

One Stop Shop

Business Registrations, Licences and Permits



- **About The One Stop Shop**

The Ministry of Commerce Trade and Industry (MCTI) launched the One Stop Shop (OSS) for Business Registration in June 2010 in line with business reforms being undertaken by the Government under the Private Sector Development Reform Programme (PSDRP). The OSS was established under the Zambia Development Agency (ZDA) in accordance with the Zambia Development Agency Act No. 11 of 2006, which prescribes ZDA's business service facilitation functions and core activities.

The One Stop Shop for Business Registration is a strategy aimed at providing both local and foreign investors with fast, efficient and business-friendly registration services and thus, reducing the cost of doing business. The OSS also aims to make business registration services more easily accessible through establishment of OSS facilities in all the provinces of Zambia by the year 2015.

- **Structure**

Key stakeholders of the OSS include the Patents and Companies Registration Agency (PACRA), the Zambia Revenue Authority (ZRA), National Pension Scheme Authority (NAPSA), Citizens Economic Empowerment Commission (CEEC), the Department of Immigration, and the Zambia Public Procurement Authority (ZPPA). Other stakeholders are licensing and regulatory bodies that provide optional registrations for businesses or that issue operational permits and licences. These include district councils, the Zambia Environmental Management Agency (ZEMA) and Zambia Wildlife Authority (ZAWA).

The above institutions second staff to the OSS to deliver services under the oversight of ZDA.

- **Roll-out to the Provinces**

Following the establishment and operationalisation of the One Stop Shop in Lusaka, ZDA has commenced preparations for establishment of similar facilities in all the provinces in conjunction with the Ministry of Commerce Trade and Industry. The roll out of the OSS to provinces is aimed at facilitating access to business registration services.

In view of the high volume of business activity as well as anticipated increase, the roll out of the OSS will be done to all provinces by end 2015. So far, an OSS centre has been set up in Livingstone. Preparations are underway to make Kitwe, Chipata, and Solwezi operational by end 2014. Kasama, Mongu, Mansa, and Chinsali One Stop Shop centres will be established in 2015.

- **Services Provided**

You may do the following under the OSS:

- Apply for and register your unique Business Name under the Patents and Companies Registration Agency (PACRA) desk
- Incorporate a company and receive your signed Registration Certificate (PACRA)
- Register with Zambia Revenue Authority (ZRA) for TPIN, VAT, and Income Tax at the ZRA desk
- Register with National Pensions Scheme Authority (NAPSA) for the employee pension scheme at the NAPSA desk
- Register with Workers Compensation Fund Control Board (WCFCB) for the employee compensation scheme at the WCFCB desk
- Apply for the Preferential Procurement Certificate under the Citizens Economic Empowerment (CEEC) at the CEEC desk
- Apply for a loan under the CEEC desk
- Apply for MSE Registration under ZDA

- **Targets**

At the OSS for Business Registration, we aim to complete the initial business start up registrations within 24 hours. We undertake to ensure that our clients do not have more than three interactions with OSS officials and not more than two visits to OSS offices before securing business entry registrations. Our target is ensuring that our clients do not have more than 30 minutes face to face time with OSS officials during the application process. We aim to provide clear information on registration requirements and registration procedures for business registration and licensing.

- **Procedure for Registering A Business Under the OSS**

Step 1:

Go to the Case Officer at the PACRA desk and fill in the ***Name Clearance*** form OR the form called “APPLICATION FOR REGISTRATION/RE-REGISTRATION OF BUSINESS NAME” (**BN Form III**).

Step 2:

Proceed to the cashier for payment of **fees**.

Step 3:

Present your payment receipt and filled application form to the supervisor at the PACRA desk for approval.

Step 4

Upon receiving your signed Certificate of Registration from the PACRA desk, please fill in the “ONE STOP SHOP REGISTRATION FORM” to apply for tax registration (ZRA), registration as an employer (NAPSA) and MSE registration (ZDA). MSE registration is for micro and small businesses and is optional.

Step 5

Submit the Application at the ZRA and NAPSA desks and collect your registration confirmation immediately.

- **Stakeholder Agencies Under the OSS**

- i) Zambia Development Agency (ZDA)
- ii) Department of Tourism (DOT)
- iii) Patents and Companies Registration Agency (PACRA)
- iv) Zambia Revenue Authority (ZRA)
- v) National Pensions Scheme Authority (NAPSA)
- vi) Citizens Economic Empowerment Commission (CEEC)
- vii) Department of Immigration
- viii) Zambia Public Procurement Authority (ZPPA)
- ix) Workers Compensation Commission (WCC)
- x) Livingstone Tourism Association (LTA)
- xi) Livingstone City Council (LCC)
- xii) Zambia Wildlife Authority (ZAWA)

- xiii) Department of Immigration
- xiv) Zambia Environmental Management Authority (ZEMA).
- xv) Registrar of Cooperatives

- **Clients**

Any local or foreign entrepreneur who wishes to start a business in Zambia can access services under the OSS. The business can be a micro, small, medium, or large-scale enterprise.

- **Future Goals**

One of the primary aims of the OSS is to streamline bureaucratic procedures and requirements faced by entrepreneurs at business start-up stages. In order to attain this, the OSS is working on integration of IT systems for stakeholder institutions. The main objectives of this project are:

1. To create an electronic approval system for business registration procedures that will improve efficiency of and shorten the registration process.
2. To develop a system that allows for decentralisation of approval procedures and issuance of certificates of registration in the provincial One Stop facilities.
3. To create an IT platform that will allow for sharing of business registration information by One Stop Shop stakeholder institutions.
4. To create a system that will allow for the introduction of electronic signatures to be used by institutions operating under the One Stop Shop.
5. To introduce a unique identification number for individuals and entities registering for purposes of doing business that will be used for all of a business's interactions with other institutions and the administrative system.

- **Office Hours**

OSS offices are open to the public for services from Monday to Friday during the following times:

Lusaka OSS

Morning: 08:00 to 12:00 hours
Afternoon: 14:00 to 15:30 hours

Livingstone OSS

Morning: 08:00 to 12:30 hours
Afternoon: 14:00 to 16:00 hours

- **Contact Details**

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