

Waggaa 18^{maa} Lak.....154/2005
 18th Year No.....154/2005
 18th Year No.....154/2013



Finfinnee.....Amajjii 17, bara 2005
 ፌንፌኔ.....ጥር 17, 2005 ዓ.ም
 Finfine.....25 January 2013.

MAGALATA OROMIYAA

መገለታ ኦሮሚያ

MEGELETA OROMIYA

Gatii Tokkoo _____ ያንዱ ዋጋ _____ Unit Price _____	To'annoo Caffee Mootummaa Naannoo Oromiyaatiin kan Bahe በኦሮሚያ ብሔራዊ ክልላዊ መንግሥት በጨፌ ኦሮሚያ ጠባቂነት የወጣ	Lakk S. Poostaa _____ ፖ.ሣ. ቁጥር _____ P.O. Box _____
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<u>Qabeentaa</u>	<u>ማውጫ</u>	<u>Content</u>
<u>Dambii lak. 154/2005</u> Dambii sirna dhimmoonni bulchiinsaa, iyyannoo fi komiin Ummataa Naannoo Oromiyaa ittiin keessummeeffamu murteessuuf bahe	<u>ደንብ ቁጥር</u> <u>154/2005</u> የኦሮሚያ ክልላዊ መንግሥት የህዝብ አስተዳደራዊ፣ ጉዳዮች የህዝብ አቤቱታዎች እና ቅሬታዎች የሚስተናገድበትን ሥርዓት ለመወሰን የወጣ ደንብ	<u>Regulation No.154/2013</u> A regulation Provided to determine a system of managing administrative matters, public complaints and grievances of Oromia National regional State.

<u>Dambii lak. 154 /2005</u>	<u>ደንብ ቁጥር 154/2005</u>	<u>Regulation No.154/2013</u>
Dambii sirna dhimmoonni bulchiinsaa, iyyannoo fi komiin Ummataa Naannoo Oromiyaa ittiin keessummeeffamu murteessuuf bahe Bulchiinsa gaarii dhugoomsuuf komii fi iyyannoo hawaasaatiif furmaata hatattamaa kennuun kenninsa tajaajilaa ifaa fi haqa qabeessa taasisuuf sirna iyyaannoo fi komiin itti dhiyaatuu fi furmaata itti argatu seeraan tumuun barbaachisaa ta'ee waan argameef, Sirna itti gaafatamummaa fi iftoomina qabu qaamolee mootummaa keessatti diriirsuun ol'aantummaa seeraa mirkaneessuun komiin ummataa sadarkaa sadarkaan si'oominaan furmaata akka argatu taasisuun barbaachisaa waan ta'eef; Madda komii addaan baasuun dursanii sirreesuun miidhaan bulchiinsaa akka hin uumamne taasisuun, raawwatamee yoo argame hatattamaan sirreesuun akka danda'amu sirna dhaqqabamaa fi itti gaafatamummaa qabu diriirsuun barbaachisaa waan ta'eef Akkaataa labsii lakk. 163/2003	የኦሮሚያ ክልላዊ መንግሥት የህዝብ አስተዳደራዊ፣ ጉዳዮች የህዝብ አቤቱታዎች እና ቅሬታዎች የሚስተናገድበትን ሥርዓት ለመወሰን የወጣ ደንብ መልካም አስተዳደርን ለማረጋገጥና ለህብረተሰቡ ቅሬታ እና አቤቱታ ቀልጣፋ መፍትሄ በመስጠት፣ የአገልግሎት አሰጣጥን ግልፅ እና ፍትህዊ፣ ለማድረግ አቤቱታ እና ቅሬታ የሚቀርብበትንና መፍትሔ የሚያገኝበትን ሥርዓት በህግ መደንገግ አስፈላጊ ሆኖ በማገኘቱ፤ በመንግስት አካላት መካከል ተጠያቂነትና ግልፅነት ያለው ሥርዓት በመዘርጋት የህግ የበላይነትን በማረጋገጥ የህዝብ ቅሬታ ደረጃ በደረጃ ፈጣንና አጥጋቢ መፍትሄ እንዲያገኝ ማድረግ አስፈላጊ በመሆኑ፤ የቅሬታ ምንጮችን በመለየትና አስቀድሞ በማስተካከል የአስተዳደር በደል እንዳይከሰት በማድረግ ተከስቶ ከተገኘም በፍጥነት ለማስተካከል የሚያስችል ተደራሽ እና ተጠያቂነት ያለው ሥርዓት መዘርጋት አስፈላጊ በመሆኑ፤ በአዋጅ ቁጥር 163/2003 አንቀጽ 65 ንዑስ አንቀጽ (2) መሠረት ይህ ደንብ ወጥቷል፡	A regulation Provided to determine a system of managing administrative matters, public complaints and grievances of Oromia National regional State. Whereas, it has become necessary to provide by Law a system by which the administrative matters, complaints and grievances of the public shall be submitted and managed or resolved to make the service delivery transparent and fair by providing a speedy solution for the complaints and grievances of the public so as to ensure good governance . Whereas, it has become necessary to enable the grievances of the public get aspeedy and effective solutions step by step by establishing an accountable and transparent system in the government organs and by ensuring rule of Law; Whereas, it has become necessary to establish or extend an accessible and accountable system by identifying the causes of public complaints and correcting them in advance with a view to prevent the ccommission of administrative harms and to take immediate corrective measures where found committed. Now Therefore, in accordance

keewwata 65 keewwata xiqqaa (2) tiin dambiin kun bahee jira. Kutaa Tokko Tumaalee Waliigalaa 1. Mata Duree Gabaabaa Dambiin kun “Dambii sirna Dhimmootnni Bulchiinsaa, Iyyannoo fi Komiin Ummataa Naannoo Oromiyaa ittiin Keessumeeffamu murteessuuf bahee. Lakk. 154/2005” jedhamee waamamuu ni danda’a. 2. Hiika Akkaataan galiinsa jechichaa hiika biroo kan kennisiisuuf yoo ta’e malee, dambii kana keessatti:- 1) “Qaama Raawwachiiftuu” jechuun qaama Mootummaa seera raawwachiisuuf hundaa’e jechuudha. 2) “Waajjira” jechuun Waajjira Pirezidaantii Bulchiinsa Mootummaa Naannoo Oromiyaa jechuudha. 3) Godina, Bulchiinsa Magaalaa, Aanaa fi Gandaa” jechuun caasaalee bulchiinsa	ክፍል አንድ ጠቅላላ ድንጋጌዎች 1. አጭር ርዕስ ይህ ደንብ “የኦሮሚያ ብሔራዊ ክልላዊ መንግሥት አስተዳደራዊ ጉዳዮች የህዝብ፣ አቤቱታዎች እና ቅሬታዎች የሚስተናገድበትን ሥርዓት ለመወሰን የወጣ ደንብ ቁጥር 154/2005” ተብሎ ሊጠቀስ ይችላል። 2. ትርጓሜ የቃሉ አገባብ ሌላ ትርጉም የሚያሰጠው ካልሆነ በስተቀር በዚህ ደንብ ውስጥ ፡ 1) “አስፈጻሚ አካል” ማለት ህግን ለማስፈጸም የተቋቋመ የመንግሥት አካል ማለት ነው። 2) “ጽህፈት ቤት” ማለት የኦሮሚያ ብሔራዊ ክልላዊ መንግሥት የፕሬዚዳንት ጽህፈት ቤት ማለት ነው። 3) “የዞን፣ የከተማ ፣ ወረዳና ቀበሌ” መስተዳድር ማለት በየደረጃው የሚገኙ የመንግሥት መስተዳድር መዋቅር ማለት ነው። 4) “የመንግሥት መሥሪያ ቤት” ማለት በክልሉ መንግሥት አዋጅ ወይም	with article 65 sub article (2) of Proclamation No. 163/2011, this regulation is hereby issued. Part One General Provisions 1. Short Title This regulation may be cited as “A regulation provided to determine a system of managing public administrative matters complaints and Grievance of the public of Oromia National Regional state No. 154/2013.” 2. Definitions Unless the context requires otherwise, in this regulation: 1) “Executive Body” shall mean a government organ established to execute laws. 2) “Office” shall mean office of the President of the National Regional State of Oromia. 3) “Zone, Urban, District and Kebele Administration” shall mean any government administrative structure of the regional state found in their hierardical levels. 4) “Government
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mootummaa Naannoo Oromiyaa sadarka sadarkaan jiran jechuudha. 4) “Mana Hojii Mootummaa” jechuun labsii yookiin dambii Bulchiinsa Mootummaa Naannootiin kan dhaabbatanii fi guutummaan guutuutti yookiin gartokkeen baajata Mootummaan ramadamuun kan bulu Mana Hojii Mootummaa yookiin Dhaabbilee Misoomaa Mootummaa jechuudha. 5) Hogganaa” jechuun Mana Hojii Mootummaa ol’aantummaadhaan akka gaggeessu nama seeraan aangoon kennameef yookiin muudame, yookiin ramadame yookiin bakka bu’ee gaggeessuu jechuudha. 6) “Hojjataa” jechuun Mana Hojii Mootummaa yookiin Dhaabbilee Misoomaa Mootummaa keessatti dhaabbataan, kontraataan yookiin yeroodhaaf qacaramee nama hojjatu jechuudha.	ደንብ የተቋቋሙና ሙሉ በሙሉ ወይም በከፊል መንግሥት በሚመድብላቸው በጀት የሚተዳደሩ የመንግሥት መሥሪያ ቤቶች ወይም የልማት ተቋማት ማለት ነው። 5) “ኃላፊ” ማለት የመንግሥት ተቋምን በበላይነት እንዲመራ በህግ ሥልጣን ተሰጥቶት የተሾመ፣ የተመደበ ወይም የተወከለ ሰው ማለት ነው። 6) “ሠራተኛ” ማለት በመንግሥት መሥሪያ ቤት ወይም በመንግሥት የልማት ድርጅት ውስጥ በቋሚነት፣ በኮንትራት ወይም በጊዜያዊነት ተቀጥሮ የሚሠራ ሰው ማለት ነው። 7) “ባለሙያ” ማለት በክልሉ የመንግሥት ተቋም ወይም የመንግሥት የልማት ድርጅት ውስጥ መልካም አስተዳደርን እውን ለማድረግ ለህዝቡ ቅሬታ ወይም አቤቱታ አስፈላጊውን መፍትሄ ለመስጠት የተመደበ ሰው	Institution” shall mean government institution or public enterprise established by the Regional State Proclamation or Regulation that is fully or partially administered by government budget. 5) “Head” means a person who is appointed, assigned or represented by law to lead a government institution. 6) “Employee” means a person who is employed permanently, contractually or temporarily to serve in agovernment institution or public enterprise. 7) “Expert” means a person who is assigned in a government institution or public enterprise to provide necessary remedy for public complaints or grievances with a view to ensure good governance. 8) “Process owner” means the head of the administrative matters, public complaints and grievances managing work process that manages or decides on
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7) “Ogeessa” jechuun Mana Hojii Mootummaa yookiin Dhaabbilee Misoomaa Mootummaa Naannichaa keessatti bulchiinsa gaarii dhugoomsuuf komii yookiin iyyannoo Ummataatiif furmaata barbaachisaa ta’e akka kennu kan ramadame jechuudha. 8) “Abbaa Adeemsa Hojii” jechuun Itti gaafatamaa Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii ummataa kan dhimmoota kanneen irratti murteessu jechuudha. 9) Adeemsa Hojii” jechuun sadarkaa Naannoo, Godina, Magaalaa fi Aanaa irratti kan gurmaa’an caaseeffama hojii Dhimmoota	ማለት ነው። 8) “የሥራ ሂደት መሪ ” ማለት የአስተዳደራዊ ጉዳዮች፣ የህዝብ አቤቱታና ቅሬታዎች ላይ ውግኔ የሚሰጥ የሥራ ሂደት ኃላፊ ነው። 9) “የሥራ ሂደት” ማለት በክልል፣ በዞን ፣ በከተማና በወረዳ ደረጃ የተደራጀ ወይም የተዋቀረ የአስተዳደራዊ ጉዳዮች፣ የህዝብ አቤቱታና ቅሬታዎችን የሚመለከት የሥራ መዋቅር ማለት ነው። 10) “ጥቆማ” ማለት በመንግሥት ተቋም ወይም የልማት ድርጅት ውስጥ በሚሰጥ አገልግሎት ላይ ስለ ተፈፀመ አስተዳደራዊ በደልና የአገልግሎት አሰጣጥ ግድፈት በየደረጃው ለሚገኙ የአስተዳደር አቤቱታና ቅሬታ ጉዳዮች አካላት በስልክ፣ በጽሑፍ ፣ በቃልና በሌላ አመቺ ዘዴ መረጃ መስጠት ማለት ነው። 11) “ቅሬታ” ማለት በሥራ አስፈጻሚው አካል በሚሠጥ	such matters. 9) “Process” shall mean an operation structure organized at regional, Zonal, city administration and district levels to entertain the Administrative, matters public complaints and grievances. 10) “Tip off or acquaint” means giving information relating to administrative harms and faults of service delivery committed in government institution or public enterprises to the appropriate public administrative, complain and grievance matters handling structures found at different levels through telephones, in writing, orally and by other possible meanses. 11) “Grievance” shall mean a complaint submitted by the customer commenting the unsatisfactoriness of the service delivery of the executive organs and by expressing or indicating the administrative faults committed.
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Bulchiinsaa, Iyyannoo fi Komii Ummataa ilaalu jechuudha. 10) “Eeruu” jechuun tajaajila Mana Hojii Mootummaa yookiin Dhaabbilee Misoomaa Mootummaa Naannichaa keessatti kennamu irratti miidhaa bulchiinsaa fi balleessaa kenna tajaajilaa ilaalchisee raawwatame qaama Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaa sadarkaan jiraniif bilbilaan, barreeffamaan, jechaan fi haala birootiin odeeffannoo kennamu jechuudha. 11) “Komii” jechuun itti quufiinsa kenniinsa tajaajila qaama raawwachiistuu qeequudhaan komii abbaan dhimmaa mana hojii	አገልግሎት ላይ ቅር በመሰኘት በመንግሥት ተቋም ላይ የሚቀርብ የባለጉዳይ ቅሬታና የተፈፀመ ስህተትን በመግለፅ ወይም በማመልከት የሚቀርብ ቅሬታ ማለት ነው። 12) “አቤቱታ” ማለት የመንግሥት አካላት የሚፈፀሙትን አስተዳደራዊ በደል ወይም ስህተት ለህዝብ አስተዳደራዊ ፤ ጉዳዮች አቤቱታና ቅሬታ ሰሚ አካል በቃል ወይም በፅሁፍ የሚቀርብ ቅሬታ ማለት ነው። 13) “ይግባኝ” ማለት ተገልጋዩ በኃላፊ ወይም በየደረጃው በሚገኙ የቅሬታ ሰሚ አካላት በሚሰጡት ውሳኔ ላይ ባለመርካት ምክንያት በድጋሚ እንዲታይለት በየደረጃው ላሉ የህዝብ አስተዳደር ፤ አቤቱታና ቅሬታ ጉዳዮች ሰሚ የሥራ ሂደት ወይም ለበላይ ኃላፊ የሚቀርብ የይግባኝ ጥያቄ ማለት ነው። 14) “ውሣኔ” ማለት ጉዳዩ በሚመለከተው አካል የቀረበ	12) “Complaint” means an application about the administrative harms or faults committed by government organs to the concerned public administration, complaints and grievance matters hearing bodies submitted orally or in writing. 13) “Appeal” shall mean a grievance or complaint submitted by the customer on the decision of Public administration Complaint and grievance matters hearing organ or heads established at different levels on the ground that he is not satisfied by the decision of such organs. 14) “Decision” shall mean a remedy given by concerned body by examining or investigating the grievance or complaint submitted to it in accordance with the law. 15) “Agreement” shall mean the consensus reached between the complainer and the government institution against which the complaint is brought
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mootummaa irratti kaasuu fi dogongora raawwatame ibsuun yookiin agarsiisuun komii dhiyaatu jechuudha. 12) “Iyyannoo” jechuun balleessaa yookiin dogongora bulchiinsaa qaamoleen mootummaa raawwatan qaama Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa ilaalutti afaaniin yookiin barreeffamaan dhiyaatu jechuudha. 13) “Ol’iyyannoo” jechuun tajaajilamaan murtii hogganaa yookiin qaamolee komii dhaggeeffachuuf sadarkaa sadarkaadhaan jiranii kennanitti quufuu dhabuun irra deebi’amee akka isaa ilaalamuuf iyyata nahaagaluu sadarkaa sadarkaadhaan Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataaf yookiin hoggansa ol’aanaaf dhiyaatu jechuudha. 14) Murtii” jechuun qaama dhimmi ilaallatuun komii	ቅሬታ ወይም አቤቱታ በማጣራት በህጉ መሠረት የሚሰጥ መፍትሄ ነው። 15) “ስምምነት” ማለት ቅሬታ አቅራቢውና ቅሬታ ወይም አቤቱታ የቀረበበት ተቋም መካከል የቀረበውን አቤቱታ ወይም ቅሬታ በስምምነት ለመፍታት ውይይት በማካሄድ የተደረሰበት ውሳኔ ወይም የተስማሙበት ስምምነት ማለት ነው። 16) “ተገልጋይ ወይም ባለ ጉዳይ” ማለት አገልግሎት ለማግኘት ወደ መንግሥት ተቋም ወይም የልማት ድርጅት የሚመጣ ሰው ወይም አካል ማለት ነው። 17) “ቅሬታ የቀረበበት መሥሪያ ቤት” ማለት ተገልጋዩ በተሰጠው አገልግሎት ባለመርካቱ ቅሬታ የሚቀርብበት የመንግሥት ተቋም ወይም የመንግሥት ልማት ድርጅት ማለት ነው። 18) “አስተዳደራዊ ጉዳት ወይም ጥፋት” ማለት አስፈፃሚ አካላት በሚሰጡት አስተዳደራዊ አገልግሎት	to settle the complaint or grievance or to reach at decision through negotiation. 16) “Customer or Client” shall mean a person or an organization that come to the government institution or public enterprise in need of a service from same. 17) “Complained office” shall mean government institution or public enterprise against which complaint or grievance is brought by the customer as a result of the dissatisfaction of service delivered. 18) “Administrative harms or fault” shall mean the non-implementation, limitation, delay, unjust decision, obstructing and prohibiting fully the constitutional and other legal rights and interests of citizens falling under the jurisdiction of executive organs while delivering administrative services. 19) “Injured person” or “complainer”, “appellant” shall mean a
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yookiin iyyannoo dhiyaate qulqulleessuun bu'uura seeraatiin fala kennuu jechuudha. 15) “Waliigaltee” jechuun komii dhiyeffataa fi mana hojii komiin yookiin iyyannoon irratti dhiyaate jidduutti dhimmicha waliigalteedhaan hiikuuf maree gaggeessuun murtii irra gahamu yookiin irratti waliigalame jechuudha. 16) “Tajaajilamaa yookiin Abbaa dhimmaa” jechuun tajaajila Manni Hojii tokko kennu argachuuf nama yookiin qaama gara Mana Hojii Mootummaaatti yookiin Dhaabbilee Misooma Mootummaaatti dhufu jechuudha. 17) “Mana hojii komatame” jechuun Mana Hojii Mootummaa yookiin Dhaabbilee Misoomaa Mootummaa tajaajilamaan tajaajila kennametti quufuu dhabuun komiin yookiin iyyannoon irratti dhiyaate jechuudha. 18) “Miidhaa yookiin balleessaa bulchiinsaa” jechuun kenniinsa tajaajilaa bulchiinsa qaamolee raawwachiistuu keessatti mirgoota fi faayidaalee	ውስጥ በሕገ መንግሥት እና በሌሎች ህጎች ዜጎች የተገናፀፉትን ሰብአዊ መብቶችን እና ጥቅሞችን አለመፈፀም፣ መሸራረፍ፣ ማቆየት፣ ፍትህዊ ያልሆነ ውሳኔ መስጠት፣ ማደናቀፍ እና ሙሉ በሙሉ መከልከልንም የሚጨምር ነው። 19) “ተጉዲ፣ ቅሬታ አቅራቢ ወይም ይግባኝ ባይ” ወይም “ይግባኝ ባይ” ማለት አስተዳደራዊ በደል ወይም ጥፋት ተፈጽሞበት ቅሬታ ወይም አቤቱታ ለሚመለከተው አካል ያቀረበ ዜጋ ወይም ሰው ማለት ነው። 20) “የአገልግሎት አሰጣጥ” ማለት የመንግሥት ተቋም የተቋቋመበትን ዓላማ ከግብ ለማድረስ ወይም ግዴታውን ለመፈፀም የደንበኛውን ፍላጎት ለሚሟላት የሚሠራው ሥራ ማለት ነው። 21) “ሰው” ማለት የተፈጥሮ ሰው ወይም በሕግ ሰውነት የተሰጠው አካል ማለት ነው።	citizen or any person against which administrative harm or fault is committed and submit his grievance or complaint to the concerned body. 20) “Service Delivery” means activities performed by government organs with a view to achieve its objectives for which it is established or to fulfill the interests of its customers or clients. 21) “Person” means natural or juridical person. 3. Gender Reference Provisions of this Proclamation expressed in masculine gender shall also apply to feminine gender. 4. Scope of Application This regulation shall be applicable on the executive organs of the government found at different levels and public enterprises established by Oromia National Regional State. 5. Establishment and Accountability 1) The Public administration, Complaints and Grievance matters handling and solution
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Heeraa fi Seerotaan lammiileen gonfatan raawwachuu dhabuu, hanqisuu, tursiisuu, murtee haqummaa hin qabne kennuu, gufachiisuu fi guutummaan guutuutti dhorkuus kan dabalatu jechuudha. 19) “Miidhamaa, komataa yookiin ol’iyyataa” jechuun lammii yookiin nama dhiibbaan yookiin balleessaan bulchiinsaa irratti raawwatamee komii yookiin iyyata qaama dhimmi ilaallutti dhyeffate jechuudha. 20) “Kenniinsa tajaajilaa” jechuun Manni Hojii Mootummaa kaayyoo dhaabbateef galmaan ga’uuf yookiin dirqama isaa raawwachuuf hojii fedhii maamilaa guutuuf hojjetu jechuudha. 21) “Nama” jechuun nama uumamaa yookiin qaama seeraan namummaan kennameef jechuudha. 3. Ibsa Korniyaa Dambii kana keessatti korniyaa dhiiraatiin kan ibsame dubartiis ni dabalata. 4. Daangaa Raawwatiinsaa Dambiin kun Manneen Hojii Mootummaa Qaamolee Raawwachiistuu sadarkaa sadarkaan jiranii fi	3. የዖታ አገላለጽ በዚህ ደንብ ውስጥ በወንድ ዖታ የተገለፀው የሴት ዖታንም ይጨምራል። 4. የተፈጻሚነት ወሰን ይህ ደንብ በየደረጃው ባለ-ለኅሮሚያ ብሔራዊ ክልላዊ መንግሥት በተቋቋሙ የአስፈጻሚ አካላትና የመንግሥት ልማት ድርጅቶች ላይ ተፈጻሚነት ይኖረዋል። 5. መቋቋም እና ተጠሪነት 1) የአሮሚያ ብሔራዊ ክልላዊ መንግሥት ንግዲያንት ጽህፈት ቤት አካል የሆነ የህዝብ አስተዳደር ፣ አቤቱታና ቅሬታ ጉዳዮች አቤቱታን ተቀብሎ የሚያስተናግድ እና የመልካም አስተዳደር ችግሮችን መንስኤ ከምንጩ መፍትሔ እንዲያገኝ የሚያደርግ የሥራ ሒደት በዚህ ደንብ ተቋቁሟል። 2) በክልል ደረጃ ተጠሪነቱ ለአሮሚያ ብሔራዊ ክልላዊ መንግሥት ንግዲያንት ሆኖ የመሥሪያ ቤቱ የማነጅመንት አባል ሆኖ ይሠራል። 3) በዞን እና በወረዳ ደረጃ	provision to the sources of problems related with good governance process which is part of oromia Regional state president office is hereby established by this regulation. 2) At a regional level, this process is accountable to the regional state president and shall be a memeber of the management of the office. 3) The accountability of the Process at the Zonal and Woreda level is to their respective chief Administrators and at Municipal level to their respective mayors and shall be a member of the management of each office. 4) At kebele level activities relating to the public administration complaint and grievance matters handling process shall be performed by the manager of the kebele and he shall be accountable to the kebele administrator. 5 In government isstitutions or
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Dhaabbilee Misoomaa Mootummaa Naannoo Oromiyaatiin hundeeffaman irratti raawwattiinsa ni qabaata. 5. Hundeeffamaa fi Itti Waamama 1) Qaama Waajjira Pirezidaantii Bulchiinsa Mootummaa Naannoo Oromiyaa kan ta'e Adeemsi Hojii Dhimmoota Bulchiinsaa, Iyyaannoo fi Komii Ummataa fuudhee keessummeessuu fi maddi rakkoo bulchiinsa gaarii furmaata akka argatu taasisu dambii kanaan hundeeffameera. 2) Sadarkaa Naannootti itti waamamni isaa Pirezidaantii Mootummaa Naannoo Oromiyaatiif ta'ee, miseensa manaajimantii waajjirichaa ta'ee hojjeta. 3) Sadarkaa Godinaa fi Aanaatti itti waamamni isaa bulchaaf yoo ta'u, sadarkaa bulchiinsa magaalaatti kantiibaaf ta'ee miseensa manaajimantii mana hojii isaanii ta'anii hojjetu.	ተጠሪነቱ ለአስተዳዳሪው ሲሆን በከተማ ደረጃ ለከንቲባው ሆኖ የጽ/ቤቱ የማኅፎመንት አባል ሆኖ ይሠራል። 4) በቀበሌ ደረጃ የቀበሌው ማናጀር የሕዝብ አስተዳደር፣ አቤቱታ እና ቅሬታ ጉዳዮች የሚያስተናግድ ሆኖ ተጠሪነቱ ለቀበሌ አስተዳዳሪው ይሆናል። 5) የመንግስት መሥሪያ ቤቶች ወይም የመንግስት ልማት ድርጅቶች ውስጥ የሚቀርቡ የሕዝብ አቤቱታንና ቅሬታዎችን አይቶ መፍትሄ የሚሰጥ የሕዝብ አስተዳደር አቤቱታ እና ቅሬታ ጉዳዮች ኤክስፐርት ይመደባል። 6. ዓላማ ይህ ደንብ የሚከተሉት ዓላማዎች ይኖሩታል፤ 1) ለህዝብ ቅሬታዎች መነሻ ምክንያት የሆኑ ችግሮችን በጥናትና ምርምር በመለየት መፍትሄ ማስቀመጥ እና ህዝቡ ቅሬታና አቤቱታ የሚያቀርቡበት እና መፍትሄ የሚያገኝበትን ሥርዓት በመዘርጋት መልካም	public enterprises, a public complaints and grievance entertaining and resolving expert shall be assigned. 6. Objectives This regulation is issued with a view to attain the following objectives 1) To ensure good governance through identifying the causes of the public grievances by conducting research and studies and providing solutions and by extending a system in which the people submit their grievances and complaints and get appropriate remedies: 3) To protect the public from up and downs and unnecessary expenses in search of government service and to enable justified, quality, expeditious and accessible services through applying all reforms; Part Two Powers And Duties Of The Public Administration, Complaint And Grievance Matters Handling Core Process.
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4) Sadarkaa Gandaatti, Manaajarri Gandaa hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii ummataa kan raawwatu ta'ee itti waamamni isaa bulchaa gandaatiif ta'a. 5) Mana Hojii Mootummaa yookiin Dhaabbilee Misooma Mootummaa keessatti ogeessi Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa dhiyaatu ilaalee furmaata akka argatu taasisu ni ramadama. 6. Kaayyoo Dambiin kun kaayyoo armaan gadii galmaan gahuuf tumameera: 1) Rakkoowwan komii ummataatiif sababa ta'an qorannoo fi qo'annoon adda baasuun fala kaa'uu fi sirna ummanni komii fi iyyannoo ittiin dhiyeeffatu fi furmaata itti argatu diriirsuun bulchiinsa gaarii dhugoomsuuf; 2) Riifoormiiwwan hundi hojii irra oolanii ummanni bu'aa ba'ii fi baasii hin barbaadamneef	አስተዳደርን ማረጋገጥ፤ 2) ሁሉንም ሪፎርሞች በአግባቡ ሥራ ላይ በማዋል ህብረተሰቡ ላላስፈላጊ ውጣ ውረድና ወጪ ሳይጋለጥ ፍትሀዊ፣ ጥራት ያለው ቀልጣፋ አገልግሎት በቅርቡ እንዲያገኝ ለማድረግ፤ ክፍል ሁለት የሕዝብ አስተዳደር፣ አቤቱታ እና ቅሬታ ጉዳዮች የሥራ ሂደት ሥልጣንና ተግባር 7. የሥራ ሂደቱ ሥልጣንና ተግባር የሕዝብ አስተዳደር፣ አቤቱታ እና ቅሬታ ጉዳዮች የሥራ ሂደት የሚከተለው ሥልጣንና ተግባራት ይኖረዋል፡- 1) ለአቤቱታ እና ቅሬታ መንስኤ በሆኑ ጉዳዮች ላይ ጥናት እና ምርምር በማካሄድ ለሚመለከተው አካል ያቀርባል ፤ ከመነሻው መፍትሄ እንዲያገኙ ያደርጋል፤ አፈፃፀሙን ይከታተላል፡፡ 2) በክልሉ አስፈፃሚ አካላት አገልግሎት አሰጣጥ ላይ የሚቀርቡ አቤቱታዎችና እና ቅሬታዎችን ያጠናል፤	7. Power and Duties of the Process The public administration, Complaint and grievance matters handling work process shall have the following power and duties:- 1) Undertake research and study on the sources of public complaint and grievance matters and submit to the concerned body, cause them get solutions from the very source; follow up its implementation. 2) Undertake a study on complaints and grievances submitted against the service delivery of executive organs of the region, forward the out come to the body against which the grievances or complaint is brought, submit same to the concerned body where it does corrective not take corrective measures, and follow up its implementation; 3) It shall have power to take and examine evidences or any kind of documents necessary to investigate the complaints and grievances from any government organs; 4) It may provide appropriate decision by approving, or improving, or reversing the
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otuu hin saaxilamin tajaajila haqa qabeessa, qulqullinaa fi saffina qabu dhiheeniyatti akka argatu gochuuf. Kutaa Lama Aangoo fi Gahee hojii Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa 7. Aangoo fi Gahee Hojii Adeemsa Hojichaa Adeemsii Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa aangoo fi gahee hojii armaan gadii ni qabaata. 1) Dhimma madda iyyannoo fi komii ta'an irratti qorannoo fi qo'annoo gaggeessee qaama dhimmi ilaaluuf ni dhiyeessa, ka'umsa irraa fala akka argatan ni taasisa, raawwii isaa ni hordofa. 2) Iyyannoo fi komii kenniinsa tajaajila qaamolee Raawwachiistuu Naannichaa irratti dhiyaatan ni qorata, bu'aa argate qaama iyyanni yookiin komiin irratti	ግዥቱን አቤቱታ ወይም ቅሬታ ለቀረበበት አካል ይሰጣል፤ የማስተካከያ እርምጃ ካልወሰደ ለሚመለከተው አካል ያቀርባል። 3) የቀረበውን አቤቱታ ወይም ቅሬታ ለማጣራት የሚያስፈልጉ ማስረጃዎችን ማንኛውንም የመንግሥት አካል ጠይቆ የማግኘትና የተለያዩ ሰነዶችን ወስዶ የመመርመር ሥልጣን ይኖረዋል። 4) በየደረጃው የተሰጡትን ውሳኔዎች አይቶ በማጽደቅ፣ በማሻሻል ወይም በመለወጥ አስፈላጊውን ውሳኔ ለመስጠት ይችላል። 5) አቤቱታ እና ቅሬታ የሚቀርብበትን ሂደት ለህብረተሰቡ ግንዛቤ ለማስጨበጥ ከሚመለከተው አካል ጋር ይሠራል። 6) መልካም አስተዳደርን ለማረጋገጥና የዲሞክራሲ ስርዓትን ለመገንባት ከሚሠሩ መንግሥታዊ እና መንግሥታዊ ካልሆኑ	decisions given at different levels; 5) Work incollaboration with concerned body on the issue of creating awareness among the public regarding the mechanism through which public complaint and grievances be submitted; 6) Work in collaboration with governmental and nongovernmental organizations that are involved in activities of ensuring good governance and enhancing the democratic system; 7) Cause the organization or structuring of a body that follow up complaints and grievances relating to administrative harms in all government institutions, and work in collaboration with the same; 8) Cause the implementation of good governance in accordance with the practical situation of the particular area and, follow up and support its implementation; 9) Undertake assessment and evaluation regarding the service delivery process and submit the result with recommendations to the concerned body; follow up
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dhiyaateef ni kenna, kan hin sirreessine yoo ta'e qaama dhimmi ilaaluuf ni dhiyeesa, raawwii isaa ni hordofa. 3) Ragaa iyyannoo yookiin komii dhiyaate qulqulleessuuf barbaachisu qaama Mootummaa kamiyyuu gaafatanii argachuu fi sanadoota adda addaa fudhatanii qorachuuf aangoo ni qabaata. 4) Murtii sadarkaa sadarkaan kennaman ilaalanii raggaasisuu, fooyyessuu yookiin jijjiiruun murtii barbaachisaa ta'e kennuu ni danda'a. 5) Haala iyyannoo fi komiin hawaasaa ittiin dhiyaatu ilaalchisee hubannoo kennu irratti qaama dhimmi ilaalu wajjiin ni hojjeta. 6) Qaamolee Mootummaa fi Mit-Mootummaa bulchiinsa gaarii dhugoomsuuf sirna dimokraasii dagaagsuuf hojjatan waliin qindoominaan ni hojjata.	አካላት ጋር በቅንጅት ይሠራል። 7) በመንግስት መሥሪያ ቤቶች ውስጥ የአስተዳደራዊ በደል፣ አቤቱታ እና ቅሬታ ጉዳዮችን የሚከታተል አካል እንዲዋቀር ያደርጋል። የሥራ ግንኙነትም ይኖረዋል። 8) መልካም አስተዳደር እንደየ አካባቢው ተጨባጭ ሁኔታ ሥራ ላይ እንዲውል ያደርጋል። ሥራ ላይ መዋሉን ይከታተላል። ይደግፋል። 9) በአገልግሎት አሰጣጥና አሠራር ላይ ጥናት እና ግምገማ ያካሂዳል። የተገኘውን ውጤት እና መፍትሄ ለሚመለከተው አካል ያቀርባል። ሥራ ላይ እንዲውል ሲወሰን ሥራ ላይ መዋሉን ይከታተላል። 10) የሥልጠናና የመልካም አስተዳደር ግንዛቤ ማስጨበጫ ጉዳዮችን በተመለከተ ከኦሮሚያ ሲቪል ስርቪስ እና መልካም አስተዳደር ቢሮ ጋር በጋራ ይሠራል። ስልጠና እንዲሰጥ	same upon its approval; 10) Work in cooperation with Oromia Civil service and Good Governance Bureau regarding the awareness creation and trainings on the issue of good governance; create enabling conditions for the provision of trainings; evaluate its outcome; 11) Ensure the establishment of a system that enable to ensure good governance in the government institutions of all levels; 12) Undertake research and study on public complaint and grievances matters, and implement its outcome; 13) Undertake a research on laws and work procedures that impede the efforts made to avoid administrative harms; and recommend its alteranative views of correcting them; 14) Follow up and support the performances of public administration Complaints and grievance matters handling structures of each level. 15) It shall Work in coordination with public institutions and civic societies with a view to resolve public complaints and grievance
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7) Manneen Hojii Mootummaa keessatti qaama iyyannoo fi komii miidhaa bulchiinsaa hordofu akka gurmaa'u ni taasisa, walitti dhufeenya hojii ni qabaata. 8) Bulchiinsi gaariin haala qabatamaa Naannootiin hojiirra akka oolu ni taasisa, hojiirra oolmaa isaas ni hordofa, ni deeggara. 9) Qorannoo fi gamaaggama hojimaata kenniinsa tajaajilaa ni gaggeessa, bu'aa fi furmaata argame qaama dhimmi ilaaluuf ni dhiyeessa, akka hojii irra oolu yoo murta'ee hojii irra ooluu isaa ni hordofa. 10) Dhimmoota leenjii fi hubannoo bulchiinsa gaarii uumuu irratti Biiroo Siviil Sarviisii fi Bulchiinsa Gaarii Oromiyaa waliin qindoominaan ni hojjata, leenjiin akka kennamu haala ni mijeessa, bu'aa isaa ni madaala. 11) Mana Hojii Mootummaa sadarkaan argamu keessatti bulchiinsa gaarii dhugoomsuu sirni danddeessisu diriiruu isaa ni mirkaneessa.	ሁኔታዎችን ያመቻቻል፤ ውጤቱን ይገመግማል። 11) መልካም አስተዳደርን በየደረጃው ባሉ የመንግሥት ተቋም ውስጥ ለማረጋገጥ የሚያስችል ሥርዓት መዘርጋቱን ያረጋግጣል። 12) ቅሬታ እና አቤቱታ ላይ ጥናት እና ምርምር ያካሂዳል፤ የተገኘውን ውጤት በሥራ ላይ ያውላል። 13) አስተዳደራዊ በደልን ለመቅረፍ እንቅፋት የሆኑ ሕጎች እና አሠራሮችን በማጥናት እንዲስተካከሉ ሃሳብ ያቀርባል። 14) በየደረጃው ያሉ የሕዝብ አስተዳደር አቤቱታ እና ቅሬታ ጉዳዮች መዋቅሮችን የሥራ አፈጻጸም ይከታተላል፤ ይደግፋል። 15) በመልካም አስተዳደርን እውን ለማድረግ እና የህዝብ አቤቱታ እና ቅሬታ ለመፍታት ከህዝባዊ ተቋማት እና ሲቪክ ማህበራት ጋር በትብብር ይሠራል።	matters and ensures good governance. 8. The Duties and Responsibilities of the Process Owner 1) The process owner at regional level shall scrutinize the public complaints and grievances and submit the decisive cases to the president; follow up its implementation in accordance with the direction layed down; cause its implementation; 2) Coordinate and lead the activities of the process, submit performance reports. 3) Scrutinize public complaints and grievances applied to the concerned body so that corrective measures be taken; notify the decision rendered; follow up its implementation; 4) Create public awareness on the procedures and processes of submitting public complaints and grievances; 5) Organize keep sufficient information of public complaints and grievances relating to
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12) Komii fi iyyannoo irratti qo'annoo fi qorannoo ni gaggeessa, bu'aa argame hojii irra ni oolcha. 13) Seeraa fi hojimaanni miidhaa bulchiinsaa sirreessuuf gufuu ta'an qorachuun akka sirraa'u yaada ni dhiyeessa. 14) Raawwii hojii caasaalee Dhimoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaa sadarkaan jiran ni hordofa, ni deeggara. 15) Bulchiinsa gaarii mirkaneessuu fi iyyannoo fi komii ummataa hiikuu irratti dhaabbilee fi waldaalee hawaasaa waliin qindoominaan ni hojjeta. 8. Gahee Hojii fi Itti gaafatamummaa Abbaa Adeemsa Hojii. 1) Abbaan Adeemsa Hojii sadarkaa Naannoo, iyyannoo fi komii ummataa calalee dhimmoota barbaachisaa ta'an Pirezidaantii naannichaatiif ni dhiyeessa, kallattii kaa'ameen raawwatamuu isaanii ni hordofa, ni raawwachiisa. 2) Hojii Adeemsichaa ni qindeessa, ni gaggeessa, gabaasa hojii ni dhiyeessa 3) Komii fi Iyyannoo Ummataa	8. የሥራ ሂደት መሪ የሥራ ድርሻ እና ኃላፊነት 1) በክልል ደረጃ ያለ የሥራ ሂደት መሪ አስፈላጊ የሆኑ የህዝብ አቤቱታ እና ቅሬታ ጉዳዮችን አጣርቶ ለኘፈዘዳንቱ ያቀርባል፤ በተቀመጠው አቅጣጫ መሠረት መፈጸሙን ይከታተላል። 2) የሥራ ሂደቱን ሥራ ያቀናጃል። ይመራል። የሥራ ሪፖርት ያቀርባል። 3) የቀረቡ የህዝብ ቅሬታ እና አቤቱታዎችን ያጣራል። የሚመለከተው አካል የእርምት እርምጃ እንዲወስድ ያቀርባል። የተሰጠውን ውሳኔ ያሳውቃል፤ አፈፃፀሙን ይከታተላል። 4) የቅሬታ እና አቤቱታ አቀራረብ እና አሠራር ሂደት ላይ ለህብረተሰቡ ግንዛቤ ይሰጣል። 5) የአስተዳደር በደል፣ ቅሬታና አቤቱታን አስመልክቶ በቂ የሆነ መረጃ ያደራጃል፤ ይይዛል። 6) ከአገልግሎት አሰጣጥ ጋር በተያያዘ የሚቀርብ ቅሬታ	administrative harms. 6) May order the production of any documents or evidences that help to investigate public complaints or grievances relation to the service delivery. 7) Prepare work plan; deliver trainings, perform awareness creation activities on the issue of good governance; 8) Follow up the proper accomplishments of the activities of the workers the public administration, Complaint and grievance matters work process; take corrective measures on the limitations prevailed. 9) Perform activities of following up, support and evaluation as welas research and studies on matters relating to the sources of public complaints and grievances. 10) Scrutinize the grievances or complaints applied against administrative harms or faults committed by administrative organs; decide that corrective
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ni qulqulleessa, qaamni dhimmi ilaallatu tarkaanfii sirreessaa akka fudhatu ni dhiyeessa, murtii kenname ni beeksisa, raawwii isaas ni hordofa. 4) Hojimaata fi adeemsa komii fi iyyannoon itti dhiyaatu hawaasaaf hubannoo ni kenna. 5) Dhimma komii fi iyyannoo balleessaa bulchiinsaa ilaalchisee odeeffannoo gahaa ta'e ni gurmeessa, ni qabata. 6) Sanadaa fi ragaa komii yookiin iyyata kenniinsa tajaajilaa wajjin wal-qabatee qulqulleessuuf barbaachisan akka dhiyaatan ajajuu ni danda'a. 7) Karoora hojii ni qopheessa, leenjii ni kenna, hojii bulchiinsa gaarii irratti hubannoo uumuu ni hojjata. 8) Hojjettoota Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa hojii isaanii sirnaan raawwachuu isaanii ni hordofa hanqina mul'ate ni sirreessa. 9) Hojii hordoffii, deeggarsaa fi qorannoo fi qo'annoo madda iyyannoo fi komii ummataa irratti ni hojjata.	ወይም አቤቱታ ለማጣራት የሚያስፈልጉ ሰነዶችና መረጃዎች እንዲቀርቡ ማዘዝ ይችላል። 7) የሥራ ዕቅድ ያዘጋጃል፤ ሥልጠና ይሰጣል፤ በመልካም አስተዳደር ላይ የግንዛቤ ማስጨበጫ ሥራ ይሰራል። 8) የአስተዳደር ፤ አቤቱታና ቅሬታ ጉዳዮች የሥራ ሂደት ሠራተኞች ሥራቸውን በአግባቡ ማከናወናቸውን ይከታተላል፤ የሚታይ ጉድለቶችን ያስተካክላል። 9) በሕዝብ አቤቱታና ቅሬታ ጉዳዮች ምንጭ ላይ የጥናትና ምርምር ተግባር እንዲሁም የክትትልና የድጋፍ ሥራ ይሠራል። 10) በአስተዳደር አካላት የሚፈጸሙ አስተዳደራዊ በደል ወይም ግድፈቶች ላይ የሚቀርቡ ቅሬታ ወይም አቤቱታ ያጣራል፤ እንዲስተካከልም፡ ይወስናል፤ አፈፃፀሙንም ይከታተላል። 9. የሥራ ሂደቱ ሠራተኛ የሥራ ድርሻ እና ኃላፊነት 1) በቃል የቀረበን ቅሬታ ወይም አቤቱታ ወደ ጽሑፍ በመቀየር	measures be taken; and follow up or monitor its implementation. 9. Duties And Responsibilities of the workers in the process 1) Record and keep in written form the grievances or complaints submitted orally, may provide his response or solution to the applicant in writing where deemed necessary. 2) Receive client complaints and grievances; give decision or take corrective measures by examining and scrutinizing such cases at hand. 3) Provide a written adjournment to the client taking in to account the time required to give the necessary solution for complaints or grievances submitted; 4) An employee who receives public complaints or grievances shall ensure the fulfilment of the following requirements. (a) Supports the customer in filing the complaint or
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10) Miidhaa yookiin balleessaa dhimma bulchiinsaa qaamolee bulchiinsaa keessatti raawwataman irratti komii yookiin iyyata dhiyaatan ni qulqulleessa, akka sirreeffamuuf ni murteessa, raawwii isaa ni hordofa. 9. Gahee Hojii fi Itti gaafatamummaa Hojjetaa. 1) Komii yookiin iyyannoo adeemsichaa jechaan dhiyaate gara barreeffamaatti jijjiiruun ni qabata, barbaachiisaa ta'ee yoo argame iyyataadhaaf barreeffamaan deebii ni kenna. 2) Iyyataa fi komii abbaa dhimmaa ni fuudha, dhimma isaaniitiis qorachuu fi qulqulleesuudhaan murtii yookiin tarkaanfii sirreeffamaa ni fudhata. 3) Iyyata yookiin komii ummataatiif furmaata barbaachisaa ta'e kennuuf yeroo barbaachisu yaada keessa galchuudhaan abbaa dhimmaatiif barreeffamaan beellama ni kenna. 4) Hojjetaan iyyannoo yookiin komii ummataa fuudhu dhimmoonni armaan gadii guutamuu isaa mirkaneeffachuu qaba.	ይይዛል፤ አስፈላጊ ሆኖ ሲገኝ ለአመልካች በጽሑፍ መልስ ይሰጣል። 2) የባለጉዳይን አቤቱታና ቅሬታ ይቀበላል፤ ጉዳዩንም በመመርመርና በማጣራት ውጤት ወይም አስፈላጊውን የእርምጃ ርምጃ ይወስዳል። 3) ለህዝብ አቤቱታ ወይም ቅሬታ አስፈላጊውን መፍትሄ ለመስጠት የሚያስፈልገውን ጊዜ ከግምት ውስጥ በማስገባት ለባለጉዳይ በጽሑፍ ቀጠሮ ይሰጣል። 4) የህዝብን አቤቱታ ወይም ቅሬታ የሚቀበል ሠራተኛ የሚከተሉት ጉዳዮች መሟላታቸውን ማረጋገጥ አለበት፤ (ሀ) ቅሬታ ወይም አቤቱታ የሚቀርብበትን ቅጽ በተገቢው ሁኔታ መሞላቱን በተመለከተ ባለጉዳይን ይረዳል፤ (ለ) የቀረበው ቅሬታ ወይም አቤቱታ በተሰጠው የሥልጣን ገደብ ውስጥ መሆኑን ማጣራት አለበት፤ (ሐ) አስፈላጊው ማስረጃ	grievance submitting format properly. (b) Ensure that the complaint or grievance submitted is under his jurisdiction or power. (c) Ensure that the necessary evidences or information is filled on the format. (d) Ensure that the issue of facts relating to complaint or grievance is identified; (e) Ensure that the submission date of the complaint or grievance is registered, and adjourn in writing as may be necessary; (f) Ensure that the decision at the lower level is attached where the complaint or grievance is an appeal.
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(a) Unki komii yookiin iyyannoon itti dhiyaatu haala gaariin guutamuu isaaf abbootii dhimmaa ni deeggara. (b) Komiin yookiin iyyannoon dhiyaate daangaa aangoo kennamef keessatti ta'uu isaa qulqulleeffachuu qaba. (c) Ragaan yookiin odeeffannoon barbaachisaa ta'e Uunka irratti guutamuu isaanii ni mirkaneessa. (d) Ijoon dubbii komii fi iyyannoo adda bahee ibsamuu isaa ni mirkaneeffata. (e) Guyyaan dhimmichi itti dhiyaate galmaa'uu isaa mirkaneessuun, beellama kan barbaachisu yoo ta'e barreeffamaan kenna. (f) Iyyaannoo yookiin Komiin dhiyaate ol'iyyannoo yoo ta'e murtii jalaa waliin qabsiisee dhiyeeffachuu isaa mirkaneeffachuu qaba. 5) Dhimma komii yookiin iyyannoo balleessaa bulchiinsaa ilaalchisee odeeffannoo gahaa ta'e ni	ወይም መረጃ በቅጽ ላይ መሞላቱን ያረጋግጣል፤ (መ) የቅሬታ እና አቤቱታ ፍሬ ነገር ተለይቶ መገለጹን ያረጋግጣል፤ (ሠ) ጉዳዩ የቀረበበት ቀን መመዝገቡን በማረጋገጥ ቀጠሮ የሚያስፈልገው ከሆነ በጽሑፍ ይሰጣል፤ (ረ) የቀረበው አቤቱታ ወይም ቅሬታ ይግባኝ ከሆነ በበታች አካል ከተሰጠው ውሳኔ ጋር ተያይዞ መቅረቡን ማረጋገጥ አለበት፡፡ 5) የአስተዳደር ጉዳይ ጥፋት ቅሬታ ወይም አቤቱታን አስመልክቶ በቂ መረጃ ያደራጃል፤ ይይዛል፡፡ 6) አስፈላጊ ሆኖ ከተገኘ ቅሬታ በቀረበበት መሥሪያ ቤት በአካል በመገኘት ያጣራል፤ ምስክር በአካል ቀርቦ እንዲያስረዳ ሊጠራ ይችላል፡፡ 7) በሕዝብ አቤቱታና ቅሬታ ላይ የግንዛቤ ማስጨበጫ ሥራ	5) Organize and keep sufficient information regarding complaint or grievance relating to administrative faults. 6) Examine the case appearing in person at the organization against which the complaint is brought where it is found necessary, may also call witnesses to appear and give evidence. 7) Perform awareness creation activities regarding public complaints and grievance matters. 8) Performs the following up, supporting, research and studying activities regarding the sources of public complaint and grievance matters. 9) Scrutinize public complaint and grievances; submit same to the concerned body and cause to take corrective measures, notify the decision given, and follow up its implementation. 10. Power and Duties of Expert Assigned in Government Institution to Receive Complaint and Grievances.
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gurmeessa, ni qabata. 6) Barbaachisaa ta'ee yoo argame qaamaan waajjira komatamuutti argamuun ni qulqulleessa, ragaan qaamaan dhiyaatee akka ibsu waamuu ni danda'a. 7) Hojii hubannoo uumuu iyyannoo fi komii ummataa irratti ni hojjata. 8) Hojii hordofii, deeggarsaa fi qorannoo fi qo'annoo madda iyyannoo fi komii ummataa irratti ni hojjata. 9) Komii fi Iyyannoo Ummataa ni qulqulleessa, qaamni dhimmi ilaallatu tarkaanfii sirreessaa akka fudhatan dhiyeessuufi, murtee kennames ni beeksisa, raawwii isaas ni hordofa. 10. Aangoo fi Gahee Hojii Ogeessa Iyyannoo fi Komii Mana Hojii Mootummaa keessatti ramadamuu 1) Aangoo fi gaheen hojii keewwata 9 jalatti tumame kan qabaatu ta'ee, komii fi iyyata mana hojii keessatti dhiyaatuuf fala ni kenna. 2) Ogeessi yookiin hojjataan komii fi iyyata abbaa dhimmaa waajjiraa yookiin hojjataa waajjiraa irratti dhiyaatu fuudhee qorachuun qulqulleessee fala ni kenna yookiin	ይሠራል። 8) በሕዝብ አቤቱታና ቅሬታ መነሻ ምንጭ ላይ የክትትል፤ የድጋፍ እና ጥናትና ምርምር ሥራ ይሠራል። 9) የሕዝብ አቤቱታና ቅሬታን ያጣራል፤ የሚመለከተው አካል አስፈላጊውን የማስተካከያ እርምጃ እንዲወስድ ያቀርባል በተጨማሪም የተሰጠውንም ውጤት ያቀርባል፤ መልሱንም ይከታተላል። 10. በመንግሥት መሥሪያ ቤት የሚመደብ የአቤቱታና የቅሬታ ተቀባይ ሙያተኛ ሥልጣንና ተግባር 1) በአንቀጽ 9 ሥር የተደነገጉት ሥልጣንና ተግባራት እንደተጠበቀ ሆኖ በመሥሪያ ቤቱ ውስጥ ለሚቀርብ ቅሬታና አቤቱታ መፍትሄ ይሰጣል። 2) በመንግሥት መሥሪያ ቤቱ ላይ ወይም በመሥሪያ ቤቱ ሠራተኛ ላይ የሚቀርበውን ቅሬታና አቤቱታ ተቀብሎ በማጣራት መፍትሄ ይሰጣል ወይም አስፈላጊው የማስተካከያ እርምጃ እንዲወስድ ያደርጋል።	1) Without prejudice to his powers and duties specified under Article 9 of this regulation, he shall give remedy for the complaints and grievances that arose in his own institution; 2) Examine and give a remedy or cause corrective measures to be taken on complaints and grievances submitted to him against his institution or employee of his institution. 3) Submit performance report regarding the complaints and grievance matters to the head of his institution, to make that corrective measures be taken by the concerned body, follow up its implementation; 4) Order necessary documents and evidences to be presented and investigate the complaint and grievance at hand and submit to the concerned body. 5) A person who is unsatisfied by the
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tarkaanfiin sirreeffamaa akka fudhatamu ni taasisa. 3) Qaamni dhimmi ilaallatu tarkaanfii sirreessaa akka fudhatu gabaasa hojii komii fi iyyannoo ummataa hogganaa mana hojiif ni dhiyeessa, raawwii isaa ni hordofa. 4) Iyyannoo fi komii dhiyaatu qulqulleessuuf sanadaa fi ragaawwan barbaachisan akka dhiyaatan ajajuun ni qorata, qaama dhimmi ilaaluuf ni dhiyeessa. 5) Murtii ogeessa komii yookiin iyyannoo keessummeessuun mana hojii mootummaa keessatti kennametti kan hin quufne qaamolee Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa ilaaluuf sadarkaa sadarkaan hundeeffamaniitti ol'iyyata dhiyeessuu ni danda'a. 6) Ogeessi komii fi iyyannoo Mana Hojii Mootummaa raawwii hojii isaa Itti gaafatamaa mana hojiitii fi Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaan jiruuf gabaasa ni dhiyeessa. 11. Itti gaafatamummaa fi Gahee Hojii Mana Hojii Mootummaa 1) Manni Hojii Mootummaa	3) የሚመለከተው አካል አስፈላጊውን የማስተካከያ እርምጃ እንዲወሰድ የሕዝብ አቤቱታና ቅሬታ ጉዳዮች የሥራ አፈጻጸም ሪፖርት ለመሥሪያ ቤቱ ኃላፊ ያቀርባል፤ አፈፃፀሙንም ይከታተላል፡፡ 4) የሚቀርበውን አቤቱታና ቅሬታ ለማጣራት የሚያስፈልጉ ሰነዶችና ማስረጃዎች እንዲቀርቡ በማዘዝ ይመረምራል፤ ለሚመለከተው አካል ያቀርባል፡፡ 5) በቀረበው ቅሬታ ወይም አቤቱታ ጉዳዮች ላይ የአንድ የመንግስት ተቋም የቅሬታና አቤቱታ ጉዳዮች ባለሞያ በሠጠው ውሳኔ ላይ ቅሬታ ያለው ማንኛውም ሠው ወይም አካል በየደረጃው ለተቋቋሙ የህዝብ አስተዳደር ቅሬታና አቤቱታ ጉዳዮች አስተናጋጅ አካላት የይግባኝ አቤቱታውን ማቅረብ ይችላል ፡፡ 6) ማንኛውም የመንግስት ተቋም የቅሬታና አቤቱታ ባለሙያ የሥራ አፈፃፀም	decision of the expert given on complaint and grievance in the government institution or public enterprise may lodge his appeal to the same bodies established at each level to handle public complaints and grievance matters: 6) An expert assigned in government institution or public enterprise to receive complaint and grievance shall submit performance report to the head of his institution and to public complaint and grievance matters hearing body established at each level. 11. Responsibilities And Duties of a Government Institution 1) Any government institution or public enterprise shall assign asenior expert whose accountability is to the head of the government institution or public enterprise. 2) Assist and support study and research conducted regarding the problems encountered in the process of submitting public complaint and
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yookiin Dhaabbanni Misoomaa Mootummaa kamiyyuu ogeessa sadarkaa ol'aanaa itti waamamni isaa itti gaafatamaaf yookiin hogganaaf ta'e ramaduu qaba. 2) Sirna adeemsa dhiyeessa komii yookiin iyyannoo fi kenniinsa furmaataa irratti rakkoo mudate irratti qo'annoo fi qorannoo Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataattiin gaggeeffamu ni deegara, ni gargaara. 3) Dhaabbilee Mootummaa fi Miti-Mootummaa bulchiinsa gaarii dhugoomsuuf hojjetan waliin qindoominaan ni hojjata. Kutaa Sadii Adeemsa Iyyannoon yookiin Komiin ittiin Dhiyaatuu fi Qulqullaa'u 12. Ka'umsa Komii yookiin Iyyannoo 1) Komii, miidhaa yookiin balleessaa bulchiinsaa qaamolee Mootummaa fi Dhaabbilee Misoomaa Mootummaa irratti dhiyaatu abbaa dhimmaa yookiin nama tajaajila barbaadu	ሪፖርቱን ለመሥሪያ ቤቱ ሐላፊና በየደረጃው ለሚገኙ የህዝብ አስተዳደር አቤቱታና ቅሬታ ጉዳዮች ሆሚ የሥራ ሒደት ያቀርባል። 11. የመንግሥት ተቋም ኃላፊነትና የሥራ ድርሻ 1) ማንኛውም የመንግሥት መሥሪያ ቤት ወይም የመንግስት የልማት ድርጅት ተጠሪነቱ ለኃላፊው የሆነ ክፍተኛ ደረጃ ባለሙያ መመደብ አለበት። 2) በመንግስተ ተቋም ውስጥ በሚደረገው የህዝብ አቤቱታና ቅሬታ አቀራረብ ሥርዐት እና የመፍትሔ አሰጣጥ ጋር በተያያዘ የሚከሰቱ ችግሮችን አስመልክቶ የሚደረጉ ጥናትና ምርምሮችን ይረዳል፤ ይዳግፋል። 3) መልካም አስተዳደርን ለማረጋገጥ ከሚሠሩ መንግሥታዊና መንግሥታዊ ካልሆኑ ተቋማት ጋር በቅንጅት ይሠራል። ክፍል ሦስት አቤቱታ ወይም ቅሬታ	grievances and mechanisms of resolving them. 3) Work in Collaboration with governmental and non-governmental institutions that operate to ensure good governance. Part Three Procedures Of Submitting And Investigatng Complaint Or Grievance 12. Causes of acomplaint or Grievance 1) Any grievance against administrative harms or faults committed by the government institution or public enterprise shall be submitted by a customer or aperson against whom such administrative harm or fault is committed. 2) Total or partial denial of the services which a customer is lagally entitled. 3) Maltreatment of the clients by delaying the services which they are entitled to get. 4) Unable to get transparent and just services by the destruction or concealing
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irratti kan raawwatame ta'uu qaba. 2) Tajaajila akka seeraatti tajaajilamaan argachuu qabu guutummaan guutuutti yookiin gartokkeedhaan dhorkachuu yookiin dhabisiisuu. 3) Tajaajilamaan tajaajila argachuu qabu yeroo dheeressuudhaan kenniinsa tajaajilaa harkifachiisuu, tursiisuu fi dedeebisuun dararuu. 4) Sanada balleessuu yookiin dhoksuun tajaajila iftoominaa fi haqa qabeessa ta'e dhabuu. 5) Mirgootaa fi faayidaalee Heeraa fi seeraan lammiin gonfate kan dhorkuu yookiin hir'isuun gochaa fi balleessaa bulchiinsaa raawwachuu ni dabalata. 13. Qabiyyee Iyyaanno yookiin Komii 1) Komiin yookiin iyyannoon dhiyaatu barreeffamaan yoo ta'e dhimmoonni armaan gadii guutamuu qaba, (a) Maqaa fi teessoo abbaa dhimmaa (b) Maqaa fi teessoo mana hojii komatamee. (c) Ijoo dubbii komii yookiin iyyannoo	የሚቀርብበትና የሚጣራበት ሂደት 12. የቅሬታ ወይም የአቤቱታ መነሻ ምክንያት 1) በመንግሥት መሥሪያ ቤትና የልማት ድርጅት አካላት ላይ የሚቀርብ የበደል ወይም ግድፈት ቅሬታ በባለጉዳይ ወይም አገልግሎት በሚፈልግ ሰው ላይ የተፈፀመ መሆን አለበት፡፡ 2) ተገልጋዩ በሕግ መሠረት ማግኘት የነበረበትን አገልግሎት ሙሉ በሙሉ ወይም በከፊል መከልከል ወይም ማሳጣት፡፡ 3) ተገልጋይ ማግኘት የሚገባውን አገልግሎት ጊዜን በማራዘም የአገልግሎት አሰጣጥን በማንተት፣ ማቆየትና በማመላለስ ማግኘት፡፡ 4) ሰነድን በማበላሸት ወይም በመደበኛ ግልጽነትና ፍትሃዊነት ያለው አገልግሎትን ማጣት፡፡ 5) በሕገ መንግሥት እና በሕግ ለዜጋ የተረጋገጠውን መብት እና ጥቅም የሚከለክል ወይም የሚቀንስ አስተዳደራዊ ድርጊት እና	documents. 5) It includes administrative acts and faults that result in depriving or limiting the rights and interests of citizens guaranteed by the constitution and other laws. 13. The Content of a complaint or Grievance 1) where the grievance or complaint is submitted in writing the following shall be fulfilled: (a) Name and address of the customer or client; (b) Name and address of the government Institution against which the complaint or grievance is submitted; (c) The main issue of the grievance or complaint; (d) The remedy sought by the client, (e) Evidences and documents necessary to establish or prove the case; (f) The date and place where the act is committed. 2) Where the complaint or
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dhiyaatee. (d) Furmaata abbaan dhimmaa akka isaa kennamu barbaadu. (e) Ragaa fi sanada dhimmicha mirkaneessan yoo qabaate. (f) Guyyaa fi iddoo gochi itti raawwatamee; 2) Iyyannoo yookiin komiin dhiyaatu afaaniin yoo ta'e unka qophaa'e irratti keewwata kana keewwata xiqqaa 1 (a-f) qabxiin jiru kan guutaman ta'a. 3) Iyyannoo yookiin komiin dhiyaatu ol'iyyannoo yoo ta'e murtii qaama sadarkaa sadarkaadhaan kennameef iyyata waliin qabsiisee dhiyeessuu qaba. 14. Adeemsa dhiyeessa komii yookiin iyyannoo 1) Namni kamiyyuu komii yookiin iyyannoo ofii isaatiin, karaa haadha warraa yookiin abbaa warraa yookiin nama sadaffaan dhiyeeffachuu ni danda'a. 2) Komii yookiin iyyannoo jechaan, barreeffamaan, poostaan, bilbilaan, faaksiin imeeliin fi kan kana fakkaataniin dhiyeeffachuu ni danda'a.	ጥፋት መፈፀምን ይጨምራል። 13.የአቤቱታ ወይም የቅሬታ ይዘት 1) የሚቀርበው ቅሬታ ወይም አቤቱታ በጽሑፍ ከሆነ የሚከተሉት ጉዳዮች መሟላት አለባቸው። (ሀ) የባለጉዳዩ ስምና አድራሻ፤ (ለ) ቅሬታ የቀረበበት መሥሪያ ቤት ሥምና አድራሻ፤ (ሐ) ቅሬታ ወይም አቤቱታ የቀረበበት ጉዳይ ፍሬ ነገር፤ (መ) ባለጉዳዩ እንዲሰጠው የፈለገው መፍትሄ፤ (ሠ) ጉዳዩን የሚያስረዱ ማስረጃና ሰነድ ካለው እና፤ (ረ) ድርግቱ የተፈፀመበት ቀንና ቦታ። 2) የቀረበው አቤቱታ ወይም ቅሬታ በቃል ከሆነ በዚህ አንቀጽ ንዑስ አንቀጽ /1/ /ሀ-ረ/ ያሉት ድንጋጌዎች በተዘጋጀው ቅጽ ላይ የሚሞሉ ይሆናል።	grievance is submitted orally, the provisions specified under sub article 1(a-f)of this article shall be filled on the format prepared for this purpose. 3) Where the complaint or grievance submitted is an appeal the decision given by lower bodies at each level shall be attached with such appeal. 14. Procedures of Submitting a Grievance Or Complaint 1) Any person may submit his grievance or complaint by himself, through his spouse or third person. 2) The Grievance or complaints may be submitted orally, in writing, through post office, telephone, fax, e-mail or any other meanses. 3) Any customer shall submit his complaint or grievance by the working language of the region; 4) Any person, who suffers any influence or injury for he has submitted a grievance or complaint, may inform such
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3) Abbaan dhimmaa iyyannoo yookiin komii dhiheeffatu afaan hojii Naannootiin dhiheeffachuu qaba. 4) Namni kamiyyuu komii yokiin iyyannoo dhiyeessuu isaatiin dhiibbaan yookiin miidhaan gara biroo yoo isarratti gahe atattamaan qaama ol'aanaatiif iyyachuu ni danda'a. 5) Iyyanni yookiin komiin dura qaama komii yookiin iyyata dhaga'uuf qaama Mootummaa komatamu yookiin miidhaa geessisee iyyataaf ka'umsa ta'e keessati komii ilaaluuf aangeffameen ilaalamee deebii kennameen walqabatee qaama iyyaanoo fi komii ilaaluuf sadarkaa sadarkaan dhaabbatetti ol'iyyannii dhiyaachuu ni danda'a; 6) Komiin sadarkaa gandaa irraa ka'u qaamni komiin irratti ka'u murtii kennee komataan murtaa'uu isaa guyyaa beeke irraa kaasee guyyaa hojii kudha shan (15) keessatti Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaan jiruuf ol'iyyannoo isaa dhiyeessuu qaba.	3) የሚቀርበው አቤቱታ ወይም ቅሬታ ይግባኝኝ ከሆነ በየደረጃው ባሉ አካላት የተሰጡ ውሳኔዎች ከይግባኝ ጋር ተያይዘው መቅረብ አለባቸው፡ 14. የቅሬታ ወይም የአቤቱታ አቀራረብ ሥርዓት 1) ማንኛውም ሰው ቅሬታውን ወይም አቤቱታውን በራሱ፣ በሚስቱ ወይም በሦስተኛ አካል በኩል ማቅረብ ይችላል፡፡ 2) ቅሬታ ወይም አቤቱታ በቃል፣ በጽሑፍ፣ በፖስታ፣ በስልክ፣ በፋክስና ይህንን በመሣሰሉት ሌላ ዘዴዎች ይችላል፡፡ 3) ባለጉዳዩ የሚያቀርበውን አቤቱታ ወይም ቅሬታ በክልሉ የሥራ ቋንቋ ማቅረብ አለበት፡፡ 4) ማንኛውም ሰው ቅሬታ ወይም አቤቱታ በማቅረቡ ምክንያት ተፅዕኖ ወይም ጉዳት ከደረሰበት ወዲያውኑ ለበላይ አካል ማመልከት ይችላል፡፡ 5) ቅሬታ ወይም አቤቱታ በቀረበበት ወይም ጉዳት በመድረሱ ለአቤቱታው	influence or injury to the concerned superior organ immediately. 5) Any complaint or grievance shall be primarily submitted to concerned body established at each level to handle such complaint or grievance, an appeal against the decision of such bodies may be submitted to the concerned bodies established at each level to hear an appeal. 6) Appeal against the decision rendered at kebele level regarding the complaint or grievance started at such level shall be submitted to public complaint and grievance matters hearing bodies established at any level within 15 working days by the complainer from the date he is aware of such decision. 7) A customer who is dissatisfied by the decision given may submit his appeal to the administrator or mayor within 15 working days from the date of the
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7) Abbaan dhimmaa iyyata yookiin komii dhiyeeffate irratti murtii kennametti kan hin quufne yoo ta'e murtiin kennamee guyyaa hojii kudha shan (15) keessatti itti gaafatamaa waajjira bulchiinsaa yookiin kaantiibaaf ol'iyyaannoo isaa dhiheeffachuu ni danda'a. 8) Abbaan dhimmaa murtii Adeemsi Hojii Dhimmoota bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaa Naannootiin kennametti kan hin quufne yoo jiraate dhimmi isaa cuunfamee qindaa'ee akka abbaan dhimmichaa murtichatti hin quufiin ibsuudhaan murtiin kennamee guyyoota hojii soddoma (30) keessatti Pirezidaantii Mootummaa Naannoo Oromiyaatiif dhiyaatee murtiin kennamu isa dhumaa ta'a. 9) Sababii gahaan yoo dhiyaate malee ol'iyyannoon komii guyyaa ibsame keessatti hin dhiyaanne fudhatama hin qabu. 10) Qaamni Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa simatee furmaata kennuuf sadarkaa sadarkaan dhaabbate komii	መነሻ በሆነ የመንግሥት ተቋም ውስጥ ቅሬታ ወይም አቤቱታ ለማየት ሥልጣን ባለው አካል አስቀድሞ ከተሰጠ ምላሽ ጋር በተያያዘ የሚቀርብ የይግባኝ አቤቱታና ቅሬታን ለማየት በየደረጃው ለተቋቋመ አካል ሊቀርብ ይችላል። 6) ከቀበሌ ደረጃ የሚነሳ ቅሬታ የሚቀርብበት አካል ውሳኔ መሰጠቱን ቅሬታ አቅራቢው መወሰኑን ካወቀበት በኋላ አምስት የሥራ ቀናት ውስጥ በየደረጃው ላሉ የሕዝብ አስተዳደር ፤ አቤቱታና ቅሬታ ጉዳዮች ለማየት ለተቋቋመው የሥራ ሂደት ማቅረብ አለበት። 7) ባለጉዳዩ በአቀረበው በአቤቱታ ወይም ቅሬታ ላይ በተሰጠው ውሳኔ ያልረካ ከሆነ ውሳኔው በተሰጠ በኋላ አምስት የሥራ ቀናት ውስጥ ለአስተዳዳሪው ወይም ለአንቲባው ይግባኝ ማቅረብ ይችላል። 8) በክልል ደረጃ ባለው የሕዝብ አስተዳደር አቤቱታና ቅሬታ ጉዳዮች የሥራ ሂደት	decision. 8) Where the costumer is dissatisfied by the decision given by the public administration complaint and grievance matters handling process at the regional level, such adecision may be submitted to the President of the region within 30 working days having the summarized and organized complains and dissatisfaction of the customer. The decision given by the regional state President shall be final. 9) Except in the production of sufficient grounds any appeal that is not submitted within the specified time shall not be accepted. 10) Public administration, complaint and grievance matters handling bodies established at any levels shall have a duty to give in writing the decision they have rendered. 11) A complainer who submits his appeal shall attach the decisions of public administration, complaint and grievance
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yookiin iyyannoo abbaa dhimmaa ilaachisee murtii murteesse barreeffamaan kennuuf dirqama qaba. 11) Komataan yookiin iyyataan ol'iyyata yoo dhiyeffatu murtii jalaa sadarkaan kenneef waliin qabsiisee dhiyesuu qaba. 12) Dhimmi addaa akka mootummaatti murteessaadha jedhamee ilaalamu qaba yoo ta'e malee, ol'iyyannoon miidhaa bulchiinsaa qaama sadarkaa sadarkaan hundaa'etti dhiyaatee hin ilaalamiin qaama ol'aanuun hin ilaalamu. 15. Adeemsa komiin yookiin iyyannoon itti qulqullaa'u 1) Komii yookiin iyyannoo dhiyaate haala ulfinaa fi ariifachiisummaa isaatiin adda baasuu. 2) Ijoo dubbii komii dhiyaatee fi deebiin Mana Hojii Mootummaa komatame kenne seerotaan waliin ilaalu. 3) Akka barbaachisummaa isaatti abbaa dhimmaa waliin mar'iachuu. 4) Qaamolee dhimmichi ilaallatu, nama dhuunfaa fi barbaachisaa yoo ta'e dhimma ragaa ta'u hunda	በተሰጠው ውሣኔ ቅር የተሰኘ ባለጉዳይ ካለ የተሰጠው ውሣኔ ተጠናቅሮና ተደራጅቶ ባለጉዳዩ በተሰጠው ውሳኔ ያልረካ ስለመሆኑ ተገልጾ በሠላሣ (30) የሥራ ቀናት ውስጥ ለአሮሚያ ብሔራዊ ክልላዊ መንግሥት ንጋዜዳንት ቀርቦ የሚሰጠው ውሣኔ የመጨረሻ ይሆናል። 9) በቂ ምክንያት ካልቀረበ በስተቀር በተገለፀው ጊዜ ውስጥ ያልቀረበ ይግባኝ ተቀባይነት የለውም። 10) በየደረጃው የተቋቋመ የሕዝብ የአስተዳደር፣ አቤቱታና ቅሬታ ጉዳዮች መፍትሔ ሰጪ አካል የባለጉዳዩን ቅሬታ ወይም አቤቱታ በሚመለከት የወሰነውን ውሣኔ በጽሑፍ የመስጠት ግዴታ አለበት። 11) ቅሬታ ወይም አቤቱታ አቅራቢው ይግባኝ ሲጠይቅ ከሥር በየደረጃው ከተሰጠው ውሳኔ ጋር አያይዞ ማቅረብ አለበት። 12) እንደ መንግሥት ልዩ ጉዳይ ነው ተብሎ የሚታይ ካልሆነ በስተቀር በየደረጃው	matters handling bodies rendered at any level. 12) No appeal shall be submitted to the superior body where it does not entertained by the public administration complaint and grievance handling bodies established at each levels unless the case is considered to have a special nature and need to be entertained by the government. 15. Procedures of Investigating acomplaint or Grievance. 1) Identifying the grievance or complaint submitted according to its graveness and urgency. 2) Examine or evaluate the issue of the grievance submitted and response delivered by the institution against which the complaint or grievance is submitted in line with the law; 3) Discussing with the customer as it may deem necessary; 4) Taking explanations of evidences orally or in writing from concerned bodies, individuals and other sources of evidences as it may deem
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barreeffamaanis ta'ee jachaan ibsa fudhachuu. 5) Mana hojii komatame bilbilaan yookiin xalayaan gaaffachuu. 6) Iddoo komiin irraa ka'etti yookiin Mana Hojii komatameetti qaamaan argamuun qorachuun dhimma qulqulleessuu. 7) Adeemsa komii qulqulleessuu keessatti bulchiinsa gaarii mirkaneessuuf jecha ogeessonna komii qulqulleessan dhiibbaa qaama komatee fi komatame irraa walaba ta'ee dhimmicha qulqulleessuu qaba. 16. Akkaataa deebiin komii yookiin iyyannoo itti kennamu 1) Komii yookiin iyyannoo tajaajilamaa irraa dhiyaatuuf qaamni Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaan jiran murtii kenne abbaa dhimmaaf ibsuu qaba. 2) Murtiin kennamu akka barbaachisummaa isaatti barreeffamaan ni kennama. 3) Deebiin barreeffamaan kennamu kamiyyuu; (a) Maqaa fi teessoo abbaa	ለተቋቋመ አካል ቀርቦ ያልታየ የአስተዳደራዊ በደል ጉዳይ በይግባኝ በበላይ አካል አይታይም። 15. ቅሬታ ወይም አቤቱታ የሚጣራበት ሥርዐት 1) የቀረበውን ቅሬታ ወይም አቤቱታ እንደ ክብደቱና አስቸኳይነቱ መለየት፤ 2) የቀረበውን ቅሬታ ጭብጥና ቅሬታው የቀረበበት የመንግሥት መሥሪያ ቤት የሰጠውን ምላሽ ከሕጎች ጋር ማስተያየት፤ 3) እንደ አስፈላጊነቱ ከባለጉዳዩ ጋር መወያየት፤ 4) ጉዳዩ የሚመለከታቸው አካላት፣ ግለሰብና አስፈላጊ ሊሆን ማስረጃ የሚሆን ጉዳይ ሁሉ በጽሑፍም ሆነ በቃል ማብራሪያ መውሰድ፤ 5) ቅሬታ የቀረበበትን መሥሪያ ቤት በስልክም ሆነ በደብዳቤ መጠየቅ፤ 6) ቅሬታው የቀረበበት ቦታ ወይም ቅሬታ የቀረበበት ተቋም በአካል በመገኘት ጉዳዩን ማጣራት፤ 7) ቅሬታን በማጣራት ሂደት ውስጥ መልካም	necessary; 5) Requesting information from the government institution against which the complaint is brought through telephone or in letter; 6) Investigating the case appeareing in person in the government institution or the place where the case is occurred; 7) Experts assigned to investigate complaint shall be free of any influence of the complainer and the organ against which the complaint is brought in Investigating the case so as to ensure good governance; 16. Procedures to Respond to Complaints or Grievances 1) Any Public complaint and grievance matter hearing body established at each level shall explain its decision to the customer. 2) The decision may be given in writing as it may deem necessary. 3) Any response given in writing shall include: (a) Name and address of
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dhimmaa. (b) Maqaa fi teessoo mana hojjichaa komiin irratti dhiyaatee. (c) Gaaffii abbaa dhimmaa yookiin ijoo dubbii komii dhiyaatee. (d) Deebii komatamaa yookiin seekterri Mootummaa komatamee kenne. (e) Argannoo bira gahame yookiin bu'aa xiinxalaa. (f) Fala yookiin furmaata kenname. (g) Qaamni murtii kenname irratti komii qabu mirga ol'iyyannoo gaafachuu qabachuu isaa ibsamuu qaba. 4) Iyyannoo yookiin komii dhiyaataniif sababii humnaa ol yoo ta'een alatti bu'uura dambii kanaatiin guyyoota hojii kudha shan keessatti deebiin kennamuufii qaba. Kutaa Afur Iyyannoo Kaasuu, Murtee fi Raawwii 17. Iyyaannoo yookiin Komii dhiyaate kaasuu 1) Iyyataan yookiin komataan komii yookiin iyyannoo	አስተዳደርን ለማረጋገጥ ሲባል ቅሬታውን የሚያጣሩ ባለሙያዎች ቅሬታ ካቀረበውና ቅሬታ ከቀረበበት አካል ተዕዕኖ ነፃ ሆኖ ማጣራት አለባቸው። 16. የቅሬታ ወይም የአቤቱታ ምላሽ የሚሰጥበት ሥርዓት 1) ከተገልጋይ ለሚቀርብ ቅሬታ ወይም አቤቱታ በየደረጃው ያለ የህዝብ የአስተዳደር አቤቱታና ቅሬታ ጉዳዮች ሠሚ አካል የሰጠውን ውሣኔ ለባለጉዳዩ ማሳወቅ አለበት። 2) የሚሰጠው ውሣኔ እንደ አስፈላጊነቱ በጽሁፍ ይሰጣል። 3) ማንኛውም በጽሁፍ የሚሰጥ ምላሽ፤ (ሀ) የባለጉዳዩ ስምና አድራሻ፤ (ለ) ቅሬታው የቀረበበት መሥሪያ ቤት ስምና አድራሻ፤ (ሐ) የባለ ጉዳዩ ጥያቄ ወይም የቀረበው ቅሬታ ጭብጥ፤ (መ) ቅሬታ የቀረበበት አካል ወይም የመንግሥት ሴክተር የሰጠው ምላሽ፤ (ሠ) የተደረሰበት ግኝት ወይም የግምገማ ውጤት፤ (ረ) የተሰጠው ምላሽ ወይም መፍትሄ፤ (ሰ) በተሰጠው ውሳኔ ላይ	the customer; (b) Name and address of the institution against the complaint is brought; (c) The request or relief sought the customer or by the main issue of the case at hand; (d) Response given by the body or the government sector against which the complaint is brought; (e) The outcome or the finding of the investigation; (f) The solution or relief given; (g) Nither of the aggrieved party shall be informed of his right to lodge an appeal against the decision given. 4) Unless there is a force majeure, the necessary response or solution shall be given to the complains or grievances submitted within 15 working days in accordance with the provisions of this regulation. Part Four
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sadarkaa kamittuu dhiyeesse murtiin kennamuun dura barreeffamaan kaasuu ni danda'a. 2) Iyyataan yookiin komataan iyyaannoo yookiin komii isaatiif ragaa adda addaa qabaachuu isaa erga ibsee booda dhiyeessuuf guyyaan hojii kudhaan (10) kennamee kan hin dhiyeessine yoo ta'e fi kanaan alatti dhimmicha qorachuun furmaata kennuun kan hin danda'amne yoo ta'e fedha isaatiin akka dhiiseetti lakkaa'amee iyyannoon isaa ni cufama. 3) Iyyannoon yookiin komiin akkaataa keewwata kana keewwata xiqqaa 2 jalatti tumameen ragaa dhiyeessuu dhabuun cufame sababiin gahaan yoo dhiyaate malee yeroo biraa ilaalamuu hin danda'u. 18. Murtii raawwachiisuu 1) Murtii iyyaannoo yookiin komii dhiyaate irratti kennaman qaama dhimmi isaa ilaallatu barreeffamaan erga dhaqqabee guyyoota hojii kudhan (10) keessatti	ቅር የተሰኘ አካል ይግባኝ የመጠየቅ መብት እንዳለው መገለጽ አለበት፡፡ 4) በዚህ ደንብ መሠረት ከአቅም በላይ በሆነ ምክንያት ካልሆነ በስተቀር ለቀረበው አቤቱታ ወይም ቅሬታ በአሥራ አምስት የሥራ ቀናት ውስጥ መልስ ሊሰጠው ይገባል፡፡ ክፍል አራት አቤቱታን ማንሣት፣ ውሣኔና አፈጻጸም 17. የቀረበ አቤቱታ ወይም ቅሬታን ስለማንሣት 1) ማንኛውም አቤቱታ ወይም ቅሬታ አቅራቢ በየትኛውም ደረጃ የቀረበውን ቅሬታ ወይም አቤቱታ ውሣኔ ከመሠጠቱ በፊት በጽሑፍ ማንሣት ይችላል፡፡ 2) ማንኛውም አቤቱታ ወይም ቅሬታ አቅራቢ ለአቤቱታው ወይም ለቅሬታው የተለያዩ ማስረጃዎች እንዳለው ከገለፀ በኋላ ማስረጃውን እንዲያቀርብ አሥር የሥራ ቀናት ተስጥቶት ያላቀረበ እነዚህና ከዚህ ውጭ ጉዳዩን በመመርመር መፍትሔ መስጠት የማይቻል ከሆነ ጉዳዩን በራሱ ፈቃድ እንደተወ ተቆጥሮ አቤቱታው ይዘጋል፡፡ 3) በዚህ አንቀጽ ንዑስ አንቀጽ (2) ሥር በተደነገገው መሠረት ማስረጃ ባለማቅረቡ የተዘጋ አቤቱታ ወይም ቅሬታ በቂ ምክንያት	Revocation Of Complaint, Decision And Execution 17. Revocation of a complaint or Grievance submitted 1) Any complainer may revoke in writing his complaint or grievance submitted at any level before the decision is rendered. 2) Where the complainer after declaring that he has evidences to produce fails to produce such evidences within 10 working days and where it is impossible to investigate and resolve such case, it is presumed that he has revoked his complaint in his own consent and consequently the complaint shall be barred. 3) The case which is barred in accordance with sub article 2 of this article for failure to produce evidences shall not be entertained unless sufficient reason is produced to this effect. 18. Execution Of Decision 1) The decision given on a submitted complaint or
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raawwachuu qaba. 2) Qaamni Mootummaa dhimmi isaa ilaallatu murtii kenname kan hin raawwanne yoo ta'e tarkaanfiin bulchiinsaa fi seeraa kan irratti fudhatamu ta'a. 19. Dirqama Murtii Tarkaanfii Bulchiinsaa Raawwachiisuu. 1) Balleesaa bulchiinsaa kan raawwate hojjataa mootummaa yoo ta'e qaamni murii kenne hogganaa mana hojichaatti gabaasa gochuudhaan koree naamusaatiin qulqullaa'ee murteen akka itti kennamu ragaan wal-qabsiisuudhaan ni dhiyeessa, raawwii isaatiis ni hordofa. 2) Hogganaan seektara Mootummaa komatame murtii tarkaanfii bulchiinsaa hojii irra oolchuuf dirqama qaba. 3) Murtiin Adeemsa Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa seektarri komatame guyyaa isa dhaqqabe irraa kaasee guyyaa kudhan (10) keessatti hojii irra oolchuu yoo baate, qajeelfama fudhachuu diduun seera	ካልቀረበ በስተቀር ሌላ ጊዜ ሊታይ አይችልም፡፡ 18.ውሣኔን ስለማስፈፀም 1) በቀረበ አቤቱታ ወይም ቅሬታ ላይ የተሰጡ ውሳኔዎች የሚመለከተው አካል በጽሑፍ በደረሰው አሥር የሥራ ቀናት ውስጥ መፈፀም አለበት፡፡ 2) የሚመለከተው የመንግሥት አካል የተሰጠውን ውሳኔ የማይፈጽም ከሆነ አስተዳደራዊ እና ህጋዊ እርምጃ የሚወሰድበት ይሆናል፡፡ 19.አስተዳደራዊ ውሣኔን የማስፈፀም ግዴታ 1) አስተዳደራዊ ጥፋቱን የፈፀመው የመንግሥት ሠራተኛ ከሆነ ውሣኔውን የሰጠው አካል ለመሥሪያ ቤቱ ኃላፊ ሪፖርት በማድረግ ጉዳዩ በዲ.ሲ.ኤን ኮሚቴ ተጣርቶ ውሣኔ እንዲሰጥበት ከማስረጃ ጋር አያይዞ ያቀርባል፤ አፈፃፀሙንም ይከታተላል፡፡ 2) ቅሬታው የቀረበበት የመንግሥት መሥሪያ ቤት ኃላፊ የአስተዳደራዊ እርምጃ ውሣኔን ሥራ ላይ የማዋል ግዴታ አለበት፡፡ 3) ቅሬታ የቀረበበት መሥሪያ ቤት የሕዝብ አስተዳደር፣ አቤቱታና ቅሬታ ጉዳዮች ሥራ ሂደት ውሣኔው ከደረሰበት ቀን ጀምሮ በአሥር ቀናት ውስጥ ሥራ ላይ ካላዋለ፣ መመሪያ ባለመቀበል በወንጀል ሕግ የሚከሰስ ይሆናል፡፡	grievance shall be executed by the concerned body within 10 working days from the date of the decision is notified to it in writing. 2) Administrative and legal measures shall be taken against the concerned government organ where it fails to execute such decision. 19. Obligation to Execute Administrative Measures or decisions 1) Where the administrative fault is committed by a civil servant, the organ that passed the decision shall report to the head of the concerned institution; attach evidences and submit the case to be entertained by the discipline committee of such institution; and follow up its implementation; 2) Head of the government institution against which the complaint is brought shall have the duty to execute decisions relating to administrative measures. 3) Where the institution
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yakkaatiin kan himatamu ta'a. 4) Qaamni seeraan yakka qorachuu fi himachuuf aangoon kennameef dhimma kana qulqulleessee seeratti dhiyeessuuf dirqama qaba. 5) Balleessaan raawwatame yakkaan yookiin seera siviiliitiin kan gaafachisu yoo ta'e, qaamni murtiii kenne tarkaanfiin seeraa akka fudhatamuuf dhimmicha qaamolee haqaa sadarkaa sadarkaadhaan jiraniif ni dhiyeessa, raawwii isaatiis ni hordofa. 20. Dhimmoota Aangoo Adeemsa Hojii Dhimmoota Bulchiinsaa Iyyannoo fi Komii Ummataa tiin ala ta'an 1) Dhimma Abbaa Taayitaa Galiwwaniitiin, taaksii fi gibiraan walqabatee ilaalamaa jiruu fi murtaa'e irratti angoo hin qabaatu. 2) Dhimma Komishiinii Naamusaa fi Farra Malaammaltummaatiin qabamee ilaalamaa jiruu fi murtaa'e irratti aangoo hin qabaatu. 3) Dhimma Mana Murtiitti dhiyaatee ilaalamaa jiruu fi murtaa'e irratti	4) ወንጀልን ለመመርመርና ክስ ለመመስረት በህግ ሥልጣን የተሰጠው አካል ጉዳዩን አጣርቶ ወደሕግ የማቅረብ ግዴታ አለበት፡፡ 5) የተፈፀመው ጥፋት በወንጀል ወይም በፍትሐ ብሔር ሕግ የሚያስጠይቅ ከሆነ ውሣኔውን የሰጠው አካል ሕጋዊ እርምጃ እንዲወሰድ ጉዳዩን በየደረጃው ላሉት የፍትህ አካላት ያቀርባል፤ አፈ.ባፀሙንም ይከታተላል፡፡ 20. ከሕዝብ አስተዳደር፣ አቤቱታና ቅሬታ ጉዳዮች ሥራ ሂደት ሥልጣን ውጪ የሆኑ ጉዳዮች 1) ከታክስና ግብር ጋር ተያይዞ በገቢዎች ባለሥልጣን እየታየና ውሳኔ ያገኘ ጉዳይን የማየት ሥልጣን የለውም፡፡ 2) በፀረ ሙስና ኮሚሽን ተይዞ እየታየ ያለና ውሳኔ ያገኘ ጉዳይን የማየት ሥልጣን የለውም፡፡ 3) ፍርድ ቤት ቀርቦ እየታየ ያለና ውሳኔ ያገኘ ጉዳይን የማየት ሥልጣን የለውም፡፡ 4) በመስተዳድር ምክር ቤት የተወሰነ ጉዳይን የማየት ሥልጣን የለውም፡፡	fails to execute within 10 days after receiving the decision of the public complaint and grievance matters handling body, it shall be liable in accordance with the Criminal Law for its failure to accept an order. 4) An organ which has the power to conduct criminal investigation and to frame criminal charge shall have a duty to investigate and bring the case before law. 5) Where the committed fault entails criminal or civil liability, an organ which has passed the decision shall order the case to the justice institutions established at all levels to enable that legal measures be taken and follows up its implementation; 20. Matters Out of the Jurisdiction of the Public Complaints and Grievance matters process 1) This regulation shall not be applicable on matters pending and decided by the Revenue Authority related with tax and custom duties. 2) Those matters pending
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raawwatiinsa hin qabaatu. 4) Murtii Mana Mareetiin murtaa'e irratti aangoo hin qabaatu. 5) Dhimma Mana Hojii Oditara Muummichaatiin qabamee fi qoratamaa jiru irratti aangoo hin qabaatu. Kutaa Shan Tumaalee Adda Addaa 21. Dirqama deeggarsa kennuu 1) Manneen Hojii Mootummaa fi Dhaabbilee Misoomaa Mootummaa tajaajila kennan kamiyyuu ajajaa fi murtii q aamolee Dhimmoota Bulch iinsaa, Iyyannoo fi Komii U mmataatiin kennaman raawwachuu fi raawwachiisuuf deeggarsa kennuuf dirqama qabu. 2) Ittigaafatamaan yookiin hojjataan hojii irra oolmaa murtii komii yookiin iyyannoo irratti kenname hin deeggarre, kan gufachiise yookiin sochii bulchiinsa gaarii dhugoomsuuf naannicha keessatti taasifamu gufachiise fi miidhaa geessiseef seeraan kan itti gaafatamu ta'a. 3) Manni Hojii Mootummaa yookiin Dhaabbilee Misoomaa Mootummaa	5) በዋና ኦዲተር መሥሪያ ቤት የተያዘና እየተመረመረ ያለ ጉዳይን የማየት ሥልጣን የለውም፡፡ ክፍል አምስት ልዩ ልዩ ድንጋጌዎች 21. እርዳታ የመስጠት ግዴታ 1) ማንኛውም አገልግሎት ሠጪ የመንግሥት መሥሪያ ቤትና የልማት ድርጅቶች በሕዝብ አስተዳደር፣ አቤቱታና ቅሬታጉዳዮች አካላት የሚሰጥ ትዕዛዝ እና ውሳኔን ለመፈፀምና ለማስፈፀም የመተባበር ግዴታ አለባቸው፡፡ 2) ማንኛውም በቅሬታ ወይም አቤቱታ ላይ የተሰጠውን ውሳኔ ሥራ ላይ መዋልን ያልደገፈ፣ ያደናቀፈ ወይም መልካም አስተዳደርን በክልሉ ለማስፈን የሚደረገውን እንቅስቃሴ ያደናቀፈ እና ጉዳት ያደረሰ ኃላፊ ወይም ሠራተኛ በህግ የሚጠየቅ ይሆናል፡፡ 3) ማንኛውም የመንግሥት መሥሪያ ቤት ወይም የልማት ድርጅት ለሚቀርብባቸው አቤቱታ	and decided under the jurisdiction of Ethics and Anti-Corruption Commission. 3) Matters pending and decided by courts. 4) Those matters decided by the administrative council. 5) Those matters being entertained by and are under investigation by Auditor General. Part Five Miscellaneous Provisions 21. Obligation to Support 1) Any government institution and public enterprises that deliver public services shall have a duty to execute and cause to be executed the order and decision of the public administration, complaint and grievance matters handling bodies. 2) Any head or civil servant who obstruct, fails to support the execution of the decision passed on the complaint or grievance matters, or obstruct and affect the efforts to ensure good governance in the region shall be responsible in accordance with the law. 3) Any government institutions or public
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kamiyyuu iyyannoo yookiin komii isaan irratti dhiyaatuuf ibsa yookiin ragaa akka kennaniif gaafataman xalayaan isaan qaqqabee guyyoota hojii shan(5) keessatti Hogganaa yookiin Itti Aanaa Hogganaa yookiin nama xalayaan bakka bu'een mirkanaa'ee deebiin kennamuu qaba. 22. Gabaasa, Hordoffii fi Deeggarsaa 1) Adeemssi Hojii Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaa sadarkaan jiran dambiin kun Manneen Hojii Mootummaa fi Dhaabbilee Misoomaa Mootummaa hunda keessatti hojii irra ooluu isaa hordofuu fi deeggaruuf itti gaafatamummaa qaba. 2) Qaamni Dhimmoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaa sadarkaan gabaasa raawwii hojii ni dhiyeessa. 3) Ogeessi Dhimma Bulchiinsaa, Iyyannoo fi Komii Ummataa Mana Hojii Mootummaa yookiin Dhaabbilee Misooma Mootummaa keessatti ramadame gabaasa raawwii hojii isaa Mana Hojii keessatti hojjatuu fi	ወይም ቅሬታ ማብራሪያ ወይም ማስረጃ እንዲሰጡ ወይም እንዲያቀርቡ ሲጠየቁ ደብዳቤው በደረሳቸው በአምስት የሥራ ቀናት ውስጥ በኃላፊው ወይም በምክትል ኃላፊው ወይም በደብዳቤ በተወከለ ሰው ተረጋግጦ ምላሽ መስጠት አለበት። 22. ሪፖርት፣ ክትትልና ድጋፍ 1) ማንኛውም በየደረጃው የሚገኝ የሕዝብ የአስተዳደር፣ አቤቱታና ቅሬታ ጉዳዮች አስተናጋጅ አካል ይህ ደንብ በሁሉም በመንግሥት መሥሪያ ቤቶችና የልማት ድርጅቶች ውስጥ ሥራ ላይ መዋሉን የመከታተልና የመደገፍ ኃላፊነት አለበት። 2) በየደረጃው ያሉ የሕዝብ የአስተዳደር ፣ አቤቱታና ቅሬታ ጉዳዮች ሰሚ አካል የሥራ አፈፃፀም ሪፖርት ያቀርባል። 3) በመንግሥት መሥሪያ ቤት ወይም የልማት ድርጅቶች ውስጥ የተመደበ የሕዝብ የአስተዳደር ፣ አቤቱታና ቅሬታ ጉዳዮች አስተናጋጅ ባለሙያ ለሚሠራበት መሥሪያ ቤትና በደረጃው ላለ የሕዝብ የአስተዳደር፣ አቤቱታና ቅሬታ ጉዳዮች ሰሚ አካል የሥራ አፈፃፀም	enterprises required to give explanation or produce evidence regarding the complaint or grievance against them shall have a duty to give such response within 5 working days after receiving a letter for this purpose by the head or vice head or other authorized representative of the institution. 22. Report, Follow Up and Support 1) Any public administration, complaint and grievance matters handling body established at any level shall have a duty to follow up and support the implementation of this regulation in all government institutions and public enterprises. 2) Public administration, complaint and grievance hearing body established at any level shall submit its performance report. 3) Any public administration complaint and grievance matters handling expert assigned in any government institution
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Adeemsa Hojii Dhimoota Bulchiinsaa, Iyyannoo fi Komii Ummataa sadarkaa isaatti jiruuf ni dhiyeessa. 23. Seerota Raawwatiinsa hin Qabaanne: Dambiileen, Qajeelfamoonni fi barmaatileen hojii dambii kanan wal faalleessan kamiyyuu dhimoota dambii kana hammataman irratti raawwatiinsa hin qabaatan. 24. Aangoo Qajeelfama Baasuu Waajjirri Pirezidaantii Bulchiinsa Mootummaa Naannoo Oromiyaa Dambii kana hojii irra Oolchuuf qajeelfama baasuu ni danda'a. 25. Yeroo Dambiin Kun Hojii Irra itti Oolu Dambiin kun Amajjii 17, 2005 irraa eegalee hojii irra oola. Alamaayyoo Atoomsaa Pirezidaantii Mootummaa Naannoo Oromiyaa Amajjii 17, bara 2005 Finfinnee	ሪፖርት ያቀርባል። 23. ተፈጻሚነት ስለማይኖራቸው ህጎች ማንኛቸውም ከዚህ ደንብ ጋር የሚቃረኑ ደንቦች፣ መመሪያዎች እና ልማዳዊ አሠራሮች በዚህ ደንብ በተሸፈኑ ጉዳዮች ላይ ተፈጻሚነት አይኖራቸውም። 24. መመሪያ የማውጣት ሥልጣን የኦሮሚያ ብሔራዊ ክልላዊ መንግሥት ንጋሪያንት ጽህፈት ቤት ይህንን ደንብ ሥራ ላይ ለማዋል መመሪያ ሊያወጣ ይችላል። 25. ደንቡ ሥራ ላይ የሚውልበት ጊዜ ይህ ደንብ ከጥር 17፣ 2005 ጀምሮ ሥራ ላይ ይውላል። አለማየሁ አቶምሣ የኦሮሚያ ክልላዊ መንግሥት ንጋሪያንት ጥር 17፣ 2005 ዓ.ም ፊንፊኔ	or public enterprises shall submit his performance report to his institution and to the same organs established at his level. 23. Inapplicable Laws Any regulation, directives and customary practices inconsistent with this regulation shall not be applicable on matters covered by this regulation. 24. Power to Issue a Directive Oromia National Regional State President Office may issue a directive for the implementation of this regulation. 25. Effective Date This regulation shall come into force as of January 25, 2013. Alemayehu Atomsa, President of Oromia National Regional State Finfine
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