

## **LIVINGSTONE ONE STOP SHOP**

To facilitate business registration in the tourism and support sectors, the Ministry of Commerce Trade and Industry and the Ministry of Tourism and Arts have been collaborating in the establishment and operationalisation of the Livingstone One Stop shop (OSS). The Livingstone OSS provides services aimed at making it easier and quicker to register a business as well as obtain the necessary licences and permits.

This has been achieved through bringing together government agencies involved in offering registration services and issuance of licences and permits in one location. With this well coordinated manner of providing business registration and licensing services, the Livingstone OSS will contribute tremendously to increased numbers in business registrations as well as formalisation of many SME businesses.

With the major focus of the OSS being streamlining of business registration procedures, the OSS is working on integration of IT systems of agencies offering services under the OSS. Integration of IT systems will allow sharing of data by institutions under the OSS and thus, further improve efficiency in registration of businesses.

Key stakeholders in the Livingstone OSS include the Patents and Companies Registration Agency (PACRA), the Zambia Revenue Authority (ZRA), National Pensions Scheme Authority (NAPSA), Workers Compensation Fund control Board (WCFCB), Citizens Economic Empowerment Commission (CEEC), Department of Immigration, and the Zambia Public Procurement Authority (ZPPA). Others are the Registrar of Cooperatives, Livingstone City Council, the Department of Tourism Development, the Zambia Environmental Management Agency (ZEMA), and the Zambia Wildlife Authority (ZAWA). The Zambia Development Agency is the coordinating agency of the OSS.

Staff from the above agencies and departments are stationed at the Livingstone OSS to offer clients step-by-step assistance for business registration and licensing.

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