IMBONERAHAMWE YA ZA SERIVISI DUTANGA

Icyerekezo:

Abanyamwuga mu by'ubucuruzi babishoboye kandi bazwi ku isi yose.

Intego:

Guhindura abantu abanyamwuga mu by'ubucuruzi binyuze mu kubakoresha ibizamini, mu gusuzuma niba bujuje ibisabwa, mu kwemeza ubushobozi bwabo, mu bushakashatsi mu guhanga ibishya no gutanga ubujyanama

Indangagaciro z'ibanze:

Ubumenyi bucukumbuye, Kubazwa inshingano, Gukora ibirambye, Kwiyubaha, Ubudashyikirwa, Kuba mu mwanya ukwiye kubamo.

Inshingano:

Gutegura inkoranyamasomo; gutegura ibizamini by'abari mu mwuga, iby'abashaka kuba abanyamwuga, iby'impamyabushobozi na dipolome no gusuzuma ko abakandida bujuje ibisabwa mu bijyanye n'ibaruramari, icungamutungo, inguzanyo, imiyoborere n'imicungire, ikoranabuhanga mu itangazabumenyi n'ibindi bifitanye isano na byo; guteza imbere ubumenyi ku rwego rw'igihugu, urw'akarere no ku rwego mpuzamahanga no kwemeza ubushobozi bw'ibigo by'amahugurwa bireba bikorana na Minisiteri ifite uburezi mu nshingano.

Nº.	Serivisi zitangwa	Icyo twiyemeje	Igihe ntarengwa	Amafaranga atangwa	Ibyo twiteze ku bafatanyabikorwa
1.	Gusubiza ibibazo by'abakiliya n'izindi nyandiko	1.1 Gusubiza ibibazo kuri telefoni	Mu gihe kitarenze amasogonda cumi n'atanu (15)	Nta kiguzi bisaba	Kuduhamagara kuri terefone nimero 020 4923000, 254722201214, 254734600624
		1.2 Kwakira abashyitsi	Mu gihe kitarenze umunota umwe (1) umushyitsi ahageze	Nta kiguzi bisaba	Gusura aho kasneb ikorera n'ibigo bya *Huduma*
		1.3 Gusubiza ibibazo: (a)Imeli (b)Imbuga nkoranyambaga	Mu gihe kitarenze umunsi umwe (1) w'akazi Mu gihe kitarenze isaha imwe (1)	Nta kiguzi bisaba	Kohereza ibibazo mubinyujije kuri imeli n'imbuga nkoranyambaga byemewe hamwe no muri sisitemu y'ubufasha y'urubuga rw'imicungire y'abanyeshuri.
		1.4 Ubutumwa/Gusaba kubonana n'ukwakira bidasabye gushyirwa kuri gahunda (a)Inyandiko rusange (b)Inyandiko zo mu rwego rwa tekiniki	Mu gihe kitarenze iminsi itanu (5) y'akazi	Nta kiguzi bisaba	Kohereza ibibazo mubinyujije kuri imeli n'imbuga nkoranyambaga byemewe hamwe no muri sisitemu y'ubufasha y'urubuga rw'imicungire y'abanyeshuri.
2.	Ibizamini na serivisi zijyana nabyo	2.1 Gutanga uburenganzira bwo gukora ibizamini (ingengabihe)	Nyuma yo kwishyura amafaranga y'ikizamini ku rubuga rw'imicungire y'abanyeshuri ba kasneb	Nta kiguzi bisaba	Gufungura ingengabihe ku rubuga rw'imicungire y'abanyeshuiri ba kasneb Gutanga aderesi za imeli zizewe.
		2.2 Gusohora amanota y'ibizamini	Mu gihe kitarenze iminsi mirongo itatu (30) y'akazi ibarwa uhereye ku munsi wa nyuma w'ikizamini	Nta kiguzi bisaba	Gufungura ingengabihe ku rubuga rw'imicungire y'abanyeshuiri ba kasneb Gutanga aderesi za imeli zizewe.
		2.3 Gutanga impamyabushobozi ku bakandida batsinze	Mu gihe kitarenze amezi atatu (3) nyuma yo gusohora amanota ku batsinze ibizamini cyangwa ku batsinze igice cy'ibizamini bitewe n'ibikenewe	Nta kiguzi bisaba cyangwa kwishyura amafaranga yo kubika ibintu aho bikenewe, ni ukuvuga amezi abiri nyuma yo gutanga impamyabushobozi	Gufata impamyabushobozi ubwawe ku cyicaro gikuru cya Kasneb cyangwa gusaba ko yoherezwa inyuze mu iposita ishinganishije
		2.4 Gutanga ibyemezo byo kwemerera ibigo by'amahugurwa byujuje ibisabwa	Mu gihe kiterenze iminsi mirongo cyenda (90) nyuma yo kwemererwa	Amafaranga yo kwemererwa by'agateganyo-Sh.10.000 mu gihe cy'amezi 18 Amafaranga yo kwemererwa mu buryo bwuzuye-Sh.40.000 mu gihe cy'imyaka 5	Gufata impamyabushobozi ubwawe ku biro bikuru bya Kasneb cyangwa usabe yoherezwe inyuze mu iposita ishinganishije
		2.5 Uburyo bwo gusuzuma ibibazo bijyanye n'imyitwarire	Ingamba zifatwa mu gihe kitarenze iminsi mirongo itandatu (60) ibarwa uhereye ku munsi wa nyuma w'ikizamini	Nta kiguzi bisaba	Ibaruwa itanga ibisobanuro
		2.6 Gutunganya amabaruwa yemeza imyanzuro	Itunganywa mu gihe kitarenze iminsi ibiri (2) y'akazi	Amafaranga asabwa ni Kshs 600.00 Amafaranga yo kwemeza icyemezo ahabwa ikigo ni Kshs. 1000	Ubusabe bwemewe bwo kwemeza imyanmzuro
		2.7 Gutunganya ubusabe bwo gusonerwa kwishyura	Bitunganywa mu gihe kitarenze iminsi irindwi (7) y'akazi	Amafaranga asabwa yishyurwa hashingiwe ku busonerwe bwatanzwe	Ibaruwa yo gusonerwa kwishyura
		2.8 Gutunganya ubusabe bwo gusubika umwanzuro	Bikorwa mu gihe kitarenze iminsi makumyabiri n'umwe (21) ikurikira ubusabe	Nta kiguzi bisaba	Ubusabe bwemewe ku rubuga rw'abanyeshuri bujyanye n'iyubahirizwa ry'amategeko y'isubikwa

3.	Kwishyura amafaranga y'ibizamini	Gutunganya uburyo bwo kwishyura nyuma yo gushyiraho gahunda y'ibizamini ku rubuga rw'imicungire y'abanyeshuri	Bikorwa ako kanya	Amafaranga asabwa yishyurwa	Inyemezabwishyu yemewe n'ingengabihe yatanzwe
4.	Kwandika abatanga serivisi	Kumenya niba abatanga serivisi biyandikishije mu gihe kigenwa n'amabwiriza	Iminsi cumi n'ine (14) y'akazi	Nta kiguzi bisaba	Ifishi y'ubusabe yuzujwe neza, umwirondoro w'isosiyete y'ubucuruzi, icyemezo cy'iyandikisha/icyemezo cyo kwandikisha PIN, icyemezo kigifite agaciro cyo kuba wishyura imisoro/ubusonerwe, raporo ya banki y'umwimerere, kopi y'icyemezo cyo kwiyandikisha mu rwego ngenzuramikorere, inyemezabwishyu y'amafaranga adasubizwa, kopi z'amafishi atangwa buri mwaka atanzwe n'umwanditsi w'isosiyete y'ubucuruzi, indangamuntu/pasiporo.
5.	Gutegura amasoko	Gutunganya amasoko	Iminsi mirongo cyenda (90) y'akazi	Nta kiguzi bisaba	Kohereza inyandiko z'ipiganwa ry'ibicuruzwa na serivisi
6.	Kwishyura ibicuruzwa na serivisi	Kwishyura ibicuruzwa, imirimo na serivisi byatanzwe hakurikijwe ibibiranga	Mu gihe kitarenze iminsi mirongo itandatu (60) ikurikira itangwa n'iyemerwa ry'ibicuruzwa na serivisi kandi hamaze gutangwa inyenezabuguzi igifite agaciro cyangwa hakurikijwe inshingano zikomoka ku masezerano	Nta kiguzi bisaba	Gutanga ibicuruzwa na serivisi byujuje ubuziranenge hakurikijwe inshingano zikomoka ku masezerano
7.	Gutanga amasoko y'ibicuruzwa, ay'imirimo n'aya serivisi	Gushishoza no kubahiriza amategeko n'amabwiriza agenga amasoko	Hakurikijwe ibisabwa n'Itegeko rigenga amasoko ya Leta n'ihererekanywa ry'umutungo ryo muri 2015.	Amafaranga yo gupiganira isoko cyangwa yo gutanga ibiciro	Gutanga ku gihe ibicuruzwa na serivisi byujuje ubuziranenge Gushishoza no kubahiriza amategeko n'amabwiriza bigenga amasoko
8.	Kujugunya ibibitswe bishaje	Gushishoza no kubahiriza inzira zashyizweho zo kujugunya ibibitswe bishaje	Iminsi mirongo itandatu (60) ibarwa uhereye ku munsi w'itangazo	Nta kiguzi bisaba	Kwigengesera no kubahiriza inzira zashyizweho zo kujugunya ibibitswe bishaje
9.	Urubuga rw'imicungire y'abanyeshuri rwa kasneb	Gukora ku buryo urubuga rw'imicungire y'abanyeshuri rwa kasneb ruhora ruboneka kugera ku kigero cya 99,9%	Ku buryo bukomeza	Nta kiguzi bisaba	Kwiyandikisha no gukora ibikorwa ukoresheje urubuga rw'imicungire y'abanyeshuri rwa kasneb
10.	Gusohora ikinyamakuru cya Kasneb	Gusohora no gukwirakwiza kuri murandasi ikinyamakuru cya Kasneb	Inshuro eshatu (3) mu mwaka	Nta kiguzi bisaba	Kwakira ikinyamakuru cya Kasneb no kugitangaho ibitekerezo
11.	Uruhare rw'abaturage mu gushyiraho politiki	Gutumira abaturage kugira ngo bagire uruhare mu gushyiraho politiki	Umunsi umwe (1)	Nta kiguzi bisaba	Kumenyera ibibazo no kugira uruhare rugaragara
12.	Gushaka abakozi	Gushaka abakozi bashoboye binyuze mu nzira iboneye	Mu gihe kitarenze iminsi mirongo cyenda (90)	Nta kiguzi bisaba	Gutanga ubusabe bwemewe hashingiwe ku itangazo rihamagarira abantu gupiganirwa akazi
13.	Gutunganya ubusabe bw'amakuru	Gutanga amakuru uko yasabwe	Mu gihe kitarenze iminsi makumyabiri n'umwe (21)	Nta kiguzi bisaba	Gusaba amakuru

Kasneb yiyemeje gutanga ubunararibibonye mu gufata neza abakiliya ku rwego rwo hejuru nta vangura cyangwa kubangamira abafatanyabikorwa bacu bose.

Serivisi itubahiriza ibipimo ngenderwaho byavuzwe haruguru cyangwa umukozi udakurikiza ibyo yiyemeje bijyanye no kubaha abatugana n'ubudashyikirwa mu gutanga serivisi bigomba kumenyeshwa:

Umuyobozi Mukuru

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cyangwa

Komisiyo y'ubutabera mu miyoborere

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kasneb is ISO 9001:2015 certified