



Ministry of Innovation and Technology
Addis Ababa, Ethiopia

Quarterly Project Progress Report
for
Rollout of Transactional eServices System

For the 4th Quarter

Prepared by
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Addis Ababa, Ethiopia
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1. Service Level Summary of Project Status

The 4th quarter of the project is the final quarter. Key project targets are required to be met during this quarter. The status of the 4th quarter is presented as follows categorized into two, such as new services and old services:

1.1. Service Enablement Progress Summary

Organizations		# Services	Configured	Tested	Trained	Operational	Remark
1	Civil Society Organizations Authority	47	47	47	47	47	
2	Ethiopian Energy Authority	50	50	46	46	46	
3	National Metrology Agency	6	6	6	6		
4	Trade and Competition and Consumers Protection Authority (TCCPA)	3	2	2	2	2	
			1				
5	Ethiopian Diaspora Agency	5	5	5	5	5	
6	Ethiopian Environment Protection Authority	33	33	33	33	33	
7	Coffee and Tea Authority	16	16	16	16	15	
8	Ministry of Foreign Affairs	28	28	28	28	28	
9	Public Servants Social Security Agency	5	5	5	5	5	
10	Ministry of Labor and Social Affairs	17	13	13	13	13	
			4	4	4		
11	Ministry of Peace	13	13	13	13	13	
12	Ministry of Agriculture	13	4	3	3		
			9				
13	Ethiopian Management Institute	5	5	5	5	5	
14	Civil Service Commission	1	1	1	1	1	
15	Ministry of Trade	6	6	6	6		
16	Ministry of Mines and Petroleum	37	37				

Organizations		# Services	Configured	Tested	Trained	Operational	Remark
17	Immigrants and Returnees Affairs Agency	7	7				
18	Planning and Development Commission	11	11	10	10		
19	Ethiopian Media Authority	14	6	6	6	6	
			8	8			
20	The Attorney General	18	6	6	6	6	
			12				
21	Ministry of Innovation and Technology	4	1	1	1	1	
			3	3	3		
22	Ministry of Culture and Tourism	6	6	6	6	6	
23	Accounting and Audit Board of Ethiopia	5	5	5	4	4	
24	Ethiopian Construction Authority	25	22	22	22	22	
			3				
25	Ministry of Transport and Logistics	24	24	24	24	24	
26	Central Statistics Agency	6	6	6			
27	Basins Development Authority	13	13	13	13	11	
28	Ethiopian Investment Commission	15	15	4	4	4	
29	Ethiopian Biodiversity Institute	6	6				
30	Ethiopian Roads Authority	6	2				
Total		445	441 Configured	347 Tested	327 Trained	292 Operational	

1.2. Detailed Status of Services

1.2.1. Old Services

Organizations	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational	
Public Servants Social Security Agency	5	1 Registration of Public Organization for Social Security Services	✓	✓	✓	✓	✓
	2	Registration of Active Public Employees for Social Security Services	✓	✓	✓	✓	✓
	3	Application for Change of Address of Pension Allowance Payment Station	✓	✓	✓	✓	✓
	4	Replacement of Pension Allowance Receiving Card and Registration card	✓	✓	✓	✓	✓
	5	Information Desk and Customer service	✓	✓	✓	✓	✓
	6	Payment of Unpaid Amount of Pension Allowance	✓	✓			
	7	Entitlement for Availing Pension Benefit Allowance	✓	✓			
Federal Transport Authority	24	1 Issuance of Vehicle Import Permit	✓	✓	✓	✓	✓
	2	Issuance of Competency Assurance for Vehicle and Spare parts Importers, Assemblers and Manufacturers	✓	✓	✓	✓	✓
	3	Issuance of Cross Border Permit for Freight Truck Drivers and Assistants	✓	✓	✓	✓	✓

Organizations	List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	4	Issuance of Cross Border Permit for Freight Trucks	✓	✓	✓	✓	✓
	5	Issuance of Cross Border Permit for Public Transport Vehicle , Drivers and Assistants	✓	✓	✓	✓	✓
	6	Freight Transport Competence Assurance Licensing for cross border	✓	✓	✓	✓	✓
	7	Replacement of Cross Border Permit for Public Transport Vehicle Drivers and Assistants	✓	✓	✓	✓	✓
	8	Issuance Of Public Transport Association Registration Permit	✓	✓	✓	✓	✓
	9	Renewal of Public Transport Association Registration permit	✓	✓	✓	✓	✓
	10	Replacement of Cross Border Permit for Freight Truck Drivers and Assistants	✓	✓	✓	✓	✓
	11	Renewal of Freight Transport Competence Assurance Licensing cross border	✓	✓	✓	✓	✓
	12	Provision of Freight Truck Competency Assurance for cross border	✓	✓	✓	✓	✓
	13	Freight Transport Competence Assurance Licensing for in land	✓	✓	✓	✓	✓
	14	Renewal of Freight Transport Competence Assurance Licensing For in land	✓	✓	✓	✓	✓

Organizations	List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	15	Provision of Freight Truck Competency Assurance for in land	✓	✓	✓	✓	✓
	16	Renewal of Competency Assurance for Vehicle and Spare parts Importers, Assemblers and Manufacturers	✓	✓	✓	✓	✓
	17	Replacement of temporary plate	✓	✓	✓	✓	✓
	18	Replacement of plate	✓	✓	✓	✓	✓
	19	Issuance of temporary plate	✓	✓	✓	✓	✓
	20	The service of association transfer	✓	✓	✓	✓	✓
	21	Provision of new plate only for regions and city administration	✓	✓	✓	✓	✓
	22	The service of association transfer for public transport	✓	✓	✓	✓	✓
	23	The service of name change	✓	✓	✓	✓	✓
	24	Information Desk and Customer service	✓	✓	✓	✓	✓
Construction Works Regulatory Authority	22	1 Issuance of New registration and certification for Companies	✓	✓	✓	✓	✓
		2 Renewal of New registration and certification for Companies	✓	✓	✓	✓	✓
		3 New Registration of Professionals License	✓	✓	✓	✓	✓

Organizations	List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	4	Issuance of Upgrading registration and certification for Companies	✓	✓	✓	✓	✓
	5	Issuance of Lost substitution/Replacement of registration and certification for Companies	✓	✓	✓	✓	✓
	6	New registration of practicing professional	✓	✓	✓	✓	✓
	7	Application for Lost substitution/Replacement of Professionals License	✓	✓	✓	✓	✓
	8	Upgrade of Professionals License	✓	✓	✓	✓	✓
	9	Renewal of Professionals License	✓	✓	✓	✓	✓
	10	Application for Sector change	✓	✓	✓	✓	✓
	11	Replacement of professional License	✓	✓	✓	✓	✓
	12	Issuance of new ownership certificate	✓	✓	✓	✓	✓
	13	Renewal of Ownership certificate	✓	✓	✓	✓	✓
	14	Application For Project Registration	✓	✓	✓	✓	✓
	15	Issuance of clearance letter	✓	✓	✓	✓	✓
	16	Issuance of Court, bank and others restraint protection letter	✓	✓	✓	✓	✓
	17	Issuance of Cancellation letter	✓	✓	✓	✓	✓
	18	Application for replacement of lost ownership certificate	✓	✓	✓	✓	✓

Organizations		List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		19	Application for returning of plate and ownership certificate	✓	✓	✓	✓	✓
		20	Application for replacement of Lost plate	✓	✓	✓	✓	✓
		21	Issuance of new Published plate	✓	✓	✓	✓	✓
		22	Application for Sector change registration and certification for Companies	✓	✓	✓	✓	✓
Accounting and Auditing Board of Ethiopia	4	1	Issuance of New individual Competency Certificate for Accountants and Auditors Applicant	✓	✓	✓	✓	✓
		2	Renewal of Individual Competency Certificate for Accountants and Auditors Applicant	✓	✓	✓	✓	✓
		3	Issuance of Certificate for New Registered Accounting and Auditing Firms by the Accounting and Auditing Board of Ethiopia	✓	✓	✓	✓	✓
		4	Renewal of Registered Accounting and Auditing Firms by the Accounting and Auditing Board of Ethiopia	✓	✓	✓	✓	✓
Ethiopian Management Institute	5	1	Provision of Tailor Made Training	✓	✓	✓	✓	✓
		2	Provision of Management Profession Competency Assurance	✓	✓	✓	✓	✓
		3	Provision of Regular Training	✓	✓	✓	✓	✓
		4	Provision of Facility Services	✓	✓	✓	✓	✓

Organizations		List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		5	Information Desk and Customer service	✓	✓	✓	✓	✓
Ministry of Foreign Affairs	3	1	Issuance of Diplomatic ID Card	✓	✓	✓	✓	✓
		2	Issuance of Supporting Letter for Duty Free Privilege	✓	✓	✓	✓	✓
		3	Issuance of Supporting Letter for Provision of Equivalent Driving License	✓	✓	✓	✓	✓
Ministry of Culture and Tourism	6	1	Application for tour operator Certification	✓	✓	✓	✓	✓
		2	Application for tourist services classification	✓	✓	✓	✓	✓
		3	Application for tour guides competency certificate	✓	✓	✓	✓	✓
		4	Application for provision of support for concerned body	✓	✓	✓	✓	✓
		5	Application for renewal of tour operator Certification	✓	✓	✓	✓	✓
		6	Information Desk and Customer service	✓	✓	✓	✓	✓
Ministry of Innovation and Technology	1	1	Issuance of ICT Company Certificate of Professional Competency	✓	✓	✓	✓	✓
Ministry of Labor and Social Affairs	13	1	Issuance of New Work Permit	✓	✓	✓	✓	✓
		2	Renewal of Work Permit	✓	✓	✓	✓	✓
		3	Replacement of Work Permit	✓	✓	✓	✓	✓

Organizations		List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		4	Cancellation of work permit	✓	✓	✓	✓	✓
		5	Registration for Trade Union	✓	✓	✓	✓	✓
		6	Amendment of Bylaw Registration	✓	✓	✓	✓	✓
		7	Occupational Accident Report	✓	✓	✓	✓	✓
		8	Registration of Trade Union Leaders	✓	✓	✓	✓	✓
		11	Registration of Collective Agreement	✓	✓	✓	✓	✓
		12	Issuance of Safety Committee Certification	✓	✓	✓	✓	✓
		13	Public Relation and Communication for Ministry of Labor and Social Affairs	✓	✓	✓	✓	✓
Basins Development Authority	13	1	New registration competency certificate for company	✓	✓	✓	✓	✓
		2	New registration for professional license	✓	✓	✓	✓	✓
		3	Renewal of professional license	✓	✓	✓	✓	✓
		4	Renewal of Company Competency Assurance Certificate	✓	✓	✓	✓	✓
		5	Upgrading of professional license	✓	✓	✓	✓	✓
		6	Upgrading of Company Competency Assurance	✓	✓	✓	✓	✓

Organizations		List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		7	Returning of Professional license	✓	✓	✓	✓	✓
		8	Returning of Company Competency Assurance Certificate	✓	✓	✓	✓	✓
		9	Issuance of professional License for lost	✓	✓	✓	✓	✓
		10	Issuance of Company Competency Assurance Certificate Substitution For Lost	✓	✓	✓	✓	✓
		11	Sector Change	✓	✓	✓	✓	
		12	New practicing professional consulting license	✓	✓	✓	✓	
		13	Information Desk and Customer service	✓	✓	✓	✓	✓
Federal Attorney General	6	1	Application for compliant of the case that closed by attorney	✓	✓	✓	✓	✓
		2	Application for legislative revision	✓	✓	✓	✓	✓
		3	Application for legal advice	✓	✓	✓	✓	✓
		4	Application for Legal Education	✓	✓	✓	✓	✓
		5	Application for Legal Training	✓	✓	✓	✓	✓
		6	Information Desk and Customer service	✓	✓	✓	✓	✓
Ministry of Agriculture	3	1	Issuance of Import Permits for Pesticides(Agrochemicals)	✓	✓	✓		

Organizations		List of Services		Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		2	Renewal of Pesticides registration	✓	✓	✓		
		3	Import Authorization for Pesticide and Fertilizer	✓	✓	✓		
Ministry of Peace	6	1	New Registration of Religious Organizations	✓	✓	✓	✓	✓
		2	Renewal of Registration of Religious Organizations	✓	✓	✓	✓	✓
		3	Issuance of Supporting Letters for Religious Organizations	✓	✓	✓	✓	✓
		4	Provision of Certificate for Newly Registered Religious Organizations	✓	✓	✓	✓	✓
		5	Registration of Youth for Voluntary Services	✓	✓	✓	✓	✓
		6	Information Desk and Customer service	✓	✓	✓	✓	✓

1.2.2. New Services

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
Ethiopian Environment Protection Authority	33	1 Certificate Issuance of Non Genetically modified organisms (NON-GMO)	✓	✓	✓	✓	✓
		2 New registration of Competency license for environmental and social impact assessment (ESIA) for Expertise	✓	✓	✓	✓	✓
		3 Issuance of Competence Certificate for Flower Quality Assurance	✓	✓	✓	✓	✓
		4 Competency license for chemical engineering	✓	✓	✓	✓	✓
		5 Issuance of support letter for Logs Production and related service	✓	✓	✓	✓	✓
		6 Issuance of support letter for Wood chipping and smoothing	✓	✓	✓	✓	✓
		7 Issuance of Medicinal Plants Category/ Shiferaw, Moringa, Kesil and others exporter	✓	✓	✓	✓	✓
		8 Issuance of support letter for Bamboo Export	✓	✓	✓	✓	✓
		9 Issuance of Logs and Timber Exporter	✓	✓	✓	✓	✓
		10 Issuance of Timber, Plywood and Related Products Exporter	✓	✓	✓	✓	✓
		11 Issuance of support letter for Incense and Gums Products Exporter	✓	✓	✓	✓	✓
		12 Issuance of Environmental Impact Clearance Permit	✓	✓	✓	✓	✓
		13 Issuance of Support Letter for Spinning, Weaving and Completion of Plant Fiber	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	14	Issuance of Support Letter for Preparation of Plant Fiber	✓	✓	✓	✓	✓
	15	Issuance of Support Letter for Spinning, Weaving, wool and Completion of Animal Fiber products	✓	✓	✓	✓	✓
	16	Information Desk for environment forest and climate change commission	✓	✓	✓	✓	✓
	17	Issuance of support letter for Incense and Gums Products Importer	✓	✓	✓	✓	✓
	18	Issuance of support letter for Forest Tree Seed Collection Business	✓	✓	✓	✓	✓
	19	Issuance of support letter To germinate seedlings	✓	✓	✓	✓	✓
	20	Issuance of Qualification for forestry development and related services	✓	✓	✓	✓	✓
	21	Issuance of support letter To produce and export Briquette	✓	✓	✓	✓	✓
	22	Issuance of Ozone Chemical Import Permit	✓	✓	✓	✓	✓
	23	Ozone Chemical Import Report	✓	✓	✓	✓	✓
	24	Issuance of Any chemical Import and Manufacturing Permit	✓	✓	✓	✓	✓
	25	Any chemical Import and Manufacturing Report	✓	✓	✓	✓	✓
	26	Issuance of Hazardous Waste Disposal Permit	✓	✓	✓	✓	✓
	27	New registration of Competency license for environmental and social impact assessment (ESIA) for Company	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational	
		28	Renewal of Competency license for environmental and social impact assessment (ESIA) for Expertise	✓	✓	✓	✓	✓
		29	Renewal of Competency license for environmental and social impact assessment (ESIA) for Company	✓	✓	✓	✓	✓
		30	Upgrade of Competency license for environmental and social impact assessment (ESIA) for Expertise	✓	✓	✓	✓	✓
		31	Upgrade of Competency license for environmental and social impact assessment (ESIA) for Company	✓	✓	✓	✓	✓
		32	Replacement of lost Competency license for environmental and social impact assessment (ESIA) for Expertise	✓	✓	✓	✓	✓
		33	Replacement of lost Competency license for environmental and social impact assessment (ESIA) for Company	✓	✓	✓	✓	✓
Trade Competition and Consumers Protection Authority	2	1	Complaint Investigation and Institution of Action	✓	✓	✓	✓	✓
		2	Application For Merger Notification	✓	✓	✓	✓	✓
Coffee and Tea Authority	14	1	Service of Vertical Integration Agreement	✓	✓	✓	✓	✓
		2	Coffee Export Competency Assurance	✓	✓	✓	✓	✓
		3	Authorization of Coffee Export Sample	✓	✓	✓	✓	✓
		4	Issuance of Supporting Letter for Coffee Dispatch	✓	✓	✓	✓	✓
		5	Issuance of Supporting Letter Coffee Transfer from Warehouse to Warehouse	✓	✓	✓	✓	✓
		6	Authorization of Coffee Exporter Contract Amendment	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		7 Authorization of Delayed Coffee Export Permit	✓	✓	✓	✓	✓
		8 Issuance of International coffee organization Registration Number and Certificate	✓	✓	✓	✓	✓
		9 Issuance of Export Coffee Cupping Result	✓	✓	✓	✓	✓
		10 Issuance of Phytosanitary Certificate for Export Coffee	✓	✓	✓	✓	✓
		11 Spices Export Competency Assurance	✓	✓	✓	✓	✓
		12 Coffee Sampler Assignment	✓	✓	✓	✓	✓
		13 Issuance of Export Recheck Coffee Cupping Result	✓	✓	✓	✓	✓
		14 Issuance of International coffee organization Registration Number	✓	✓	✓	✓	✓
		15 Customer Complaint Reception Service	✓	✓	✓	✓	✓
Ministry of Foreign Affairs	28	1 Issuance of Airport VIP Salon Permit	✓	✓	✓	✓	✓
		2 Information Desk and Customer service	✓	✓	✓	✓	✓
		3 Returning Of Diplomatic ID Card	✓	✓	✓	✓	✓
		4 Issuance of supporting letter for personal vehicle import permit	✓	✓	✓	✓	✓
		5 Issuance of supporting letter for plate and ownership	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	6	Issuance of supporting letter for vehicle donation	✓	✓	✓	✓	✓
	7	Issuance of supporting letter for returning a plate number	✓	✓	✓	✓	✓
	8	Issuance of supporting letter for vehicle total loss	✓	✓	✓	✓	✓
	9	Issuance of supporting letter for vehicle export permit	✓	✓	✓	✓	✓
	10	Issuance of supporting letter for the sale of a car from a diplomat to a diplomat	✓	✓	✓	✓	✓
	11	Issuance of supporting letter for the sale of a car from a diplomat to a non-diplomat	✓	✓	✓	✓	✓
	12	Issuance of supporting letter for Duty-free shop	✓	✓	✓	✓	✓
	13	Issuance of supporting letter for duty free fuel	✓	✓	✓	✓	✓
	14	Issuance of supporting letter for duty free related with personal effect import	✓	✓	✓	✓	✓
	15	Issuance of supporting letter for duty free related with personal effect export	✓	✓	✓	✓	✓
	16	Issuance of supporting letter for duty free related with embassies/organizations effect export	✓	✓	✓	✓	✓
	17	Issuance of supporting letter for duty free related with embassies/organizations effect import	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
		18 Issuance of supporting letter for bank account signatory	✓	✓	✓	✓	✓
		19 Issuance of supporting letter for VAT refund	✓	✓	✓	✓	✓
		20 Issuance of supporting letter for TIN number	✓	✓	✓	✓	✓
		21 Issuance of supporting letter for bank account creation	✓	✓	✓	✓	✓
		22 Issuance of supporting letter for signature specimen	✓	✓	✓	✓	✓
		23 Issuance of supporting letter of vehicle import permit for officials	✓	✓	✓	✓	✓
		24 Application for appointment reservation to head office	✓	✓	✓	✓	✓
		25 Application for appointment reservation to consular affairs branch	✓	✓	✓	✓	✓
Ethiopian Diaspora Agency	5	1 Issuance of Supporting For Voluntary Activities of the Ethiopian Diaspora	✓	✓	✓	✓	✓
		2 Issuance of Supporting for Opening of Diaspora's Bank Account	✓	✓	✓	✓	✓
		3 Issuance of Supporting For Ethiopian Diaspora to get Tax Payer's Identification Number	✓	✓	✓	✓	✓
		4 Issuance of Supporting For Investment and Trade Activities of the Ethiopian Diaspora	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational	
	5	Issuance of Supporting For Ethiopian Diaspora to get Franco Valuta Service	✓	✓	✓	✓	✓	
Authority for Civil Society Organizations	47	1	Registration of Civil Society Organization For foreign	✓	✓	✓	✓	✓
		2	Issuance of Letter for Announcement of Civil Society Organization Logo	✓	✓	✓	✓	✓
		3	Issuance of Letter for Opening of Civil Society Organization's New Bank Account	✓	✓	✓	✓	✓
		4	Verification of Name Change for Civil Society Organization	✓	✓	✓	✓	✓
		5	Replacement of Registration Certificate of Civil Society Organization	✓	✓	✓	✓	✓
		6	Evaluation of Bylaw of Civil Society Organization	✓	✓	✓	✓	✓
		7	Verification of Structure Change of Civil Society Organization	✓	✓	✓	✓	✓
		8	Registration of Charitable Committee	✓	✓	✓	✓	✓
		9	Recognition of Management Members and managers of Civil Society Organization	✓	✓	✓	✓	✓
		10	Provision of Authenticated Copy of Documents	✓	✓	✓	✓	✓
		11	Issuance of Support Letter for Preparation of printing voucher and stamp	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	12	Authentication of Certificate, Registration Letter and Bylaw	✓	✓	✓	✓	✓
	13	Issuance of to whom it may concern Letter of Registration of Civil Society Organization	✓	✓	✓	✓	✓
	14	Service of Inspect the closed CSO's, give recommendation and prepare closing letter	✓	✓	✓	✓	✓
	15	Receiving of Complaints of Civil Society Organizations	✓	✓	✓	✓	✓
	16	Evaluation of Projects of Civil Society Organizations	✓	✓	✓	✓	✓
	17	Provision of Support on General Assembly or Board Meetings of Civil Society Organizations	✓	✓	✓	✓	✓
	18	Support letter for additional new bank account opening	✓	✓	✓	✓	✓
	19	Issuance of Support Letter for New Work Permit	✓	✓	✓	✓	✓
	20	Issuance of Support Letter for Duty Free Import for cars and motor cycles	✓	✓	✓	✓	✓
	21	Issuance of Support Letter for Vehicle Plate Code Number 35	✓	✓	✓	✓	✓
	22	Issuance of Support Letter for Return of Value Added Tax	✓	✓	✓	✓	✓
	23	Issuance of Support letter To whom it may concern for Monitoring And Evaluation	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	24	Evaluation of Annual Report, Annual Audit Report & Annual plan	✓	✓	✓	✓	✓
	25	Issuance of Provide transfer and disposal services to civil society organizations	✓	✓	✓	✓	✓
	26	Issuing a letter of support for the representation of documents to civil society	✓	✓	✓	✓	✓
	27	Provision of Clearance Service for Civil Society Organizations	✓	✓	✓	✓	✓
	28	Issuance of Support letter Addressed to Road Transport and Revenues Organizations	✓	✓	✓	✓	✓
	29	Registration of Civil Society Organization For Local	✓	✓	✓	✓	✓
	30	Notification of Merger of Civil Society Organizations	✓	✓	✓	✓	✓
	31	Notification of Division of Civil Society Organizations	✓	✓	✓	✓	✓
	32	Provision of Adjustment on Certificates and Letters	✓	✓	✓	✓	✓
	33	Provision of Information Desk Service	✓	✓	✓	✓	✓
	34	Service for receiving complaints related to corruption	✓	✓	✓	✓	✓
	35	Issuance of call for proposal service	✓	✓	✓	✓	✓
	36	Issuance of monitoring and evaluation for fund giving service	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	37	Issuance of shell the used properties by bid service	✓	✓	✓	✓	✓
	38	Issuance of Support Letter for Returning of Plates of Damaged or Sold Vehicles	✓	✓	✓	✓	✓
	39	Issuance of Support Letter for Change of Bank Account Signatories	✓	✓	✓	✓	✓
	40	Issuance of Support Letter for Additional Bank Account Signatories	✓	✓	✓	✓	✓
	41	Issuance of Support Letter for Payment from Suspended Bank Account	✓	✓	✓	✓	✓
	42	Registering a new Civil Society organizations consortium	✓	✓	✓	✓	✓
	43	Issuance of Support Letter for Work Permit Renewal	✓	✓	✓	✓	✓
	44	Issuance of Support Letter for Closing of Civil Society Organization's Bank Account	✓	✓	✓	✓	✓
	45	Issuance of Support Letter for Duty free Support Letter for Other Goods	✓	✓	✓	✓	✓
	46	Issuance of Support Letter for Closing of Civil Society Organization's Bank Account Having a balance and transfer to another account letter	✓	✓	✓	✓	✓
	47	Issuance of supporting letter to whom it may concern regarding name change	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
Ethiopian Energy Authority	46	1 Issuance of New Electrical works Professional competency Certificate	✓	✓	✓	✓	✓
		2 Renewal of Electrical works Professional competency Certificate	✓	✓	✓	✓	✓
		3 Upgrading of Electrical works Professional competency Certificate	✓	✓	✓	✓	✓
		4 Lost substitution of Electrical works Professional competency Certificate	✓	✓	✓	✓	✓
		5 Replacement of Electrical works Professional competency Certificate	✓	✓	✓	✓	✓
		6 Issuance of New Electrical works Business competency Certificate	✓	✓	✓	✓	✓
		7 Renewal of Electrical works Business competency certificate	✓	✓	✓	✓	✓
		8 Upgrading of Electrical works Business competency Certificate	✓	✓	✓	✓	✓
		9 Lost substitution of Electrical works Business competency Certificate	✓	✓	✓	✓	✓
		10 Replacement of Electrical works Business competency Certificate	✓	✓	✓	✓	✓
		11 Rename of Electrical works Business competency Certificate	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	12	Issuance of New Temporary Energy Service Company License	✓	✓	✓	✓	✓
	13	Issuance of New Permanent Energy Service Company License	✓	✓	✓	✓	✓
	14	Renewal of permanent Energy Service Company license	✓	✓	✓	✓	✓
	15	Lost substitution of Energy Service Company license	✓	✓	✓	✓	✓
	16	Replacement of Energy Service Company License	✓	✓	✓	✓	✓
	17	Issuance of New Energy Audit license	✓	✓	✓	✓	✓
	18	Renewal of Energy Audit license	✓	✓	✓	✓	✓
	19	Lost substitution of Energy Audit license	✓	✓	✓	✓	✓
	20	Replacement of Energy Audit license	✓	✓	✓	✓	✓
	21	Issuance of Energy Efficiency Level	✓	✓	✓	✓	✓
	22	Upgrading of Energy Efficiency Level	✓	✓	✓	✓	✓
	23	Issuance of Energy Efficiency laboratory testing Service For Manufacturer and Researcher	✓	✓	✓	✓	✓
	24	Issuance of customer Support Survey	✓	✓	✓	✓	✓
	25	Submission of Customer complain	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	26	Approval of OFF Grid tariff	✓	✓	✓	✓	✓
	27	Approval of ON Grid tariff	✓	✓	✓	✓	✓
	28	Issuance of New ON Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	29	Renewal of ON Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	30	Transferring of ON Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	31	Renovation (Upgrading Site) of ON Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	32	Issuance of New ON Grid Electric Transmission Business License (operation License)	✓	✓	✓	✓	✓
	33	Renewal of ON Grid Electric Transmission Business License (operation License)	✓	✓	✓	✓	✓
	34	Transferring of ON Grid Electric Transmission Business License (operation License)	✓	✓	✓	✓	✓
	35	Renovation (Upgrading Site) of ON Grid Electric Transmission Business License (operation License)	✓	✓	✓	✓	✓
	36	Issuance of New ON Grid Electric Generation Business License (operation License)	✓	✓	✓	✓	✓

Organizations	# of Services	List of Services	Configuration	Pilot Testing	Caseworker Training	Go-live	Operational
	37	Renewal of ON Grid Electric Generation Business License (operation License)	✓	✓	✓	✓	✓
	38	Transferring of ON Grid Electric Generation Business License (operation License)	✓	✓	✓	✓	✓
	39	Renovation (Upgrading Site) of ON Grid Electric Generation Business License (operation License)	✓	✓	✓	✓	✓
	40	Issuance of New OFF Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	41	Renewal of OFF Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	42	Transferring of OFF Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	43	Renovation (Upgrading Site) of OFF Grid Electric Distribution and sales Business License (operation License)	✓	✓	✓	✓	✓
	44	Information Desk for Petroleum and Energy Authority	✓	✓	✓	✓	✓
	45	Submission of Public Comment	✓	✓	✓	✓	✓
	46	Provide feedback on the Supervision	✓	✓	✓	✓	✓

2. Major Achievements

As the last quarter of the project, the overall target of operational services for the project are met.

	Total Project Target	4 th Quarter Target	4 th Quarter Performance	Total Project Performance
Total Number of Services	278	278	129 (292-163)	292 (exceed the project target of 278 by 14)

As clearly indicated in the above table, the overall target of operational services for the project is met within the project period. With the performance of the last quarter, the total project target is surpassed.

3. Findings of Operation Follow-up Activities

The findings of operation follow-up activities conducted during the quarter are summarized in the table below:

Organization and No. of Services		Level of Operation	Cause of Intermittence	Remarks
Operationalized		Intermittence		
Public Servants Social Security Agency	5	Low	Internet connection problem	Hardware Infrastructure (Server) should be extended - MINT
Ministry of Transport and Logistics (Former Federal Transport Authority)	24	Very High	Due to the new restructure, the organization is merged with Ministry of Transport and Logistics. The structuring is not yet finalized.	
Ethiopian Diaspora Agency	5	Low	Internet connection problem	Hardware Infrastructure (Server) should be extended - MINT

Organization and No. of Services Operationalized		Level of Operation Intermittence	Cause of Intermittence	Remarks
Federal Attorney General (Ministry of Justice)	6	Very High	The organizations management lack commitment to facilitate and supervise online service provision for its continuity	
Ethiopian Construction Authority	22	High	<ul style="list-style-type: none"> ▪ Server Congestion, ▪ Internet connection problem 	
Ethiopian Media Authority	6	Very High	The organizations management lack commitment to facilitate and supervise online service provision for its continuity	
Ethiopian Environment Protection Authority	33	Very High	<ul style="list-style-type: none"> ▪ Server Congestion, ▪ Internet connection problem ▪ Data Loss ▪ Lack of commitment from both sides of management and caseworkers to provide online service 	
Trade Competition and Consumers Protection Authority	2	Very High	Due to the new restructure, the organization is merged with Ministry of Trade and Regional Integration. The structuring is not yet finalized.	
Accounting and Auditing Board of Ethiopia	4	Low	<ul style="list-style-type: none"> ▪ Server Congestion, ▪ Internet connection problem ▪ Data Loss 	
Ministry of Foreign Affairs	28	Very High	<ul style="list-style-type: none"> ▪ Server Congestion, ▪ Internet connection problem ▪ Data Loss 	

4. Major Challenges

Major challenges of the project faced within the quarter are:

- Caseworkers and supervisors were not available due to the current national issues and structure changes;
- Improvement ideas came frequently from pilot testing participants of the services which took prolonged time to finalize service pilot testing;
- Government institutions were in structure change where service providing officers might need to merge or split;
- Intermittence of the e-service system;
- Lack of adequate support and follow-up from management of service providing institutions.

The major challenges encountered during the quarter include but not limited to:

Pre-operationalization Challenges

- Intermittence of the e-service system, service Congestion and data loss;
- Caseworkers and supervisors were not available due to the current national issues and structure changes;
- Improvement ideas came frequently from pilot testing participants of the services which took prolonged time to finalize service pilot testing;
- Government institutions were in structure change where service providing officers might need to merge or split;
- Lack of adequate support and follow-up from management of service providing institutions.
- Lack of timely response from MINT to issue letters, conduct physical visit and set up management meetings.

Post-operationalization Challenges

- Lack of timely response from MINT to set-up meeting with service providing organizations that have high level of intermittence of online service provision;
- Server congested particularly when additional services are added to the system; the problem is still not solved;