



REPUBLIC OF ANGOLA
OMBUDSMAN



Law of the Institution of the Ombudsman



PROVEDOR DE JUSTIÇA



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Translation of the Original Version

DATASHEET

Title

LAW OF THE INSTITUTION
OF THE OMBUDSMAN

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CHAPTER I

General Provision

ARTICLE 1

Object

This Law establishes the rules of the organization and the functioning of the Office of the Ombudsman.

ARTICLE 2

Definition and nature

1. The Institution of the Ombudsman is the technical and administrative support structure necessary to carry out the Ombudsman duties and tasks.
2. The Institution of the Ombudsman is a budgetary unit, endowed with administrative, financial and patrimonial autonomy.

CHAPTER II

Organization

SECTION I

Organs and Service

ARTICLE 3^o

(Executive bodies and services)

The Institution of the Ombudsman comprises the following bodies and services:

- a) Governing Bodies: Ombudsman and Deputy Ombudsman;
- b) Advisory Body: Board of directors;
- c) Instrumental Support Services: Office of the Ombudsman and Office of

- the Deputy Ombudsman;
- d) Central Executive Services: Directorate of the Specialized Units and Directorate of International Exchange and Cooperation;
 - e) Technical Support Services: General Secretariat;
 - f) Local Executive Services: Provincial Services of the Ombudsman.

SECTION II
Governing Bodies

ARTICLE 4
(Ombudsman)

The Institution of the Ombudsman is headed by the Ombudsman.

ARTICLE 5^o
(Deputy Ombudsman)

The Deputy Ombudsman assists the Ombudsman in the leadership of the institution.

SECTION III
Advisory Body

ARTICLE 6^o
(Council of the Ombudsman Office)

The Ombudsman Council is the Ombudsman advisory body, which is responsible for:

- a) Analyze the Draft of the Ombudsman annual activity plan;
- b) Consider the Proposal for the annual budget of the Ombudsman;
- c) Analyze the Draft of the annual activity Report to be presented to the National Assembly;
- d) Consider the proposals to amend the organic Law on the Statute of the Ombudsman and the Ombudsman Law;
- e) Consider the draft regulations and other acts within the competence of the Ombudsman, submitted by him;
- f) Consider the proposals related to the Ombudsman social package;
- g) Pronounce on other matters submitted to it by the Ombudsman or any of its members, after his consent.

ARTICLE 7^o

(Composition of the Ombudsman Council)

1. The Ombudsman Council is restricted or enlarged and is chaired by the Ombudsman.
2. The Ombudsman Council includes the following members:
 - a) The Ombudsman;
 - b) The Deputy Ombudsman;
 - c) Director of the low Office;
 - d) The Secretary General;
 - e) The Director of International Exchange and Cooperation.
3. A restricted Council of the Ombudsman Office ordinarily meets quarterly and may, if necessary, hold extraordinary meetings.
4. The Council of the Extended Ombudsman includes, in addition to the members listed in paragraph 2, the heads of Departments, the Consultants and the Heads of the Provincial Services of the Ombudsman and meets on annual basis and may, if necessary, carry out extraordinary sessions.
5. The Ombudsman may invite other entities to participate in the sessions of the Council of the Ombudsman.

SECTION IV

Services

SUBSECTION I

Instrumental Support Service

ARTICLE 8^o

(Office of the Ombudsman)

1. The Ombudsman is supported, directly and personally, by an office that directly provides him with all technical and administrative assistance in the performance of duties.
2. The Ombudsman Office comprises:
 - a) A Director of the Office;

- b) A Deputy Director of the Office;
- c) Four Consultants;
- d) A Secretary;
- e) Two Computer Technicians;
- f) Two Administrative Officials;
- g) A Driver.

ARTICLE 9º

(Office of the Deputy Ombudsman)

1. The Deputy Ombudsman is supported by a cabinet that directly provides him with all technical and administrative assistance in the performance of his duties.
2. The Deputy Ombudsman Office comprises:
 - a) A Director of the Office;
 - b) Two Consultantes;
 - c) A Secretary;
 - d) Two Computer Technicians;
 - e) Two Administrative Officials;
 - f) A Driver.

SUBSECTION II

Central Executive Services

ARTICLE 10º

(Directorate of Investigations)

1. The Directorate of Specialized Areas has the function of assisting the Ombudsman in the exercise of his specific functions.
2. The Directorate of Specialized Areas is responsible for:
 - a) Instruct investigation processes, based on citizens' complaints or on the Ombudsman initiative;
 - b) Analyze the evidence and other procedural elements;
 - c) To prepare the draft letters and recommendations, repairs and suggestions of the matters submitted to it;

- d) Issue opinions, at the request of the Ombudsman, on matters of a general nature regarding the functioning of the Ombudsman;
- e) To carry out the other tasks assigned to him.

ARTICLE 11º

(Structure of the Directorate of Investigations)

1. The Directorate for Specialized Areas is structured in:
 - a) Department of Legal, Judicial and Penitentiary Affairs;
 - b) Department of Labor Affairs, Social Security;
 - c) Department of Land and Environmental Rights;
 - d) Department of Vulnerable Social Segments.
2. The Directorate for Specialized AREAS IS HEADED BY A National Director.
3. The Departments of the Directorate for Specialized AREAS are headed by heads of Department.

ARTICLE 12º

(Directorate for Exchange And International and Cooperation)

1. The Directorate for International Exchange and Cooperation is the service charged with supporting the Ombudsman in the field of international relations and cooperation.
2. The International Exchange and cooperation Directorate is responsible for:
 - a) Promote the dissemination of the Ombudsman activity, at home and abroad;
 - b) Provide support to the Ombudsman delegations on an official mission abroad, in conjunction with the Ministry of Foreign affairs and the Angolan Diplomatic and Consular Missions;
 - c) Collect, analyze and process the information of interest to the Ombudsman, produced by foreign counterparts or international organizations;
 - d) To ensure cooperative relations with other similar entities and with international, governmental and non-governmental organizations;
 - e) Collect, process and make available information regarding the activities

- of international organizations and similar institutions;
- f) To provide translation and interpretation service;
 - g) Support the Ombudsman in cooperation with international, with judicial and administrative authorities, public and private entities, civil society organizations, non-governmental organizations, and other institutional partners, in the field of protection and promotion of fundamental rights, freedoms and guarantees.
3. The Directorate of Exchange and International Cooperation consists of two departments:
- a) Department of Exchange;
 - b) Department of International Cooperation.
4. The Directorate of Exchange and International Cooperation is headed by a National Director.
5. The Departments of the Directorate of Exchange and International Cooperation, provided for in paragraph 3 of this article, are headed by managers of Department.

SUBSECTION III
Technical Support Service

ARTICLE 13^o
(General Secretariat)

- 1. The General Secretariat of the Ombudsman is the service that deals with most of the common issues of the Ombudsman, budget management, personnel management, assets, transport, office hours, information technologies, public relations, protocol and library.
- 2. The General Secretariat is responsible for:
 - a) Provide technical and administrative assistance to the Office of the Ombudsman and the Office of the Ombudsman, as well as monitor the implementation of their decisions;

- b) Study, program, coordinate and apply measures to promote, on a permanent and systematic basis, the improvement, innovation and modernization of administrative activities and the improvement of the efficiency of the Ombudsman services;
- c) Prepare and execute the Ombudsman budget and ensure the general budget management service of the Ombudsman bodies and services;
- d) Present, to the Ombudsman, the annual report on the execution of the Ombudsman budget;
- e) Ensure the acquisition and maintenance of the assets necessary for the functioning of the Ombudsman;
- f) Administer the assets of the Ombudsman;
- g) Define, organize and technically guide the technical and scientific documentation system;
- h) Acquire, catalog and disseminate national and foreign scientific and technical information of institutional interest;
- i) Develop techniques for organizing the bibliographic and documentary collection;
- j) Elaborate and present proposals in matters of management policies, admission and promotion of employees, as well as staff careers;
- k) To manage the institution staff, in relation to the phases of the employees professional career;
- l) To ensure, in conjunction with the competent Public Administration services, the necessary actions to pursue the objectives defined in terms of management and administration of human resources;
- m) Promote the adoption of measures aimed at improving the conditions for the provision of work, namely hygiene, health and safety;
- n) Ensuring the general public relations and protocol services of the Ombudsman and organizing official ceremonies, in conjunction with other services;
- o) Monitor, advise and mediate the coordination and dissemination of the Ombudsman activities in the media;
- p) Promote and develop marketing and institutional advertising campaigns,

produce informative content and propose communication actions for the purpose communication actions for the purpose of dissemination in the media;

- q) Perform the other functions defined by law and guided by superiors.

ARTICLE 14°

(Structure of the General Secretariat)

1. The General Secretariat is structured in:
 - a) Department of Budget and Heritage Management;
 - b) Department of Human Resources;
 - c) Department of Expedient and Information Technologies;
 - d) Department of Relations and Protocol;
 - e) Department of Institutional Communication and Press.
2. The Budget and Wealth Management Department comprises the Budget Management Section.
3. The Human Resources Department comprises the Skills Management and Career Development Section and the Training and Performance Evaluation Section.
4. The Department of Expedient and Information Technologies comprises the Section of Expedient and Archive and the Section of Information and Technologies.
5. The Institutional Communication and Press Section and the Library.
6. The General Secretariat is headed by a Secretary General, equivalent to the National Director.
7. Departments of the General Secretariat are headed by heads of Department and Sections by heads of Section.

SUBSECTION IV

Local Executive Services

ARTICLE 15°

(Provincial Services of the Ombudsman)

1. The Ombudsman Office has Provincial Services in each Province.

2. The Provincial Services of the Ombudsman are the units that carry out the activity of the Ombudsman in the Province.
3. The Provincial Services of the Ombudsman exercise the following activities:
 - A) Provide the citizens with the necessary information and clarifications and keep the Ombudsman informed;
 - B) To receive complaints and ensure their treatment;
 - C) Maintain a close link with the Directorate of Specialized Areas, in relation to the processing of processes;
 - D) To prepare information and opinions on any matters submitted to them;
 - E) Prepare quarterly reports on citizens complaints;
 - F) Perform other tasks guided by the Ombudsman.
4. The Provincial Services of the Ombudsman are headed by a head of Provincial Service, equivalent to a head of Department.
5. The Organization and functioning of the Provincial Services of the Ombudsman are defined by regulation.

ARTICLE 16^o

(Head of the Provincial Services of the Ombudsman)

The Head of the Provincial Services of the Ombudsman is accountable to the Ombudsman, for all activity carried out in the Province.

CHAPTER III

Financial and Wealth Management

ARTICLE 17^o

(Service budget)

1. The Ombudsman is a budgetary unit, with no annual budget allocation.

2. The Ombudsman budget is managed autonomously by its holder, without prejudice to the provisions of applicable legislation.

ARTICLE 18.

(Management tools)

1. The financial management of the Ombudsman is ensured through the following instruments:
 - a) Annual and multiannual plan of activities;
 - b) Annual budget;
 - c) Annual report of activities and accounts for the financial year.
2. The Ombudsman financial management is exercised by the Ombudsman and ensured by the services of the General Secretariat.

ARTICLE 19°

(Revenue)

The revenue of the Ombudsman Office comprises:

- a) Appropriations from the General State Budget;
- b) Any other revenue that is attributed by law or by another title.

ARTICLE 20°

(Expenses)

The Ombudsman expenses include:

- a) Personnel expenses;
- b) The charges arising from its operation;
- c) Expenses incurred for the acquisition of goods and for the maintenance and conservation of the heritage, equipment and services to be used.

ARTICLE 21°

(Patrimony)

It constitutes the patrimony of the Ombudsman office the universality of assets, rights and obligations that he receives or acquires.

CHAPTER IV

Staff Regime

ARTICLE 22º

(Staff rules)

1. To the staff of the Ombudsman Office, for all legal purposes, with the necessary adaptation, the civil service regime applies.
2. To the personnel assigned to the Deputy Ombudsman, the regime foreseen for the offices of the holders of the ministerial departments applies, with the necessary adaptations.

ARTICLE 23º

(Supplementary remuneration)

The employees and administrative agents of the Ombudsman are entitled to a salary coefficient of 0.3 on the basic salary, with respect to supplementary remuneration.

ARTICLE 24º

(Identification card)

The Ombudsman approves, by dispatch, the model of identification card for the employees and administrative agents of the Ombudsman.

ARTICLE 25º

(Organization of the establishment plan and organization chart)

The establishment plan of the Ombudsman Office, the Office of the Ombudsman, the Office of the Deputy Ombudsman and the Provincial Services of the Ombudsman, as well as the establishment plan of the ombudsman, are set out in Annexes III, respectively, II, IV and V of this Law, of which they are an integral part.

**ARTICLE 26°
(Regulations)**

The Ombudsman approves the internal regulations of the Ombudsman bodies and services.

CHAPTER V

Final dispositions

**ARTICLE 27°
(Revocation)**

All legislation that contradicts this Law is Revoked.

**ARTICLE 28°
(Doubts and omissions)**

The doubts and omissions resulting from the application and interpretation of this Law are resolved by the National Assembly.

**ARTICLE 29°
(Entry into force)**

This Law enters into force on the date of its publication.

Seen and approved by the National Assembly, in Luanda, on May 20, 2020.

The President of National Assembly, Fernando da Piedade Dias dos santos.

Enacted on June 30, 2020.

Let it be published.

The President of the Republic, João Manuel Gonçalves Lourenço.

ANNEX I

Establishment plan of the Ombudsman, referred to in article 25^o

ANNEX II

Establishment Plan for the Ombudsman Office, referred to in article 25^o

Ombudsman's Office:

1 Office Director;

1 Deputy Cabinet Director;

4 Consultant;

1 Secretary;

2 Computer Technician;

2 Administrative Officer;

1 Driver.

ANNEX III

Establishment Plan the Office of the Deputy Ombudsman, referred to in article 25^o

Office of the Deputy Ombudsman

1 Office Director;

2 Consultant;

1 Secretary;

2 Computer Technician;

2 Administrative Officer;

1 Driver.

ANNEX IV

Staff list of the Provincial Services of the Ombudsman, referred to in article 25^o

ANNEX V

Organigram of the Ombudsman, Referred to in article 25^o

LAW OF THE INSTITUTION OF THE OMBUDSMAN



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