

GATHERD AND RE ARRANGED DATA OF E_SERVICE FOR 6 OFFICES

1. Adama City Labour and Social service Barue

M
OFFICE

Has 3 Departments

- 1. Industrial Communications Services Group/Garee Tajaajjila Qunnamtii Industirii
- 2. Mode Control Service Group/Garee Tajaajjila Too'annoo Haala hojii
- 3. Employment Market Engagement and Intelligence Group/Garee Bobba'iinsaa fi Odeeffannoo Gabaa Hojii

1.1. Garee Tajaajjila Qunnamtii Industirii Industrial Communications Services Group

depp/html

1. Recognition of the trade union/Woldaa hojjataatiif beekkamtii kennuu

Service Explanation

This service is required for any association to be recognized after it is organized and meets the requirements of its organization (tajaajjila kun woldaan kamuu erga gurmaa'ee ulaagaa gurmi isaa guuttatee booda beekkamtii argachuun dirqama waan ta'eef woraqaa beekkamtii sana argachuf kan iyyatuudha)

Service Criteria in short

must bring the meeting board with the forms and letter of confederation (qaboo yaa'ii qabatee dhufuu qaba unkaalee fi xalayaa koonfederationii woliin)

Application form

-->

Conference Proceedings */Qaboo Yaa'ii *

Choose File No file chosen

All forms/Uunkaalee *

Choose File No file chosen

Confederate Letters/Xalayaa Koonfedereeshinii *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

→ SEMI!

Office work

officer role

step 1

Identifies the completeness of these templates and assigns them to the team leader(uunkaaleen kun guutuu ta'uu Adda baasee dursaa gareetiif laata)

step 2

after approval by the team leader, a certificate of recognition is prepared and issued to the client(erga dursaan garee mirkaneesse booda waraqaa beekamtii qopheessuun abaa dhimmaatiif laata)

Leader role

step 1

the team leader confirms and returns if it is correct(dursaa garee immoo yoo sirrii ta'e mirkaneessee deebisa)

Point of payment

After approved by the leader

if the service is renewal of executive committee

Amount = ____

 Loading

normal workflow

2.Recognition of the employer's association/Woldaa hojjachiisaatiif beekamtii kennuu

Service Explanation

because this service must be recognized after any association is organized and meets the requirements of its organization is the applicant for the recognition paper(tajaajilii kun woldaan kamuu erga gurmaa'ee ulaagaa gurmi isaa guuttatee booda beekamtii argachuun dirqama waan ta'eef waraqaa beekamtii sana argachuf kan iyyatuudha)

Service Criteria in short

TIN, minutes of meeting of members with name and signature thereof ,form 11,form 12 and bylaws, member business license stamped by all the owners involved shall be affixed/TIN, qaboo yaa'ii miseensotaa maqaa fi mallattoo woliin ,uunkaa 11,uunkaa 12 fi ittiin bulmaata, hayyama daldalaa miseenso chaappaan abbootii qabeenyaa achi keessati hirmaatan hunduu ni dhaihaataa

Application form

-->

Conference Proceedings */Qaboo Yaa'ii *

Choose File No file chosen

All forms/Uunkaalee 11 fi 12 *

Choose File No file chosen

Ittiin bulmaata/ bylaws *

Choose File No file chosen

business license/hayyama daldalaa *

Choose File No file chosen

Chaappa miseensota hundaa/Seals of all members *

Choose File No file chosen

Application *

Choose File No file chosen

TIN *

Choose File No file chosen

Ergaa

Akka wixineetti qusadhaa

Office work

officer role

step 1

the officer will receive and review the application and send it to the team leader for confirmation/officerrri iyyata fudhatee ilaalee confirmationiif dursaa gareetiif ni erga

step 2

orders for payment after confirmation by the team leader/erga dursaan garee mirkaneesse booda kaffaltiif ni ajaja certificate and letter of recognition will be issued after payment/erga kaffalee dhufeen booda certificate fi xalayaan beekkamtii ni kennamanaaf

Leader role

step 1

the team leader confirms and returns if it is correct/dursaana garee immoo yoo sirrii ta'e mirkaneessee deebisa

Point of payment

After approved by the leader
Ammount = 622

 loading
normal workflow

3. Employment of Professionals/Qcarrii Ogeessotaa

Service Explanation

this service is provided to both the employee and the employer for any employee to perform a recognized employment./tajaajilli kun hojjataan kamuu qacarrii beekkamtii qabu raawwachuuf hojjataa fi hojjachiisaafis kan kennamuudha.

Service Cretaria in short

if the applicant is emplooyee

application form, Educational certificate ,identity card , coc if required/formii iyyataa, Ragaa barnootaa ,waraqaa eenymmeessa , coc ni gaafata yoo ta'e

if the applicant is emplooyer

business license , TIN, map, lease agreement of not less than 1 year , ID card , representation if any,/eyyama daladala , TIN, kaartaa, woliigaltee kiraa woggaa 1 gadi hin taane , woraqaa eenyummeesssa , bakka bu'ummaa yoo qabaate, they both must provide evidence/isaan lameenuu ragaa dhiyueeffachuu qabu

Application form

-->

application form *

Choose File No file chosen

Certificate of education *

Choose File No file chosen

ID Card *

Choose File No file chosen

coc if necessary *

Choose File No file chosen

business license *

Choose File No file chosen

TIN *

Choose File No file chosen

Map *

Choose File No file chosen

a tenancy agreement of not less than 1 year/woliigaltee kiraa manaa wogga
1 gadi hin taane *

Choose File No file chosen

if it has representation *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

the officer takes it and passes it to the team leader for confirmation

step 2

orders for payment after confirmation
after payment is made, he will confirm the agreement

Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

After approved by the leader

Amount = 622 birr

 loading

normal workflow

4.confirmation of union agreements/woliigaltaa mirkaneessuu

Service Explanation

This service is required for any association to be recognized after it is organized and meets the requirements of its organization(tajaajilli kun woldaan kamuu erga gurmaa'ee ulaagaa gurmi isaa guuttatee booda beekkamtii argachuun dirqama waan ta'eef woraqaa beekkamtii sana argachuf kan iyyatuudha)

Service Criteria in short

draft file and conductor's letter(xalayaa gaggeessituu)

Application form

-->

draft file *

Choose File No file chosen

letter of executive *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

recieve and ask the leader for approval

step 2

after approval by the team leader, he prepares a letter and gives it to the Client


Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

No payment <

 loading
normal workflow

5.complaints/komii

Service Explanation

any complaint relating to the employee and the employer

Service Cretaria in short

written complaint , company ID,name of the company

Application form

-->

Application *

Choose File No file chosen

Id *

Choose File No file chosen

Company Name *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

officer checks and ask the leader for approval

step 2

after approval by the team leader, he shall prepare a letter of summons and issue it to the client/erga dursaan garee mirkaneesse booda xalayaa waamichaa qopheessee Abbaa dhimmaatif laata


Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

No payment <

 loading
normal workflow

1.2. Garee Bobba'iinsaa Fi Odeeffannoo Gabaa Hojii

Engagement And Labor Market Information Group

1 .issue unemployment cards/ kaardii hojii dhabdummaa kennuu

Service Explanation

leave it and let the office manager fill it out

Service Criteria in short

letter from the District Executive confirming their unemployment. renewed ID card proving residence in this city and one 3x4 photograph/xalayaa gaggeessituu Aanaa irraa hoji dhabaa ta'uu isaanii kan mirkaneessuu. waraqaa eenyummaa kan haarome jiraataa magaalaa kanaa ta'uu kan mirkaneessuu fi suuraa tokko 3x4

Application form

-->

letter to the executive *

Choose File No file chosen

renewed identity card *

Choose File No file chosen

letter to the executive renewed identity card. one 3x4 photograph *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

the officer see and ask the leader for approval

step 2

after approval by the team leader, a certificate of unemployment is prepared and issued to the client(erga dursaan garee mirkaneesse booda waraqaa hoji dhabdummaa qopheessuun abaa dhimmaatiff laata)

Leader role

step 1

the team leader confirms and returns if it is correct(dursaan garee immoo yoo sirrii ta'e mirkaneessee deebisa)

Point of payment

no payment

Amount = ____

Toading
normal workflow

2. a local private employer-employer liaison agency/ejensii dhuunfaa hojjataa fi hojjachiisaa kan wol qunnamsiisu kan biyya keessaa

Service Explanation

leave it for admin

Service Criteria in short

application, business license, TIN, identity card, tenancy agreement or map, house area minimum 30 kare meter, photograph,

Application form

-->

application*

Choose File No file chosen

business license *

Choose File No file chosen

TIN *

Choose File No file chosen

identity card *

Choose File No file chosen

tenancy agreement or map *

Choose File No file chosen

photograph *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

after all is checked a letter will be written to the police station that he is free from crime to take that sign

step 2

after he will submit a letter of acquittal that he take from police station the officer will order for payment
then he will give the employment certificate to the client

Leader role

step 1

the team leader confirms and returns if it is correct/dursaana garee immoo yoo sirrii ta'e mirkaneessee deebisa

Point of payment

After approved by the leader

Amount = not fixed

 loading

normal workflow

3.reform of the local private employee-employer agency

Service Explanation

leave it for admin

Service Cretaria in short

signals from the police station and submit receipts for payment of annual fees

Application form

-->

application form *

Choose File No file chosen

signals from the police station/ashaaraa waajjira poolisaa irraa *

Choose File No file chosen

receipts for payment of annual fees *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

then the officer will check it on the field physically

step 2

the the renewal ertificate will given to the client

Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

After approved by the leader

Ammount = not fixed

loading

normal workflow

4. new legalization and renewal of senior citizens' associations/woldaa maanguddootaaf seerummaa haaraa kennuu fi haaromsuu

Service Explanation

leave it

Service Cretaria in short

qaboo yaa'ii miseensota gurmaa'uudhaaf fedhii dhiyeessanii fi iyyata ,xalayaa deeggarsaa aanaa keessa jiraatanii/meeting board of members who have submitted interest in organizing and applications ,letters of support residing in the district

Application form

->

Application *

Choose File No file chosen

meeting board/assemble hundle *

Choose File No file chosen

letters of support residing in the district *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

recieve and ask the leader for approval

step 2

after approval by the team leader, if complete, he will order to prepare circular stamps and others ,receipts for expenses and revenue and bank account then you give him a legal entity certificate

Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

No payment <

 loading

normal workflow

5. granting and renewing new legal status to disability cooperatives/woldaa gamtaa qaama miidhamtootaaf qaama seerummaa haaraa laachuu fi haaromsuu

Service Explanation

leave it

Service Cretaria in short

new meeting minutes of members who wish to be organized and apply/qaboo yaa'ii haraa miseensota gurmaa'uudhaaf fedhii dhiyeessanii fi iyyata

Application form

-->

Application *

Choose File No file chosen

Assemble hundle *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

recieve and ask the leader for approval

step 2

after approval by the team leader, if complete, he will order to prepare circular stamps and others ,receipts for expenses and revenue and bank account then you give him a legal entity certificate

Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

No payment <

 loading

normal workflow

6. capacity building organization and disability training/gurmaamsa ijaarsa dandeettioi fi leecaaloo qaama miidhamtiotaa

Service Explanation

leave it

Service Cretaria in short

new meeting minutes of members who wish to be organized and apply/qaboo yaa'ii haraa miseensota gurmaa'uudhaaf fedhii dhiyeessanii fi iyyata

Application form

-->

Application *

Choose File No file chosen

Assemble handle *

Choose File No file chosen

letter of support from living district *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

recieve and ask the leader for approval

step 2

after approval by the team leader, if complete, he will order to prepare circular stamps and others ,receipts for expenses and revenue and bank account then you give him a legal entity certificate

Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

No payment <

Loading

normal workflow

7.Giving and renewing new legal status to mythology/Afooshaaf qaama seerummaa haaraa laachuu fi haaromsuu

Service Explanation

leave it

Service Cretaria in short

new meeting minutes of members who wish to be organized and apply/qaboo yaa'ii haraa miseensota gurmaa'uudhaaf fedhii dhiyeessanii fi iyyata

Application form

-->

Application *

Choose File No file chosen

Assemble handle *

Choose File No file chosen

letter of support from living district *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role	Leader role	Point of payment
<p>step 1 recieve and ask the leader for approval</p> <p>step 2 after approval by the team leader, if complete, he will order to prepare circular stamps and others ,receipts for expenses and revenue and bank account then you give him a legal entity certificate</p>	<p>step 1 the team leader confirms and returns if it is correct</p>	<p><i>No payment</i></p>
<p>8.legalization and renewal of self-help societies/woldaa wol gargaarsaaf qaama seerummaa kennuu fi haaromsuu</p>		
<p>Service Explanation</p> <p>leave it</p>		
<p>Service Cretaria in short</p> <p>new meeting minutes of members who wish to be organized and apply/qaboo yaa'ii haraa miseensota gurmaa'uudhaaf fedhii dhiyeessanii fi iyyata</p>		
<p>Application form</p> <p>--></p>		
<p>Application *</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> Choose File No file chosen </div>		<p>Assemble hundle *</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> Choose File No file chosen </div>
		<div style="display: flex; justify-content: flex-end; gap: 10px;"> Ergaa Akka wiixineetti qusadhaa </div>

Office work

officer role	Leader role	Point of payment
<p>step 1 recieve and ask the leader for approval</p> <p>step 2 after approval by the team leader, if complete, he will order to prepare circular stamps and others ,receipts for expenses and revenue and bank account then you give him a legal entity certificate</p>	<p>step 1 the team leader confirms and returns if it is correct</p>	<p><i>No payment</i></p>

//////////end

2. Adama City women and children affairs office

Has 3 Deppartments

- 1. protection of children's rights and safety/eeggumsa mirgaa fi nageenya daa'immanii
- 2. gender mainstreaming and capacity building of women's institutions/idileessa koorniyaa fi ijaarsa dandeettii dhaabbilee dubartootaa
- 3. mobilization and economic development of women's organizations/sossochii fii guddina diinagdee gurmaa'insa dubartootaa

2.1. Garee Eeggumsa Mirgaa Fi Nageenya Daa'immanii

Protection Of Children's Rights And Safety Group

1 .komii/compliantscompliants type *

sellet compliants

Service Explanation

this complaint focuses on family disputes , and by physical injury once the complaint reaches us , if it is to be resolved by advice only it will be finalized mu here, and if it is beyond force it will be referred to court

Service Cretaria in short

Appliation only

Application form

-->

Applocation *

Choose File No file chosen

Ergaa

Akka wixineetti qusadhaa

Office work

officer role

step 1

after examination by the expert, a summons is issued to the client. if there is a security threat, the law enforcement agencies will arrest and produce it ogeessi erga ilaalee booda waraqaa waamichaa abbaa dhimmaatiif kennama. yoo sodaan nageenyaa jiraate qaamni seeraa qabee akka dhiyeessu taasifama

Leader role

Point of payment

no

Ammount = ____


loading
normal workflow

Remember complaint types are :
Family dispute and physical injury

2.economic hardship/rakkina dinagdee

Service Explanation

Service Cretaria in short

application, district support certificate

Application form

-->

application *

Choose File No file chosen


woreda support certificate *


Choose File No file chosen


Ergaa

Akka wiixineetti qusadhaa

Office work

 officer role

 Leader role

 Point of payment

step 1

the officer will order them and if there is no chance he will deliver for them otherwise they will be registered and stored for the next

no

Amount =

 **Loading**
normal workflow

///// end

3. Adama City finance office

Has 3 Departments

- 1. Human resource development and management team/garee misoomaa fi hoggansa qabeenya humna namaa
- 2. Monitoring and review budget planning department/kutaa qophi karoora baajata hordoffii fi gamaaggama
- 3. Financial management team/garee bulchiinsa faayinaansii

3.1. Garee Misoomaa Fi Hoggansa Qabeenya Humna Namaa

Human Resource Development And Management Team

[1 ./change of employooyee assignment/jijiirraa ramaddii hojjattootaa](#)

Service Explanation

hojjataa ramaddii isaa jijjirachuu barbaaduuf. tajaajila kan argachuuf dursa beeksifni bahuu qaba

Service Cretaria in short

experience, qualification papers, letters of support, two-time assessment/muuxannoo, waraqaa qulqullinaa, xalayaa deegarsa, madaallii yeroo lamaa

Application form

-->

Expriance *

Choose File

No file chosen

support Letter *

Choose File

No file chosen

two-time assessment *

Choose File

No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

the officer registers and calls the examination date by appointment

step 2

after the examination if he passes, he will be given a letter of employment

Leader role

Point of payment

no

Ammount = ____

 loading

normal workflow

2. Letter of support/Xalayaa deeggarsaa

Service Explanation

Service Cretaria in short

Application

Application form

-->


Application*


Choose File No file chosen


Ergaa

Akka wiixineetti qusadhaa

Office work

 officer role

 Leader role

 Point of payment

step 1

the officer will identify the application and send the support letter for the clients

no

Ammount =

 Loading

normal workflow

3. budget changes (salaries, operations,)/jijjiirraa bajataa (mindaa, hojii adeemsistuu,)

Service Explanation

this service is provided for sectors only

Service Cretaria in short

office letter

Application form

-->

office letter*

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

if it is true or if there is a budget changed and fill out the budget change form please it will be sent to them

Leader role

step 1

the team leader confirms and returns if it is correct

Point of payment

no

Amount =

 **loading**
normal workflow

3.2. Garee Bulchiinsa Faayinaansii Financial Management Team

1. payment service / tajaajila kaffaltiipayment type*

Select payment type

Service Explanation

leave it and let the office manager fill it out

for marginal payment

Service Criteria in short

if purchase, request and payment order.if salary, service report

Application form

-->

request latter *

Choose File No file chosen

payment order*

Choose File No file chosen

service report *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

the officer make sure there is a budget
,and then make payments

Point of payment

no

Ammount = ____

 **loading**
normal workflow

_____/_____/_____/_____/_____end _____
_____/_____/_____/_____/_____end _____
_____/_____/_____/_____/_____end _____

4. Adama City supreme court

Has 3 Deppartments

- GNI
- Provision of legal services
- Internal service delivery complaints

4.1. GNI Group

Disciplinary Complaint or Report ^

Service Explanation

Tajaajilli kun abbaan dhimmaa yoo dhimmaa naamusa irratti iyyaate

Service Criteria in short

Complaint Form and Identity Card

Application form

Complaint Form *

Choose File No file chosen

Identity Card *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

In the disciplinary team, the team leader looks at the client and responds , 3 The professional will review the complaint and send it to the client for feedback and complete the service.



officer role



Leader role



Point of payment



step 1

the expert reviews the data sent from the client and authorizes the team leader

step 2

The professional will review the complaint and send it to the client for feedback and complete the service.

step 1

the team leader confirms and returns if it is correct

No payment

Amount = Null



normal workflow

4.2. Provision Of Legal Services (KTAS)



Complaints of Legal Service Delivery



Service Explanation

Tajaajilli kun abbaan dhimmaa yoo kenninsaa tajajillaa kenninsaa abbaa seerummaa irratti komii qabaate

Service Criteria in short

Complaint Form and Identity Card

Application form

Complaint Form *

Choose File

No file chosen

Identity Card *

Choose File

No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work



**officer and Leader
role**

No role



Vice Presedant

The Vice President shall review the matter and respond to the Applicant



Point of payment

~~No payment~~

Amount = Null



new workflow

4.3. Office Of The President

? Internal Administrative and general Complaints

Service Explanation

If the Service Worker has a complaint

Service Cretaria in short

Complaint Form and Identity Card

Application form

Complaint Form *

Identity Card *

Ergaa

Akka wiixineetti qusadhaa

Office work



officer and leader role

has no role



presedant role

step 1

The president shall review the matter and respond to the Applican

loading

new workflow



Point of payment

No payment

Ammount = Null

////

5. Adama City Education office

Has 3 Deppartments

- Exam Department
- Teacher Development

5.1. Exam Department

? Issuance of Grade 8 Certificate

Service Explanation

This service is provided to a client who requests that evidence be lost or destroyed of grade 8

Service Criteria in short

School Letter, Police office Letter, Application (with year and name of School)

Application form

School Letter*

Choose File No file chosen

Application (with year and name of School) *

Choose File No file chosen

Police office Letter *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work

officer role

step 1

officer Consider the appeal and order payment of fees if appropriate. The client shall pay the ordered fee.

step 2

officer reviews payment and gives certificate for completion

Leader role

step 1

Has no role

Point of payment

After approved by the officer
Amount = Vary

Toading
normal workflow

5.2. Teachers Development Department



Transfer of Teachers



Service Explanation

This service is provided to teachers who request a transfer

Service Criteria in short

Application , Transfer form

Application form

Application*

Choose File

No file chosen

Transfer form *

Choose File

No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work



officer role



Leader role



Point of payment



step 1

officer reviews the complaint and sends it to the leader

step 2

after approval, the officer sends the evidence to the client and concludes.

step 1

Approve and send back to the officer

Has no payment



normal workflow



Teacher Level Promotion



Service Explanation

This service is provided to teacher whom has promotion.

Service Criteria in short

Application , Promotion Letter

Application form

Application*

Choose File No file chosen

Promotion Letter *

Choose File No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work



officer role



Leader role



Point of payment



step 1

officer reviews the complaint and sends it to the leader

step 2

after approval, the officer sends the evidence to the client and concludes.

step 1

Approove and send back to the officer

Has no payment



normal workflow



Teachers Recognition Services



Service Explanation

This service is provided to a teacher or teacher who has passed the COC examination and whose score has been returned.

Service Criteria in short

Application

Application form

Application*

Choose File

No file chosen

Ergaa

Akka wiixineetti qusadhaa

Office work



officer role



Leader role



No payment



step 1

The officer reviews the application and if it is correct, complete the service.

step 1

has no role

Has no payment

loading

normal workflow

////

end