

CUSTOMER'S USER MANUAL

የደንበኛ የሰነድ አጠቃቀም መመሪያ

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Table of Contents(መግቢያ)

1. Introduction (መግቢያ)	3
2. Key Features (ቁልፍ መገለጫዎች)	3
3. Responsibilities of Customers (የተጠቃሚዎች ማደበት)	3
3.1 Viewing Company Information (የከተማ መረጃን መመልከት)	3
3.2 Registering and Logging into the System (ወደ መተማበሪያ ስርዓቱ መመዝገብ እና መግባት).....	4
3.3 Applying for a Case (ለንዲያ ማመልከት).....	4
3.4 Monitoring Case Status (የንዲያ ሆኑታ መከታተል).....	4
3.5 Submitting Accusations.....	5
4. System Usage (የስተምር አጠቃቀም)	5
4.1 How to open the page (የመተማበሪያውን ገጽ እንደሆነ መከፈት ይችላል)?	5
4.2 How to register (መተማበሪያውን ለመጠቀም እንደሆነ መመዝገብ ይችላል)?	6
4.3 How to login (ወደ መለያው እንደሆነ መግባት ይችላል)?	9
4.5 How to apply for a case (የንዲያ እንደሆነ ማመልከት ይችላል)?	17
4.6 How to check status of a case (የንዲያን ሆኑታ እንደሆነ መከታተል ይችላል)?	25
4.7 How to make an accusation (ቅልጥ እንደሆነ ማሰጣት ይችላል)?	28
5. Conclusion (መድምድማያ)	30



1. Introduction (መግቢያ)

The system empowers customers to interact with AAHDC's services conveniently from their homes. By leveraging this system, customers can avoid the need to visit AAHDC in person, streamlining processes and saving time.

The web application offers a user-friendly interface to assist customers in viewing company information, registering and logging into the system, applying for cases, tracking the status of submitted cases, and making accusations when necessary.

መተዳደሪያ ስርዓቱ (ሰነድ) ደንብዎች የበ/ል/ክን አገልግሎቶች ካበታቸው ሆነው በተመቻቻ ሁኔታ እንዲገኘች የስትላቸዋል:: ይህንን ስርዓት በመጠቀም ደንብዎች በአካል ማረጋገጫ ባለቤት በታ ሆነው አገልግሎቶችን ማማርች እና ገዢዎን መቆጠብ ይችላል::

የድጋፍ መተዳደሪያው ደንብዎች የከርጋሽናትን አገልግሎቶች እንዲመለከቱ:: ወደ መተዳደሪያው እንዲመዘገበ እና እንዲገቡ:: ጥናም እንዲያመለከቱ:: የጥናም ሁኔታ እንዲከታተሉ እና አስፈላጊ ሆኖ ለተገኘ በስም እስራር እና የተለያየ ቁልታዊ ሲኖሩ:: ጥወሮ እንዲያቀርብ ለመርዳት ለተጠቀሙ ምክንያት በሁኔታ መልካት ተዘጋጀ ቅርጫል::

2. Key Features (ቁልና መገለጫዎች)

- Accessibility:** Allows customers to access AAHDC services remotely.
- Ease of Use:** Intuitive design ensures customers can navigate the system without technical difficulties.
- Case Management:** Facilitates the application and monitoring of cases.
- Transparency:** Enables customers to view the status of their cases, and submit their accusations.
- Information:** Provides detailed information about AAHDC, its services, policies, and contact details.
- Customer Support:** Offers support through various channels, including live chat and email.
- Case Tracking:** Customers can track the progress of their submitted cases.
- Accusation:** Customers can file accusations against other users.

3. Responsibilities of Customers (የተጠቀሙዎች ማደጋቸው)

3.1 Viewing Company Information (የከተማ መረጃን መመልከት)

Customers can access essential information about AAHDC, including its services, policies, and contact details. This feature ensures customers are well-informed about AAHDC's offerings and procedures.

ደንብዎች ሲለ በ/ል/ክን አስፈላጊ መረጃን: አገልግሎቶችን: ሂሳብዎችን እና የአድራሻ አድራሻ መረጃዎችን
ማማርች ይችላል:: እነዚህ መረጃዎች ደንብዎች ሲለ በ/ል/ክን አስፈላጊ እና አገልግሎቶች በደንብ እንዲያውቀ ይረዳቸዋል::



3.2 Registering and Logging into the System (ወደ መተማበሪያ ስርዓቱ መመዘገብ እና መግቢት)

To use the application, customers must:

- **Register:** Provide valid personal details, such as name, email address, and phone number, to create an account.
- **Login:** Use their credentials to securely access the system and its features.

መተማበሪያውን ለመጠቀም ደንብች የሚከተለትን ማድረግ አለባቸው:-

- **መመዘገብ:** መለያ መፍጠር ይመለከት መለያ ለመፍጠር እናደ ስም፣ አሸራድ አድራሻ እና ስልክ ቁጥር ያላቸውን የግል መረጃ ነርክርችን ያቅርብ::
- **መግቢት:** በተመዘገበበት መለያ ወደ መተማበሪያው መግቢት እና አገልግሎቶችን መጠቀም::

3.3 Applying for a Case (ለተዳደሪያ መሞልከት)

Customers can submit cases through the application by:

- Selecting the appropriate division for their case.
- Filling out all required details the service requests accurately, and attach any descriptive evidence that can support their case.
- Customers must verify the application they filled out before applying and submitting it, as there will be no fixing afterward.

ደንብች በመተማበሪያው በከል ገዳድችን ለማመልከት የሚከተለትን ማድረግ አለባቸው:-

- ለማያመለከት ገዳድ በለበት የህንጻን ነርፍ መምረጥ::
- የአገልግሎቱ ቁጥር የሚጠይቷውን ሆኖንም አስፈላጊ ነርክርች በተከሳሽ መመለት እና ገዳድን ለደግኝ የሚችል ማንኛውንም ገለፅ መሰረጃ መያዝና::
- ደንብች የሞላትን መመልከቶ ከሚመልከታቸው እና ከሚከበታቸው በፊት ማረጋገጥ አለባቸው::
- የሚገኘውን ክስንበት በፊት የሚገኘውን መስተካከያ ማድረግ አይችልም::

3.4 Monitoring Case Status (የተዳደሪያ ሁኔታ መከታታል)

The system enables customers to track the status of their cases. Customers should:

- Log in to the system using their personal accounts.
- Navigate to the “Case Status” section.
- View updates or responses related to the submitted cases.

መተማበሪያ ስርዓቱ ደንብች የተዳደሩት ሁኔታ እንዲከታተሉ የስተቀርቃለ:: የተዳደሪያ ሁኔታን ለመከታታል ደንብች የሚከተለትን ማድረግ አለባቸው:-

- የግል መለያችውን በመጠቀም ወደ ስርዓቱ መግቢት::
- ወደ “የተዳደሪያ ሁኔታ” ክፍል (ገጽ) ይረዳ::



- በበላ ጥናቸው መለያ ስር የገበ የተዳደሪ ነው እና በተዳደሪዎች ከፈጥሮ የተለመው ነው የተሰጠ መልስታ ክሉ መከታታል::

3.5 Submitting Accusations

Customers can report accusations directly through the application. To do so:

- Access the “Submit Accusation” section.
- Provide all necessary details and supporting evidence. (There is no need to reveal the accuser’s identity)
- Ensure the information is complete and accurate before submission.

ይህንም በቀጥታ በመተግበያው በክል ቁልጥምና ማቅረብ ይችላለ:: ይህን ለማድረግ:-

- “ቅረታዊ ፖርቲ” የሚለውን ክፍል ይከናት::
- ሁሉንም አሳይቷል ነው የሚከፈል ነው ማቅረብ:: (የተቀማ አቅራቢውን ማንኛት መግለጫ ማረጋገጫ አይደለም)
- ጥቅም ከማቅረብ በፊት መረጃው የተማሪ እና ተከከለኛ መሆኑን ያረጋግጣ::

4. System Usage (የስተምር አጠቃቀም)

4.1 How to open the page (የመተግበያውን ገጽ እንዲከተል መከናት ይችላል)?

The screenshot shows the homepage of the AAHDC Customer Service website. At the top, it says "WELCOME TO ADDIS ABABA HOUSING DEVELOPMENT CORPORATION" and "CUSTOMER SERVICE". Below this, there is a section titled "SERVICES" with four categories: "Corporate Service Division", "House Transfer And Construction Finance Division", "Construction Division", and "Land, Design And Infrastructure Sector".

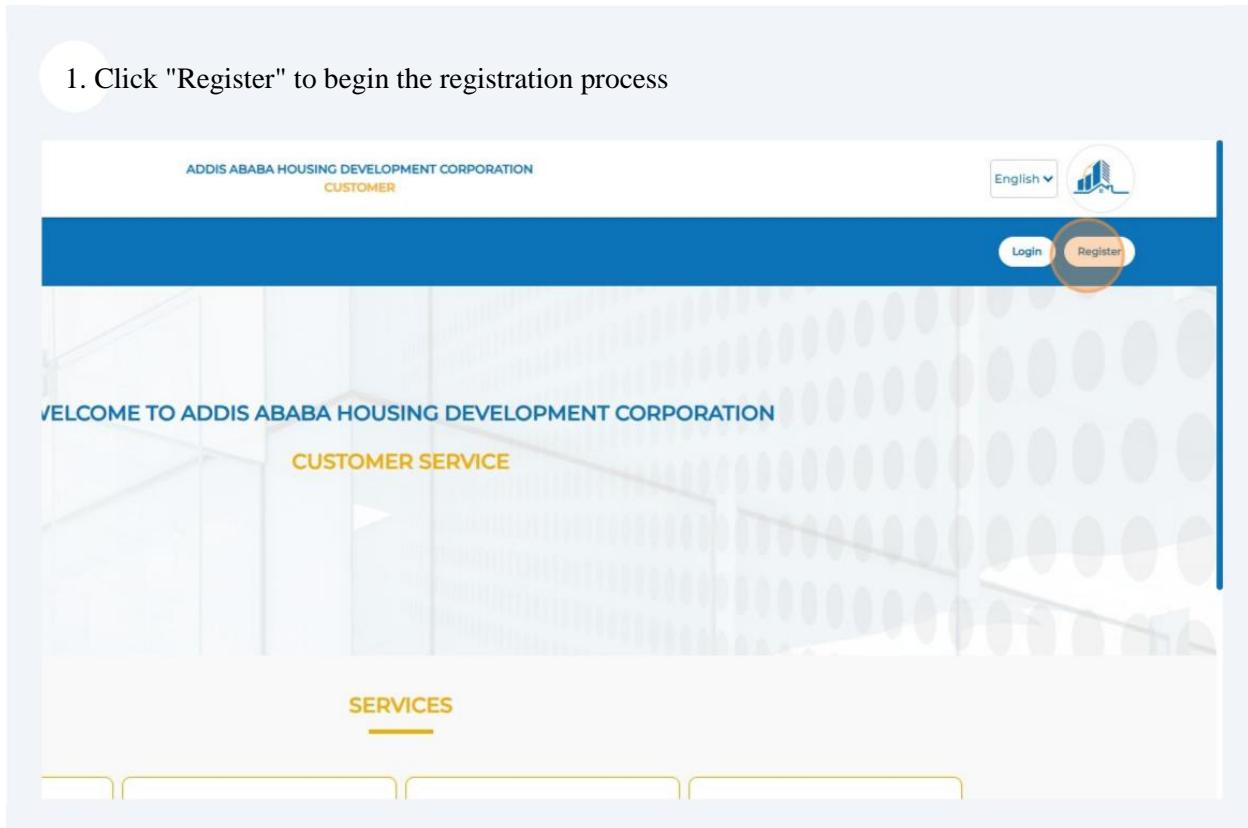
1. Navigate to <https://aahdc.et/> or <http://aahdc.et/>



1. ወደ <https://aahdc.et/> ወይም <http://aahdc.et/> መግለጫ በመግባት አገልግሎት ለማግኘት የመጀመሪያውን እርምጃ
ያዙው::

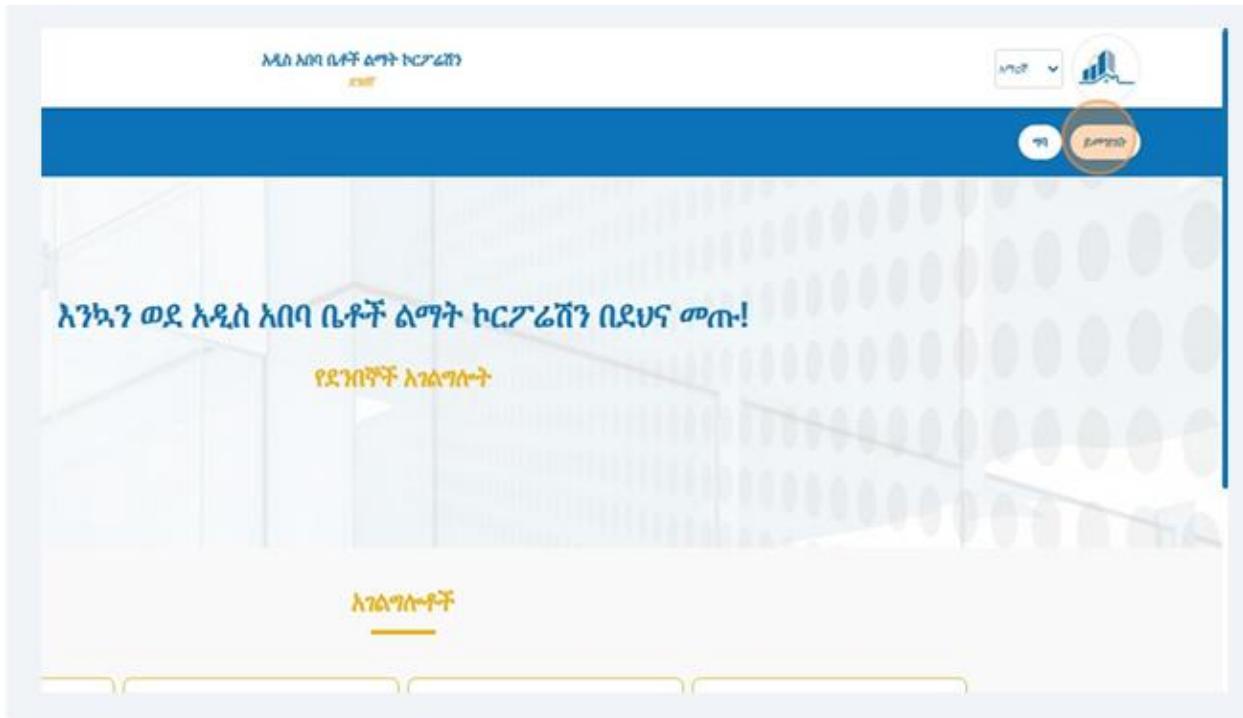


4.2 How to register (መተዳደሪያውን ለመጠቀም እንደሆት መመዘገብ ይችላል)?





1. "ይመዝገበ" የሚለውን ቁልፍ በመጠናን ወደ መመዝገበ ገጽ ይገቡ.



2. Click "Register" after filling out all of the information (house phone number is optional).

The registration form consists of the following fields:

- Email
- Sub-city: Woreda
- House Number
- House Phone Number
- Phone
- Select Gender
- Password
- Confirm Password
- Upload Profile Image
- Register
- Login



2. ህ-ለንም አስፈላጊ መረጃዎች ከጥል በታላ (የበት ስልክ ቁጥር ማስገባት ዓይነት እያደለም) ይመዘገበ የሚለውን ቁልፍ
ይችሉ::

The screenshot displays a user interface for a customer service automation system. On the left, there is a vertical sidebar with a blue header containing the text "አስተዳደር አስፈላጊ መረጃዎች". The main content area features a search form with the following fields:

- የመስራት (Name)
- ስራ የዕድሜ (Address)
- ስልክ ቁጥር (Phone Number)
- ስልክ ቁጥር (Phone Number - duplicate field)
- תאריך (Date)
- ቀን (Month)

Below the search form is a large orange button with the text "ይፈጸም" (Search). At the bottom of the page, there is a footer bar with the text "የመስራት አስፈላጊ መረጃዎች" and a small logo.



4.3 How to login (ወደ መለያዊ እንድሬት መግበት ይችላል?)?

1. Click "Login" to login into your personal account

The screenshot shows the homepage of the customer service website. At the top, there is a header with the text "ADDIS ABABA HOUSING DEVELOPMENT CORPORATION" and "CUSTOMER". To the right of the header are language selection dropdowns ("English") and a logo icon. Below the header, there are two buttons: "Login" (which is highlighted with a red circle) and "Register". The main content area has a background image of a modern building. The text "WELCOME TO ADDIS ABABA HOUSING DEVELOPMENT CORPORATION" and "CUSTOMER SERVICE" is displayed prominently. At the bottom of the page, there is a section titled "SERVICES" with a yellow horizontal bar underneath it.



1. ወደ መለያም ለመግበት በቅድመ “ግብ” የሚለውን ቁልፍ ይመኑ::

Login to your account

Welcome To Addis Ababa Housing Development Corporation

Email

Password

[Forgot Password?](#)

OR

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2. Enter your email address and password, then click Login. Everything is case sensitive, so be careful.
What if I forgot my password? (We'll see it in the later sections)

1. Click the "Login" button

The screenshot shows the 'Login to your account' page. At the top, it says 'Welcome To Addis Ababa Housing Development Corporation'. Below that are two input fields: 'Email' and 'Password'. The 'Password' field has a small lock icon next to it and is highlighted with a red circle, indicating it is the current focus. Below the fields is a large orange 'Login' button with white text. To the right of the button is a 'Forgot Password?' link. A horizontal line with the word 'OR' in the center separates the login section from a 'Register' button below. At the very bottom of the page, there is some small, faint text that appears to be a copyright notice.



2. መለያ የከራተበትን የአማራል አድራሻ እና የይለፍ ቅል በማስተካት ወደ ጥልቅ መለያ መግባት ይችላለ:: መለያ ለከፍቱ የተጠቀመቸውን አረሰን አማራል እና የይለፍ ቅል ይጠቀሙ:: ይህንት የይለፍ ቅል ማስታወሻ በይችላለ? (ከታች ባለት ክፍለውን እናየዋለን)

The screenshot shows a user interface for password recovery. At the top, there is a header in Amharic: "ወደ መለያዎች ይግቡ". Below the header, there is a sub-header in Amharic: "እናዚ የአሁን አድራሻ እና የይለፍ ቅል በማስተካት ወደ ጥልቅ መለያ መግባት ይችላለ:: የሚለውን ቅል ይጠቀሙ:: ይህንት የይለፍ ቅል ማስታወሻ በይችላለ? (ከታች ባለት ክፍለውን እናየዋለን)". There are two input fields: one for "Email Address" and one for "Phone Number". A large orange button labeled "Get Reset Link" is centered, with a red circle drawn around it. Below the button, there is a link "Forgot your password?". At the bottom of the form, there is a copyright notice: "© Copyright AAHDC. All Right Reserved."

4.4 How to reset your password (የይለፍ ቅል በጣም ይችላለ:: እንደሆነ የይለፍ ቅል መቀሪ ይችላለ?)

- **Step 1:** Open the landing page and click the "Login" button located in the top-right corner.
- **Step 2:** Click on the "Forgot your password?" text.
- **Step 3:** Enter the email address associated with your account.
- **Step 4:** Click the "Get Reset Link" button to receive a password reset link, and you will receive a reset password link in your email account.
- A reset link will be sent to your email. Open the email, click on the link provided, write your new password and change your password. Follow the instructions to create a new password.

- 1. የማረፊያ ገጽን ይከፈቱ እና በለይችዎች ቅኝ ጥገና ላይ የሚገኘውን "ግብ" የሚለውን ቅልና ይመነ::
- 2. "የይለፍ ቅልናን ለሰተዋል?" የሚለውን ድክተር ይመነ::
- 3. ከመለያዎች የተያያዘውን (መለያዎን የከራተበትን) የአማራል አድራሻ የሰነበር::
- 4. "የይለፍ ቅል መቀሪያ መስፈርቶւበታ ይገኛል" የሚለውን ቅልና ይመነ:: እኩለ የይለፍ ቅል ማስፈጸጋል መልዕክት በአማራል አድራሻው ያገኘ::



- የዲግኝ ማስታወሻውን መልዕክት ወደ አጭልም ይላከል:: እነዚህን ይከፈቱ:: የቁረጉዎን አገኘኝ ይመለከት:: እኩልን የይለፍ ቅልምን ይቀበሩ:: እኩል የይለፍ ቅል ለመፍጠር መመሪያዎችን ይከተሉ::

1. Click "Forgot Password?" text

The screenshot shows the login interface for the Addis Ababa Housing Development Corporation. At the top center, it says "Login to your account". Below that, a welcome message reads "Welcome To Addis Ababa Housing Development Corporation". There are two input fields: "Email" and "Password", both with placeholder text. A large orange "Login" button is positioned below them. To the right of the "Login" button is a "Forgot Password?" link, which is circled in red. Below these fields, there is a horizontal line with the word "OR" in the center. At the bottom of the form is a "Register" button. The entire form is set against a light gray background.

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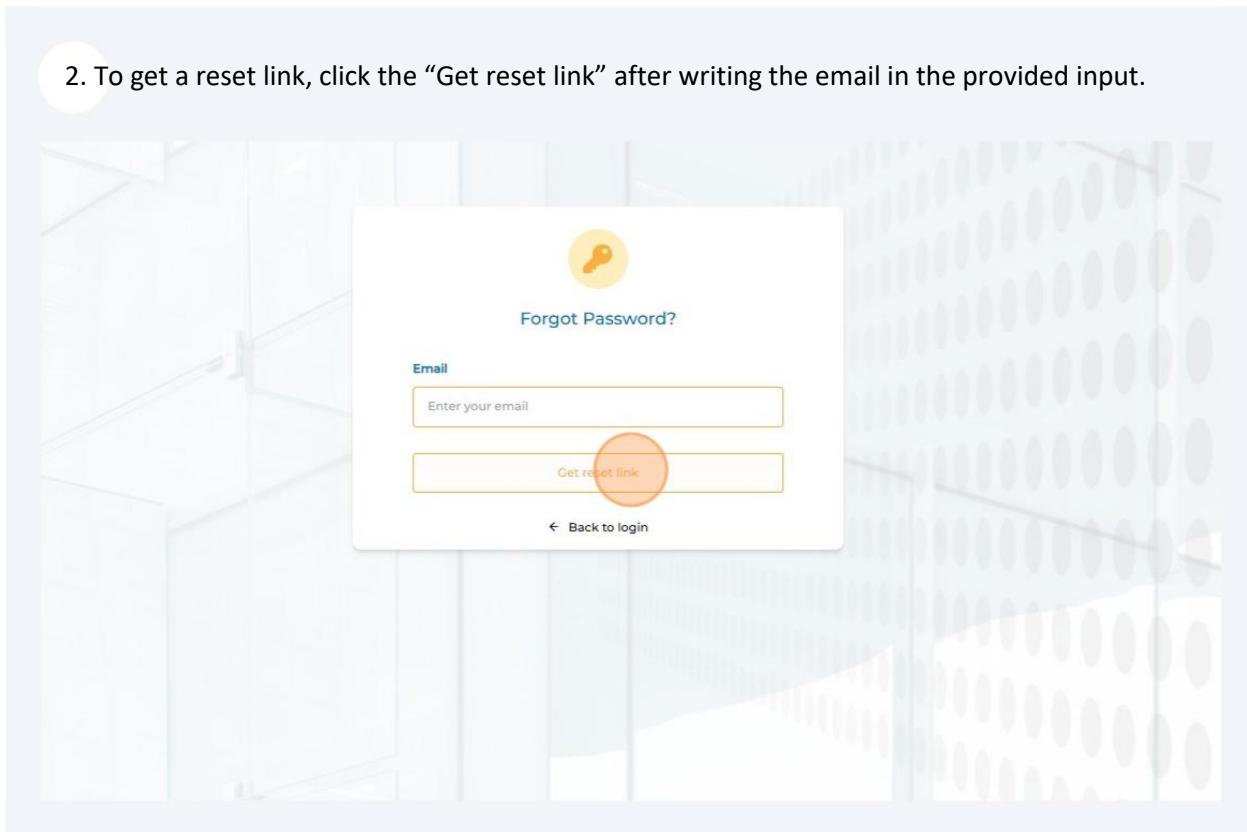


"የደረሰ ቁልጥን ለሰተዋል" የሚለውን ቁልጥ ይመኩ::

The screenshot shows the login interface for the customer service automation system. At the top, there is a header with the logo and text in Amharic. Below the header, there is a navigation bar with a back arrow and the word "መግቢያ". The main form is titled "ውድ መለያም ይግበ". It contains three input fields: "ሙሉ ስም" (Full Name), "አድራሻ" (Address), and "የኢ.ፌ.ዲ.ሪ" (ID Number). Below these fields is a large orange "ግቡ" (Submit) button. To the right of the "ግቡ" button is a link that says "የደረሰ ቁልጥን ለሰተዋል?" (Is the address correct?). At the bottom of the form, there is a "ስተም" (Forgot) link. On the right side of the page, there is a sidebar with the text "Activate Windows" and "Go to Settings to activate Windows."

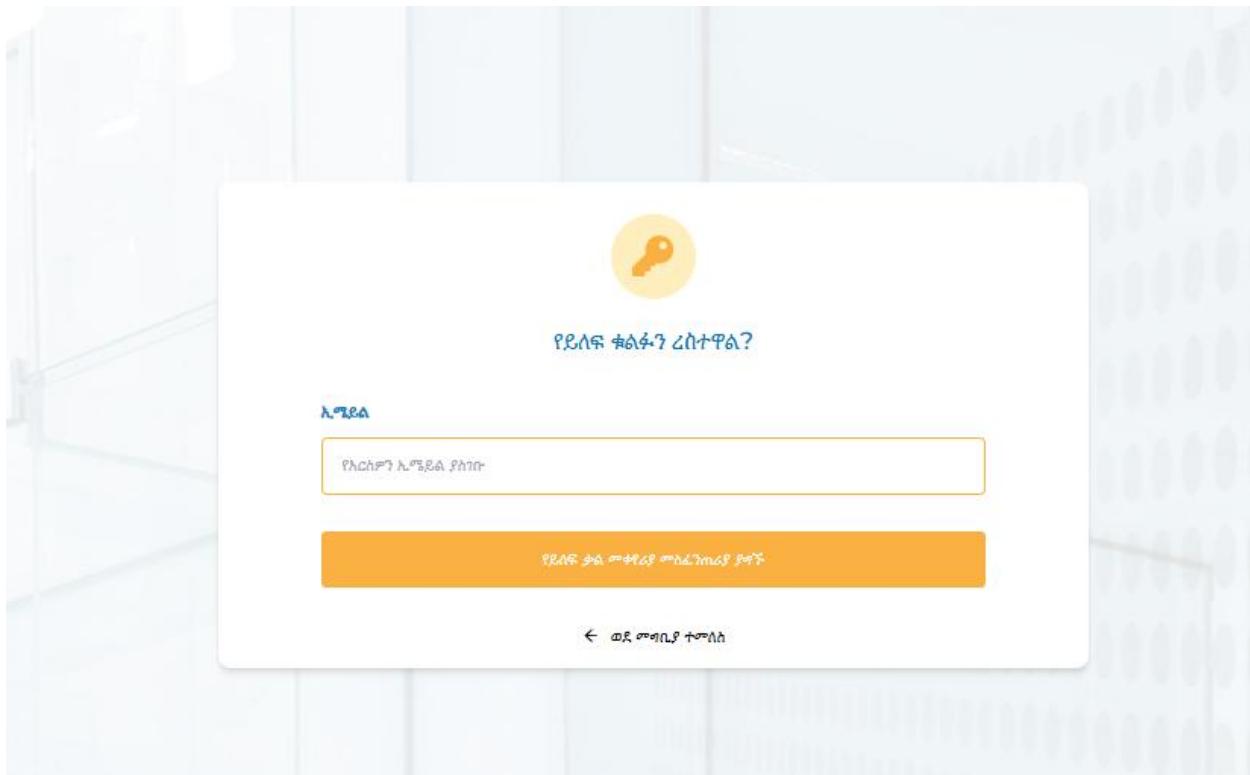


2. To get a reset link, click the “Get reset link” after writing the email in the provided input.





የደረሰ ቅል መቀሪያ እናይድ አንቀጽ ስርዓት የሚከተሉት “የደረሰ ቅል መቀሪያ መሰራት ጽጋፍ” የሚለውን ቅልና
ይመሱ::





4.5 How to apply for a case (የኋይ እንደሸት ማመልከት ይችላል)?

1. Log in to your account using your email and password.
 2. Select the division from which you require a service.
 3. Choose the specific case (service) request you wish to apply for.
 4. When completing the case application, ensure that all the required information is entered accurately.
 5. Please note that once the application is submitted, it cannot be edited. Therefore, carefully review the application before submission.
-
1. አጭልዋን እና የይለፍ ቅልዋን በመოቀም ወደ መለያዊ ይግባኝ::
 2. አገልግሎት የሚፈልገበትን ዘርፍ ይሞረጋ::
 3. ለማመልከት የሚፈልገትን የተዚይ (የአገልግሎት) ጥቂቃ ይሞረጋ::
 4. የተዚይ ማመልከቶችውን ፍልታው ሲያጠናቁቁ ሁሉም አስፈላጊ መረጃዎች በትክክል መመለታቸውን (መግበታቸውን) ያረጋግጣ::
 5. አባክሮን ማመልከቶችው እንዲ ከገባ ለሰተካከል የሚይችል መሆኑን ያነተውለ፤ ስለዚህ ማመልከቶችውን ከማስተባበሩ በፊት በጥንቃቁ ይከልሳ::

1. Click the “Login” button



ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE
AUTOMATION SYSTEM USER MANUAL



1. սուբյեկտն ամպես հիմք է ուղարկ ֆա լուսադրությունը առաջ սուբյեկտ բարձրացնելու համար:

ወደ መለያዊ ይግባኝ

አንድ ቀል እና አስተዳደር የሚገኘውን የሆነዎች አለመት የሚያ
መከላከል ጥሩ ነው

የኢሜል ስም

የተመለከተው ስም

የዚህ ደረሰኑን የሚከፈልበትን የሚመለከት ስም የሚመለከት የሚመለከት ስም

ስጠቅቅ

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2. After logging into your account, click the "Apply Case" tab

2. After logging into your account, click the "Apply Case" tab



3. Select the division to which you want to apply the case.

The screenshot shows the 'Apply Case' interface. On the left is a vertical blue sidebar with navigation options: 'HOME', 'APPLY CASE', 'MY PROFILE', and 'LOG OUT'. The main area has a header 'Apply Case' with a back arrow. Below it is a 'Instructions' section with two points: 1. An asterisk (*) next to a question indicates that it is required. 2. File size should not exceed 10MB. The main form includes fields for 'Division *' (set to 'house transfer and construction finance division'), 'Case Request *' (with a dropdown menu), 'Select Related Case Numr' (button), and 'Related Case Numbr' (input field). There is also an 'Attachment' section with a placeholder for an uploaded file and a 'Upload attachment (Maximum size 10MB)' button.

3. አገልግሎት የሚፈልገበትን ዘርፍ ይምረጋል::

This screenshot shows the same 'Apply Case' interface as the previous one, but with a different focus. The 'Case Request' dropdown menu is highlighted with a yellow circle. The rest of the interface is identical to the first screenshot, including the sidebar, instructions, and attachment section.



4. Select the case request to which you want to apply the case.

4. Select the case request to which you want to apply the case.

Apply Case

Instructions

1. An asterisk (*) next to a question indicates that it is required.
2. File size should not exceed 10MB.

Division *
house transfer and construction finance division

Case Request *
Submitting a request to change the site

Select Related Case Number
Related Case Number

Health Status: Are you disabled (attach proof if any)

Request to change the site (please attach documents)

Type of house

4. ለማመልከት የሚፈልገኽትን የተዲጋ (የከንፈሳለው) ተያቄ ይሞረጋበታል



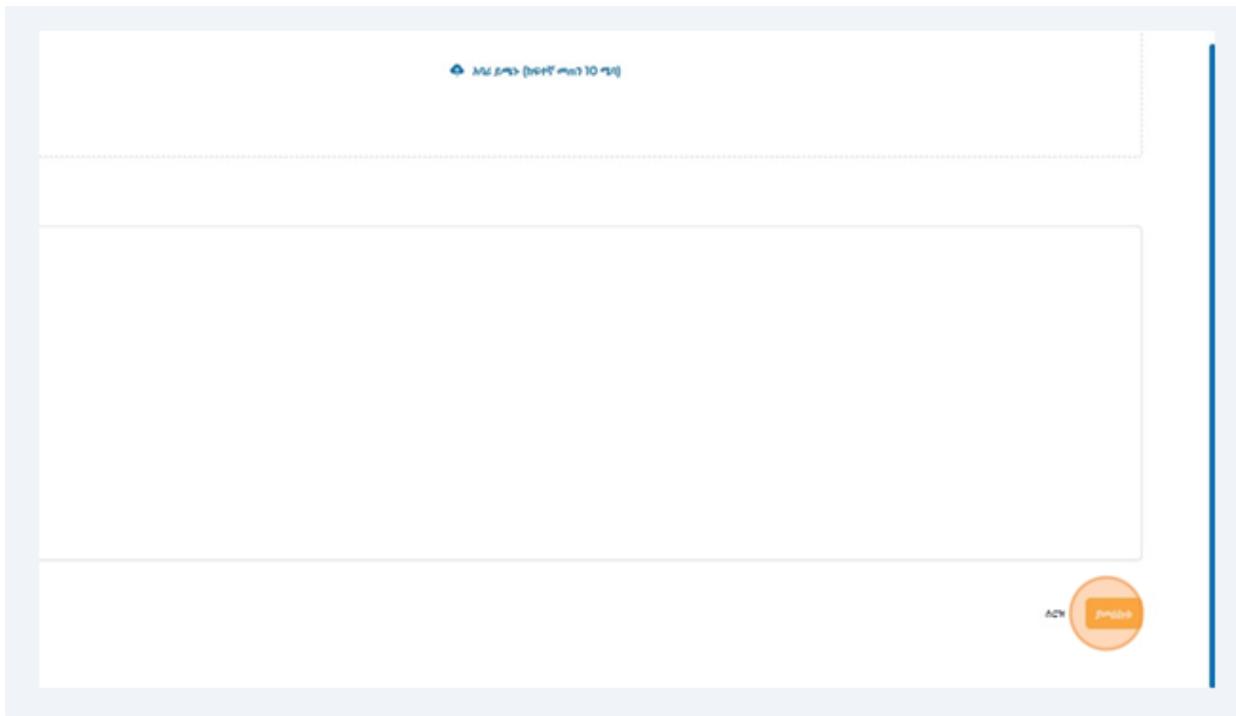
5. Please click apply after you have filled out all of the required information.

Upload attachment (Maximum size 10MB)

Cancel Apply



5. የገኘው ማመልከቻዎን ቅልተው ሲሆንናቁቄ ሁሉም አስፈላጊ መረጃዎች በትክክል መሞላታቸውን (መግባታቸውን)
ያረጋግጣ::





6. Please note that once the application is submitted, it cannot be edited. Therefore, carefully review the application before submission. Finally, click apply to submit the case.

ADDIS ABABA HOUSING DEVELOPMENT CORPORATION
CUSTOMER DASHBOARD

English Abebe Kebede Kasu
Customer

Cancel **Apply**

Case Information

Case Request * **Related Case Number**

transfer and construction finance divisor ▼ Submitting a request to change the site ▼

Are you disabled (attach proof if any)

change the site (please attach documents)

use



6. አበበ ከሰደ ማመልከቻው እና ክፍል ከተማ ስምምነት ያስተዋለ ይረዳ ማመልከቻውን ከማስተባበቸው በፈት
ቦታዎች ይከላሉ:: በመጨረሻም “የመልከቱ” የሚለውን ቁልፍ በመግኘት ጉዳዮችን ያስገቡ::

The screenshot shows a web-based application interface. At the top, there is a header with the text "አዲስ አበባ ሲሆን ምርመራ አገልግሎት" (Addis Ababa Housing Development Corporation) and "የመልከቱ የሚለውን ቁልፍ" (Service Request Form). On the right side of the header, there is a user profile icon for "Abebe Kebede Kasu" and a sign-out button ("Logout"). Below the header, there is a large input field labeled "የመልከቱ የሚለውን ቁልፍ" (Service Request Form). This field contains several dropdown menus and input fields. One dropdown menu is labeled "የመልከቱ የሚለውን ቁልፍ" (Service Request Form). Another dropdown menu is labeled "የመልከቱ የሚለውን ቁልፍ" (Service Request Form). There are also several other input fields and dropdown menus, likely for selecting service types and providing details about the request. The overall layout is clean and modern, typical of a government or corporate website.



4.6 How to check status of a case (የተዳደሪ ህኔታ አንድ መከተል ይችላል)?

If a user has a personal account, they can check the status of their case by logging into their account. However, having a personal account is not mandatory to check the status of a case. Users can easily check the case status without logging in. Simply click on the "Check Status" button, input the case number, and view the status of the case. Additionally, the user can access the final response if it has been provided by the respective authority.

ተጠቃሚዎች የግል መለያ ካለቸው፣ ወደ መለያቸው በመግባት የተዳደሪዎች ህኔታ መከተል ይችላሉ:: ይህን አንድ የግል መለያ መኖሩ የተዳደሪ ህኔታን ለመከተል ማረጋገጫ እና ደረሰም:: ተጠቃሚዎች በቀላሉ በእውቅኗት ስራው የተዳደሪ ህኔታን መከተል ይችላሉ::
በቀላሉ “የተዳደሪ ህኔታ ይከተሉ” የሚለውን ቁልፍ ይችኑ፣ የተዳደሪን ቅጥር ይስጋሁ እና የተዳደሪን ህኔታ ይመልከቱ:: በተጨማሪም፣
ተጠቃሚዎች በሚመለከተው አካል ተዘጋጀ ከቀረበ የመጨረሻውን ምለሽ ማሞኑት ይችላሉ::

The screenshot shows the homepage of the Addis Ababa Housing Development Corporation Customer Service. At the top, there is a logo and the text "ADDIS ABABA HOUSING DEVELOPMENT CORPORATION" and "CUSTOMER". Below the logo, there are two buttons: "Check status" (which is highlighted with a yellow circle) and "Make Accusation". The main heading on the page is "WELCOME TO ADDIS ABABA HOUSING DEVELOPMENT CORPORATION" and "CUSTOMER SERVICE". Below this, there is a section titled "SERVICES" with several service icons. The background of the page features a stylized drawing of a building under construction.



- “የት.ካናን ሁኔታ ይከታተሉ” የሚለውን ቅልጥ ይችኑ እና ወደ ገዳይ ሁኔታ መከተል ግኝ ይገበ::





2. Insert case number to check your case status

ADDIS ABABA HOUSING DEVELOPMENT CORPORATION
CUSTOMER

Insert case number

Check Status

2. የተዳደሪው ቅጥርን በማስገቢያት ካታቸው በምሳሌ ለይ እንዲመለታል የተቀባዩን ሁኔታዎች መከታታል ይታላሉ::

ADDIS ABABA HOUSING DEVELOPMENT CORPORATION
CUSTOMER

የተመለከተ የሚከታታል የሚከታታል የሚከታታል

በመመዘኛው የሚከታታል የሚከታታል

Check Status



4.7 How to make an accusation (ቅረታ እንዲት ማስጠበቅ ይችላል)?

- ✓ The individual submitting the accusation is not required to disclose their identity.
- ✓ Only fields marked with an asterisk (*) are mandatory.
- ✓ However, ensure that all necessary evidence supporting the accusation is attached.

- ✓ ቁጥጥር (የቀማውን) የሚያቀርቡው ግለሰብ ማንነቱን እንዲገልጽ አይገደድም::
- ✓ በተከበ ምልክት (*) የሚከተሉት የተደረገበት በታች በቃ የግዢው መቀለት አለባቸው::
- ✓ ንር ዓንቀጽ ቁጥጥር (የቀማውን) የሚደግኝ ሆኖምን አሳፈሉን ማስረጃዎች ማያዝነን ያረጋግጣል::

1. Click "Make Accusation" to go to the accusation page



ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL

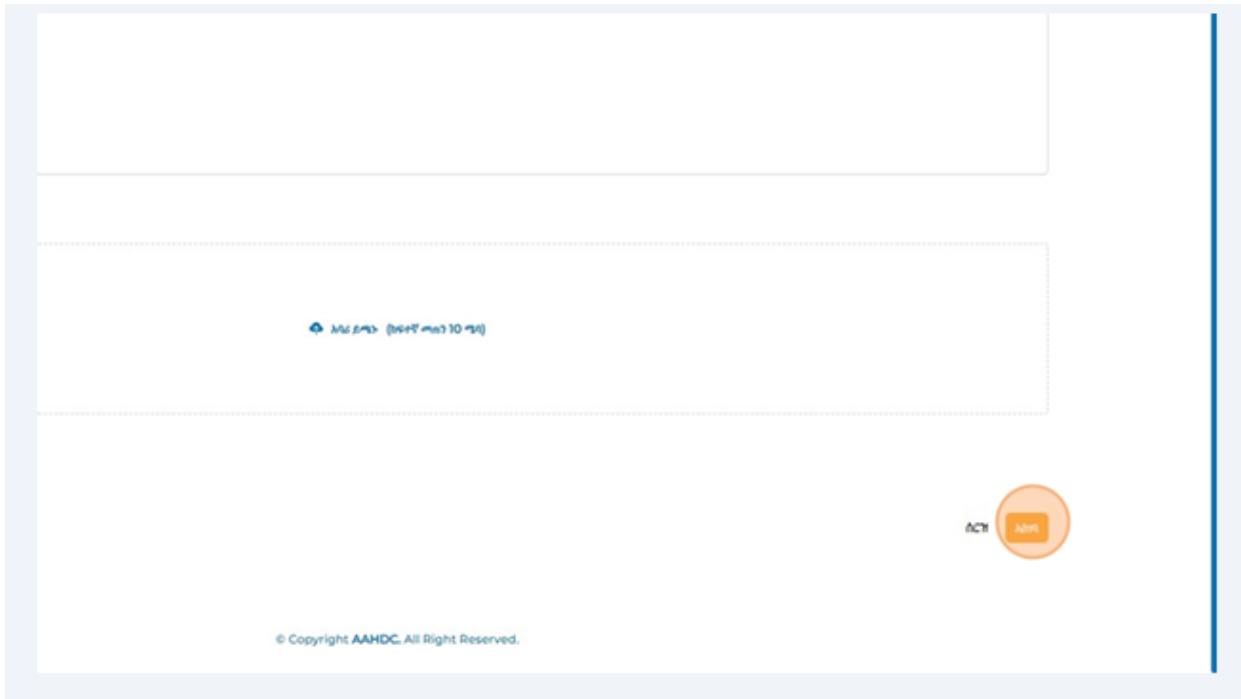


1. ወደ ቁልታ (የቅማ) ማስጠበቅ ጥቃት ለመግባት በቅልጻለያ "ቅልታ የቅርብ" የሚለውን ቁልጥ ይጠና::

2. Click "Submit" to submit the accusation (Fields marked with an asterisk (*) are mandatory).



2. ቁልታዎን (ጥቃማዋን) አስተያየትው ስርጓዱ የ "አስገባ" የሚለውን ቁልጥ በመወጣን ቁልታዎን (ጥቃማዋን) መሰንበት ይችላል::



5. Conclusion (መደምደሚያ)

The web application simplifies and enhances the interaction between customers and AAHDC by offering a seamless, secure, and efficient platform. By following this manual, customers can make the most of the application's features, ensuring a smooth and productive experience.

We encourage all customers to explore the application thoroughly and utilize its capabilities to manage their cases and concerns efficiently.

የድረጀ-ንግድ መተማበራዎች እኩለ የለሽ፡ አስተማማኝና እና ቁልጥኑ መጽሑፍ በማቅረብ በይንበኛ እና በበ/ሰ/ከ መከከል ያለውን ግንኝነት ለማቅረብ እና ለማቅረብ ይከራል፡፡ ይህንን ማኅዋል በመከተል ደንበኛ መተማበራዎችን በቀላሉ ለረዳት እናም ለጠቀሙት ይችላል፡፡ ሆኖም ደንበኛ መተማበራዎችን በደንብ እናኩል እና ጉዳዮችውን እንዲያመለክቱ የሚመለከት እናኩል እናም ደግሞ መልስ እኩል የገኘ እናበቻቻለን፡፡