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

KAMENA 2025

CRC

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2025

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

Kamena 2025

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Ijambo ry'Ibanze

Urwego rw'Igihugu rw'Imiyoborere (RGB) runejejwe 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. Ibyavuye 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

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Igice cya **mbere**

1. Incamake y'ibyavuye mu bushakashatsi

Ubushakashatsi ku ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego zibegereye (CRC) bukozwe ku nshuro ya cumi na 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.

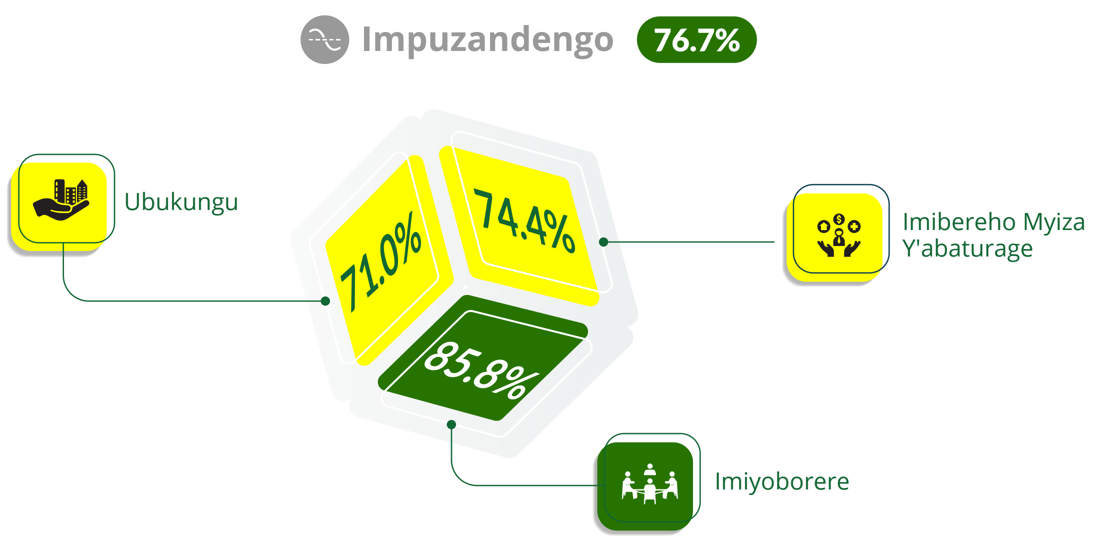
Ubu bushakashatsi bwakorewe ku baturage ibihumbi icumi na magana atandatu na mirongo irindwi na batandatu (10,676) bafite nibura imyaka cumi n'umunani, batoranijwe mu turere twose tw'Igihugu hakurikijwe umubare w'abaturage batuye akarere.

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%
Kayonza	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

Nº	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

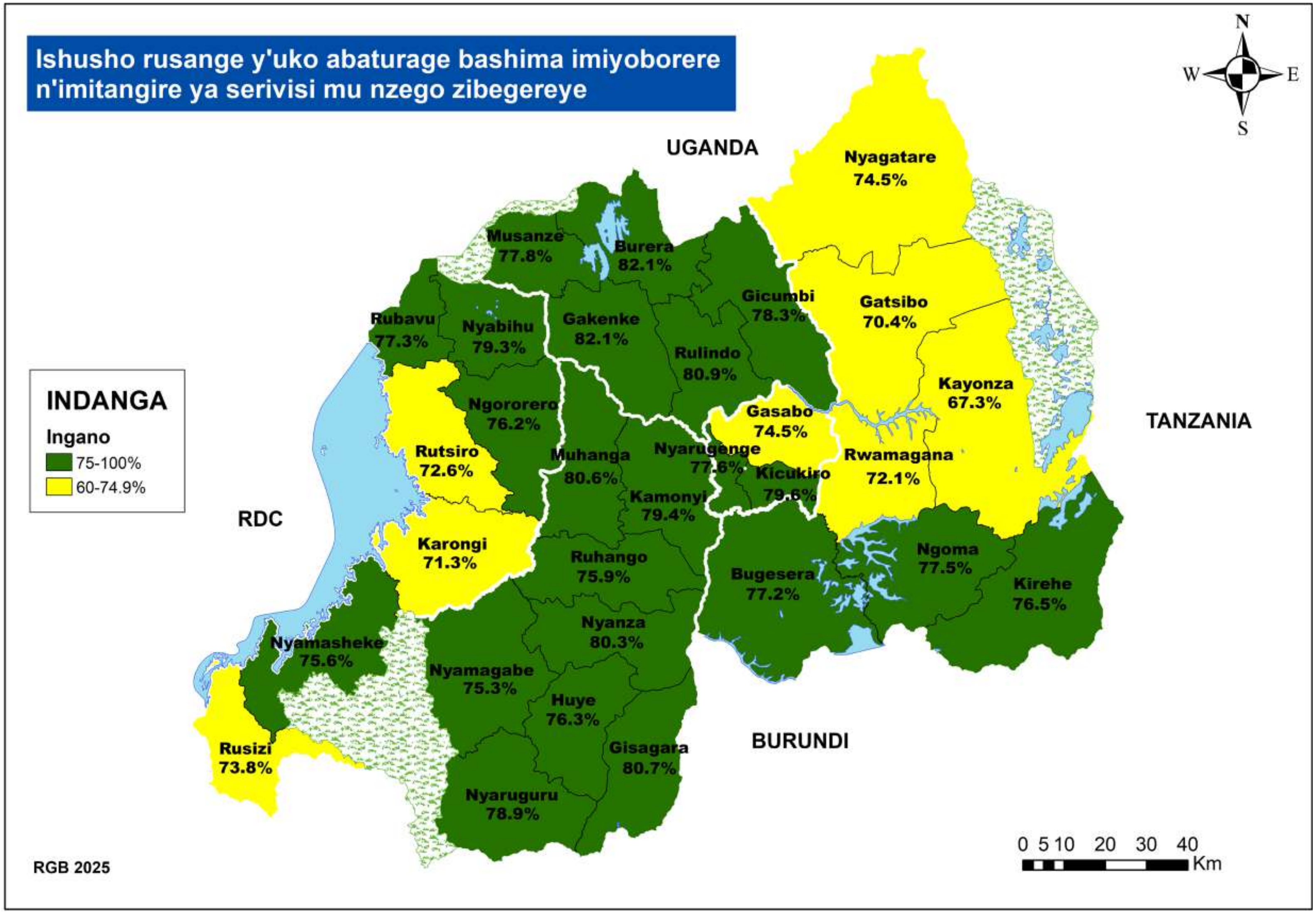
Imbonerahamwe 4:
Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere

Nº	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%

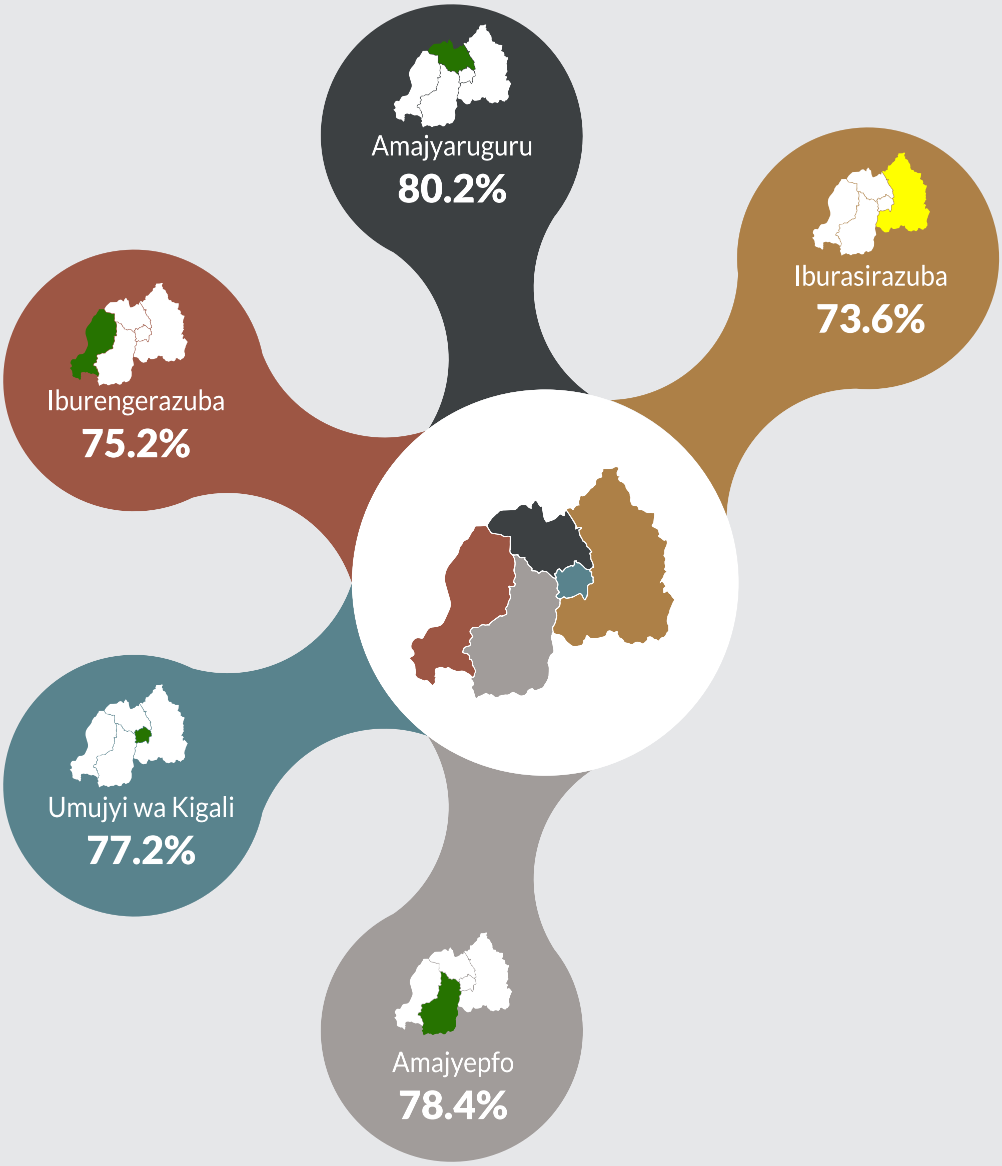
	AKARERE	CRC 2025
16	Bugesera	77.21%
17	Kirehe	76.52%
18	Huye	76.28%
19	Ngororero	76.23%
20	Ruhango	75.85%
21	Nyamasheke	75.57%
22	Nyamagabe	75.33%
23	Nyagatare	74.48%
24	Gasabo	74.45%
25	Rusizi	73.84%
26	Rutsiro	72.61%
27	Rwamagana	72.07%
28	Karongi	71.27%
29	Gatsibo	70.40%
30	Kayonza	67.26%
	Impuzandengo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

Aho byavuye: Anketi ya RGB, 2025

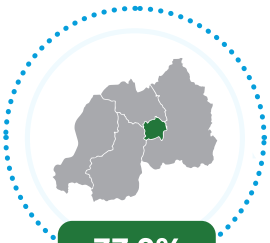
Ikarita 1: Uko abaturage bashima imiyoborere n'imitangire ya serivisi hakurikijwe uturere



CRC 2025:
Uko abaturage bashima Intara / Umujyi wa Kigali

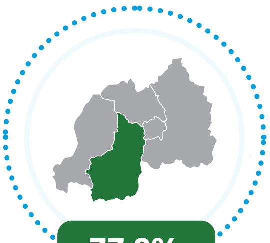


CRC 2025:
Uko abaturage bashima Intara / Umujyi wa Kigali



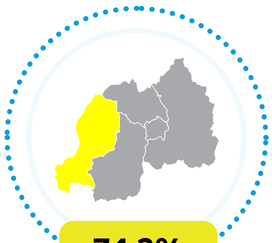
77.9%

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



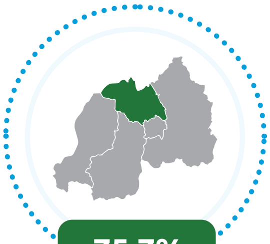
77.8%

AMAJYEPFO		
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%



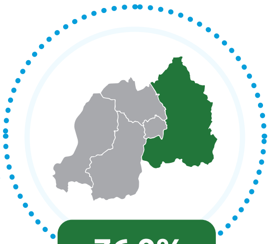
74.2%

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%



75.7%

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



76.9%

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

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
UMUTEKANO	92.1%	MUHANGA	95.7%	NYAGATARE	85.9%
IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'UBUYOBOZI	90.1%	MUHANGA	95.2%	KAYONZA	80.7%
URUHARE RW'ABATURAGE MU BIBAKORERWA	88.2%	MUSANZE	94.5%	GASABO	80.9%
UBUTABERA	81.3%	MUHANGA	88.4%	GASABO	71.5%
UBUREZI	79.4%	KICUKIRO	87.5%	KAYONZA	66.8%
INZEGO Z'IBANZE	77.1%	GAKENKE	87.7%	KAYONZA	64.6%
UBWOROZI	76.5%	BURERA	84.7%	KAYONZA	67.0%
ISUKU	76.1%	KICUKIRO	88.4%	KAYONZA	62.3%

Muri buri cyiciro

ICYICIRO		AKARERE KA MBERE		AKARERE KA NYUMA	
IMIBEREHO Y'UMURYANGO NYARWANDA	74.7%	KICUKIRO	85.3%	KAYONZA	59.3%
IKORANABUHANGA N'ITUMANAHO	73.4%	NYARUGENGE	80.9%	RUSIZI	64.9%
URWEGO RW'ABIKORERA	73.3%	KICUKIRO	81.6%	KAYONZA	62.6%
UBUZIMA	72.4%	GAKENKE	83.8%	GASABO	61.1%
UBUHINZI	70.6%	KAMONYI	81.4%	KICUKIRO	59.6%
GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	69.6%	GAKENKE	82.0%	RWAMAGANA	55.8%
IBIKORWAREMEZO	66.4%	KICUKIRO	82.5%	NYAMAGABE	55.2%
UBUTAKA, IMITURIRE N'IBIDUKIKIJE	65.7%	GISAGARA	73.5%	GATSIBO	54.3%

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, hagamijwe 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'ABABAJIJWE
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 2: Imidugudu yakorewemo ubushakashatsi

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

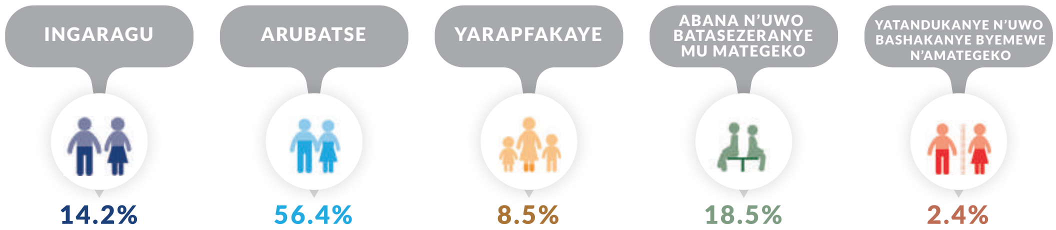
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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%**

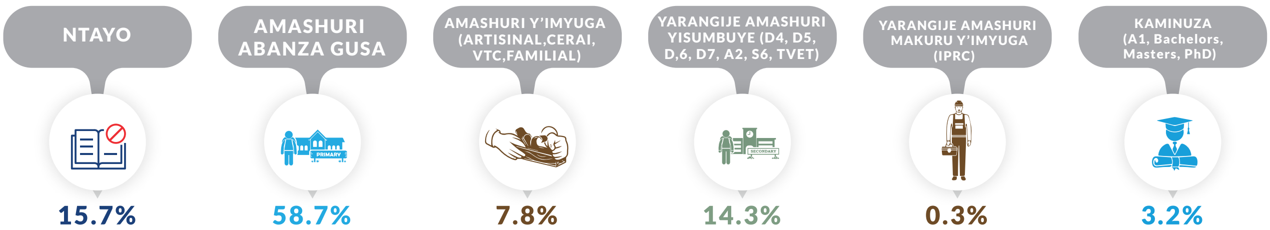
Aho byavuye: Anketi ya RGB, 2025

Ishusho 2: Abaturage babajijwe hakurikijwe irangamimerere



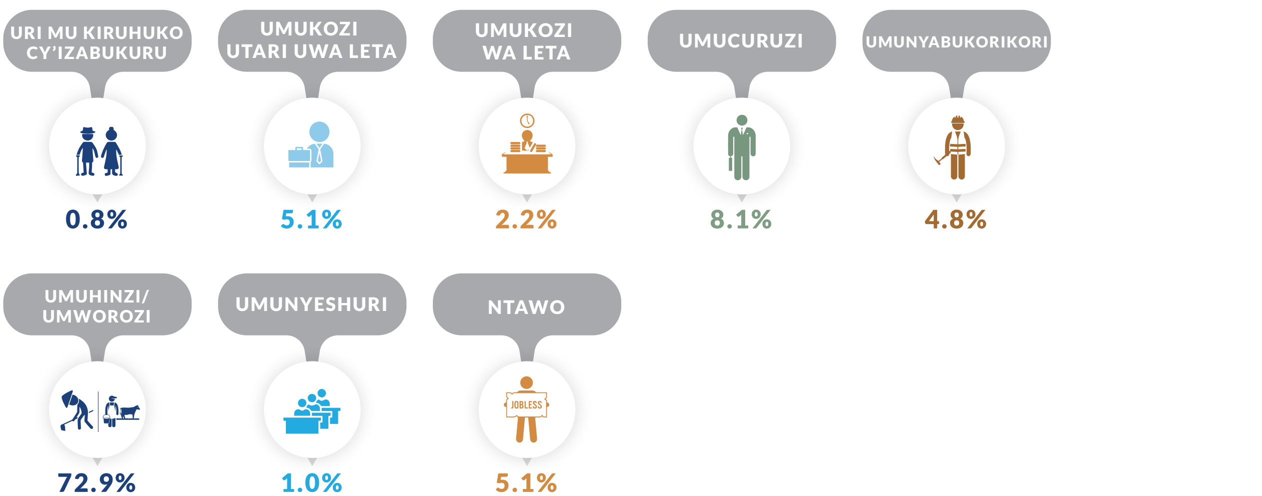
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

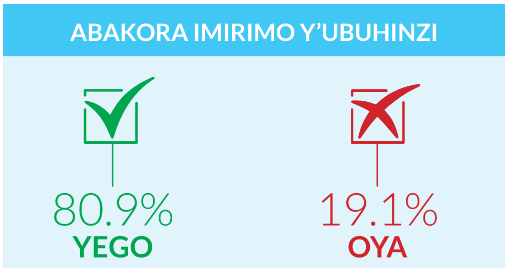
Inkingi y'ubukungu

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.

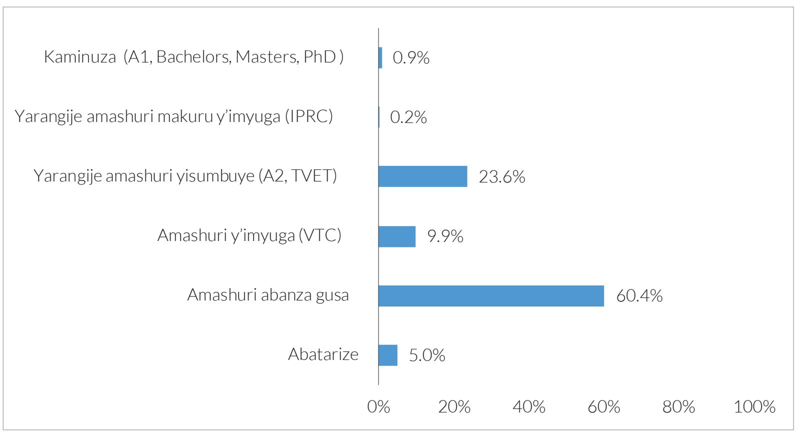
Ishusho 5: Ibyiciro by'abakora imirimo y'ubuhinzi



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).

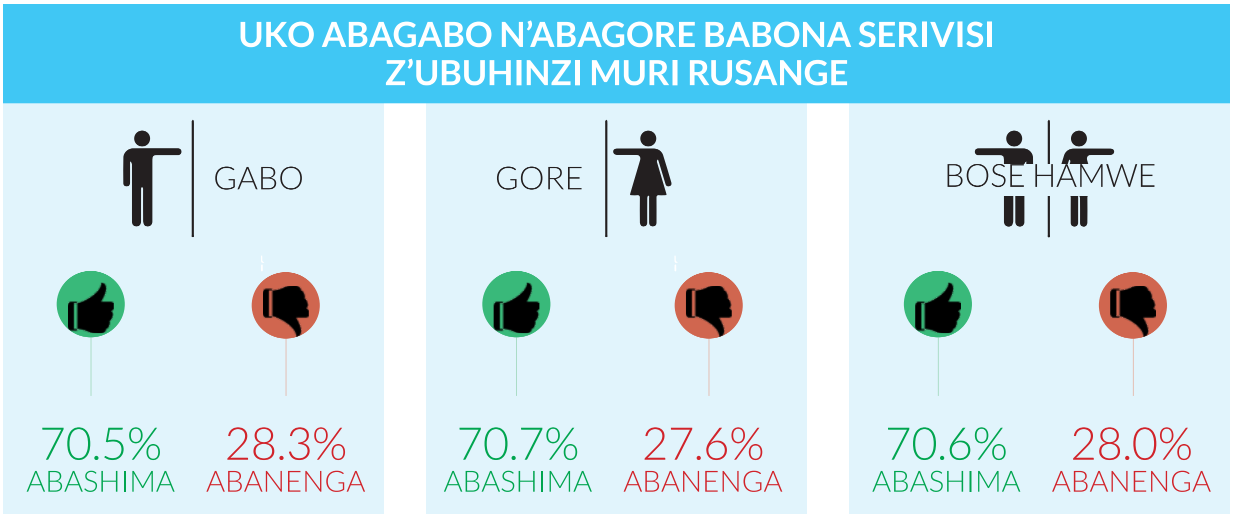
Ishusho 6: Urubyiruko rukora mu buhinzi hakurikijwe amashuri bize



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.

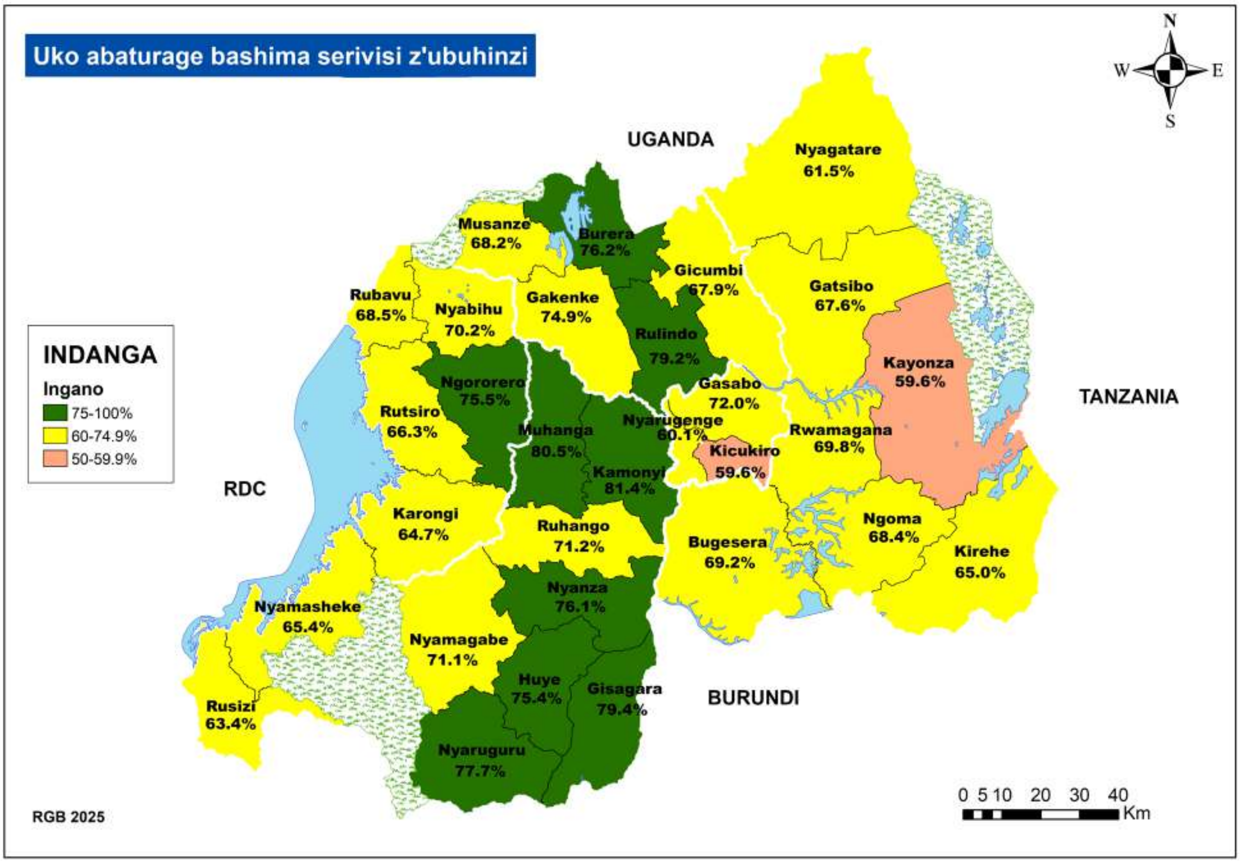
Ishusho 7: Uko abagabo n'abagore babona serivisi z'ubuhinzi muri rusange



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.

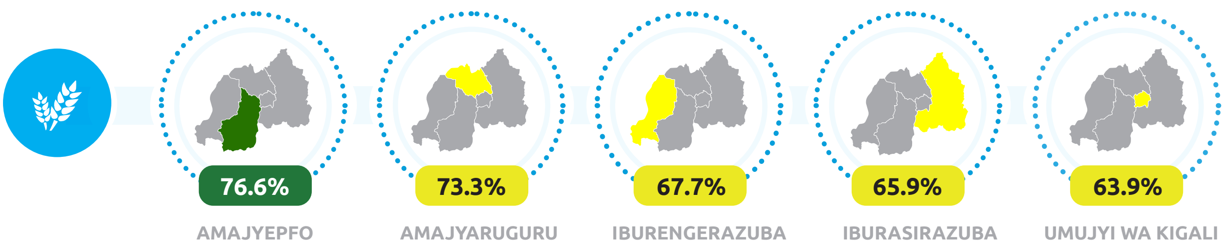
Ikarita 3: Uko abaturage bashima serivisi bahabwa mu buhinzi hakurikijwe uturere



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

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

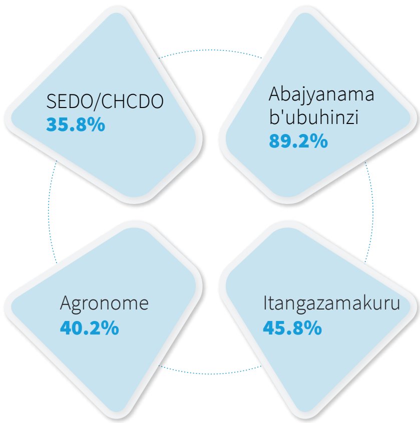
Ishusho 8: Uko abaturage bashima serivisi z'ubuhinzi hakurikijwe Intara n'Umujyi wa Kigali mu myaka ibiri



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.1.3 Aho abaturage bakura amakuru yerekeranye n'ubuhinzi

Ishusho 9: **Aho abaturage bakura amakuru y'ubuhinzi**

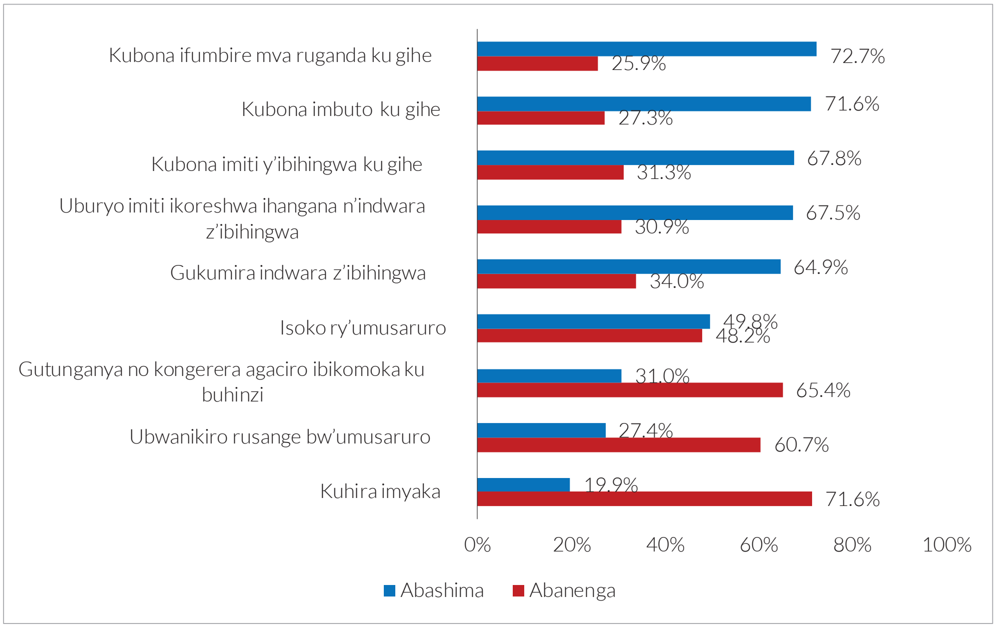


Aho byavuye: Anketi ya RGB, 2025

Ubu bushakashatsi bwagaragaje ko abaturage benshi babona amakuru ajyanye 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**

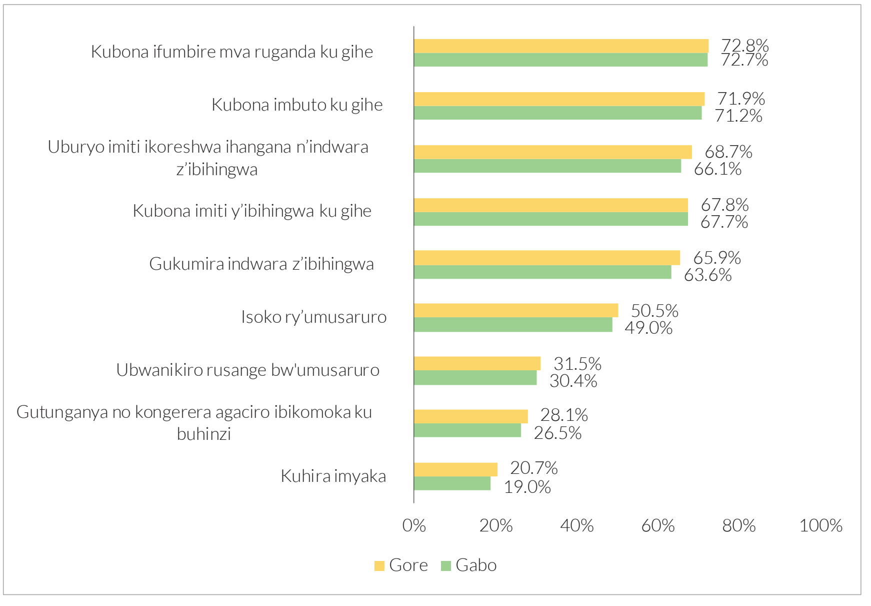


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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'umusaruro, gutunganya no kongerera agaciro ibikomoka ku buhinzi, ubwanikiro rusange bw'umusaruro no kuhira imyaka zashimwe n'abaturage ku bipimo biri munsi ya 50%.

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

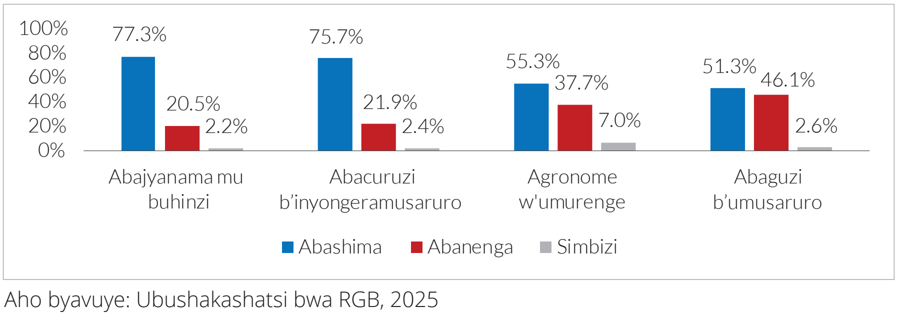


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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



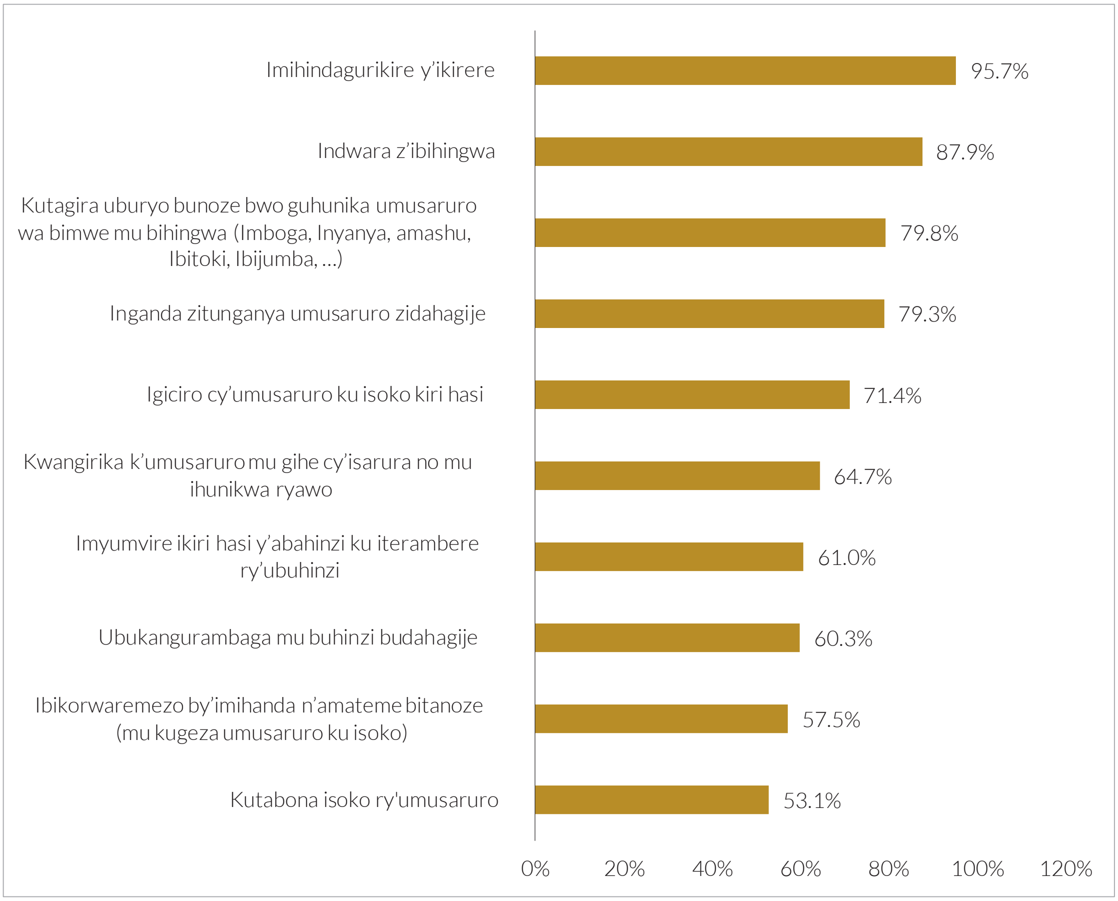
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abajyanama mu buhinzi nibo bashimwe n'abaturage kurusha abandi ku gipimo cya 77.3%. Ku rundi ruhande, abaguzi b'umusaruro 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

Nº	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%**

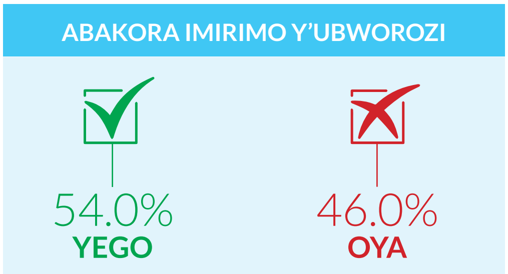
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

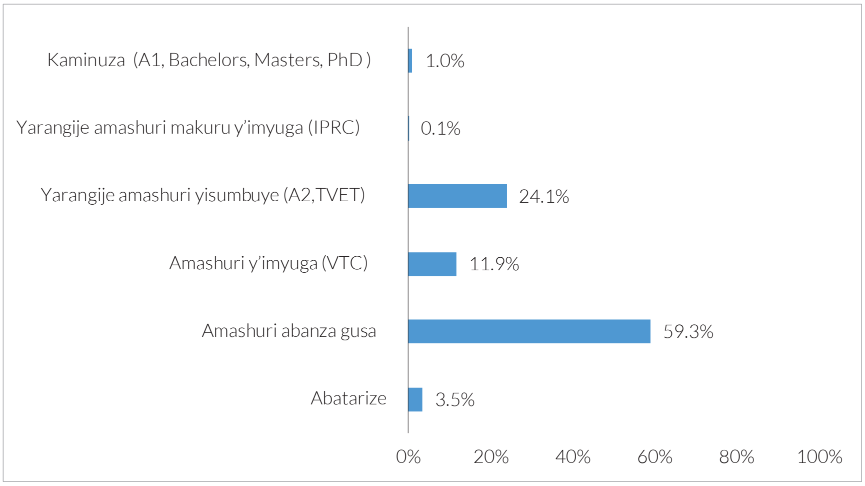
Ishusho 14: Abaturage bakora ubworozi



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%. Byongeyeho kandi, muri aba bakoraga imirimo yerekeranye n'ubworozi, 79.4% ni abatarize n'abarangije amashuri abanza gusa.

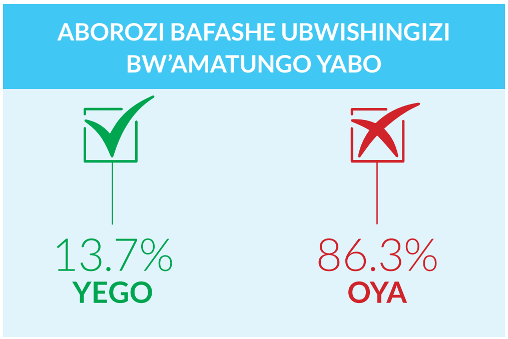
Ishusho 15: Urubyiruko rukora ubworozi hakurikijwe amashuri bize



Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

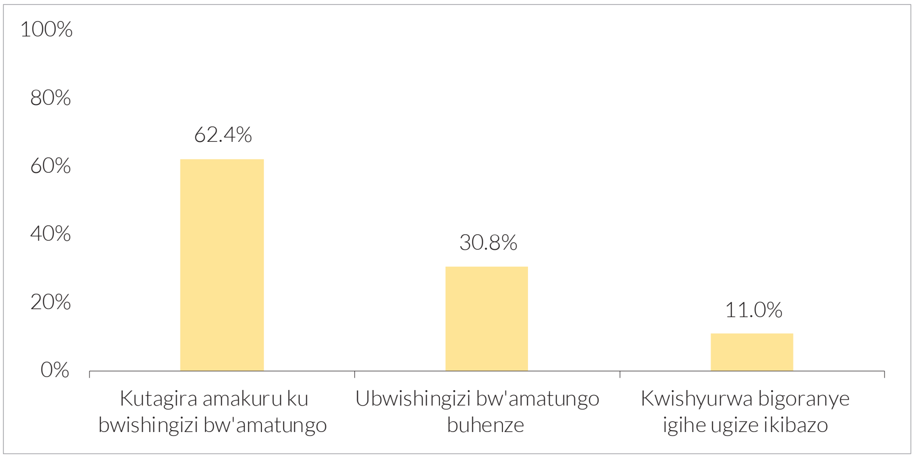
Ishusho 16: Aborozi bafashe ubwishingizi bw'amatungo yabo



Aho byavuye: Ubushakashatsi bwa RGB, 2025

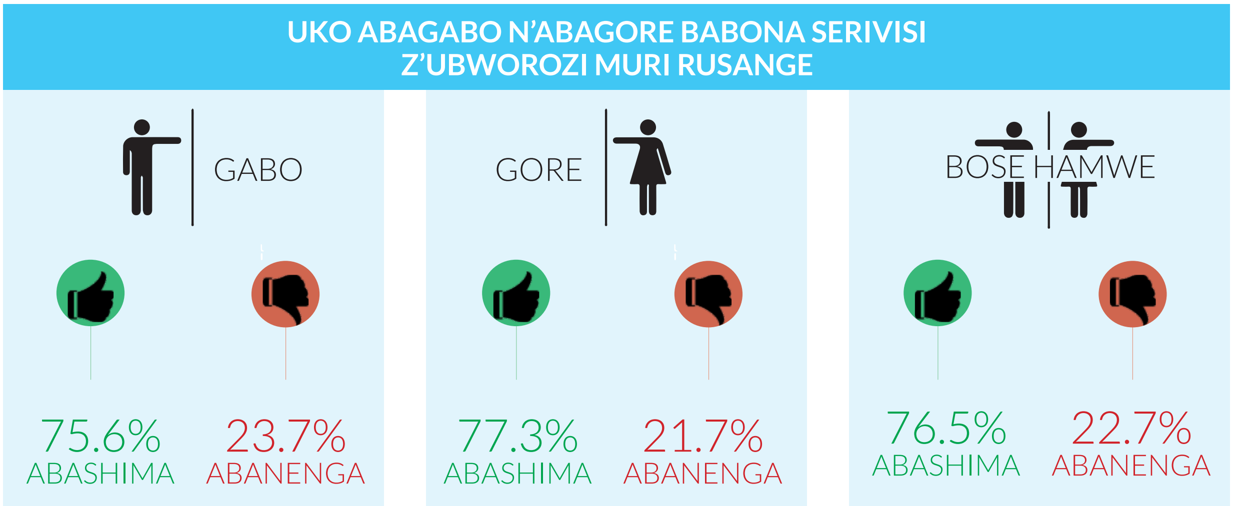
Ibyavuye mu bushakashatsi byagaragaje ko aborozi bafashe ubwishingizi bw'amatungo yabo ari 13.7% by'ababajijwe.

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.

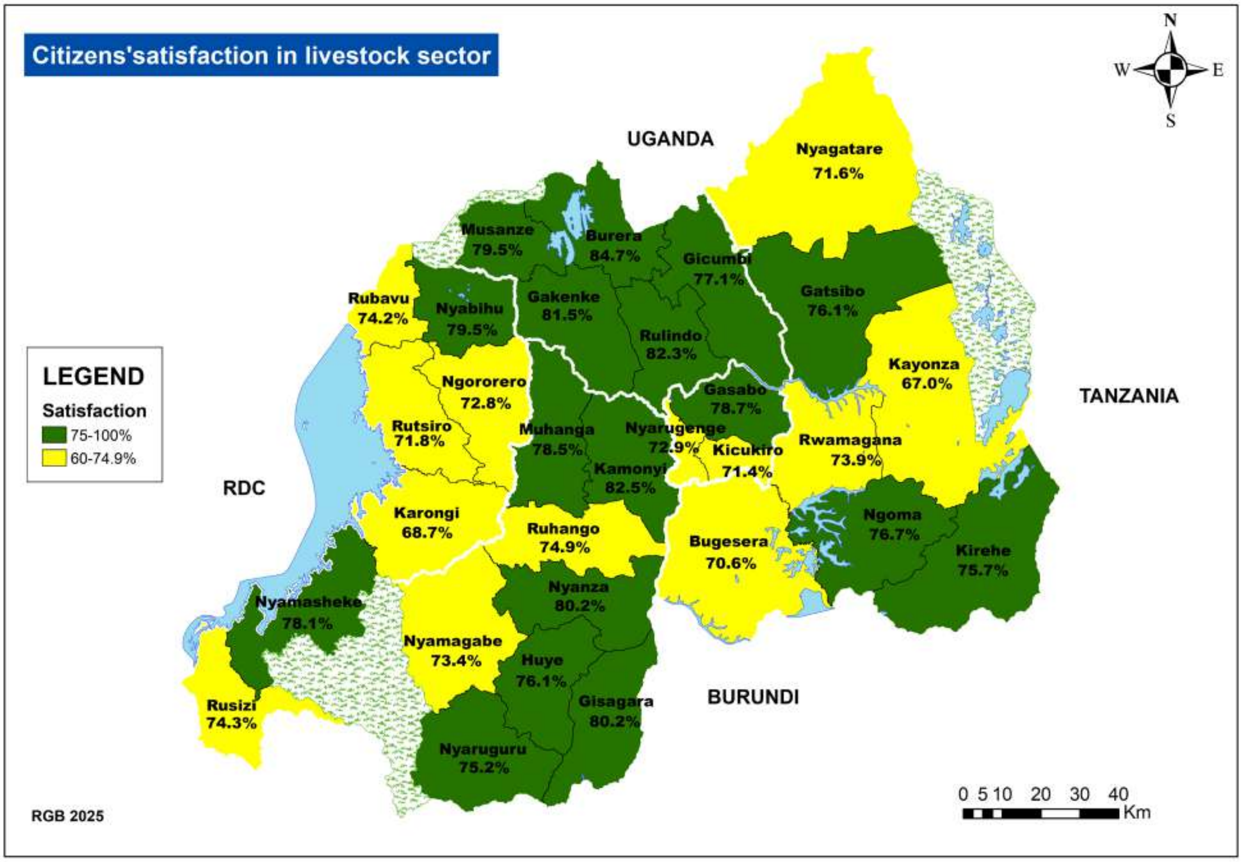
Ishusho 18: Aborozi bafashe ubwishingizi bw'amatungo yabo



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%.

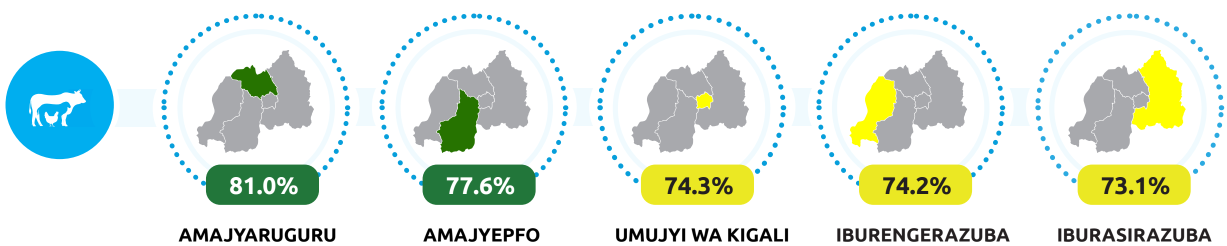
Ikarita 4: Uko abaturage bashima serivisi z'ubworozi muri rusange hakurikijwe uturere



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'Umujyi wa Kigali

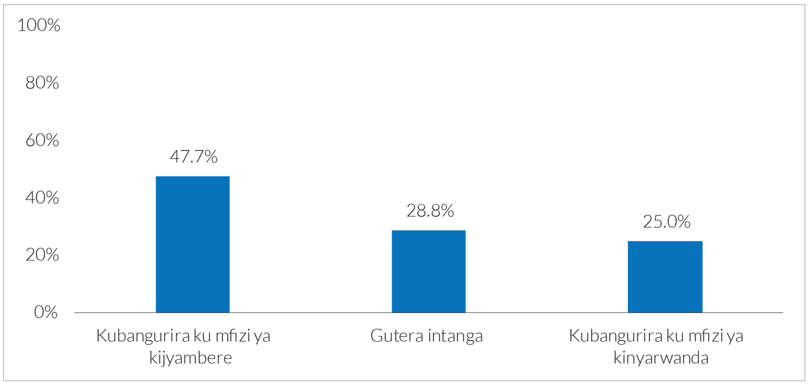
Ishusho 19: Uko abaturage bashima serivisi z'ubworozi hakurikijwe intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.2.3. Uburyo abaturage bakoresha mu kubangurira amatungo

Ishusho 20: Uburyo abaturage bakoresha mu kubangurira amatungo yabo

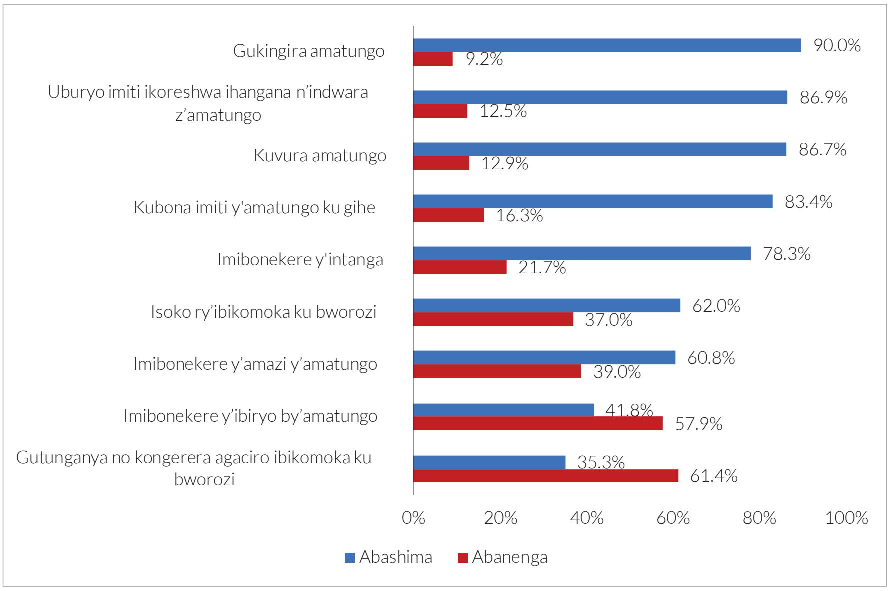


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 zitadukanye z'ubworozi

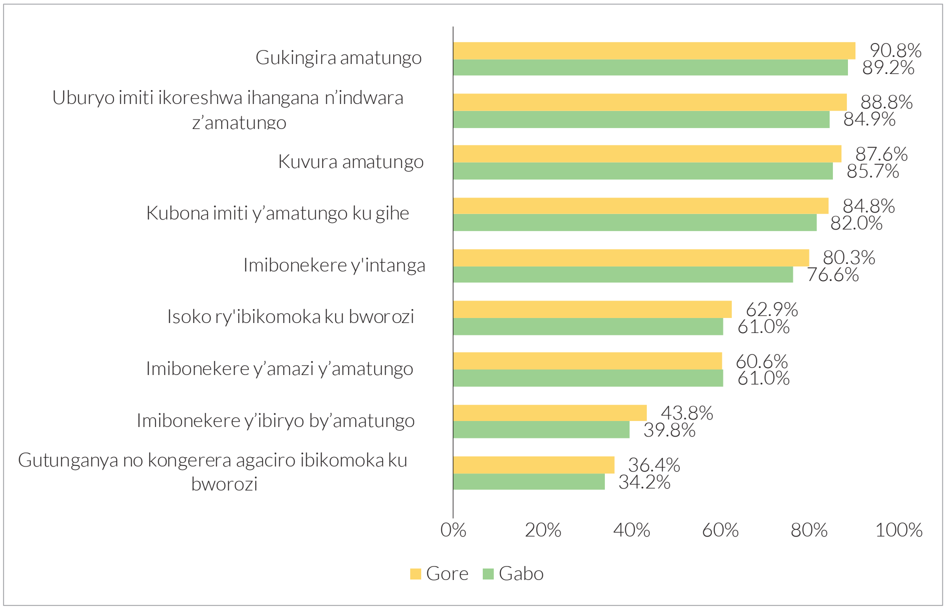


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

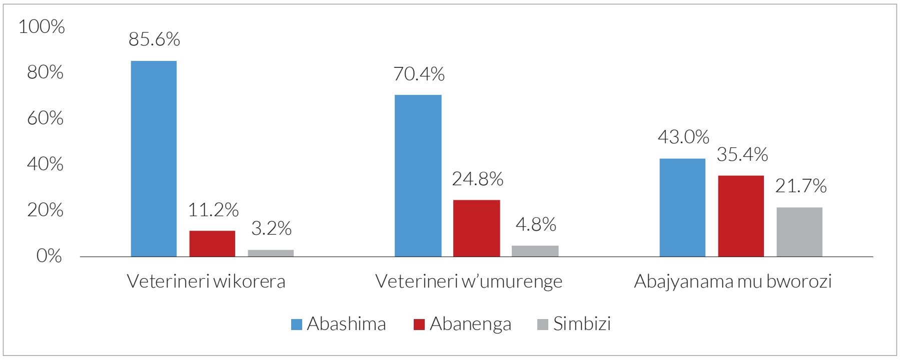


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

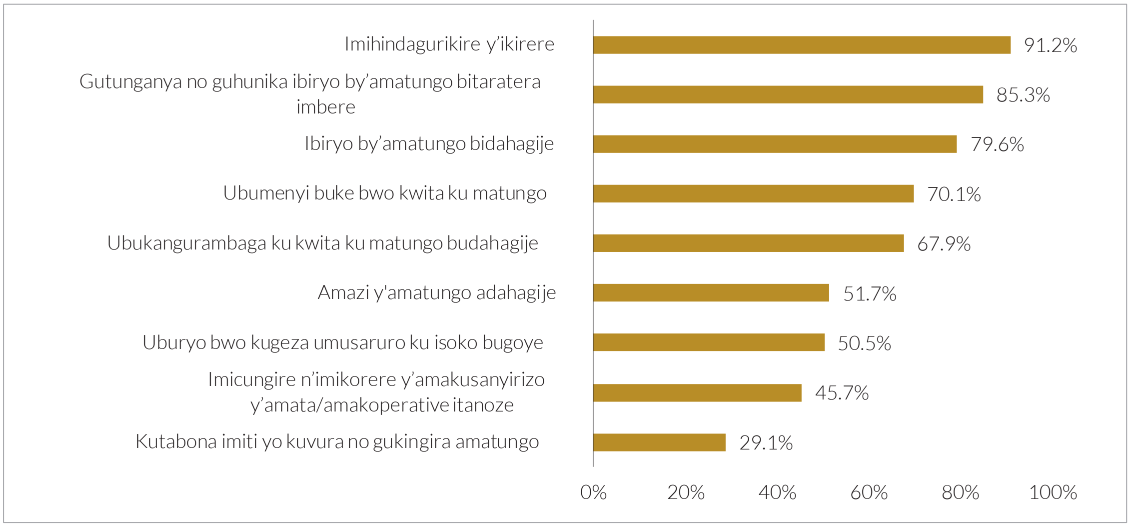


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko veterineri wikorera ari we abaturage bashima kurusha abandi mu batanga serivisi z'ubworozi. Ku rundi ruhande, servisi 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'imihunikire 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%**

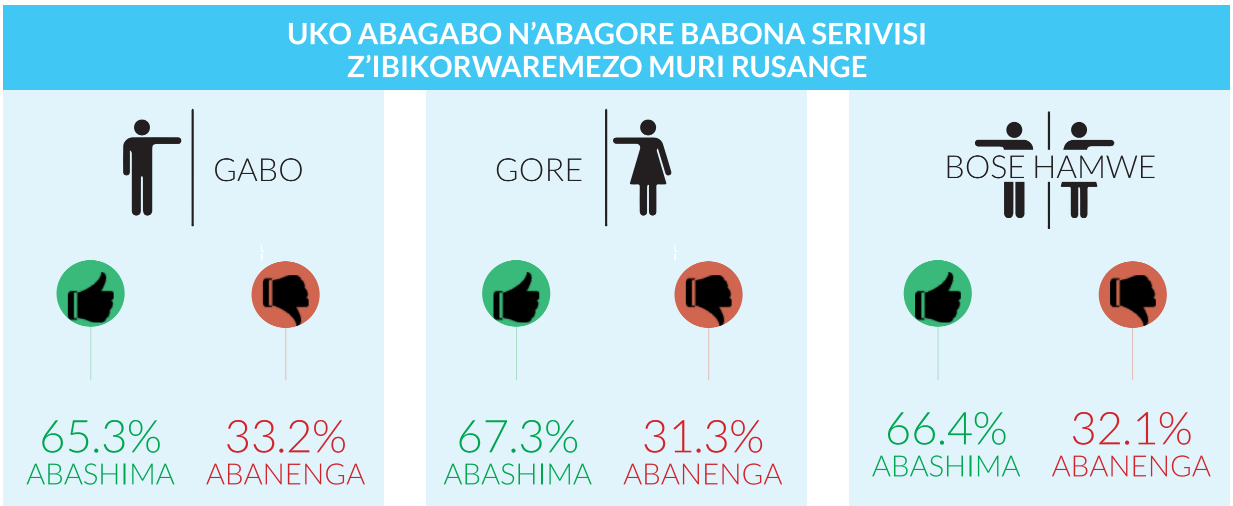
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

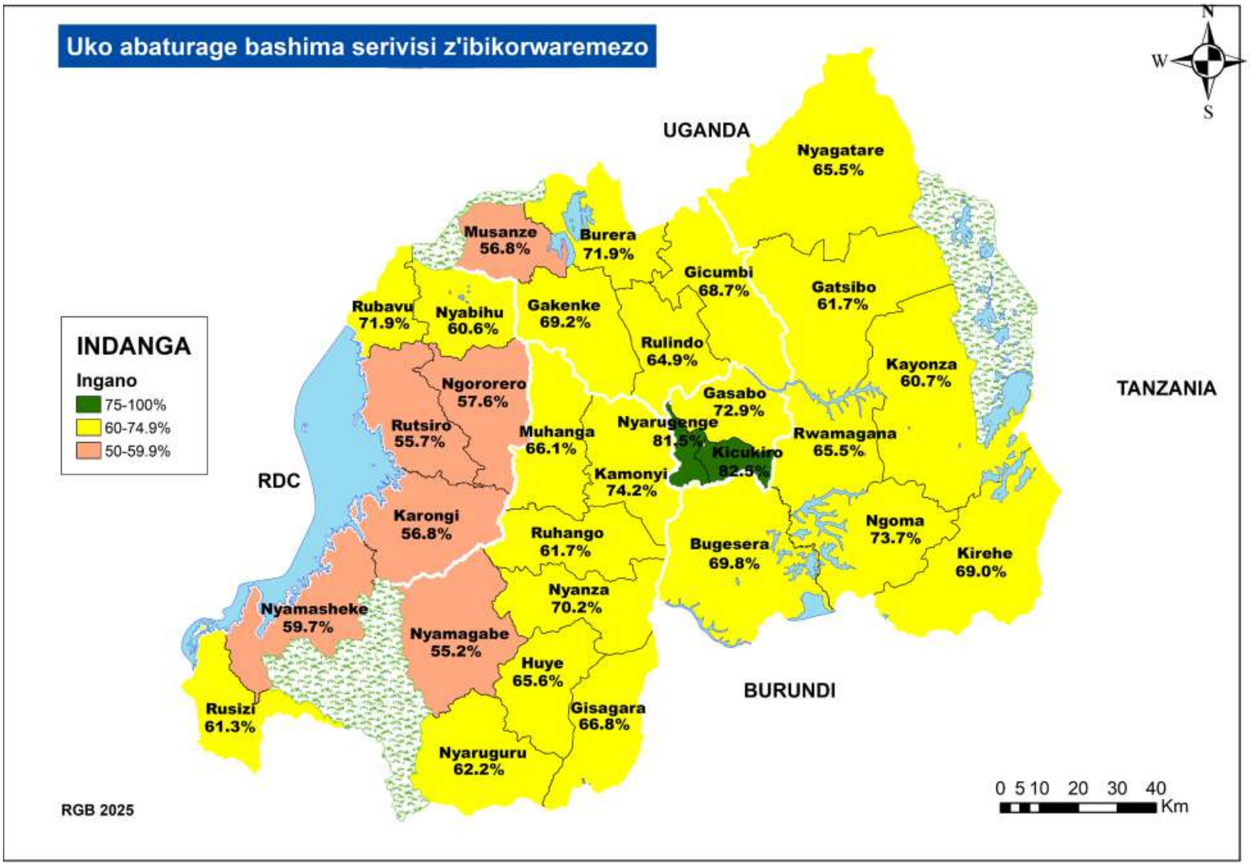
Ishusho 25: Uko abagabo n'abagore babona serivisi z'ibikorwaremezo muri rusange



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%.

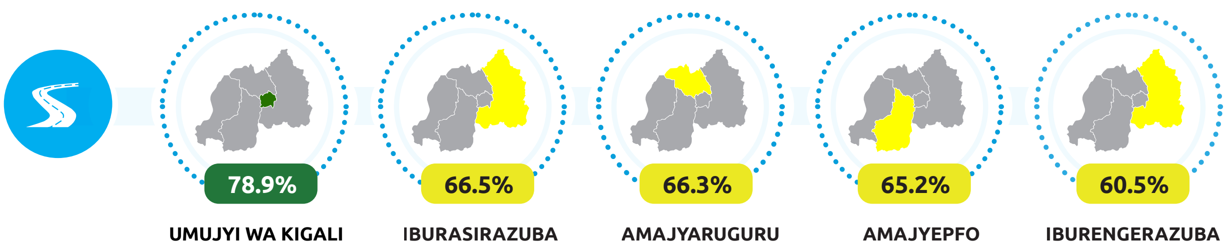
Ikarita 5: Uko abaturage bashima serivisi bahabwa mu bikorwaremezo hakurikijwe uturere



Abaturage bo mu turere twa Kicukiro na Nyarugenge nibo bashimye 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 abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali

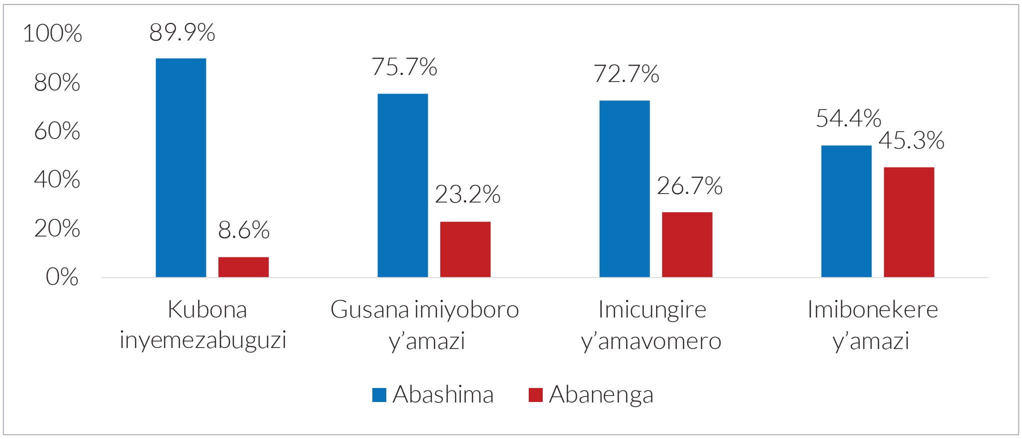
Ishusho 26: Uko abaturage bashima ibikorwaremezo hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.3.3. Uko abaturage babona serivisi z'amazi

Ishusho 27: Uko abaturage babona serivisi z'amazi



Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage 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

Nº	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

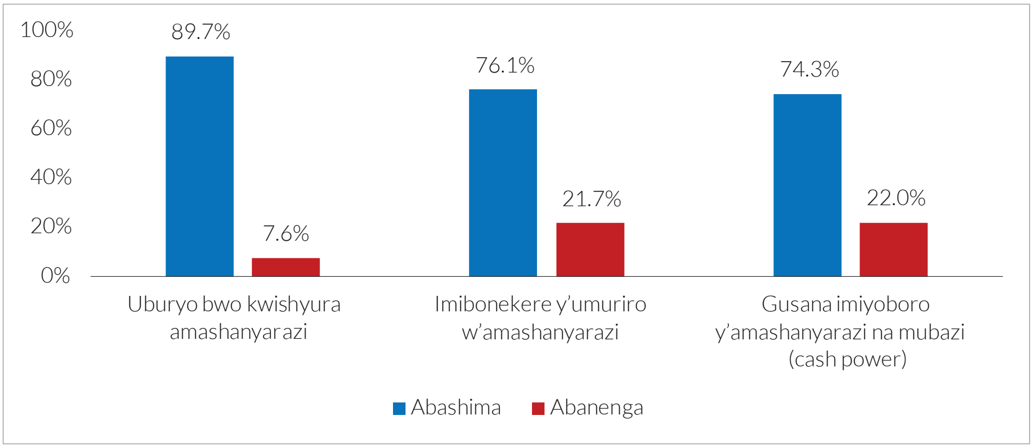
1.3.4. Serivisi z'amashanyarazi

Imbonerahamwe 12:
Abaturage bafite amashanyarazi hakurikijwe uturere

Nº	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

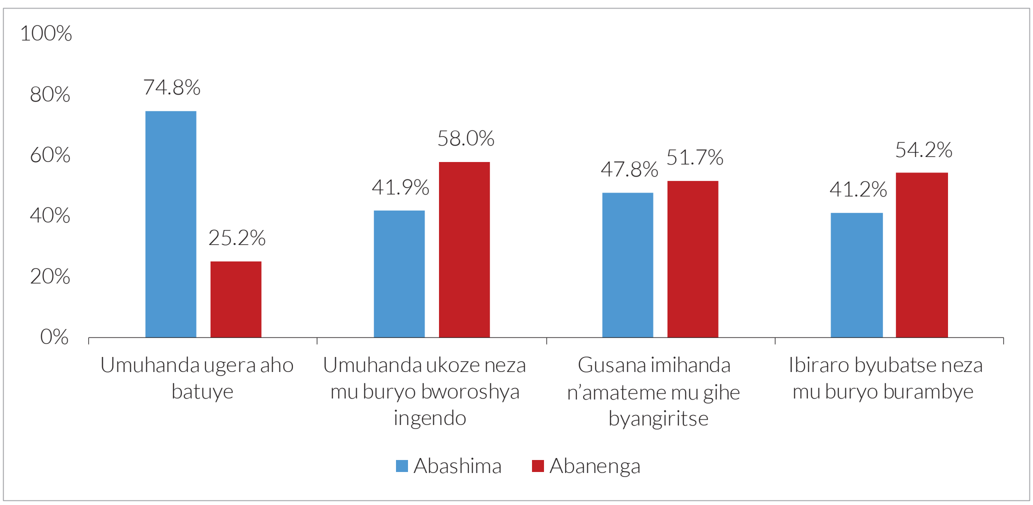


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

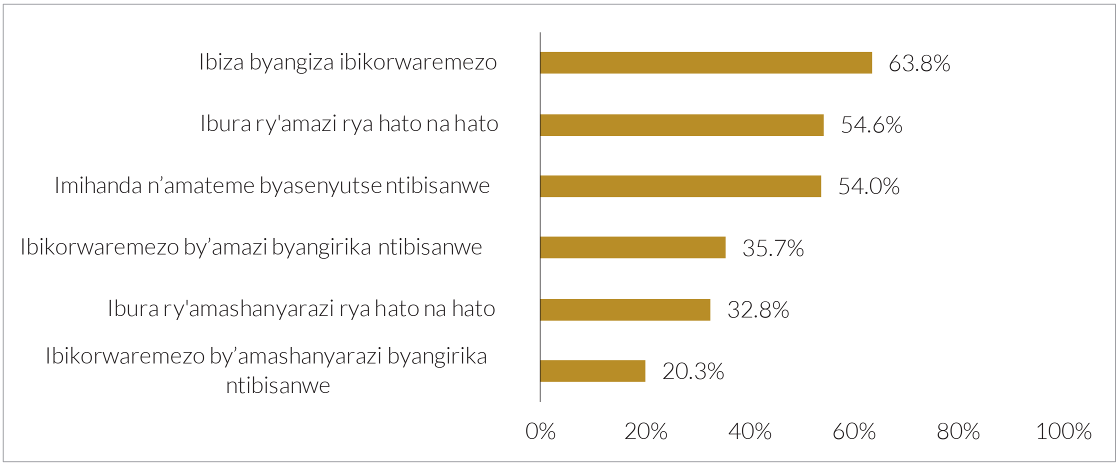


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ku bijyanye na serivisi z'ibikorwaremezo by'imihanda n'amateme, abaturage bashimye ko imihanda igera aho abaturage batuye ku gipimo cyo hejuru cya 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 yagaragajwe kurusha izindi mu bikorwaremezo ni ijyanye n'ibiza byangiza ibikorwaremezo aho iri ku gipimo cya 63.8%. Ibura ry'amazi rya hato na hato ndetse n'imihanda n'amateme byasenyutse ntibisanywe nazo ni inzitizi zagaragajwe cyane kuko ziri ku gipimo kiri hejuru ya 50%.

1.3.7. IBYIFUZONAMA

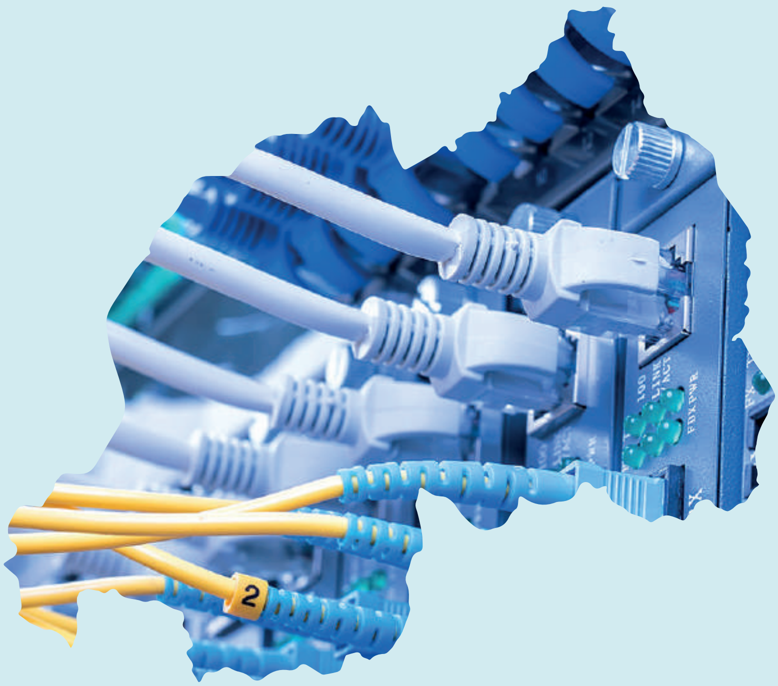
- Kubaka ibikorwaremezo bibasha guhangana n'ingaruka z'ibiza;
- Kwihutisha ishyirwamubikorwa ry'ingamba zo gukemura ikibazo cy'ibura ry'amazi;
- Gukomeza kwegereza abaturage amazi n' amashanyarazi ndetse no kunoza serivisi zo gusana imiyoboro;
- Gukomeza kubaka imihanda n'amateme aho bitaragera ndetse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

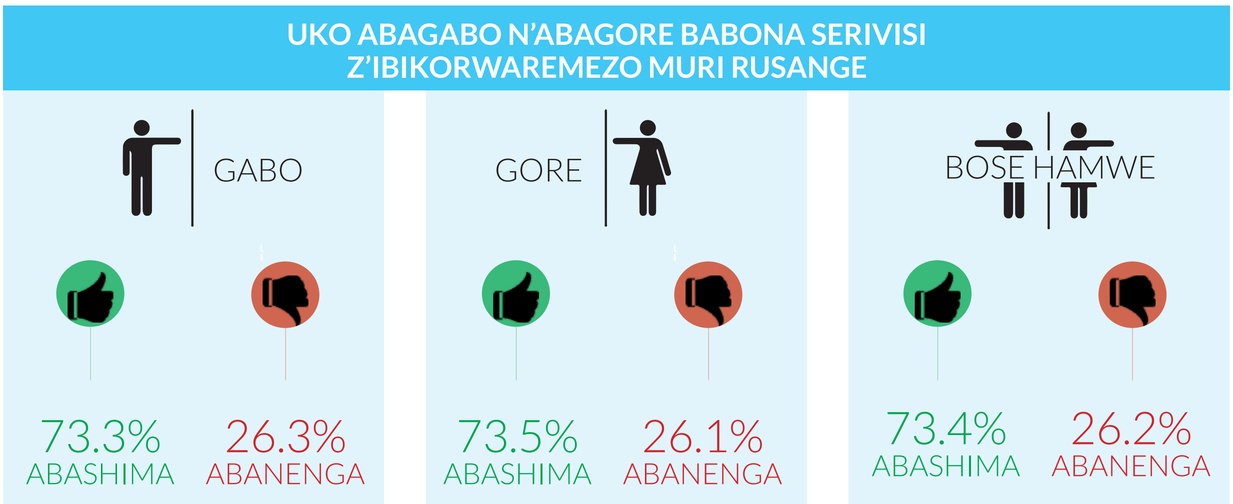
1.2.
IKORANABUHANGA N'ITUMANAHO



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 imitangire 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.

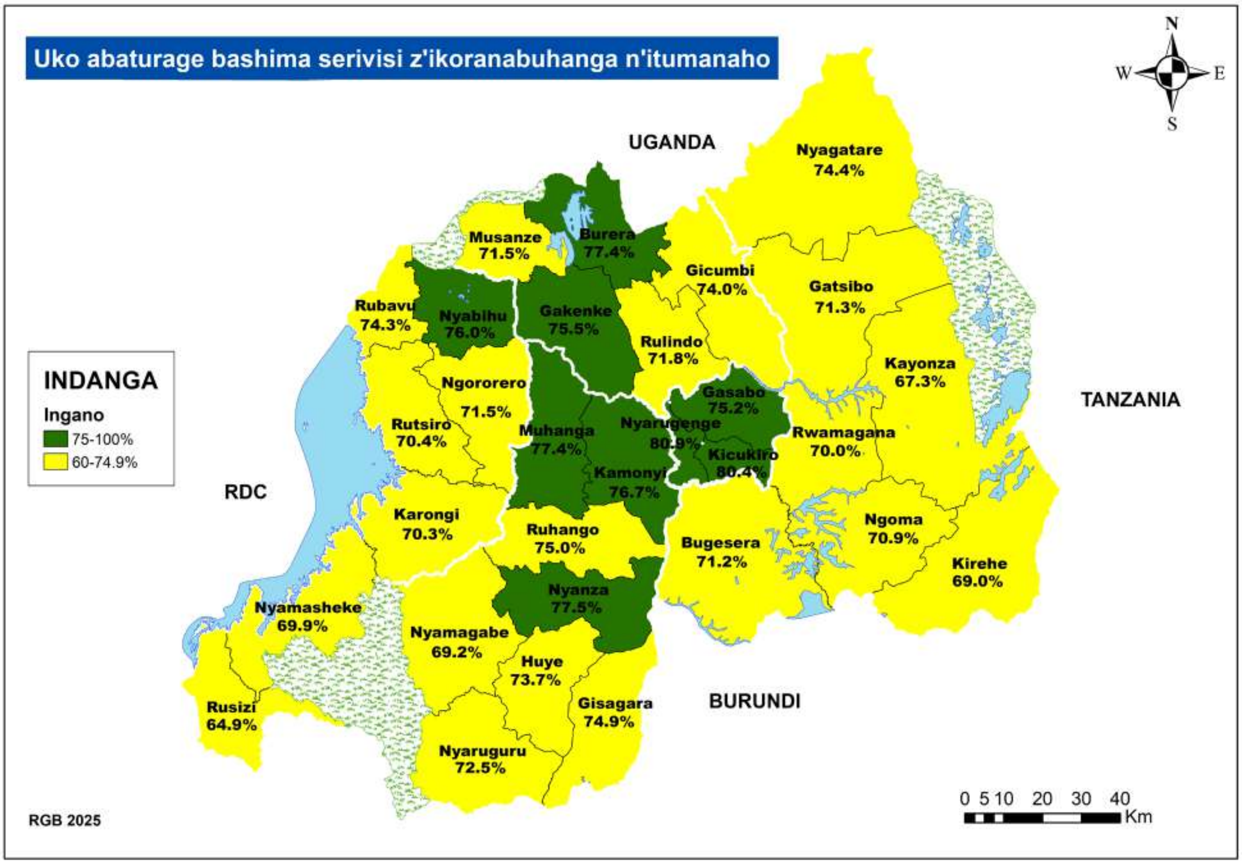
Ishusho 31: Uko abagabo n'abagore babona serivisi z'ikoranabuhanga n'itumanaho muri rusange



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.

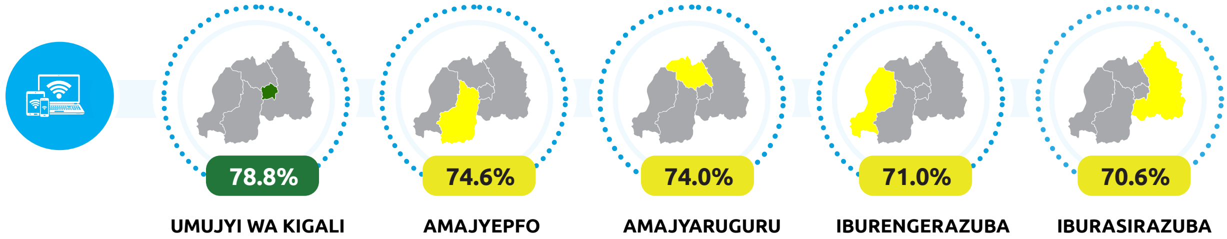
Ikarita 6: **Uko abaturage bashima serivisi bahabwa mu Ikoranabuhanga n'Itumanaho hakurikijwe uturere**



Ubu bushakashatsi bwagaragaje ko serivisi z'ikoranabuhanga n'itumanaho zashimwe n'abaturage 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

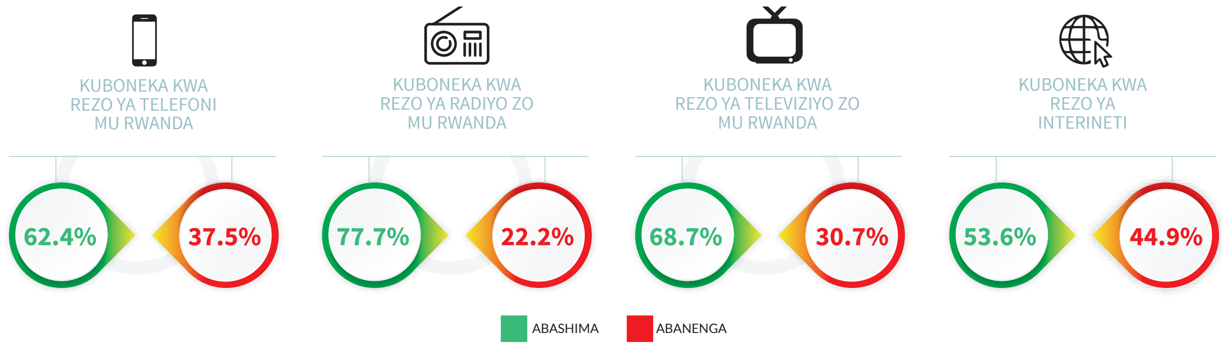
Ishusho 32: **Uko abaturage babona serivisi z'ikoranabuhanga hakurikijwe Intara n'Umujyi wa Kigali**



Aho byavuye: Ubushakashatsi bwa RGB, 2025

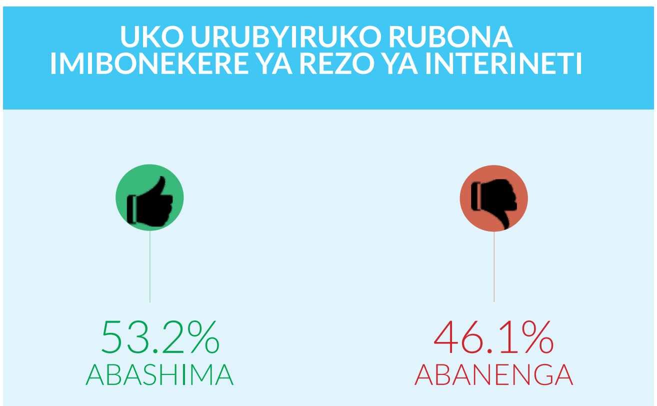
1.4.2. 1.4.3. Imibonekere ya rezo y'imwe mu miyoboro y'ikoranabuhanga n'itumanaho ikoreshwa mu gutanga serivisi

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



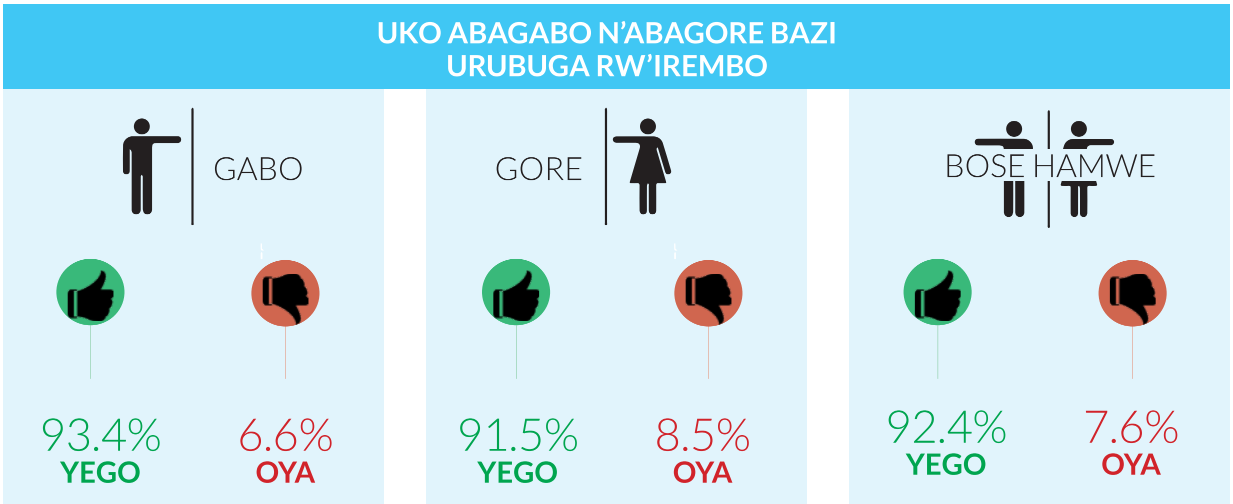
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Biragaragara ko nta tandukaniro 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.**

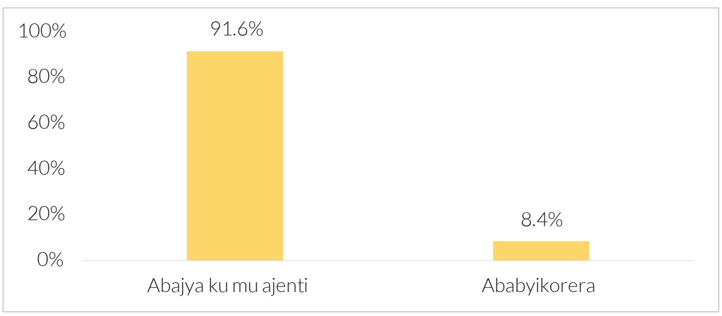


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

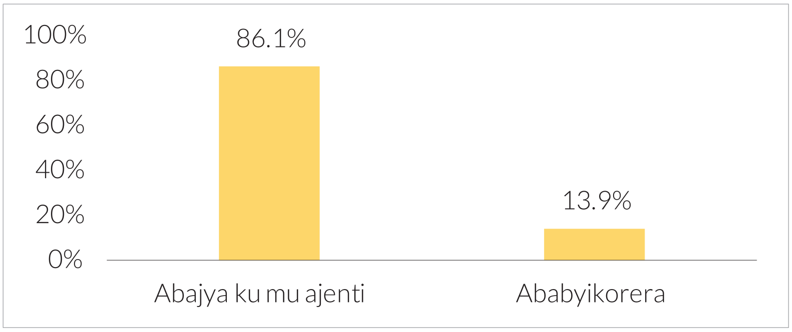
Ishusho 36: **Uburyo abaturage bakoresha serivisi z'Irembo**



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

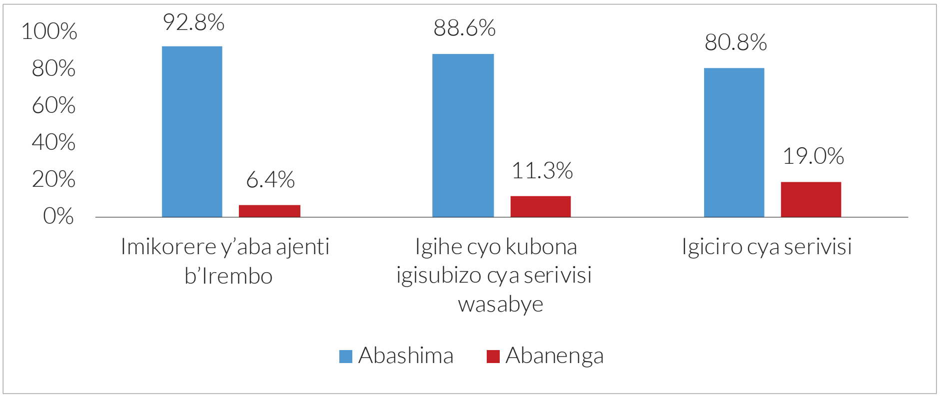


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

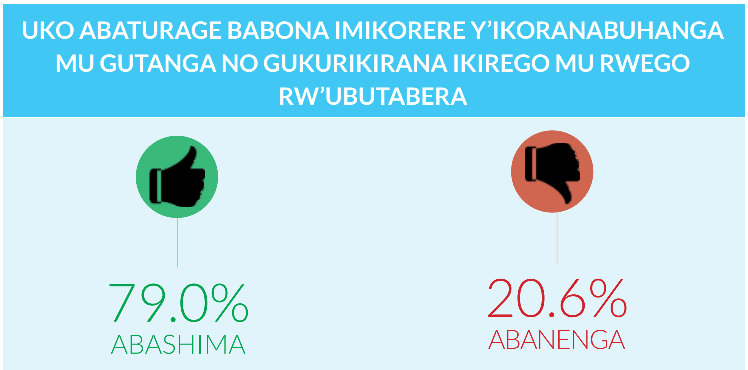


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

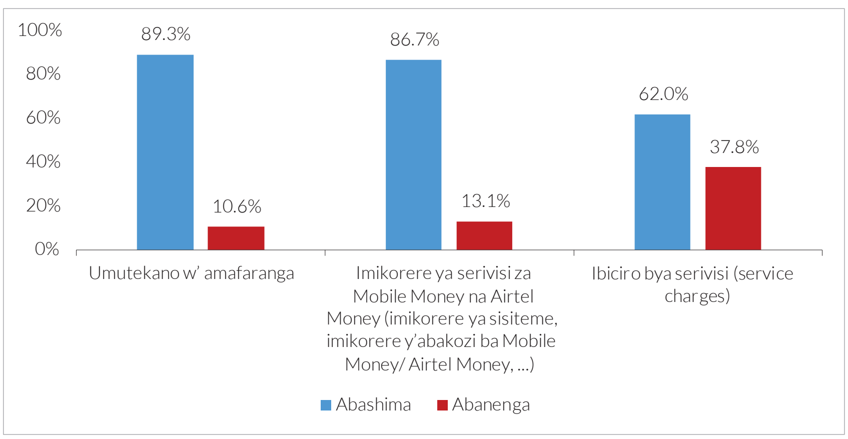


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bakoresheje 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

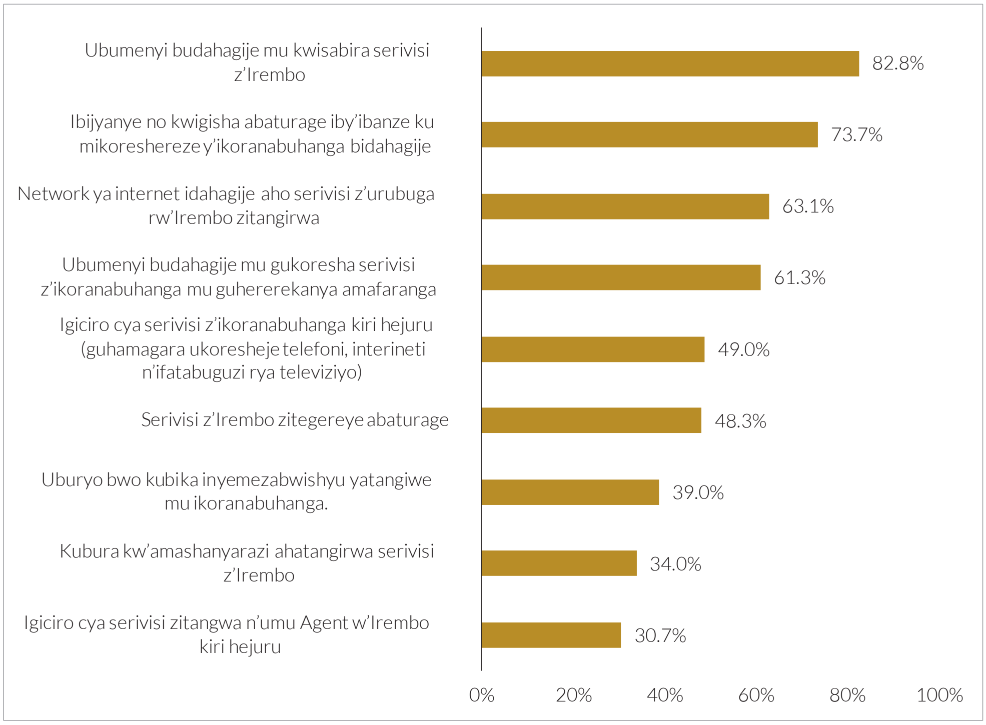


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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'ikoranabuhanga n'itumanaho

Nº	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

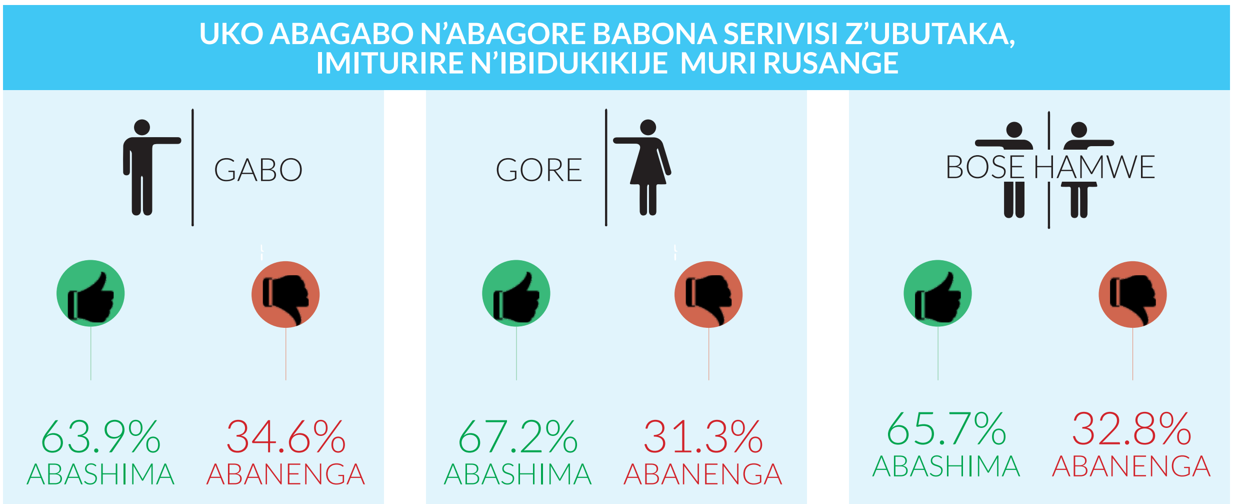
1.5.
UBUTAKA, IMITURIRE N’IBIDUKIKIJE

1.5.1. Intangiriro

Serivisi z'ubutaka n'imiturire zakozweho ubushakashakatsi 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'imicungire n'imikoreshereze y'imyanda.

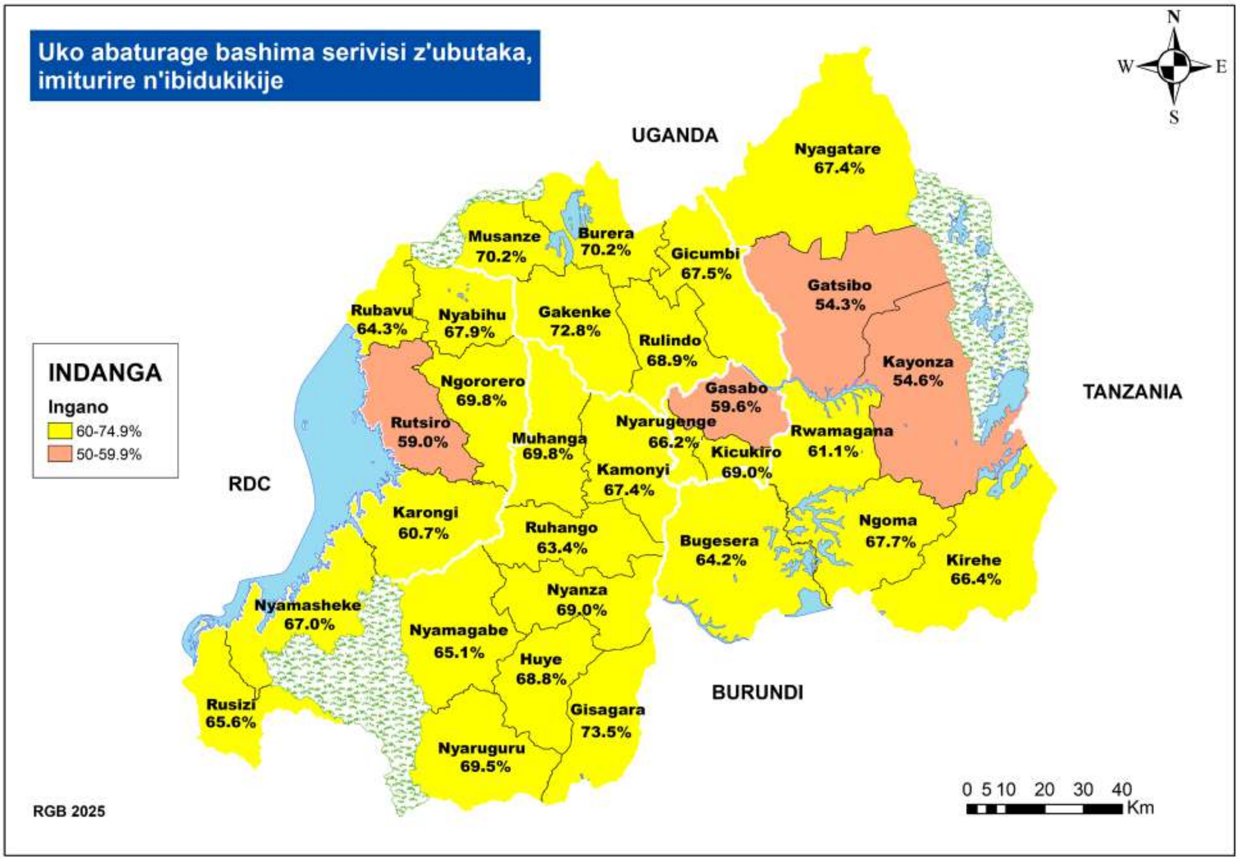
Ishusho 42: Uko abagabo n'abagore babona serivisi z'ubutaka, imiturire n'ibidukikije muri rusange



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%

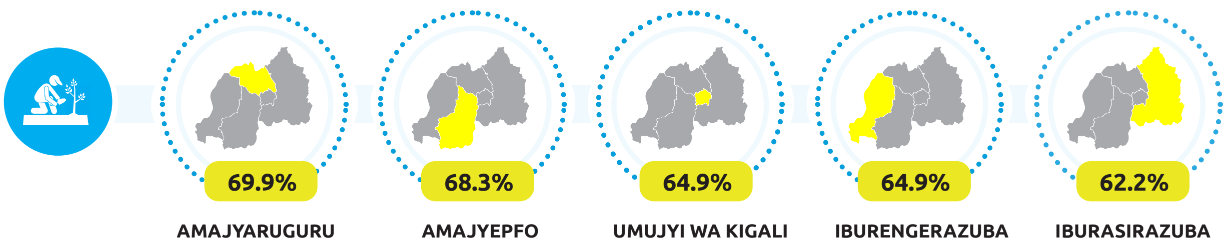
Ikarita 7: Uko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe uturere



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

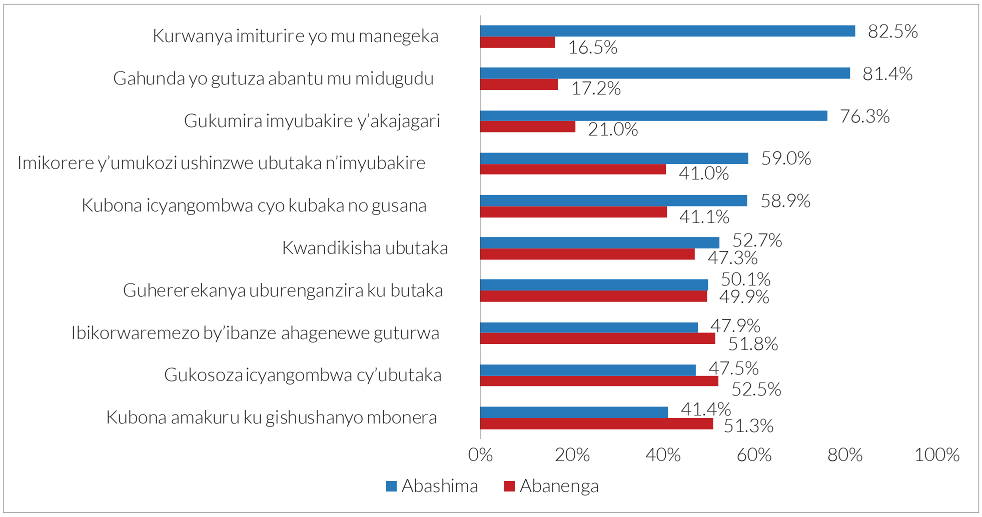
Ishusho 43: Uko abaturage bashima serivisi z'ubutaka, imiturire n'ibidukikije hakurikijwe Intara n'Umujyi wa Kigali



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



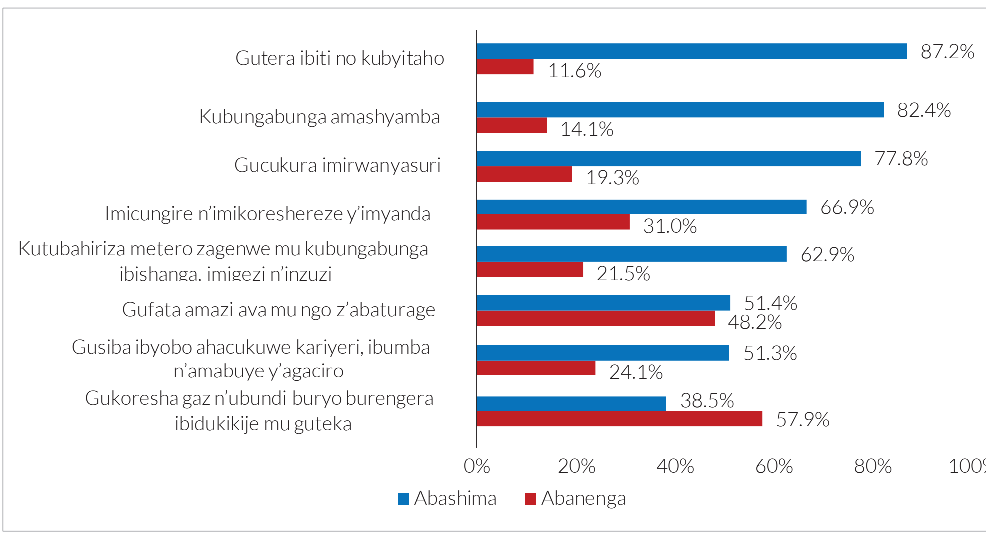
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 munsi ya 50%.

1.5.4. Uko abaturage babona ibikorwa bibungabunga ibidukikije

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

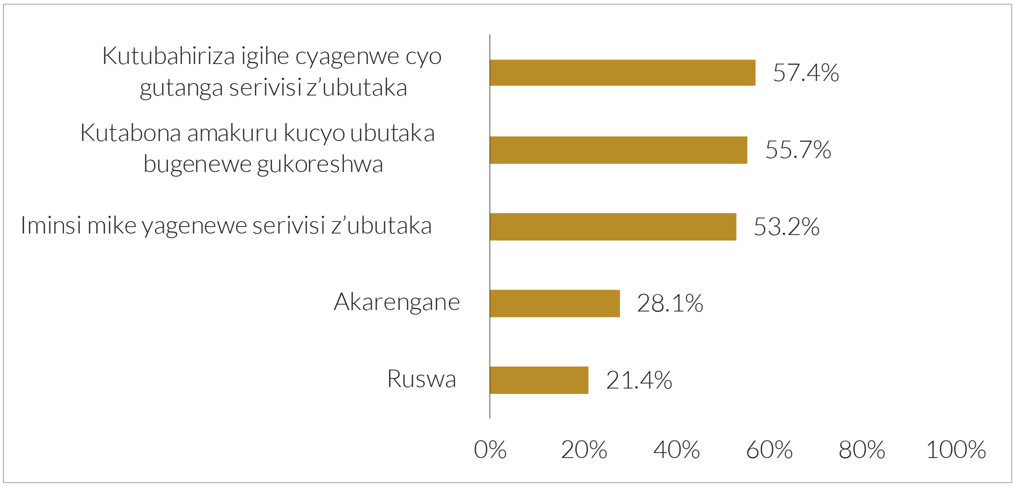


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubushakashatsi bwagaragaje 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%**

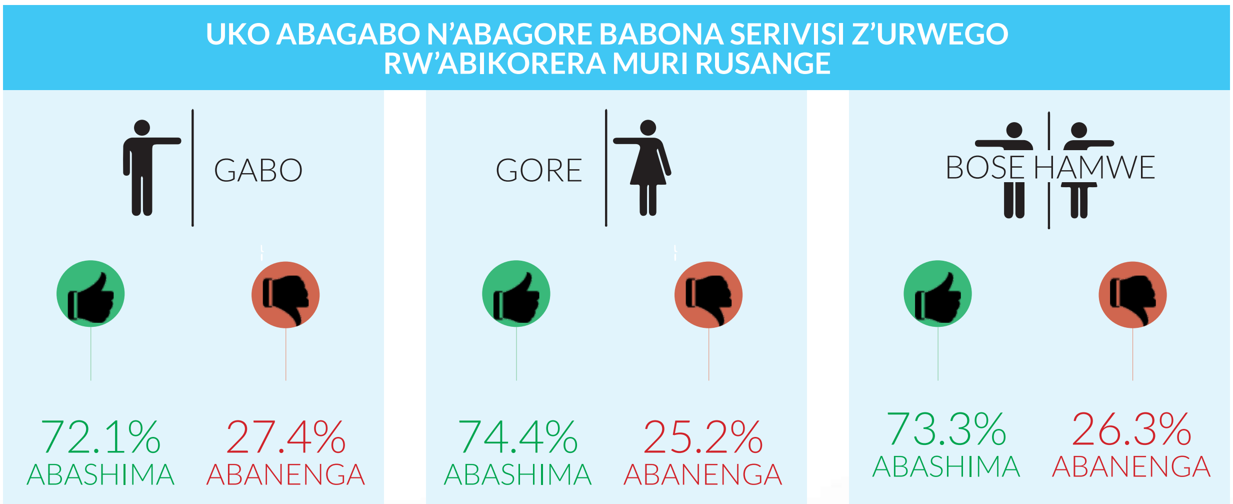
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

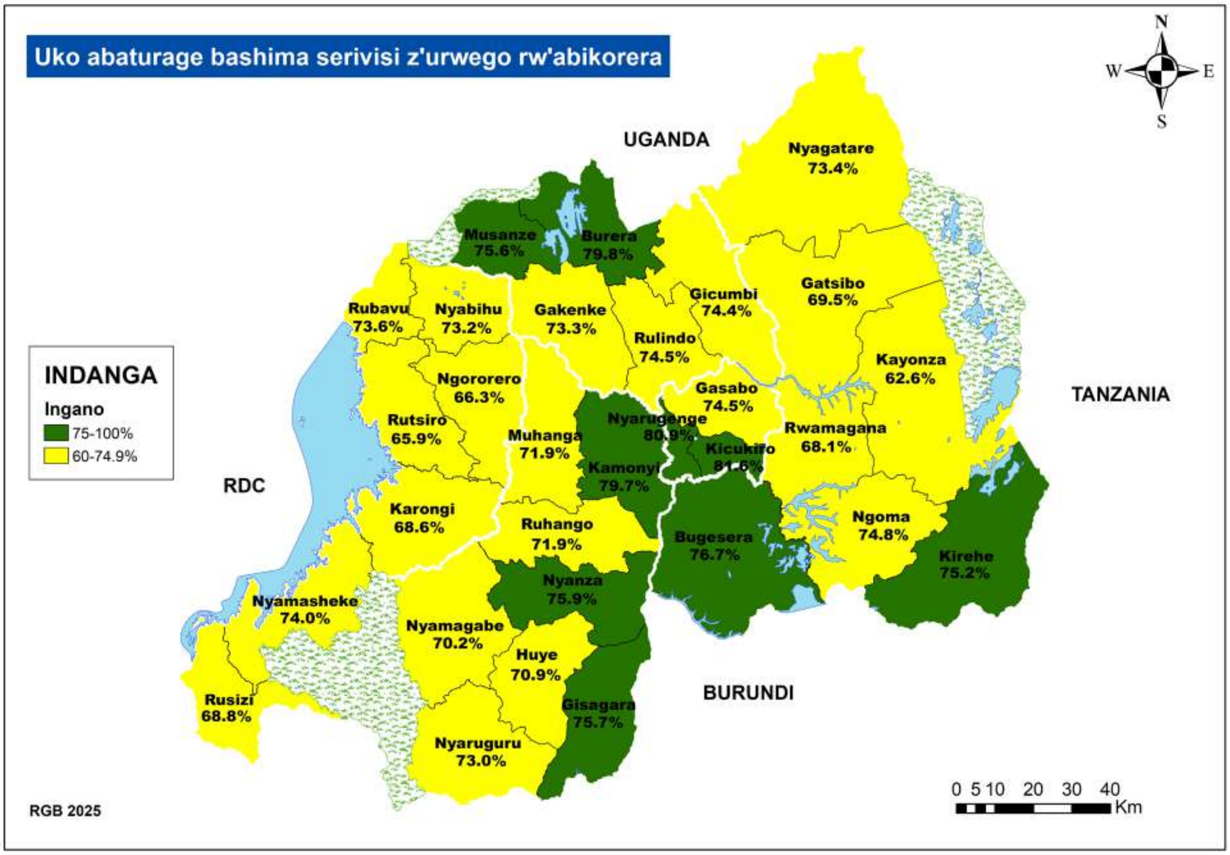
Ishusho 47: Uko abagabo n'abagore babona serivisi z'urwego rw'abikorera muri rusange



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%.

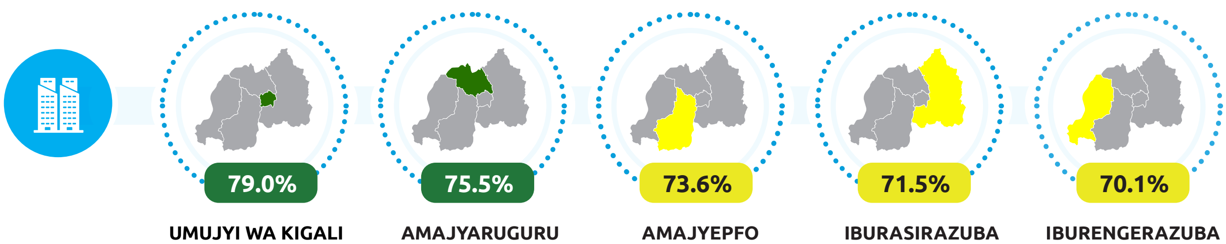
Ikarita 8: Ikarita 8: Uko abaturage bashima serivisi z'abikorera hakurikijwe uturere



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 Kayonza 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

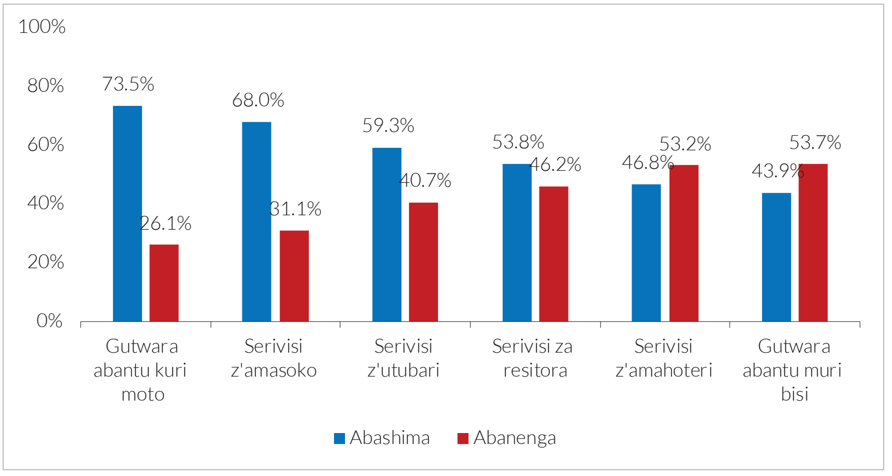
Ishusho 48: Uko abaturage bashima serivisi z'urwego rw'abikorera hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

1.6.3. Uko abaturage babona serivisi z'abikorera

Ishusho 49: Uko abaturage babona serivisi z' abikorera

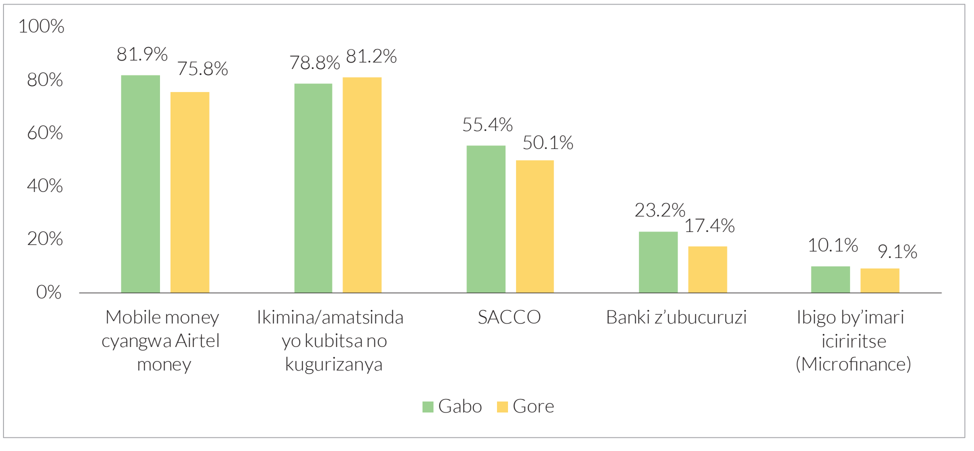


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

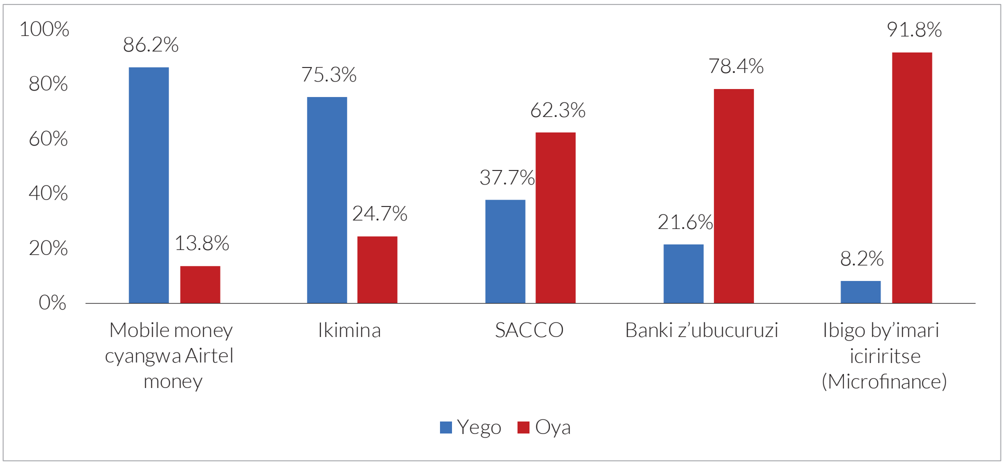
Ishusho 50: Uko abagabo n'abagore bakorana n'ibigo by'imari bitandukanye



Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

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

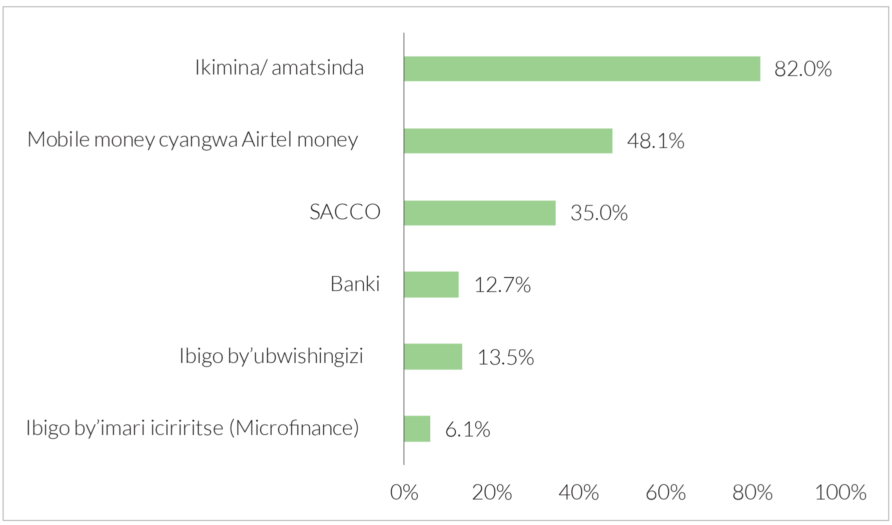


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Kimwe no ku bandi baturage, urubyiruko 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

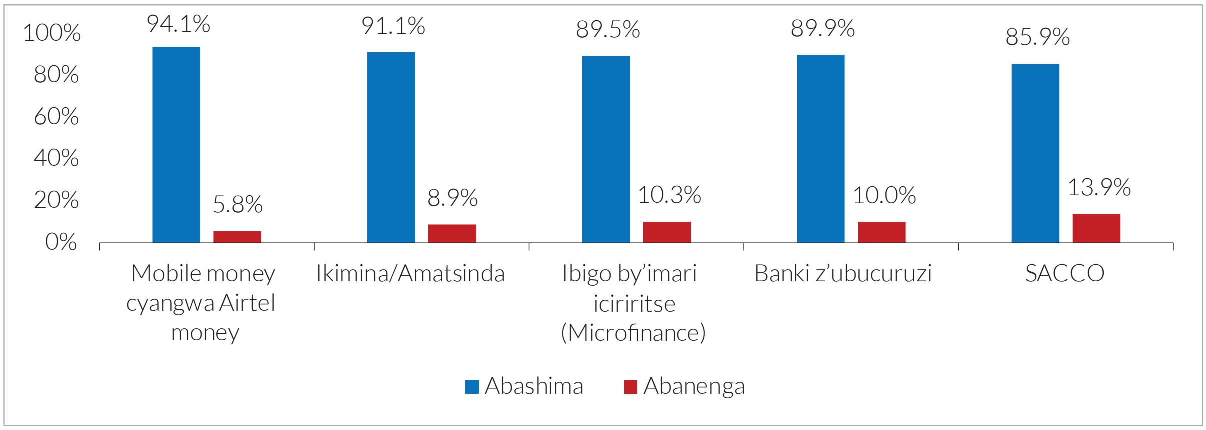


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

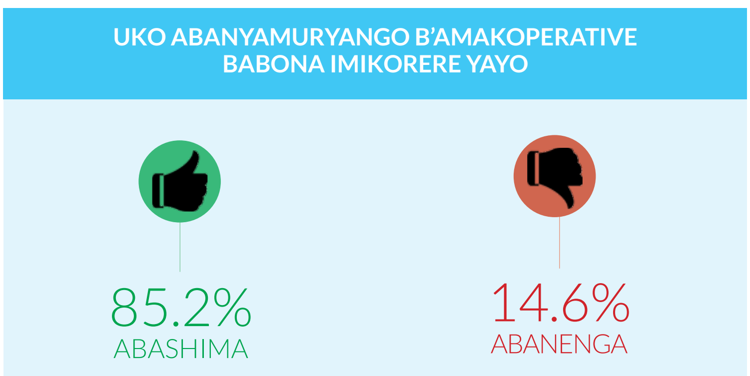


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

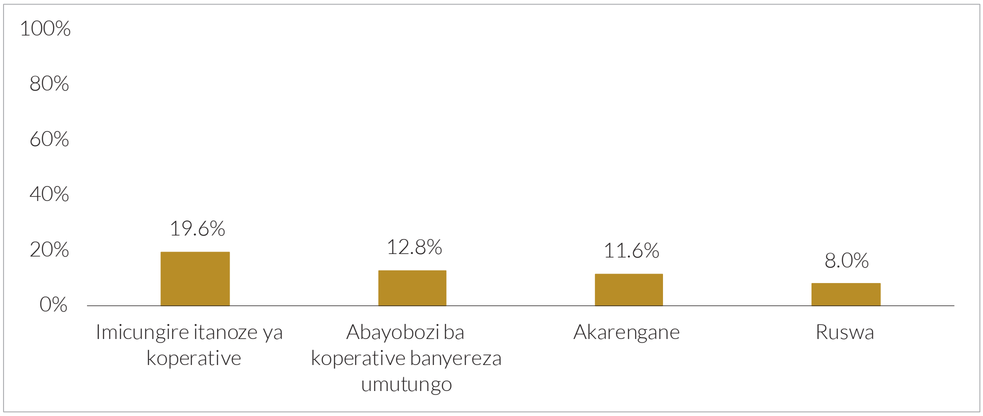
Ishusho 54: Uko abanyamuryango b'amakoperative babona imikorere yayo



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

Nº	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

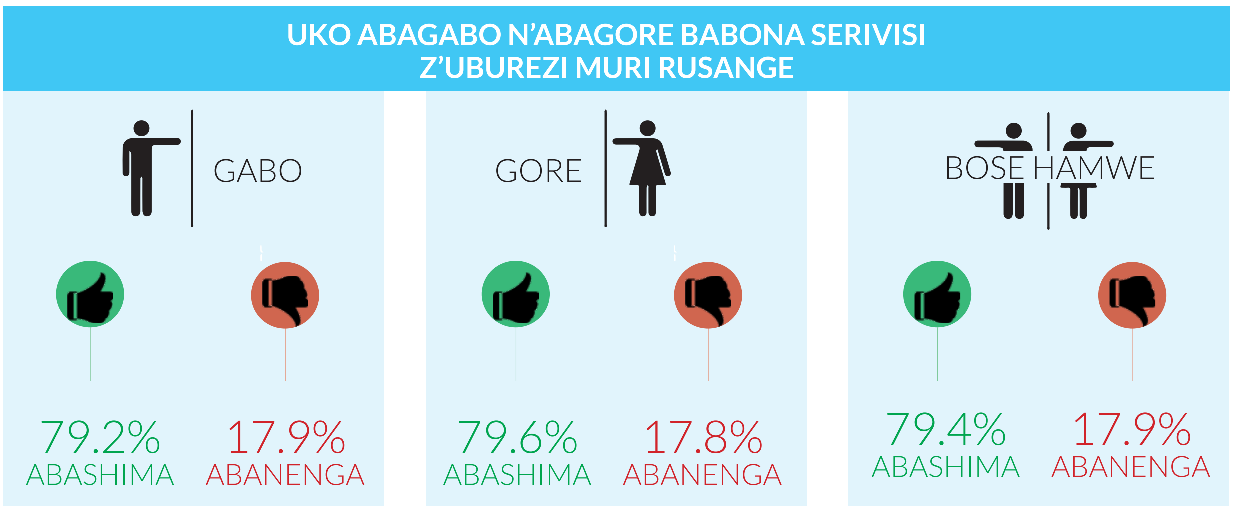
2.1. UBUREZI

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.

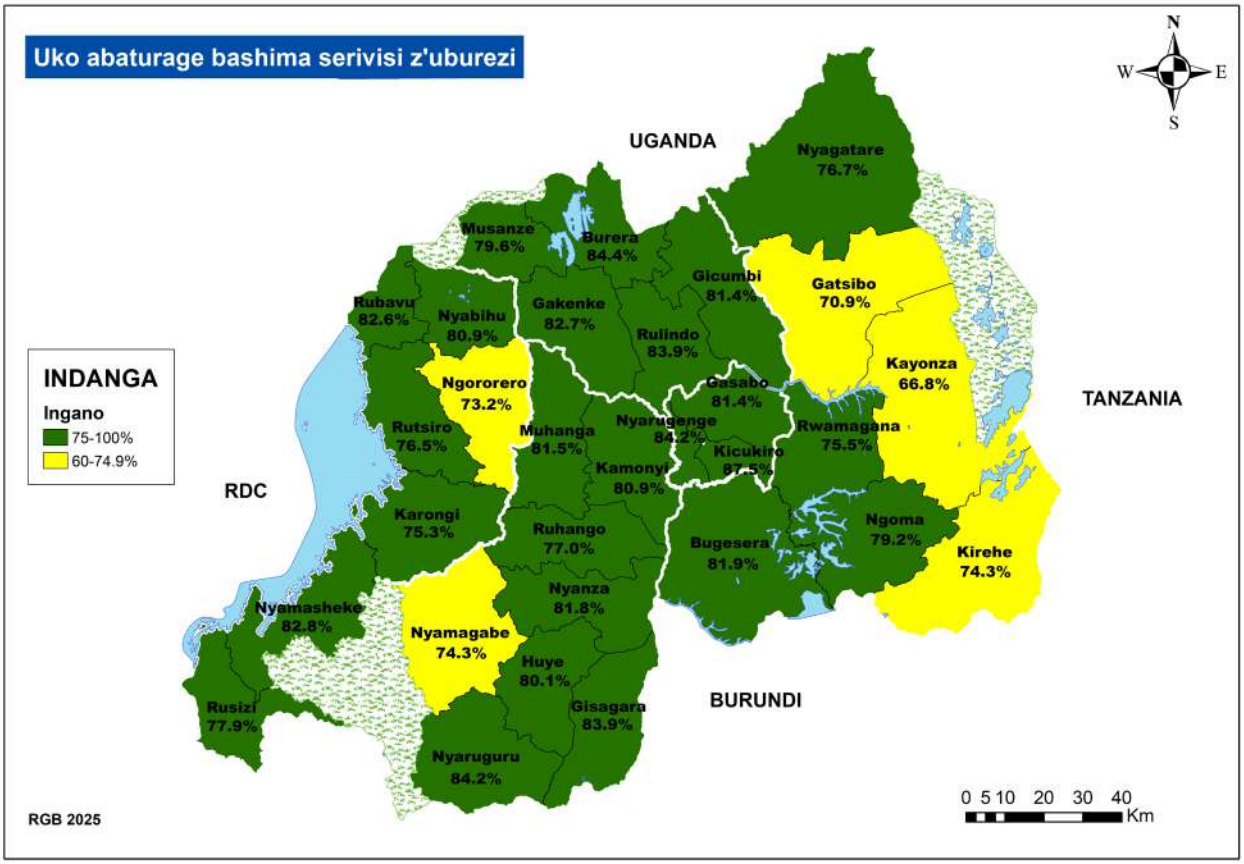
Ishusho 56: Uko abagabo n'abagore babona serivisi z'uburezi muri rusange



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.

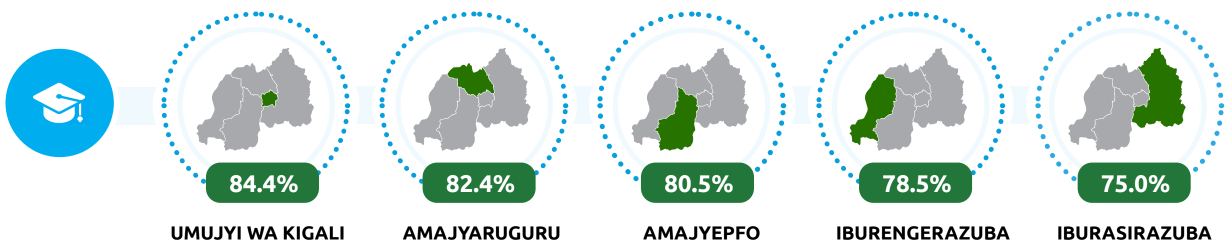
Ikarita 9: Uko abaturage bashima serivisi z'uburezi hakurikijwe uturere



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 Kayonza ari ko izi serivisi zishimwa ku gipimo cyo hasi cya 66.8%.

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

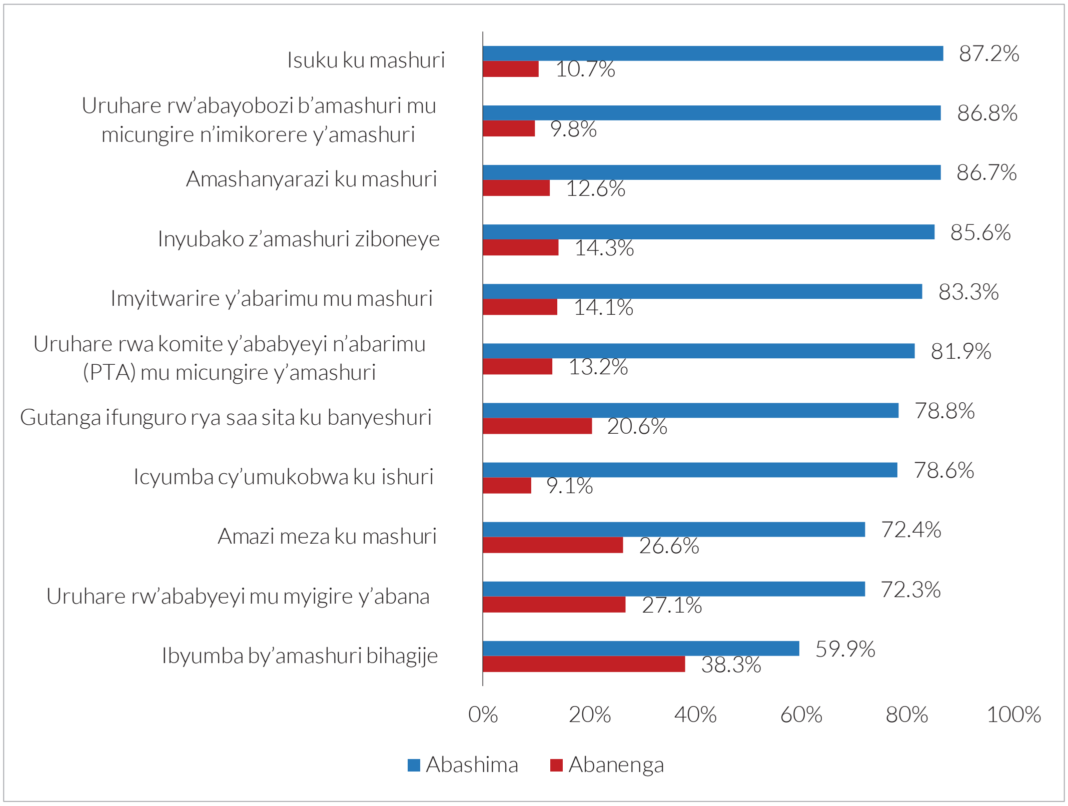
Ishusho 57: Uko abaturage bashima serivisi z'uburezi hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

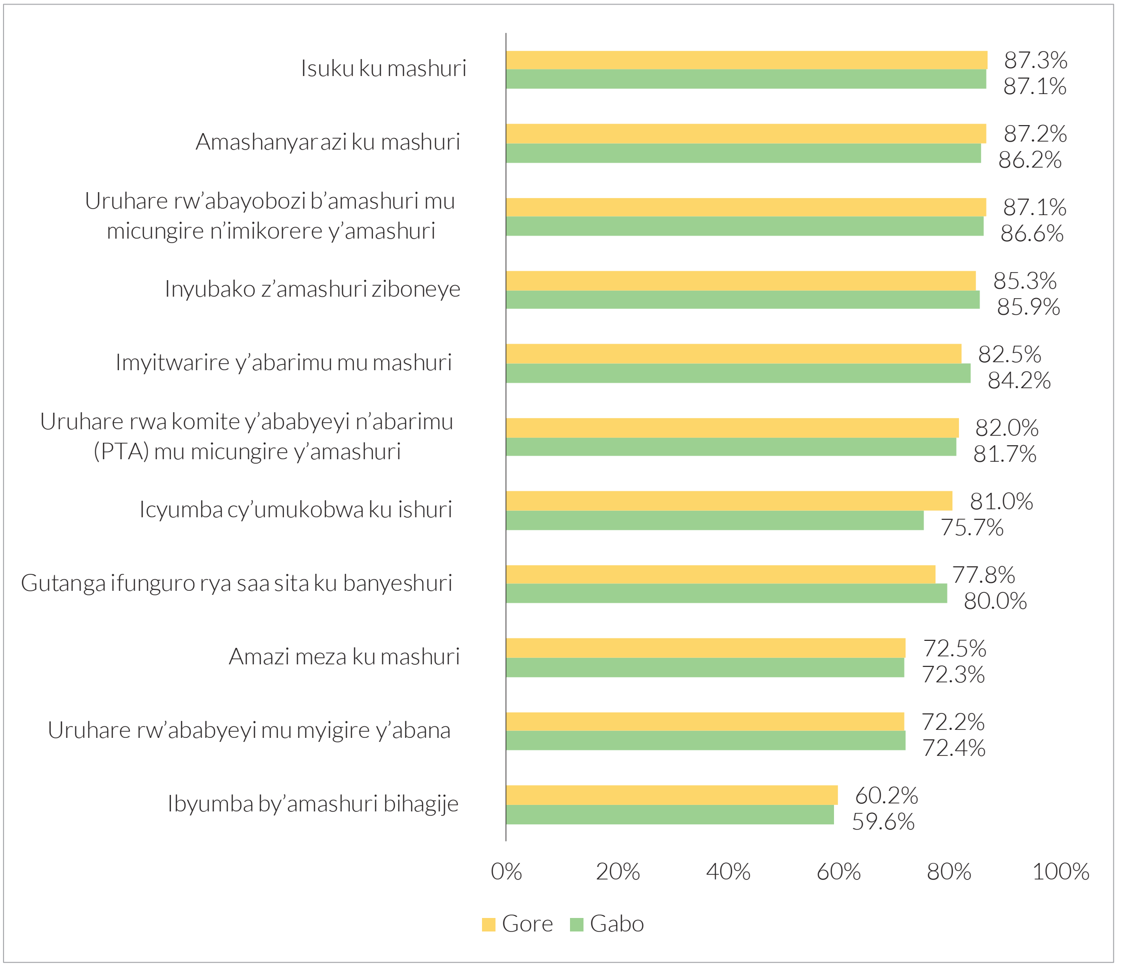
Ishusho 58: Uko abaturage babona ibikorwaremezo na zimwe muri gahunda na serivisi zo mu rwego rw'uburezi



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 ruhande, abaturage bari ku gipimo cya 38.3% bagaragaje ko ibyumba by'amashuri bidahagije.

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

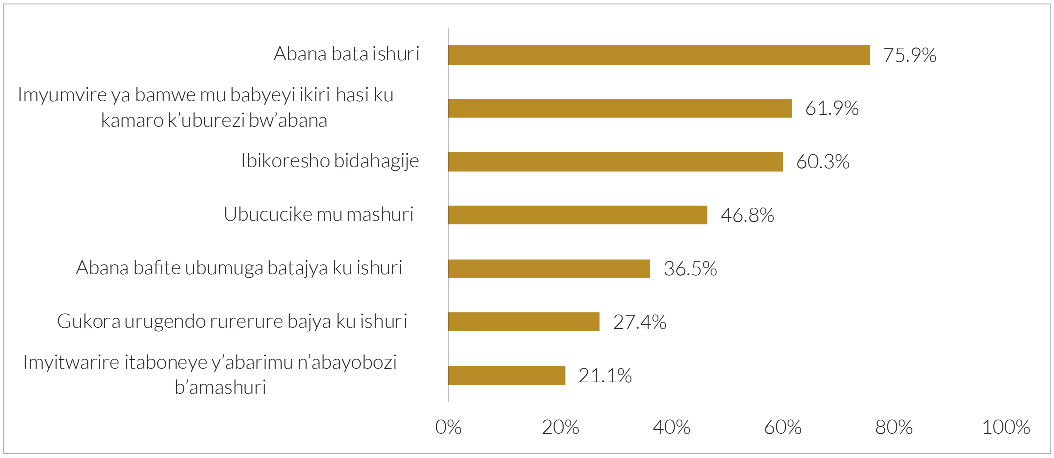


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

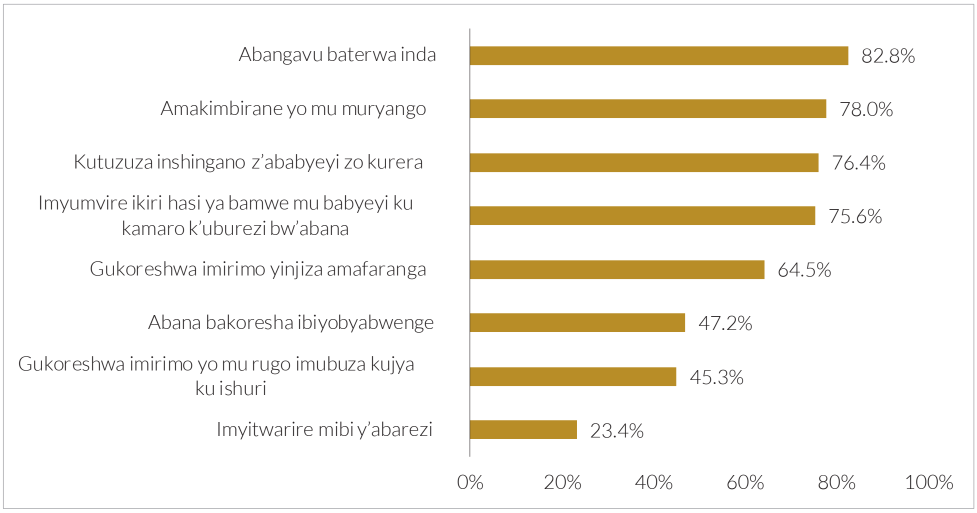
Ishusho 60: Inzitizi abaturage babona zikiri mu burezi



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, kutuzuza inshingano z'ababyeyi zo kurera ndetse n'imyumvire 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

Nº	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%**

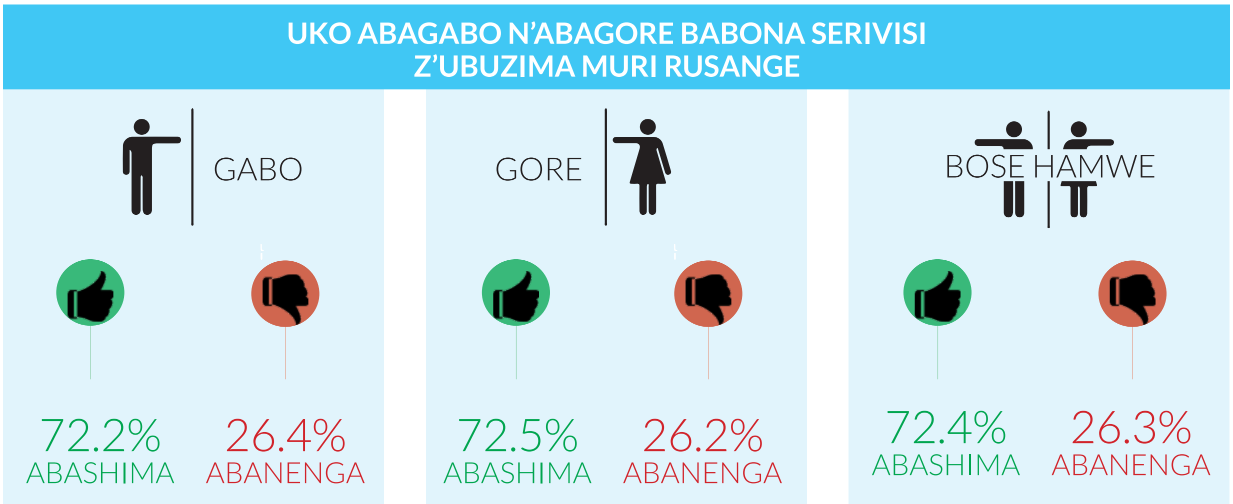
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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'imbangukiragutabara, kwita ku bagore batwite n'ububyaza, kwishyuza kwa muganga ndetse n'imikorere y'umukozi ushinzwe mituweli kwa muganga.

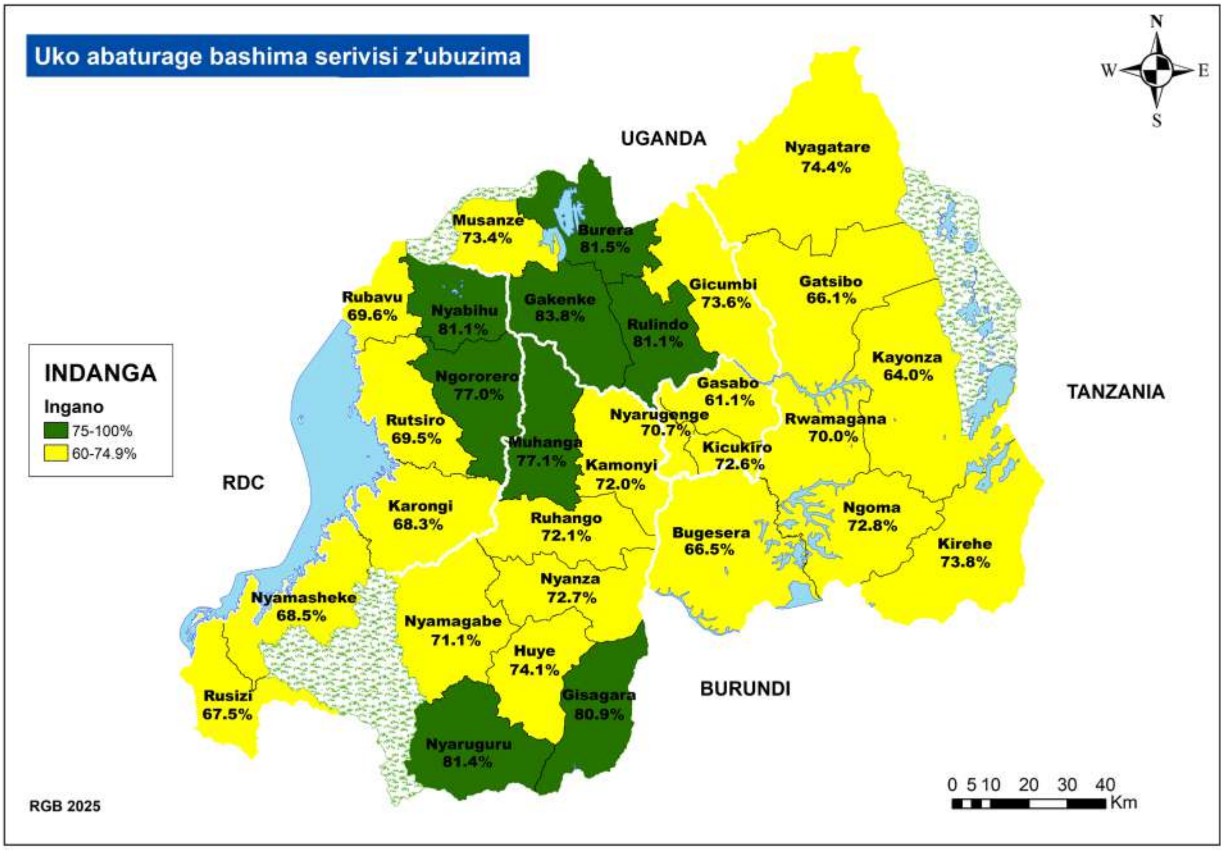
Ishusho 62: **Uko abagabo n'abagore babona serivisi z'ubuzima muri rusange**



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%.

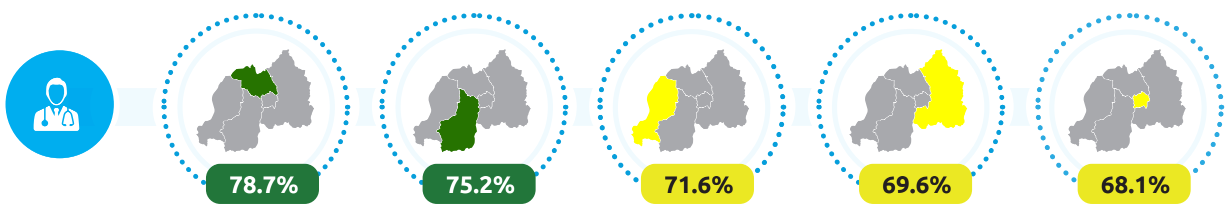
Ikarita 10: Uko abaturage bashima serivisi z'ubuzima hakurikijwe uturere



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 munsi 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

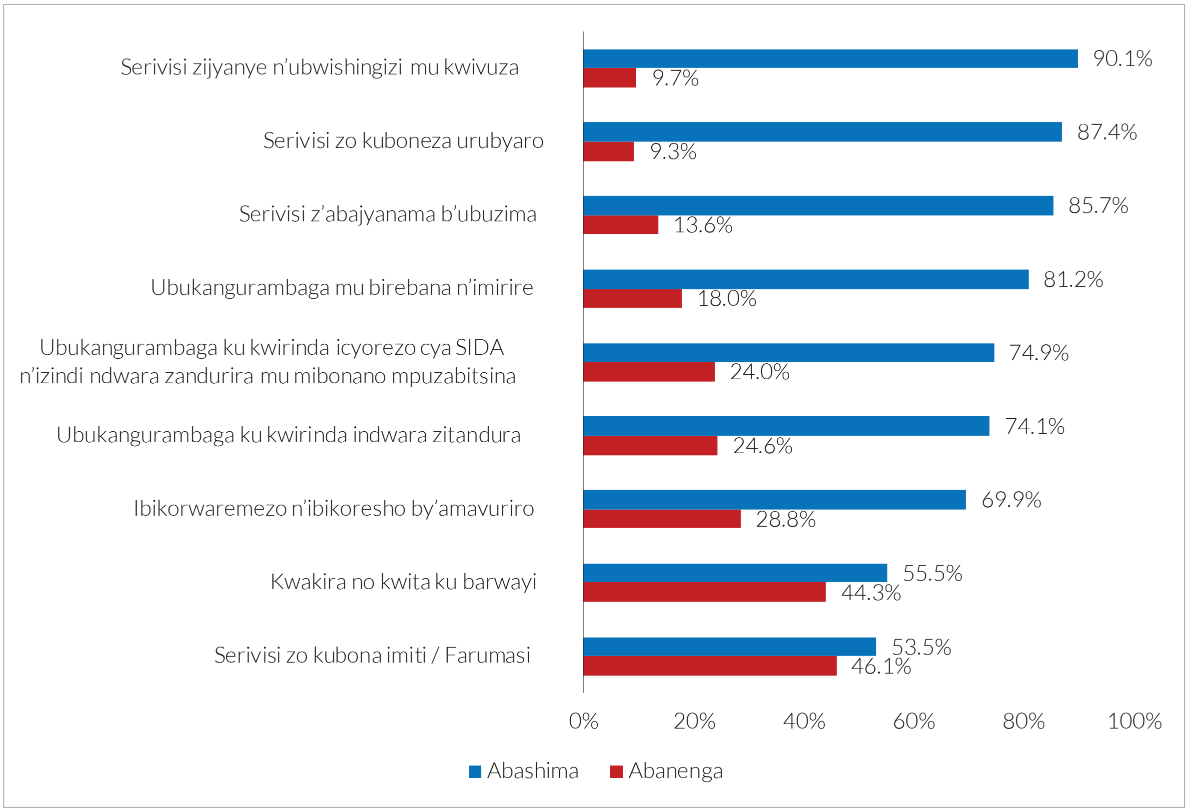


AMAJYARUGURU | AMAJYEPFO | IBURENGERAZUBA | IBURASIRAZUBA | UMUJYI WA KIGALI

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

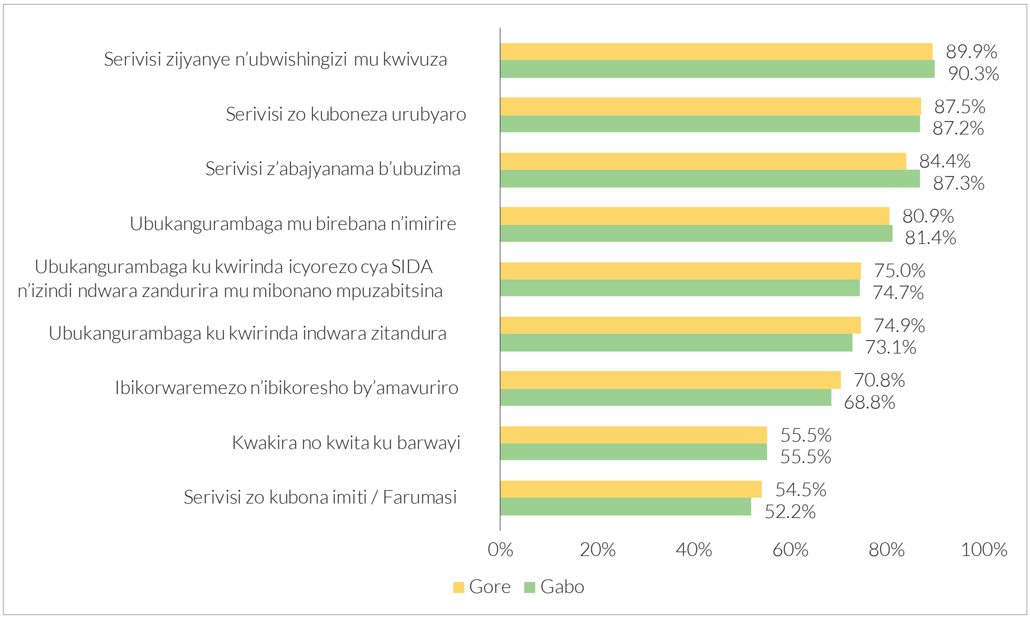


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

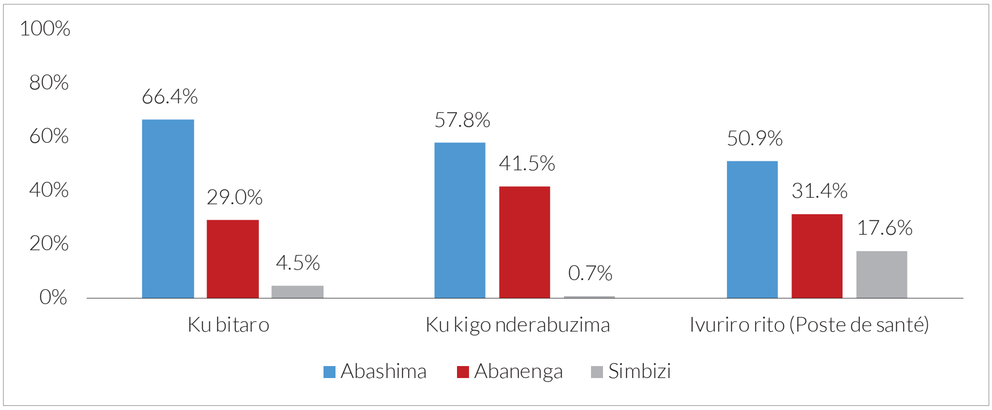


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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'imicungire 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%**

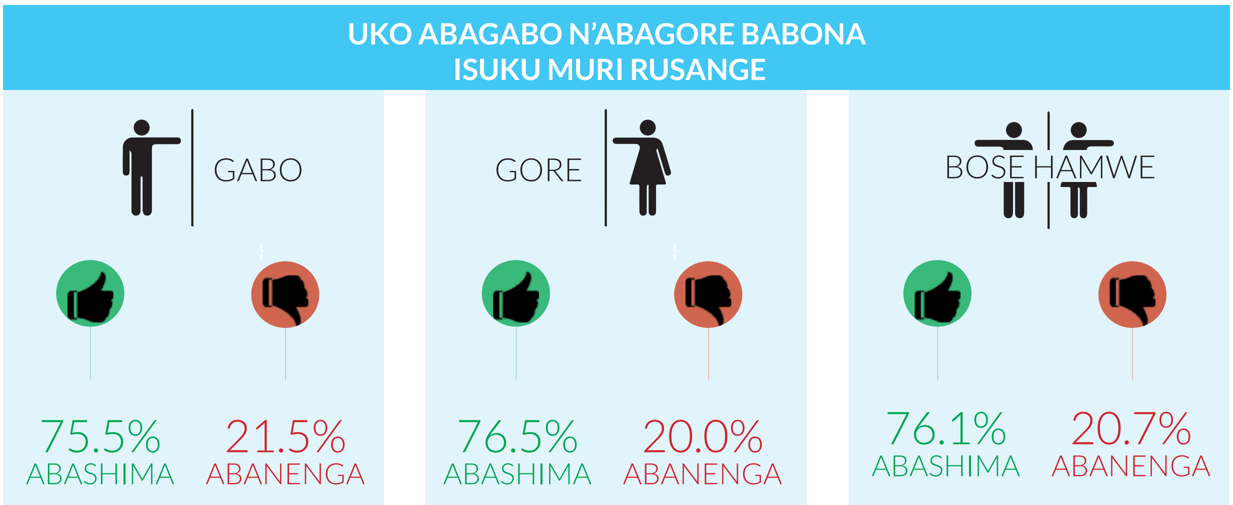
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

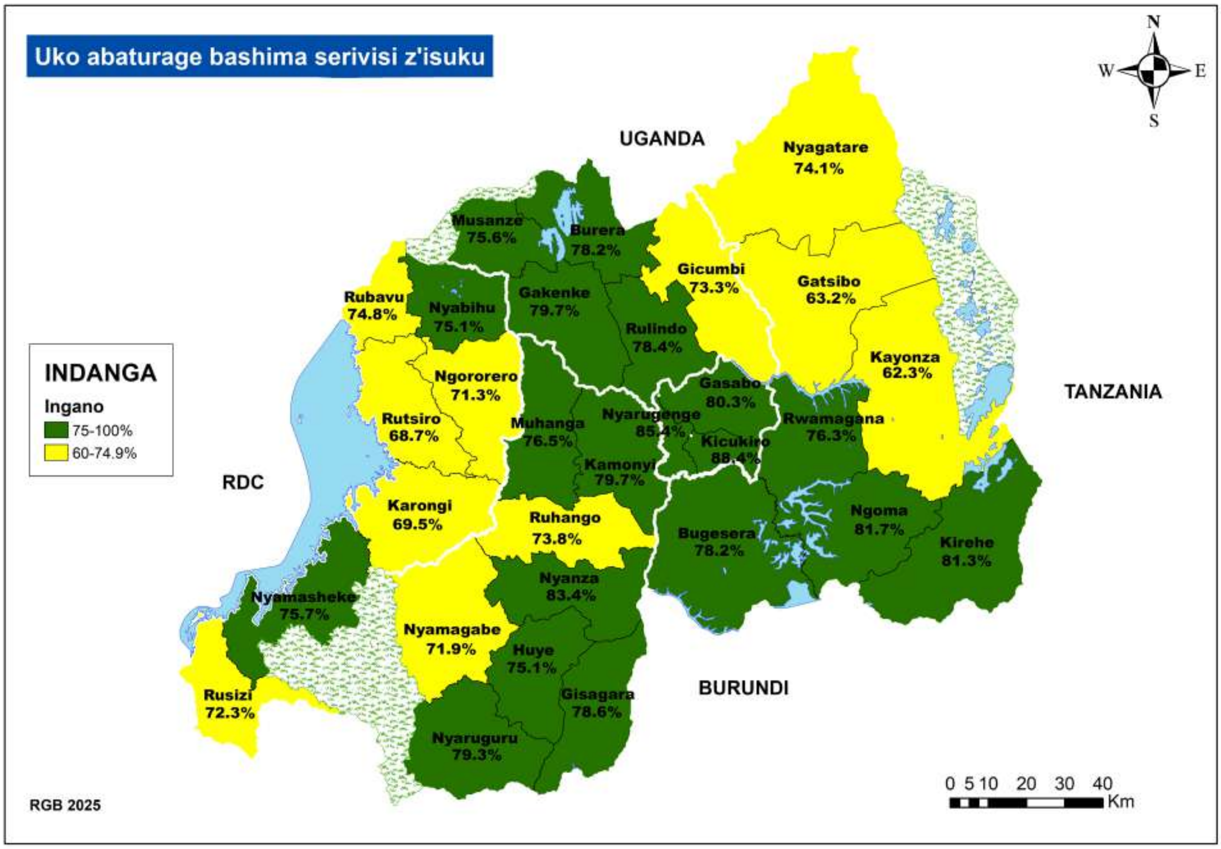
Ishusho 67: Uko abagabo n'abagore babona isuku muri rusange



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%.

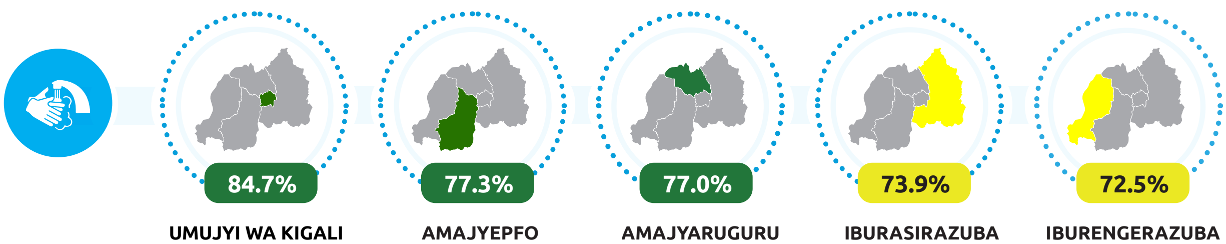
Ikarita 11: Uko abaturage bashima isuku hakurikijwe uturere



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

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

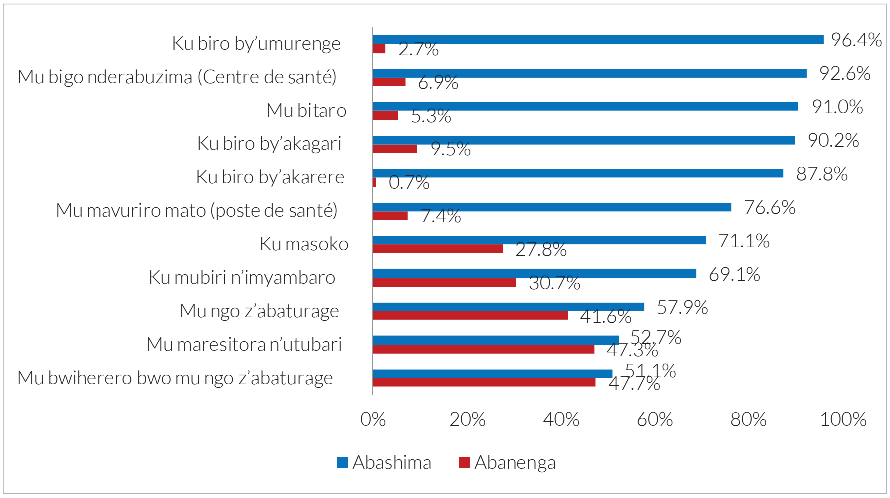
Ishusho 68: Uko abaturage bashima isuku hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.3.3. Uko abaturage babona isuku ahantu hatandukanye

Ishusho 69: Uko abaturage babona isuku ahantu hatandukanye

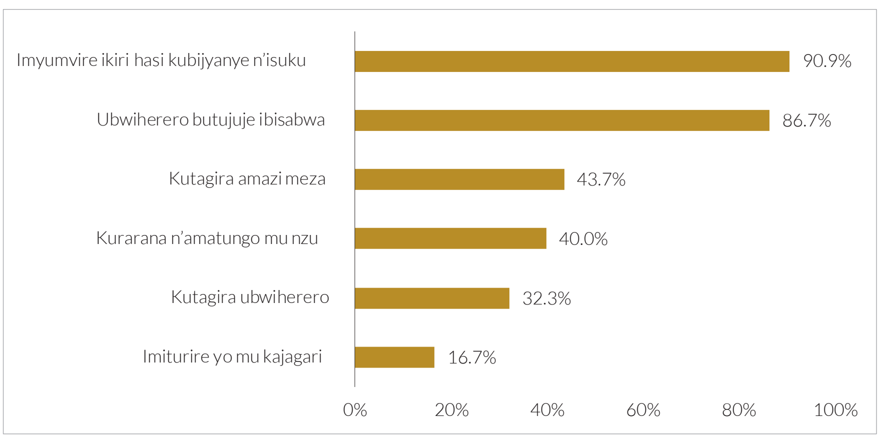


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Isuku yo ku biro by'inzego 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 bwiherero bwo mu ngo z'abaturage niho abaturage bashimye isuku ku gipimo kiri munsi 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' ubwiherero butujuje ibisabwa ni byo abaturage bagaragaje ko biza imbere mu gutera umwanda.

2.3.5. IBYIFUZONAMA

- Kongera imbaraga mu bukangurambaga bwo kugira ubwiherero bwujuje 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

Nº	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%**

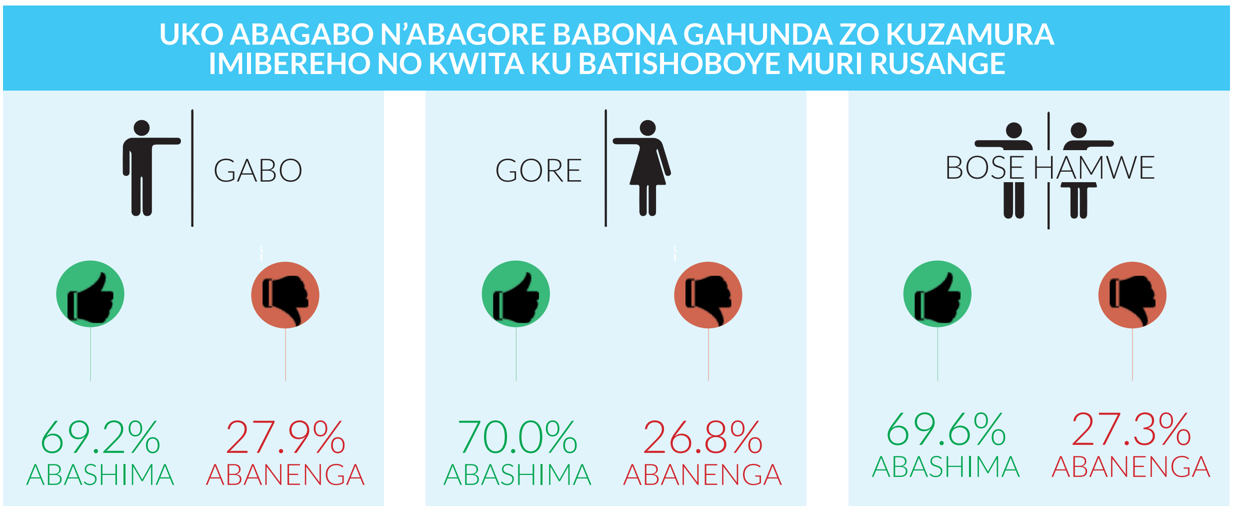
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

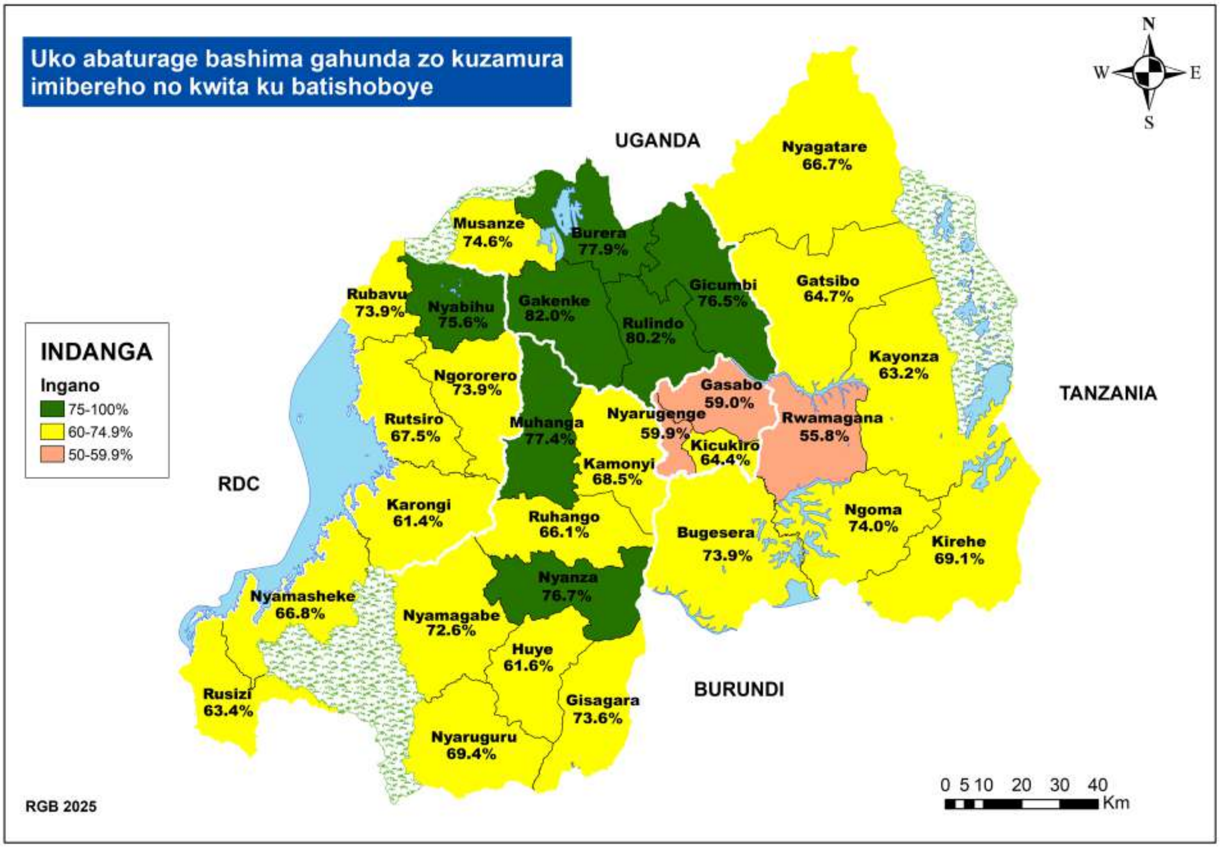
Ishusho 71: Uko abagabo n'abagore babona gahunda zo kuzamura imibereho no kwita ku batishoboye muri rusange



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.

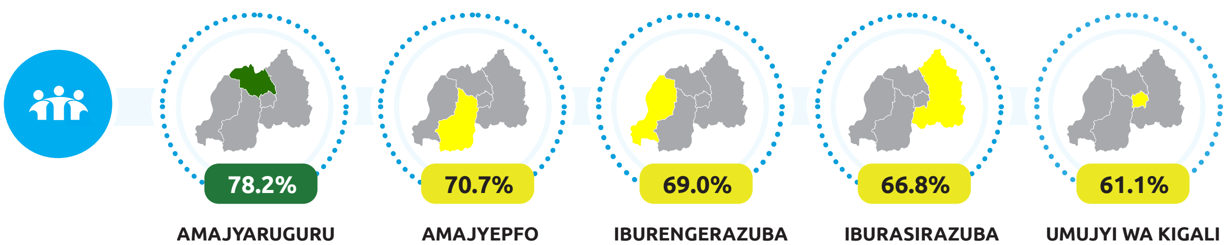
Ikarita 12: Uko abaturage bashima gahunda zo kwita ku batishoboye no kuzamura imibereho yabo hakurikijwe uturere



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

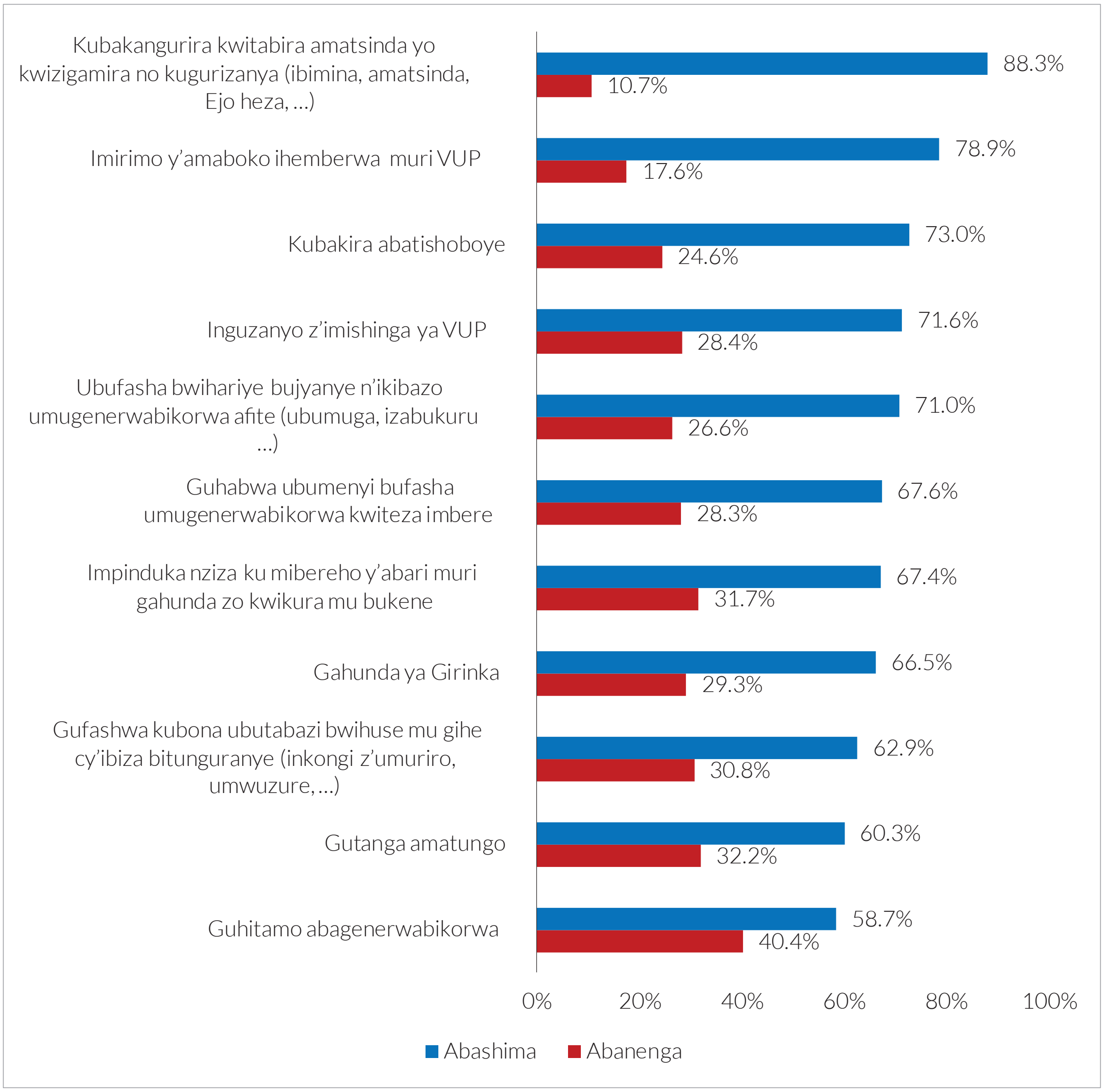
Ishusho 72: Uko abaturage bashima gahunda zo kuzamura imibereho no kwita ku batishoboye hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.4.3. Ishyirwa mu bikorwa ry'ubufasha bugenerwa abatishoboye

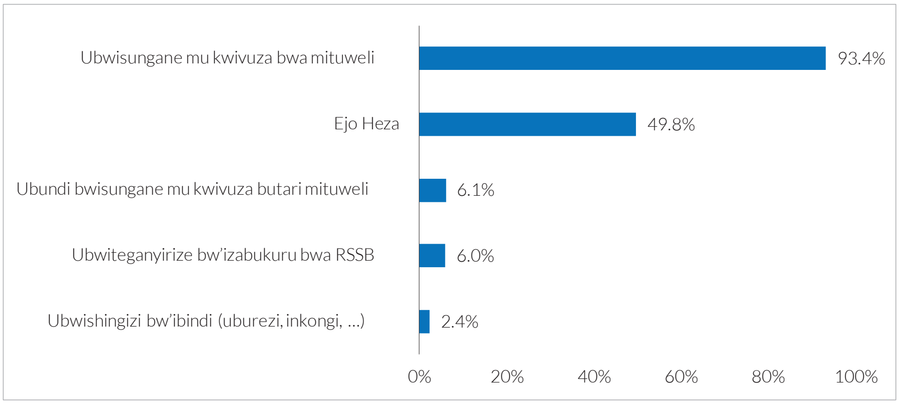
Ishusho 73: Uko abaturage babona ishyirwa mu bikorwa ry'ubufasha bugenerwa abatishoboye



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

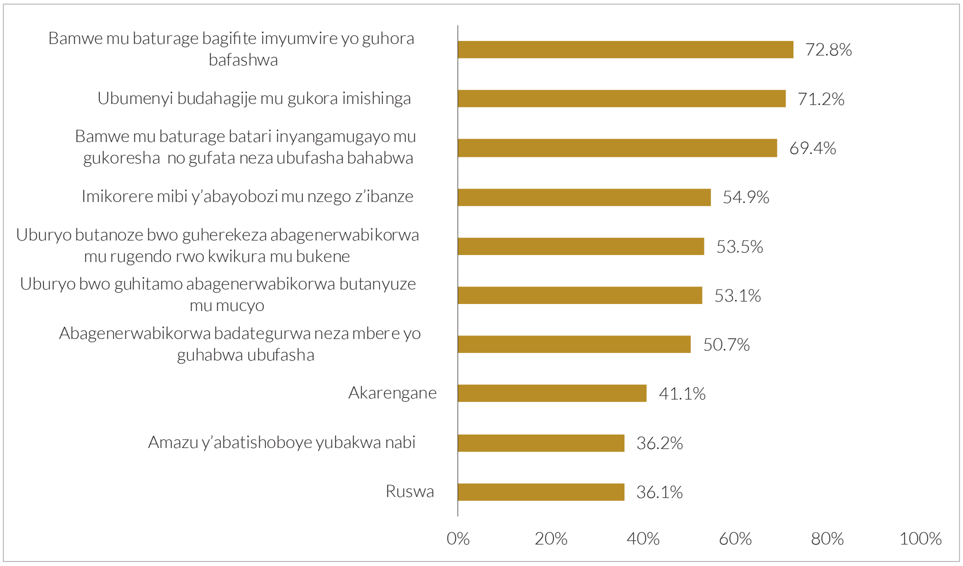


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwagaragaje ko ubwisungangane mu kwivuza bwa mutuweli 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 ishyirwa 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 ishyirwa 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

Nº	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

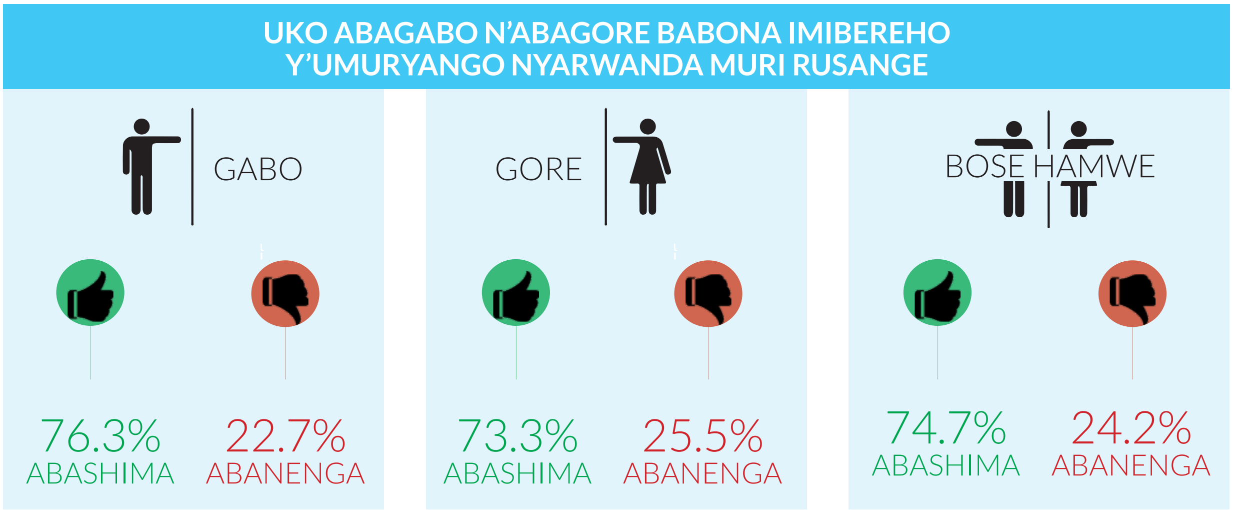
2.5.IMIBEREHO Y'UMURYANGO NYARWANDA

2.5.1. Intangiriro

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

Muri iki cyiciro kirebana n'imibereho y'umuryango nyarwanda, ubu bushakashatsi bwasuzumye 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.

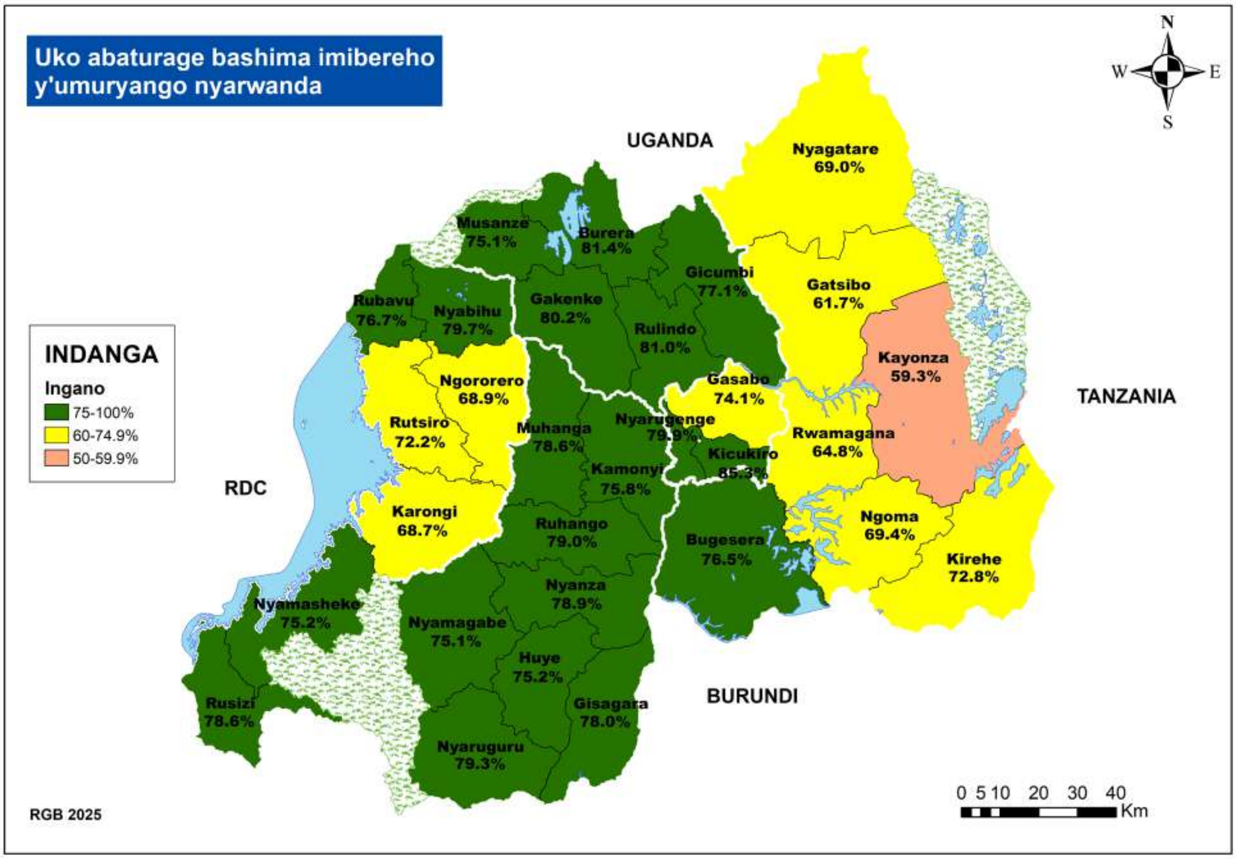
Ishusho 76: Uko abagabo n'abagore babona imibereho y'umuryango nyarwanda muri rusange



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%.

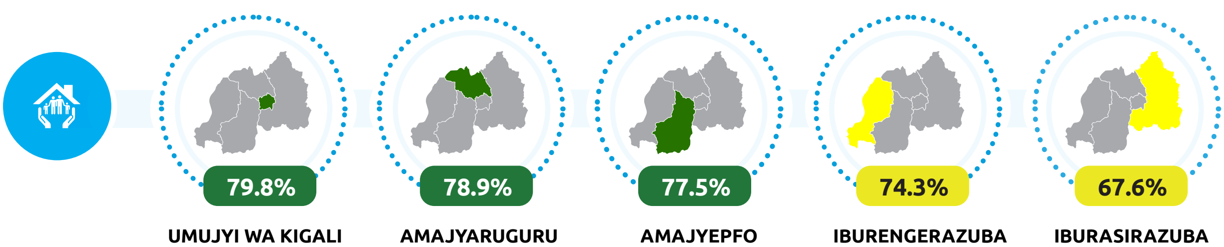
Ikarita 13: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe uturere



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

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

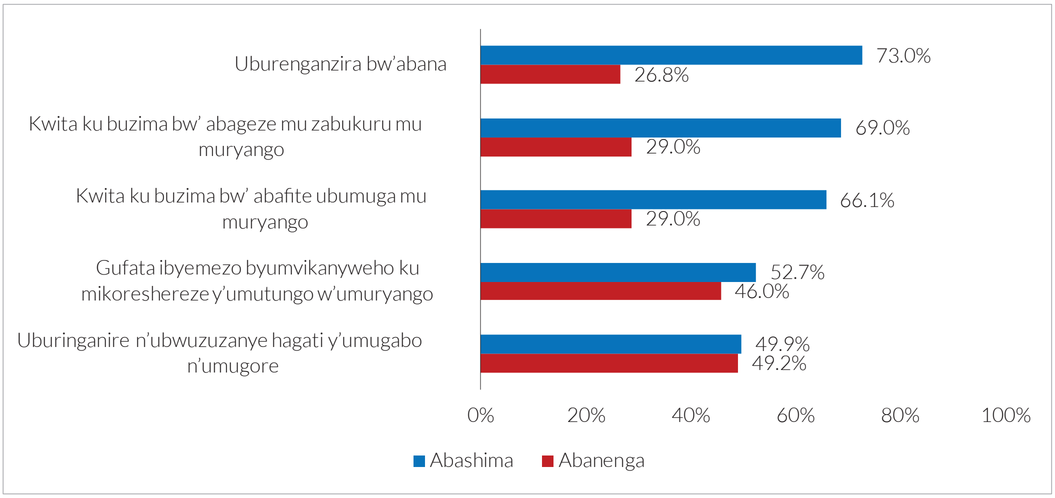
Ishusho 77: Uko abaturage bashima imibereho y'umuryango nyarwanda hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

2.5.3. Gahunda zitandukanye mu mibereho y'umuryango nyarwanda

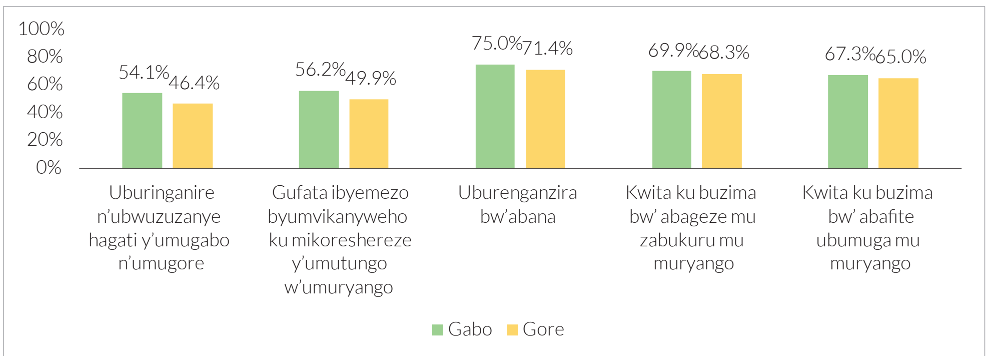
Ishusho 78: Uko abaturage babona gahunda zitandukanye zo guteza imbere imibereho y'umuryango nyarwanda



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 uburinganire n'ubwuzuzanye hagati y' umugabo n'umugore ari byo byaje inyuma ku gipimo cya 49.9%.

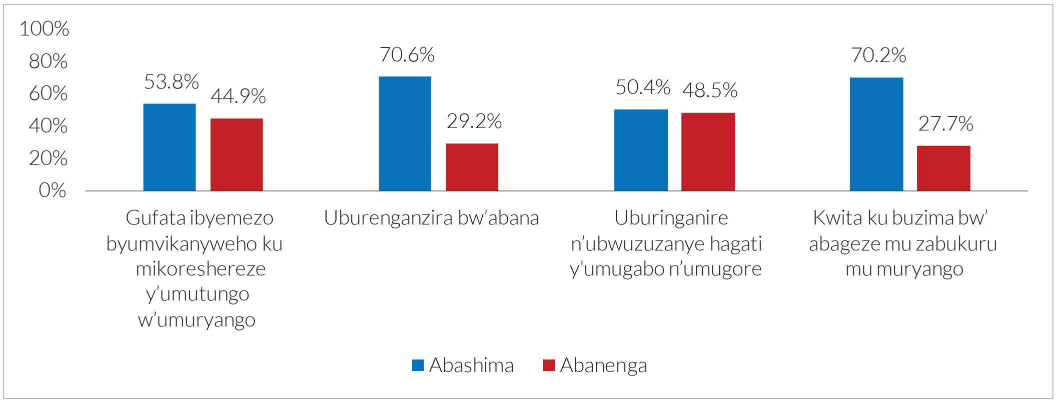
Ishusho 79: Uko abagabo n'abagore babona ibikorwa bitandukanye mu mibereho y'umuryango nyarwanda



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 uburinganire n'ubwuzuzanye hagati y'umugabo n'umugore ndetse no gufata ibyemezo byumvikanyweho ku mikoreshereze y'umutungo w'umuryango, abagore babishimye ku bipimo munsi ya 50%. Ibi bigaragaza ko abagore n'abagabo bafite imyumvire itandukanye ku bijyanye n'ihame ry'uburinganire ndetse n'imikoreshereze y'umutungo w'umuryango.

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

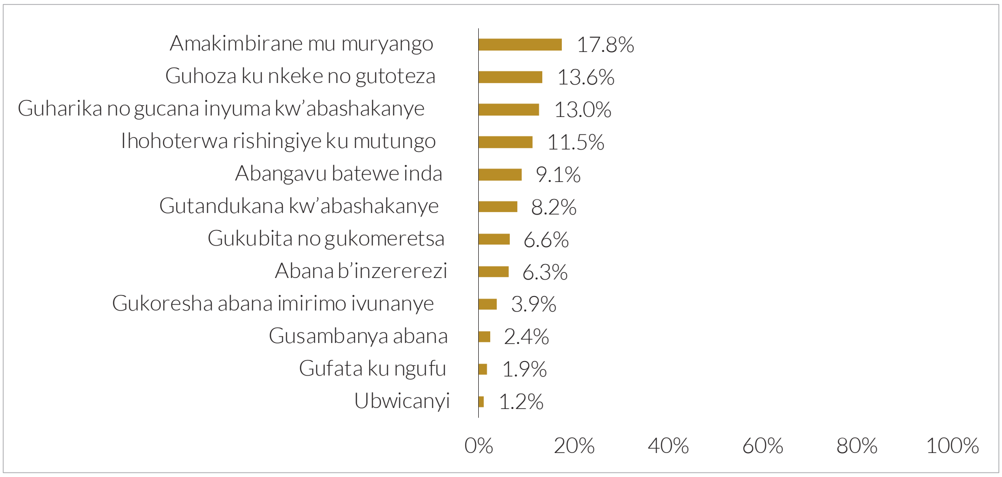


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

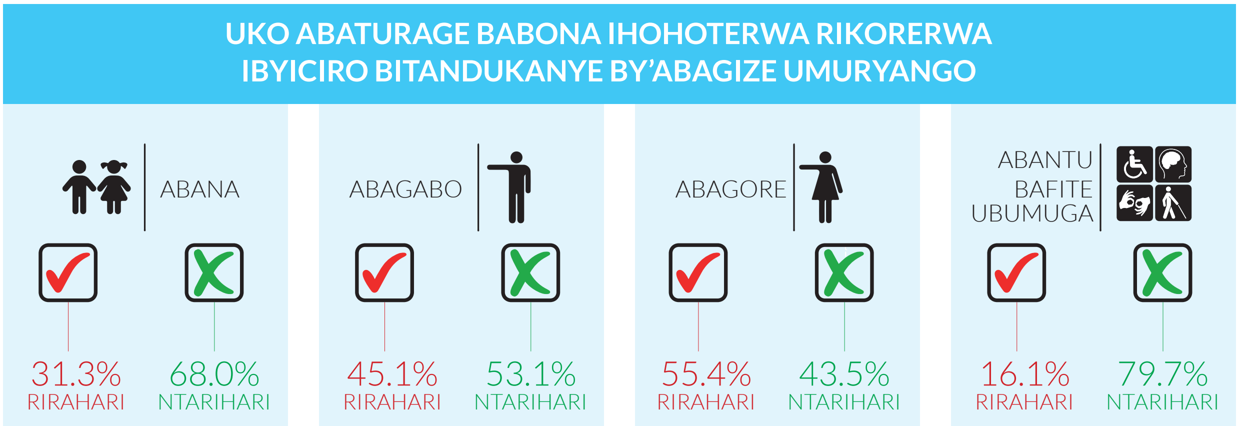


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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**

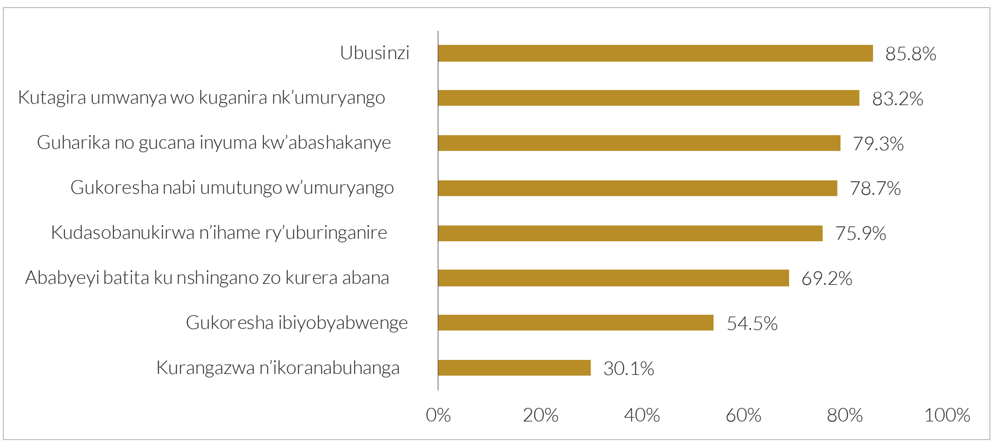


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

Nº	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

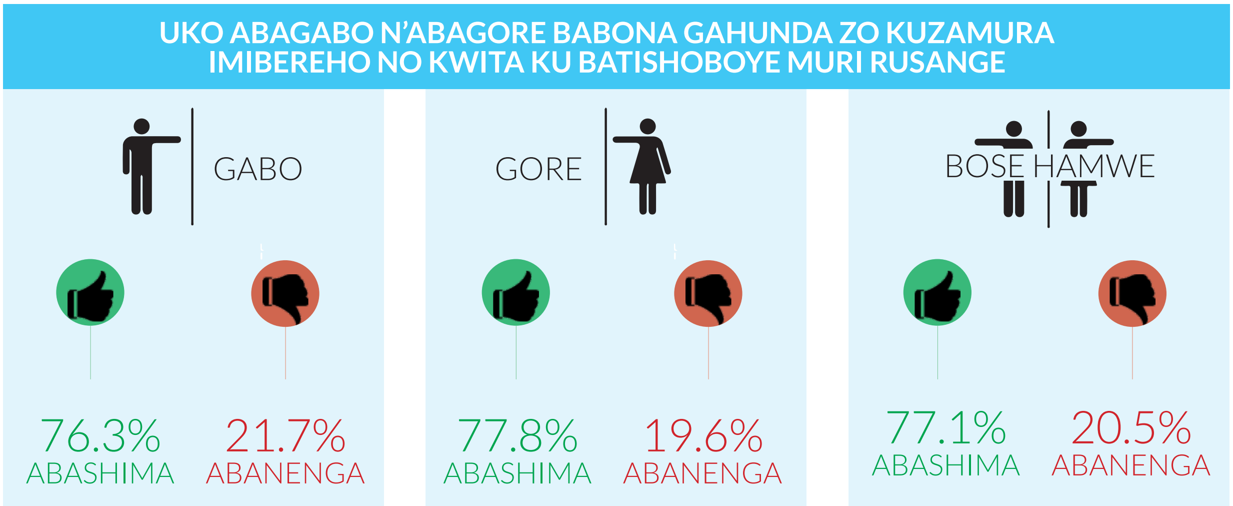
Inkingi y'imiyoborere

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

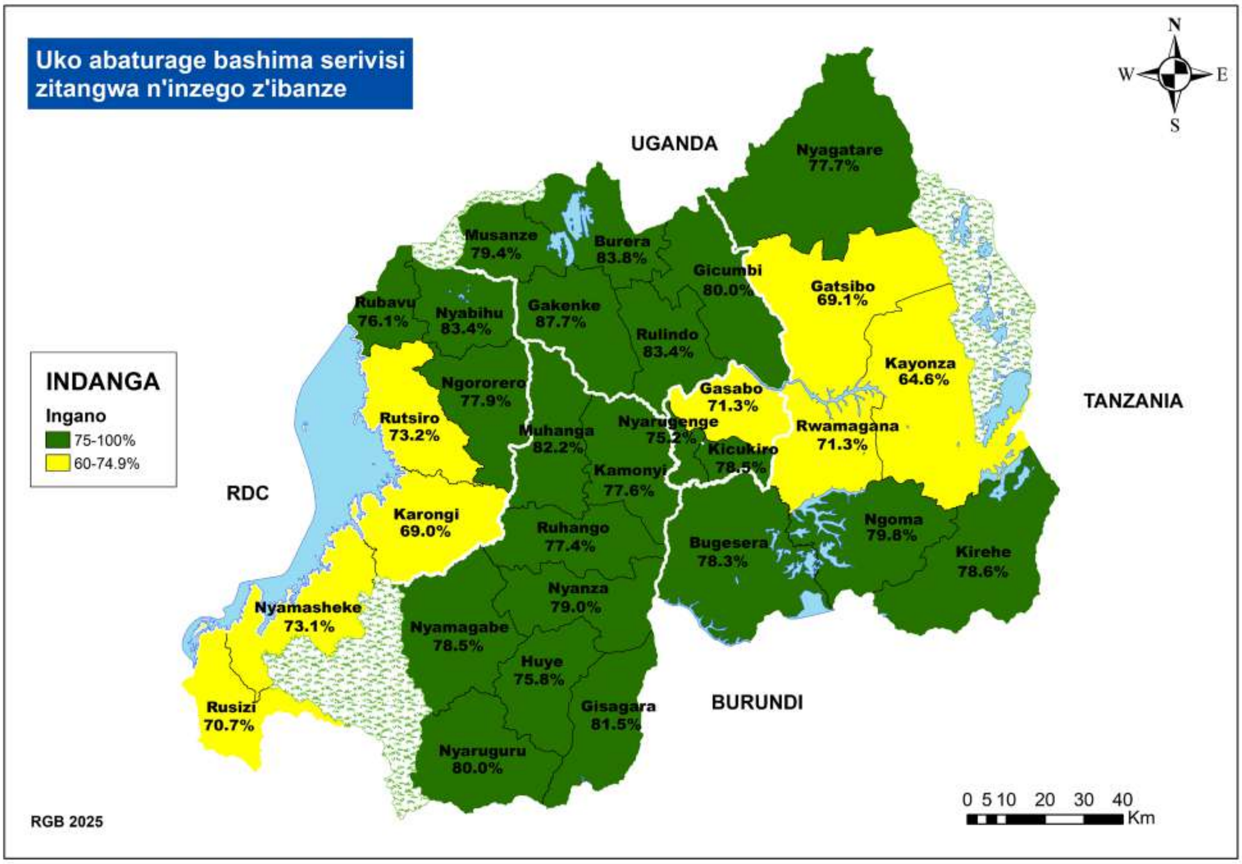
Ishusho 84: Uko abagabo n'abagore babona inzego z'ibanze muri rusange



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%.

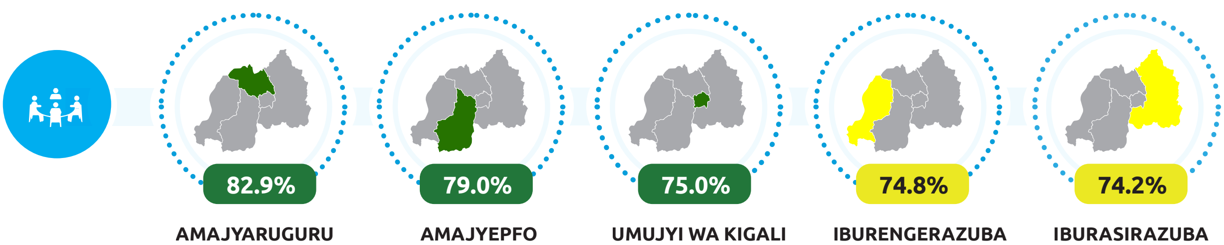
Ikarita 14: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe uturere



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 munsi ya 75%, aho Akarere ka Kayonza bazishima ku gipimo cyo hasi cya 64.6%.

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

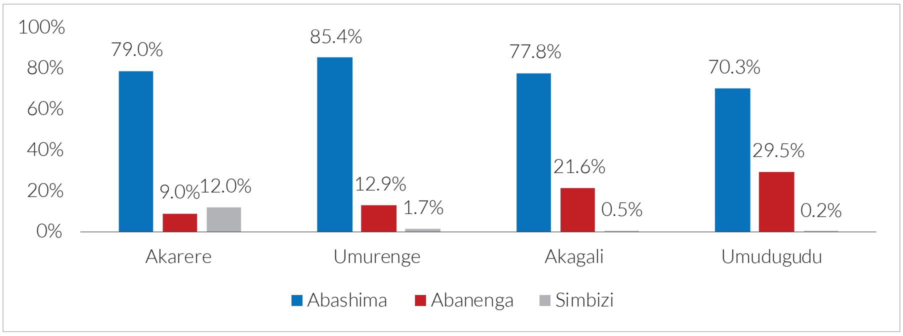
Ishusho 85: Uko abaturage bashima imikorere y'inzego z'ibanze hakurikijwe Intara n'Umujyi wa Kigali



Aho byavuye: Ubushakashatsi bwa RGB, 2025

3.1.3. Imikorere y'inzego z'ibanze

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

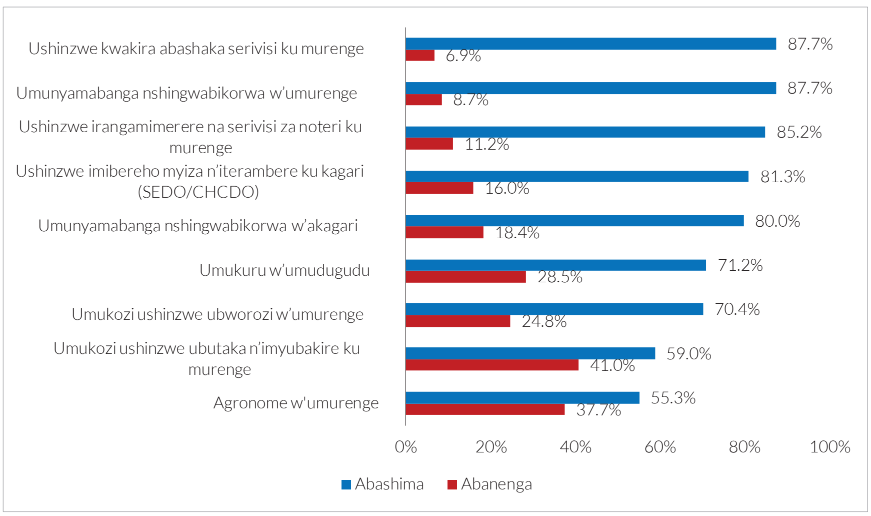


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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, ntibyagezweho kuberako 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

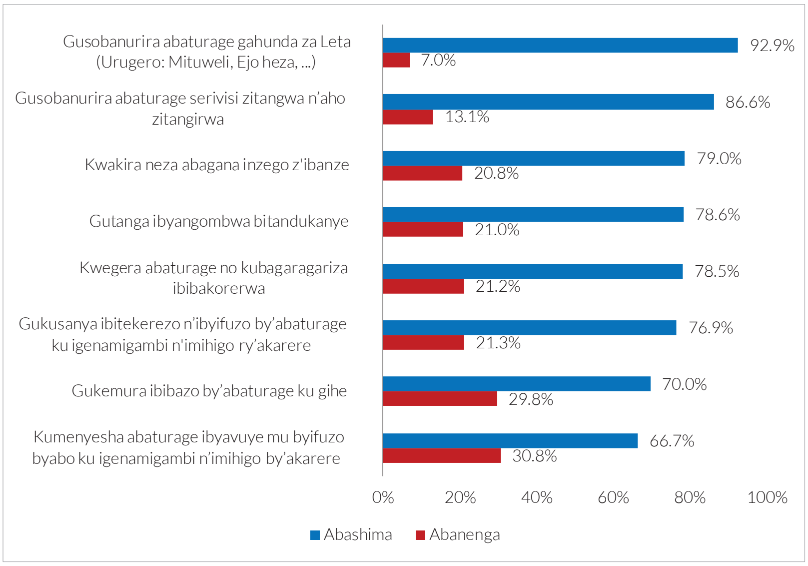


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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

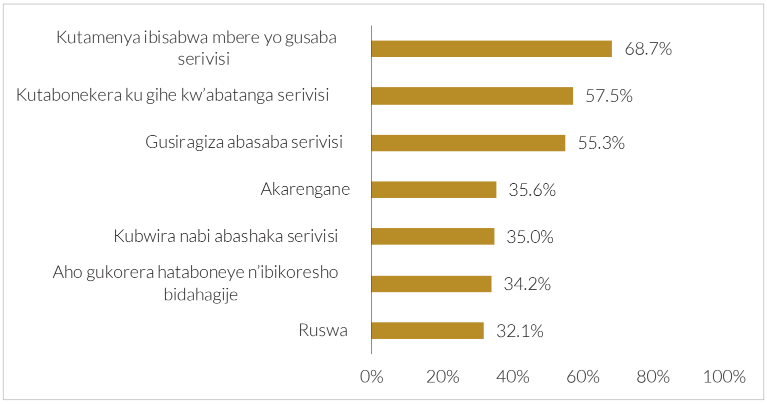


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 nibyo 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 imitangire ya serivisi no gukurikirana mu buryo buhoraho imitangire 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 mitangire 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

Nº	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%**

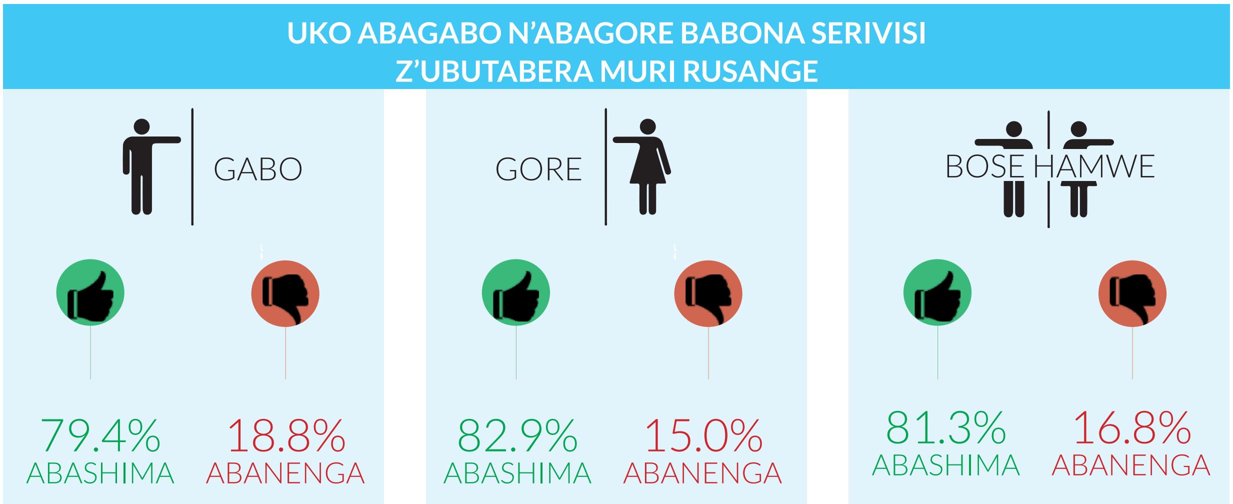
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

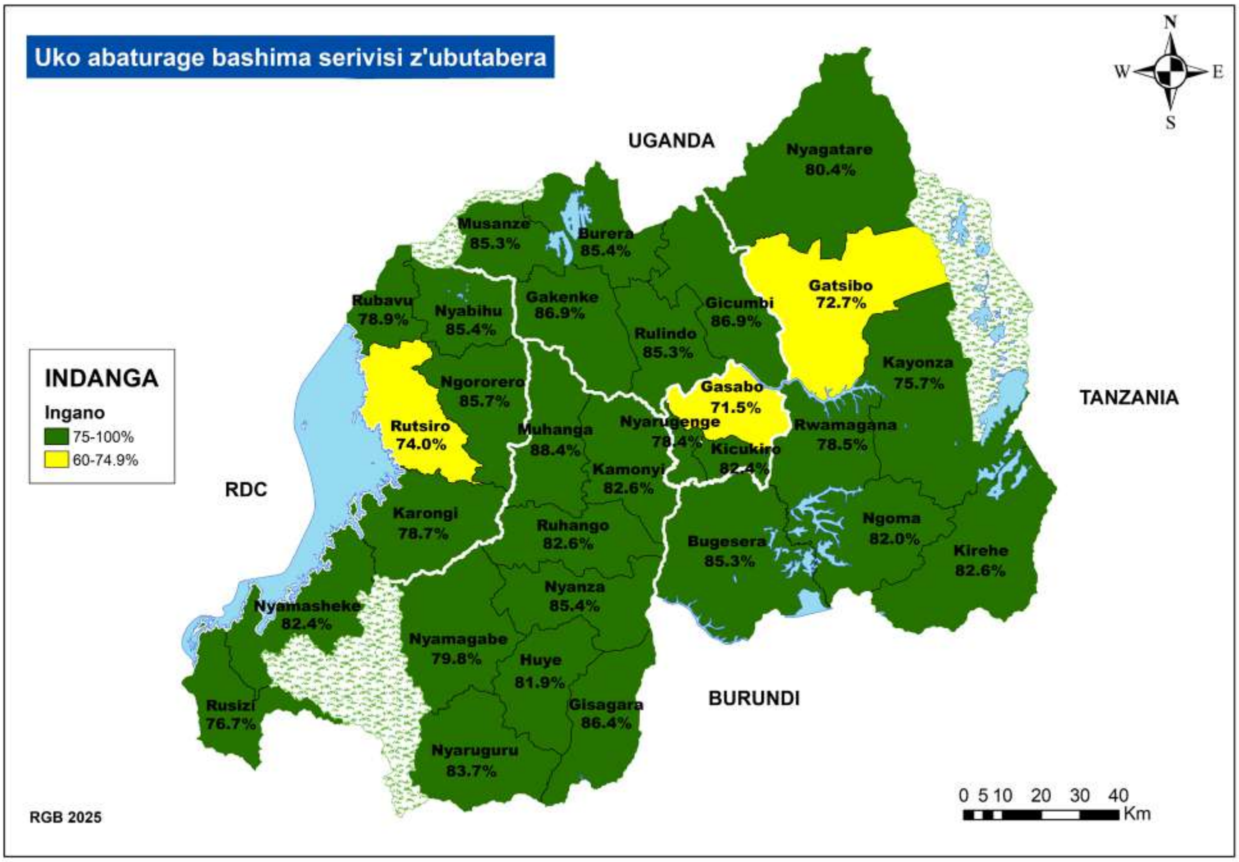
Ishusho 90: Uko abagabo n'abagore babona serivisi z'ubutabera muri rusange



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%.

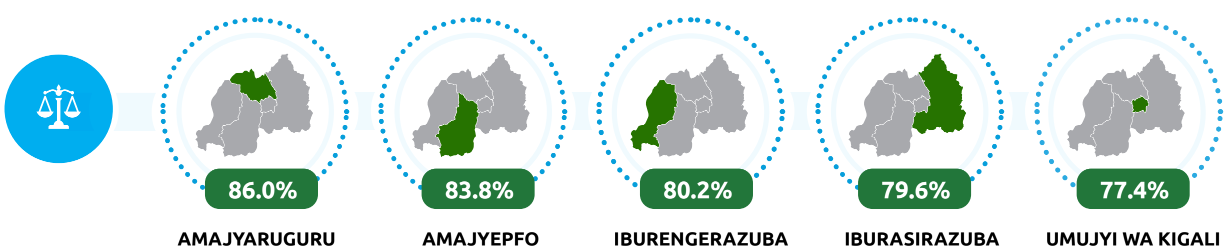
Ikarita 15: Uko abaturage bashima serivisi z'ubutabera hakurikijwe uturere



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

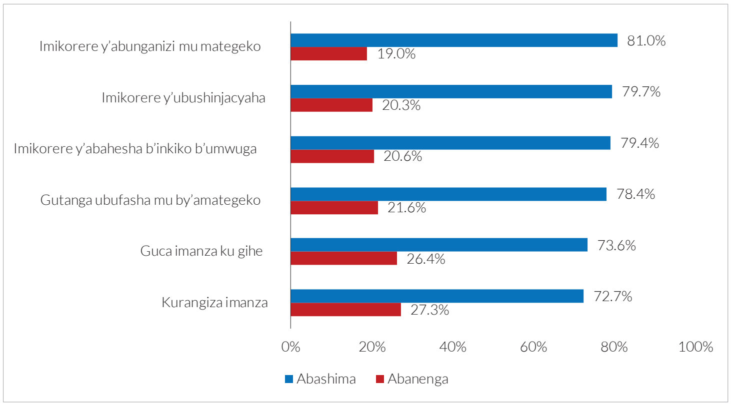


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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'abahesha 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



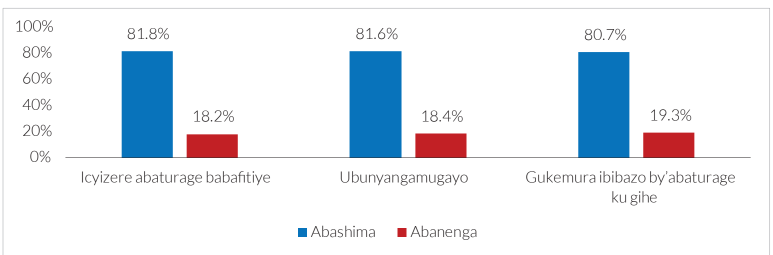
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Imikorere y'abunganizi mu mategeko niyo yashimwe ku gipimo cyo hejuru cya 81% mu gihe kurangiza imanza aribyo byashimwe ku gipimo cyo hasi cya 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



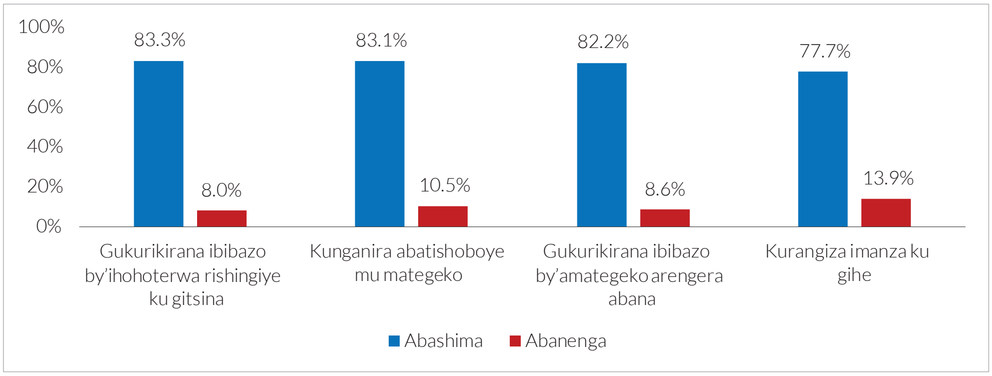
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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



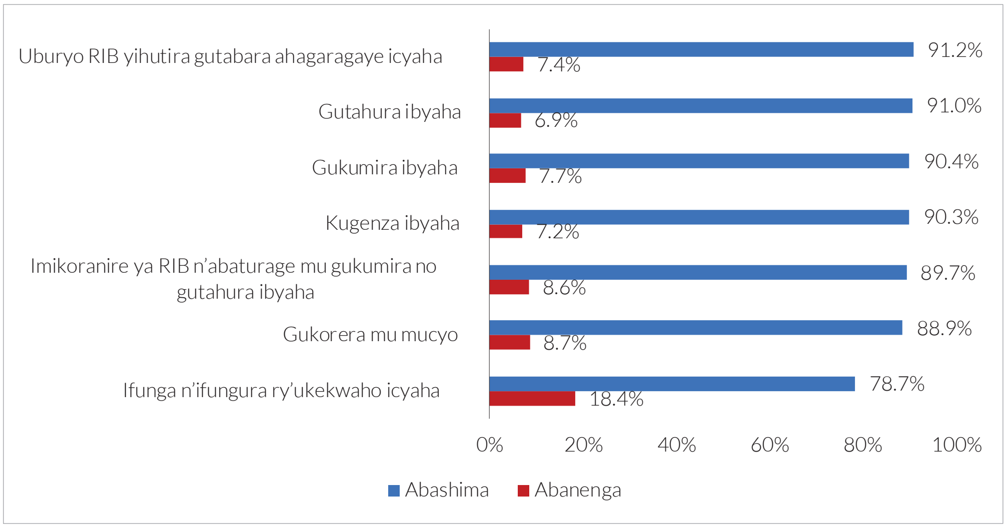
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Gukurikirana ibibazo by'ihohoterwa 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'ukekwaho icyaha.

Ishusho 95: Uko abaturage babona imikorere ya RIB

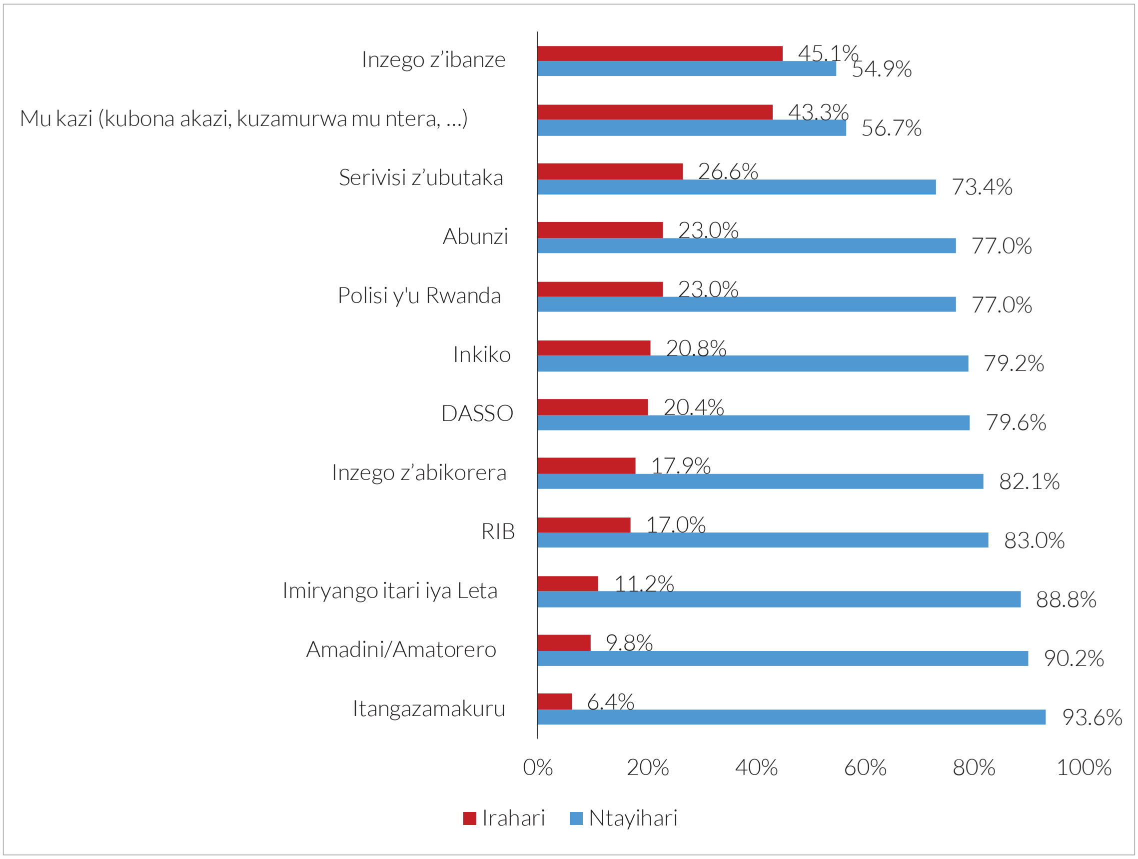


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Abaturage bagaragaje ko RIB yihutira gutabara ahagaragaye icyaha ku gipimo cyo hejuru cya 91.2% naho ifunga n'ifungura ry'ukekwaho 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

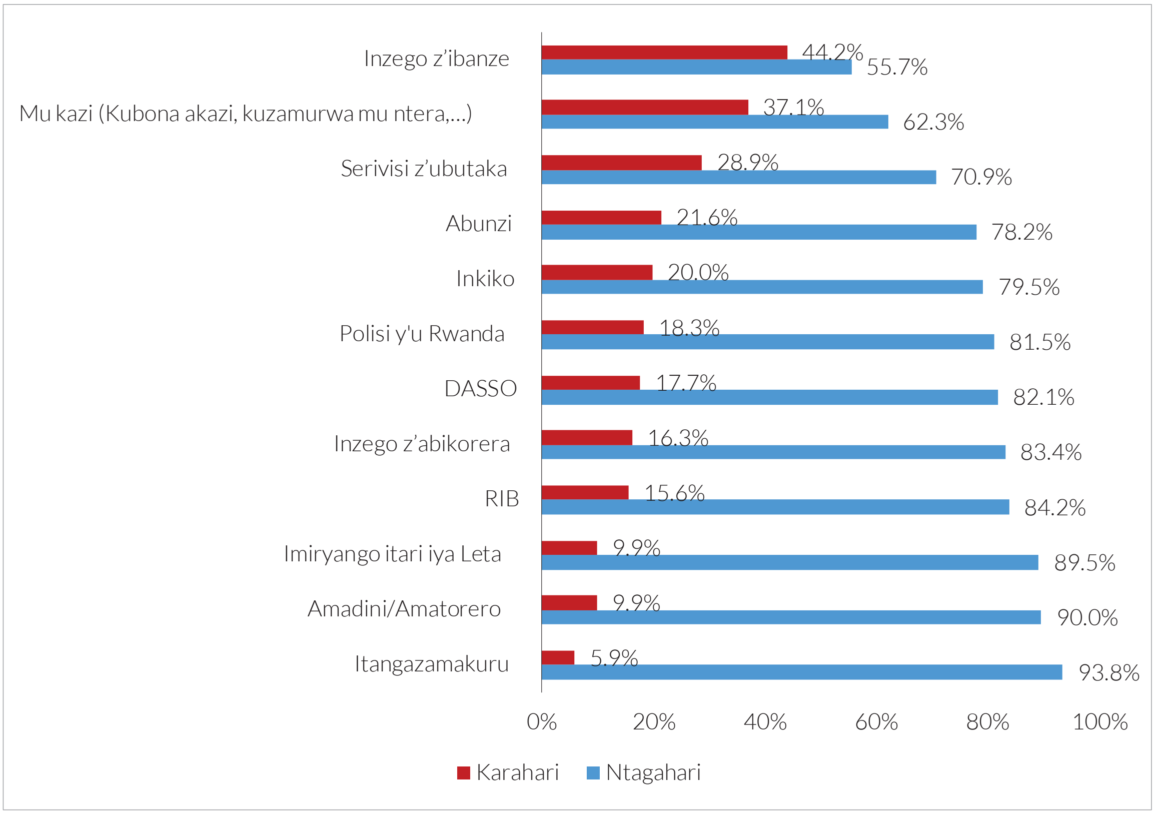


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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**



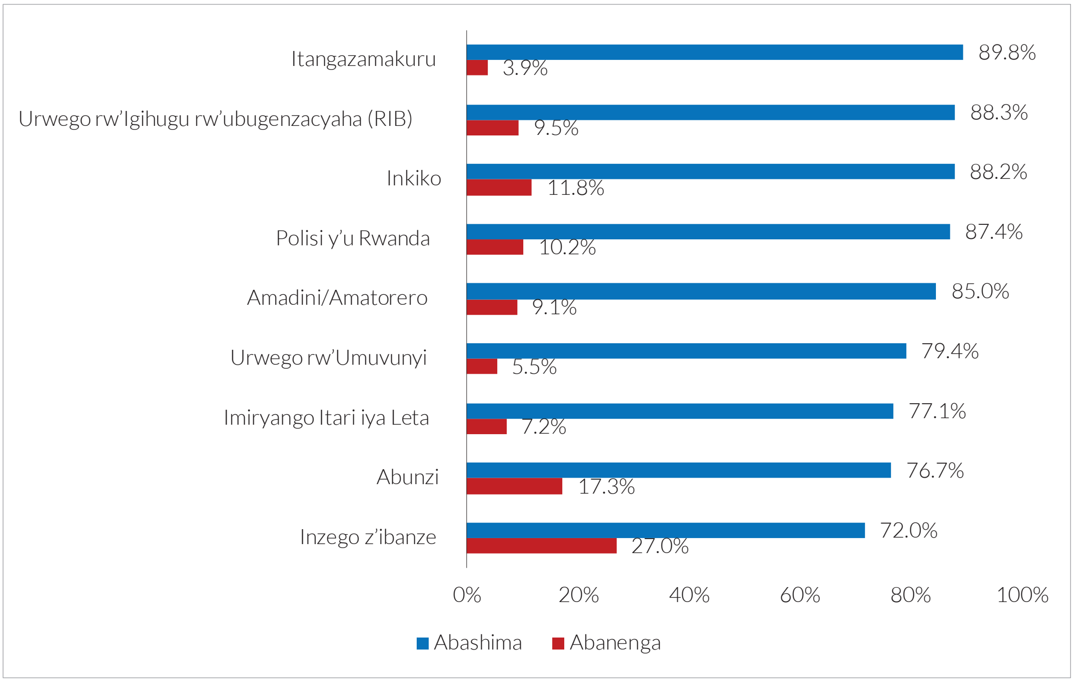
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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'ukekwaho icyaha.

Imbonerahamwe 23:
Uko uturere duhagaze muri serivisi z'ubutabera

Nº	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%**

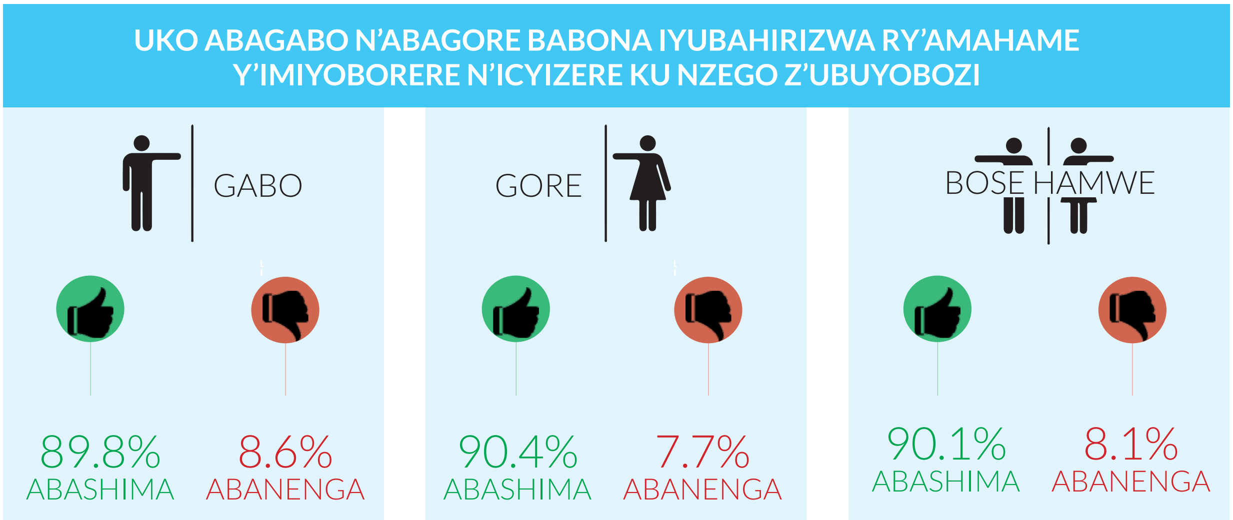
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 jenoside, 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.

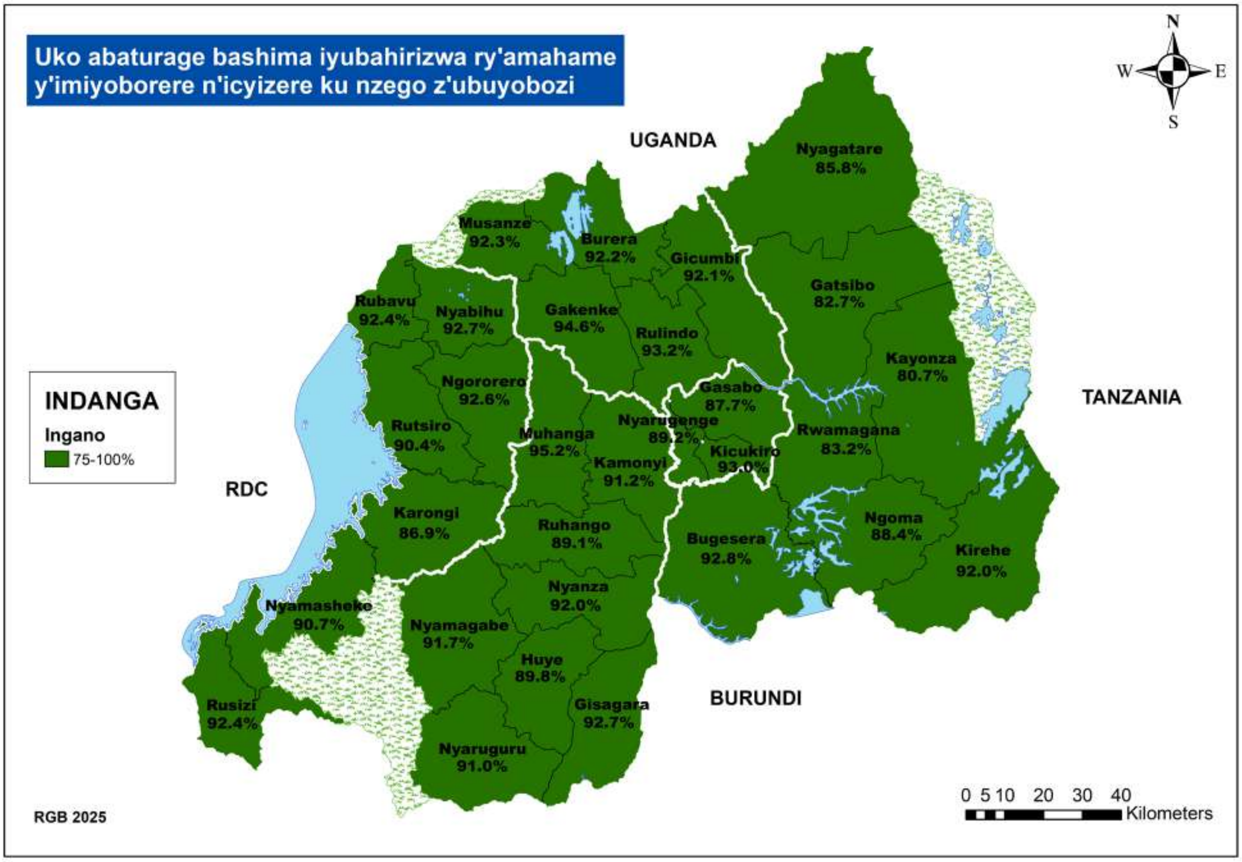
Ishusho 99: Uko abagabo n'abagore babona iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi



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.

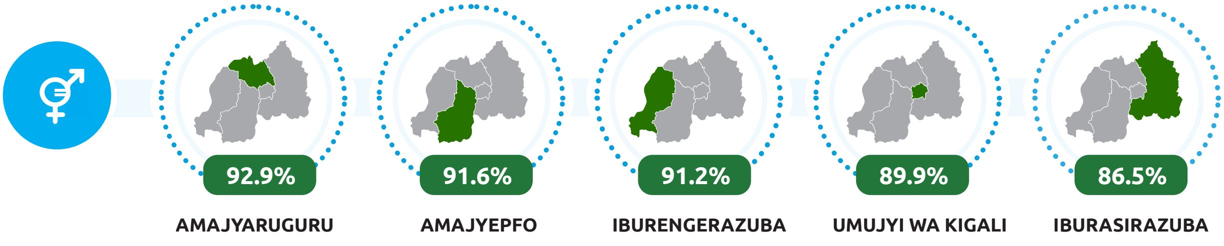
Ikarita 16: **Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe uturere.**



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

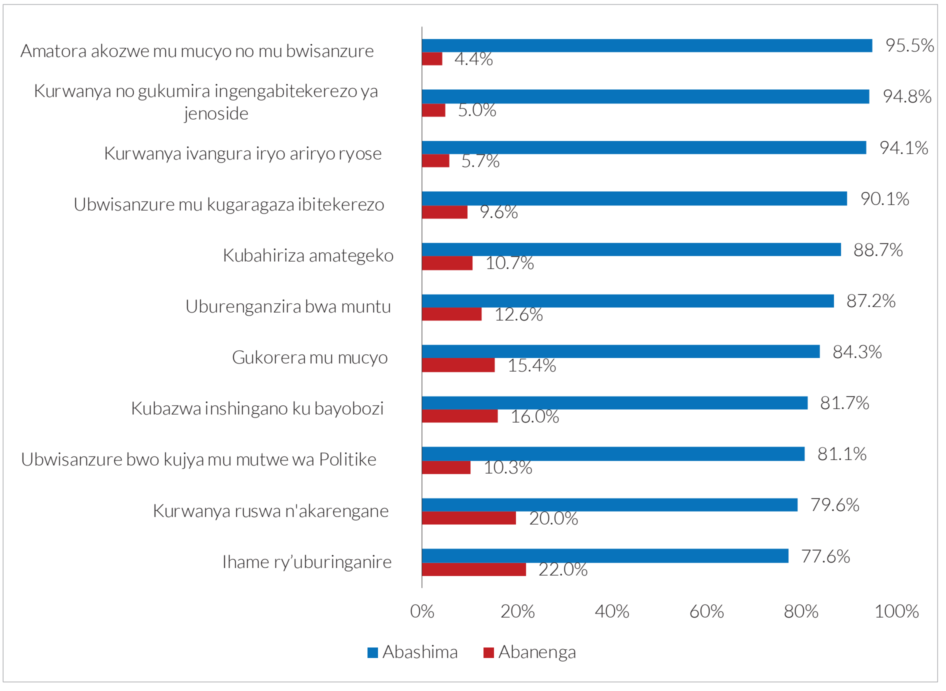
Ishusho 100: **Uko abaturage bashima iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'ubuyobozi hakurikijwe Intara n'Umujyi wa Kigali**



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

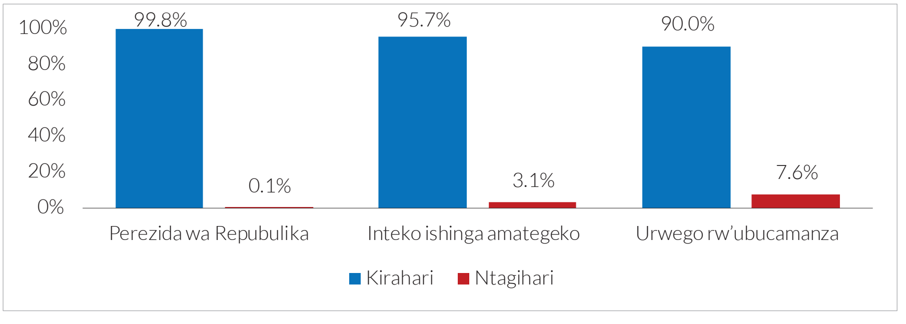


Aho byavuye: Ubushakashatsi bwa RGB, 2025

Ubu bushakashatsi bwragaragaje 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



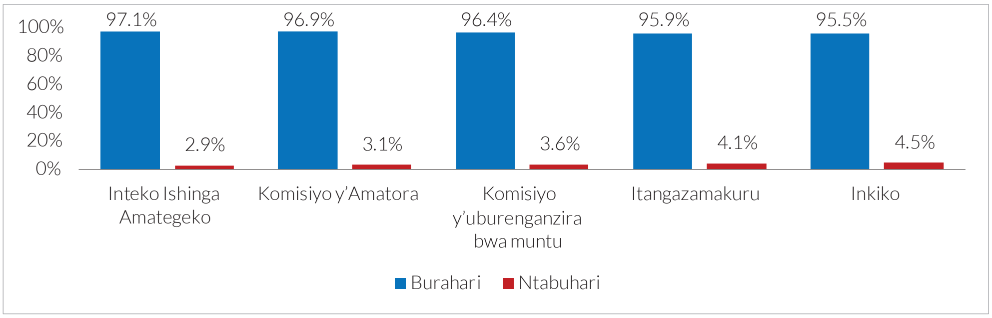
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Urwego rwa Perezida wa Repubulika 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



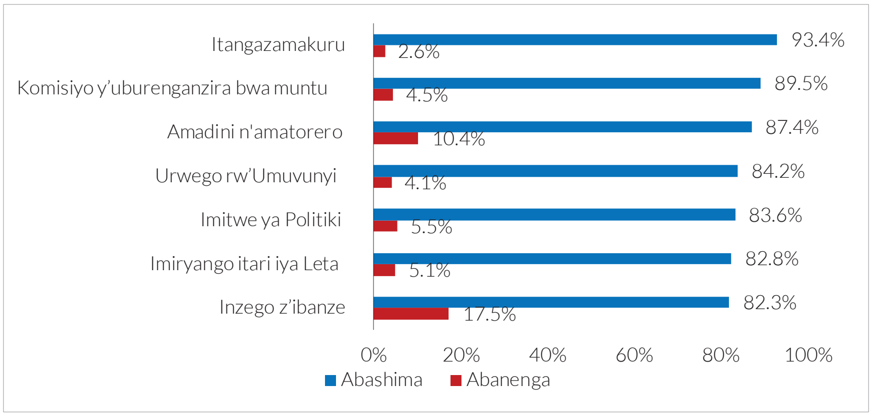
Aho byavuye: Ubushakashatsi bwa RGB, 2025

Nk'uko bigaragara ku ishusho iri hejuru, abaturage bazi izo 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

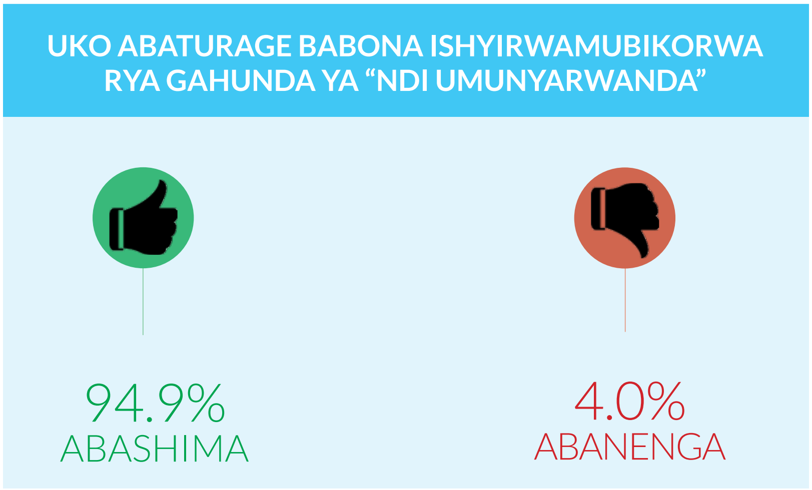


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

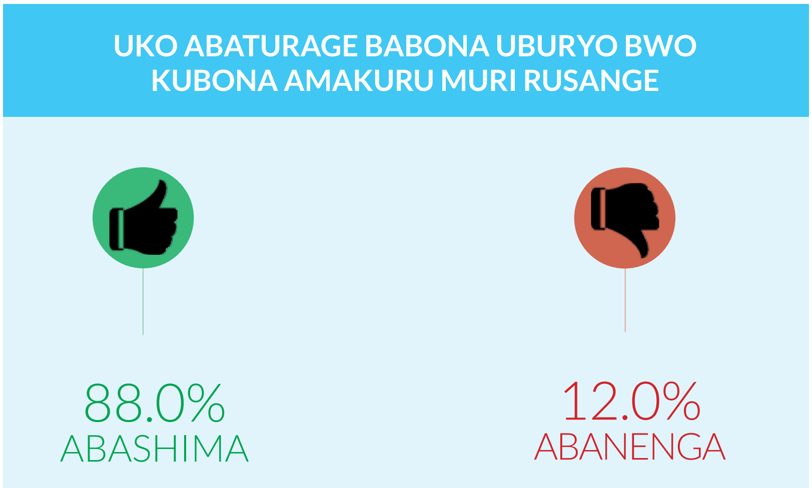
Imbonerahamwe 24:
Uko abaturage bashima ishyirwamubikorwa rya gahunda ya "Ndi Umunyarwanda" hakurikijwe uturere

Nº	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	Nyamasheke	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	Kayonza	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

Nº	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%**

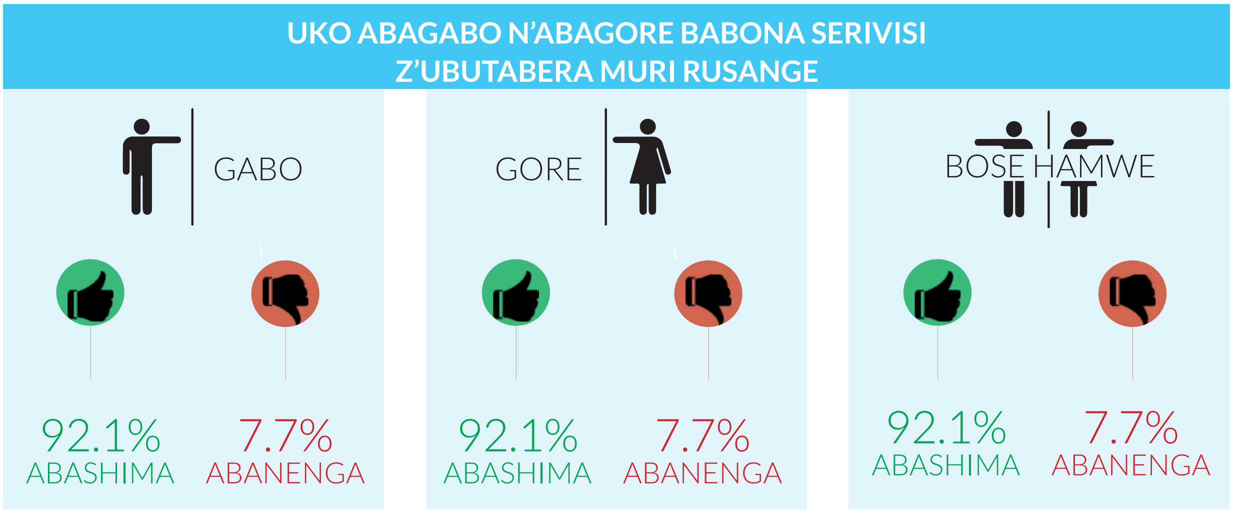
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

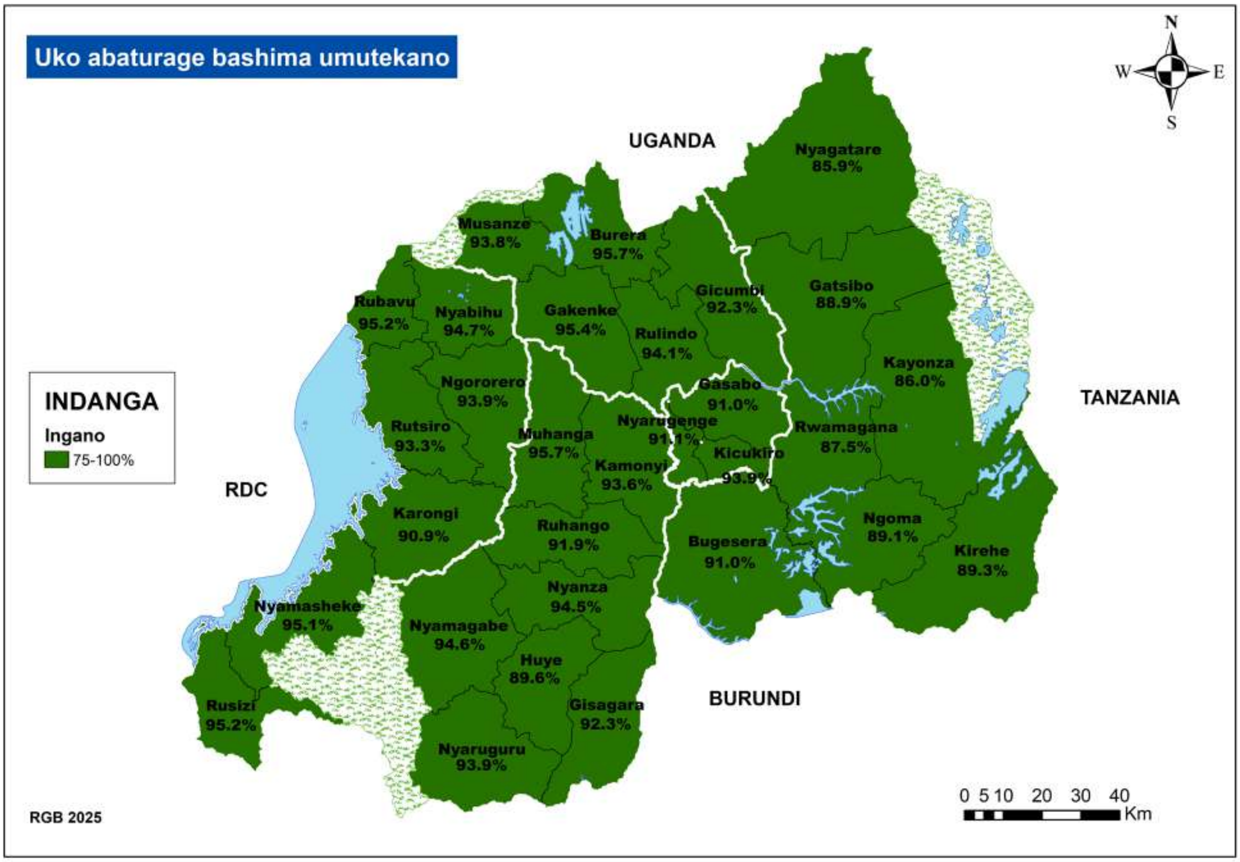
Ishusho 107: Uko abagabo n'abagore babona umutekano muri rusange



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.

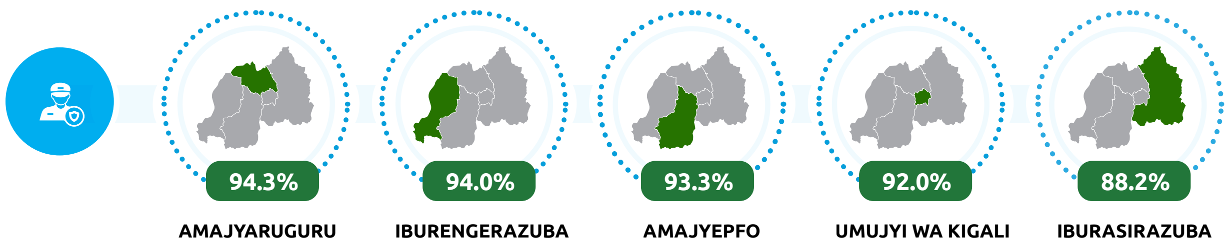
Ikarita 17: **Uko abaturage bashima umutekano hakurikijwe uturere**



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**

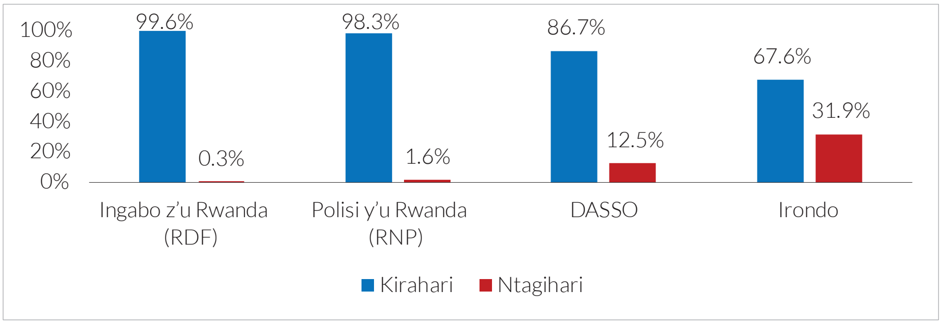


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 zifitiwe icyizere n'abaturage ku gipimo cyo hejuru cya 99.6%. Ku rundi ruhande, abaturage bagaragaje ko bafitiye icyizere irondo ku gipimo 67.6%.

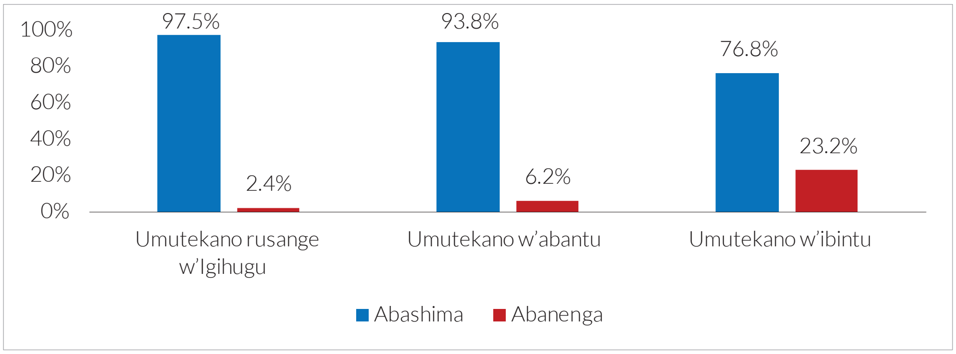
Imbonerahamwe 26:
Abaturage bafitiye icyizere zimwe mu nzego z'umutekano hakurikijwe uturere

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%
Kayonza	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

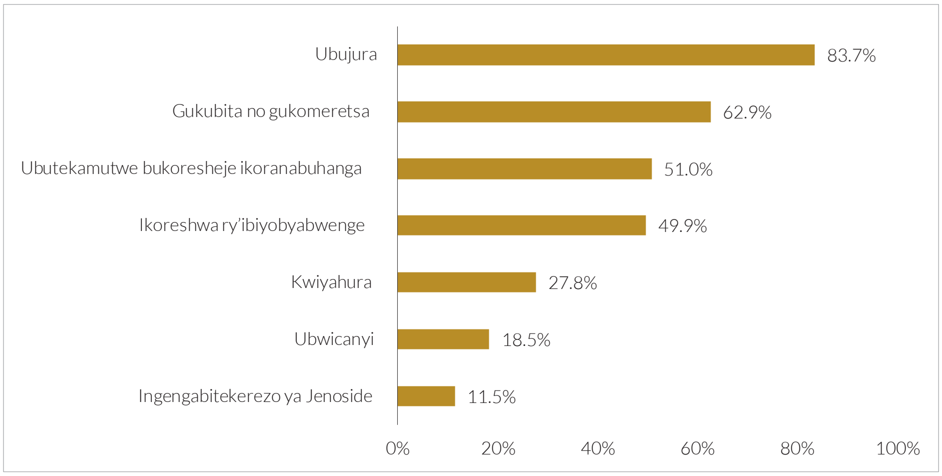


Aho byavuye: Ubushakashatsi bwa RGB, 2025

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 gukometsa, ubutekamutwe bukoresheje 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'irondo kugira ngo rirusheho gutanga umusaruro;
- Gukangurira abantu kwirinda ubutekamutwe bukoresheje ikoranabuhanga.

Imbonerahamwe 27:
Uko uturere duhagaze mu mutekano

Nº	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%**

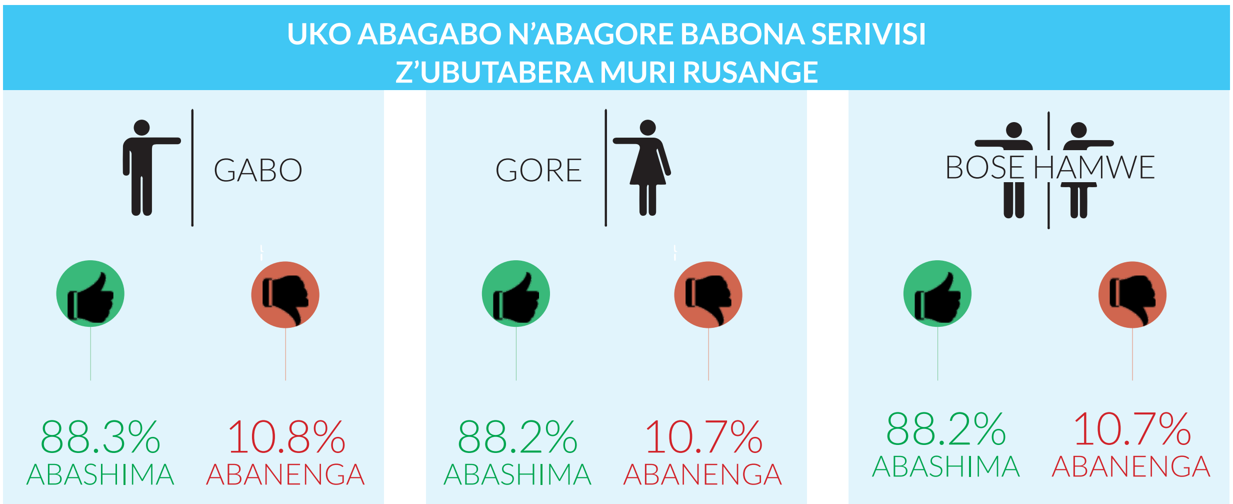
Aho byavuye: Ubushakashatsi bwa RGB, 2025

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.

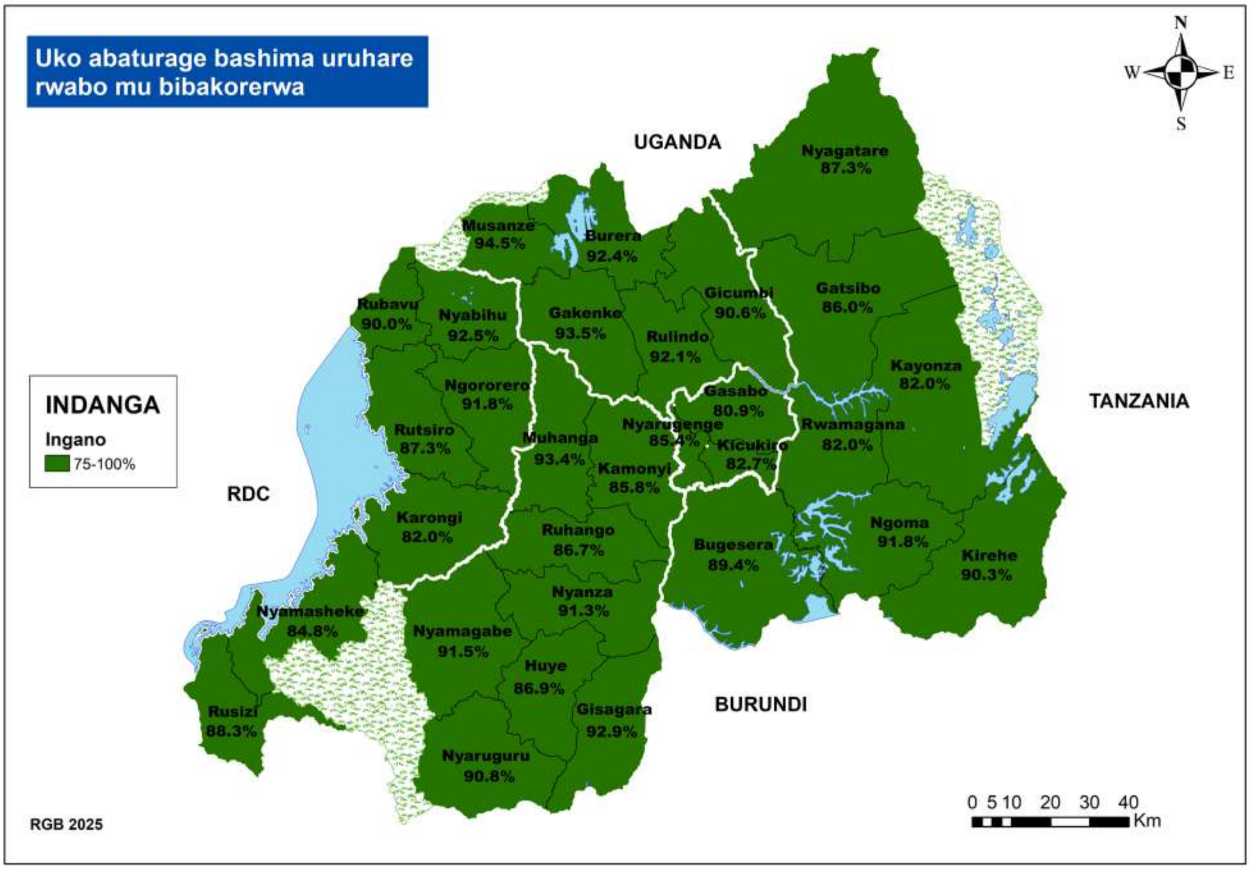
Ishusho 112: Uko abagabo n'abagore babona uruhare rwabo mu bibakorerwa muri rusange



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%.

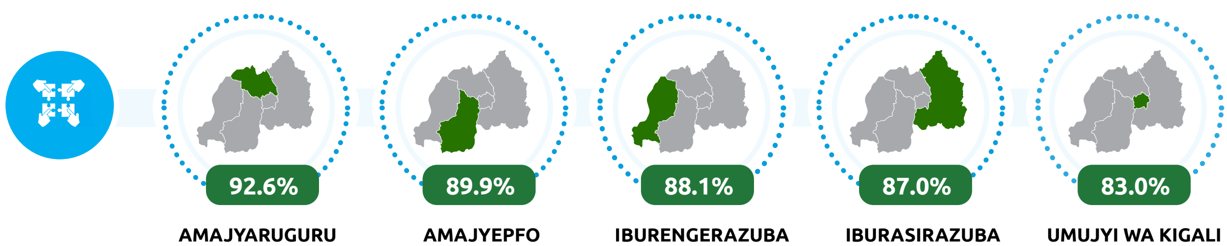
Ikarita 18: Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe uturere



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.

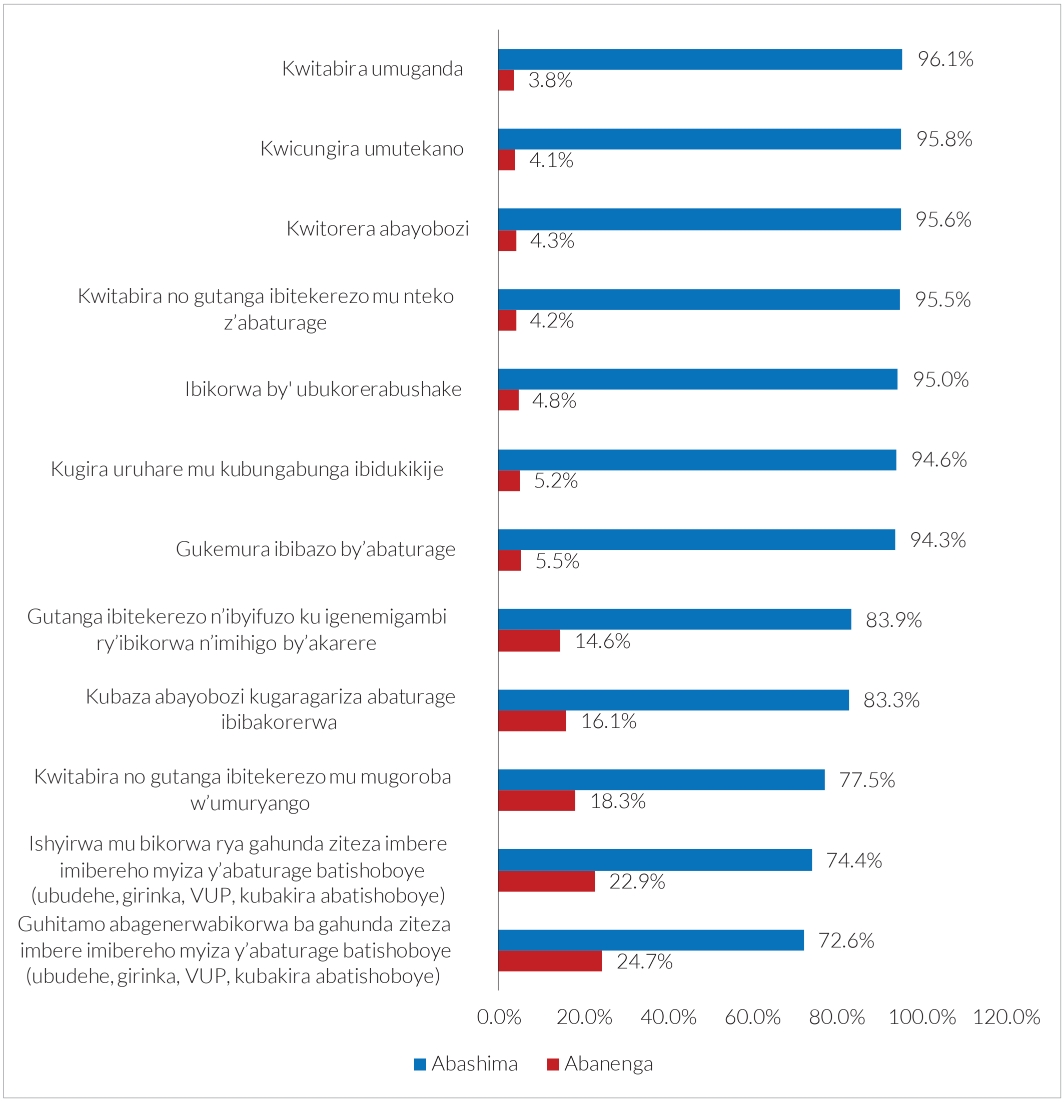
Ishusho 113: Uko abaturage bashima uruhare rwabo mu bibakorerwa hakurikijwe Intara n'Umujyi wa Kigali



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

Nº	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	Kayonza	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

Nº	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	► 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	► 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'ITUMANAHO	► 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, IMITURI-RE N'IBIDUKIKIJE	► Kwihutisha ishyirwaho ry'ibishushanyo byihariye by'imikoreshereze y'ubutaka (Physical plans) no kubimenyekanisha; ► Kunoza 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	► 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	► Gushyiraho ingamba zihamye zo kukemura ibibazo bibangamiye imitangire ya serivisi z'ubuvuzi; ► Kongera no kunoza imicungire y' ibikorwaremezo n'ibikoresho by'amavuriro.	MINISANTE, RBC, RSSB, MINALOC, Imiryango itari iya leta n'ishingiye ku myemerere.
UBUTABERA	► 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	► 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	► 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 abaturage bashima imiyoborere n’imitangire ya serivisi zakozweho ubushakashatsi mu turere

	UBUKUNGU						IMIBEREHO MYIZA					IMIYOBORERE N’UBUTABERA					
AKARERE	UBUHINZI	UBWOROZI	IBIKORWA REMEZO	IKORANABUHANGA N’ITUMANAHO	UBUTAKA N’IMITURIRE	URWEGO RW’ABIKORERA	UBUREZI	UBUZIMA	ISUKU	GAHUNDA ZO KUZAMURA IMIBEREHO NO KWITA KU BATISHOBOYE	IMIBEREHO Y’UMURYANGO NYARWANDA	INZEGO Z’IBANZE	UBUTABERA	IYUBAHIRIZWA RY’AMAHAME IMIYOBORERE	UMUTEKANO	URUHARE RW’ABATURAGE MU BIBAKORERWA	IMPUZANDENGO
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%**
Nyamasheke	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%**
Kayonza	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%**

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URWEGO RW'IGIHUGU RW'IMIYOBORERE

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

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

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

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

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

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

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