



## Mozambique: Integrated Business Licensing Project

### The challenge:

Business owners in Mozambique have to go through an extensive bureaucratic process to obtain licenses for their businesses. This is because the licenses have to be authorized at high levels within government. Most services and all decision-making processes are still non-electronic, making the process even more challenging. Documents have to be physically passed between the provincial Government level and Government Ministries in Maputo. In addition, respective agencies at the provincial, district and municipality level involved in licensing continue to function independently, therefore reducing efficiency in service provision. Difficulty in obtaining business licenses easily results in increased cost to the private sector.



### The solution:

ICF is working with the Government of Mozambique to reduce the procedures, time and cost of business licencing in the sectors of industry, retail, tourism and small enterprise. This includes creating a single electronic portal which would focus on licence integration by linking existing One-Stop-Shops with decision-making bodies at provincial and ministerial levels across the country. The portal would also serve as an Integrated Platform of Citizen Services, and in the future would provide additional services to citizens such as birth certificates, education certificates etc.

The project will cost a total of US\$ 5,300,000; of which ICF is contributing US\$2,700,000 and the Government of Mozambique is contributing US\$ 2,600,000.

### Expected Achievements:

The number of procedures, time and costs for processing various business licenses are expected to reduce:

- Industry licensing would be obtained in 10 days instead of 36 days and would require 2 procedures instead of 5
- Retail licensing would be obtained in 7 days instead of 8-15 days and would require 2 procedures instead of 5
- Simple licenses would be obtained instantly instead of 1 day and would require 1 procedure instead of 2
- Tourism licensing would be obtained in 17 days instead of 45 days and would require 4 procedures instead of 9

**Project duration:** November 2012 – December 2014

The Investment Climate Facility for Africa is a grant providing organisation that works with African Governments to improve the environment in which businesses operate. ICF engages closely with implementing Government bodies throughout the life of the project. For more information about ICF please visit [www.icfafrica.org](http://www.icfafrica.org)