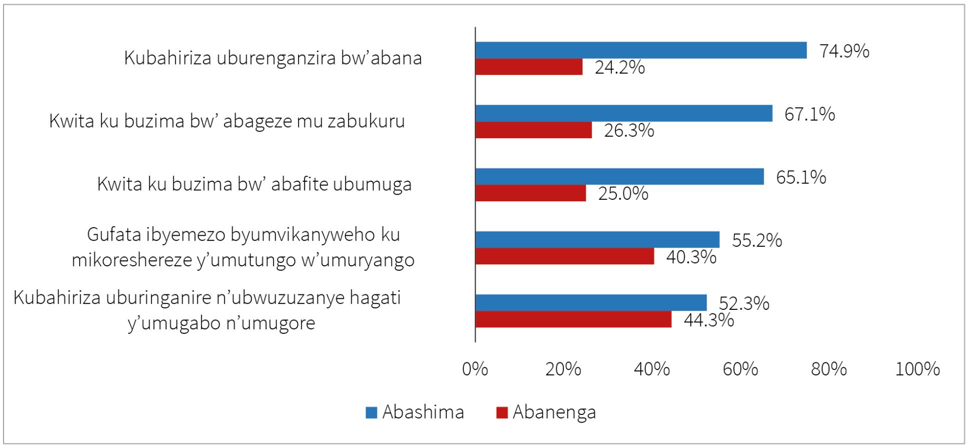
Ishusho 92: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Anketi ya RGB, 2024

2.5.3. Ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda

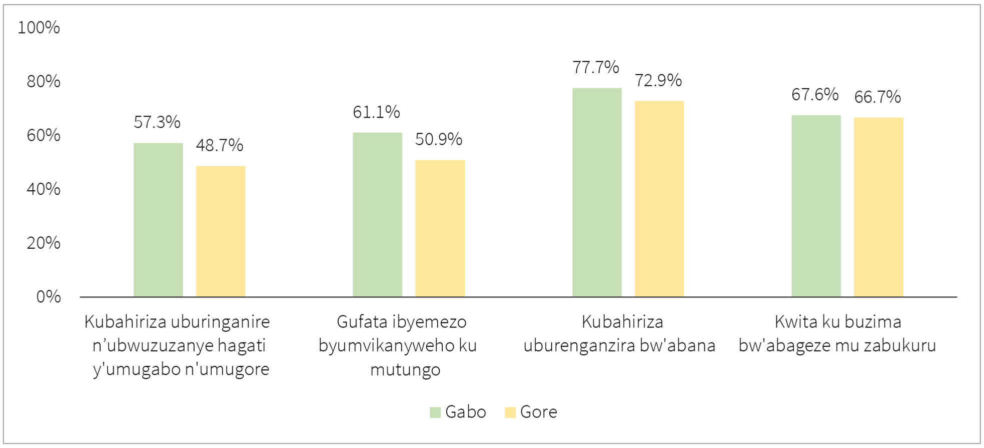
Ishusho 93: **Uko abaturage babona gahunda zitandukanye zo guteza imbere imibereho y'umuryango nyarwanda**



Aho byavuye: Anketi ya RGB, 2024

Kubahiriza uburenganzira bw'abana ni byo biza ku isonga mu gushimwa n'abaturage ku gipimo cya 74.9% mu gihe kubahiriza uburinganire n'ubwuzuzanye hagati y' umugabo n'umugore ari byo bishimwa ku gipimo cyo hasi cya 52.3%.

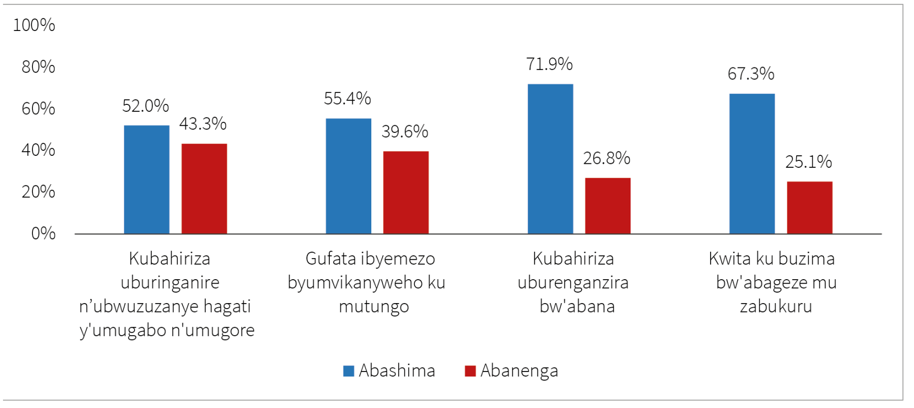
Ishusho 93: **UUko abagabo n'abagore babona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda**



Aho byavuye: Anketi ya RGB, 2024

Ubushakashatsi bugaragaza ko abagabo ari bo bashima ibikorwa bibungabunga umuryango ku bipimo biri hejuru. By'umwihariko ku birebana no kubahiriza uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore ndetse no gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, abagore babishima ku bipimo biri hasi. Ibi bigaragaza ko abagore n'abagabo bafite imyumvire itandukanye ku bijyanye n'ihame ry'uburinganire ndetse n'imikoreshereze y'umutungo w'umuryango.

Ishusho 95: Uko urubyiruko rubona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda

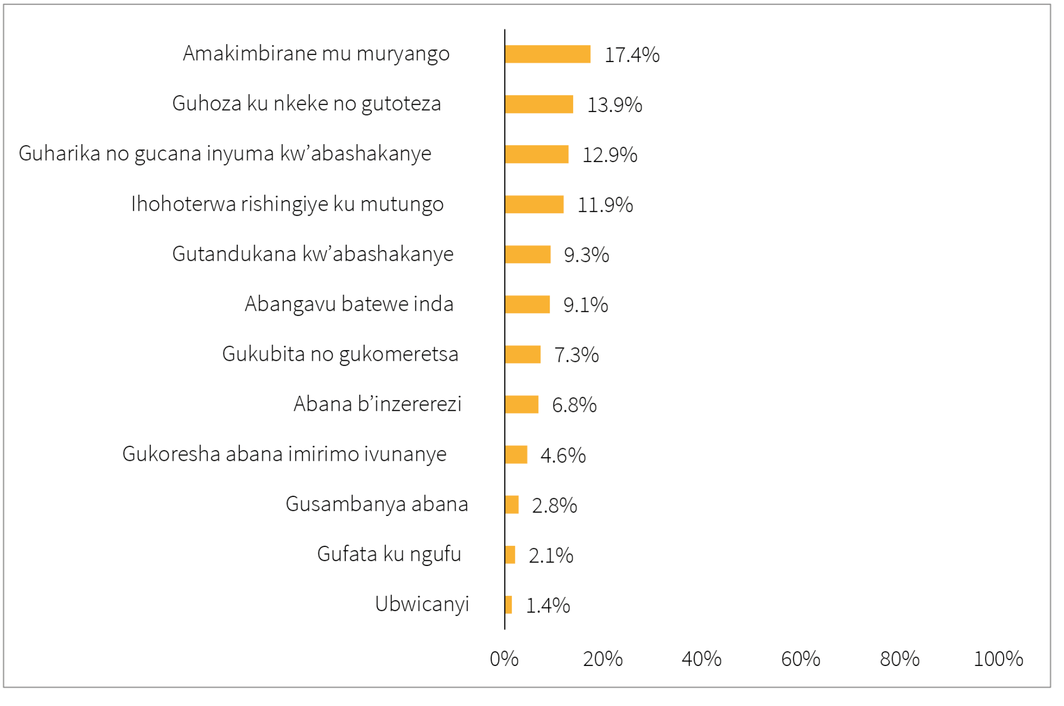


Aho byavuye: Anketi ya RGB, 2024

Kimwe n'ibindi byiciro, urubyiruko rushima ku gipimo cyo hasi iyubahirizwa ry'uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore ndetse no gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango.

2.5.4. Bimwe mu bibazo bibangamiye umuryango

Ishusho 96: Bimwe mu bibazo bibangamiye umuryango

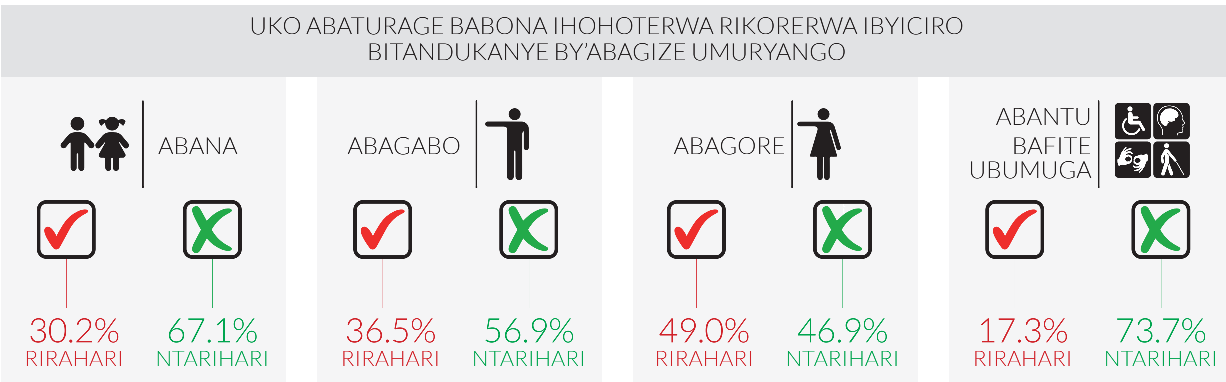


Aho byavuye: Anketi ya RGB, 2024

Muri ubu bushakashatsi, abaturage bagaragaje ko amakimbirane mu miryango, guhoza ku nkenke no gutoteza, guharika no gucana inyuma kw'abashakanye n'ihohoterwa rishingiye ku mutungo byabaye mu miryango yabo ku gipimo kiri hejuru ya 10%. Ugereranyije na CRC 2023, amakimbirane mu miryango yagabanutseho 4.9%, guharika no gucana inyuma kw'abashakanye byagabanutseho 4.3%, ihohoterwa rishingiye ku mutungo ryagabanutseho 2.5%, naho guhoza ku nkeke no gutoteza bigabanukaho 2.2%.

2.5.5. Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango

Ishusho 97: **Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango**

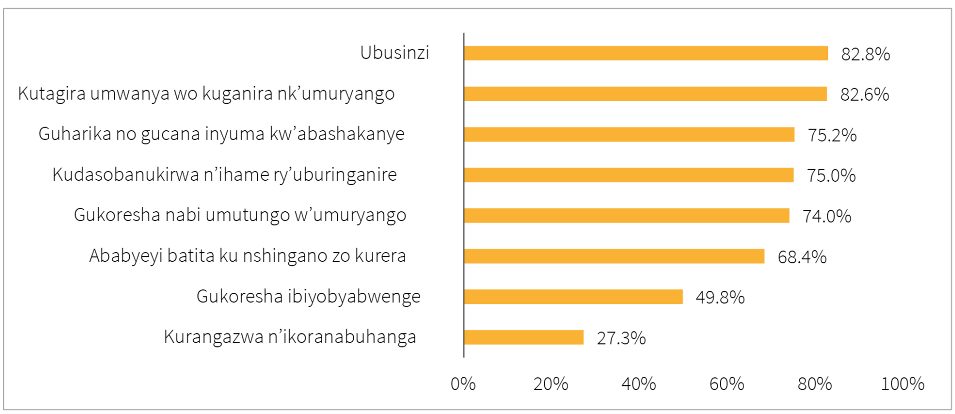


Aho byavuye: Anketi ya RGB, 2024

Nk'uko bigaragara mu ishusho iri hejuru, abagore nibo bakorewe ihohoterwa ku gipimo cyo hejuru kurusha ibindi byiciro.

2.5.6. Impamvu zitera ibibazo byo mu muryango

Ishusho 98: **Impamvu zitera ibibazo byo mu muryango**



Aho byavuye: Anketi ya RGB, 2024

Nk'uko bigaragara ku ishusho iri hejuru, ubusinzi, kutagira umwanya wo kuganira nk'umuryango, guharika no gucana inyuma kw'abashakanye, kudasobanukirwa ihame ry'uburinganire ndetse no gukoresha nabi umutungo w'umuryango nizo mpamvu ziza imbere mu guteza ibibazo byo mu muryango.

2.5.7. IBYIFUZONAMA

- Gukomeza gukangurira abagize umuryango kwitabira inteko z'abaturage n'umugoroba w'imiryango nk'imwe mu miyoboro mu kwimakaza umuryango utekanye;
- Gukomeza gukangurira abagize umuryango gushaka umwanya uhagije wo kuganira hagati yabo;
- Gukaza ingamba zo guca burundu ikoreshwa n'icuruzwa ry'ibiyobyabwenge;
- Gukomeza kwigisha abaturage ihame ry'uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore;
- Gukora ubukangurambaga ku itegeko rirebana n'umuryango n'imucungire y'umutungo wawo;
- Gukomeza gukangurira ababyeyi kwita ku burere bw'abana no kubaganiriza ku buzima bw'imyororokere;
- Gukaza ingamba zo kurwanya ikibazo cyo gusambanya abangavu no kudahishira ababikora.

Imbonerahamwe 23:
Uko uturere duhagaze mu mibereho y'umuryango nyarwanda mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	85.4%	73.6%	▲	11.8%
2	Kicukiro	83.4%	80.8%	▲	2.6%
3	Rusizi	82.9%	75.5%	▲	7.4%
4	Nyaruguru	82.7%	73.7%	▲	9.0%
5	Rubavu	79.8%	81.1%	▼	-1.3%
6	Ruhango	78.9%	70.0%	▲	8.9%
7	Gisagara	77.8%	73.8%	▲	4.0%
8	Nyabihu	77.7%	85.2%	▼	-7.5%
9	Nyarugenge	77.4%	76.9%	▲	0.5%
10	Burera	77.3%	81.9%	▼	-4.6%
11	Rutsiro	76.1%	77.4%	▼	-1.3%
12	Nyanza	75.8%	71.8%	▲	4.0%
13	Kayonza	75.0%	69.0%	▲	6.0%
14	Muhanga	74.9%	68.2%	▲	6.7%
15	Gatsibo	74.8%	72.7%	▲	2.1%
16	Nyamasheke	74.4%	82.5%	▼	-8.1%
17	Gasabo	74.3%	76.2%	▼	-1.9%
18	Karongi	74.1%	77.8%	▼	-3.7%
19	Ngororero	73.6%	68.0%	▲	5.6%
20	Gakenke	73.6%	76.3%	▼	-2.7%
21	Bugesera	72.9%	74.3%	▼	-1.4%
22	Kirehe	72.7%	74.8%	▼	-2.1%
23	Nyamagabe	71.9%	80.4%	▼	-8.5%
24	Rwamagana	71.2%	73.8%	▼	-2.6%
25	Gicumbi	70.1%	75.6%	▼	-5.5%
26	Nyagatare	70.0%	73.8%	▼	-3.8%
27	Kamonyi	69.5%	68.7%	▲	0.8%
28	Ngoma	69.2%	72.6%	▼	-3.4%
29	Rulindo	67.1%	76.3%	▼	-9.2%
30	Musanze	64.7%	69.7%	▼	-5.0%
IMPUZANDENGO		74.9%	75.1%	▼	-0.2%

Aho byavuye: Anketi ya RGB, 2024

3

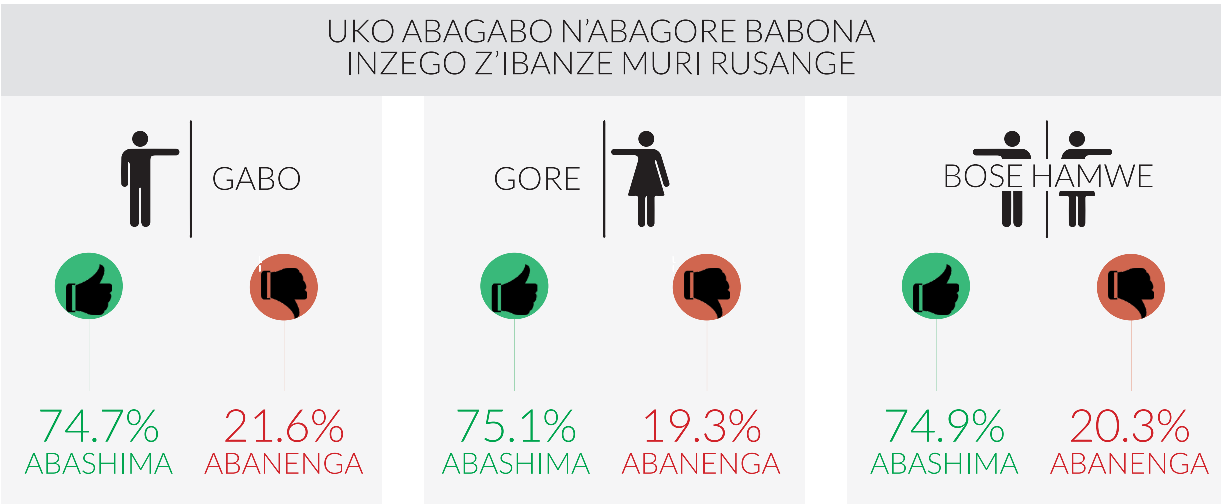
INKINGI Y'IMIYOBORERE

3.1. INZEGO Z'IBANZE

3.1.1. Intangiriro

Mu rwego rwo kureba uko abaturage babona imikorere n'imitangire ya serivisi mu nzego zibegereye, ubu bushakashatsi bwibanze ku mikorere y'inzego z'ibanze n'iya bamwe mu bakozi bazo, serivisi zitangwa n'inzego z'ibanze ndetse n'ibibangamira imitangire ya serivisi muri izo nzego.

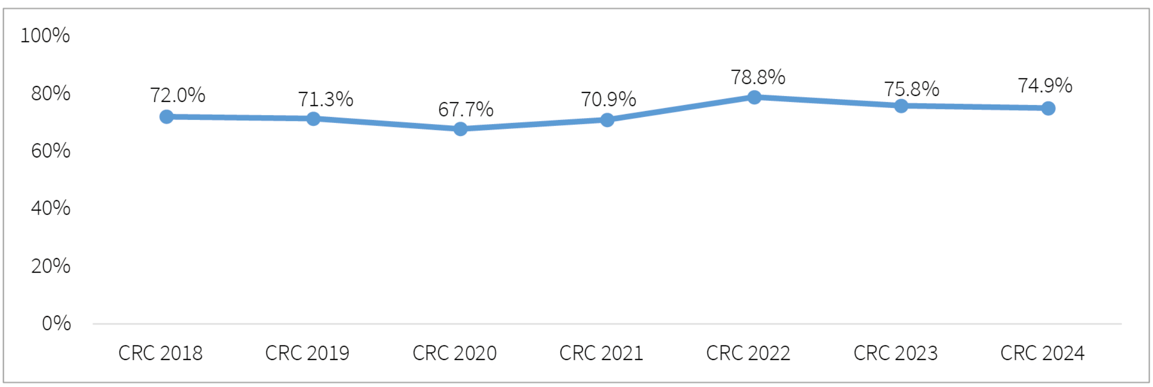
Ishusho 99: **Uko abagabo n'abagore babona inzego z'ibanze muri rusange**



Aho byavuye: Anketi ya RGB, 2024

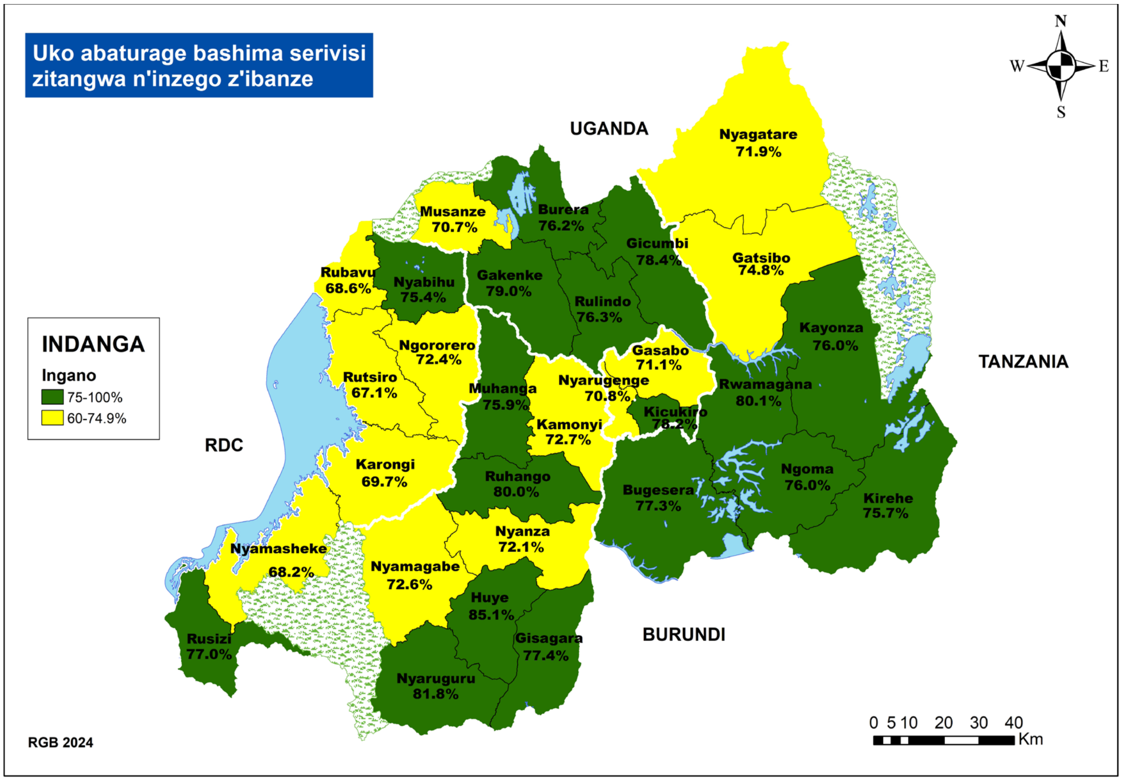
Abaturage barashima imikorere y'inzego z'ibanze ku gipimo cya 74.9%, aho abagore bashima ku gipimo cya 75.1% naho abagabo bakayishima ku gipimo cya 74.7%.

Ishusho 100: **Uko serivisi zitangwa n'inzego z'ibanze zihagaze mu myaka irindwi ishize**



Muri CRC 2024, serivisi zitangwa n'inzego z'ibanze zishimwa ku gipimo cya 74.9% bihwanye na 83.2% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

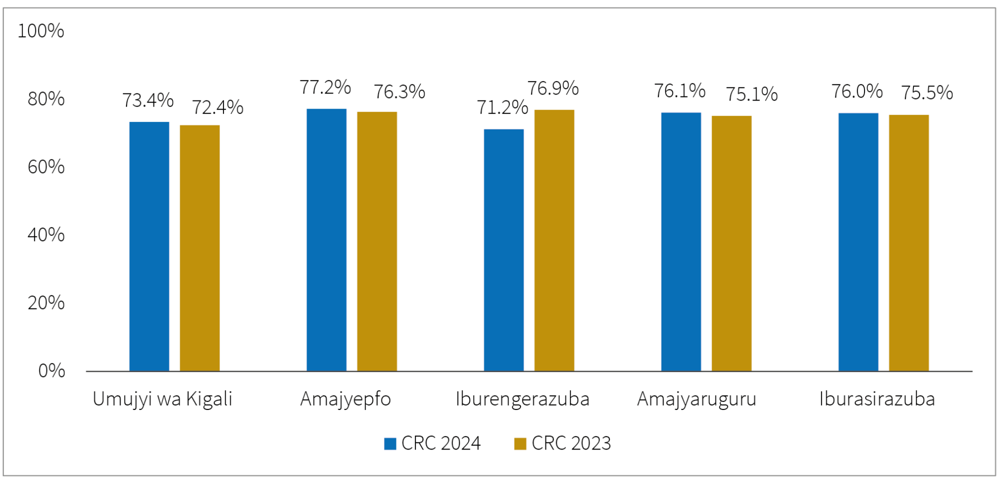
Ikarita 14: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe uturere



Mu turere cumi na turindwi(17), abaturage bashima serivisi z'inzego z'ibanze ku gipimo kiri hejuru ya 75%, aho Akarere ka Huye kaza ku isonga ku gipimo cya 85.1%. Ku rundi ruhande, mu turere tune (4) niho abaturage bashima serivisi z'inzego z'ibanze ku gipimo kiri munsi ya 70%, aho Akarere ka Rutsiro bazishima ku gipimo cyo hasi cya 67.1%.

3.1.2. Imikorere y'inzego z'ibanze hakurikijwe Intara n'Umujyi wa Kigali

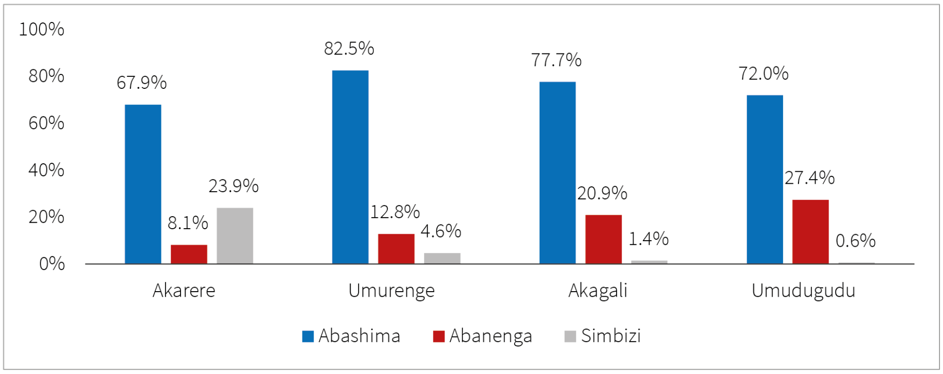
Ishusho 101: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

3.1.3. Imikorere y'inzego z'ibanze

Ishusho 102: Uko abaturage babona imikorere y'inzego z'ibanze

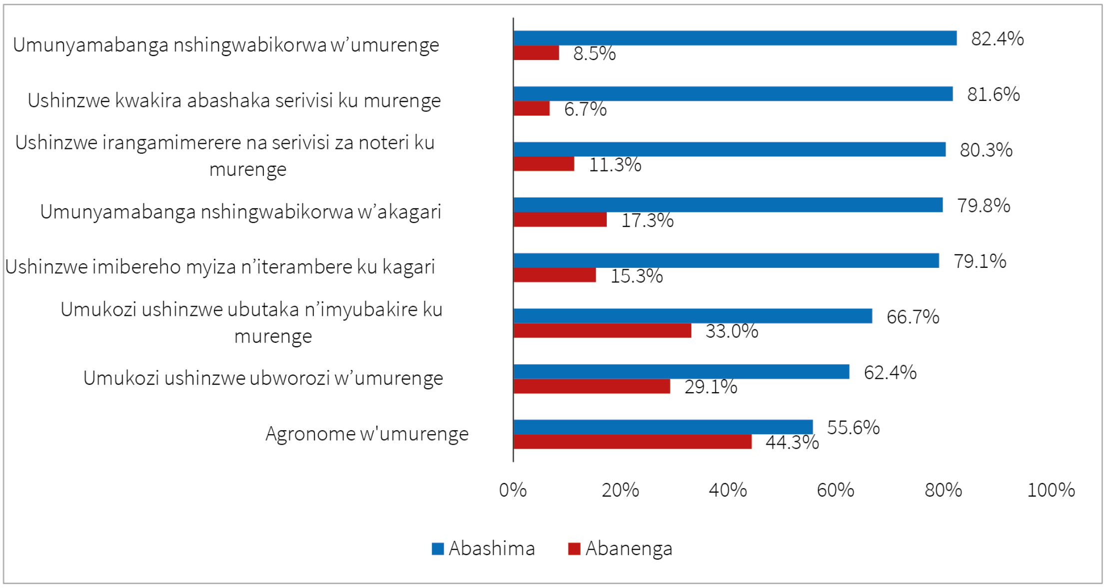


Aho byavuye: Anketi ya RGB, 2024

Nk'uko bigaragara ku ishusho iri hejuru, abaturage bashima imikorere y'urwego rw'umurenge ku gipimo cyo hejuru cya 82.5% naho urwego rw'akarere ni rwo rushimwa ku gipimo cyo hasi cya 67.9%. Kuba hari abaturage bangana na 23.9% batazi imikorere y'urwego rw'akarere, biterwa n'uko serivisi nyinshi zitangirwa ku nzego zibegereye bikaba bifitanye isano n'uko bashima ku gipimo cyo hasi imikorere y'uru rwego.

3.1.4. Imikorere ya bamwe mu bakozi b' inzego z'ibanze

Ishusho 103: Uko abaturage babona imikorere ya bamwe mu bakozi b' inzego z'ibanze

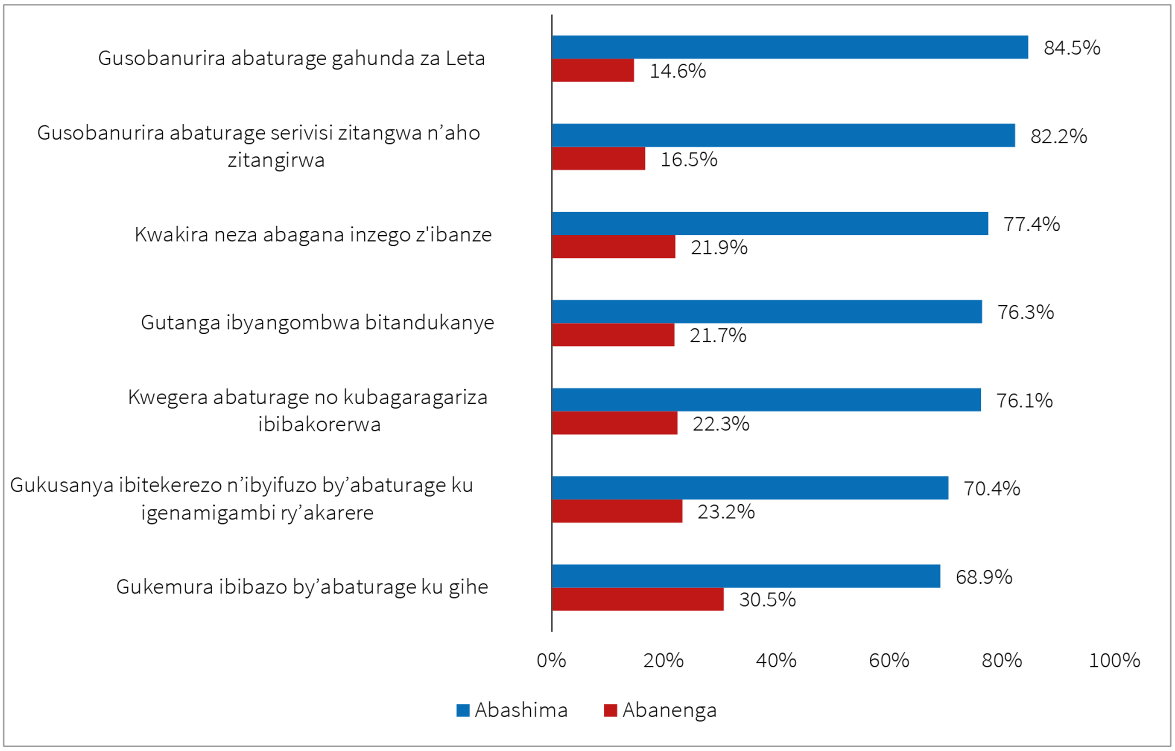


Aho byavuye: Anketi ya RGB, 2024

Umunyamabanga nshingwabikorwa w'umurenge, ushinzwe kwakira abashaka serivisi ku murenge ndetse n'umukozi ushinzwe irangamimerere na serivisi za noteri nibo bakozi bashimwa ku gipimo kiri hejuru ya 80%. Ku rundi ruhande imikorere y'ushinzwe ubutaka n'imyubakire, ubworozi ndetse n'ushinzwe ubuhinzi ku rwego rw'umurenge irashimwa ku gipimo kiri munsi ya 70%.

3.1.5. Zimwe muri serivisi n'imikorere by'inzego z'ibanze

Ishusho 104: **Uko abaturage babona zimwe muri serivisi n'imikorere by'inzego z'ibanze**

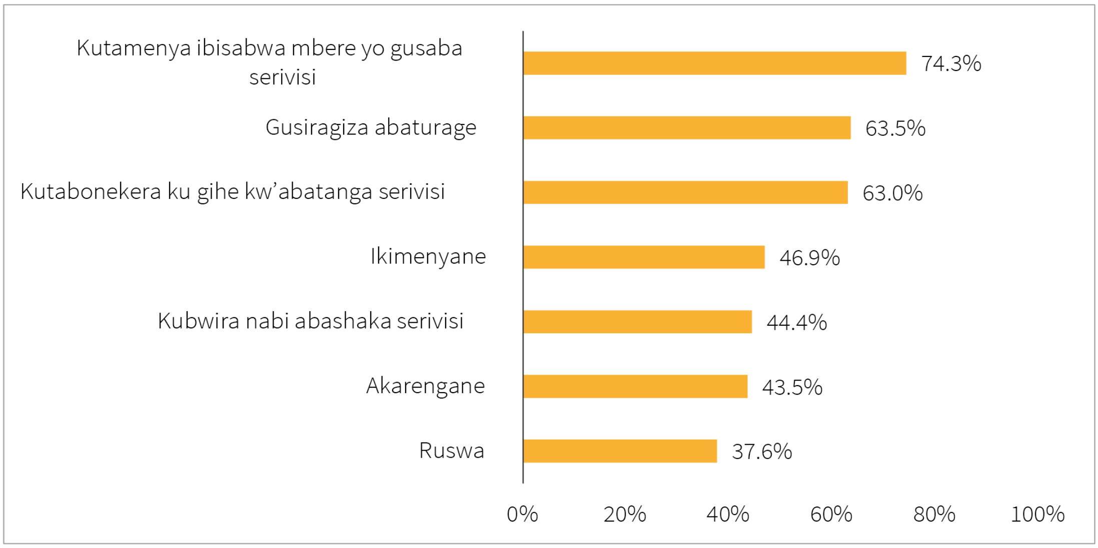


Aho byavuye: Anketi ya RGB, 2024

Gusobanurira abaturage gahunda za Leta ni yo serivisi iza ku isonga mu gushimwa n'abaturage ku gipimo cya 84.5%. Ku rundi ruhande, gukemura ibibazo by'abaturage ku gihe nibyo bishimwa ku gipimo cyo hasi cya 68.9%.

3.1.6. Inzitizi zigaragara muri serivisi n'imikorere by'inzego z'ibanze

Ishusho 105: **Zimwe mu nzitizi zagaragajwe muri serivisi n'imikorere by'inzego z'ibanze**



Aho byavuye: Anketi ya RGB, 2024

Nk'uko ishusho iri hejuru ibigaragaza, ibibangamira imikorere n'imitangire ya serivisi mu nzego z'ibanze kurusha ibindi ni: ukutamenya ibisabwa mbere yo gusaba serivisi, gusiragiza abaturage ndetse no kutabonekera ku gihe kw'abatanga serivisi.

3.1.7. IBYIFUZONAMA

- Gukomeza ingamba zo gukemura ibibazo by'abaturage ku gihe;
- Kuzamura uruhare rw'abaturage mu gutegura igenamigambi;
- Gutanga amakuru y'ibisabwa kugira ngo abaturage bahabwe serivisi, kunoza imitangire ya serivisi no gukurikirana mu buryo buhoraho imitangire ya serivisi;
- Gukomeza ingamba zo kurwanya ruswa n'akarengane no kubwira nabi abasaba serivisi.

Imbonerahamwe 24:
Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze mu myaka ibiri (2024 - 2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	85.1%	73.2%	▲	11.9%
2	Nyaruguru	81.8%	76.8%	▲	5.0%
3	Rwamagana	80.1%	79.2%	▲	0.9%
4	Ruhango	80.0%	71.0%	▲	9.0%
5	Gakenke	79.0%	80.4%	▼	-1.4%
6	Gicumbi	78.4%	77.1%	▲	1.3%
7	Kicukiro	78.2%	72.3%	▲	5.9%
8	Gisagara	77.4%	78.9%	▼	-1.5%
9	Bugesera	77.3%	69.8%	▲	7.5%
10	Rusizi	77.0%	78.2%	▼	-1.2%
11	Rulindo	76.3%	79.8%	▼	-3.5%
12	Burera	76.2%	72.0%	▲	4.2%
13	Kayonza	76.0%	65.6%	▲	10.4%
14	Ngoma	76.0%	83.4%	▼	-7.4%
15	Muhanga	75.9%	77.5%	▼	-1.6%
16	Kirehe	75.7%	78.7%	▼	-3.0%
17	Nyabihu	75.4%	78.0%	▼	-2.6%
18	Gatsibo	74.8%	71.6%	▲	3.2%
19	Kamonyi	72.7%	74.5%	▼	-1.8%
20	Nyamagabe	72.6%	82.6%	▼	-10.0%
21	Ngororero	72.4%	78.6%	▼	-6.2%
22	Nyanza	72.1%	76.4%	▼	-4.3%
23	Nyagatare	71.9%	79.8%	▼	-7.9%
24	Gasabo	71.1%	71.0%	▲	0.1%
25	Nyarugenge	70.8%	73.9%	▼	-3.1%
26	Musanze	70.7%	66.2%	▲	4.5%
27	Karongi	69.7%	75.2%	▼	-5.5%
28	Rubavu	68.6%	80.7%	▼	-12.1%
29	Nyamasheke	68.2%	70.2%	▼	-2.0%
30	Rutsiro	67.1%	77.4%	▼	-10.3%
IMPUZANDENGO		74.9%	75.8%	▼	-0.9%

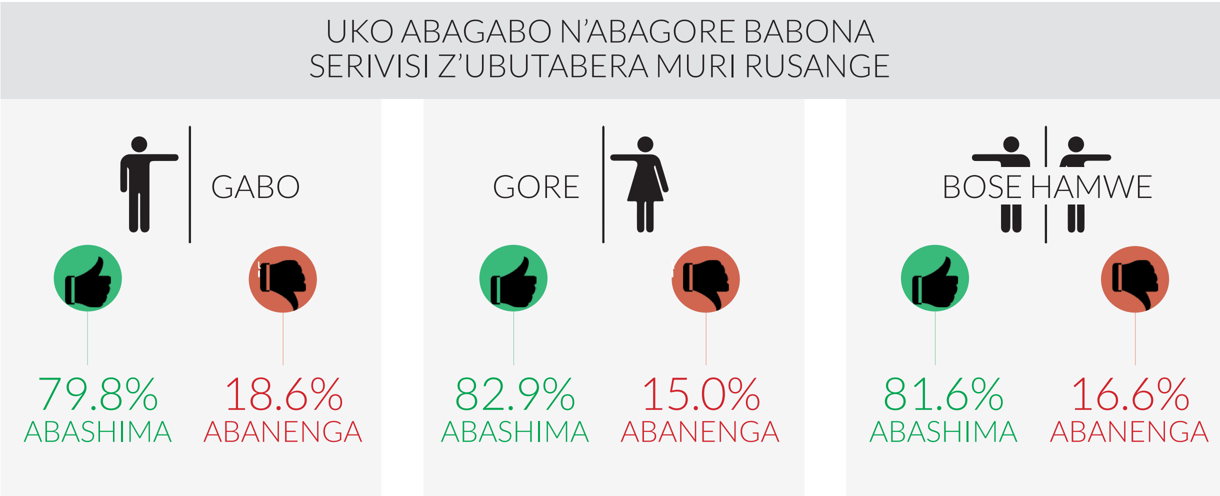
Aho byavuye: Anketi ya RGB, 2024

3.2. UBUTABERA

3.2.1. Intangiriro

Mu rwego rw'ubutabera, ubu bushakashatsi bwibanze ku mitangire ya serivisi, imikorere ya Komite z'Abunzi ndetse n'imikorere ya MAJ. Harebwe kandi uko abaturage babona ruswa, akarengane n'ikimenyane mu nzego zimwe na zimwe ndetse n'imikorere y'inzego zinyuranye mu kurwanya ruswa n'akarengane.

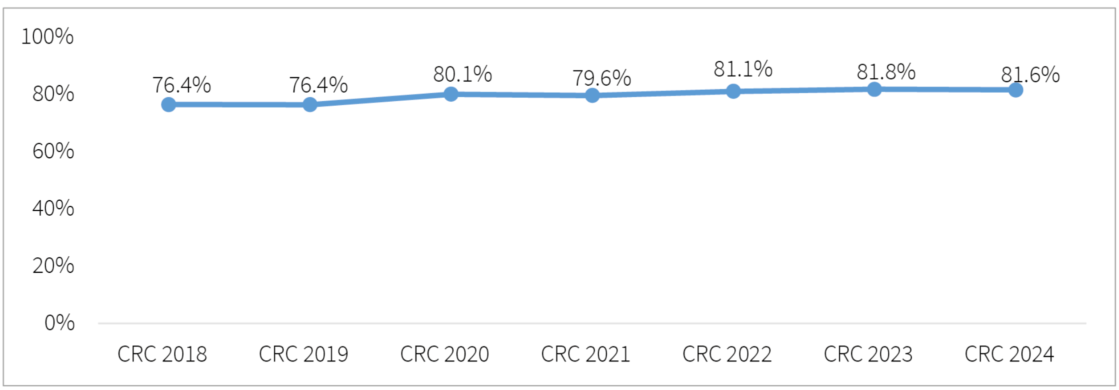
Ishusho 106: **Uko abagabo n'abagore babona serivisi z'ubutabera muri rusange**



Aho byavuye: Anketi ya RGB, 2024

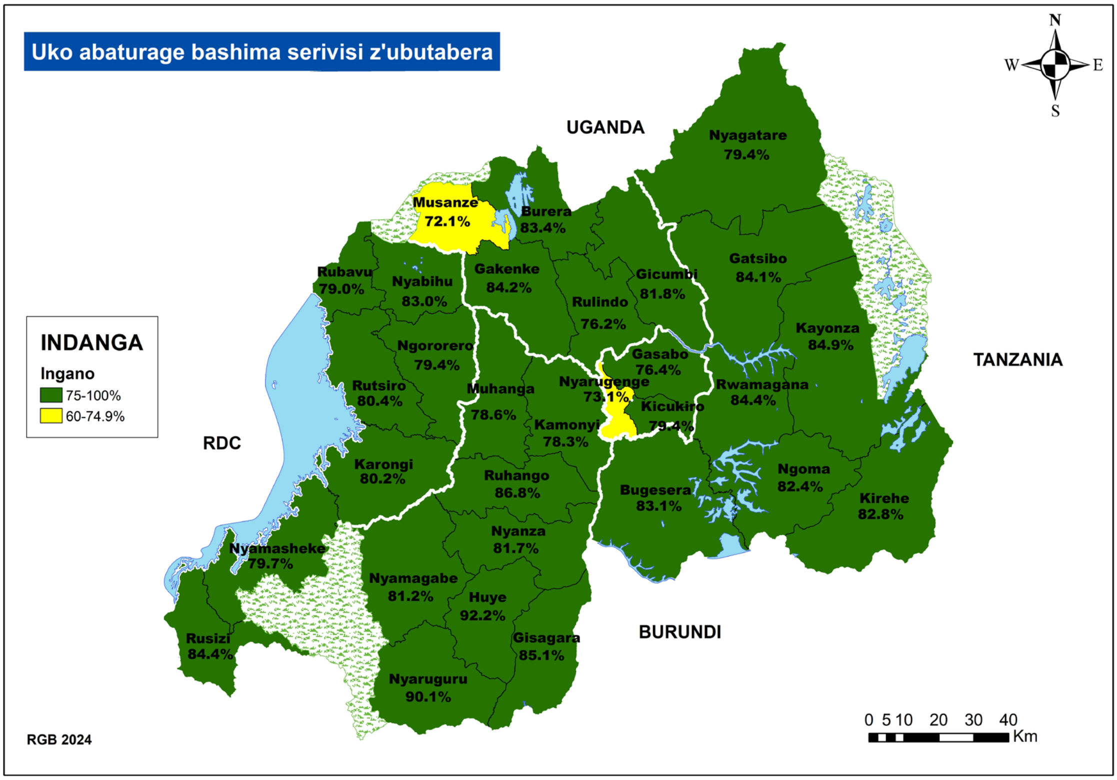
Muri rusange serivisi z'ubutabera zishimwa ku gipimo cya 81.6%. Abagore bazishima ku gipimo cya 82.9% naho abagabo bakazishima ku gipimo cya 79.8%.

Ishusho 107: **Uko serivisi z'ubutabera zishimwa mu myaka irindwi ishize**



Muri CRC 2024, serivisi z'ubutabera zishimwa ku gipimo cya 81.6% bihwanye na 90.7% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% cy'uko abaturage bashima serivisi bahabwa.

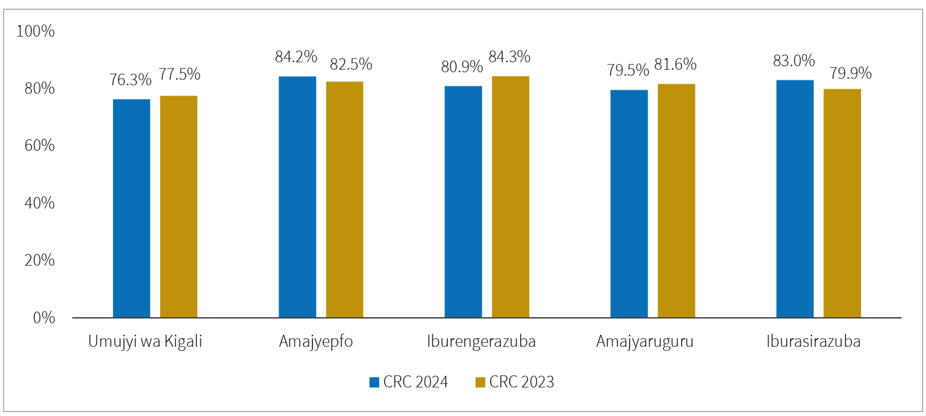
Ikarita 15: Uko abaturage bashima serivisi z'ubutabera hakurikijwe uturere



Muri rusange, serivisi z'ubutabera zirashimwa ku gipimo kiri hejuru ya 75% mu turere makumyabiri n'umunani (28) aho Akarere ka Huye kari ku isonga ku gipimo cya 92.2%. Ku rundi ruhande, mu turere twa Nyarugenge na Musanze niho abaturage bashima serivisi z'ubutabera ku gipimo kiri munsi ya 75%.

3.2.2. Serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali.

Ishusho 108: **Uko abaturage bashima serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri**

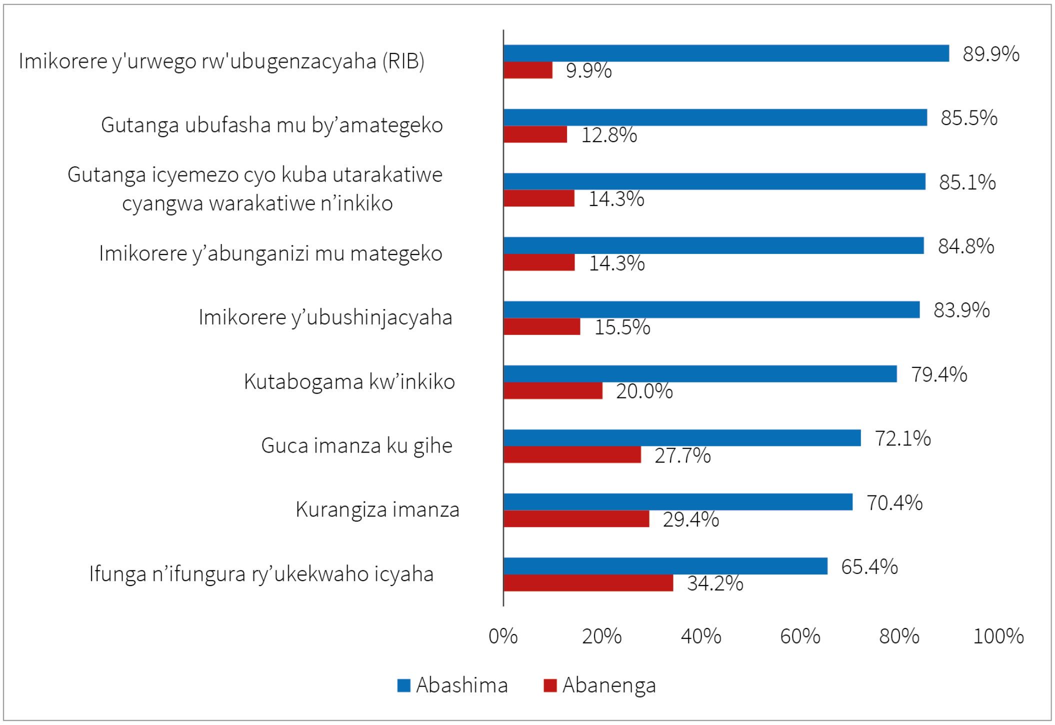


Aho byavuye: Anketi ya RGB, 2024

3.2.3. Imikorere n'imitangire ya serivisi mu nzego z'ubutabera

Muri iki cyiciro habajijwe abaturage bazi imikorere n'imitangire ya serivisi mu nzego z'ubutabera zikurikira: guca imanza ku gihe, kurangiza imanza, ifunga n'ifungura ry'ukekwaho icyaha, kutabogama kw'inkiko, gutanga icyemezo cyo kuba utarakatiwe cyangwa warakatiwe n'inkiko, imikorere y'urwego rw'ubugenzacyaha (RIB), imikorere y'ubushinjacyaha, imikorere y'abunganizi mu mategeko ndetse no gutanga ubufasha mu by'amategeko (legal aid).

Ishusho 109: Uko abaturage babona imikorere na serivisi mu nzego z'ubutabera



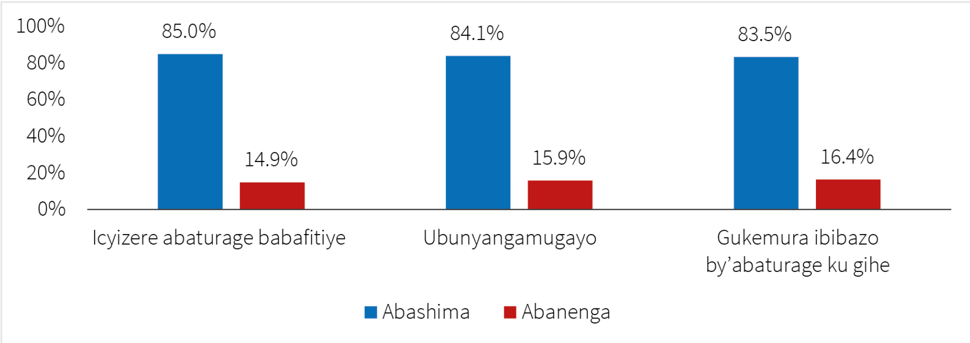
Aho byavuye: Anketi ya RGB, 2024

Imikorere y'urwego rw'ubugenzacyaha (RIB) niyo ishimwa ku gipimo cyo hejuru cya 89.9% mu gihe ifunga n'ifungura ry'ukekwaho icyaha aribyo bishimwa ku gipimo cyo hasi cya 65.4%.

3.2.4. Imikorere ya Komite z'Abunzi

Ku bijyanye n'imikorere ya Komite z'Abunzi, ubu bushakashatsi bwibanze ku bunyangamugayo bwabo, icyizere abaturage babafitiye ndetse no gukemura ibibazo by'abaturage ku gihe.

Ishusho 110: Uko abaturage babona imikorere ya Komite z'Abunzi



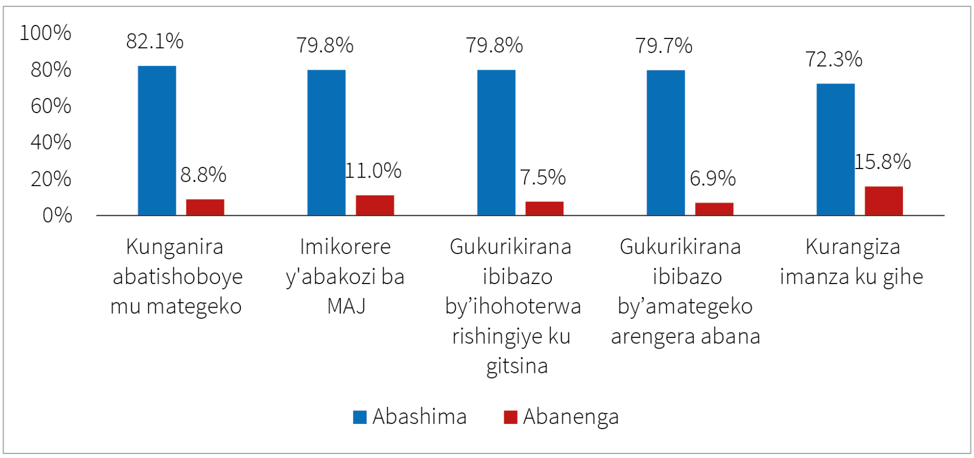
Aho byavuye: Anketi ya RGB, 2024

Abaturage bashima imikorere ya Komite z'Abunzi ku gipimo kiri hejuru ya 80%.

3.2.5. Serivisi za MAJ

Ku birebana na MAJ, ubu bushakashatsi bwibanze kuri ibi bikurikira: kunganira abatishoboye mu mategeko, kurangiza imanza ku gihe, gukurikirana ibibazo by'ihohoterwa rishingiye ku gitsina ndetse no gukurikirana ibibazo by'amategeko arengera abana. Serivisi za MAJ zabajijwe abaturage bazi uru rwego.

Ishusho 111: Uko abaturage babona serivisi n'imikorere bya MAJ

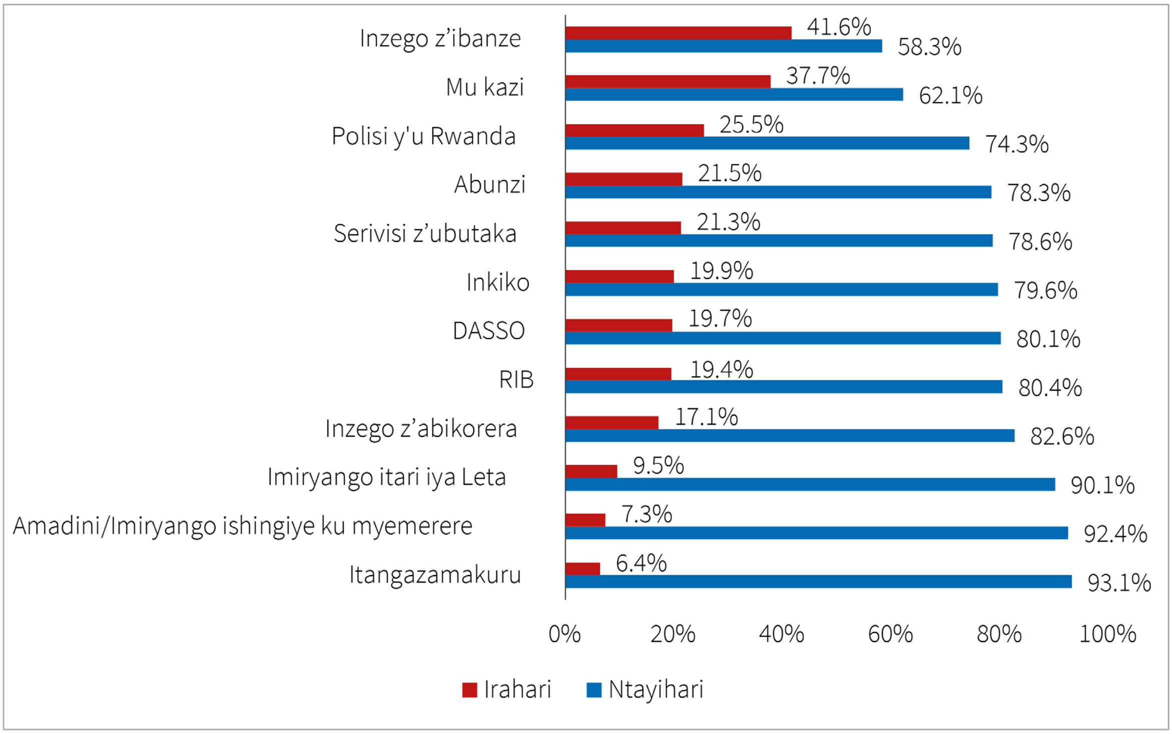


Aho byavuye: Anketi ya RGB, 2024

Kunganira abatishoboye mu mategeko niyo serivisi ya MAJ ishimwa kurusha izindi ku gipimo cya 82.1% naho serivisi yo kurangiza imanza ishimwa ku gipimo cyo hasi cya 72.3%.

3.2.6. Ruswa mu nzego zitandukanye

Ishusho 112: **Uko abaturage babona ruswa mu nzego na serivisi zitandukanye**

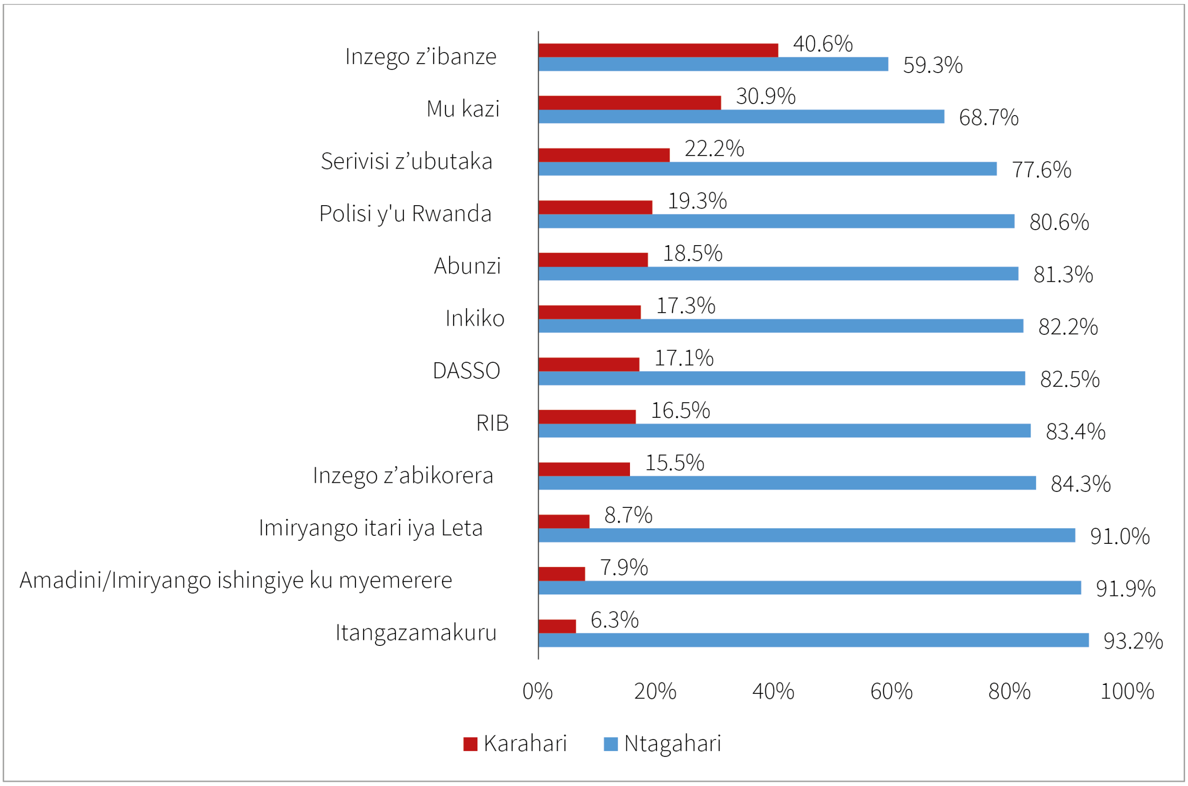


Aho byavuye: Anketi ya RGB, 2024

Abaturage bagaragaza ko mu nzego z'ibanze ariho ruswa iri kurusha ahandi ku gipimo cyo hejuru cya 41.6%.

3.2.7. Akarengane mu nzego zitandukanye

Ishusho 113: Uko abaturage babona akarengane mu nzego na serivisi zitandukanye

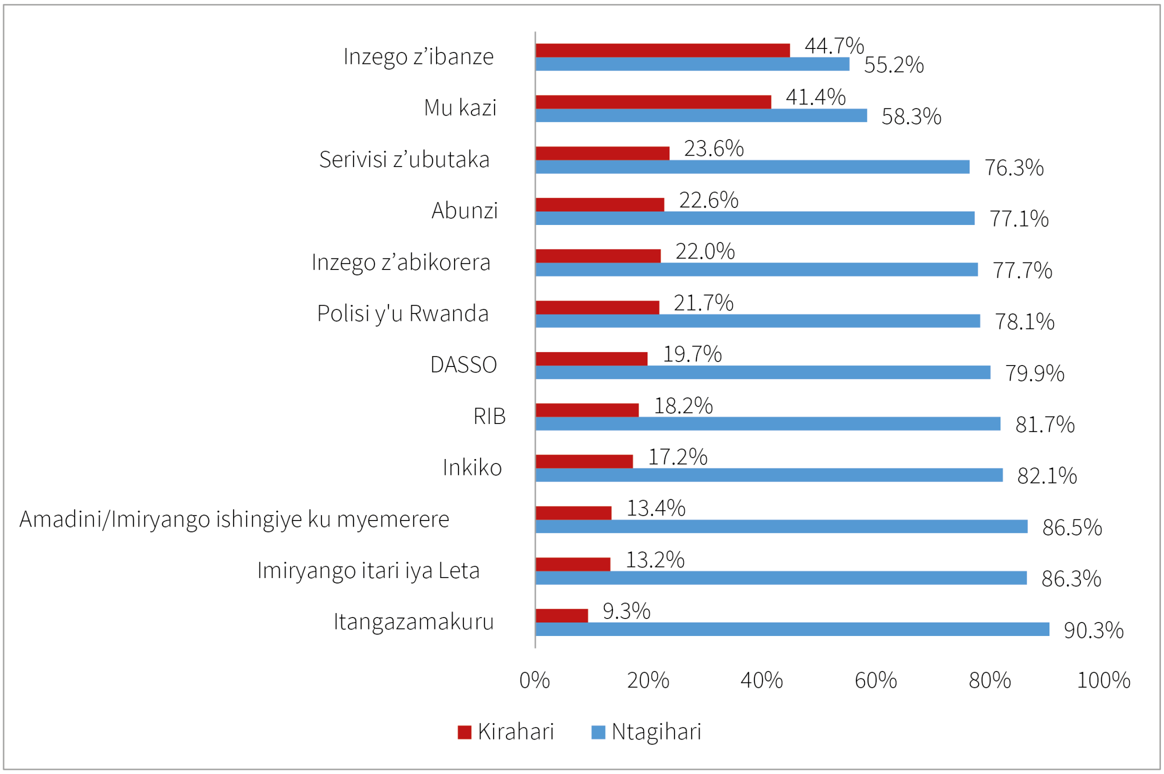


Aho byavuye: Anketi ya RGB, 2024

Ubu bushakashatsi buragaragaza ko mu nzego z'ibanze, mu kazi ndetse no muri serivisi z'ubutaka ariho akarengane kagaragara kurusha ahandi ku gipimo kiri hejuru ya 20%.

3.2.8. Ikimenyane mu nzego zitandukanye

Ishusho 114: **Uko abaturage babona ikimenyane mu nzego na serivisi zitandukanye**



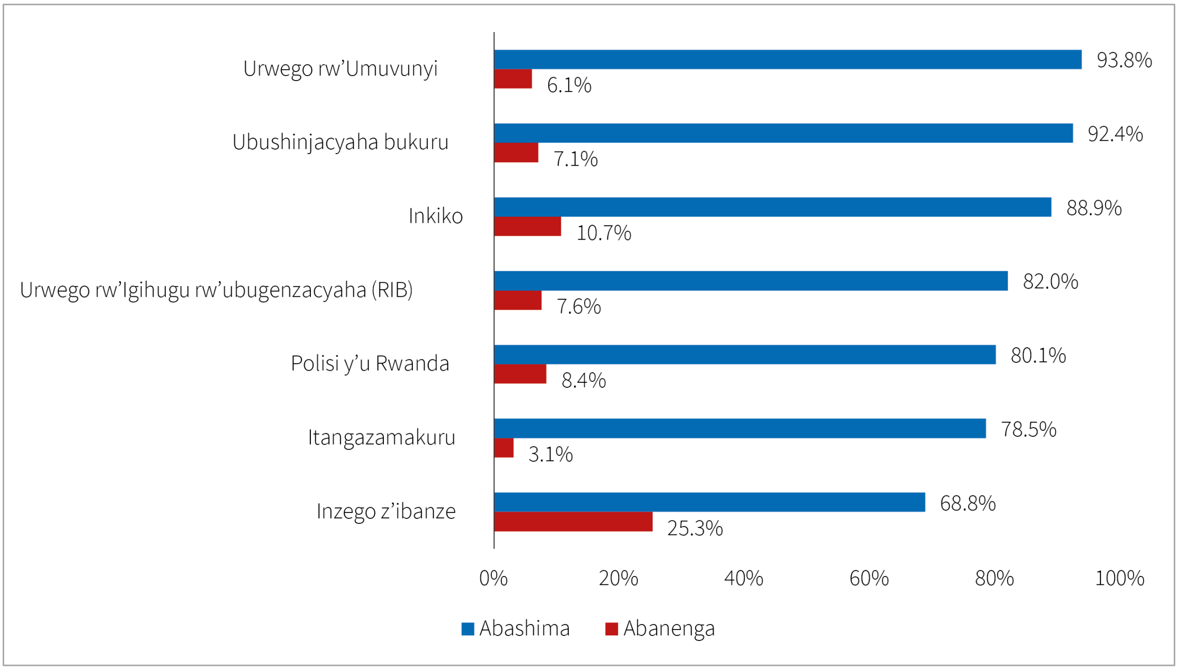
Aho byavuye: Anketi ya RGB, 2024

Nk'uko byagaragajwe n'ubushakashatsi kuri ruswa ndetse n'akarengane, inzego z'ibanze nizo ziza imbere mu kurangwa n'ikimenyane mu mikorere yazo ku gipimo cya 44.7%.

3.2.9. Imikorere y'inzego mu kurwanya ruswa n'akarengane

Abaturage babajijwe uko babona imikorere ya zimwe mu nzego zifite uruhare mu kurwanya ruswa n'akarengane zirimo Urwego rw'Umuvunyi, RIB, Urwego rw'Ubushinjacyaha Bukuru, inzego z'ibanze, Polisi y'u Rwanda, inkiko n'itangazamakuru.

Ishusho 115: **Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane**



Aho byavuye: Anketi ya RGB, 2024

N'ubwo ruswa ikigaragara mu nzego na serivisi zimwe na zimwe, abaturage bashima imikorere y'inzego zitandukanye mu kuyirwanya ku bipimo bishimishije.

3.2.10. IBYIFUZONAMA

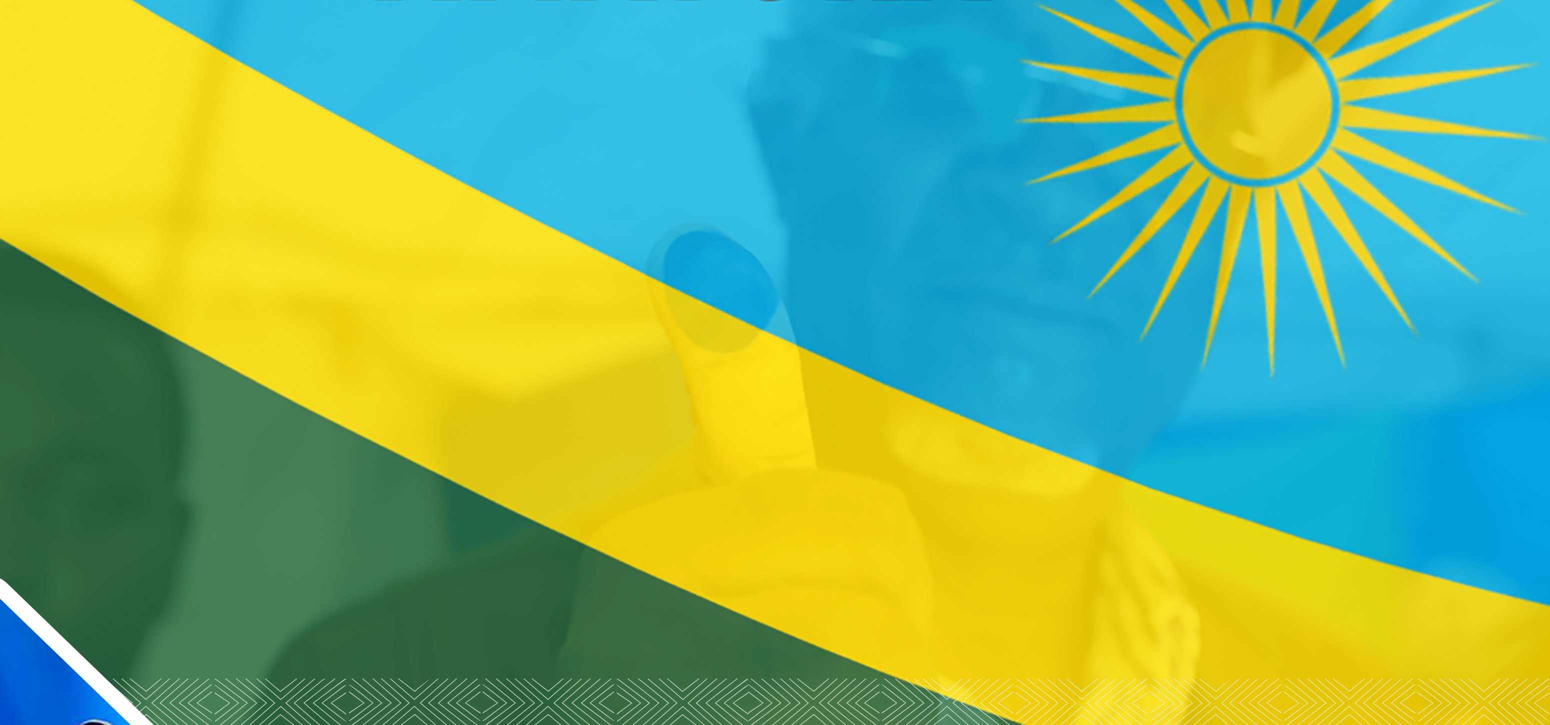
- Gukomeza ingamba zo kurangiza imanza ku gihe;
- Gukomeza gukaza ingamba zo kurwanya ruswa n'akarengane;
- Kubahiriza amategeko ku ifunga n'ifungura ry'ukekwaho icyaha.

Imbonerahamwe 25:
Uko uturere duhagaze muri serivisi z'ubutabera mu myaka ibiri (2024-2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	92.2%	79.6%	▲	12.6%
2	Nyaruguru	90.1%	83.5%	▲	6.6%
3	Ruhango	86.8%	77.3%	▲	9.5%
4	Gisagara	85.1%	83.3%	▲	1.8%
5	Kayonza	84.9%	75.5%	▲	9.4%
6	Rusizi	84.4%	85.4%	▼	-1.0%
7	Rwamagana	84.4%	82.7%	▲	1.7%
8	Gakenke	84.2%	83.3%	▲	0.9%
9	Gatsibo	84.1%	77.9%	▲	6.2%
10	Burera	83.4%	86.5%	▼	-3.1%
11	Bugesera	83.1%	78.4%	▲	4.7%
12	Nyabihu	83.0%	82.4%	▲	0.6%
13	Kirehe	82.8%	80.7%	▲	2.1%
14	Ngoma	82.4%	80.9%	▲	1.5%
15	Gicumbi	81.8%	82.2%	▼	-0.4%
16	Nyanza	81.7%	81.7%	=	0.0%
17	Nyamagabe	81.2%	88.6%	▼	-7.4%
18	Rutsiro	80.4%	84.5%	▼	-4.1%
19	Karongi	80.2%	83.4%	▼	-3.2%
20	Nyamasheke	79.7%	84.8%	▼	-5.1%
21	Kicukiro	79.4%	75.0%	▲	4.4%
22	Ngororero	79.4%	84.9%	▼	-5.5%
23	Nyagatare	79.4%	83.1%	▼	-3.7%
24	Rubavu	79.0%	85.0%	▼	-6.0%
25	Muhanga	78.6%	83.2%	▼	-4.6%
26	Kamonyi	78.3%	82.4%	▼	-4.1%
27	Gasabo	76.4%	79.4%	▼	-3.0%
28	Rulindo	76.2%	82.7%	▼	-6.5%
29	Nyarugenge	73.1%	78.0%	▼	-4.9%
30	Musanze	72.1%	73.5%	▼	-1.4%
IMPUZANDENGO		81.6%	81.8%	▼	-0.2%

Aho byavuye: Anketi ya RGB, 2024

AMATORA



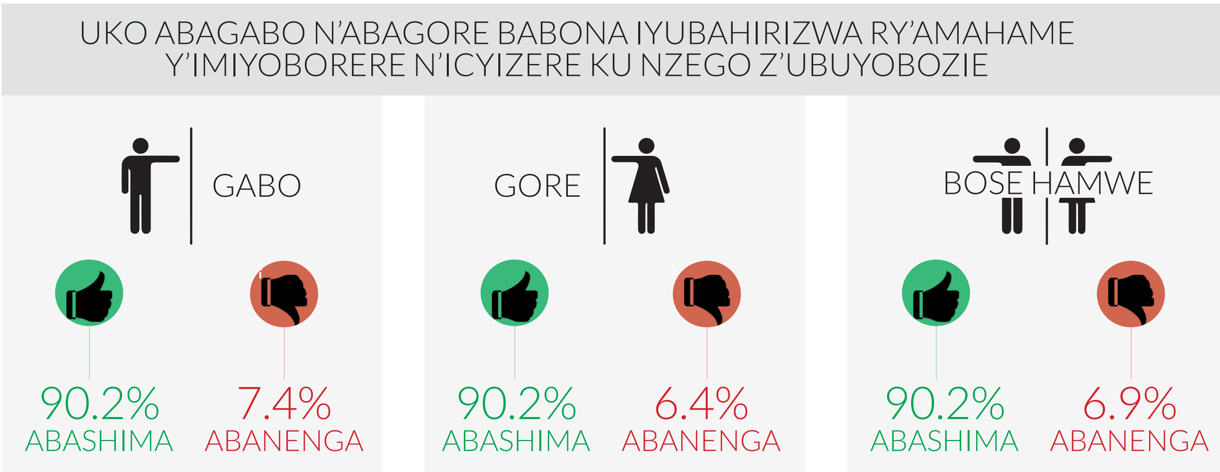
3.3. IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI

3.3.1. Intangiriro

Mu rwego rwo kurushaho kwimakaza amahame y'imiyoborere, CRC isuzuma amwe mu mahame y'imiyoborere akurikira: uburenganzira bwa muntu, ihame ry'uburinganire, kurwanya ruswa n'akarengane, amatora akozwe mu mucyo no mu bwisanzure, gusaranganya ubutegetsi, ubwisanzure mu gutanga ibitekerezo, kurwanya no gukumira ingengabitekerezo ya jenoside, kurwanya ivangura iryo ari ryo ryose, kubahiriza amategeko, gukorera mu mucyo ndetse no kubazwa inshingano. CRC kandi inasuzuma icyizere abaturage bafitiye zimwe mu nzego z'ubuyobozi.

Ibyavuye muri ubushakashatsi bwa CRC 2024 biragaragara mu ishusho ikurikira.

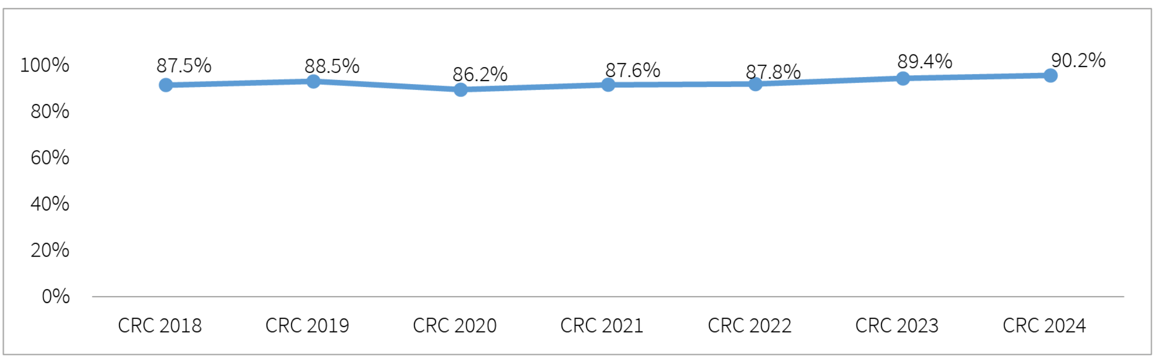
Ishusho 115: Uko abagabo n'abagore babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi



Aho byavuye: Anketi ya RGB, 2024

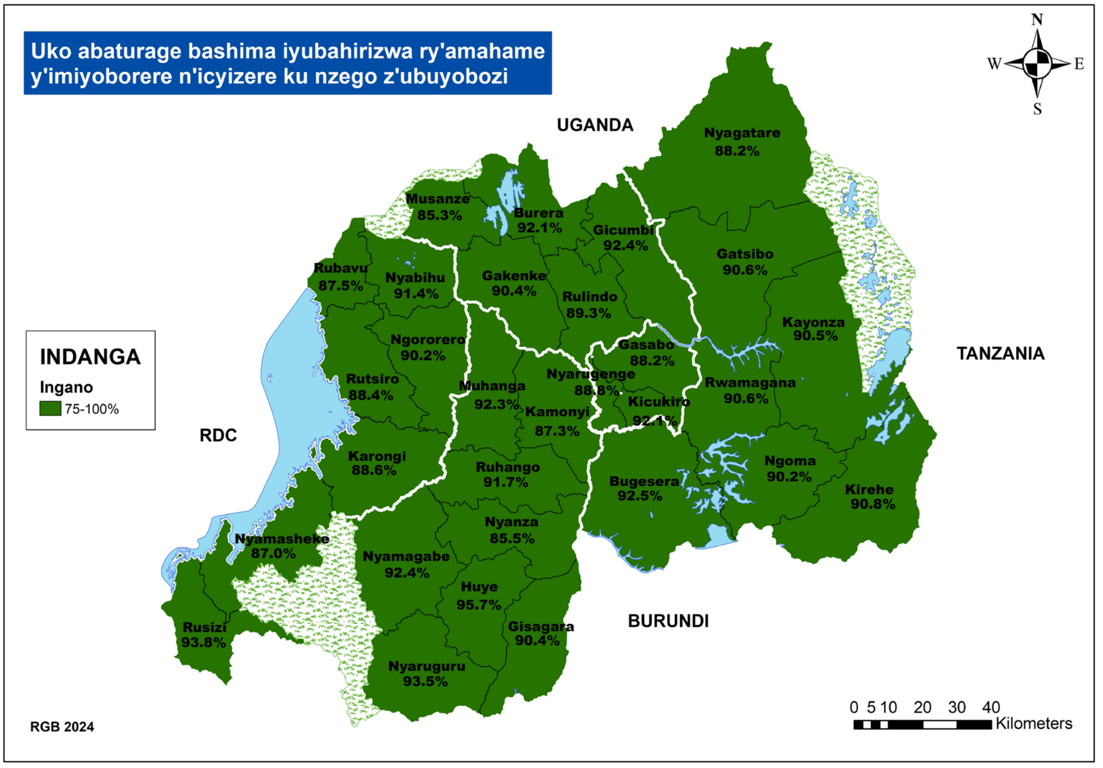
Muri rusange, abaturage bagaragaza ko bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'ubuyobozi ku gipimo cya 90.2%.

Ishusho 116: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'ubuyobozi mu mvaka irindwi ishize



Iyubahirizwa ry'amahame y'imiyoborere n'icyizere abaturage bafitiye inzego z'ubuyobozi biri ku gipimo cya 90.2% muri CRC 2024, bikaba byarageze ku ntego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

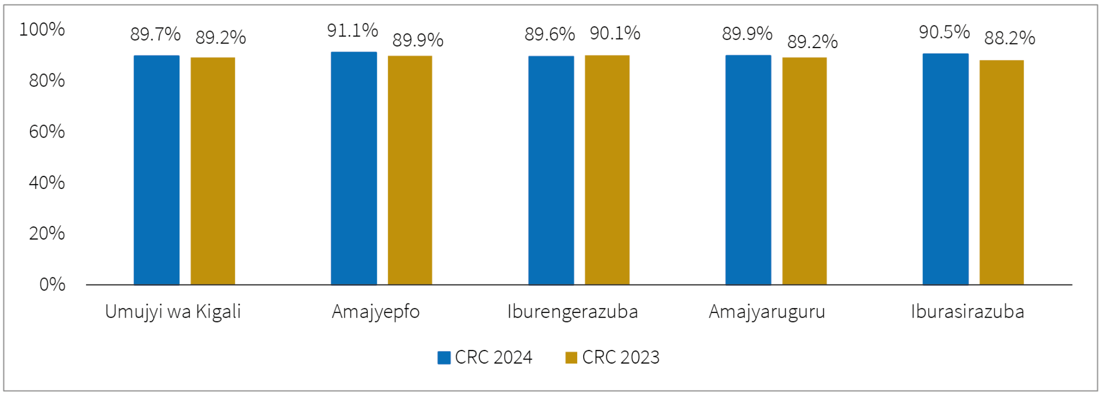
Ikarita 16: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere



Abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku gipimo kiri hejuru ya 85% mu turere twose.

3.3.2. Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali

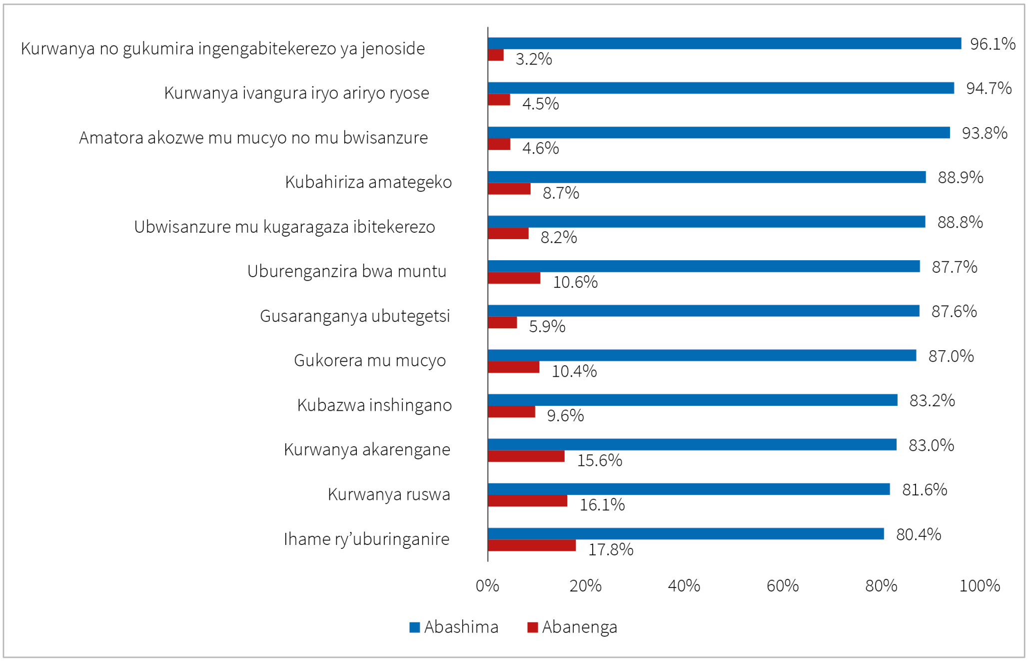
Ishusho 117: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Anketi ya RGB, 2024

3.3.3. Iyubahirizwa ry'amahame y'imiyoborere

Ishusho 118: **Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere atandukanye**

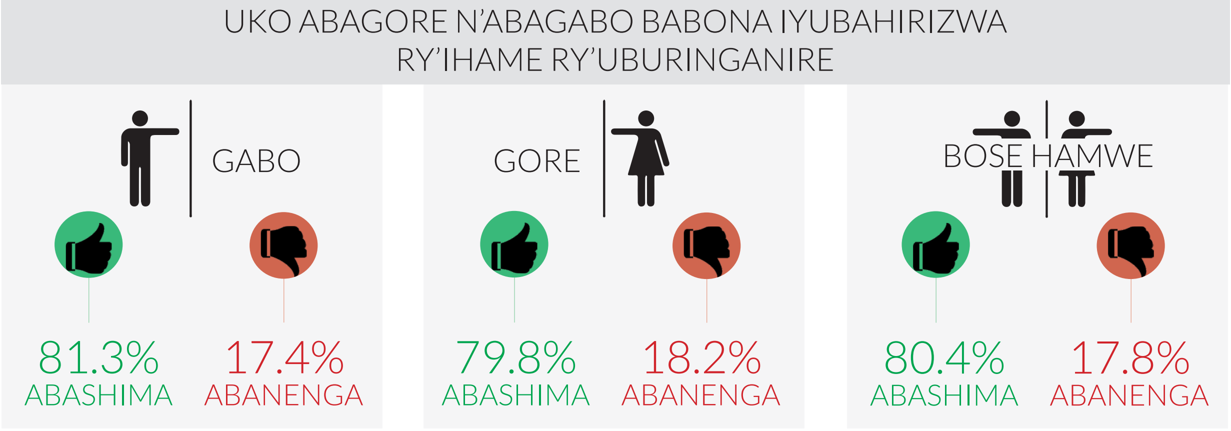


Aho byavuye: Anketi ya RGB, 2024

Ubu bushakashatsi buragaragaza ko iyubahirizwa ry'amahame y'imiyoborere yakoreweho ubushakashatsi rishimwa ku gipimo kiri hejuru ya 80%, aho kurwanya no gukumira ingengabitekerezo ya jenoside ariryo hame ryubahirizwa ku gipimo cyo hejuru cya 96.1%.

3.3.4. Uko abagore n'abagabo babona iyubahirizwa ry'ihame ry'uburinganire mu miyoborere

Ishusho 119: **Uko abagore n'abagabo babona iyubahirizwa ry'ihame ry'uburinganire**

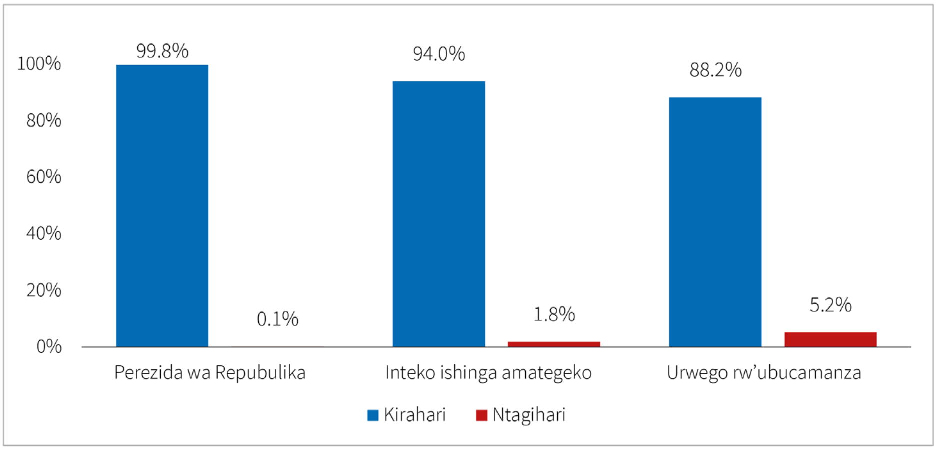


Aho byavuye: Anketi ya RGB, 2024

Abagabo ni bo bashima cyane iyubahirizwa ry'ihame ry'uburinganire ku gipimo cya 81.3% naho abagore bagashima kuri 79.8%.

3.3.5. Icyizere abaturage bafitiye inzego z'ubuyobozi

Ishusho 120: **Icyizere abaturage bafitiye inzego z'ubuyobozi**



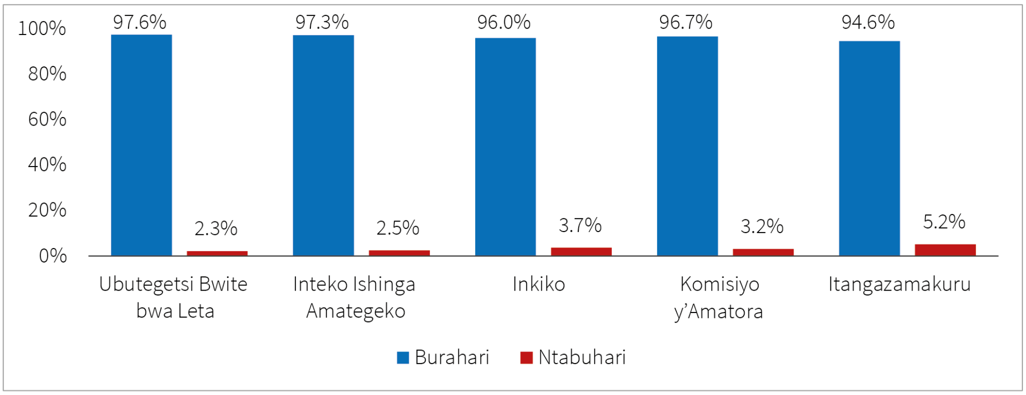
Aho byavuye: Anketi ya RGB, 2024

Urwego rwa Perezida wa Repubulika rukomeje kuza ku isonga mu kugirirwa icyizere n'abaturage aho igipimo kiri kuri 99.8% uyu mwaka.

3.3.6. Uko abaturage babona ubwigenge bwa zimwe mu nzego

Ubu bushakashatsi bwibanze ku bwigenge bw'inzego zikurikira: Inteko Ishinga Amategeko, Ubutegetsi bwite bwa Leta, Inkiko, Komisiyo y'Igihugu y'Amatora ndetse n'itangazamakuru.

Ishusho 121: **Uko abaturage babona ubwigenge bwa zimwe mu nzego**



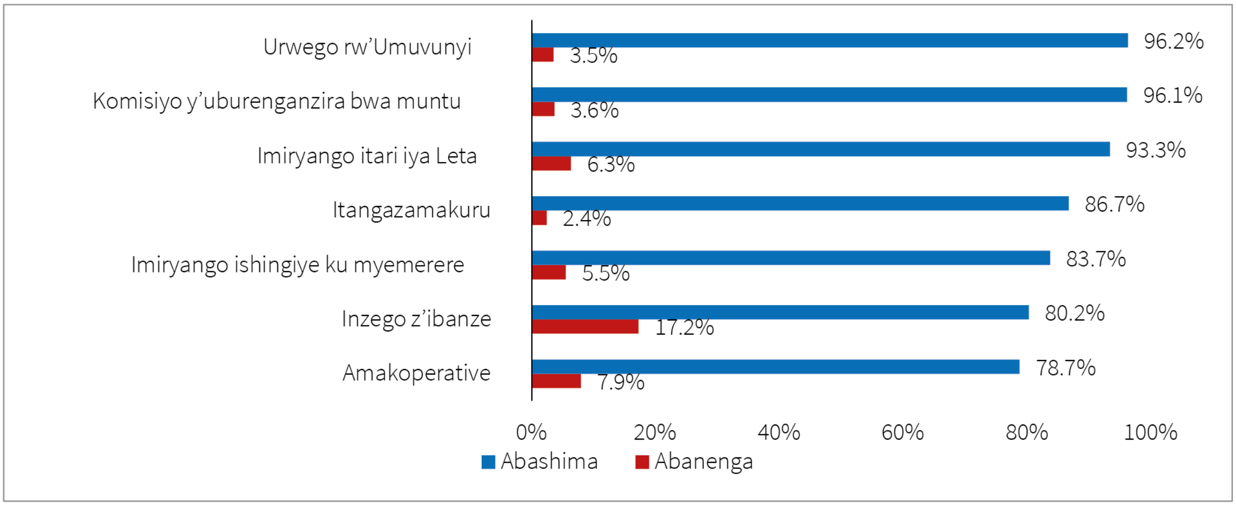
Aho byavuye: Anketi ya RGB, 2024

Nk'uko bigaragara ku ishusho iri hejuru, abaturage bemeza ko hari ubwigenge bw'inzego zakoreweho ubushakashatsi ku gipimo kiri hejuru ya 90%.

3.3.7. Imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza

Abaturage bagaragaje uko babona imikorere y'inzego zikurikira mu guteza imbere imiyoborere myiza: Urwego rw'Umuvunyi, Komisiyo y'Uburenganzira bwa Muntu, Inzego z'ibanze, imiryango ishingiye ku myemerere, imiryango itari iya Leta, amakoperative ndetse n'itangazamakuru.

Ishusho 122: Uko abaturage babona imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza

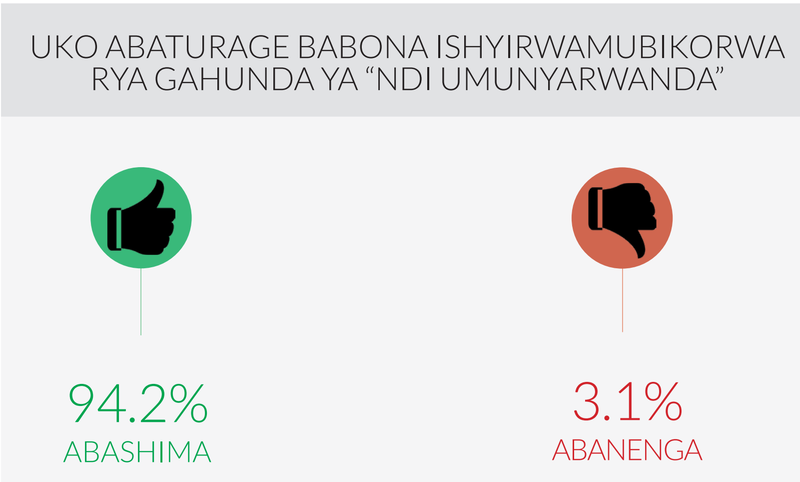


Aho byavuye: Anketi ya RGB, 2024

Ubu bushakashatsi buragaragaza ko abaturage bashima imikorere y'inzego zakoreweho ubushakashatsi mu guteza imbere imiyoborere myiza ku gipimo kiri hejuru ya 75%, aho Urwego rw'Umuvunyi arirwo ruza ku isonga ku gipimo cyo hejuru cya 96.2%.

3.3.8. Ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda"

Ishusho 123: **Uko abaturage babona ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda"**



Aho byavuye: Anketi ya RGB, 2024

Abaturage bashima ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda" ku gipimo cya 94.2%.

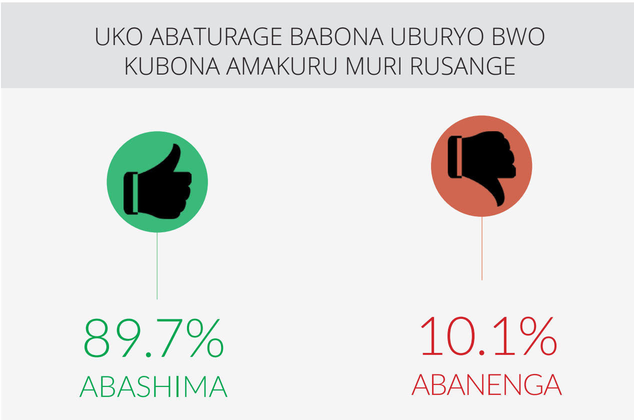
Imbonerahamwe 26:
Uko abaturage bashima ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda" hakurikijwe uturere

Nº	AKARERE	CRC 2024
1	Rutsiro	97.8%
2	Muhanga	97.7%
3	Nyamagabe	97.3%
4	Gatsibo	97.0%
5	Ngororero	96.6%
6	Rusizi	96.5%
7	Nyabihu	96.4%
8	Nyaruguru	96.4%
9	Karongi	96.4%
10	Kamonyi	96.3%
11	Rubavu	96.1%
12	Kayonza	96.1%
13	Ngoma	95.9%
14	Musanze	95.6%
15	Nyarugenge	95.0%
16	Burera	94.4%
17	Gasabo	94.1%
18	Gakenke	94.1%
19	Kirehe	94.0%
20	Huye	93.9%
21	Gicumbi	93.7%
22	Nyamasheke	93.5%
23	Kicukiro	93.5%
24	Bugesera	92.4%
25	Ruhango	91.9%
26	Rwamagana	90.3%
27	Gisagara	89.1%
28	Nyagatare	89.0%
29	Rulindo	89.0%
30	Nyanza	86.2%
IMPUZANDEGO		94.2%

Aho byavuye: Anketi ya RGB, 2024

3.3.9. Uburyo bwo kubona amakuru.

Ishusho 124: Uko abaturage babona uburyo bwo kubona amakuru muri rusange



Aho byavuye: Anketi ya RGB, 2024

Muri rusange, abaturage bishimiye uburyo bwo kubona amakuru ku gipimo cya 89.7%.

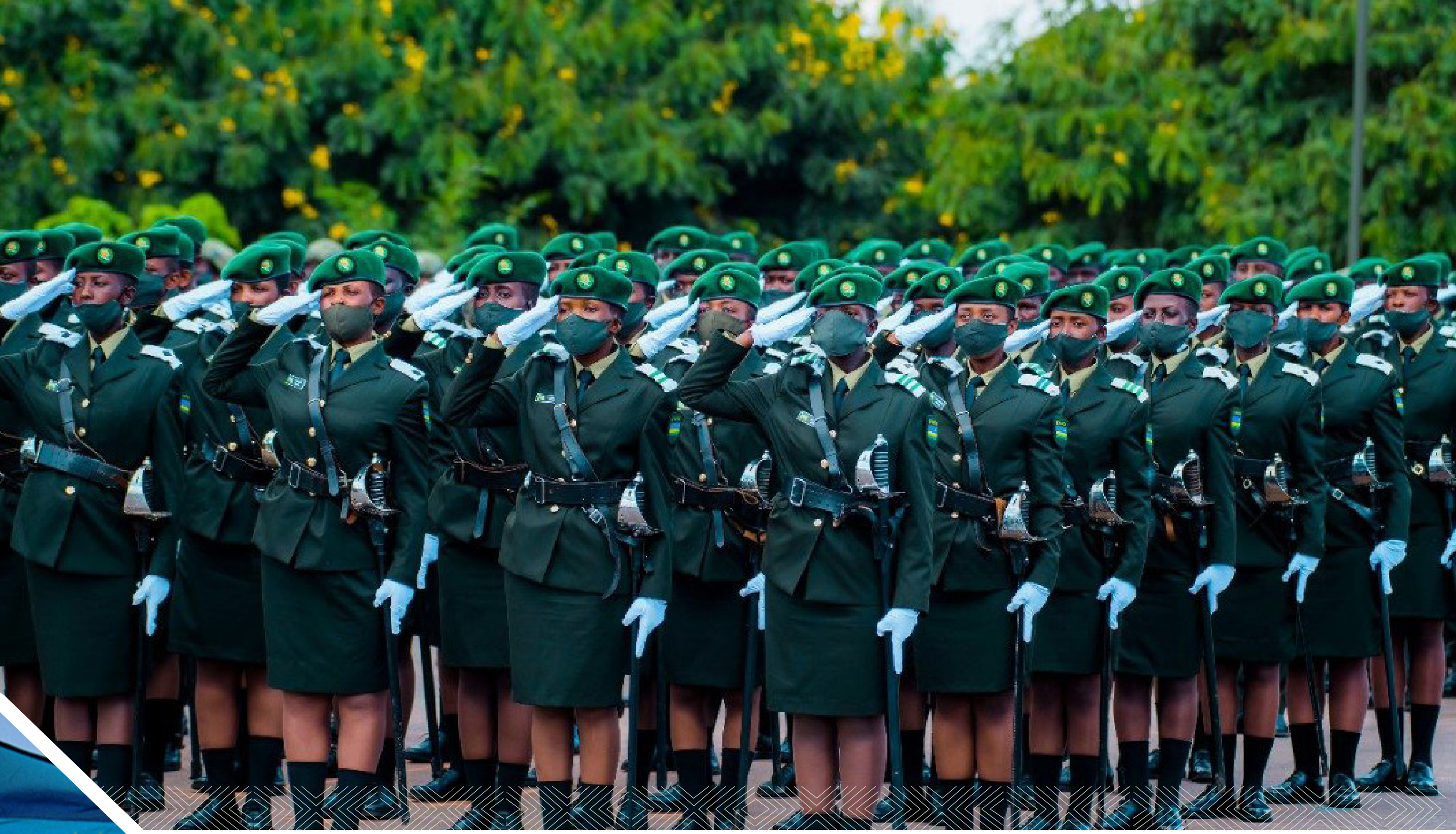
3.3.10. IBYIFUZONAMA

- Gukomeza guteza imbere amahame y'imiyoborere myiza;
- Gukomeza kubahiriza ihame ry'ubwigenge bw'inzego no guteza imbere imikorere yazo.

Imbonerahamwe 27:
Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi mu myaka ibiri (2024 - 2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Huye	95.7%	89.5%	▲	6.2%
2	Rusizi	93.8%	91.6%	▲	2.2%
3	Nyaruguru	93.5%	90.1%	▲	3.4%
4	Bugesera	92.5%	88.9%	▲	3.6%
5	Nyamagabe	92.4%	94.7%	▼	-2.3%
6	Gicumbi	92.4%	92.2%	▲	0.2%
7	Muhanga	92.3%	88.8%	▲	3.5%
8	Kicukiro	92.1%	88.6%	▲	3.5%
9	Burera	92.1%	90.5%	▲	1.6%
10	Ruhango	91.7%	87.4%	▲	4.3%
11	Nyabihu	91.4%	88.0%	▲	3.4%
12	Kirehe	90.8%	87.0%	▲	3.8%
13	Gatsibo	90.6%	86.7%	▲	3.9%
14	Rwamagana	90.6%	89.7%	▲	0.9%
15	Kayonza	90.5%	87.6%	▲	2.9%
16	Gisagara	90.4%	90.0%	▲	0.4%
17	Gakenke	90.4%	88.8%	▲	1.6%
18	Ngororero	90.2%	90.3%	▼	-0.1%
19	Ngoma	90.2%	88.1%	▲	2.1%
20	Rulindo	89.3%	89.2%	▲	0.1%
21	Nyarugenge	88.8%	89.5%	▼	-0.7%
22	Karongi	88.6%	90.2%	▼	-1.6%
23	Rutsiro	88.4%	89.4%	▼	-1.0%
24	Gasabo	88.2%	89.3%	▼	-1.1%
25	Nyagatare	88.2%	89.3%	▼	-1.1%
26	Rubavu	87.5%	91.0%	▼	-3.5%
27	Kamonyi	87.3%	89.1%	▼	-1.8%
28	Nyamasheke	87.0%	90.1%	▼	-3.1%
29	Nyanza	85.5%	89.2%	▼	-3.7%
30	Musanze	85.3%	85.4%	▼	-0.1%
IMPUZANDENGO		90.2%	89.4%	▲	0.8%

Aho byavuye: Anketi ya RGB, 2024

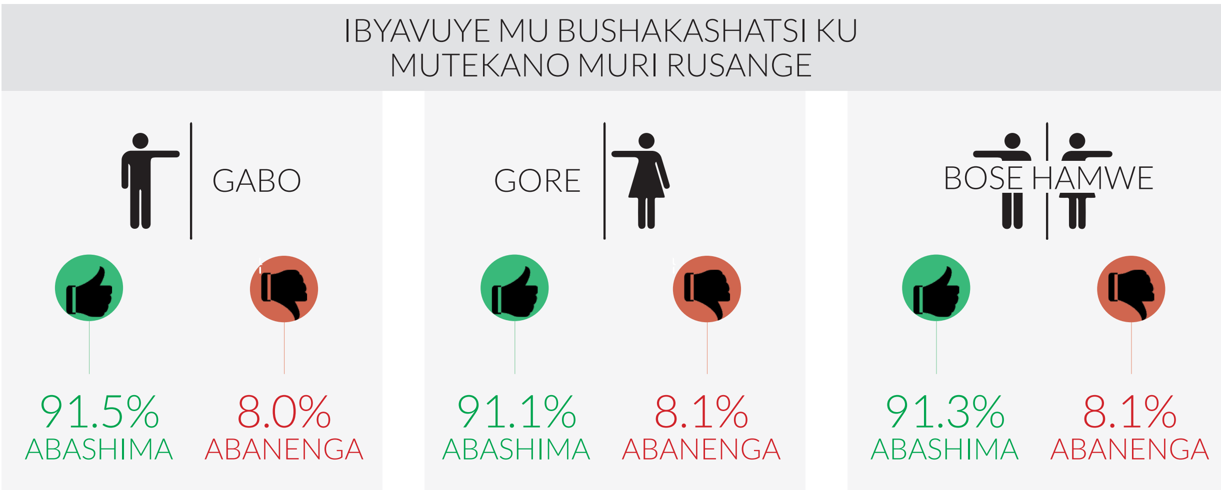


3.4. UMUTEKANO

3.4.1. Intangiriro

U Rwanda rwiyemeje kubumbatira umutekano nk'ishingiro ry'iterambere rirambye. Muri ubu bushakashatsi abaturage bagaragaza uko babona umutekano rusange w'Igihugu, umutekano w'abantu, umutekano w'ibintu, icyizere bafitiye inzego z'umutekano ndetse n'ibibangamira umutekano w'abantu n'ibintu.

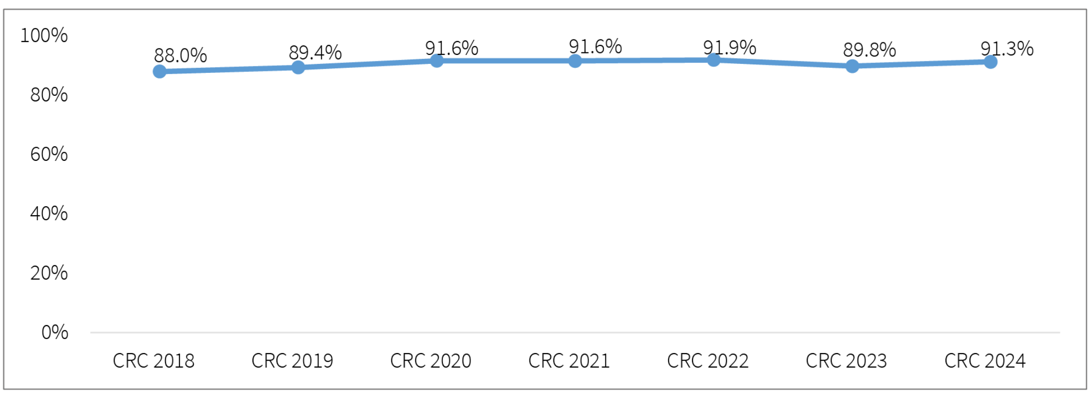
Ishusho 125: **Uko abagabo n'abagore babona umutekano muri rusange**



Aho byavuye: Anketi ya RGB, 2024

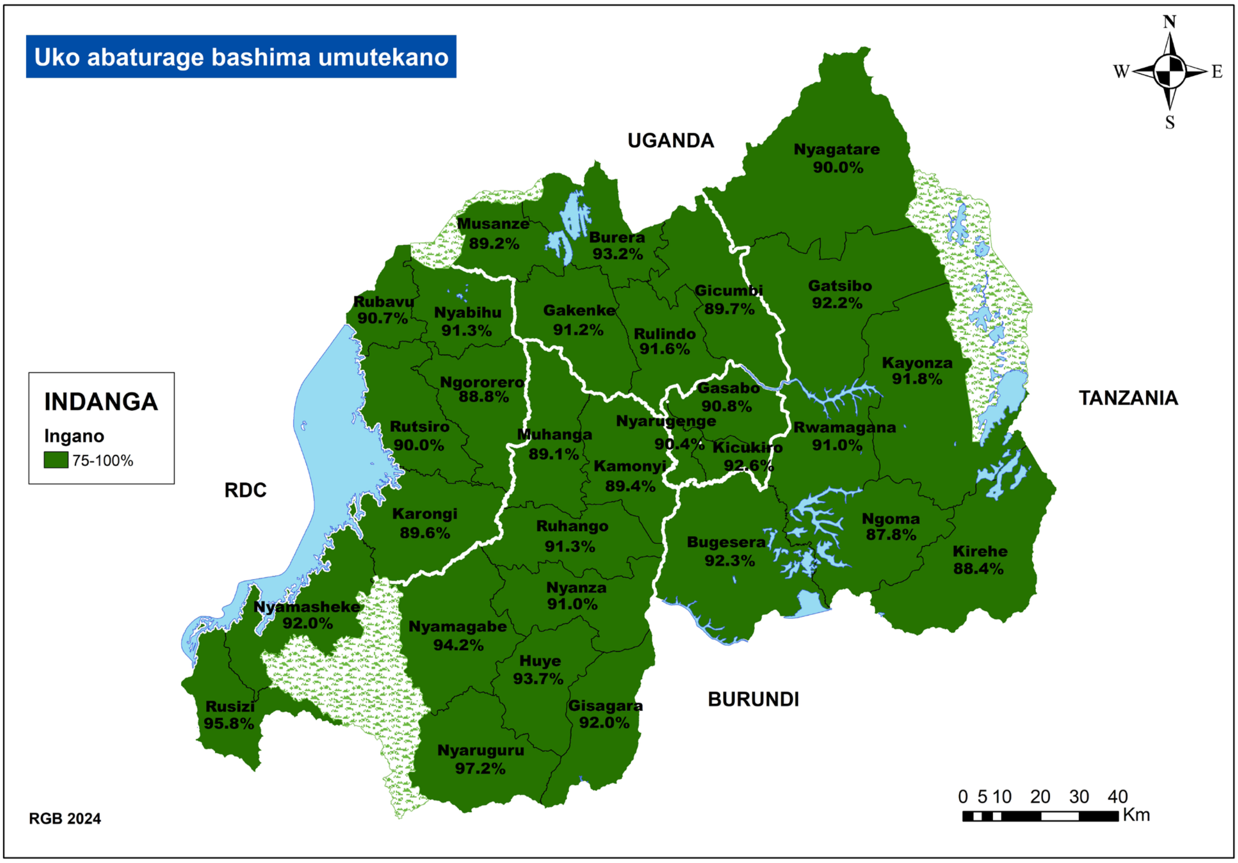
Muri uyu mwaka, abaturage bashima umutekano ku gipimo cya 91.3%. Abagabo bawushima kuri 91.5% naho abagore bakawushima kuri 91.1%. .

Ishusho 126: **Uko abaturage bashima umutekano mu myaka irindwi ishize**



Ubu bushakashatsi buragaragaza ko icyiciro cy'umutekano cyageze ku ntego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) ku gipimo cya 91.3%.

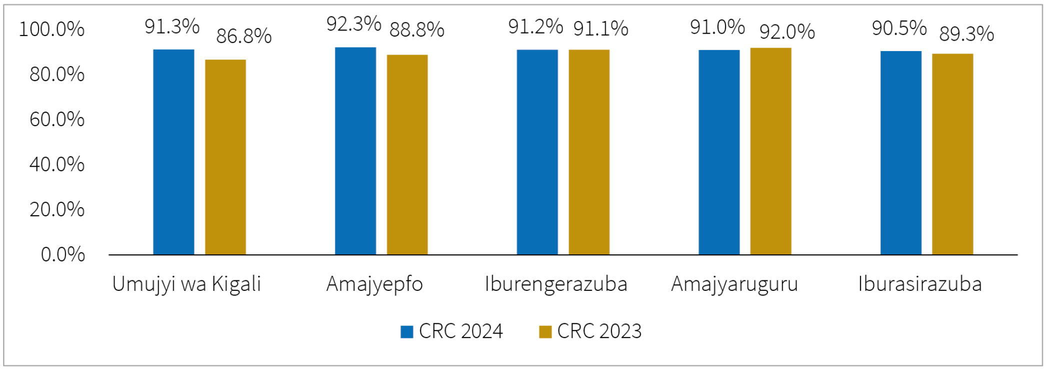
Ikarita 17: Uko abaturage bashima umutekano hakurikijwe uturere



Umutekano ushimwa ku gipimo kiri hejuru ya 85% mu turere twose, aho Akarere ka Nyaruguru ari ko kaza ku isonga ku gipimo cya 97.2%.

3.4.2. Uko abaturage bashima umutekano hakurikijwe Intara n'Umujyi wa Kigali

Ishusho 127: Uko abaturage bashima umutekano hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri

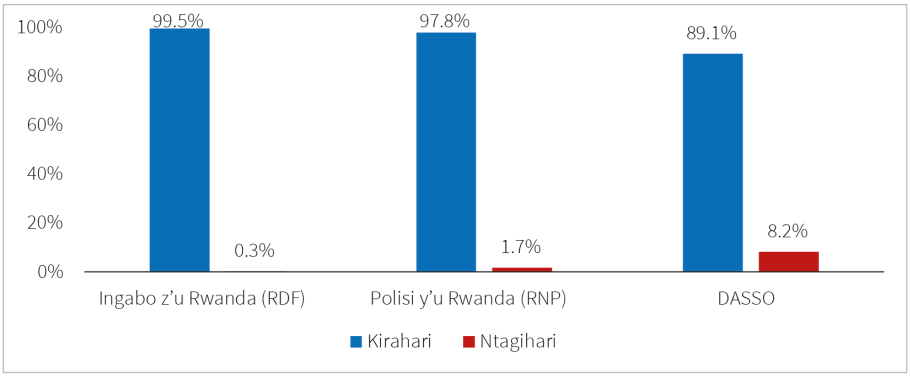


Aho byavuye: Anketi ya RGB, 2024

3.4.3. Icyizere abaturage bafitiye zimwe mu nzego z'umutekano

Abaturage bagaragaje icyizere bafitiye inzego z'umutekano zikurikira: Ingabo z'u Rwanda, Polisi y'u Rwanda n'Urwego rwunganira ubuyobozi bw'akarere mu gucunga umutekano (DASSO).

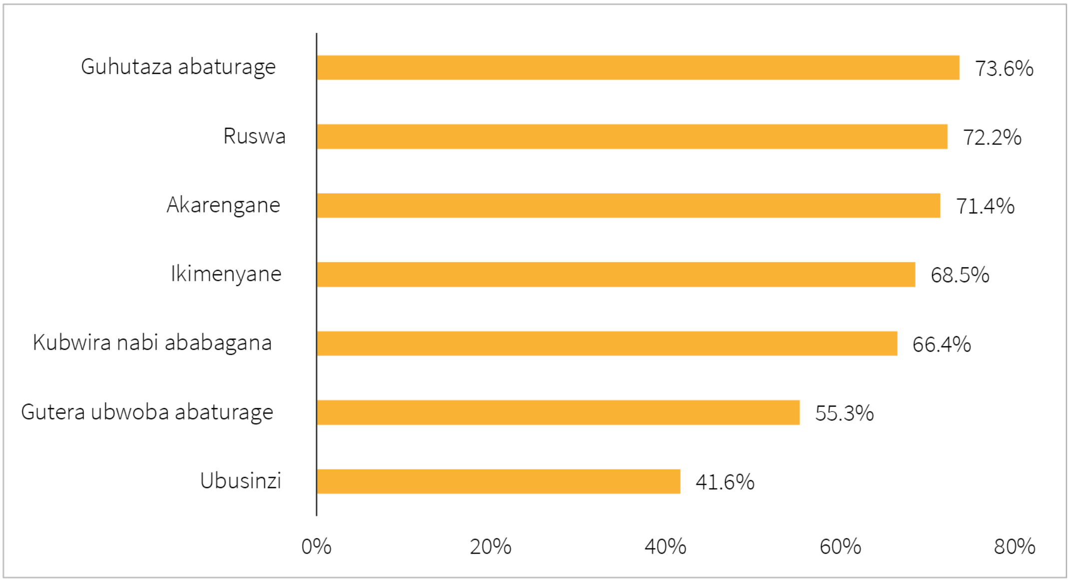
Ishusho 128: **Icyizere abaturage bafitiye zimwe mu nzego z'umutekano**



Aho byavuye: Anketi ya RGB, 2024

Muri rusange, inzego z'umutekano zirashimwa ku gipimo cyo hejuru, aho Ingabo z'u Rwanda arizo zifitiwe icyizere n'abaturage ku gipimo cyo hejuru. Ubu bushakashatsi bugaragaza ko 8.2% aribo badafitiye icyizere urwego rwa DASSO. Ishusho ikurikira igaragaza zimwe mu mpamvu zagaragajwe n'abadafitiye icyizere DASSO:

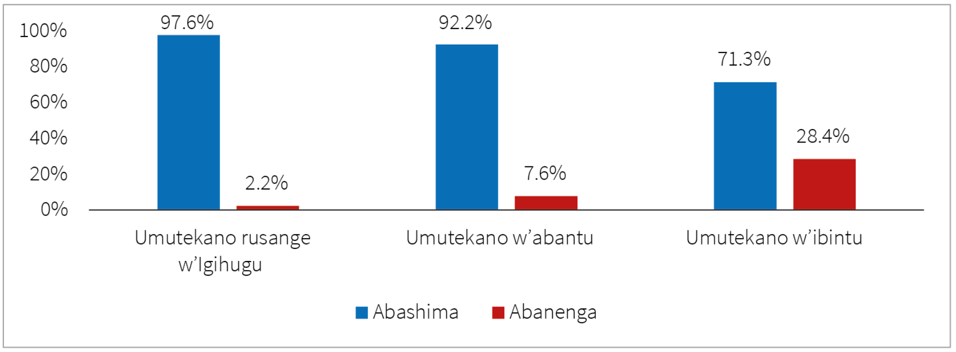
Ishusho 129: **Impamvu zagaragajwe n'abadafitiye icyizere urwego rwa DASSO**



Aho byavuye: Anketi ya RGB, 2024

3.4.4. Uko abaturage babona umutekano rusange w'Igihugu, umutekano w'abantu n'ibintu

Ishusho 130: Uko abaturage babona umutekano rusange w'Igihugu n'umutekano w'abantu n'ibintu

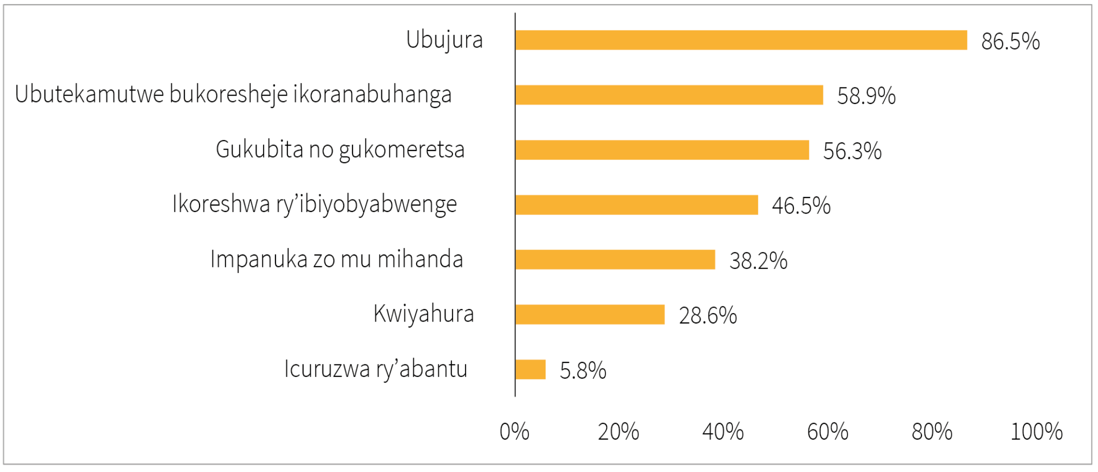


Aho byavuye: Anketi ya RGB, 2024

Abaturage bishimiye umutekano rusange w'Igihugu ku kipimo cyo hejuru cya 97.6% mu gihe umutekano w'ibintu ushimwa ku gipimo cyo hasi cya 71.3%.

3.4.5. Ibibangamira umutekano w'abantu n'ibintu

Ishusho 131: Ibibangamira umutekano w'abantu n'ibintu



Aho byavuye: Anketi ya RGB, 2024

Muri rusange, ubujura ni bwo bukomeje kuba imbere mu kubangamira umutekano w'abantu n'ibintu, aho abemeza ko buhari bari ku gipimo cya 86.5%.

3.4.6. IBYIFUZONAMA

- Gukomeza gukaza ingamba mu kwirinda no kurwanya ubujura;
- Gukomeza gukaza ingamba zo kurwanya ibiyobyabwenge, ubusinzi n'urugomo;
- Gukomeza gukangurira abaturage kugira uruhare mu kwicungira umutekano.

Imbonerahamwe 28:
Uko uturere duhagaze mu mutekano mu myaka ibiri (2024 - 2023)

Nº	AKARERE	CRC 2024	CRC 2023	IMPINDUKA	
1	Nyaruguru	97.2%	90.8%	▲	6.4%
2	Rusizi	95.8%	91.6%	▲	4.2%
3	Nyamagabe	94.2%	94.3%	▼	-0.1%
4	Huye	93.7%	90.2%	▲	3.5%
5	Burera	93.2%	95.9%	▼	-2.7%
6	Kicukiro	92.6%	88.9%	▲	3.7%
7	Bugesera	92.3%	91.5%	▲	0.8%
8	Gatsibo	92.2%	86.6%	▲	5.6%
9	Gisagara	92.0%	87.2%	▲	4.8%
10	Nyamasheke	92.0%	91.2%	▲	0.8%
11	Kayonza	91.8%	86.2%	▲	5.6%
12	Rulindo	91.6%	90.2%	▲	1.4%
13	Ruhango	91.3%	87.1%	▲	4.2%
14	Nyabihu	91.3%	95.2%	▼	-3.9%
15	Gakenke	91.2%	92.4%	▼	-1.2%
16	Nyanza	91.0%	87.1%	▲	3.9%
17	Rwamagana	91.0%	88.7%	▲	2.3%
18	Gasabo	90.8%	87.1%	▲	3.7%
19	Rubavu	90.7%	88.8%	▲	1.9%
20	Nyarugenge	90.4%	84.3%	▲	6.1%
21	Rutsiro	90.0%	89.5%	▲	0.5%
22	Nyagatare	90.0%	89.2%	▲	0.8%
23	Gicumbi	89.7%	93.7%	▼	-4.0%
24	Karongi	89.6%	88.7%	▲	0.9%
25	Kamonyi	89.4%	85.9%	▲	3.5%
26	Musanze	89.2%	87.9%	▲	1.3%
27	Muhanga	89.1%	88.0%	▲	1.1%
28	Ngororero	88.8%	92.8%	▼	-4.0%
29	Kirehe	88.4%	91.3%	▼	-2.9%
30	Ngoma	87.8%	91.9%	▼	-4.1%
IMPUZANDENGO		91.3%	89.8%	▲	1.5%

Aho byavuye: Anketi ya RGB, 2024

Umuganda

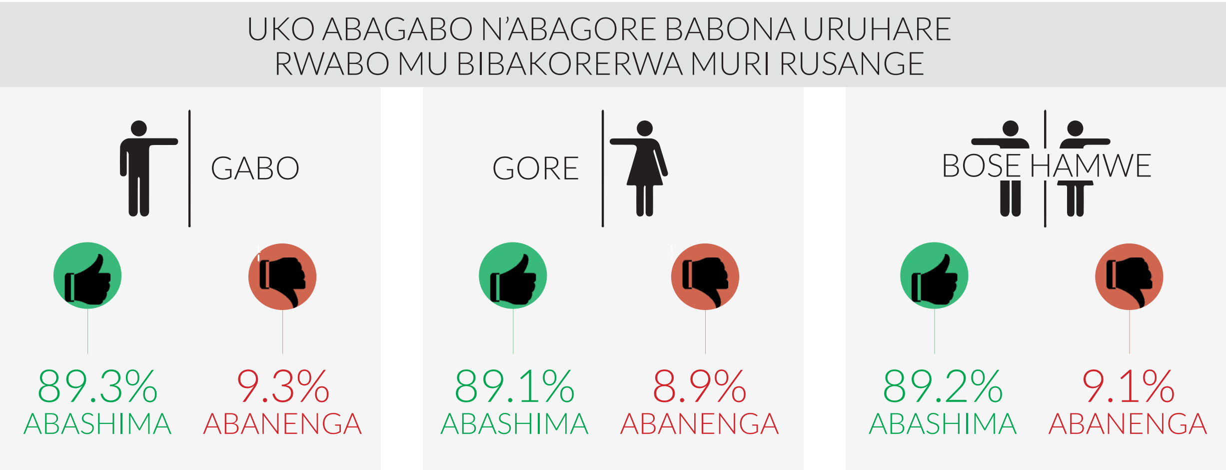
3.5. URUHARE RW'ABATURAGE MU BIBAKORERWA

3.5.1. Intangiriro

Guha ijambo umuturage no kugira uruhare mu bimukorerwa ni amwe mu mahame y'imiyoborere u Rwanda rwahisemo. Ni muri urwo rwego CRC isuzuma uko abaturage babona uruhare rwabo muri gahunda zitandukanye zirimo umuganda, umugoroba w'imiryango, inteko z'abaturage, ubukorerabushake, kubaza abayobozi kugaragariza abaturage ibibakorerwa, uruhare mu gufata ibyemezo, umutekano, gutanga ibitekerezo n'ibyifuzo ku igenamigambi ry'aho atuye, kwitorera abayobozi, gukemura ibibazo by'abaturage na gahunda za Leta ziteza imbere imibereho myiza y'abaturage.

Ishusho ikurikira iragaragaza ibyavuye muri CRC 2024 ku ruhare rw'abaturage mu bibakorerwa.

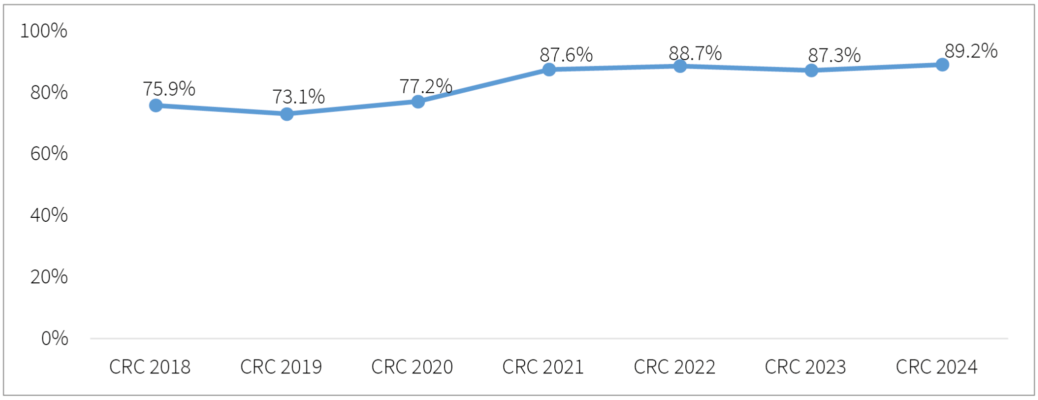
Ishusho 132: Uko abagabo n'abagore babona uruhare rwabo mu bibakorerwa muri rusange



Aho byavuye: Anketi ya RGB, 2024

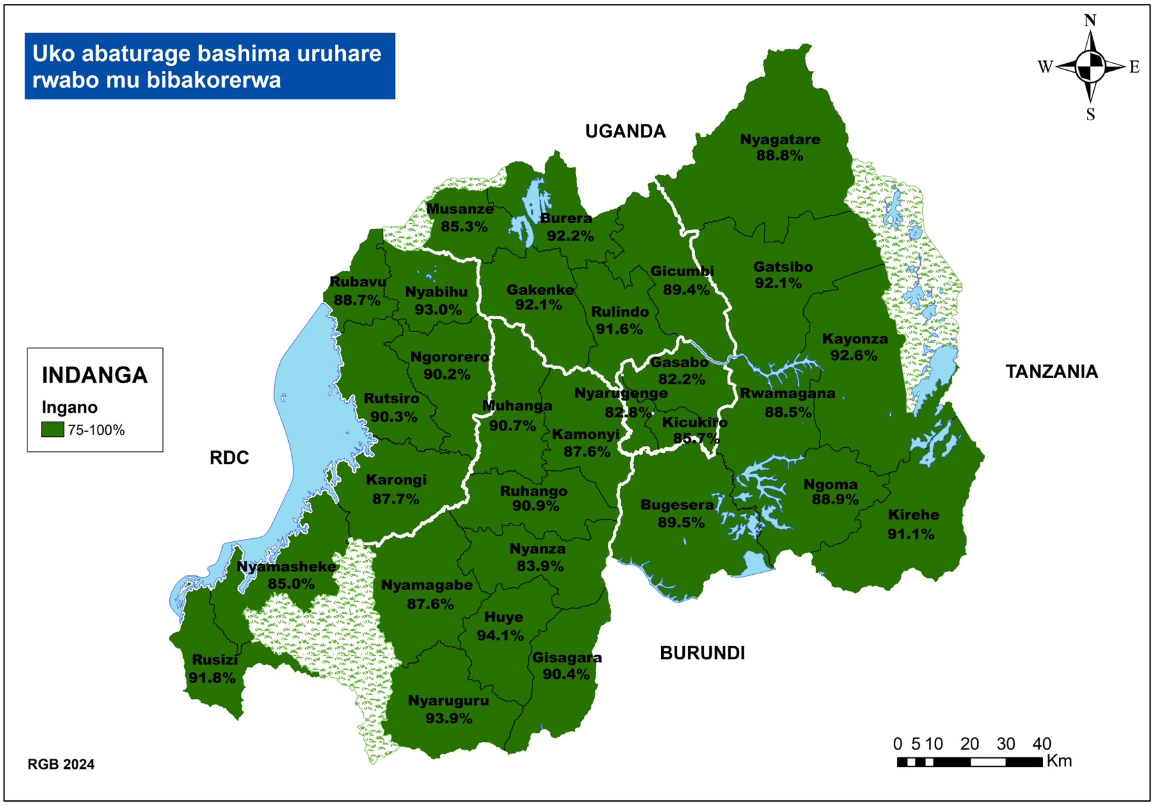
Abaturage bashima uruhare rwabo mu bibakorerwa ku gipimo cya 89.2%, aho abagabo barushima ku gipimo cya 89.3% naho abagore bakarushima ku gipimo cya 89.1%.

Ishusho 133: Uko abaturage bashima uruhare rwabo mu bibakorerwa mu myaka irindwi ishize



Uruhare abaturage bagira mu bibakorerwa barushima ku gipimo cya 89.2% muri CRC 2024 bihwanye na 99.1% by' intego ya Gahunda ya Guverinoma y'imyaka irindwi (NST1) yo kugera ku gipimo cya 90% y'uko abaturage bashima serivisi bahabwa.

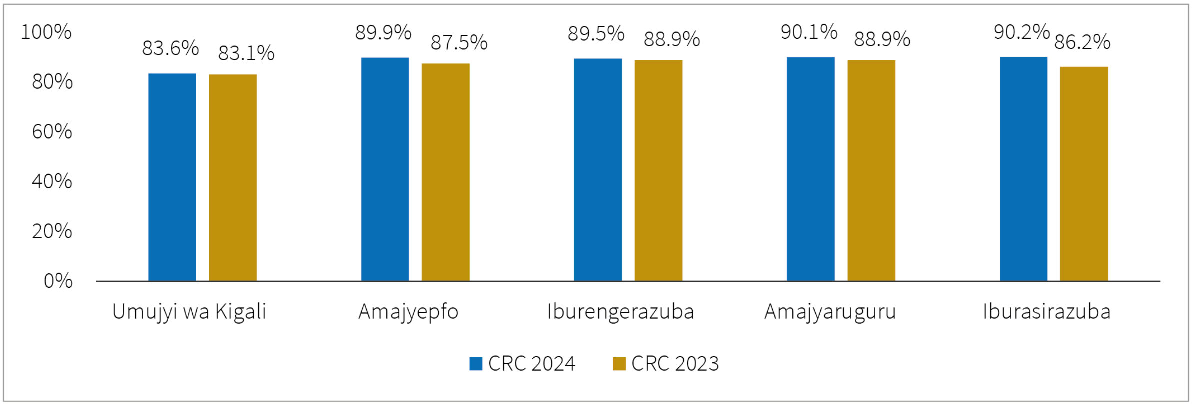
Ikarita 18: UUko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe uturere



Abaturage bashima uruhare rwabo mu bibakorerwa ku gipimo kiri hejuru ya 80% mu turere twose.

3.5.2. Uruhare rw'abaturage mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali.

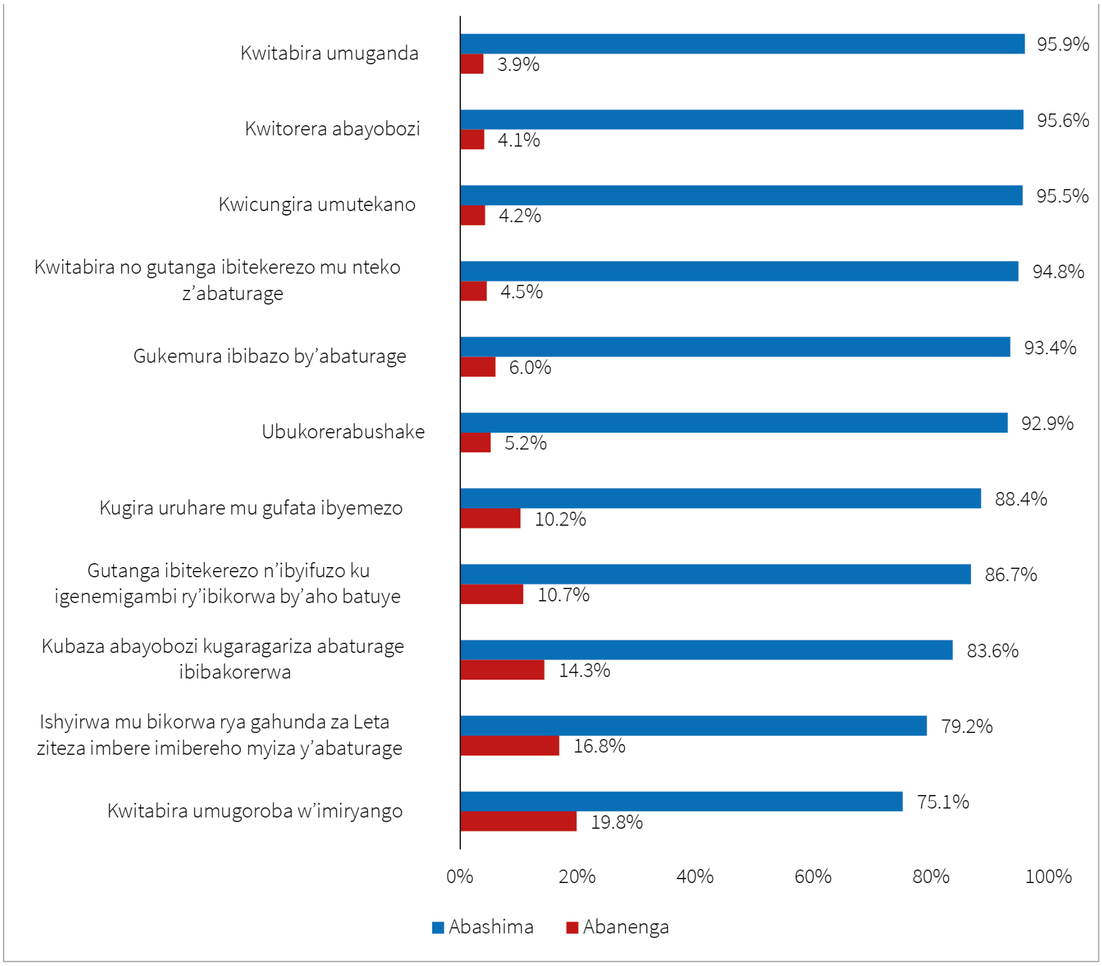
Ishusho 134: **Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri.**



Aho byavuye: Anketi ya RGB, 2024

3.5.3. Uruhare rw'abaturage muri gahunda zitandukanye

Ishusho 135: **Uko abaturage babona uruhare rwabo muri gahunda zitandukanye**



Aho byavuye: Anketi ya RGB, 2024

Muri rusange abaturage bashima uruhare rwabo muri gahunda zitandukanye ku gipimo cyo hejuru, aho kwitabira umuganda no kwicungira umutekano ari byo abaturage bagaragaza ko bagiramo uruhare ku gipimo cyo hejuru. Uruhare rw'abaturage mu kwitabira umugoroba w'imiryango ni rwo ruri ku gipimo cyo hasi cya 75.1%.

Imbonerahamwe 29:
Uko abaturage babona uruhare rwabo mu kwitabira umugoroba w'imiryango hakurikijwe uturere

Nº	Akarere	Rurahari	Ntaruhari
1	Nyaruguru	88.5%	8.9%
2	Huye	87.8%	10.1%
3	Rulindo	87.0%	10.3%
4	Rusizi	86.9%	12.0%
5	Gatsibo	86.0%	12.1%
6	Rubavu	85.7%	10.1%
7	Nyabihu	85.1%	13.3%
8	Kayonza	84.3%	15.2%
9	Rutsiro	83.0%	13.6%
10	Ngororero	82.6%	14.9%
11	Gakenke	79.4%	16.4%
12	Musanze	79.2%	16.1%
13	Gisagara	79.1%	14.3%
14	Karongi	79.1%	20.0%
15	Kirehe	78.1%	19.0%
16	Burera	76.9%	19.4%
17	Nyamagabe	73.4%	24.6%
18	Muhanga	72.3%	21.0%
19	Gicumbi	72.1%	26.1%
20	Ruhango	72.0%	25.9%
21	Kamonyi	71.0%	22.2%
22	Nyamasheke	69.8%	26.2%
23	Kicukiro	69.4%	21.1%
24	Nyagatare	68.8%	15.2%
25	Bugesera	66.0%	30.8%
26	Nyarugenge	62.4%	26.4%
27	Gasabo	60.3%	30.3%
28	Ngoma	59.5%	36.7%
29	Rwamagana	57.7%	22.7%
30	Nyanza	57.4%	37.4%

Aho byavuye: Anketi ya RGB, 2024

3.5.5. ICYIFUZONAMA

- Gukomeza gushishikariza abaturage kwitabira umugoroba w'umuryango;
- Gukomeza gushishikariza abaturage kurushaho kugira uruhare muri gahunda zigamije kubateza imbere.

Imbonerahamwe 30:
Uko uturere duhagaze mu ruhare rw'abaturage mu bibakorerwa mu myaka ibiri (2024 - 2023)

Nº	AKARERE	CRC 2023/ AMANOTA (%)	CRC 2022/ AMANOTA (%)	IMPINDUKA 2022 - 2023 (%)	
1	Huye	94.1%	83.0%	▲	11.1%
2	Nyaruguru	93.9%	86.7%	▲	7.2%
3	Nyabihu	93.0%	93.8%	▼	-0.8%
4	Kayonza	92.6%	84.3%	▲	8.3%
5	Burera	92.2%	92.5%	▼	-0.3%
6	Gakenke	92.1%	89.9%	▲	2.2%
7	Gatsibo	92.1%	87.6%	▲	4.5%
8	Rusizi	91.8%	86.2%	▲	5.6%
9	Rulindo	91.6%	87.7%	▲	3.9%
10	Kirehe	91.1%	86.9%	▲	4.2%
11	Ruhango	90.9%	83.7%	▲	7.2%
12	Muhanga	90.7%	89.6%	▲	1.1%
13	Gisagara	90.4%	88.4%	▲	2.0%
14	Rutsiro	90.3%	88.2%	▲	2.1%
15	Ngororero	90.2%	92.8%	▼	-2.6%
16	Bugesera	89.5%	86.1%	▲	3.4%
17	Gicumbi	89.4%	90.8%	▼	-1.4%
18	Ngoma	88.9%	87.4%	▲	1.5%
19	Nyagatare	88.8%	87.0%	▲	1.8%
20	Rubavu	88.7%	88.9%	▼	-0.2%
21	Rwamagana	88.5%	83.9%	▲	4.6%
22	Karongi	87.7%	88.6%	▼	-0.9%
23	Kamonyi	87.6%	88.9%	▼	-1.3%
24	Nyamagabe	87.6%	91.3%	▼	-3.7%
25	Kicukiro	85.7%	81.8%	▲	3.9%
26	Musanze	85.3%	83.6%	▲	1.7%
27	Nyamasheke	85.0%	84.2%	▲	0.8%
28	Nyanza	83.9%	88.8%	▼	-4.9%
29	Nyarugenge	82.8%	83.3%	▼	-0.5%
30	Gasabo	82.2%	84.0%	▼	-1.8%
IMPUZANDENGO		89.2%	87.3%	▲	1.9%

Aho byavuye: Anketi ya RGB, 2024

4. Umwanzuro

Iyi CRC 2024 yerekana uburyo abaturage babona imiyoborere n'imitangire ya serivisi mu byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu (3) ari zo: ubukungu, imibereho myiza y'abaturage n'imiyoborere.

Muri ubu bushakashatsi, Umutekano ni cyo cyiciro gikomeje kuza ku isonga mu byo abaturage bashima kurusha ibindi. Ku rundi ruhande ubuhinzi ni cyo cyiciro kiri inyuma.

Ibyifuzonama byihariye bigenda bigaragazwa nyuma y'isesengura rya buri cyiciro cyakoreweho ubushakashatsi. Iyi raporo isozwa n'ibyifuzonama rusange n'inzego bireba mu rwego rwo kunoza imiyoborere n'imitangire ya serivisi no kuzamura uruhare rw'abaturage mu bibakorerwa. Ibi byifuzonama bikubiyemo ibyiciro bibiri : ibyifuzo nama byagarutsweho muri CRC zabanje bikaba bigikomeza muri iyi CRC 2024 ndetse n'ibyifuzonama bishya.

Imbonerahamwe 31:
Ibyifuzonama rusange kuri CRC 2024

ICYICIRO		IBYIFUZONAMA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UBUHINZI	IBYIFUZONAMA BISHYA	▶ Kunoza imicungire y'umusaruro n'isoko ryawo; ▶ Kunoza imicungire n'imikoreshereze y'inyongeramusaruro	MINAGRI, MINICOM, RAB, Inzego z'ibanze
	IBYIFUZONAMA BIKOMEJE	▶ Kubaka ubushobozi bwo gukora ubuhinzi buhangana n'imihindagurikire y'ikirere; ▶ Gukaza ingamba zihariye zituma abahinzi bagira ubumenyi n'ubushobozi bwisumbuye mu rwego rwo kugera ku buhinzi bubyara ubukire.	MINAGRI, RAB, NAEB, MoE, REMA, MINICOM, RCA, BRD, PSF, MINIYOUTH, BDF, MINALOC, MINECOFIN.
UBWOROZI	IBYIFUZONAMA BISHYA	▶ Kunoza ingamba zo gutunganya no kongerera agaciro ibikomoka ku bworozi.	RAB, MINICOM, MINECOFIN, Inzego z'ibanze
	IBYIFUZONAMA BIKOMEJE	▶ Gushishikariza aborozi kwitabira gahunda y'ubwishingizi bw'amatungo; ▶ Kunoza serivisi zo gutera intanga amatungo.	MINAGRI, RAB, PSF, RCA, MINALOC, MINECOFIN.
IKORANABUHANGA N'ITUMANAHO	IBYIFUZONAMA BIKOMEJE	▶ Koroshya ikiguzi cya serivisi z'ikoranabuhanga cyane cyane interineti; ▶ Kongera ibikorwaremezo by'ikoranabuhanga mu mashuri no guteza imbere imikoreshereze yaryo mu myigishirize.	MINICT, RURA, MINEDUC, REB, RISA, PSF, MINALOC
UBUTAKA N'IMITURIRE	IBYIFUZONAMA BIKOMEJE	▶ Korohereza abaturage kubona ubundi buryo bukoreshwa mu guteka busimbura inkwi n'amakara no kubakangurira kubwitabira.	MoE, REMA, MININFRA, RURA, PSF, MINALOC
UBUREZI	IBYIFUZONAMA BIKOMEJE	▶ Gukaza ingamba zo guhangana n'ikibazo cy'abana bata ishuri.	MINEDUC, REB, MINALOC, MIGEPROF, Imiryango itari iya leta n'ishingiye ku myemerere.
UBUZIMA	IBYIFUZONAMA BIKOMEJE	▶ Gushyiraho ingamba zo gufasha amavuriro na farumasi kubona imiti mu buryo burambye no gukemura ikibazo cy'imiti idatangwa ku bakoresha ubwishingizi bwa RSSB (Mutuel de sante na RAMA).	MINISANTE, RBC, RSSB, MI-NALOC
UBUTABERA	IBYIFUZONAMA BIKOMEJE	▶ Gukaza ingamba zo kurwanya ruswa n'akarengane; ▶ Gushyiraho ingamba zihamye zo kwihutisha imanza.	MINIJUST, Urwego rw'Ubucamanza, Urwego rw'Umuvunyi, RIB, RNP, NPPA, MINALOC
YUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	IBYIFUZONAMA BIKOMEJE	▶ Gukaza ingamba zo gushyira mu bikorwa politiki y'uburinganire n'ubwuzuzanye hibandwa ku muryango.	MIGEPROF, GMO, MINALOC, Imiryango itari iya Leta n'ishingiye ku myemerere
UMUTEKANO	IBYIFUZONAMA BIKOMEJE	▶ Gukaza ingamba zo kurwanya ubujura no gukangurira abaturage gukomeza kwicungira umutekano.	MININTER, RNP, RIB, Urwego rw'Ubucamanza, National Cyber Security Authority (NCSA), MINALOC

Imbonerahamwe 28:
Inshamake y'uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere

AKARERE	INKING Y'UBUKUNGU						INKINGI Y'IMIBEREHO Y'ABATURAGE					INKINGI Y'IMIYOBORERE					IMPUZANDENGO
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	IKORANABUHANGA N'ITUMANAHO	UBUTAKA N'IMITURIRE	URWEGO RW'ABIKORERA	UBUREZI	UBUZIMA	ISUKU	GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	IMIBEREHO Y'UMURYANGO NYARWANDA	INZEGO Z'IBANZE	UBUTABERA	IYUBAHIRIZWA RY'AMAHAME IMIYOBORERE	UMUTEKANO	URUHARE RW'ABATURAGE MU BIBAKORERWA	
Gasabo	55.3%	68.4%	76.3%	77.3%	61.6%	75.6%	74.6%	70.3%	77.2%	70.4%	74.3%	71.1%	76.4%	88.2%	90.8%	82.2%	**74.4%**
Kicukiro	68.9%	73.3%	89.3%	89.8%	75.8%	85.4%	83.7%	78.1%	84.0%	85.3%	83.4%	78.2%	79.4%	92.1%	92.6%	85.7%	**82.8%**
Nyarugenge	59.6%	66.0%	81.5%	84.4%	65.8%	80.7%	75.1%	71.0%	78.0%	77.8%	77.4%	70.8%	73.1%	88.8%	90.4%	82.8%	**76.5%**
Gisagara	67.8%	78.1%	60.1%	72.4%	69.1%	75.5%	77.5%	80.1%	73.9%	74.2%	77.8%	77.4%	85.1%	90.4%	92.0%	90.4%	**77.6%**
Huye	74.3%	79.6%	75.0%	83.5%	72.8%	85.1%	89.0%	86.2%	85.8%	74.2%	85.4%	85.1%	92.2%	95.7%	93.7%	94.1%	**84.5%**
Kamonyi	66.7%	80.4%	61.5%	71.9%	59.7%	75.5%	68.7%	67.7%	71.1%	76.7%	69.5%	72.7%	78.3%	87.3%	89.4%	87.6%	**74.0%**
Muhanga	68.5%	82.9%	63.0%	77.6%	67.2%	77.6%	72.4%	70.8%	70.8%	79.4%	74.9%	75.9%	78.6%	92.3%	89.1%	90.7%	**77.0%**
Nyamagabe	61.7%	71.8%	56.2%	75.1%	53.1%	73.3%	71.1%	72.9%	63.5%	67.0%	71.9%	72.6%	81.2%	92.4%	94.2%	87.6%	**72.8%**
Nyanza	61.7%	78.8%	62.6%	73.1%	59.3%	72.2%	73.3%	74.3%	73.4%	73.5%	75.8%	72.1%	81.7%	85.5%	91.0%	83.9%	**74.5%**
Nyaruguru	71.7%	76.0%	72.6%	77.1%	72.4%	78.8%	85.5%	81.0%	81.9%	76.5%	82.7%	81.8%	90.1%	93.5%	97.2%	93.9%	**82.1%**
Ruhango	64.0%	81.7%	65.5%	82.0%	69.0%	78.2%	83.0%	82.1%	80.1%	72.8%	78.9%	80.0%	86.8%	91.7%	91.3%	90.9%	**79.9%**
Karongi	52.7%	72.2%	65.1%	75.9%	61.0%	71.1%	74.6%	73.8%	70.9%	69.3%	74.1%	69.7%	80.2%	88.6%	89.6%	87.7%	**73.5%**
Ngororero	55.1%	73.5%	59.1%	71.2%	61.5%	70.8%	68.2%	68.1%	65.1%	69.1%	73.6%	72.4%	79.4%	90.2%	88.8%	90.2%	**72.3%**
Nyabihu	53.7%	72.4%	59.6%	72.2%	61.3%	73.3%	76.2%	77.6%	72.7%	72.8%	77.7%	75.4%	83.0%	91.4%	91.3%	93.0%	**75.2%**
Nyamasheke	50.4%	75.1%	70.0%	68.8%	62.7%	69.2%	78.0%	70.6%	75.8%	56.9%	74.4%	68.2%	79.7%	87.0%	92.0%	85.0%	**72.7%**
Rubavu	45.3%	72.2%	77.0%	71.2%	65.4%	78.8%	76.2%	73.3%	76.8%	75.0%	79.8%	68.6%	79.0%	87.5%	90.7%	88.7%	**75.4%**
Rusizi	63.7%	72.7%	62.6%	75.5%	66.2%	78.6%	80.4%	75.1%	76.4%	67.2%	82.9%	77.0%	84.4%	93.8%	95.8%	91.8%	**77.8%**
Rutsiro	51.3%	75.1%	55.7%	68.5%	61.0%	71.3%	73.4%	70.7%	67.7%	74.1%	76.1%	67.1%	80.4%	88.4%	90.0%	90.3%	**72.6%**
Burera	57.1%	80.6%	68.9%	70.8%	65.9%	73.4%	79.5%	82.1%	73.9%	70.8%	77.3%	76.2%	83.4%	92.1%	93.2%	92.2%	**77.3%**
Gakenke	63.9%	80.5%	68.2%	76.5%	63.7%	69.5%	79.1%	83.7%	70.6%	76.2%	73.6%	79.0%	84.2%	90.4%	91.2%	92.1%	**77.7%**
Gicumbi	68.2%	83.9%	71.1%	78.9%	63.6%	82.5%	77.0%	78.8%	72.5%	83.9%	70.1%	78.4%	81.8%	92.4%	89.7%	89.4%	**78.9%**
Musanze	48.2%	72.7%	67.4%	71.8%	59.2%	72.2%	67.6%	75.1%	61.9%	70.8%	64.7%	70.7%	72.1%	85.3%	89.2%	85.3%	**70.9%**
Rulindo	59.9%	77.5%	57.0%	74.8%	51.1%	74.1%	74.4%	78.2%	63.3%	77.7%	67.1%	76.3%	76.2%	89.3%	91.6%	91.6%	**73.7%**
Bugesera	67.2%	79.0%	69.5%	77.8%	67.4%	82.4%	77.9%	72.9%	78.9%	78.3%	72.9%	77.3%	83.1%	92.5%	92.3%	89.5%	**78.7%**
Gatsibo	70.8%	78.9%	60.5%	75.1%	63.1%	76.0%	75.9%	82.9%	74.2%	75.3%	74.8%	74.8%	84.1%	90.6%	92.2%	92.1%	**77.6%**
Kayonza	71.5%	76.2%	72.8%	81.2%	67.2%	83.8%	84.0%	84.6%	80.4%	81.4%	75.0%	76.0%	84.9%	90.5%	91.8%	92.6%	**80.9%**
Kirehe	50.4%	73.7%	57.5%	63.1%	66.3%	72.5%	71.8%	78.2%	73.0%	73.4%	72.7%	75.7%	82.8%	90.8%	88.4%	91.1%	**73.8%**
Ngoma	53.5%	75.8%	62.9%	62.7%	65.4%	72.0%	72.4%	73.9%	71.6%	76.8%	69.2%	76.0%	82.4%	90.2%	87.8%	88.9%	**73.8%**
Nyagatare	59.1%	73.9%	66.7%	73.7%	60.6%	78.0%	69.1%	73.7%	75.5%	71.3%	70.0%	71.9%	79.4%	88.2%	90.0%	88.8%	**74.4%**
Rwamagana	72.4%	78.5%	66.5%	77.6%	69.0%	82.3%	75.1%	80.6%	77.2%	79.0%	71.2%	80.1%	84.4%	90.6%	91.0%	88.5%	**79.0%**
Impuzandengo	**61.5%**	**76.8%**	**67.7%**	**75.3%**	**64.2%**	**76.7%**	**76.0%**	**76.2%**	**74.1%**	**74.0%**	**74.9%**	**74.9%**	**81.6%**	**90.2%**	**91.3%**	**89.2%**	**76.5%**

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RGB
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URWEGO RW'IGIHUGU RW'IMIYOBORERE

Urwego rw'Igihugu rw'Imiyoborere (RGB) rushyirwaho n'itegeko No 56/2016 ryo ku wa 16/12/2016 riruha ubwigenge n'ububasha mu kurangiza inshingano zarwo nk'umusemburo w'imiyoborere myiza n'imitangire ya serivisi.

Zimwe mu nshingano za RGB, ni ugukora ubushakashatsi ku miyoborere, gusuzuma uko abaturage babona imitangire ya serivisi, kumenyekanisha ibyavuye mu bushakashatsi, guteza imbere amahame y'imiyoborere myiza, demokarasi, imikorere n'imitangire ya serivisi binoze no kugira inama Guverinoma n'izindi nzego bireba mu bijyanye n'izi nshingano.

Ni muri urwo rwego buri mwaka RGB ikora ubushakatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye mu byiciro 16 bikubiye mu nkingi eshatu za Gahunda ya Guverinoma y'Imyaka Irindwi ari zo: Ubukungu, Imibereho myiza y'abaturage n'Imiyoborere.

Inkingi y'ubukungu igizwe n'ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka n'imiturire ndetse na serivisi z'abikorera.

Inkingi y'imibereho myiza y'abaturage igizwe n'uburezi, ubuzima, isuku, gahunda zo kuzamura imibereho no kwita ku batishoboye n' imibereho y'Umuryango Nyarwanda.

Inkingi y'imiyoborere irimo serivisi zitangwa n'inzego z'ibanze, ubutabera, iyubahirizwa ry'amahame y'imiyoborere n'icyizere cy'abaturage ku nzego z'ubuyobozi, umutekano ndetse n'uruhare rw'abaturage mu bibakorerwa.

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