

Frequently Asked Questions

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Abandi ba rwiyezamirimo baravuga iki?

Muri ibi bihe bya COVID-19, BPN irimo kukorana na ba Rwiyezamirimo 150 ikurikirira hafi amakuru yabo. Muri iyi dokima dusubiza ibibazo byagiye bibazwa n'aba rwiyezamirimo benshi. Tuzajya dukomeza twongeremo amakuru mashya, tunayabagezeho. Niba ufite ikibazo runaka cyangwa se igisubizo cyagirira bagenzi bawe akamaro, nti ushidikanye kubimenyesha Coach wawe muri BPN.

1. Ese ni izihe nama abandi ba rwiyezamirimo bampa muri ibi bihe by' akaga?

Aha hasi murahasanga bimwe mu bisubizo twakiriye mu cyiciro cya mbere cy' ibaza.

Twizeye ko bibagirira akamaro kanini.

1. „Ibi ni ibihe twahawe kugira ngo twitekerezeho, tugire icyo tumarira imiryango yacu, dutekereza ku buzima bwacu, tumenye abana bacu, n' ibindi. Ntabwo dukwiye kubifata nk' ikibazo gusa ahubwo twagombye kubonamo amahirwe yo kwikosora tugategura intambwe ikurikiyeho.“
2. „Mureke tugerageze gukomeza gushyigikira abakozi bacu muri ibi bihe by' amage. Kuri benshi muri bo, imirimo yabo ni bwo buryo bwonyine bafite bwo gutunga imiryango yabo.“
3. „Mureke twibuke gushimira abakozi bacu, nubwo twabikorera kure. Ntabwo dukwiye gutekereza ku byacu dukeneye gusa. Mureke dufate abakozi bacu nk' aho baba ari abo mu miryango yacu. Dukwiye kuguma tuvugana, duhanahana amakuru, n' ikindi cyose twagira.“
4. „Ntidukwiye gucika intege. Abakozi bacu baturindiyeho gukomera tukabona ibisubizo by' ubwenge. Mureke twe guheranwa n' ibigeragezo.“
5. „Mureke twe kwirebaho. Mureke turwanire kugumana imirimo twihangiyeye. Abantu baduhanze amaso. Mukore ibishoboka byose ku bw' abantu bavunitse babakorera.“

6. „Tugomba kwubahiriza amabwiriza n' amategeko bya leta kuko ari bwo buryo bwonyine bushobora kudufasha kuzakomeza ibikorwa byacu nk' uko byari bisanzwe. Nka ba rwiyemezamirimo, ni inshingano zacu gufatanya n' inzego za leta mu gukemura iki kibazo.“
7. „Iki ni igihe cyo gutekereza kuri ejo hazaza ha bizinesi zacu. Ntabwo ari igihe cyo kuryama. Nashishikariza abandi ba rwiyemezamirimo gukora cyane bagategura ejo hazaza h' ibigo byabo.“
8. „Iki ntabwo ari igihe cyo gucika intege cyangwa kwiryamira. Uyu ni umwanya wo gutekereza ku mahirwe azanwa n' ikoranabuhanga rigezweho muri bizinesi zacu. Ni igihe cyo kugendana n' ibihe no kwivugurura mu buryo twakoragamo. Reka dufunguke mu mutwe, reka twemere impinduka. Ni amahirwe yo gukorera abaguzi bacu neza kugira ngo banyurwe.“
9. „Dukwiye kugira imitikerereze yubaka mu bihe ibyo ari byo byose. Ntabwo dukwiye gucika intege kubera ko ibi ni itangiriro gusa.“
10. „ Reka dukomeze tubone bisinesi yacu nk' umukoresha wacu. Reka twarekane kwihangana no kudatezuka duharanira gukomeza kwubaka ibigo byacu no gutuma bishinga imizi dutegura ejo hazaza.“
11. “Twibuke ibyo twize mu mahugurwa ya BPN cyane cyane mu micungire y'imari: Umuco wo kuzigama, ubwisazure, guteganyiriza ibihe bibi, tubihe agaciro kurushaho.”
12. „Mugire ubwihangane n' imitekerereze yubaka gutyo muzashobora gushyigikira abakozi banyu. Bakeneneye imbaraga zibakomokaho gutyo nabo bagashobora gukomeza imiryango yabo.“
13. „Mukomere! Inzozo zanyu ziracyashoboka. Ni mwebwe muzaba aba mbere kubona ko zavuyemo ibintu bifatika.“

14. *“Tuguma icyizere. Habaye n’andi makuba, imana iyadukuramo.*

15. *«Iri ni isomo kuli twebwe. Gushyira amafranga ku ruhande (reserve) tugomba kubigira akamenyero.»*

16. *«Abakomeje gukora, muduheshe ishema. Abatarabishoboye, twihangane, tugume mu rugo.»*

17. *“Twhangane. Umunsi inzira zafunguwe, dukwiriye gusyira hamwe, tukubahiriza ibyifuzo by’aba clients bacu. Dushyire hamwe tugabanye ibituruka hanze byinjira mu gihugu. icyo gihe bizaba bikinewe cyane. Itegere.»*

18. *«Iyo ndeba abantu bakora muri iyi minsi, bavunika (polisi, abaganga, n’abandi) nibaza icyo nakora ngo nanjye nshyireho uruhare rwanjye.»*

19. *«Uko witwara uyu munsi ku bakozi bawe no ku ba clients bawe, muri ibi bihe turimo, bizakuranga. Tubwitwaranemo ubushishozi. Nitwihebe. Dufashe abakozi nabo ntibihebe. Tuzabyikuramo.»*

20. *«Twahuguwe kare n’aba swisi. Twibwiraga ko ari ibya kure. None dore, mu myaka 2-5 iri imbere, ni twebwe ahubwo tuzaba duhugura, dushishikariza abandi kwiteganiriza, tugendera ku yo natwe tuzaba twarazigamye.»*