



# Electronic Services Initiative

The Federal Democratic Republic of Ethiopia, Ministry of Communication and Information Technology, Electronic Services Initiative, has taken up the challenge of bringing about the necessary changes to provide a better quality of service to citizens. Employing a build, own, operate, and transfer model, an innovative Public Private Partnership was formed with an Ethiopian owned company, Kifiya Financial Technology Plc. to re-shape the way services are delivered and managed.

This ground-breaking initiative will provide one-stop-shop convenience for citizens, allowing people to pay their utility bills, and ultimately enjoy a level of customer service previously not available.

The service will be provided in 'Lehulu' Centers in Addis Ababa to grow to regional towns. Customers will not be expected to pay any fees for the service provision.



## Essential information customers need to know upon registration



**On their first visit, a new customer is enrolled on the Lehulu system. To get enrolled, customers should bring along the following documents:**

1. Original and copy of a recent water, electricity and phone bill
2. Original and copy of their kebele ID cards
3. If the customer is a company and has been paying turnover tax, they need to bring the original and copy of turnover tax registration document and tax payers' pin number
4. If the customer is a company but has not been paying turnover tax, they need to bring the original and copy of their trade license and tax payers' pin number



### Lehulu Centers' opening hours

- Monday – Friday: 8:30 am – 7:00 pm
- Saturday: 9:00 am – 5:00 pm
- Including lunch hours!



# Lehulu's Addis Ababa Centers Locations

Customers can get the service in any of the following centers at their convenience

## ■ Shiro Meda

Shiro Meda Taxi Station / In front of the Spanish Embassy /

## ■ Arat Kilo

Arat Kilo - In front of Tourist Hotel  
Birhan and Selam Printing

## ■ Sidist Kilo

A few meters past Yared Music School  
**EthioTelecom Building**

## ■ Ferensay

Ferensay Legacion Taxi Station – Abo Church Road  
**EthioTelecom Building**

## ■ Addisu Gebeya

Addisu Gebeya Taxi Station / Past NOC /  
EthioTelecom Building

## ■ Asco

Asco Bus Station / In front of Commercial Bank of  
Ethiopia / **EthioTelecom Building**

## ■ Shegole

Shegole – Rufael Road / **EthioTelecom Building**

## ■ Atena Tera

On The Ring Road / **EthioTelecom Building**

## ■ Kolfie Asra

Kolfe - Asra Simint Mazonia  
**Ethiopian Electric Power Corporation's compound**

## ■ Ayer Tena

Kolfe - In front Keranio Sub City Woreda 1  
Administration Office / **EthioTelecom's compound**

## ■ Merkato

Central Merkato / Next to Mirab Hotel /  
**Merkato Commercial Bank Building**

## ■ Awtobis

Merkato / Next to Addis Ketema Secondary School  
**EthioTelecom's compound**

## ■ Tekle Haymanot

Past Tekle Haymanot Area Commercial Bank  
In front of condominium houses

## ■ Posta Bet

**In the compound of Main Post Office**

## ■ Giorgis

Giorgis – Semen Hotel Road  
**EthioTelecom's compound**

## ■ Akaki

Akaki – Former Train Station / 100 m past  
Commercial Bank  
**Ethiopian Electric Power Corporation's compound**

## ■ Lebu

Laphto Ring Road  
**Ethiopian Electric Power Corporation's  
compound**

## ■ Bisrate Gebriel

In front of Bruck Clinic  
**Addis Ababa Water and Sewerage Authority's  
compound**

## ■ Saris

Saris - On the junction to Dama Hotel  
**Commercial Bank of Ethiopia Building**

## ■ Tele Garage

Meskerem Mazonia  
**Former Tele Garage's compound**

## ■ Megenagna

Megenagna – Next to Bole Sub City  
Administration Office / **Addis Ababa Water and  
Sewerage Authority's compound**

## ■ Gurd Shola

Gurd Shola / **EthioTelecom's compound**

## ■ Bole Millennium

In front of Millennium Hall

## ■ Mexico

Mexico Square / In front of Addis Ababa  
Chamber of Commerce  
**Ethiopian Electric Power Corporation's  
compound**

## ■ Legehar

Legehar / **Medhin Insurance Building**

## ■ Wello Sefer

Shewa Supermarket (100 m on the road to Bole)  
**Housing Agency Building**

## ■ Kazanchis

In front of Kasanchis Area Commercial Bank  
**Electric Power Maintenance compound**

## ■ Bethel Woyra

By the entrance of Sene Selasa Association  
**Post Office Building**

## ■ Gerji

Roba Dabo – Next to Sunshine Housing

## ■ Kotebe

In front of Kotebe Metal Tools Factory  
**Ethiopian Electric Power Corporation's  
compound**

## ■ Kality

Kality - In front of Kality Food Share Company  
**Kality Area Commercial Bank**