

ONE STOP SHOP STAKEHOLDER MANDATE AND RESPONSIBILITIES

NO.	AGENCY	MANDATE	ROLE IN OSS
1.	Zambia Development Agency (ZDA)	Established by the ZDA Act of 2006 to, among others, promote and facilitate investment and trade in Zambia.	<ul style="list-style-type: none"> • Oversight of the OSS. Registration of foreign investment, registration of SMEs. • Issuance of SME and Investments licenses. • Provision of information on doing business in Zambia.
2.	Patents and Companies Registration Agency (PACRA)	Established under the Companies Act No. 15 of 2010 The Patents and Companies Registration Agency (PACRA) is a semi-autonomous executive agency of the Ministry of Commerce, Trade and Industry. Its principal functions are to operate a legal system for registration and protection of commercial and industrial property and to serve as a legal depository of the information tendered for registration.	<ul style="list-style-type: none"> • Issuance of Business registration certificates, that is for Name Clearance, Business Name, and Company Incorporation
3.	Zambia Revenue Authority (ZRA)	The Zambia Revenue Authority was established on 1 April 1994 as a corporate body by the 1993 Act of Parliament. Under the Act, the Authority is charged with the responsibility of collecting revenue on behalf of the Government. The Authority was created to redress the serious shortfall in revenues available to the Government and the increasing dependency on donor funding to support basic necessities.	<ul style="list-style-type: none"> • Tax registration, that is PAYE, VAT, Income Tax, etc. • Advise on post registration obligation and other tax information

4.	Department of Immigration	To facilitate and regulate the movement of persons entering and leaving the country and control the stay of immigrants and visitors in order to contribute to internal security and social economic development.	<ul style="list-style-type: none"> • Provide information on permit procedures • Receive payment and application for investor's permit • Collaborate with all stakeholders in immigration functions
5.	Workers Compensation Fund Control Board (WCFCB)	<ul style="list-style-type: none"> • To provide compensation to workers and their dependants for occupational related injuries and diseases. 	<ul style="list-style-type: none"> • To make it easier for employers to comply with the workers' compensation Act and provide information on their obligation and rights under the said act.
6.	Citizens Economic Empowerment (CEEC)	<ul style="list-style-type: none"> • To ensure that Zambia has an informed and empowered citizenry that participates in all areas of economic development 	<ul style="list-style-type: none"> • Issuing of preferential certification and information dissemination of empowerment guidelines
7.	Zambia Public Procurement Authority (ZPPA)	<ul style="list-style-type: none"> • The Zambia Public Procurement Authority (ZPPA), formerly the Zambia National Tender Board, was established in December 2008 under the Public Procurement Act No 12 of 2008. • The ZPPA is an independent regulatory body with responsibility for policy, regulation, standard setting, compliance and performance monitoring, professional development and information management 	<ul style="list-style-type: none"> • To undertake registration of suppliers of goods and services for the public sector.

		and dissemination in the field of public procurement.	
8.	National Pension Scheme Authority (NAPSA)	<p>National Pension Scheme Authority (NAPSA) was established through an Act of Parliament, the National Pension Scheme Act of 1996. It came into being on 12th February 2000 following the transformation of the then Zambia National Provident Fund (ZNPF).</p> <p>NAPSA's mandate is to act as the main vehicle for providing retirement and other social security benefits to workers in the country.</p> <p>To collect contribution income, invest this income and then distribute benefits when they fall due. In addition, the government has given powers to NAPSA to prosecute employers who fail to pay contributions to the plan.</p>	<ul style="list-style-type: none"> • Capture data on new companies being registered • Register New companies for NAPSA contributions • Offer relevant data to other agencies upon request
9.	Ministry of Agriculture and Livestock (Registrar of Cooperatives)	<ul style="list-style-type: none"> • Facilitate the formation, promotion and development of cooperatives 	<ul style="list-style-type: none"> • Registering cooperatives by way of issuance of cooperative certificates • Maintenance of cooperative data base • Enforcements of compliance of the provisions of cooperative Act.
10.	Livingstone City Council	<ul style="list-style-type: none"> • Facilitate local economic development of the district through coordination, regulation and infrastructure services delivery. 	<ul style="list-style-type: none"> • Provision of information and issuance of licenses
11.	Department of Tourism	<ul style="list-style-type: none"> • To provide policy and regulatory 	<ul style="list-style-type: none"> • Provision of

		<p>frameworks in order to create a conducive environment for Tourism and, Arts development and preservation of culture;</p> <ul style="list-style-type: none"> • To promote research, investments, marketing and product development in tourism, arts and culture in order to contribute to employment and wealth creation; 	<p>information and issuance of permits</p>
12.	Zambia Environmental Management Agency (ZEMA)	<ul style="list-style-type: none"> • To Advise on formulation of policies on all aspects of the environment and sustainable management of the environment. 	<ul style="list-style-type: none"> • Provision of information and issuance of licenses
13.	Zambia Wildlife Authority (ZAWA)	<ul style="list-style-type: none"> • Governed by the Zambia Wildlife Act, No. 12 of 1998, Zambia Wildlife Authority, ZAWA is a scientific and management agency mandated to preserve the bio-diversity on which human adaptability depends; It also manages national parks, promote and develop wildlife as a productive, profitable and environmentally friendly land 	<ul style="list-style-type: none"> • Issuance of licenses and permits