

INSTITUTION OF THE ETHIOPIAN OMBUDSMAN ONLINE REPORTING TOOL

Online Reporting Tool User Guide Manual

የሕዝብ ዕንባ ጠባቂ ተቋም የመረጃ ነፃነት ትግበራ ሪፖርት ማጠናቀሪያ ሲስተም/**Institution of The
Ombudsman ORT System**

Signet IT Solutions PLC

6/30/2013

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Ombudsman ORT System**

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Introduction

This user guide manual has been developed to guide users of Online Reporting Tool on how to manipulate their daily reporting task both at Regional, Federal and National Level. The user guide manual has three sections:

1. Section 1: Online Report Tool Admin users at Ombudsman Office level
2. Section 2: Report encoders users (Public Relation Heads of different governmental sectors) at Federal and Regional level
3. Section 3: Report Viewers at Ombudsman Office

Section 1: Online Reporting Tool Admin Section

Setting up Fields

Users at Ombudsman office level are responsible to set all the fundamental data elements before any users start using the system. The settings comprise the following fields to be defined in the system:

1. Governmental Sectors Administration
2. Regional Administration
3. Regional Office Administration
4. Ombudsman Regional Ombudsman
5. Governmental Office Ombudsman
6. Users Administration
7. Zone Administration
8. Woreda Administration
9. Kebele Administration
10. Public Relation Heads Signature Administration
11. Governmental Office Public Head users Administration
12. Role Management

The assigned user is responsible to set up all the above listed activities to begin all the process in the ORT system.

Steps to manage the Admin Section

1. Start any browser software (Internet Explorer, Fire Fox, Chrome....) that runs currently on your system
2. Enter the URL address of the ORT web application e.g <http://127.0.0.1:8080/ort3.0/> in the address box and press Enter. You would see the main window of the ORT application main window as shown in Figure 1

3. Enter the user account (user name and password) and then click on the OK button

ORT3.0 የፌዴራል የሕዝብ እንቅጣቂ ተቋም የመረጃ ነፃነት ትግበራ ሪፖርት ማጠናቀሪያ ሲስተም



Member login Box/የአባላቶች መግቢያ ሣጥን

Username/የተጠቃሚ ሥም: mahder

Password/የይዘት ቃል: ●●●●●●●●

Log in/ግባ Clear/አፅዳ

የፌዴራል የሕዝብ እንቅጣቂ ተቋም ዋና ዓላማ

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Figure Log in window

When you logged into the system as an administrator for the first time, you would see the following section where you manage all the admin tasks as shown in Figure 2

ORT3.0 የፌዴራል የሕዝብ እንባ ጠባቂ ተቋም የመረጃ ነፃነት ትግበራ ሪፖርት ማጠናቀሪያ ሲስተም

Mahder Alemayehu የተጠቃሚ ዓይነት | System Administrator ሲስተም አድሚኒስትራተር | ለመውጣት እዚህ ጠቅ ይጸርኑ

አካውንት

አድሚኒ ራሳድ

የሕዝብ ግንኙነት ክፍል ሃሳፊ

ሪፖርት ግብዓት ፎርም

ሪፖርት

ሚና

የአድሚኒስትራተር

መሪ ልገያዎች

የዘርፍ ምደቦች

ክልል ማስተዳደሪያ

ቅርንጫፍ ማስተዳደሪያ

የእንባ ጠባቂ መሥሪያ

ቤት

የመንግሥት ተቋም

ሲስተም ተጠቃሚ

የጋ ማስተዳደሪያ

ወረዳ ማስተዳደሪያ

ዞን ማስተዳደሪያ

የፌዴራል ማስተዳደሪያ

የሕዝብ ግንኙነት

ክፍል ሃሳፊ

የሪፖርት ግብዓት

ቅጽ/ፎርም

ሚና

አካውንት

ሪፖርት

የሲስተም አድሚኒስትራተር 10

To setup a Sector Category

1. Click on the “Sector Category” and click on the “Add”
2. Enter a sector name and description in the opened section as shown in Figure 3
3. Click on the Save Command button

The screenshot displays the 'Sector Administration' web interface. At the top, a navigation bar contains several menu items: 'አካውንት', 'አድሚን ራይት', 'የሕዝብ ግንኙነት ክፍል ሃላፊ', 'ሪፖርት ግብዓት ፎርም', 'ሪፖርት', and 'ሚና'. The 'አድሚን ራይት' menu item is circled in red. On the left side, a sidebar menu lists various options: 'የዘርፍ ምድቦች', 'የዘርፍ ምድብ', 'ጫምር', 'የዘርፍ ምድብ', 'ዘርዘር', 'የዘርፍ ምድብ', 'አስተካከል', 'የዘርፍ ምድብ', and 'አስፈጻሚ'. The 'የዘርፍ ምድቦች' and 'የዘርፍ ምድብ' items are circled in red. The main content area shows a breadcrumb trail: 'አድሚንስትሬትር መገለጻጽ > የዘርፍ ምድቦች | [ጫምር], [ዘርዘር], [አስተካከል], [አስፈጻሚ]'. Below this, there is a form for adding a new sector category. The form includes a text input field for the sector name, which is circled in red. Below the input field is a rich text editor with a toolbar containing various formatting options. The text area of the editor is also circled in red. At the bottom of the form, there are two buttons: 'Save/መዝገብ' and 'Clear/አልፎ', both of which are circled in red.

Figure Adding a section name

To view registered sectors

1. Being in the opened section, click on the “List Sectors Name” from the left pan and see all the registered sectors. See figure 4

የዘርፍ ምድቦች

- የዘርፍ ምድብ ወጪ
- የዘርፍ ምድብ ዘርዘር**
- የዘርፍ ምድብ
- አስተሳሰብ
- የዘርፍ ምድብ አስፈጻሚ

አድራሻዎች > የዘርፍ ምድቦች | [[ወጪ], [ዘርዘር], [አስተሳሰብ], [አስፈጻሚ]]

Show 10 entries Search

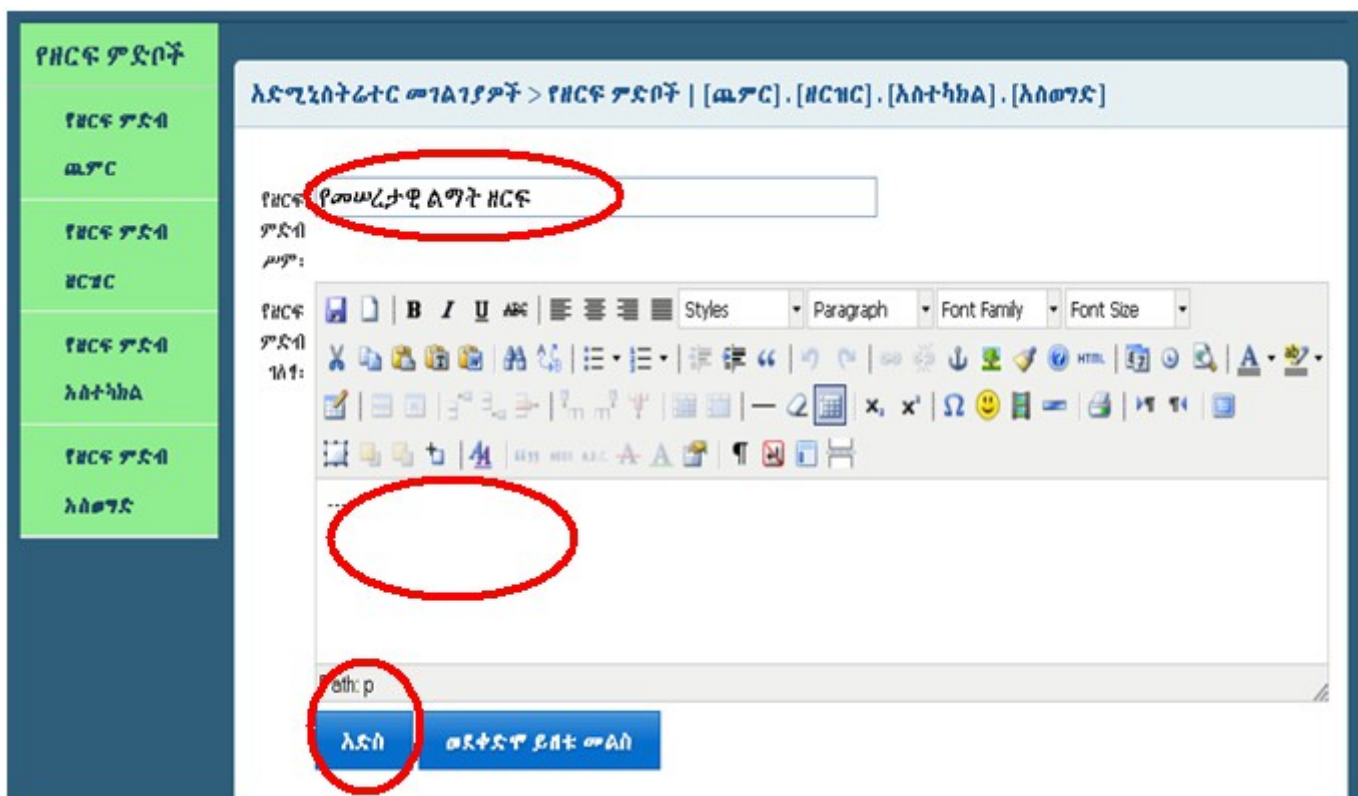
ተ.ቁ.	የዘርፍ ምድብ ስም	ገለጻ
7	የዘርፍ ምድብ ስም	የዘርፍ ምድብ ገለጻ
8	የዘርፍ ምድብ ስም	የዘርፍ ምድብ ገለጻ
9	የዘርፍ ምድብ ስም	የዘርፍ ምድብ ገለጻ
	This is a sample sector name	This is the description of the sample sector i am creating right now!
11	የፖለቲካ ዘርፍ	This is a description of the above
1	የመሠረታዊ ልማት ዘርፍ	---
4	የግብረሰብ ልማት ዘርፍ	---
5	የቴክኖሎጂ ጥናትና ምርምር ዘርፍ	---
6	የኢኮኖሚ ልማት ዘርፍ	---
10	የፍትህና ፀጥታ ዘርፍ	---

Showing 1 to 10 of 11 entries

First Previous 1 2 Next Last

Editing registered sectors

1. Being in the opened admin section of window, click on the “Edit sectors name” from the left pane.
2. Click on the corresponding link of the sector name that you want to edit and update the content as you wish and then click on the “Update” button. See figure 5 and 6



To delete registered sectors name

1. Being in the opened section of the admin window, click on the “Delete Sector” from the left pan
2. Click on the corresponding delete link of the “sector’ name that you want to remove from the database
3. Confirm the dialog box when the system prompts you to do so
4. See Figure 7

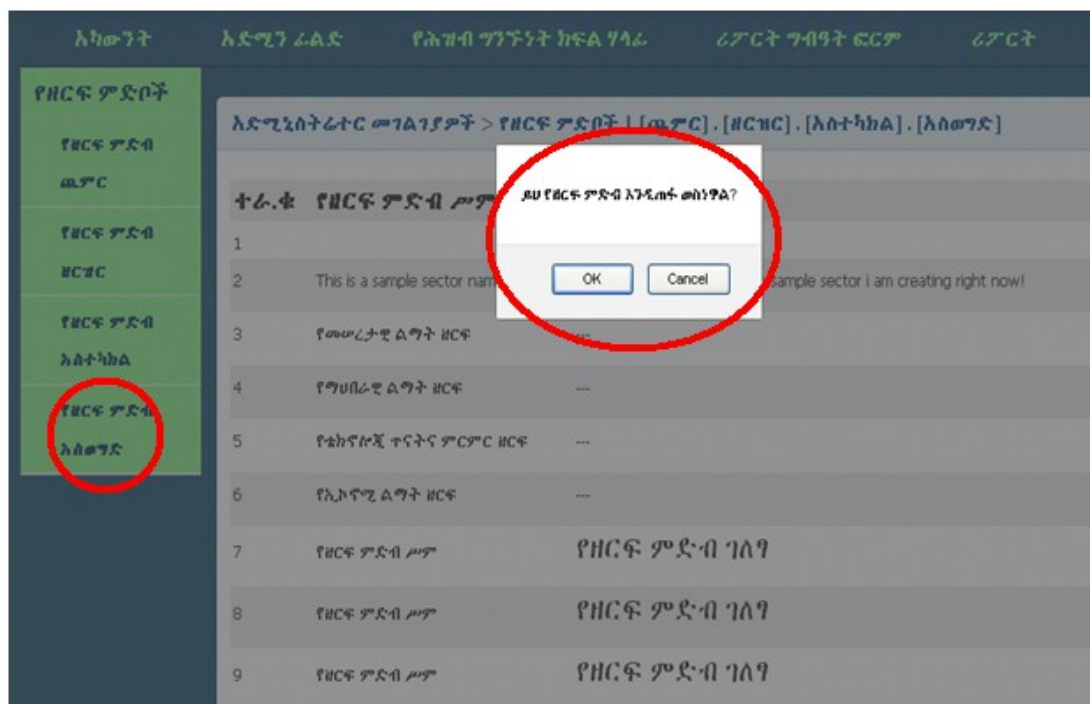


Figure
Deleting
sector
name

Region

Administration

This look up field sets regional information in the database. To set regions name :

1. Being in the opened administrator section of window, click on the “Region” tab in the left pan
2. Click on “Add” tab button ➤ Enter name of Region ➤ Click on the “Save” button
3. See Figure 7

To View registered region name

1. Being in the opened administrator section of window, click on the “Region”
➤ Region list ➤ Check the registered list of region names
2. See Figure 9

To edit registered region name

1. Being in the opened admin section of window, click on the “Edit region”
tab ➤ Click “Edit region”
2. Click on the corresponding edit link of the region name that you want to update
3. Edit the content and then click on the Update button
4. See Figure 10 and 11 respectively

ክልል	አድሚኒስትሬተር መገልገያዎች > ክልል [ጨምር] . [ዘርዝር] . [አስተካክል] . [አስወግድ]		
ክልል ጨምር			
ክልል ዘርዝር			
ክልል አስተካክል	ተራቁ	የክልል ሥም	አስተካክል
	1	ትግራይ	አስተካክል
	2	አማራ	አስተካክል
	3	አዲስ አበባ (ፌዴራል)	አስተካክል
	4	አቶር	አስተካክል
	5	ኦሮሚያ	አስተካክል
	6	ክልል 14	አስተካክል
ክልል አስወግድ	7	ደቡብ	አስተካክል

Deleting registered region name

1. Being in the opened admin section of window, click on “Delete region” tab
2. Click on the corresponding “Delete” link of the region name that you want to delete
3. Confirm the dialog box by clicking on OK button
4. See figure 12 and 11 respectively

Branch Name Administration

This setting allows an admin to set branch name to be saved in the database.
To manage this staff

1. Being in the opened admin section of window, click on the Branch Administration tab in the left pan ➤ Click on Add ➤ Type a name of a branch in the Name box ➤ Click on the Save command button



2. See Figure 13

To view registered branch name in the system

1. Click Being in the Admin section of the opened window, click on the Branch list and then check the list as you wish. See Figure 14

ክላሳ

ክላሳ ዉጽኦ

ክላሳ ዘርዝር

ክላሳ

አስተካከል

ክላሳ አስወግድ

አድሚኒስትሬተር መገልገያዎች > ክላሳ | [ዉጽኦ] . [ዘርዝር] . [አስተካከል] . [አስወግድ]

Show 10 entries Search:

ተራ ቁጥር	ክላሳ ስም
7	ደቡብ
6	ክላሳ 14
5	አድሚኒ
4	አፋር
3	አዲስ አበባ (ፌዴራል)
2	አማራ
1	ትግራይ

Showing 1 to 7 of 7 entries

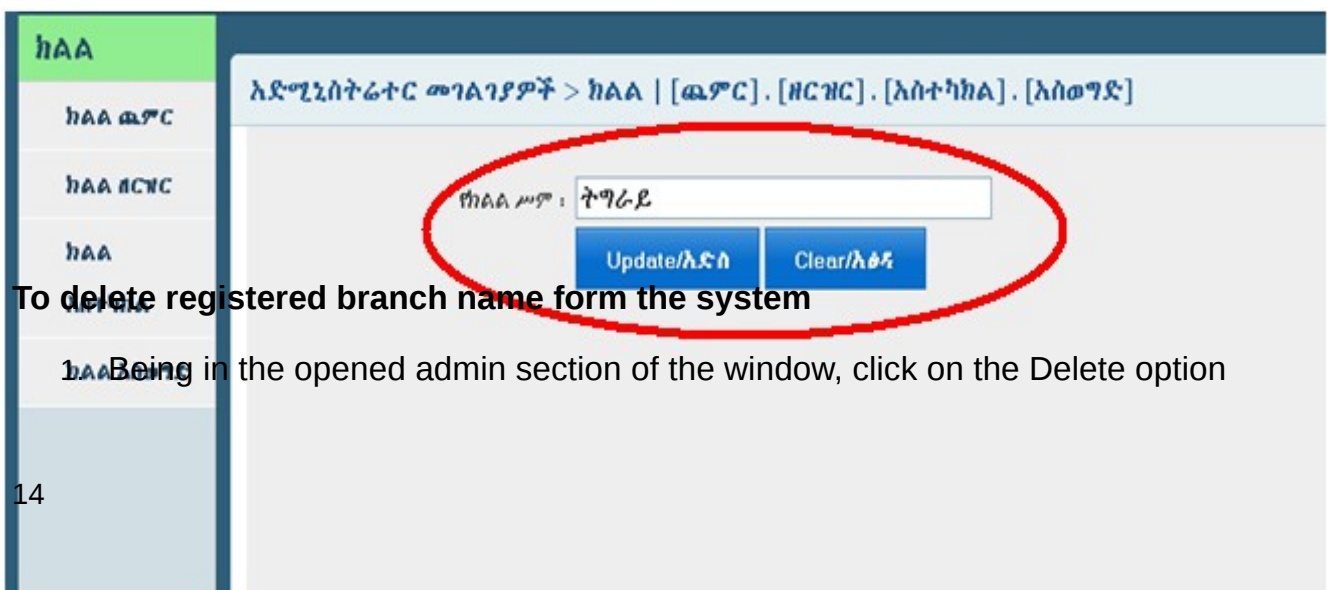
Figure Viewing registered list of branches

To edit registered branch name

1. Being in the selected admin section of the opened window, click on Edit branch
2. Click on the corresponding link “astekakel” of the branch name that you want to update ➤ edit the content as you wish ➤ Click on the update button
3. See Figures 15



ተ.ቁ.	የክላሳ ሥም	አስተካከል
1	ትግራይ	አስተካከል
2	አማራ	አስተካከል
3	አዲስ አበባ (ፌዴራል)	አስተካከል
4	አፋር	አስተካከል
5	አሮሚያ	አስተካከል
6	ክላሳ 14	አስተካከል
7	ደቡብ	አስተካከል



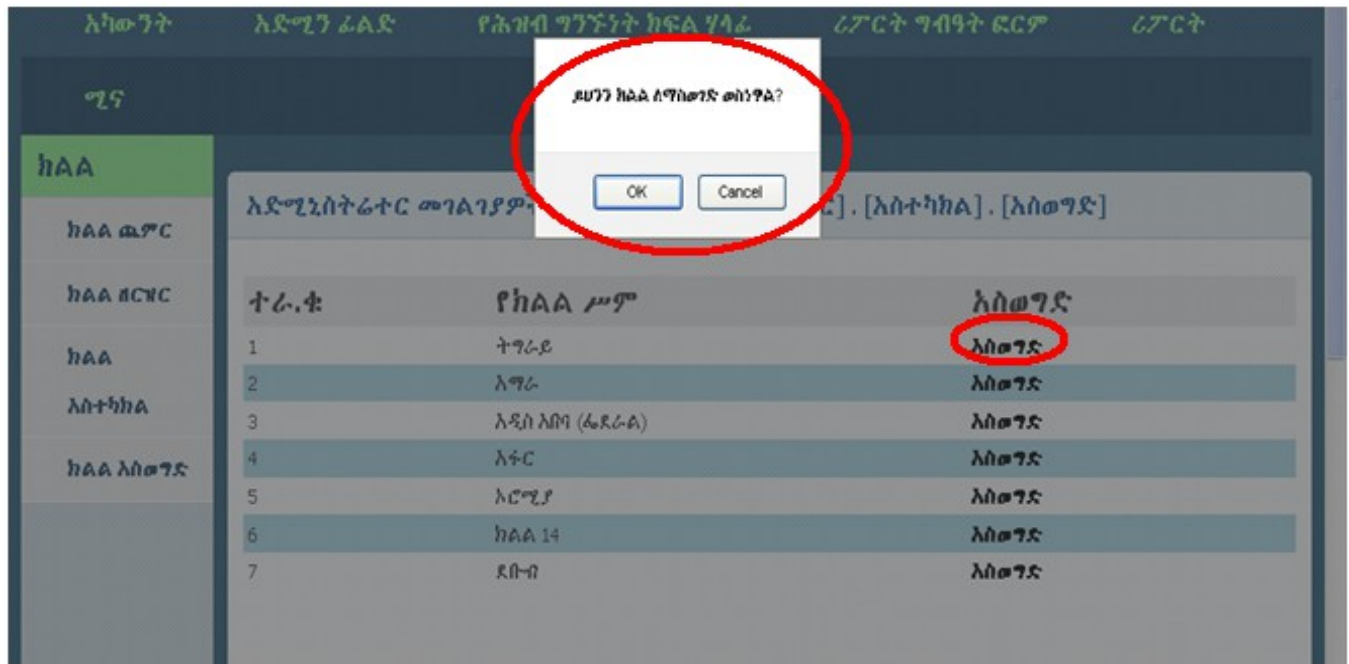
ክላሳ ሥም : ትግራይ

Update/አድሳ Clear/አፋሪ

To delete registered branch name from the system

1. Being in the opened admin section of the window, click on the Delete option

2. Click on the Delete link of the corresponding link o the Branch name that you want to delete
3. Confirm the dialog box by clicking on the OK button, if you are sure to delete permanently. See Figures 16



Administration of Ombudsman Offices

This admin functionality allows admin users to define offices of Ombudsman name in all available branches: To manage this staff, an assigned admin should log into the system using the admin account:

1. Click on the “Administration” tab button ➤ Click on the “Office of Ombudsman” tab in the left pan
2. Type a name for the office ➤ Enter a description to the Description section ➤ Select a branch name by listing down “Branch” combo box in which you want to create office of the Ombudsman ➤ Click on the Save command button when you are done

3. See Figure 17

To see registered office of Ombudsman in each branch

1. Being in the opened admin section of window, click on the “Office of the Ombudsman” tab in the left pane ➤ Click on List Of Ombudsman Offices and then check all the registered lists
2. See Figure 18

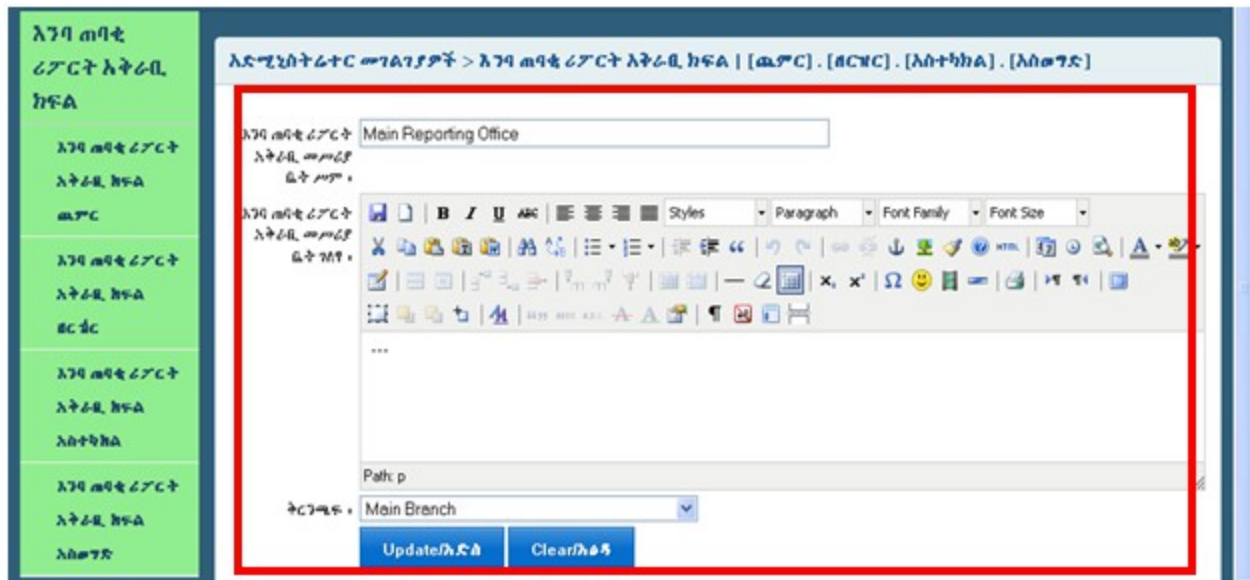
NB: When you have plenty of registered lists of names, you can use the Search and Scrolling features to navigate through different lists

To edit registered name of Ombudsman offices

1. Being in the opened admin section of window, click on the “Office of the Ombudsman” tab in the left pane ➤ Click on Edit of Ombudsman Offices ➤ Click on the corresponding Edit link of the Office name that you want to update and then edit the content as you wish. See Figures 19

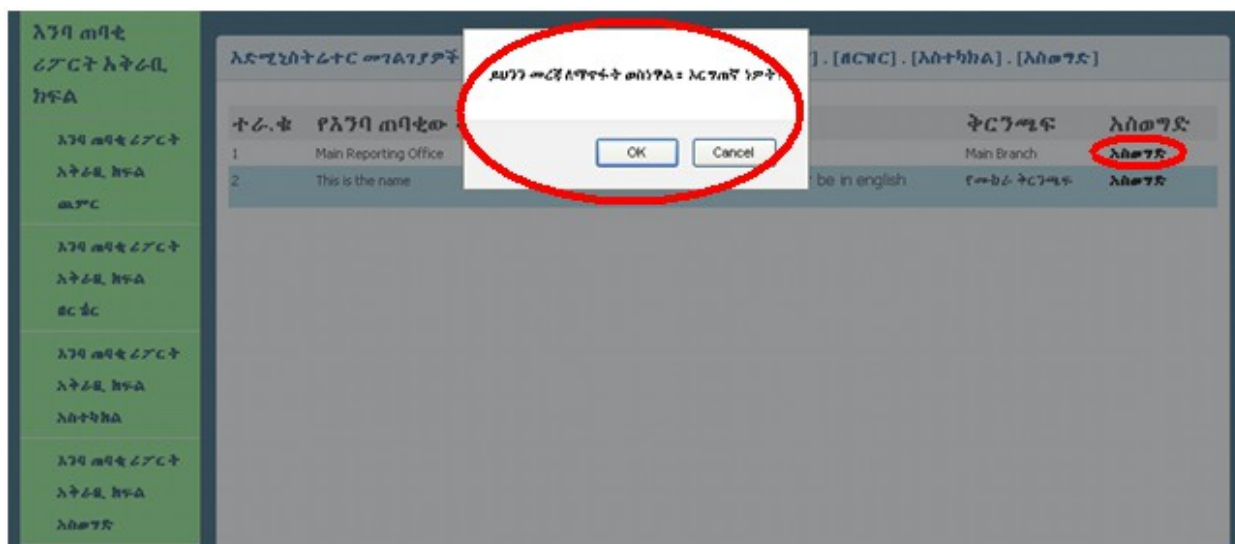
The screenshot displays the 'Office of the Ombudsman' admin section. On the left, a sidebar contains a menu with items like 'አንባቢ ጠባቂ' (Reader's Office), 'ሪፖርት አቅራቢ' (Reporter), and 'አስተካከል' (Coordinator). The main area shows a table of registered offices. A red circle highlights the 'Show 10 entries' dropdown menu. Another red circle highlights the 'Search' input field. A third red circle highlights the 'አስተካከል' (Coordinator) column header in the table. The table has columns for 'ተራቁ' (Name), 'የአንባቢ ጠባቂው መሥሪያ ቤት ሥም' (Reader's Office Name), 'ገለጻ' (Address), 'ቅርንጫፍ' (Branch), and 'አስተካከል' (Coordinator). The table shows two entries: 'Main Reporting Office' and 'This is the name'. The 'አስተካከል' column for the second entry is circled in red.

ተራቁ	የአንባቢ ጠባቂው መሥሪያ ቤት ሥም	ገለጻ	ቅርንጫፍ	አስተካከል
1	Main Reporting Office	---	Main Branch	አስተካከል
2	This is the name	This all better be in english	የመከራ ቅርንጫፍ	አስተካከል



To delete registered name of Ombudsman offices

1. Being in the opened admin section of window, click on the “Office of the Ombudsman” tab in the left pane ➤ Click on Delete of Ombudsman Offices
2. Click on the corresponding Delete link of the Office name that you want to remove and then confirm the dialog box when the system prompts. See Figures 20



Administration of Government Offices

This admin section allows admin user to create different governmental offices name in the system. An admin user should associate the sector and region for each government offices that is going to be created:

1. Log into the system as administrator and click on the “Admin” tab button
2. Click on the Governmental Institute tab in the left pan ➤ Click on the Add Government option and then specify the followings in the window section:
 - a. Governmental institution name
 - b. Description
 - c. Associate Sector where the institute is belongs
 - d. Telephone No and Fax
 - e. Region , Zone, Kebele, Woreda
3. Click on the Save command button. See Figure 21

To view regitred governmental istituiution in the system

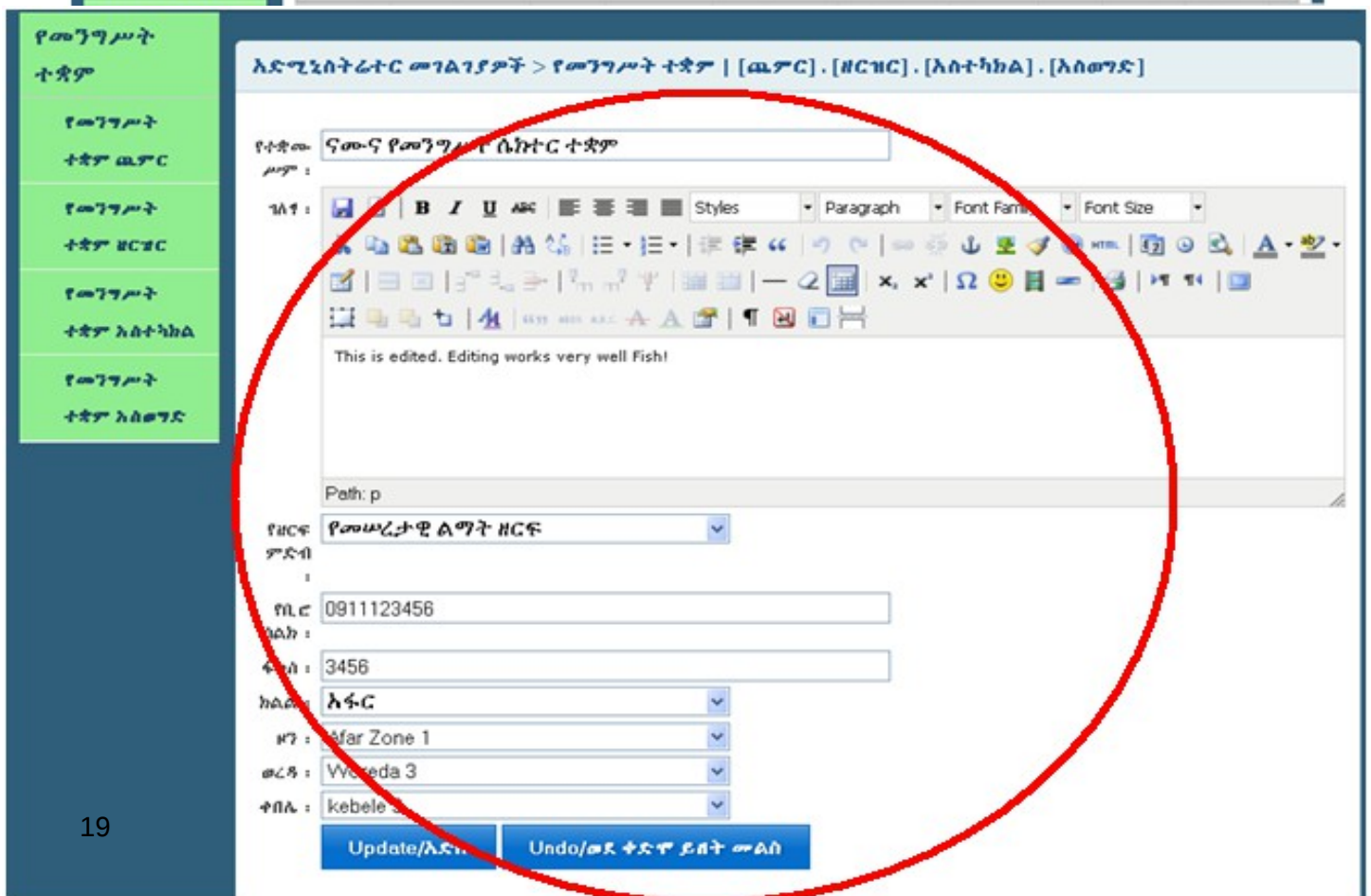
1. Being in the opened section of the Admin section, click on the View list of Governmental insitituoion option ➤ See all the lists

2. See Figure 22

To edit registered governmental istitutions

1. Being in the opened Admin section, click on Edit Governmental Institutions option in the left pan
2. Click on the corropsponding Edit link of the Organization name that you want to edit
3. Edit the contents as you wish and then Click on the Update button when you are done

4. See Figures 23



NB: You can also remove registered name of government institution for certain reasons.

Administraioin of System Users

This section of admin allows users to setup users account to users of the system. To create user account information in the system, log into the system with the administrative privilege and then click on the Administration Field tab button:

1. Click on the System User tab in the left pan of the opened window
2. Click on Add Sytem User option, and then specify the following accordingly:

2. Click on Add System User option, and then specify the following accordingly:

a. Name and Father Name

b. Select Type of user level from System User (predefined value) list box by clicking in the down arrow button

c. Enter use name in the User Name box

d. Enter a password name in the Password Name BOX

3. Click on the Save command button when you are done. See Figure 24

To see registered list of users

1. Being in the opened user admin section of window, click on the Views User account option

NB: You can delete registered account information from the system whenever needs arises

Administration Zons, Woreda and Kebele

This admin section allows admin user to set different zone, woreda and kebel in each available regions according to their structure. An admin should associate the region name for the zone, Woreda, and kebele that is going to be created.

To create zons

1. Log into the system with administrative privilege and then click on the Admin Field Tab button
2. Click on the Zone Administration tab in the left pane
3. List down the Region combo box and then select the predefined region in which you want to create its Zone address
4. Type Zone name and then click on the Save button . See Figure 27

The screenshot displays the 'Zone Administration' interface. On the left, a sidebar contains a menu with four items: 'Admin Field Tab' (highlighted with a red circle), 'Zone Administration', 'Woreda Administration', and 'Kebele Administration'. The main content area has a header bar with the text 'አድሚኒስትሬሽን መግለጫ > ቦን | [ወጪ] . [ዞን] . [አካል] . [አድራሻ]'.

The form contains the following elements:

- A dropdown menu labeled 'የክልል ምዕራፍ' (Region) with '-Select-' as the current selection. The dropdown arrow is circled in red.
- A text input field labeled 'የቦን ስም' (Zone Name) with a red circle around it.
- A blue button labeled 'Save/መገገብ' (Save/Commit), which is circled in red.
- A blue button labeled 'Clear/አልቅ' (Clear/Cancel).

NB: You can view, edit and Delete all the required zone information

Once you have defined zonal information for all region structure, you can create the structure of woreda and kebele for all regions: See Figure 28 and 29

Figure Woreda Administration

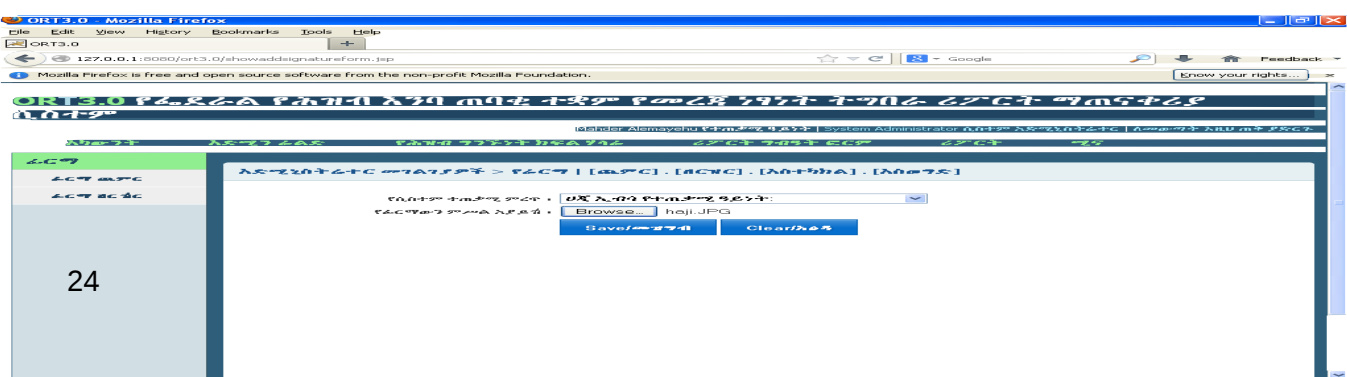
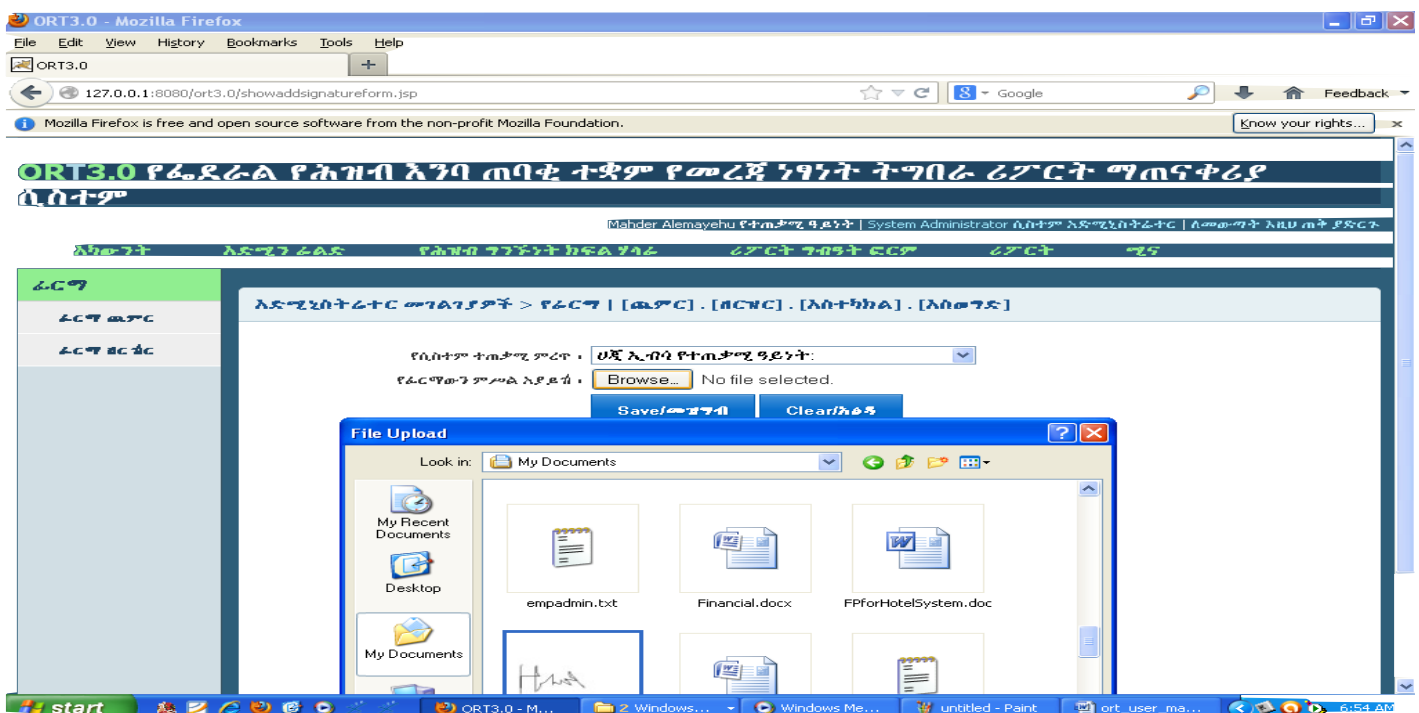
Figure Kebele Administration

Signature Administration

This admin section allows admin user to upload signature of different system user in the system for future use . Public relation heads of governmental organizations are responsible for capturing report data with their predefined signature at the end of Report Template. It is an admin duty to upload their signature in the system to let them put the signature during report capturing process.

To upload signature of Different public relation heads

1. Log into the system with administrative privilege and then click on the Admin Field tab button
2. Click on Signature Administration tab from the left pane
3. Click on the Add signature option ➤ Select the system user from the System User Select box for which you want to associate the signature in the report template
4. Click on the Browse button and locate the location of the Signature for upload and then click OPEN
5. Click on the Save command button when you are done . See figure 29



To view uploaded signature of different system users

1. Being in the opened Signature administration section of the window, select Signature view options and then check all the list. See Figure 31

The screenshot displays the 'Signature Administration' section of a software interface. On the left, a green sidebar contains three menu items: 'ፊርማ' (Signature), 'ፊርማ ጠቅላይ' (Signature Main), and 'ፊርማ ምረቃ' (Signature Review), with the last one circled in red. The main area has a header 'እድሜያስተራጦች ማረጋገጫ > ፊርማ | [ጠቅላይ] . [ጠቅላይ]' and a search bar. Below is a table with 5 columns: 'ተ.ራ.ቁ' (Serial No.), 'የሲስተም ተጠቃሚ ስም' (System User Name), 'የሲስተም ተጠቃሚ ዓይነት' (System User Type), 'ፊርማ' (Signature), and 'አስወግድ' (Remove). The table lists four users, with their signatures highlighted by a red oval. At the bottom, it shows 'Showing 1 to 4 of 4 entries' and navigation links.

ተ.ራ.ቁ	የሲስተም ተጠቃሚ ስም	የሲስተም ተጠቃሚ ዓይነት	ፊርማ	አስወግድ
2	Mahder Alemayehu	System Administrator		
3	Fiseha Wondimu	Public Relation Officer		
4	Fete Terefe	Public Relation Officer		
1	ወጽኦ ለገሰ			

NB: You can remove uploaded signatures of system users by clicking on the corresponding link of the User account record. See Figure 31

Role Administration

This admin section allows admin user to assign a privilege to the registered system user according to their duties. To assign a role

1. Log into the system as an administrator and click on the Admin Field tab button
2. Click on the Role (mina) tab in the left pane ➤ Select “Yetetekamewoch mina wesen” option ➤ Select a user from the System User list box for which you want to assign a privilege.
3. In the opened section where you can see the Matrix assign a privilege as read, update, view and delete for the available functionality. See Figure 32

Public Relation Heads Administration

This admin section allows an authorized user to create users of different governmental section public relations heads who are going to use the system to capture report data in regions of Ethiopia. To register public relation heads users:

1. Log into the system with the authorized account
2. Click on the “Public Relations Heads” tab in the left pane
3. From the listed options, click on “Add Public Relation Head” and then specify
 - a. Full name
 - b. Mobile number
 - c. E-mail address
 - d. P.O.Box
 - e. Governmental sector of organization

- Click on the Save command button. See Figure 33

NB. When you click on the save command button, the system would display the following confirmation section:

To view reegisted public relation heads users

- Being in the opened section click on “ Public relations heads” tab button in the left pan and



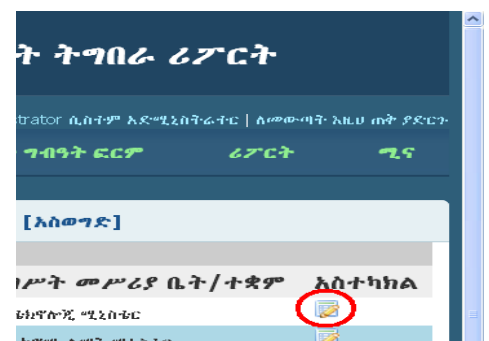
ተ.ቁ.	ስም	የጥያቄ ስልክ	ኢሜይል	ፖስታ
3	አቶ መሥግብር	0911426542	0911426542	
1	ወቅል ሰብስቦ	0911406514	0911406514	786788
2	አቶ ሀጂ አብሳ	0911398896	0911398896-000	
4	አቶ አበበድ አማኑ	0911388946	0911388946	



then click on “view public relation heads”. See Figure 34

To edit registered public relation heads users

- Being in the opened section, click on “Public relations heads” tab button and then select “Edit public users”
- Click on the corresponding edit link of the user that you want to update
- Edit the content as you wish and then click on the “Update” button. See Figure 35
- When you click on the Edit link, the section would opened where you can update the contents of the user. When you are done click on Update button. See Fig 36



የሙሉ ስም: በቀለ ሰብስበ

የሞባይል ስልክ: 0911406514

ኢሜይል: 0911406514

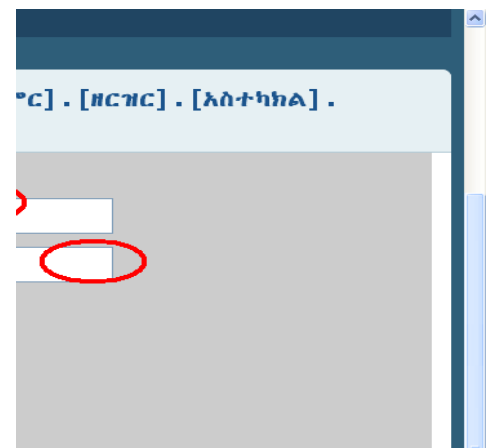
የመንግሥት ዘርፍ: ማይንስ ቴክኖሎጂ ሚኒስቴር

Update/አድስ Undo/ወደ ቀድሞ ይዞት ሙሉ

Figure Updating public users

After creating users of public relation heads required information in the system, an authorized users should give user account information to each registered users to let them access the Report capturing section of the system. To add a system user:

1. Log into the sytem with the authorized account and then click on the Administration tab button
2. Click on System User tab button in the left pan and then select the Add System User
3. Specify the following in the opened section:
 - a. Name
 - b. Father name
 - c. Lsit down the “Sysetm type” box and then select the type (public realtions heads)
 - d. List down the “Pblic relation heads” list box and then select the registered user
 - e. User name
 - f. Password
4. Click on the SAVE command button



NB: You can view, edit, and delete the registred system users.

Once a system administrator has created system users as public relation heads, he/she has to give a privilege to registered users on the Report features. Refer Figure 32

Section Two Report Data Entry

This section deals with how public relations heads of different governmental sectors can capture report data into the system based on the schedule which is set by the Institution of the Ethiopian Ombudsman, Report Directorate office.

To capture report data

1. Log into the system with the user account given
2. Click on the “Report Data Entry Form” tab button and then click on “Add report data entry” in the left pan. The system would open a report form on category base for report data capturing that comprises the following main category

- a. ሪፖርትን የተመለከቱ መሰረታዊ መረጃዎች: Enter all the

information under this category and then click



button

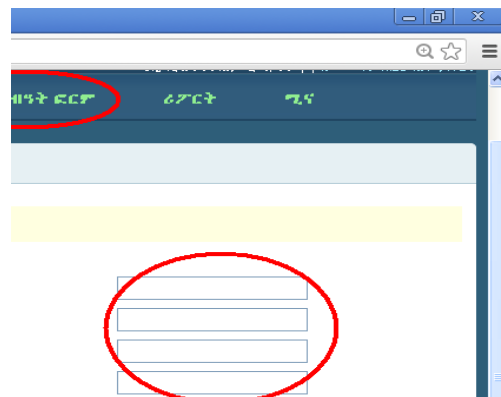
a.i. መረጃን አትሞ ለማውጣት

a.ii. የሰነድና ማህደር ክፍል ማደራጀት

a.iii. ለጋላፋዎችና ባለሙያዎች ስልጠና መስጠት

a.iv. የመረጃ ጠያቂዎችን ለማስተናገድ ስርዓት ለመዘርጋት

a.v. ሌሎች ካሉ



1.

b. መረጃ ለማግኘት የቀረበ ጥያቄን በተመለከተ Enter all

መዝገብና ትጥል

the information under this category and then click on button to continue to the next category

- a. በዓመቱ ለመንግስት አካሉ የቀረቡ የመረጃ ጥያቄዎች ብዛት - (ወንድ):
- b. በዓመቱ ለመንግስት አካሉ የቀረቡ የመረጃ ጥያቄዎች ብዛት - (ሴት)
- c. በዓመቱ ለመንግስት አካሉ የቀረቡ የመረጃ ጥያቄዎች ብዛት - (ወል):
- d. በዓመቱ ለመንግስት አካሉ የቀረቡ የመረጃ ጥያቄዎች ብዛት - (ፍርድ)
- e. ሙሉ በሙሉ ተቀባይነት ያገኙ የመረጃ ጥያቄዎች ብዛት:
- f. በከፊል ተቀባይነት ያገኙ የመረጃ ጥያቄዎች ብዛት:
- g. ሙሉ በሙሉ ተቀባይነት ያላገኙ የመረጃ ጥያቄዎች ብዛት:

g.i.C. የቀረቡ አቤቱታዎች/ቅሬታዎች:

Enter all the information under this category and then click on the Register and Continue button. See Fig 40

- g.i.C.a. የአቤቱታዎች ብዛት፡
- g.i.C.b. የህዝብ ግንኙነት ውሳኔ የተሻረበት የመረጃ ጥያቄ ብዛት፡
- g.i.C.c. የህዝብ ግንኙነት ውሳኔ የጸደቀበት የመረጃ ጥያቄ ብዛት፡
- g.i.C.d. የህዝብ ግንኙነት ውሳኔ የተሸሻለበት የመረጃ ጥያቄ ብዛት፡
- g.i.C.e. በሂደት ላይ ያለ ውሳኔ ብዛት
- g.i.C.f. የአስተዳደራዊ ደግባኞች ብዛት
- g.i.C.g. የተቋሙ የበላይ ኃላፊ ውሳኔ የተሻረበት ደግባኝ ብዛት፡
- g.i.C.h. የተቋሙ የበላይ ኃላፊ ውሳኔ የጸደቀበት ደግባኝ ብዛት፡
- g.i.C.i. የተቋሙ የበላይ ኃላፊ ውሳኔ የተሸሻለበት ደግባኝ ብዛት
- g.i.C.j. በሂደት ላይ ያለ የደግባኝ ውሳኔ ብዛት፡
- g.i.C.k. በመንግስት አካሉ የቀረበ ደግባገኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በመሻር የተፈረደ ፍርድ ብዛት፡
- g.i.C.l. በመንግስት አካሉ የቀረበ ደግባገኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በማጽደቅ የተፈረደ ፍርድ ብዛት፡
- g.i.C.m. በመንግስት አካሉ የቀረበ ደግባገኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በማሻሻል የተፈረደ ፍርድ ብዛት፡
- g.i.C.n. በመረጃ ጠያቂዎች የቀረቡ ደግባገኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በመሻር የተፈረደ ፍርድ ብዛት፡

g.i.C.o. በመረጃ ጠያቂዎች የቀረቡ ደግባገኝ ብዛት -
ቀደምሲል የተሰጠ ውሳኔን በማጽደቅ የተፈረደ ፍርድ ብዛት:

g.i.C.p. በመረጃ ጠያቂዎች የቀረቡ ደግባገኝ ብዛት -
ቀደምሲል የተሰጠ ውሳኔን በማሻሻል የተፈረደ ፍርድ ብዛት:

የረፈርት ጥቅልት ፍርድ/	3. የቀረቡ አቤቱታዎች/ቅሬታዎች:	
ቅፅ ዘርፍ		
የረፈርት ጥቅልት ፍርድ/	3.1.1 የአቤቱታዎች ብዛት:	
ቅፅ ዘርፍ	3.1.2 የሆዝብ ግንኙነት ውሳኔ የተሻረበት የመረጃ ጥያቄ ብዛት:	
	3.1.3 የሆዝብ ግንኙነት ውሳኔ የደደቀበት የመረጃ ጥያቄ ብዛት:	
	3.1.4 የሆዝብ ግንኙነት ውሳኔ የተሸሻለበት የመረጃ ጥያቄ ብዛት:	
	3.1.5 በሂደት ላይ ያለ ውሳኔ ብዛት:	
	3.2. አዋጅ ወይም የቀረቡ አስተሳሰብ ይግባኝ:	
	3.2.1 የአስተሳሰብ ይግባኝ ብዛት:	
	3.2.2 የተቋሙ የበላይ ኃላፊ ውሳኔ የተሻረበት ይግባኝ ብዛት:	
	3.2.3 የተቋሙ የበላይ ኃላፊ ውሳኔ የደደቀበት ይግባኝ ብዛት:	
	3.2.4 የተቋሙ የበላይ ኃላፊ ውሳኔ የተሸሻለበት ይግባኝ ብዛት:	
	3.2.5 በሂደት ላይ ያለ የይግባኝ ውሳኔ ብዛት:	
	3.3. አፍርድ ሴት የቀረቡ ይግባኝ:	
	3.3.1 በመንግስት አካል የቀረበ ይግባኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በመሻሻል የተፈረደ ፍርድ ብዛት:	
	3.3.2 በመንግስት አካል የቀረበ ይግባኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በማጽደቅ የተፈረደ ፍርድ ብዛት:	
	3.3.3 በመንግስት አካል የቀረበ ይግባኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በማሻሻል የተፈረደ ፍርድ ብዛት:	
	3.3.4 በመረጃ ጠያቂዎች የቀረቡ ይግባኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በመሻሻል የተፈረደ ፍርድ ብዛት:	
	3.3.5 በመረጃ ጠያቂዎች የቀረቡ ይግባኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በማጽደቅ የተፈረደ ፍርድ ብዛት:	
	3.3.6 በመረጃ ጠያቂዎች የቀረቡ ይግባኝ ብዛት - ቀደምሲል የተሰጠ ውሳኔን በማሻሻል የተፈረደ ፍርድ ብዛት:	

ጥያቄ ተቀባ
አፅፏ

g.i.D. በማድገለጹ መረጃዎች ምድብ ውስጥ ናቸው
በሚል የመንግስት አካሉ በዓመት ውስጥ እንዳይገለጹ
ያደረጋቸው ወይም ለክልከላ መነሻ የሆኑ ህጋዊ

ምክነያቶች ምድብና ብዛት። Enter all the required information
under this category and then click on the “Save and Continue” button.
See Fig 41

g.i.D.a. ሶስተኛ ወገንን የሚመለከቱ የግል መረጃዎች:

g.i.D.b. የሶስተኛ ወገን የንግድ መረጃዎች:

g.i.D.c. በዕምነት የተሰጡ የሶስተኛ ወገን መረጃዎች:

g.i.D.d. የግለሰቦችና የንብረት ደህንነትን የሚመለከቱ
መረጃዎች:

g.i.D.e. የሕግ አስከባሪና የፍርድ ምርመራ ሥራዎችን
የሚመለከቱ መረጃዎች:

g.i.D.f. በፍርድ ምርመራ ሂደት እንዳይገለጹ ጥበቃ
የሚደረግላቸው መረጃዎች:

g.i.D.g. የመከላከያ፣ ደህንነትና ዓለም አቀፍ ግንኙነት
መረጃዎች:

g.i.D.h. የካቢኔ ሰነዶች:

g.i.D.i. የሀገሪቱን የኢኮኖሚ ጥቅሞች፣ የፋይናንስ
ደህንነትና የመንግሥት የልማት ድርጅቶችን የንግድ
እንቅስቃሴዎችን የሚመለከቱ መረጃዎች:

g.i.D.j. የመንግሥት የሥራ ሰነዶች:

የሪፖርት ግብአት	ፍርድ/ትል	ጨምር
የሪፖርት ግብአት	ፍርድ/ትል	ዘርፍ

4. በግዴገለጹ መረጃዎች ምድብ ውስጥ ናቸው በሚል የመንግስት አካሉ በዓመት ውስጥ ለጥያቄዎች ያደረጋቸው ወይም ለክልሉ መነሻ የሆኑ ህጋዊ ምክንያቶች ምድብና ብዛት፡

4.1. ሶስተኛ ወገንን የሚመለከቱ የግል መረጃዎች፡

4.2. የሶስተኛ ወገን የንግድ መረጃዎች፡

4.3. በዕምነት የተሰጡ የሶስተኛ ወገን መረጃዎች፡

4.4. የግለሰቦችና የንብረት ደህንነትን የሚመለከቱ መረጃዎች፡

4.5. የሕግ አስከባሪና የፍርድ ምርመራ ሥራዎችን የሚመለከቱ መረጃዎች፡

4.6. በፍርድ ምርመራ ሂደት እንዳይገለጹ ጥበቃ የሚደረግላቸው መረጃዎች፡

4.7. የመከላከያ፣ ደህንነትና ዓለም አቀፍ ግንኙነት መረጃዎች፡

4.8. የካቢኔ ሰነዶች፡

4.9. የሀገሪቱን የኢኮኖሚ ጥቅሞች፣ የፋይናንስ ደህንነትና የመንግሥት የልማት ድርጅቶችን የንግድ እንቅስቃሴዎችን የሚመለከቱ መረጃዎች፡

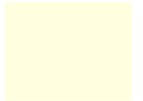
4.10. የመንግሥት የሥራ ሰነዶች፡

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Figure Report Data Entry Category 4

g.i.E. የክልከላ ሰርተፍኬት: Enter all the required information under this category and then click on the Save and Continue button. See Fig42

g.i.E.a. የክልከላ ሰርተፍኬት የተሰጣቸው ሚስጥራዊ መረጃዎች ብዛት:



g.i.F. በአዋጁ በተቀመጠው የጊዜ ገደብ ውስጥ በመስተናገድ ረገድ የተከናወኑ

ተግባራት: Enter all the required data under this category and then click on the Save and Continue button. See Fig 43

g.i.F.a. የመረጃ ጠያቂዎች ብዛት በመቶኛ:

g.i.F.b. ለማስተናገድ የፈጸው ቀን በአማካይ:

g.i.F.c. ለማስተናገድ የፈጸው ቀን በአማካይ:

g.i.F.d. ለማስተናገድ የፈጸው ቀን በአማካይ:

g.i.F.e. የመረጃ ጠያቂዎች ብዛት በመቶኛ:

g.i.F.f. ለማስተናገድ የፈጸው ቀን በአማካይ:

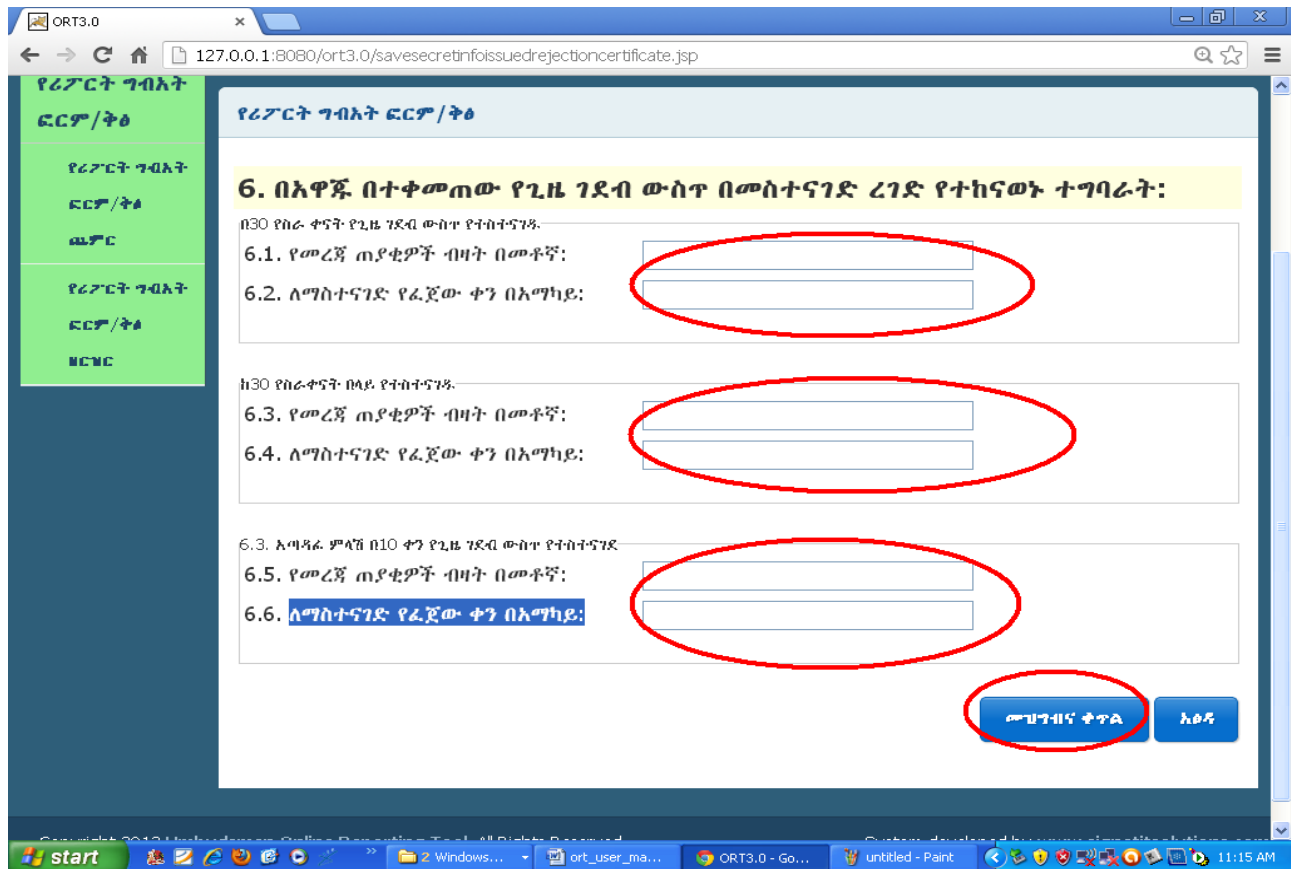


Figure Report Data Entry, category 6

g.i.G. የመረጃ መብት ትግበራ አመታዊ

አስተዳደራዊ ወጪዎችን በተመለከተ Enter all the required information under this category and then click on the Save and Continue button. See Fig 44

g.i.G.a. የመረጃ ጥያቄዎችን ለማስተናገድ የወጣ ወጪ:

g.i.G.b. የመረጃ ጥያቄዎችን ለማስተናገድ የወጣ ወጪ:

g.i.G.c. አስተዳደራዊ ወጪዎችን ለመሸፈን
ከመረጃ ጠያቂዎች የተሰበሰበ ክፍያ:

g.i.G.d. ከክፍያ ነጻ የተስተናገዱ የመረጃ
ጠያቂዎች ብዛት:

Figure Report Data Entry, category 7

g.i.H. ሪፖርቱ ሊያካትታቸው የሚገቡ ሌሎች ጉዳዮች:

Enter all the required data under this field and then click on the
Save and Continue button. See Figure 45

g.i.H.a. ለታላላቆችና ለባለሙያዎች የተሠጠ ሥልጠና (ወንድ):

g.i.H.b. ለታላላቆችና ለባለሙያዎች የተሠጠ ሥልጠና (ሴት)

g.i.H.c. ለመረጃ ጥያቄ ፈጣን ምላሽ ለመስጠት የተቀረቡና ሥራ ላይ የዋሉ ስልቶች ካሉ:

g.i.H.d. በኢንፎርሜሽን ቴክኖሎጂ በመጠቀም ረገድ ያሉ ተሞክሮዎች ካሉ:

የፊፖርት ገቢ አት

ፎርም/ት

የፊፖርት ገቢ አት ፎርም/ት

ትዕ ዘፍር

የፊፖርት ገቢ አት ፎርም/ት

ትዕ ዘፍር

የፊፖርት ገቢ አት ፎርም/ት

የፊፖርት ገቢ አት ፎርም/ት

8.1. ለፖሊሲያትና ለገቢ አት ፎርም/ት

የተሰጠ ሥልጠና (ወንድ):

8.2. ለፖሊሲያትና ለገቢ አት ፎርም/ት

የተሰጠ ሥልጠና (ሴት):

8.3. ለመረጃ ጥያቄ ፈጣን

ምላሽ ለመስጠት የተቀረበው

ሥራ ላይ የዋለ ስልጠና ነው:

8.4. በአንድምረት ትክክለኛ

በመጠቀም ረገድ ያለ

ተሞክሮቹ ነው:

Path: p

Path: p

የፊፖርት ገቢ አት

አጠቃላይ

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Figure Report Data Entry, category 8

g.i.l. አትሞ ስለማውጣት: Enter all the required data on category 8 as shown in Fig 46 and then click on the Save

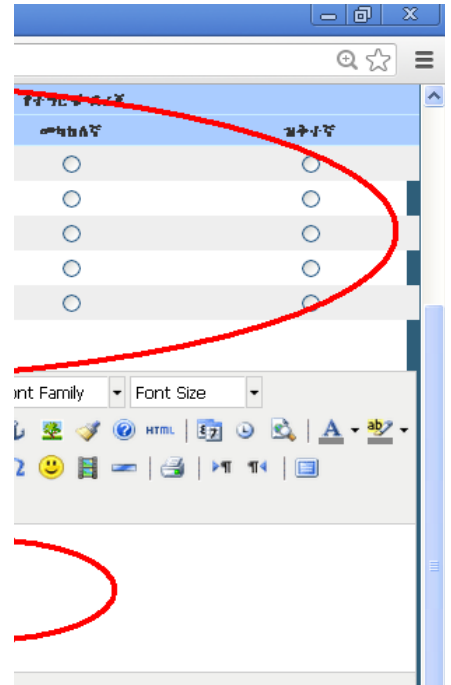
[illegible]

and Continue button.

g.i.J. በክፍሉ ያጋጠሙ ትንበያዎች እና

የመፍትሔ ሃሳቦች: Fill all the required

information on the category 10
as shown in Fig. 47



NB: Signature of public relation head will be placed at the end of the report template from the user log in session

Section Three Report Module

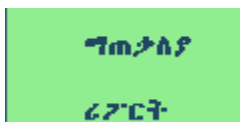
This section deals with how to generate different reports for the entered report data from all regions of Ethiopia. Users at Ombudsman office who have an authorized account to view a report can generate a report on:

- Country level (to be submitted to the parliament at the end of each fiscal year)
- Region level
- Zone level
- Woreda level
- Sector

General Procedure to generate a report

1. Log into the system with the privileged account and then click on the Report tab button in the left pan of the opened section



2. Click on  to view a detailed summary report on different level (Region, Zone and Woreda)

3. Specify the following:

- Report Level/የሪፖርት ደረጃ:
- Report Type/የሪፖርት ዓይነት:
- የሪፖርት መነሻ ቀን:
- የሪፖርት መጨረሻ ቀን: See Fig 48

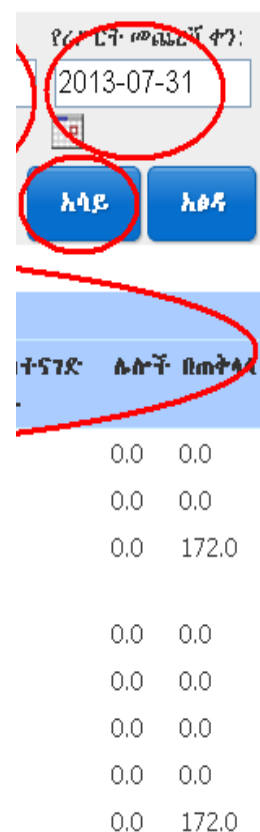
ሥልጠና እና አደረጃጀት ማጠቃለያ ሪፖርት

- Example to generate a report for at
regional level (for all regions of Ethiopia), a report user @ Ombudsman office
can specify the condition in the criteria section as shown in Fig 48 and then
click on the Show button:

To generate a report by Woreda

Specify the condition as shown in Figure 49

- Being in the Opened Report section, click on the Report tab in the left pan and then specify the followings:
 - Report level as Woreda
 - Report type, ሥልጠና እና አደረጃጀት ማጠቃለያ ሪፖርት
 - Start date and End date
- Click on the Show button and then see the result




ተናገሩ ሌሎች በጠቅላላ	
0.0	0.0
0.0	0.0
0.0	172.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	172.0

To generate a report for

መረጃ ለማግኘት የቀረበ ጥያቄን ማስተናግድ የማጠቃለያ ሪፖርት

የሪፖርት መጨረሻ ቀን:

2013-07-31


 አላይ አፀዳ

1. Log into the system with the authorized account, and then click in the Report tab in the left pane
2. Specify the criteria condition:
 - a. Report Level (Region, Woreda, Federal, and Kebele)
 - b. Select a report type that you want to view from the system
 - c. Specify start date and end date
3. Click on the Show button
4. See Figure 50

የሪፖርት ደረጃ	አጠቃላይ
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0

የሪፖርት መጨረሻ ቀን:

2013-07-31

 አላይ አፀዳ

NB: You can also view a report by federal, Woreda, Kebele, and National level, by changing the condition in the report criteria section:

የሪፖርት ደረጃ	አጠቃላይ
0.0	0.0
0.0	0.0
407.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0
0.0	0.0

The report module provides different type of reports that would enable you to generate a report from the system. See Figure 51 for the report type that the system provides to users to view a detailed reports. You can select one of the report types by clicking on the down arrow button of the Report Type list box and then select the type that you want to view its report. See Figure51

NB: Depending on the selected type of a report, in the report view section, you would see different type of heading names.

