



DAWLADDA DEEGAANKA SOOMAALIDA ITOOBIYA
DHOOL GAZETA
Somali Regional State of Ethiopia
የሶማሌ ክልላዊ መንግሥት

Qimaha ያንዳ ዋጋ Unit Price ብር	Dhool Gazeta Waxaa soo Saara Golaha Xildhibaanada Dawladda Deegaanka Soomaalida Itoobiya	392
Bayaan Tirsi 132/2005 Bayaanka Aasaaida Koomishinka Qabilada, Baadhista Iyo Xalinta Cabashooyinka Hanaanka Adeeg Bixinta Dawladda.....Bog 1	ጎዳና 108 ፻32/2ሺ.ሀ5 በመንግሥታዊ አገልግሎት አሰጣጥ ረገድ የሚነሱ ቅሬታዎችን አቀራረብ፤ ምርመራ ራዕይ አወሳሰን ርገድ ፕሮሰድ ጎዳናገጽ 1	Proclamation No.132/2013 Establishment of Public Service Rendering Grievances Submittal, Inquiry and Determination Commission Proclamation.....Page 1

BAYAAN TIRSI 132/2005
BAYAANKA AASAAIDA
KOOMISHINKA QAAABILAADA,
BAADHISTA IYO XALINTA
CABASHOYINKA KA DHANKA
AH HANAANKA ADEEG
BIXINTA DAWLADDA

Si loo hirgaliyo maamulka suuban loona habeeyo/hagaajiyo geedi socodka adeeg bixinta islama ahaantaana xal iyo jawaabo deg dega loogu helo cabashooyinka ka yimaada loo adeegayaasha ayaa waxaa lagama maarmaan ah in la helo nidaam sharci oo si faah faahsan u qeexaya hanaanka iyo nidaamka lagu soo gudbinayo, lagu kala hufo islamarkaana go'aan deg degsiimo leh u helaan cabashooyinku;

Maadaama ay lagama maarmaan tahay in heerasha kala duwan ee qaab dhismeedka dawlaga ah laga hirgaliyo nidaam lagu qaabilo laguna xaliyo cabashooyinka ka dhanka ah adeegyada ay hay'adaha dawligu u fidiyaan loo adeegayaasha lana helo cid si gaar ah ugu xil saaraan hirgalinta iyo meel marinta nidaam cilmiyaysan oo loogu kuur galo asbaabaha cabashooyinka iyo xalintooda si loo suuro gasho adeeg cad-cadaan iyo la xisaabtan leh;

ጎዳና 108 ፻32/2ሺ.ሀ5
በመንግሥታዊ አገልግሎት አሰጣጥ ረገድ የሚነሱ
ቅሬታዎችን አቀራረብ፤ ምርመራና አወሳሰን
ርገድ ፕሮሰድ ጎዳና

መልካም አስተዳደርን ለማስፈን፤ የአገልግሎት አሰጣጥ ሂደትን ለማሻሻልና በተገልጋዮች ለሚነሱ ቅሬታዎች አፋጣኝ መፍትሔ ለመስጠት ይቻላል ዘንድ ቅሬታዎች የሚቀርቡበትን የሚጣሩበትንና አፋጣኝ ውሳኔ የሚያገኙበትን ሥርዓት በዝርዝር የማስፈጸሚያ ህግ መደንገጥ ተገቢ ሆኖ በመገኘቱ፤

በአገልግሎት አሰጣጥ ሂደቱ የሚፈጠሩ ጠሩትን ቅሬታዎች መንገድ ለመለየትና ለማረም የሚያግዙ መፍትሄዎችን ለመሻት የሚችል ባለቤት እንዲኖረውና መንግስታዊ ሃላፊነትን ካለመወጣት የተነሳ የአገልግሎት አሰጣጥና የመልካም አስተዳደር ጉድ ለት ተፈፅሞ ቢገኝ እንደ ተጠያቂነትን ለማረጋገጥ የሚያስችል ውስጥ ጣዊ አደረጃጀት በየአስተዳደር እርከኩ መፍጠርና በታወቁ መርሆዎችም ሆነ አሰራሮች ማዕቀፍ ሥርዓት ተፈፅሎ የሚወጣበትን ሕጋዊ ሁኔታ መደንገጥ በማስፈለግ፤

PROCLAMATION NO 132/2013
A PROCLAMATION TO PROVIDE THE ESTABLISHMENT THE PUBLIC SERVICE RENDERING GRIEVANCES SUBMITTAL, INQUIRY AND DETERMINATION COMMISSION

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, 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.

Hadaba Golaha Xildhibaanada Deegaanku isaga oo ka duulaya arrimahaas ayuu sida ku cad Qodobka 49(3) xarafka 'b' ee Dastuurka dib loo habeeyay ee DDSI soo saaray Bayaankan.

Qaybta Koowaad
Guud ahaan

1:- Cinwaan gaaban

Bayaankan waxaa loogu yedhi doono *“Bayaanka Aasaaida Koomishinka Qaabilaada, Baadhista iyo Xalinta Cabashooyinka ka dhanka ah Hanaanka Adeeg bixinta Dawlada Ee Bayaan Tirsi 132/2005”*.

2:- Qeexid

Bayaankan dhexdiisa Eereyada ku jira haddii aan si kale loo dhigin

1. **“Cabasho”** waxaa loola jeeda qanacin la'aanta adeegyada ay bixiyaan xafiisyada iyo shirkadaha dawligu waxaana ku jira arrimaha jawaab celinta u baahan iyo talaabooyinka iyo tilmaan bixinta ay adeeg qaatayaashu ku sheegan khalad dhacay.
2. **“Ashkato”** waxaa loola jeeda codsiyada ay adeeg qaatayaashu u soo dhawaystaan koomishinka cabashooyinka ee xafiiska si dib u eeggid loogu sameeyo kadib markeey ku qanci waayaan go'aanka uu gaadhay mas'uulka loo xil saaray hubinta iyo dabagalka cabashada.
3. **“Shirkad ama Xafiis Dawladeed”** waxaa loola jeeda xafiisyada iyo shirkadaha dawlada deegaanka soomaalida aqaabka iyo heerka ay doontabaha ahaadaane loo aasaasay adeeg bixinta oo ay ku jiraan laamaha ama xafiisyada wakiilada u ah.
4. **“Adeeg”** waxaa loola jeedaa hawlaha ay dawlada qabto si loo buuxiyo rabitaanka bulshada ama loo fuliyo waajibadada shaqo;
5. **“Loo Adeege/adeeg-qaate”** waxaa loola jeedaa shakhsi ama shirkada ama wakiil ay leeyihiin ee adeega ka dalba xafiis dawladeed isagoo ka duulaya xuquuqda uu u leeyahay in uu helo adeegyada uu xafiisku bixiyo.

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ክፍል አንድ
ጠቅላላ ድንጋጌዎች

1. አጭር ርዕስ

ይህ ላይ “ ፯)=fÄäÁ c<TK? iML© S“ÓYf በመንግሥታዊ አገልግሎት አሰጣጥ ረገድ የሚነሱ ቅሬታዎችን አቀራረብ፤ ምርመራና አወሳሰን ርገድ” TssT> ላይ Iፀ ፻32/2ሺህ5ዓ.ም “ ተብሎ ሊጠቀስ ይችላል።

2. ትርጓሜ

የቃላት አገላለጽ ሊላ ትርጉም የሚያሰጠው ካልሆነ በስተቀር በዚህ ላይ ውስጥ፤

1. **“ቅሬታ”** ማለት አገልግሎት በሚሰጥ የመንግሥት መ/ቤት ወይም ድርጅት ላይ በተገ ልጋዩ የሚቀርብ በአገልግሎት ያለመርካት መግለጫ ሲሆን ምላሽ የሚሹና ስህተቶች መፈፀማቸውን በሚመለከት የሚቀርቡ የተገልጋዮችን ጥቆ ማዎችና አስተያየቶችን ያጠቃልላል።
2. **“አቤቱታ”** ማለት የተገልጋዮችን ቅሬታ ለማጣራት ሐላፊነት ባለው የሥራ ተቆ ጣጣሪ /ኃላፊ በተሰጠው ውሳኔ ያልረካ ተገልጋይ ጉዳዩ እንደ ገና እንዲታይለት ለመ/ቤቱ ቅሬታ ሰሚ የሚያቀርበው ማናቸውም ጥያቄ ነው።
3. **“የመንግሥት መ/ቤት ወይም ድርጅት”** ማለት አገልግሎት ለመስጠት በማናቸውም መልክ ደረጃ የተቋቋመ የc<TM ክልላዊ መንግሥት መ/ቤት ወይም ድርጅት ሲሆን በተዋረድ ቅርንጫፍቱን ወይም ተጠሪ ጽ/ቤቶችን ይጨምራል።
4. **“አገልግሎት”** ማለት የሕብረተ ሰቡን 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።

NOW, THEREFORE, in accordance with Article 49(3, A) of the revised Constitution of the Somali regional state of Ethiopia, it is hereby proclaimed as follows:

PART ONE
GENERAL

1. Short Title

This Proclamation may be cited as **“The Ethiopian Somali Regional State public service rendering grievances submittal, inquiry and determination Commission Establishment, Proclamation no 132/2013”**

2. Definition

Unless the context requires otherwise, in this Proclamation:

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 the Commission that the matter to be re-heard thereto.
3. **“Government office or enterprise”** shall mean any Ethiopian Somali Regional State Government office or enterprise established to render service in any mode and standard and it includes its hierarchical branches or offices, 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.

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