

Proclamation No. -----/2024

Real Estate Development and Real Property Marketing and Valuation Proclamation

WHEREAS, it is imperative to align the real property valuation system with current market values in order to leverage increased property values resulting from infrastructure development and facilitate the rapid growth of cities.

WHEREAS, property owners must have accurate and reliable price information about their properties to actively participate in the capital market.

WHEREAS, there is a significant disparity between the demand for real estate and the available supply, leading to numerous challenges for individuals looking to purchase homes. Consequently, there is a need to promote real estate investment and enhance housing availability.

WHEREAS, establishing a consistent legal framework for real estate development, a marketing, valuation, and real property transaction is crucial for fostering a robust economic society.

NOWHEREFORE, in accordance with Article 55(1) of the Constitution of the Federal Democratic Republic of Ethiopia, it is hereby proclaimed as follows:

PART ONE

GENERAL PROVISION

1. Short title

This Proclamation may be cited as "Real Estate Development and Real Property Marketing and Valuation Proclamation No. ----- 2024".

2. Interpretation

Unless the context dictates otherwise:-

- 1) "Real estate" means land used for business, habitation, industry, and social or other services. It includes buildings and related structures built on the land.
- 2) "Ancillary construction" means fences, patios, swimming pools, sewage tanks, and other structures that provide outside services to the main construction in a property.
- 3) "Real estate development" means the construction of buildings and related structures on land to be used for sale, rent, or lease for residential, industrial, commercial, social, or other purposes.
- 4) "Real estate developer" means a person who builds and sells privately or in partnership more than 50 houses, or provides housing units to users through lease or rent.
- 5) "Real property" means the right to use land and associated assets, including any buildings and related structures built for sale, rental, commercial, residential, industrial, social, or other purposes located on the land.
- 6) "Marketing" means promoting Real property for sale or rent.

- 7) "Market value" means the current estimated value determined by comparing the value of real property with similar properties based on market research.
- 8) "Valuation" means setting a price by analyzing current Real property data.
- 9) "Valuer" means a person authorized by the relevant government body to analyze and estimate current Real property values scientifically.
- 10) "Total property valuation" means a document containing aggregated information on appraised Real property values.
- 11) "Appropriate body" means the federal, state, or city government body of the urban and infrastructure sector authorized to carry out and oversee the activities regulated in this decree related to real estate development and real property marketing, and valuation.
- 12) "Land improvement" means any non-building improvement, adjustment, or adaptation made to urban land for use, excluding streets, roads, marketplaces, water barriers, yard paving, and landscaping.
- 13) "Building" means any permanent or temporary erected structure for residential, office, factory, or other purposes.
- 14) "Building description" means a document showing the common building name and address, house boundaries and common uses, and exact locations of common uses and each house in relation to the common building, including any amendments.
- 15) "Temporary construction" means a building construction with a set time limit that will be dismantled upon completion of the given time limit.
- 16) "Residential building" means any building used for a person's residence.
- 17) "Commercial building" means any building located in an urban area for carrying out a person's work.
- 18) "Public service building" means a building for public services such as an educational institution, health service facility, public library, assembly hall, entertainment venue, or similar non-profit purpose.
- 19) "Community building" means a building for residential or other purposes that includes five or more separately owned apartment units from the ground up or side by side that have jointly owned common areas.
- 20) "Real estate qualification license" means a real estate developer's qualification license that helps the real estate developer fulfill the rights and obligations given by this decree.
- 21) "Investor" means a local or foreign investor who has invested capital in Ethiopia.
- 22) "Domestic investor" means one, who invests capital in Ethiopia, including:
 - a) Ethiopian citizen
 - b) Organization established in Ethiopia wholly owned by Ethiopian citizens
 - c) Government
 - d) Government development organization

- e) Cooperative society established under relevant law
 - f) Foreign national or organization considered domestic under relevant law or international agreement approved by Ethiopia
 - g) Organization established in Ethiopia between any of those referred to in a) to f)
 - h) Regarding investment in force when this decree issued, domestic investor granted license under previous now repealed laws and foreign citizen or organization still working in Ethiopia
 - k) Children of foreign citizen referred to in this subsection only regarding investment specified in h)
- 23) "Foreign investor" means foreign capital invested in Ethiopia, including:
- a) Foreign citizen
 - b) Organization with foreign national participation
 - c) Company established abroad by any investor
 - d) Joint venture between any investors referred to in a), b), or c)
 - e) Ethiopian national with normal residence abroad wanting to be considered foreign investor
- 24) "Ministry" means the Ministry of Urban and Infrastructure Development.
- 25) "City" means an area with an established municipality or population over 2,000 with at least 50% workforce in non-agricultural activities.
- 26) "Region" means any region referred to under Article 47 of the Ethiopian Constitution, including Addis Ababa City and Dire Dawa administrations.
- 27) "Association" means a body acquiring legal personality under the Ethiopian Cooperatives Establishment Decree.
- 28) "Person" means a natural person or body with legal rights.
- 29) Any expression in the masculine form also refers to the feminine.

3. Scope of application

This decree shall apply to any real estate development and Real property, marketing, and valuation in Ethiopia.

4. Principles

The Real Estate and Real property Development, Marketing and Valuation System shall have the following principles:

- 1) Incorporate the interests of stakeholders by being transparent and accountable.
- 2) Service delivery follows an efficient, effective and modern system.
- 3) Be governed by law, contribute to the development of the public and a sustainable national economy, and enhance the competitiveness of cities.
- 4) Ensure stable real property transactions based on current and existing conditions.

PART TWO

ISSUANCE OF QUALIFICATION LICENSES AND PROOF OF OWNERSHIP OF REAL ESTATE DEVELOPERS

5. Qualification Licenses of Real Estate Developers

- 1) Any domestic or foreign investor wanting to engage in real estate development must obtain a real estate developer's qualification license from the appropriate body in accordance with this decree.
- 2) Any domestic investor fulfilling the following requirements will be granted a real estate developer qualification license by the relevant body, as detailed in regulations issued to implement this decree:
 - a) Can transfer the minimum number of houses or fifty houses allowed to the real estate developer as stated in this decree.
 - b) Able to provide financial means and source for construction of the real estate development or, if wanting to benefit from pre house sale, can provide permission from the appropriate body.
 - c) Able to submit a project study for the intended construction and a detailed construction schedule, and the permit will be issued for the proposed construction period.
- 3) Any foreign investor meeting the following requirements will be given a real estate developer's qualification license by the relevant body, as detailed in regulations issued to implement this decree:
 - a) Can provide the minimum required capital amount to engage in the sector in the country from private or foreign financial institutions according to the investment law.
 - b) Able to transfer the minimum number of houses or fifty houses allowed to the real estate developer as stated in this decree.
 - c) Able to provide a project study for the intended construction and a detailed construction schedule, and the permit will be issued for the proposed construction period.
 - d) Shall fulfill other administrative laws that are expected from a foreign investor.
- 4) Subject to the provisions of subsections 2 and 3 of the same article, favorable conditions will be created for government land to be widely available when a local or foreign real estate developer with an investment and trade license meets at least one of the following conditions. The details will be determined well in regulation:
 - a) According to the status of cities builds from 500 to 5 thousand houses at a time, 40 percent of which will be affordable housing for low and middle income community sections, or
 - b) Imports necessary construction materials not available in quality and quantity locally and imports through the foreign currency system, and reuses 60 percent of remittance profit within the country without taking it out of the country for up to 10 years according to procedures approved by the National Bank of Ethiopia, or
 - c) When possible to save foreign currency by replacing imported products by constructing a factory to domestically produce materials used locally for home development and construction, to be used to adjust foreign currency required from real estate sale income.

- 5) The foreign investor can engage in real estate development in coordination with the local investor; the details will define in regulation.
- 6) According to laws and procedures of the National Bank of Ethiopia, the government may provide guarantees based on conditions to local and foreign real estate developers borrowing from foreign banks with long repayment periods.
- 7) The qualification license certificate issued to the real estate developer by the competent authority is valid only until the developer has registered project completion. However, if sufficient reason is found, the developer may renew the license for an additional period upon request. The details are well defined in regulation.
- 8) Subject to what is mentioned in subsection 7 of this article, the appropriate body must immediately inform the body issuing the investment and business license regarding renewal or cancellation of the developer's performance license and the reason.
- 9) The real estate developer's qualification certificate issued according to this article shall be submitted together with the investment and business license application submitted in the field of real estate investment.

6. Issuance of Certificates of Real Estate Developer's Location and Separate Possession

- 1) Land used for real estate development in cities will be provided in the following manner
 - a) Those building and transferring more than 5,000 houses in Addis Ababa, or
 - b) Those building and transferring more than 1,000 houses in cities with demonstrated real housing needs and industrial parks.
 - c) For cities needing fewer houses, priority will be given and land provided to real estate developers building and transferring more than 500 houses.
- 2) The real estate developer may request a certificate of individual ownership for a house when construction reaches 80% completion and meets criteria for sale of the built house to individual home seekers.
- 3) Subject to the provisions of this Article, the details shall be determined thoroughly in a regulation.

7. Duties of Real Estate Developers

In addition to complying with obligations stipulated in contract documents, building ordinances, and other legal frameworks, real estate developers shall have the following duties:

- 1) A house with construction less than 80% complete cannot be transferred to customers without customer consent.
- 2) No party involved in real estate development can make false advertisements.

- 3) Developers cannot register customers or collect advance payments before receiving land ownership certificate and building permit from relevant authority to build houses.
- 4) Legally acquired land cannot be registered for more houses than it can accommodate.
- 5) Developers shall encourage home buyers to establish a customer association and submit a building description.
- 6) Contracts and documents given to clients must include the possession certificate from relevant government body, construction materials type, architecture, sanitation, structural and electrical designs, and copies of building and real estate development permits.
- 7) Developers must provide customers a legal receipt for amounts paid.

8. Duties of Real Estate Home Buyers

A real estate home buyer has the following duties:

- 1) Make expected payments on time according to the contract.
- 2) Provide necessary information and evidence to complete construction and contractual process for the purchased house.
- 3) Participate in establishing and strengthening a home buyer's association to protect common rights and fulfill obligations.

9. Warranty

Local developer should fulfill the following warranty conditions while pre-selling houses to home seekers before construction:

- 1) Inform the appropriate body of intent to utilize home priority sales strategy and obtain permission.
- 2) Deposit money collected from home buyers in a closed bank account opened as per approval of the relevant authority.
- 3) Proof of ownership of houses the real estate developer wants to pre-sell shall be blocked from sale by concerned party until houses are built and handed over to users.
- 4) Conditions for releasing money deposited in closed bank account under subsection 2 of this article shall be determined by regulation.

10. Support Provision:

- 1) Real estate developers must submit building descriptions and other necessary information to home buyers.
- 2) The appropriate body should establish a system to jointly pursue their social and economic interests by supporting home buyers to organize themselves in an association based on the Joint Building Ownership Act and the Cooperatives Act.

PART THREE

REAL PROPERTY VALUATION SYSTEM AND LICENSING

SUBSECTION ONE

METHODS AND PURPOSE OF REAL PROPERTY VALUATION

11. Purpose and System of Real property Valuation

- 1) Real property shall be valued for the following purposes:
 - a) Property tax assessment;
 - b) Sale and purchase transactions;
 - c) Bank loan collateral;
 - d) Court disputes;
 - e) Inheritance or property distribution;
 - f) Compensation claims;
 - g) Insurance purposes;
 - h) Rental services;
 - i) Other related issues.
- 2) Sub-paragraph (b) of this article shall be enforced upon the request of the property owner.
- 3) The valuation of real properties shall adhere to the following system:
 - a) The valuation estimate should be clear and based on current local market information to ensure a stable market.
 - b) Valuations must be conducted by certified Valuers from appropriate bodies.
 - c) If the valuation is regularly performed by a government institution, it should be done once every five years.
 - d) In cases where the valuation is not covered by a government institution, the government may assign an accredited body to carry out the valuation.
 - e) A Valuer who receives a work order from the appropriate party or property owner must provide evidence of the order.
 - f) The valuation, as mentioned in sub-paragraph (c) of this article, which is typically done every five years, should be updated to reflect annual price changes based on evidence provided by the Real property owner.
 - g) When there is a discrepancy between the registered Real property value and the actual value due to various reasons, the relevant body will verify the value and make the necessary corrections.
 - h) The specific implementation details of this article's provisions shall be determined by a regulation issued to enforce this decree.

12. Valuation Methods and Information

- 1) The valuation of Real property should be based on the replacement cost of the property.
- 2) In accordance with the provisions of sub-paragraph 1 of this article, Real property can also be valued using other methods such as market price comparison, income capitalization, or other appropriate calculation methods as necessary.
- 3) In cases where the nature of the property is unique and complete market information is not available, a special valuation method may be utilized, subject to confirmation by the relevant body.
- 4) Complete information should be provided upon request by the appropriate authority.
- 5) The Real property Market encourages individuals who provide genuine suggestions based on the presented information regarding the price of a property being sold or rented.
- 6) The detailed implementation of this article shall be determined by a regulation issued to enforce this decree.

13. Approval and Public Notification of Property Valuation

- 1) In cases where a separate assessment is conducted due to special needs, the party requesting the assessment assumes responsibility for the assessment and reserves the right to use it for their intended purpose. Real property valuation is conducted regularly every five years to make way for public benefit. The final total property valuation must be submitted for approval to the city mayor or district manager.
- 2) In accordance with this provision of subsection (1) of this article, any party dissatisfied with the decision may file a complaint or appeal to the relevant authority in accordance with Articles 24 to 30 of this Decree.
- 3) The appropriate body will determine the base and ceiling rental service prices for cities every two years.
- 4) In accordance with the provisions of sub article 2 of this article, adjustments will be made as necessary based on current inflation and the ratio of housing supply and demand.
- 5) The city mayor, district administrator, or any authorized person must publicly announce the final Real property valuation within 15 days using various means of communication.
- 6) The Real property valuation package must be made available for public inspection for a minimum period of 3 days from the date of the final announcement.
- 7) To safeguard the rights of property owners to be informed about their property valuation and to request corrections if necessary, owners whose Real property is included in the valuation package must be sent a copy of the notice mentioned in sub-paragraph 4 of this article, along with the details of the valuation package, via mail or direct delivery.
- 8) If the regional has its own website or utilizes another website, the announcement and property valuation package must be published on the website.
- 9) Property owners may request a copy of the entire valuation package or a specific portion of it by paying the service fee determined by law.

- 10) The detailed implementation of this clause shall be determined by a regulation issued to enforce this decree.

14. Investigation of Real property Valuation Package

To ensure transparency and accountability in the process, the relevant body may examine the document package that demonstrates the process and results of the property valuation within the timeframe mentioned in Article 13, sub-paragraph 5 of this decree.

SUBSECTION TWO

VALUER'S LICENSING SYSTEM AND VALUER'S RESPONSIBILITIES

15. Issuance of Valuer's License

- 1) Any individual appraising real property must possess a valid and renewed Valuer's professional license and business license.
- 2) Subject to the provision of this article sub article 1 it does not consider institutions that are organized by the government to undertake the appraisal work.
- 3) Valuer's professional licenses are granted at the federal, regional, and city levels and the level of professionalism should be determined based on the type and value of the properties being appraised.
- 4) If sufficient evidence of professional and ethical misconduct is presented, the relevant body may take appropriate measures against the Valuer, such as reduction, suspension, confiscation, or any other necessary actions.
- 5) The detailed implementation of this article shall be determined by a regulation issued to enforce this decree.

16. Valuer's Duties

Every Valuer appraising Real property has the following duties:

- 1) They must obtain a professional license from the authorized body in the national, state, or city where they intend to work.
- 2) Valuers must adhere to the code of professional conduct issued by the authorized body.
- 3) The qualification of every valuer's license must be reviewed by the relevant body through assessments conducted every three years.
- 4) The detailed implementation of this article shall be determined by a regulation issued to enforce this decree.

PART FOUR

REAL PROPERTY MARKETING AND URBAN LAND GRADE CLASSIFICATION

17. Real property Marketing System

- 1) Any entity participating in the real estate market is obligated to disclose the transaction price upon request.
- 2) The following procedures should be followed in real property marketing:
 - a) To enhance city competitiveness and attract developers, the appropriate body will regularly announce the lower and upper limits of current real estate prices based on research.
 - b) In accordance with point "A" of this article, any seller or lessor of real estate must clearly announce the price of the property as determined by the appropriate body.
 - c) If the valuation evidence provided by appraisers for the "property value" differs from the market indicator set through research at each level, it should be verified by the relevant body and corrective measures should be taken. Further details will be determined.
 - d) The price of Real property recorded in the market as the "value of the property sold or rented" shall be used for compensation in the event of a claim, and may be considered for the distribution of wealth in cases of surety-ship.
 - e) Adjustments shall be made for changes in property value and inflation, as researched by the appropriate body, in addition to the originally recorded information as the property value of a claimant.
 - f) If the amount withdrawn from the buyer's bank account at the time of property transfer differs from the amount submitted for registration, the appropriate body may request evidence from the parties to explain the difference.
 - g) If the evidence provided by a party is deemed insufficient, the relevant party shall be held responsible for any attempted fraud or wrongful act committed.
- 3) The appropriate body should conduct research on real estate sales and rental prices and make the results publicly available through websites or other means of information dissemination.
- 4) To ensure transparency in the real estate market and the Real property development, marketing, and valuation system, announcements will be made in nationally distributed newspapers for up to 4 years until promotion or disclosure on regional and national websites is implemented.
- 5) Individuals participating in the Real property market as independent brokers or property managers must meet the required educational and professional ethics standards and hold a valid business license.
- 6) The detailed implementation of this article shall be determined by a regulation issued to enforce this decree.

18. Market Research Approach

- 1) When conducting market research for real property valuation, the buying and selling of properties in the area should be considered based on their current market value.
- 2) In accordance with subsection 1 of this article, the following key points must be explored in market value research for estimating Real property:
 - A) The registered value of the property in the government database.
 - B) The current market value of local properties prepared by the Ethiopian Statistical Service.
 - C) Seasonal inflation.
 - D) National economic growth rate and annual production growth.
 - E) Location of the real property.

19. Classification of Urban Land Grade

- 1) The classification and land grade criteria for cities will be determined by the directive issued by regions.
- 2) Cities should be classified according to the criteria set by the respective regions, taking into account infrastructure costs and price differences in each area. A land grade chart and map should be made available to the public.

20. Allocation of Building Location and Services

- 1) The classification of spatial services for determining Real property shall be in accordance with the provisions of the relevant federal urban planning law.
- 2) In addition to the provisions in sub-paragraph 1 of this article, building services for the valuation of any building must be categorized as follows:
 - A) Residential Building
 - B) Manufacturing Industry Building
 - C) Service Building
- 3) There may be other buildings that do not fall into the categories specified in sub-article 2 of this article, and their classification shall be based on the nature of their local services, following the guidelines issued by the respective region.

Part Five

Duties and Responsibilities

21. Duties and Responsibilities of the Ministry

The Ministry has the following duties and responsibilities:

- 1) Develops a national system for real estate development and real property, marketing, and valuation. Monitors and controls its performance.
- 2) Establishes a national qualification standard system for brokers and valuers, and grants licenses to qualified individuals in the area of real property.
- 3) Coordinates with stakeholders involved in the development of the real estate sector at the national level.
- 4) Conducts studies to establish a regulated real estate and Real property development, marketing, and valuation system. Supports its implementation once approved.
- 5) Conducts research and surveys on Real property development, marketing and valuation systems in different regions.
- 6) Develops and implements capacity building frameworks for regions, city administrations, and cities in the areas of real estate development, marketing and valuation systems.
- 7) Collects, analyzes, and disseminates information related to real estate development, marketing, and valuation, making it accessible to the public.
- 8) Regularly studies national real estate supply and demand and provides indicative price ranges.
- 9) Studies and determines real estate valuation methods, and monitors their performance.
- 10) Develops a system for ranking and classifying cities to assist in determining real property prices, and monitors its functionality.
- 11) Establishes a code of conduct for real estate lessors, lessees, conveyances, liaison brokers, appraisers, and developers. Monitors their professional activities and enforces compliance.
- 12) Issues professional licenses to valuers and licenses to real estate developers at the federal level.
- 13) Establishes national standards for the registration and licensing of real estate developers, conveyances, agents, liaison brokers, and property valuers. Monitors compliance once approved.
- 14) Implements a guarantee system for home buyers and developers when houses are sold before construction, to protect their rights and interests.
- 15) Establishes a system for organizing associations among buyers who purchase houses before construction, to collectively monitor construction and fund usage.
- 16) Implements a modern Real property marketing and valuation system using information technology and ensures compliance with the system.

17) Develops and implements capacity building programs for real property marketing and valuation.

22. Duties and Responsibilities of the Regional States

The regional state has the following duties and responsibilities:

- 1) Prepares guidelines for real estate development, marketing, and valuation based on the national proclamation and regional conditions. Approves and supports their implementation.
- 2) Studies and organizes arrangements to modernize the region's real estate development and marketing system, subject to permission.
- 3) Ranks cities in the region based on approved standards and classification systems for real estate development and marketing purposes.
- 4) Prepares and approves criteria and methods for determining urban land and building grades in the region. Distributes and supports spatial grading and implementation in cities and monitors progress.
- 5) Adapts property valuation criteria sent by the federal government to the regional context and prepares strategies and procedures for implementation. Provides support for implementation and monitors progress.
- 6) Establishes a modern real estate development and marketing system at the state or city administration level using information technology and monitors its implementation.
- 7) Collects and analyzes information related to regional real estate development, marketing and valuation and disseminates the information through approved channels to the relevant federal body.
- 8) Regularly studies real estate supply and demand in the city and announces indicative base and ceiling prices based on land grade and house type.
- 9) Monitors the regional Real property market based on prepared market price indicators.
- 10) Undertakes studies, develops strategies, and implements measures to ensure adherence to free market principles in real estate development, marketing, and valuation operations.
- 11) Registers brokers and property valuers and grants status and professional licenses to real estate developers and agents based on federal government standards and laws and monitors compliance with the law.
- 12) Maintains records of landlord-tenant agreements and Real property valuations.
- 13) Monitors compliance of real estate developers, conveyances, agents, and affiliate brokers with the Code of Conduct. Takes action; including canceling registrations and licenses, for violations of professional ethics.
- 14) Implements a warranty system to protect the rights and interests of developers and home buyers when houses are sold before construction.
- 15) Establishes a system where buyers who purchase houses before construction are organized in an association to jointly monitor construction and fund usage.
- 16) Obtains information from banks regarding money transfers during Real property transactions between sellers and buyers.

- 17) Ensures that real estate developers verify the accuracy of their advertisements to attract the market. In case of false information, informs the public and takes legal action.
- 18) Develops and implements capacity building programs for real estate development, marketing, and management in the region or city administration.
- 19) Establishes a committee at the urban level to address complaints related to real estate development, marketing, and valuation.
- 20) Performs other functions that support the legal basis of transactions and assessments and contribute to the encouragement and expansion of real estate development.

Part Six

COMPLAINTS, TIP-OFFS, AND PETITION PRESENTATION PROCEDURES ESTABLISHING A COMPLAINT COMMITTEE

SUBSECTION ONE: PROCEDURES FOR TIP-OFFS, GRIEVANCES, AND COMPLAINTS

23. Providing Tip-offs

- 1) Any party who believes that the provisions of this decree have been violated should submit a written suggestion to the appropriate authority with supporting evidence.
- 2) If the suggestion is supported by realistic and substantiated data, the committee will conduct an investigation and provide incentives according to the established incentive system.
- 3) The investigation process and records shall remain confidential until a final decision is made regarding the suggestion mentioned in subsection (1) of this article.

24. Right to File a Complaint

- 1) Any party has the right to file a complaint if they are dissatisfied with the services related to real estate development and real property marketing, and property valuation.
- 2) A complaint may be submitted in the following cases, subject to the provisions of subsection 1 of this article:
 - a) Disputes arising between or involving real estate developers, property conveyors, landlords, lessors, lessees, or tenants, regarding the execution of this decree or any decision made by an appropriate body.
 - b) Failure to transfer the house from the real estate developer to the client according to their agreement.
 - c) Poor construction quality of the house transferred by the real estate developer.
 - d) Complaints regarding Real property appraisals or the lack thereof.

25. Grievance Presentation Procedure

- 1) First-level complaints regarding real property or property value estimation, or any appropriate decision, must be submitted in writing to the head of the institution responsible for the work or decision within 30 working days.
- 2) The officer receiving the complaint must respond within 30 working days, following the procedure established by the institution.
- 3) Customers who have complaints about the construction quality of a house transferred to them by a real estate developer can submit their complaint within one year of receiving the house.

26. Filing a Complaint Application

- 1) Any person has the right to submit a written complaint, in accordance with this decree, on issues related to the development, marketing, and valuation of real property.
- 2) When filing a complaint, the response received during the complaint process, along with any relevant supporting documents, must be attached.
- 3) If a person is not satisfied with the decision made in response to the complaint filed under this article, they can submit a written complaint to the Real Estate Development, Marketing, and Valuation Complaints Committee established to provide services in the area where the property is located.

SUBSECTION TWO: ESTABLISHMENT OF A COMPLAINT COMMITTEE

27. Establishment of a Committee

- 1) One or more complaint hearing committees for real property development, marketing, and assessment may be established, taking into account the number of users, the scope of complaints, and the availability of space for service users.
- 2) The number and level of the complaint hearing committee will be determined and established by the regional or city government.
- 3) The ethics, term of office for committee members at any level, the number of committee members, and the composition of the profession will be well-defined.

28. Powers and Functions of the Committee

- 1) The Complaint Hearing Committee is accountable to the mayor of a city/ Woreda Administrator/ work to address complaints related to real estate development, marketing, and valuation, and it has the following duties and responsibilities:
 - a) Receive and investigate complaints regarding real estate development, marketing, and valuation.
 - b) Collect relevant evidence concerning the submitted petitions.
 - c) Submit its decision promptly to the appropriate authority upon completion of the complaint investigation.
 - d) If directed by the appropriate body, re-evaluate and make recommendations regarding the decision made by the committee, by documenting its own findings or suggestions.

- 2) The list of committee members, their powers, and responsibilities will be determined by directive ratified by regions.

29. Time Limit for Submitting Petitions

- 1) If the petition is based on property valuation, it must be submitted within 40 days from the date of the public announcement of the valuation result.
- 2) Unless otherwise provided in subsection 1 of this article, if a complaint has been filed previously, it must be submitted within thirty-three days from the date of the response to the complaint.
- 3) A person aggrieved by a dispute between a Real Estate Administrator and a customer may submit a written complaint within 30 days of receiving the decision.
- 4) A person dissatisfied with a decision made by the relevant body can submit a written complaint within 30 days of receiving the decision.
- 5) The hearing and decision-making process will be determined by guidelines, in accordance with subsections 1 to 4 of this article.

30. Appeals

- 1) Any person aggrieved by the decision of the committee may file an appeal with a competent regular court or the Appeals Council established under Decree No. 721/2004, based on any legal errors or substantive issues observed in the decision.
- 2) When submitting the appeal, the appellant must receive the decision of the committee within 3 days from the date of receipt.
- 3) If the appeal is based on a compensation estimate made for a property in an area intended for development, the person can file the appeal only after submitting it to the legal entity that ordered the release of the area for development, following the lease or compensation law.
- 4) A person with a complaint against a decision made by a regular court or the eviction appellate council may file an appeal with the competent appellate court within 3 days of receiving the decision.
- 5) The decision of the appellate court shall be final.

Part Seven:

Miscellaneous Provisions

31. Retention of Information

- 1) The relevant body must maintain information related to Real property development, marketing, and valuation at every level.
- 2) In accordance with subsection 1 of this article, the appropriate body at the state and city level shall collect and organize information used to establish a national real estate development, marketing, and valuation system and transfer it to the federal level authority.

32. Duty to Cooperate

Everyone is obligated to cooperate in the implementation of this proclamation and the rules and regulations issued pursuant to this proclamation.

33. Transitional Provision

- 1) If any real estate developer was involved in development before the issuance of this decree, and the construction or project is expected to last for more than one year, they must register according to this decree within six months.
- 2) Real estate and Real property development, marketing, and valuation activities initiated before the issuance of this decree shall be considered compliant with this decree as long as they do not conflict with its provisions.

34. Authority to Issue Rules and Regulations

- 1) The Council of Ministers shall issue the necessary regulations to implement this decree.
- 2) Regions may issue Directives necessary for the implementation this proclamation or the regulations that may be issued in accordance with sub-article (1) of this Article.

35. Inapplicable Laws

Any law or practice inconsistent with this Proclamation shall not be applicable on matters covered under this Proclamation.

36. Period of Validity of the Decree

This Proclamation shall come into effect from the date of its publication in the Federal Negarit Gazette.

Addis Ababa _____ Date _____ /2024

Sahlework Zewde

Federal Democratic Republic of Ethiopia

President