IRIBURIRO

SERIVISI ZA POLISI Y'U RWANDA

Intego yo kugaragaza icyegeranyo cya serivisi za Polisi y'u Rwanda bigamije kumenyesha abazishaka, abafatanyabikorwa bayo, n'Abaturarwanda muri rusange serivisi itanga, uburyo zitangwa n'igihe bitwara.

Iki cyegeranyo kigaragaza aho izo serivisi zitangirwa, uburenganzira bw'ushaka serivisi, ibyo asabwa, n'uburyo bwo kugaragaza niba yanyuzwe cyangwa atanyuzwe na serivisi yahawe.

Guha serivisi nziza Abaturarwanda biri mu byo Polisi y'u Rwanda yimirije imbere; kandi buri mupolisi asabwa kubyubahiriza. Gutanga serivisi nziza ni inshingano za Polisi y'u Rwanda; ariko kandi kuyihabwa neza ni uburenganzira bwa muntu.

1. ICYEREKEZO

Abaturarwanda bafite, kandi bizeye umutekano; babigizemo uruhare

2. INTEGO

Polisi y'u Rwanda yita; kandi yiyemeje kuzuza inshingano zayo zirimo: gutanga serivisi nziza, kugaragaza ibyo ikora, gukorera mu mucyo, kugenzura ko amategeko yubahirizwa no kubungabunga umutekano w'abantu n'ibyabo.

3. INDANGAGACIRO ZAYO

- Ubutabera no kubaha uburenganzira bw'Ikiremwamuntu
- Ubunyangamugayo
- Kubungabunga no gusigasira utuze muri rubanda
- Gukorera hamwe n'ubufatanye
- Gukorera mu mucyo

- Kugaragaza ibyo ikora
- Gukorana neza n'izindi nzego ndetse n'abaturage
- Gukurikiza amahame ngengamikorere no kuzuza inshingano zayo

4. IBIRANGO BYACU: **Serivisi - Umutekano – Ubunyangamugayo**

AMAHAME Y'IMITANGIRE YA SERIVISI

Amahame yo gutanga serivisi akubiyemo ibyo Abapolisi b'u Rwanda bakwiriye kubahiriza kugira ngo batange serivisi nziza hatitawe ku ho bakorera n'ibyo bashinzwe.

Ayo mahame akubiyemo ibi bikurikira:

Kuzirikana abagenerwabikorwa: Abaturage bagomba kubazwa niba bahabwa serivisi nziza mu rwego rwo kurushaho kunoza imitangire yayo.

Urwego rwa Serivisi: Hagomba kwegeranywa ibitekerezo ku bwoko bwa serivisi abaturage bakeneye; ndetse n'urwego rwa serivisi ikinewe.

Uburenganzira: Abantu bose bafite uburenganzira bungana ku guhabwa serivisi igihe cyose bujuje ibyangombwa.

Kwakirwa neza: Abashaka serivisi bagomba kubahwa no kwakirwa neza.

Amakuru: Abaturage bagomba guhabwa amakuru yuzuye kandi afite gihamya yerekeye serivisi bakeneye.

Gukorera mu mucyo: Abaturage bafite uburenganzira bwo kumenyeshwa imiyoborere n'imikorere bya Polisi y'u Rwanda.

Guhabwa ubusobanuro: Igihe habaye imbogamizi mu itangwa rya serivisi; uwayisabye agomba guhabwa ibisobanuro; kandi akizezwa ko zikemuka vuba.

Ubukungu: Polisi y'u Rwanda itanga serivisi izirikana ko imitangire yayo igira ingaruka ku bukungu bw'igihugu n'iterambere ry'abagituye.

Uburinganire: Igihe itanga serivisi, Polisi y'u Rwanda izirikana ihame ry'uburinganire; yirinda ivangura rishingiye ku gitsina, nk'uko biteganywa n'itegeko.

Ibindi dukora; kandi biri mu nshingano zacu :

· Kwakira neza abatugana;

· Gutanga serivisi kinyamwuga twubahiriza amahame ngengamikorere; kandi turangwa n'ubunyangamugayo;

· Kumenya ibyo ushaka serivisi akeneye no kubahiriza uburenganzira bwe;

· Gukorana neza n'abaturage n'abafatanyabikorwa batandukanye mu gukumira ibyaha;

· Gutanga igisubizo cyangwa ubusobanuro ku busabe bwerekeye serivisi runaka;

· Kumenyesha uwatanze ikirego aho iperereza rigeze;

· Kumenyesha uwatanze ikirego umupolisi urimo kugikurikirana n'uburyo bw'itumanaho yamubonaho;

· Gutanga ubusobanuro ku burenganzira bw'urega n'ucyekwaho gukora icyaha;

· Gucunga umutekano w'Abatangabuhanya;

· Kumenyesha abaturage ibishobora kubagiraho ingaruka mbi; ubwo butumwa bukanyuzwa mu Bitangazamakuru; cyangwa bakabuhererwa mu nama no mu biganiro.

NIMERO	SERIVISI	IBISABWA	IGIHE ITANGIRWA N'UMWANYA BITWARA	IKIGUZI
01	Gusigasira ituze muri rubanda	Kubahiriza amategeko	Igihe cyose	Ubuntu
02	Iyubahirizwa ry'amategeko	Kubahiriza amategeko	Igihe cyose	Ubuntu
03	Kubungabunga umutekano w'abantu n'ibyabo	Gutangira amakuru ku gihe	-Igihe cyose -Igisubizo: Iminota 25	Ubuntu

04	Ubutabazi (igihe cy'ibyago, ibiza n'impanuka).	Gutangira amakuru ku gihe	- Igisubizo: Iminota 25	Ubuntu
05	Itahurwa n'igenzwa ry'ibyaha	Ubufatanye	Uwo mwanya	Ubuntu
06	Kubungabunga umutekano mu muhanda	Gutanga amakuru y'impamo ku gihe	Uwo mwanya	Ubuntu
07	Ubutabazi bwihutirwa	Gutangira amakuru ku gihe	Uwo mwanya	Ubuntu
08	Ibizamini byo gukorera impushya zo gutwara ibinyabiziga	Kubahiriza amategeko n'amabwiriza	-Icyanditse: Isaha 1 -Ngiro: Amasaha 2	-Icyanditse: 5,000 Frws -Ngiro: 10,000 Frws
09	Gutanga impushya zo gutwara ibinyabiziga	Kubahiriza amategeko n'amabwiriza	Iminsi 7	Ubuntu
10	Kugenza ibyaha by'impanuka zo mu muhanda	Gutangira amakuru ku gihe	Iminota 25	Ubuntu
11	Igenzurwa ry'ubuziranenge bw'imodoka no gutanga ibyangombwa byaryo	Kubahiriza amategeko n'amabwiriza	-Imodoka nshya n'izimeze neza iminota 20 -Imodoka zishobora gukorwa iminota 25 -Amakamyo iminota 30	Hagati ya 10,000 Frws na 25,000 Frws
12	Icyemezo cy'uko umuntu adakurikiranywe n'Ubutabera	Kubahiriza amategeko n'amabwiriza	Iminota 15	1,200 Frws
13	Gufata ibimenyetso by'igikumwe	Kubahiriza amategeko n'amabwiriza	Iminota 15	1,200 Frws
14	Imenyekanisha ry'ibintu byatakaye	Kubahiriza amategeko n'amabwiriza	Iminota 15	1,200 Frws
15	Serivisi za Isange One Stop Centers	Gutangira amakuru ku gihe	Uwo mwanya	Ubuntu

KUMENYESHA NIBA WANYUZWE NA SERIVISI WAHAWE CYANGWA NIBA UTANYUZWE NA YO

Polisi y'u Rwanda ifite inshingano zo guha serivisi nziza abaturarwanda. Ni muri urwo rwego yashyizeho uburyo bwo kumenya niba abayigana banyuzwe na serivisi bahawe , cyangwa niba batanyuzwe na yo kugira ngo ahagaragaye imbogamizi zikemurwe.

Igihe unyuzwe na serivisi uhawe, tumenyeshe kugira ngo tumenye urwego tugezeho mu kuyitanga; ariko na none igihe utanyuzwe na serivisi uhaye, na byo bitumenyeshe kuko bituma tumenya ahari icyuho.

Amakuru y'uburyo mwahawe serivisi mwayamenyesha Abayobozi ba Polisi y'u Rwanda ku rwego rw'Intara n'Umujyi wa Kigali, Uturere, ndetse n'Imirenge.

Mwahamagara kandi Ishami rya Polisi y'u Rwanda rishinzwe ubugenzuzi bw'Umurimo kuri nimero ya telefone itishyurwa 3511 na 0788311400cyangwa Ibiro by'Umuyobozi Mukuru wa Polisi y'u Rwanda kuri 0788311134.

Ibindi kuri Polisi y'u Rwanda;

Sura urubuga rwayo rwa murandasi: http://www.police.gov.rw

Niba hari icyo ushaka kuyimenyesha cyangwa kuyisobanuza:

- Yoherereze ubutumwa ku Gasanduku k'amabaruwa: 6304 KIGALI – RWANDA
- Hamagara nimero ya telefone : +250 788311155
- Yandikire ku mbuga nkoranyambaga zayo:

-Twitter : @Rwandapolice
- Facebook: Rwanda National Police

IMIRONGO YA TELEFONE ITISHYURWA Y'UBUTABAZI YA POLISI Y'U RWANDA:

- AMAKURU KU IHOHOTERWA RISHINGIYE KU GITSINA : 3512
- URENGANYIJWE CYANGWA UHOHOTEWE N'UMUPOLISI : 3511
- IMPANUKA MU MUHANDA : 113

- UBUTABAZI (MURI RUSANGE) : 112
- INKONGI Z'IMIRIRO NO GUTABARA ABARI MU KAGA : 111
- IHOHOTERWA RIKORERWA ABANA : 116
- GUKUMIRA NO KURWANYA RUSWA : 997
- SERIVISI ZA ISANGE ONE STOP CENTERS : 3029
- IMPANUKA N'IBIBAZO BYO MU MAZI : 110

NIMERO ZA TELEFONE Z'ABAYOBOZI BA POLISI KU RWEGO RW'INTARA, UMUJYI WA KIGALI N'UTURERE
UMUJYI WA KIGALI:

- KU RWEGO RW'UMUJYI: 0788311128
- KU RWEGO RW'UTURERE:

NYARUGENGE : 0788311166
GASABO : 0788311100
KICUKIRO : 0788311177

INTARA Y'I BURASIRAZUBA:

- KU RWEGO RW'INTARA: 0788311142
- KU RWEGO RW'UTURERE:

BUGESERA :0788311124

KIREHE :0788311188

NGOMA :0788311158

KAYONZA :0788311181

RWAMAGANA :0788311180

GATSIBO :0788311179

NYAGATARE :0788311146

INTARA Y'AMAJYARUGURU:

- KU RWEGO RW'INTARA: 0788311151
- KU RWEGO RW'UTURERE:

MUSANZE :0788311148

RULINDO :0788311173

GICUMBI :0788311144

GAKENKE :0788311174

BURERA :0788311186

INTARA Y'I BURENGERAZUBA:

- KU RWEGO RW'INTARA: 078831111
- KU RWEGO RW'UTURERE:

RUBAVU :0788311149

NYABIHU :0788311103

NGORORERO :0788311189

RUTSIRO :0788311106

KARONGI :0788311125

NYAMASHEKE :0788311190

RUSIZI :0788311136

INTARA Y'AMAJYEPFO:

- KU RWEGO RW'INTARA: 0788311138

- KU RWEGO RW’UTURERE:

HUYE :0788311127

NYAMAGABE :0788311131

NYARUGURU :0788311172

GISAGARA :0788311175

NYANZA :0788311191

RUHANGO :0788311184

MUHANGA :0788311129

KAMONYI :0788311183