Zimbabwe Investment Facilitation: Introduction to Digital Government Service Design

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⬜⬜⬜ : 2 4⬜ 2025

⬜⬜ :		Workshop
⬜⬜ :		Harare, Zimbabwe
⬜⬜ :		3 4⬜ 2025 to 4 4⬜ 2025
⬜⬜ :		2 Days
⬜⬜⬜ :		Decentralize Cooperation Programme
⬜⬜ :		https://unitar.org/
⬜⬜ :		US$0.00
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⬜⬜ :		UNCTAD

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Digital Government Academy. UNCTAD-UNITAR. Project "Zimbabwe Investment Facilitation".

UNCTAD - EU - ACP Agreement on supporting the Government of Zimbabwe to facilitate investment (Zimbabwe Investment Facilitation Project).

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The objective of the Workshop is to collaboratively design a prototype of what an online service could look like that would allow investors to register simultaneously with Registrar of Companies (business registration), ZIMRA (tax registration), NSSA (employer registration), City council (business license), ZIDA (investor license), and other mandatory registries to operate lawfully in Zimbabwe.

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eRegistrations platform, to develop - without using any computer code, the online screens allowing applicants to submit their application and the concerned administrations to process the applications

GDB (Generic Database Builder) to create the necessary online registries/databases

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Define the services that must be included in the online service prototype and for each service we review and identify:

[Regulations and procedure](#)

Necessary information for each mandatory registration: name of the obligation, entity in charge, subjects, result, requirements (data, documents, fees)

if we'll need to develop one or various services? Initial registration, consultation, modification, deletion (CRUD)

Information that must be stored in the registries, required information and statistics

Design the prototype of the service

Create the applicant file (guide, form, payment, send page)

Create electronic certificates

Create the registry(ies)

Take into account all specific cases (filters/conditions/determinants)

Create the processing/back office screens and processes (review of applicant file, physical inspection, approval, etc.)

Create web services to send the applicant data to the registries and to exchange/control data with external registries

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Public servants