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**በኢትዮጵያ ፌዴራላዊ ዲሞክራሲያዊ ሪፑብሊክ
የአማራ ብሔራዊ ክልላዊ መንግስት ምክር ቤት**

ዝክረ-ሕግ

ZIKRE-HIG

**OF THE COUNCIL OF THE AMHARA NATIONAL REGIONAL STATE
IN THE FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA**

የአንዱ ዋጋ ብር 3.313 Price	በአማራ ብሔራዊ ክልላዊ መንግስት ምክር ቤት ጠባቂነት የወጣ	ISSUED UNDER THE AUSPICES OF THE COUNCIL OF THE AMHARA NATIONAL REGIONAL STATE	የፖ.ሣ.ቁ 312 P.o. Box
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<u>ማዕጫ</u> <u>ደንብ ቁጥር 55/2000 ዓ.ም</u> በአማራ ብሔራዊ ክልላዊ መንግስት በመንግሥታዊ አገልግሎት አሰጣጥ ረገድ የሚነሱ ቅሬታዎች አቀራረብ፣ ምርመራና አወሳሰን ስነ-ስርዓት መወሰኛ ክልል መስተዳድር ምክር ቤት ደንብ	<u>CONTENTS</u> <u>Regulation No.55/2007</u> The Amhara National Regional State Public Service Rendering Grievances submittal, inquiry and Decision Procedure Determination, Council of Regional Government Regulation.
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<u>ደንብ ቁጥር 55/2000 ዓ.ም</u> በአማራ ብሔራዊ ክልላዊ መንግስት በመንግሥታዊ አገልግሎት አሰጣጥ ረገድ የሚነሱ ቅሬታዎችን አቀራረብ፣ ምርመራና አወሳሰን ስነ-ሥርዓት ለመወሰን የወጣ ክልል መስተዳድር ምክር ቤት ደንብ	<u>REGULATION NO.55/2007</u> A COUNCIL OF REGIONAL GOVERNMENT REGULATION ISSUED TO PROVIDE FOR THE DETERMINATION OF PUBLIC SERVICE RENDERING GRIEVANCES SUBMITTAL, INQUIRY AND DECISION PROCEDURE IN THE AMHARA NATIONAL REGIONAL STATE.
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መልካም አስተዳደርን ለማስፈን፣ የአገልግሎት አሰጣጥ ሂደትን ለማሻሻልና በተገልጋዮች ለሚነሱ ቅሬታዎች አፋጣኝ መፍትሔ ለመስጠት ይቻል ዘንድ ቅሬታዎች የሚቀርቡበትን፣ የሚጣሩበትንና አፋጣኝ ውሳኔ የሚያገኙበትን ሥርዓት በዝርዝር የማስፈጸሚያ ህግ መደንገግ ተገቢ ሆኖ በመገኘቱ፤

ብሔራዊ ክልላዊ መንግስቱ ከተቋቋመበት ጊዜ ጀምሮ የህዝብ ቅሬታዎችና አቤቱታዎችን ለማስተናገድ የወጡ መመሪያዎች የተበታተኑና ወጥነት የጎደሏቸው በመሆናቸው የገጠሙትን የአፈፃፀም ችግሮች ለማስወገድ፤

በአገልግሎት አሰጣጥ ሂደቱ የሚፈጠሩትን ቅሬታዎች መንስዔ ለመለየትና ለማረም የሚያግዙ መፍትሄዎችን ለመሻት የሚችል ባለቤት እንዲኖረውና መንግስታዊ ሃላፊነትን ካለመወጣት የተነሳ የአገልግሎት አሰጣጥና የመልካም አስተዳደር ጉድለት ተፈፅሞ ቢገኝ እን። ተጠያቂነትን ለማረጋገጥ የሚያስችል ውስጣዊ አደረጃጀት በየአስተዳደር እርከኑ መፍጠርና በታወቁ መርሆዎችም ሆነ አሰራሮች ማዕቀፍ ሥር ሆኖ ተልዕኮውን የሚወጣበትን ሕጋዊ ሁኔታ መደንገግ በማስፈለጉ፤

የአማራ ክልል መስተዳድር ም/ቤት በተሻሻለው የብሔራዊ ክልሉ ሕገ መንግስት አንቀፅ 58 ንዑስ አንቀፅ 7 ድንጋጌ ሥር በተሰጠው ሥልጣን መሰረት ይህንን ደንብ አውጥቷል።

ክፍል አንድ

WHEREAS, it is found appropriate to stipulate, in a specific execution law, a procedure through which grievances be submitted, reviewed, and thereby obtain immediate decision with the view to bringing about good governance, improving service rendering process and replying speedy redress to grievances submitted by service seeking persons thereof;

WHEREAS, to avoid implementation problems confronted due to not being compiled ness and inconsistency of directives issued since the establishment of the Amhara National Regional State in order to entertain public grievances and complaints therein.

WHEREAS, in order to have it a responsible body capable of seeking solutions helpful to identifying and rectifying causes of grievances may be created in service rendering process and create an internal organization, in each administrative hierarchy, capable of realizing accountability in case an improper act of service rendering and good governance might be occurred due to not discharging of public responsibility, it has been found necessary to stipulate legal condition by which it may discharge its mission under framework of recognized principles and working procedures.

NOW, THEREFORE, the council of the Amhara Regional Government, in accordance with the powers vested in it under the provisions of sub. Art. 7 of art. 58 of the revised Regional Constitution, hereby issues this regulation.

PART ONE

ጠቅላላ ድንጋጌዎች

GENERAL

1. አጭር ርዕስ

ይህ ደንብ “በመንግስታዊ አገልግሎት አሰጣጥ ረገድ የሚነሱ ቅሬታዎች አቀራረብ፣ ምርመራና አወሳሰን ክልል መስተዳድር ምክር ቤት ደንብ ቁጥር 55/2000 ዓ.ም ” ተብሎ ሊጠቀስ ይችላል።

2. ትርጓሜ

የቃሉ አገባብ ሌላ ትርጉም የሚያሰጠው ካልሆነ በስተቀር በዚህ ደንብ ውስጥ፡

1. "ቅሬታ" ማለት አገልግሎት በሚሰጥ የመንግስት መ/ቤት ወይም ድርጅት ላይ በተገልጋዩ የሚቀርብ በአገልግሎት ያለመርካት መግለጫ ሲሆን ምላሽ የሚሹና ስህተቶች መፈፀማቸውን በሚመለከት የሚቀርቡ የተገልጋዮችን ጥቆማዎችና አስተያየቶችን ያጠቃልላል።
2. "አቤቱታ" ማለት የተገልጋዮችን ቅሬታ ለማጣራት ሐላፊነት ባለው የሥራ ተቆጣጣሪ /ኃላፊ በተሰጠ ውሳኔ ያልረካ ተገልጋይ ጉዳዩ እንደገና እንዲታይለት ለመ/ቤቱ ቅሬታ ሰሚ የሚያቀርበው ማናቸውም ጥያቄ ነው።
3. "የመንግስት መ/ቤት ወይም ድርጅት" ማለት ሙሉ በሙሉ ወይም በክፍል በመንግስት በጀት የሚተዳደር፣ አገልግሎት ለመስጠት በማናቸውም መልክና ደረጃ የተቋቋመ የአማራ ብሔራዊ

1. Short Title

This regulation may be cited as “The Amhara National Regional State public service rendering grievances submittal, inquiry and decision procedure determination, council of Regional Government regulation No. 55/2007”

2. Definition

Unless the context requires otherwise, in this regulation:

1. “Grievance” shall mean a display of dissatisfaction with service lodged by the service seekers against service rendering government office or enterprise and it includes service seekers’ reports and suggestions to be submitted with regard to committal faults and need a reply thereof.
2. “Complaint” shall mean any request that a service seeking person who is dissatisfied with the decision given to him by a supervisor/official having a responsibility to investigate grievances of service seeking persons may lodge to grievance hearing of the government office that the matter to be re-heard thereto.
3. “Government office or enterprise” shall mean any Amhara National Regional State Government office or enterprise fully or partially financed by government budget and

ክልላዊ መንግስት መ/ቤት ወይም ድርጅት ሲሆን በተዋረድ ቅርንጫፎቹን ወይም ተጠሪ የሆኑትንና የወረዳና የቀበሌ ጽ/ቤቶችን ይጨምራል።

4. "አገልግሎት" ማለት የሕብረተሰቡን ፍላጎት ለማሟላት ወይም ግዴታዎችን ለመፈፀም በመንግሥት የሚካሄድ ተግባር ነው።

5. "ተገልጋይ /የአገልግሎት ተጠቃሚ/" ማለት በመንግሥት መ/ቤት የሚሰጡ አገልግሎቶችን ለማግኘት ባለው መብት መሠረት አገልግሎት ለማግኘት የጠየቀ ግለሰብ ወይም ድርጅት ወይም የእነዚህ ወኪል ነው።

6. "አገልግሎት ሰጭ ሠራተኛ" ማለት ከተገልጋዮች ጋር በቀጥታ በሚያገናኝ የሥራ መደብ ላይ የተመደበ የመንግሥት ሠራተኛ ወይም ኃላፊ ነው።

7. "የቅርብ ተቆጣጣሪ" ማለት በመ/ቤቱ ውስጥ የአገልግሎት ሰጭ ሠራተኞችን ሥራ በቅርብ የሚቆጣጠርና የሚያስተባብር ኃላፊ ነው።

8. "የመጀመሪያ ደረጃ የቅሬታ ሰሚ" ማለት በአንድ የመንግስት መ/ቤት ውስጥ የሚዘረጋውን የቅሬታ ማስተናገጃ ስርዓት ለማስፈፀምና አቤቱታዎችንና ቅሬታዎችን በማስተናገድ የመሥሪያ ቤቶቹን የበላይ ኃላፊ ለማገዝ በዚህ ደንብ መሠረት በየደረጃው በሚገኙ የመንግሥት መ/ቤቶች ውስጥ የሚደራጅ ነው።

9. "የበላይ ኃላፊ" ማለት በዚህ ደንብ የሚሸፈን የመንግስት መ/ቤት /ድርጅት/ የበላይ ኃላፊ ሲሆን እርሱ በማይኖርበት ወቅትና ሥራውን

established to render service in any mode and standard and it includes its hierarchical branches or offices of woreda or kebele which are accountable to same thereon.

4. "Service" shall mean a duty performed by the government so as to satisfy interests of the community or execute obligations thereof.

5. "Service seeking person /Beneficiary of Service/" shall mean a person, enterprise or their agent who has asked for receiving service based on the right to have services to be rendered in government office thereto.

6. "Service provider employee" shall mean a civil servant or head assigned to a position which may directly relate him to service seeking persons thereof.

7. "Immediate supervisor" shall mean an official who is incharge of closely supervising and coordinating the activities of service provider employees in the government office thereto.

8. "Preliminary Grievance Hearing" shall mean an organ to be organized, pursuant to this organization, in government offices at all level in order to help heads of government offices by entertaining complaints and grievances to execute grievance reception procedure that may be put in place in a government office thereof.

9. "Senior Official" shall mean a head of government office /enterprise/ covered under this regulation and it includes the assistant

ለማከናወን በማይችልበት ጊዜና ሁኔታ ምክትሉን ወይም በጽሁፍ የተወከለውን ማናቸውንም ሰው ይጨምራል።

10. "የህዝብ ቅሬታ ሰሚ" ማለት ከክልል ጀምሮ በየአስተዳደር እርዳታ የቅሬታ ማስተናገጃ ስርዓቱን ለማስፈጸምና አቤቱታዎችንና ቅሬታዎችን ለማስተናገድ የቢሮ ፤ የመምሪያ ወይም የጽ/ቤት ኃላፊነት ደረጃ ተሰጥቶት በካቢኔ አቋም የሚሾም ባለስልጣን ነው።

official or any person delegated in writing thereto in his absence or under the circumstances whenever he is unable to perform his normal duties.

10. "Public Grievance Hearing" shall mean an official appointed in a cabinet structure, having been given to him a status of head of Bureau, Department or office with the view to implementing the grievance reception procedure and entertaining complaints and grievances in each and every hierarchical administration as of the Regional Bureau thereto.

ክፍል ሁለት

**የቅሬታ ማስተናገጃ ስርዓት፣
ዓላማዎችና መርሆዎች**

3. ዓላማዎች

የቅሬታ ማስተናገጃ ስርዓት የሚከተሉት አላማዎች ይኖሩታል፡

1. በመንግስት ተቋማት ውስጥ መልካም አስተዳደርን ማስፈንና አስተዳደራዊ በደልን መከላከል፤
2. በአገልግሎት አሰጣጥ ሂደት ላይ በተገልጋዮች ለቀረቡ ቅሬታዎች አፋጣኝ ምላሽ መስጠት፤
3. የአገልግሎት አሰጣጥን በተከታታይ ለማሻሻል፤ የተገልጋዮችን እርካታ ለመጠበቅ የሚረዱ

PART TWO

**OBJECTIVES AND PRINIPLES OF
GRIEVANCE RECEPTION
PROCEDURE**

3. Objectives

Grievance reception procedure shall have the following objectives:

1. To prevail good governance and prevent maladministration in government institutions;
2. To give prompt reply to grievances lodged by service seeking persons in service rendering process;
3. To serve being a source of information helping to maintain satisfaction of service

መረጃዎች ምንጭ ሆኖ የማገልገልና ለተጠቃሚዎች ያለመርካት መንስኤ የሚሆኑ ስህተቶችን ማረም

4. መልካም አስተዳደርን ከማስፈን አኳያ የሚያጋጥሙ ችግሮችንና መንስኤዎችን በመለየት እንዲቃለሉ /እንዲወገዱ/ የማድረግ፤

4. መርሆዎች

በዚህ ደንብ መሠረት የሚቀርቡ የህዝብ አቤቱታዎችንና ቅሬታዎችን የሚያስተናግድ ማንኛውም ሠራተኛ ወይም አካል እነዚህን በሚያስተናግድበት ወቅት ከዚህ በታች የተመለከቱትን መርሆዎች ተከትሎ መስራት ይኖርበታል።

ሀ. ቅሬታ የማቅረብና የመደመጥ እድል መስጠት፤

ለ. የቅሬታ አቀራረብን ቀላል ማድረግ፤

ሐ. ለቀረበው ቅሬታ ፈጣን ምላሽ መስጠት፤

መ. የቅሬታ አቀራረብ ስርዓቱን ውጤታማ ማድረግ፤

ሠ. ሀቀኛ፣ ገለልተኛ፣ ሚዛናዊ ሆኖ መገኘት፤

ክፍል ሦስት

seeking persons and to rectify faults which may be causes of dissatisfaction of service seeking persons thereof.

4. To cause problems confronted with respect to prevailing good governance be mitigated /avoided/ by identifying the problems and their causes thereto.

4. Principles

Any employee or organ who entertains public complaints and grievances to be lodged in accordance with this regulation shall perform his duty in a manner of pursuing principles specified herein below while entertaining same thereon.

A. provide an opportunity for someone to be listened to thereof;

B. simplify the submittal of grievance;

C. make speedy reply to the grievance lodged against thereto;

D. make the procedure of grievance submittal productive;

E. be genuine, impartial and fair.

PART THREE

ስለ ቅሬታ ማስተናገጃ አካላት መቋቋም፣ ተጠሪነትና ሥልጣን፤

ESTABLISHMENT, ACCOUNTABILITY AND POWERS OF GRIEVANCE RECEIVING BODIES

5. ስለ መጀመሪያ ደረጃ የቅሬታ ማስተናገጃ አካል መቋቋም

5. Establishment of Preliminary Grievance Receiving Body

1. በክልል ደረጃ በሚገኝ በእያንዳንዱ የመንግስት መ/ቤት ወይም ድርጅት የተገልጋዬችን አቤቱታ /ቅሬታ/ እየተቀበለ በማጣራት የውሳኔ አስተያየት የሚያቀርብ የመጀመሪያ ደረጃ የቅሬታ ሰሚ አካል በዚህ ደንብ መሠረት ይደራጃል።

1. Preliminary grievance hearing body who may submit a recommendation of decision to his superior official, having received and investigated a complaint /grievance/ shall, pursuant to this regulation, be organized in each and every government office or enterprise existing at the Regional level thereof.

2. በዚህ አንቀጽ ንዑስ አንቀጽ 1 ሥር የተደነገገው ቢኖርም አነስተኛ የሰው ኃይል ያላቸው መ/ቤቶች የቅሬታ ማስተናገጃ አካል በጋራ አገልግሎት ሰጭ መ/ቤታቸው የሚቋቋም ይሆናል።

2. Notwithstanding the provision of sub. Art. 1 of this art. Hereof, grievance receiving body of those government offices having few numbers of human power shall be established in their pool service rendering governments office thereto.

3. የብሔረሰብ አስተዳደርን ጨምሮ በክልሉ ውስጥ በሚገኙ የዞንና የወረዳ አስተዳደሮች በእያንዳንዱ የጋራ አገልግሎት ሰጭ መ/ቤት ወይም ፑል ውስጥ የህዝብ ቅሬታዎችን የሚያስተናግድ አካል ይደራጃል።

3. An organ entertaining public grievances shall be organized in each and every pool service rendering government office or pool of zonal and woreda administrations in the Regional State including Nationality Administration thereof.

4. በእያንዳንዱ መ/ቤት ወይም በጋራ አገልግሎት ሰጭ መ/ቤት ወይም ድርጅት የህዝብ ቅሬታዎችን እንዲያስተናግድ የተደራጀ

4. Any work division organized to entertain public grievances in each government office or pool government office or enterprise, being

ማናቸውም የሥራ ክፍል ተጠሪነቱ ለተቋቋመበት (የፑብሊክ) የመስሪያ ቤቱ የበላይ ኃላፊ ሆኖ በየደረጃው በካቢኔ አቋም ከተሾመው የቅሬታ ሰሚ ጋር መደበኛ የሆነ የሥራ ግንኙነት ያደርጋል ።

5. በቀበሌ ደረጃ የሚቀርቡ ቅሬታዎችን የቀበሌው አስተዳደርና ጸጥታ ጉዳይ ሃላፊ ተቀብሎ ያስተናግዳል።

6. ስለ ህዝብ ቅሬታ ሰሚ አካል አሰያየም

1. በክልል፣ በዞን ወይም በብሔረሰብ አስተዳደር፣ በወረዳና በከተማ አስተዳደር ደረጃ የህዝብ ቅሬታዎችን ተቀብሎ የሚያስተናግድ በዚህ ደንብ መሰረት እንደ አግባብነቱ የቢሮ፣ የመምሪያ ወይም የጽ/ቤት ኃላፊነት ተሰጥቶት በካቢኔ አቋም ይሾማል።

2. የህዝብ ቅሬታ ሰሚ ኃላፊዎች /ባለስልጣናት/ ተጠሪነታቸው እንደአግባብነቱ ለክልሉ ርዕሰ መስተዳድርና ለየእርካኑ ዋና አስተዳዳሪዎች ወይም ከንቲባዎች ይሆናል።

3. በየደረጃው በሚገኙ መ/ቤቶች የሚመደቡ የመጀመሪያ ደረጃ የህዝብ አቤቱታና ቅሬታ ሰሚ ሰራተኞች ቅጥርና ምደባ በሲቪል ሰርቪስ ህግና ደንብ መሰረት ሆኖ ከሰራው ልዩ ባህሪ አንጻር ግን ተጨማሪ መመዘኛ መስፈርት ይወጣለታል ዝርዝሩ በመመሪያ ይወሰናል።

accountable to the superior official of the government office /the pool/ established thereto, shall make working relationship with the grievance hearing body appointed in a cabinet structure at all level thereof.

5. Head of administration and security affair of the kebele shall receive and entertain grievances may be lodged at kebele level thereto.

6. Designation of public Grievance Hearing Body

1. An organ who may receive and entertain public grievances at the regional, zonal or nationality administration, woreda and urban administration level shall, pursuant to his regulation, be appointed in a cabinet structure, as the case may be appropriate, given to him a status of Head of Bureau, Department or Office thereto.

2. Public grievance hearing heads /officials/ shall be accountable to, as the case may be appropriate, the head of the Regional Government and to hierarchical chief administrators or mayors thereof.

3. The employment and assignment of preliminary public complaint and grievance hearing staffs to be assigned to government offices at all level shall be in accordance with laws and regulations of civil service of the Regional State; provided, however, that due to

7. የመጀመሪያ ደረጃ ቅሬታ ሰሚ አካላት ሥልጣንና ተግባር፤

የመጀመሪያ ደረጃ ቅሬታ ሰሚ አካላት ተጠሪነታቸው ለተቋቋሙባቸው መ/ቤቶች ወይም የፑል አገልግሎት ሰጭ መ/ቤቶች የበላይ ኃላፊዎች ሆኖ በዚህ ደንብ መሠረት የሚከተሉት ሥልጣንና ተግባራት ይኖራቸዋል።

1. አስተዳደራዊ ፍትህ ፈልገው ወደ ክፍሉ የሚመጡ ባለጉዳዮችን ይቀበላል፤ ጉዳያቸውን በመመርመርና በማጣራት ወቅታዊ፣ አፋጣኝ ምላሽ ይሰጣል ወይም በዚህ ደረጃ የሚፈታ ሆኖ ያልተገኘ እንደሆነ ምላሽ እንዲሰጥበት በጽሁፍ አደራጅቶ የውሳኔ አስተያየቱን ለመ/ቤቱ ኃላፊ ወይም ቅሬታ ለቀረበበት የፑል ተጠቃሚ መ/ቤት ያቀርባል።
2. በመ/ቤቱ ወይም የፑል አገልግሎት ተጠቃሚ የሆኑ መ/ቤቶች በሚሰጡት አገልግሎቶች ላይ የሚቀርቡትን ቅሬታዎች በሚመረምርበት ወቅት ለሥራው አስፈላጊ የሆኑና ከአገልግሎት አሰጣጡ ጋር ተያያዥነት ያላቸውን ኦፊሴላዊ ሰነዶችንና ማስረጃዎችን ይመለከታል፤ እንዲያቀርቡለት ያደርጋል።
3. በተሰጠው አገልግሎት አልረካሁም በሚል የቀረበውን ቅሬታ ከመረመረና ካጠራ በኋላ

special condition of the work, additional criterion shall be formulated thereto. Particulars shall be determined by a directive.

7. Powers and Duties of preliminary Grievance Hearing Bodies

Preliminary grievance hearing bodies shall, being accountable to senior officials of government offices established therein or pool service rendering government offices, pursuant to this regulation, have the following powers and duties:

1. Receive service seeking persons coming his work division seeking for administrative justice thereof; make timely and prompt reply to same by investigating and reviewing their matters or submit his recommendation, compiling same in writing, to be made a reply, to the head of government office or to pool beneficiary government office whereabouts a grievance is lodged therein where it is not found same to be solved at this level thereof.
2. Look over official documents and information having connections with the service delivery and which are necessary for the work while he is investigating grievances lodged against services rendered in the government office or pool service beneficiary government office; cause them to be submitted to him thereof.
3. Submit to head of government office to which the grievance lodged against thereto, after

የውሳኔ አስተያየቱን የሚያቀርበው ቅሬታ ለቀረበበት መ/ቤት የበላይ ኃላፊ ይሆናል።

4. በተደጋጋሚ ቅሬታ የሚነሳባቸውን መ/ቤቶች በመለየት የቅሬታውን መንስኤ በማጥናት አግባብ ያለው እርምጃ እንዲወስድ ለመስሪያ ቤቱ የበላይ ኃላፊዎች ያቀርባል፤

5. በአገልግሎት አሰጣጥ ሂደት የሚፈጠሩ ቅሬታዎች የሚፈቱበትን፣ መልካም አስተዳደር የሚሰፍንበት፣ ግልጽነትና ተጠያቂነት ያለው አሰራር የሚረጋገጥበትን ስልት በመቀየስ ለመ/ቤቱ ወይም በጋራ አገልግሎት ለታቀፉ የመስሪያ ቤት የበላይ ኃላፊዎች ያቀርባል፤

6. የቅሬታ ማስተናገጃ ሥርዓቱንና አሠራሩን ለተጠቃሚዎች ለሠራተኞችና ለሚመለከታቸው ሌሎች አካላት ያስተዋውቃል፤

7. የቅሬታ ማስተናገጃ ክፍሉን ሥራዎች ይለያል፣ ያቅዳል፣ ያደራጃል፤

8. ስለመስሪያ ቤቱ ቅሬታ ማስተናገጃ ስርዓት አፈጻጸምና ውጤታማነት በየወቅቱ ለተቋቋመበት የመ/ቤት ኃላፊና ለፑል አገልግሎት ተጠቃሚ የሆኑ የመ/ቤት ኃላፊዎችና በየእርከኑ በካቢኔ ደረጃ ለተሰየመው ኃላፊ ሪፖርት ያቀርባል።

8. የህዝብ ቅሬታ ሰሚ ተግባርና ኃላፊነት

የህዝብ ቅሬታ ሰሚ ተጠሪነቱ ለር/መስተዳድሩ

having conducted inquiry and reviewed the grievance submitted due to dissatisfaction of the service rendered to him;

4. Having identified government offices against which grievances are repeatedly occurred thereto and studied causes of the grievance, submit same to heads of the government office so as to be taken due measure thereof,

5. submit to heads of the government office or those heads of government office embraced in pool service therein by devising a mechanism by which grievances created in service rendering process is resolved, good governance may be prevailed and transparent and responsible working procedure is materialized thereof.

6. introduce grievance receiving procedure and its working procedure with service seeking persons, staffs and other concerned bodies;

7. Specify, plan and organize the activities of grievance receiving division.

8. Submit periodically reports of the implementation and productivity of grievance reception procedure of the government office to head of government office wherein it is established and to heads of pool service beneficiary government office and to the head designated in each hierarchical cabinet status thereof.

8. Powers and Duties of Public Grievance Hearing

Public grievance hearing shall, being accountable

ወይም በየእርከኑ ላሉ ዋና አስተዳዳሪዎችና የከተማ ከንቲባዎች እና ቀጥሎ ላለው የበላይ የህዝብ ቅሬታ ሰሚ ሆኖ በዚህ ደንብ መሰረት የሚከተሉት ሥልጣንና ተግባር ይኖሩዎቸዋል።

1. በትይዩ በተቋቋሙ አገልግሎት ሰጭ መ/ቤቶች ውሳኔ ካለመርካታቸው የተነሳ አስተዳደራዊ ቅሬታ የሚያቀርቡ ባለጉዳዮች ወደ ክፍሉ ሲመጡ ተቀብሎ ጉዳያቸውን በመመርመር ወቅታዊና አፋጣኝ ምላሽ ይሰጣል ወይም እንዲያገኙ ያደርጋሉ።
2. በመንግስት መ/ቤት በሚሰጡ አገልግሎቶች የሚቀርቡትን ቅሬታዎች የመመርመር፣ የማጣራት ሥራቸውን በሚያከናውኑበት ወቅት ከአገልግሎት አሰጣጥ ጋር የተያያዙ ኦፊሴላዊ ሰነዶችንና ማስረጃዎችን ይመለከታሉ ወይም፣ እንዲቀርቡ ያደርጋሉ፣ አስፈላጊ ሆኖ ሲያገኙትም አስረጅዎችን በግንባር ጠርተው ሊያነጋግሩ ይችላሉ።
3. በአገልግሎት አሰጣጥ የሚፈጠሩ ቅሬታዎች በየደረጃው እየተፈቱ መልካም አስተዳደር የሚሰፍንበት፣ ግልጽነትና ተጠያቂነት ያለው አሰራር የሚረጋገጥበት ስልት በመቀየስ ለሚመለከታቸው አካላት ያሰራጫሉ ያሳውቃሉ።
4. አስተዳደራዊ ጥፋቶች እንዲሻሻሉና መልካም አስተዳደር እንዲሰፍን ሊያግዙ የሚችሉ የዳሰሳ ጥናቶችን፣ የአገልግሎት አሰጣጥ ፍተሻዎችን

to the head of the Regional Government or each hierarchical chief administrators and urban mayors and next superior public grievance hearing body, pursuant to this regulation, have the following powers and duties;

1. Receive service seeking persons lodging against administrative grievance due to their dissatisfaction with the decision of the service rendering government offices established in parallel therein wherever they come to his work division and thereby make a prompt and timely reply to same or cause them to receive reply, having investigated their matters thereof;
2. Look over official documents and information in connection with delivery of service while they are undertaking activities of investigation and inquiry of grievances lodged against services to be rendered in government office; or cause same to be submitted thereto and may talk to witnesses in person if they find it necessary;
3. Disseminate and notify to concerned bodies by devising a mechanism through which grievances created in service rendering process is resolved at all level, good governance may be prevailed and transparent and responsible working procedure is materialized thereof;
4. may conduct survey of study and checks on service rendering capable of helping to improve maladministration and to prevail good

ሊያደርጉ ይችላሉ፤

5. በተደጋጋሚ ቅሬታ የሚነሳባቸውን መ/ቤቶች የቅሬታውን መንስኤ በማጥናት ለችግሩ አግባብ ያለው እርምጃ እንዲወሰድ ለር/መስተዳድሩ፣ ለየእርከኑ ዋና አስተዳዳሪዎች ያቀርባሉ አስፈላጊ ሆኖ ሲያገኙትም እንደአግባብነቱ ህጋዊ እርምጃ እንዲወሰድ አስተያየታቸውንና ያገኙትን መረጃ (ሰነድ) ለፍትህ አካላትና ለሥነ-ምግባርና ፀረ-ሙስና ኮሚሽን ሊልኩ ይችላሉ፤
6. አቤቱታ የሚበዛባቸውን አካባቢዎችና ጉዳዮች እንዲሁም ምክንያት እየለዩ መፍትሄውን ለሚመለከታቸው አካላት ያቀርባሉ፤ አፈፃፀሙንም ይከታተላሉ፤
7. አቤቱታዎች በተቻለ መጠን በተነሱበት የአስተዳደር እርከኖች መፍትሔ የሚያገኙበትን ሁኔታዎችን ያመቻቻሉ፤
8. በየእርከኑ ለሚገኘው ቅሬታ ሰሚ የቀረቡ ቅሬታዎች በአግባቡ መስተናገዳቸውን፣ ተገቢ ማጣራትና ዕልባት ማግኘታቸውን ይከታተላሉ፤ ይደግፋሉ፤ ዕልባት ያላገኙ ጉዳዮች ቢኖሩ ዕልባት የሚያገኙበትን ሁኔታ ያመቻቻሉ፤
9. የቅሬታ ማስተናገጃ ሥርዓቱንና አሠራሩን ለተጠቃሚዎች ለሠራተኞችና ለሚመለከታቸው ሌሎች አካላት ያስተዋውቃሉ፤
10. የቅሬታ ማስተናገጃ ሥርዓቱ ተግባራትን ያቅዳሉ፤ ያደራጃሉ፤ ይመራሉ ያስተባብራሉ፤
11. ቅሬታዎችንና ውጤታቸውን በሚመለከት የተቀናበረ መረጃ ያደራጃሉ፤ ይይዛሉ፤

governance thereof;

5. Submit to the head of Regional Government or to each hierarchical chief administrators of the government offices to which a grievance is repeatedly occurred therein to be taken due measure; may send same to justice bodies and Ethics and Anti- Corruption Commission their recommendations and evidence /document/ they obtained to be taken, as the case may be appropriate, lawful measure wherever they find it necessary;
6. Identify areas and matters whereabouts a complaint is abundant as well as reasons; submit the redress to concerned bodies and follow up its implementation;
7. facilitate conditions through which complaints may, to the extent possible, be resolved at each administration hierarchies they created therein;
8. follow up and support grievances lodged to grievance hearing at all hierarchical level are properly treated, have had due inquiry and solution and facilitate conditions through which unresolved matters, if any, to be solved thereto;
9. introduce the grievance reception procedure and its working procedure with service seeking persons, staffs and other concerned bodies;
10. plan, organize administer and coordinate the activities of the grievance reception procedure;
11. Organize and keep consolidated document as to grievances and their consequences;

- 12. ከመልካም አስተዳደርና ከዴሞክራሲ ተቋማት በየደረጃው ከሚገኙ የአቅም ግንባታ መ/ቤቶች ጋር በመደጋገፍና በመቀናጀት ይሠራሉ፤ የመረጃ ልውውጥ ያደርጋሉ፤
- 13. የየእርከኑ ቅሬታ ሰሚ ቀጥሎ ላለው የበላይ ቅሬታ ሰሚ የሥራ ሪፖርት የማቅረብ ኃላፊነት እንደጠበቀ ሁኖ ስለ ቅሬታ ማስተናገጃ ስርአቱ አፈጻጸምና ውጤታማነት በየወቅቱ አግባብ ላላቸው የአስተዳደር አካላት ሪፖርቶችን ያቀርባሉ፤

- 12. work supportively and integrated with good governance and democratic institutions and government offices of capacity building at all level; cause the exchange of information thereof;
- 13. without prejudice to the responsibility of each and every grievance hearing body to submit to his next superior grievance hearing body, submit reports periodically to pertinent administration bodies as regards with implementation and productivity of the grievance reception procedure thereof.

9. በቅሬታ ሰሚ አካላት ስለማይታዩ ጉዳዮች፡

የሚከተሉት ጉዳዮች በዚህ ደንብ መሠረት ለተደራጁት በቅሬታ ሰሚ አካላት ሊቀርቡና ሊታዩ አይችሉም፡

- 1. በመደበኛ ፍርቤቶችና በህግ የመዳኘት ሥልጣን በተሰጣቸው መሰል ተቋማት ዘንድ ቀርበው በመታየት ላይ ያሉ ጉዳዮችና የተሰጡ ውሳኔዎች ወይም ትዕዛዞች፤
- 2. በፖሊስ፣ በአቃቤህግ፣ በዋና ኦዲተር እና በሥነ ምግባርና ፀረ-ሙስና ኮሚሽን የተያዙ ወይም የሚካሄዱ የወንጀል ምርመራ ተግባራት፤ የመዛግብት ጥናቶችና የመንግስት ሂሳብ ኦዲት

9. Matters not to be Heard by Grievance Hearing Bodies

The following matters may not be received and heard by grievance hearing bodies organized pursuant to this regulation hereof;

- 1. Cases lodged and pending in regular courts of law and in those institutions entrusted jurisdiction to decide cases therein and decisions or orders given thereof;
- 2. activities of criminal investigation being held or undertaken by police, public prosecutors, Auditor General and Ethics and Anti-Corruption Commission thereon; studies of

ስራዎች ፣

- 3. በህግ አውጭው ምክር ቤት ቋሚ ኮሚቴ፣ በዳኞችና በአቃብያነ ህግ አስተዳደር ጉባኤዎች በመታየት ላይ ያሉና የታዩ ጉዳዮች፣
- 4. ከሀይማኖት ተቋማትና መንግስታዊ ካልሆኑ ድርጅቶች አገልግሎቶች ጋር የተያዙ ጉዳዮችን፣
- 5. ሲቪል ሰርቪስ አስተዳደር ፍርድ ቤትና በየደረጃው በሚገኙ የመንግስት መቤቶች ዲስፕሊን ኮሚቴ በመታየት ላይ ያሉ የዲስፕሊን ጉዳዮች አያይም ።
- 6. በዚህ ደንብ በአንቀጽ 9 ንዑስ አንቀጽ 1-5 የተደነገጉት ቢኖሩም የቀረበው አቤቱታ የመስሪያ ቤቶቹን የአገልግሎት አሰጣጥ ሁኔታ፣ ሥራቸውን ሲያከናውኑ ህግንና ህገመንግስታዊ መብቶችን በሚጥስ መልኩ የተፈጸመ ነው ብለው ካመኑ አቤቱታውን በማጣራት ህጋዊ የሆነ እርምጃ እንዲወሰድ አስተያየታቸውን ለሚመለከታቸው አካላት ሊያቀርቡ ይችላሉ።

records and audit activities of government account thereof;

- 3. Matters under investigation and having been heard by the legislative council standing committee, judges and public prosecutors administrative assembles therein;
- 4. Matters in connection with services of religious institutions and non-governmental organizations thereof;
- 5. disciplinary cases under investigation by civil service administrative Tribunal and disciplinary committee of government offices at all level thereof;
- 6. Notwithstanding the provisions of sub. Art. 1-5 of art. 9 of this regulation hereof, may submit to concerned bodies their recommendations to be taken lawful measure by investigating the complaint thereon if the complaint lodged is against service rendering conditions of the government office and where they believe that it is implemented in the manner of violating laws and constitutional rights while undertaking their activity thereof.

ክፍል አራት
የቅሬታ አቀራረብ ደረጃዎችና
የአፈጻጸም ሥነ-ሥርዓት

PART FOUR
LEVELS OF GRIEVANCE
SUBMITTAL AND
IMPLEMENTATION PROCEDURE

10. በቀበሌ ደረጃ ስለሚነሱ ቅሬታዎችና አወሳሰናቸው

1. በቀበሌ ደረጃ የሚነሳ ማናቸውም ቅሬታ በመጀመሪያ የሚቀርበው የቅሬታው መነሻ የሆነውን ውሳኔ ለሰጠው አካል ይሆናል፤
2. በዚህ ደረጃ የሚሰጠው ውሳኔ ያላረካው ባለጉዳይ አቤቱታውን ለሚመለከተው ቀበሌ አስተዳደርና ፀጥታ ጉዳይ ኃላፊ የማቅረብና የማሰማት መብት አለው።
3. የቀበሌ አስተዳደርና ጸጥታ ጉዳይ ኃላፊ በዚህ አንቀጽ ንዑስ አንቀጽ 2 መሰረት የቀረበለትን አቤቱታ አጣርቶ የበኩሉን መልስ ይሰጣል፤ ከአቅሙ በላይ ሆኖ ከተገኘው ግን ከዝርዝር መግለጫ ጋር የውሳኔ አስተያየቱን በጽሁፍ አደራጅቶ ለቀበሌው አስተዳዳሪ ያቀርባል፤
4. የቀበሌው አስተዳዳሪ በጉዳዩ ላይ የሚሰጠው ውሳኔ በቀበሌው ደረጃ የመጨረሻ ይሆናል ሆኖም የተሰጠው ውሳኔ ኢፍትሃዊ ነው የሚያሰኝ ቅሬታ የተሰማው ወገን ቀበሌው፣ ለታቀፈበት ወረዳ ወይም የከተማ አስተዳደር ለተሰየመው የህዝብ ቅሬታ ሰሚ ሊያቀርብና ሊያስመረምር ይችላል፤
5. በወረዳ ደረጃ የተሰየመው የህዝብ ቅሬታ ሰሚ ውሳኔ ይሰጣል ውሳኔውን ያሳውቃል።

10. Grievances Raised at Kebele Level and Their Decisions

1. Any grievance raised at kebele level shall be initially submitted to the body who has given the decision and being source of the grievance thereof;
2. A service seeking person who is dissatisfied with the decision given at this level shall have the right to lodge his complaint to the head of pertinent kebele administration and security affair and have same heard thereto.
3. Head of the kebele administration and security affair shall conduct inquiry and reply his response to the complaint submitted to him in accordance with sub art.2 of this art. Hereof; provided, however, that where he finds it beyond his capacity, he shall submit to the kebele administrator his recommendation along with detailed statement having organized same in writing.
4. The decision of the kebele administrator on the matter shall be final at the kebele level; provided, however, that if the party who believes that the decision rendered is unfair, he shall submit same to the public grievance hearing designated to urban administration or worda where abouts it is embraced thereto and have same investigated thereof.
5. Public grievance hearing designated at worda level shall render decision and notify same to the

6. በተሰጠው ውሳኔ ያልተስማማ ወይም ቅር የተሰኘ ወገን ቢኖር ቅሬታውን ለዋና አስተዳዳሪው ያቀርባል በዚህ ጉዳይ ላይ የወረዳ አስተዳዳሪው የሚሰጠው ውሳኔ የመጨረሻ ይሆናል ሆኖም በዚህ ውሳኔ ያልረከ ባለጉዳይ ቅሬታውን ለዞኑ የህዝብ ቅሬታ ሰሚ በ10 የሥራ ቀናት ማቅረብ ይችላል።

11. በወረዳ ደረጃ ስለሚቀርቡ ቅሬታዎችና አወሳሰናቸው

1. በወረዳ ደረጃ በተቋቋመ የመንግስት መ/ቤት ወይም ድርጅት አገልግሎት አሰጣጥ ያልረከ ወይም አስተዳደራዊ በደል ደረሰብኝ የሚል ማንኛውም ተገልጋይ አገልግሎቱን ለሰጠው ክፍል ሠራተኛ ወይም ሀላፊ ቅሬታውን ያቀርባል፤
2. ቅሬታው በዚህ ደረጃ ያልተፈታ እንደሆነ አቤቱታውን አግባብ ላለው የመጀመሪያ ቅሬታ ሰሚ ሊያቀርብና ሊያስመረምር ይቻላል፤
3. ይኸው የመጀመሪያ ደረጃ ቅሬታ ሰሚ አካል ባጣራው መሰረት የሚመለከተው መ/ቤት የበላይ ኃላፊ የሰጠው ውሳኔ ያላረከው ወገን የውሳኔውን አፋትሃዊነት ገልጾ ቅሬታውን በወረዳ ወይም በከተማ አስተዳደር ደረጃ ለተሰየመው የህዝብ ቅሬታ ሰሚ ሊያቀርብ ይችላል፤
4. የወረዳው ወይም የከተማ አስተዳደር የህዝብ

complainant;

6. Any one who is aggrieved at or disagrees with a decision rendered to him shall lodge his grievance to the chief administrator. The decision to be rendered by the woreda administrator on this matter shall be final; provided, however, that a service seeking person dissatisfied with the decision may submit to the zonal public grievance hearing within ten working days form the date of such decision.

11. Grievances Submitted at Woreda Level and Their Decisions

1. Any service seeking person claiming that he is treated with administrative abuse or dissatisfied with the service rendering of government office or enterprise established at woreda level shall submit his grievance to an employee or head who has rendered the service to him thereof;
2. he may lodge his complaint to pertinent preliminary grievance hearing and have it investigated where the grievance is not resolved at this level thereto.
3. Any one who feels dissatisfied with the decision rendered by head of pertinent government office based on the investigation of the preliminary grievance body may ,having stated its unfairness of the decisions, lodge to the public grievance hearing designated at woreda or urban administration level thereto;
4. The decision on the matter made by public

ቅሬታ ሰሚ በወረዳ ወይም በከተማ አስተዳደር ደረጃ በጉዳዩ ላይ የሚሰጠው ውሳኔ የመጨረሻ ይሆናል።

5. የወረዳው ወይም የከተማ አስተዳደር የህዝብ ቅሬታ ሰሚ በወረዳ ወይም በከተማ አስተዳደር ደረጃ በጉዳዩ ላይ ውሳኔ ይሰጣል ሆኖም በዚህ ውሳኔ ያልረካ ባለጉዳይ ቅሬታውን ለዋና አስተዳዳሪው ወይም ለከተማ ከንቲባው ሊያቀርብ ይችላል።

6. በዚህ ጉዳይ ላይ ዋና አስተዳዳሪው ወይም ከንቲባው የሚሰጠው ውሳኔ የመጨረሻ ይሆናል ሆኖም በዚህ ውሳኔ ቅር የተሰኘ ወገን ቢኖር ቅሬታውን በ15 ቀናት ውስጥ እንደ አግባብነቱ ወረዳው ወይም የከተማ አስተዳደሩ ለታቀፈበት ዞን ወይም ተጠሪነቱ የክልል የሆነ ከተማ አስተዳደር ወይም መ/ቤት ጉዳዩን ለክልል የህዝብ ቅሬታ ሰሚ ሊያቀርብና ሊያስመረምር ይችላል፤

7. የዞኑ የህዝብ ቅሬታ ሰሚ ተጠሪነቱ ለዞኑ በሆነው ጉዳይ ላይ ውሳኔ ይሰጣል የሰጠውን ውሳኔም ለባለጉዳዩ ያሳውቃል

8. በተሰጠው ውሳኔ ያልረካ ወይም ቅር የተሰኘ ወገን ወዲያውኑ ለዞኑ ዋና አስተዳዳሪ ማቅረብ ይችላል ዋና አስተዳዳሪው የሚሰጠው ውሳኔ በዞን ደረጃ የመጨረሻ ይሆናል ሆኖም በዚህ ውሳኔ ያልረካ ወገን ቅሬታውን ለክልሉ የህዝብ ቅሬታ ሰሚ ማቅረብ ይችላል።

grievance hearing of the woreda or urban administration at woreda or urban administration level shall be final.

5. The woreda or urban administration public grievance hearing shall give a decision on the matter at woreda or urban administration level; provided, however, that a service seeking person feeling dissatisfied with this decision may lodge his grievance to the chief administrator or to the urban mayor.

6. the decision to be made by the chief administrator or the mayor on the matter shall be final; provided, however, that a party aggrieved by this decision may lodge his grievance, as the case may be, to the zone whereabouts the woreda or the urban administration is embraced or of those urban administration or government office whose accountable is to the Regional Government to the Regional public grievance hearing.

7. the zonal public grievance hearing shall give a decision on the matter whose accountable is the zone and notify same to the service seeking person thereof;

8. Any party aggrieved at or dissatisfied with the decision rendered may lodge to the zonal chief administrator forthwith. The decision rendered by the chief administrator shall be final at the zone level; provided, however, that any party feeling dissatisfied with this decision may lodge his grievance to the regional public grievance hearing.

12. በዞን ደረጃ ስለሚቀርቡ ቅሬታዎችና አወሳሰናቸው

1. በዞን ደረጃ በሚገኙ መ/ቤቶች በተሰጠው አገልግሎት ቅር የተሰኘ ማንኛውም ተገልጋይ ቅሬታውን በመጀመሪያ አገልግሎቱን ለሰጠው ሠራተኛ ወይም ለክፍል ኃላፊው ያቀርባል፤
2. በተጠሰው ውሳኔ ካልረካ የውሳኔውን አፍትሃዊነት በመግለጽ ለመጀመሪያ ደረጃ ቅሬታ ሰሚው ያቀርባል፤ የመጀመሪያ ደረጃ ቅሬታ ሰሚው የቀረበለትን ጉዳይ በመመርመርና በማጣራት ምላሽ ይሰጣል ሆኖም ቅሬታ አቅራቢው በተሰጠው ውሳኔ ካልረካ የውሳኔ ሃሳቡን በጽሁፍ በማደራጀት ለመ/ቤቱ የበላይ ኃላፊ በማቅረብ ወቅታዊና አፋጣኝ ምላሽ እንዲያገኝ ያደርጋል፤
3. የመ/ቤቱ የበላይ ኃላፊ የሰጠው ውሳኔ ያላረካው ከሆነ የውሳኔውን አፍትሃዊነት ገልጾ አቤቱታውን በዞን ደረጃ ለተሰየመው የህዝብ ቅሬታ ሰሚ ሊያቀርብ ይችላል፤
4. የዞን የህዝብ ቅሬታ ሰሚ በሰጠው ውሳኔ ያልረካ ወገን ቅሬታን ለዋና አስተዳዳሪው ያቀርባል ዋና አስተዳዳሪው የሚሰጠው ውሳኔ የመጨረሻ ይሆናል። ሆኖም በዚህ ውሳኔ ያልረካ ባለጉዳይ አቤቱታውን በጽሁፍ አደራጅቶ በ20 ቀናት ውስጥ ለክልሉ የህዝብ ቅሬታ ሰሚ ሊያቀርብና ሊያስመረምር ይችላል። የክልሉ የህዝብ ቅሬታ

12. Grievances Submitted at Zone Level and Their Decision

1. Any service seeking person aggrieved by the service rendered in government offices at zone level shall lodge his grievance to the employee or division head who has rendered the service to him thereof,
2. where he felt dissatisfied with decision rendered to him he shall lodge to the preliminary grievance hearing by stating its unfairness of the decision. The preliminary grievance hearing shall reply to the matter submitted to him by investigating and reviewing same thereof; provided, however, that he shall submit to the head of the government office his recommendation by organizing same in writing and cause the complainant obtain timely and immediate response.
3. He may lodge to public grievance hearing designated at zone level his complaint by stating its unfairness of the decision where he feels dissatisfied with the decision rendered by senior official of the government office thereof.
4. A party dissatisfied with the decision rendered by zonal public grievance hearing shall lodge his grievance to the chief administrator. The decision to be rendered by the administrator shall be final; provided, however, that a service seeking person who is dissatisfied with this decision may lodge to the regional public grievance hearing his

ሰሚ በጉዳዩ ላይ ውሳኔ ይሰጣል በተሰጠው ውሳኔ ቅር የተሰኘ ወገን ቅሬታውን ለርዕሰ መስተዳድሩ ሊያቀርብ ይችላል።

complaint, having organized in writing within twenty days from the date of such decision, and have same investigate thereto. The regional public grievance hearing shall give decision on the matter; provided, however, that a party aggrieved by decision rendered to him may lodge his grievance to the head of the Regional Government.

13. በክልል ደረጃ ስለሚቀርቡ ቅሬታዎችና አወሳሰናቸው

13. Grievances Submitted at Region Level and Their Decision

1. በክልል ደረጃ ባለ በማንኛውም መ/ቤት ወይም ድርጅት በተሰጠው አገልግሎት ቅር የተሰኘ ማንኛውም ተገልጋይ ቅሬታውን በመጀመሪያ አገልግሎቱን ለሰጠው ሠራተኛ ወይም ለክፍል ኃላፊው ያቀርባል፤
2. በክፍል ኃላፊው በተጠሰው ውሳኔ ያልረካ ተገልጋይ የውሳኔውን ኢፍትሃዊነት በመግለጽ ለመ/ቤቱ የመጀመሪያ ደረጃ ቅሬታ ሰሚ ያቀርባል፤ የመጀመሪያ ደረጃ ቅሬታ ሰሚው የቀረበለትን ጉዳይ በመመርመርና በማጣራት የበኩሉን ምላሽ ሊሰጥ ይችላል። ሆኖም ተገልጋዩ በተሰጠው ምላሽ ካልረካ የመጀመሪያ ደረጃ ቅሬታ ሰሚው የውሳኔ ሃሳቡን በጽሁፍ በማደራጀት ለመ/ቤቱ የበላይ ኃላፊ በማቅረብ ወቅታዊና አፋጣኝ ምላሽ እንዲሰጠው ያደርጋል።

1. any service seeking person aggrieved at the service rendered in any government office or enterprise at the Regional Level shall lodge his grievance initially to an employee or division head who has rendered the service to him thereof;
2. A service seeking person dissatisfied with a decision rendered by the division head shall lodge his grievance to preliminary grievance hearing of the government office by stating its unfairness of the decision. The preliminary grievance hearing may give his reply by investigating and verifying the matter submitted to him; provided, however, that where the service seeking person dissatisfied with the reply rendered to him, the preliminary grievance hearing shall cause him to be given timely and prompt reply, having submitted to superior official of the government office his recommendation by organizing same in writing thereof;

- 3. በመ/ቤቱ የበላይ ኃላፊ በተሰጠው ውሳኔ ቅር የተሰኘ ማንኛውም ተገልጋይ የውሳኔውን ኢፍትሃዊነት ገልጾ አቤቱታውን በክልል ደረጃ ለተሰየመው የህዝብ ቅሬታ ሰሚ ሊያቀርብ ይችላል።
- 4. በተሰጠው ውሳኔ ቅር የተሰኘ ወገን ቅሬታውን ለርዕሰ መስተዳድሩ ሊያቀርብ ይችላል በርዕሰ መስተዳድሩ የሚሰጠው ውሳኔ የመጨረሻው ይሆናል።

14. በተደራጀ መንገድ ስለሚቀርቡ ቅሬታዎች

በዚህ ደንብ አንቀጽ 11-13 የሰፈሩት ድንጋጌዎች ቢኖሩም ሰፊ ያለና የማህበረሰቡን ጥቅም የሚገኙ ቅሬታዎችና ጥያቄዎች ሆነው በተደራጀ መንገድ እስከቀረቡ ድረስ የህዝብ ቅሬታ ሰሚ አካላትን እርከን ሳይጠብቁ ሊቀርቡና ሊመረምሩ ይችላሉ።

15. ስለ ቅሬታ አቀራረብ ሥነ-ሥርዓት

- 1. ቅሬታ ያለው ባለጉዳይ አቤቱታውን ወይም ቅሬታውን ራሱ ወይም በህጋዊ ወኪሉ አማካኝነት በቃል፣ በፅሁፍ፣ በስልክ፣ በፋክስ፣ በኢ-ሜልና እነዚህን በመሳሰሉት ሌሎች መንገዶች ሊያቀርብ ይችላል። አቀራረቡም ግልጽ ቀላልና የግድ የባለሙያ መሰናዶን የሚጠይቅ መሆን አይኖርበትም፤
- 2. የቅሬታ አቀራረብ በተዘጋጀው ቅጽ ላይ ሲቀርብ

- 3. Any service seeking person aggrieved by a decision rendered to him by superior official of the government office may lodge to public grievance hearing designated at regional level by stating unfairness of the decision thereof;
- 4. Any one aggrieved by a decision rendered to him may lodge to the head of the Regional Government his grievance. The decision rendered by the head of the Regional Government shall be final.

14. Grievances Submitted in an Organized Way

Notwithstanding the provisions of Art. 11-13 of this regulation hereof, grievances and requests which being broad in content and affect benefits of the community and as long as they are submitted in an organized way, shall be lodged and investigated without keeping hierarchy of the public grievance hearing bodies thereof.

15. Procedure of Grievance Submittal

- 1. A service seeking person having a grievance may lodge his complaint or grievance by himself, or his legal representative orally, in writing, telephone, fax, E-mail and suchlike means. Its submittal shall not be unequivocal, simple and necessarily requires a preparatory capacity of a professional one.
- 2. Grievance submittal shall, where lodged on the

የሚከተሉትን ፍሬ ነገሮች መያዝ አለበት፡

ሀ. ቅሬታ የፈጠረበትን የአገልግሎት ክፍልና አገልግሎት ሰጭ ሠራተኛ ስም፡

ለ. ቅሬታው ወይም አቤቱታው የቀረበበትን ዋና ጉዳይ፤

ሐ. ባለጉዳዩ እንዲሰጠው የሚፈልገውን መፍትሄ፤

መ. ደጋፊ ማስረጃዎች ካሉ፤

ሠ. የባለጉዳዩን ሙሉ ስምና አድራሻ፤

ረ. መንስዔ የሆነው ድርጊት የተፈፀመበትን ቀንና ቦታ፤

3. ማንኛውም መ/ቤት የባለጉዳዮችን ቅሬታ ወይም አቤቱታ ሲቀበል፤

ሀ. በተገቢው የቅሬታ ወይም የአቤቱታ ማቅረቢያ ቅፅ መቅረቡንና ስለአሞላሉ ለባለጉዳዮች ተፈላጊው ድጋፍ መሰጠቱን፤

ለ. አግባብ ያላቸው መረጃዎች ካሉ በቅጹ ላይ በትክክል መሞላታቸውን፤

ሐ. የቅሬታው ወይም የአቤቱታው ጭብጥ ተለይቶ መቀመጡን፤

መ. ጉዳዩ የቀረበበት ቀንና ጊዜ ተጠቅሶ መመዝገቡንና ለባለጉዳዩ ማረጋገጫ መሰጠቱን፤

ሠ. መልስ የሚሰጥበት ጊዜ ለባለጉዳዩ መገለፁን ማረጋገጥ አለበት፤

4. ማንኛቸውም አቤቱታ ወይም ቅሬታ የሚቀርብበት ጉዳይ ከተፈፀመ ከ 5 የሥራ

form prepared thereof, contain the following allegation facts:

A. name of service rendering employee and service division that has made the grievance upon him thereof.

B. main issue of the grievance or the complaints;

C. redress sought by the service seeking person;

D. Supporting evidence if any;

E. Full name and address of the service seeking person;

F. Date and place where the cause of action happened thereto.

3. where any government office receive a grievance or complaint; it shall ensure that:

A. It is submitted in the due applying form of grievance or complaint and the necessary support is provided to service seeking persons as regard filling the form;

B. Appropriate information, if any, is accurately filled in the form;

C. The main theme of the grievance or the complaint is identified and placed thereon;

D. Submittal date and time of the matter is pointed out therein and recorded and a confirmation is given to the service seeking person;

E. The period of time that a reply to be given to the service seeking person is stated thereon;

4. Any matter to which a complaint or grievance is lodged shall be submitted to a local hearing body

ቀናት በማይበልጥ ጊዜ ውስጥ በአካባቢው ለሚገኘው አቤቱታ ወይም ቅሬታ ተቀባይ መቅረብ አለበት።

5. ቅሬታን ወይም አቤቱታን የማጣራት ሥራ በሚከተለው ቅደም ተከተል መሠረት መከናወን ይኖርበታል፤

ሀ. እንዳስፈላጊነቱ ከባለጉዳዩ ጋር መወያየት፤

ለ. የቅሬታውን ወይም አቤቱታውን ሰነድ መመርመርና መንስኤውን መለየት፤

ሐ. ጉዳዩ የሚመለከታቸውን አካላት፣ ግለሰቦችንና አስፈላጊ ሆኖ ሲያገኘው የህብረተሰቡን ተወካዮች ማነጋገርና ማብራሪያዎችን በቃል ወይም በጽሁፍ በመቀበል፤

መ. ቅሬታው በተፈጠረበት አካባቢ ወይም መሥሪያ ቤት በአካል ተገኝቶ ሊያጣራ ይችላል።

16. የቅሬታዎች መልስ አሰጣጥ

1. በየደረጃው ያለ አቤቱታ ሰሚ ወይም የህዝብ ቅሬታ ተቀባይ ቅሬታውን ላቀረበው ተገልጋይ ውሳኔውን መግለፅ ይኖርበታል።

2. ለቅሬታ አቅራቢው የሚሰጥ መልስ ለዚህ በተዘጋጀ ቅፅ ላይ ሰፍሮ ለባለጉዳዩ በፅሁፍ ይገለፅለታል።

3. በፅሁፍ የሚሰጥ ማንኛውም መልስ የሚከተሉትን መያዝ አለበት፤

of complaint or grievance within a period of not exceeding five days from the date of its occurrence therein.

5. Reviewing activity of a grievance or complaint shall be undertaken in the manner upon the following order;

A. deliberate the matter with the service seeking person, as it may be necessary;

B. investigate document of the grievance or complaint and thereby identify its cause

C. talk to concerned bodies, individuals and where he finds it necessary, to representatives of the community and by receiving briefs orally or in writing.

D. He may review the grievance in person, being present at the area or government office whereabouts the grievance is originated therein.

16. Response to Grievances

1. A complaint hearing at all level or public grievance receiver shall have to notify decision to a service seeking person who has lodged the grievance thereof.

2. A response to be replied to complaint, having been recorded on the form prepared for this, shall be notified to the service seeking person in writing.

3. Any response given in writing shall contain the following:

ሀ. ቅሬታው ወይም አቤቱታው በዚህ ደንብ መሠረት ለመ/ቤቱ መድረሱን፤

ለ. ቅሬታው ወይም አቤቱታው በሚገባ መጣራቱን፤

ሐ. በማጣራቱ ሂደት የተደረሰባቸው ግኝቶች፤

ሠ. ቅሬታው ወይም አቤቱታው ትክክለኛ ካልሆነ አስፈላጊውን ማብራሪያ እና

ረ. ባለጉዳዩ በመልሱ ወይም በተሰጠው ማብራሪያ ካልረከ አቤቱታውን ለማንና እስከ መቼ ለማቅረብ እንደሚችል።

4. አስገዳጅ ሁኔታዎች ካልተፈጠሩ በቀር በዚህ ደንብ መሰረት ለሚቀርቡ ቅሬታዎችና አቤቱታዎች በወረዳ በዞንና በክልል ደረጃ እንደ ቅደም ተከተሉ ከ10፣ ከ15 ና ከ20 የሥራ ቀናት ባልበለጠ ጊዜ ውስጥ መልስ መስጠት አለበት።

17. የዕርምት እርምጃ አወሳሰድ

1. ማንኛውም መ/ቤት ለቅሬታ መንስኤ የሆነውን ጥፋት ወይም ድክመት ለማረም ምንጊዜም ፈቃደኛና ዝግጁ መሆን አለበት።

2. ቅሬታ ወይም አቤቱታ ተጣርቶ ትክክለኛ ሆኖ ሲገኝ መ/ቤቱ እንደጉዳዩ ክብደት ከሚከተሉት የእርምት እርምጃዎች መካከል ተገቢውን ወይም በጣምራ ተግባራዊ ማድረግ አለበት፡-

ሀ. ለደረሰው ስህተት፣ ለተፈፀመው ጥፋት ወይም ለታየው ድክመት ይቅርታ መጠየቅ፤

ለ. ስህተቱ ጥፋቱ ወይም ድክመቱ ሊደርስ

A. the grievance or the complaint is reached to the government office in accordance with this regulation;

B. the grievance or the complaint is duly reviewed thereof;

C. findings obtained through reviewing process;

D. the necessary explanations where the grievance or the complain is proved inaccurate;

E. to whom and until when the service seeking person may lodge his complaint if he is dissatisfied with the response or explanation rendered to him.

4. Unless compelling circumstances happened, a response shall be given within a period of time not exceeding from 10, 15, 20 working days to grievances or complaints to be submitted at woreda, zonal and regional level respectively.

17. Taking of Rectification Measure

1. Any government office shall be willing and ready to rectify an offence or weakness which becomes the cause of grievance.

2. The government office shall have to put into practice, as the gravity of the matter, one or in combination, among the following corrective measures where a grievance or complaint having been reviewed and proved veracity.

A. make an apology for the error done, offence committed or weakness shown thereon;

B. explain the reason why the error, offence or

የቻለበትን ምክንያት ማብራራት፤

ሐ. ተመሳሳይ ችግር ወደፊት እንደማይደርስ ማረጋገጫ መስጠት፤

መ. የተፈጠረውን ስህተት ወይም ጥፋት ለማረም የሚያስችል የማስተካከያ እርምጃ መውሰድ።

3. የቅሬታው መንስኤ የአገልግሎት ሰጭ ሠራተኛው የዲ.ሲ.ፕ.ሲን ጉድለት ከሆነ አግባብ ባለው ሕግና ደንብ መሠረት አስተዳደራዊ እርምጃ ይወስድበታል።

4. የቅሬታው መንስኤ የአገልግሎት ሰጭ መ/ቤት ኃላፊ ከሆነና ተደጋጋሚ ቅሬታ የሚነሳበት መ/ቤት ሆኖ ከተገኘ ተገቢው እርምጃ እንዲወሰድ እንደአግባብነቱ ለክልሉ ርዕሰ መስተዳድር ወይም ለየእርከኑ ዋና አስተዳዳሪዎች አስተያየት ሊቀርብ ይችላል።

weakness occurred thereof;

C. give an assurance that such problem shall never happen in future therein;

D. take a rectifying measure capable of correcting the fault or offence occurred therein.

3. An administration measure shall be taken on him upon relevant laws and regulations where the cause of the grievance is disciplinary problem of the civil servant;

4. A recommendation may be forwarded, as may be appropriate, to the Head of the Regional Government or to hierarchical chief administrators or to urban mayors where the cause of the grievance is a head of service rendering government office and where the government office is found being the source of recurrent grievance.

ክፍል አምስት

ልዩ ልዩ ድንጋጌዎች

18. የመተባበር ግዴታ

1. በክልሉ ውስጥ የተቋቋመ ማናቸውም የመንግስት አገልግሎት ሰጭ መሥሪያ ቤት ወይም ድርጅት በቅሬታ ሰሚ የሚሰጡ ውሳኔዎችንና ትእዛዞችን በማስፈጸም ረገድ የመተባበር ግዴታ አለበት።

2. በአፈጻጸሙ ያልተባበረ ወይም አፈጻጸሙን ያሰናከለ ወይም የክልሉ መንግሥት መልካም አስተዳደርን ለማስፈን የሚያደርገውን ጥረት ያደናቀፈ የመስሪያ ቤት የበላይ ኃላፊ በመስሪያ

PART FIVE

MISCELLANEOUS PROVISIONS

18. Duty to Co-operate

1. Any public service rendering government office or enterprise established in the Regional State shall have an obligation to co-operate with regard to executing decisions and orders given by public grievance hearing thereof.

2. Any senior official of government office who fails to co-operate or hinder in its implementation or obstruct the effort made to bring about good governance in the Regional

ቤቱ እና በሠራተኛው ላይ ለሚደርሰው ጉዳት ተጠያቂ ይሆናል፤

3. በየአስተዳደር እርከኑ በሚገኙ የህዝብ ቅሬታ ሰሚዎች ማብራሪያ ወይም መረጃ እንዲሰጥ በጽሁፍ የተጠየቀ የመንግስት መ/ቤት ወይም ድርጅት ደብዳቤው በደረሰው በ7 ቀን ውስጥ በሃላፊው ወይም በምክትል ኃላፊው የተረጋገጠ መልስ መስጠት ይኖርበታል።

19. ስለ ድጋፍ ክትትልና ሪፖርት

5. በየደረጃው ያሉ የአቅም ግንባታና አስተዳደር ጽ/ቤቶች ይህ ደንብ በሁሉም የመንግስት መ/ቤቶችና ድርጅቶች በትክክል መተግበሩን የመከታተልና ድጋፍ የመስጠት ኃላፊነት አለባቸው።

6. ማንኛውም የመንግሥት መ/ቤት ወይም ድርጅት ያካሄዳቸውን የቅሬታ ማጣሪያ ስራዎች በተመለከተ በየሩብ አመቱ ሪፖርት በማዘጋጀት ይገመግማል፤ በየደረጃው ላሉ ጉዳዩ ለሚመለከታቸው አካላት ይልካል።

20. ደንቡን ስለማሻሻል

ይህ ደንብ በክልሉ መስተዳድር ም/ቤት እንደሁኔታው እየታየ በየጊዜው ሊሻሻል ይችላል።

21. ስለተሻሩና ተፈጻሚነት ስለማይኖራቸው ህጎች

State shall be accountable to the adversity occurred in the government office and on its staff thereof.

3. Any government office or enterprise inquired in writing to provide with information or explanation by public grievance hearing bodies at each administrative hierarchy shall have to give response countersigned by the head or deputy head within seven days from the date the letter is communicated to it.

19. Support, Follow-up and Report

1. Capacity building and administration offices at all level shall have the responsibility to follow-up and provide support in such a way that this regulation is properly put into practice in all government offices and enterprises.

2. Any government office or enterprise shall, having prepared quarterly report, evaluate regarding grievance reviewing activities it has undertaken therein; send same to those bodies who are at each hierarchy and concern the matter thereof.

20. Revision

This regulation may, as the case may be, be revised, from time to time, by the Council of the Regional Government.

21. Repealed and Inapplicable Laws

1. የክልሉ አቅም ግንታ ቢሮ ህዳር 5/1995 ዓ.ም የወጣው የቅሬታ ማስተናገጃ ሥርዓት መመሪያ ተሽሮ በዚህ ደንብ ተተክቷል።

1. Grievance reception procedure directive issued by the Regional Capacity Building Bureau on 14th November, 2002 is hereby repealed and replaced by this regulation.

2. ይህንን ደንብ የሚቃረን ማናቸውም ሌላ ደንብ፣ መመሪያ ወይም የተለመደ አሠራር በዚህ ደንብ በተመለከቱ ጉዳዮች ላይ ተፈጻሚነት አይኖረውም።

2. No regulation, directive or practice shall, in so far as it is inconsistent with this regulation, be applicable in respect of matters provided for herein.

22. መመሪያ የማውጣት ሥልጣን
የብሔራዊ ክልሉ ርዕሰ መስተዳድር ይህንን ደንብ በተሟላ ሁኔታ ለማሰፈፀም የሚያስፈልጉትን መመሪያዎች ሊያወጣ ይችላል።

22. Power to Issue Directive
The Head of Regional Government may issue directives necessary in order to fully implement this regulation.

23. ደንቡ የሚፀናበት ጊዜ
ይህ ደንብ በክልሉ መንግስት ገዢ ህግ ጋዜጣ ታትሞ ከወጣበት ቀን ጀምሮ የፀና ይሆናል።

23. Effective Date
This regulation shall come into force as of the data its publication in the Zikre-Hig Gazette of the Regional State.

ባህርዳር
ጥቅምት 4/2000 ዓ.ም
አያሌው ኅበዜ
የአማራ ብሔራዊ ክልል መስተዳድር

Done at Bahir Dar
This 15th Day October, 2007
Ayalew Gobezie
Head of Government of the Amhara
National Regional State