



Your One-Stop Gateway to Doing Business in Namibia

www.doingbusinessnamibia.com

1. Background of the ICSF Project

The Ministry of Industrialisation, Trade and SME Development (MITSMED) is championing a strategic reform project called the Integrated Client Service Facility (ICSF) Project.

The vision of the ICSF Project is to provide a seamless and responsive client service for business investors to start a business in Namibia. This project is set in the context of the Namibia's commitment to improve its ease of doing business, with consultancy services from the Singapore Cooperation Enterprise.

The key objectives of the ICSF Project are to:

- To reduce the bureaucracy to improve the ease of doing business for local and foreign investors;
- To conduct a review of current service processes and prepare the key stakeholder organisations for digital service transformation; and
- Apply and transfer proven methods and standards, to establish an ICT enabled 24x7 online one stop shop.

2. NamBizOne Portal

Part of the ICSF Project, **NamBizOne** is a one-stop information portal created with the purpose of guiding local and foreign investors on the administrative and legal requirements to invest, start and run their businesses in Namibia.

Responding to your information needs on investing, starting and running your businesses

From day one of having a small business idea or a big investment project, **NamBizOne** will provide you with the right information support. Indeed, from submitting an investment proposal, to incorporating your business, registering for tax and social security and applying for relevant licenses, all the necessary details are available. Instead of having to gather information from different offices or websites, business people can simply find all the essential information on **NamBizOne**.

A One-Stop Shop to the world of investment opportunities in Namibia

Moreover, **NamBizOne** provides an access to the world of opportunities through which locals and foreigners can learn more about Namibia's potential, as a business gateway to Africa, and an exciting place to start a business. It features some of Namibia's current successful businesses, exciting videos and the focused sectors.

Appointment booking facilities through NamBizOne

In addition to the information available directly on the portal, **NamBizOne** also offers advisory services. Dynamic in nature, it enables you to book an appointment with general investment advisors or targeted sector specialists. Quality advice for businesses will be offered wherever you are in the world, through video conferencing or at the Namibia Investment Centre offices.

3. More Integrated and Responsive Client Services

Several Government organisations are working with the MITSMED to integrate their services and therefore provide benefits of a seamless and more responsive customer service.

For example, once a business has been registered with the Business Intellectual Property Authority (BIPA), it will automatically be registered for tax and at the same time they will be pre-registered as an employer with the Social Security Commission. This will be done through a seamless coordination across these agencies, saving precious time and eliminating unnecessary procedures to be completed by investors and business owners.

An Integrated e-services platform to host business licensing and permit registrations under a single electronic environment is also in the pipeline. This 24x7 online registration e-services platform will further enable investors and business owners to conduct registrations and fee payments efficiently within a shorter timeframe and through a convenient access to the Internet on computer or mobile devices.

4. About Singapore Cooperation Enterprise

The Singapore Cooperation Enterprise is an agency of the Singapore Government. SCE has the power to enter into Memorandum of Understanding and Agreement relating to public sector collaboration with other foreign governments and their states. SCE can be a single window of access for foreign partners interested in Singapore's development expertise.