



## INCREASING ACCESS TO REGULATORY SERVICES THROUGH RSCs



Chipata City Council Acting Town Clerk, Donald Mwanza (fourth from left), Director HR Reuben Simfukwe (second from left), Joseph Zulu (third from left), BRRRA Manager, Regulatory Services & Licensing Systems Joel Mumba (second from right), BRRRA Senior Systems Analyst Abel Chilungu (far right) and BRRRA Intern Abel Simutami (far left)

**Registering a business and fulfilling regulatory requirements can be a complex and time-consuming process, particularly when entrepreneurs are required to visit multiple regulatory agencies at different locations.**

**M**any business owners have expressed frustration with how cumbersome and inefficient this could be.

In addressing these challenges, the Business Regulatory Review Agency (BRRRA) has continued to engage regulatory agencies and public bodies to integrate their services into the Regulatory Services Centres (RSCs) in order to create a more streamlined, cost-effective and accessible business licensing system.

The establishment of RSCs is part of a broader strategy to enhance the country’s business environment by bringing regulatory agencies together under one roof. The RSCs improve accessibility to regulatory services, reduce the time required for business registration by streamlining documentation processes and minimizes duplication of information requests by fa-

cilitating data sharing among participating institutions.

As part of its ongoing efforts to monitor and improve the business environment, BRRRA is engaging local authorities such as Chinsali Municipal Council, Chipata City Council and Kasama Municipal Council on introduction of their services in the RSCs.

Following these engagements, Chipata City Council’s Acting Town Clerk, Donald Mwanza expressed the Council’s willingness to introduce its services in the RSCs while consultations with Kasama Municipal Council were ongoing. The Chinsali Municipal Council has already begun offering services in the Chinsali RSC.

These efforts demonstrate a commitment to simplifying regulatory process for businesses, reducing barriers to entrepreneurship and promoting economic growth.

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**August 2024 BRRRA NEWSLETTER**



## BRRA EXHIBITS AT THE



# 96<sup>TH</sup>

# Agricultural & Commercial SHOW

CREATING A COMPETITIVE FUTURE

Ministry of Commerce, Trade and Industry Minister, Hon. Chipoka Mulenga interacting with BRRA Executive Director Sharon Sichilongo (left), while PS, Trade and Commerce, Lillian Bwalya (second from left) and BRRA SPRO Masiye Mulenga (right) look on.

**Shows like the recently concluded 96th Agricultural and Commercial Show of Zambia (ACSZ) provide an invaluable platform for the Agency to directly engage with a wide range of stakeholders and showcase its activities and programmes.**

**H**eld under the theme “Creating a Competitive Future,” the ACSZ allowed the Agency to gather valuable input and feedback through interactions with its stakeholders.

The Agency participated in the One-Stop Shop exhibition under the Ministry of Commerce, Trade and Industry (MCTI). Among the visitors to the stand was the MCTI Minister, Honourable Chipoka Mulenga, who encouraged the Agency to continue advocating for reforms

**These face-to-face engagements are vital in building trust and rapport with the public, while significantly enhancing the Agency's visibility.**

aimed at reducing the cost of doing business in the country.

Hon. Mulenga was accompanied by the Permanent Secretary for Trade and Commerce, Lillian Bwalya. The Permanent Secretary for Investment and Industrialization,

Crusivia Hichikumba, also interacted with the Agency staff and other statutory bodies.

The Agency remains committed to participating in various forums to directly connect with stakeholders. These face-to-face engagements are vital in building trust and rapport with the public. Additionally, exhibitions significantly enhance the Agency's visibility.



PS Investment and Industrialization, Crusivia Hichikumba (third from right), BBRRA staff SPRO Masiye Mulenga (left) Secretary Susan Phiri (second from left) Manager, RIA Douglas Phiri (third from left) Director, Regulatory Affairs (second from right) and Manager, Regulatory Services & Licensing Systems Joel Mumba (right)

# CONSTRUCTION SECTOR CONSULTATIONS CONCLUDED



BBRRA Director Regulatory Affairs, David Frank Banda

**Consultations in the construction sector have revealed that the entire value chain faces regulatory burdens and bottlenecks, affecting both the mode and cost of doing business.**

The stakeholder consultations conducted by the Business Regulatory Review Agency (BBRRA) highlighted dissatisfaction among stakeholders, particularly with the dual registration requirement for the Engineering Institute of Zambia (EIZ) and the National Council for Construction (NCC).

BBRRA Director for Regulatory Af-

fairs, David Frank Banda, noted that the cumbersome bidding process and its requirements often hindered some stakeholders from fully participating in tendering opportunities.

Mr. Banda emphasized that one of the Agency's functions was to review business regulations or licensing, either on its own initiative

or in response to concerns from businesses. The numerous complaints from stakeholders about the regulatory framework in the construction sector prompted the Agency to conduct a Regulatory Impact Assessment (RIA) to identify areas for improvement.

The RIA aims to ensure that only regulations serving a le- [to page 4](#)



Construction sector stakeholders in Kitwe

itimate purpose and imposing the least burden and compliance costs on businesses are implemented. It also addresses duplications and streamlines cumbersome process-

es within regulatory frameworks. The findings and recommendations from the stakeholder consultations held in Choma, Kitwe, Lu-

saka, Namwala, Ndola and Solwezi will form an essential part of the RIA report on the sector.



Construction sector stakeholders in Solwezi

# BARRA STAFF TRAINED IN MONITORING AND EVALUATION



BARRA staff during the M&E training

**The Business Regulatory Review Agency (BARRA) programme staff have successfully been trained in monitoring and evaluation (M&E). This initiative is aimed at equipping employees with the necessary skills to enhance the effectiveness of their work, particularly in tracking the progress of the Agency's various activities and programmes.**

**B**ARRA Executive Director Sharon Sichilongo commended the training, highlighting that it was delivered in a highly participatory manner, which allowed staff to fully engage with the content.

Mrs. Sichilongo expressed confidence that the newly acquired knowledge would be applied effectively, especially in the development of appropriate tools and methods for data collection required for monitoring and evaluating BARRA's activities and programmes.

She emphasized that with the proper understanding of M&E concepts, staff would be better prepared to assess the impact of the Agency's initiatives, ensuring continuous improvement in their implementation.

Mr. Collins Sakajila, a trainer from the In-Service Training Trust (ISTT), expressed his gratitude to BARRA for selecting ISTT to facilitate the training. Mr. Sakajila noted that the Agency had already started incorporating some of the techniques from the training into their daily operations.

He encouraged BARRA to document and share its successes and best practices, ensuring that both stakeholders and the public appreciate the Agency's achievements.

Following the training held in Lusaka from 12th to 16th August 2024, participant Douglas Phiri described the experience as enlightening and applicable beyond just the specific Monitoring and Evalu-

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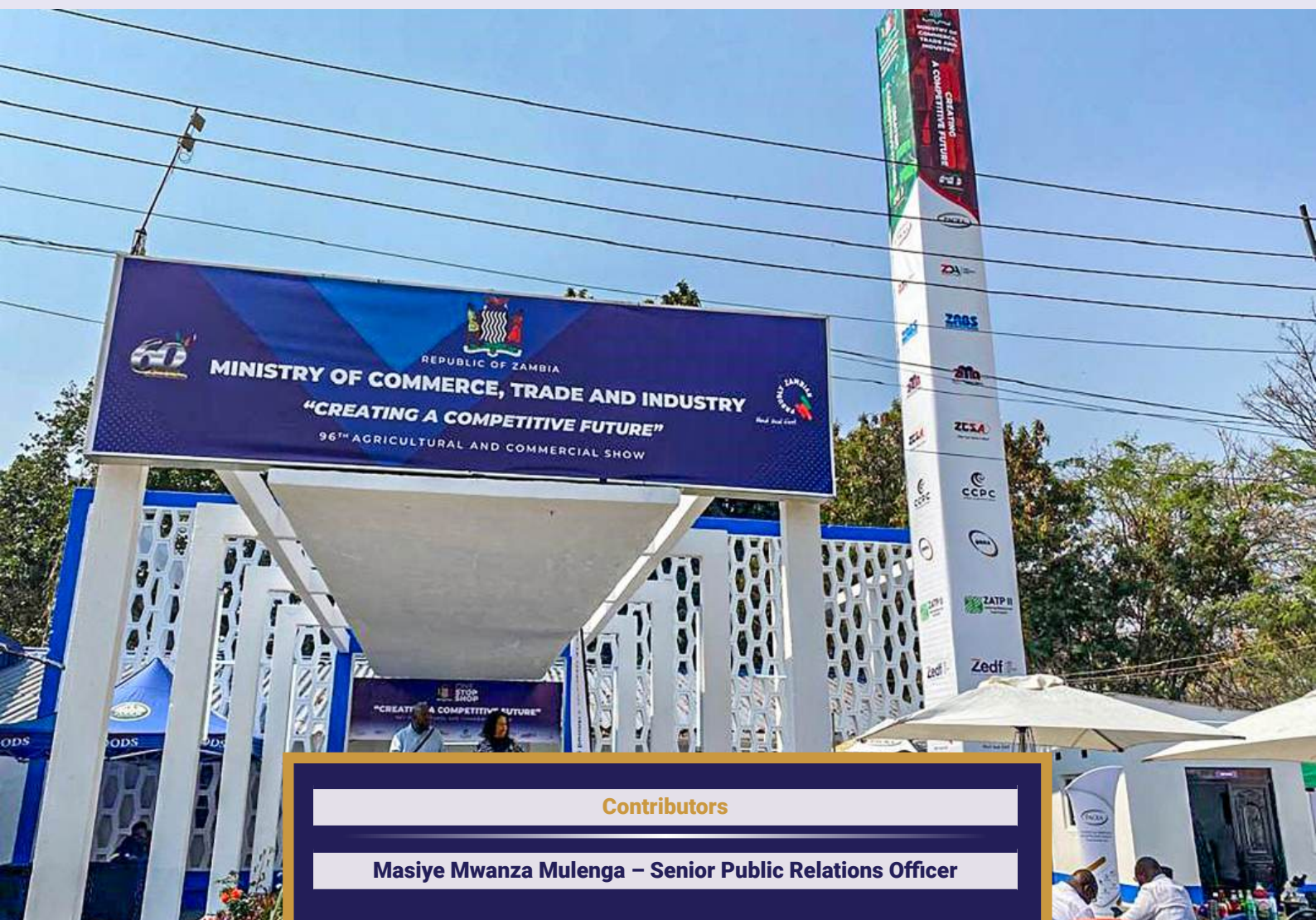
ation (M&E) functions.

He said M&E was relevant to the broader responsibilities of the staff, including report writing, and emphasized that the training would significantly enhance their ability to carry out their duties more effectively.

# DID YOU KNOW CORNER

The Business Regulatory Review Agency has eleven functions as outlined in Section 14 of the Business Regulatory (Amendment) Act No. 14 of 2018.

The third function is to “issue guidelines and standards for regulatory impact assessments and public consultations to be undertaken by regulatory agencies.”



## Contributors

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