

investSA
ONE STOP SHOP

**EASE OF DOING BUSINESS &
ONE STOP SHOP IMPLEMENTATION**
18 FEBRUARY 2020



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INVESTMENT SERVICES

- **Investment South Africa's provides the following services to investors:**

Investment Information

- Economic Environment
- Regulatory Environment
- Legal Environment & Compliance
- Industrial Development & Financial Support
- Investment Guides

Investment Facilitation

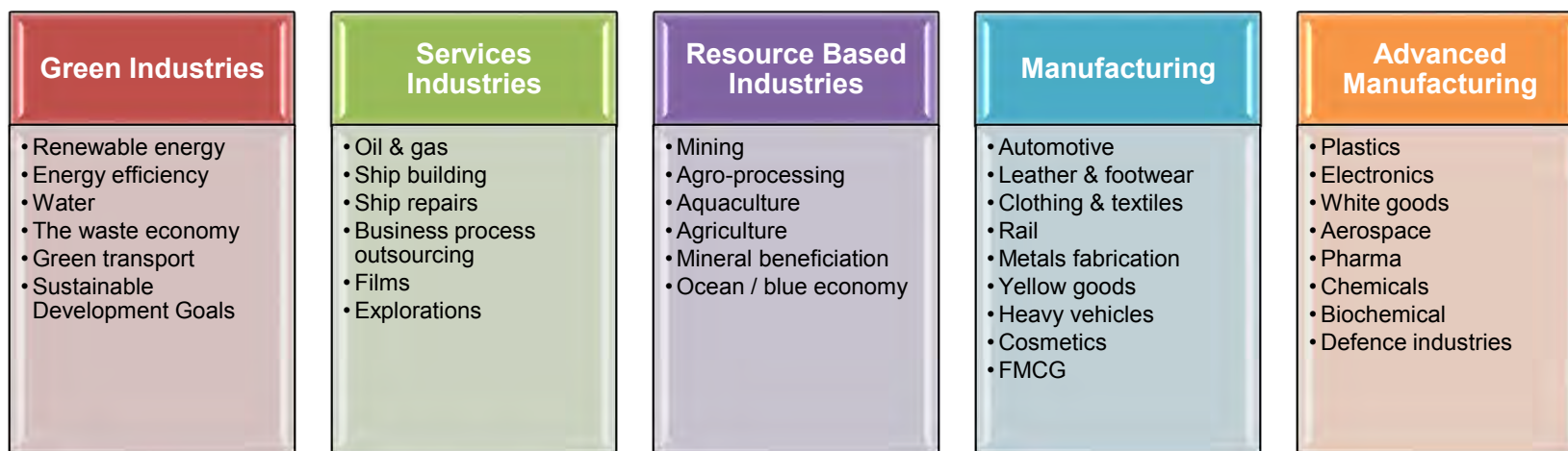
- Inter-governmental coordination and facilitation
- Licencing, company registrations and work permits
- Municipal facilitation
- Incentives facilitation
- Location analysis and facilitation
- Critical infrastructure and utilities
- Broad Based Black Economic Empowerment (BBBEE) Facilitation
- Mediation and Arbitration
- Introduction to financial institutions and funding opportunities
- Priority sectors, designation and localisation
- Site visits and Business to Business Programs
- Partnerships with Stakeholders
- Company verifications
- Enterprise and supplier development
- Introduction to raw materials suppliers
- Advice and customs clearing
- Investment promotion and international investment missions
- Facilitation by **the dti** representatives abroad

Aftercare Services

- Advice on recruitment, talent & skills
- Advice on lifestyle amenities e.g location of housing, schools etc.
- Policy Advocacy
- Investor Surveys
- Business Forums and Investment Roundtables
- Retention & Expansion Services



SECTOR FOCUS



INVESTMENT RELATIONSHIP



EASE OF DOING BUSINESS

INTRODUCTION

- To improve South Africa's investment climate and ease of doing business to position 50, as per the President's State of the Nation Address within the next 2 years by 2021.
- Improve South Africa's rankings, SA currently ranked 84. In 2006 SA was ranked in the top 30.
- Improve government business processes and turnaround times through automation so government can ultimately move to becoming e-government in keeping pace with global trends & practices over the next 5 years.

	Ranking	DB Score
2015	43	63.92
2016	73	65.11
2017	74	64.97
2018	82	64.89
2019	82	65.3
2020	84	65.4

EASE OF DOING BUSINESS

PROBLEM STATEMENT

- President Cyril Ramaphosa, in his 2018 SONA, committed to move South Africa to 50th position on the World Bank Doing Business Survey over the course of the next 3 years, which requires government wide collaboration.
- Of concern is that over the last 10 years South Africa has declined 50 places. South Africa is currently ranked 84.
- Improving South Africa's Doing Business performance is key to strengthening the country's investment performance, as annual DB results are used to position and market investment attractiveness to potential investors. Notably, DB results are also used by international credit rating agencies to benchmark the strength of a country's investment and business regulatory reforms and overall investment climate.



EASE OF DOING BUSINESS

The **11 areas of business regulation** measured by *Doing Business* affect firms throughout their life cycle



EASE OF DOING BUSINESS

HOW ARE THE RANKINGS DETERMINED

Economies are ranked on their ease of doing business, from 1–190. A high ease of doing business ranking means the regulatory environment is more conducive to the starting and operation of a local firm. The rankings are determined by sorting the aggregate scores on 10 topics, each consisting of several indicators, giving equal weight to each topic. The rankings for the 190 economies are benchmarked to May 2019.

Rankings are determined based on results of a survey undertaken by respondents per indicator.

Doing Business Score vs Rankings

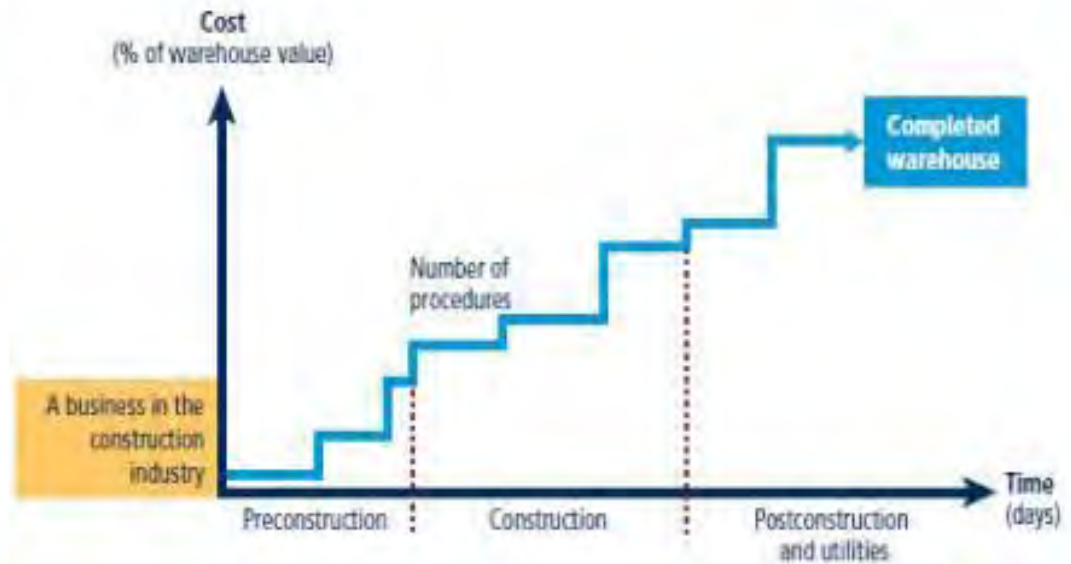
Rankings are determined relative to what other countries have implemented reforms

Doing Business score previously known as Distance to Frontier (DTF) more accurate and stable.



EASE OF DOING BUSINESS

WHAT DOES DOING BUSINESS MEASURE?



EASE OF DOING BUSINESS

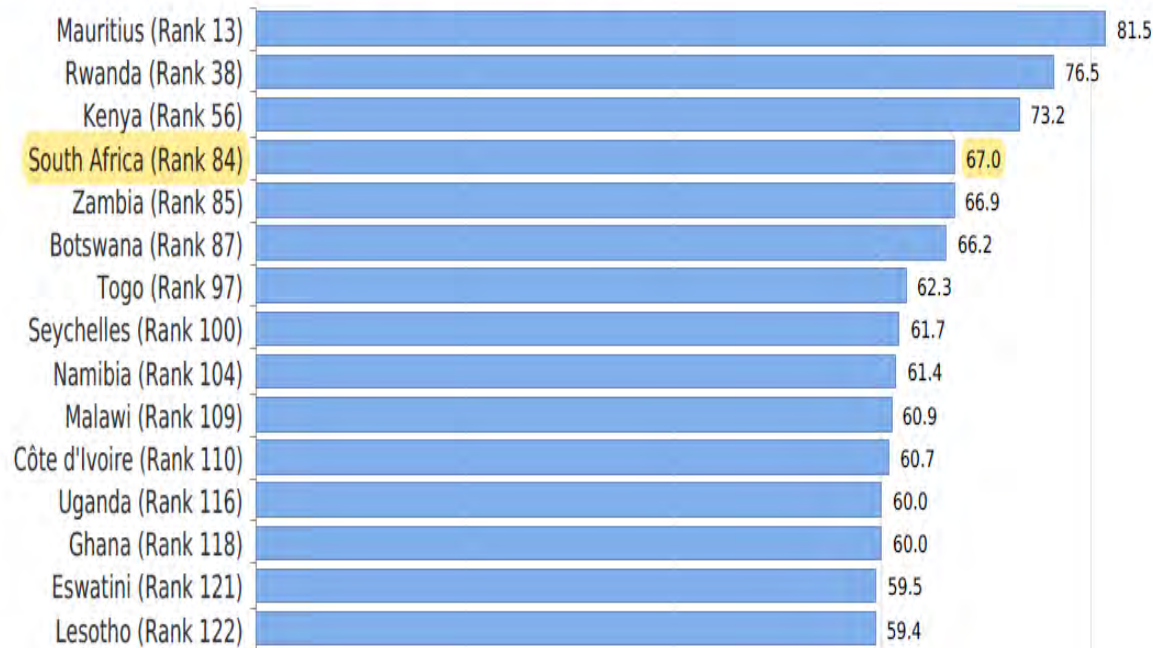
COMMON FEATURES OF SUCCESSFUL REFORMERS



EASE OF DOING BUSINESS

SOUTH AFRICA IS AMONG THE TOP PERFORMING ECONOMIES IN SUB-SAHARAN AFRICA BUT IS LOSING GROUND AGAINST MAURITIUS, RWANDA AND KENYA BOTH IN TERMS OF RANKING AND DTF.

How economies in Sub-Saharan Africa rank on the ease of doing business



EASE OF DOING BUSINESS

SA'S RANKINGS ON EASE OF DOING BUSINESS INDICATORS

Ranking is volatile but Distance to Frontier is a more objective indication of SA's performance

Indicator(s)	2017		2018		2019		2020	
	DB Ranking (1-190)	DTF (0-100)	DB Ranking	DTF	DB Ranking	DTF	DB Ranking	DTF
Overall	74	67	82	66.7	82	65.3	84	65.4
1. Starting a Business	131	80.47	136	79.97	134	81.22	139	81.2
2. Paying Taxes	51	81.09	46	80.02	46	81.13	54	81.2
3. Registering Property	105	59.03	107	58.43	106	59.32	108	59.5
4. Trading Across Borders	139	58.01	147	58.01	143	59.64	145	59.6
5. Dealing with Construction Permits	99	68.21	94	67.53	96	68.25	98	68.3
6. Resolving Insolvency	50	57.94	55	57.59	66	54.49	68	54.6
7. Getting Electricity	111	60	112	63.21	109	68.79	114	68.8
8. Protecting Minority Investors	22	70	24	70	23	73.33	13	80
9. Getting Credit	62	65.2	68	60	73	60	80	60
10. Enforcing Contracts	113	54.1	115	54.1	115	54.1	102	56.9

EASE OF DOING BUSINESS

TECHNICAL WORKING GROUPS (TWGs)

Indicator	Actions required	Responsible entities
Starting a Business	The CIPC launched the Biz Portal which integrates the registration processes of the CIPC, UIF, and Compensation Fund. The Biz Portal reduces the time and number of procedures in starting a business.	Dti/CIPC ✓ Dept of Labour ✓ Pilot Roll Out in Nov 2019
Registering a Property	EDRS Bill signed 27 September 2019. DG DRDLR to mandate the Chief Registrar Deeds and Surveyor General to accelerate implementation of process optimisation and e-lodgement in current FY.	Dept of Rural Development & Land Reform/ Office of the Chief Registrar Deeds. X To plan for e-lodgement City of Joburg X To launch e-rates clearance Conveyancers X
Paying Taxes	Reduce time taken to get a VAT refund. Ongoing training of SARS staff to improve customer experience. Ongoing improvement of SARS website and communication.	SARS ✓
Trading Across Borders	Requires participation from Department of Home Affairs, Agriculture, SARS, SAPS, SABS, NRCS, Transnet. To create single border management structure and undertake joint inspections. Transnet to improve Durban Port logistics and extend rail links between JHB and Durban.	SARS ✓ Transnet X Transnet to improve Durban Port logistics and extend rail links between JHB and Durban.
Dealing with construction permits	Amendment of the National Building Regulations Establish national standard for obtaining a construction permit. Move to national online permitting system for obtaining a construction permit.	Dti X City of Joburg X CoJ to procure local service provider. Amend National building regulations

EASE OF DOING BUSINESS

IMPLEMENTATION PLAN – STARTING A BUSINESS

South Africa ranks 139th out of 190 economies on the Starting a business indicator. It takes 7 steps, 40 days and costs 0.2% of income per capita, and there is no paid-in min capital requirement

STARTING A BUSINESS

Current rank 139- future rank 9

Suggested Short- term Reforms (6 months - 8 months)	Suggested Medium- term to Long- term Reforms (8 months - 18 months) and (cumulative impact)
<ul style="list-style-type: none">• Eliminate paper based applications for business registration through communicating the benefits of using the online portal and registering at Banks• Eliminate the requirement for certified ID copies• Consider placing incomplete application forms 'on hold' for a limited period of time and allow the applicant to resolve the issue• Include SDL and VAT registration as part of online registration with CIPC• Reduce the number of days for UIF registration by introducing online registration processes that are user friendly	<ul style="list-style-type: none">• Introduce electronic registration at the Commissioner in Deference to the Compensation for Occupational Injuries and Disease Act• Introduce a single platform (inter face) for business registration by integrating the incorporation process with the registration for all taxes, the (2) Unemployment Insurance Fund, and the (3) Employees' Compensation Fund• Introduce a One Stop -Shop for business registration• Introduce electronic authentication

Implementing the above-mentioned short-term recommendations would drop South Africa's procedure count from 7 to 4, reduce days from 40 to 26, placing it in 68th place on the index. Implementing the medium and long term recommendations, would further reduce the procedures to 3, ranking to 9th position globally on this indicator.

EASE OF DOING BUSINESS

IMPLEMENTATION – STARTING A BUSINESS

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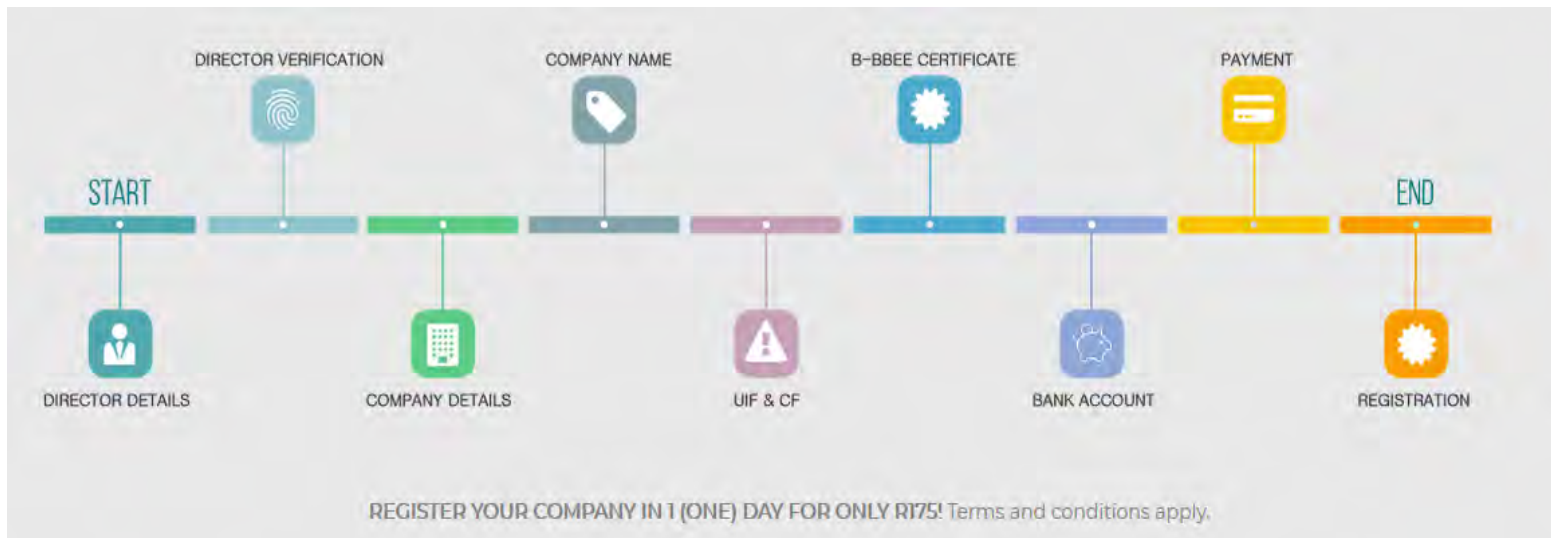
Indicator	Status	Message target	Impact
Starting a Business	Achieved	Paper -based applications have been eliminated for business registration	Fast, efficient process
	Achieved	Incomplete application forms are placed “on hold” for a limited time.	Incomplete entries dealt with efficiently
	Achieved	UIF and Compensation fund have introduced online registration. Registration within a day.	Time reduced to start a business
	Achieved	99% of applications submitted online to CIPC	Fast, efficient process
	Achieved	Obtain UIF and CF registration numbers	Reduces the amount of time spent verifying identity
	Achieved	CIPC authenticates online application with the Department of Home Affairs.	Reduces the amount of time spent verifying identity and no uploading of documents
	Achieved Test Launch in Oct	Biz Portal virtual one stop shop for business registration	A domestic company can register a business in 1 day, reducing the number of steps and time
	Achieved Test Launch in Oct	Company registration, domain name and tax registration, BBBEE certificate done in real time through an online platform	Streamlined approach to register a business in 1 day, reducing the number of steps and time
	Future	The Biz Portal allows for the verification of status of existing companies with partner regulators	Register a company in 1 day
	Achieved	Paper -based applications have been eliminated for business registration	Fast, efficient process
	Achieved	Incomplete application forms are placed “on hold” for a limited time.	Incomplete entries dealt with efficiently

BIZ PORTAL

- The Biz Portal, is a pilot-phase, single integrated company registration platform. This will allow entrepreneurs to:
 - Register a company
 - Obtain a tax registration number
 - Register a domain name
 - Obtain a B-BBEE Certificate
 - Register with the Compensation Fund
 - Register for UIF
 - Open a business bank account.

The Biz Portal soft launch took place in November 2019, and has since reduced the business registration time to less than one day.

Registration Process Flow



EASE OF DOING BUSINESS

STARTING A BUSINESS – Biz Portal makes headway for entrepreneurs registering a business

What's working

- The Biz Portal was launched in 2019 Q4, with great take-up.
 - This endeavour will see SA climbing through the ranks of Doing Business.
 - This innovation was made possible with CIPC, UIF, CF, SARS, and the Banks.

What's next

The Private Sector Professionals have yet to verify the old process versus the new process.

We have a potential of meeting the Top 50 ranking!

EASE OF DOING BUSINESS

IMPLEMENTATION PLAN – PAYING TAXES

South Africa ranks 54th globally out of 190 economies on the ease of Paying Taxes indicator. It takes 7 payments and 210 hours to comply with tax requirements in South Africa. The total tax rate is 29.2% of profit, while the country's score on the post-filing index is 60.8 out of 100 points.

PAYING TAXES

Current rank 54- future rank 25

Suggested Short- term Reforms (6 months - 8 months)	Suggested Medium- term to Long- term Reforms (8 months - 18 months) and (cumulative impact)
<ul style="list-style-type: none">• Enhance taxpayer perception and cost compliance surveys• Improve and promote the use of the institutional website, and increase taxpayer outreach• Continue to provide continuous training to SARS staff	<ul style="list-style-type: none">• Reduce the likelihood of VAT audits• Reduce the time taken to obtain a VAT refund• Initiate a mapping exercise to understand how cases are selected for an audit

Should SA implement the reforms its ranking would improve from 54 to 25 assuming other countries do not reform.

EASE OF DOING BUSINESS

ACHIEVEMENTS – PAYING TAXES

South Africa ranks 54th globally out of 190 economies on the ease of Paying Taxes indicator. It takes 7 payments and 210 hours to comply with tax requirements in South Africa. The total tax rate is 29.2% of profit, while the country's score on the post-filing index is 60.8 out of 100 points.

Indicator	Status	Message target	Impact
Paying Taxes	Achieved	Improved customer service	Improved awareness of turnaround times from SARS
	Achieved	Service charter published- when	Published standards for what the public can expect in terms of customer service
	Achieved	Updated website	
	Ongoing	Reduce time taken to obtain a VAT refund-	Bringing value to SME's
	Ongoing	Reduction of VAT audits	
	Ongoing	Continuous training provided to SARS staff through SARS learning academy	To improve SARS staff response to customer needs
	Ongoing	Simplification of Income Tax Act	To reorganise and logically sequence Income Tax Act for easy comprehension
	Ongoing	Focus groups on financial literacy	To promote understanding of Income Tax Act to SME's

EASE OF DOING BUSINESS

IMPLEMENTATION PLAN – REGISTERING A PROPERTY

South Africa ranks 108th out of 190 economies globally on the Registering Property indicator. It takes 7 steps, 23 days and costs 8.0% of property value to transfer a property in Johannesburg. On the quality of the land administration index, South Africa scores 15.5 out of possible 30 points.

REGISTERING A PROPERTY

Current rank 108- future rank 44

Suggested Short- term Reforms (6 months - 8 months)	Suggested Medium- term to Long- term Reforms (8 months - 18 months) and (cumulative impact)
<ul style="list-style-type: none">• Adopt electronic issuance of rates clearance certificates• Streamline and reduce other certification requirements• Streamline administrative processes at the Deed's office• Implement a specific and separate mechanism for filing complaints at the deeds registry• Increase transparency of the land administration with the wide publication of fee schedules, documents for registration and service standards online	<ul style="list-style-type: none">• Study the possibility to reduce the property transfer duty• Consider reducing the cost of professional bodies in the transfer process• Make it optional to use third parties during the property transfer process• Automate deeds registry records• Develop an integrated registry system for electronic registration (National Deed's Registry)

Should South Africa implement all of the above short-term recommendations, its procedure count on this indicator would drop to 4, days to 16, and its score on the quality index could increase by 1 point, placing the country in 74th position globally. Should South Africa implement all of the above mentioned medium and long term recommendations, its days would drop to 15, index could increase by 6.5 points and its ranking would **increase to 44th position globally**.

EASE OF DOING BUSINESS

ACHIEVEMENTS – REGISTERING A PROPERTY

South Africa ranks 108th out of 190 economies globally on the Registering Property indicator. It takes 7 steps, 23 days and costs 8.0% of property value to transfer a property in Johannesburg. On the quality of the land administration index, South Africa scores 15.5 out of possible 30 points.

Indicator	Status	Message target	Impact
Registering a property	Achieved	Service charter developed	Reduce time taken to register a property
	Achieved	Increased transparency and availability of information fee schedules, documents for registration and services.	Newly developed website provides relevant information to SA Citizens when registering property
	Achieved	COJ e-rates clearance IT solution completed at launch phase	Reduces cost and time for the issuance of a Rates Clearance Certificate
	Future	SA to develop an integrated registry system for electronic registration	Reduces number of steps, cost and time taken for registering property in SA

EASE OF DOING BUSINESS

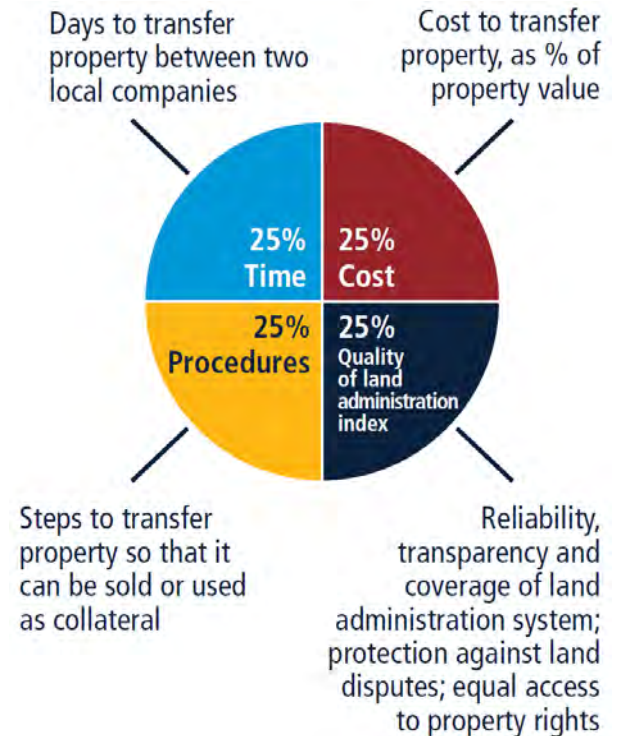
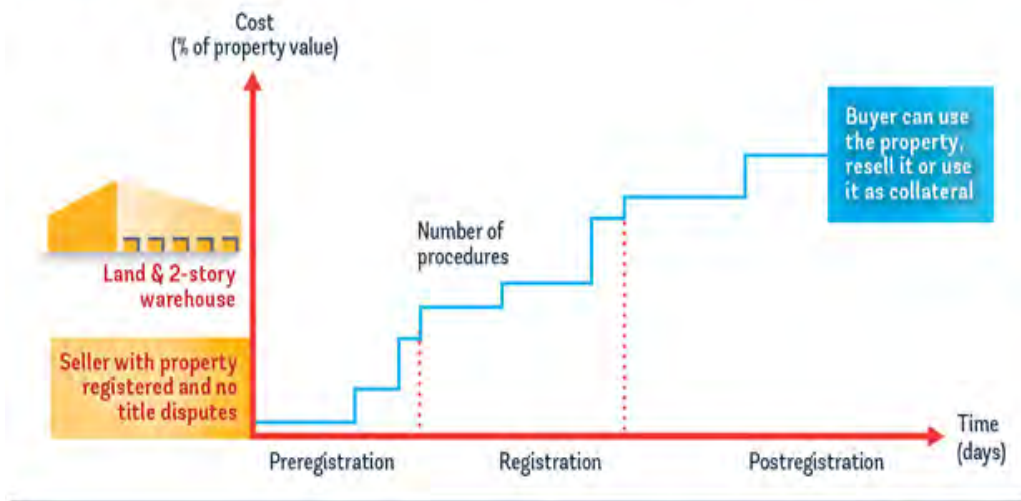
WHAT DOES REGISTERING A PROPERTY MEASURE?

The indicator measures the **transfer of a commercial warehouse** between **two domestic limited liability companies**

How is the indicator constructed?

Four sub-indicators

What are the time, cost and number of procedures required to transfer property between 2 local companies?



EASE OF DOING BUSINESS

RATES E-CLEARANCE – CITY OF JOHANNESBURG

Key Performance Area	Target	Who	How	Benefit
1. e-Clearances	1. 11 to 7 days	1. Lufuno Mashau	1. Pilot to 20 Conveyancers 2. Launch eClearance formally	1. Customer delight 2. Reduction of Turnaround times 3. Reduce traffic at Thuso House

What must CoJ Leadership do immediately?

1. Provide Deeds Office with access – verification link. Ticket resolution within 3 days through dedicated team from revenue.
2. A separate 'Helpdesk' email address will be created for support to the Conveyancers .
3. Pilot with 20 Conveyancers..
4. Launch e-Clearance to Conveyancers..
5. Measure daily..

EASE OF DOING BUSINESS

REGISTERING PROPERTY – DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM

Key Performance Area	Target	Who	How	Benefit
1. e-DRS	1. Launch Phase I	1. DG	1. Sign-off on Financials	1. Phase I will replace the Mainframe system only

What must the Deeds Office do?

1. Obtain sign-off on the Financials to go ahead with the e-DRS. Director General.

EASE OF DOING BUSINESS

REGISTERING A PROPERTY

The Chief Registrar of Deeds launched a Deeds Website thereby improving the quality of information to the citizens of South Africa

What's working

- The Deeds website makes a major contribution to the South African by providing them with useful information when buying and selling property.
 - Useful property transfer information.
 - Infographics on documents required and the process
 - Costs involved

What's next

Whilst the Deed Website is providing useful quality information, the e-DRS has to be implemented. Steps have to be taken to mobilise this.

EASE OF DOING BUSINESS

REGISTERING A PROPERTY

CoJ are producing results on Rates e-Clearance Certificates since November 2019

What's working

- CoJ launched the Rates eClearances in 2019 Q4, after experiencing security breaches in the CoJ network
 - Since November 2019, 5772 e-Clearance Certificates were issued with 98% within 24 hours
 - Ticket resolution within 3 days through a dedicated team

What's next

A launch to ~500 Conveyancers will be held on 11 February 2020.

Verification link to CoJ Deeds Office has to be provided

A separate 'Helpdesk' email to be created to support the Conveyancers.

Increase uptake of the system which is currently low.

EASE OF DOING BUSINESS

IMPLEMENTATION PLAN – TRADING ACROSS BORDERS

South Africa ranks 145th out of 190 economies globally on the Trading Across Borders indicator. For export, it takes 68 hours and costs \$55 for documentary compliance and 92 hours and \$1257 for border compliance. For import, it takes 36 hours and costs \$73 for documentary compliance and 87 hours and \$676 for border compliance.

TRADING ACROSS BORDERS

Current rank 145- future rank 88

Suggested Short- term Reforms (6 months - 8 months)	Suggested Medium- term to Long- term Reforms (8 months - 18 months) and (cumulative impact)
<ul style="list-style-type: none">• Create a single border management structure and under take joint inspections• Enhance the Preferred Trader Program• Adopt the new Customs Legislation	<ul style="list-style-type: none">• Improve logistics at Durban Port• Extend rail links bet ween Durban and Johannesburg (This would likely go beyond 18 months)

Should South Africa implement the short-term recommendations, the time under border compliance could drop from 92 to 70 hours in export procedures and from 144 to 100 hours in import procedures. Time measured under documentary compliance could be reduced from 68 to 50 hours in export procedures, and from 36 to 30 hours in import procedures. The country's ranking would go up form 145 position to 121st globally. Should the country implement all of the medium and long-term recommendations, the time measured under border compliance could reduce from 100 to 50 hours in export procedures, and from 144 to 80 hours in import procedures. Time measured under documentary compliance could be reduced from 68 to 36 hours in export procedures, and from 36 to 18 hours in import procedures. The country 's ranking on this indicator would have gone up from 145 position to 88th globally.

EASE OF DOING BUSINESS

ACHIEVEMENTS – TRADING ACROSS BORDERS

South Africa ranks 145th out of 190 economies globally on the Trading Across Borders indicator. For export, it takes 68 hours and costs \$55 for documentary compliance and 92 hours and \$1257 for border compliance. For import, it takes 36 hours and costs \$73 for documentary compliance and 87 hours and \$676 for border compliance.

Indicator	Status	Message target	Impact
Trading Across Borders	Achieved	Transnet port services fully automated	Reduces time, cost and procedures to import/export a vehicle
	Ongoing	Expanded Preferred Traders Programme	Risk based approach involving pre-screening of accredited enterprises to fast track customs clearance
	Future	Improved logistics at Durban port- logistics plan for Transnet	Reduces time, cost and procedures to import/export a vehicle
	Future	Extended rail links between Johannesburg and Durban	Reduces time, cost and procedures to import/export a vehicle
	Achieved	Cut off time reduced from 72 hours to 24 hours for pre-loading stacking vehicles to be at the port	Reduces time to import/export a vehicle
	Achieved	Queuing times measured from inside the port gate to the stack and not from outside the gate point of entry at port to discharge of goods	Reduces time to import/export a vehicle. Reduce time for offloading.
	Achieved	Transnet port services fully automated- what is the turnaround time. Which port services?	Reduces time, cost and procedures to import/export a vehicle

EASE OF DOING BUSINESS

IMPLEMENTATION PLAN – CONSTRUCTION PERMITS

South Africa ranks 98th out of 190 economies in the world on the ease of Dealing with Construction Permits indicator. It takes 20 steps, 155 days and costs 1.9% of warehouse value to build a warehouse. On the building control index, South Africa scores 12 out possible 15 points.

Dealing with Construction Permits

Current rank 98- future rank 7

Suggested Short- term Reforms (6 months - 8 months)	Suggested Medium- term to Long- term Reforms (8 months - 18 months) and (cumulative impact)
<ul style="list-style-type: none">• Develop user-friendly guidelines to improve transparency and predictability.• Set up a One stop shop for obtaining a construction permit and streamline procedures.• Develop a checklist to be met before an application in accepted.• Improve and upgrade the IT systems• Engage peer to peer learning at the sub-national level.	<ul style="list-style-type: none">• Differentiate projects by risk and offer expedited series for low-risk commercial buildings.• Consider alternative types of inspection systems during construction.• Put in place an online permitted system.• Implement the Building Information Modelling (BIM).• Increase qualified resources at the municipality.• Consider introducing mandatory Latent Defect.• Liability and Latent Defect Liability insurance.• Review the National Building Regulations and Standards Act 1977.

Implementing the above-mentioned short term and medium term recommendations would further drop procedure count to 14, days to 76, and increase building quality control index to 14 points, placing it 7th globally on this indicator.

EASE OF DOING BUSINESS

ACHIEVEMENTS – CONSTRUCTION PERMITS

South Africa ranks 98th out of 190 economies in the world on the ease of Dealing with Construction Permits indicator. It takes 20 steps, 155 days and costs 1.9% of warehouse value to build a warehouse. On the building control index, South Africa scores 12 out possible 15 points.

Indicator	Status	Message target	Impact
Dealing with construction permits	Future	Development of a national standardised process for building plan submissions, conducting inspections and issuance of occupancy certificates.	Reduces the number of procedures, time taken and cost to obtain a construction permit
	Future	Development of a streamlined online permitting system for CoJ	Secure, fast and measurable process institutionalised into a system.
	Future	Seminars on SANS 10400 for selected Municipalities and Architects by the NRCS	To provide know how on standards for compliance when building
	Future	Continuous professional development for Architects	Improve the quality of submissions by architects and reduce time to process applications
	Current	COJ isolating warehouse applications to process within 14 days for Site Development Plans and 14 days for Building Plans	Time reduced for warehouse applications
	Achieved	Temporary One Stop Shop achieved.	
	Current	COJ to process ALL building within 30 days and site development plans within 28 days	Time reduce for building and site development plans

EASE OF DOING BUSINESS

HIGH-LEVEL PLAN FOR COJ – CONSTRUCTION PERMITS JAN TO JUN 2020

Key Performance Area	Target	Who	How	Benefit
1. Ensure full implementation of Temporary OSS (TOSS)	1. Reduction of 4 steps and time	1. Thuli	1. SOPS to be approved and enforced	1. Customer delight
2. Ensure full commitment to new turn around times for SDP and BP	1. SDP from 53 to 28 days	2. Gcina	2. Communication internal and external	2. Faster development
3. Commercial Property SDP	2. BP from 60 to 30 days	3. MOEs	3. Full commitment from MOEs presence at Metrolink	3. Job creation
4. Commercial Property BP	1. 10 to 15 days	1. Thuli	1. EM to Appoint tactical team	1. Revenue: Bill for water faster
5. Final Water Connection	1. 5 to 10 days	1. Gcina	2. Set targets	2. Customer delight
	1. 5 days	1. JHB Water	3. Communicate	
			4. Measure daily	
			1. Measure	

What must CoJ Leadership do immediately?

1. Appoint Local IT Service Provider..
2. Appoint Dedicated Tactical Team from existing capacity.
3. Communicate to Management and to External Stakeholders. Measure daily by Dedicated Tactical Team. Amolemo Mathoagae. CM, MMC and EM report weekly on a Monday
4. Jhb Water needs to reduce the turnaround times for Final Water connection.

EASE OF DOING BUSINESS

CONSTRUCTION PERMITS

CoJ are producing results on Rates eClearance Certificates since November 2019

What's working

- CoJ launched that Rates eClearances in 2019 Q4, after experiencing security breaches in the CoJ network
 - Since November 2019, 5772 eClearance Certificates were issued with 98% within 24 hours
 - Ticket resolution within 3 days through a dedicated team

What's next

A launch to ~500 Conveyancers will be held on 11 February 2020.

Verification link to CoJ Deeds Office has to be provided

A separate 'Helpdesk' email to be created to support the Conveyancers.

Increase uptake of the system which is currently low.

EASE OF DOING BUSINESS

DEALING WITH CONSTRUCTION PERMITS

CoJ has implemented reforms that are beginning to reap benefits

What's working

- CoJ Land Use Management department has taken steps to become more customer centric.
 - Single touchpoint without the need to obtain comments from the MoEs reducing procedures by 4 steps.
 - 91% of SDPs were approved within 28 days (previously 53 days)

What's next

- Achieving stretch SDPs will be approved within 10 to 15 days with the introduction of a dedicated task team, for Commercial Property.
- Building Plans Approvals/Refusals for Commercial Property will be done within 5 to 10 days with a reorganisation of the teams in Building Control.
- Digitisation – implementation of Construction Permitting Management System
- Provision of training of NBR, Regulations and SANS10400 to the Officials

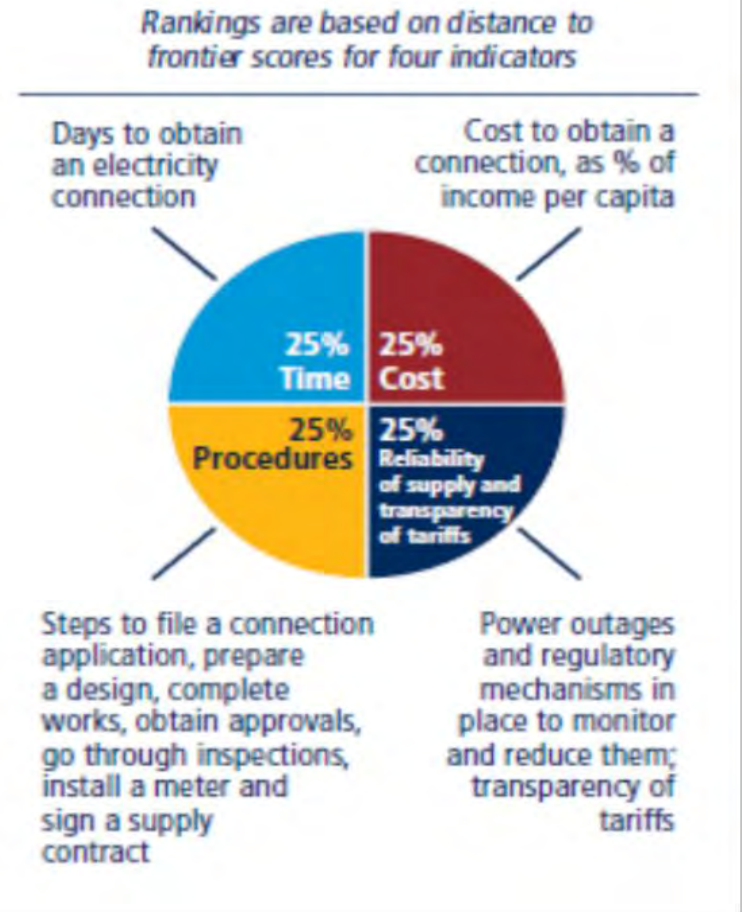
EASE OF DOING BUSINESS

REPORT – GETTING ELECTRICITY

“How easy is it for a new medium – size commercial customer to get a connection to the electricity network?”

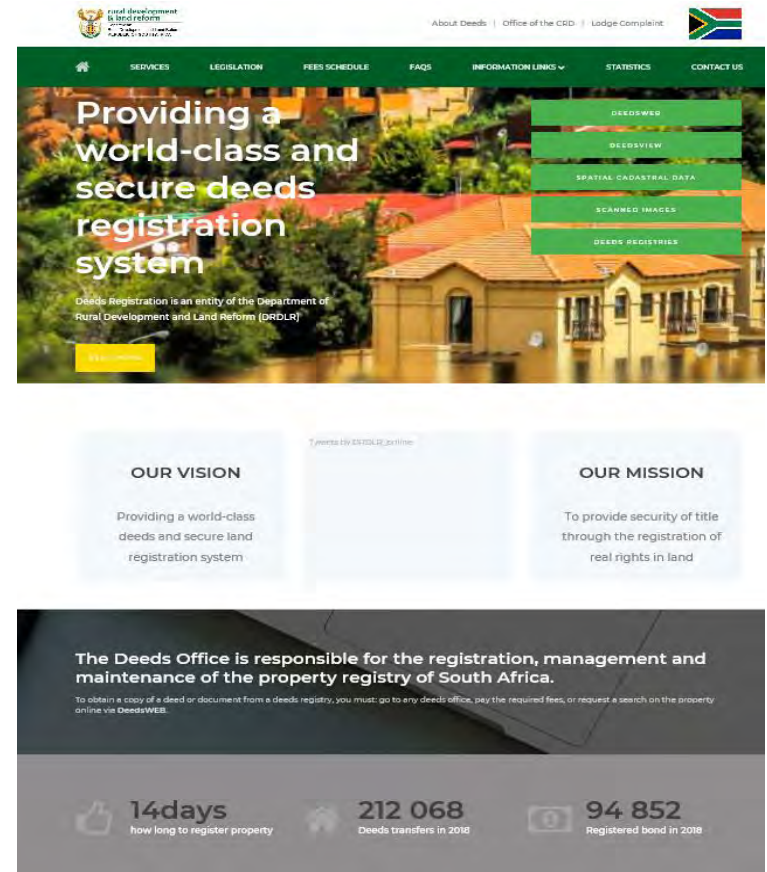
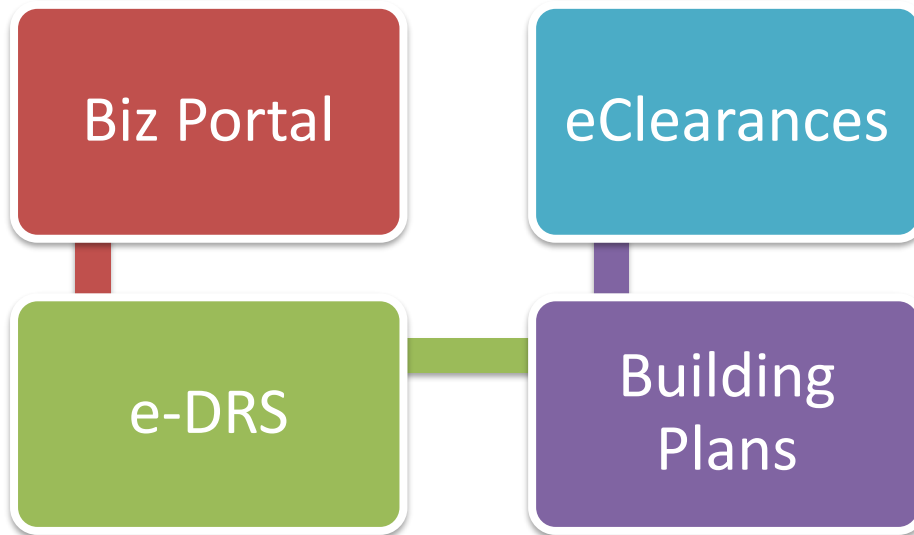
What does the Getting Electricity indicator measure?

- Number of procedures, time and cost needed by an enterprise to get a new electricity connection.
- The reliability of supply provided by the company to its consumers.



EASE OF DOING BUSINESS

PILLARS OF SUCCESS



EASE OF DOING BUSINESS

STAKEHOLDERS CONSULTED

STAKEHOLDERS	STAKEHOLDERS
Presidency, Economic Advisor, Investment & Infrastructure Office	E & Y
National Treasury	City of Johannesburg
SARS	eThekwini
Department of Agriculture, Land Reform and Rural Development (DALRRD)	City of Cape Town
The Office of the Chief Registrar Deeds	University of Johannesburg
Transnet	University of South Africa
South African Freight Forwarders Association	Presentations made to BUSA, BBC, BLSA
PwC	PPGI
SAICA	SACAP
ECSA	SAIT

EASE OF DOING BUSINESS

RECOMMENDATIONS

Indicator	Actions required
Starting a Business	The CIPC launched the Biz Portal which integrates the registration processes of the CIPC, UIF, and Compensation Fund. The Biz Portal reduces the time and number of procedures in starting a business. Need to ensure that the UIF and Compensation Fund links are active.
Registering a Property	EDRS Bill signed 27 September 2019. DG DRDLR to mandate the Chief Registrar Deeds and Surveyor General to accelerate implementation of process optimisation and e-lodgement in current FY.
Paying Taxes	Reduce time taken to get a VAT refund. Ongoing training of SARS staff to improve customer experience. Ongoing improvement of SARS website and communication.
Trading Across Borders	Requires participation from Department of Home Affairs, Agriculture, SARS, SAPS, SABS, NRCS, Transnet. To create single border management structure and undertake joint inspections. Transnet to improve Durban Port logistics and extend rail links between JHB and Durban.
Dealing with construction permits	Amendment of the National Building Regulations Establish national standard for obtaining a construction permit. Move to national online permitting system for obtaining a construction permit. SABS to make accessible SANS 10400 required for municipalities to conduct inspections.

THE ONE STOP SHOP CONCEPT

1. Serve as an accessible entry point for investors in need of regulatory compliance with laws and / or regulations at a national level;
2. Change regulator decision process (registration, licencing, permitting, land allocation or property registration) by increasing transparency, clarify regulations and improve the quality and timeframe of service;
3. Perform pre-and post investment screening for appropriate investors and investments into South Africa on a project by project basis;
4. Assist in various incentives (tax, land, training, special economic zones, etc.);
5. Participate in the regulatory reform / roadmap process of South Africa;
6. Facilitate the approval of services (market data, costs, incentives, project approval, visits, local partners, etc.) to investors; and
7. Facilitate the approval of regulatory services (permits, approvals, import equipment & raw materials, central bank profit repatriation, work permits, etc.) to the investor.

KEY GOVERNMENT PARTNERS

The list of strategic national government departments -

- Trade and Industry
- Cooperative Governance and Traditional Affairs
- Environmental Affairs & Forestry & Fisheries
- Finance
- Health
- Home Affairs
- Employment and Labour
- Mineral Resources and Energy
- Public Enterprises
- Agriculture, Rural Development and Land Reform
- Science and Technology
- Human Settlements, Water and Sanitation
- Small Business Development

All Agencies / SOEs impacting on investment facilitation

IMPLEMENTATION APPROACH

Inter-governmental relations framework:

1. Minister of Trade & Industry wrote to all Premiers in July 2016 i.r.o the implementation and readiness of the provinces.
2. Responses received from the Gauteng, Western Cape and KwaZulu-Natal provinces for first phase of implementation which led to establishment of OSS in those provinces. Work is underway to roll out to the other provinces.
3. MECs for Economic Development delegated their Provincial Investment Promotion Agencies to work with InvestSA to establish the OSSs.
4. Strong emphasis on compliance to legislative requirements.



IMPLEMENTATION PHASES



- The Provincial Investment Promotion Agency (IPA) takes responsibility for the implementation.
- **the dti** and PIPA signs a Memorandum of Agreement for 3 years.
- The PIPA must ensure that all provincial stakeholders are invited to participate.
- **the dti** provides project management support.
- The overall period from first consultation session in provinces before the launch can take up to 12 months.

LAUNCH OF THE OSS FACILITIES

Effectively facilitating investment



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA

WESGRO
cape town & western cape
tourism, trade & investment



Trade &
Investment
KwaZulu-Natal
YOUR KNOWLEDGE PARTNER IN BUSINESS



National Government / Agencies / SOEs / Provincial Partners

investSA
ONE STOP SHOP

STAKEHOLDER ENGAGEMENT - EC

Ensuring inclusivity and OSS sustainability

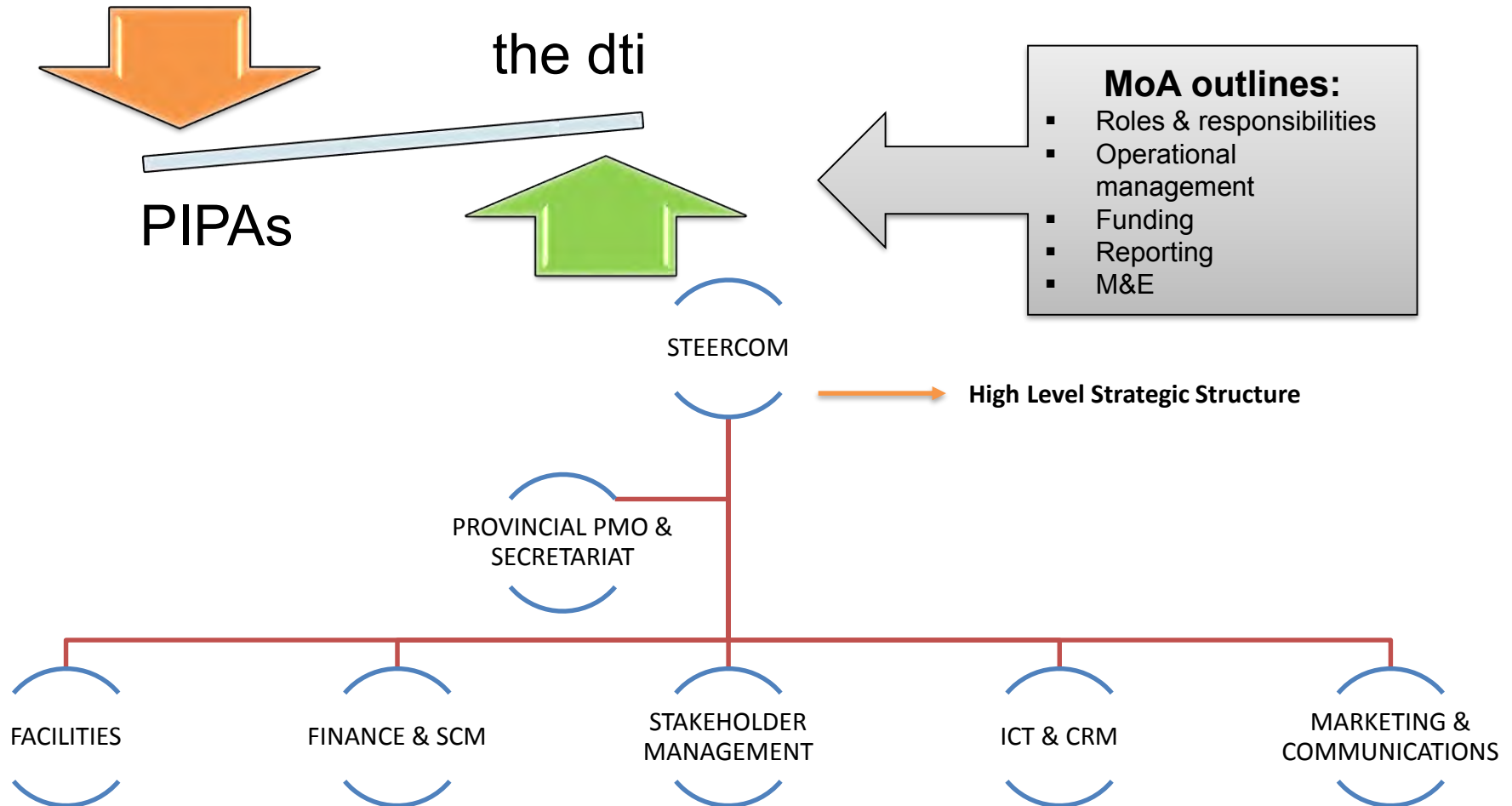
1. Consultations started – ORT; Alfred Nzo, Sarah Baartman & Nelson Mandela.
2. Proposals for satellite offices.
3. Management of satellite offices.
4. Meeting schedule.



DTI function and responsibility

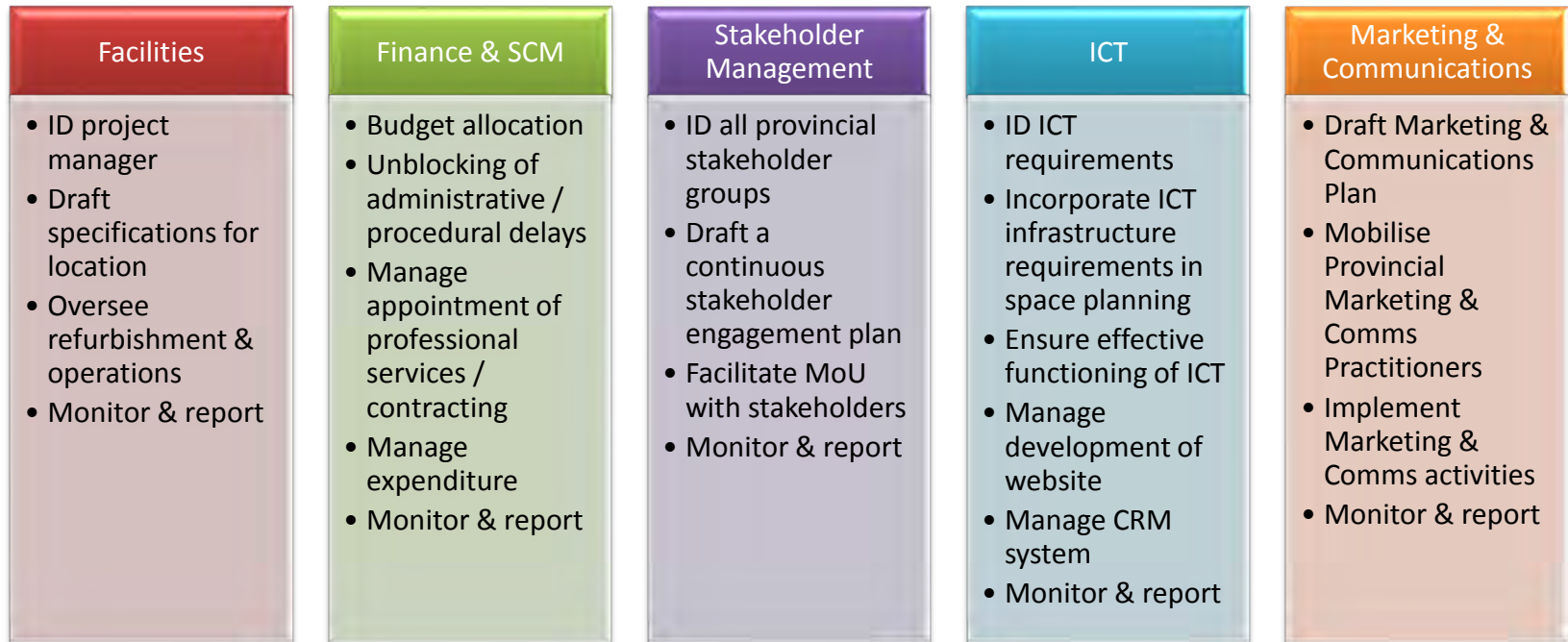
- ✓ Guide on process of operational control & integration.
- ✓ Establishment of satellite offices at the SEZ / IDZ in accordance with legislation.

GOVERNANCE



WORKSTREAMS

ONE STOP SHOP PROVINCIAL OPERATIONAL STRUCTURE



← ESTABLISHED AT CONCEPTUALISATION PHASE FOR DURATION OF THE ONE STOP SHOP →

CORPORATE IDENTITY

- **InvestSA** developed a Corporate Identity (CI) Manual that outlines the broad branding principles that will be applied across all provinces.
- Enhances standardised brand across all provinces.
- Provinces can expand the CI Manual where applicable.



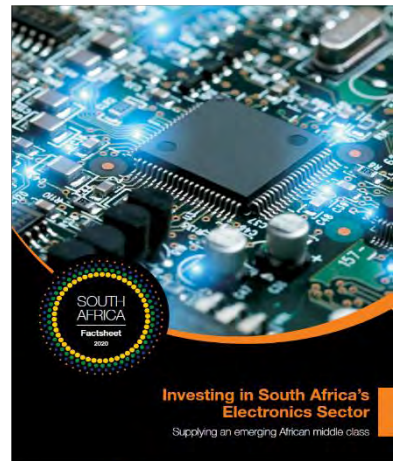
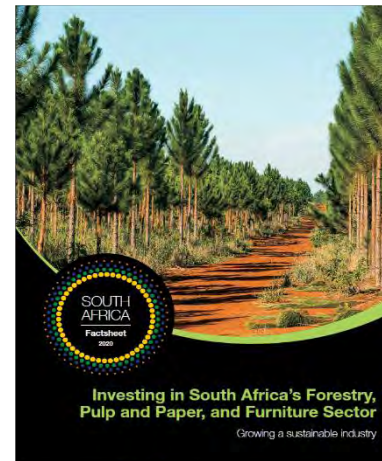
MARKETING & COMMS

- **InvestSA** developed a Marketing and Communications Plan example for customisation at provincial level.
- This was developed in collaboration with Brand South Africa and GCIS.



INVESTSA PUBLICATIONS

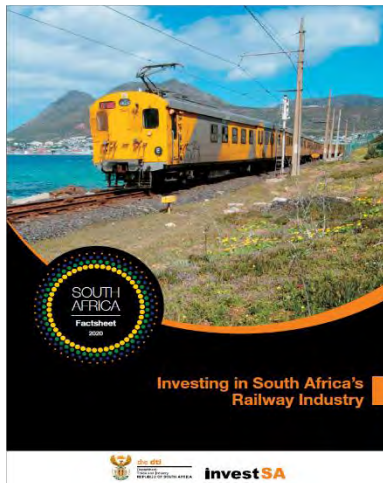
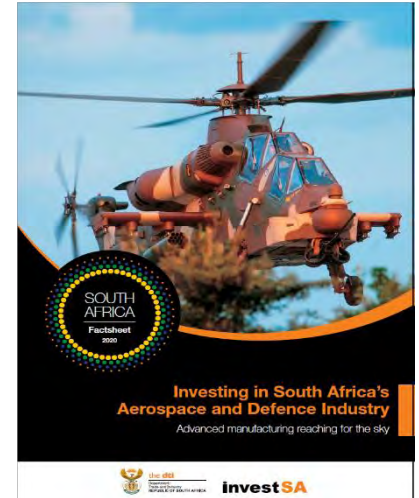
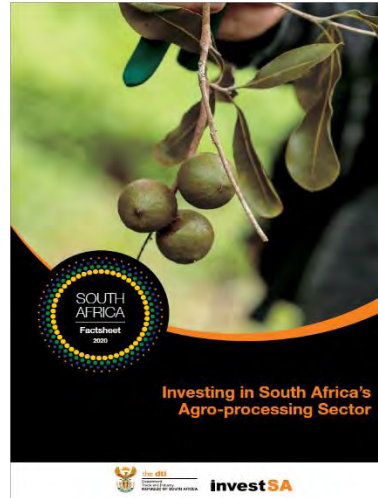
- InvestSA produced a number of publications in collaboration with the Industrial Development Division that will now expand its marketing collateral significantly.
- Digital copies will be disseminated to all stakeholders i.e. PIPAs, Provincial Economic Development Departments; DIRCO; Metros; Industry Associations; Chambers and Embassies.
- The publications are also available on the InvestSA website: www.InvestSA.gov.za



INVESTSA PUBLICATIONS



INVESTSA PUBLICATIONS



ACCELERATING ECONOMIC GROWTH BY BUILDING PARTNERSHIPS

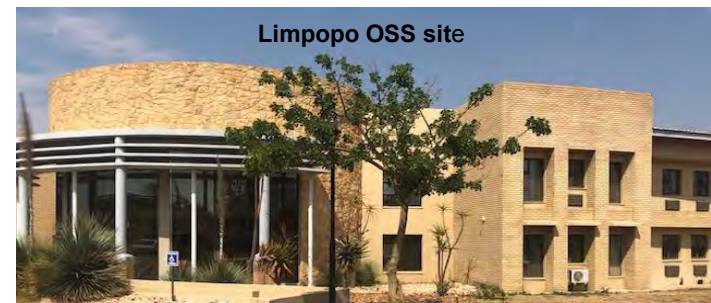
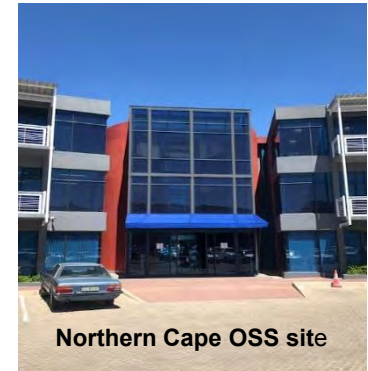
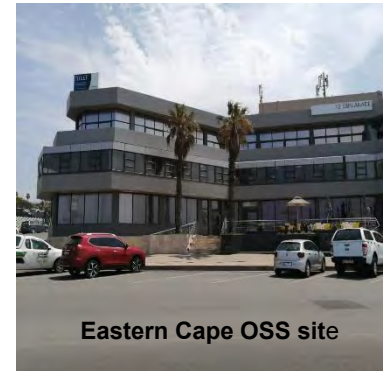
investSA
ONE STOP SHOP

NEW ONE STOP SHOPS IN 2019/20

Providing a smooth landing for investors

- Stakeholder consultation on the expansion of the InvestSA One Stop Shops in the Limpopo; Eastern Cape and Northern Cape Provinces continued during the reporting period.
- All supply chain management processes and refurbishment for the above sites started for completion in Q4.
- The table below illustrates the progress in brief:

#	Province	Summary Progress
1	Eastern Cape	<ul style="list-style-type: none"> Refurbishment finalised Supply chain management process underway for AV equipment & furniture Occupation of site early January Projected launch readiness, March 2020 Project Governance implementation
2	Northern Cape	<ul style="list-style-type: none"> Site identification finalised Stakeholder Engagement Plan finalised Stakeholder consultations ongoing Project Governance implementation in process Marketing & Communications Plan finalised Projected launch date February-March 2020
4	Limpopo	<ul style="list-style-type: none"> Site location identified Supply chain management process for AV equipment, furniture & refurbishment in process Stakeholder consultations conducted Governance Structure discussed and agreed on Initial costing for refurbishment conducted Project Governance implementation Projected launch date is March 2020

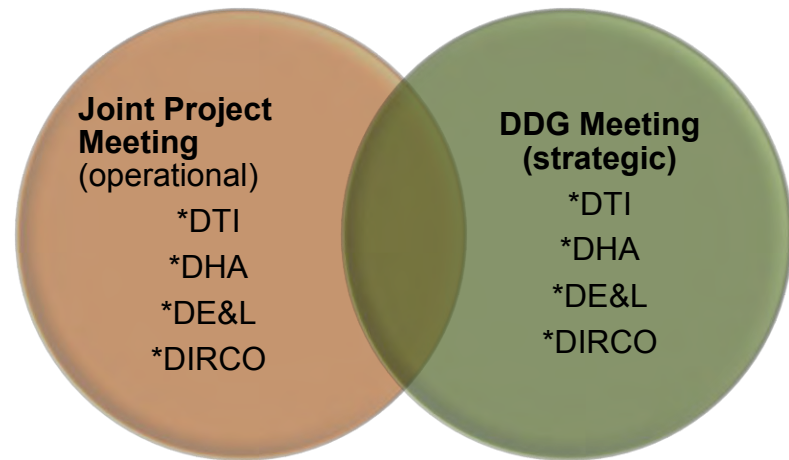


National Government / Agencies / SOEs / Provincial Partners

INTER-DEPARTMENTAL COLLABORATION

ENSURING A SMOOTH LANDING FOR INVESTORS

- InvestSA and other Government Departments have established various structures to ensure rapid resolution of any VISA and other impediments for investors.
- This includes the establishment of the:
 - Inter-Departmental and Join Project Meeting; and
 - Deputy Director General Meeting.



Other relevant Departments / Agencies invited depending of the nature of the investment project

THE UNBLOCKING PROCESS

Effective coordination of unblocking across Invest SA One Stop Shops

- InvestSA deals with administrative regulatory issues for unblocking specifically for the private sector.
- Unblocking can happen at any stage of the investment cycle.
- Process – National - InvestSA project manager request; national government mobilised (recordal of information).
- Inter-governmental task teams (DTI, DHA, DE&L etc.).
- Provincial – OSS operational committees.
- Investment Lead Management System to be introduced in February 2020 that will incorporate national (training to be conducted from end January 2020).
- The process is running effectively.

TYPES OF UNBLOCKING

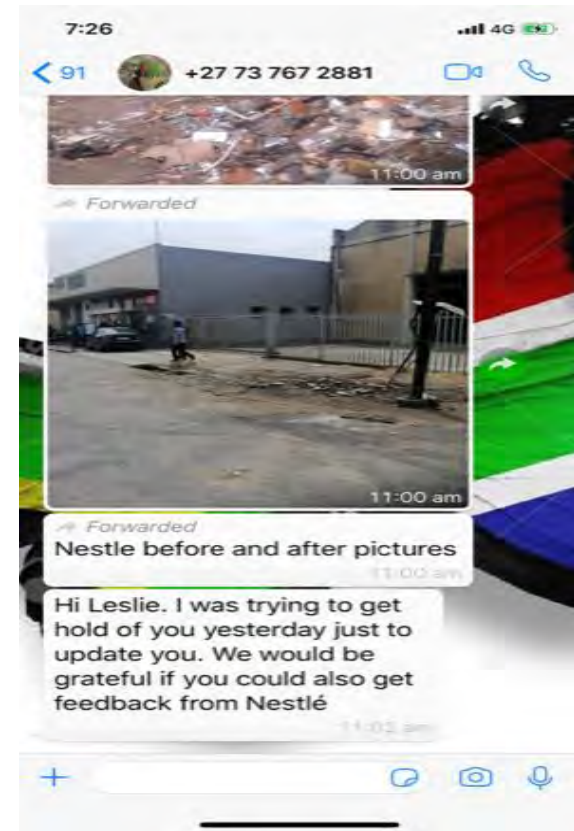
Effective coordination of unblocking across Invest SA One Stop Shops

- Municipal facilitation
- Immigration
- Environmental Impact Assessments – timeline etc.
- Labour
- Incentives
- Energy
- Licences
- Permits
- Standards (imports)
- Tax
- CIPC related but specifically registering foreign companies
- Relocation of burial sites

TYPES OF UNBLOCKING

Effective coordination of unblocking across Invest SA One Stop Shops

Nestle intervention with BCM – December 2019



THANK
YOU

