LTGS · Collaboration · Innovation · Digitalization

LOYAL TECHNOLOGY AND GOVERNMENT SERVICES PLC

LTGS Agent Hand Book

LTGS Agents Team Network

LTGS Agents Team Network

AGENTS AT THE FOREFRONT OF CHANGE

MENYA UBURYO BW' IMIKORERE YA LTGS AGENTS TEAM NETWORK

1. LTGS NI IKI?

LTGS Plc ni ikigo cyihariye gitanga serivisi z' ikoranabuhanga, iz' imari, ndetse n' iza leta hagamijwe kwihutisha imitangire ya serivisi no kuyegereza abaturage mu buryo bugezweho.

Iki kigo cyashinzwe ku itariki ya 16 Gicurasi 2023 kandi gifite intego yo guhanga udushya no kunoza serivisi ku baturage bose.

Intego ya LTGS Plc ni ukongera imiyoborere y' imishinga binyuze mu ikoranabuhanga rigezweho, rikemura ibibazo by' abaturage mu buryo bwihuse kandi bwizewe.

LTGS Plc kandi ifite uruhare runini mu iterambere ry' ubukungu binyuze mu gufasha abaturage kubona serivisi z' imari zinoze.

Ibyo bikubiyemo ubwishyu bwa fagitire, kwishyura amahoro ya leta, n' izindi serivisi z' ubucuruzi bushingiye ku ikoranabuhanga.

By' umwihariko, LTGS ikorana n' inzego za leta n' abikorera mu gushyira mu bikorwa gahunda zayo z' iterambere ry' igihugu.

Mu gukomeza kunoza imitangire ya serivisi, LTGS Plc yateje imbere uburyo bwo gucunga amakuru no kuyasesengura kugira ngo ibikorwa byose bibe bifite ishingiro kandi bigenzurwe neza.

Ibi bikuraho ububiko bw' amakuru butajyanye n' igihe, bityo bigafasha gukorera abaturage mu buryo bw' ubunyamwuga.

2. LTGS AGENTS TEAM NETWORK NI IKI?

LTGS Agents Team Network ni ihuriro ryihariye rigizwe n' intumwa (agents) zatoranijwe, zigahugurwa, kandi zemezwa n' ubuyobozi bwa LTGS Plc kugira ngo bageze serivisi zitandukanye ku baturage bose.

Iri tsinda rigamije gushyira hamwe no gufasha intumwa gutanga serivisi mu izina rya LTGS Plc.

Intumwa zigira uruhare runini mu guhindura imitangire ya serivisi igendanye n' imari n' ikoranabuhanga kugira ngo abaturage babone serivisi mu buryo bwihuse.

Uko iri huriro riteye, rigizwe n' ibyiciro bitandukanye by' abayobozi n' intumwa bakorana mu rwego rwo guhuza imikorere.

Buri rwego rugira inshingano zarwo zigamije kunoza serivisi no gufasha intumwa mu byo zikora. Ibyo bigenda bikuraho ibibazo by' ubucuruzi bishingiye ku buremere bwo gukorera hamwe.

LTGS Agents Team Network ifite kandi intego yo guteza imbere ubushobozi bw' abaturage mu by' ikoranabuhanga n' imari. By' umwihariko, iri huriro ryigisha intumwa uburyo bwo gukemura ibibazo by' abaturage ndetse no guhanga udushya mu byo bakora. Ibi byose bigamije kongera icyizere mu mitangire ya serivisi.

3. LTGS AGENT NI IKI?

LTGS Agenti ni umuntu wemewe na LTGS Plc kugira ngo atange serivisi zemewe zirimo iz' imari, iz' ikoranabuhanga, ndetse n' iza leta ku baturage mu izina ry' ikigo.

Intumwa zigomba gukorera ahantu hateganijwe kandi zigahabwa ibikoresho bikenewe kugira ngo zitange serivisi neza. Intumwa ni igice cy' ingenzi muri gahunda za LTGS Plc kuko ari bo bakorana n' abaturage ku buryo bwa hafi.

Uburyo intumwa zikora bwateguwe ku buryo buha umuturage icyizere cyo kubona serivisi nziza kandi zihuse. Abaturage bakorana n' intumwa babona serivisi zitandukanye zirimo gutanga inyemezabwishyu, gufasha kwishyura fagitire, no kubona ubufasha mu by' ikoranabuhanga ndetse na serivisi za leta.

Ibi bituma abaturage badasabwa gukora ingendo ndende bajya gushaka izo serivisi.

Byongeye kandi, LTGS Agenti ahabwa amahugurwa y' igihe kirekire kugira ngo amenye neza uburyo bwo gutanga serivisi.

Aya mahugurwa arimo n' uburyo bwo gukoresha ikoranabuhanga rigezweho mu kazi kabo ka buri munsi. Uko intumwa zikomeza kunguka ubumenyi, niko zigira uruhare runini mu iterambere ry' igihugu.

4. ITSINDA RY' ABANDITSI B' INTUMWA MU KARERE NO MUNTARA.

Iri tsinda rigizwe n' abagize imirimo yihariye harimo:

- Abanditsi b' intumwa ku rwego rw' intara
- Abanditsi b' intumwa ku rwego rw' akarere
- Abunganira abanditsi b' intumwa ku rwego rw' akarere

Abanditsi b' intumwa ku rwego rw' intara: Bafite inshingano yo guhagararira LTGS Plc no gufasha abanditsi bo ku rwego rw' akarere mu kazi kabo ka buri munsi.

Bagira uruhare mu gukemura ibibazo bikomeye ndetse no gutanga raporo ku bikorwa by' intumwa zo mu ntara.

Abanditsi bo ku rwego rw' akarere: Bafite inshingano zo gucunga imikorere y' intumwa zo mu karere ndetse no gufasha abaturage kubona serivisi zitangwa na LTGS Plc.

Ibi birimo no kwandika intumwa nshya cyangwa guhindura amakuru mu gihe bibaye ngombwa.

Abunganira abanditsi bo ku rwego rw'akarere: Nabo bafite inshingano zo gutanga ubufasha mu bijyanye no gutegura amahugurwa ndetse no gukurikirana imikorere ya buri munsi y' intumwa.

Ubufatanye bw' aba bose bugamije kunoza serivisi zitangwa.

5. INSHINGANO Z' ITSINDA RY'ABANDITSI B' INTUMWA

Iri tsinda rishinzwe:

- Guhagararira LTGS Plc mu turere no mu ntara.
- Gukemura ibibazo byihariye by'intumwa.
- Gucunga no guhuza ibikorwa bya serivisi zitangwa n'intumwa.

Abanditsi b' intumwa bakorana na LTGS Plc mu buryo bwa hafi kandi bagashyiraho uburyo bwo gukemura ibibazo mu buryo bwihuse.

Bagira uruhare runini mu gutegura raporo ku mikorere y' Intumwa no guha intumwa ubufasha bwose zikenera mu kazi kazo ka buri munsi.

Mu rwego rwo kunoza imikorere, abanditsi b' intumwa bahabwa amahugurwa ajyanye no gukoresha ikoranabuhanga no gucunga ibikorwa by' intumwa mu buryo bugezweho.

Ibi bigamije kwirinda ibibazo bishobora kuvuka no kunoza serivisi zitangwa.

6. IBYANGOMBWA BISABWA KUGIRA NGO UBE INTUMWA Y' IKIGO

i. **Icyangombwa cyiranga umuntu:** Uwiyandikisha agomba kugaragaza indangamuntu cyangwa ibindi byangombwa bigaragaza koko usaba ari umunyarwanda.

ii. **Kugaragaza ubushobozi bwo gutanga serivisi:** Ushaka kuba Intumwa agomba kwerekana ubushobozi mu gutanga serivisi z' imari cyangwa iza leta.

iii. **Kwerekana aho Azakorera:** Intumwa igomba gutanga amakuru yerekeye aho azakorera n'aho azatanga serivisi.

iv. **Kugira Ubucuruzi bwemewe:** Uwiyandikisha agomba kuba asanzwe akora imirimo cyangwa ubucuruzi bwemewe kandi bwanditse mu gihugu.

v. **Kuba yanditse nk' Usora:** Usaba agomba kuba afite ubucuruzi busora cyangwa bwanditswe mu basora.

vi. **Kuba usaba Atarigeze Akatirwa n' Inkiko igifungo kirenze amezi atandatu:** Usaba agomba kuba atarigeze akatirwa n' Inkiko igihano cyirenze amezi atandatu.

vii. **Kwiyandikisha mu buryo bwagenwe:** Usaba agomba kwiyandikisha anyuze ahabugenewe, ashobora kwiyandikisha anyuze muri sisiteme yabugenewe cyangwa kwiyandikisha anyuze ku mwanditsi w' Intumwa mu karere ashaka gukoreramo.

viii. **Kwemera Amategeko n' Amabwiriza:** Usaba agomba kuba yemera amategeko n' Amabwiriza yose agenga intumwa.

Kuba intumwa bisaba kwerekana ko ushoboye kandi wizewe.

Ibi bikorwa binyuze mu igenzura ry' imyitwarire n' ubushobozi bwa buri muntu wifuza kuba intumwa.

LTGS Plc ifite gahunda yo gukurikirana buri wese winjiye muri gahunda zayo kugira ngo harebwe niba yujuje ibisabwa kandi akomeza gutanga serivisi zinoze.

7. UBURYO BWO GUTANGA UBUSABE BWO KWIYANDIKISHA NK' INTUMWA

- Gusaba kwandikwa binyuze ku mukozi w' ubwanditsi mu karere cyangwa intara.
- Kuzuza ifishi isaba kwiyandikisha yujwe mu buryo busanzwe.
- Kwiyandikisha wuzuza ifishi koranabuhanga mu buryo bw' Ikoranabuhanga.

Kwiyandikisha muri gahunda ya LTGS Agents Team Network bikorwa mu buryo bworoshye kandi bunoze.

Abifuza kuba intumwa bashyikiriza ibisabwa umwanditsi ubishinzwe hanyuma bagahabwa amahugurwa mbere yo gutangira akazi.

Ubu buryo bufasha mu gukurikirana abifuza kuba intumwa no kureba niba bafite ubushobozi bwo gukora neza.

8. SERIVISI ZITANGWA N' INTUMWA

- Serivisi zo kohereza no kwishyura amafaranga mu bigo by' Imari.
- Gutanga serivisi z' imari (nk'ubwishyu bwa fagitire, inyemezabuguzi, n'izindi).
- Gufasha abaturage kubona serivisi z' ikoranabuhanga ndetse niza leta.

Serivisi zitangwa n' intumwa zigamije korohereza abaturage kubona serivisi za LTGS Plc mu buryo bwihuse kandi bwizewe.

Intumwa zigira uruhare mu kugeza izi serivisi mu bice byose by' igihugu, bityo bigatuma abaturage batagomba gukora ingendo ndende cyangwa guhura n' imikorere mibi.

9. KOMISIYO ZIHABWA INTUMWA

Intumwa zose zishyurwa hakurikijwe:

- Umubare w' ibikorwa byakozwe.
- Ijanisha runaka ku giciro cya serivisi zishyurwa n' Usaba serivisi.
- Serivisi zatanzwe neza (Agahimbazamusyi)

Komisiyo z' intumwa zishyurwa mu buryo bunoze kugira ngo zigire inyungu zihagije mu kazi kazo.

LTGS Plc itanga ibihembo hagendewe ku musaruro w' umukozi, bityo bigatuma buri wese agira ubushake bwo kunoza ibyo akora.

Ibi biba bigamije gushishikariza intumwa gukora neza no kuguma mu murongo w' amategeko.

Komisiyo zinyuzwa kuri konti y' Intumwa iba yanditse mu kigo cy' imari intumwa ikorana nacyo, zigatangwa buri kwezi kuva ku itariki ya 1 kugeza kuya 5 by' ukwezi gukurikira.

10. ANDI MAHUGURWA N'IBYONGERWA KU NTUMWA

- Ubwishingizi bwa IRIS (Internal Risks Insurance Scheme).
- Amahugurwa yihariye ku mikoreshereze y' ikoranabuhanga na Sisiteme.
- Guhabwa uburenganzira bwo gutanga serivisi z' ubwishingizi cyangwa izindi zongerera agaciro ubucuruzi bwe.

Andi mahirwe ahabwa intumwa agamije kongera ubushobozi no gutanga serivisi zihariye ku baturage.

Ubwishingizi bwa IRIS bugamije kurinda intumwa ingaruka zishobora guterwa n' akazi kazo, mu gihe amahugurwa yihariye yongerera ubushobozi buri wese mu kazi ke ka buri munsi.

11. GUKURIKIRANA IMIKORERE Y'INTUMWA

LTGS Plc izakora isuzuma buri mezi atatu kugira ngo harebwe niba intumwa zikurikiza amabwiriza kandi zikanoza serivisi.

Ubu buryo bufasha mu gucunga neza imikorere y' intumwa no gukosora ibibazo bishobora kugaragara mu kazi kazo.

Isuzuma rigamije kugenzura niba buri ntumwa yujuje inshingano zayo ndetse no kureba niba abaturage banyuzwe na serivisi zitangwa.

Ibi byose bikozwe bigamije gukomeza kongera icyizere abaturage bagirira LTGS Plc.

12. INYUNGU ZO KUBA INTUMWA YA LTGS

- Amahirwe yo kunguka ubumenyi mu by' ikoranabuhanga n' imari.
- Kuba mu murongo w' iterambere rishingiye ku mikorere myiza.
- Guhembwa komisiyo zishingiye ku musaruro w' akazi.
- Kugira serivisi nyinshi zitumwa ubucuruzi bwawe bwaguka mu buryo bw' Imari.

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Kuba intumwa ya LTGS Plc bifasha mu iterambere ry' umuntu ku giti cye no kunguka ubunararibonye mu mikorere itandukanye.

Ibi bigira uruhare mu gutuma intumwa zigira icyizere no gukora neza.

13. UBURYO LTGS IFASHA INTUMWA ZAYO

- Gutanga amahugurwa ahoraho ku mikoreshereze y'ikoranabuhanga.
- Kugenera intumwa ibikoresho by' akazi nk' ibirango byerekana ikigo ahagarariye.
- Gushyiraho uburyo bwo gukemura ibibazo byihutirwa intumwa zifite.
- Gukorana n' inzego z'umutekano kugira ngo serivisi zitangwe mu mudendezo.

LTGS Plc ishyira imbere iterambere ry' intumwa zayo binyuze mu kubaha amahirwe n' ibikoresho byunganira mu kazi.

Ibi byose bigamije kongera ubushobozi bw' intumwa no kunoza serivisi zitangwa.

Kubindi mwakwifuza kumenya ku birebana n' Imikorere n' Imikoranire ya LTGS Agents Team Network, Tuvugishe muri ubu buryo.

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ICYITONDERWA

Ibikubiye muri aka gatabo byateguwe hashingiwe ku biteganwa n' Iteka nomero LTGS/CEO/ATN02-006B2024 ryokuwa 26 Kanama 2024 rigenga rikanashyiraho ihuriro rya LTGS Agents Team Network.

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