



BRR monitoring team with officials from Kazungula Town Council



BORDER LOCAL AUTHORITIES ADHERING TO BORDER MANAGEMENT SYSTEM

The Business Regulatory Review Agency (BRR) has successfully completed its quarterly review of the business regulatory environment. The business monitoring was conducted in the border towns of Sesheke and Kazungula Districts.

A key focus of the engagement was assessing how the Local Authorities in the named districts were implementing the Border Management System, particularly regarding the collection of levies through the Zambia Revenue Authority (ZRA) ASYCUDA World portal. This system is aimed at reducing the cost of doing business while ensuring that levy collection processes are efficient and non-burdensome to businesses.

In Sesheke District, the BRR team

met with the Council Secretary, Emmanuel Lukupwa and his team who informed the monitoring team that ZRA was collecting truck levies on their behalf. In Kazungula, the Council Secretary, Lubinda Mwala highlighted the Council's Memorandum of Understanding with ZRA to implement a One-Stop Shop Single Payment System. This initiative supports the Border Man-

**JUNE 2025 BRR
NEWSLETTER**

IN THIS ISSUE

**SINGLE LICENSING SYSTEM:
WHAT IS IT AND WHERE ARE WE?**

Page 3

**MCTI ONE STOP SHOP SHINES
AT AFRICA PUBLIC SERVICE DAY
COMMEMORATION**



Page 4



BRRR monitoring team with officials from Sesheke Town Council

stakeholders that the BRRR was already working on several key regulatory reforms aimed at reducing the cost of doing business and eliminating bureaucratic bottlenecks that hinder growth.

Insights gathered during the monitoring exercise will inform the BRRR's ongoing business licensing reform agenda, ensuring that the voices of local businesses are reflected in national policy.

Mrs. Sichilongo has emphasized the crucial role that public bodies play in regulating the business environment within their respective jurisdictions and reaffirmed the BRRR's commitment to partnering with local authorities and regulatory bodies to implement practical and effective solutions that promote a streamlined, inclusive, and conducive business regulatory environment across the country.

agement System and is designed to streamline revenue collection and reduce regulatory hurdles for businesses operating in the area.

During the engagements with the local authorities, BRRR Executive Director, Sharon Sichilongo stressed the importance of the Border Management System and the need to reduce the number of regulatory agencies operating from the borders so as to avoid delays for goods in transit.

While in the two districts, the BRRR monitoring team also engaged various stakeholders including leaders and members of Chambers of Commerce and Industry, Business Associations, and other private sector actors who shared challenges they face in doing business.

Mrs. Sichilongo noted that the private sector in both Sesheke and Kazungula Districts face significant regulatory challenges that require urgent attention and collaborative efforts among regulatory agencies and Ministries. She assured the



BRRR consultation meeting with Kazungula District stakeholders



BRRR consultation meeting with Sesheke District stakeholders

SINGLE LICENSING SYSTEM: WHAT IS IT AND WHERE ARE WE?

The Single Licensing System (SLS), as defined in the Business Regulatory Act, means a licensing system designed to facilitate compliance with multiple licensing requirements by multiple regulatory bodies through a single regulatory point or a Regulatory Services Center.

In other words, the SLS is an integrated and streamlined approach to processing and issuing all necessary licenses and permits for businesses operating within a given sector or subsector. Frequently implemented through digital platforms, the SLS supports e-governance, minimizes paperwork and enhances efficiency in the licensing process.

So far, the licences have been reduced to twelve following abolishment of two retention licences for Tourism Enterprise and Grading of Accommodation licences as per reform recommendations.

The adoption of the SLS aligns with the national digital transformation agenda which aims among others, to digitalise public services, improve inter-agency coordination and enhance the ease of doing business. It also promotes transparency and regulatory consistency across sectors, thereby improving the overall business climate. By simplifying and harmonizing the approval process, the SLS significantly reduces the time and cost associated with starting or expanding a business.

Government through the Business Regulatory Review Agency has been piloting the SLS in the Tour-

ism Sector, with a focus on the accommodation sub-sector. The system covered fourteen licences under six participating Regulatory Agency namely: Patents Agency, Companies Registration Agency, Zambia Tourism Agency, Zambia Revenue Authority, Zambia Development Agency, Livingstone City Council and Department of Tourism. So far, the licences have been reduced to twelve following abolishment of two retention licences for Tourism Enterprise and Grading of Accommodation licences as per reform recommendations.

While notable progress has been made, implementation of the Single Licensing System in the Tourism Sector has not been rolled out as planned due to some unanticipated challenges like the delayed revision of the Tourism and Hospitality Act No. 13 of 2015.

Beyond the Tourism Sector, a significant milestone in SLS was reached in 2024 following the successful implementation of the Energy Single Licensing System (ESLS) for the electricity sub-sector, under the Energy Regulation Board. During the period 1st April to 30th June 2025, eighty-two Energy Licenses and sixteen Construction Permits in the petroleum, electricity and renewable energy sub-sectors were approved through the Ener-

gy Single Licensing System (ESLS).

The approved licenses cover a broad range of energy related activities, including renewable energy generating services, distribution, import, export of petroleum products, retail of liquefied Petroleum Gas, lubricant related operations and electricity trading.

The implementation of Single Licensing Systems continues to demonstrate tangible benefits as it reduces bureaucracy, enhances service delivery, lowers the cost of doing business and fosters transparency and accountability.

As Zambia continues to pursue regulatory reforms and digital transformation, the SLS remains a cornerstone in building a responsive,

The implementation of Single Licensing Systems continues to demonstrate tangible benefits as it reduces bureaucracy, enhances service delivery, lowers the cost of doing business and fosters transparency and accountability.

efficient and business-supportive public administration.

MCTI ONE STOP SHOP SHINES AT AFRICA PUBLIC SERVICE DAY COMMEMORATION



MCTI Permanent Secretaries (seated 4th and 5th from left) PS - Commerce and Trade Lilian Bwalya and PS - Investment and Industrialization Crusivia Hichikumba pose with some Executive Directors and officers under the Ministry.

The Ministry of Commerce, Trade and Industry (MCTI) and its statutory bodies emerged as top performers at the 2025 Africa Public Service Day (APSD) commemorations held in Lusaka. The Ministry's innovative One Stop Shop model was recognised with two awards: First Prize for Best Legal and Structural Reforms and Second Prize for Best Exhibitor.

These accolades serve as a strong endorsement of the Ministry's commitment to improving public service delivery through collaborative, integrated approaches. The One Stop Shop model, which consolidates the services of the Ministry and its statutory bodies under a single roof, has significantly enhanced efficiency and accessibility, delivering people-centred services that meet the evolving needs of businesses and citizens alike.

The recognition received at APSD 2025 reflects not only the Ministry's reform efforts but also its steadfast commitment to innovation and service excellence in the public sector.

Africa Public Service Day is commemorated annually on 23rd June to honour the contributions of public servants and to promote

innovation, excellence and accountability in public administration across the continent. The 2025

commemoration was held under the theme:



BRRA staff (L-R) Personal Assistant- Susan Phiri, Executive Director-Sharon Sichilongo and Senior Public Relations Officer- Masiye Mulenga



The two awards won by the Ministry of Commerce, Trade and Industry

“Enhancing the Agility and Resilience of Public Institutions to Achieve Equitable Governance and Rapidly Address Historical Service Delivery Gaps.”

This theme highlighted the critical role of adaptive, inclusive and responsive public service systems in driving sustainable development and equitable governance.

As part of the national commemorations, a series of exhibitions were held from 26th to 29th June 2025 at the Piazza, East Park Mall in Lusaka. The Business Regulatory Review Agency (BRRA), one of MCTT’s statutory bodies, took the opportunity to showcase its ongoing regulatory reforms. In line with the theme, the BRRA highlighted initiatives aimed at streamlining regulatory frameworks, reducing the cost of doing business, and creating a more predictable, business-friendly environment across the country.

The recognition received at APSD 2025 reflects not only the Ministry’s reform efforts but also its steadfast commitment to innovation and service excellence in the public sector. These achievements reinforce the importance of cross-agency collaboration and the power of citizen-centred service delivery in building resilient public institutions.

DID YOU KNOW? CORNER

DID YOU KNOW THAT

According to the Business Regulatory Act No. 3 of 2014, a licensing system shall only be established if it does not overly add to the administrative cost of the public body or regulatory agency concerned.

Writer

Masiye Mwanza Mulenga – Senior Public Relations Officer

Thelma Musonda – Senior Regulatory Impact Assessment Analyst

**Business Regulatory Review Agency, Plot No. 2251
Corner of Fairley and Jacaranda Roads
Ridgeway - Lusaka
Telephone: +260 211 259 165 Email: info@brra.org.zm
<http://www.brra.org.zm/>**