

16^ኛ አመት ቁጥር 14

16th Year No 14



ባህር ዳር ጥቅምት 03 ቀን 2003 ዓ.ም

Bahir Dar 13th, October, 2010

**የኢትዮጵያ ፌዴራላዊ ዲሞክራሲያዊ ሪፑብሊክ
የአማራ ብሔራዊ ክልላዊ መንግስት ምክር ቤት
ዝክረ-ዘግ
ZIKRE-HIG**

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

የአንዱ ዋጋ ብር 17.99 Price Birr	በአማራ ብሔራዊ ክልላዊ መንግስት ምክር ቤት ጠባቂነት የወጣ	ISSUED UNDER THE AUSPICES OF THE COUNCIL OF THE AMHARA NATIONAL REGIONAL STATE	የ ፖ.ሣ.ቁ 312 P.o. Box
-----------------------------------	---	--	----------------------------

<u>ማውጫ</u> <u>ደንብ ቁጥር 80/2003 ዓ.ም</u> በአማራ ብሔራዊ ክልላዊ መንግስት የጉብኝትና መስተንግዶ ሥርዓት መወሰኛ የክልል መስተዳድር ምክር ቤት ደንብ	<u>Contents</u> <u>Regulation No.80/2010</u> The Amhara National Regional State Visit and Hospitality system Determination, council of Regional Government Regulation.
---	--

<u>ደንብ ቁጥር 80/2003 ዓ.ም</u> በአማራ ብሔራዊ ክልል የጉብኝትና የመስተንግዶ ሥርዓትን ለመወሰን የወጣ ክልል መስተዳድር ምክር ቤት ደንብ	<u>REGULATION NO.80 /2010</u> A COUNCIL OF REGIONAL GOVERNMENT REGULATION ISSUED TO DETERMINE THE VISIT AND HOSPITALITY SYSTEM OF THE AMHARA NATIONAL REGIONAL STATE
--	--

በተሻሻለው የአማራ ብሔራዊ ክልላዊ መንግሥት አስፈፃሚ አካላት እንደገና ማቋቋሚያ፣ ማደራጃና ሥልጣንና ተግባራት መወሰኛ አዋጅ ቁጥር 176/2003 ፲ም የባህል፣ ቱሪዝምና ፓርኮች ልማት ቢሮ በአዲስ መልክ በመደራጀቱ፤

WHEREAS, the Bureau of Culture, Tourism and parks' Development has been re-structured pursuant to the Amhara National Regional State Executive Organs' Re-establishment, Organization and Determination of their Powers and Duties Proclamation No. 176 /2010;

ቢሮ□ አዲሱን መሠረታዊ የስራ ሂደት ለውጥ ጥናት ያጠናቀቀና ወደ ትግበራ የገባ ሲሆን ይኸው የተጣለበትን ተግባርና ኃላፊነት ለመወጣት እንዲያስችለውና የቱሪዝም ኢንዱስትሪ ልማትን ለማ□□ን እንደሚያግዘው የታመነ በመሆኑ፤

WHEREAS, the Bureau has finalized its new business process reengineering study and jump-started its implementation thus assisting it ahead to fully discharge its duties and responsibilities, as well as believing that it would accelerate the development of the tourism industry thereof;

ŠjŃ ŋlĩ~ ŠtVŋN E^W L^ v L^x x r ŋY t p p m
Cŋĩ ED}ā ELā! L^ v E መበርከታተ'ā ž |CG ICμ¹⁄₄
Lžm- የሚከናወኑ ተግባራትም ሲያጠጉ
EpýVœN እ-μr እžixr እየሆኑ ከመምጣታቸው
የተነሣ Cŋĩ}r ž EM^Ô ž Cμ-¹⁄₄ ተWሮችን M^μ-
አስፈላጊ ሆኖ በመገኘቱ፤

WHEREAS, in as much as lawful professional engagements have been increasing due to the rapid expansion of free market and professional tourism activities, it has been necessary to get rid of illegal efforts carried out in an illegal manner, in the wake of those activities widespread to the extent of gradually obstructing the development of tourism as a consequence thereof;

ÆGEā Šr'āG- 'a r'āG- 𐌸𐌹𐌱𐌰𐌿𐌸 ET³N šL₂ 𐌸𐌵
†ŠāV 𐌸L⁺p₂· 𐌹 mCG lé^𐌹T'āN 𐌸^𐌹𐌿𐌰· Šméšī 'a
méšī 𐌸𐌹𐌱𐌰𐌿𐌸~ 𐌸𐌵𐌴T'ā₂ IMē¹𐌹𐌰· μø³ GN⁰v 𐌸𐌹⁰
ILBñ^𐌹·

WHEREAS, although the Regional State is endowed with a distinct and long-standing tradition of hospitality vis-a-vis the incoming guests, passing down from one generation to another, of which it is proud, such a prestigious norm of hospitality has, from time to time, come to be eroded having been overtaken and rather substituted by harmful customs;

pyV^svč 'a tč- tμY ŠMē'la °gMē mCEøv tč«è
 አኩሪ የመስተንግዶ ባህል ILD]â ይኸው lšL~"i
 ^âdr q·H• L«lY~ pA_ እረ«é|μ,, የድጋፍ፣
 £QErrGፍ የሱፐርቪዥን p·mራትን ማከናወን ምሰጣ
 በመሆኑ፤

WHEREAS, it is appropriate to undertake supportive monitoring and supervisory activities as a fascinating culture of providing hospitality to guests constitutes part and parcel of the lasting cultural values attracting tourists into a country so that it may be further developed and renewed with the help of contemporary knowledge;

በቱሪስት አገልግሎት ሰጭ ተቋማት የሚሰማሩ ግለሰቦች፣ ባለሀብቶች፣ ማህበራትና የመሳሰሉት ተገቢውን አገልግሎት ለመስጠት የሚያስችላቸውን መስፈርት አውጥቶ የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት እንዲያገኙ ማድረግ አስፈላጊ በመሆኑ፤

የቱሪስት አገልግሎት ሰጭ ተቋማትን በወል ለይቶ በሚሰጡት ምርትና አገልግሎት አሜሪካን ት መመደብና ጎብኝዎች /ተጠቃሚዎች/ እንደፍላጎታቸውና አቅማቸው ተገቢውን አገልግሎት ማግኘት እንዲችሉ ደረጃ ማውጣት በማስፈለጉ፤

የደረጃ ምደባው፣ የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት አሰጣጡም ሆነ የድጋፍ፣ የክትትልና የሱፐርቪዥን ሥራ ክንውኑ በአገልግሎት ሰጭ ተቋማትና ሠራተኞቻቸው መካከል ጠፍማ ፉክክር ይኖር ዘንድ እንደሚያግዝ በመታመኑ፤

የቱሪዝም ኢንዱስትሪ ለክልሉ ብሎም ለአገሪቱ ኢኮኖሚያዊና ማህበራዊ እድገት የበኩሉን አስተዋጽኦ እንዲያበረክት በክልል ደረጃ ሊያሰራ የሚችል የሚፈጸመው ማቀፍ ማዘጋጀት አስፈላጊ ሆኖ በመገኘቱ፤

WHEREAS, it is imperative to develop a criteria setting the standards for appropriate service delivery, and thus see to it that private persons, investors, associations and the like involved in the tourism service delivery and related activities are provided with a professional certificate of competence thereof;

WHEREAS, it has become necessary to differentiate and standardize the tourist service delivering institutions as per their products and services so as to enable tourists and other beneficiaries acquire services compatible with their respective needs and capacities;

WHEREAS, it is believed that the standardization, professional competence certificate issuance as well as the supportive, monitoring and supervisory functions assist to enhance a healthy competition prevailing between the tourist service delivering institutions and their employees;

WHEREAS, it is essential to prepare workable regulatory framework for the tourism industry so that it would contribute its share towards the economic and social development of the region in particular, and the country in general;

3. **“Supervision of Tourist Services”** shall include follow-up professional support delivery and supervisory activities conducted in the travel, visit and hospitality institutions in order to ensure that tourists are provided with up to standard visits and hospitality services and such services are carried out in a legal

9 “Professional and Service Delivery Competence Certificate” shall mean a pre-work permit certificate to be issued following the request of private persons and enterprises wishing to engage in the provision of tourist services after making sure that they have met the criteria and standards set by the service sector.

፲ “የደረጃ ምደባና የማያ ብቃት አረጋጋጭ ማለት የቱሪስት አገልግሎቶችን ደረጃ ለመመደብና የማያ ብቃት ሚጋገጫ ለመስጠት ቢሮው የሚደሰው ባለማያ ነው፡፡

፲፩ “ቱሪስት” ማለት የመኖሪያ ቀየውን ለቆ ክፍያ በሚያስገኝ ሥራ ሳይሰማራ በኢትዮጵያ ውስጥ በሚገኝ በማናቸውም ስፍራ ከሃያ አራት ስዓት ላላነሰና ከአንድ ዓመት ላልበለጠ ጊዜ የሚቆይ ሰው ነው፡፡

፲፪ “ሆቴል” ማለት የመኝታ፣ የምግብ፣ የመጠጥና እንደአስፈላጊነቱም የመዝናኛ አገልግሎቶችን በሽያጭ ለህዝብ የሚያቀርብ የንግድ ተቋም ነው፡፡

፲፫ “ሞቴል” ማለት የመኝታ፣ የነዳጅ ማደያ የመኪና ማቆሚያና እንደአስፈላጊነቱም የምግብና የመጠጥ አገልግሎቶችን በከተማ ውስጥ፣ ከከተማ ውጭም ሆነ በአውራ ጉዳናዎች ዳር ላይ ለተጠቃሚዎች በሽያጭ የሚያቀርብ የንግድ ተቋም ነው፡፡

፲፬ “ሎጅ” ማለት የአካባቢውን ተፈጥሯዊ ወብትና ባህላዊ እሴቶች በጠበቀ ማልኩ ተገረብቶ የመኝታ፣ የምግብ፣ የመጠጥና ሌሎች አገልግሎቶችን ለተጠቃሚዎች በሽያጭ የሚያቀርብ የንግድ ተቋም ነው፡፡

፲፭ “ፔንሲዮን” ማለት የመኝታና እንደአስፈላጊነቱ የቁርስ አገልግሎቶችን ለተጠቃሚዎች በሽያጭ የሚያቀርብ የንግድ ተቋም ነው፡፡

፲፮ “ሬስቶራንት” ማለት የምግብና የመጠጥ አገልግሎቶችን ለተጠቃሚዎች በሽያጭ የሚያቀርብ የንግድ ተቋም ነው፡፡

፲፯ “CEGF” ፣ ተጠቃሚ ማለት “ MEr በአማራ ብሔራዊ

10 “Standardization and Professional Competence Certifier” shall mean an officer assigned by the Bureau to deal with standardization, classification and competence certification of tourist services.

11 “Tourist” shall mean a person who has left his place of origin and stays anywhere within Ethiopia, for not less than 24 hours, and not more than a year, without having himself engaged in paid activities.

12 “Hotel” shall mean a commercial institution engaged in providing to the public, with accommodation, food and beverages, as well as recreational services, as deemed necessary, for sale.

13 “Motel” shall mean a commercial institution engaged in providing to consumers in need with accommodation, fuelling station and parking as well as foods and beverage services, as deemed necessary, inside and outside urban centers including road sides

14 “Lodge” shall mean a commercial institution having been built up taking into account the natural beauty and cultural values of its surrounding and thereby engaged in providing to consumers with accommodations, foods, beverages and other services for sale.

15 “Pension” shall mean a commercial institution engaged in providing to consumers with accommodation and breakfast services, as deemed necessary, for sale.

16 “Restaurant” shall mean a commercial institution engaged in providing consumers with food and beverage services for sale.

17 “Regional Tour Operator” shall mean a

23 “Resort” shall mean a commercial enterprise built on an attractive site of

አገልግሎቶችን የሚሰጥ የንግድ ድርጅት ነው፡

፳፬ “ሰው” ማለት ማንኛውም የተፈጥሮ ሰው ወይም በህግ የሰውነት መብት የተሰጠው አካል ነው፡

recreation and beauty to provide one with hotel and other related services.

24 “Person” shall mean any natural or juridical person.

OEÜG AåEr

ስለ ልዩ ልዩ ተቋማት

፫ . ስለpyV^r ተ¹¹ሮv

፩ ቱሪስትን በማዳደር ሥራ ላይ ለመመሥረት የሚፈልግ ማንኛውም ሰው የየብስም ሆነ የባህር አ¹¹ኝነት ንግድ ፈጽሞ ከማውጣቱ በፊት የሙያ እና የአገልግሎት ብቃት ማረጋገጫ የምስክር ወረቀት ከቢሮው የማግኘት ግዴታ አለበት።

፪ የንግድ ፈቃድ ያለው ማንኛውም አስገብብኝ ድርጅት የሥራ □g- IEîE’â LŠé~ ወይም ጀልባ pyV^svç M¹¹œ አይችልም።

፫ በጣፍ ሐይቅ ትራንስፖርት ድርጅት ከተገነቡት ወይም በሌሎች ድርጅቶች ወደፊት ከሚገነቡት ወደቦች ወይም የማይታዩ ስፍራዎች ውጭ ቱሪስቶችን LÁçN D} M’âT- የተከለከለ ነው።

፬ ማንኛውም አጓጓዣ ድርጅት ቱሪስቶች በሚብኙበት ወቅት የአካባቢ አስገብብኝነትን የማጠቃለያ ግዴታ አለበት።

፭ አጓጓዣውን የጉዞ ወኪሎች በቱሪስት መዳረሻዎች አካባቢ ከሚገኙ የቱሪስት መረጃ ማዕከላት ቱሪስቶች ትክክለኛና አስፈላጊ መረጃዎችን እንዲያገኙ የማድረግ ግዴታ አለባቸው።

PART TWO

VARIOUS INSTITUTIONS

3. Tourist Transporters

1. Any person wishing to engage himself in the tourist transportation business shall, prior to holding a land or sea transport commercial license, have an obligation to obtain a professional and service delivery competence certificate from the Bureau.
2. Any tour operator having acquired business license may not be able to transport tourists in vehicles or boats which have no a license to carry out such an activity.
3. It is forbidden to load or unload tourists, outside those ports or parking areas built or to be built-up by the Lake Tana Transport Enterprise or other enterprises any time in the future.
4. Any enterprise engaged in tourist transportation business shall have the duty to use local guides while taking care of visiting tourists.
5. Tourist transporters and travel agents are hereby obliged to enable tourists’ access to genuine and necessary information from the tourist information centers found in

6. Local guides shall be encouraged to organize and operate in association with one another so that they would find it

ተደራጅተው እንዲሰሩ ይበረታታሉ።

፮ የአካባቢ አስገባቢነት ማረጋገጫ ማድረጋቸው ከፍተኛ ማሻሻያ ከማድረጋቸው በፊት ይህንኑ ለቢሮው የማሳወቅና የጽሁፍ ስምምነት የማግኘት ግዴታ ይኖርባቸዋል።

፰ የአካባቢ አስገባቢነት ከእንግሊዝኛ ቋንቋ በተጨማሪ ሌሎች አለም አቀፍ ቋንቋዎችን በማጥናት ገጠናዊነት በቋንቋቸው አካባቢው እንዲረዱ ማድረግ ይጠበቅባቸዋል።

፱ ማንኛውም የአካባቢ አስገባቢነት በቂ ሃብት ፈጥሮ ከፍ ወዳለ የስራ ዘርፍ መሻገሩ ሲታመን የሥራ እድሉን ለሌሎች ወጣቶች ለመስጠት እንዲቻል ከሥራ መስኩ እንዲመረቅ /እንዲሰናበት/ ይደረጋል። ዝርዝሩ ይህንን ደንብ ለመከፈፅም በሚጠበቅ መመሪያ ይወሰናል።

፩ ስለሀገራዊና ክልላዊ ተሳታፊነት -Y³sv

፩ pýV^svን በመከፈብ የሥራ ላይ የተሰማሩ ማንኛውም ድርጅት የንግድ ሥራ ፈቃድ ያወጣ ሆኖ ICEGEå ወስጥ ወከል ጽ/ቤቱን በሚከፍትበት ጊዜ የመቅጥራቸውና የሚገኝባቸው አስገባቢነት ከቢሮው ወይም ከፊደራል መንግሥት ባህልና ተራዝም ሚስቴር የመፍ ብቃት ሚጋገጫ የተሰጣቸው መሆን ይኖርባቸዋል።

፪ pýV^sv በሚገኝበት ተሽከርካሪዎች ማረጋገጫ ባለሙያዎች የሙያ ብቃት ማረጋገጫና ማረጋገጫ የወጣባቸው፣ EpMÔF ተፈጻሚነት ያላቸውና የቴክኒክ ngr ሚጋገጫ የተሰጣቸው LD፤ ይኖርባቸዋል።

፫ ተሳታፊነት -Y³sv~ £µå 'ŠéEøvn ተራሰቶችን የሙያ ብቃት ማረጋገጫና የንግድ ስራ ፈቃድ ለሌላቸው ሌሎች ድርጅቶች ወይም

easier to prevent the likelihood of possible harassment against tourists and thereby share the inherent benefits of communal efforts.

7. Local guides shall have the duty to notify the Bureau and obtain its written agreement prior to taking any action by way of increasing service fees.

8. Local guides shall be expected to assist tourists understand the locality using their own native tongues by having studied other international languages in addition to the English language.

9. Any local guide shall be made to graduate or be discharged from the sector, once it is believed that he has already been transformed into the field with a higher rank by having created sufficient wealth, in order to provide with the job opportunity for the local youth. Particulars shall be determined by a directive to be issued for the execution of this regulation.

5 National and Regional Tour Operators

1. Any enterprise engaged in facilitating tourist visits shall obtain business license and shall, while opening its liaison office in the Regional State, recruit and assign tour operators with professional certificate of competence obtained either from the Bureau or the Ministry of Culture and Tourism of the Federal Government.

2. The vehicles or motor-boats to be used for the transportation of tourists shall be those operating under professional certificate of competence and business license as well as having full insurance covers and certified for technical qualification thereof.

3. Tour operators and travel agents may not pass tourists on to other enterprises or private persons operating without professional

ግለሰቦች ተ]GÔ'â L^Λor አይችሉም።

፬ አስገብኝ ድርጅቶች ቱሪስቶች ስለሚገኙት አካባቢ አግባብ ካላቸው የሚገኝ ማከላከል ልዩ ልዩ መረጃዎችን እንዲያገኙ የሚደረግ ግዴታ አለባቸው።

፭ ማንኛውም ቱሪስት ለሚገኘው አገልግሎት Eተጠፎ ተሰጦ።•v& ለስላሳህፍ ለበገፍ ተሰጦ። ለምግብ አብሳሎችና ለመሳሰሉት ተመጣጣኝ ዋጋ መከፈል ይኖርበታል። ዝርዝሩ ይህንን ደንብ ለመከፈፍ በሚጠቅመው መመሪያ ይደነገጋል።

፮ ስለመስተንግዶ ተቋማት

፩ ማንኛውም የመስተንግዶ ተቋም ባለቤት ወይም ህጋዊ ወኪል ቢሮው በሚወጣቸው መረጃዎች መሠረት ተቋሙ የሚመደብና ተገቢውን ደረጃ የሚጠቅም ግዴታ አለበት።

፪ ተቋሙ የሚጠቀሙት የሥራ ኃላፊዎችና ሠራተኞች በመስተንግዶው ከታወቁ ኮሌጆች ወይም ዩኒቨርሲቲዎች የአጭፍ የመከላከል ወይም የረዥም ጊዜ ስልጠና የወሰዱ ወይም በሚኖሩበት ልምድ ያካበቱ መሆን ይኖርባቸዋል።

፫ የተቋሙ ሠራተኞች ከተላላፊ በሽታዎች ነፃ መሆናቸውን ለሚጋገጥ በሰለጠነ ወር አንድ ጊዜ የጤና ምርመራ መካሄድ አለባቸው።

፬ ማንኛውም የመስተንግዶ ተቋም የምርቶችና የአገልግሎቶች ዋጋ ዝርዝር መግለጫ ለእንግዶች በሚታይ ቦታ የሚጠቀም ግዴታ አለበት።

፭ ተቋሙ ለሀላፊዎች የታወቁ የተለያዩ ንፅህናው የተጠበቀ መዳጃቸው ቤት የሚገኝበትና የዘወትር አገልግሎት እንዲሰጥ የሚደረግ ግዴታ አለበት።

፮ ተቋሙ ለማንኛውም እንግዳ ከአድሎ ነፃ የሆነና እኩል

certificate of competence and business license.

4. Tour operators shall have the duty to enable tourists' access to a variety of information from the relevant information centers about the sites to be visited by them.

5. Any tourist shall pay a modest price fairly-compatible with the service rendered to him for tour operators, scouts, mule-lessor, food providers and the like. Details shall be provided in a directive to be issued by the Bureau for the implementation of this regulation.

6. Hospitality Institutions

1. The owner of any hospitality institution or his legal representative thereof shall have the obligation to get his institution classified and be provided with the appropriate standardization in accordance with the criteria to be set by the Bureau.

2. The managers and employees to be recruited by the institution shall have to be those who have taken short, medium and long-term trainings from colleges and universities recognized in the field or otherwise accumulated sufficient professional experience thereof.

3. The employees of the institution shall undergo medical check up once every three months in order to ensure that they are free from communicable or contagious diseases.

4. Any hospitality institution shall be obliged to display the price list indicator of its products and services in a place easily visible for its clients.

5. The institution shall prepare pit latrines separately serviceable to both sexes in such a way that they should be kept clean and made available any time for use.

6. The institution shall have the responsibility

1. The owners of attraction sites shall, whenever they wish to revise the entrance fee exacted by the attraction resource in their possessions with a view to enhancing the

ለሚገኝ ለሚገኙት ወቅት ከአንድ አመት አስቀድሞ ለበረው የማይወቅ ግዴታ አለባቸው፡፡

፪ የመስህብ ሃብት ባለቤቶች በመስህቡ አካባቢ ወከባና ልመና እንዳይኖር የማድረግ ኃላፊነት አለባቸው፡፡

፫ ለእይታም ሆነ ለጉብኝት ስለተከለከሉ ሥፍራዎች

E፡፡q አገረ «፡፡dYlā ፡፡pŠEŠEā iY_vገ Eμø፡፡v M]፡፡r ፡፡N Ūs ፡፡ገ«፡፡é}lā LÜd- ፡፡ፊፊ፡፡ ፡፡pŠEŠE }፡፡፡

፬ የጉብኝቶችን ፕሮግራም ማክበር ግዴታ ስለመሆኑ

የመስህብ ሥፍራዎችን ለመጠቀም ፡፡Z·WN ፡፡š፡፡ā ፡፡MēL፡፡ā pýV^svገ ፡፡mā፡፡r M^p¹μøG/M\~ŠG/ ፡፡pŠEŠE }፡፡፡

ክፍል አራት

ስለ ደረጃ ምደባና ስለሚገኙ ብቃት ሚጋገጫ አሰጣጥ

፭ የመስተንግዶ ተቋማት ደረጃ አሰጣጥ

፩ በክልሉ ውስጥ የሚገኙ ማናቸውም የመስተንግዶ ተቋማት ቢሮው በዚህ ደንብ መሠረት የሚያወጣቸውን መስፈርቶች በማሟላት የሙያ ብቃት ሚጋገጫ የምስክር ወረቀትና ደረጃ ይሰጣቸዋል፡፡

፪ በዚህ አንቀጽ ንዑስ አንቀጽ ፩ ሥር የሠፈረውን አጠቃላይ ድንጋጌ መሠረት በማድረግ የመስተንግዶ ተቋማት በሚከተሉት ደረጃዎች ይመደባሉ፡-

፩ ባለ አምስት ኮከብ ዴልቶክስ ሆቴል፤

፪ ባለ አምስት ኮከብ ሆቴል፤

፫ ባለ አራት ኮከብ ሆቴል፤

flow of tourists and thereby harmonizing the pay system with the needs of partner bodies, have an obligation to notify the Bureau of such an intention one year in advance.

2.The owners of attraction resources shall ensure that beggary and harassment are avoided from the attraction sites and their surroundings.

10 Sites not Allowed for View and Visits

It shall be absolutely prohibited to display for visitors those heritages not allowed to be presented for view or otherwise cause their pictures to be taken thereof.

11 Obligations to Observe Visitors' Programs

It shall be prohibited to disrupt or obstruct the visit of those tourists who may have come on prior arrangements to visit attraction sites.

PART FOUR

STANDARDIZATION AND PROFESSIONAL COMPETENCE CERTIFICATION

12. Standardization of Hospitality Institutions

1. All hospitality institutions found throughout the regional state shall be granted professional competence certificate and thus standardized as such, upon having fulfilled the requirements to be prescribed by the Bureau pursuant to this regulation.

2. The hospitality institutions shall, on the basis of the general provision stipulated under sub-Art.1 of this Article hereof, be classified as follows:

1. A Five-Star Deluxe Hotel;

2. A Five -Star Hotel;

3. A Four-Star Hotel;

፬ ባለ ሶስት ኮከብ ሆቴል፤

፭ ባለ ሁለት ኮከብ ሆቴል፤

፮ ባለ አንድ ኮከብ ሆቴል፤

፯ ሬኮሜንድድ ሆቴል /ቱሪስት መጥን ሆቴል፤

፰ደረጃ ያልተሰጠው ሆቴል፤

፱ ባለ አምስት ኮከብ ሪዞርት፤

፲ ባለ አራት ኮከብ ሪዞርት፤

፲፩ ባለ ሶስት ኮከብ ሪዞርት፤

፲፪ ባለ ሁለት ኮከብ ሪዞርት፤

፲፫ ባለ አንድ ኮከብ ሪዞርት፤

፲፬ሬኮሜንድድ ሪዞርት/ቱሪስት መጥን ሪዞርት፤

፲፭ ደረጃ ያልተሰጠው ሪዞርት፤

፲፮ ባለ አምስት ኮከብ ሎጅ፤

፲፯ ባለ አራት ኮከብ ሎጅ፤

፲፰ ባለ ሶስት ኮከብ ሎጅ፤

፲፱ ባለ ሁለት ኮከብ ሎጅ፤

፳ ባለ አንድ ኮከብ ሎጅ፤

፳፩ ሬኮሜንድድ ሎጅ /ቱሪስት መጥን ሎጅ፤

፳፪ ደረጃ ያልተሰጠው ሎጅ፤

፳፫ ባለ አምስት ኮከብ ሞቴል፤

፳፬ ባለ አራት ኮከብ ሞቴል፤

፳፭ ባለ ሶስት ኮከብ ሞቴል፤

፳፮ ባለ ሁለት ኮከብ ሞቴል፤

፳፯ ባለ አንድ ኮከብ ሞቴል፤

፳፰ሬኮሜንድድ-ሞቴል /ቱሪስት መጥን ሞቴል፤

፳፱ ደረጃ ያልተሰጠው ሞቴል

፴ ሬኮሜንድድ ፔንሲዮን /ቱሪስት መጥን ፔንሲዮን፤

፴፩ ደረጃ ያልተሰጠው ፔንሲዮን፤

፴፪ ባለ አምስት ኮከብ ሬስቶራንት፤

4. A Three-Star Hotel;

5. A Two-Star Hotel;

6. A Single-Star Hotel;

7. A Recommended or Tourist –class Hotel;

8. A Non-standard Hotel;

9. A Five-Star Resort;

10. A Four-Star Resort;

11. A Three-Star Resort,

12. A Two-Star Resort;

13. A single-Star Resort;

14. A Recommended or Tourist class resourt;

15. A Non-Standard Resort;

16. A Five -Star Lodge;

17. A Four-Star Lodge;

18. A Three-Star Lodge;

19. A Two -Star Lodge;

20. A single -Star Lodge;

21. A Recommended orTourist- Class lodge;

22. A Non-Standard Lodge;

23. A Five -Star Motel;

24. A Four-Star Motel;

25. A Three-Star Motel;

26. A Two -Star Motel;

27. A single-Star Motel;

28. A Recommended or Tourist –class motel;

29. A Non-Standard Motel;

30. A Recommended or Tourist-class Pension;

31. A Non-Standard Pension;

32. A Five-Star Restaurant;

፴፫ ባለ አራት ኮከብ ሬስቶራንት፤

፴፬ ባለ ሶስት ኮከብ ሬስቶራንት፤

፴፭ ባለ ሁለት ኮከብ ሬስቶራንት፤

፴፮ ባለ አንድ ኮከብ ሬስቶራንት፤

፴፯ ሬኮሜንድድ ሬስቶራንት /ቱሪስት መገንጠያ ሬስቶራንት፤

፴፰ ደረጃ ያልተሰጠው ሬስቶራንት፤

፫ በዚህ አንቀፅ ንዑስ አንቀፅ /፪/ ስር የተመለከተው የእያንዳንዱ ደረጃ መስፈርቶች ቢሮው ወደፊት በመጀመሪያው መመሪያ የሚዘጋጅ ይሆናል፡፡

፬ በዚህ አንቀፅ ንዑስ አንቀፅ /፪/ የሚገለጹ ሆቴል፣ ሞቴል፣ ሎጅ፣ ሪዞርት፣ ፔንሲዮን ወይም ሬስቶራንት ያለው መንኛወም ሰው በዚህ ደንብ መሰረት ተቋማት በተገቢው ደረጃ የሚሰሙበት ግዴታ አለበት፡፡

፭ በደረጃ ሊመደቡ የሚችሉ የመስተንግዶ ተቋማት ያላቸው ሰዎች ተቋማቱ አገልግሎት መስጠት ከጀመሩበት ቀን አንስቶ በስድስት ወር ጊዜ ውስጥ ለቢሮው መመሪያ በማቅረብ ድርጅታቸውን ሚሰሙበት አለባቸው፡፡

፮ ይህን ደንብ ተከትሎ ቢሮው በመጀመሪያው የደረጃ ምደባ መመሪያ መሰረት ቀርበው ድርጅታቸውን ያላስመደቡ ሰዎች ፈቃድ እንደሌላቸው ተቆጥሮ በህግ የሚጠየቁ ይሆናል፡፡

፲፫ ስለሙያ ብቃት ማረጋገጫ የምስክር ወረቀት

መንኛወም የቱሪስት አገልግሎት ሰጭ ድርጅት ወይም ግለሰብ የንግድ ፍቃድ ከማውጣቱ በፊት በሚሰሙበት የአገልግሎት ዘርፍ የተጠየቀውን መስፈርት አሟልቶ ከቢሮው የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት ማግኘት አለበት፡፡

33. A Four-Star Restaurant;

34. A Three-Star Restaurant;

35. A Two-Star Restaurant,

36. A single-Star Restaurant,

37. A Recommended or Tourist-class Restaurant;

38. A Non-standard Restaurant

3. The requirements establishing each and every standard as per stipulations laid down under Sub Art. 2 of this Article hereof, shall be determined pursuant to a directive to be issued by the Bureau.

4. Any person having the ownership of a Hotel, Motel, Lodge, Resort, Pension, or Restaurant covered under Sub-Article /2/ of this Article hereof, shall be obliged to have the institution properly standardized as required by this regulation.

5. Persons having the possession of hospitality institutions requiring standardization shall have the duty to apply to the Bureau and get them issued with appropriate standards, six months from the date of commencement of giving service.

6. Those persons failing to appear and get their respective institutions standardized as per the grading directive to be issued by the Bureau in pursuance to this regulation shall be liable in accordance with law, considered as though they were operating without license.

13. Issuance of Professional Competence Certificate

Any tourist service providing institution or individual shall, before acquiring business certificate having fulfilling the required criteria, possess professional competence certificate, from the Bureau, in his/her choice of field of service.

፲፬ ለደረጃ ምደባ እና ለሙያ ብቃት ማረጋገጫ ስለሚቀርብ ማመልከቻ፡-

፩ የሚኖር የአገልግሎት ብቃት ማረጋገጫ የምክክር ወረቀት ለማግኘት፣ ደረጃ እንዲመደብለት ወይም የምደባ ለውጥ እንዲደረግለት የሚፈልግ ማንኛውም ሰው የሚያቀርበው ማመልከቻ ቢሮው በሚያዘጋጀው ቅጽ መሠረት ተሞልቶ መቅረብ ይገባዋል።

፪ በዚህ አንቀጽ ንዑስ አንቀጽ /፩/ መሠረት ማመልከቻ ሲቀርብ ቢሮው በሚያወጣው መመሪያ መሠረት የአገልግሎት ክፍያ ወዲያውኑ ይከፈላል።

፲፭ ስለደረጃ ምደባ እና ስለሙያ ብቃት ማረጋገጫ ምስክር ወረቀትና የደረጃ መለያ ዓርማ

፩ ቢሮው የአንድን የመተንግዶ ተቋም ደረጃ በሚመድብበት ጊዜ ደረጃው ከተመደበበት ቀን ጀምሮ በ20 ቀናት ውስጥ የደረጃ ምደባ የምስክር ወረቀትና የደረጃ መለያ ዓርማ ለአመልካቹ ይሰጠዋል። የመተንግዶ ተቋም የደረጃ ምደባ ለውጥ በሚያደርግበት ጊዜም ቢሮው የደረጃ ምደባ የምክክር ወረቀትና የደረጃ መለያ አርማውን ይኸው በተከናወነ በ20 ቀናት ውስጥ ለአመልካቹ ይሰጠዋል።

፪ የደረጃ ምደባ የምክክር ወረቀት፣ የደረጃ መለያ ዓርማው እና የሙያ ብቃት ማረጋገጫ የምክክር ወረቀት በመተንግዶ ተቋማት ዋና መግቢያ ወይም አመቺ በሆነ ሥፍራ ላይ በግልፅ እንዲታዩ ሆነ ው መቀመጥ አለባቸው፡

፲፮ ለደረጃ ምደባ ማመልከቻ ምላሽ ስለመስጠት

14. Application for the Standardizaion and Issuance of Professional Competence Certificate

1. In order to acquire professional competence certificate or to get standardization or to have the original standard classification changed, applications to be filed by any individual shall be prepared in accordance with the format developed by the Bureau.
2. When an application is submitted pursuant to sub Art. /1/ of this Article, a service charge shall be paid that will be fixed by the Bureau in a forthcoming subsequent directive.

15 Classification, Professional Competence Certificate and Standard Identification Logo

1. When the Bureau classifies the standard of a hospitality institution, the standardization certificate and standard identification logo shall be issued to the applicant within 20 days as of the classification of standards. Whenever the hospitality institution introduces a change in the standard classification already acquired, the Bureau shall issue the standardization certificate and the standard identifliation logo to the applicant in need within 20 days form the date the change was effected.
2. The standardization certificate, the standard identification logo as well as the Professional Competence Certificate shall be posted in the main gate or properly visible place of hospitality institutions pertaining thereto.

16 Responding to Applications

አመልካቾች አዲስ ወይም የተሻሻለ የደረጃ ምደባ እንዲደረግላቸው ለቢሮው ሲያመለክቱ ቢሮው የመስተንግዶ ተቋሙ አግባብ ያለውን የደረጃ መስፈርት የማያሟላ ሆኖ ሲያገኘው ጥያቄውን ያልተቀበለበትን ምክንያት በመግለጽ ማመልከቻው ከቀረበበት ቀን ጀምሮ በ20 ቀናት ውስጥ ውሳኔውን በፅሁፍ ለአመልካቹ ይሰጣል፡፡

፲፯ የደረጃ ምደባና የመቼ ብቃት ሚጋገጫ መዝገብ

፩ ቢሮው የደረጃ ምደባ እና የመቼ ብቃት ሚጋገጫ የምክክር ወረቀት ለመጠየቁ ድርጅቶች ወይም ግለሰቦች የደረጃ ምደባና የመቼ ብቃት ሚጋገጫ መዝገብ ተደራጅቶ እንዲያዝ ያደርጋል፡፡

፪ ማንኛውም የመስተንግዶ ተቋም የደረጃ ምደባ እና የመቼ ብቃት ሚጋገጫ ወይም የንግድ ስም ለውጥ ሲያደርግ ቢሮው በዚህ አንቀፅ ንዑስ አንቀጽ /፩/ የተመለከተው መዝገብ እንዲስተካከል ያደርጋል፡፡

፲፰ የኢንስፔክሽን ሥልጣን

ሥልጣን የተሰጠው የቢሮው ሱፐርቫይዘር ማናቸውም የመስተንግዶ ተቋም የተመደበበትን ደረጃ የጠበቀ አገልግሎት እየሰጠ መሆኑን ለማረጋገጥ በሥራ ስዓት ወደ ድርጅቱ በመግባት የመቆጣጠር እና የድርጅቱን ባለቤት ወይም ወኪል በተቋሙ አገልግሎት ዙሪያ የመገኘት ማመልከት ስልጣን አለው፡፡

፲፱ የደረጃ ምደባ ወይም የመቼ ብቃት ሚጋገጫ የምስክር ወረቀትን ስለመሰረዝ

Regarding Standardization

Where applicants request for new or revision of standard classifications and the Bureau finds out that, such a hospitality institution has not fulfilled the criteria set for the standardization, it shall render decisions in writing to the applicant within 20 days from the date of having received the application stating the reasons for not accepting the request.

17 Register of Standardization and Professional Competence Certificate

1. The Bureau shall open and keep organized files/registers to institutions or individuals that are provided with the standard classifications and professional competence certificates.
2. Whenever any change occurs to the standard classifications, professional competence certificates or trade names of hospitality institutions, the Bureau shall update register indicated under sub-Art /1/ of this Article.

18. Power of Inspection

Every supervisor who has been given the authority to inspect hospitality institutions as to whether they are delivering services according to their classified standards shall have the right to enter and inspect same during working hours and question the owner or his agent regarding the services of the institution.

19. Cancellation of the Standard Classification and Professional

፩ ማንኛውም ደረጃ የተመደበለት ወይም የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት የተሰጠው የቱሪስት አገልግሎት ሰጭ ድርጅት ወይም ግለሰብ በምስክር ወረቀቱ ላይ የተመለከተውን ግዴታ ያላከበረ እንደሆነ ቢሮው ለድርጅቱ የሰጠውን የደረጃ ምደባ ወይም የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት ይህንን ደንብ ለማስፈፀም በሚያወጣው መመሪያ መሠረት ይሠርዛል፤

፪ በዚህ አንቀፅ ንዑስ አንቀፅ /፩/ መሠረት ቅሬታ ያለው አካል በ15 ቀናት ውስጥ ቅሬታውን ለቢሮው በፅሁፍ ማቅረብ ይችላል፡፡

፫ የድርጅቱ ባለቤት ወይም ወኪል በተሰጠው የጊዜ ገደብ ውስጥ ቀርቦ በተለያዩ መንገዶች በማብራራት ወይም ቢሮው መስተካከል ይገባቸዋል የሚላቸውን ሁኔታዎች ለዚሁ ጉዳይ በተወሰነለት የጊዜ ገደብ ውስጥ ያላስተካከለ እንደሆነ ቢሮው የደረጃ ምደባ ወይም የሙያ ብቃት ማረጋገጫ የምስክር ወረቀቱን ይሠርዛል፡፡

፬ የደረጃ ምደባ ወይም የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት ሲሰረዝ ወይም ድርጅቱ ወይም ግለሰቡ ሥራውን ሲያቆም ግለሰቡ ወይም የድርጅቱ ባለቤት /ወኪሉ/ ፡ -

ሀ/ የደረጃ ምደባ ወይም የሙያ ብቃት ማረጋገጫ የምስክር ወረቀቱን፤

ለ/ ከደረጃ ምደባ ምስክር ወረቀቱ ጋር አብሮ የተሰጠውን የደረጃ መለያ ዓርማ ወዲያውኑ ለቢሮው መመለስ አለበት፡፡

፭ ቢሮው በዚህ አንቀፅ ንዑስ አንቀጽ /፬/ ድንጋጌ መሠረት የተደረገውን ስረዛ ለተጠቃሚዎች ያሳውቃል፡፡

፮ የደረጃ ምደባ ወይም የሙያ ብቃት ማረጋገጫ የምስክር ወረቀት ስለማደስ

፩ ደረጃ የተመደበላቸው ወይም የሙያ ብቃት ማረጋገጫ

Competence Certificate

1. Where any tourist service delivering organization or individual who has been given a standard classification or taken professional competence certificate is not found serving to the level of its obligation indicated on the certificate, the Bureau shall, in an act of discharging its duties, cancel same and take legal measures which might be specified in a forthcoming directive to make this regulation operational.

2. Where there appears any complaint, the complainant shall have the right to file same to the Bureau in writing within 15 days as prescribed under sub-Art. /1/ of this Article.

3. Where the owner of the institution or his agent is unable to appear and clarify the case or rectify the problems sited by the Bureau within the specified period of time, the Bureau shall have the right to cancel the Standard Classification or the Professional Competence Certificate.

4. In the case of cancellation of the standard classification or professional competence certificate or if the organization or individual quits service, the owner or his agent shall immediately hand over the following to the Bureau:

- The standard classification or professional competence certificate;
- The standard identification logo given to him together with the standard classification.

5 The Bureau shall notify to the customers any cancellations done pursuant to sub- Article 4 of this Article hereof.

20. Renewal of Standard Classification and Professional Competence Certificate

1. Organizations and individuals issued with the

የተሰጣቸው የቱሪስት አገልግሎት ሰጪ ድርጅቶች /ግለሰቦች/ ቢሮው በሚደረገው የክትትልና የድጋፍ ሥራ የምክክር ወረቀቱ በየአመቱ ይታደሰላቸዋል፡፡

፪ በዚህ አንቀጽ ንዑስ አንቀጽ /፩/ መሠረት እድሳቱ በሚካሄድበት ወቅት የአገልግሎት ሰጭ ድርጅቱ ከዚህ በፊት የተሰጠውን ደረጃ ጠብቆ የተገኘ እንደሆነ፣ የሚጠየቀው የአገልግሎት ክፍያ ብቻ ይሆናል፡፡ ይሁን እንጂ የደረጃ ለውጥ ከታየ አዲስ ድርጅቶች የሚከፍሉትን ሙሉ የአገልግሎት ክፍያ ይከፍላል

፳፩ የደረጃ ምደባ፣ የደረጃ መለያ ዓርማና የመያዝ ሚጋገጫ የምስክር ወረቀት ስለመተካት

፩ በዚህ ደንብ መሠረት የደረጃ ምደባ መለያ ዓርማ ወይም የደረጃ ምደባ የምስክር ወረቀት የተሰጠው ሰው የድርጅቱን ደረጃ ወይም የንግድ ስም ለመለወጥ ሲፈልግ ወይም ከተበላሸበት ወይም ከጠፋበት መጥፋቱ በሚመለከታቸው የመንግስት አካላት ከተረጋገጠ በኋላ የእነዚህን ምትክ ቢሮው ይሰጠዋል፡፡

፪ ምትክ የደረጃ ምደባ መለያ ዓርማ ወይም የምስክር ወረቀት ሲሠጥ የሚለወጠው ወይም የተበላሸው የደረጃ ምደባ መለያ ዓርማ ወይም የተበላሸው የምስክር ወረቀት ለቢሮው መመለስ አለበት፡፡

፳፪ ስለ አገልግሎት ክፍያ

በዚህ ደንብ መሠረት አዲስ ወይም የተሻሻለ የደረጃ ምደባ እንዲደረግ ማመልከቻ ሲቀርብ እና ለመጀመሪያ ጊዜ ወይም በምትክነት የደረጃ ምደባ

Standard Classification and Professional Competence Certificate shall be renewed every year, as per monitoring and evaluation process results effected periodically by the Bureau.

2. When the service-rendering institution is found to have been providing the required service as before at the time of renewal pursuant to sub-Art /1/ of this Article, such an institution shall be demanded to pay only the service charge; provided, however, that it shall be made to pay an extra charge exacted from those newer institutions in case standardization changes have been observed thereof.

21. Substitution of Standard Classification, Standard Identification Logo and Professional Competence Certificate

1. Where a person having been provided with a Standard Classification Certificate or Identification Logo pursuant to this regulation desires to alter the standard or tradename of its institution or otherwise such an item has been damaged, spoiled or lost, the bureau shall grant him their substitutes after the incident has been ascertained by the pertinent government bodies.
2. When their substitution is reissued, the substituted or Spoiled Standard Identification Logo and/ or the Professional Competence Certificate shall be returned to the Bureau.

22. Service Charges

Where an application is filed for new and/or improved standard classification certificate pursuant to this regulation, the service fee to be exacted for new and/or substitution of same shall be determined

የምስክር ወረቀት ሲሰጥ የሚጠየቀው የአገልግሎት ክፍያ ቢሮው በሚያወጣው መመሪያ የሚወሰን ይሆናል።

፳፫ ደረጃ ስላልተሰጣቸው የመስተንግዶ ተቋማት

ደረጃ ያልተሰጣቸው የመስተንግዶ ተቋማት የሚሉት በደረጃ ለመደቡ ያልቻሉና የመደገፍና የማቢቃት ስራ ተሰርቶ ለወደፊቱ ወደ ቱሪስት መጥን የመስተንግዶ ተቋማት ደረጃ ሊገቡ ይችላሉ ተብለው የሚመቱ ናቸው፡

፳፬ ስለይግባኝ

፩ በዚህ ደንብ መሠረት በተሰጠ የደረጃ አመዳደብ ውሳኔ ቅር የተሰኘ ማንኛውም ሰው ይግባኙን በ15 ቀን የጊዜ ገደብ ውሥጥ በቢሮው አደረጃጀት ውስጥ ለዚህ ጉዳይ ለሚቋቋመው ኮሚቴ ማቅረብ ይችላል።

፪ ኮሚቴው በዚህ ጉዳይ የሚሰጠው ውሳኔ በቢሮው ደረጃ የመጨረሻ ይሆናል።

፫ የዚህ አንቀጽ ንዑስ አንቀፅ /፪/ ድንጋጌ ቢኖርም የኮሚቴው ውሳኔ የህግ ስህተት ያለበት ከሆነ ስልጣን ላለው ፍርድ ቤት ይግባኝ ሊቀርብበት ይችላል።

by a subsequent directive to be issued by the Bureau.

23. Non-Standard Hospitality Institutions

Non-Standard Hospitality Institutions are those institutions with no standards for the time being, and yet have the potential to be transformed towards tourist class service delivering institutions with a continued support and capacity building activities in the future.

24 Appeal

1. Any individual, who has a complaint regarding decisions with respect to the standard classifications as per this regulation, shall file an appeal to the committee established within the Bureau for this purpose within 15 days from the date of the decision.
2. The decision which the committee renders on this issue shall be final at the level of the Bureau.
3. Notwithstanding the provision of sub-Art. /2/ of this Article, the decision of the committee having error on point of law shall be appealable to the competent court thereof.

፳፱ አምስት

የአስፈጻሚ አካላት ሥርዓት~ p.mY

፳፯ የቢሮው ሥልጣንና ተግባር

በተሻሻለው □MW nHīW”í ŒEGF”í LĴ·^r

PART FIVE

POWERS AND DUTIES OF EXECUTIVE BODIES

25 Powers and Duties of the Bureau

The Burreau shall, without prejudice to what

፩ ከቢሮው ጋር ውይይት ሳይደረግበትና የሚመለከታቸው አካላት ሳያውቁት የመስህብ ሃብቶች የመግቢያ ዋጋ ክፍያ

ማሻሻያ ማድረግ የሚፈጥረውን ተፅዕኖ በመግለፅ ተቋማት ትክክለኛ ግንዛቤ እንዲይዙ ያደርጋል፤

፮ ደብዳቤ ደረሰበት ሲሆን ሥርዓቱን ማሻሻልና የሚፈጥረውን ተፅዕኖ በመግለፅ ተቋማት ትክክለኛ ግንዛቤ እንዲይዙ ያደርጋል፤

፯ በክልሉ ውስጥ በሆቴልና ቱሪዝም ሙያ ስልጠና ለመስጠት የሚሰማሩና በሙያው የማማከር አገልግሎት የሚሰጡ ድርጅቶች፣ ግለሰቦችና ማህበራት ዘርፉ የሚጠይቀውን መስፈርት አሟልተው መስራታቸውን ይከታተላል፤

፳፯ የቱሪዝም አገልግሎቶች ሱፐርቫይዘር ተግባርና ኃላፊነት፡-

የቱሪዝም አገልግሎቶች ፓላን»V lšéC ሳይን LPTፕ ፎክሎርድ የተግባርና ኃላፊነት ፓላን፡-

፩ ለግብርና ደረሰበት ሲሆን ሥርዓቱን ማሻሻልና የሚፈጥረውን ተፅዕኖ በመግለፅ ተቋማት ትክክለኛ ግንዛቤ እንዲይዙ ያደርጋል፤

፪ ጉድለቱን እንዲያስተካክል ትዕዛዝ የተሰጠው ሰው ወይም ድርጅት በተመሳሳይ የጊዜ ውስጥ እንደ ወጣቱ ካላስተካከለ በደንቡ መሠረት አስተዳደራዊ እርምጃዎች እንዲወሰድበት ያደርጋል፤

፫ ለግብርና ደረሰበት ሲሆን ሥርዓቱን ማሻሻልና የሚፈጥረውን ተፅዕኖ በመግለፅ ተቋማት ትክክለኛ ግንዛቤ እንዲይዙ ያደርጋል፤

measures against those violating same;

6. Make the institutions become aware of the negative effect of raising the entrance fee of attraction sites with out discussion with the Bureau and the knowledge of other stakeholders and ensure the prevalence of the correct understanding of the issue;

7. Coordinate the promotion and conduct of different trainings in tourism and the implementation of manpower capacity building in the sector;

8. Follow up the activities of hotel and tourism professional training institutions, consulting firms, associations and individuals so as to ensure that they are functioning, having fulfilled the appropriate requirements set by the sector.

26 Duties and Responsibilities of the Tourism Services Supervisor;

The tourism services' supervisor shall, pursuant to this regulation, have the following duties and responsibilities :

1. In order to perform regular visits and hospitality duties in a system, conduct supervisory activities in any hospitality institution at any time;

2. Cause the taking of administrative measures in accordance with the regulation against any person or institution unable to rectify any misdeed as required to do so within the time limit prescribed, as per the instructions;

3. Availing himself in attraction sites, hospitality institutions and other places, followup situations posing difficulty with respect to the visit and hospitality system, advise and give warning to those found at

፳፯ የሱፐርቫይዘር ስልጣን

- ፩ ማንኛውም የሱፐርቫይዘር ስልጣን ሲሰጥ፣ ስልጣኑ የሚሰጠው ለሱፐርቫይዘር ብቻ ነው፡፡
- ፪ ማንኛውም የሱፐርቫይዘር ስልጣን ሲሰጥ፣ ስልጣኑ የሚሰጠው ለሱፐርቫይዘር ብቻ ነው፡፡
- ፫ ማንኛውም የሱፐርቫይዘር ስልጣን ሲሰጥ፣ ስልጣኑ የሚሰጠው ለሱፐርቫይዘር ብቻ ነው፡፡

፳፰ የሱፐርቫይዘር የሥራ ስልጣን

- ፩ ማንኛውም የሱፐርቫይዘር ስልጣን ሲሰጥ፣ ስልጣኑ የሚሰጠው ለሱፐርቫይዘር ብቻ ነው፡፡
- ፪ ማንኛውም የሱፐርቫይዘር ስልጣን ሲሰጥ፣ ስልጣኑ የሚሰጠው ለሱፐርቫይዘር ብቻ ነው፡፡
- ፫ ማንኛውም የሱፐርቫይዘር ስልጣን ሲሰጥ፣ ስልጣኑ የሚሰጠው ለሱፐርቫይዘር ብቻ ነው፡፡

fault and report to the Bureau so that measures should be taken against the violaters of the regulation.

27. Duties of Supervisors

1. Every visit and hospitality supervisor shall always uphold his professional identification card given to him by the Bureau and must show same while on his supervisory duties at any place.
2. The activity of every supervisor shall always be transparent to the public and he should submit report to the Bureau regarding his actions.
3. Every supervisor shall execute this regulation and the directives to be issued afterwards and have same executed by others.

28. Ethics of Supervision Employees

1. Employees deployed on supervisory duties, shall fulfill the professional competence and ethical loyalty required by the profession.
2. Employees deployed on supervisory duties shall be reserved from bad habits and practices that may spoil the good name and honor of their organization and be free of improper relationships.
3. In as much as they are expected to conduct their professional duties in front of the general public, they should demonstrate professional discipline to whomever they monitor, to respect the legal rights of their customers and have same respected by

፳፱ የደረጃ መዳቢና የሙያ ብቃት አረጋጋጮች ተግባርና ኃላፊነት

የደረጃ መዳቢና የሙያ ብቃት አረጋጋጭ በዚህ ደንብ መሠረት የሚከተሉት ስልጣንና ተግባራት ይኖሩታል፡-

፩ ለቱሪዝም አገልግሎት ሰጭ ድርጅቶች የተቀመጠውን መስፈርት አሟልተው ደረጃ እንዲሰጣቸው ለሚጠይቁ ደረጃ ይሰጣል፤

፪ በቱሪዝም አገልግሎት ሰጭነት መሠማራት ለሚፈልጉ ግለሰቦች፣ ማህበራትና ድርጅቶች የንግድ ፈቃድ ለማውጣትና ለመስራት የሚያስችላቸውን የሙያ ብቃት ማረጋገጫ ይሰጣል፤

፫ ለቱሪስት አገልግሎት ሰጪዎች በተቀመጠው መስፈርት መሰረት ደረጃ ይመደባል፤ የሙያ ብቃት ማረጋገጫ ይሰጣል እንዲሁም በየአመቱ ያደሳል፡፡

፴ የደረጃ መዳቢና የሙያ ብቃት አረጋጋጮች ግዴታ

others.

29. Duties and Responsibilities of Standard Classification and Professional Competence Certification Employees

Any standard classification and professional competence certification employee shall, pursuant to this regulation, have the following duties and responsibilities:

1. provide standard classification for those having fulfilled the required criteria set for the tourist service providing institutions requesting for same;
2. provide professional competence certificate for individuals, associations or organizations which need to engage in tourism service provisions as such is the pre-requisite to get the necessary work permit and business license;
3. Issue standards and professional competence certificates as well as annually renew same as per the requirements set for the tourist service providers.

30. Duties of Standard Classification and Professional Competence Certification Employees

፩ ማንኛውም ደረጃ መዳቢና የሙያ ብቃት አረጋጋጭ የስራ እንቅስቃሴ በሚያደርግበት ወቅት ከቢሮው የተሰጠውን የመታወቂያ ካርድ ለሥራ በተሰማራባቸው ቦታዎች ሁሉ የማሳየት ግዴታ አለበት።

፪ ማንኛውም ደረጃ መዳቢና የሙያ ብቃት አረጋጋጭ አሠራሩን ለህዝብ ግልፅ ማድረግና የሚወስዱ እርምጃዎችን ለቢሮው በወቅቱ ማሳወቅ ይኖርበታል።

፫ ማንኛውም ደረጃ መዳቢና የሙያ ብቃት አረጋጋጭ ይህንን ደንብና በዚህ ደንብ መሠረት የሚወጡትን መመሪያዎች መፈፀምና ማስፈፀም ይኖርበታል።

፴፩ የደረጃ መዳቢና የሙያ ብቃት አረጋጋጮች ሥነ ምግባር

፩ የደረጃ መዳቢና የሙያ ብቃት አረጋጋጭ ሠራተኞች ሥራው የሚጠይቀውን መቼዊ እወቀትና ሥነ ምግባር የሚያሟሉ መሆን ይኖርባቸዋል።

፪ ለሥራው የመደባቸውን መሥሪያቤት መልካም ስምና ክብር ከሚያጎድፉ አስነዋሪ ድርጊቶችና አግባብነት ከሌላቸው ግንኙነቶች መቆጠብ አለባቸው።

፫ በሚያከናውኑት ተግባር ሙያዊ ዲስቲሊን የሚያሳዩና የአገልግሎት ፈላጊውን አካል ህጋዊ መብት የሚያከብሩ መሆን ይኖርባቸዋል።

ከፍል ስድስት

1. Every standard classification and professional competence certification employee shall always uphold his professional identification card given to him by the Bureau and must show same while on his duty at any place.

2. The activity of every standard classification and professional competence certification employee shall always be transparent to the public and he should submit report to the Bureau regarding his actions.

3. Every standard classification and professional competence certification employee shall execute this regulation and the directives to be issued after- wards and have same executed by others.

31. Ethics of the Standard Classification and Professional Competence Certification Employees

1. Employees deployed on standard classification and professional competence certification duties shall fulfill the professional competence and ethics required by the professions.

2. Employees deployed on standard classifications and professional competence certification duties, shall be reserved from bad habits and practices that may spoil the good name and honor of their organization and be free of improper relationships

3. They shall demonstrate professional discipline while conducting their duties and thereby respect the rights of any body seeking for their services.

PART SIX

MISCELLANEOUS PROVISIONS

1. Tourist service providing institutions or individuals shall, when asked to provide information in relation to their activities,

37. Duty to Cooperate

ጠረፍኦን ሰው ፡፡ርረረ ሳን፡ ሳንሰረ ፡፡ፆረፍኦን
ፎጠፍኦን ለሌላ፡ ሰው ፡፡ፆረፍኦን ለሌላ፡ ፡፡ፆረፍኦን
፡፡ፆረፍኦን፡፡

፴፰ ተፈጻሚነት ስለማይኖራቸው ህጎች

፳፻፫ ሳን ሸሃ ፎጠፍኦን ጠረፍኦን ለሌላ ሳን፡
ለሌላ ወይም የተለመደ አሠራር ለሳን ሳን ፡፡ፆረፍኦን
፡፡ፆረፍኦን ለሌላ፡ ፡፡ፆረፍኦን፡፡

፴፱ መመሪያ የማውጣት ስልጣን

፳፻፫ ሳን ፆጠፍኦን ፎጠፍኦን ለሌላ፡ ፡፡ፆረፍኦን
ዝርዝር ለሌላ፡ ፡፡ፆረፍኦን፡፡

፵ ደንቡ ስለሚፀናበት ጊዜ

ይህ ደንብ በክልሉ ዝክረ ሕግ ጋዜጣ ታትሞ
ከወጣበት ቀን ጀምሮ የፀና ይሆናል፡፡

ባህር ዳር

ጥቅምት 3 ቀን 2003 ዓ.ም

አያሌው ገብበይ

የአማራ ብሔራዊ ክልል ርዕሰ-መስተዳድር

Any person shall have the duty to cooperate
in the implementation of this regulation and
the directives to be issued there-after.

38. Inapplicable laws

No other regulation, directive or customary
practice in contravention of this regulation
shall apply to matters incorporated therein.

39. Power to Issue Directives

The Bureau shall have the power to issue the
specific directives necessary for the
enforcement of this regulation.

40. Effective Date

This regulation shall come into force as of the
date of its publication on the Zikre-Hig
Gazette of the Regional State.

Done at Bahir Dar

This 13th day of October 2010GC

Ayaliew Gobezie

Head of Government

Of the Amhara National Regional State