

Welcome One Stop Shop Presentation



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ZDA One Stop Shop Department

Topics



OSS – Background



OSS – Our Services



OSS - One Desk



OSS – Roll Out



OSS Background

BACKGROUND

- Concept of establishing One Stop Shops for Business Registration is part of Government's strategy to implement doing business reforms aimed at:
 - Simplifying and repackaging business start-up procedures through streamlining of bureaucratic procedures and requirements at business start-up stage.
 - Making business registration services more easily accessible
 - Reducing the cost of doing business in Zambia by improving efficiency of and shortening the business registration process.

PURPOSE OF REFORMS

- **Purpose**
 - Contribute towards attainment of Zambia's 2030 vision Middle prosperous income Nation by 2030
 - A good and healthy business environment facilitates economic growth and reduces poverty.
 - A means to addressing inappropriate regulations, laws, policies, institutions that govern business activities in one way or another
 - The reforms are being undertaken under

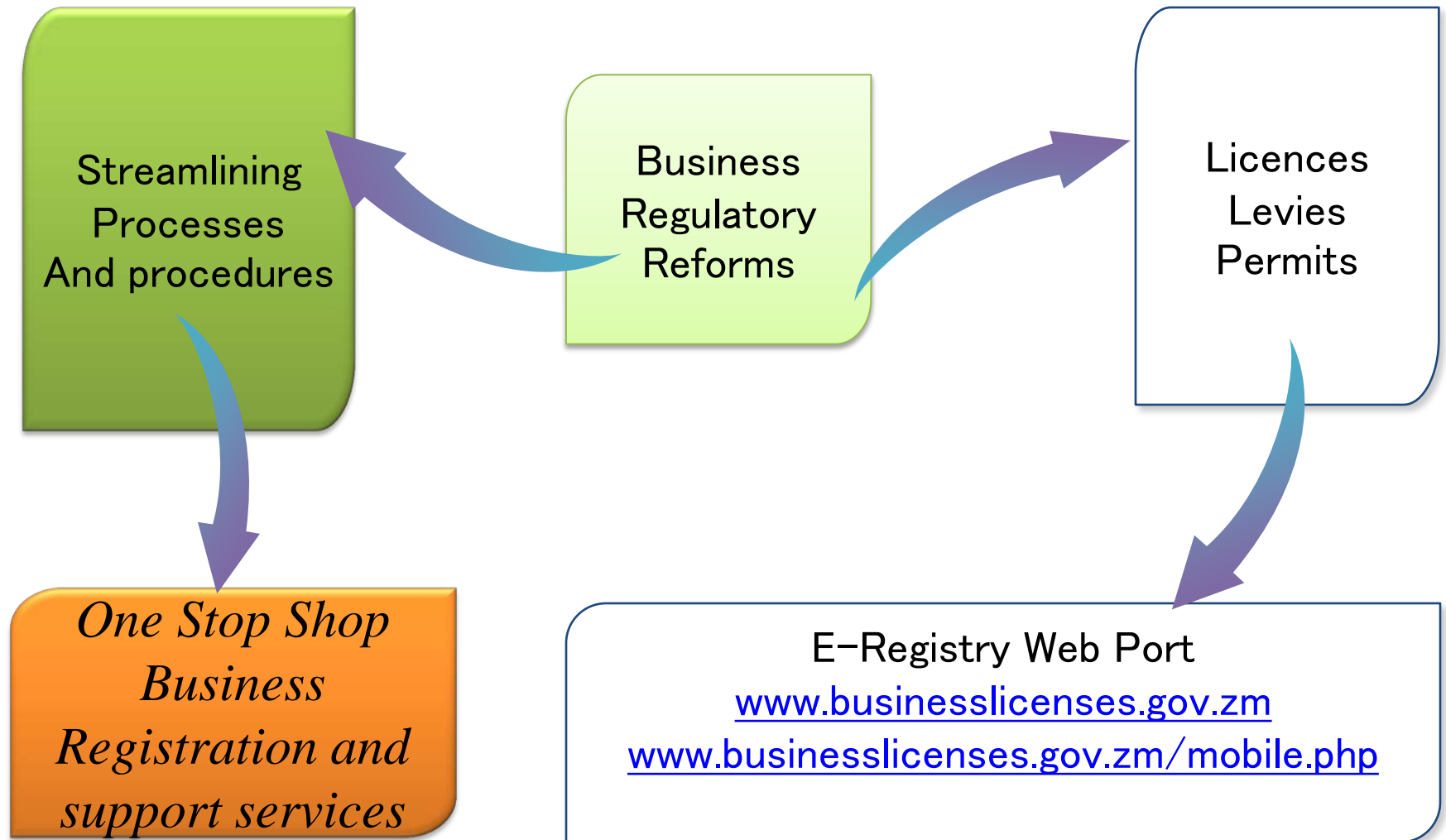
Private Sector Development Reform Programme (PSDRP)

- The reforms that are undertaken are coordinated by PSDRP
- PSDRP is a framework for the Government of Zambia, created to reflect its commitment to improving the business environment and to reduce the cost of doing business.
- PSDRP was launched in 2005 by the government.

IMPLEMENTING BUSINESS REFORMS

- Implementation of these reforms has brought about a number of outcomes.
- One such is the birth of One Stop Shop (OSS) for Business Registration.
- The OSS

Illustration-Business Reforms

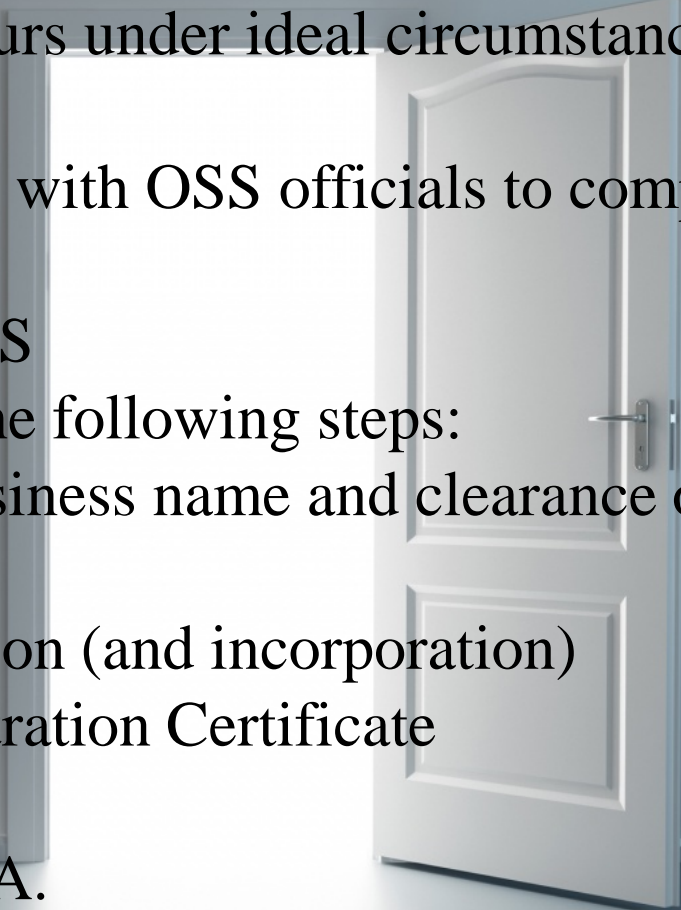


OSS KEY OBJECTIVES

- Key desired results:
 1. Reduce the cost and time required for registering a business in Zambia
 2. Reduce the cost and time required for obtaining business permits and licences
 3. Make business registration services more accessible
 4. Improve efficiency of and shorten the business registration process
 5. Increase the level of compliance of businesses in Zambia
 6. Increase the number of businesses registered in Zambia annually

Current Processes

- Not more than two visits to OSS office before securing the business entry registration
- Not more than 30 minutes face to face time with OSS officers during application process
 - Average face to face time with OSS officers at the Lusaka OSS ranges between 7 to 30
 - OSS has made business registration more efficient. Completion time within 24 hrs at Lusaka OSS
- Tax and employer registrations with ZRA and NAPSA respectively takes about 15 minutes at the Lusaka OSS.

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- Registrations done within 24 hours under ideal circumstances. Against initial 5 working days.
 - Not more than three interactions with OSS officials to complete business name registration.
 - Not more than 2 visits to the OSS
 - Current OSS process involves the following steps:
 - (1) applying for unique business name and clearance of this name
 - (2) application for registration (and incorporation)
 - (3) Obtaining signed Registration Certificate
 - (4) Registering with ZRA;
 - (5) Registering with NAPSA.

In addition to this, applicants make two visits to OSS cashier to pay for unique business name and company registration.

**Get all your
Business
Registration
Services Done
Under One Roof
Within 24 hours**



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Services

Business Registration Services – PACRA

Tax Registration Services – ZRA

Employer Pension Registration Services- NAPSA

Business Loan Advisory Services – CEEC

Preferential Treatment Advisory Services – CEEC

SME registration and advisory services - ZDA



We are Integrating our
Systems to serve you
Better

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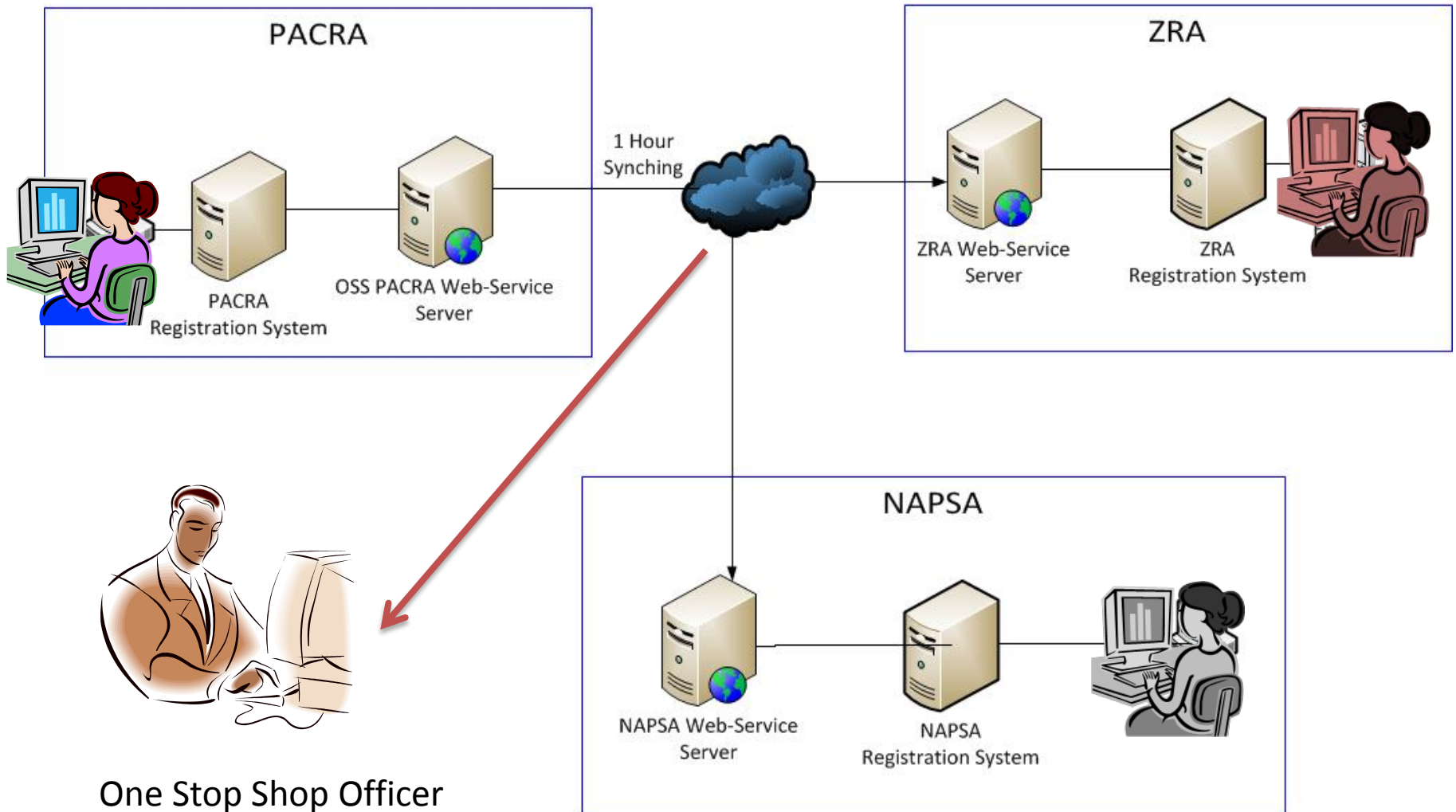
OUTLOOK

- OSS System Integration Project (OSS-SIP) will involve integration of backend systems that support business registration to provide for access to common information by all agencies regardless of location.
- OSS-SIP will result in the following:
 - Transition to a “one desk” model from present “one roof” model.
 - Introduction of one unique identification number to be shared by PACRA, ZRA, and NAPSA.
 - Introduction of electronic approval system (Introduction of digital signature key to process)

OUTLOOK (Cont'd)

- OSS-SIP will result in the following:
 - Make the roll out easier as it will eliminate the requirement for all agencies to assign officers to one common location as the OSS will transform to a virtual OSS.
 - Reduce required steps and speed up business registration. OSS facilities to complete registration within 2 hours.

System Integration



Coming Soon To a Place Near You !!!

2014



OSS – Kitwe



OSS – Chipata



OSS – Solwezi

Coming Soon To a Place Near You !!!

2015



OSS – Kasama



OSS – Mongu



OSS – Mansa



OSS – Chinsali



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ZDA One Stop Shop Department

Active Service Centres

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