

CITIZEN REPORT CARD

CRC 2025

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





CRC



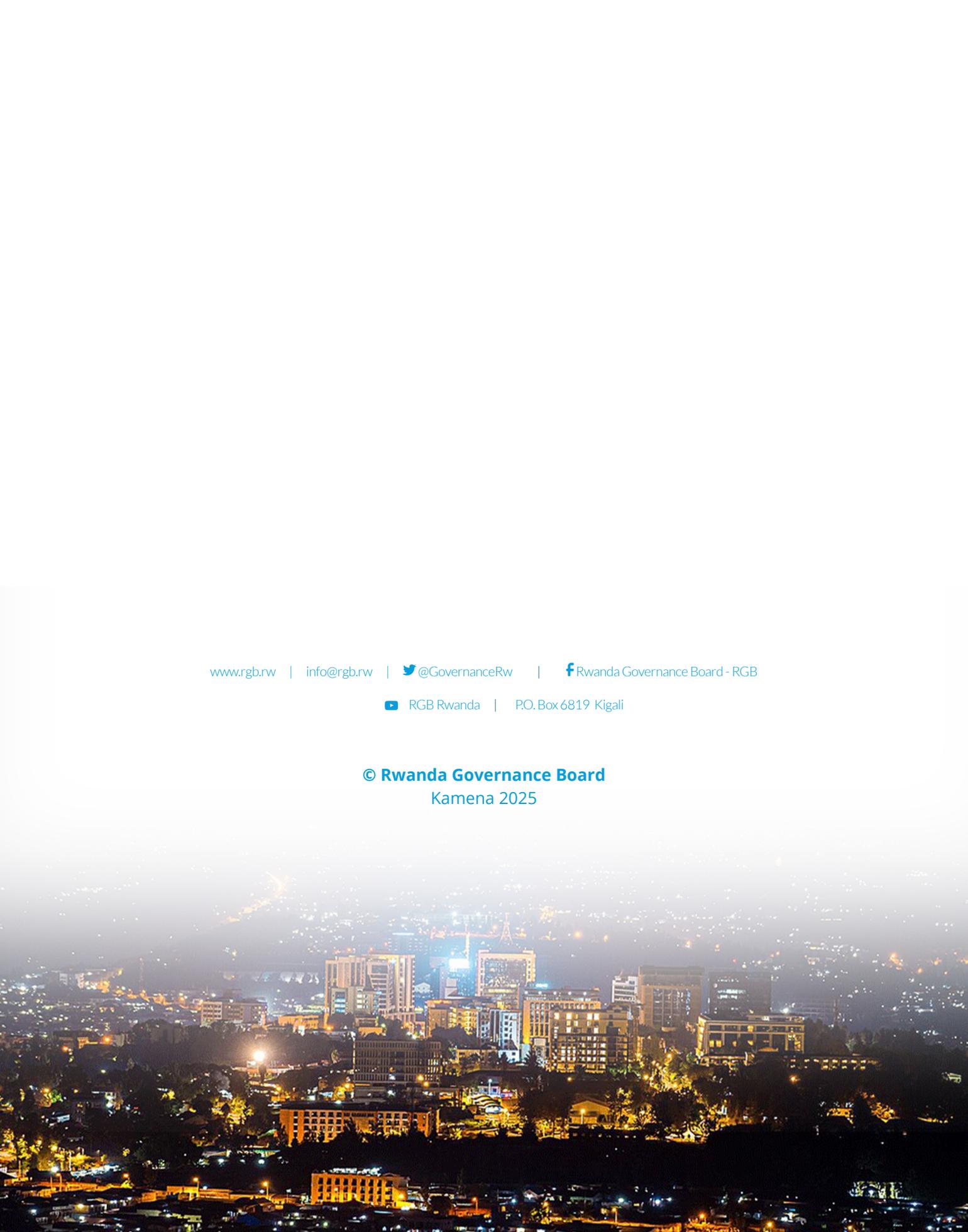
Citizen Report Card

2025

**Ishusho y'uko abaturage babona
Imiyoborere n'imitangire ya serivisi
mu nzego zibegereye**

Kamena 2025



A panoramic view of Kigali, Rwanda, at night. The city is illuminated with warm yellow and orange lights, with some buildings featuring blue and white lighting. The skyline is visible against a dark sky, with a large, brightly lit building in the center. The foreground shows a mix of residential and commercial buildings, with some trees and greenery visible.

www.rgb.rw | info@rgb.rw | [@GovernanceRw](https://twitter.com/GovernanceRw) | [f](https://www.facebook.com/RwandaGovernanceBoard) Rwanda Governance Board - RGB

[▶](https://www.youtube.com/channel/UC...) RGB Rwanda | P.O. Box 6819 Kigali

© **Rwanda Governance Board**
Kamena 2025



Ijambo ry'Ibanze

Urwego rw'Igihugu rw'Imiyoborere (RGB) runejwe no kubagezaho ubushakashatsi bw'umwaka wa 2025 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 kane.

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 2025 yakozwe ku byiciro 16 bikubiye mu nkingi eshatu za Guverinoma ari zo Ubukungu, Imibereho myiza y'abaturage n'Imiyoborere. Iyavuye muri ubu bushakashatsi bigaragaza ko inkingi y'imiyoborere iri ku gipimo cya 85.8%, inkingi y'imibereho myiza ikaba ku gipimo cya 74.4% mu gihe inkingi y'ubukungu iri ku gipimo cya 71.0%.

Urwego rw'Igihugu rw'Imiyoborere rurashimira abagize uruhare muri ubu bushakashatsi barimo abaturage, abakozi barwo, 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. Doris UWICYEZA PICARD

Umukuru w'Urwego

Amashakiro

Ijambo ry'Ibanze-----	5
1. Incamake y'ibyavuye mu bushakashatsi-----	17
2. Ingengamikorere y'ubushakashatsi-----	27
3. Ibiranga ababajjwe muri ubu ubushakashatsi-----	31
1.--INKINGI Y' UBUKUNGU -----	36
1.1. UBUHINZI-----	37
1.1.1. Intangiriro-----	38
1.1.2. Serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali -----	40
1.1.3 Aho abaturage bakura amakuru yerekeranye n'ubuhinzi-----	41
1.1.4 Uko abaturage babona serivisi zitandukanye zo mu buhinzi -----	41
1.1.5 Uko abaturage babona imikorere y'abatanga serivisi z'ubuhinzi-----	42
1.1.6. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi-----	43
1.1.7. IBYIFUZONAMA-----	44
1.2. UBWOROZI-----	46
1.2.1. Intangiriro-----	47
1.2.2. Serivisi z'ubworozi hakurikijwe Intara n'Umujyi wa Kigali -----	50
1.2.3. Uburyo abaturage bakoresha mu kubangurira amatungo -----	51
1.2.4. Uko abaturage babona serivisi zitandukanye z'ubworozi-----	51
1.2.5. Uko abagabo n'abagore bashima serivisi zo mu bworozi -----	52
1.2.6 Uko abaturage babona imikorere y'abatanga serivisi z'ubworozi-----	52
1.2.7. Inzitizi zigaragara muri serivisi z'ubworozi-----	53
1.2.8. IBYIFUZONAMA-----	53
1.3. IBIKORWAREMEZO-----	55
1.3.1. Intangiriro-----	56
1.3.2. Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali-----	57
1.3.3. Uko abaturage babona serivisi z'amazi-----	58
1.3.4. Serivisi z'amashyamba-----	60
1.3.5. Imihanda n'amateme -----	61
1.3.6. Inzitizi zagaragajwe n'abaturage mu bikorwaremezo-----	62
1.3.7. IBYIFUZONAMA -----	62
1.4. IKORANABUHANGA N'ITUMANAHU -----	64
1.4.1. Intangiriro-----	65
1.4.2. Ikoranabuhanga n'itumanaho hakurikijwe Intara n'Umujyi wa Kigali-----	66
1.4.3. Imibonekere ya rezo y'imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi-----	67
1.4.4. Urubuga rw'Irembo -----	68
1.4.4.1. Uburyo abaturage bakoresha serivisi z'Irembo -----	68
1.4.4.2. Uko abaturage babona serivisi z'Irembo -----	69
1.4.5. Imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'Ubutabera-----	70
1.4.6. Imikorere yo kwishyura no guhererekanya amafaranga hifashishijwe telefoni -----	70

1.4.7. Inzitizi mu ikoranabuhanga n'itumanaho	71
1.4.8. IBYIFUZONAMA	71
1.5. UBUTAKA, IMITURIRE N'IBIDUKIKIJE	73
1.5.1. Intangiriro	74
1.5.2. Serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe intara n'Umujyi wa Kigali	75
1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi	76
1.5.4. Uko abaturage babona ibikorwa bibungabunga ibidukikije	76
1.5.5. Inzitizi zagaragajwe muri serivisi z'ubutaka, imiturire n'ibidukikije	77
1.5.6. IBYIFUZONAMA	77
1.6. URWEGO RW' ABIKORERA	79
1.6.1. Intangiriro	80
1.6.2. Serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali	81
1.6.3. Uko abaturage babona serivisi z'abikorera	82
1.6.4. Gukorana n'ibigo by'imari	82
1.6.5. Uburyo abaturage bakoresha mu kwizigamira	83
1.6.6. Serivisi z'amabanki n'ibigo by'imari iciriritse	84
1.6.7. Imikorere y'amakoperative	84
1.6.8. IBYIFUZONAMA	85
2. INKINGI YO KWITA KU MIBEREHO MYIZA Y'ABATURAGE	87
2.1. UBUREZI	88
2.1.1. Intangiriro	89
2.1.2. Serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali	90
2.1.3. Ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi	91
2.1.4. Inzitizi zibangamira urwego rw'uburezi	93
2.1.5. IBYIFUZONAMA	94
2.2. UBUZIMA	96
2.2.1. Intangiriro	97
2.2.2. Serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali	98
2.2.3. Uko abaturage babona serivisi z'ubuzima zitandukanye	99
2.2.4. Uko abaturage babona imikorere y'amavuriro	100
2.2.5. IBYIFUZONAMA	101
2.3. ISUKU	103
2.3.1. Intangiriro	104
2.3.2. Uko abaturage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali	105
2.3.3. Uko abaturage babona isuku ahantu hatandukanye	106
2.3.4. Bimwe mu byo abaturage babona bitera umwanda	106
2.3.5. IBYIFUZONAMA	107

2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE-----	109
2.4.1. Intangiriro-----	110
2.4.2. Gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n’Umujyi wa Kigali-----	111
2.4.3. Ishyirwa mu bikorwa ry’ubufasha bugenerwa abatishoboye-----	112
2.4.4. Zimwe mu nzitizi zagaragajwe zibangamira gahunda zo kuzamura imibereho no kwita ku batishoboye-----	113
2.4.5. IBYIFUZONAMA-----	114
2.5. IMIBEREHO Y’UMURYANGO NYARWANDA-----	116
2.5.1. Intangiriro-----	117
2.5.2. Imibereho y’umuryango hakurikijwe Intara n’Umujyi wa Kigali-----	118
2.5.3. Gahunda zitandukanye mu mibereho y’umuryango nyarwanda-----	119
2.5.4. Bimwe mu bibazo bibangamiye umuryango-----	120
2.5.5. Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by’abagize umuryango-----	121
2.5.6. Impamvu zitera ibibazo byo mu muryango-----	121
2.5.7. IBYIFUZONAMA-----	122
3. INKINGI Y’IMYOBORERE-----	124
3.1. INZEGO Z’IBANZE-----	125
3.1.1. Intangiriro-----	126
3.1.2. Imikorere y’inzego z’ibanze hakurikijwe Intara n’Umujyi wa Kigali-----	127
3.1.3. Imikorere y’inzego z’ibanze-----	128
3.1.4. Imikorere ya bamwe mu bakozi b’ inzego z’ibanze-----	128
3.1.5. Zimwe muri serivisi n’imikorere by’inzego z’ibanze-----	129
3.1.6. Inzitizi zigaragara muri serivisi n’imikorere by’inzego z’ibanze-----	129
3.1.7. IBYIFUZONAMA-----	130
3.2. UBUTABERA-----	132
3.2.1. Intangiriro-----	133
3.2.2. Serivisi z’ubutabera hakurikijwe Intara n’Umujyi wa Kigali-----	134
3.2.3. Imikorere n’imitangire ya serivisi mu nzego z’ubutabera-----	135
3.2.4. Imikorere ya Komite z’Abunzi-----	135
3.2.5. Serivisi za MAJ-----	135
3.2.6. Imikorere ya RIB-----	136
3.2.7. Ruswa mu nzego na serivisi zitandukanye-----	137
3.2.8. Akarengane mu nzego na serivisi zitandukanye-----	138
3.2.9. Imikorere y’inzego mu kurwanya ruswa n’akarengane-----	138
3.2.10. IBYIFUZONAMA-----	139
3.3. IYUBAHIRIZWA RY’AMAHAME Y’IMYOBORERE N’ICYIZERE KU NZEGO Z’UBUYOBOZI-----	141
3.3.1. Intangiriro-----	142
3.3.2. Iyubahirizwa ry’amahame y’imiyoborere n’icyizere ku nzego z’ubuyobozi hakurikijwe Intara n’Umujyi wa Kigali-----	143
3.3.3. Iyubahirizwa ry’amahame y’imiyoborere-----	144
3.3.4. icyizere abaturage bafitiye inzego z’ubuyobozi-----	144

3.3.5. Uko abaturage babona ubwigenge bwa zimwe mu nzego -----	145
3.3.6. Imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza -----	145
3.3.7. Ishyirwamubikorwa rya gahunda ya “Ndi Umunyarwanda” -----	146
3.3.8. Uburyo bwo kubona amakuru. -----	148
3.3.9. IBYIFUZONAMA -----	148
3.4. UMUTEKANO -----	150
3.4.1. Intangiriro -----	151
3.4.2. Uko abaturage bashima umutekano hakurikijwe Intara n’Umujyi wa Kigali-----	152
3.4.3. icyizere abaturage bafitiye zimwe mu nzego z’umutekano -----	153
3.4.4. Uko abaturage babona umutekano rusange w’Igihugu, umutekano w’abantu n’ibintu -----	155
3.4.5. Ibibangamira umutekano w’abantu n’ibintu -----	155
3.4.6. IBYIFUZONAMA -----	156
3.5. URUHARE RW’ABATURAGE MU BIBAKORERWA -----	158
3.5.1. Intangiriro -----	159
3.5.2. Uruhare rw’abaturage mu bibakorerwa hakurikijwe Intara n’Umujyi wa Kigali.-----	160
3.5.3. Uruhare rw’abaturage muri gahunda zitandukanye -----	161
3.5.4. IBYIFUZONAMA -----	163
4. Umwanzuro -----	165

Urutonde rw'Amakarita

Ikarita 1: Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere -----	20
Ikarita 2: Imidugudu yakorewemo ubushakashatsi-----	29
Ikarita 3: Uko abaturage bashima serivisi bahabwa mu buhinzi hakurikijwe uturere-----	40
Ikarita 4: Uko abaturage bashima serivisi z'ubworozi muri rusange hakurikijwe uturere-----	50
Ikarita 5: Uko abaturage bashima serivisi bahabwa mu bikorwaremezo hakurikijwe uturere -----	57
Ikarita 6: Uko abaturage bashima serivisi bahabwa mu lkoranabuhanga n'itumanaho hakurikijwe uturere -----	66
Ikarita 7: Uko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe uturere-----	75
Ikarita 8: Uko abaturage bashima serivisi z'abikorera hakurikijwe uturere-----	81
Ikarita 9: Uko abaturage bashima serivisi z'uburezi hakurikijwe uturere -----	90
Ikarita 10: Uko abaturage bashima serivisi z'ubuzima hakurikijwe uturere -----	98
Ikarita 11: Uko abaturage bashima isuku hakurikijwe uturere-----	105
Ikarita 12: Uko abaturage bashima gahunda zo kwita ku batishoboye no kuzamura imibereho yabo hakurikijwe uturere-----	111
Ikarita 13: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe uturere -----	118
Ikarita 14: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe uturere-----	127
Ikarita 15: Uko abaturage bashima serivisi z'ubutabera hakurikijwe uturere-----	134
Ikarita 16: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere. -----	143
Ikarita 17: Uko abaturage bashima umutekano hakurikijwe uturere -----	152
Ikarita 18: Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe uturere-----	160

Urutonde rw'Amashusho

Ishusho 1: Ishusho y'uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe inkingi	17
Ishusho 2: Abaturage babajijwe hakurikijwe irangamimerere	33
Ishusho 3: Abaturage babajijwe hakurikijwe amashuri bize	33
Ishusho 4: Abaturage babajijwe hakurikijwe umurimo bakora	33
Ishusho 5: Abakora imirimo y'ubuhinzi	38
Ishusho 6: Urubiruko rukora mu buhinzi hakurikijwe amashuri bize	38
Ishusho 7: Uko abagabo n'abagore babona serivisi z'ubuhinzi muri rusange	39
Ishusho 8: Uko abaturage bashima serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali	40
Ishusho 9: Aho abaturage bakura amakuru y'ubuhinzi	41
Ishusho 10: Uko abaturage babona serivisi zitandukanye zo mu buhinzi	41
Ishusho 11: Uko abagabo n'abagore bashima serivisi zitandukanye zo mu buhinzi	42
Ishusho 12: Uko abaturage babona imikorere ya bamwe mu batanga serivisi z'ubuhinzi	42
Ishusho 13: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi	43
Ishusho 14: Abaturage bakora ubworozi	47
Ishusho 15: Urubiruko rukora ubworozi hakurikijwe amashuri bize	47
Ishusho 16: Aborozi bafashe ubwishingizi bw'amatungo yabo	48
Ishusho 17: Impamvu zo kudafata ubwishingizi bw'amatungo yabo	48
Ishusho 18: Uko abagabo n'abagore babona serivisi z'ubworozi muri rusange	49
Ishusho 19: Uko abaturage bashima serivisi z'ubworozi hakurikijwe intara n'Umujyi wa Kigali	50
Ishusho 20: Uburyo abaturage bakoresha mu kubangurira amatungo yabo	51
Ishusho 21: Uko abaturage babona serivisi zitadukanye z'ubworozi	51
Ishusho 22: Uko abagabo n'abagore bashima serivisi zo mu bworozi	52
Ishusho 23: Uko abaturage babona imikorere ya bamwe mu batanga serivisi z'ubworozi	52
Ishusho 24: Inzitizi zigaragara muri serivisi z'ubworozi	53
Ishusho 25: Uko abagabo n'abagore babona serivisi z'ibikorwaremezo muri rusange	56
Ishusho 26: Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali	57
Ishusho 27: Uko abaturage babona serivisi z'amazi	58
Ishusho 28: Uko abaturage babona serivisi z'amashanyarazi	61
Ishusho 29: Uko abaturage babona ibikorwaremezo by'imihanda n'amateme	61
Ishusho 30: Inzitizi abaturage babona mu bikorwaremezo	62
Ishusho 31: Uko abagabo n'abagore babona serivisi z'ikoranabuhanga n'itumanaho muri rusange	65
Ishusho 32: Uko abaturage babona serivisi z'ikoranabuhanga hakurikijwe Intara n'Umujyi wa Kigali	66
Ishusho 33: Uko abaturage babona imibonekere ya rezo y'imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi	67
Ishusho 34: Uko urubiruko rubona imibonekere ya rezo ya interineti	67
Ishusho 35: Uko abagabo n'abagore bazi urubuga rw'Irembo	68
Ishusho 36: Uburyo abaturage bakoresha serivisi z'Irembo	68
Ishusho 37: Uburyo urubiruko rukoresha serivisi z'Irembo	69
Ishusho 38: Uko abaturage babona serivisi z'Irembo	69
Ishusho 39: Uko abaturage babona imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera	70
Ishusho 40: Uko abaturage babona serivisi zo kwishyura no guhererekanya amafaranga hifashishijwe telefoni	70
Ishusho 41: Inzitizi mu ikoranabuhanga n'itumanaho	71
Ishusho 42: Uko abagabo n'abagore babona serivisi z'ubutaka, imiturire n'ibidukikije muri rusange	74
Ishusho 43: Uko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe Intara n'Umujyi wa Kigali	75
Ishusho 44: Uko abaturage babona serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi	76
Ishusho 45: Uko abaturage babona bimwe mu bikorwa byo kubungabunga ibidukikije	76

Ishusho 46: Inzitizi zagaragajwe muri serivisi z'ubutaka n'imiturire-----	77
Ishusho 47 : Uko abagabo n'abagore babona serivisi z'urwego rw'abikorera muri rusange-----	80
Ishusho 48: Uko abaturage bashima serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali -----	81
Ishusho 49: Uko abaturage babona serivisi z' abikorera-----	82
Ishusho 50: Uko abagabo n'abagore bakorana n'ibigo by'imari bitandukanye-----	82
Ishusho 51: Uko urubyiruko rukorana n'amabanki n'ibigo by'imari iciriritse-----	83
Ishusho 52: Uburyo abaturage bakoresha mu kwizigamira -----	83
Ishusho 53: Uko abaturage babona serivisi bahabwa n'amabanki n'ibigo by'imari iciriritse -----	84
Ishusho 54: Uko abanyamuryango b'amakoperative babona imikorere yayo-----	84
Ishusho 55: Imbogamizi mu mikorere y'amakoperative -----	85
Ishusho 56: Uko abagabo n'abagore babona serivisi z'uburezi muri rusange -----	89
Ishusho 57: Uko abaturage bashima serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali -----	90
Ishusho 58: Uko abaturage babona ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi-----	91
Ishusho 59: Uko abagabo n'abagore bashima ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi-----	92
Ishusho 60: Inzitizi abaturage babona zikiri mu burezi-----	93
Ishusho 61: Impamvu zitera abana guta ishuri -----	93
Ishusho 62: Uko abagabo n'abagore babona serivisi z'ubuzima muri rusange-----	97
Ishusho 63: Uko abaturage bashima serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali-----	98
Ishusho 64: Uko abaturage babona serivisi z'ubuzima zitandukanye -----	99
Ishusho 65: Uko abagabo n'abagore bashima serivisi z'ubuzima zitandukanye-----	100
Ishusho 66: Uko abaturage babona imikorere y'amavuriro-----	100
Ishusho 67: Uko abagabo n'abagore babona isuku muri rusange-----	104
Ishusho 68: Uko abaturage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali -----	105
Ishusho 69: Uko abaturage babona isuku ahantu hatandukanye -----	106
Ishusho 70: Bimwe mu byo abaturage babona bitera umwanda-----	106
Ishusho 71: Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange-----	110
Ishusho 72:Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali-----	111
Ishusho 73: Uko abaturage babona ishyirwa mu bikorwa ry'ubufasha bugenerwa abatishoboye -----	112
Ishusho 74 : Uko abaturage bakoresha ubwishingizi n'ubwitaganirize-----	113
Ishusho 75: Zimwe mu nzitizi zagaragajwe zibangamira ishyirwa mu bikorwa rya gahunda zo kuzamura imibereho no kwita ku batishoboye-----	113
Ishusho 76: Uko abagabo n'abagore babona imibereho y'umuryango nyarwanda muri rusange-----	117
Ishusho 77: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali-----	118
Ishusho 78: Uko abaturage babona gahunda zitandukanye zo guteza imbere imibereho y'umuryango nyarwanda---	119
Ishusho 79: Uko abagabo n'abagore babona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda -----	119
Ishusho 80: Uko urubyiruko rubona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda-----	120
Ishusho 81: Bimwe mu bibazo bibangamiye umuryango -----	120
Ishusho 82: Uko abaturage babona ihoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango-----	121
Ishusho 83: Impamvu zitera ibibazo byo mu muryango -----	121
Ishusho 84: Uko abagabo n'abagore babona inzego z'ibanze muri rusange-----	126

Ishusho 85: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe Intara n'Umujyi wa Kigali-----	127
Ishusho 86: Uko abaturage babona imikorere y'inzego z'ibanze-----	128
Ishusho 87: Uko abaturage babona imikorere ya bamwe mu bakozi b' inzego z'ibanze-----	128
Ishusho 88: Uko abaturage babona zimwe muri serivisi n'imikorere by'inzego z'ibanze-----	129
Ishusho 89: Zimwe mu nzitizi zagaragajwe muri serivisi n'imikorere by'inzego z'ibanze-----	129
Ishusho 90: Uko abagabo n'abagore babona serivisi z'ubutabera muri rusange-----	133
Ishusho 91: Uko abaturage bashima serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali-----	134
Ishusho 92: Uko abaturage babona imikorere na serivisi mu nzego z'ubutabera-----	135
Ishusho 93: Uko abaturage babona imikorere ya Komite z'Abunzi-----	135
Ishusho 94: Uko abaturage babona serivisi n'imikorere bya MAJ-----	136
Ishusho 95: Uko abaturage babona imikorere ya RIB-----	136
Ishusho 96: Uko abaturage babona ruswa mu nzego na serivisi zitandukanye-----	136
Ishusho 97: Uko abaturage babona akarengane mu nzego na serivisi zitandukanye-----	138
Ishusho 98: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane-----	139
Ishusho 99: Uko abagabo n'abagore babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi-----	142
Ishusho 100: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali-----	143
Ishusho 101: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere atandukanye-----	144
Ishusho 102: icyizere abaturage bafitiye inzego z'ubuyobozi-----	144
Ishusho 103: Uko abaturage babona ubwigenge bwa zimwe mu nzego-----	145
Ishusho 104: Uko abaturage babona imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza-----	145
Ishusho 105: Uko abaturage babona ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda"-----	146
Ishusho 106: Uko abaturage babona uburyo bwo kubona amakuru muri rusange-----	148
Ishusho 107 : Uko abagabo n'abagore babona umutekano muri rusange-----	151
Ishusho 108: Uko abaturage bashima umutekano hakurikijwe Intara n'Umujyi wa Kigali-----	152
Ishusho 109: icyizere abaturage bafitiye zimwe mu nzego z'umutekano-----	153
Ishusho 110: Uko abaturage babona umutekano rusange w'Igihugu n'umutekano w'abantu n'ibintu-----	155
Ishusho 111: Ibibangamira umutekano w'abantu n'ibintu-----	155
Ishusho 112: Uko abagabo n'abagore babona uruhare rwabo mu bibakorerwa muri rusange-----	159
Ishusho 113: Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali-----	160
Ishusho 114: Uko abaturage babona uruhare rwabo muri gahunda zitandukanye-----	161

Urutonde rw'Imbonerahamwe

Imbonerahamwe 1: Ishusho y'uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe inkingi -----	17
Imbonerahamwe 2: Uko inkingi zihagaze hakurikijwe uturere-----	18
Imbonerahamwe 3: Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe ibyiciro-----	19
Imbonerahamwe 4: Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere-----	19
Imbonerahamwe 5: Uturere tuza ku isonga n'utuza inyuma muri buri cyiciro-----	24
Imbonerahamwe 6: Umubare w'abaturage bakoreweho ubushakashatsi hakurikijwe akarere -----	28
Imbonerahamwe 7: Abaturage babajijwe hakurikijwe abagore n'abagabo -----	31
Imbonerahamwe 8: Abaturage babajijwe hakurikijwe imyaka -----	32
Imbonerahamwe 9: Uko uturere duhagaze muri serivisi z'ubuhinzi -----	45
Imbonerahamwe 10: Uko uturere duhagaze muri serivisi z'ubworozi-----	54
Imbonerahamwe 11: Ababona amazi meza aho batuye hakurikijwe uturere-----	59
Imbonerahamwe 12: Abaturage bafite amashyamba hakurikijwe uturere -----	60
Imbonerahamwe 13: Uko uturere duhagaze muri serivisi z'ibikorwaremezo -----	63
Imbonerahamwe 14: Uko uturere duhagaze muri serivisi z'ikorabuhanga n'itumanaho-----	72
Imbonerahamwe 15: Uko uturere duhagaze muri serivisi z'ubutaka n'imiturire -----	78
Imbonerahamwe 16: Uko uturere duhagaze muri serivisi z'abikorera -----	86
Imbonerahamwe 17: Uko uturere duhagaze muri serivisi z'uburezi-----	95
Imbonerahamwe 18: Uko uturere duhagaze muri serivisi z'ubuzima -----	102
Imbonerahamwe 19: Uko uturere duhagaze muri serivisi z'isuku -----	108
Imbonerahamwe 20: Uko uturere duhagaze muri serivisi zo kuzamura imibereho myiza no kwita ku batishoboye---	115
Imbonerahamwe 21: Uko uturere duhagaze mu mibereho y'umuryango nyarwanda -----	123
Imbonerahamwe 22: Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze -----	131
Imbonerahamwe 23: Uko uturere duhagaze muri serivisi z'ubutabera-----	140
Imbonerahamwe 24: Uko abaturage bashima ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda" hakurikijwe uturere-----	147
Imbonerahamwe 25: Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi -----	149
Imbonerahamwe 26: Abaturage bafitiye icyizere zimwe mu nzego z'umutekano hakurikijwe uturere-----	154
Imbonerahamwe 27: Uko uturere duhagaze mu mutekano -----	157
Imbonerahamwe 28: Uko abaturage babona uruhare rwabo mu kwitabira umugoroba w'imiryango hakurikijwe uturere-----	162
Imbonerahamwe 29: Uko uturere duhagaze mu ruhare rw'abaturage mu bibakorerwa-----	164
Imbonerahamwe 30: Ibyifuzonama rusange kuri CRC 2025-----	166
Imbonerahamwe 31: Uko abaturage bashima imiyoborere n'imitangire ya serivisi zakozweho ubushakashatsi mu turere-----	167

Ibyifuzonama

Ibyifuzonama ku buhinzi-----	44
Ibyifuzonama ku bworozi-----	53
Ibyifuzonama ku bikorwaremezo -----	62
Ibyifuzonama ku ikoranabuhanga n'itumanaho -----	71
Ibyifuzonama ku butaka n'imiturire -----	77
Ibyifuzonama ku rwego rw' abikorera-----	85
Ibyifuzonama ku burezi -----	94
Ibyifuzonama ku buzima-----	101
Ibyifuzonama Ku isuku -----	107
Ibyifuzonama kuri gahunda zo kuzamura imibereho no kwita ku batishoboye -----	114
Ibyifuzonama ku mibereho y'umuryango nyarwanda-----	122
Ibyifuzonama ku nzego z' ibanze-----	130
Ibyifuzonama ku butabera -----	139
Ibyifuzonama ku iyubahirizwa ry'amahame y' imiyoborere n' icyizere ku nzego z'ubuyobozi-----	148
Ibyifuzonama ku mutekano-----	156
Icyifuzonama ku ruhare rw' abaturage bagira mu bibakorerwa -----	163

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 kane. Ubushakashatsi bwakorewe ku byiciro cumi na bitandatu.

Mu nkingi y'Ubukungu harimo ubuhinzi, ubworozi, ibikorwaremezo, ikoranabuhanga n'itumanaho, ubutaka, imiturire n'ibidukikije, ndetse n'urwego rw'abikorera. Inkingi y'Imibereho myiza y'abaturage igizwe n'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 atandatu na mirongo irindwi na batandatu (10,676) bafite nibura imyaka cumi n'umunani,

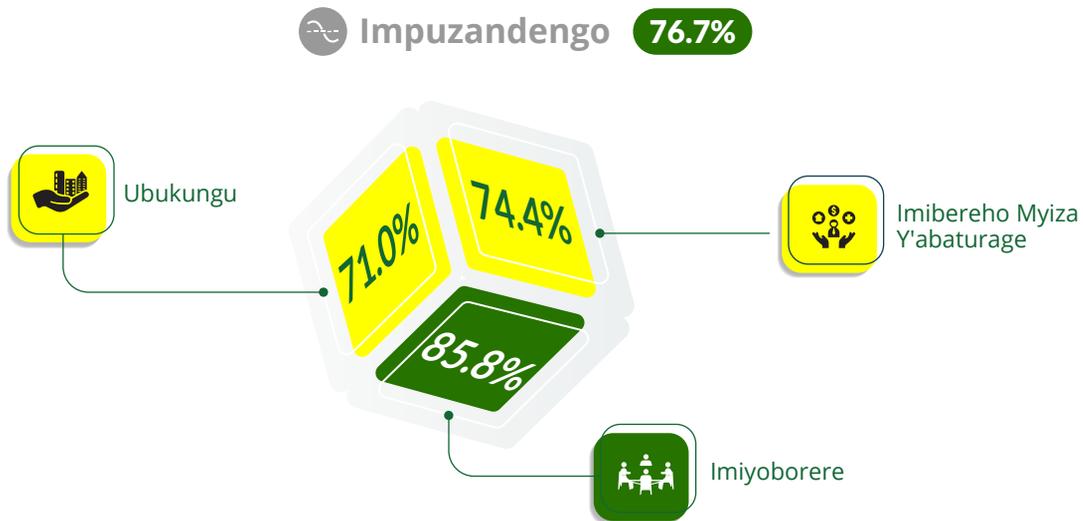
batoranijwe mu turere twose tw'Igihugu hakurikijwe umubare w'abaturage batuye akarere.

Muri rusange CRC 2025 yagaragaje ko abaturage bishimiye imiyoborere n'imitangire ya serivisi mu nzego zibegereye ku gipimo cya 76.7%.

Ubushakashatsi bwagaragaje ko inkingi y'imiyoborere ariyo iza ku isonga ku gipimo cya 85.8% naho inkingi y'ubukungu ni yo iri ku gipimo cyo hasi cya 71.0%. Ku bijyanye n'ibyiciro, umutekano ni wo ukomeje gushimwa n'abaturage benshi ku gipimo cya 92.1%, naho icyiciro cy'ubutaka, imiturire n'ibidukikije kikaba ari cyo gishimwa ku gipimo cyo hasi cya 65.7%.

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

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





Imbonerahamwe 2: Uko inkingi zihagaze hakurikijwe uturere

AKARERE	INKINGI		
	UBUKUNGU	IMIBEREHO MYIZA	IMIYOBORERE
Gasabo	72.2%	71.2%	80.5%
Kicukiro	74.1%	79.6%	86.1%
Nyarugenge	73.7%	76.0%	83.9%
UMUJYI WA KIGALI	73.3%	75.6%	83.5%
Gisagara	75.1%	79.0%	89.1%
Huye	71.8%	73.2%	84.8%
Kamonyi	77.0%	75.4%	86.2%
Muhanga	74.0%	78.2%	91.0%
Nyamagabe	67.4%	73.0%	87.2%
Nyanza	74.8%	78.7%	88.5%
Nyaruguru	71.7%	78.7%	87.9%
Ruhango	69.7%	73.6%	85.5%
AMAJYEPFO	72.7%	76.2%	87.5%
Karongi	65.0%	68.7%	81.5%
Ngororero	68.9%	72.9%	88.4%
Nyabihu	71.2%	78.5%	89.7%
Nyamasheke	69.0%	73.8%	85.2%
Rubavu	71.1%	75.5%	86.5%
Rusizi	66.4%	71.9%	84.7%
Rutsiro	64.8%	70.9%	83.6%
IBURENGERAZUBA	68.1%	73.2%	85.7%

Burera	76.7%	80.7%	89.9%
Gakenke	74.5%	81.7%	91.6%
Gicumbi	71.6%	76.4%	88.4%
Musanze	70.3%	75.7%	89.1%
Rulindo	73.6%	80.9%	89.6%
AMAJYARUGURU	73.3%	79.1%	89.7%

Bugesera	70.3%	75.4%	87.3%
Gatsibo	66.8%	65.3%	79.9%
Kayanza	62.0%	63.1%	77.8%
Kirehe	70.1%	74.2%	86.6%
Ngoma	72.0%	75.4%	86.2%
Nyagatare	69.0%	72.2%	83.4%
Rwamagana	68.0%	68.5%	80.5%
IBURASIRAZUBA	68.3%	70.6%	83.1%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



Imbonerahamwe 3:

Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe ibyiciro

N°	IBYICIRO	CRC 2025
1	Umutekano	92.1%
2	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi	90.1%
3	Uruhare rw'abaturage mu bibakorerwa	88.2%
4	Ubutabera	81.3%
5	Uburezi	79.4%
6	Inzego z'ibanze	77.1%
7	Ubworozi	76.5%
8	Isuku	76.1%
9	Imibereho y'umuryango nyarwanda	74.7%
10	Ikoranabuhanga n'itumanaho	73.4%
11	Urwego rw'abikorera	73.3%
12	Ubuzima	72.4%
13	Ubuhinzi	70.6%
14	Gahunda zo kuzamura imibereho no kwita ku batishoboye	69.6%
15	Ibikorwaremezo	66.4%
16	Ubutaka, imiturire n'ibidukikije	65.7%
	Impuzandengo	76.7%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



Imbonerahamwe 4:

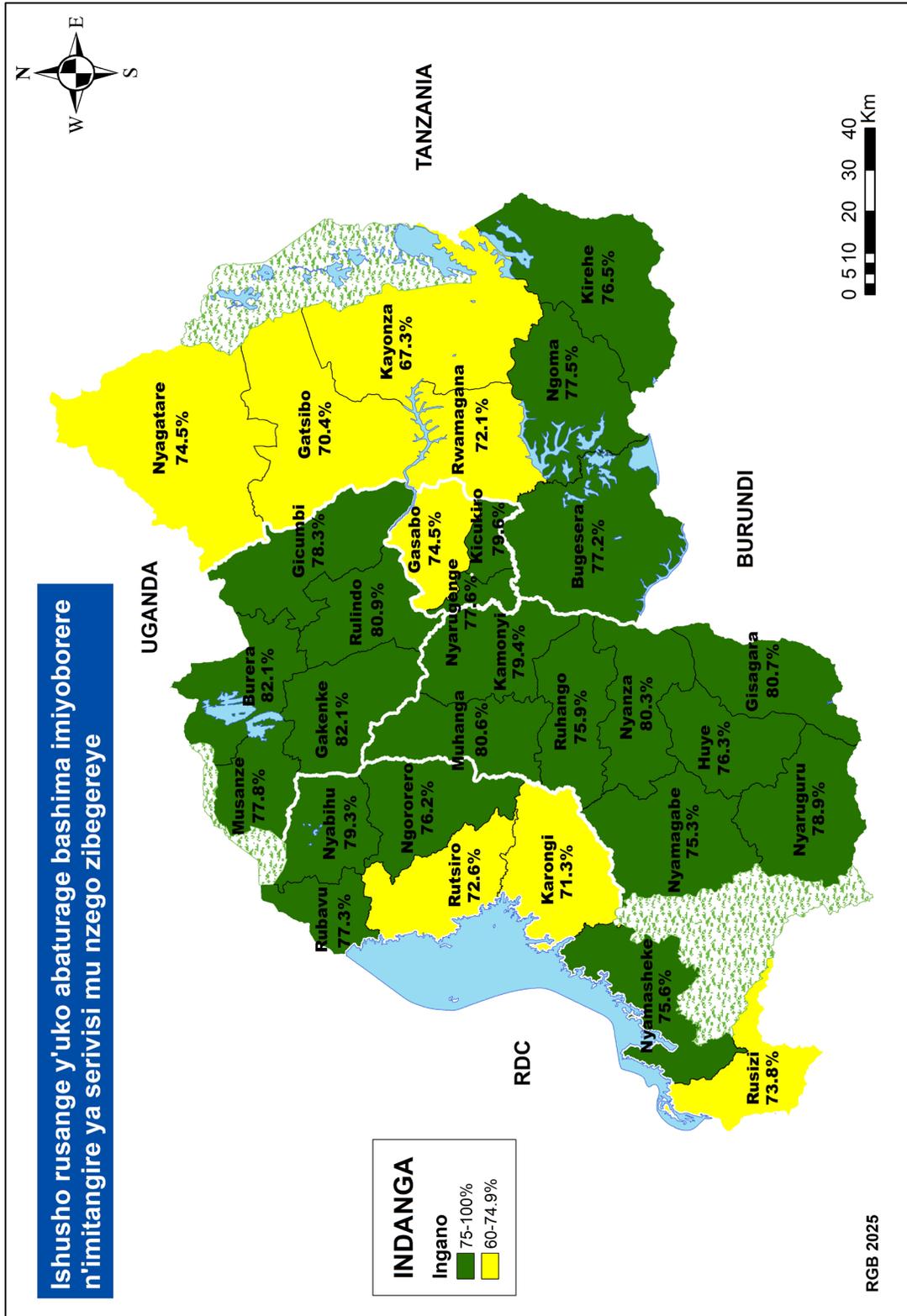
Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere

N°	AKARERE	CRC 2025
1	Gakenke	82.11%
2	Burera	82.05%
3	Rulindo	80.89%
4	Gisagara	80.70%
5	Muhanga	80.63%
6	Nyanza	80.30%
7	Kicukiro	79.57%
8	Kamonyi	79.35%
9	Nyabihu	79.28%
10	Nyaruguru	78.93%
11	Gicumbi	78.33%
12	Musanze	77.83%
13	Nyarugenge	77.61%
14	Ngoma	77.53%
15	Rubavu	77.31%

Aho byavuye: Anketi ya RGB, 2025

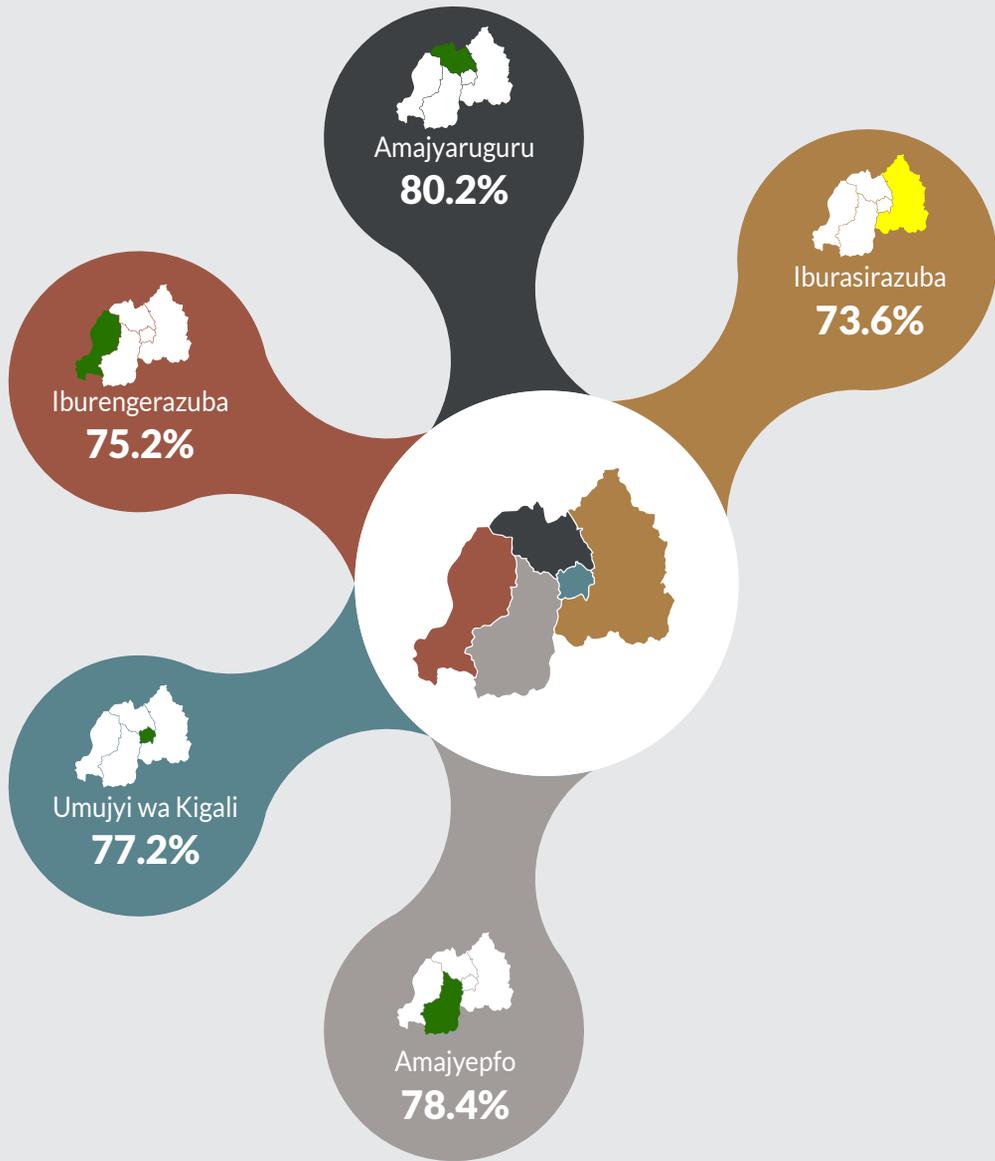
	AKARERE	CRC 2025
16	Bugesera	77.21%
17	Kirehe	76.52%
18	Huye	76.28%
19	Ngororero	76.23%
20	Ruhango	75.85%
21	Nyamasheke	75.57%
22	Nyamagabe	75.33%
23	Nyagatare	74.48%
24	Gasabo	74.45%
25	Rusizi	73.84%
26	Rutsiro	72.61%
27	Rwamagana	72.07%
28	Karongi	71.27%
29	Gatsibo	70.40%
30	Kayonza	67.26%
	Impuzandengo	76.69%

Ikarita 1: Uko abatwage bashima imiyobore n'imitangire ya serivisi hakurikijwe uturere



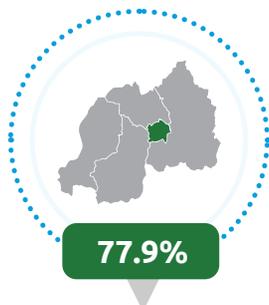


CRC 2025:
Uko abaturage bashima Intara / Umujyi wa Kigali

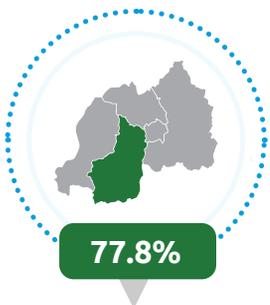




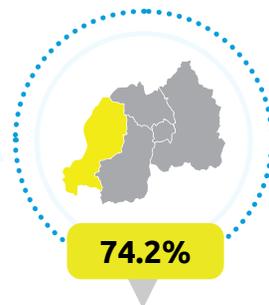
CRC 2025:
Uko abaturage bashima Intara / Umujyi wa Kigali



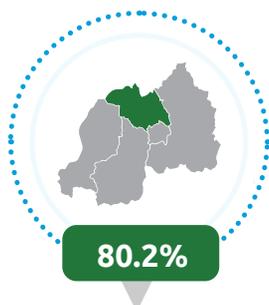
UMUJYI WA KIGALI	
1. Kicukiro	79.6%
2. Nyarugenge	77.6%
3. Gasabo	74.5%



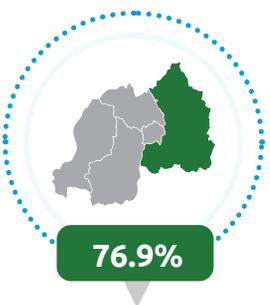
AMAJEPFO	
1. Gisagara	80.7%
2. Muhanga	80.6%
3. Nyanza	80.3%
4. Kamonyi	79.4%
5. Nyaruguru	78.9%
6. Huye	76.3%
7. Ruhango	75.9%
8. Nyamagabe	75.3%



IBURENGERAZUBA	
1. Nyabihu	79.3%
2. Rubavu	77.3%
3. Ngororero	76.2%
4. Nyamasheke	75.6%
5. Rusizi	73.8%
6. Rutsiro	72.6%
7. Karongi	71.3%



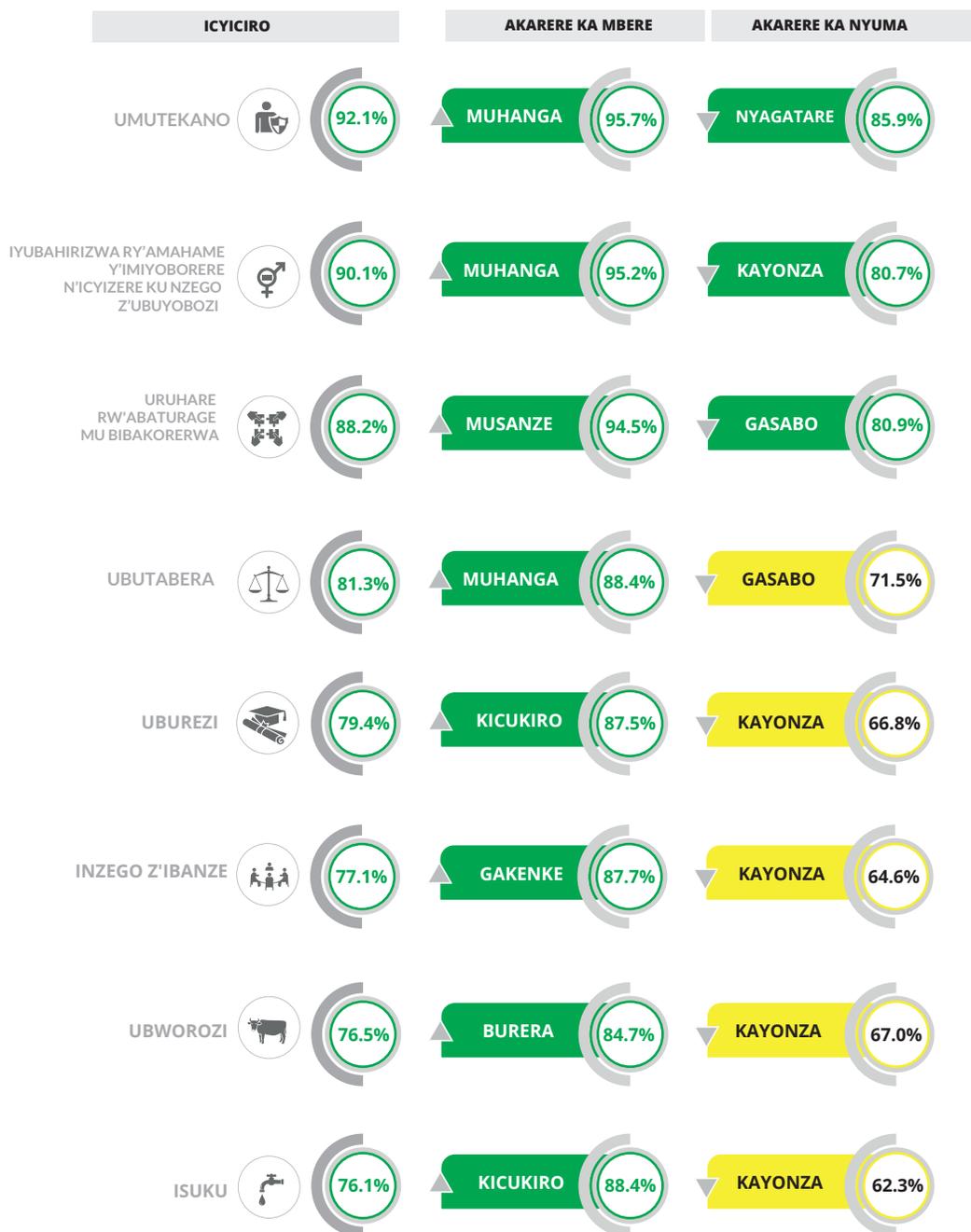
AMAJYARUGURU	
1. Gakenke	82.1%
2. Burera	82.1%
3. Rulindo	80.9%
4. Gicumbi	78.3%
5. Musanze	77.8%



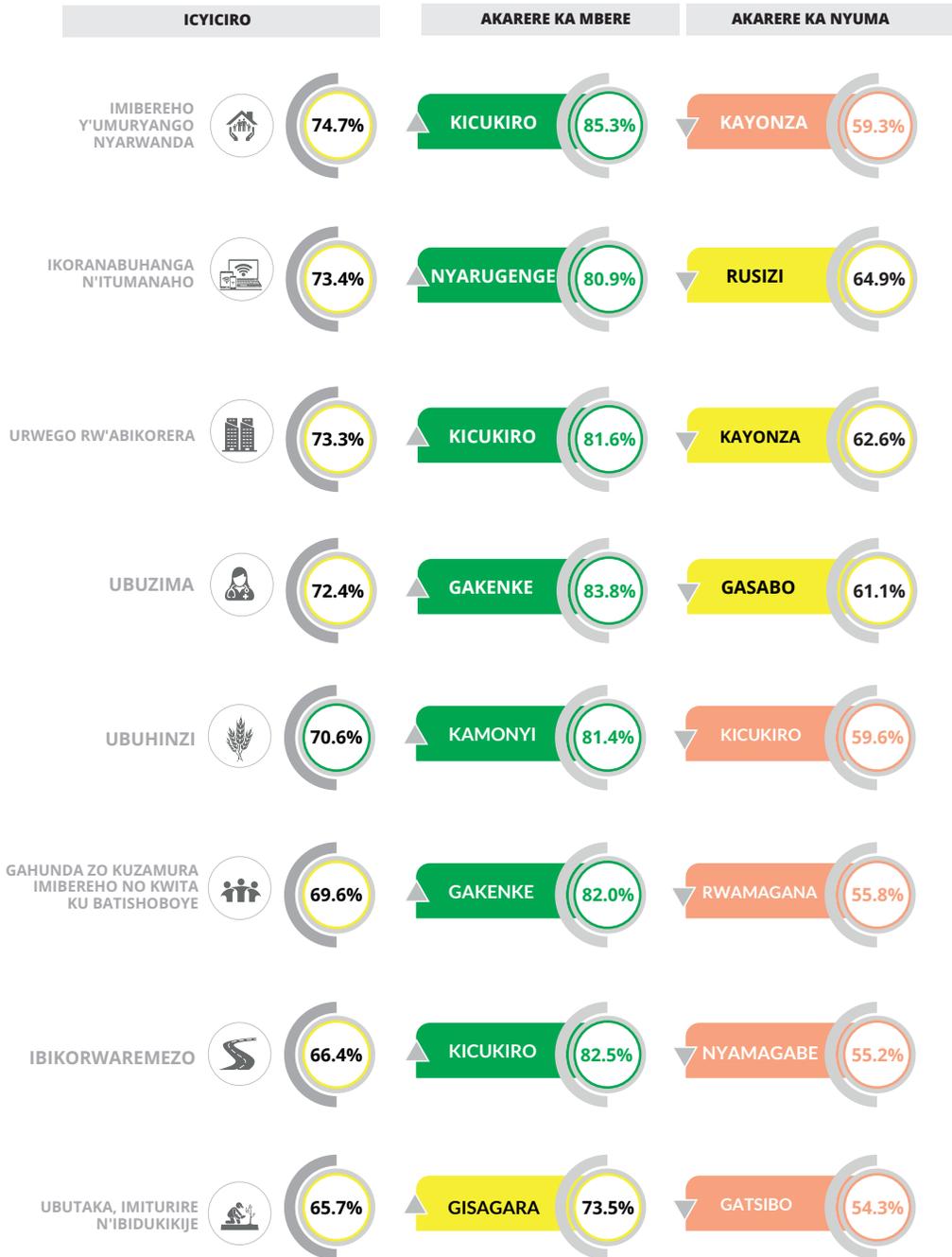
IBURASIRAZUBA	
1. Ngoma	77.5%
2. Bugesera	77.2%
3. Kirehe	76.5%
4. Nyagatare	74.5%
5. Rwamagana	72.1%
6. Gatsibo	70.4%
7. Kayonza	67.3%



Uturere Tuza Ku Isonga N'utuza Inyuma



Muri buri cyiciro







2. Ingengamikorere y'ubushakashatsi

CRC 2025 yakozwe ku byiciro cumi na bitandatu (16) bikubiye mu nkingi eshatu za gahunda ya Guverinoma ari zo Ubukungu. Imibereho myiza y'abaturage, ndetse n'Imiyoborere. Inkingi y'Ubukungu igizwe n'ubuhinzi, ubworozi, ibikorwaremezo, ubutaka, imiturire n'ibidukikije, 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 ndetse 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.

Iyi CRC ifite umwihariko wo gutangirana na Gahunda ya kabiri y' Igihugu yo kwihutisha iterambere (NST2) ari nayo yubakiyeho, hakaba harajemo impinduka mu bibazo byakorehejwe hafi mu byiciro byose ugereranyije n'ibyakoreshwaga muri CRC zayibanjirije, hagamiywe kuyihuza n'intego za NST2. Iyi CRC kandi iratanga amakuru shingiro ajyanye n'umwaka wa mbere wa NST2 azakomeza gushingirwaho mu kugaragaza impinduka mu gihe cy'imyaka itanu y'ishyirwamubikorwa ry'iyi Gahunda y'Igihugu.

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. Hagendewe ku cyizere cya 95%, uwo mubare ungana na 1.96.

p na q (q=1-p): Ikigereranyo cy'abaturage barebwa n'ubushakashatsi, aho CRC 2024 yerekanye ko abaturage bishimiye serivisi ari 76.5% ubwo p = 0.765 naho q = 0.235

e: Ikigereranyo cyo kwibeshya cyangwa gukora amakosa mu ihitamo ry'ababazwa cyari kuri 1%.

Ubushakashatsi bwakorewe ku baturage ibihumbi cumi na magana atandatu na mirongo irindwi na batandatu (10,676). 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'ABABAJIWE
1	Bugesera	409
2	Burera	312
3	Gakenke	336
4	Gasabo	658
5	Gatsibo	422
6	Gicumbi	351
7	Gisagara	315
8	Huye	355
9	Kamonyi	340
10	Karongi	328
11	Kayonza	340
12	Kicukiro	362
13	Kirehe	333
14	Muhanga	321
15	Musanze	359
16	Ngoma	325
17	Ngororero	310
18	Nyabihu	324
19	Nyagatare	476
20	Nyamagabe	320
21	Nyamasheke	329
22	Nyanza	323
23	Nyarugenge	320
24	Nyaruguru	331
25	Rubavu	382
26	Ruhango	344
27	Rulindo	312
28	Rusizi	350
29	Rutsiro	313
30	Rwamagana	376
BOSE HAMWE		10,676

Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 nibura imyaka cumi n’umunani. Amakuru agaragara muri ubu bushakashatsi yakusanyijwe mu kwezi kwa Gashyantare na Werurwe mu mwaka wa 2025.



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	289	43.9%	369	56.1%	658
Kicukiro	151	41.7%	211	58.3%	362
Nyarugenge	145	45.3%	175	54.7%	320
Gisagara	151	47.9%	164	52.1%	315
Huye	158	44.5%	197	55.5%	355
Kamonyi	148	43.5%	192	56.5%	340
Muhanga	146	45.5%	175	54.5%	321
Nyamagabe	151	47.2%	169	52.8%	320
Nyanza	149	46.1%	174	53.9%	323
Nyaruguru	161	48.6%	170	51.4%	331
Ruhango	155	45.1%	189	54.9%	344
Karongi	146	44.5%	182	55.5%	328
Ngororero	148	47.7%	162	52.3%	310
Nyabihu	148	45.7%	176	54.3%	324
Nyamasheke	152	46.2%	177	53.8%	329
Rubavu	166	43.5%	216	56.5%	382
Rusizi	150	42.9%	200	57.1%	350
Rutsiro	153	48.9%	160	51.1%	313
Burera	163	52.2%	149	47.8%	312
Gakenke	167	49.7%	169	50.3%	336
Gicumbi	145	41.3%	206	58.7%	351
Musanze	155	43.2%	204	56.8%	359
Rulindo	151	48.4%	161	51.6%	312
Bugesera	165	40.3%	244	59.7%	409
Gatsibo	209	49.5%	213	50.5%	422
Kayanza	149	43.8%	191	56.2%	340
Kirehe	153	45.9%	180	54.1%	333
Ngoma	155	47.7%	170	52.3%	325
Nyagatare	202	42.4%	274	57.6%	476
Rwamagana	152	40.4%	224	59.6%	376
Bose hamwe	4833	45.3%	5843	54.7%	10676

Aho byavuye: Ubushakashatsi bwa RGB, 2025



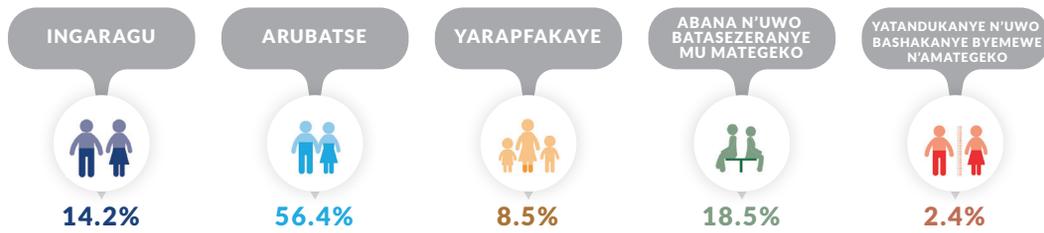
Imbonerahamwe 7: Abaturage babajijwe hakurikijwe imyaka

IMYAKA	IGITSINA				BOSE HAMWE	
	Gabo		Gore		Umubare	%
	Umubare	%	Umubare	%		
18 - 30	1062	9.9%	1559	14.6%	2621	24.6%
31 - 40	1341	12.6%	1688	15.8%	3029	28.4%
41 - 50	1230	11.5%	1366	12.8%	2596	24.3%
51 - 60	771	7.2%	857	8.0%	1628	15.2%
61 kuzamura	429	4.0%	373	3.5%	802	7.5%
Bose hamwe	4833	45.3%	5843	54.7%	10676	100.0%

Aho byavuye: Anketi ya RGB, 2025

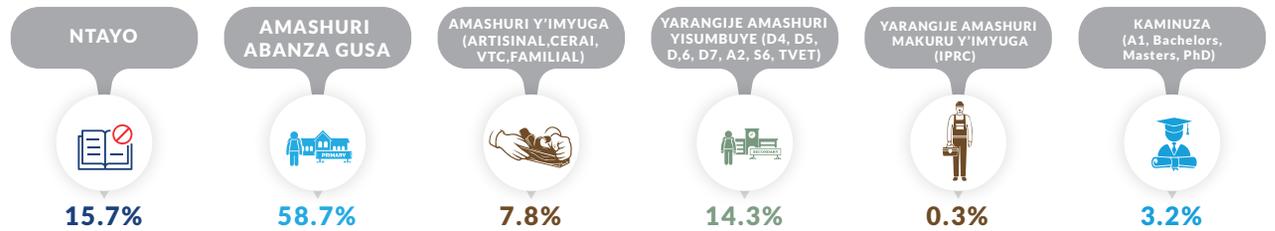


Ishusho 2: Abaturage babajijwe hakurikijwe irangamimerere



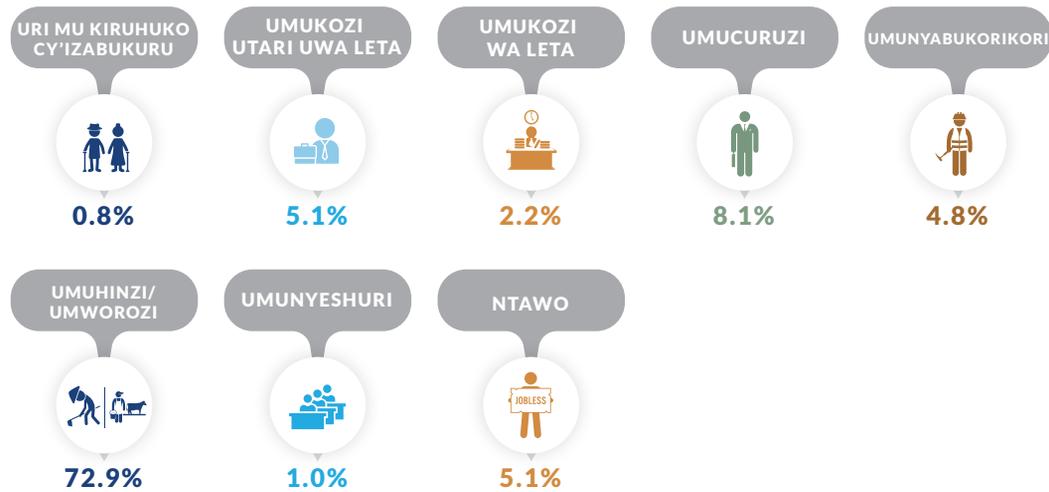
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ishusho 3: Abaturage babajijwe hakurikijwe amashuri bize



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ishusho 4: Abaturage babajijwe hakurikijwe umurimo bakora



Aho byavuye: Ubushakashatsi bwa RGB, 2025



3.1 Ibyiciro byakoreweho ubushakashatsi



UBUKUNGU:

- ✓ Ubuhinzi
- ✓ Ubworozi
- ✓ Ibikorwaremezo
- ✓ Ikoranabuhanga n'itumanaho
- ✓ Ubutaka, imiturire n'ibidukikije
- ✓ 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



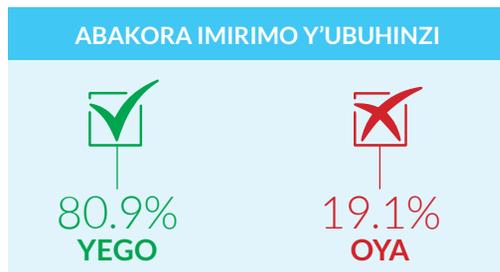


1.1.1. Intangiriro

Abaturage bakora ubuhinzi babajijwe uko babona serivisi z’ubuhinzi zakoreweho ubushakashatsi arizo: kubona imbuto ku gihe, kubona ifumbire mva ruganda ku gihe, gukumira indwara z’ibihingwa, kubona imiti y’ibihingwa ku gihe, uburyo imiti ikoreshwa ihangana n’indwara z’ibihingwa, ubwanikiro rusange bw’umusaruro, isoko ry’umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi ndetse no kuhira imyaka.



Ishusho 5: Ibyiciro by’abakora imirimo y’ubuhinzi

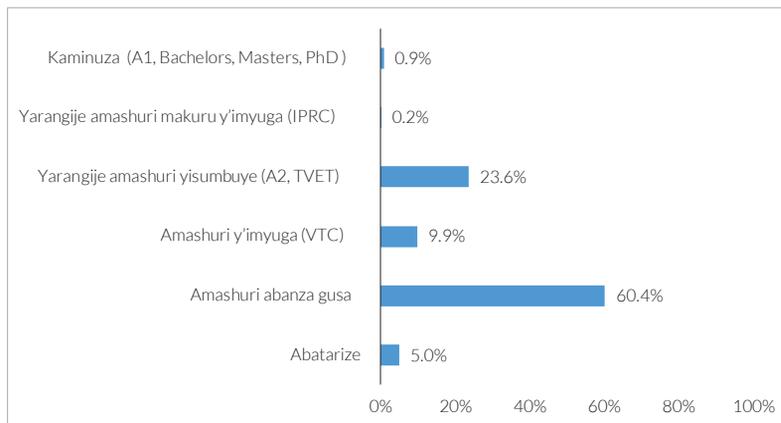


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri ubu bushakashatsi abaturage 80.9% (abagabo 46% n’abagore 54%) nibo bakoraga imirimo yerekeranye n’ubuhinzi muri rusange. Muri bo 22.5% ni urubyiruko, bikaba bigaragaza ko urubyiruko rugenda rubona ubuhinzi nk’amahirwe yo kwiteza imbere. Byongeye kandi, muri aba bakoraga imirimo yerekeranye n’ubuhinzi, 80.1% ni abatarize n’abarangije amashuri abanza gusa, barimo 18.4% b’urubyiruko (imyaka y’amavuko: 18-30).



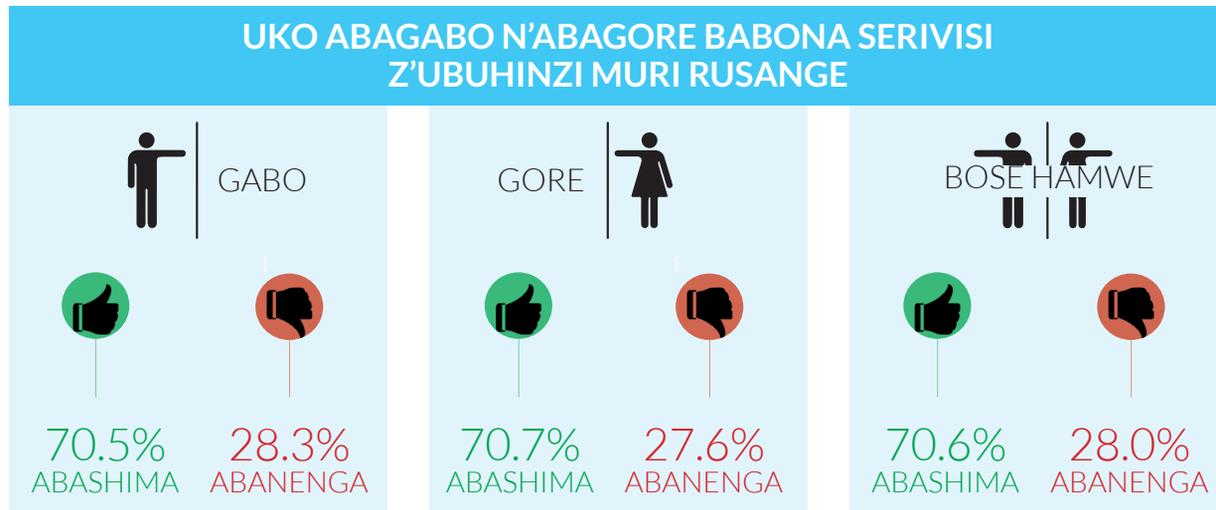
Ishusho 6: Urubyiruko rukora mu buhinzi hakurikijwe amashuri bize



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje 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

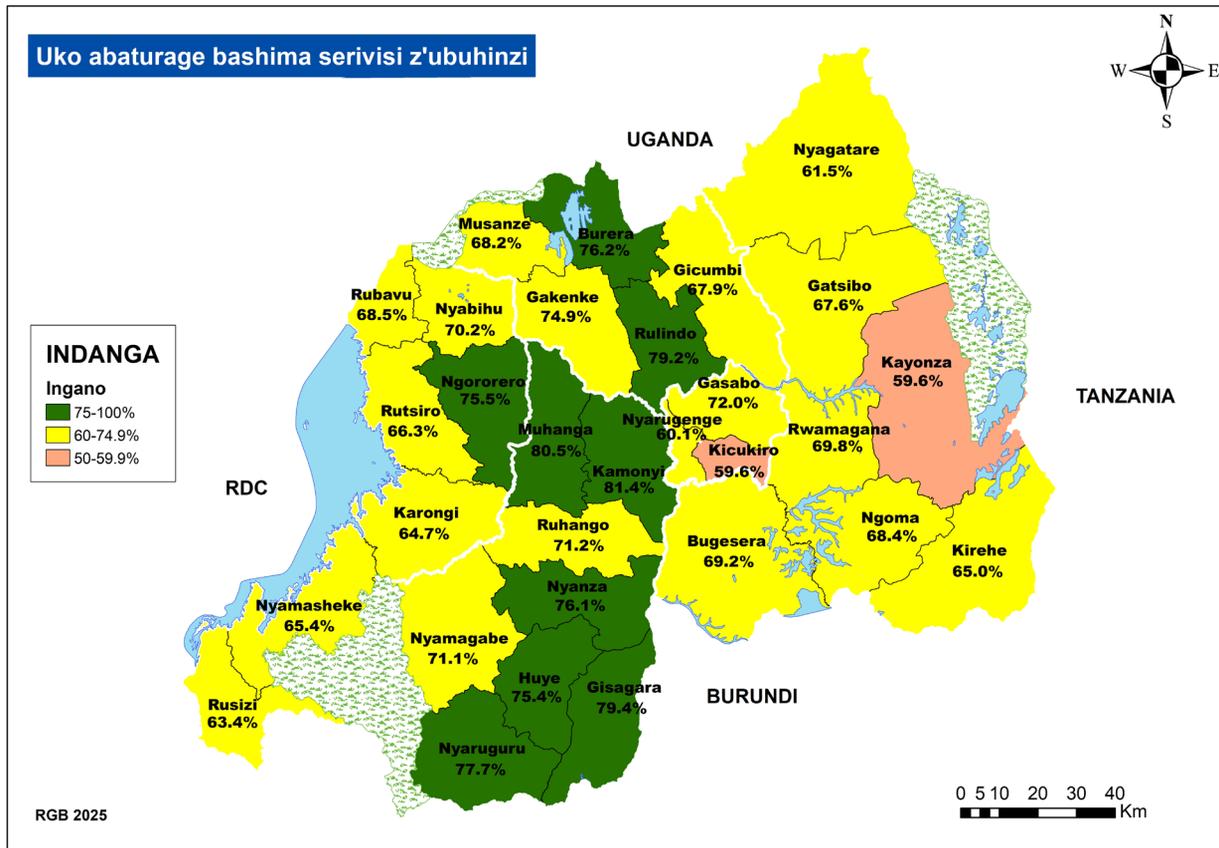


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, serivisi z’ubuhinzi zashimwe ku gipimo cya 70.6%. Abagore n’abagabo bazishimye ku kigero kijya kuba kimwe.



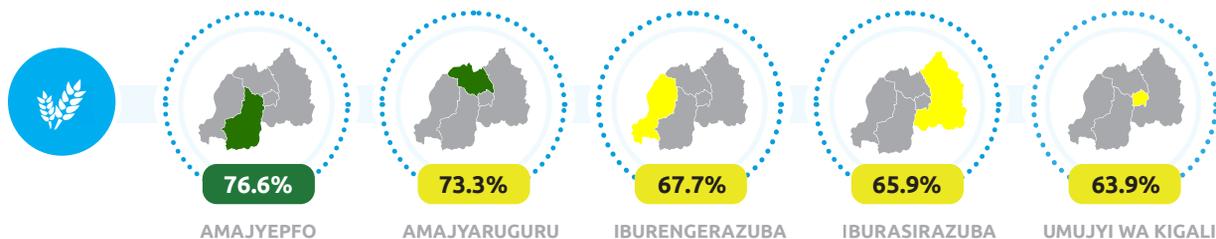
Ikarita 3: Uko abaturage bashima serivisi bahabwa mu buhinzi hakurikijwe uturere



Abaturage bo mu Karere ka Kamonyi nibwo bashimye serivisi z’ ubuhinzi ku gipimo cyo hejuru cya 81.4%, naho mu turere twa Kicukiro na Kayanza niho abaturage bazishimye ku gipimo cyo hasi cya 59.6%.

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

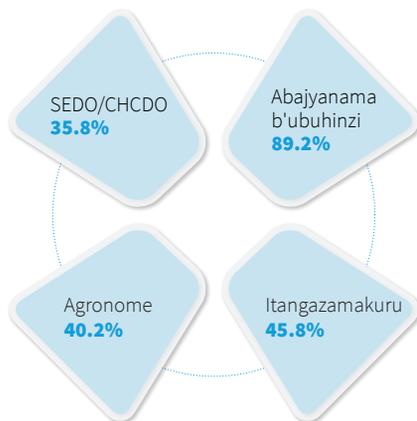
Ishusho 8: Uko abaturage bashima serivisi z’ubuhinzi hakurikijwe Intara n’Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.1.3 Aho abaturage bakura amakuru yerekeranye n’ubuhinzi

Ishusho 9: Aho abaturage bakura amakuru y’ubuhinzi

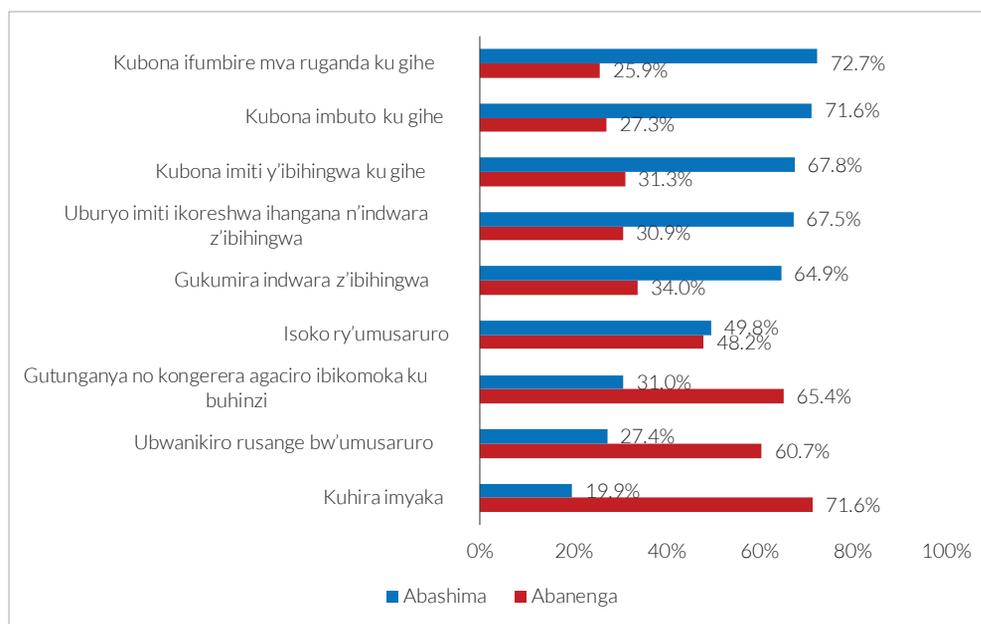


Aho byavuye: Anketi ya RGB, 2025

Ubu bushakashatsi bwagaragaje ko abaturage benshi babona amakuru ajoyanye n’ubuhinzi bayavanye ku bajyanama b’ubuhinzi.

1.1.4 Uko abaturage babona serivisi zitandukanye zo mu buhinzi

Ishusho 10: Uko abaturage babona serivisi zitandukanye zo mu buhinzi

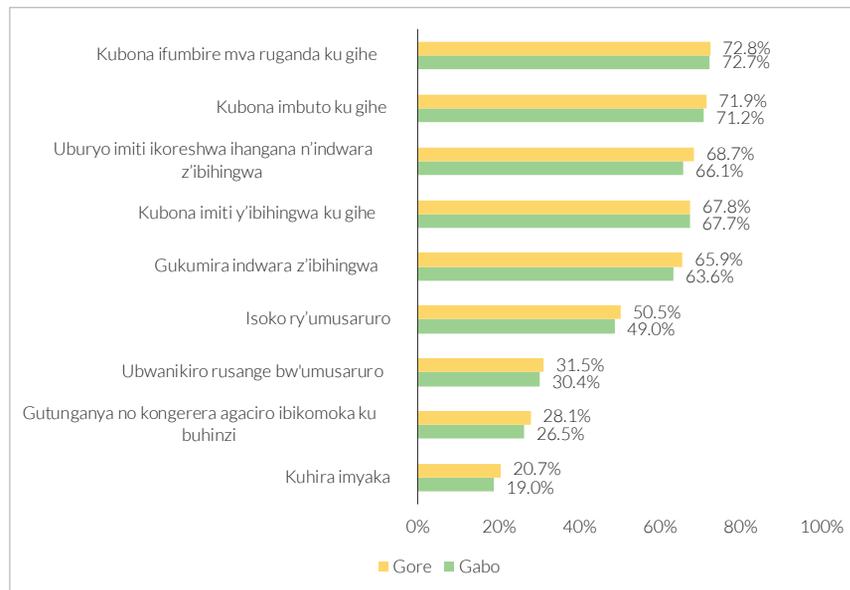


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko muri serivisi z’ubuhinzi zakoreweho ubushakashatsi, kubona ifumbire mvaruganda ku gihe no kubona imbuto kugihe arizo zishimwa ku bipimo biri hejuru bya 72.7% na 71.6%.

Ku rundi ruhande, serivisi z’isoko ry’umugaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, ubwanikiro rusange bw’umugaruro no kuhira imyaka zashimwe n’abaturage ku bipimo biri muni ya 50%.

Ishusho 11: Uko abagabo n’abagore bashima serivisi zitandukanye zo mu buhinzi

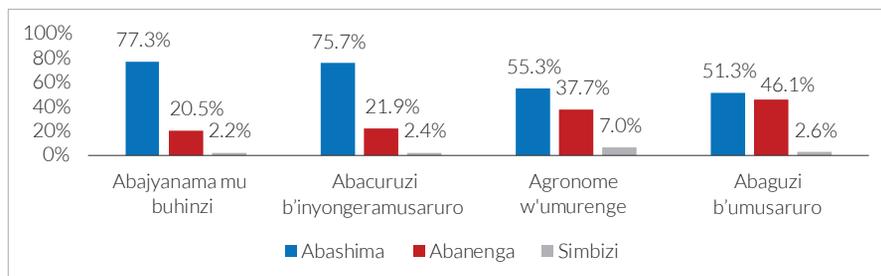


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, ubu bushakashatsi bwagaragaje ko abagore n’abagabo bashimye serivisi z’ubuhinzi ku bipimo byegeranye.

1.1.5 Uko abaturage babona imikorere y’abatanga serivisi z’ubuhinzi

Ishusho 12: Uko abaturage babona imikorere ya bamwe mu batanga serivisi z’ubuhinzi



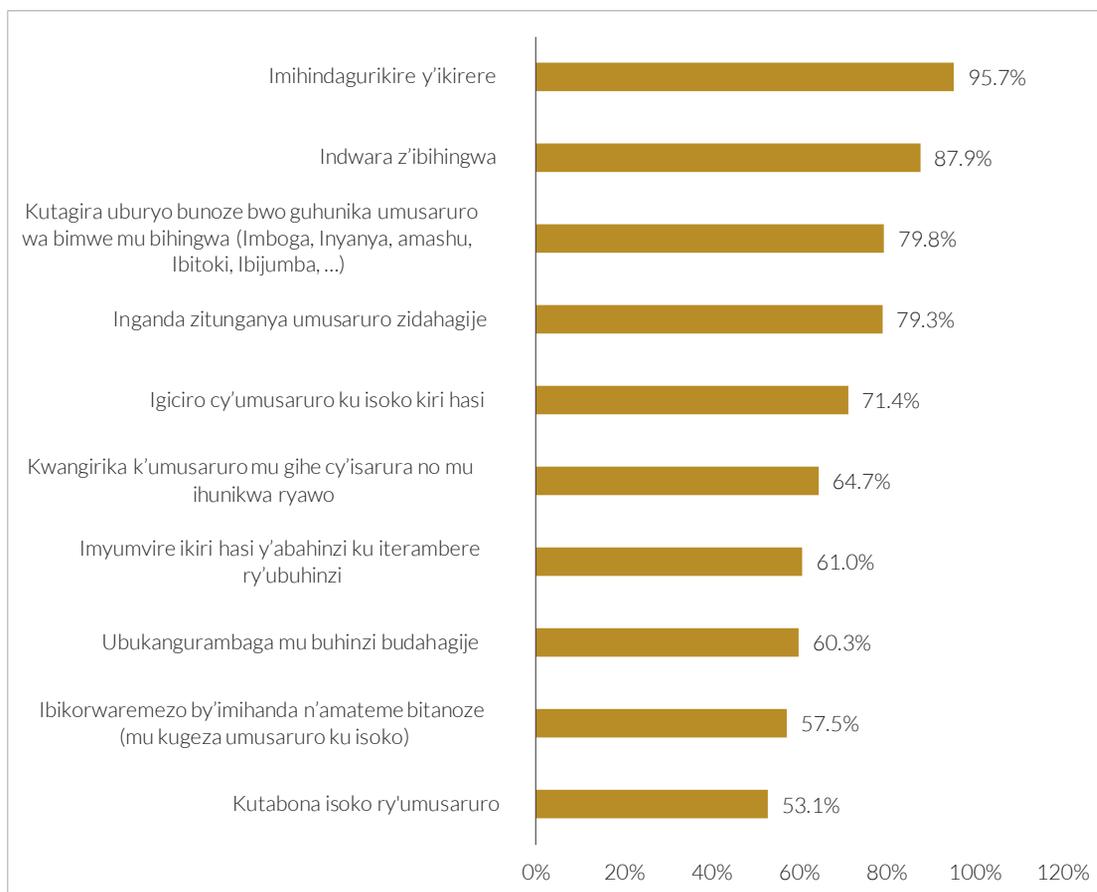
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abajyanama mu buhinzi nibo bashimwe n’abaturage kurusha abandi ku gipimo cya 77.3%. Ku rundi ruhande, abaguzi b’umugaruro nibo bashimwe ku gipimo cyo hasi cya 51.3%.

1.1.6. Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi

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

Ishusho 13: Inzitizi abaturage bagaragaje muri serivisi z'ubuhinzi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

CRC 2025 yagaragaje ko imihindagurikire y'ikirere, indwara z'ibihingwa ndetse no kutagira uburyo bunoze bwo guhunika umusaruro wa bimwe mu bihingwa ari zo nzitizi ziganje mu kubangamira iterambere ry'ubuhinzi.



1.1.8. IBYIFUZONAMA

- ☛ Guteza imbere ubuhinzi buhangana n'imihindagurikire y'ikirere;
- ☛ Gukomeza gushyira imbaraga mu gukumira no kurwanya indwara z'ibihingwa hibandwa ku bushakashatsi mu buhinzi;
- ☛ Kongera umubare w'ubuhunikiro bw'umusaruro uturuka ku bihingwa byangirika vuba;
- ☛ Kongera inganda zitunganya umusaruro w'ibikomoka ku buhinzi no kunoza imikorere yazo;
- ☛ Gukora ubukangurambaga bugamije kongera umubare w'abize amashuri makuru na kaminuza mu kwitabira ibikorwa by'ubuhinzi.



Imbonerahamwe 9: Uko uturere duhagaze muri serivisi z'ubuhinzi

N°	AKARERE	CRC 2025
1	Kamonyi	81.4%
2	Muhanga	80.5%
3	Gisagara	79.4%
4	Rulindo	79.2%
5	Nyaruguru	77.7%
6	Burera	76.2%
7	Nyanza	76.1%
8	Ngororero	75.5%
9	Huye	75.4%
10	Gakenke	74.9%
11	Gasabo	72.0%
12	Ruhango	71.2%
13	Nyamagabe	71.1%
14	Nyabihu	70.2%
15	Rwamagana	69.8%
16	Bugesera	69.2%
17	Rubavu	68.5%
18	Ngoma	68.4%
19	Musanze	68.2%
20	Gicumbi	67.9%
21	Gatsibo	67.6%
22	Rutsiro	66.3%
23	Nyamasheke	65.4%
24	Kirehe	65.0%
25	Karongi	64.7%
26	Rusizi	63.4%
27	Nyagatare	61.5%
28	Nyarugenge	60.1%
29	Kicukiro	59.6%
30	Kayonza	59.6%
IMPUZANDENGO		70.6%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



1.2. UBWOROZI



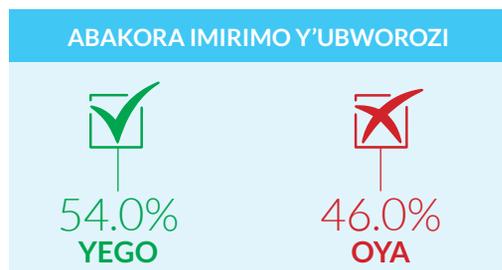


1.2.1. Intangiriro

Ubworozi ni kimwe mu byiciro 16 byakoreweho ubushakashatsi. Abakora imirimo igendanye n'ubworozi babajijwe kuri ibi bikurikira: serivisi zirebana no kubangurira amatungo, kubona imiti y'amatungo ku gihe, gukingira amatungo, uburyo imiti ikoreshwa ihangana n'indwara z'amatungo, imibonekere y'ibiryo by'amatungo, imibonekere y'amazi y'amatungo, imikorere y'abavuzi b'amatungo, gutunganya no kongerera agaciro ibikomoka ku bworozi n'isoko ry'ibikomoka ku bworozi.



Ishusho 14: Abaturage bakora ubworozi

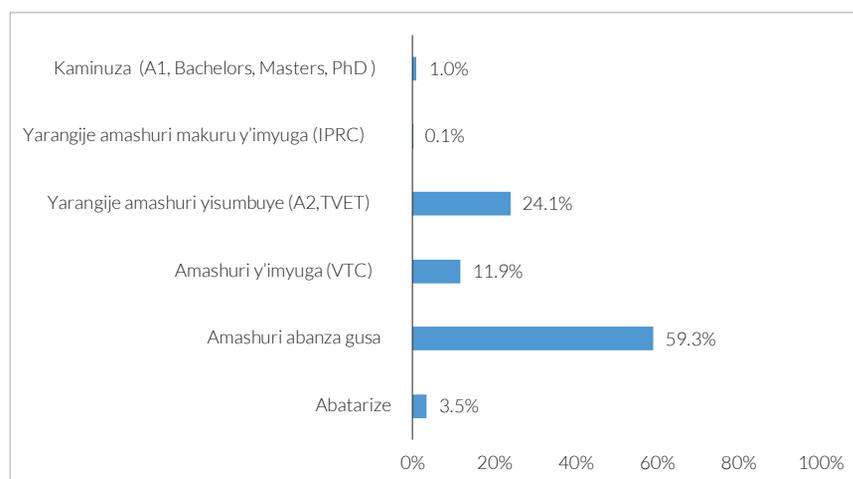


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri ubu bushakashatsi abaturage 54% nibo bakoraga imirimo yerekeranye n'ubworozi muri bo 21.6% ni urubyiruko. Mu bakoraga iyi mirimo kandi, abagabo bangana na 49% mu gihe abagore ari 51%. Byongeye kandi, muri aba bakoraga imirimo yerekeranye n'ubworozi, 79.4% ni abatarize n'abarangije amashuri abanza gusa.



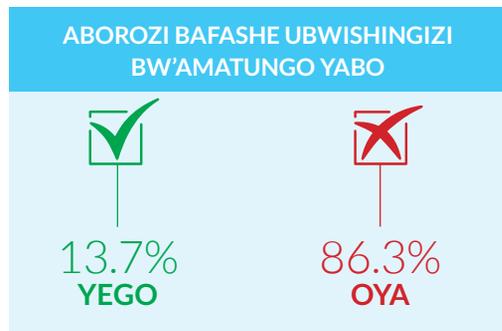
Ishusho 15: Urubyiruko rukora ubworozi hakurikijwe amashuri bize



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Kimwe no mu buhinzi, ubushakashatsi bugaragaza ko umubare munini w'urubyiruko ruri mu bworozi bize amashuri abanza gusa.

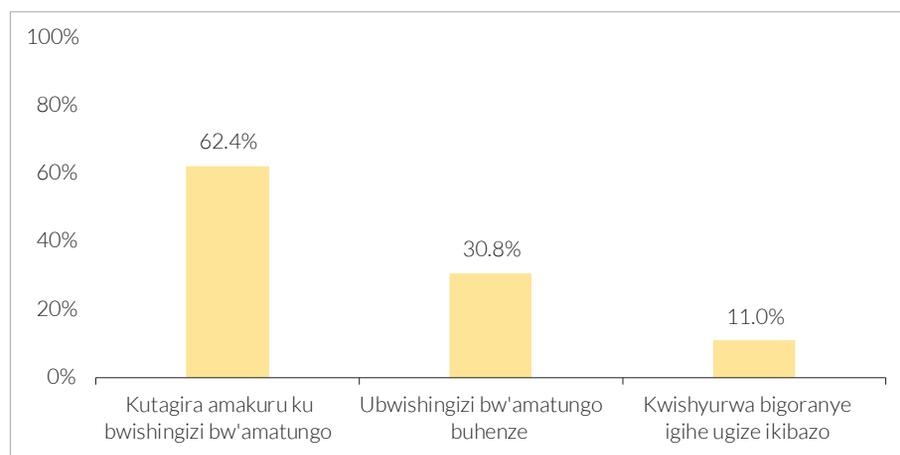
Ishusho 16: Aborozi bafashe ubwishingizi bw'amatungo yabo



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ibyavuye mu bushakashatsi byagaragaje ko aborozi bafashe ubwishingizi bw'amatungo yabo ari 13.7% by'ababajjwe.

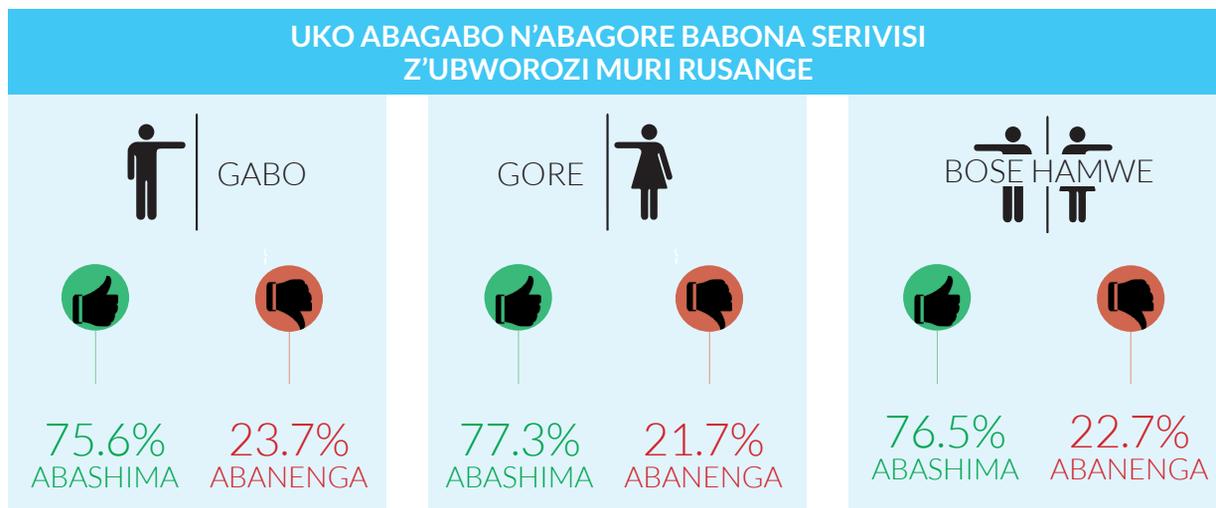
Ishusho 17: Impamvu zo kudafata ubwishingizi bw'amatungo yabo



Kutagira amakuru ndetse n' ubwishingizi bw'amatungo ni zo zagaragajwe nk'impamvu nyamukuru zituma aborozi badafata ubwishingizi bw'amatungo yabo.



Ishusho 18: Aborozi bafashe ubwishingizi bw'amatungo yabo

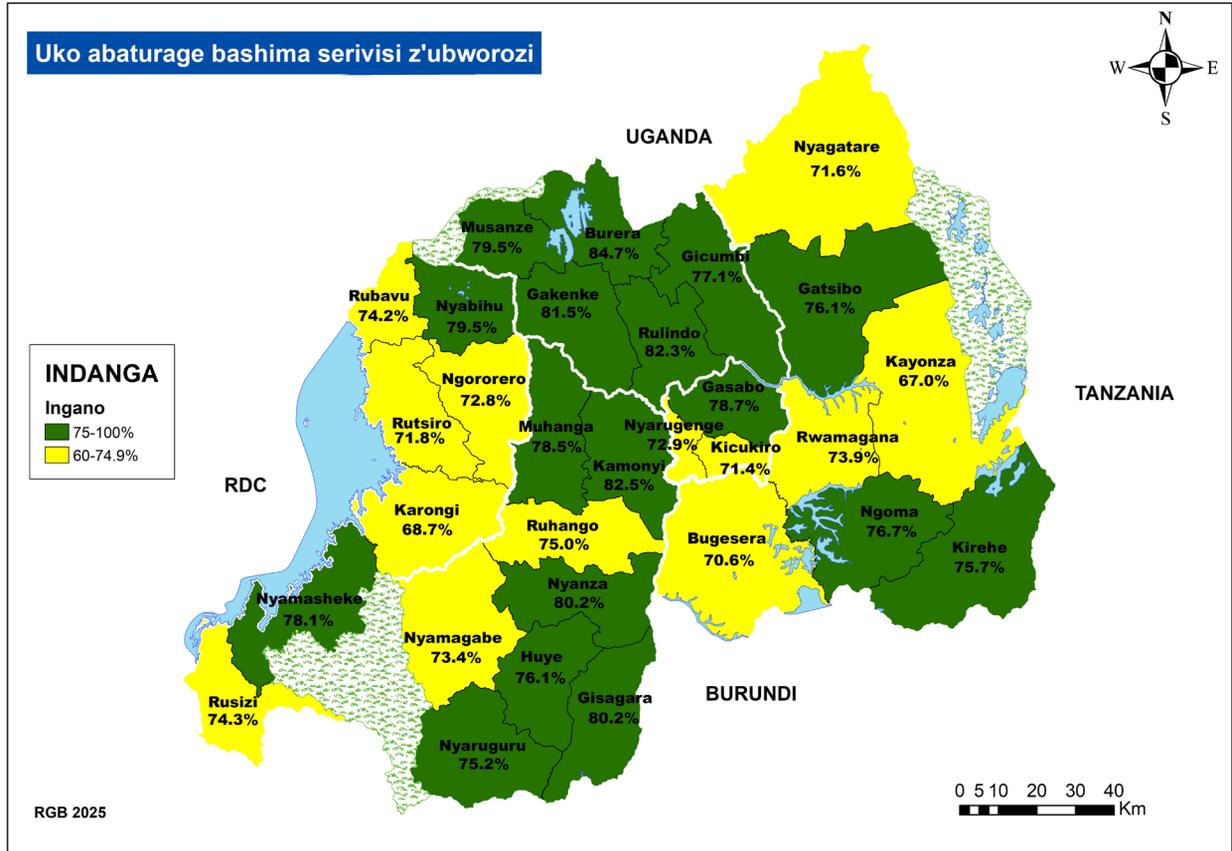


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'ubworozi ku gipimo cya 76.5%. Abagore bashimye ku gipimo cya 77.3% naho abagabo bashima ku gipimo cya 75.6%.



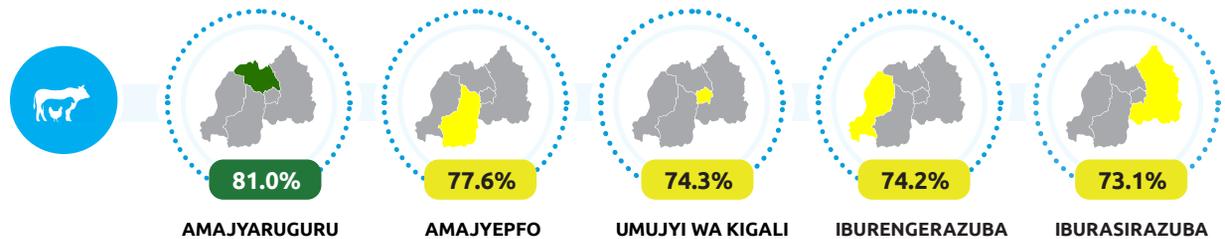
Ikarita 4: Uko abaturage bashima serivisi z’ubworozi muri rusange hakurikijwe uturere



Abaturage bo mu turere dutandatu (Burera, Kamonyi, Rulindo, Gakenke, Gisagara, Nyanza) bashimye serivisi z’ubworozi ku gipimo kiri hejuru ya 80%, aho Akarere ka Burera ariko kaje ku isonga mu kuzishima ku gipimo cya 84.7% mu gihe Akarere ka Kayonza ariho abaturage bazishimye ku gipimo cyo hasi cya 67.0%.

1.2.2. Serivisi z’ubworozi hakurikijwe Intara n’Umujiyi wa Kigali

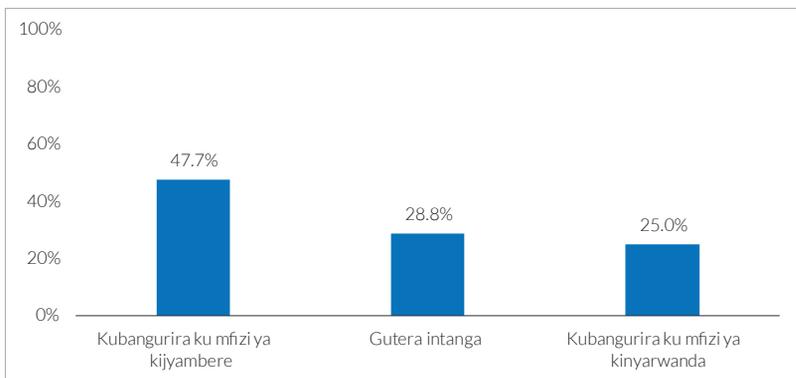
Ishusho 19: Uko abaturage bashima serivisi z’ubworozi hakurikijwe intara n’Umujiyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.2.3. Uburyo abaturage bakoresha mu kubangurira amatungo

•• Ishusho 20: Uburyo abaturage bakoresha mu kubangurira amatungo yabo

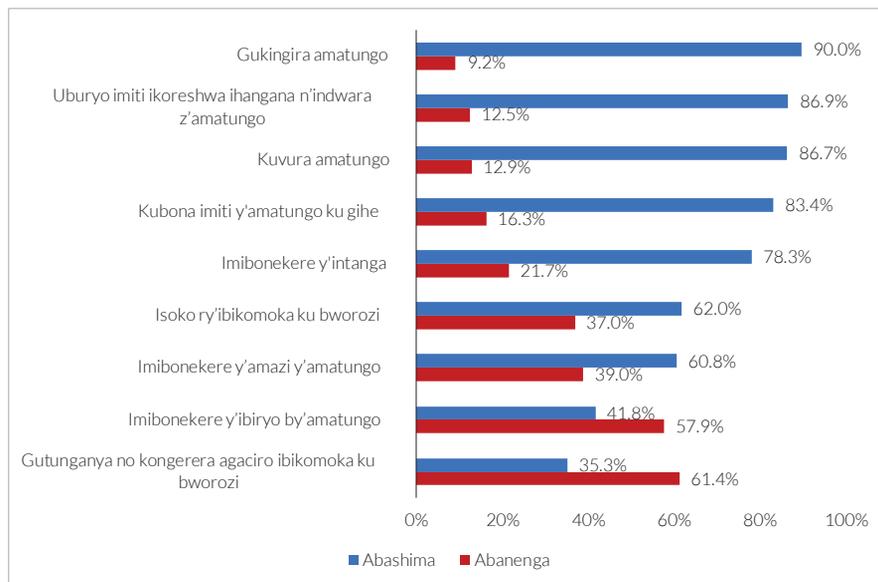


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Mu gihe gahunda ya Leta ari ugushishikariza abaturage guteresha intanga mu rwego rwo kuzamura umusaruro w'ubworozi no kwirinda indwara z'amatungo, ubu bushakashatsi bwagaragaje ko aborozi bakoresha ubu buryo bakiri bake ugereranije n'abakibangurira ku mfizi.

1.2.4. Uko abaturage babona serivisi zitandukanye z'ubworozi

•• Ishusho 21: Uko abaturage babona serivisi zitandukanye z'ubworozi

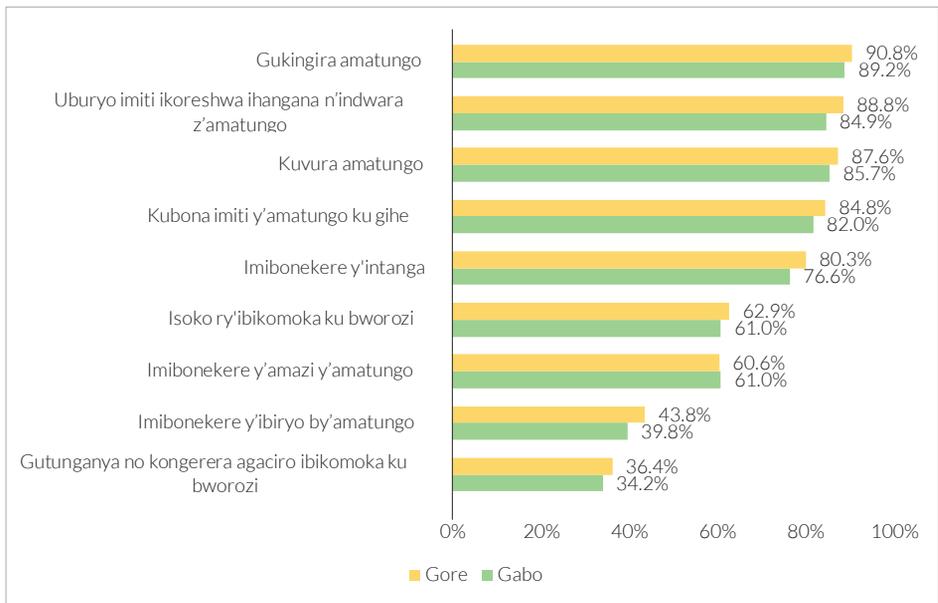


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Serivisi yo gukingira amatungo niyo yaje imbere mu gushimwa n'abaturage ku gipimo cya 90%. Ku rundi ruhande, gutunganya no kongerera agaciro ibikomoka ku bworozi ni yo serivisi yashimwe ku gipimo cyo hasi cya 35.3%.

1.2.5. Uko abagabo n’abagore bashima serivisi zo mu bworozi

Ishusho 22: Uko abagabo n’abagore bashima serivisi zo mu bworozi

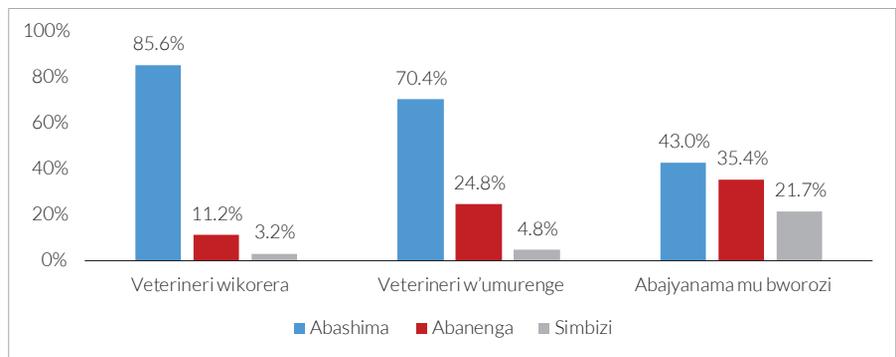


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, ubu bushakashatsi bwagaragaje ko abagore n’abagabo bashimye serivisi z’ubworozi ku bipimo byegeranye.

1.2.6 Uko abaturage babona imikorere y’abatanga serivisi z’ubworozi

Ishusho 23: Uko abaturage babona imikorere ya bamwe mu batanga serivisi z’ubworozi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko veterineri wikorera ari we abaturage bashima kurusha abandi mu batanga serivisi z’ubworozi. Ku rundi ruhanda, serivisi zitangwa n’abajyanama mu bworozi ntizari zizwi n’aborozi ku gipimo cya 21.7%.

1.2.7. Inzitizi zigaragara muri serivisi z'ubworozi

•• Ishusho 24: Inzitizi zigaragara muri serivisi z'ubworozi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Inzitizi zagaragajwe kurusha izindi ku gipimo kiri hejuru ya 70% ni: imihindagurikire y'ikirere, gutunganya no guhunika ibiryo by'amatungo bitaratera imbere, ibiryo by'amatungo bidahagije ndetse n'ubumenyi bw'abaturage mu kwita ku matungo yabo bukiri bukeya.



1.2.8. IBYIFUZONAMA

- ☛ Gukomeza guteza imbere imitunganyirize n'imihunike y'ibiryo by'amatungo;
- ☛ Kongerera aborozi ubumenyi bwo kwita ku matungo, gukumira no kurwanya indwara zayo;
- ☛ Gukangurira abashoramari kwegereza aborozi inganda zitunganya zikanongerera agaciro ibikomoka ku bworozi;
- ☛ Gukora ubukangurambaga bugamije kongera umubare w'abize amashuri makuru na kaminuza mu kwitabira ibikorwa by'ubworozi.



Imbonerahamwe 10: Uko uturere duhagaze muri serivisi z'ubworozi

N°	AKARERE	CRC 2025
1	Burera	84.7%
2	Kamonyi	82.5%
3	Rulindo	82.3%
4	Gakenke	81.5%
5	Gisagara	80.2%
6	Nyanza	80.2%
7	Nyabihu	79.5%
8	Musanze	79.5%
9	Gasabo	78.7%
10	Muhanga	78.5%
11	Nyamasheke	78.1%
12	Gicumbi	77.1%
13	Ngoma	76.7%
14	Huye	76.1%
15	Gatsibo	76.1%
16	Kirehe	75.7%
17	Nyaruguru	75.2%
18	Ruhango	75.0%
19	Rusizi	74.3%
20	Rubavu	74.2%
21	Rwamagana	73.9%
22	Nyamagabe	73.4%
23	Nyarugenge	72.9%
24	Ngororero	72.8%
25	Rutsiro	71.8%
26	Nyagatare	71.6%
27	Kicukiro	71.4%
28	Bugesera	70.6%
29	Karongi	68.7%
30	Kayonza	67.0%
IMPUZANDENGO		76.5%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



1.3. IBIKORWAREMEZO



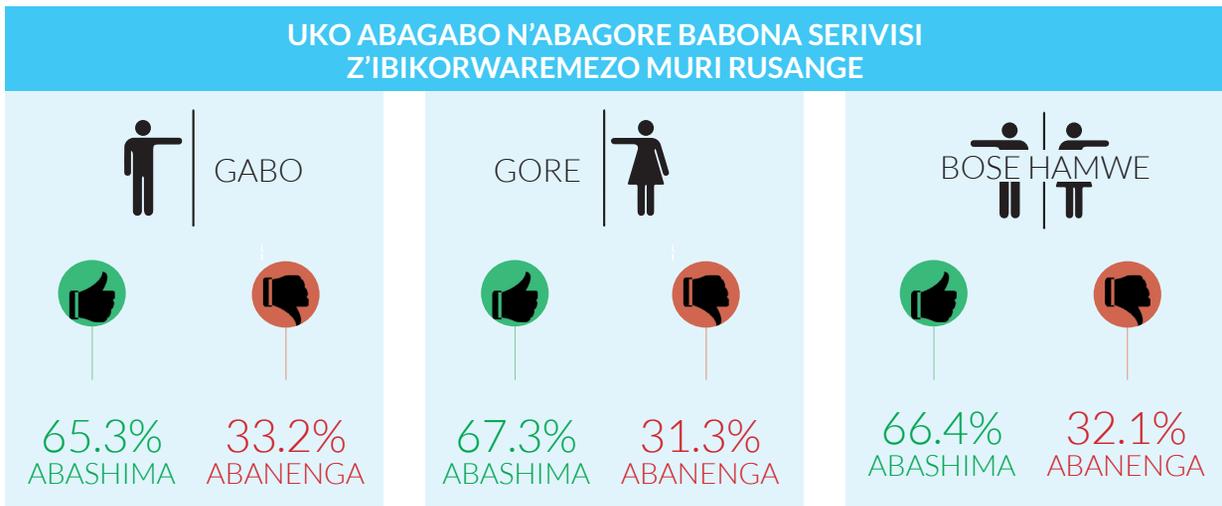


1.3.1. Intangiriro

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

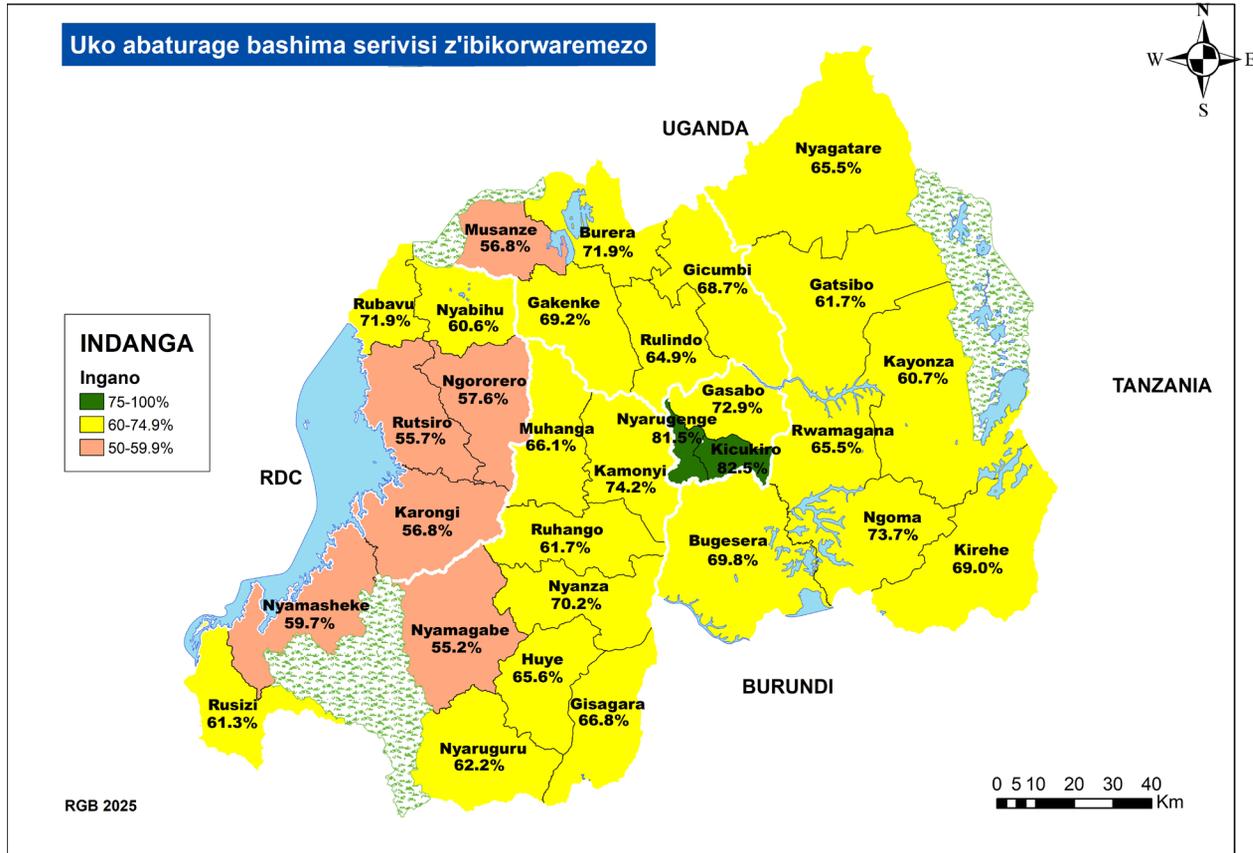


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bashimye serivisi z'ibikorwaremezo ku gipimo cya 66.4%. Abagore bashimye izi serivisi ku gipimo cya 67.3%, naho abagabo bazishima ku gipimo cya 65.3%.



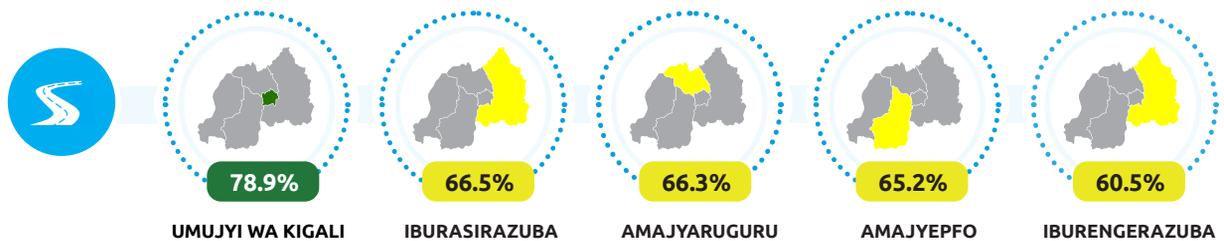
Ikarita 5: Uko abatwage bashima serivisi bahabwa mu bikorwaremezo hakurikijwe uturere



Abaturage bo mu turere twa Kicukiro na Nyarugenge nibashimye serivisi z'ibikorwaremezo ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, abaturage bo mu turere dutandatu (Nyamasheke, Ngororero, Musanze, Karongi, Rutsiro, Nyamagabe) niho abaturage bashimye izi serivisi ku bipimo biri hagati ya 55% na 60%.

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

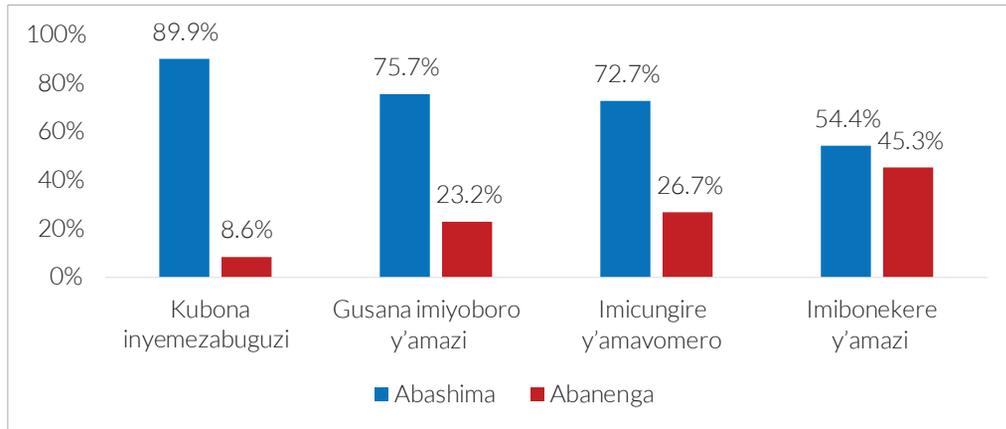
Ishusho 26: Uko abatwage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.3.3. Uko abatwage babona serivisi z'amazi

Ishusho 27: Uko abatwage babona serivisi z'amazi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abatwage bafite amazi mu rugo, bashimye serivisi yo kubona inyemezabuguzi ku gipimo cyo hejuru cya 89.9%, mu gihe bashimye imibonekere y'amazi ku gipimo cyo hasi cya 54.4%.





Imbonerahamwe 11: Ababona amazi meza aho batuye hakurikijwe uturere

N°	AKARERE	CRC 2025
1	Kicukiro	96.4%
2	Nyarugenge	93.4%
3	Gasabo	89.7%
4	Rubavu	89.0%
5	Gakenke	83.6%
6	Kamonyi	83.5%
7	Rusizi	82.3%
8	Rulindo	81.1%
9	Kirehe	80.2%
10	Gicumbi	79.5%
11	Bugesera	78.2%
12	Huye	77.2%
13	Gatsibo	77.0%
14	Burera	76.9%
15	Kayonza	75.9%
16	Rwamagana	74.7%
17	Nyamasheke	74.2%
18	Nyanza	74.0%
19	Ngoma	71.1%
20	Nyagatare	69.7%
21	Rutsiro	68.4%
22	Karongi	67.1%
23	Gisagara	65.4%
24	Muhanga	62.3%
25	Nyabihu	61.4%
26	Ngororero	59.7%
27	Musanze	59.3%
28	Nyaruguru	58.6%
29	Ruhango	51.2%
30	Nyamagabe	45.6%
BOSE HAMWE		74.3%

Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.3.4. Serivisi z'amashanyarazi



Imbonerahamwe 12:

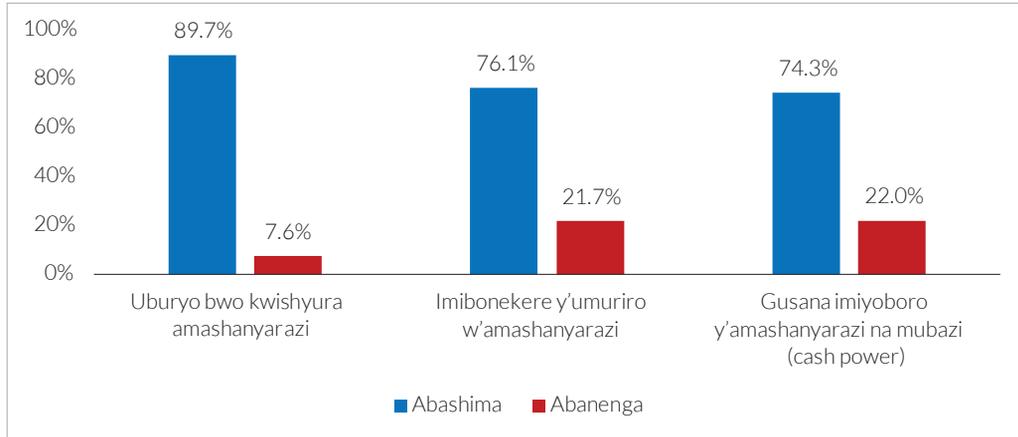
Abaturage bafite amashanyarazi hakurikijwe uturere

N°	AKARERE	CRC 2025
1	Nyarugenge	98.4%
2	Kicukiro	97.2%
3	Rusizi	86.9%
4	Gasabo	85.4%
5	Rubavu	81.2%
6	Rwamagana	80.1%
7	Burera	77.2%
8	Rutsiro	77.0%
9	Bugesera	76.0%
10	Gakenke	75.9%
11	Ngoma	73.2%
12	Muhanga	73.2%
13	Gicumbi	72.9%
14	Musanze	71.9%
15	Rulindo	71.8%
16	Kamonyi	71.8%
17	Kirehe	70.0%
18	Nyamasheke	69.3%
19	Nyagatare	68.9%
20	Nyanza	67.8%
21	Ruhango	66.6%
22	Ngororero	65.2%
23	Nyabihu	64.8%
24	Huye	60.8%
25	Kayonza	60.0%
26	Karongi	57.6%
27	Nyaruguru	57.4%
28	Nyamagabe	55.6%
29	Gisagara	54.6%
30	Gatsibo	51.7%
BOSE HAMWE		71.8%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



Ishusho 28: Uko abaturage babona serivisi z'amashanyarazi



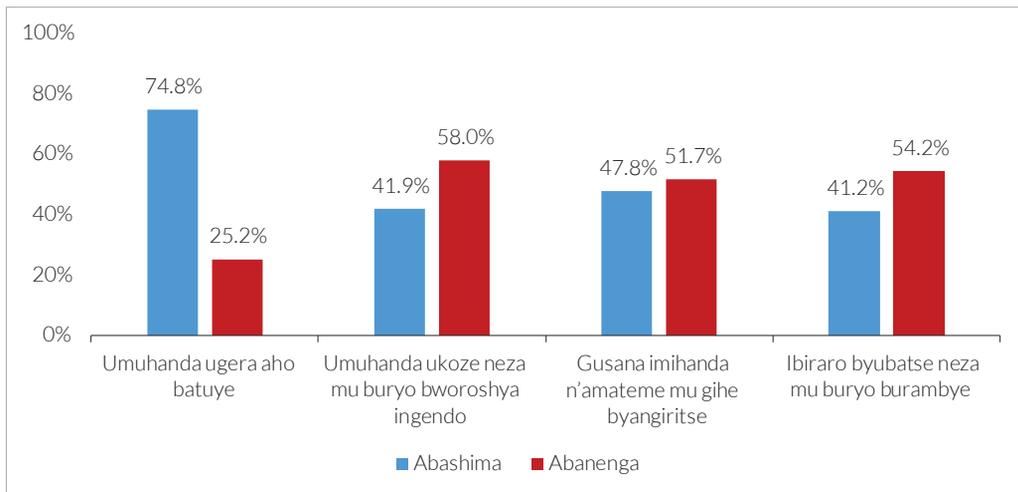
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Mu bijyanye n'amashanyarazi, serivisi yashimwe cyane ni iy'uburyo bwo kwishyura amashanyarazi ku gipimo cya 89.7%. Serivisi yo gusana imiyoboro y'amashanyarazi na mubazi ni yo yashimwe ku gipimo cyo hasi cya 74.3%.

1.3.5. Imihanda n'amateme



Ishusho 29: Uko abaturage babona ibikorwaremezo by'imihanda n'amateme



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ku bijyanye na serivisi z'ibikorwaremezo by'imihanda n'amateme, abaturage bashimye ko imihanda igera aho abaturage batuye ku gipimo cyo hejuru cyo 74.8%, naho uburyo imihanda n'amateme bikoze ndetse no kubisana igihe byangiritse bishimwa ku gipimo biri hagati ya 40% na 50%.

1.3.6. Inzitizi zagaragajwe n'abaturage mu bikorwaremezo



Ishusho 30: Inzitizi abaturage babona mu bikorwaremezo



Inzitizi zagaragajwe kurusha izindi mu bikorwaremezo ni ijyanye n'ibiza byangiza ibikorwaremezo aho iri ku gipimo cyo 63.8%. Ibura ry'amazi rya hatu na hatu ndetse n'imihanda n'amateme byasenutse ntibisanwe nazo ni inzitizi zagaragajwe cyane kuko ziri ku gipimo kiri hejuru ya 50%.



1.3.7. IBYIFUZONAMA

- ☛ Kubaka ibikorwaremezo bibasha guhangana n'ingaruka z'ibiza;
- ☛ Kwihutisha ishyirwamubikorwa ry'ingamba zo gukemura ikibazo cy'ibura ry'amazi;
- ☛ Gukomeza kwegereza abaturage amazi n'amashyamba ndetse no kunoza serivisi zo gusana imiyoboro;
- ☛ Gukomeza kubaka imihanda n'amateme aho bitaragera ndetse no gusana iyangiritse.



Imbonerahamwe 13:

Uko uturere duhagaze muri serivisi z'ibikorwaremezo

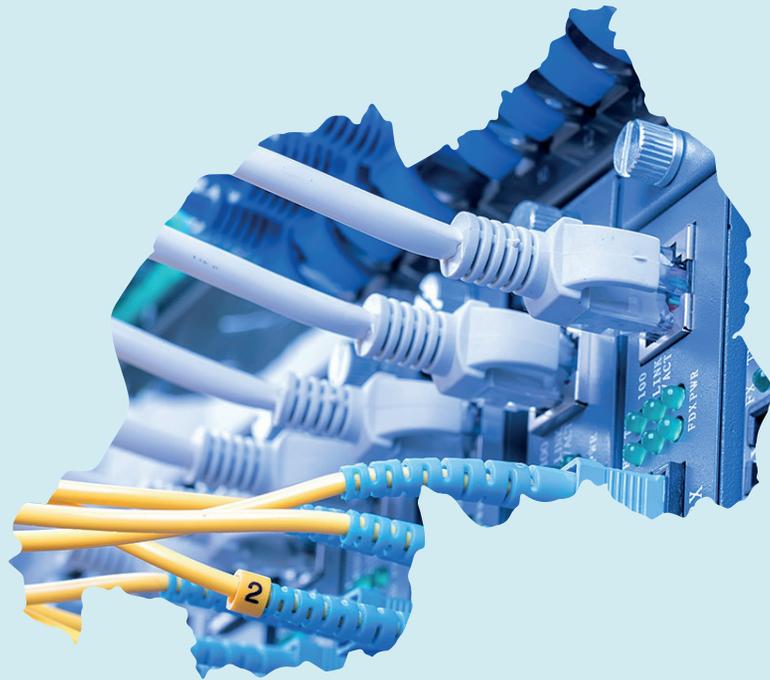
N°	AKARERE	CRC 2025
1	Kicukiro	82.5%
2	Nyarugenge	81.5%
3	Kamonyi	74.2%
4	Ngoma	73.7%
5	Gasabo	72.9%
6	Burera	71.9%
7	Rubavu	71.9%
8	Nyanza	70.2%
9	Bugesera	69.8%
10	Gakenke	69.2%
11	Kirehe	69.0%
12	Gicumbi	68.7%
13	Gisagara	66.8%
14	Muhanga	66.1%
15	Huye	65.6%
16	Nyagatare	65.5%
17	Rwamagana	65.5%
18	Rulindo	64.9%
19	Nyaruguru	62.2%
20	Gatsibo	61.7%
21	Ruhango	61.7%
22	Rusizi	61.3%
23	Kayonza	60.7%
24	Nyabihu	60.6%
25	Nyamasheke	59.7%
26	Ngororero	57.6%
27	Musanze	56.8%
28	Karongi	56.8%
29	Rutsiro	55.7%
30	Nyamagabe	55.2%
BOSE HAMWE		66.4%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



1.2.

IKORANABUHANGA N'ITUMANAHO



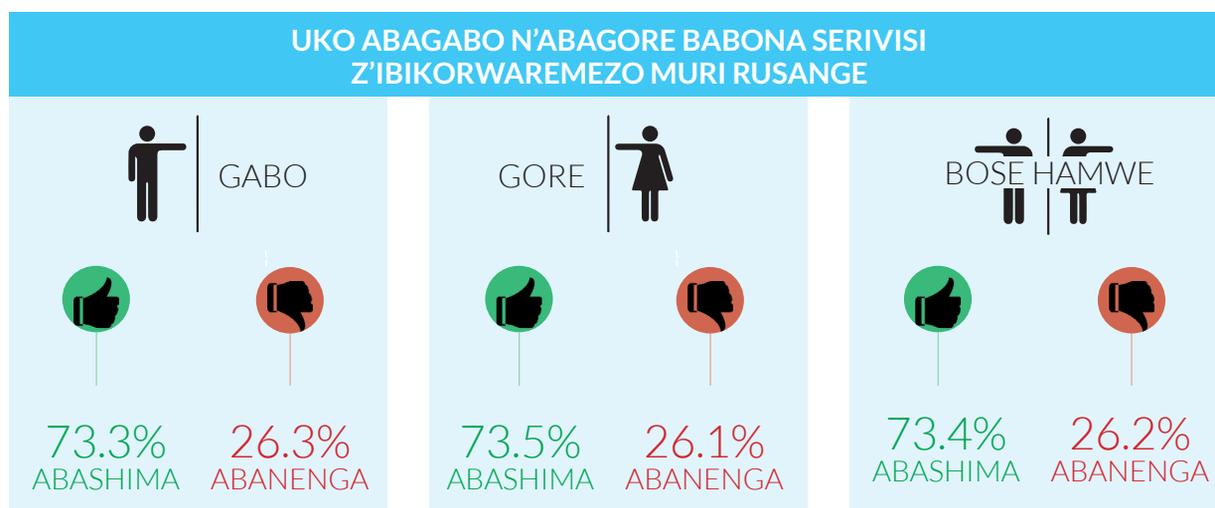


1.4.1. Intangiriro

Mu cyiciro cya kabiri cya Gahunda y'Igihugu yo kwihutisha iterambere (NST2), biteganyijwe ko muri 2029, serivisi zose za leta zizaba zatangwa hifashishijwe ikoranabuhanga mu rwego rwo gukomeza kunoza imitungire ya serivisi. Muri ubu bushakashatsi hasuzumwe 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), kwishyura no guhererekanya amafaranga hakoreshejwe ikoranabuhanga, urubuga rw'irembo ndetse n'inzitizi abaturage bahura nazo mu mikoreshereze y'ikoranabuhanga n'itumanaho.



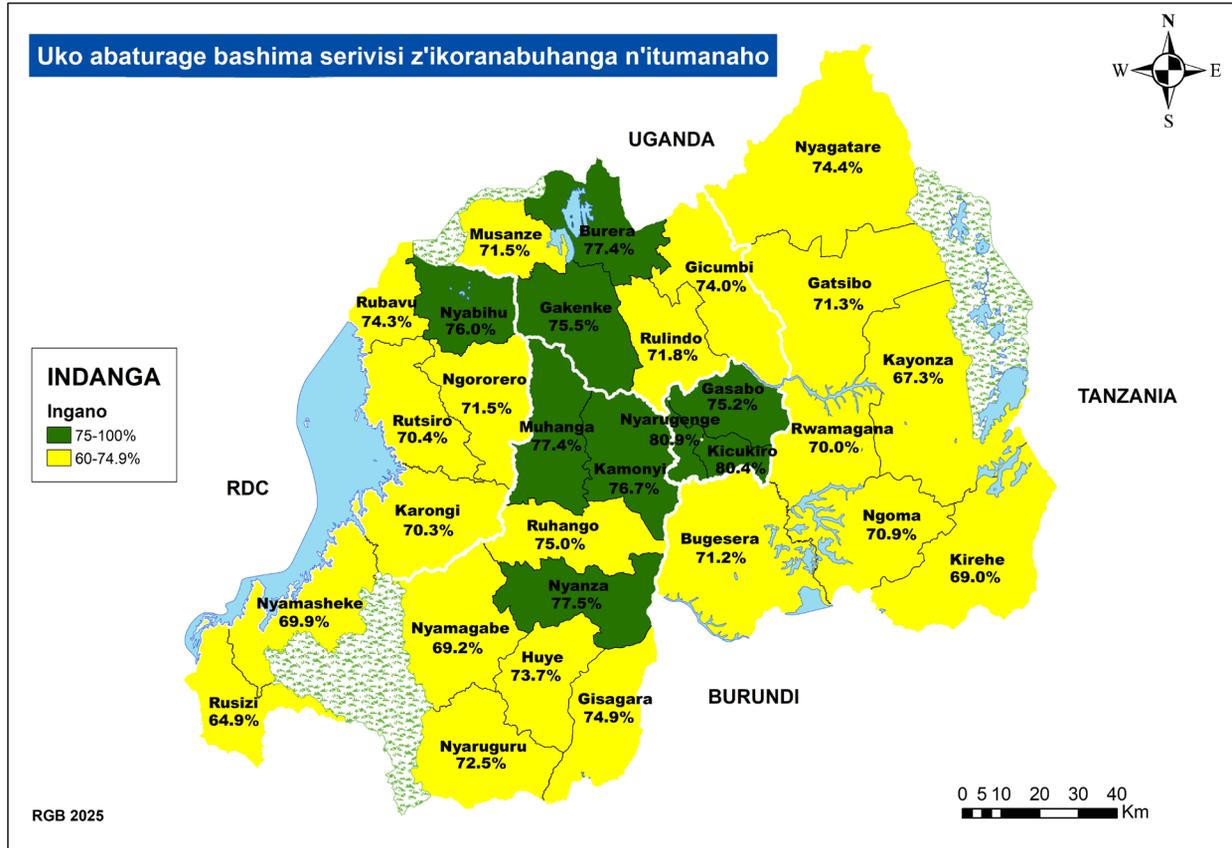
Ishusho 31: Uko abagabo n'abagore babona serivisi z'ikoranabuhanga n'itumanaho muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, serivisi z'ikoranabuhanga n'itumanaho zashimwe ku gipimo cya 73.4%, aho abagabo n'abagore bazishimye ku kigero kimwe.

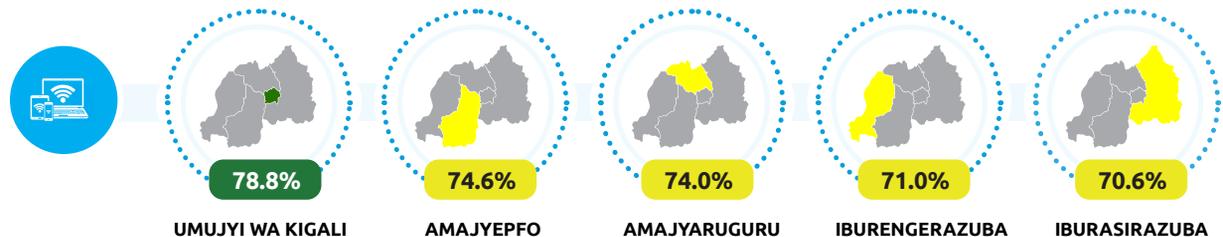
Ikarita 6: Uko abatwage bashima serivisi bahabwa mu Ikoranabuhanga n'itumanaho hakurikijwe uturere



Ubu bushakashatsi bwagaragaje ko serivisi z'ikoranabuhanga n'itumanaho zashimwe n'abatwage ku gipimo kiri hejuru ya 75% mu turere icumi (10), aho Akarere ka Nyarugenge kaje ku isonga ku gipimo cya 80.9% naho Akarere ka Rusizi kakaba ari ko kaje inyuma ku gipimo cya 64.9%.

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

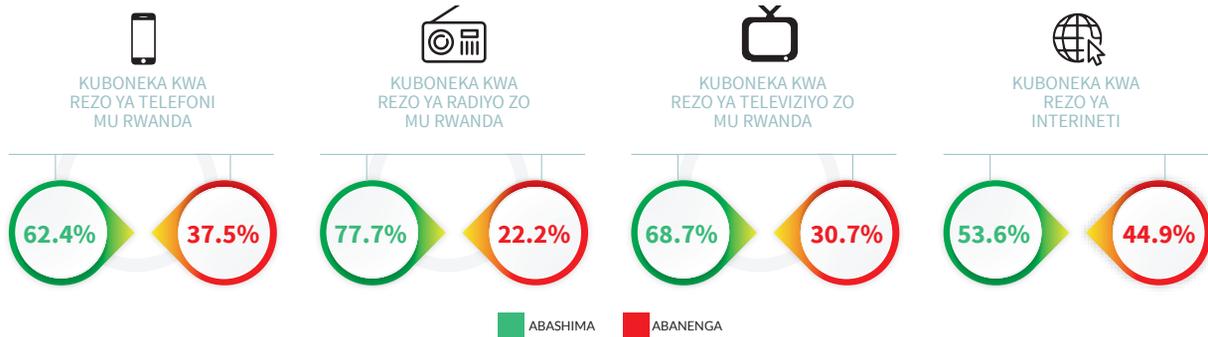
Ishusho 32: Uko abatwage babona serivisi z'ikoranabuhanga hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

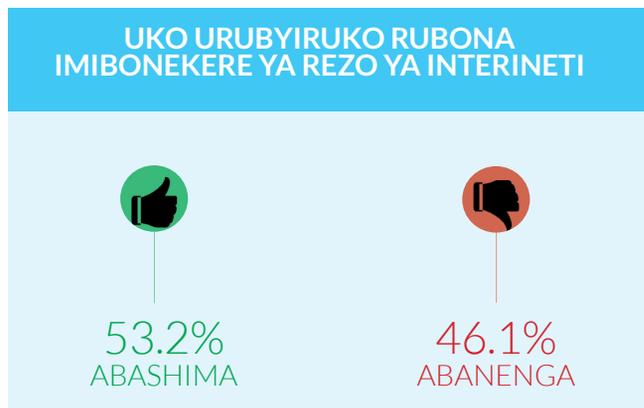
1.4.2. 1.4.3. Imibonekere ya rezo y'imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoresha mu gutanga serivisi

Ishusho 33: Uko abaturage babona imibonekere ya rezo y'imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoresha mu gutanga serivisi



Mu miyoboro y'itumanaho abaturage bakoresha, imibonekere ya rezo ya radiyo zo mu Rwanda ni yo yashimwe ku gipimo cyo hejuru cya 77.7%, umuyoboro wa interineti ushimwa ku gipimo cyo hasi cya 53.6%.

Ishusho 34: Uko urubyiruko rubona imibonekere ya rezo ya interineti



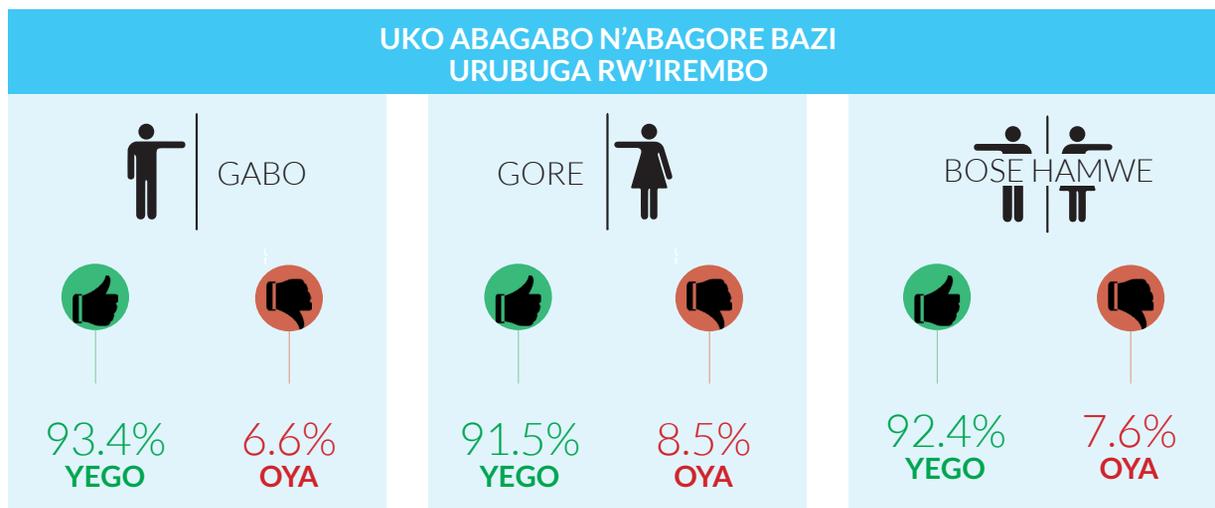
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Biragaragara ko nta tandukaniryo ryaje hagati y'urubyiruko n'abandi baturage mu gushima imibonekere ya rezo ya interineti.

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 35: Uko abagabo n'abagore bazi urubuga rw'Irembo.**

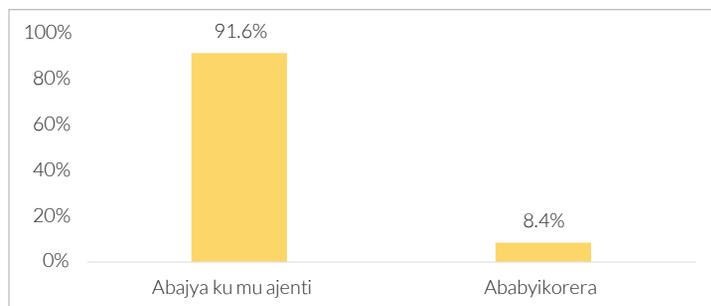


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ibyavuye mu bushakashatsi byerekanye ko abaturage bazi serivisi z'Irembo ku gipimo cyo hejuru, aho kiri kuri 92.4%.

1.4.4.1. Uburyo abaturage bakoresha serivisi z'Irembo

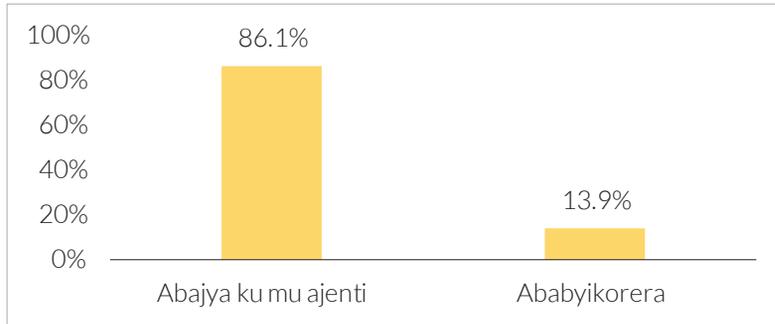
 **Ishusho 36: Uburyo abaturage bakoresha serivisi z'Irembo**



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Kugana abatanga serivisi z'Irembo (agents) ni bwo buryo bukomeje gukoreshwa cyane n'abaturage kuko bari ku gipimo cya 91.6%, mu gihe abisabira serivisi bari ku bipimo kiri hasi cyane cya 8.4%. Ibi birerekana ko abaturage bataragera ku rwego rwo kubyikorera nk'uko biri muri gahunda ya minisiteri ifite ikorabuhanga mu nshingano.

•• Ishusho 37: Uburyo urubyiruko rukoresha serivisi z'Irembo

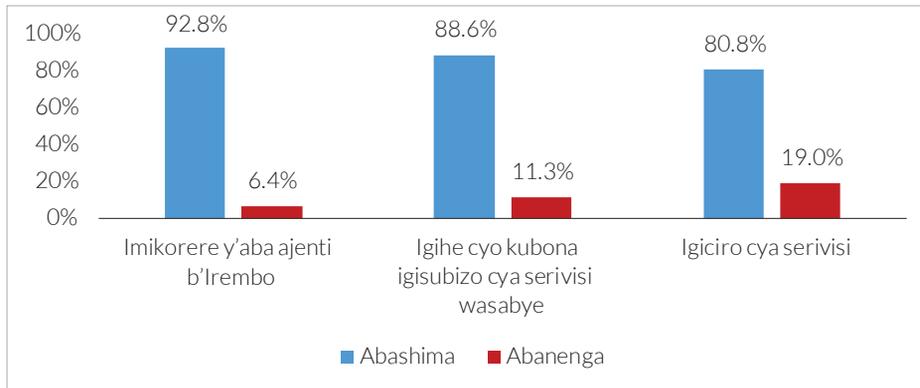


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Kimwe n'abandi baturage, abenshi mu rubyiruko (86.1%) iyo bakeneye serivisi z'Irembo bagana aba ajenti. 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 38: Uko abaturage babona serivisi z'Irembo

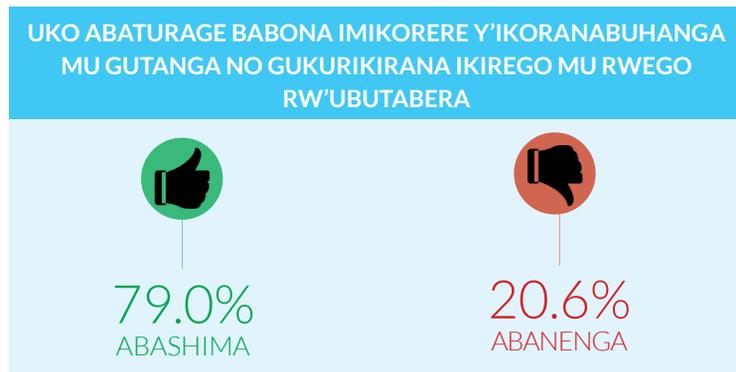


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bakoresha serivisi z'Irembo bazishimye ku bipimo biri hejuru 80%.

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

Ishusho 39: Uko abaturage babona imikorere y'ikoranabuhanga mu gutanga no gukurikirana ikirego mu rwego rw'ubutabera

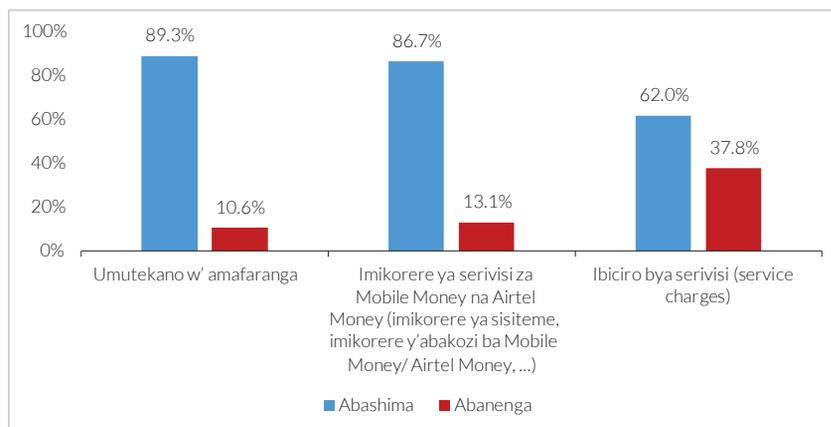


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bakoreshye ikoranabuhanga ryo gutanga no gukurikirana ikirego mu rwego rw'ubutabera (IECMS) bashimye imikorere yaryo ku gipimo cya 79.0%.

1.4.6. Imikorere yo kwishyura no guhererekanya amafaranga hifashishijwe telefoni

Ishusho 40: Uko abaturage babona serivisi zo kwishyura no guhererekanya amafaranga hifashishijwe telefoni



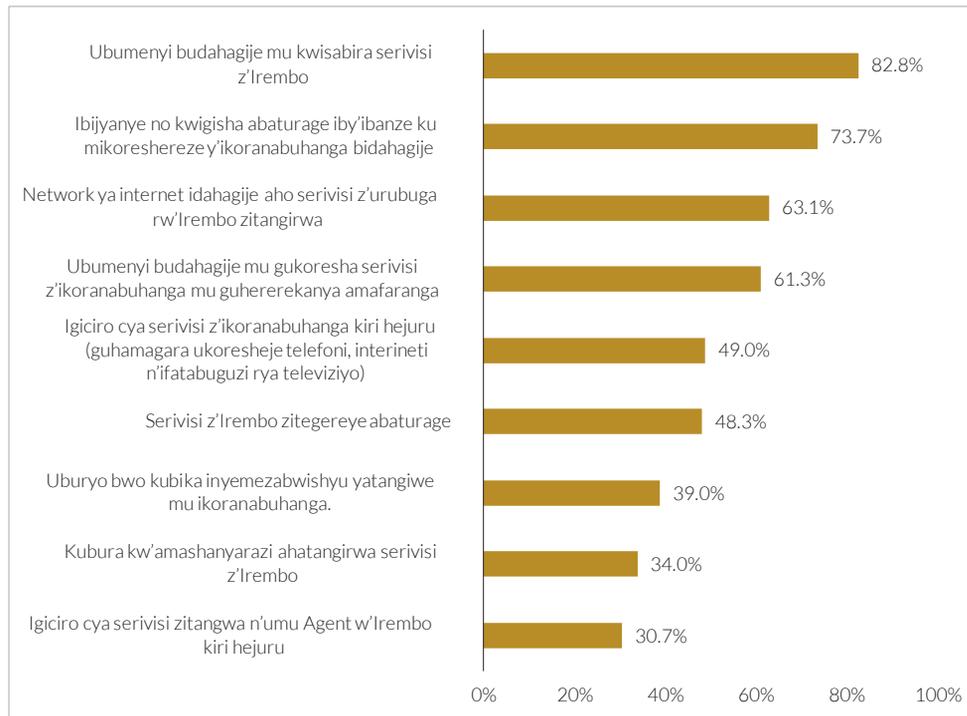
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Mu bijyanye no kwishyura no guhererekanya amafaranga hifashishijwe telefoni, byagaragaye ko abaturage bishimiye umutekano w'amafaranga yabo ku gipimo cyo hejuru cya 89.3%, ariko abaturage bagera kuri 37.8% bagaragaje ko ibiciro bya serivisi zo guhererekanya amafaranga biri hejuru.

1.4.7. Inzitizi mu ikoranabuhanga n'itumanaho



Ishusho 41: Inzitizi mu ikoranabuhanga n'itumanaho



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubumenyi budahagije mu kwisabira serivisi z'Irembo ndetse n'ibijyanye no kwigisha abaturage iby'ibanze ku mikoreshereze y'ikoranabuhanga bidahagije ni zo nzitizi zagaragajwe ku bipimo biri hejuru kurusha izindi.



1.4.8. IBYIFUZONAMA

- ☛ Kongera imbaraga mu guhugura abaturage ku mikoreshereze y'ikoranabuhanga ry'ibanze kugirango gahunda ya "Byikorere" ishoboke;
- ☛ Kongera ubushobozi bwa interineti (internet) na rezo telefoni;
- ☛ Inzego zibishinzwe zikwiye gusuzuma ibiciro bya serivisi z'ikoranabuhanga kugirango ubwitabire mu gukoresha serivisi z'ikoranabuhanga bwiyongere.



Imbonerahamwe 14:

Uko uturere duhagaze muri serivisi z'ikorabuhanga n'itumanaho

N°	AKARERE	CRC 2025
1	Nyarugenge	80.9%
2	Kicukiro	80.4%
3	Nyanza	77.5%
4	Muhanga	77.4%
5	Burera	77.4%
6	Kamonyi	76.7%
7	Nyabihu	76.0%
8	Gakenke	75.5%
9	Gasabo	75.2%
10	Ruhango	75.0%
11	Gisagara	74.9%
12	Nyagatare	74.4%
13	Rubavu	74.3%
14	Gicumbi	74.0%
15	Huye	73.7%
16	Nyaruguru	72.5%
17	Rulindo	71.8%
18	Ngororero	71.5%
19	Musanze	71.5%
20	Gatsibo	71.3%
21	Bugesera	71.2%
22	Ngoma	70.9%
23	Rutsiro	70.4%
24	Karongi	70.3%
25	Rwamagana	70.0%
26	Nyamasheke	69.9%
27	Nyamagabe	69.2%
28	Kirehe	69.0%
29	Kayonza	67.3%
30	Rusizi	64.9%
IMPUZANDENGO		73.4%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



1.5.
**UBUTAKA, IMITURIRE
N'IBIDUKIKIJE**





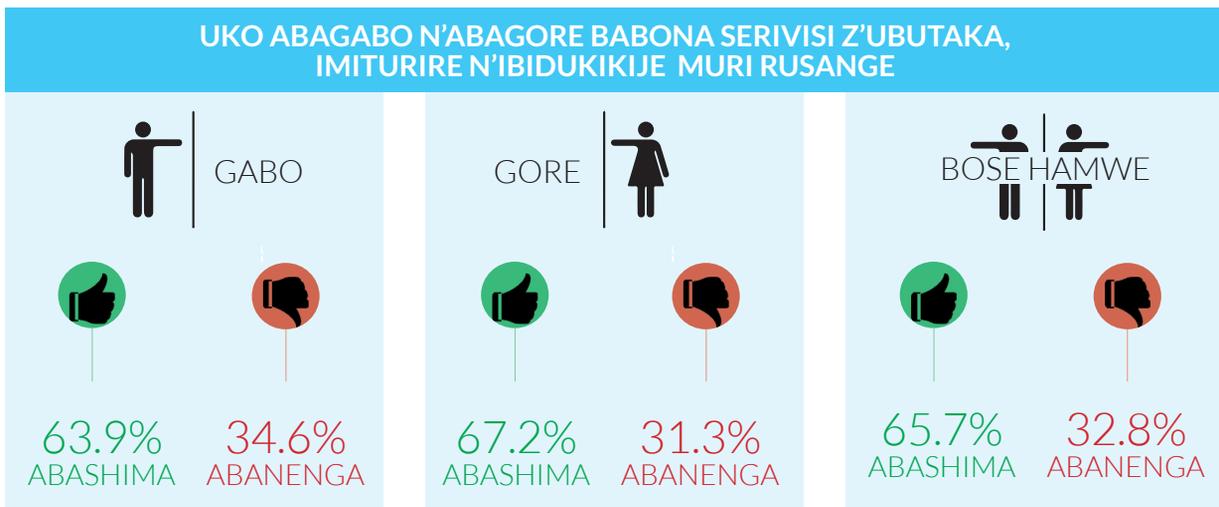
1.5.1. Intangiriro

Serivisi z'ubutaka n'imiturire zakozweho ubushakashatsi zirimo: 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, gahunda yo gutuza abantu mu midugudu ndetse no kugeza ibikorwaremezo by'ibanze ahagenewe guturwa.

Ku bijyanye n'ibikorwa byo kubungabunga ibidukikije, hasuzumwe gucukura imirwanyasuri, kubungabunga amashyamba, gufata amazi ava mu ngo z'abaturage, gukoresha gaz n'ubundi buryo burengera ibidukikije mu guteka, gusiba ibyobo ahacukuwe kariyeri, ibumba n'amabuye y'agaciro, kubahiriza metero zagenwe mu kubungabunga ibishanga, imigezi n'inzuzi ndetse n'imiturire n'imiturire y'inyanda.



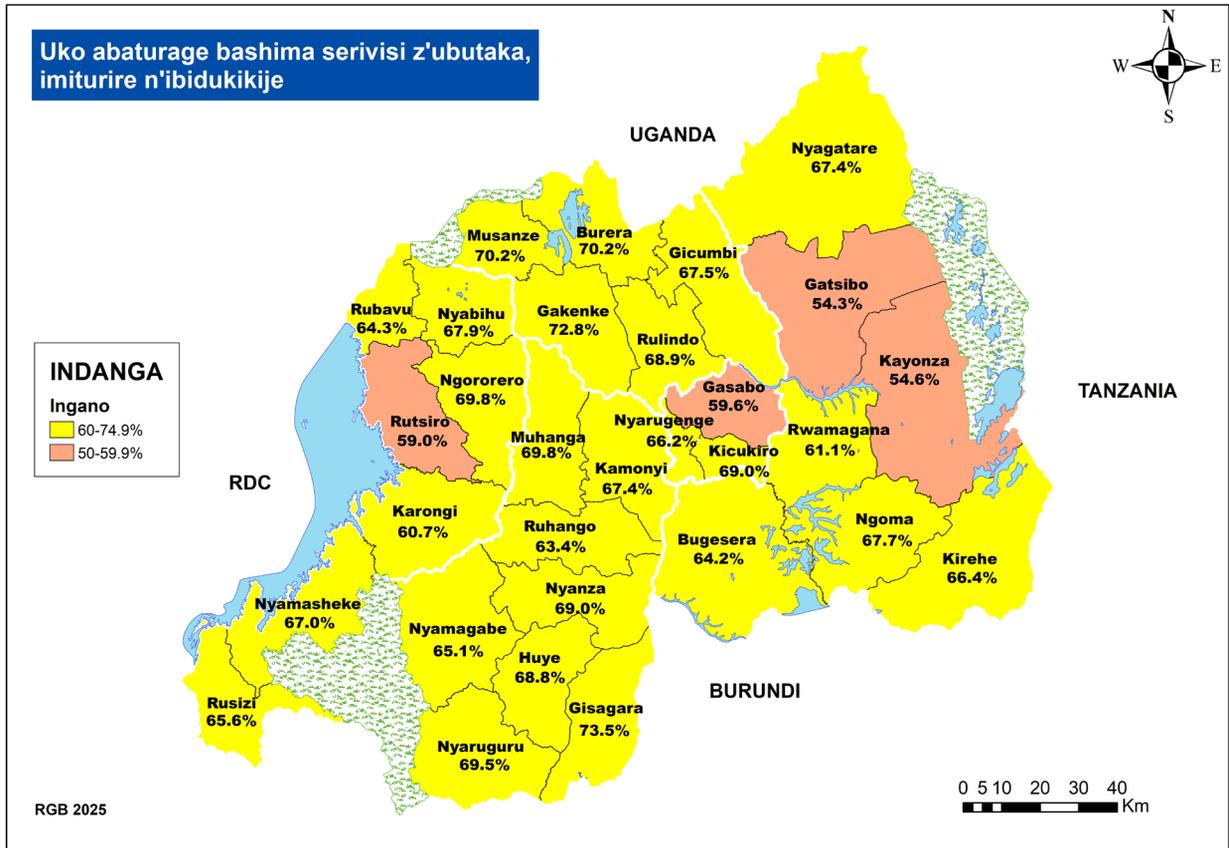
Ishusho 42: Uko abagabo n'abagore babona serivisi z'ubutaka, imiturire n'ibidukikije muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubushakashatsi bwagaragaje ko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije ku gipimo cya 65.7%. Abagore bazishimye ku gipimo cya 67.2% naho abagabo bazishima ku gipimo cya 63.9%

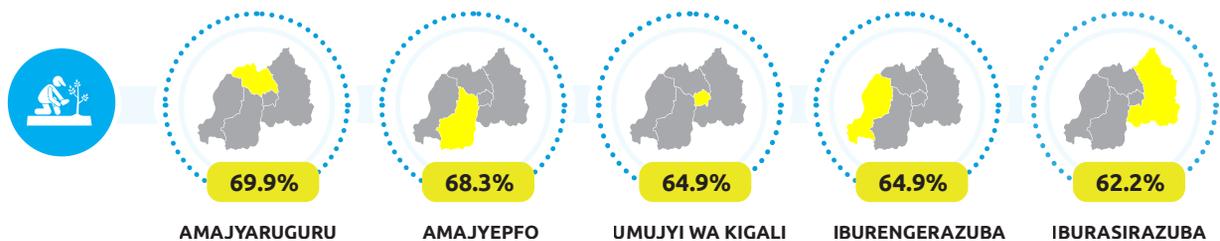
Ikarita 7: Uko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe uturere



Ubushakashatsi bwagaragaje ko nta karere na kamwe abaturage bashimye serivisi z'ubutaka, imiturire n'ibidukikije ku gipimo nibura cya 75% aho Akarere ka Gisagara ariko kaje imbere mu gushima izi serivisi ku gipimo cya 73.5%.

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

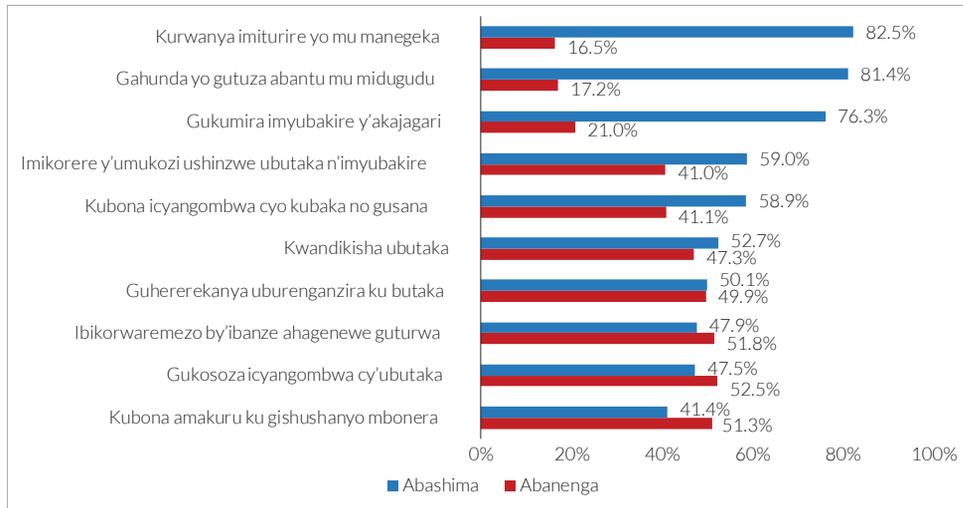
Ishusho 43: Uko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.5.3. Serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi

Ishusho 44: Uko abaturage babona serivisi z'ubutaka n'imiturire zakoreweho ubushakashatsi



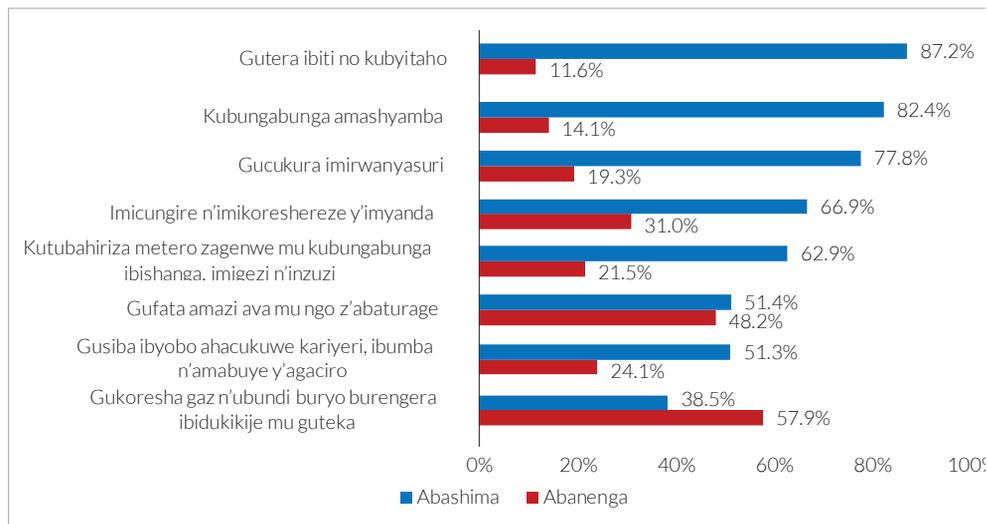
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko serivisi zo kurwanya imiturire yo mu manegeka, gahunda yo gutuza abantu mu midugudu ndetse no gukumira imyubakire y'akajagari arizo zashimwe ku gipimo kiri hejuru ya 75%.

Ku rundi ruhande, serivisi zijyanye no kugeza ibikorwaremezo by'ibanze ahagenewe guturwa, gukosoza icyangombwa cy'ubutaka ndetse no kubona amakuru ku gishushanyo mbonera nizo zashimwe ku bipimo biri muni ya 50%.

1.5.4. Uko abaturage babona ibikorwa bibungabunga ibidukikije

Ishusho 45: Uko abaturage babona bimwe mu bikorwa byo kubungabunga ibidukikije

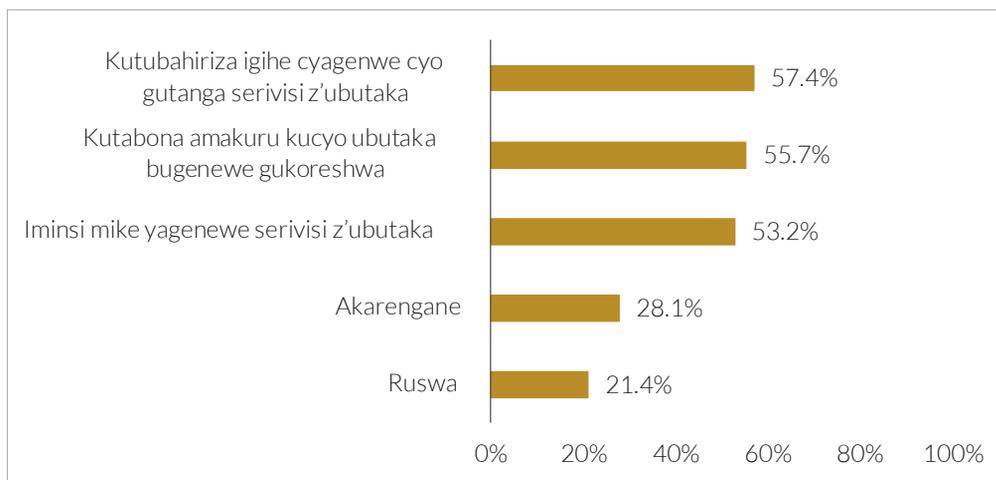


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubushakashatsi bwagarajye ko gutera ibiti no kubyitaho, kubungabunga amashyamba ndetse no gucukura imirwanyasuri ari byo bishimwa n'abaturage ku bipimo biri hejuru ya 75%.

1.5.5. Inzitizi zagaragajwe muri serivisi z'ubutaka, imiturire n'ibidukikije

• Ishusho 46: Inzitizi zagaragajwe muri serivisi z'ubutaka n'imiturire



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Iminsi mike yagenewe serivisi z'ubutaka, kutabona amakuru ku cyo ubutaka bugenewe gukoreshwa ndetse no kutubahiriza igihe cyagenwe cyo gutanga serivisi z'ubutaka ni zo nzitizi zagaragajwe n'abaturage kurusha izindi ku bipimo biri hagati ya 50% na 60%.



1.5.6. IBYIFUZONAMA

- ☛ Kwihutisha ishyirwaho ry'ibishushanyo byihariye by'imikoreshereze y'ubutaka (Physical plans) no kubimenyekanisha;
- ☛ Gukemura ibibazo bituma serivisi z'ubutaka zidatangwa uko bikwiye;
- ☛ Kunoza igenamigambi n'iyubakwa ry'ibikorwaremezo by'ahagenewe guturwa;
- ☛ Gushyira imbaraga mu gushaka ibicanwa bitangiza ibidukikije kandi bihendukiye abaturage.



Imbonerahamwe 15:

Uko uturere duhagaze muri serivisi z'ubutaka n'imiturire

N°	AKARERE	CRC 2025
1	Gisagara	73.5%
2	Gakenke	72.8%
3	Burera	70.2%
4	Musanze	70.2%
5	Muhanga	69.8%
6	Ngororero	69.8%
7	Nyaruguru	69.5%
8	Kicukiro	69.0%
9	Nyanza	69.0%
10	Rulindo	68.9%
11	Huye	68.8%
12	Nyabihu	67.9%
13	Ngoma	67.7%
14	Gicumbi	67.5%
15	Kamonyi	67.4%
16	Nyagatare	67.4%
17	Nyamasheke	67.0%
18	Kirehe	66.4%
19	Nyarugenge	66.2%
20	Rusizi	65.6%
21	Nyamagabe	65.1%
22	Rubavu	64.3%
23	Bugesera	64.2%
24	Ruhango	63.4%
25	Rwamagana	61.1%
26	Karongi	60.7%
27	Gasabo	59.6%
28	Rutsiro	59.0%
29	Kayonza	54.6%
30	Gatsibo	54.3%
IMPUZANDENGO		65.7%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



1.6. URWEGO RW' ABIKORERA



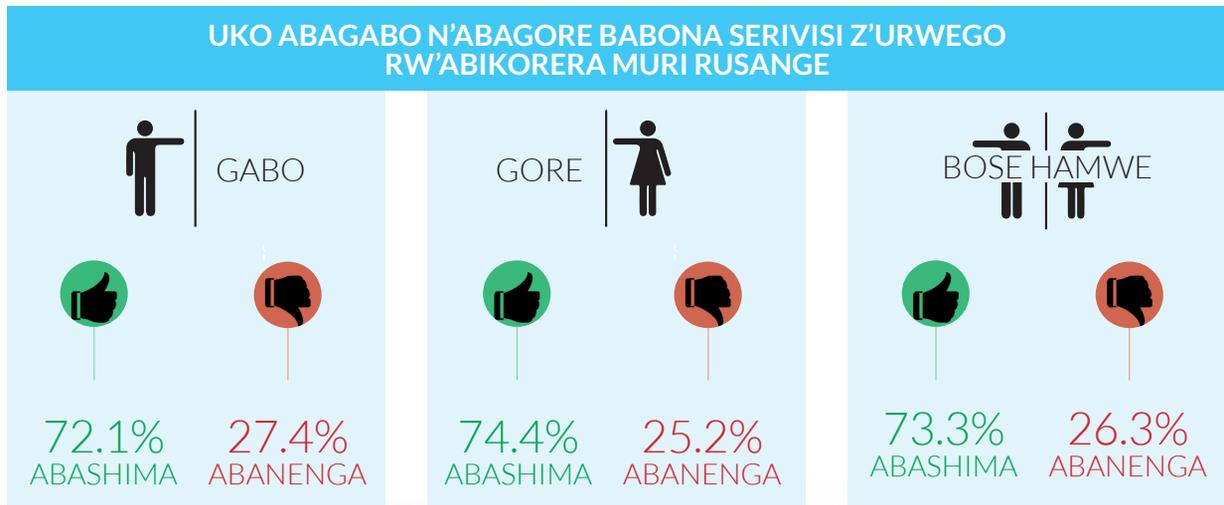


1.6.1. Intangiriro

Urwego rw'abikorera rugira uruhare runini mu iterambere ry'igihugu ndetse n'imibereho myiza y'abaturage muri rusange. Muri ubu bushakashatsi, abaturage bagaragaje uko babona zimwe muri serivisi bagezwaho n'abikorera arizo: gutwara abantu mu buryo bwa rusange, 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 47: Uko abagabo n'abagore babona serivisi z'urwego rw'abikorera muri rusange

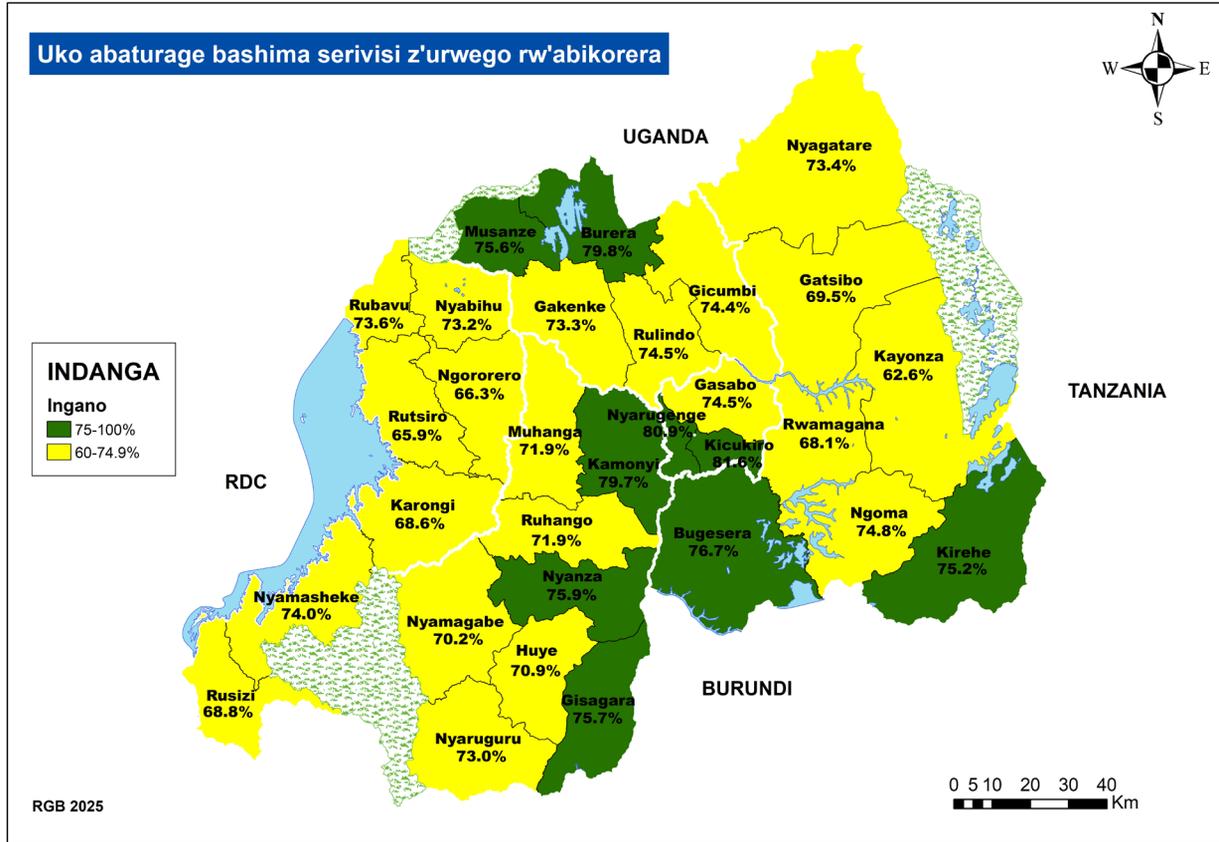


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Serivisi z'abikorera zashimwe ku gipimo cya 73.3%. Abagore bazishimye ku gipimo cya 74.4% naho abagabo ku gipimo cya 72.1%.



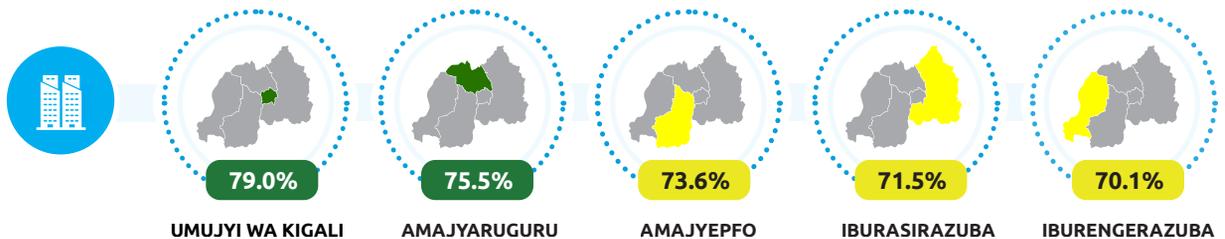
Ikarita 8: Ikarita 8: Uko abaturage bashima serivisi z'abikorera hakurikijwe uturere



Mu turere twa Kicukiro na Nyarugenge ni ho abaturage bashimye serivisi z'abikorera ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, mu karere ka Kayanza niho izi serivisi zashimwe ku gipimo cyo hasi cya 62.6%.

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

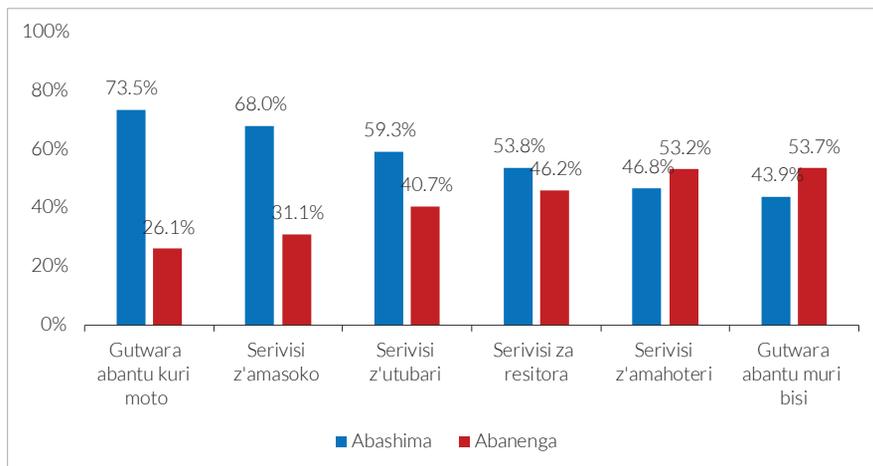
Ishusho 48: Uko abaturage bashima serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.6.3. Uko abaturage babona serivisi z'abikorera

• Ishusho 49: Uko abaturage babona serivisi z' abikorera

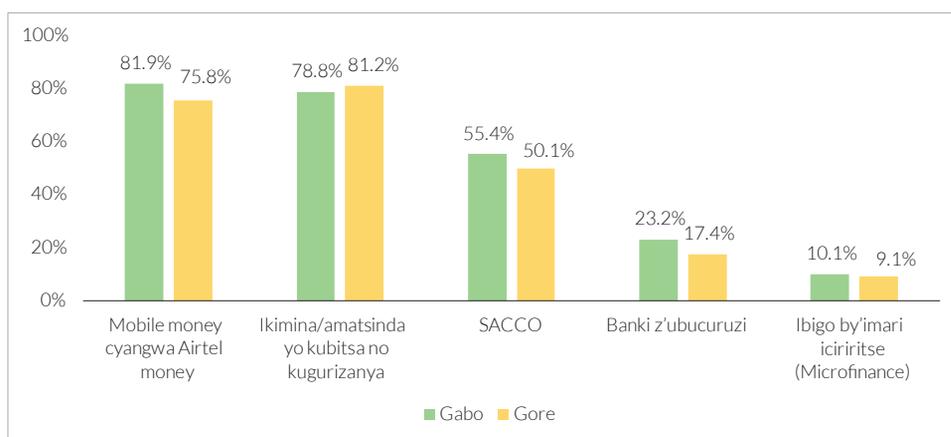


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Nk'uko bigaragara mu ishusho iri hejuru, gutwara abantu kuri moto niyo serivisi yashimwe ku gipimo cyo hejuru cya 73.5%. Ku rundi ruhande, 53.7% bagaragaje ko batishimiye serivisi yo gutwara abantu muri bisi.

1.6.4. Gukorana n'ibigo by'imari

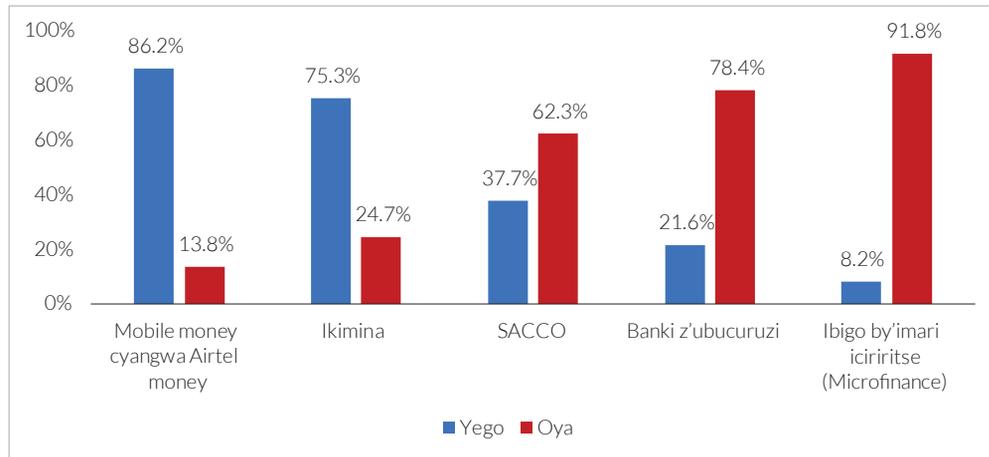
• Ishusho 50: Uko abagabo n'abagore bakorana n'ibigo by'imari bitandukanye



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubushakashatsi bwagaragaje ko abaturage benshi bakorana na Mobile Money cyangwa Airtel Money ndetse n'ibimuna kurusha ibindi bigo by'imari haba ku bagabo ndetse no ku bagore.

Ishusho 51: Uko urubiruko rukorana n'amabanki n'ibigo by'imari iciriritse

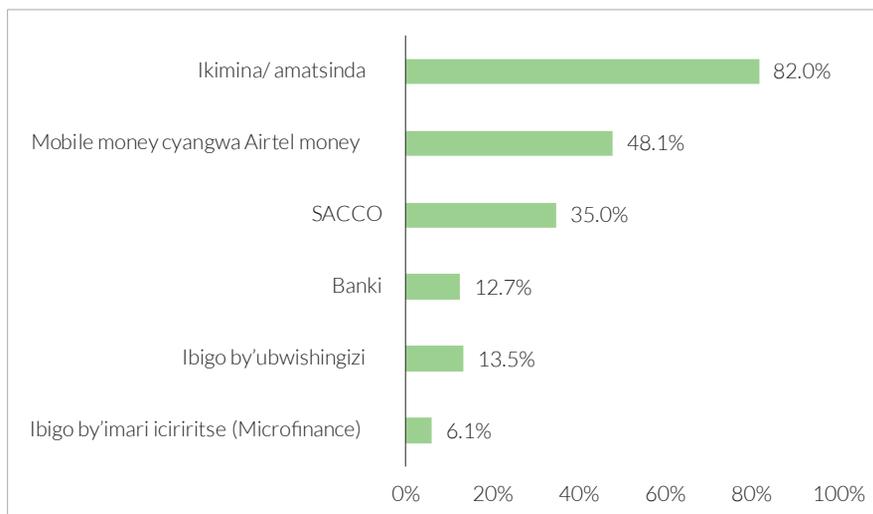


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

1.6.5. Uburyo abaturage bakoresha mu kwizigamira

Ishusho 52: Uburyo abaturage bakoresha mu kwizigamira

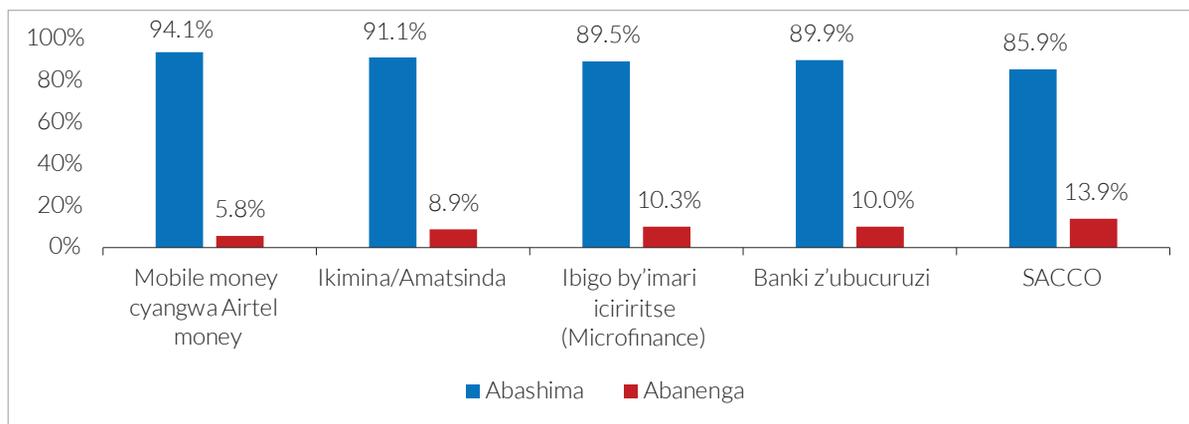


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko abaturage bafite uburyo bwo kwizigamira ari 83.4%, aho abenshi muri bo bangana na 82.6% bizigamira mu bimina/amatsinda.

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

Ishusho 53: Uko abaturage babona serivisi bahabwa n'amabanki n'ibigo by'imari iciriritse

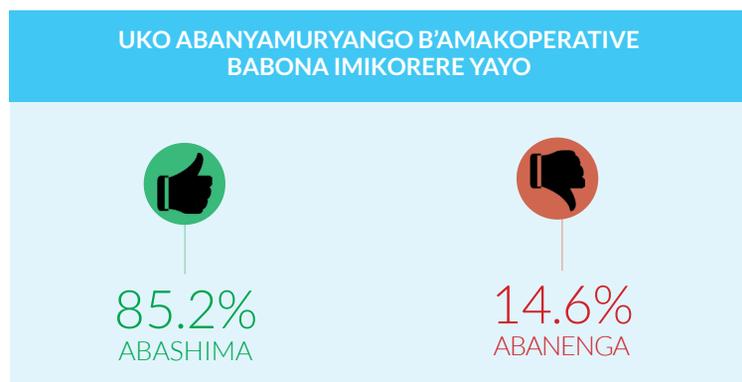


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange serivisi z'amabanki n'ibigo by'imari iciriritse zashimwe ku bipimo biri hejuru ya 85%, aho serivisi za Mobile Money cyangwa Airtel Money ari zo zashimwe cyane ku gipimo cya 94.1%.

1.6.7. Imikorere y'amakoperative

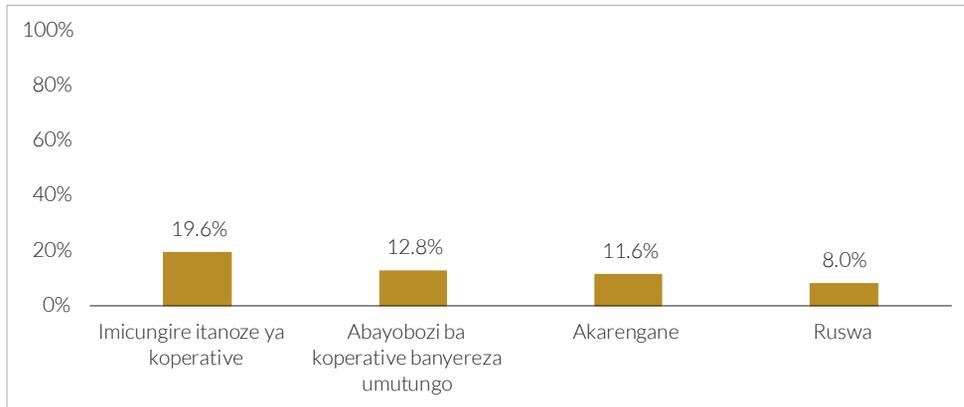
Ishusho 54: Uko abanyamuryango b'amakoperative babona imikorere yayo



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abanyamuryango b'amakoperative bashimye imikorere yayo ku gipimo cya 85.2%.

•• Ishusho 55: Imbogamizi mu mikorere y'amakoperative



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Inzitizi yagaragajwe kurusha izindi mu mikorere y'amakoperative ni imicungire itanoze yayo.



1.6.8. IBYIFUZONAMA

- ☛ Kunoza serivisi zo gutwara abantu mu buryo bwa rusange cyane cyane mu ma bisi;
- ☛ Kubaka umuco wo gutanga serivisi inoze cyane cyane mu mahoteri, resitora, utubari n'amasoko;
- ☛ Kunoza no gukurikirana imiyoborere, imicungire n'imikorere y'amakoperative.



Imbonerahamwe 16: Uko uturere duhagaze muri serivisi z'abikorera

N°	AKARERE	CRC 2025
1	Kicukiro	81.6%
2	Nyarugenge	80.9%
3	Burera	79.8%
4	Kamonyi	79.7%
5	Bugesera	76.7%
6	Nyanza	75.9%
7	Gisagara	75.7%
8	Musanze	75.6%
9	Kirehe	75.2%
10	Ngoma	74.8%
11	Gasabo	74.5%
12	Rulindo	74.5%
13	Gicumbi	74.4%
14	Nyamasheke	74.0%
15	Rubavu	73.6%
16	Nyagatare	73.4%
17	Gakenke	73.3%
18	Nyabihu	73.2%
19	Nyaruguru	73.0%
20	Muhanga	71.9%
21	Ruhango	71.9%
22	Huye	70.9%
23	Nyamagabe	70.2%
24	Gatsibo	69.5%
25	Rusizi	68.8%
26	Karongi	68.6%
27	Rwamagana	68.1%
28	Ngororero	66.3%
29	Rutsiro	65.9%
30	Kayonza	62.6%
IMPUZANDENGO		73.3%

Aho byavuye: Ubushakashatsi bwa RGB, 2025

2

Inkingi yo Kwita ku mibereho myiza y'abaturage





2.1. UBUREZI



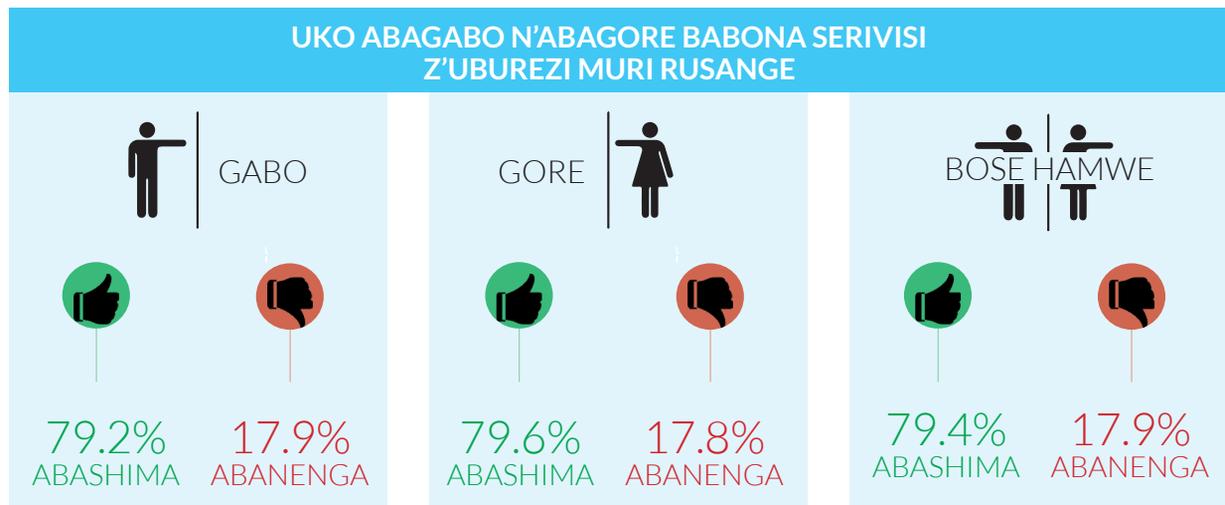
2.1.1 Intangiriro

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.

Niyo mpamvu ubu bushakashatsi bwibanda kuri serivisi na gahunda zikurikira: 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.



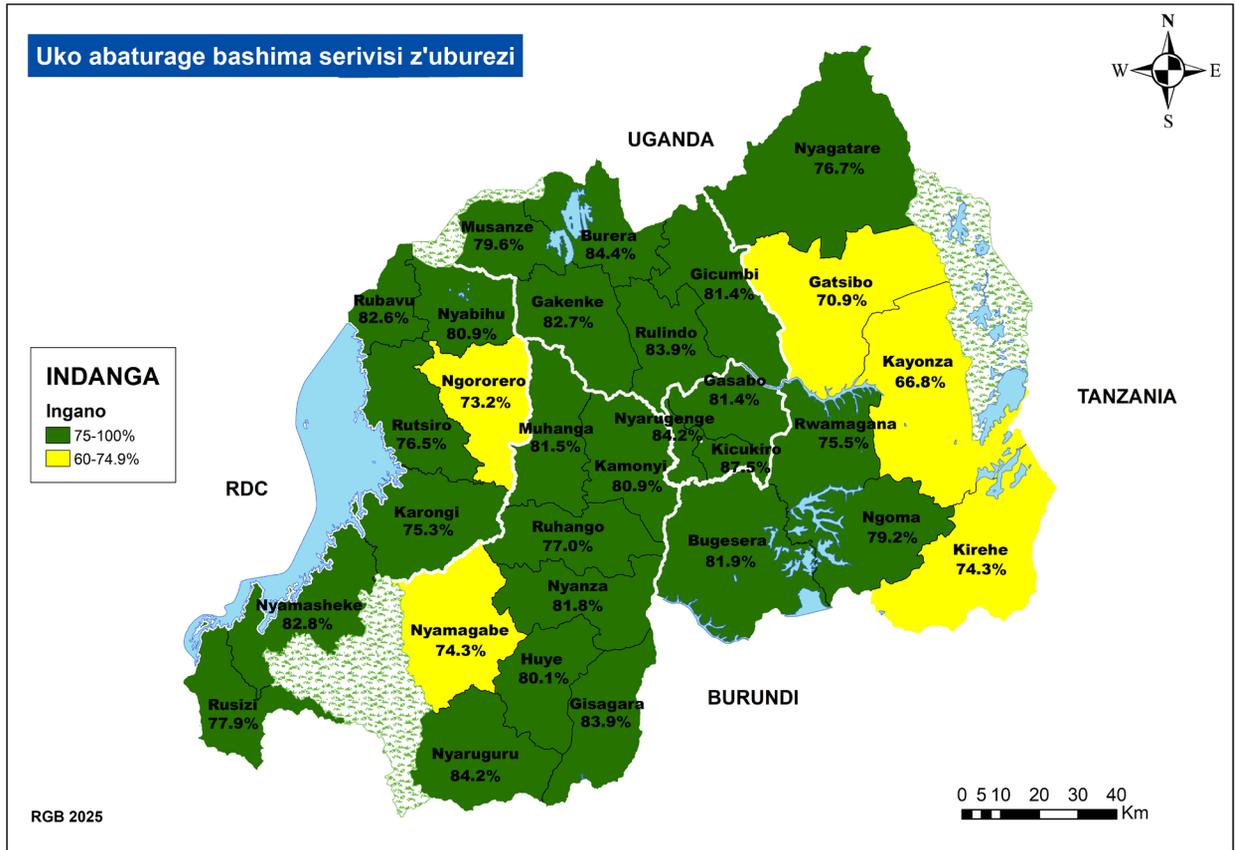
Ishusho 56: Uko abagabo n'abagore babona serivisi z'uburezi muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bashimye serivisi na guhunda z'uburezi ku gipimo cya 79.4%, aho abagabo n'abagore bazishimye ku kigero kimwe.

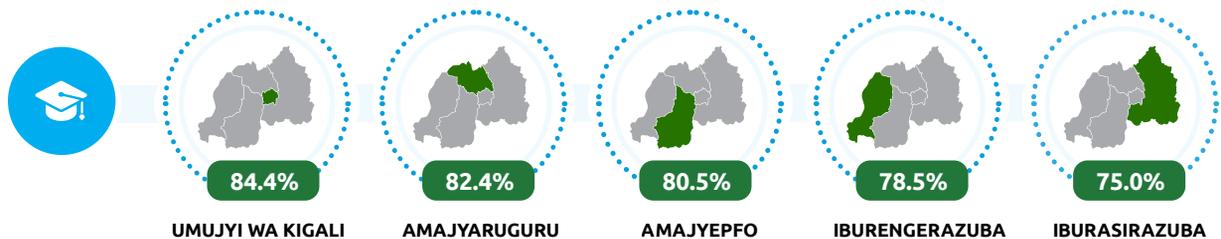
Ikarita 9: Uko abaturage bashima serivisi z'uburezi hakurikijwe uturere



Ubu bushakasatsi bwagaragaje ko uturere cumi na turindwi (17) ari two abaturage bashima serivisi na gahunda z'uburezi ku gipimo kiri hejuru ya 80%, aho Akarere ka Kicukiro ari ko kaza ku isonga ku gipimo cya 87.5% mu gihe Akarere ka Kayanza ari ko izi serivisi zishimwa ku gipimo cyo hasi cya 66.8%.

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

Ishusho 57: Uko abaturage bashima serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali

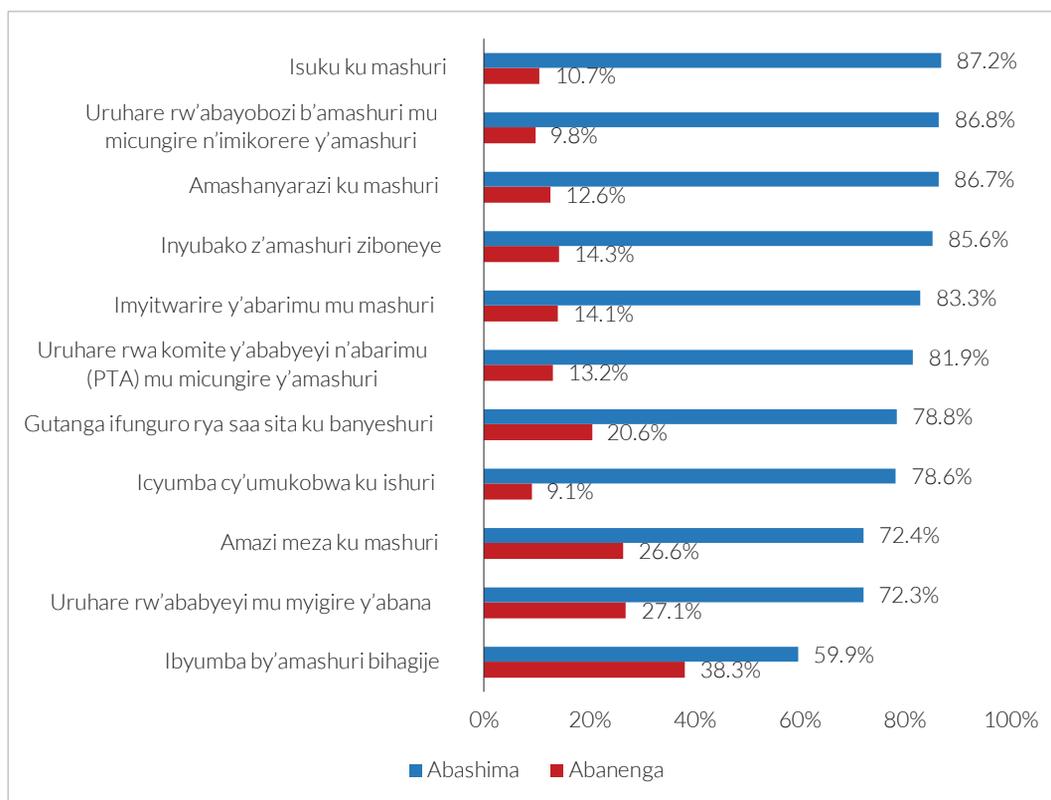


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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



Ishusho 58: Uko abaturage babona ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi

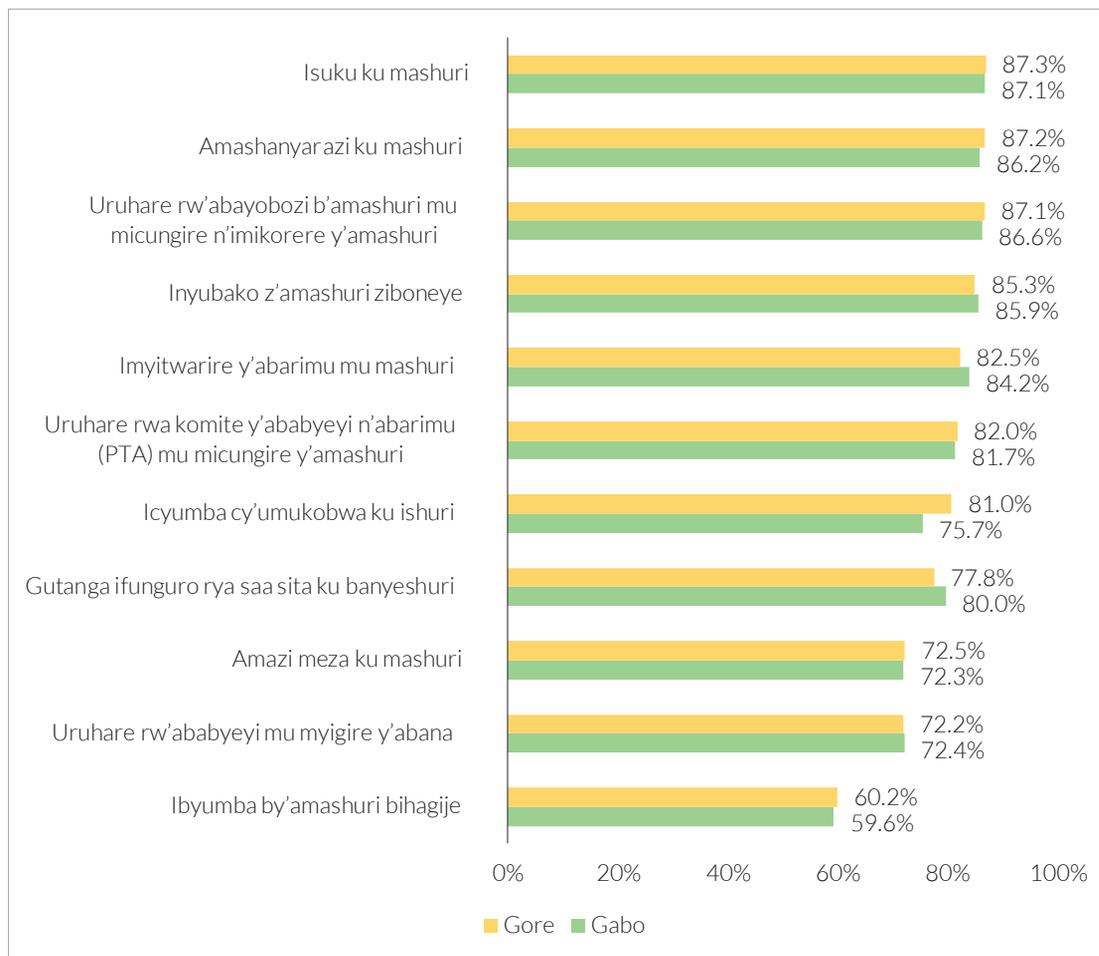


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri iyi CRC 2025, abaturage bashimye isuku ku mashuri, uruhare rw'abayobozi b'amashuri mu micungire n'imikorere y'amashuri, amashanyarazi ku mashuri ndetse n'inyubako z'amashuri ziboneye ku bipimo biri hejuru ya 85%. Ku rundi ruhanda, abaturage bari ku gipimo cya 38.3% bagaragaje ko ibyumba by'amashuri bihagije.



Ishusho 59: Uko abagabo n'abagore bashima ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi

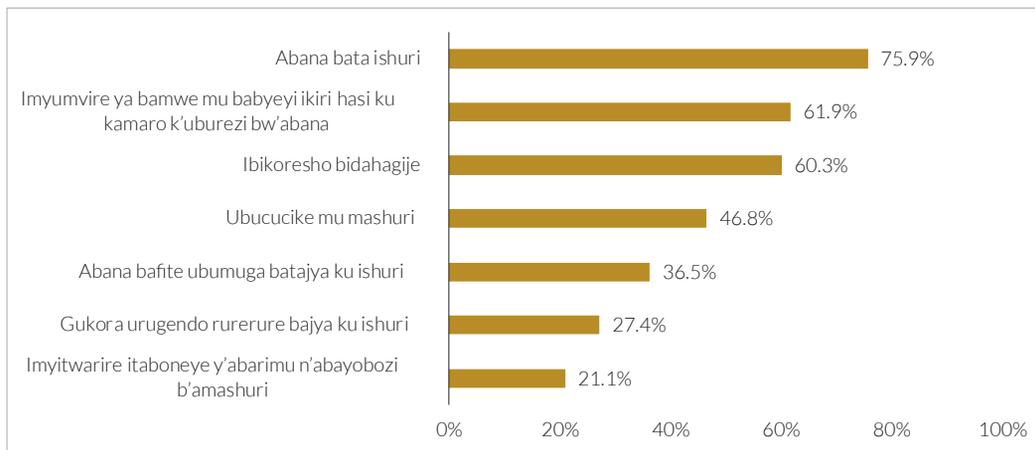


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko abagore n'abagabo bashimye ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi ku bipimo byegeranye.

2.1.4. Inzitizi zibangamira urwego rw'uburezi

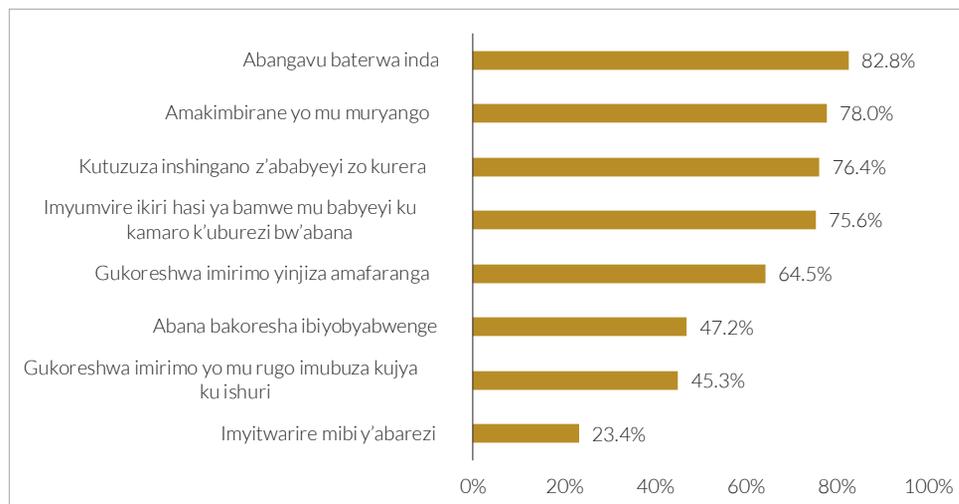
• Ishusho 60: Inzitizi abaturage babona zikiri mu burezi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abana bata ishuri ni inzitizi ikomeje kuza imbere mu bibangamira iterambere ry'uburezi aho iri ku gipimo cya 75.9%.

• Ishusho 61: Impamvu zitera abana guta ishuri



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Impamvu zitera abana guta ishuri zagaragajwe kurusha izindi ni: abangavu baterwa inda, amakimbirane yo mu miryango, kutuzuzwa inshingano z'ababyeyi zo kurera ndetse n'umyumvire ikiri hasi ya bamwe mu babyeyi ku kamaro k'uburezi. Izi mpamvu zose zituma abana bata ishuri zibangamira kugera ku ntego y'uburezi kuri bose, by'umwihariko ku bana b'abakobwa.



2.1.5. IBYIFUZONAMA

- ☛ Guhangana n'ikibazo cy'abana bata ishuri hibandwa mu gukemura ibibazo byugarije imiryango cyane cyane itishoboye;
- ☛ Gukangurira ababyeyi kugira uruhare rugaragara mu burezi n'uburere bw'abana;
- ☛ Gukomeza kugeza ibikorwaremezo by'amazi n'amashanyarazi mu mashuri aho bitaragera;
- ☛ Kongera umubare w'ibyumba by'amashuri mu rwego rwo kugabanya ubucucike bw'abana mu mashuri.



Imbonerahamwe 17: Uko uturere duhagaze muri serivisi z'uburezi

N°	AKARERE	CRC 2025
1	Kicukiro	87.5%
2	Burera	84.4%
3	Nyarugenge	84.2%
4	Nyaruguru	84.2%
5	Gisagara	83.9%
6	Rulindo	83.9%
7	Nyamasheke	82.8%
8	Gakenke	82.7%
9	Rubavu	82.6%
10	Bugesera	81.9%
11	Nyanza	81.8%
12	Muhanga	81.5%
13	Gasabo	81.4%
14	Gicumbi	81.4%
15	Kamonyi	80.9%
16	Nyabihu	80.9%
17	Huye	80.1%
18	Musanze	79.6%
19	Ngoma	79.2%
20	Rusizi	77.9%
21	Ruhango	77.0%
22	Nyagatare	76.7%
23	Rutsiro	76.5%
24	Rwamagana	75.5%
25	Karongi	75.3%
26	Nyamagabe	74.3%
27	Kirehe	74.3%
28	Ngororero	73.2%
29	Gatsibo	70.9%
30	Kayonza	66.8%
BOSE HAMWE		79.4%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



2.2. UBUZIMA



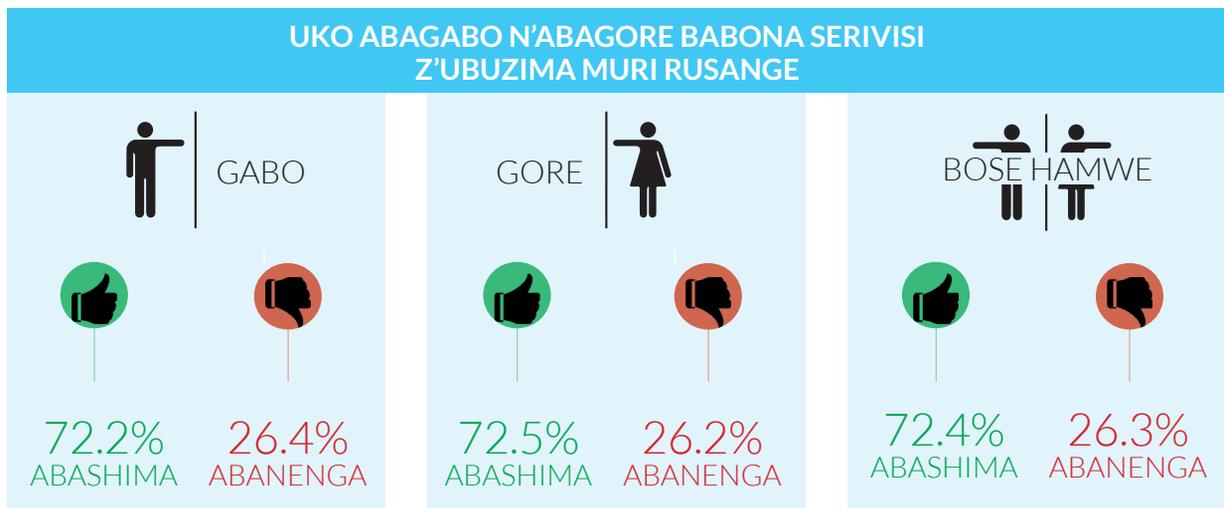


2.2.1. Intangiriro

Serivisi z’ubuzima zigenda zirushaho kwegerezwa abaturage. Muri iki cyiciro, CRC 2025 yibanze kuri serivisi zikurikira: 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’imbanguriragutabara, kwita ku bagore batwite n’ububyaza, kwishyura kwa muganga ndetse n’imikorere y’umukozi ushinzwe mituweli kwa muganga.



Ishusho 62: Uko abagabo n’abagore babona serivisi z’ubuzima muri rusange

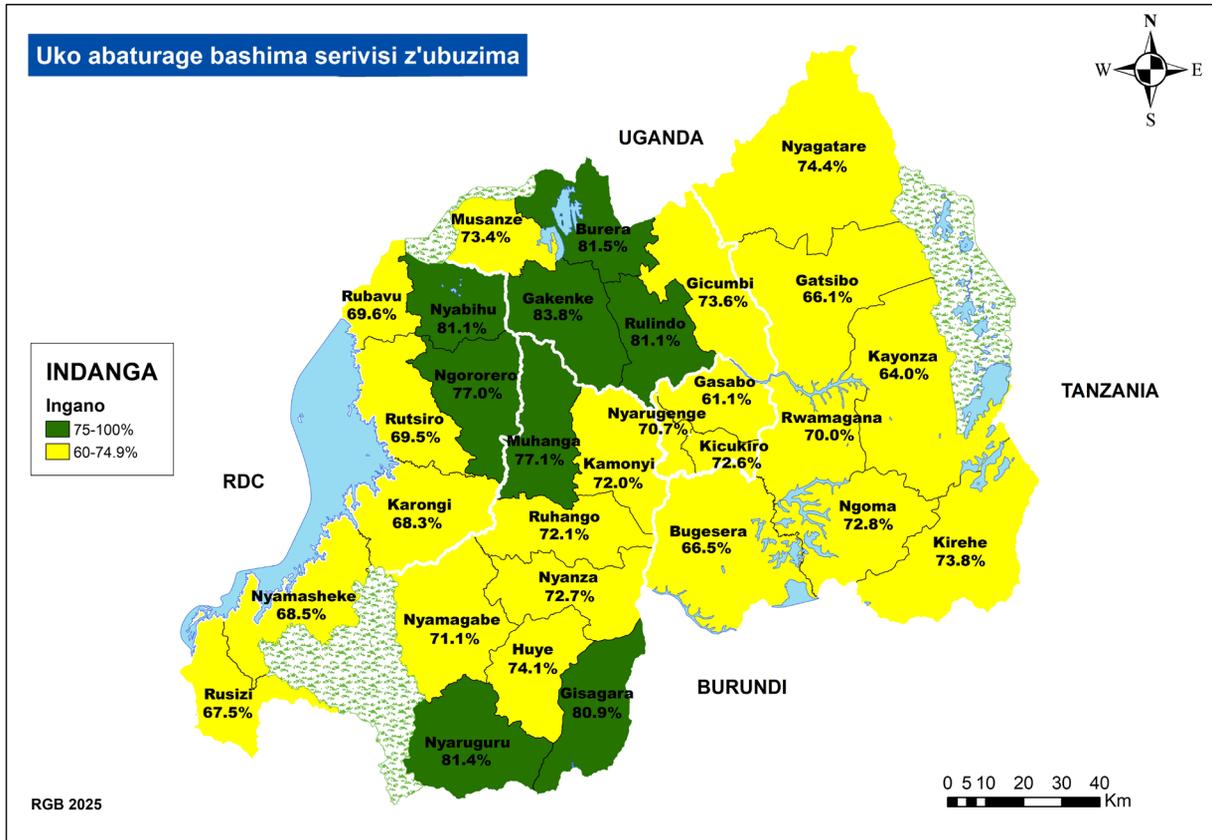


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Serivisi z’ubuzima zashimwe n’abaturage ku gipimo cya 72.4%, aho abagore bazishimye ku gipimo cya 72.5% naho abagabo bazishima ku gipimo cya 72.2%.



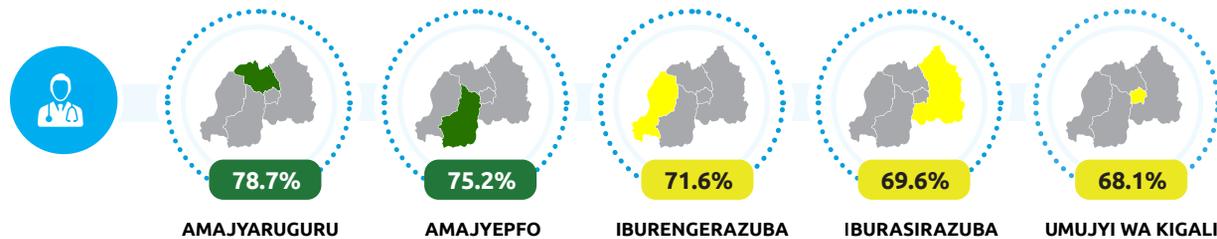
Ikarita 10: Uko abaturage bashima serivisi z'ubuzima hakurikijwe uturere



Mu turere dutandatu (Gakenke, Burera, Nyaruguru, Gisagara, Nyabihu na Rulindo) niho serivisi z'ubuzima zashimwe ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, mu turere twa Gasabo, na Kayonza niho izo serivisi zashimwe ku gipimo kiri muni ya 65%.

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

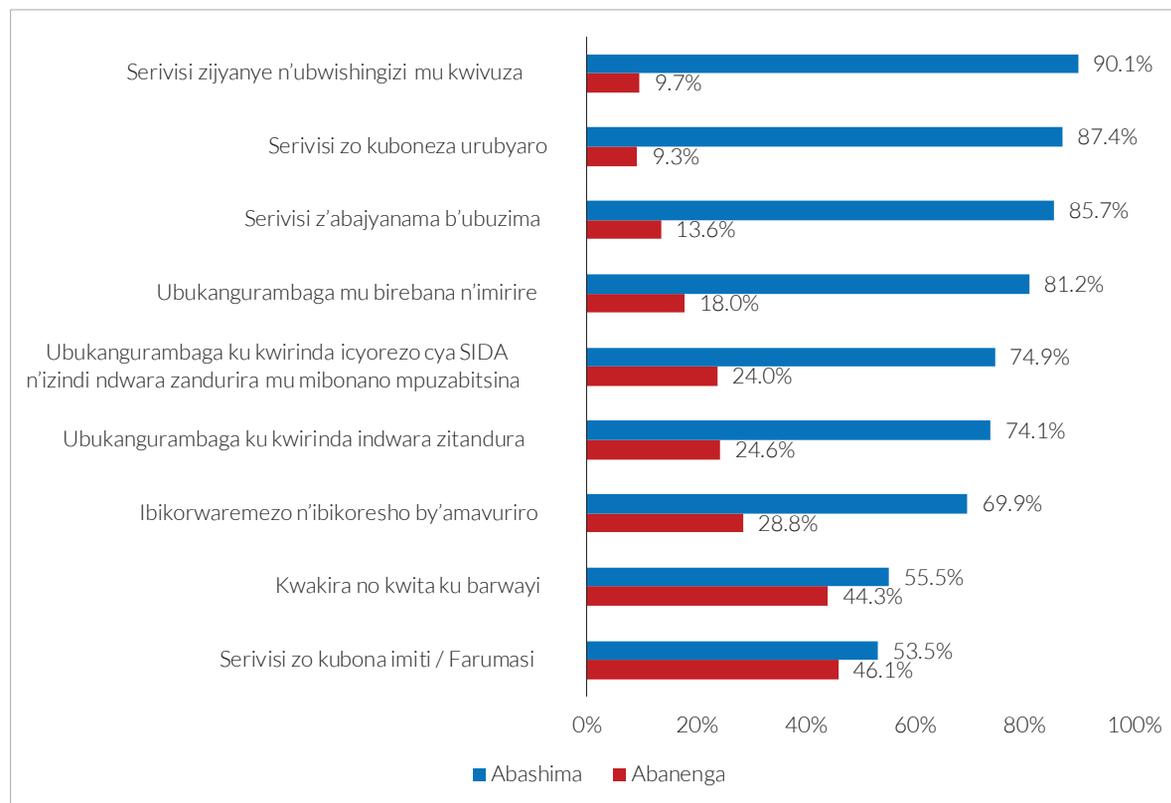
Ishusho 63: Uko abaturage bashima serivisi z'ubuzima ku rwego rw'Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.2.3. Uko abaturage babona serivisi z'ubuzima zitandukanye

• Ishusho 64: Uko abaturage babona serivisi z'ubuzima zitandukanye

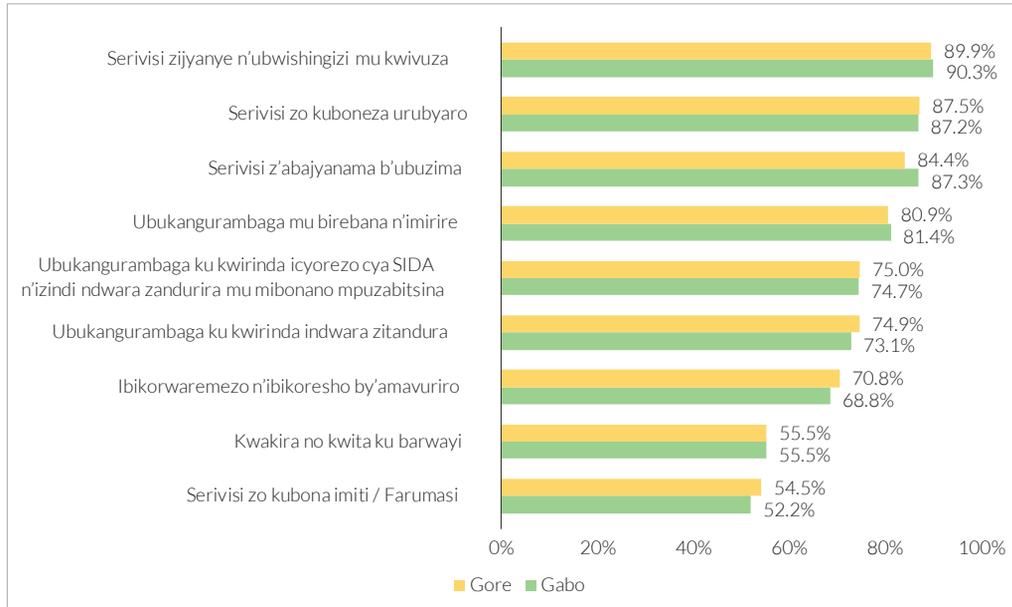


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Serivisi zijyanye n'ubwishingizi mu kwivuza, kuboneza urubyaro, ndetse na serivisi z'abajyanama b'ubuzima nizo zashimwe cyane n'abaturage ku gipimo kiri hejuru ya 85%. Ku rundi ruhande, kwakira no kwita ku barwayi ndetse na serivisi zo kubona imiti nibyo byashimwe ku bipimo byo hasi hagati ya 50% na 60%.

Ku bijyanye no kwakira ndetse no kwita ku barwayi, mu turere turindwi (Gasabo, Kayonza, Rusizi, Bugesera, Nyanza, Nyamasheke na Karongi) niho abaturage banenze uko bakirwa n'uko bitabwaho hejuru ya 50%.

Ishusho 65: Uko abagabo n’abagore bashima serivisi z’ubuzima zitandukanye

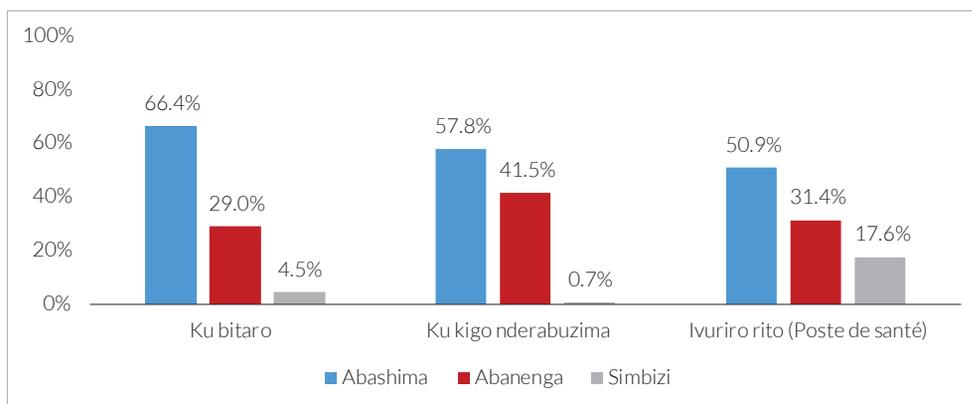


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko abagore n’abagabo bashimye serivisi z’ubuzima ku bipimo byegeranye.

2.2.4. Uko abaturage babona imikorere y’amavuriro

Ishusho 66: Uko abaturage babona imikorere y’amavuriro



Iyi CRC ya 2025 yagaragaje ko abaturage badashima cyane imitangire ya serivisi mu mavuriro muri rusange, aho mu bitaro yashimwe ku gipimo cyo hejuru cya 66.4%. Abaturage bagaragaje ko batazi serivisi zitangwa n’amavuriro mato ku gipimo cya 17.6%. Uturere twa Kicukiro, Muhanga, Ruhango, Nyabihu na Rulindo nitwo twaje imbere mu kugira abaturage bagaragaje 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;
- ☛ Kunoza imikorere n'imirungire y'amavuriro hibandwa ku mavuriro mato;
- ☛ Gukurikirana no gushyira imbaraga mu kunoza serivisi zo kubona imiti;
- ☛ Kugeza ibikorwaremezo n'ibikoresho by'amavuriro aho bitaragera.



Imbonerahamwe 18: Uko uturere duhagaze muri serivisi z'ubuzima

N°	AKARERE	CRC 2025
1	Gakenke	83.8%
2	Burera	81.5%
3	Nyaruguru	81.4%
4	Nyabihu	81.1%
5	Rulindo	81.1%
6	Gisagara	80.9%
7	Muhanga	77.1%
8	Ngororero	77.0%
9	Nyagatare	74.4%
10	Huye	74.1%
11	Kirehe	73.8%
12	Gicumbi	73.6%
13	Musanze	73.4%
14	Ngoma	72.8%
15	Nyanza	72.7%
16	Kicukiro	72.6%
17	Ruhango	72.1%
18	Kamonyi	72.0%
19	Nyamagabe	71.1%
20	Nyarugenge	70.7%
21	Rwamagana	70.0%
22	Rubavu	69.6%
23	Rutsiro	69.5%
24	Nyamasheke	68.5%
25	Karongi	68.3%
26	Rusizi	67.5%
27	Bugesera	66.5%
28	Gatsibo	66.1%
29	Kayonza	64.0%
30	Gasabo	61.1%
BOSE HAMWE		72.4%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



2.2.ISUKU



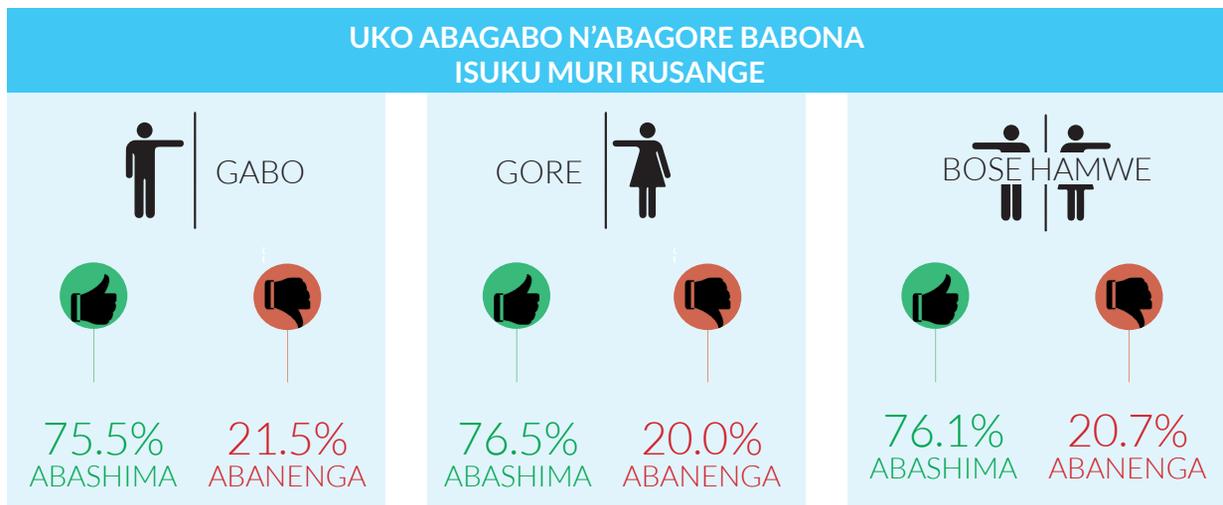


2.3.1. Intangiriro

Isuku ni kimwe mu bipimo shingiro by'imibereho myiza muri Gahunda ya kabiri y' Igihugu yo kwihutisha iterambere (NST2). Muri ubu bushakashatsi, hasuzumwe uko abaturage babona isuku y'aha hakurikira: amavuriro, amasoko, ibiro by'inzego z'ibanze, amaresitora n'utubari no mu ngo z'abaturage. Abaturage kandi bagaragaje uko bashima isuku yo mu bwiherero bwo mu ngo zabo, ku mubiri n'imyambaro.



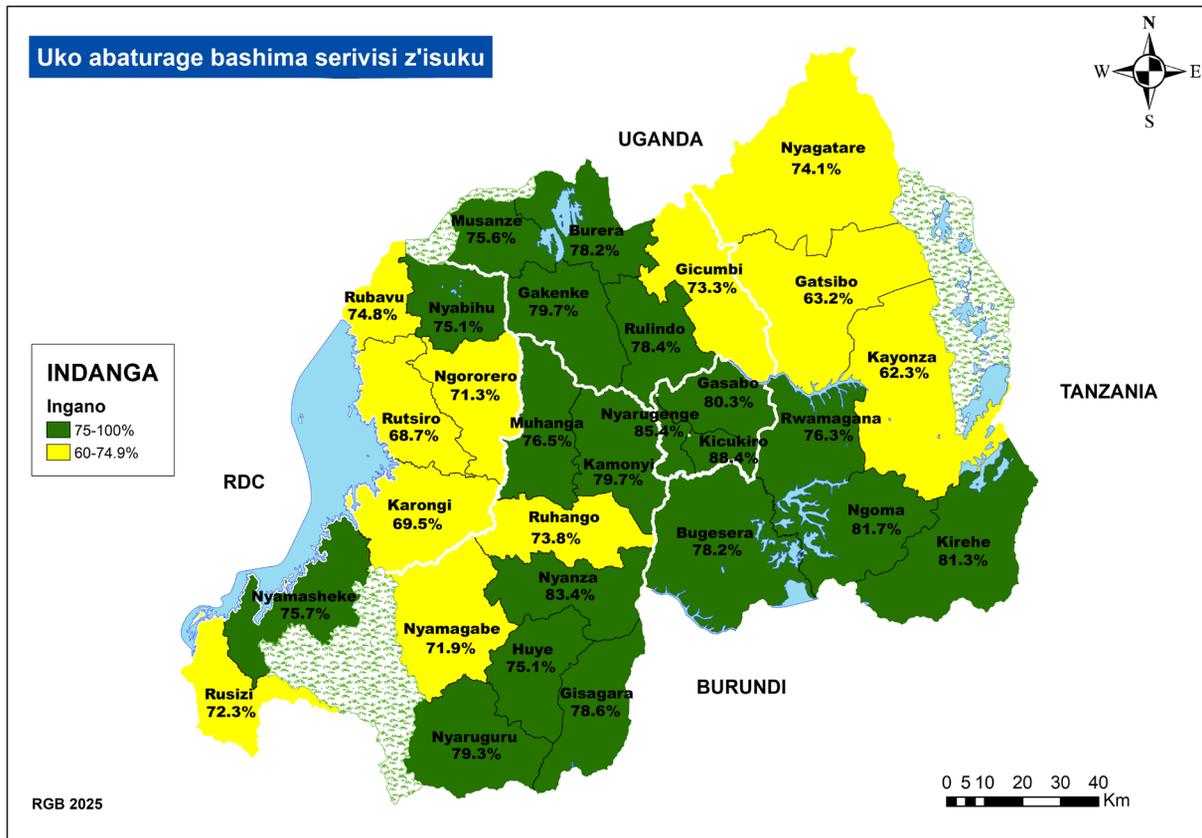
Ishusho 67: Uko abagabo n'abagore babona isuku muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Serivisi z'isuku zashimwe n'abaturage ku gipimo cya 76.1%, aho abagore bazishimye ku gipimo cya 76.5% naho abagabo bazishima ku gipimo cya 75.5%.

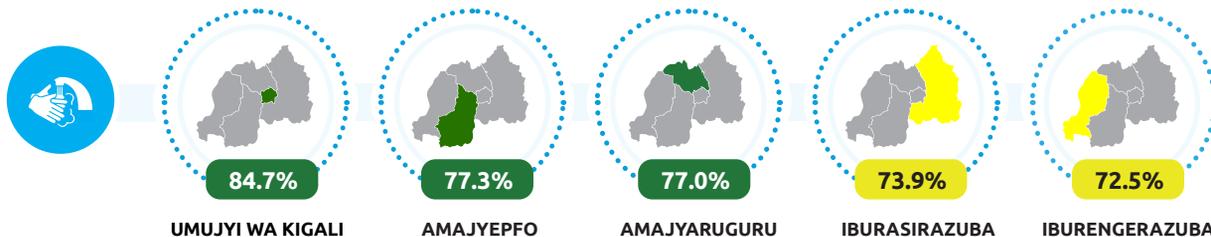
Ikarita 11: Uko abatwage bashima isuku hakurikijwe uturere



Ubushakashatsi bwagaragaje ko mu turere twa Kicukiro, Nyarugenge, Gasabo, Nyanza, Ngoma na Kirehe ariho abatwage bashima isuku ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, uturere twa Kayanza, Gatsibo, Rutsiro na Karongi nitwwo abatwage bashimye isuku ku gipimo kiri muni ya 70%.

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

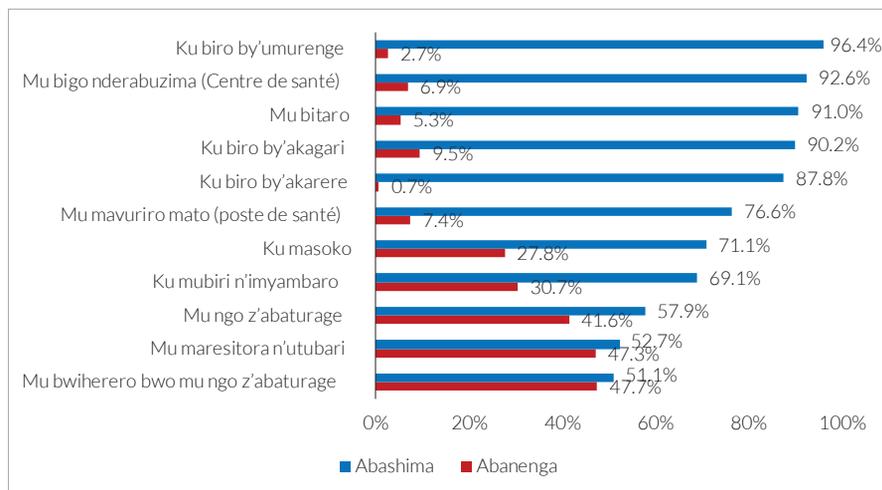
Ishusho 68: Uko abatwage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.3.3. Uko abaturage babona isuku ahantu hatandukanye

•• Ishusho 69: Uko abaturage babona isuku ahantu hatandukanye

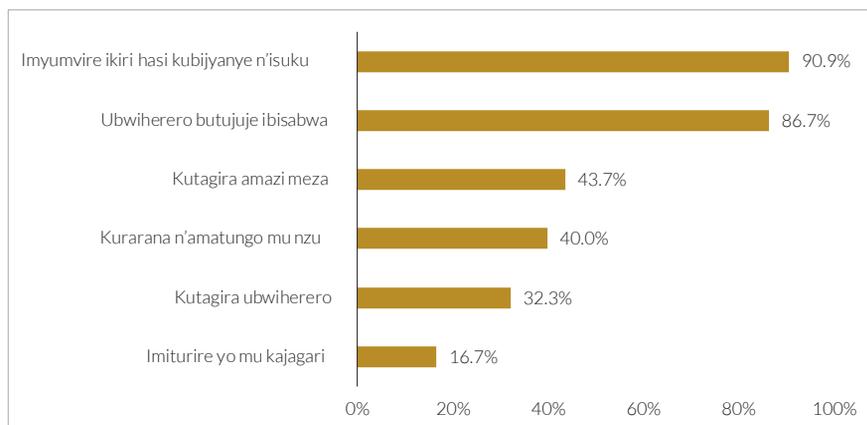


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Isuku yo ku biro by'inzeho z'ibanze, ku mavuriro no ku masoko yashimwe ku gipimo kiri hejuru ya 75%. Ku rundi ruhande, mu ngo z'abaturage, mu maresitora n'utubari ndetse no mu bwihereho bwo mu ngo z'abaturage niho abaturage bashimye isuku ku gipimo kiri muni ya 60%.

2.3.4 Bimwe mu byo abaturage babona bitera umwanda

•• Ishusho 70: Bimwe mu byo abaturage babona bitera umwanda



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Imyumvire ikiri hasi kubijyanye n'isuku ndetse n' ubwihereho butujuje ibisabwa ni byo abaturage bagaragaje ko biza imbere mu gutera umwanda.



2.3.5. IBYIFUZONAMA

- Kongera imbaraga mu bukangurambaga bwo kugira ubwiherero bwujije ibisabwa no kubugirira isuku;
- Kunoza imikorere mu kugenzura isuku mu ngo z'abaturage n'ahantu hahurira abantu benshi nko mu masoko, resitora n'utubari.



Imbonerahamwe 19: Uko uturere duhagaze muri serivisi z'isuku

N°	AKARERE	CRC 2025
1	Kicukiro	88.4%
2	Nyarugenge	85.4%
3	Nyanza	83.4%
4	Ngoma	81.7%
5	Kirehe	81.3%
6	Gasabo	80.3%
7	Kamonyi	79.7%
8	Gakenke	79.7%
9	Nyaruguru	79.3%
10	Gisagara	78.6%
11	Rulindo	78.4%
12	Burera	78.2%
13	Bugesera	78.2%
14	Muhanga	76.5%
15	Rwamagana	76.3%
16	Nyamasheke	75.7%
17	Musanze	75.6%
18	Huye	75.1%
19	Nyabihu	75.1%
20	Rubavu	74.8%
21	Nyagatare	74.1%
22	Ruhango	73.8%
23	Gicumbi	73.3%
24	Rusizi	72.3%
25	Nyamagabe	71.9%
26	Ngororero	71.3%
27	Karongi	69.5%
28	Rutsiro	68.7%
29	Gatsibo	63.2%
30	Kayonza	62.3%
IMPUZANDENGO		76.1%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



2.4. GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE



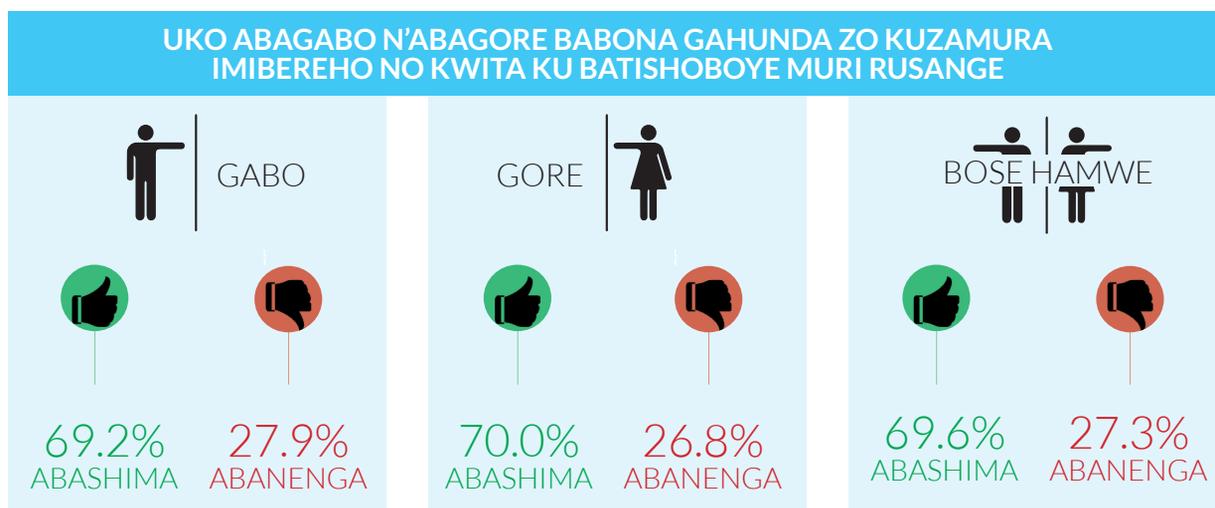


2.4.1. Intangiriro

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 bwazuzumye ishyirwa mu bikorwa ry'ubufasha butandukanye bugenerwa abatishoboye, ubwishingizi abaturage bakoresha ndetse n'inzitizi zigaragara muri iki cyiciro.



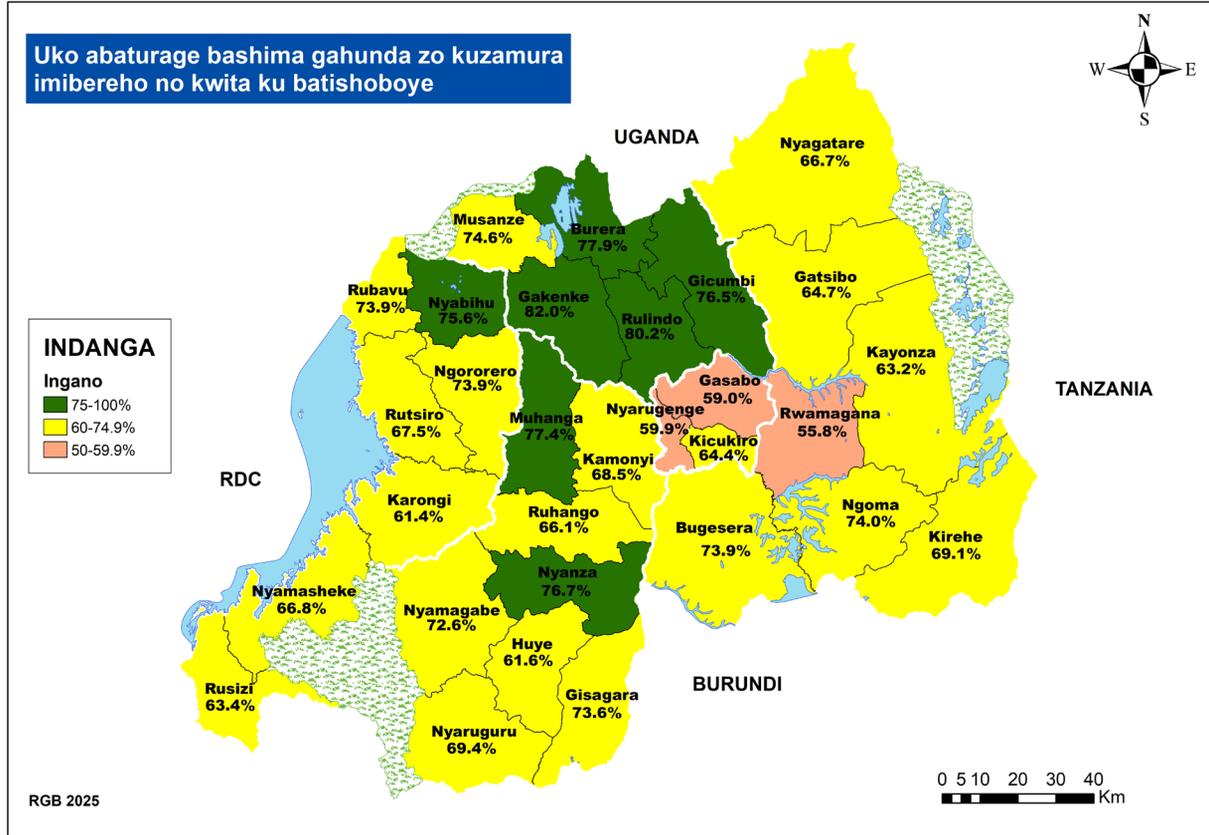
Ishusho 71: Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Gahunda zo kuzamura imibereho no kwita ku batishoboye zashimwe ku gipimo cya 69.6%, aho abagore n'abagabo bazishima ku kigero kimwe.

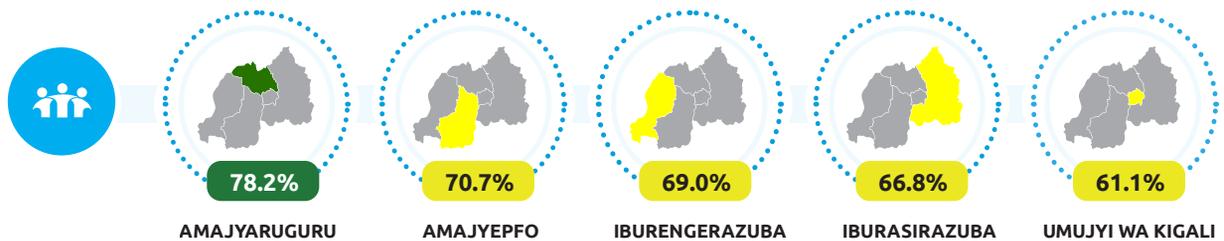
Ikarita 12: Uko abaturage bashima gahunda zo kwita ku batishoboye no kuzamura imibereho yabo hakurikijwe uturere



Ubu bushakashatsi bwagaragaje ko Akarere ka Gakenke ari ko kaje ku isonga mu gushima gahunda zo kuzamura imibereho no kwita ku batishoboye ku gipimo cya 82.0%, mu gihe Akarere ka Rwamagana ari ho izi gahunda zashimwe ku gipimo cyo hasi cya 55.8%.

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

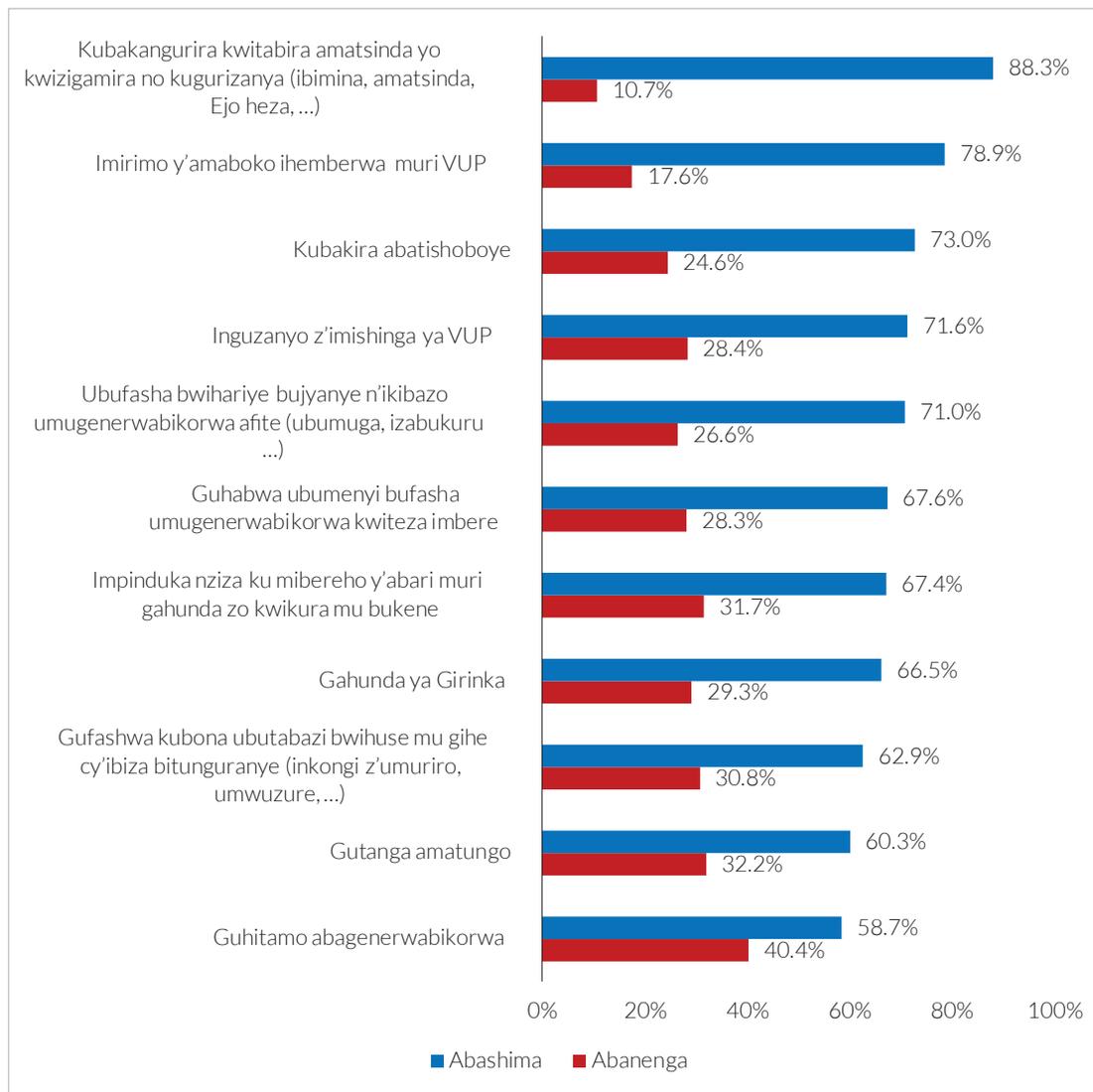
Ishusho 72: Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n’Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.4.3. Ishyirwa mu bikorwa ry'ubufasha bugenerwa abatishoboye

Ishusho 73: Uko abaturage babona ishyirwa mu bikorwa ry'ubufasha bugenerwa abatishoboye

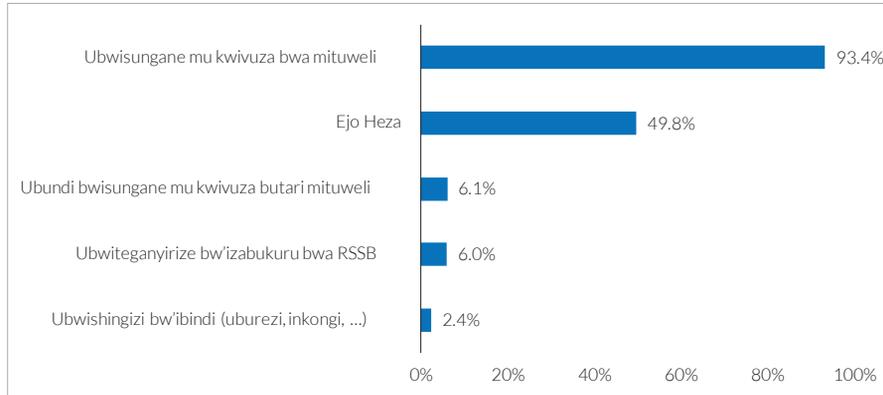


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ku bijyanye n'uko abaturage bashimye ishyirwa mu bikorwa ry'ubufasha bugenerwa abatishoboye, ubukangurambaga mu kwitabira gahunda zo kwizigamira no kujya mu matsinda nibyo byashimwe ku gipimo cyo hejuru cya 88.3% mu gihe guhitamo abagenerwa bikorwa ari byo byashimwe ku gipimo cyo hasi cya 58.7%.



Ishusho 74: Uko abaturage bakoresha ubwishingizi n'ubwiteganirize



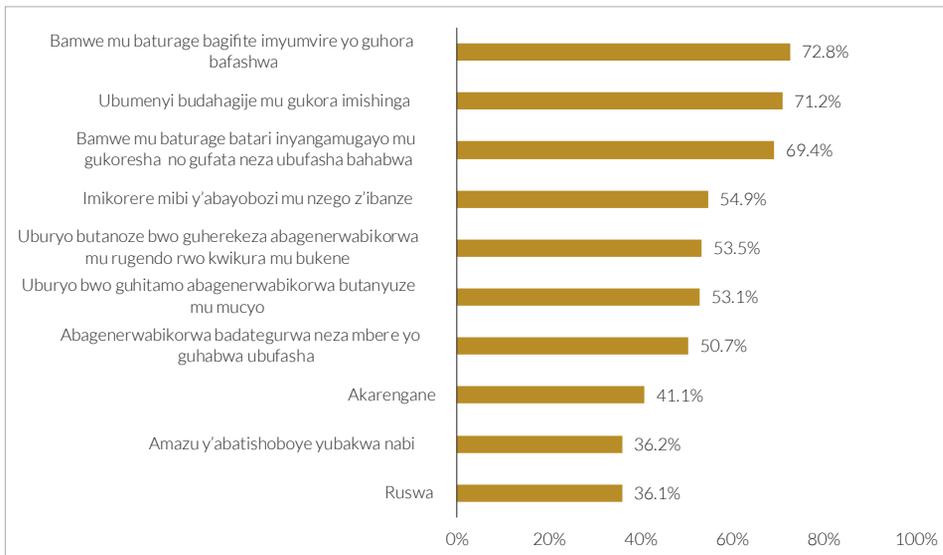
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko ubwisungangane mu kwivuzza bwa mituweli ari bwo bukoreshwa cyane n'abaturage kurusha ubundi.

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



Ishusho 75: Zimwe mu nzitizi zagaragajwe zibangamira ishirwa mu bikorwa rya gahunda zo kuzamura imibereho no kwita ku batishoboye



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Bamwe mu baturage bagifite imyumvire yo guhora bafashwa, ubumenyi budahagije mu gukora imishinga ndetse na bamwe mu baturage batari inyangamugayo mu gukoresha no gufata neza ubufasha bahabwa nizo nzitizi zagaragajwe nk'iziza imbere mu kubangamira ishirwa mu bikorwa rya gahunda zo kuzamura imibereho no kwita ku batishoboye.



2.4.5. IBYIFUZONAMA

- ☛ Kongerera ubumenyi abatishoboye mu rwego rwo kubafasha gukora imishinga ibateza imbere ikabavana mu bukene;
- ☛ Gukora ubugenzuzi buhoraho bugizwemo uruhare n'abaturage ndetse n'abafatanyabikorwa ku ishyirwa mu bikorwa rya gahunda zo kuzamura imibereho no kwita ku batishoboye;
- ☛ Gutegura abagenerwabikorwa no kubaherekeza mu rugendo rwo kugera ku ntego yo kwifasha.



Imbonerahamwe 20:

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

N°	AKARERE	CRC 2025
1	Gakenke	82.0%
2	Rulindo	80.2%
3	Burera	77.9%
4	Muhanga	77.4%
5	Nyanza	76.7%
6	Gicumbi	76.5%
7	Nyabihu	75.6%
8	Musanze	74.6%
9	Ngoma	74.0%
10	Ngororero	73.9%
11	Rubavu	73.9%
12	Bugesera	73.9%
13	Gisagara	73.6%
14	Nyamagabe	72.6%
15	Nyaruguru	69.4%
16	Kirehe	69.1%
17	Kamonyi	68.5%
18	Rutsiro	67.5%
19	Nyamasheke	66.8%
20	Nyagatare	66.7%
21	Ruhango	66.1%
22	Gatsibo	64.7%
23	Kicukiro	64.4%
24	Rusizi	63.4%
25	Kayonza	63.2%
26	Huye	61.6%
27	Karongi	61.4%
28	Nyarugenge	59.9%
29	Gasabo	59.0%
30	Rwamagana	55.8%
IMPUZANDENGO		69.6%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



2.5. IMIBEREHO Y'UMURYANGO NYARWANDA





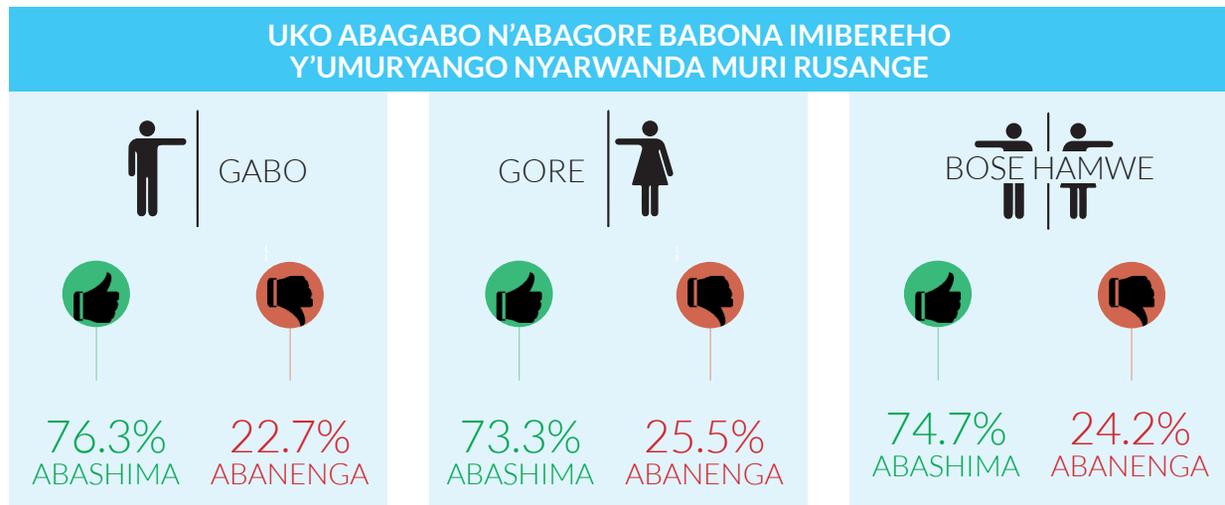
2.5.1. Intangiriro

Gukomeza gushyira imbere iterambere ridaheza ni imwe mu ntego za Gahunda ya kabiri y'Igihugu yo kwihutisha iterambere (NST2), hagamiywe kugira umuryango nyarwanda utekanye kandi ubayeho neza.

Muri iki cyiciro kirebana n'imibereho y'umuryango nyarwanda, ubu bushakashatsi bwashyirahamwe 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 bibangamiye imiryango n'impamvu zibitera.



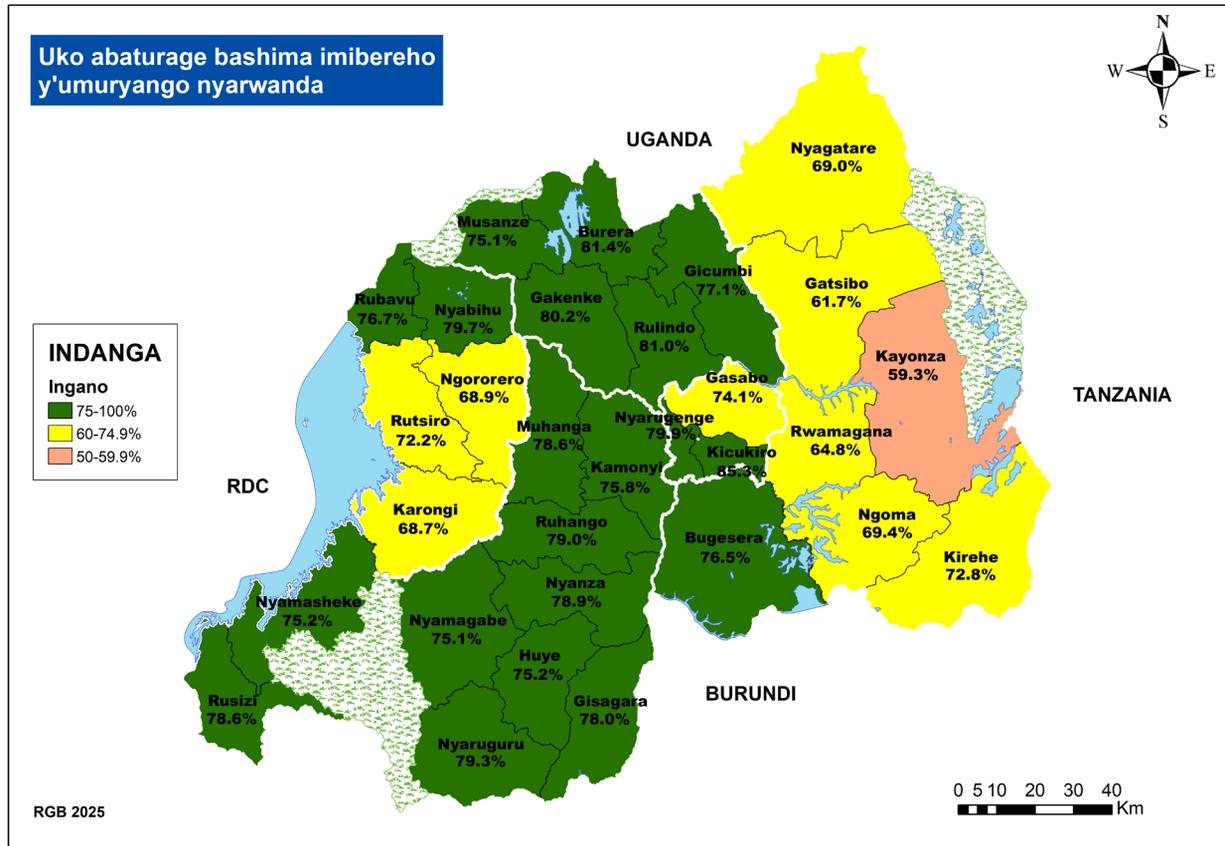
Ishusho 76: Uko abagabo n'abagore babona imibereho y'umuryango nyarwanda muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, abaturage bashimye serivisi zijyanye no kwita ku muryango nyarwanda ku gipimo cya 74.7%. Abagabo bashimye ku gipimo cya 76.3% naho abagore ku gipimo 73.3%.

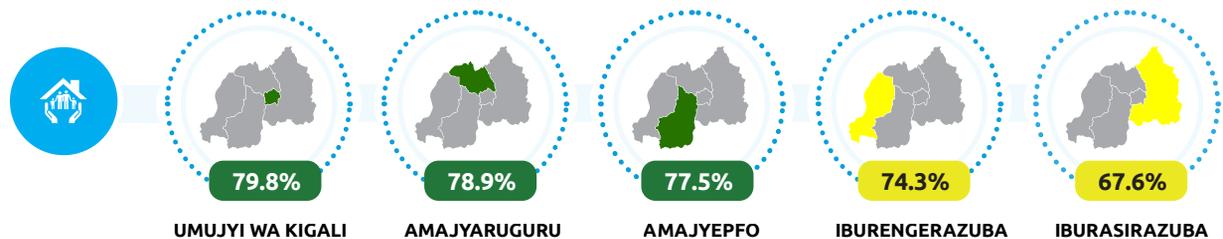
Ikarita 13: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe uturere



Abaturage bo mu turere twa Kicukiro, Rulindo, Burera na Gakenke nibwo bashimye imibereho y'umuryango nyarwanda ku gipimo kiri hejuru ya 80%. Ku rundi ruhande, mu Karere ka Kayanza niho abaturage bashimye ku gipimo cyo hasi (59.3%).

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

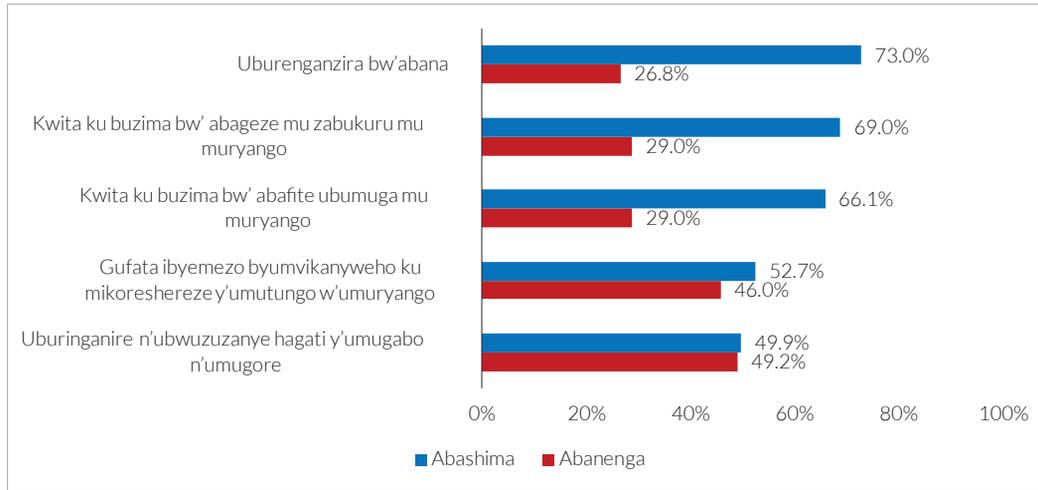
Ishusho 77: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.5.3. Gahunda zitandukanye mu mibereho y'umuryango nyarwanda

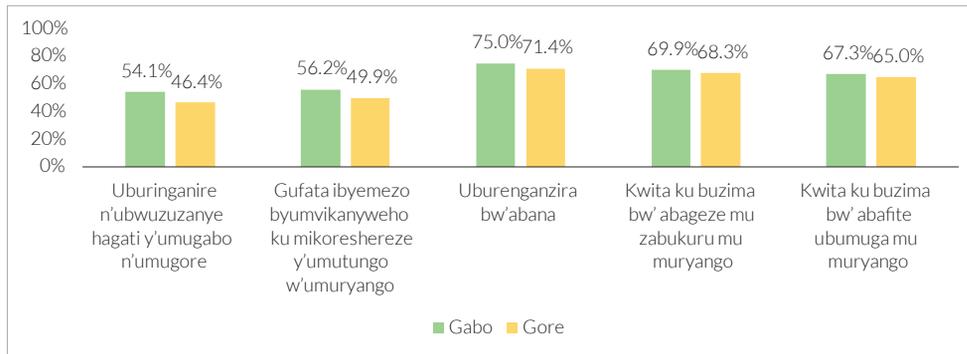
Ishusho 78: Uko abaturage babona gahunda zitandukanye zo guteza imbere imibereho y'umuryango nyarwanda



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Kubahiriza uburenganzira bw'abana ni byo byaje ku isonga mu gushimwa n'abaturage ku gipimo cya 73.0% mu gihe kubahiriza uburunganire n'ubwuzuzanye hagati y' umugabo n'umugore ari byo byaje inyuma ku gipimo cya 49.9%.

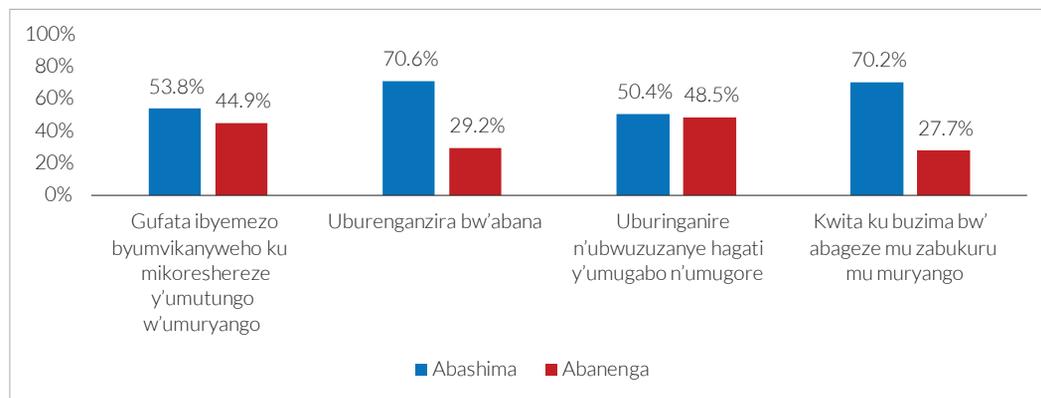
Ishusho 79: Uko abagabo n'abagore babona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, ubu bushakashatsi bwagaragaje ko abagabo bashima ibikorwa bibungabunga umuryango ku bipimo biri hejuru ugereranyije n'abagore. By'umwihariko ku birebana no kubahiriza uburunganire n'ubwuzuzanye hagati y'umugabo n'umugore ndetse no gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, abagore babishimye ku bipimo munsu ya 50%. Ibi bigaragaza ko abagore n'abagabo bafite imyumvire itandukanye ku bijyanye n'ihame ry'uburunganire ndetse n'ikoreshereze y'umutungo w'umuryango.

Ishusho 80: Uko urubyiruko rubona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda

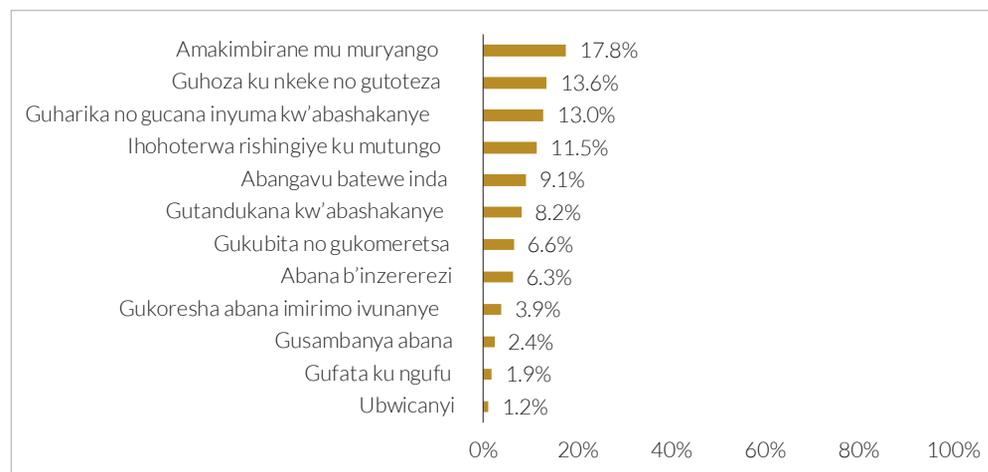


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Kimwe n'ibindi byiciro, urubyiruko rwashimye 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 81: Bimwe mu bibazo bibangamiye umuryango

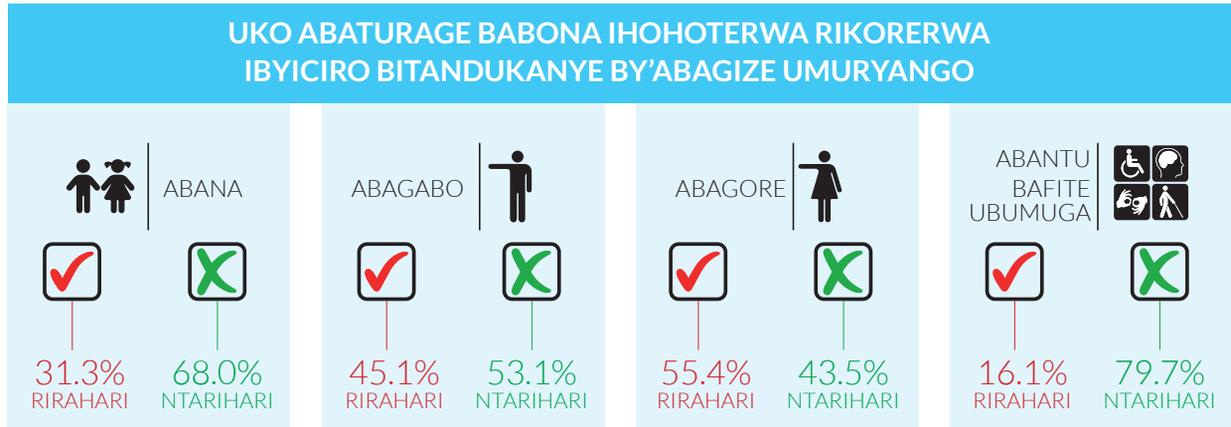


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 bipimo biri hejuru ya 10%.

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

••  Ishusho 82: Uko abaturage babona ihohoterwa rikorerwa ibyiciro bitandukanye by'abagize umuryango

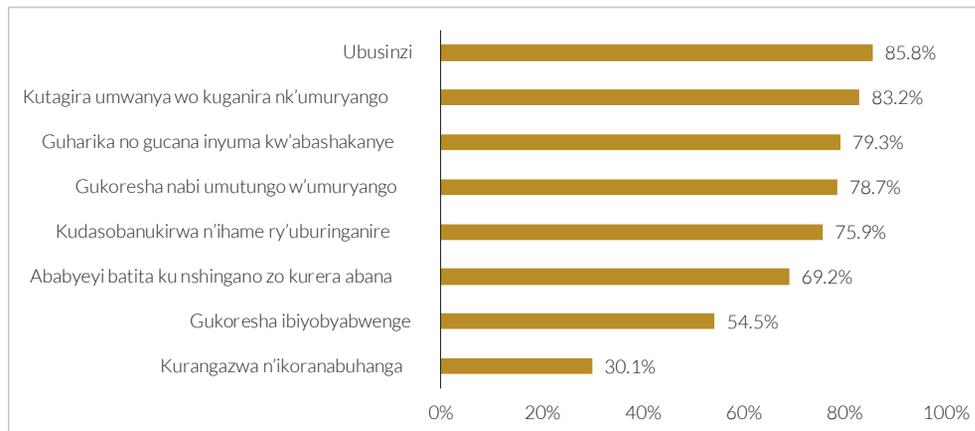


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 83: Impamvu zitera ibibazo byo mu muryango



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



2.5.7 IBYIFUZONAMA

- ☛ Gushyira imbaraga mu gukemura ibibazo byugarije umuryango hifashishijwe inteko z'abaturage n'umugoroba w'imiryango;
- ☛ Kongera imbaraga mu bukangurambaga bwo kwimakaza ibiganiro hagati y'abashakanye;
- ☛ Kongera imbaraga mu bukangurambaga bwo kurwanya ikoreshwa n'icuruzwa ry'ibiyobyabwenge ndetse no kwirinda ubusinzi;
- ☛ Kwigisha abaturage ihame ry'uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore hamwe n'itegeko rirebana n'umuryango n'imucungire y'umutungo wawo;
- ☛ Gukangurira ababyeyi kwita ku burere bw'abana no kubaganiriza ku buzima bw'imyororokere.



Imbonerahamwe 21:

Uko uturere duhagaze mu mibereho y'umuryango nyarwanda

N°	AKARERE	CRC 2025
1	Kicukiro	85.3%
2	Burera	81.4%
3	Rulindo	81.0%
4	Gakenke	80.2%
5	Nyarugenge	79.9%
6	Nyabihu	79.7%
7	Nyaruguru	79.3%
8	Ruhango	79.0%
9	Nyanza	78.9%
10	Muhanga	78.6%
11	Rusizi	78.6%
12	Gisagara	78.0%
13	Gicumbi	77.1%
14	Rubavu	76.7%
15	Bugesera	76.5%
16	Kamonyi	75.8%
17	Huye	75.2%
18	Nyamasheke	75.2%
19	Nyamagabe	75.1%
20	Musanze	75.1%
21	Gasabo	74.1%
22	Kirehe	72.8%
23	Rutsiro	72.2%
24	Ngoma	69.4%
25	Nyagatare	69.0%
26	Ngororero	68.9%
27	Karongi	68.7%
28	Rwamagana	64.8%
29	Gatsibo	61.7%
30	Kayonza	59.3%
IMPUZANDENGO		74.7%

Aho byavuye: Ubushakashatsi bwa RGB, 2025

3

Inkingi y'imiyoborere





3.1. INZEGO Z'IBANZE



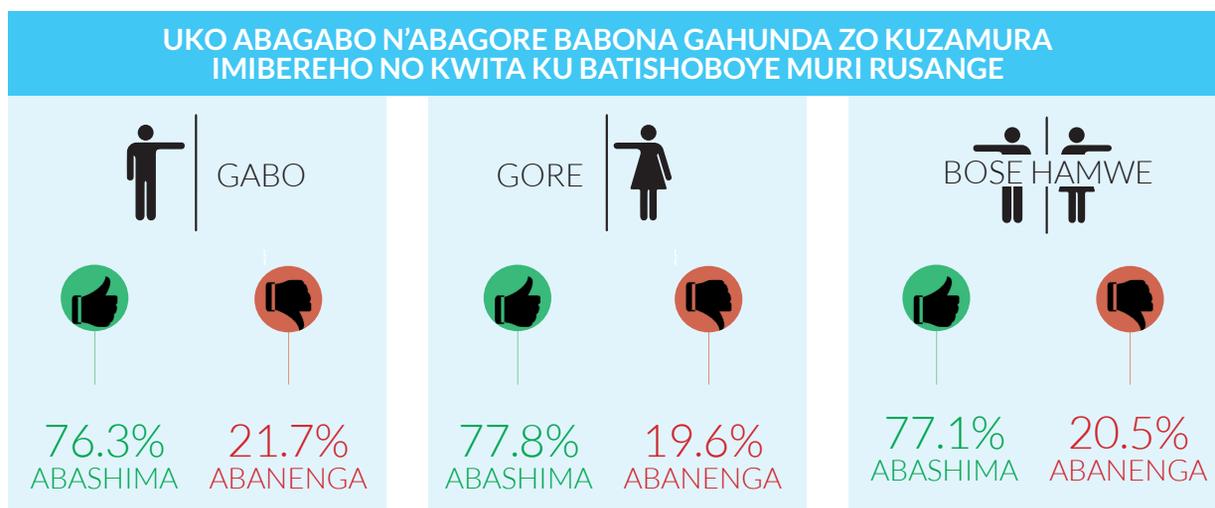


3.1.1. Intangiriro

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'ya bamwe mu bakozi bazo, serivisi zitangwa n'inzego z'ibanze ndetse n'ibibangamira imitangire ya serivisi muri izo nzego.



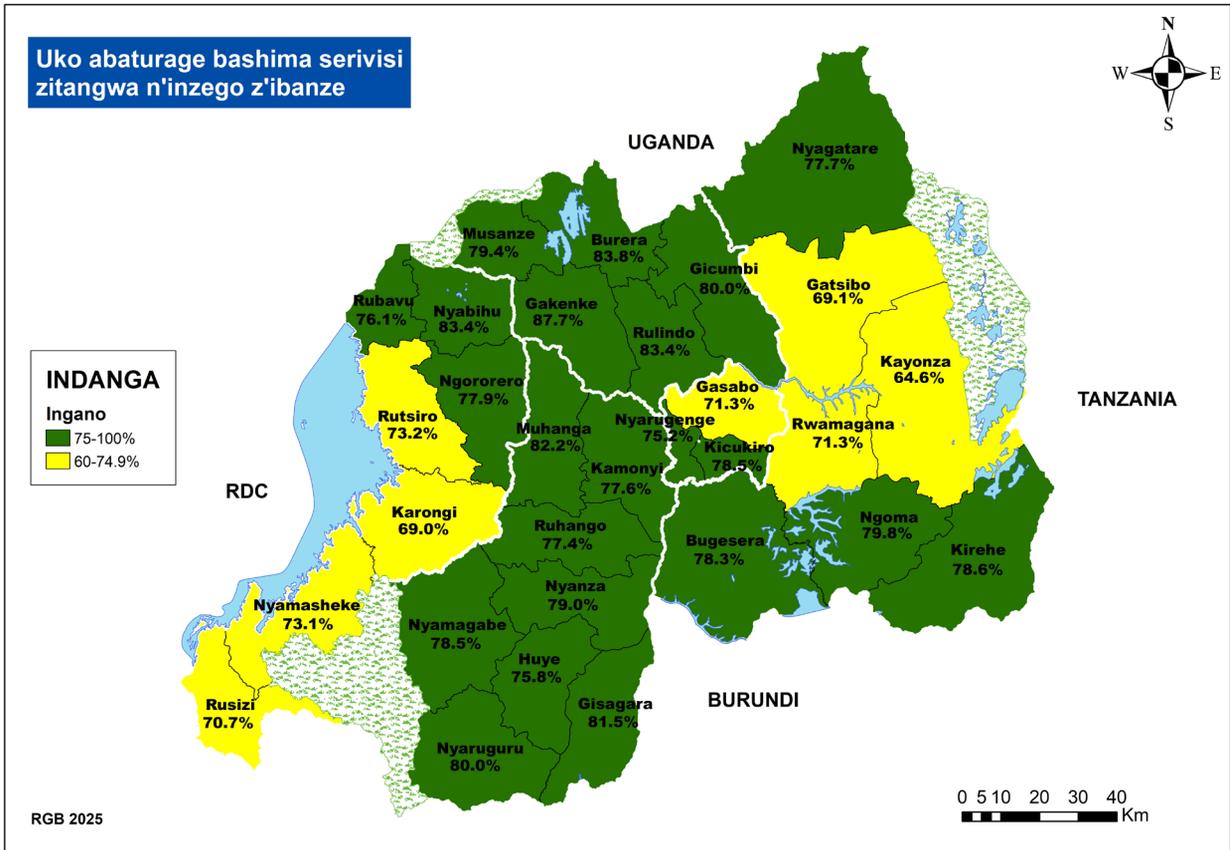
Ishusho 84: Uko abagabo n'abagore babona inzego z'ibanze muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bashimye imikorere y'inzego z'ibanze ku gipimo cya 77.1%, aho abagore bayishimye ku gipimo cya 77.8% naho abagabo bakayishima ku gipimo cya 76.3%.

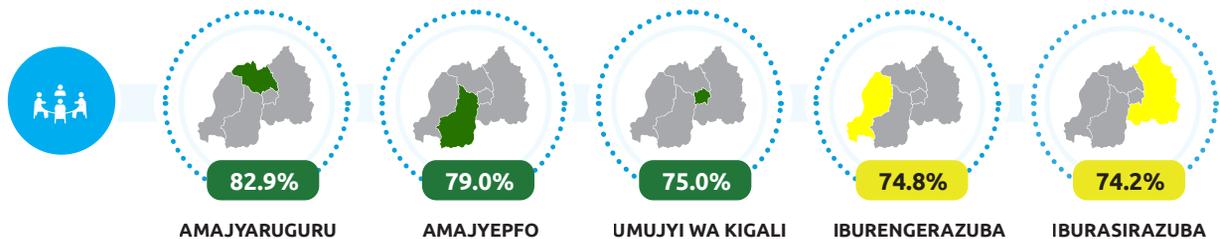
Ikarita 14: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe uturere



Mu turere makumyabiri na tubiri(22), abaturage bashimye serivisi z'inzego z'ibanze ku gipimo kiri hejuru ya 75%, aho Akarere ka Gakenke kaje ku isonga ku gipimo cya 87.7%. Ku rundi ruhande, mu turere umunani (8) niho abaturage bashimye serivisi z'inzego z'ibanze ku gipimo kiri muni ya 75%, aho Akarere ka Kayanza bazishima ku gipimo cyo hasi cya 64.6%.

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

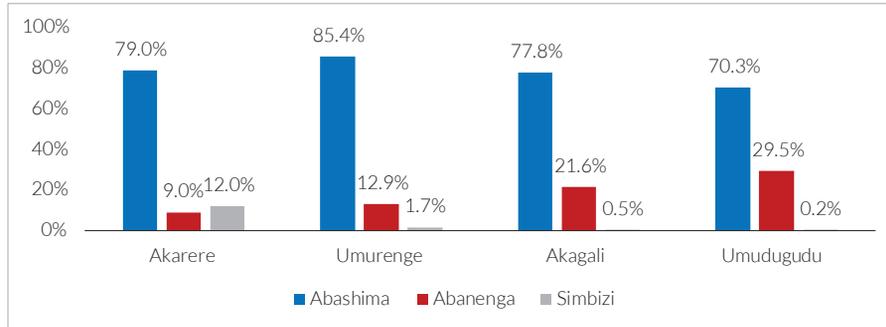
Ishusho 85: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

3.1.3. Imikorere y'inzego z'ibanze

Ishusho 86: Uko abaturage babona imikorere y'inzego z'ibanze

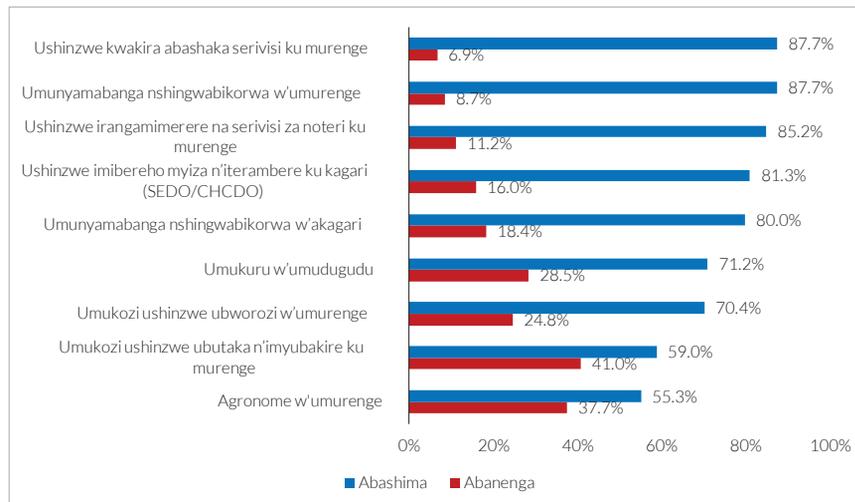


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Nk'uko bigaragara ku ishusho iri hejuru, abaturage bashimye imikorere y'urwego rw'umurenge ku gipimo cyo hejuru cya 85.4% naho urwego rw'Umudugudu ni rwo rushimwa ku gipimo cyo hasi cya 70.3%. Kuba urwego rw'umurenge arirwo rwashimwe ku gipimo cyo hejuru kurusha izindi byaba bifitanye isano n'uko ari rwo rwego rutanga serivisi nyinshi zikenerwa n'abaturage. Nubwo NST1 yateganyaga ko zimwe muri serivisi zitangirwa ku rwego rw'umurenge zimanuka zikajya ku rwego rw'akagari, ntibagezweho kubera uru rwego rutarabona abakozi, ibikorwaremezo n'ibikoresho bihagije byabafasha gutanga izi serivisi.

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

Ishusho 87: Uko abaturage babona imikorere ya bamwe mu bakozi b' inzego z'ibanze

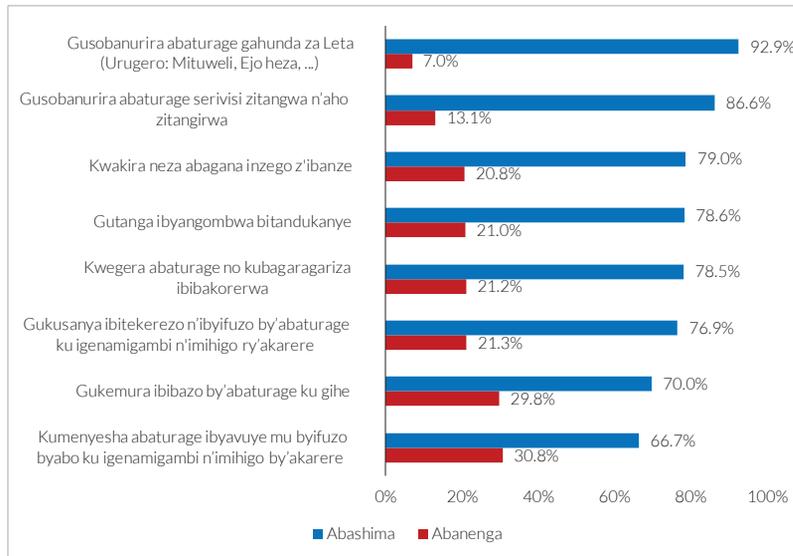


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, abakozi benshi b'inzego z'ibanze bashimwe ku gipimo kiri hejuru ya 80%. Ku rundi ruhande imikorere y'abakozi bashinzwe ubutaka n'imyubakire ndetse n'iy'ushinzwe ubuhinzi ku rwego rw'umurenge yashimwe ku bipimo byo hasi bya 59% na 55.3%.

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

•• Ishusho 88: Uko abaturage babona zimwe muri serivisi n'imikorere by'inzego z'ibanze



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Gusobanurira abaturage gahunda za Leta ni yo serivisi iza ku isonga mu gushimwa n'abaturage ku gipimo cya 92.9%. Ku rundi ruhande, kumenyesha abaturage ibyavuye mu byifuzo byabo ku igenamigambi n'imihigo by'akarere nibwo bishimwa ku gipimo cyo hasi cya 66.7%.

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

•• Ishusho 89: Zimwe mu nzitizi zagaragajwe muri serivisi n'imikorere by'inzego z'ibanze



Aho byavuye: Ubushakashatsi bwa RGB, 2025

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, kutabonekera ku gihe kw'abatanga serivisi ndetse no gusiragiza abaturage.



3.1.7. IBYIFUZONAMA

- ☛ Gutanga amakuru y'ibisabwa kugira ngo abaturage bahabwe serivisi;
- ☛ Kunoza imitungire ya serivisi no gukurikirana mu buryo buhoraho imitungire ya serivisi;
- ☛ Kunoza uburyo bwo gusangiza abaturage ibyavuye mu byifuzo byabo ku igenamigambi n'imihigo by'akarere;
- ☛ Kongera imbaraga mu kurwanya ruswa n'akarengane mu mitungire ya serivisi zitangwa n'inzego z'ibanze;
- ☛ Gukomeza kubaka urwego rw'akagari kugirango rurusheho kwegereza abaturage serivisi bakenera.



Imbonerahamwe 22:

Uko uturere duhagaze muri serivisi zitangwa n'inzego z'ibanze

N°	AKARERE	CRC 2025
1	Kicukiro	85.3%
2	Burera	81.4%
3	Rulindo	81.0%
4	Gakenke	80.2%
5	Nyarugenge	79.9%
6	Nyabihu	79.7%
7	Nyaruguru	79.3%
8	Ruhango	79.0%
9	Nyanza	78.9%
10	Muhanga	78.6%
11	Rusizi	78.6%
12	Gisagara	78.0%
13	Gicumbi	77.1%
14	Rubavu	76.7%
15	Bugesera	76.5%
16	Kamonyi	75.8%
17	Huye	75.2%
18	Nyamasheke	75.2%
19	Nyamagabe	75.1%
20	Musanze	75.1%
21	Gasabo	74.1%
22	Kirehe	72.8%
23	Rutsiro	72.2%
24	Ngoma	69.4%
25	Nyagatare	69.0%
26	Ngororero	68.9%
27	Karongi	68.7%
28	Rwamagana	64.8%
29	Gatsibo	61.7%
30	Kayonza	59.3%
IMPUZANDENGO		77.1%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



3.2. UBUTABERA



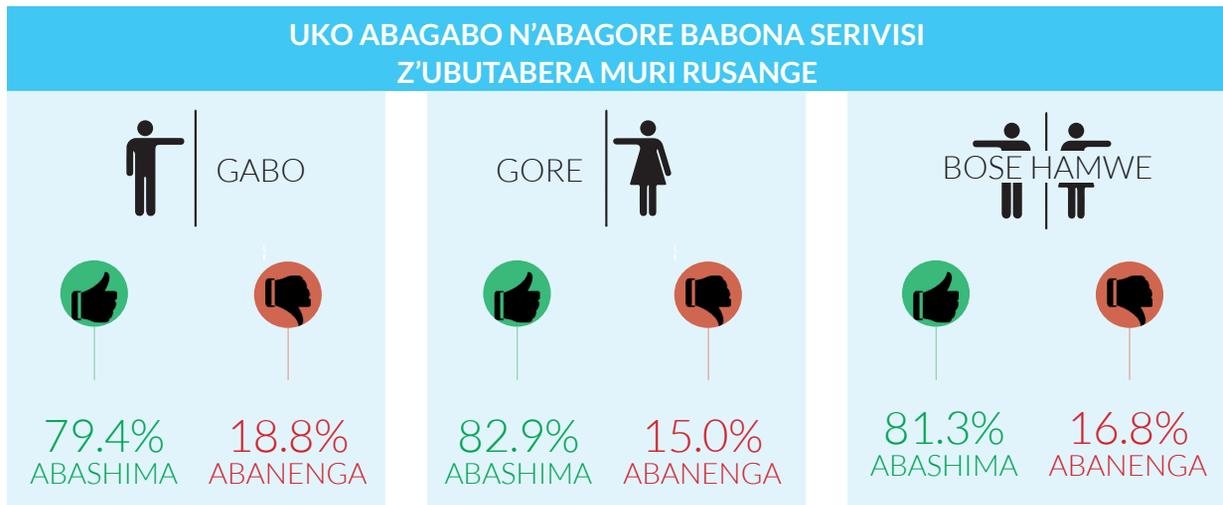


2.5.1. Intangiriro

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



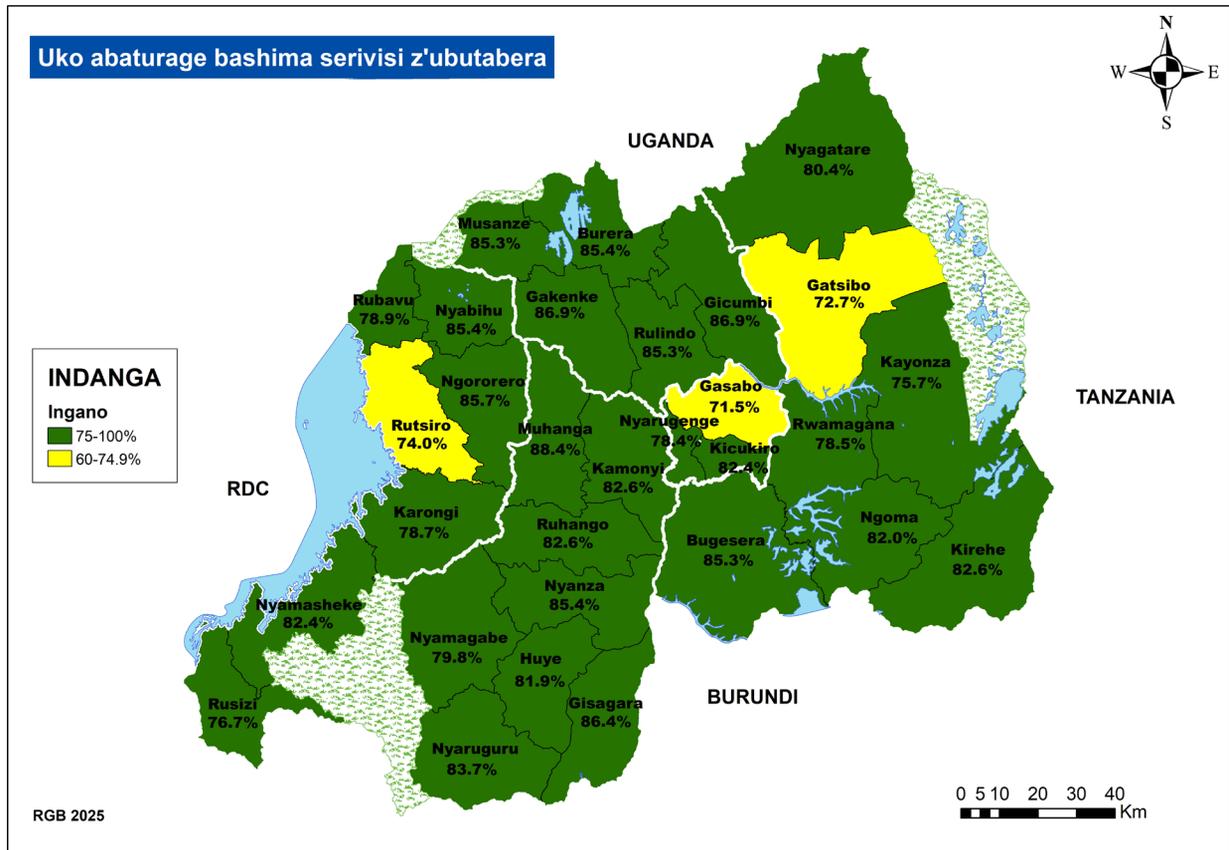
Ishusho 90: Uko abagabo n'abagore babona serivisi z'ubutabera muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange serivisi z'ubutabera zashimwe ku gipimo cya 81.3%. Abagore bazishimye ku gipimo cya 82.9% naho abagabo bazishima ku gipimo cya 79.4%.

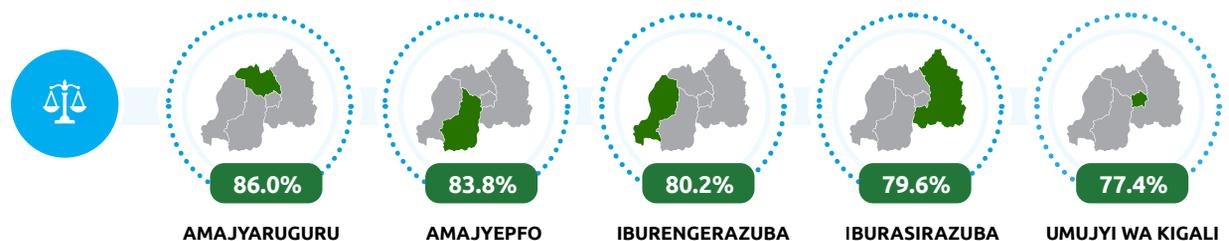
Ikarita 15: Uko abaturage bashima serivisi z'ubutabera hakurikijwe uturere



Muri rusange, serivisi z'ubutabera zirashimwa ku gipimo kiri hejuru ya 75% mu turere makumyabiri na turindwi, aho Akarere ka Muhanga kari ku isonga ku gipimo cya 88.4%. Ku rundi ruhande, mu turere twa Rutsiro, Gatsibo na Gasabo niho abaturage bashimye serivisi z'ubutabera ku bipimo biri hagati ya 70% na 75%.

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

Ishusho 91: Uko abaturage bashima serivisi z'ubutabera hakurikijwe Intara n'Umujyi wa Kigali



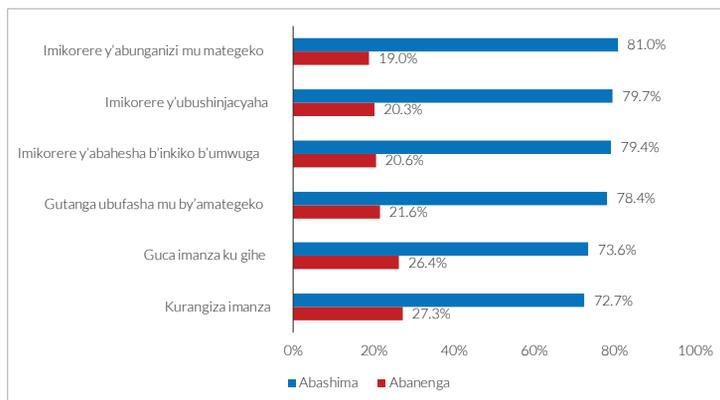
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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, imikorere y'ubushinjacyaha, Imikorere y'abahashe b'inkiko b'umwuga, imikorere y'abunganizi mu mategeko ndetse no gutanga ubufasha mu by'amategeko (legal aid).



Ishusho 92: Uko abaturage babona imikorere na serivisi mu nzego z'ubutabera



Aho byavuye: Ubushakashatsi bwa RGB, 2025

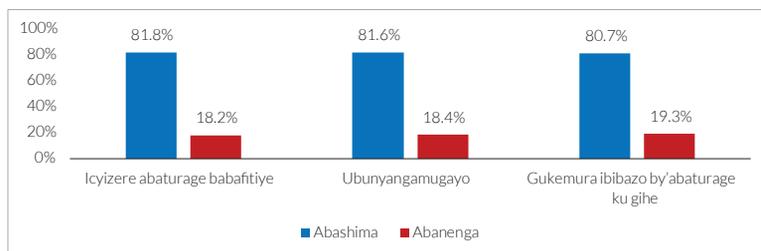
Imikorere y'abunganizi mu mategeko niyo yashimwe ku gipimo cyo hejuru cywa 81% mu gihe kurangiza imanza aribwo byashimwe ku gipimo cyo hasi cywa 72.7%.

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 93: Uko abaturage babona imikorere ya Komite z'Abunzi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

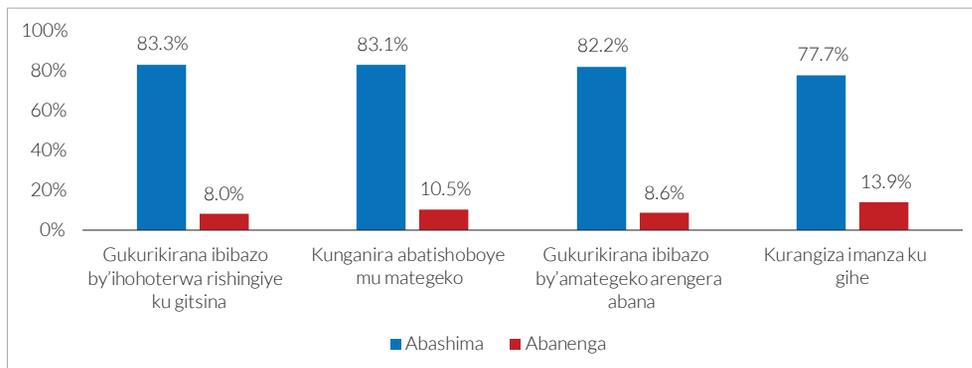
Abaturage bashimye imikorere ya Komite z'Abunzi ku bipimo biri hejuru ya 80%.

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.



Ishusho 94: Uko abaturage babona serivisi n'imikorere bya MAJ



Aho byavuye: Ubushakashatsi bwa RGB, 2025

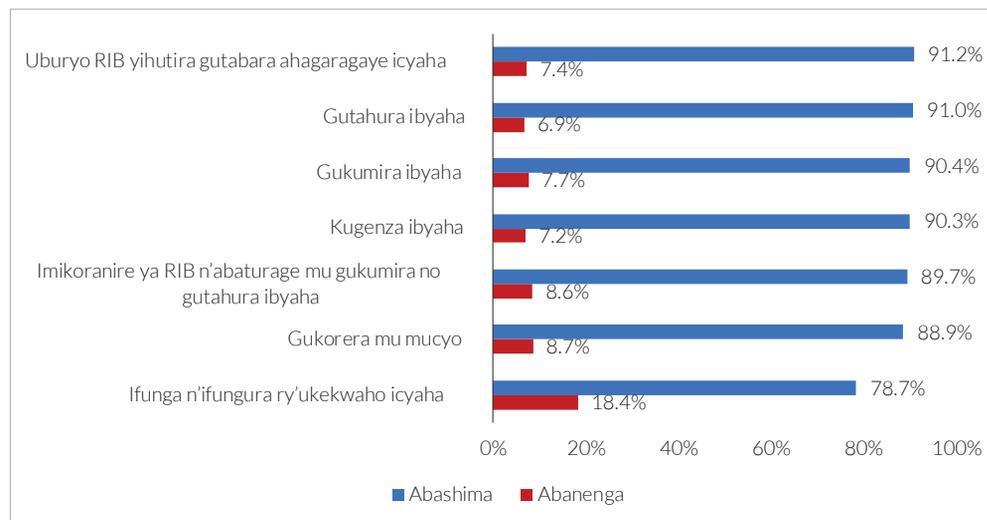
Gukurikirana ibibazo by'ihoterwa rishingiye ku gitsina niyo serivisi ya MAJ yashimwe kurusha izindi ku gipimo cya 83.3% naho serivisi yo kurangiza imanza ku gihe yashimwe ku gipimo cyo hasi cya 77.7%.

3.2.6. Imikorere ya RIB

Ku bijyanye n'imikorere ya RIB, ubu bushakashatsi bwibanze ku kugenza ibyaha, gukumira ibyaha, gukorera mu mucyo, gutahura ibyaha, imikoranire ya RIB n'abaturage mu gukumira no gutahura ibyaha, uburyo RIB yihutira gutabara ahagaragaye icyaha ndetse n'ifunga n'ifungura ry'ukekwa icyaha.



Ishusho 95: Uko abaturage babona imikorere ya RIB

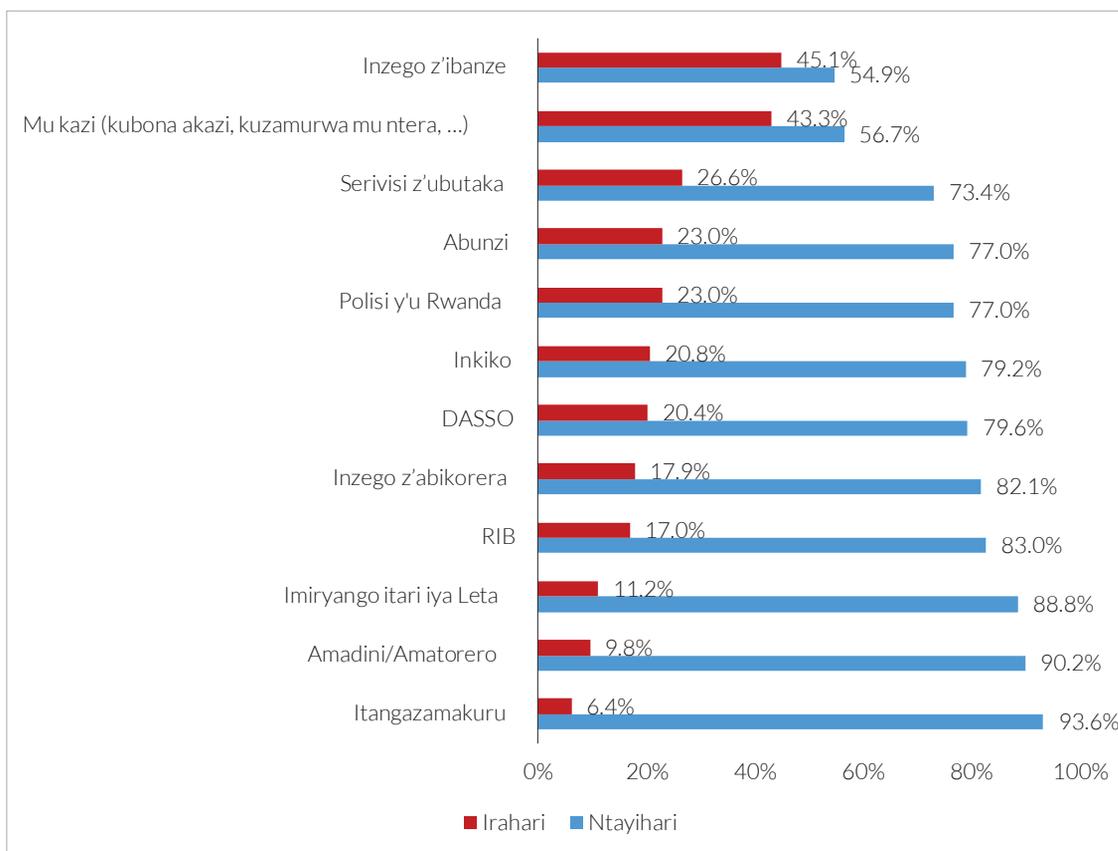


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bagaragaje ko RIB yihutira gutabara ahagaragaye icyaha ku gipimo cyo hejuru cya 91.2% naho ifunga n'ifungura ry'ukekwa icyaha bishimwa ku gipimo cyo hasi cya 78.7%.

3.2.7. Ruswa mu nzego na serivisi zitandukanye

••  Ishusho 96: Uko abaturage babona ruswa mu nzego na serivisi zitandukanye

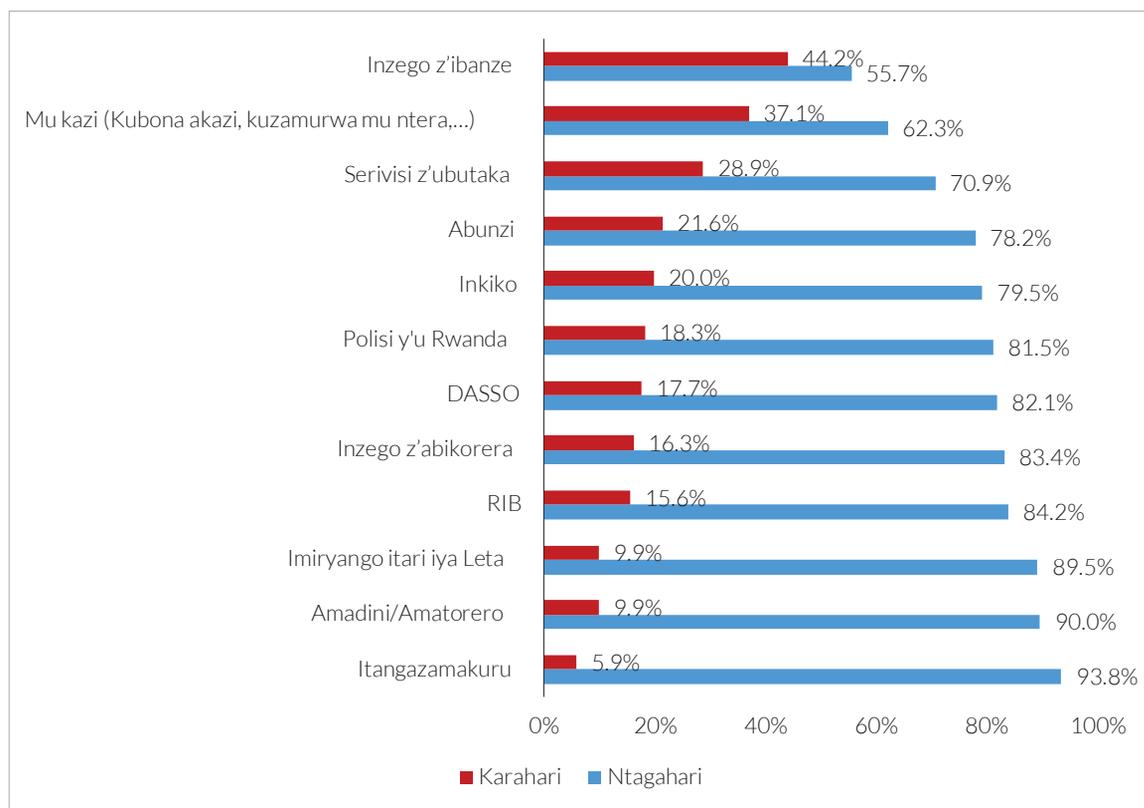


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bagaragaje ko mu nzego z'ibanze no mu kazi ariho ruswa iri kurusha ahandi.

3.2.8. Akarengane mu nzego na serivisi zitandukanye

••  Ishusho 97: Uko abaturage babona akarengane mu nzego na serivisi zitandukanye



Aho byavuye: Ubushakashatsi bwa RGB, 2025

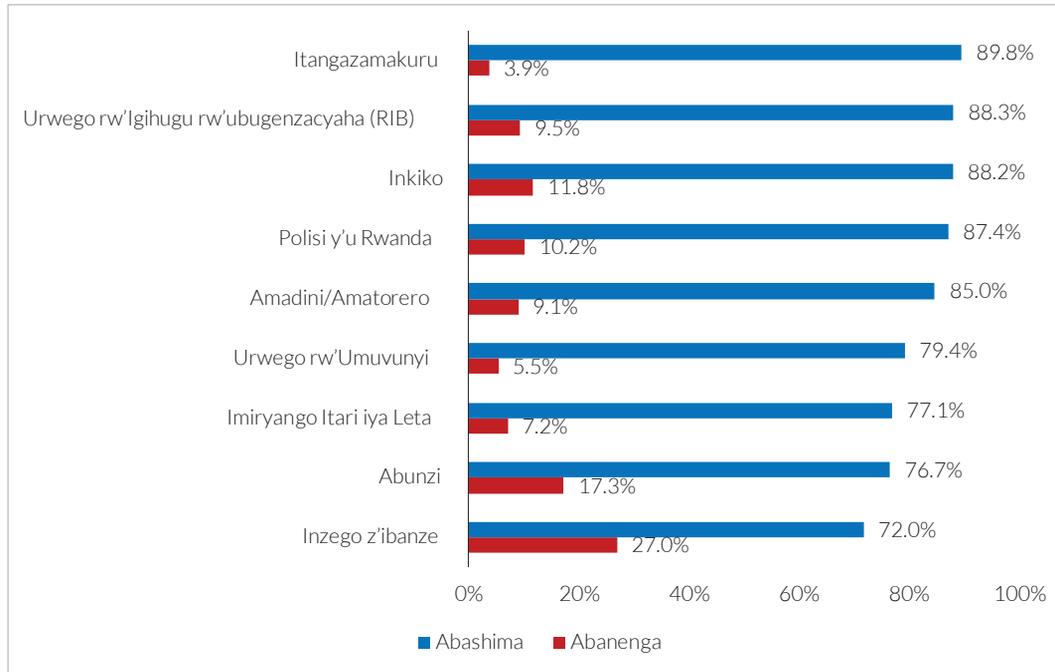
Ubu bushakashatsi bwagaragaje ko mu nzego z'ibanze ndetse no mu kazi ariho akarengane kagaragara kurusha ahandi.

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, Urwego rw'Igihugu rw'ubugenzacyaha RIB, inzego z'ibanze, Polisi y'u Rwanda, inkiko, abunzi, Imiryango Itari iya Leta, Amadini/Amatorero n'itangazamakuru.



Ishusho 98: Uko abaturage babona imikorere y'inzego mu kurwanya ruswa n'akarengane



Aho byavuye: Ubushakashatsi bwa RGB, 2025

N'ubwo ruswa ikigaragara mu nzego na serivisi zimwe na zimwe, abaturage bashimye imikorere y'inzego zitandukanye mu kuyirwanya ku bipimo biri hejuru ya 70% aho itangazamakuru ryaje ku isonga ku gipimo cya 89.8%.



3.2.10. IBYIFUZONAMA

- ☛ Kongera imbaraga mu kurangiza imanza ku gihe;
- ☛ Gukomeza gukaza ingamba zo kurwanya ruswa n'akarengane;
- ☛ Kubahiriza amategeko ku ifunga n'ifungura ry'ukeywaho icyaha.



Imbonerahamwe 23: Uko uturere duhagaze muri serivisi z'ubutabera

N°	AKARERE	CRC 2025
1	Muhanga	88.4%
2	Gicumbi	86.9%
3	Gakenke	86.9%
4	Gisagara	86.4%
5	Ngororero	85.7%
6	Nyanza	85.4%
7	Nyabihu	85.4%
8	Burera	85.4%
9	Musanze	85.3%
10	Bugesera	85.3%
11	Rulindo	85.3%
12	Nyaruguru	83.7%
13	Ruhango	82.6%
14	Kirehe	82.6%
15	Kamonyi	82.6%
16	Kicukiro	82.4%
17	Nyamasheke	82.4%
18	Ngoma	82.0%
19	Huye	81.9%
20	Nyagatare	80.4%
21	Nyamagabe	79.8%
22	Rubavu	78.9%
23	Karongi	78.7%
24	Rwamagana	78.5%
25	Nyarugenge	78.4%
26	Rusizi	76.7%
27	Kayonza	75.7%
28	Rutsiro	74.0%
29	Gatsibo	72.7%
30	Gasabo	71.5%
IMPUZANDENGO		81.3%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



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

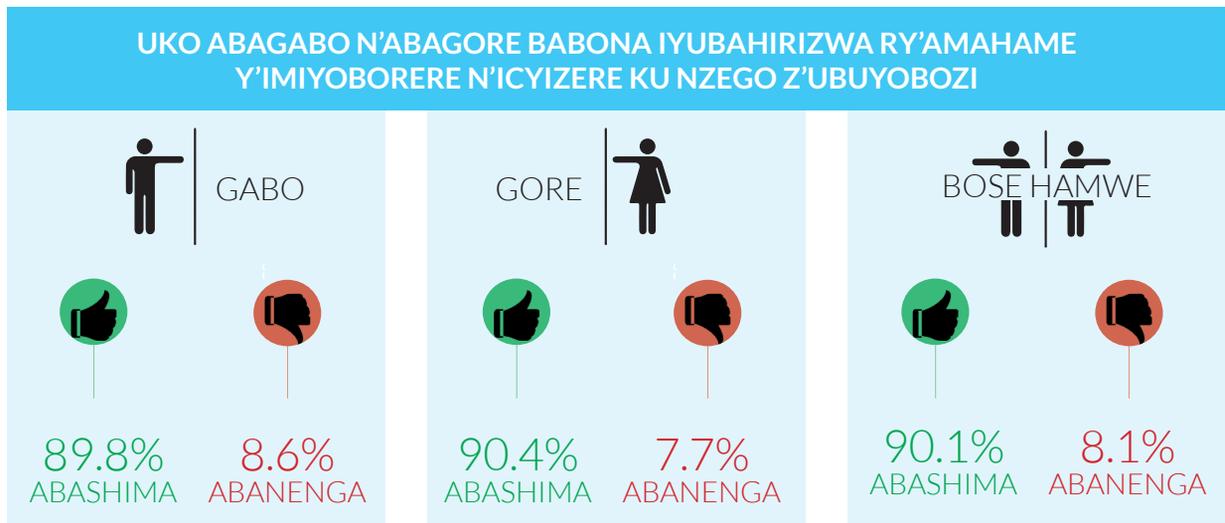




3.3.1. Intangiriro

Muri ubu bushakashatsi, hasuzumwe amwe mu mahame y'imiyoborere akurikira: uburenganzira bwa muntu, amahame ya demokarasi, kurwanya no gukumira ingengabitekerezo ya jenocide, kurwanya ivangura iryo ari ryo ryose, kubahiriza amategeko, gukorera mu mucyo, kurwanya ruswa n'akarengane, ubwigenge mu mikorere y'inzego, ndetse no kubazwa inshingano. Hasuzumwe kandi icyizere abaturage bafitiye zimwe mu nzego z'ubuyobozi ndetse n'uruhare zigira mu guteza imbere imiyoborere myiza.

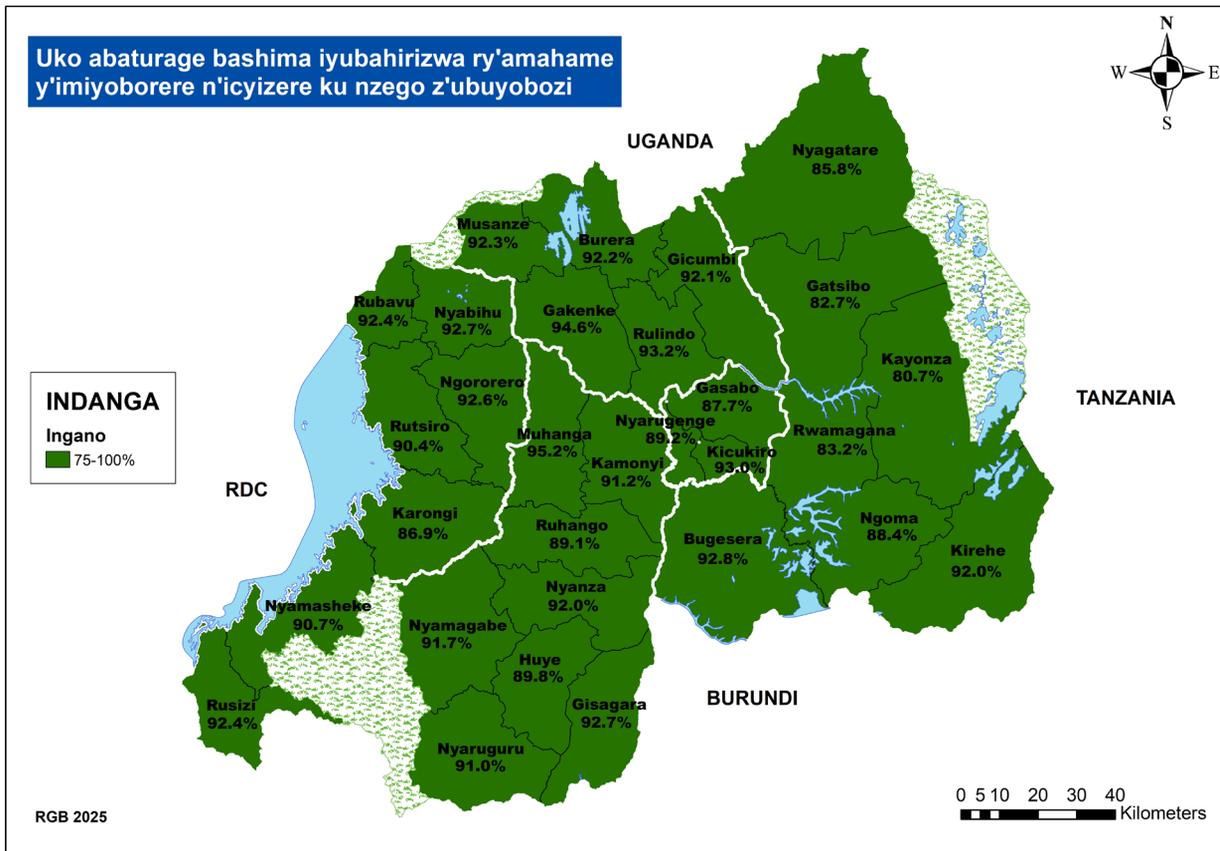
 **Ishusho 99: Uko abagabo n'abagore babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi**



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, abaturage bagaragaje ko bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'ubuyobozi ku gipimo cya 90.1%. Abagabo n'abagore babishimye ku rugero rumwe.

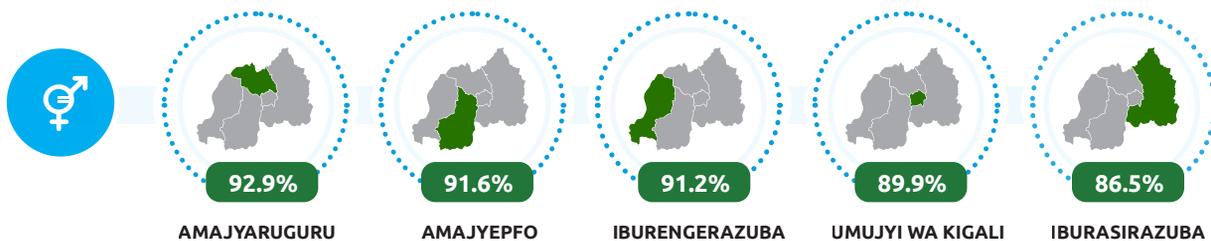
Ikarita 16: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere.



Abaturage bo mu turere twose bashimye iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi ku bipimo biri hejuru ya 80%.

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

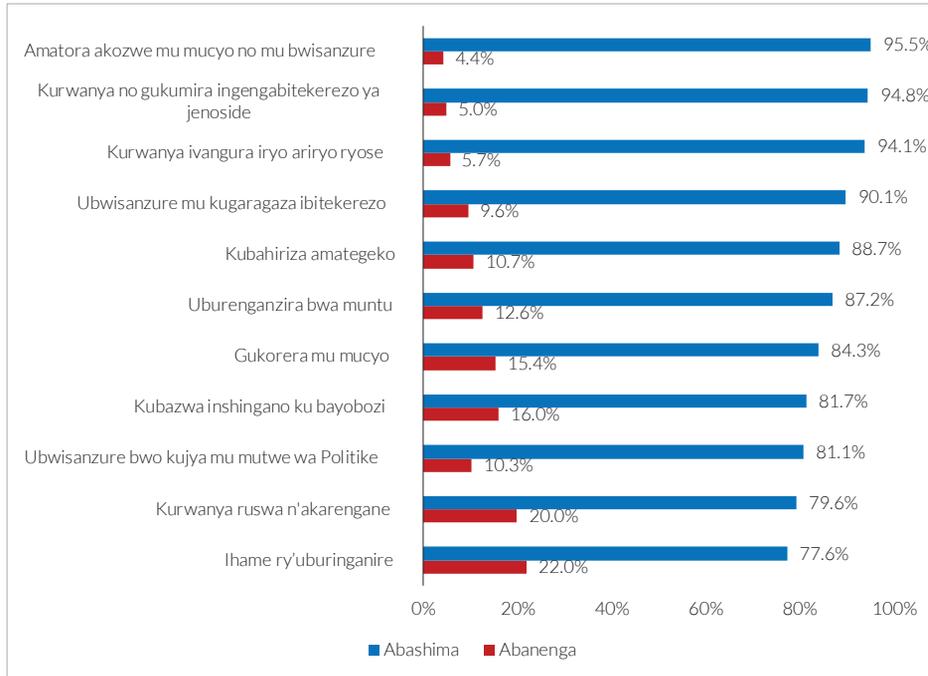
Ishusho 100: Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

3.3.3. Iyubahirizwa ry'amahame y'imiyoborere

••  **Ishusho 101: Uko abaturage babona iyubahirizwa ry'amahame y'imiyoborere atandukanye**

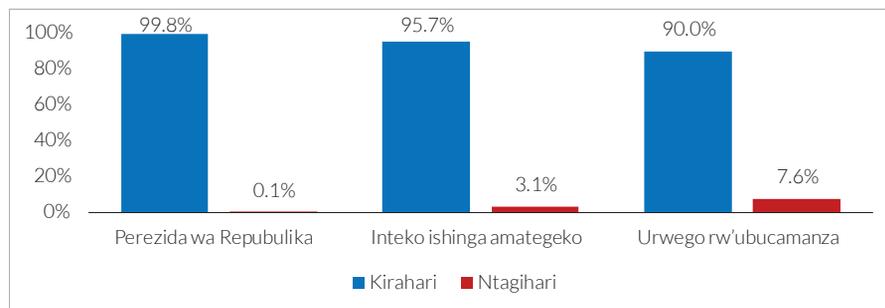


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko iyubahirizwa ry'amahame y'imiyoborere yakoreweho ubushakashatsi rishimwa ku gipimo kiri hejuru ya 75%, aho amatora akozwe mu mucyo no mu bwisanzure ari ryo hame ryubahirizwa ku gipimo cyo hejuru cya 95.5%.

3.3.4. icyizere abaturage bafitiye inzego z'ubuyobozi

••  **Ishusho 102: icyizere abaturage bafitiye inzego z'ubuyobozi**



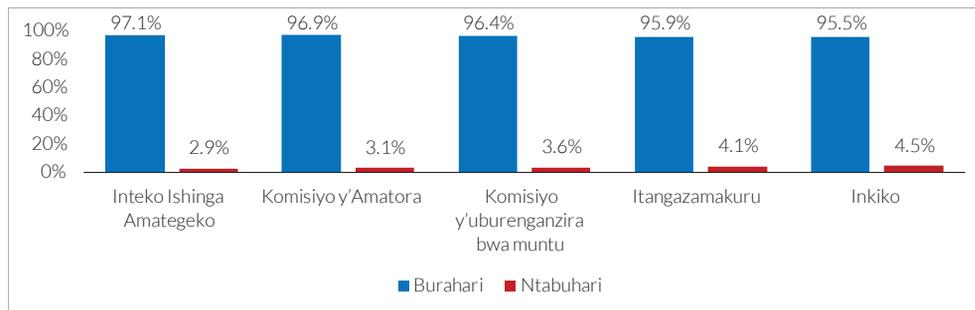
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Urwego rwa Perezida wa Repubilika rukomeje kuza ku isonga mu kugirirwa icyizere n'abaturage.

3.3.5. Uko abaturage babona ubwigenge bwa zimwe mu nzego

Ubu bushakashatsi bwibanze ku bwigenge bw'inzego zikurikira: Inteko Ishinga Amategeko, Inkiko, Komisiyo y'Igihugu y'Amatora, Komisiyo y'uburenganzira bwa muntu ndetse n'Itangazamakuru.

Ishusho 103: Uko abaturage babona ubwigenge bwa zimwe mu nzego



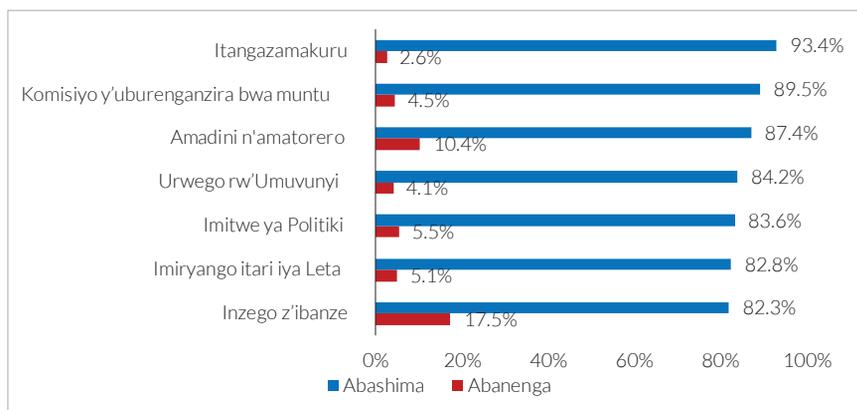
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Nk'uko bigaragara ku ishusho iri hejuru, abaturage bazi ize nzego zakoreweho ubushakashatsi bemeje ko zifite ubwigenge ku bipimo biri hejuru ya 95%.

3.3.6. 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, amadini n'amatorero, imiryango itari iya Leta, imitwe ya politike ndetse n'itangazamakuru.

Ishusho 104: Uko abaturage babona imikorere ya zimwe mu nzego mu guteza imbere imiyoborere myiza

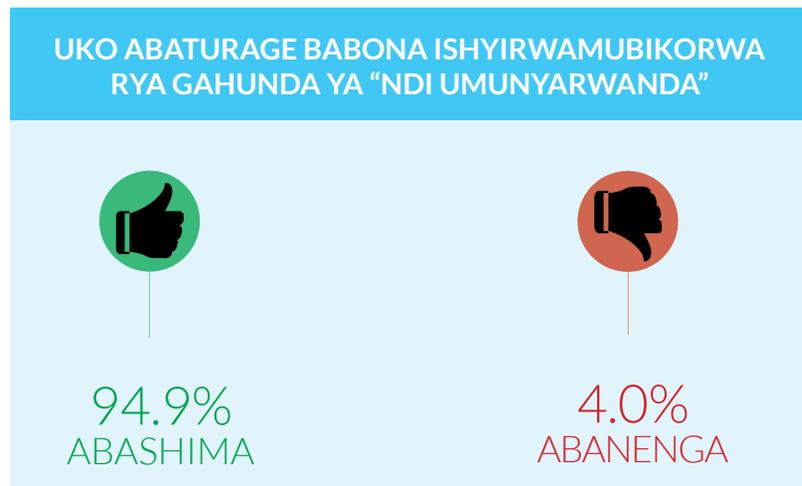


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko abaturage bashima imikorere y'inzego zakoreweho ubushakashatsi mu guteza imbere imiyoborere myiza ku gipimo kiri hejuru ya 80%, aho Urwego rw'Itangazamakuru arirwo rwaje ku isonga ku gipimo cyo hejuru cya 93.4%.

3.3.7. Ishyirwamubikorwa rya gahunda ya “Ndi Umunyarwanda”

••  | Ishusho 105: Uko abaturage babona ishyirwamubikorwa rya gahunda ya “Ndi Umunyarwanda”



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bashimye ishyirwamubikorwa rya gahunda ya “Ndi Umunyarwanda” ku gipimo cya 94.9%. Ibi bigaragaza ko ubumwe bw’abanyarwanda bukomeje gushimangirwa nk’inkingi y’imiyoborere myiza n’iterambere.



Imbonerahamwe 24:

Uko abatwage bashima ishyirwamubikorwa rya gahunda ya “Ndi Umunyarwanda” hakurikijwe uturere

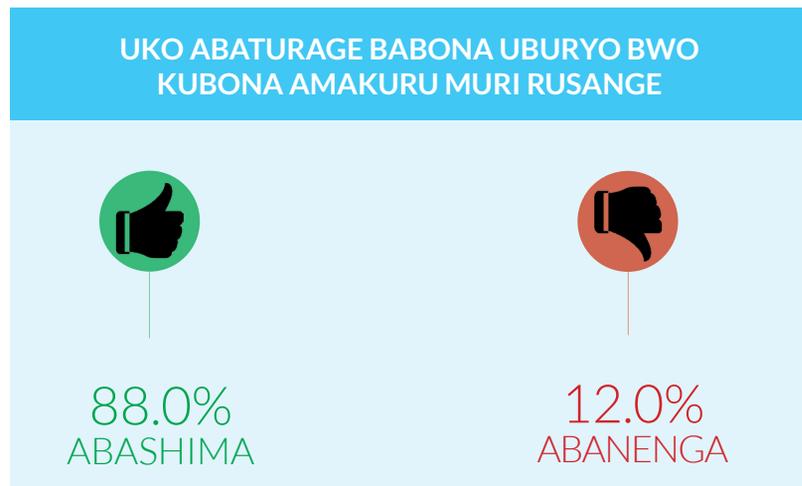
N°	AKARERE	ABASHIMA	ABANENGA
1	Muhanga	99.4%	0.6%
2	Gicumbi	98.3%	1.7%
3	Kicukiro	98.1%	1.7%
4	Rubavu	97.9%	2.1%
5	Nyaruguru	97.9%	1.5%
6	Ngororero	97.7%	2.3%
7	Musanze	97.5%	2.2%
8	Burera	97.4%	1.3%
9	Rusizi	97.4%	2.3%
10	Kamonyi	97.1%	2.6%
11	Nyamashoke	97.0%	2.7%
12	Gakenke	96.7%	2.1%
13	Huye	95.8%	3.1%
14	Rutsiro	95.5%	2.9%
15	Rulindo	95.5%	3.5%
16	Nyabihu	95.4%	1.2%
17	Gisagara	95.2%	1.6%
18	Kirehe	95.2%	4.8%
19	Bugesera	95.1%	4.6%
20	Kayanza	94.7%	4.1%
21	Ruhango	94.2%	3.8%
22	Nyarugenge	94.1%	5.0%
23	Gatsibo	93.4%	4.3%
24	Gasabo	93.2%	5.5%
25	Nyanza	92.9%	2.8%
26	Nyamagabe	91.6%	4.1%
27	Karongi	91.2%	7.6%
28	Ngoma	90.2%	9.5%
29	Nyagatare	90.1%	9.0%
30	Rwamagana	85.1%	14.9%
IMPUZANDENGO		94.9%	4.0%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



3.3.8. Uburyo bwo kubona amakuru.

••  | Ishusho 106: Uko abaturage babona uburyo bwo kubona amakuru muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri ubu bushakashatsi, abaturage bashimye uburyo babona amakuru ku gipimo cya 88%. Ibi biragaragaza intambwe imaze guterwa mu guhanahana amakuru kuri gahunda zitandukanye z'Igihugu.



3.3.9. IBYIFUZONAMA

- ☛ Kongera imbaraga mu bikorwa biteza imbere imiyoborere myiza mu byiciro byose;
- ☛ Gukomeza gushyira imbaraga mu bikorwa byimakaza ihame ry'uburinganire hagati y'abagabo n'abagore mu byiciro byose.

**Imbonerahamwe 25:**

Uko uturere duhagaze mu iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi

N°	AKARERE	CRC 2025
1	Muhanga	95.2%
2	Gakenke	94.6%
3	Rulindo	93.2%
4	Kicukiro	93.0%
5	Bugesera	92.8%
6	Nyabihu	92.7%
7	Gisagara	92.7%
8	Ngororero	92.6%
9	Rusizi	92.4%
10	Rubavu	92.4%
11	Musanze	92.3%
12	Burera	92.2%
13	Gicumbi	92.1%
14	Kirehe	92.0%
15	Nyanza	92.0%
16	Nyamagabe	91.7%
17	Kamonyi	91.2%
18	Nyaruguru	91.0%
19	Nyamasheke	90.7%
20	Rutsiro	90.4%
21	Huye	89.8%
22	Nyarugenge	89.2%
23	Ruhango	89.1%
24	Ngoma	88.4%
25	Gasabo	87.7%
26	Karongi	86.9%
27	Nyagatare	85.8%
28	Rwamagana	83.2%
29	Gatsibo	82.7%
30	Kayonza	80.7%
IMPUZANDENGO		90.1%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



3.4. UMUTEKANO



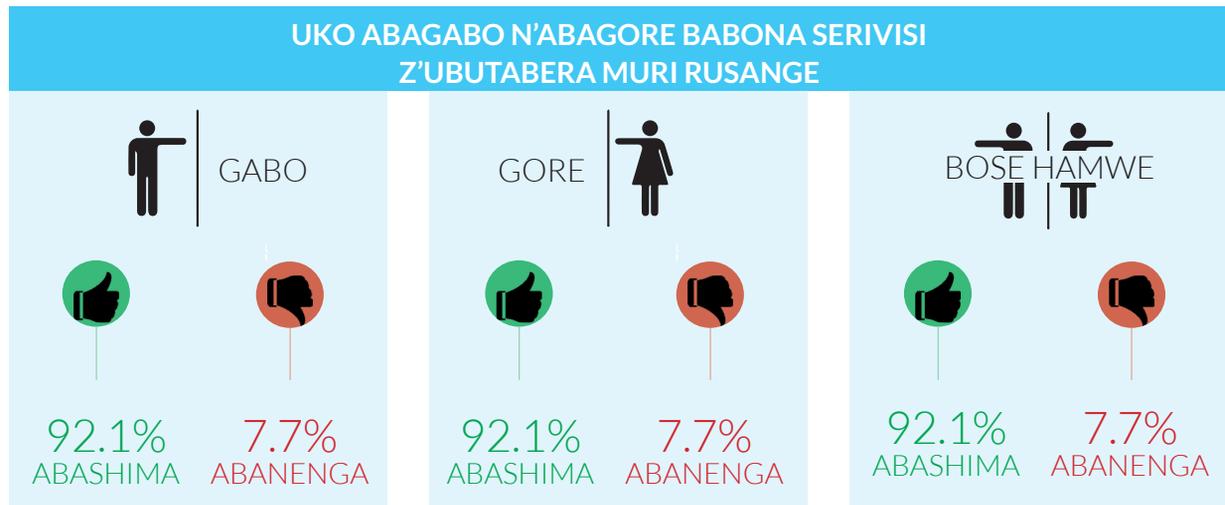


3.4.1. Intangiriro

U Rwanda rwiyemeje kubumbatira umutekano nk'ishingiro ry'iterambere rirambye. Muri ubu bushakashatsi abaturage bagaragaje 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 107: Uko abagabo n'abagore babona umutekano muri rusange

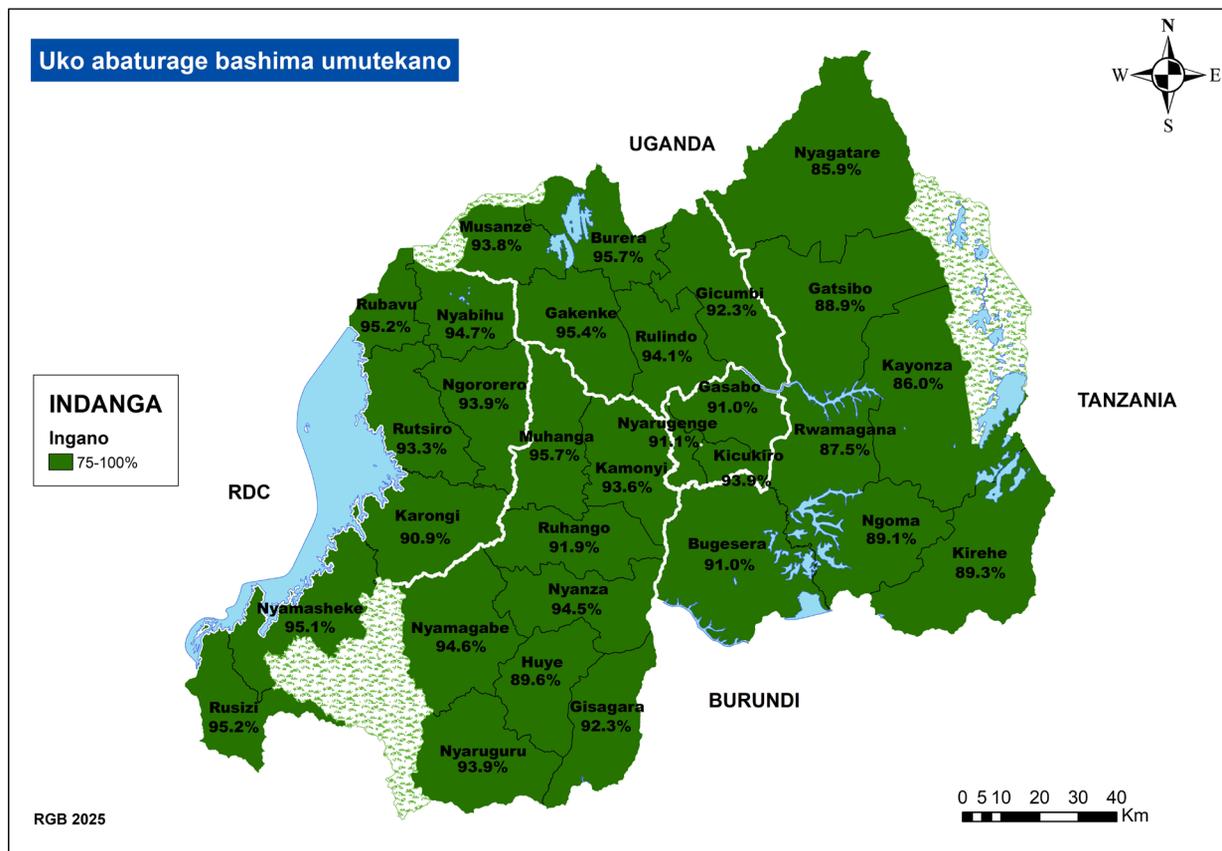


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri uyu mwaka, abaturage bashimye umutekano ku gipimo cya 92.1%, ari nacyo gipimo abagabo n'abagore bawushimyeho. Umutekano kandi, nicyo cyiciro abaturage bashimye kurusha ibindi.



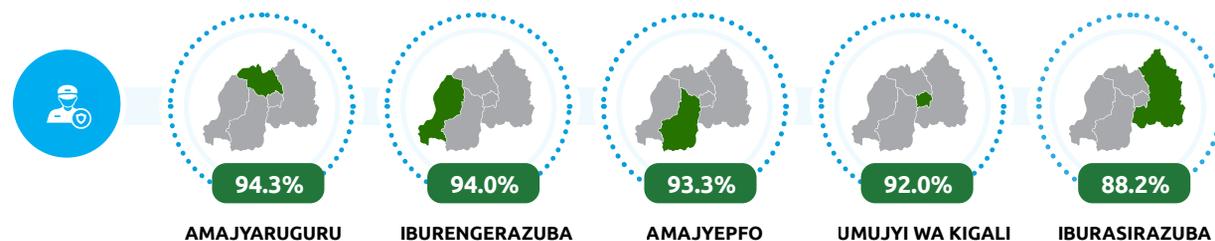
Ikarita 17: Uko abaturage bashima umutekano hakurikijwe uturere



Umutekano washimwe ku gipimo kiri hejuru ya 85% mu turere twose, aho Akarere ka Muhanga ari ko kaje ku isonga ku gipimo cya 95.7%.

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

Ishusho 108: Uko abaturage bashima umutekano hakurikijwe Intara n’Umujyi wa Kigali

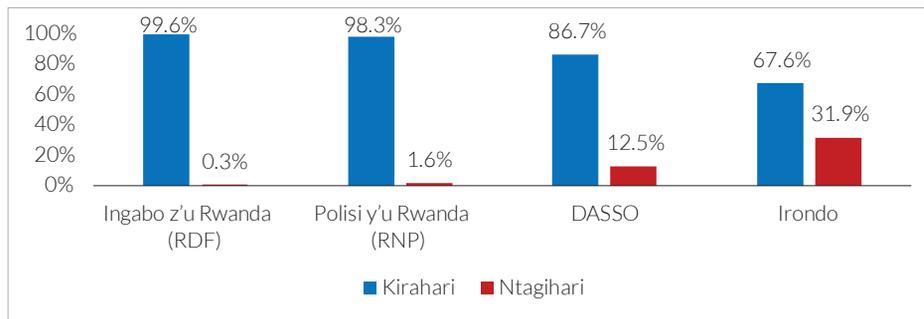


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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, Urwego rwunganira ubuyobozi bw'akarere mu gucunga umutekano (DASSO).

•• Ishusho 109: icyizere abaturage bafitiye zimwe mu nzego z'umutekano



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, inzego z'umutekano zashimwe ku gipimo cyo hejuru, aho Ingabo z'u Rwanda arizo zifitiye icyizere n'abaturage ku gipimo cyo hejuru cya 99.6%. Ku rundi ruhande, abaturage bagaragaje ko bafitiye icyizere irondo ku gipimo 67.6%.





Imbonerahamwe 26: Abaturage bafitiye icyizere zimwe mu nzego z'umutekano hakurikijwe uturere

AKARERE	INGABO Z'U RWANDA	POLISI Y'U RWANDA	DASSO	Irondo
Gasabo	99.5%	98.0%	77.5%	53.6%
Kicukiro	99.7%	98.9%	82.0%	59.1%
Nyarugenge	100.0%	97.2%	72.5%	53.1%
UMUJYI WA KIGALI	99.8%	98.0%	77.4%	55.3%

Gisagara	99.7%	99.4%	89.5%	76.8%
Huye	99.2%	98.6%	89.6%	70.7%
Kamonyi	100.0%	99.1%	87.1%	60.3%
Muhanga	100.0%	99.1%	89.7%	76.6%
Nyamagabe	99.4%	98.8%	90.9%	80.0%
Nyanza	99.7%	99.4%	95.4%	74.0%
Nyaruguru	99.4%	98.5%	92.7%	74.6%
Ruhango	99.7%	98.8%	91.6%	70.6%
AMAJYEPFO	99.6%	98.9%	90.8%	73.0%

Karongi	99.7%	97.3%	87.5%	64.3%
Ngororero	99.4%	99.0%	86.5%	77.1%
Nyabihu	100.0%	97.8%	93.2%	91.7%
Nyamasheke	99.7%	99.4%	92.1%	73.3%
Rubavu	99.0%	97.6%	87.2%	74.1%
Rusizi	99.7%	98.0%	90.3%	74.9%
Rutsiro	99.7%	99.0%	88.2%	76.4%
IBURENGERAZUBA	99.6%	98.3%	89.3%	75.9%

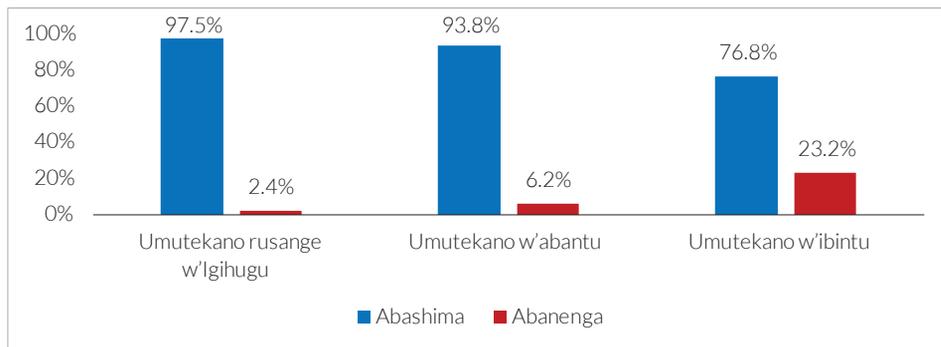
Burera	99.7%	97.4%	92.9%	79.5%
Gakenke	100.0%	99.4%	87.2%	72.9%
Gicumbi	100.0%	99.7%	87.5%	65.5%
Musanze	99.7%	99.2%	86.4%	77.2%
Rulindo	99.7%	99.0%	87.8%	77.2%
AMAJYARUGURU	99.8%	99.0%	88.4%	74.5%

Bugesera	99.8%	98.8%	87.8%	54.8%
Gatsibo	99.8%	95.3%	83.2%	64.5%
Kayanza	100.0%	98.2%	84.1%	59.1%
Kirehe	100.0%	99.1%	86.5%	63.7%
Ngoma	99.1%	96.3%	88.9%	62.8%
Nyagatare	98.9%	96.2%	82.6%	58.4%
Rwamagana	99.7%	97.9%	75.3%	38.3%
IBURASIRAZUBA	99.6%	97.4%	84.0%	57.4%

Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

Ishusho 110: Uko abaturage babona umutekano rusange w'Igihugu n'umutekano w'abantu n'ibintu

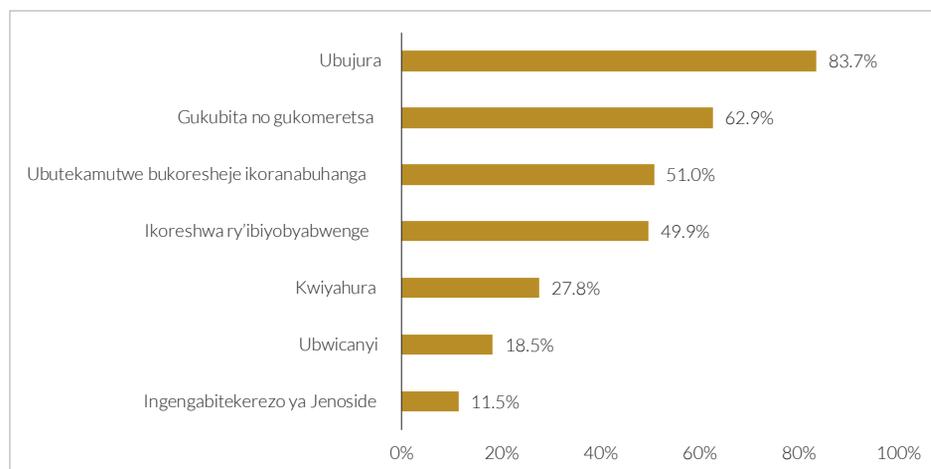


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bagaragaje ko bishimiye umutekano rusange w'Igihugu ku kipimo cyo hejuru cya 97.5% mu gihe umutekano w'ibintu bawushimye ku gipimo cyo hasi cya 76.8%.

3.4.5. Ibibangamira umutekano w'abantu n'ibintu

Ishusho 111: Ibibangamira umutekano w'abantu n'ibintu



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange, ubujura ni bwo bukomeje kuba imbere mu kubangamira umutekano w'abantu n'ibintu. Ibindi bibangamiye umutekano cyane ni: gukubita no gukomeretsa, ubutekamutwe bukoreshwe ikoranabuhanga ndetse n'ikoreshwa ry'ibiyobyabwenge.



3.4.6. IBYIFUZONAMA

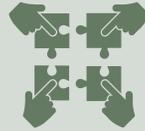
- ☛ Kongera imbaraga mu bufatanye bw'abaturage n'inzego z'umutekano mu bikorwa byo kubungabunga umutekano w'abantu n'ibintu;
- ☛ Kunoza imikorere y'ironde kugira ngo rirusheho gutanga umusaruro;
- ☛ Gukangurira abantu kwirinda ubutekamutwe bukoresha ikoranabuhanga.



Imbonerahamwe 27: Uko uturere duhagaze mu mutekano

N°	AKARERE	CRC 2025
1	Muhanga	95.7%
2	Burera	95.7%
3	Gakenke	95.4%
4	Rusizi	95.2%
5	Rubavu	95.2%
6	Nyamasheke	95.1%
7	Nyabihu	94.7%
8	Nyamagabe	94.6%
9	Nyanza	94.5%
10	Rulindo	94.1%
11	Ngororero	93.9%
12	Kicukiro	93.9%
13	Nyaruguru	93.9%
14	Musanze	93.8%
15	Kamonyi	93.6%
16	Rutsiro	93.3%
17	Gicumbi	92.3%
18	Gisagara	92.3%
19	Ruhango	91.9%
20	Nyarugenge	91.1%
21	Gasabo	91.0%
22	Bugesera	91.0%
23	Karongi	90.9%
24	Huye	89.6%
25	Kirehe	89.3%
26	Ngoma	89.1%
27	Gatsibo	88.9%
28	Rwamagana	87.5%
29	Kayonza	86.0%
30	Nyagatare	85.9%
IMPUZANDENGO		92.1%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



3.5. URUHARE RW'ABATURAGE MU BIBAKORERWA

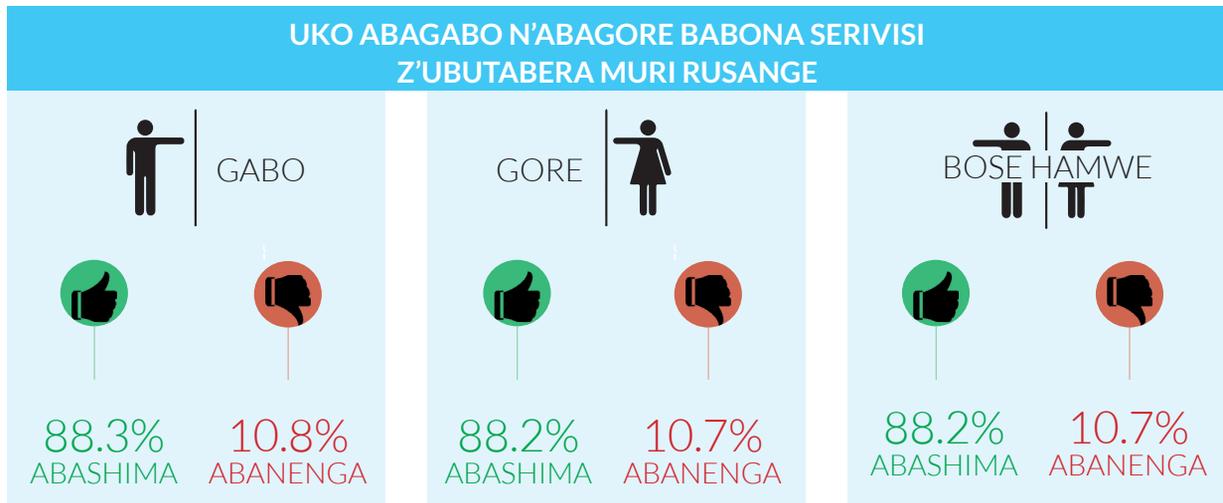


3.5.1. Intangiriro

Guteza imbere uruhare rw'abaturage mu bibakorerwa ni ihame ry'imiyoborere u Rwanda rwahisemo. Muri ubu bushakashatsi, abaturage bagaragaje uko babona uruhare rwabo muri gahunda zitandukanye zirimo umuganda; ubukorerabushake; kwitorera abayobozi; kwicungira umutekano; kubungabunga ibidukikije; umugoroba w'umuryango; inteko z'abaturage; gukemura ibibazo by'abaturage; kubaza abayobozi kugabaragariza ibibakorerwa; gutanga ibitekerezo n'ibyifuzo ku igenamigambi ry'ibikorwa n'imihigo by'akarere; guhitamo abagenerwabikorwa n'ishyirwa mu bikorwa rya gahunda za Leta ziteza imbere imibereho myiza y'abaturage.



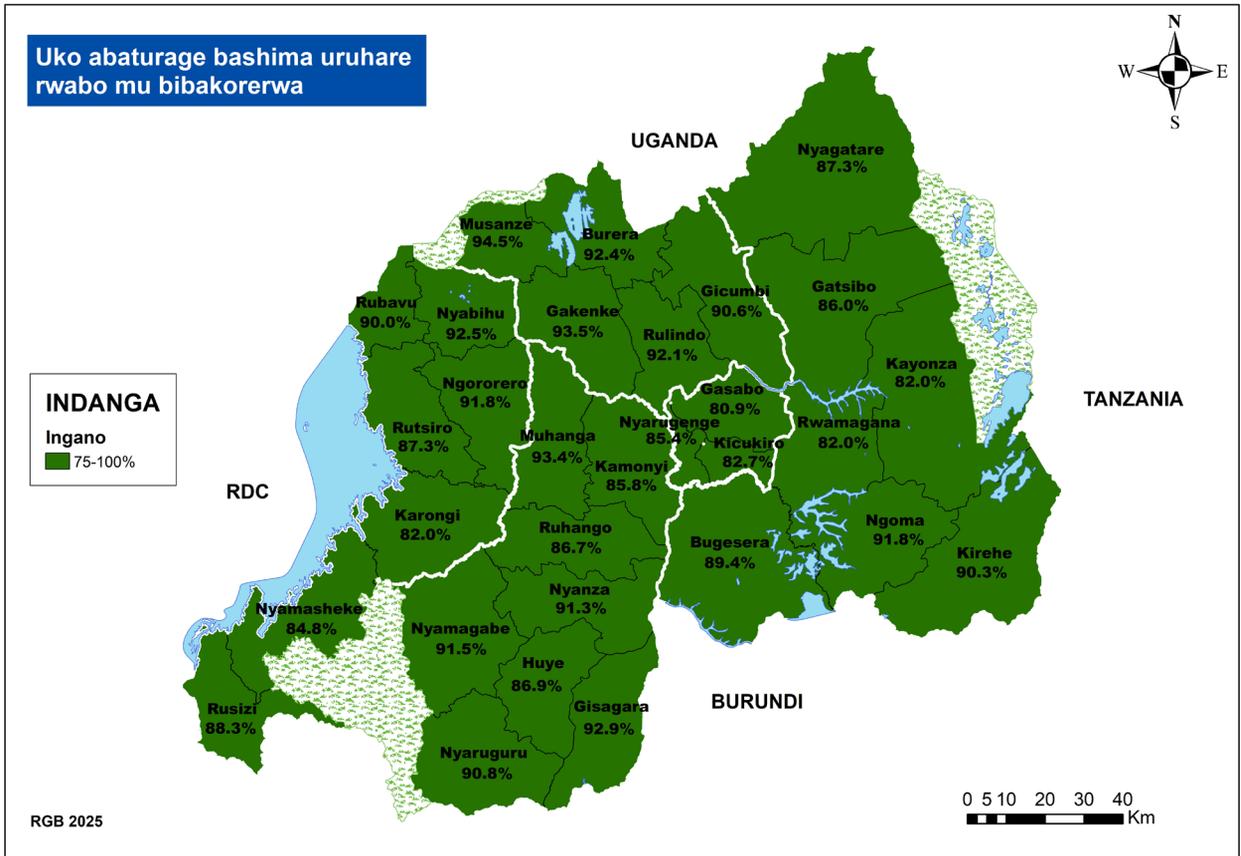
Ishusho 112: Uko abagabo n'abagore babona uruhare rwabo mu bibakorerwa muri rusange



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bashimye uruhare rwabo mu bibakorerwa ku gipimo cya 88.2%, aho abagabo barushimye ku gipimo cya 88.3% naho abagore bakarushima ku gipimo cya 88.2%.

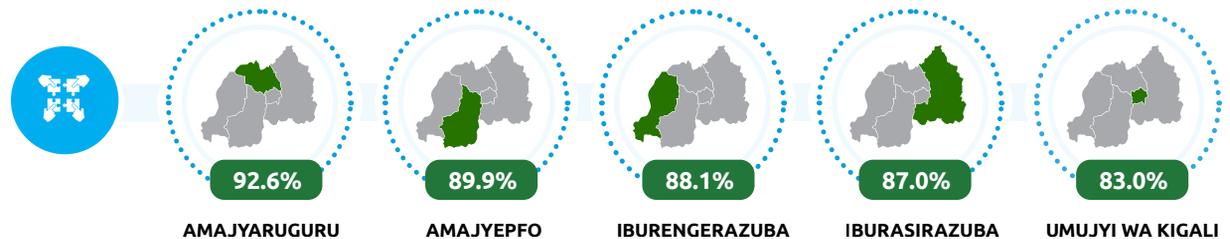
Ikarita 18: Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe uturere



Ubu bushakashatsi bwagaragaje ko mu turere twose, abaturage bashimye uruhare rwabo mu bibakorerwa ku bipimo biri hejuru ya 80%.

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

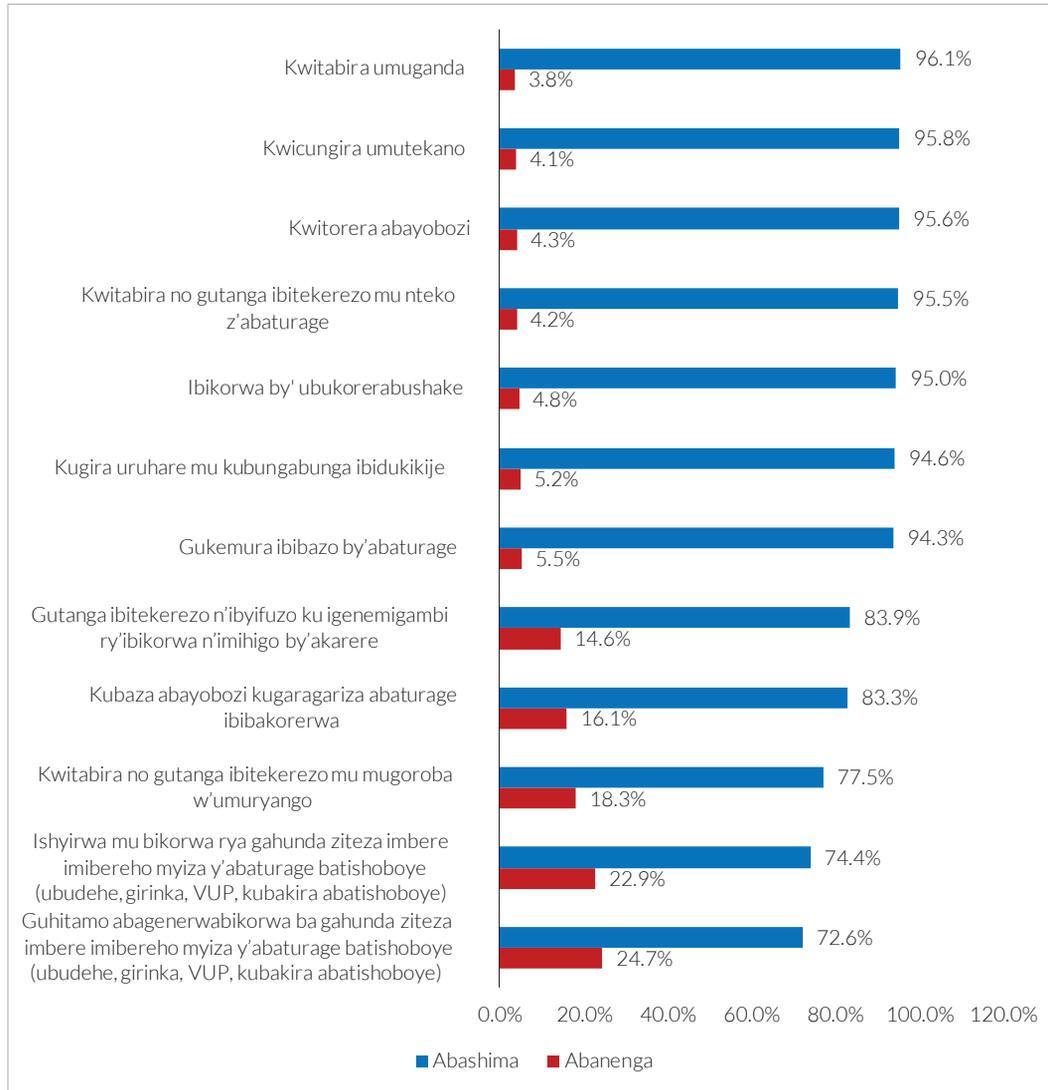
Ishusho 113: Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

3.5.3. Uruhare rw'abaturage muri gahunda zitandukanye

••  **Ishusho 114: Uko abaturage babona uruhare rwabo muri gahunda zitandukanye**



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Muri rusange abaturage bashimye uruhare rwabo muri gahunda zitandukanye ku gipimo cyo hejuru, aho kwitabira umuganda ari byo abaturage bagiramo uruhare runini kuruta ahandi. Ku rundi ruhande, guhitamo abagenerwabikorwa ba gahunda ziteza imbere imibereho myiza y'abaturage batishoboye ni byo byaje ku gipimo cyo hasi cya 72.6%.



Imbonerahamwe 28:

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

N°	AKARERE	RURAHARI	NTARUHARI
1	Rutsiro	93.6%	3.8%
2	Rubavu	93.5%	5.0%
3	Burera	92.9%	6.4%
4	Ngororero	91.3%	7.7%
5	Musanze	90.5%	8.9%
6	Nyabihu	90.4%	9.0%
7	Rulindo	89.4%	9.9%
8	Muhanga	89.4%	6.2%
9	Rusizi	86.0%	9.4%
10	Gisagara	84.8%	6.0%
11	Kirehe	84.4%	13.8%
12	Gakenke	84.2%	15.8%
13	Gicumbi	81.5%	17.7%
14	Nyamagabe	81.3%	13.1%
15	Ngoma	81.2%	16.3%
16	Nyaruguru	78.9%	18.1%
17	Nyamasheke	76.3%	22.5%
18	Kamonyi	75.6%	23.5%
19	Gasabo	74.8%	19.0%
20	Gatsibo	71.8%	23.0%
21	Nyarugenge	70.0%	20.3%
22	Nyanza	69.7%	16.1%
23	Kicukiro	69.6%	22.7%
24	Bugesera	69.2%	29.8%
25	Karongi	68.9%	30.2%
26	Huye	65.4%	26.8%
27	Nyagatare	65.1%	30.0%
28	Ruhango	62.5%	25.0%
29	Rwamagana	55.9%	37.8%
30	Kayanza	54.7%	39.4%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



3.5.4. IBYIFUZONAMA

- ☛ Gukomeza gushishikariza abaturage kurushaho kugira uruhare muri gahunda zigamije kubateza imbere;
- ☛ Gukurikirana no kugenzura uko umugoroba w'imiryango witabirwa.



Imbonerahamwe 29:

Uko uturere duhagaze mu ruhare rw'abaturage mu bibakorerwa

N°	AKARERE	CRC 2025
1	Musanze	94.5%
2	Gakenke	93.5%
3	Muhanga	93.4%
4	Gisagara	92.9%
5	Nyabihu	92.5%
6	Burera	92.4%
7	Rulindo	92.1%
8	Ngoma	91.8%
9	Ngororero	91.8%
10	Nyamagabe	91.5%
11	Nyanza	91.3%
12	Nyaruguru	90.8%
13	Gicumbi	90.6%
14	Kirehe	90.3%
15	Rubavu	90.0%
16	Bugesera	89.4%
17	Rusizi	88.3%
18	Rutsiro	87.3%
19	Nyagatare	87.3%
20	Huye	86.9%
21	Ruhango	86.7%
22	Gatsibo	86.0%
23	Kamonyi	85.8%
24	Nyarugenge	85.4%
25	Nyamasheke	84.8%
26	Kicukiro	82.7%
27	Kayonza	82.0%
28	Karongi	82.0%
29	Rwamagana	82.0%
30	Gasabo	80.9%
IMPUZANDENGO		88.2%

Aho byavuye: Ubushakashatsi bwa RGB, 2025



4. Umwanzuro

Iyi CRC 2025 yerekanye uburyo abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye binyuze 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, Ubutaka, imiturire n'ibidukikije ni cyo cyiciro cyashimwe ku gipimo cyo hasi. Ubu bushakashatsi kandi bwagaragaje inzitizi zibangamira imiyoborere myiza n'imitangire ya serivisi mu nzego zegereye abaturage.

Hashingiwe ku nzitizi zagaragajwe kuri buri cyiciro, iyi raporo itanga ibyifuzonama byihariye byafasha mu kunoza imiyoborere n'imitangire ya serivisi.



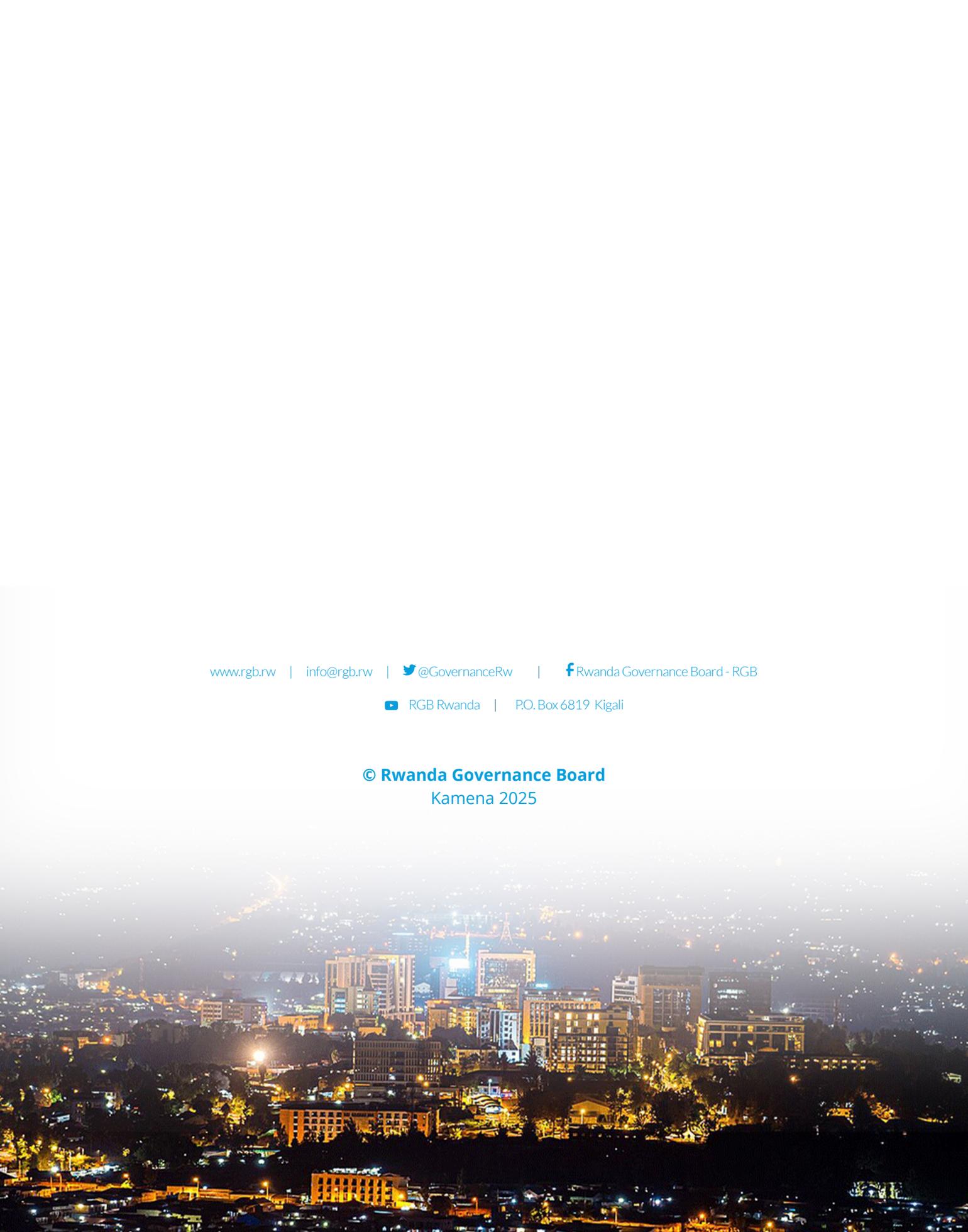
Imbonerahamwe 30: Ibyifuzonama rusange kuri CRC 2025

ICYICIRO	IBYIFUZONAMA	INZEGO ZISABWA KUBISHYIRA MU BIKORWA
UBUHINZI	<ul style="list-style-type: none"> Guteza imbere ubuhinzi buhangana n'imihindagurikire y'ikirere; Gukomeza gushyira imbaraga mu gukumira no kurwanya indwara z'ibihingwa hibandwa ku bushakashatsi mu buhinzi; Kongera ishoramari mu buhinzi bugamije ubucuruzi. 	MINAGRI, RAB, NAEB, MoE, REMA, MINICOM, RCA, BRD, PSF, BDF, MINALOC, RDB
UBWOROZI	<ul style="list-style-type: none"> Kongerera aborozi ubumenyi bwo kwita ku matungo, gukumira no kurwanya indwara zayo; Gukangurira abashoramari gushora imari mu bikorwa biteza imbere ubworozi kugira ngo bukorwe mu buryo bw'ubucuruzi. 	MINAGRI, RAB, PSF, RCA, MINALOC, MINICOM, RDB
IKORANABUHANGA N'ITUMANAHU	<ul style="list-style-type: none"> Kongerera ubumenyi abaturage mu bijyanye n'ikoranabuhanga kugirango gahunda ya "Byikorere" ishoboke; Kongera ubushobozi bwa interineti (internet) na rezo (network) ya telefoni. 	MINICT, RURA, RISA, PSF, MINALOC
UBUTAKA, IMITURIRE N'IBIDUKIKIJE	<ul style="list-style-type: none"> Kwihutisha ishahirahamwe ry'ibishushanyo byihariye by'imikoreshereze y'ubutaka (Physical plans) no kubimenyekanisha; Kunozza igenamigambi n'iyubakwa ry'ibikorwaremezo by'ahagenewe guturwa; Gushyira imbaraga mu gushaka ibicanwa bitangiza ibidukikije kandi bihendukiye abaturage. 	MININFRA, MoE, REMA, NLA, RHA, PSF, MINALOC, MINECOFIN
UBUREZI	<ul style="list-style-type: none"> Guhangana n'ikibazo cy'abana bata ishuri hibandwa mu gukemura ibibazo byugarije imiryango cyane cyane itishoboye; Kugabanya ubucucike bw'abana mu mashuri bituma ireme ry'uburezi ritera imbere. 	MINEDUC, REB, MINALOC, MIGEPROF, Imiryango itari iya leta n'ishingiye ku myemerere.
UBUZIMA	<ul style="list-style-type: none"> Gushyiraho ingamba zihamye zo kukemura ibibazo bibangamiye imitangire ya serivisi z'ubuvuzi; Kongera no kunozza imicungire y' ibikorwaremezo n'ibikoresho by'amavuriro. 	MINISANTE, RBC, RSSB, MINALOC, Imiryango itari iya leta n'ishingiye ku myemerere.
UBUTABERA	<ul style="list-style-type: none"> Kongera imbaraga mu kurangiza imanza ku gihe; Gukaza ingamba zo kurwanya ruswa n'akarengane; 	MINIJUST, Urwego rw'Ubucamanza, Urwego rw'Umuvunyi, RIB, RNP, NPPA, MINALOC
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	<ul style="list-style-type: none"> Gushyira imbaraga mu bikorwa byimakaza ihame ry'uburinganire hagati y'abagabo n'abagore mu byiciro byose. 	MIGEPROF, GMO, MINALOC, Imiryango itari iya Leta n'ishingiye ku myemerere
UMUTEKANO	<ul style="list-style-type: none"> Kongera imbaraga mu bufatanye bw'abaturage n'inzego z'umutekano mu bikorwa byo kubungabunga umutekano w'abantu n'ibintu. 	MININTER, MINALOC, RNP, RIB, NCSA

Imbonerahamwe 31:

Uko abatuye bashima imiyoborere n'imitangire ya serivisi zakozweho ubushakashatsi mu turere

AKARERE	UBUKUNGU					IMIBEREHO MYIZA					IMIYOBORERE N'UBUTABERA					IMPUZANDENGO	
	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	IKORANABUHANGA NITUMANAHU	UBUTAKA N'IMITURIRE	URWEGO RWABIKORERA	UBUREZI	UBUZIMA	ISUKU	GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	IMIBEREHO YUMURYANGO NYARWANDA	INZEGO Z'IBANZE	UBUTABERA	IYUBAHIRIZWA RYAMAHAME IMIYOBORERE	UMUTEKANO	URUHARE RWABATURAGE MU BIBAKORERWA	
Gasabo	72.0%	78.7%	72.9%	75.2%	59.6%	74.5%	81.4%	61.1%	80.3%	59.0%	74.1%	71.3%	71.5%	87.7%	91.0%	80.9%	74.5%
Kicukiro	59.6%	71.4%	82.5%	80.4%	69.0%	81.6%	87.5%	72.6%	88.4%	64.4%	85.3%	78.5%	82.4%	93.0%	93.9%	82.7%	79.6%
Nyarugenge	60.1%	72.9%	81.5%	80.9%	66.2%	80.9%	84.2%	70.7%	85.4%	59.9%	79.9%	75.2%	78.4%	89.2%	91.1%	85.4%	77.6%
Gisagara	79.4%	80.2%	66.8%	74.9%	73.5%	75.7%	83.9%	80.9%	78.6%	73.6%	78.0%	81.5%	86.4%	92.7%	92.3%	92.9%	80.7%
Huye	75.4%	76.1%	65.6%	73.7%	68.8%	70.9%	80.1%	74.1%	75.1%	61.6%	75.2%	75.8%	81.9%	89.8%	89.6%	86.9%	76.3%
Kamonyi	81.4%	82.5%	74.2%	76.7%	67.4%	79.7%	80.9%	72.0%	79.7%	68.5%	75.8%	77.6%	82.6%	91.2%	93.6%	85.8%	79.4%
Muhanga	80.5%	78.5%	66.1%	77.4%	69.8%	71.9%	81.5%	77.1%	76.5%	77.4%	78.6%	82.2%	88.4%	95.2%	95.7%	93.4%	80.6%
Nyamagabe	71.1%	73.4%	55.2%	69.2%	65.1%	70.2%	74.3%	71.1%	71.9%	72.6%	75.1%	78.5%	79.8%	91.7%	94.6%	91.5%	75.3%
Nyanza	76.1%	80.2%	70.2%	77.5%	69.0%	75.9%	81.8%	72.7%	83.4%	76.7%	78.9%	79.0%	85.5%	92.0%	94.5%	91.3%	80.3%
Nyaruguru	77.7%	75.2%	62.2%	72.5%	69.5%	73.0%	84.2%	81.4%	79.3%	69.4%	79.3%	80.0%	83.7%	91.0%	93.9%	90.8%	78.9%
Ruhango	71.2%	75.0%	61.7%	75.0%	63.4%	71.9%	77.0%	72.1%	73.8%	66.1%	79.0%	77.4%	82.6%	89.1%	91.9%	86.7%	75.9%
Karongi	64.7%	68.7%	56.8%	70.3%	60.7%	68.6%	75.3%	68.3%	69.5%	61.4%	68.7%	69.0%	78.7%	86.9%	90.9%	82.0%	71.3%
Ngororero	75.5%	72.8%	57.6%	71.5%	69.8%	66.3%	73.2%	77.0%	71.3%	73.9%	68.9%	77.9%	85.7%	92.6%	93.9%	91.8%	76.2%
Nyabihu	70.2%	79.5%	60.6%	76.0%	67.9%	73.2%	80.9%	81.1%	75.1%	75.6%	79.7%	83.4%	85.4%	92.7%	94.7%	92.5%	79.3%
Nyamashuke	65.4%	78.1%	59.7%	69.9%	67.0%	74.0%	82.8%	68.5%	75.7%	66.8%	75.2%	73.1%	82.4%	90.7%	95.1%	84.8%	75.6%
Rubavu	68.5%	74.2%	71.9%	74.3%	64.3%	73.6%	82.6%	69.6%	74.8%	73.9%	76.7%	76.1%	78.9%	92.4%	95.2%	90.0%	77.3%
Rusizi	63.4%	74.3%	61.3%	64.9%	65.6%	68.8%	77.9%	67.5%	72.3%	63.4%	78.6%	70.7%	76.7%	92.4%	95.2%	88.3%	73.8%
Rutsiro	66.3%	71.8%	55.7%	70.4%	59.0%	65.9%	76.5%	69.5%	68.7%	67.5%	72.2%	73.2%	74.0%	90.4%	93.3%	87.3%	72.6%
Burera	76.2%	84.7%	71.9%	77.4%	70.2%	79.8%	84.4%	81.5%	78.2%	77.9%	81.4%	83.8%	85.4%	92.2%	95.7%	92.4%	82.1%
Gakenke	74.9%	81.5%	69.2%	75.5%	72.8%	73.3%	82.7%	83.8%	79.7%	82.0%	80.2%	87.7%	86.9%	94.6%	95.4%	93.5%	82.1%
Gicumbi	67.9%	77.1%	68.7%	74.0%	67.5%	74.4%	81.4%	73.6%	73.3%	76.5%	77.1%	80.0%	86.9%	92.1%	92.3%	90.6%	78.3%
Musanze	68.2%	79.5%	56.8%	71.5%	70.2%	75.6%	79.6%	73.4%	75.6%	74.6%	75.1%	79.4%	85.3%	92.3%	93.8%	94.5%	77.8%
Rulindo	79.2%	82.3%	64.9%	71.8%	68.9%	74.5%	83.9%	81.1%	78.4%	80.2%	81.0%	83.4%	85.3%	93.2%	94.1%	92.1%	80.9%
Bugesera	69.2%	70.6%	69.8%	71.2%	64.2%	76.7%	81.9%	66.5%	78.2%	73.9%	76.5%	78.3%	85.3%	92.8%	91.0%	89.4%	77.2%
Gatsibo	67.6%	76.1%	61.7%	71.3%	54.3%	69.5%	70.9%	66.1%	63.2%	64.7%	61.7%	69.1%	72.7%	82.7%	88.9%	86.0%	70.4%
Kayanza	59.6%	67.0%	60.7%	67.3%	54.6%	62.6%	66.8%	64.0%	62.3%	63.2%	59.3%	64.6%	75.7%	80.7%	86.0%	82.0%	67.3%
Kirehe	65.0%	75.7%	69.0%	69.0%	66.4%	75.2%	74.3%	73.8%	81.3%	69.1%	72.8%	78.6%	82.6%	92.0%	89.3%	90.3%	76.5%
Ngoma	68.4%	76.7%	73.7%	70.9%	67.7%	74.8%	79.2%	72.8%	81.7%	74.0%	69.4%	79.8%	82.0%	88.4%	89.1%	91.8%	77.5%
Nyagatare	61.5%	71.6%	65.5%	74.4%	67.4%	73.4%	76.7%	74.4%	74.1%	66.7%	69.0%	77.7%	80.4%	85.8%	85.9%	87.3%	74.5%
Rwamagana	69.8%	73.9%	65.5%	70.0%	61.1%	68.1%	75.5%	70.0%	76.3%	55.8%	64.8%	71.3%	78.5%	83.2%	87.5%	82.0%	72.1%
Impuzandengo	70.6%	76.5%	66.4%	73.4%	65.7%	73.3%	79.4%	72.4%	76.1%	69.6%	74.7%	77.1%	81.3%	90.1%	92.1%	88.2%	76.7%

A panoramic view of Kigali, Rwanda, at night. The city is illuminated with warm yellow and orange lights, with some buildings featuring blue and white lighting. The skyline is visible against a dark sky, with a large, brightly lit building in the center. The foreground shows a mix of residential and commercial buildings, with some trees and greenery visible.

www.rgb.rw | info@rgb.rw | [@GovernanceRw](https://twitter.com/GovernanceRw) | [f](https://www.facebook.com/RwandaGovernanceBoard) Rwanda Governance Board - RGB

[▶](https://www.youtube.com/channel/UC...) RGB Rwanda | P.O. Box 6819 Kigali

© **Rwanda Governance Board**
Kamena 2025

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.

