



General Authority for Investment

One - Stop - Shop

The Egyptian experience





OSS is one of a twelve sectors of GAFI
which is assigned to perform services for Investors whether
establishment services or post - establishment services.

Outline of the presentation

1. The idea Of the One Stop Shop.
2. The Definition of OSS and its objectives.
3. Genesis of the One- Stop- Shop.
4. Scope of delegation for the ministries representatives.
5. One Stop Shop branches.
6. Services offered through OSS.
7. The development of OSS Services & Results.
8. Evaluation of the OSS experience locally and globally.
9. Future ambitions.

1.The idea Of the One Stop Shop

The **idea** of creating One- Stop- Shop for investors services dated back to **2001** when a **practical survey** has been undertaken by **GAFI** about **business licensing in Egypt** which indicated the following :

- ⊙ **The number of ministries that participate in business licensing is 22 ministry.**
- ⊙ **The number of governmental and entities that participate in business licensing is 78 entities.**
- ⊙ **The number of the required services for all investors is 349 services.**
- ⊙ **The investment climate suffered from the following :**
 1. **Numerous entities are involved in business licensing in Egypt .**
 2. **The Complication of the managerial procedures.**
 3. **There is some conflict between different entities.**
 4. **The long period to get the different approvals permits , licenses.**

1.The idea Of the One Stop Shop

The outcomes of the survey had been discussed at the Cabinet in 2001 that approved on the following decisions :

- ◎ **To set up One – Stop – Shop .**
- ◎ **GAFI is assigned as the managerial authority responsible for carrying out business licensing through getting the required permits, licenses, and approvals from related entities in behalf of investors.**
- ◎ **To establish One- Stop- Shop in each branch of GAFI.**
- ◎ **Investment –related ministries have to have delegated representative to perform the required service.**
- ◎ **To set up One- Stop- Shop in each of seven economic region and in new urban communities .**

2. The Definition of OSS and its objectives

- ⊙ **OSS is one of a twelve sectors of GAFI which is assigned to perform services for Investors whether establishment services or post - establishment services.**
- ⊙ **The main objectives of OSS are as follow :-**
 1. **Assembling all Governmental entities in one place in order to give Approvals, Permits and Licenses which are required to set up, establish and run firms.**
 2. **Providing convenient and integrated investment services, and developing these services continuously.**
 3. **Solving problems that face investors and facilitating the governmental procedures to improve the investment climate and to gain the investors satisfaction .**

3. Genesis of the One- Stop- Shop

- © **In 15/4/2002 presidential decree 79/2002 established OSS in GAFI as well as its branches in governorates and the new urban communities.**
- © **In 16/4/2002 the prime minister's decree 636/2002 organized the work of OSS and created a system of delegation and liaison officers for ministries and other affiliated entities in OSS.**
- © **In 9/1/2003 One Stop Shop was launched in a temporary office in 9 Adly st.**
- © **In 29/12/2004 OSS was moved to its permanent location in Salah Salem st., Cairo.**
- © **In 11/4/2005 Cairo branch of OSS was launched to serve all governorates .**

4. Scope of delegation for the ministries representatives

Scope of delegation

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graph TD; A[Scope of delegation] --> B[Delegate]; A --> C[liaison officer];
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Delegate

⊙ **Having the authority to Finalize and approve any procedures, documents and contracts on behalf of their official entities .**

liaison officer

- ⊙ **Receiving investor's requests and its related documents, and fees required for investment services.**
- ⊙ **Forward those requests to his entity and following up its achievement.**
- ⊙ **Delivering the required service to the investors at OSS.**

5. One stop shop branches



5. One stop shop branches

Currently there are 5 branches of OSS in addition to the headquarters in Cairo (Ismailia, Assiut, Alexandria governorates and the newly opened branch in Tenth of Ramada city and 6 of October)

- ⊙ **In 9/1/2003 Ismailia branch of OSS was launched to serve Ismailia, Port Said, Suez, North of Sinai and South of Sinai governorates, the authorities were delegated to the head of the branch according to decree no. 4939/2005.**
- ⊙ **In 23/9/2003 Asuit branch of OSS was launched to serve ((Assiut , Mainya, Sohag, Kena ,Luxor, Aswan and Elwadi Elgeded governorates)), the authorities were delegated to the head of the branch according to decree no.698 /2006.**
- ⊙ **In 10/7/2005 Alexandria branch of OSS was launched to serve Alexandria, Bohera, and Marsa- matroh governorates , the authorities were delegated to the head of the branch according to decree no. 3910/2005.**
- ⊙ **In 3/9/2013 10th of Ramadan branch of OSS was launched to serve Sharkeiya governorate.**

5. One stop shop branches

⊙ Number of the official Entities representatives at the One – Stop – Shop branches:

Tenth of Ramada		Assiut		Ismailia		Alexandria		Cairo		Branch
6		8		13		29		43		No. of entities
Liaison officer	delegate	Liaison officer	delegate	Liaison officer	delegate	Liaison officer	delegate	Liaison officer	delegate	Type of representation
0	5	2	6	4	9	14	15	29	14	No. of entities

6. Services offered through OSS

Physical structure of services halls in OSS headquarters

Reception
Office

Hall no.1
Establishment

Hall no.2
Post
Establishment

Ground floor

First Floor

Second Floor



6. Services offered through OSS

1. Ground floor : Reception office Services:

- Providing information on GAFI's services concerning establishing & post establishing phase (Reception Office, Advice office) and Receiving investors complaints.

2. First floor : Hall no.1 Establishment services

- Establishing companies according to law no. 8/1997 & law no. 159/1981.

3. Second floor : Hall no.2 Post Establishment services

- Services provided by OSS (legal, technical, and governmental Services).
- Services provided by the external authorities joined to One stop Shop .

6. Services offered through OSS

Post Establishment services like :

- ⊙ **Ratifying the meeting minutes for :**
 1. **Board of director.**
 2. **general assemblies.**
- ⊙ **legal amendments for companies.**
- ⊙ **Residence Permits.**
- ⊙ **Work Permits.**
- ⊙ **Opening Representative Offices.**
- ⊙ **Foreign Company Branch.**
- ⊙ **Giving recommendations to Custom duties & others.**
- ⊙ **Ratifying importing and exporting invoices.**

6. Services offered through OSS

External authorities services like :

The provided Services	Entities	No.
Ratifying company's establishment contract and its legal amendments.	lawyers syndicate	1
Notarization of company's contract and commercial books.	Notary Public Office	2
Registering new companies in the commercial registry office – renew commercial Registry – registering foreign Companies Branches – providing copies of commercial registry.	Commercial Registry	3
Opening taxes files and issuing tax card.	Investment Tax Office	4
Approval of setting up an industrial enterprises– registering companies in industrial registry	Industrial Development Authority.	5
Registration in sales taxes organization - receiving examination requests and settlement - refund of sales taxes	Sales taxes office	6



OSS continuously develop its services

in order to simplify the procedures of those services and

make it easier for the investor

the next slides will put spot on these efforts.

7. The development of OSS services & results

- ① **Unifying the location & system of establishment procedures for all companies under Law no. 8/1997 and Law no. 159/1981.**
- ② **Applying a central payment system into a single bank window transaction inside the One Stop Shop so the investor pay once for 7 entities involved in the establishment process.**
- ③ **Setup follow-up department where the file officer is responsible of carrying out the establishment procedures on behalf of the investor.**
- ④ **Computerizing of establishment contracts form instead of manual printing forms.**
- ⑤ **Reducing the minimum limits of capital required to establish limited liability Company to be according to partner's agreement.**
- ⑥ **Activate the e-registration service through GAFI website since March 2010.**
- ⑦ **Activating decentralization approach through geographical existence of GAFI's branches in various governorates and increasing of delegations OSS' s branches heads.**
- ⑧ **Automation of tax card issued by the Egyptian tax office.**
- ⑨ **Preparing procedures guide that includes all services provided by OSS , the procedures, documents, fees, and the time period required to presenting these services.**

7. The development of OSS services & results

- ⊙ **Preparing the guide of external entities represented in OSS, like investor manual, that contains all services provided by each entity, documents, procedures, and fees required to each service.**
- ⊙ **Simplifying the procedures of registry of foreign corporation's branches that leads to reduce the period of achieving this service.**
- ⊙ **Launching a unit for small and medium- enterprises in both of OSS headquarter in Cairo and its branch in Alex .**
- ⊙ **Minimizing the period of registration of representation offices to only (24) hours instead of 40-60 days before.**
- ⊙ **Reduction in issuance of the commercial registry time from 5 days to be issued within 2 hours in all the OSS branches in electronic printing format.**
- ⊙ **Automation of passport office to issue automated passports and electronic residence.**
- ⊙ **Automate the system of entering data in public notary office in addition to issuance computerized power of attorney.**
- ⊙ **Linking the represented entities to their main data base.**

7. The development of OSS services & results

- ⊙ **The period of companies establishment dropped from 14-55 days to three days as a maximum limit.**
- ⊙ **Reduction in tax card issuance service time from 15 – 21 days to be issued within 24 hours .**
- ⊙ **Ending the procedures of ratifying the board meeting minutes and the meeting minutes of ordinary general assemblies in the same day instead of five days before.**
- ⊙ **Some services delivered in the same day instead of 5 days previously.**
- ⊙ **some services have been simplified from 19 steps to only 3 steps.**

8. Evaluation of the OSS experience locally and globally

First: locally

- © In 2006 the OSS's sector won the second prize in a competition held by the ministry of State for Administrative development "the best governmental window provide service to people".
- © In 2007 the OSS's Alexandria branch won the second prize in a competition held by the ministry of State for Administrative development" the best governmental window provide service to people.
- © In 2008 the OSS's Ismailia branch won the second prize in a competition held by the ministry of State for Administrative development" the best governmental window provide service to people.
- © In 2009 the OSS's head quarter in Cairo won the prize of" performance improvement in governmental service window" held by the ministry of State for Administrative development.

Second: globally

- © EGYPT is declared to be the top reformer country in the "Doing Business report - 2008" issued by the world bank and keep being a member of the best reformers club in DB report 2009 and 2010

8. Evaluation of the OSS experience locally and globally

- ⊙ **The world bank conducted a case study research on the Egyptian experience in setting up and running the one - stop - shop and commented as follow**

“ It is going to be taught in other countries so that they learn from the Egyptian example. It is structured in a way that the people who are being taught this would put themselves in your place and consider how to design the one-stop shop ”

- ⊙ **The world bank held two workshops in Abu Dhabi and Cairo to discuss the Egyptian experience in the one stop shop .**
- ⊙ **A number of countries has asked Egypt's help in order to establish a one stop shop . So Egypt shared in transferring its experience in this regard to the following countries :**
 - ⊙ **Arab countries : Yemen ,Syria ,Sudan, Libya and Iraq.**
 - ⊙ **African countries : Nigeria , Botswana , Mali , and Kenya.**



Thank you

Welcome to your inquiries