IMITANGIRE YA SERIVISI MURI REG N'IMIKORANIRE YAYO N'ABAYIGANA

Rwanda Energy Group
REG

SERIVISI REG ITANGA

(1) GUTANGA AMASHANYARAZI N'IZINDI SERIVISI BIJYANA
(2) SERIVISI ZIJYANYE NA MUBAZI (KONTERI) (3) GUTANGA FIBRE OPTIQUE

IBISABWA KUGIRANGO UHABWE AMASHANYARAZI

- Kuzuza ifishi y'ubusabe
- Gutanga ibyangombwa bijya ku mugereka w'ifishi y'ubusabe (Indangamuntu cyangwa pasiporo, n'icyangombwa cy'ubutaka)
- Gutanga amakuru akenewe (amazina y'usaba, aho akora, aho bamunyuriza ubutumwa bwanditse, telefone y'akazi, nomero ya telefone ye igendanwa, ndetse n'undi muntu bahamagara we baramutse bamubuze; amazina y'usaba, aho akora, aho bamunyuriza ubutumwa, na nomero ya telefone.
- Kwishyura amafaranga yose usabwa CYANGWA ugasaba kuzishyura mu byiciro
- Andi makuru yakenerwa na REG

IGIHE BIFATA KUGEZA AMASHANYARAZI KU MUFATABUGUZI

(1) Umuyoboro Uringaniye (MV) - Hagati y'iminsi y'akazi 10 na 20
(2) Umuyoboro Muto (LV) - Hagati y'iminsi y'akazi 4 na 10

ABAKILIYA BO MU RWEGO RW'INGANDA

- Udakeneye taransiforumateri ye ku giti cye (mu gace kahariwe inganda ndetse no mu dukiriro) - iminsi 2 y'akazi
- Ukeneye taransiforumateri ye ku giti cye afite n'aho iyo taransiforumateri igomba guterekwa - iminsi 5 y'akazi

KWISHYURIRA GUHABWA AMASHANYARAZI

Bishobora gukorwa ku buryo bubiri (1) Kwishyurira amafaranga yose icyarimwe (2) Kwishyura mu byiciro

GUHABWA AMASHANYARAZI INZIRA BINYURAMO

(1) UBUSABE (2) GUSURA UMUSHINGA (3) GUKORA DEVI (4) KWISHYURA
(5) GUTANGA AMASHANYARAZI

KWAKIRA NO GUKEMURA IBIBAZO BY'ABAFATABUGUZI IGIHE BIFATA

(1) Hagati y'isaha1 n'amasaha 12 ku bintu byoroheje (2) Hagati y'iminsi 3 na 10

UBURENGANZIRA N'INSHINGANO BY'UMUFATABUGUZI

UBURENGANZIRA	INSHINGANO
1. Kubarirwa neza nta kwibeshya amashanyarazi yakoreshejwe 2. Guhabwa inyemezabuguzi zitarimo amakosa kandi zikazira igihe 3. Kwakiranwa icyubahiro no guhabwa agaciro 4. Guhabwa serivisi izira amakemwa 5. Guhabwa serivisi inoze kandi vuba 6. Amakuru uhaye REG abikwa mu ibanga 7. Guhabwa ingufu zihagije, zizewe kandi zihoraho 8. Kugira uruhare mu birebana n'imibereho yawe. 9. Kugaragaza aho ibintu bitameze neza. 10. Gupimirwa mubazi - konteri, igihe ubisabye 11. Guhabwa ifatabuguzi 12. Guhabwa amakuru ku bikureba 13. Gusesa amasezerano y'ifatabuguzi	1. Kwishuyurira ku gihe amashanyarazi yakoreshejwe 2. Kubungabunga ibikoresho REG yakoresheje iwawe iguha amashanyarazi 3. Mu gihe ugiye kongera ibikoresho bikoresha amashanyarazi mu rugo rwawe cyangwa mu kazi, ugomba kubanza kubimenyesha REG 4. Ni ngombwa ko nyuma ya buri myaka 5, uhamagara inzobere mu by'amashanyarazi ibifitiye ibyangombwa ikagukorera igenzura, raporo ikagezwa kuri REG igaragaza ko ensitarasiyo yawe ifite ubuziranenge 5. Ensitarasiyo yawe, ndetse n'ibiyicometseho byose bigomba kuba bifite ikibirinda, kuva aho intsinga zawe zisohokera muri Mubazi (Konteri) 6. Mu gihe ubonye igikorwa icyo aricyo cyose cy'ubujura n'ibindi bidasobanutse bikorerwa ku bikorwa remezo by'amashanyarazi, bimenyeshe REG vuba na bwangu 7. Ikintu cyose cyatuma ibikoresho bya REG bibarizwa ku mufatabuguzi byangirika, cyangwa bigateza abandi bantu impanuka, biturutse ku bukubaganyi ubwo aribwo bwose, bizabazwa uwo mufatabuguzi. 8. Umufatabuguzi azirengera impanuka iyo ariyo yose yashyikira umukozi wa REG cyangwa undi muntu wese, bitewe n'ubububaganyi bukorewe ku bikoresho bya REG bibarizwa iwe. 9. Gusubiza REG mubazi mu gihe umufatabuguzi agiye kwimuka 10. Gukoresha ukora ensitarasiyo wemewe na RURA

Ibi ni bimwe mu by'ingenzi bigize Amahame y'Imitangire ya Serivisi muri REG.

IYO UMUFATABUGUZI AFITE IBIBAZO CYANGWA IMBOGAMIZI

Ni hehe Umufatabuguzi agana iyo ahuye n'ikibazo cyangwa imbogamizi?

Uwo mufatabuguzi yabigeza kuri REG mu buryo bubiri: (i) Kubivuga mu nyandiko, (ii) Kuza akabyivugira. Byombi bikaba binyuzwa aha hakurikira.

NO.	INZIRA WANYURAMO	IBINDI UKENEYE KUMENYA
a	Ishami rya REG rikwegereye	Aya mashami wayabona kuri iyi aderesi ya internet: http://reg.rw/index.php/about-us/branches-managers-contacts
b	Nomero yacu itishyuzwa, ikora amanywa n'ijoro	3535
c	Email	info@reg.rw
d	Twitter	www.twitter.com/reg_rwanda
e	Facebook	www.facebook.com/reg.rw
f	REG website	www.reg.rw
g	Wanatwandikira kuri iyi Aderesi	REG, KN82 ST3 Nyarugenge District Kigali City, P.O. Box 5634, Kigali, Rwanda.
h	Wahamagara iyi nomero	+ (250) 788 181 224

- Ku kibazo cyangwa imbogamizi iyo ariyo yose, hagomba kugaragazwa itariki byabereyeho, isaha, ibyangiritse, ndetse n'icyateye icyo kibazo
- AMASAHA Y'AKAZI muri REG ni ukuva saa moya (7h00) ya mugitondo kugeza saa kumi n'imwe (17h00) za nimugoroba

REG'S CUSTOMER SERVICE CHARTER

SERVICES OFFERED BY REG

(1) ELECTRICITY CONNECTION AND OTHER RELATED SERVICES (2) METERING (3) FIBER OPTIC CONNECTION

ELECTRICITY CONNECTION

PRECONDITIONS TO BE FULFILLED

- Filling the Service Application Form
- Provision of all necessary attachments (ID card/passport, proof of ownership/land title)
- Provision of the requisite information (i.e.: legal name of applicant, service address, mailing address, work phone number, mobile phone number, PLUS the name, address and phone number of a personal reference)
- Full payment OR negotiated payment in installments for service connection
- Any other information that REG may require

TIMEFRAME FOR CONNECTION SERVICE

-

RESIDENTIAL AND NON-INDUSTRIAL CLIENTS.

(1) Medium Voltage (MV) 10 to 20 working days (2) Low Voltage (LV) 4 to 10 working days

INDUSTRIAL CLIENTS

- Clients in industrial zones and integrated business centers (udukiriro) who don't require a transformer - 2 working days
- Clients who need a transformer and have a transformer cabin/stand - 5 working days

PAYMENT FOR A NEW ELECTRICITY CONNECTION

Two options (1) Full payment (2) Payment in installments

PROCEDURES FOR A NEW ELECTRICITY CONNECTION

(1) APPLICATION (2) SURVEY (3) QUOTATION (4) PAYMENT (5) CONNECTION

TIME OF RESPONSE TO CUSTOMER QUERIES AND COMPLAINTS

(1)1 to 12 hours for simple cases (2) 3 to 10 days for complex cases

CUSTOMERS' RIGHTS AND OBLIGATIONS

RIGHTS	OBLIGATIONS
1. Accurate measurement of consumption 2. Error-free and timely bills 3. Treatment with dignity and respect 4. Efficient service delivery 5. Prompt and quality service 6. Confidentiality of information provided 7. Quality, reliable and secure supply. 8. Participation in matters affecting them 9. Expression of grievances 10. Meter test upon request 11. Subscription for a service contract 12. Access to information relevant to them 13. Termination of services	1. Prompt payment of the energy consumed 2. Protection of REG's property installed at their premises. 3. Reporting to REG any additions of load in their premises. 4. Employment of a registered electrical contractor to inspect their premises every 5 years and deliver to REG a report indicating a clean bill of health 5. Protection of ALL their wiring system including appliances after the electricity meter 6. Reporting to REG any unauthorized or suspicious activities regarding power supply infrastructure or theft of electricity 7. The customer shall be liable for any damages or loss to REG's property or that of other persons as a result of unauthorized tampering or interference with REG's properties 8. The customer shall be liable for any injury to REG's employees or other persons due to unauthorized tampering or interference with REG's properties 9. Return the meter to REG in case the customer wants to vacate the premises 10. Use a RURA certified electrical installer

Extracted from REG's Customer Service Charter

QUERIES AND COMPLAINTS

Where to Lodge a Customer's Query & /or Complaint

A customer may contact REG with: (i) a written query, (ii) an oral query/complaint via the following outlets:

NO.	CONTACT METHODOLOGY	DETAILS
a	The nearest REG Branch Office	Follow this link on the internet: http://reg.rw/index.php/about-us/branches-managers-contacts
b	24 hr Call Centre	3535
c	Email	info@reg.rw
d	Twitter	www.twitter.com/reg_rwanda
e	Facebook	www.facebook.com/reg.rw
f	REG website	www.reg.rw
g	Mailing Address	REG, KN82 ST3 Nyarugenge District Kigali City, P.O. Box 5634, Kigali, Rwanda.
h	Phone Number	+ (250) 788 181 224

- *Any query/complaint raised by a customer should specify the date, time, damage and cause of the event that led to the query or complaint.*
- *VISITING HOURS: REG offices are open from: 7:am to 5:00pm from Monday to Friday*