REPUBULIKA Y'U RWANDA

REPUBLIC OF RWANDA

URWEGO RUSHINZWE INTWARI Z'IGIHUGU, IMIDARI N'IMPETA BY'ISHIMWE

CHANCELLERY FOR HEROES, NATIONAL ORDERS AND DECORATIONS OF HONOUR (CHENO)

Website: www.cheno.gov.rw

Email: info@cheno.gov.rw

Telephone: +250787859090

@IntwarizuRwanda

INYANDIKO IKUBIYEMO SERIVISI ZITANGWA N'URWEGO RUSHINZWE INTWARI Z'IGIHUGU, IMIDARI N'IMPETA BY'ISHIMWE (CHENO)

Kigali, Nyakanga 2025

IRIBURIRO

Nshimishijwe no kubagezaho inyandiko ikubiyemo serivisi zitangwa n'Urwego rushinzwe Intwari z'Igihugu Imidari n'Impeta by'lshimwe (CHENO).

Iyi nyandiko yateguwe hashingiwe kuri gahunda ya Leta y'ivugurura ry'Inzego z'Imirimo ya Leta, igamije gusubiza ibyifuzo by'Abanyarwanda, gukorera mu mucyo no gukangurira abakozi kwita ku nshingano zabo bubahiriza ibyo bagomba gukorera abaturage.

Iyi nyandiko irerekana kandi inshingano z'Urwego rushinzwe Intwari z'Igihugu, Imidari n'Impeta by'Ishimwe, ikagaragaza serivisi zitangwa n'ibisabwa kugira ngo umuntu ahabwe izo serivisi, Ishami ritanga izo serivisi n'ibyangombwa bifasha mu kubona izo serivisi.

lshyirwaho ry'iyi nyandiko ryerekana ubushake bwacu bwo kwakira neza abatugana hagamijwe kubasobanurira neza serivisi dutanga no gukomeza kunoza imitangire ya serivisi.

URWEGO RW'IGIHUGU RUSHINZWE INTWARI Z'IGIHUGU, IMIDARI N'IMPETA BY'ISHIMWE
REPUBULIKA Y'U RWANDA
UBUMWE - UMURIMO - GUKUNDA IGIHUGU

1. INTANGIRIRO

Iyi nyandiko igamije kwerekana serivisi zitangwa n'Urwego rushinzwe Intwari z'Igihugu, Imidari n'Impeta by'Ishimwe (CHENO).
Urwego rushinzwe Intwari z'Igihugu Imidari n'Impeta by'Ishimwe (CHENO) rutetanywa n'Itegeko Nshinga rya Repubulika y'u Rwanda ryo mu 2003 ryavuguruwe mu 2015 mu ngingo yaryo y'i 140.

Urwego rushinzwe Intwari z'Igihugu, Imidari n'Impeta by'Ishimwe (CHENO) rugengwa n'Itegeko no 65/2024 ryo ku wa 20/06/2024 rigenga inshingano, imitunganyirize n'imikorere by'Urwego.

Uru Rwego rukaba rufite inzego ebyiri:

- **Umukuru w'Urwego**
- **Ubunyamabanga Nshingwabikorwa**

Urwego ruyobowe n'Umukuru w'Urwego. Ubunyamabanga Nshingwabikorwa, bushinzwe kuyobora no guhuza ibikorwa bya buri munsi by'Urwego; mu rwego rwa tekiniki.

Urwego rufite amashami ariyo:

- Ishami ry'Ubushakashatsi,
- Ishami rishinzwe Ubukangurambaga ku Ndangagaciro z'Ubutwari no kubungabunga Ibicumbi by'Intwari,
- Ishami ry'Imari n'Ubutegetsi.

Buri shami muri aya yavuzwe haruguru; rifite inshingano rihabwa n'itegeko.

1.1. ICYEREKEZO

Kuba ishingiro rishishikariza abanyarwanda bashaka kuba intangarugero mu kuzuza inshingano zabo.

Ikigamijwe ni ukubaka Abanyarwanda b'indashyikirwa, bakora bagamije umusaruro kandi bafata icyemezo cyo kuzuza neza inshingano zabo izo arizo zose bikabahesha ishema mubyo bakora byose.

1.2. INTEGO

Itegeko no 65/2024 ryo ku wa 20/6/2024 rigenga Urwego rushinzwe Intwari z'Igihugu, Imidari n'Impeta by'Ishimwe (CHENO) riha Urwego intego yo kugaragaza no gushimira Abanyarwanda cyangwa Abanyamahanga baranzwe n'ubutwari n'ibindi bikorwa bihebuje.

1.3. INSHINGANO Z'URWEGO

Inshingano z'Urwego rushinzwe Intwari z'Igihugu, Imidari n'Impeta by'Ishimwe ni izi zikurikira:

a) Kugira uruhare mu gutegura politiki yerekeye Intwari z'Igihugu n'itangwa ry'Imidari cyangwa Impeta by'ishimwe;
b) Gukora ubushakashatsi ku bikorwa by'ubutwari n'abavugwaho ubutwari n'ibindi bikorwa by'ingirakamaro;
c) Gukora ubushakashatsi ku bakoze ibikorwa bishyigikira ubumwe n'ubudaheranwa by'Abanyarwanda bakwiye kugirwa Abarinzi b'Igihango;
d) Kwakira no gusuzuma raporo zatanzwe n'Uturere ku batoranyijwe ngo bagirwe Abarinzi b'Igihango;
e) Kugaragaza abakwiye kugirwa Intwari z'Igihugu no guhabwa Imidari cyangwa Impeta by'Ishimwe;
f) Gutegura uburyo bwo gushimira Abanyarwanda n'abanyamahanga baranzwe n'ibikorwa by'ubutwari n'ibindi bikorwa by'ingirakamaro kandi bihebuje;
g) Kwamamaza ibikorwa by'ubutwari no guteza imbere indangagaciro z'umuco w'Ubutwari;
h) Gutegura no kwizihiza umunsi w'Intwari z'Igihugu ku bufatanye n'izindi nzego;
i) Gucunga no kubungabunga Ibicumbi by'Intwari aho biri mu Gihugu;
j) Gukorana n'izindi nzego bihuje inshingano ku rwego rw'Akarere cyangwa ku rwego Mpuzamahanga.

2. SERIVISI ZITANGWA N'URWEGO RUSHINZWE INTWARI Z'IGIHUGU IMIDARI N'IMPETA BY'ISHIMWE (CHENO)

2.1. ISHAMI RY'UBUSHAKASHATSI

Serivisi ni iyihe?	1. Gukora ubushakashatsi ku bikorwa by'ubutwari n'abavugwaho ubutwari n'ibindi bikorwa by'ingirakamaro. 2. Gukora ubushakashatsi ku bakoze ibikorwa bishyigikira ubumwe n'ubudaheranwa by'Abanyarwanda bakwiye kugirwa Abarinzi b'Igihango 3. Kwakira no gusuzuma raporo zatanzwe n'Uturere ku batoranyijwe ngo bagirwe Abarinzi b'Igihango 4. Kugaragaza abakwiye kugirwa Intwari z'Igihugu no guhabwa Imidari cyangwa Impeta by'Ishimwe 5. Gutegura uburyo bwo gushimira Abanyarwanda n'Abanyamahanga baranzwe n'ibikorwa by'ubutwari n'ibindi bikorwa by'ingirakamaro kandi bihebuje;
Gutanga kandidatire y'umuntu wagirwa Intwari y'Igihugu cyangwa wahabwa Umudari/ Impeta by'Isimwe bikorwa gute?	Gutanga umukandida wo gukorwaho ubushakashatsi ngo harebwe niba yujuje ibisabwa ngo ashyirwe mu Ntwari z'Igihugu cyangwa niba yahabwa Umudari/Impeta by'Ishimwe,bikorwa wuzuza ifishi yabugenewe iboneka ku rubuga rw'Urwego. Iyo umaze kuyuzuza; uyohereza kuri imeli y'Urwego ariyo 'info@cheno.gov.rw' cyangwa ukayigeza mu bunyamabanga bw'Urwego.
Ninde ushobora gutanga umukandida?	Umuntu ku giti cye, itsinda ry'abantu, Urwego rwa Leta cyangwa abikorera bashobora gutanga umukandida wakorwaho ubushashatsi ngo harebwe niba yashyirwa mu Ntwari z'Igihugu cyangwa yahabwa Umudari/ Impeta by'Ishimwe.
Ni gute watanga umukandida wo kugirwa Umurinzi w' Igihango?	Inteko y'abaturage ku rwego rw'Umudugudu itanga urutonde rw'abasabirwa kuba Abarinzi b'Igihango ku rwego rw'Akagari. Abarinzi b'Igihango bemezwa na Komite ya Ndi Umunyarwanda ku rwego rw'Umurenge, Akarere no ku rwego rw'Igihugu.

2.2. ISHAMI RISHINZWE UBUKANGURAMBAGA KU NDANGAGACIRO Z'UBUTWARI NO KUBUNGABUNGA IBICUMBI BY'INTWARI

Serivisi ni iyihe?	1. Kwamamaza ibikorwa by'ubutwari no guteza imbere indangagaciro z'umuco w'ubutwari. 2. Gutegura no kwizihiza umunsi w'Intwari z'Igihugu ku bufatanye n'izindi nzego 3. Gucunga no kubungabunga ibicumbi by'Intwari aho biri mu Gihugu. 4. Gutanga amahugurwa ku muco w'Ubutwari 5. Gukorana n'izindi nzego bihuje inshingano ku rwego rw'Akarere cyangwa ku rwego Mpuzamahanga.
Ni bande bahabwa iyi serivisi?	Umuntu umwe cyangwa itsinda ry'abantu (Abanyarwanda cyangwa Abanyamahanga) bashobora gusura Ibicumbi by'Intwari z'u Rwanda.
Ni ibihe Bicumbi by'Intwari z'Igihugu wasaba gusura?	Ibicumbi by'Intwari z'Igihugu wasura ni ibi bikurikira: 1. Igicumbi cy'Intwari z'Igihugu giherereye i Remera (KIGALI) 2. Igicumbi cy'Ubunyarwanda giherereye i Nyange (Akarere ka Ngororero) 3. Igicumbi cy'Ubumuntu giherereye i Rubavu
Serivisi itangwa ryari?	1. Kuva ku wa Mbere kugeza ku wa kane: guhera saa tatu za mugitondo (9:00 am) kugeza saa kumi n'imwe za nimugoroba (5:00 pm) 2. Ku wa Gatanu: Guhera saa tatu za mugitondo (9:00 am) kugeza saa cyenda z'amanywa (3:pm). 3. N'ikindi gihe, mugihe yabisabye kandi akabyemererwa.

Kacyiru, Gasabo
B.P 635-KIGALI
Website: www.cheno.gov.rw
Tel +250787859090
Email: info@cheno.gov.rw
@IntwarizuRwanda

Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uhabwe igisubizo?	Igisubizo ukibona bitarenze iminsi itatu uhereye umunsi ubusabe bwagereye ku rwego.
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntiyishyurwa
Usabwa iki kugira ngo uhabwe iyi serivisi?	Kwandika ibaruwa isaba igaragaza: 1. Igicumbi wifuza gusura 2. Abazasura (umuntu ku giti cye cyangwa itsinda) 3. Umubare w'abazasura niba ari itsinda 4. Igihe ushaka kuzasurira (itariki n'isaha) 5. Ururimi bifuza gusobanurirwamo mu ndimi zemewe mu Rwanda.
Binyura mu zihe nzira kugira ngo uyihabwe?	1. Kunyura ku rubuga "Irembo" arirwo: www.irembo.gov.rw Ujya ahanditse: "*Gusura Igicumbi cy'Intwari z'Igihugu*"; cyangwa 2. Kwandikira Umunyamabanga Nshingwabikorwa w'Urwego rushinzwe Intwari z'igihugu, Imidari n'Impeta by'Ishimwe ibaruwa isaba serivisi; kuri imeli ikurikira: info@cheno.gov.rw Ukeneye ubufasha wahamagara telefoni: +250787859090
Serivisi ni iyihe?	Gutanga amahugurwa ku muco w'Ubutwari
Binyura mu zihe nzira kugira ngo uyihabwe?	1. Kwandikira Urwego rushinzwe Intwari z'Igihugu, Imidari n'Impeta by'Ishimwe igihe ushaka amahugurwa, unyuze kuri imeli: info@cheno.gov.rw 2. Kugana urwego igihe ukeneye inama k'umuco w'Ubutwari

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Serivisi itangwa ryari?	Iyo wanditse usaba amahugurwa, Urwego ruguha igihe hakurikijwe gahunda zihari.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	1. Iyo wanditse usaba amahugurwa igisubizo ugihabwa bitarenze iminsi itatu (3) uhereye igihe urwandiko rwagereye mu buyobozi bw'Urwego.
Ese iyi serivisi irishyurwa?	Ntiyishyurwa
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	- Kwandikira Urwego usaba Amahugurwa. - Gusobanura impamvu ushaka amahugurwa - Kugaragaza abo uyasabira n'ururimi azatangwamo - Kugaragaza aho uteganya ko azabera, itariki n'isaha azaberaho.

2.3. ISHAMI RY'IMARI N'UBUTEGETSI

Serivisi ni iyihe?	Kwakira no kwishyura inyemezabuguzi.
Serivisi itangwa ryari?	1. Kuva ku wa mbere kugeza ku wa kane: guhera saa tatu za mugitondo (9:00 am) kugeza saa kumi n'imwe za nimugoroba (5:00 pm) **2.** Ku wa gatanu: Guhera saa tatu za mugitondo (9:00 am) kugeza saa cyenda z'amanywa (3:pm).
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	1. Kwishyura, iyo ibisabwa byose byuzuye, ku rwego rwa CHENO bikorwa mu minsi itarenze itanu (5) y'akazi. **2.** Iyo kwishyura bikomereza ku rwego rwisumbuye, hubahirizwa amategeko n'amabwiriza abigenga.
Ese iyi serivisi irishyurwa?	Iyi serivisi ntiyishyurwa.

Kacyiru, Gasabo
B.P 635-KIGALI
Website: www.cheno.gov.rw
Tel +250787859090
Email: info@cheno.gov.rw
@IntwarizuRwanda

Ni ibihe byangombwa bisabwa kugira ngo inyemezabwishyu yakirwe kandi yishyurwe?	Hasabwa ibyangombwa bitandukanye: 1. Inyandiko yerekana ko ibyasabwe byakiriwe n'umukozi ubishinzwe 2. Amasezerano (contract) 3. Inyemezabuguzi y'umwimerere 4. Inyemezabwishyu yo mu mashini y'ikoranabuhanga (EBM) 5. CIT 6. Quitus fiscal (kubo bireba) 7. Icyemezo cyo kugura (received purchase order), …

3. KWAKIRA ABAGANA URWEGO RUSHINZWE INTWARI Z'IGIHUGU IMIDARI N'IMPETA BY'ISHIMWE (CHENO)

Serivisi ni iyihe?	Kwakira abagana CHENO.
Binyura mu zihe nzira kugira ngo uyihabwe?	Kunyura mu Bunyamabanga bw'Urwego bakakuyobora
Serivisi itangwa ryari?	1. Kuva ku wa mbere kugeza ku wa kane: guhera saa tatu za mugitondo (9:00 am) kugeza saa kumi n'imwe za nimugoroba (5:00 pm) 2. Ku wa gatanu: guhera saa tatu za mugitondo (9:00 am) kugeza saa cyenda z'amanywa (3:pm).
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Uyihabwa ako kanya. Iyo uwo ushaka atabashije kuboneka ako kanya, uhabwa gahunda y'igihe azabonekera cyangwa uwumusimbura.
Binyura muzihe nzira kugira ngo iyo serivisi uyihabwe?	- Kugera ku nyubako CHENO ikoreramo; - Kunyura mu Bunyamabanga bw'Urwego.

Ese hari impapuro zuzuzwa?	Ntazo.
Andi makuru wakenera kumenya kuri serivisi zitangwa n'Urwego.	Ushobora gusura Urubuga rw'Urwego arirwo: www.cheno.gov.rw Imeli: info@cheno.gov.rw Telefoni: +250787859090 Imbuga nkoranyambaga arizo: @IntwarizuRwanda
Ese hari uburyo bwo kurenganurwa mu gihe utishimiye serivisi wahawe?	Utanyuzwe na serivisi uhawe ushobora kwitabaza Umunyamabanga Nshingwabikorwa w'Urwego. Imeli: info@cheno.gov.rw Wahamagara kuri nomero: +250787859090

Bikorewe Kigali, ku wa 8/8/2025

NKUSI Déo
Umunyamabanga Nshingwabikorwa

Kacyiru, Gasabo
B.P 635-KIGALI
Website: www.cheno.gov.rw
Tel +250787859090
Email: info@cheno.gov.rw
@IntwarizuRwanda