



The BRRRA delegation benchmarking with Mauritius Revenue Authority



BRRRA BENCHMARKS WITH MAURITIUS' ECONOMIC DEVELOPMENT BOARD

Benchmarking with similar institutions is a valuable practice that enables organisations to learn from best practices and enhance service delivery.

In this spirit, the Business Regulatory Review Agency (BRRRA) Board undertook a learning visit to Mauritius to study regulatory and licensing reforms, with the objective of overseeing the implementation of proven best practices in Zambia.

During the visit, which took place from February 17th to 21st 2025, the BRRRA delegation was led by Board Chairperson Dominic Kapalu. The team was hosted by the Economic Development Board (EDB) of Mauritius, which facilitated a se-

ries of engagements with various institutions to provide insights into Mauritius' regulatory framework and business facilitation mechanisms.

Mr. Kapalu noted that a key take-away from the visit was that Mauritius' success in regulatory and licensing reforms has been largely driven by strong commitment from national leadership, coupled with

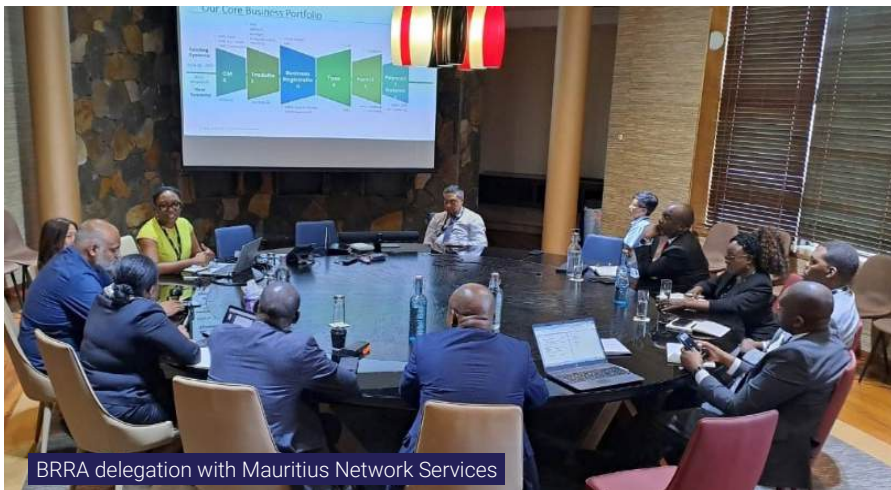
continuous communication and stakeholder engagement to overcome resistance especially for reforms that take time to materialize.

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IN THIS ISSUE	
BRRRA AND PPFD TO ACTUALISE IMPLEMENTATION OF MOU	Page 3
THE ELECTRONIC REGISTRY (e-REGISTRY)	Page 5



BRRR delegation with the Economic Development Board of Mauritius



BRRR delegation with Mauritius Network Services

“Reducing the cost of doing business goes beyond lowering regulatory fees—it requires business process re-engineering.”

latory environment in Zambia.

The Deputy Director General of the EDB Mr. Sachin Mohabeer thanked the BRRR delegation for choosing to benchmark with Mauritius and expressed hope that the knowledge gained would contribute to improved operations at BRRR.



BRRR Board Chairperson Mr. Dominic Kapalu presenting a token of appreciation to the Deputy Director General of the EDB Mr. Sachin Mohabeer

During the visit, the delegation engaged with several key institutions, including the Mauritius Revenue Authority, Corporate and Business Registration Agency, Network Services (National Single Window System), Mauritius Chamber of Commerce and Industry (Business Mauritius) and Ministry of Information, Technology, Communication and Innovation. The BRRR delegation also engaged technical Staff at EDB on regulation of the Tourism Sector as EDB on the Business Facilitation Act.

The BRRR Board was accompanied by BRRR management and an officer from the Ministry of Commerce, Trade and Industry. The benchmarking visit provided a valuable opportunity to gain first-hand knowledge and experience in regulatory reform strategies that can be adapted to Zambia’s context to further enhance the ease of doing business in the country.

Additionally, the delegation observed that reducing the cost of doing business goes beyond lowering regulatory fees but should also include business process re-engineering. Another crucial lesson was that effective and efficient automation must be preceded by a thorough review of relevant laws to ensure a seamless transition to

digital systems.

Mr. Kapalu expressed confidence that the insights gained from the visit will help shape BRRR’s strategic direction. He emphasized the importance of adopting and implementing key recommendations to enhance service delivery and foster a more business-friendly regu-

BARRA AND PPDF TO ACTUALISE IMPLEMENTATION OF MoU



PPDF Senior Analyst/Researcher Ms Elita Mwenda (left) and BARRA Executive Director Mrs. Sharon Sichilongo (right) with the BARRA Management team during the planning meeting

Strategic collaborations are powerful enablers that allow institutions to leverage their strengths and work towards shared objectives.

One such partnership is the Memorandum of Understanding (MoU) between the Business Regulatory Review Agency (BARRA) and the Public Private Dialogue Forum (PPDF). This five-year agreement aims to foster a more conducive business and investment climate in Zambia.

To actualise the MoU, BARRA and PPDF recently held a strategic meeting to define the most effective approach to implementation. During this engagement, both institutions identified key joint activities designed to enhance their reach and impact. These activities include collaborations in hosting technical working groups which serve as structured platforms for stakeholders to discuss regulatory frameworks and policy issues affecting businesses, conducting joint District outreach programmes by taking regulatory

“The agreed roadmap will be a game-changer, expediting long-standing key reforms.” – Sharon Sichilongo, BARRA Executive Director

discussions and business support initiatives to the grassroots in local communities.

Other areas of collaborations will include some of the annual activities organised by the two institutions such as the Regulators’ Forum organised by the BARRA and the Private Sector Day organised by the PPDF, both of which serve as crucial platforms for dialogue and policy engagement.

BARRA Executive Director Sharon Sichilongo expressed confidence that the agreed roadmap would be a game-changer, expediting long-standing key reforms. Meanwhile, PPDF Senior Analyst/

Researcher Elita Mwenda, representing Director General Andrew Chipwende, stated that the collaboration between the two institutions would allow them to refine their expertise and accelerate the achievement of their objectives.

The MoU serves as a framework for enhanced cooperation between BARRA and PPDF, facilitating the sharing of information on regulatory challenges and interventions affecting businesses at district and national levels. By aligning their efforts, BARRA and PPDF are poised to drive meaningful reforms that will enhance Zambia’s business landscape, attract investment, and promote sustainable economic growth. The successful implementation of this MoU will not only streamline regulatory processes but also create a more transparent and predictable business environment, benefiting enterprises across the country.

ENHANCED TRANSPORT POLICY FOR IMPROVED FLEET MANAGEMENT

The Business Regulatory Review Agency (BRRA) has undertaken a comprehensive review of its Transport Policy and Procedures to strengthen the management of the Agency's motor vehicle fleet.

BRRRA Director for Business Facilitation, David Simon Banda emphasized that the revised Policy is intended to enhance efficiency, transparency and accountability in the utilization of the Agency's vehicles.

Mr. Banda said the review aligns the Transport Policy with the 2019 Fleet Management Policy and the BRRA's 2022-2026 Strategic Plan, both of which serve as critical guiding documents for the Agency's operations.

The revised Policy establishes clear principles and procedures for the effective use, maintenance and disposal of the Agency's fleet, ensuring that vehicles are utilized



BRRA Director, Business Facilitation Mr. David S. Banda

optimally and cost-effectively.

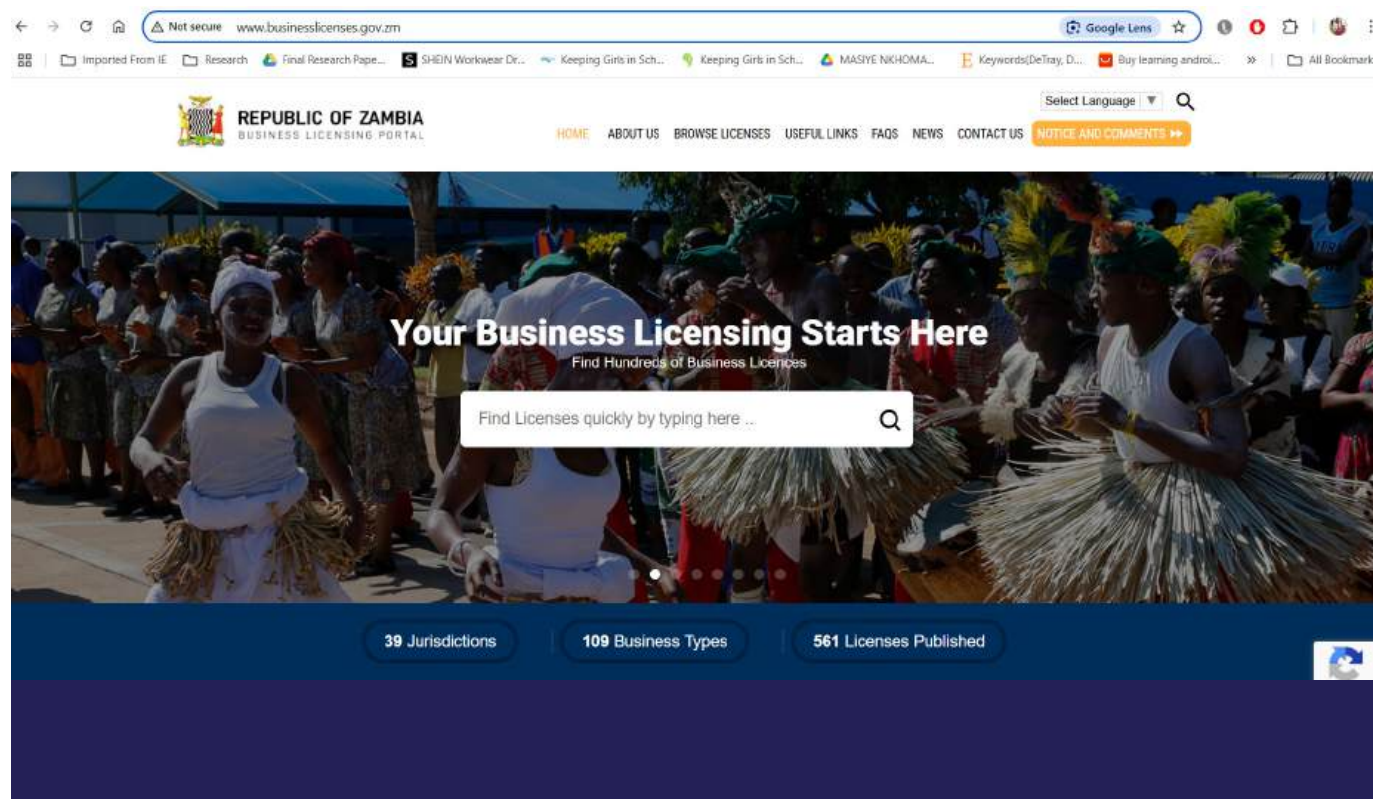
The review process was conducted with the valuable support of the Ministry of Transport and Logistics and the Ministry of Commerce, Trade and Industry. Mr. Banda ex-

pressed gratitude to officers from both ministries for their insightful contributions, which played a crucial role in developing a robust and practical framework for fleet management.



Participants during the validation of the Transport Policy and Procedures

THE ELECTRONIC REGISTRY (e – REGISTRY)



The Business Regulatory Review Agency (BRRRA) is mandated to maintain and update the e-Registry. The e-Registry is a centralized database that provides information on ensuing licenses, permits, certificates, authorisations and regulations, including formalities that businesses have to comply with in order to obtain the licenses.

The main purpose of the e-Registry is to provide easy access to exhaustive information about business licensing in Zambia. Therefore, if you intend to start a business and don't know how to go about it, visit the e-Registry at <http://www.businesslicenses.gov.zm/> and you will be able to get all the information you need.

The objectives of the e-Registry are to:

- Provide easy access to exhaustive information about business regulation and licensing
- provide legal security and certainty by ensuring that only those business regulation licences, permits, certificates

and authorisations published in the e-registry have legal effect, validity and enforceability as far as business activities are concerned.

You can also find the following information on the e-registry:

- Texts of relevant laws and subsidiary legislation on business regulation
- Name of the title of the business licence
- Licence period of validity
- License fees
- Downloadable application forms and

- Contacts of issuing agencies

Although the e-Registry is currently undergoing upgrades to ensure better performance and improved user experience, it remains accessible and continues to provide exhaustive business regulatory information.

DID YOU KNOW? CORNER

DID YOU KNOW THAT

The Business Regulatory Review Agency has eleven functions as outlined in Section 14 of the Business Regulatory (Amendment) Act No. 14 of 2018. The tenth function is to design an annual action plan for the implementation of regulatory services centres and a single licensing system and oversee and coordinate the implementation of the action plan.

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