

I. KWAKIRA IMISORO N'AMAHORO

a) Gusaba gusubizwa amafaranga y'ikirenga ku musoro cyangwa ayishyuwe aho adakwiye

1) Uhabwa iyi serivise	Umuntu wese ufite icyo kibazo
2) Umukozi ubishinzwe	Umuyobozi Ushinzwe Imari
3) Ibisabwa	Ibaruwa yandikiwe Umuyobozi w'Akarere Impapuro z'umwimerere za banki wishyuriyeho Indangamuntu(Numero y'indangamuntu)
4) Inzira binyuramo	Iyo hishyuwe amafaranga arenga asabwa: - Wandikira akarere ukomeka kw'ibaruwa impapuro za banki wishyuriyeho (orijinari). - Amafaraanga y'ikirenga ashobora guherwaho mu kwishyura umusoro w'igihembwe gikurikira (ubutaka, umusoro ku mitungo, umusoro k'ubukode). Iyo wishyuye kuri konti itari yo: - Wandikira akarere ibaruwa isaba gusubizwa amafaranga ukomeka kw'ibaruwa impapuro za banki wishyuriyeho (orijinari). - Akarere kagenzura kuri konti niba koko ayo mafaranga yaratanzwe, kagasaba banki kubikosora.
5) Izindi unyuramo nzezo	Ntazo
6) Amafaraanga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Iminsi 3 uherye igihe utangiye ikibazo

b) Guhabwa amakuru ku misoro n'uko ibarwa

1) Uhabwa iyi serivise	Umuntu wese ubikeneye
2) Umukozi ubishinzwe	Umukozi ushinze kwakira imisoro n'amahoro ku karere cyangwa ku murenge
3) Ibisabwa	Ipatanti: - Kumenyekanisha aho ukorera n'imirimu ukora Umusoro ku mitungo: - Ibyangombwa by'umutungo Umusoro ku bukode: - Umasezerano y'ubukode

	- Amasezerano y'inguzanyo ya banki kugirango inyungu zigabanywe ku musoro
4) Inzira binyuramo	Uza ku karere cyangwa ku murenge ukareba umukozi ushinze kwakira imisoro n'amahoro, witwaje impapuro wifuza ko bakugiraho inama mu kubara imisoro cyangwa amahoro
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

c) **Guhabwa impapuro zakatiweho imisoro ya RRA**

1) Uhabwa iyi serivise	Umuntu wese
2) Umukozi ubishinze	Umucungamari w'akarere
3) Ibisabwa	Amasezerano wagiranye n'akarere n'inyemezabuguzi wishyuriweho
4) Inzira binyuramo	Ujya mu biro by'umucungamari w'akarere bakaguhakira kopi z'impapuro.
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

d) **Guhabwa impapuro zishyuriweho**

1) Uhabwa iyi serivise	Umuntu wese wishyurwa n'Akarere
2) Umukozi ubishinze	Umucungamari w'akarere
3) Ibisabwa	Amasezerano wagiranye n'akarere n'inyemezabuguzi wishyuriweho
4) Inzira binyuramo	Ujya mu biro by'umucungamari w'akarere bakaguhakira kopi w'impapuro wishyuriweho.
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

e) **Gusaba kwishyura imisoro mu bice**

1) Uhabwa iyi serivise	Umuntu wese ubifuzako
2) Umukozi ubishinze	Umukozi ushinze kwakira imisoro n'amahoro

3) Ibisabwa	Kuzuza impapuro zibarirwaho umusoro Kwishyura nibura 25% by'umusoro usabwa Urwandiko rusaba kwishyura mu bice rwandikiwe akarere
4) Inzira binyuramo	Ibiro by'imisoro mu karere bigenzura ko ibisabwa byuzuye bigategura amasezerano asinywa n'Umunyamabanga Nshingwabikorwa w'Akarere hamwe n'usaba. Ibice byo kwishyuramo ntibirenga 4 kandi urangiza kwishyura muri uwo mwaka
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

f) **Kwishyura ubukode ku mitungo y'Akarere**

1) Uhabwa iyi serivise	Umuntu wese ukodesha umutungo w'Akarere (ubutaka, amazu, etc.)
2) Umukozi ubishinzwe	Umukozi ushinze kwakira imisoro n'amahoro
3) Ibisabwa	Amasezerano y'ubukode
4) Inzira binyuramo	Akarere kagirana amasezerano n'uwo bireba. Ibiciro bishyirwaho na Njyanama y'Akarere mbere y'uko ingengo y'imari yemezwa. Amafaranga asabwa arihwa mbere bitarenze itariki 5 z'uko kwezi.
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Amafaranga avugwa mu masezerano
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

II. **IMARI N'IPIGANWA RY'AMASOKO**

a) **Guhabwa ibitabo by'ipiganwa**

1) Uhabwa iyi serivise	Rwiyemezamirimo ushaka gupiganirwa isoko
2) Umukozi ubishinzwe	Umukozi ushinze amasoko
3) Ibisabwa	- Isoko rigomba kuba ryaratangajwe ku mugaragaro - Kwishyura amafaranga y'igitabo cy'isoko yatangajwe mu itangazo rihamagara abashaka gupiganwa.
4) Inzira binyuramo	Wishyura amafaranga asabwa mu itangazo rihamagara abashaka gupiganirwa isoko, ukazana impapuro wishyuriyeho kuri banki ugahabwa igitabo cy'iryo soko. Impapuro z'amasoko zisuzumwa n'abashinzwe

	amasoko gusa. Igihe DAO yishyuwe, ishobora koherezwa kuri imeri(E-mail)
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Amafaranga y'igitabo cy'isoko avugwa mw'itangazo rihamagara abashaka gupiganwa
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

b) Guhabwa ubufasha n'inama ku mitangire y'amasoko

1) Uhabwa iyi serivise	Rwiyemezamirimo
2) Umukozi ubishinzwe	Umukozi ushinze amasoko
3) Ibisabwa	Ntabwo
4) Inzira binyuramo	Ujya ku biro by'umukozi ushinze amasoko uhabwa inama n'ubufasha wifuzwa. Ushobora kandi guhamagara cyangwa ukohereza SMS.
5) Izindi nzego unyuramo	Ntayo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni

c) Kwakira inyandiko z'ipiganwa

1) Uhabwa iyi serivise	Rwiyemezamirimo
2) Umukozi ubishinzwe	Umukozi ushinze amasoko
3) Ibisabwa	Ntabwo
4) Inzira binyuramo	Uzana inyandiko z'ipiganwa mu ibahasha ifunze neza mbere y'igihe ntarengwa kiri mu gitabo cy'isoko.
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00 uhagaze ku muni isoko ryatangirwe kugeza ku isaha ntarengwa wo gutanga inyandiko z'ipiganwa.
8) Igihe ntarengwa	Uwo muni

d) Kumenyesha abapiganwe ibyavuye mu isesengura ry'ipiganwa ry'amasoko

1) Uhabwa iyi serivise	Rwiyemezamirimo watanze inyandiko y'ipiganwa ku gihe (Ku karere)
2) Umukozi ubishinzwe	Umukozi ushinze amasoko
3) Ibisabwa	Kuba watanze inyandiko ipiganirwa isoko ku

	gihe ikacyirwa n'Akarere
4) Inzira binyuramo	Iyi serivise itangwa nyuma y'iminsi 21 isoko rimaze gufungurwa (kumenyesha by'agateganyo). Inzandiko zimenyesha ibyavuye mu ipigangwa bya burundu zitangwa nyuma y'iminsi 7 nyuma yo kumenshwa by'agateganyo. Iyo bidashobotse, akarere kandikira ba rwiyekezamirimo kabamenyesha ko gahunda itakibaye n'impamvu yabyo
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu masaha y'akazi kuva ku munsu byatangarijwe kugeza ku munsu wanyuma
8) Igihe ntarengwa	Iminsi 21 nyuma yo gufungura isoko

e) Gusinyisha amasezerano ku batsindiye amasoko

1) Uhabwa iyi serivise	Rwiyekezamirimo watsindiye isoko
2) Umukozi ubishinzwe	Umukozi ushinze amasoko
3) Ibisabwa	Kuba waratsindiye isoko kandi uhabwa urwandiko ruguhamagarira kuza gusinya amasezerano, kandi ugatanga garanti iyo isabwa.
4) Inzira binyuramo	Ujya ku biro by'umukozi ushinze amasoko ku itariki iri mu nyandiko igutumira ugasinya amasezerano y'isoko. Amasezerano asinywa mu minsi 15 nyuma y'imenyeshwa ry'uwasinze
5) Izindi nzego unyuramo	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugeza 17h00
8) Igihe ntarengwa	Uwo munsiku itariki yemejwe

f) Gutanga icyangombwa cyo kurangiza imirimo neza

1) Uhabwa iyi serivise	Rwiyekezamirimo wasinyiye isoko
2) Umukozi ubishinzwe	Umukozi ushinze amasoko
3) Ibisabwa	Kuba warangije imirimo yose iri mu masezerano y'isoko kandi warubahirije ibisabwa byose.
4) Inzira binyuramo	Wandikira Akarere usaba icyemezo cy'uko warangije imirimo yose iri mu masezerano y'isoko kandi wubahirije ibyasabwaga. Wubahirije amasezerano, kwemererwa ko wakoze neza bakaguhisha icyemezo cy'uko washoje neza imirimo.

5) Izindi unyuramo nzego	Ntazo
6) Amafaranga yishyurwa	Ntayo
7) Igihe itangirwa	Mu minsi y'akazi kuva 7h00 kugera 17h00
8) Igihe ntarengwa	Uwo muni