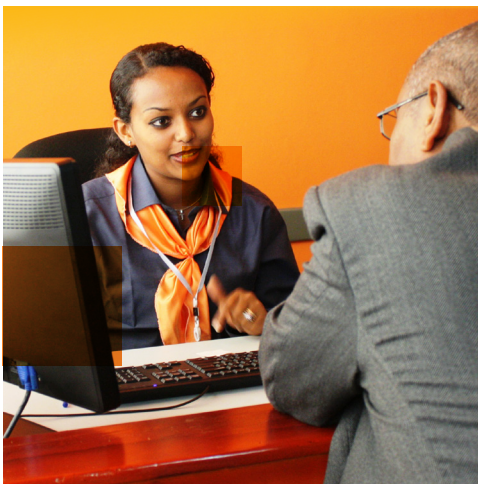


Electronic Services Initiative



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.

With the steady growth of the Ethiopian economy, it has never been more necessary to upgrade service delivery systems in line with the growing demand.

Lehulu, a pioneering electronic service powered by Kifiya, is first of its kind in Africa to 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.

Lehulu

The Lehulu centers have been refurbished to an exceptional quality. All centers are connected to a Data Center allowing the citizens the convenience of paying anywhere. To ensure a reliable service, each Lehulu center has a back-up power supply and data is replicated to a Disaster Recovery Centre.

Staff are being recruited, and trained to perform their new duties as customer service champions. This unique customer focused approach is backed by distinct branding, including an elegant refurbishment of the Lehulu centers, attractive staff uniforms, and sophisticated marketing material. This information will be conveyed to the public by means of an awareness raising campaign.

IN NUMBERS

- 2.1 million transactions each month
- 1.1 million bill paying customers
- 450+ people employed by Kifiya
- 31 Lehulu centers
- 26 more centers coming soon



Lehulu facilitates payment at any service center, which have been strategically placed and scaled to anticipated demand, based on population density analysis. This careful planning reduces the travel distance, saving customer's time, and travel expense.

On their first visit, a new customer is enrolled on the Lehulu system, where they will be given a unique ID to use in future visits. After making a payment, the customer is given a confirmation receipt consolidating their utility bills.

Initially, the Lehulu centers will only take utility bill payments, with the possibility to add more services in the future.

Initial Utility Bill Payment Services

Lehulu will replace existing utility payment centers for the following utility providers:

- Ethiopian Electric Power Corporation (EEPCO)
- EthioTelecom
- Addis Ababa Water and Sewage Authority (AAWSA)

This is only the first step in streamlining service delivery, with mobile and internet based operation planned by Kifiya, to truly bring Ethiopia into the digital age!

PROJECT PARTNERS

- Ministry of Communication and Information Technology
- Kifiya Financial Technology
- Ethio telecom
- Ethiopian Electric Power Corporation
- Addis Ababa Water and Sewage Authority

Key benefits for customers

Convenient

- Pay at any LehuluCentre
- Extended opening hours:
 - Monday –Friday: 8:30 am – 7:00 pm,
 - Saturday: 9:00 am – 5:00 pm,
 - Including lunch hours!

`Drop in` to pay bills

- Queue management system for reduced wait time
- Well staffed counters
- Pay for all Utilities in one place

Feel Respected

- Well-trained customer service officers
- Helpful Information Desk
- Friendly and helpful staff treats you as a valued customer.

Economical

- No additional charge to the customer for the new service
- Costs less to travel to only one Centre
- Earn more by reducing lost hours at work

