

**Addis Ababa City Administration Civil Registration and Residency
Service Agency /CRRSA/**



**Civil Registration of Addis Ababa City and Residency Services Directive
No. 145/2023**

Directive No.145/2023

Civil Registration of Addis Ababa City and Residency Services Directive

The Addis Ababa City Administration's Civil Registration and Residency Service Agency has issued this Directive in accordance with Article 55 and Article 15 (2) (E) of the Proclamation No. 74/2022 enacted to establish Executive Bodies as defined in the General Provisions.

SECTION ONE

GENERAL PROVISIONS

1. Short title

This Directive may be referred to as "Civil Registration of Addis Ababa city and Residency Service Directives No. 145/2023".

2. Definition

Unless the context requires otherwise, in this directive:

- 1) "City" means the city of Addis Ababa;
- 2) "City Administration" means Addis Ababa City Administration;
- 3) "Agency" means the Civil Registration and Residency Service Agency of Addis Ababa City Administration;
- 4) "Office" means a Civil Registration and Residency Service Agency established at the Sub-City and District Level, and is accountable to the Facility;
- 5) "Commission" means the Farmers and Urban Agriculture Commission.
- 6) "Person" means any natural person or legal entity;

- 7) "Resident" means a person of Ethiopian citizenship or Ethiopian by birth, who is registered as a resident on the Residency Registration Form and the System of the City's District Civil Registration and Residency Service Office.
- 8) "Professional" means a person who is employed or assigned by the government in the Resident Services of the Agency, deployed at the Center, sub-city and District Civil Registration and Residency Service Agency and the Branches Offices of the Agency;
- 9) "Registrant" means a person who is submitted to be registered as a resident by the city administration;
- 10) "Regular place of residence" means without prejudice to the Provisions of Article 183-191 of the Civil Code, a place where a person resides permanently in his/her legal private home, being occupant, employed, or close to a district located in the outskirts of the city;
- 11) "Registration of residence " means the process of recording and organizing information of in an appropriate registration form and in digital form, which is done according to sequence and identification number;
- 12) "Biometric data" means the unique physical identity of a natural person that can be digitally captured such as fingerprints, eyeballs and facial images;
- 13) "Demographic Information" is the resident's personal information as defined in this Policy, and does not include biometric information;
- 14) "Digital registration" means the records of a person living in the district based on the biometric information and demographic information of the registration system used by the institution;

- 15) "Identification number of an area" means the identification number given by the authorized body for the Sub City and District address where the city resident lives;
- 16) "Residence unique identification number" means a secret number that is registered on the registration system and written on the identification certificate, based on the identification number of the area where a city resident lives;
- 17) "Personal Information" means the information, including biometric information, entered into the resident form and to be placed in the digital register as stipulated in this policy;
- 18) "Household" means a husband or wife or a family member who manages the Registered by the law, through representation or agreement;
- 19) "Identity card" means a proof of residency provided by a card or technology options to a registered resident of a regular residence in the District;
- 20) " Proof of Resettlement Status " means proof that a resident has permanently changed his/her address from his/her previous address, including the details of the registrant or his/her family members;
- 21) "Camp" means a compound in Addis Ababa city administration where members of the national defense forces, federal and Addis Ababa police forces live together.
- 22) "Temporary Sanctuary" means a center built for a specific development and social service for a specific or indefinite period of time, where street people can stay for rehabilitation training, centers where citizens who have job opportunities can stay until they complete skill trainings, and temporary houses where rehabilitation displaced people can stay;

- 23) "Dependent" means an individual who does not have a regular residence of his/her own, but lives close to the person who is registered as a resident and whose place of regular residence is known by this person;
- 24) "employer" means a person who employs a person on a permanent or temporary contract basis;
- 25) "Authentication" means the process of verifying and confirming an individual's identity by checking directly with a digital registration central database, online or offline.
- 26) "Authenticating body" means an institution duly authorized to authenticate a resident's digital information under a license issued by the Agency.
- 27) "Manager or Head" means the appointee who supervises the work of Civil Registration and Residency Service of each district.
- 28) "Representation" means Subject to the provisions of Article 2199 of Civil Code and the Subsequent Articles, a general or special power of attorney given by the competent body of the country or building office or embassy or court, where the principal is clearly given the power to execute any case or special case presented by the government institutions.
- 29) "Residence service" means the services that a registered resident can offered, i.e. verification of the resident identification service, certificate of non-marital, proof of residency, proof of resettlement, proof of alive, proof of motherhood, paternity, childhood, sisterhood, brotherhood and grand-parent-ship from the residents' form, providing certificate of non-marital only for social security using correspondences to verify certificate of non-marital correction and renewal, a copy/replacement, residence ID

correction, renewal and copy/replacement and is verification of Certificate of Non-Marital Services.

30) "Parent Registrant" means the owner of a private or public house registered in his/her name in the city; an individual who has legal representation to register another person as a resident.

31) A Masculine expression in this directive includes a male expression and a female expression.

3. Language

The Directives will be prepared in Amharic, English, Braille and other languages of the country as may deemed necessary, and the Amharic will be the governing language.

4. Scope of Applicability

This Directive applies to residency registration and other residency services within the Addis Ababa city Administration.

SECTION TWO

The Applicant and Registering Bodies

5. Registration

1. Any Ethiopian citizen living within the city administration and Ethiopian by birth can be registered as a resident when he/she meets the pre-conditions stipulated in this Directive at the District Civil Registration and Residency Service located in the area of his/her normal residence;

6. The parents of a child under 18 years of age, or the family representative or the legally authorized caretaker who has the authority to manage or care of the child, can register the newly born child and the people who manage hi/her as a resident of the house as the owner;

7. Requirements to be met by applicants;

- A. If the individual comes from another place of residence, he/she must submit a legal letter of release from the place where he/she used to live;
- B. A resident who has a regular place of residence or is registered as a resident in the place of registration must be able to provide such evidence which need to be recorded and attached in the registry file;
- C. An individual must have stayed in the city for three months or more when during an application for registration as a resident from outside of Addis Ababa region;
- D. Subject to the provisions of (C) above, when individuals, due to transfer of work, overwhelming illness, education, transfer of assignments by the government, married couples whose two spouses are registered as of the city, submit a request and prove with

evidence that the individuals might not have to wait three months in the city to be registered as by the district manager.

E. Subject to the provisions of Sub-Article3 (C) of this Article, the individual shall be given a three-month proof of letter stating that he/she has been waiting permanent registration from the date of notification of his/her resignation to the District Office;

8. Any person applying for registration must met the following information:

- A. Full name;
- B. Mother's full name;
- C. Gender;
- D. Date of birth, month, year;
- E. Place of birth, special place;
- F. Ethnic group;
- G. Ethnicity;
- H. Regular place of residence,
- I. Photography of 3X4 size;
- J. Marital status;
- K. Blood type (optional);
- L. Religion;
- M. Level of education
- N. Job status;
- O. The telephone number of the parent registering body and the registrant;

9. If a registrant who is applying for registration as a resident is being transferred, in addition to the information stated above, he/she must submit a letter of release issued in the previous six months from the administration of his previous residence.

- 1) The letter of resettlement must include the following information:
 - A. Full name;
 - B. Mother's full name;

- C. Marital status, if married and have children, name of the spouse with the children, as well as a list of other accompanying family members;
 - D. Nationality;
 - E. Date of birth, month, year;
 - F. Place of birth;
 - G. Ethnicity;
 - H. Religion;
 - I. Educational status;
 - J. Date and number;
 - K. Photographs of family members over 18 years of age taken within 6 months (related to the letter of clearance);
 - L. Full name and title of the legal entity or official or professional who gave such evidence and title on which the institution's legal seal laid with a header and footer;
 - M. Reason for transfer;
 - N. The address Region, Zone, District, Kebele and House Number where he/she used to live;
- 2.** Without prejudice the provisions outlined under Article (1) above, any incomplete information with the exception of A, B, C, K, N detailed under the annexure, should be, accompanied with other legal information or verified with oath.
- 10. If there is a family member who is not registered on the resident registration form for various reasons and the parent resident mentions the same, the registrant can be registered as a resident in accordance with this Article (8) by submitting proof of identity supported by a photograph or educational credentials from a legal institution and taking an oath and if the registrant is under 18 years old, the registrant will swear an oath confirming that he/she is a family member living in the house.**
- 11. Subject to the provisions of Article 7 (C) of this Directive, the registrant shall submit a compelling reason for his/her refusal to clearance, i.e., if a severe natural or man-made**

disaster has occurred in his/her former residence, or if he/she is physically disabled and is difficult to move, the individual shall submit the resignation to the district office for a decision if there is a compelling situation where he cannot bring it, he/she can register as a resident after taking an oath to organize his personal information, after being checked by the head of the service team and approved by the Manager of the Office;

12. A person applying for residence registration who has stayed abroad for more than two years and has not changed his nationality must meet the following requirements:

- A. Renewed Passport or Laissez Passer / Exit Permit Document /;
- B. Proof that he/she is totally permanent exit from the country where the Ethiopian embassy or mission or the local foreign affairs consulate office or a citizen who has been abroad is allowed to enter the country when packing and entering the country.
- C. If he/she is unable to provide a renewed passport, he/she will be registered when he/she provides information from the Immigration and Nationality Service that he/she has not changed his/her citizenship.

13. Legal proof of honorable discharge given to members of the defense or police force stating that they have been discharged with honor will be considered as discharge and they will be registered as when they get a permit without a defense camp in the city or when there is a resident who can register them as a resident.

14. The individual who is allowed to register as a resident in Article 10 and 11 shall submit any previous identification, if any, to the registration office, and if he/she does not have any previous identification, he/she will obtain the service by confirming with an oath;

- 15. Foreign citizens who are Ethiopians by birth can register as in the city and receive any services other than the residence ID when they present an Ethiopian Alien ID and those who do not comply with the requirements stipulated in Article 8 of this Article will swear that they are not registered as in any of the territories of the country.**
- 16. The following entities can register applicants applying for residency identification cards;**
- A. Anyone who is registered as a resident in the city and has a permanent residential address;
 - B. Police and defense camps and;
 - C. Government-registered governmental and non-governmental organizations engaged in social issues, especially rehabilitation of street children, elderly care, support of the mentally ill, and other people-oriented work.
- 17. Applicants can submit a request in writing to block a resident from receiving services that they have registered in their file, without having to wait until the expiration date of the ID, and the office manager will be solely responsible for approving the request. A resident whose ID has been suspended from the accession will get full service until the service period expires, unless there is any suspicion or information that he/she is using the ID to commit illegal activities.**
- 18. Regarding the farmers of the City Area Administration:**
- A. Farmers of the City administrative who have not received any residency services from the Addis Ababa bordering Kebele or District or the City Administration in the past, when applying for registration as a resident, they must submit proof of their status as farmers and their family status from the Commission Office in the District where they live and can be registered as a resident by following the procedures;
 - B. Subject to the provisions of (a) above, when it is found that those who have not received residency services in the past and are unable to provide proof of eviction according to the procedure, they will be required to provide proof of possession from the Commission's Office by providing proof of ownership and other personal or family information will be registered as after taking affidavits.

19. Regarding the tenants of the city administration and federal government rental houses:

- A. Tenants can register as and access all services by submitting a clearance from their previous location according to the procedure;
- B. After renting a government house and registering as a resident and taking an ID they can access any services until the expiration date of the ID when they leave the house;
- C. After registering in a form opened by government rental houses, customers whose residential address is outside of Ethiopia can access any information and evidence services registered on the form except for identification services;
- D. After changing their address, they can take a letter of clearance to the address they are bound when their previous ID term expires;
- E. If the address change is done to their regular residential house, they can acquire release paper immediately without waiting the expiry of the taken ID card.

20. In respect of applicants who own public or private condominiums and real estate;

- A. If it is a government condominium property, they can open a residency form and register as a resident by providing evidence that they have received a housing opportunity, signed a contract with the relevant party and made a payment, subject to the other registration procedures of this Directive;
- B. In the case of shared residences or real estate, you can open a residency form and register as a resident by submitting proof of the contract of purchase of the house and payment documents, subject to the other residency registration procedures of this Directive.

21. Registration Form and the Digital Registration

- 1. Regarding Registration form

Registration forms shall form part of this Directives and comprises the following information:

- A. Anyone who registers as a resident shall be recorded on Resident Registration Form 001;
 - B. On the front and back pages of each form 001, the list of names of the registrants and all the information required according to the interview are filled and compiled;
 - C. A form that opens with the family name "I" can be registered jointly on behalf of their spouses or individually;
 - D. It is not allowed to suspend or cancel the residence service of the family members registered on the ' registration form, unless the heirs who are in dispute have received an inheritance decision or a court order;
 - E. When a resident who has the right to register individual or a family as a resident and fills out an compulsory form, the applicant and the officer who fills out the form must sign it;
 - F. When there is a change in the previously recorded information on the ' registration form, a proof of change must be submitted to the office manager within one month and approved. For example: marital status;
 - G. There should not be a blank in the resident registration form, but if a mistake is made, the correct information can be recorded carefully by making only one blank.
2. Digital Registration
- A. An applicant shall be registered at the District Office by providing biometric and demographic information on the institute's Resident Registration System in addition to the relevant Resident Registration Form 001 in accordance with this Directive;
 - B. Subject to the provisions of Sub Article (1) of this Article, the agency may be registered in temporary registration areas prepared pursuant to the legal decision and direction;
 - C. A person over the age of 18 must provide biometric information when registering with the registration system. If it is not possible to take the information, the reason why it is not

possible is stated and confirmed by three witnesses and an affidavit, and the ID and other proofs of residence service will be given to him manually when he/she gets permission from the District/City;

- D. Registrations in all Districts of the City will be digitalized and connected via a data network link;
- E. If it is confirmed that a person is registered in another District of the city territories based on the information provided when applying for digital registration, he cannot register unless he/she submits a letter of resignation stating that he/she has resigned from the district in which he/she was originally registered;
- F. Any resident must appear in person to register digitally unless he/she presents an illness or other convincing reason, and when such convincing reason is presented, registration will be done by a mobile device at the District Office or the institution's special decision;
- G. After the digital residency registration is done, the official seal of the office must be affixed to the applicant sheet as proof of registration. The confirmation contains the registrant's photograph, personal information and a ten-digit registration number;
- H. The digital proof of residency will be used as identification for those who have reached the age of majority to obtain the ID service.
- I. If residents who had registered their marital status as "married" during digital registration and after providing full information about their spouse and fiancé states that "the information is full of errors" during the registration process and submit a request to "correct their marital status as unmarried" by explaining that they are not married according to the marriage system recognized by the Federal Family Code or the Regional Family Code, they are just

living together as husband and wife; unless there is a mistake or other sufficiently plausible error made recording their marital status as “married” while their information previously recorded in their family file is unmarried, during digital registration, the customers shall:-

1. Present proof of divorce If they are divorced, or;
2. Submit a court decision on the disappearance of a spouse; or;
3. Marital status cannot be changed to "single" without providing proof of death or other convincing evidence or a court order about the death of a spouse.

22. Regarding registration of an applicant whose regular residence is lease, religious institutions, asylums, military and civil camps:

1. If a house owner who has a private residence in a place other than his/her regular residence in the city wants to register his/her LESSEE or asylum seeker in the house as should provide:
 - A. Renewed ID;
 - B. A copy of house title deed and site plan;
 - C. Tenants or people who are accompanied with can be registered by providing proof of ownership issued by the relevant institution.
2. In government-registered nursing homes, child care facilities, camps, and sanctuary will be registered as regular by taking an oath and submitting a letter from the head of the institution;
3. People living in military and police camps can register based on a letter from the relevant institution and proof of the camp's existence from the District Administration;
4. Applicants who live in a residential house located in the premises of religious and educational institutions can register based on the evidence of the existence of the camp

when they submit a letter from the head /administrator/ of the institution stating that he/she is a regular resident.

5. When the applicants of an institution registered in accordance with Sub-Article 3 of this Article above are dismissed or resigned from their residence or regular employment, the head of the institution must notify the District Office in writing within 30 days;
6. Subject to what is stated in Sub-Article 5 of this article, the applicant can use the ID he/she has taken until the end of the service period, and he/she can get a clearance service at any time;
7. They are registered as when it is declared by the relevant body, namely the District Land Tenure Management Office, that the property held by undocumented owners gives them rights, and when the Chief Executive Officer of the district confirms that they are living in the District;
8. Registrants who have a commercial house and a residential house together will be registered as a resident when they submit evidence from the Housing Development Office or the Tax Payers Office that the condition of the house is also approved as a residential house in order to be registered as a resident.

SECTION THREE

ID CARD SERVICES

23. Prerequisite for ID Service

Any registered resident must meet the following requirements to obtain a resident ID:

- A. Must be registered in Residence Registration Form 001;
- B. Must be 18 years of age or older and;
- C. Must appear in person or apply via the technological options provided by the agency.

24. Contents of the ID

1. The ID shall be printed by the agency with care and confidentiality and shall contain the following details:-
 - A. Full name,
 - B. Gender,
 - C. Date of Birth: Day, Month and Year,
 - D. Regular place of residence, Sub-city, District, House Number,
 - E. Name and Phone Number of an Emergency Contact;
 - F. Ten-digit Residence Registration Unique Number and Identity Registration Number;
 - G. Blood type (optional);
 - H. The date, month, year and validity date.
 - I. Signature of issuing authority, Name and signature of issuing professional, Signature of approving Resident Service Team Leader

J. Subject to the provisions from "A" to "I" above, contents that can compromise the security level of the ID or national unique identification number or city-wide unique identification number may be included.

2. In addition to the details mentioned above, the ID must contain the serial number given on the registered number and a ten-digit residence identification number based on the local identification number.

25. ID Card Services

1. ID is proof of residency that is given only to Ethiopian in a means of card or other technological platform options;
2. An Ethiopian who is 18 years of age and older has the right to ask for an identity card to be issued to a person who is registered as a resident in the District where he/she lives;
3. A person who submits a request according to Sub-Article (2) of this Article will get the service by appearing in person at the District Office, holding 2 photographs taken in the last 6 months and filling out the prepared service request form;
4. ID cannot be issued or renewed with delegation.
5. The resident who has been given an ID shall have the rights and benefits offered from provision of the ID;
6. An Ethiopian who has been registered as a resident and has not changed his nationality while living in a foreign country will be given an identity card when he/she meets the requirements of Article 12 of this Directive;
7. The applicant has the right to request an ID when registering as a resident after the eviction has been registered for 3 months in the resident registration form of the District where the registrant is leaving. The Office must also provide proof that the applicant is waiting for the

residency period to be registered, and give it to the applicant with the legal seal of the Office.

8. Subject to the provisions of Sub Article 7 of this article, under Article 7 (D) of the Directive, applicants who registered as will receive ID services without waiting three months for clearance.

26. Regarding the issue of identification of undocumented owners

1. When it is declared from the District Land Holding and Verification Office that the ownership rights of undocumented owners are created, and they are confirmed to live in the district, they can get an ID service when they perform residency registration. However, if they are found to be the owner of illegal possession from the relevant party, the ID service will not be provided from the date of notification by the relevant party. No renovations will be made.
2. Regarding the issuance of identification for business house
 - A. ID will not be issued for any business houses;
 - B. Notwithstanding the Sub Article 1 of this Article, they will receive an ID based on the evidence they provide from the Housing Development Office or the Tax Payers Office that the commercial house and the residential house are together;
 - C. If proof is provided from the Housing Development Office that the house has been completely transferred to a commercial house, they will not receive ID service;
3. Regarding renewal and replacement of ID
 - A. Any resident ID issued under this policy is valid for up to four years. At the end of the service period, he will be refunded and given a new ID.

- B. A resident whose identity card is torn, burned, damaged or otherwise rendered useless shall immediately apply in writing to the issuing District Office and be given a replacement identity card by confirming that he/she is registered as a resident and has previously taken the identity card;
- C. A resident who has lost his/her identity card comes to the District Office and cites the information of his/her previous identity card, and when it is verified by the manager that he/she is a resident, he/she is given a new identity card instead of the proof of the police station that he submits to the concerned police station.
- D. Any resident who has been given an ID under this Directive must renew the ID by appearing in person at the office upon expiry of the ID service term;
- E. Subject to the provisions of this Sub-Article (D), if the renewal period has expired, it can be renewed in person at the office for up to 2 months without penalty. When a resident who presents a sufficient reason for not being able to renew is found to be related to health or social problems and the Manager of the Office approves the reason, the penalty will be lifted;
- F. Subject to what is stated in this Sub-Article (e), a resident who has not renewed his/her ID after four years and two months will be renewed by paying a fine if he/she is present in person at the office and confirmed by oath that he/she is living in the District;
- G. Subject to the provisions of this Sub-Article (f), if it is more than 2 years after the expiry of the ID, he/she is required to provide proof of his stay in Ethiopia. If he/she has been outside Ethiopia, he/she will be renewed by presenting a renewed passport that proves that he has not changed his citizenship;
- H. The replacement identification number indicated under (b) and (c) of this Sub-Article above shall be the previous registration and identification number;
- I. Previously, the ID card issued without a house number will not be renewed after being verified by the Chief Executive Officer of the District Administration. However, they can register as

and renew their ID by providing them with a parent resident who is registered at the regular residential address.

- J. A resident who is registered under Article 22 Sub-Article (3) and (4) must provide evidence of their permanent presence in the facility in writings when they come to renew their ID;
- K. Those who own the commercial house and the residential house together and have taken an ID will be renewed according to the evidence they provide from the Housing Development Office or the Tax Payer's Office.

SECTION FOUR

NON-MARITAL & RESIDENT SERVICES

27. Prerequisite for Non-Marital/Certificates;

1. Applicants must provide a copy of their identity card or passport or driver's license or travel document or immigrant ID;
2. Applicants can be served in person or by a legal representative;
3. Must submit a 4x4 or passport size photograph taken within six months;
4. If the request is submitted by a representative, a legally certified representation that clearly mentions that the representative has the right to produce evidence of the representative's marital status, a copy of the representative's updated ID or passport or driver's license or travel document or immigrant ID must be submitted;
5. If the applicants are Ethiopians living abroad and are Ethiopians by birth, and the request is submitted by a foreign representative, it must be registered and verified by the Ministry of Foreign Affairs and the Document Authentication And Registration Service;

28. Non-Marital, Content, Renewal and Information Remedial Services

1. Applicants can get services by confirming that they are unmarried from the residency registration form or digital registration and also by taking oath of allegiance;
2. Non-marital certificate is valid for six months only, and when a request for renewal is submitted, it can be renewed by verifying from the form that the marital status has not changed without the need to issue a new certificate.
3. When applicants request for proof of non-marital after divorce, the death or disappearance of a spouse, provide evidence of the death events or divorce registration, they will be entertained with the date, month and year of the proof that they have been single since the event;
4. If the applicants ask for evidence that they were single before marriage after getting married, they will receive the service for a limited period of time until they get married by presenting their proof of marriage and swearing an oath;
5. When the marital status entered on the residency registration form is found to be incorrect during the residence registration, the correct information will be corrected by swearing an oath about the error of the information when it is verified by three persons who know the matter that the information was registered incorrectly;
6. When individuals registered as residents upon submitting release paper requests proof of their marital status, if the evidence provided is the marital status recorded on the vacate, and when they submit a request for correction of information, the information will be corrected when the information is corrected and submitted in a letter from the place where they already lived and took a vacate.
7. The marriage certificate given to Ethiopians living abroad and Ethiopians of birth will only describe the marital status of the applicants in Ethiopia.
8. The certificate of unmarried will include the applicant's personal information and marital status.

29. Proof of Residency Service and Related Evidence Services,

1. When any person who is registered as a resident submits a service request, he will be given a copy of the information recorded in the ' Registration Form 001. Whereas :
 - A. A renewed ID must provide the original and a copy;
 - B. An application form must be completed and signed;
 - C. If the request for a residency confirmation letter is submitted by a representative, the representative must provide a legally certified power of attorney that clearly mentions that the same has given the right to issue a proof of residence confirmation letter, a copy of a renewed ID or passport or driver's license or travel document or immigrant ID that states the representative's identity.
2. If the resident asks for proof of how long he has lived in the district, he will provide service by looking at the residence registration form and verifying it with an oath;
3. For customers who request proof of their relationship by letter, the proof will be provided to the institution they want by verifying the information recorded in Form 001;
4. For customers who request proof of their existence through a written letter, if they provide proof of social security, the proof will be given to them.

30. Regarding proof of clearance

1. A resident requesting clearance service must appear in person;
2. The resident must be registered as a resident to receive the service and must return the previously issued ID when receiving such service;
3. If the person who lives in a government property and is responsible for the house, he must provide evidence from the government body concerned with handing over the government house;
4. Must submit a 4X4 size photograph taken within six months;
5. When the clearance request involves more than one resident family member:
 - A. Those above 18 years of age should submit a 4X4 size photograph taken since six with full details recorded in the family register;

- B. If the applicant applies as a resident who has lost his ID, he/she can obtain the service by providing proof of his disappearance from the police, as well as photographic evidence of his/her identity, or by confirming his/her identity with an affidavit.
6. Subject to the provisions of this Article (1), letter of resettlements can be handled by proxy only to the person who has clearly delegated the resignation issue to the representative for change of address.
 7. A resident who has been suspended from the residence register by the owner of the house has the right to get an letter of resignation;
 8. If an individual who is an Ethiopian-born foreigner requests an emigration service from the District where he/she is registered to another address, he/she can obtain the service by looking at the information on the form, verifying his/her citizenship from the passport and stating that he/she is an Ethiopian-born foreigner in the emigration;

31. Regarding other proof of residence

1. A resident who is registered as a resident can ask for a letter of confirmation in relation to his/her registration information or procedure in the registration form;
2. The proof is written directly to the local organizations, and it can be written to foreign companies, countries, embassies and consulates as well as the address mentioned;
3. The proof is for domestic entity and is written by the District Office or Sub-City Office, and for Foreign countries, countries, embassies and consulates, the agency writes based on the evidence provided by the District Office.

SECTION FIVE

HOUSEHOLD CONTACT & REMEDIAL

32. Household Contact

The vacant space entitled Household contact on the relevant Resident Registration Form 001:

1. If there is a husband and wife in the same family, the names of both of couples and the relevant information will be recorded according to the questionnaire as the joint respondents of the family;
2. When only one of the husband or wife is present, the respondent's name and information will be recorded according to the questionnaire;
3. At the time of registration, the children, grandchildren, relative, brother and sister of another contact shall be registered on the relevant Resident Registration Form 001;
4. If the parents are not alive or for other legal reasons, a guardian appointed by the court to manage the family will be responsible for the family;
5. Any person who does not have a family member will be registered independently as the responsible person of the family;

33. Format, change of name, Omission of Letters & Various Remedial

1. Hand writing should be clear, legible and follow a writing system;
2. Alphabets of the English language must be in block or capital letters only;
3. After a registered resident registrations or obtains an ID, the request to change the name will be processed only if it is submitted and decided by the court, and the evidence of the decision will be submitted and executed; Correction of misspellings on resident's registration form or ID is only done if it does not result in basic name changes;
4. When a request is made for the omission of a letter or correction of age on the resident registration form or ID card, the correction shall be made only once when:
 - A. The request will be handled by submitting the letter or age correction of the education certificate or passport or driver's license or birth certificate requested to be corrected and verifying its accuracy with an affidavit;
 - B. More than one adjustment will be made only according to the decision of the court;

- C. Notwithstanding the above mentioned, the absence of a letter or the age difference caused by the resident providing the necessary evidence will be corrected unconditionally when it is proved to be a mistake by the professional of the service provider;
- D. The previously registered correction of names shall be crossed out in Form 001 and the corrected name shall be written as per the decision of the court. A court order of correction shall also be attached.

SECTION SIX

DUTIES AND RESPONSIBILITIES

34. Subject to the powers and duties dully vested by the Civil Registration and Residency Service Agency and other relevant laws, the agency shall have the following duties and responsibilities for the enforcement of this directive:

1. To publish and distribute resources necessary for service in a uniform confidential manner, and to monitor and control its use for the intended purpose;
2. To create and facilitate the creation of the appropriate understanding regarding the service delivery to the society in various ways;
3. Manage the distribution and use of digital identity resources by purchasing them;
4. Supervising, managing and securing the technology registration of ' services and updating it in a way that can be used for the city's social, economic and other services, repairing technological resources in the event of a security failure.
5. Developing registration technological platform options, monitoring, controlling, managing already built infrastructure development, training professionals and issuing passwords, deleting passwords when necessary.
6. To work in coordination with the relevant legal entities that help the efficiency of the agency's work, as necessary to create technological links;
7. Providing administrative responses and solutions to the requests submitted by the in accordance with the basic principles, as long as the provisions set forth in this Directive are maintained;
8. In the event, when an illegal activity is committed in violation of this directive, legal action should be taken and instructed to have it taken compliance to the framework.

35. Subject to the powers and duties given by other relevant laws, the District Civil Registration and Residency Service Agency shall have the following duties and responsibilities for the enforcement of this Directive:-

1. To execute and enforce the agency's law and work-related procedures, keep them properly organized, and to monitor their proper implementation in the district.

2. To place conditions for to submit requests for registration or other residency services in the appropriate place, create awareness and provide multiple forms prepared for service efficiency;
3. Distribute the necessary forms, cards, certificates and other related documents for the institution's services that are being published by the agency and distribute them to the Districts so that they can be put to work by taking over from the agency and monitoring and controlling their proper use;
4. Printing and distribution of digital ID cards;
5. Ensuring the availability of the appropriate and necessary human resources for the provision of services, when there is a defect, submitting a request to the relevant party to fill it up according to the submissions from the districts and following up on it;
6. Managing the agency's technology resources carefully, ensuring their safety, and notifying the agency in the event of an unforeseen failure and monitoring their safety.
7. Filing a request to the relevant body to meet the required human resources for the provision of services, training and empowering the human resources and making them accountable when there is an employee who has been found guilty, following up and enforcing them;
8. Follow up any illegal activity that violates this directive, take legal action and report it to the District and Agency;
9. Overseeing the implementation of the use of employee uniforms of the institution;
10. Summarizing the activities carried out at the District/City and District Level and submitting a current report to the Agency regularly.

36. The District Civil Registration and Residency Service Agency shall have the following duties and responsibilities for the enforcement of this directive, subject to the responsibilities and duties given by other relevant laws:

1. Keeping the agency's rules and procedures in proper order;
2. To place conditions for to submit requests for registration or other residency services in the appropriate place, create awareness and provide multiple forms prepared for service efficiency;

3. Receive and handle residency registration, information correction and other service requests;
4. The forms, cards, certificates and other related documents which are being published by the agency and necessary for the institution's services, are to be taken over from the sub-city branch office by property management and the agency and put into use according to the system developed by the agency;
5. To make the services provided according to the set standards efficient and effective, to take appropriate action to increase the satisfaction of the user;
6. To carry out digital registration and ensure that the digital ID is printed and delivered to the resident at the applicable time;
7. Managing the agency's technology resources carefully, ensuring their security and promptly notifying the district office when there is a malfunction and monitoring their security.
8. Submitting a request to the relevant body to meet the necessary manpower for the provision of services, training and empowering the manpower and making them accountable when there is an employee who has been found guilty, following up and enforcing it;
9. Follow up any illegal activity outside of this Directive, take legal action and report it to the district and the agency;
10. Controlling the enforcement of the institution's use of staff uniforms;
11. Summarizing the activities carried out at the district level and submitting an up-to-date report to the District Office from time to time.

37. Duties and Responsibilities of Sub-City and District Office Manager

1. Complying with and enforcing the agency's laws and procedures;
2. To carry out and execute the direction and decision of the agency.

3. Monitoring the implementation of operating systems, correcting gaps, properly listening to and solving public complaints and, if it is beyond capacity, monitoring until it is resolved to transfer to the relevant part of the structure;
4. To make the services provided according to the set standards to be efficient and effective, to take appropriate measures to increase the satisfaction of the customer;
5. To carefully fulfill the responsibilities of approving, verifying and making decisions on the applications provided in this directive;
6. To carry out and perform the responsibilities assigned to the office.

38. Duties and Responsibilities of Sub-City and District Office Executive

1. Complying with and enforcing the agency's laws and procedures;
2. Take over and secure resources for use;
3. To serve the customer with honesty and integrity;
4. To carry out the direction and decision given by the agency structure at every level.
5. To adopt and carry out the direction and decision given by the immediate supervisor.
6. To make the services provided according to the set standards efficient and effective, to take appropriate measures to increase the satisfaction of customer;
7. To carry out works with quality and to prepare the appropriate work report;
8. Proper use of the uniform provided by the institute;
9. To refrain oneself from theft, corruption and illegal activities and to point out and be a co-operate to reporting of the actions of others;

39. Responsibilities and obligations of resident

Any applicant who comes to register as a resident or a client who submits a request to the agency structure at any level to take services registered as a resident shall have the following responsibilities and obligations:

1. When any person approaches the District Office for registration or to take services, he/she must meet the requirements described in this instruction as appropriate;
2. Must fill in the form prepared by the district office, give the appropriate stamp and confirm that the information given is correct and sign it;
3. A person who is at least 18 years of age and has legal capacity to apply for registration or ID must appear in person or apply through the technology option provided by the agency;
4. A resident of the district who is under 18 years of age must submit an appropriate form through a parent, guardian or family representative;
5. A registrant applying for registration must provide legal proof of identity supported by a photograph;
6. When any resident's recorded information changes due to birth, marriage, divorce, etc., he/she must report to the registrar's office and support the change of information with evidence within one month;
7. When any resident leaves or changes his or her place of residence, he or she must notify the office that registered and issued the ID and return the ID;
8. Unless any resident is a child or another registrant who can provide sufficient evidence in the form 001 opened in the house, whose number is more than 20 people cannot register without the permission of the City Office;

9. The City ID must be handed over to the police or other relevant agency when found lost or abandoned.
10. Any resident customer shall be subject to queuing unless he/she proves that there is a force majeure;
11. Allowing any resident customer to give priority to the weak, severely disabled, pregnant women and emergency victims.
12. When any resident /user/ comes to our institution, he/she must refrain him/herself from corrupt practices, expose executives and officials who have engaged in corrupt practices or are trying to engage in corrupt practices, and give suggestions to the concerned parties.
13. Any resident must respect, enforce and cooperate in the enforcement of the procedures stipulated in this regulation.

40. Rights and Obligations of LESSORS

1. If any resident rents out the whole or part of the house or allows him/her to live in it, the person who lives in the house can be registered as a resident on the ' Register Form 001;
2. If a house owner has more than one house registered under his name, he/she can register the tenants or dependents of the house by opening a residence registration form;
3. The resident who has rented the house should notify the district office within one month about the vacating of the registered under the house when they change their permanent residence.

41. Rights and Obligations of LESSEES

1. As described under Article 8, the LESSEE can take any services after the landlord registers the tenant in ' Register Form 001;
2. When the LESSEE of the house leaves the house, he/she must notify the district that provided the service that he/she has changed his address and register his/her new address;
3. After changing the address of the house LESSEE, if he/she wants to use the previously taken ID until the end of the term, he/she can get all kinds of services.

4. After making a change of residential address, he/she should take a resignation letter to his/her desired address when the validity period of the previously taken ID expires.

SECTION SEVEN

FORBIDDEN ACTIVITIES

42. Activities Prohibited to Employee and Resident

1. Activities Prohibited to Employee:

- A. Issuance of identification in a form other than the one prepared by the city for ' identification certificate and printed by the Office;
- B. Registering any applicant as a resident without verifying or submitting a release that he/she is not registered from the Districts or other places of the City Administration;
- C. Improper deletion or alteration when registering a resident or providing residency services;
- D. Unauthorized movement of resident files or unlawful addition or subtraction of information;
- E. Providing services other than as provided in this directive.

2. Activities Prohibited to resident:

- A. Acquiring more than one ID certificate for anyone registered as a resident of the district;
- B. Any city resident registering as a resident or obtaining an identification certificate by providing false information;

43. Liability of Crimes

1. An employee who has been transferred as stipulated in Sub-Article 1 of Article 42 of this Directive shall be held criminally liable, subject to his/her disciplinary actions;
2. If a resident is found in possession of more than one ID, the IDs will be invalidated and criminally liable;
3. Anyone who registered or get registered as a resident with false documents or information, and who obtains services and causes them to obtain residency services, will be held criminally liable.

SECTION EIGHT

LODGING COMPLAINT AND SETTLEMENT PROCEDURES

44. Filing of Complaint

1. The applicant who has a complaint against the District Executive submits the complaint to the District Office in writing in the complaint submission form 01;
2. An applicant who has a complaint against an executor at the Sub-City Level submits the complaint to the Sub-City Office in writing in Complaint Submission Form 01;
3. Without prejudice to the above, the registrant whose complaint has not been resolved may submit it to the relevant body.

45. Settlement Procedures

1. The party to whom a complaint is filed must consider the matter on the day the complaint is filed and give an appropriate response in the Complaint Response Form 02;
2. The applicant whose complaint is not resolved in this manner can submit the same to the appropriate administrative level in writing in Form 03.

SECTION NINE

VARIOUS PROVISIONS

46. Regarding the national uniform digital identity system

When a relevant national digital ID system management institution is organized in the country, the two institutions can establish a coordination system for working together on the City Administration ID and the National Digital Identity System, making operational improvements and other issues.

47. Digital Verification System

Based on the manuals that the agency will issue and the terms of agreement with the institutions, it can provide digital information to verification institutions in a secure manner that can be helpful for the efficient social and economic service system of the city as well as peace and security operations.

48. Vital Events Registration System

In accordance with the Provision of Article 5 of the Directive No. 7/2018 of the Federal Democratic Republic of Ethiopia regarding the identification of applicant or parent resident, the information of citizens residing in the city is obtained differently from the regional system at the offices of the Civil Registration and Service Agency. Because of this and the Authority to verify that a resident is registered as a resident has been given to the agency, when the city who are registered as request the vital event registration service in the form, the registration will be done according to the principles of vital event registration without the need to provide proof of being a resident from another institution or a lower administrative level.

49. Change of Name of Organization

This directive will take into account the provisions of the new regulation when the agency's regulation no. 63/2015, which has been repealed by Regulation No. 64/2019 and its approval, is replaced by another regulation.

50. Regarding Repealed and Other Invalid Directives

1. The Addis Ababa City Registration and ID Service Delivery Directive No. 3/2018, as well as the procedures issued regarding residency records and ID service delivery, are hereby superseded by this directive.
2. Any practice or traditional action contrary to this directive will not be enforced.

51. Amendment

The Agency may amend this directive as deemed necessary.

52. Effective Date

This directive shall be effective from the date it has been Registered by the Ministry of Justice and uploaded on its website.

Yonas Alemayehu

Director General of Addis Ababa City Administration's Civil Registration and Residency Service Agency

January 13, 2023

Addis Ababa; Ethiopia

Form No 001

Addis Ababa City Administration

Registration Form

Family's contact person

Husband's name _____ Father's name _____ Grandfather's name _____

Wife's name _____ Father's name _____ Grandfather's name _____

Other family contact person name _____ Father's name _____ Grandfather's name _____

Address: Woreda _____ Kebele _____ House number _____ Tel. _____ P.O.Box _____ Fax _____ Email _____

Owner of the house: individual/personal, other, government (kebele, housing agency, other, amount of lease _____ other (specify) _____

S.N	Full name of the family members living in the house	Full name of mother	Relationship with the family contact person	Gender	Ethnicity	Family status	Id card number	Passport number (if any)	Driving license (if any)
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
13									
14									
15									
16									
17									
18									
19									
20									

NB

1. Information of the family contact person will be included in the name list of the family;
2. Under the title that says resident address the regular resident address and other resident address (if any) will be indicated;
3. Under the work place address the various work places (if any) should be filled;

Addis Ababa City Administration Civil Registration and Residency Service Agency /CRRSA/

Work address								Residency address											
Regular				Other				Regular				2 nd				3 rd			
Wo red a	Keb ele	Hous e no.	Tel .	Wo red a	Ke bel e	Hou se no.	T el.	Regio n city	Wor eda	Keb ele	Hou se no.	Regio n city	Wor eda	Kebe le	Hou se no.	Regio n city	Wore da	Kebe le	Ho use no.

Starts living in the kebele			Former address					When there is a change in the family						Remark	
Date	Month	Year	Region	Zone	Woreda	Kebele Special place	House number	Type of change	Period of change			The change is registered by			
									Date	Month	Year	Name	Occu- pa- tion		Si- gn- at- ur- e

I hereby confirm with my signature that the information indicated in the file is true.

Name of the family Head

Signature

.....

.....

Notice

Each registrant shall attach 3x4 photograph with the filled information in the table.

Form No 002

Service Application Form

Civil Registration and Residency Service Agency of Addis Ababa City Administration

To: _____ Sub City, District: _____ Civil Registration and Residency Service Office

Date: _____

Mark your choice of services:

1. Residence Registration:.....

2. Resident ID:

A. New B. Renewal C. Replacement

Reason for replacement service: Lost:....., Torn:....., Damaged:

3. Correction of:

A. Age B. Name C. Spelling:.....

4. Letter of resignation:

5. Proof of residence:

6. Information in the form:

Applicants:

Full name:.....

Signature:.....

Full name service provider:

Signature:.....

Form 003

Clearance

Civil Registration and Residency Service Agency of Addis Ababa City Administration

Ref. No.:.....

Date:.....

To:.....

Addis Ababa

1. Applicant's full name:.....

If representative, full name:.....

2. Power of Attorney No.

3. Mather's name:

4. Marital Status: Married Single..... Divorced..... Widow.....

5. Ethnicity:.....

6. Nationality:

7. Address: City:.....Sub City DistrictHouse No.....

8. Date of birth: Date..... Month Year.....

9. Place of birth: Region/City.....,Zone:....., District:.....Kebele..... Specific place.....

10. Property Ownership: Governmental:.....Private.....other, please specify in writing:.....

11. Duration of stay in the District:

12. Reason for leave the District:.....

13. Full name and Tel. No, of the District:

Details to be filled only if family members are accompanying them

S.N	Details/full names of the family	Mother's full name	Date of birth	Place of birth	Marital status	Ethnicity	Nationality	Duration of Stay	Reason for leave
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

Please be kindly informed that they were of the Sub-City and District mentioned by the City Administration and we have granted this letter of clearance and you are requested to afford the required assistance.

Issuing Authority:.....

Title:

Signature:

Date:.....

Form 004

Obligation Form

Date:.....

Service Application Form

Civil Registration and Residency Service Agency of Addis Ababa City Administration

To: _____ **Sub City, District:** _____ **Civil Registration and Residency Service Office**

Compulsory Form for Non-marital Household

14. I, Mr./Ms/Mrs..... resident of Sub City....., District:....., House No....., hereby certify that while I request for service being registered under my family form for Mr./Ms/Mrs.:.who used to live at Region:....., Sub City:....., District:....., Kebele:..... Sex:..... House No:....., Marital Status:....., Mother's full name:....., Place of birth:..... Date of birth: Date..... Month..... Year....., place of work:, nationality:....., before he/she arrives here and I will assume responsibility of whom, if such information I gave is found to be misleading, in accordance with the C.P.C.No. 205 of Ethiopia.

Parent resident's full name:

Signature:

Form 005

Affidavits Form

Date:.....

Service Application Form

Civil Registration and Service Agency of Addis Ababa City Administration

To: _____ Sub City, District: _____ Civil Registration and Residency Service Office

This applicant’s covenant is provided as per the C.P.C.No. 205 of Ethiopia

I, Mr./Ms/Mrs.,hereby certify that while being registered here at Sub City:....., District:....., Kebele:..... under Registration Form No 001 on this _____ day of _____ currently, I did not got registered in any time in a regular residential address territories of the country, I am currently living in a peaceful manner at the house that I am registered in and I will immediately notify when I change my resident address and I will assume responsibility of all the statements and personal information I gave are found to be misleading, in accordance with the Civil Procedure Code No. 92 of Ethiopia.

Affiant ’s full name:

Signature:

The official

The applicant has sworn and confirmed in person at the office.

Name:

Signature:

Form 006

Date:.....

Addis Ababa City Administration

Civil Registration and Residency Service Agency

Confirmation form that those registered and filed for clearance services outside of Addis Ababa City administration have been registered as and have been scheduled for a 3-month stay before receiving services.

1. Full name of the beneficiary:.....
2. The location of clearance brought from: City:.....
District:
Kebele:
Specific place:
3. Location of choice for resident registration:

District:

House No.(Ref. No)
4. Full name & Signature of filling official:
5. Full name & Signature of team leader:
6. Approved by:
Name:.....
Signature:.....

Official Seal

Form 007

Application for Lost ID Form

Date:.....

Civil Registration and Residency Service Agency of Addis Ababa City Administration

To: _____ Sub City, District: _____ Civil Registration and Residency Service
Office

Addis Ababa

I, Mr./Ms/Mrs....., resident of
Sub City, District:....., Kebele:....., hereby certify that I have lost my Resident Id
card I previously obtained and I will hold responsibility if I found to be using the Id card at any time in
accordance with the Civil Procedure Code No. 92 of Ethiopia.

Affiant 's full name:

Signature:

Form 008

Civil Registration and Residency Service Agency of Addis Ababa City Administration

Confirmation Form for Registration of Lost Resident ID

To Be Addressed To Police Department

Full name	Sub City	District	House No./File No./	Tel. No.	Signature

Full name of record and File Expert: -----Signature: ----- Date:-----

Full name of Team leader: ----- Signature:-----Date:-----

Approved by: ----- Signature:-----Date:-----

Official Seal

Form 009

Application Form for Letter

Date:.....

Civil Registration and Residency Service Agency of Addis Ababa City Administration

To: _____ Sub City, District: _____ Civil Registration and Residency Service Office

Addis Ababa

1. Letter of residence to: -----
2. Letter of resignation to:----- region, ----- Sub City(Zone), District:-----
3. I hereby request for the provision of letter to:_____ stating my parenthood, sisterhood, brotherhood, grandson/daughterhood of Mr./Ms/Mrs.: _____.

Applicant:

Full name:_____

Signature:_____

Form 010

Confirmation Form of Beneficiary

Date:.....

Civil Registration and Residency Service Agency of Addis Ababa City Administration

To: _____ Sub City, District: _____ Civil Registration and Residency Service Office

Addis Ababa

I, Mr./Ms/Mrs....., resident of
Sub City, District:.....,Kebele:....., H. No.:....., hereby certify that I will be prosecuted under the relevant criminal law should I found to be guilty of misleading information I provided at the Civil Registration and Residency Service Office herein.

Affiant 's full name:

Signature: