



# The Ombudsman



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### Chief Ombudsman Urges for Partnership to Better Develop



H.E. Mrs Fozia Amin, Chief Ombudsman of Ethiopia addressing on the Deliberation

Ethiopian Institution of the Ombudsman (EIO) conducted a one day deliberation early this October on the Institution’s last five years (1<sup>st</sup> GTP) performances and the next five years strategic plan (2<sup>nd</sup> GTP) with different civic organizations in Adulala Risort & Spa at Bishotfu town. The deliberation aimed at creating mutual understanding on everyone’s contributions to the performances and successes of the Institution.

On the occasion, Her Excellency Fozia Amin, Chief Ombudsman of Ethiopia, underscored the significance of the deliberation as good governance is one of the major pillars of excellence the government of Ethiopia has given due concern in the 2nd national GTP. In order to support the efforts made by the government to improve the complaint handling mechanism so as to guarantee the constitutional rights and benefits of the society and

look forward to seeing a prosperous Ethiopia, EIO is committed itself and ready to jointly work with concerned stakeholders, Chief Ombudsman confirmed.

Of the activities planned during the 1<sup>st</sup> GTP, the years 2011-2015, more than 85 per cent of which were succeeded as explained during the reports presented

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## EIO to Start with New Inspiration

“I am faithful that the next five working years will be the years in which we will be entrusted to new inspiration and commitment,” said Honorable Serawit Sileshi, Deputy Chief Ombudsman of the Ethiopian Institution of the Ombudsman (EIO). She forwarded such a word of reliance on the occasion the draft document of the Institution’s next five years strategic plan (2<sup>nd</sup> GTP) was presented to the staff early this September for evaluation and feedback on the discussion conducted at *Fitsum Belay Hotel* at Alem Gena.



H.E. Mrs. Serawit Sileshi, D/Chief Ombudsman Addressing to the Staff

The Document was prepared on the basis of the national strategic plan, the Institution’s previous five years performances and touches upon analyzing other situations. The Strategy, clearly indicating EIO’s vision and mission, analyzes in detail the Institution’s Pillars of Excellence along with the general objective, the goals, and details of the BSC tools. The preparatory team of the strategic plan gave a comparative explanation that the pillars of excellence designed in the document are

more of institutional which try to incorporate the directorial activities into an integral one when compared to the previous ones which were more of departmentalized.

The staff, deliberating and entertaining actively on the elements of the strategy, forwarded different comments and feedbacks which the team said to incorporate as necessary as possible. Deputy Chief Ombudsman also remarked that the feedbacks and comments given were

greatly considered for the finalization of the strategy. As creating partnership is one of the pillars, the whole staff has to internally integrate better than ever with view to support EIO’s mutual activities with similar institutions, she added.

EIO has the duty to supervise, monitor and investigate public sectors with regard to maladministration activities, and responsible for handling the implementation of Access to Information law.



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on the deliberation. Among more than 15, 000 complaints the Institution received during same years, about 43 per cent that falls under the authority of the Institution was investigated and 88 per

cent of which was resolved, the report added.

In a similar way, with different good governance campaigns conducted during these years, the Institution was able to address more than 12 million people through various civic organizations.

During the entire deliberation, the

participants actively participated and raised different questions and comments to which Her Excellency Chief Ombudsman responded.

Finally, the two parties, the EIO and the participants agreed to sustainably work in collaboration with one another by creating partnership.



## AOMA conducted its 9<sup>th</sup> Executive Committee meeting in Cote d'voire



H.E. Fozia Amin, President of AOMA & Chief Ombudsman of Ethiopia, Delivering an Opening Remark to the EXCO

The 9<sup>th</sup> Executive Committee meeting (EXCO) of the African Ombudsman and Mediators Association (AOMA) was held in Cote d'voire, Yamoussoukro from July 27 to 28 2015. Conflict resolution was one of the issues high on the agenda.

The 1st Vice President of AOMA & Mediator of Cote d'voire, H.E N'Golo Coulibaly, in his welcoming speech said that there is no winner in conflict and the role of Ombudsman is crucial in resolving conflicts and building peace in Africa. He cited his office's effort to foster peace and stability in Cote d'voire .

The President of AOMA and Chief Ombudsman of Ethiopia, Fozia Amin in her opening remark also said that AOMA is a body that brings together Ombudsman and Mediators from across the African continent to pursue issues of common interest in the area of the rule of law, good governance and integrity in state affairs.

The president also said that many African countries have been striving to have Ombudsman Institutions that serve to enhance

democratic system in the public administration and AOMA would support such initiative to strengthen OR Tambo Declaration – a blueprint for fostering effective ombudsman/mediators institutions in the continent.

AOMA is much concerned about current situation in Burundi. As the conflict in Burundi should be resolved peacefully involving all concerned parties as much as possible, the president urged African Union, UN and pertinent international organizations should play their fair share to bring about peace in the country.

After due deliberation over the Burundian crises and realizing the role played by Ombudsman of Burundi to alleviate the existing conflict , the Executive Committee issued a separate communiqué that would urge African Union and United Nations to resolve the crises.

In the 9<sup>th</sup> Executive Committee on its two-day's meeting AOMA President H.E Chief Ombudsman Fozia Amin ,the Secretary Gen-

eral H.E Dr.Omollo Otiendo and African Ombudsman Research Center (AORC) Chairperson and Public Protector of South Africa Tuli Madonsela presented their reports to the Executive Committee meeting and members deliberated on the reports and matters arising during the discussion.

The Committee evaluated the next General Assembly to be held in Tanzania in 2016 and constituted a technical committee that will work with Ombudsman of Tanzania to help the hosting country's preparation

AOMA has 39 African member countries straddling in six sub regions. The sub regions are believed to decentralize activities of the Association and serve as an information, knowledge and experience sharing platforms among member countries. The 8<sup>th</sup> EXCO was held along with AOMA's General Assembly in Addis Ababa, Ethiopia early November last year.



## Toiling to Satisfy, Getting to Testimony

The Institution of the Ombudsman (EIO) received more than 15,000 files of complaints within the last five working years (During Countries 1st Growth and Transformation Plan/1st GTP) of which about 80% were proved to be resolved. Bellow are tips of case stories that show the Institution's toiling to satisfy its customers while the customers giving their testimony of satisfaction by the services delivered to them.



His name is Tagesse Getahun. He is a Chemistry teacher at one of the Elementary Schools at Hawasa town. He witnesses about the services given to him by the Hawasa branch office of the EIO and the satisfaction he obtains.

*I was illegally fired from my job. I had reported my complaint on Tuesday and the Institution reacted swiftly on Thursday. Having investigated my case, the Institution realized that I was illegally sucked. Now I am back at work. I am satisfied.*

Melese Haile Michael is also from Hawasa. He is a prosecutor. He testifies the following about the Institution's efforts in handling cases:

*I was forced to pay off my two years full salary and my monthly salary was also suspended for no good reason. Then I came to the Insitution of the Ombudsman. They went through my case and found out that I was illegally denied my salary. So they made the right recommendation and protected my right. I am mow back at work. I would like to thank the institution.*



His name is Yibeltal Ademe. He lives in Bahir Dar town. He is a retired person whose family depend on his income. Witnessing about the EIO, he says the following:

*I was asking for my pension. But I was denied my right. My employers were not willing to respect my right and my pension to be paid. Then two years later, right after going through hardship, people whose cases were resolved told me about the Institution of the Ombudsman and this Institution has worked hard and eventually had my right respected. It is an Institution that stands for truth.*

Scaling up the strengths and filling the gap made pertinent to case handling procedures during the 1st GTP, EIO is committed to toil more than ever in the 2nd GTP, the next five working years. It is thus required that EIO needs to develop its whole internal capacity and better create partnership with stakeholders in and outside.



FEDERAL DEMOCRATIC REPUBLIC  
OF  
ETHIOPIA  
Institution of the Ombudsman

Tel: (+251) 115-580177

Tel: (+251) 115-580131

Tel: (+251) 115-580160

Tel: (+251) 115-580139

Tel: (+251) 115-580025

Tel: (+251) 115-580034

Fax: (+251)115-580094

Toll free: 8687

P.O. Box 2459, Addis Ababa

Email: [ombudsmaneth@ethionet.et](mailto:ombudsmaneth@ethionet.et)

: [communication@ethombudsman.gov.et](mailto:communication@ethombudsman.gov.et)

Website: [www.ethombudsman.gov.et](http://www.ethombudsman.gov.et)

Face book: [Ethio.ombudsman@gmail.com](mailto:Ethio.ombudsman@gmail.com)

For Comments Contact:  
[tsquare369@gmail.com](mailto:tsquare369@gmail.com)