

# CUSTOMER'S USER MANUAL

የደንበኞች የሲስተም አጠቃቀም መመሪያ

PREPARED BY (የተዘጋጀው):



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## 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.

መተግበሪያ ስርዓቱ (ሲስተሙ) ደንበኞች የቤ/ል/ኮን አገልግሎቶች ከቤታቸው ሆነው በተመቻቸ ሁኔታ እንዲገናኙ ያስችላቸዋል። ይህንን ስርዓት በመጠቀም ደንበኞች በአካል ሳይገኙ ባሉበት ቦታ ሆነው አገልግሎቶችን ማግኘት እና ጊዜያቸውን መቆጣጠል ይችላሉ።

የድረ-ገጽ መተግበሪያው ደንበኞች የኮርፖሬሽኑን አገልግሎቶች እንዲመለከቱ፣ ወደ መተግበሪያው እንዲመዘገቡ እና እንዲገቡ፣ ጉዳዮች እንዲያመለከቱ፣ የጉዳዮችን ሁኔታ እንዲከታተሉ እና አስፈላጊ ሆኖ ሲገኝ (ብልሹ አሰራር እና የተለያዩ ቅሬታዎች ሲኖሩ) ጥቆማ እንዲያቀርቡ ለመርዳት ለተጠቃሚ ምቹ በሆነ መልኩ ተዘጋጅቶ ቀርቧል።

## 2. Key Features (ቁልፍ 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.
- **ተደራሽነት:** ደንበኞች የቤ/ል/ኮን አገልግሎቶችን ባሉበት ቦታ እንዲያገኙ ያስችላቸዋል።
- **የአጠቃቀም ቀላልነት:** ለተጠቃሚ በቀላሉ ሊታወቅ በሚችል ንድፍ ደንበኞች ያለ ቴክኒካዊ ችግር ስርዓቱን ማስሰን ያስችላቸዋል።
- **ጉዳይ መከታተል:** ጉዳዮችን በመተግበሪያው ማመልከት እና መከታተልን ያስችላል።
- **ግልጽነት:** ደንበኞቻቸው የጉዳያቸውን ሁኔታ እንዲመለከቱ እና ጥቆማቸውን እንዲያቀርቡ ያስችላቸዋል።

## 3. Responsibilities of Customers (የተጠቃሚዎች ግዴታ)

### 3.1 Viewing Company Information (የኩባንያ 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.

ደንበኞች ስለ ቤ/ል/ኮን አስፈላጊ መረጃን፣ አገልግሎቶቹን፣ ፖሊሲዎቹን እና የአድራሻ ዝርዝሮችን ጨምሮ ሌሎች መረጃዎችን ማግኘት ይችላሉ። እነዚህ መረጃዎች ደንበኞች ስለ ቤ/ል/ኮን አሰራሮች እና አገልግሎቶች በደንብ እንዲያውቁ ያረዳቸዋል።



### 3.2 Registering and Logging into the System (ወደ መተግበሪያ ስርዓቱ መመዝገብ እና መግባት)

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.

መተግበሪያውን ለመጠቀም ደንበኞች የሚከተሉትን ማድረግ አለባቸው:-

- **መመዝገብ:** መለያ መፍጠር ፤ መለያ ለመፍጠር እንደ ስም፣ ኢሜይል አድራሻ እና ስልክ ቁጥር ያሉ ትክክለኛ የግል መረጃ ዝርዝሮችን ያቅርቡ።
- **መግባት:** በተመዘገቡበት መለያ ወደ መተግበሪያው መግባት እና አገልግሎቶችን መጠቀም።

### 3.3 Applying for a Case (ለጉዳይ ማመልከት)

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.

ደንበኞች በመተግበሪያው በኩል ጉዳዮችን ለማመልከት የሚከተሉትን ማድረግ አለባቸው:-

- ለሚያመለክቱት ጉዳይ ባለቤት የሆነውን ዘርፍ መምረጥ።
- የአገልግሎቱ ቅጽ የሚጠይቀውን ሁሉንም አስፈላጊ ዝርዝሮች በትክክል መሙላት እና ጉዳዩን ሊደግፍ የሚችል ማንኛውንም ገላጭ ማስረጃ ማያያዝ።
- ደንበኞች የሞሉትን ማመልከቻ ከማመልከታቸው እና ከማስገባታቸው በፊት ማረጋገጥ አለባቸው። ምክንያቱም ካስገቡ በኋላ ምንም ማስተካከያ ማድረግ አይቻልም።
- 

### 3.4 Monitoring Case Status (የጉዳይ ሁኔታ መከታተል)

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.

መተግበሪያ ስርዓቱ ደንበኞች የጉዳያቸውን ሁኔታ እንዲከታተሉ ያስችላቸዋል። የጉዳይ ሁኔታን ለመከታተል ደንበኞች የሚከተሉትን ማድረግ አለባቸው:-

- የግል መለያቸውን በመጠቀም ወደ ስርዓቱ መግባት።
- ወደ “የጉዳይ ሁኔታ” ክፍል (ገጽ) ይሂዱ።



- በባለ ጉዳዩ መለያ ስር የገቡ የጉዳይ ዝርዝሮችን እና በጉዳዮቹ ዙሪያ የተለወጡ ነገሮች (የተሰጡ መልሶች) ካሉ መከታተል።

### 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.

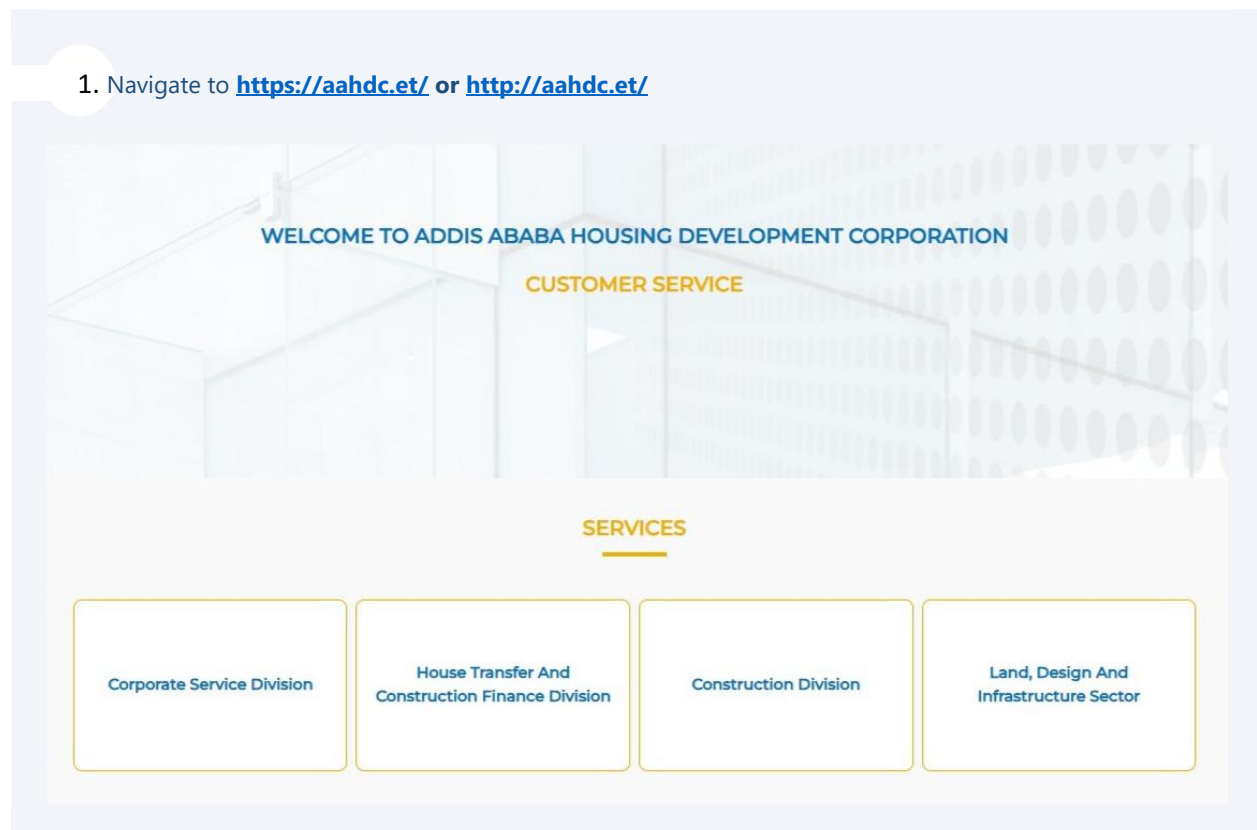
ደንበኞች በቀጥታ በመተግበሪያው በኩል ቅሬታዎችን ማቅረብ ይችላሉ። ይህን ለማድረግ፡-

- “ቅሬታ ያቅርቡ” የሚለውን ክፍል ይክፈቱ።
- ሁሉንም አስፈላጊ ዝርዝሮች እና ደጋፊ ማስረጃዎችን ማቅረብ። (የጥቆማ አቅራቢውን ማንነት መግለጽ ግዴታ አይደለም)
- ጥቆማ ከማቅረብ በፊት መረጃው የተሟላ እና ትክክለኛ መሆኑን ያረጋግጡ።

## 4. System Usage (የሲስተም አጠቃቀም)

4.1 How to open the page (የመተግበሪያውን ገጽ እንዴት መክፈት ይቻላል)?

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

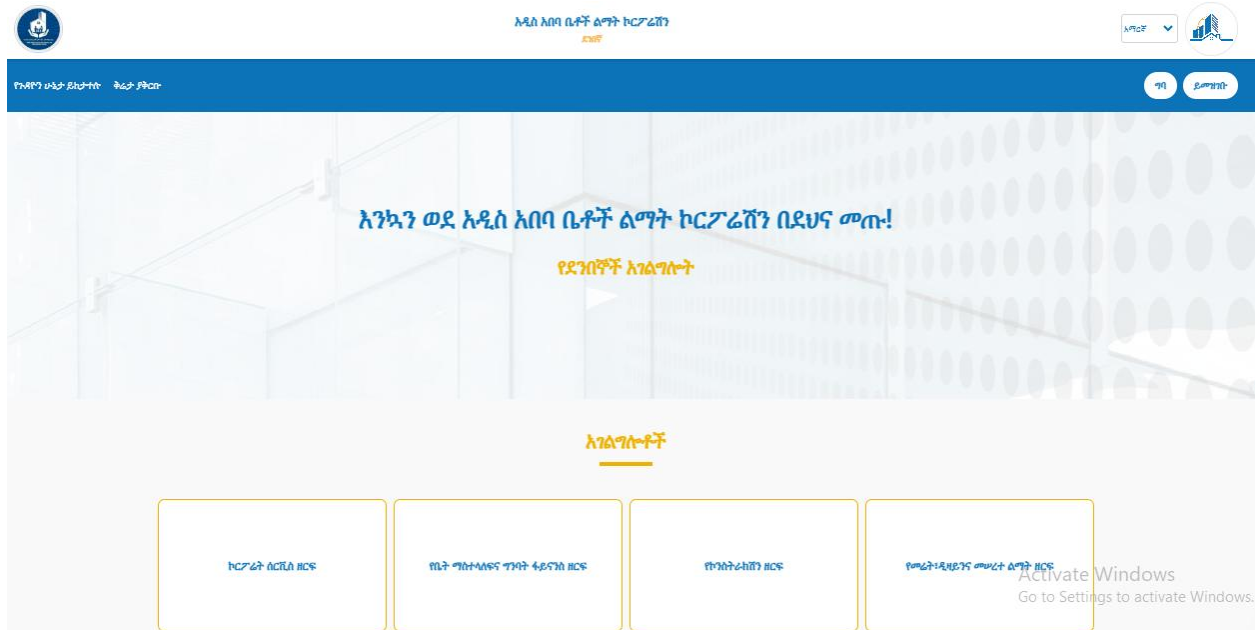




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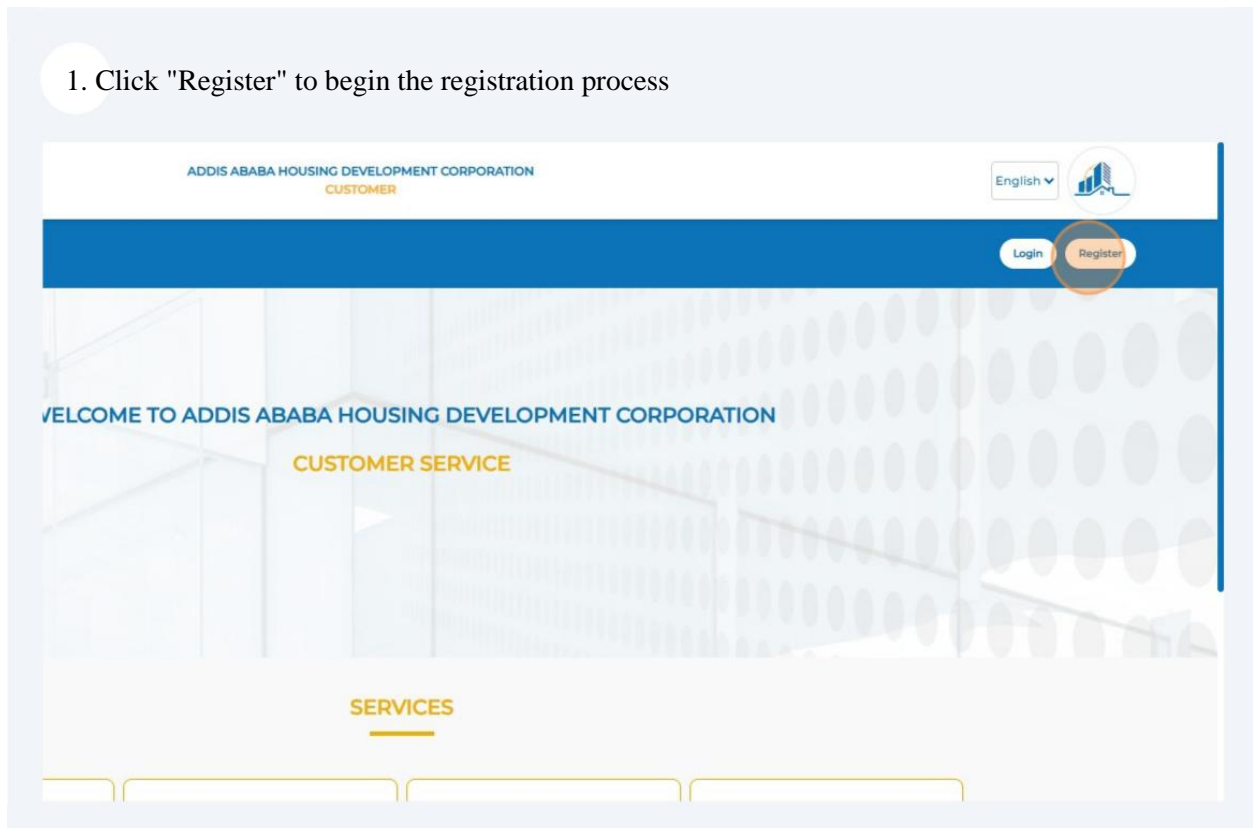


1. ወደ <https://aahdc.et/> ወይም <http://aahdc.et/> ማስፈንጠሪያ በመግባት አገልግሎት ለማግኘት የመጀመሪያውን እርምጃ ይውሰዱ።



4.2 How to register (መተግበሪያውን ለመጠቀም እንዴት መመዝገብ ይቻላል)?

1. Click "Register" to begin the registration process

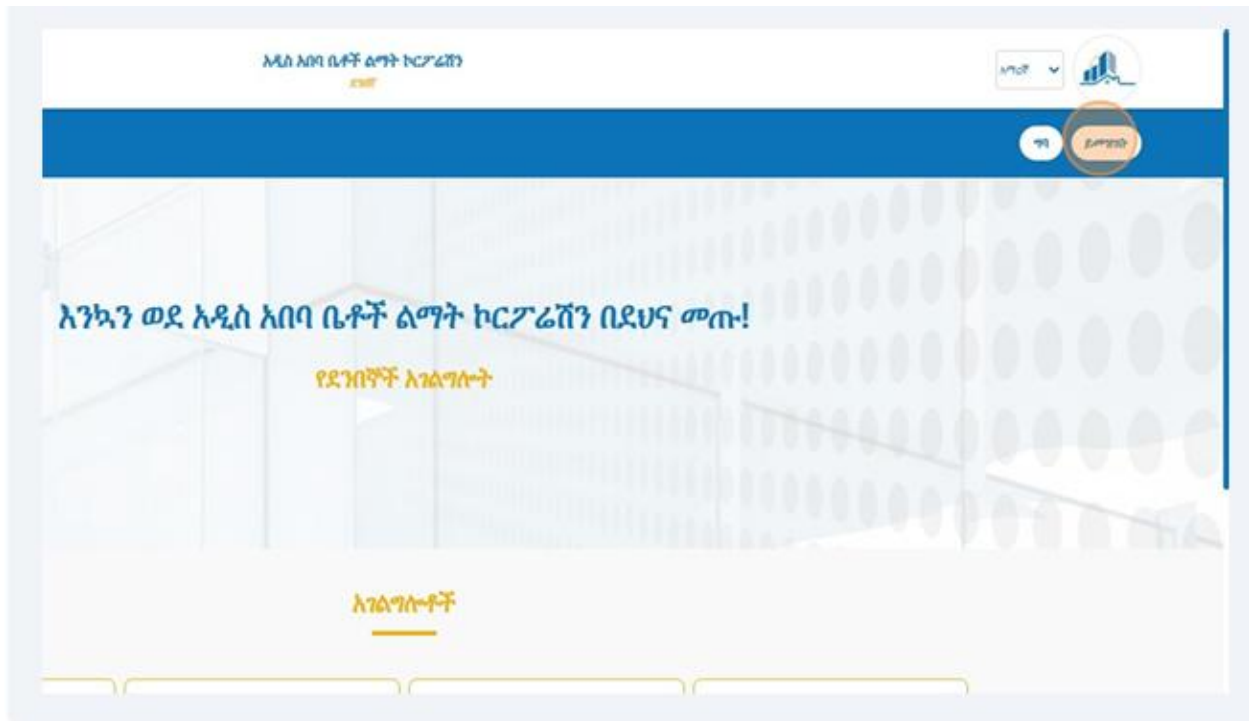




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1. “ይመዝገቡ” የሚለውን ቁልፍ በመጫን ወደ መመዝገቢያ ገጹ ይግቡ



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

Email	
Sub-city	Woreda
House Number	House Phone Number
Phone	Select Gender
Password	Confirm Password

Upload Profile Image

Register

OR

Login



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2. ሁሉንም አስፈላጊ መረጃዎች ከሞሉ ቡድላ (የቤት ስልክ ቁጥር ማስገባት ግዴታ አይደለም) ይመዝገቡ የሚለውን ቁልፍ ይቻኑ።

ለምሳሌ

ስምዎ

ስልክ ቁጥር

ኢሜል

የቤት ስልክ ቁጥር

ድህረ ምረቃ

የሰራተኛው ስም

የሰራተኛው አድራሻ

የሰራተኛው አድራሻ

ተመዝግቦ



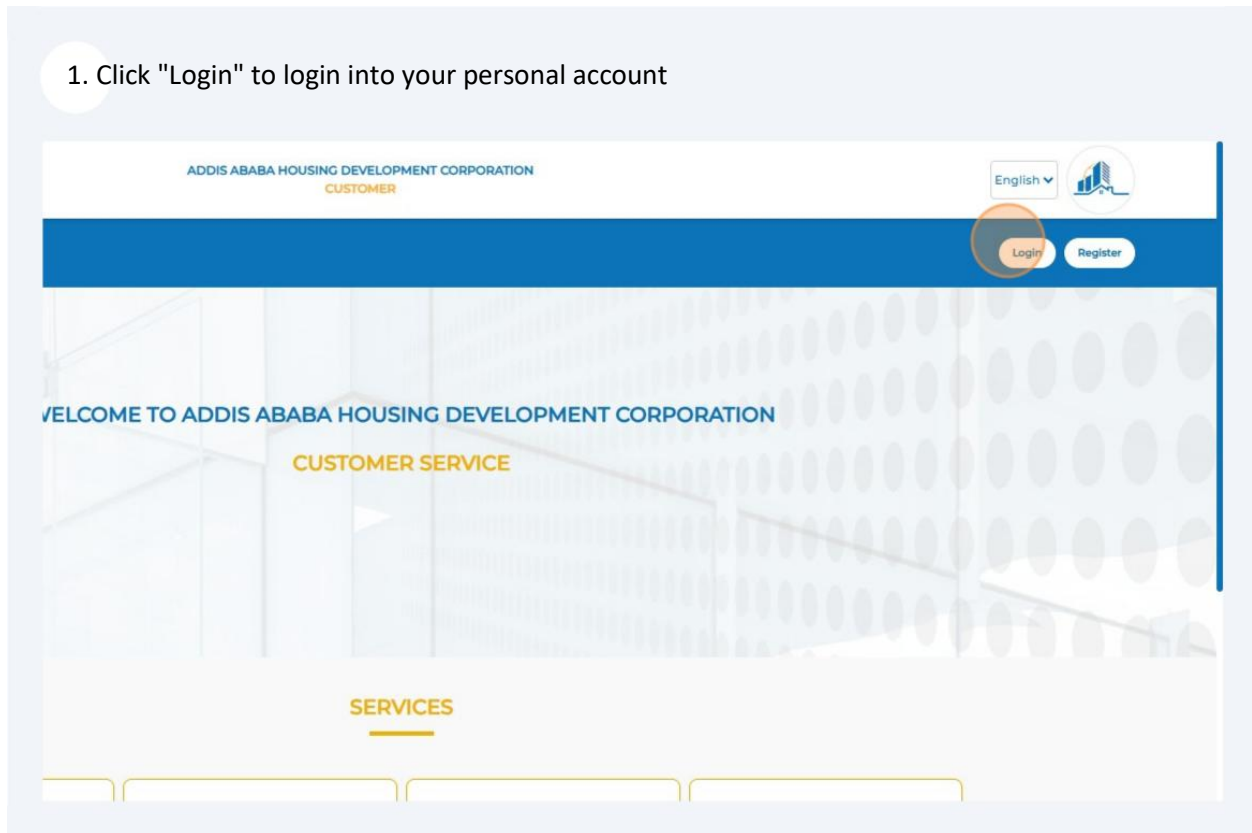


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## 4.3 How to login (ወደ መለያዎ እንዴት መግባት ይቻላል)?

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





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## 1. ወደ መለያዎ ለመግባት በቅድሚያ “ግባ” የሚለውን ቁልፍ ይጫኑ።



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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

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2. መለያ የከፈቱበትን የኢሜይል አድራሻ እና የይለፍ ቃል በማስገባት ወደ ግልጽ መለያ መግባት ይችላሉ። መለያ ሲከፍቱ የተጠቀሙትን አራቱን ኢሜይል እና የይለፍ ቃል ይጠቀሙ። ድንገት የይለፍ ቃል ማስታወስ ባይችሉ (ከታች ባሉት ክፍሎች እናየዋለን)

## 4.4 How to reset your password (የይለፍ ቃል ቢጠፋበት ፤ እንዴት አዲስ የይለፍ ቃል መቀየር ይችላሉ)?

- **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 ገጹን ይከፈቱ እና በላይኛው ቀኝ ጥግ ላይ የሚገኘውን "ግባ" የሚለውን ቁልፍ ይጫኑ።
  - 2. "የይለፍ ቃል ፈላጊነት ረስተዋል?" የሚለውን ጽሑፍ ይጫኑ።
  - 3. ከመለያዎ ጋር የተያያዘውን (መለያዎን የከፈቱበትን) የኢሜይል አድራሻ ያስገቡ።
  - 4. "የይለፍ ቃል መቀየሪያ መስፈንጠሪያ ያግኙ" የሚለውን ቁልፍ ይጫኑ ፤ አዲስ የይለፍ ቃል ማስፈንጠሪያ መልዕክት በኢሜይል አድራሻዎ ያገኛሉ።



# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



- የዳግም ማስጀመሪያ መልዕክት ወደ ኢሜልዎ ይላካል። ኢሜይሉን ይክፈቱ ፣ የቀረበውን አገናኝ ይጫኑ፣ አዲሱን የይለፍ ቃልዎን ይፃፉ እና የይለፍ ቃልዎን ይቀይሩ። አዲስ የይለፍ ቃል ለመፍጠር መመሪያዎቹን ይከተሉ።

1. Click "Forgot Password?" text

The screenshot shows a login interface with the title "Login to your account". Below the title is a welcome message: "Welcome To Addis Ababa Housing Development Corporation". There are two input fields: "Email" and "Password". Below these fields is an orange "Login" button. To the right of the "Login" button is a red circle highlighting the text "Forgot Password?". Below the "Login" button is a horizontal line with "OR" in the center. Below the "OR" line is a "Register" button. At the bottom of the page, there is a copyright notice: "© Copyright AAHDC. All Right Reserved."



# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



“የይለፍ ቁልፉን ረስተዋል” የሚለውን ቁልፍ ይጫኑ።



አዲስ አበባ ቤቶች ልማት ኮርፖሬሽን  
የገንዘብ አገልግሎት

አገልግሎት



< መነሻ

## ወደ መለያዎ ይግቡ

አንኳን ወደ አዲስ አበባ ቤቶች ልማት ኮርፖሬሽን  
የገንዘብ አገልግሎት መስመር መግቢያ ገጽ በደህና መጣህ

ኢሜይል

የይለፍ ቁልፍ

ግብ

[የይለፍ ቁልፍን ረስተዋል?](#)

ወይም

ይመግቡ

Activate Windows  
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.

The screenshot shows a web form titled "Forgot Password?" with a key icon. It features an "Email" label, a text input field with the placeholder "Enter your email", and a "Get reset link" button. A "Back to login" link is at the bottom. The form is overlaid on a background image of modern buildings.



# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



የይለፍ ቃል መቀየሪያ ኢሜይል እንዲደርስዎ ፤ ኢሜይሎን በማስገባት “የይለፍ ቃል መቀየሪያ መስፈንጠሪያ ያግኙ” የሚለውን ቁልፍ ይጫኑ።





## 4.5 How to apply for a case (ጉዳይ እንዴት 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. ኢሜልዎን እና የይሌፍ ቃልዎን በመጠቀም ወደ መለያዎ ይግቡ።
2. አገልግሎት የሚፈልጉበትን ዘርፍ ይምረጡ።
3. ለማመልከት የሚፈልጉትን የጉዳይ (የአገልግሎት) ጥያቄ ይምረጡ።
4. የጉዳይ ማመልከቻውን ሞልተው ሲያጠናቅቁ ሁሉም አስፈላጊ መረጃዎች በትክክል መሞላታቸውን (መግባታቸውን) ያረጋግጡ።
5. እባክዎን ማመልከቻው አንዴ ከገባ ሊስተካከል የማይችል መሆኑን ያስተውሉ፤ ስለዚህ ማመልከቻውን ከማስገባትዎ በፊት በጥንቃቄ ይከልሱ።

### 1. Click the “Login” button



# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



1. መለያ የከፈቱበትን የኢሜይል አድራሻ እና የይሌፍ ቃል በማስገባት ወደ ግልጽ መለያ መግባት ይችላሉ። መለያ ሲከፍቱ የተጠቀሙትን አራሱን ኢሜይል እና የይሌፍ ቃል ይጠቀሙ።

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



3. Select the division 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 \*** **Case Request \*** **Select Related Case Num**

house transfer and construction finance division **Select Case Request** **Related Case Numb**

**Attachment**

[Upload attachment \(Maximum size 10MB\)](#)

3. አገልግሎት የሚፈልጉበትን ዘርፍ ይምረጡ።

**Apply Case**

**Instructions**

1. ከተቀረጹት የአገልግሎት ዘርፎች ውስጥ አንዱን ይምረጡ።
2. ፋይል መጠን ከ10 ሜቢ ያንበት ይሆናል።

**ዘርፍ \*** **የአገልግሎት ዘርፍ \***

የአገልግሎት ዘርፍ **የአገልግሎት ዘርፍ**

**አገልግሎት**

[አገልግሎት ያስገቡ \(ፋይል መጠን 10 ሜቢ\)](#)



# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



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 \*** **Case Request \*** **Select Related Case Number**

house transfer and construction finance division **Submitting a request to change the site** 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 የሚፈልጉትን የጉዳይ (የአገልግሎት) ጥያቄ ይምረጡ።

**ሰላም!** አዲስ አበባ ሴተር ልማት ኮርፖሬሽን የርዕዩ ልማት

**ጉዳይ ማመልከቻ**

**መመሪያዎች**

1. ከጥያቄ ቀጥሎ ያለው ኮከብ (\*) ጥያቄው መሞላት/መመለስ እንዳለበት ይጠቁማል።
2. ፋይል መጠን ከ10 ሜባ መብላት የለበትም።

**ዘርፍ \*** **የጉዳይ ጥያቄ \*** **ተዛማጅ የጉዳይ ቁጥር ይምረጡ**

የከተማ አስተዳደር ግንባታ ፋይናንስ ዘርፍ **የከተማ አስተዳደር ግንባታ ፋይናንስ** ተዛማጅ የጉዳይ ቁጥር

**የጠና ሁኔታ:- እኩል ጉዳት ማስረጃ (ማስረጃ ካለ እንደ ያለው)**

**የከተማ አስተዳደር/የፋይናንስ ጥያቄ የሚያስፈልግበት አገልግሎት (ማስረጃዎች ይያያዙ)**

Activate Windows  
Go to Settings to activate Windows.



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

Upload attachment (Maximum size 10MB)

Cancel

Apply



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5. የጉዳይ ማመልከቻውን ሞልተው ሲያጠናቅቁ ሁሉም አስፈላጊ መረጃዎች በትክክል መሞላታቸውን (መግባታቸውን) ያረጋግጡ።

The screenshot displays a web-based form interface. At the top, there is a title bar with the text "አዲስ አበባ ከተማ አስተዳደር" (Addis Ababa City Administration) and a date "10/10/2020". Below the title bar is a large, empty text area for input. At the bottom right of the form, there is an orange circular button with the text "ያስቀምጥ" (Submit).



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.

The screenshot displays the 'CUSTOMER DASHBOARD' for the Addis Ababa Housing Development Corporation. The user is logged in as 'Abebe Kebede Kasu' (Customer). The dashboard shows a 'Case Information' form with the following fields:

- Case Request \***: A dropdown menu with the selected option 'Submitting a request to change the site'.
- Related Case Number**: A text input field.
- Are you disabled (attach proof if any)**: A dropdown menu.
- change the site (please attach documents)**: A text input field.
- USE**: A dropdown menu.

At the top right of the form, there are 'Cancel' and 'Apply' buttons. The 'Apply' button is highlighted in orange.



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6. እባክዎን ማመልከቻው እንዴ ከገባ ሊስተካከል የማይችል መሆኑን ያስተውሉ፤ ስለዚህ ማመልከቻውን ከማስገባትዎ በፊት በጥንቃቄ ይከልሱ። በመጨረሻም “ያመልክቱ” የሚለውን ቁልፍ በመጫን ጉዳዩን ያስገቡ።

The screenshot displays a web application interface for the Addis Ababa Housing Development Corporation. At the top, there is a header with the company name in Amharic and English, a logo, and a user profile section for 'Abebe Kebede Kasu'. Below the header, there is a main content area with a title 'የገቢያ ምዕራፍ' (Registration Section). The form contains several input fields and dropdown menus. The first row has a dropdown for 'ህዝብ ግንባታ ፈጠራዊ ምዕራፍ' (Public Housing Fast Track Section) and a text input for 'የደረሰ ደብዳቤ ጥያቄ' (Received Request). Below this, there is a dropdown for 'የገቢያ ዓይነት' (Type of Housing) and a dropdown for 'የገቢያ ቦታ' (Location). The form is designed with a clean, modern look using light blue and white colors.



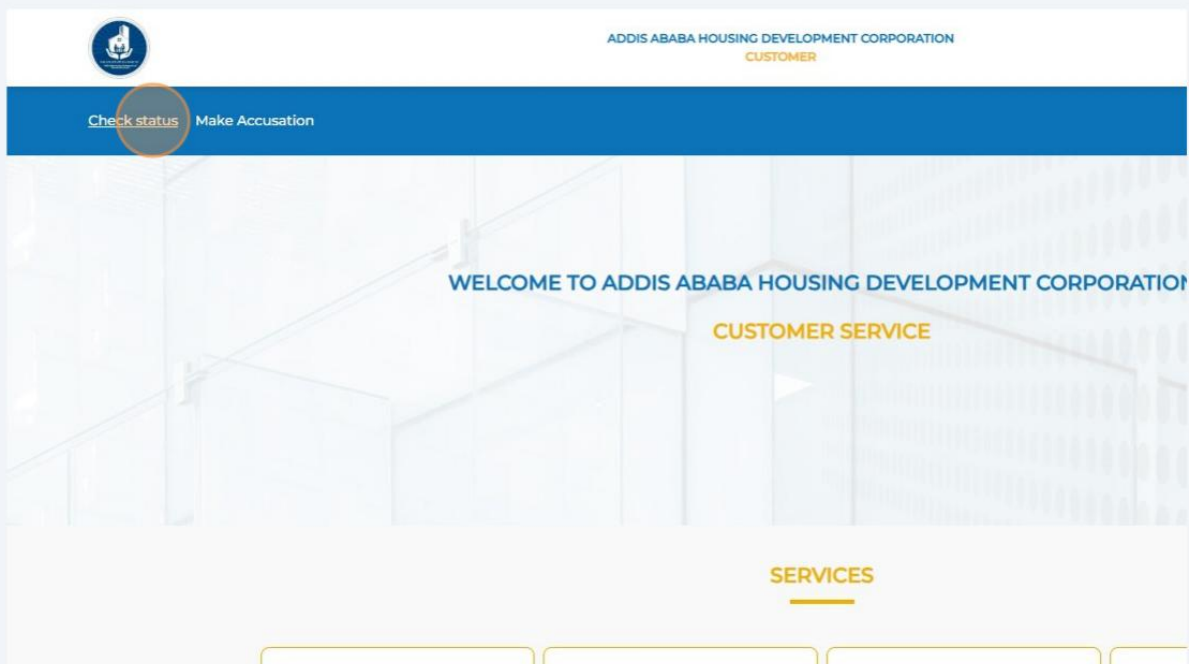


## 4.6 How to check status of a case (የጉዳዩን ሁኔታ እንዴት መከታተል ይቻላል)?

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.

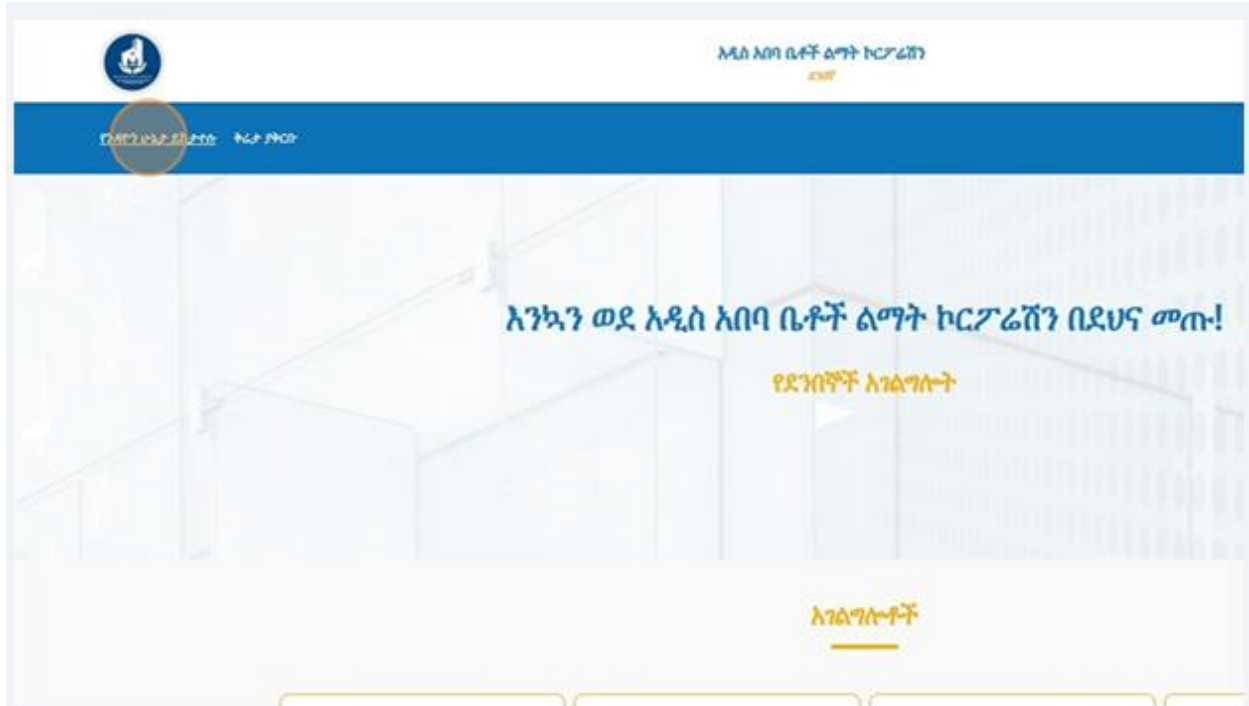
ተጠቃሚዎች የግል መለያ ካላቸው፣ ወደ መለያቸው በመግባት የጉዳዮቻቸውን ሁኔታ መከታተል ይችላሉ። ይሁን እንጂ የግል መለያ መኖሩ የጉዳይ ሁኔታን ለመከታተል ግዴታ አይደለም። ተጠቃሚዎች በቀላሉ በአካውንት ሳይገቡ የጉዳይ ሁኔታን መከታተል ይችላሉ። በቀላሉ “የጉዳዩን ሁኔታ ይከታተሉ” የሚለውን ቁልፍ ይቻኑ ፣ የጉዳዩን ቁጥር ያስገቡ እና የጉዳዩን ሁኔታ ይመልከቱ። በተጨማሪም፣ ተጠቃሚዎች በሚመለከተው አካል ተዘጋጅቶ ከቀረበ የመጨረሻውን ምላሽ ማግኘት ይችላሉ።

1. Click "Check status" to go to the check status page.





1. “የጉዳዩን ሁኔታ ይከታተሉ” የሚለውን ቁልፍ ይቻኑ እና ወደ ጉዳይ ሁኔታ መከታተያ ገጽ ይግቡ።





# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



## 2. Insert case number to check your case status

ADDIS ABABA HOUSING DEVELOPMENT CORPORATION  
CUSTOMER

Insert case number

ሰ/ል/ኩ-ሰ/ሞ-2016-766119

Check Status

## 2. የጉዳይ ቁጥሮን በማስገባት ከታች በምስሉ ላይ እንደሚታየው የጉዳዩን ሁኔታ መከታተል ይቻላል።

ADDIS ABABA HOUSING DEVELOPMENT CORPORATION  
CUSTOMER

የጉዳይ ቁጥር ይገባ

ሰ/ል/ኩ-ሰ/ሞ-2016-766119

Check Status

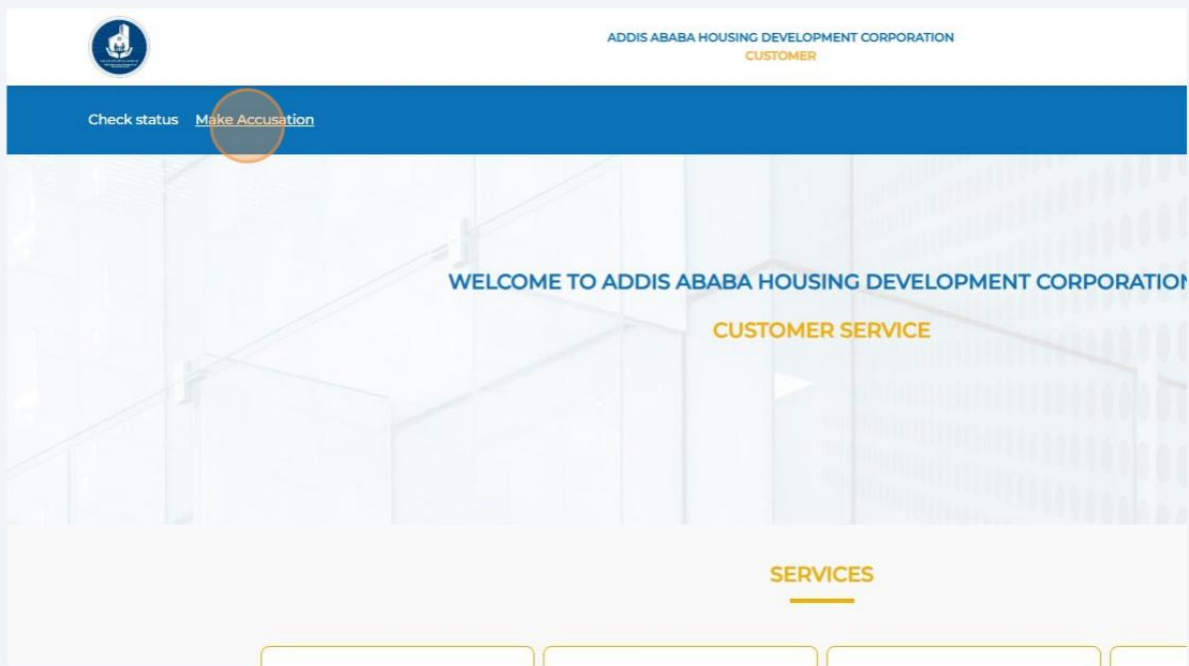


#### 4.7 How to make an accusation (ቅሬታ እንዴት ማስገባት ይቻላል)?

- ✓ 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.

- ✓ ቅሬታውን (ጥቆማውን) የሚያቀርበው ግለሰብ ማንነቱን እንዲገልጽ አይገደድም።
- ✓ በኮከብ ምልክት (\*) ምልክት የተደረገባቸው ቦታዎች ብቻ የግዴታ መሞላት አለባቸው።
- ✓ ነገር ግን ቅሬታውን (ጥቆማውን) የሚደግፉ ሁሉምን አስፈላጊ ማስረጃዎች ማያያዝን ያረጋግጡ።

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





# ADDIS ABABA HOUSING DEVELOPMENT CORPORATION CUSTOMER SERVICE AUTOMATION SYSTEM USER MANUAL



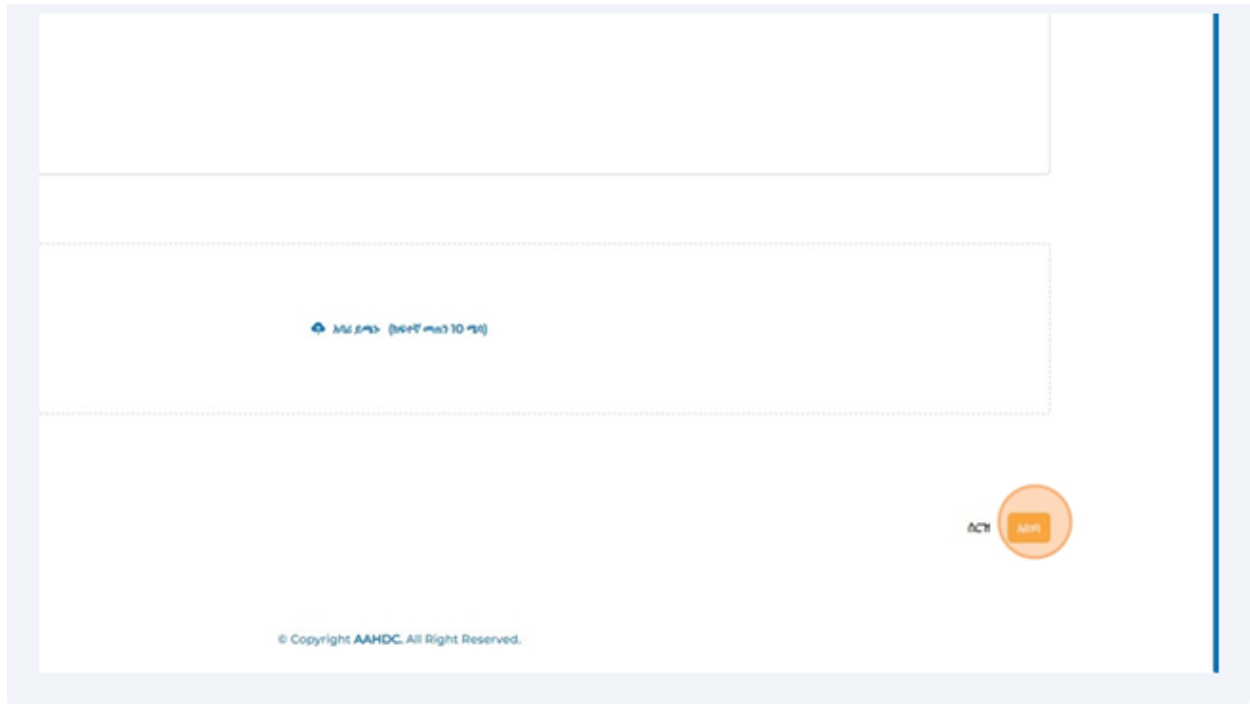
1. ወደ ቅሬታ (ጥቆማ) ማስገቢያ ገጽ ለመግባት በቅድሚያ “ቅሬታ ያቅርቡ” የሚለውን ቁልፍ ይጫኑ።



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



2. ቅሬታዎን (ጥቆማዎን) አስገብተው ሲጨርሱ ፤ “አስገባ” የሚለውን ቁልፍ በመጫን ቅሬታዎን (ጥቆማዎን) ማስገባት ይችላሉ።



## 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.

የድረ-ገጽ መተግበሪያው እንከን የለሽ፤ አስተማማኝ እና ቀልጣፋ መድረክ በማቅረብ በደንበኞች እና በቤ/ል/ኮ መካከል ያለውን ግንኙነት ለማፋጠን እና ለማሻሻል ይሰራል። ይህንን ማኑዋል በመከተል ደንበኞች መተግበሪያውን በቀላሉ ሊረዱት እናም ሊጠቀሙት ይችላሉ። ሁሉም ደንበኞች መተግበሪያውን በደንብ እንዲያስሱ እና ጉዳዮቻቸውን እንዲያመለክቱ ፤ እንዲከታተሉ እናም ደግሞ መልስ እንዲያገኙ እናበረታታለን።