



Atenshan tu dih verbal rikwest iina anada nietiv langwij or ofishal dayalek fram dih colombian etnik grup dem.

Dih rikwes , komplien, petishan, an dih dinouns dem weh dih etnik grup dehn present, wih stie regulietid bai dih dikrii 1166 fram, wich hailait dih falowing artikl:

“ARTIKL 2.2.3.12.9. Verbal petishan iina anada ofishal nietiv langwij or dayalek fram Colombia. Dih porsn dem huu ofishaly taak a nietiv langwij or dayalek kyan mek verbal petishan tu eny wan a dih authority dem iina dehn uon langwij or dayalek. Demya authority wi hav tu kriet dehn rispektiv mekanism dat wil garantii dih presentieshan, radikieshan an dih setlment as a evidens a dih petishan dem.

Wen dih entity dehn no fain nobody iina dehn aafis huu kyan interpret dih petishan dairekly, den deh wil rikord dih rait af petishan in eny teknologikal or elektronik miins in ada tu prosiid tu ih subsekwent translieshan an respons”.

Dih Intenalco Educación Superior, establish dih falowing gaidlain dem in ada tu risiid dih pitishan dem fram dih etnik grup dem:

- 1.** Aplai dih fies tu fies general protokuol keir.
- 2.** Verifai if dih porsn kyan taak spanish.



3. If di porsn kyaan taak spanish den yuh wih aks him tu eksplien inself deh mek som sain or rait dong somting fi mek yuh andastan weh ihn waant.
4. Mek a sain deh aks im tu diliva di dakument dem so dat yu kyan riily nuo wat di porsn want.
5. If yuh stil no get fi andastan di porsn, tel im fih mekout ih rekwes in a verbal or non verbal form an dis wil bi rekordid iina dehn nietiv langwij bai wan set a piipl huu wi help dem out wid dehn rikwes. If in kies dehn kaal chruu fuon, dehn wi rikord ih.
6. Rikard a video wid di porsn deh mek ih rikwes, spesifai seh dat di rikwes deh iina wan nietiv langwij an dat ih niid wan interpretieshan an transliesha iina Spanish, fainaly diliva di radikiet nomba she yuh risiiv ih.
7. Develop aal di nesesery administrietiv prosidio in ada tu fain out huu kyan interpret di rikwes an how much dis wil kaas. Wans yu kantik di interpriita yu shu giv im aal di informishan avielabl.
8. Wen yu don risiiv di translieshan a di dakument, yu wi send ih tu di Sitizn Ateshan yunit fih dehn pruoses di rikwes(fos an sekant level kier.)
9. Di Sitizn Ateshan yunit wil evaluet di rikwes an send ih tu di kompetent iegensy tu gineriet di respektiv ansa.
10. Wans di ansa avielabl send ih tu di ministry af koltio in aada tu du di transliesha pruoses.
11. Wen di translieshan redy di Sitizn Ateshan Yunit wil diliva ih tu di porsn weh rikwes di servis.
12. If in kies dat yu no gat wan aidia how fain di porsn weh mek out di rikwes tu giv im di ansa, get di informieshan fram di Sitizn Ateshan Yunit, an di sopuort af di direktoriet of di ministry af koltio tu lokiet di link af di komiuniti weh di aplikant bilang tu in aada tu diliva di ansa tu di rikwes.

Di nietiv langwij dem dah paat a fiwi intanjabl kultural an spiritual heritiej; ahn dah fiwi rispansability tu protek di lingwistik daiversity af owa territory.

