

# investSA ONE STOP SHOP OVERVIEW

## PORTFOLIO COMMITTEE ON TRADE, INDUSTRY AND COMPETITION

07 MAY 2025



**the dtic**

Department  
Trade, Industry and Competition  
REPUBLIC OF SOUTH AFRICA

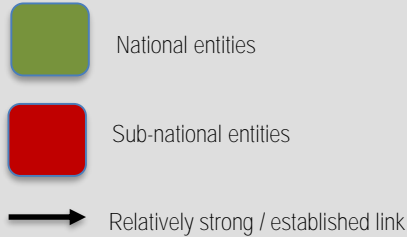
**the dtic - together, growing the economy**

the dtic Customer Contact Centre: 0861 843 384

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# FDI POLICY LANDSCAPE



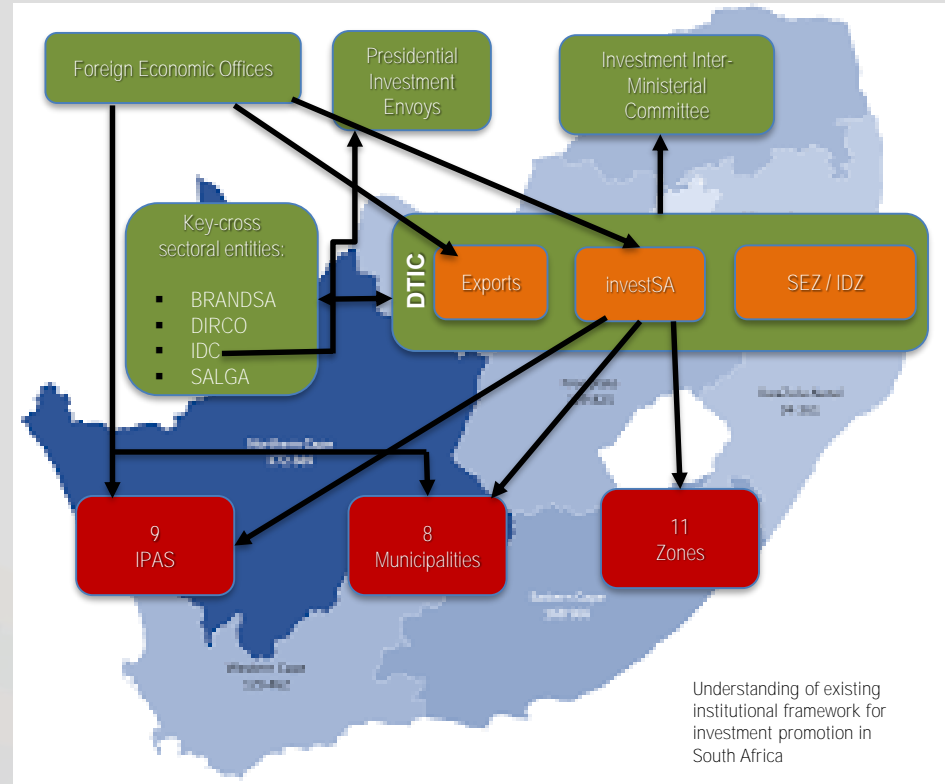
Multi-sphered, fragmented, confusing landscape

Over 30 entities across the country with direct or supporting role in investment promotion

Varying degree of links between them

Some collaboration led by investSA, the dtic

Overlaps and gaps in investor service provision



# investSA ONE STOP SHOP MANDATE



Invest South Africa was mandated by the IMC and Presidency to champion the establishment of the One Stop Shops. Specifically, then, this will be implemented through the establishment of the National One Stop Shop and roll out to all provinces based on a collaborative approach and availability of funding.

The One Stop Shops (OSSs) will be the focal point of contact in government for all investors to coordinate and facilitate the relevant government departments involved in regulatory matters, registration, permits and licencing.

The OSSs will endeavour to significantly shorten and simplify administrative procedures and guidelines for the issuance of business approvals, permits and licences, and thereby remove bottlenecks faced by investors in establishing and running business. It will further reduce the silo functioning in the investment arena.

Invest South Africa and strategic provincial partners then seeks to provide an integrated service to investors.

# IMPLEMENTATION APPROACH

Inclusive collaboration to achieve more!



## PARTNER RESPONSIBILITIES

#	Department of Trade, Industry & Competition	Provinces
1	Develop <u>governance framework</u> in accordance with legislation including oversight functions and establishment of inclusive project teams and work streams.	Conclude Memoranda of Agreement with <b>the dtic</b> and manage implementation of all tasks and conditions in the partnership.
2	Provide framework for One Stop Shop resource requirements (human resources and operational costs).	Budget for operational costs and appointment of required human resources
3	Set requirements for the OSS facility space, audio-visual equipment, furniture to ensure consistent look and feel.	Source services in accordance with requirements in collaboration with <b>the dtic</b>
4	Budget for once-off and annual financial contribution.	Expend financial contribution for the intended purpose as agreed with <b>the dtic</b> .
5	Develop standardized frameworks for provincial / national stakeholder engagement and marketing and communications. Conclude MoUs with national government and agencies	<ul style="list-style-type: none"> <li>Conclude MoUs with provincial partners</li> <li>Implement, monitor and report.</li> </ul>

# PARTNERSHIP FOR SUSTAINABILITY

The **investSA** One Stop Shop implementation is a partnership between national, provincial and local government.

## National Government Departments

- Minister of Trade and Industry & Competition
- Minister of Cooperative Governance and Traditional Affairs
- Minister of Environmental Affairs & Forestry & Fisheries
- Minister of Finance
- Minister of Health
- Minister of Home Affairs
- Minister of Employment and Labour
- Minister of Mineral and Petroleum Resources
- Minister of Energy and Electricity
- Minister of Agriculture, Land Reform and Rural Development
- Minister of Science, Technology and Innovation
- Minister of Water and Sanitation
- Minister of Small Business Development

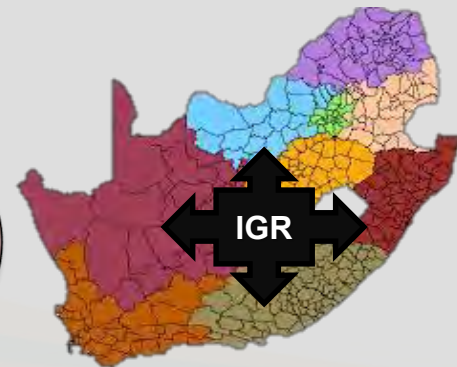
## Other partners include:

- ✓ South African Local Government Association
- ✓ South African Revenue Service
- ✓ South African Bureau of Standards
- ✓ Industrial Development Corporation
- ✓ Company & Intellectual Property Commission
- ✓ Proudly South Africa
- ✓ Government Communications & Information Service
- ✓ National Empowerment Fund

## Other partners include:

- ✓ National Regulator for Compulsory Specifications
- ✓ Transnet
- ✓ Eskom
- ✓ Brand South Africa
- ✓ Small Enterprise Development and Finance Agency

**investSA** One Stop Shops contributes to economic competitiveness in collaboration with provincial, local government and traditional leadership



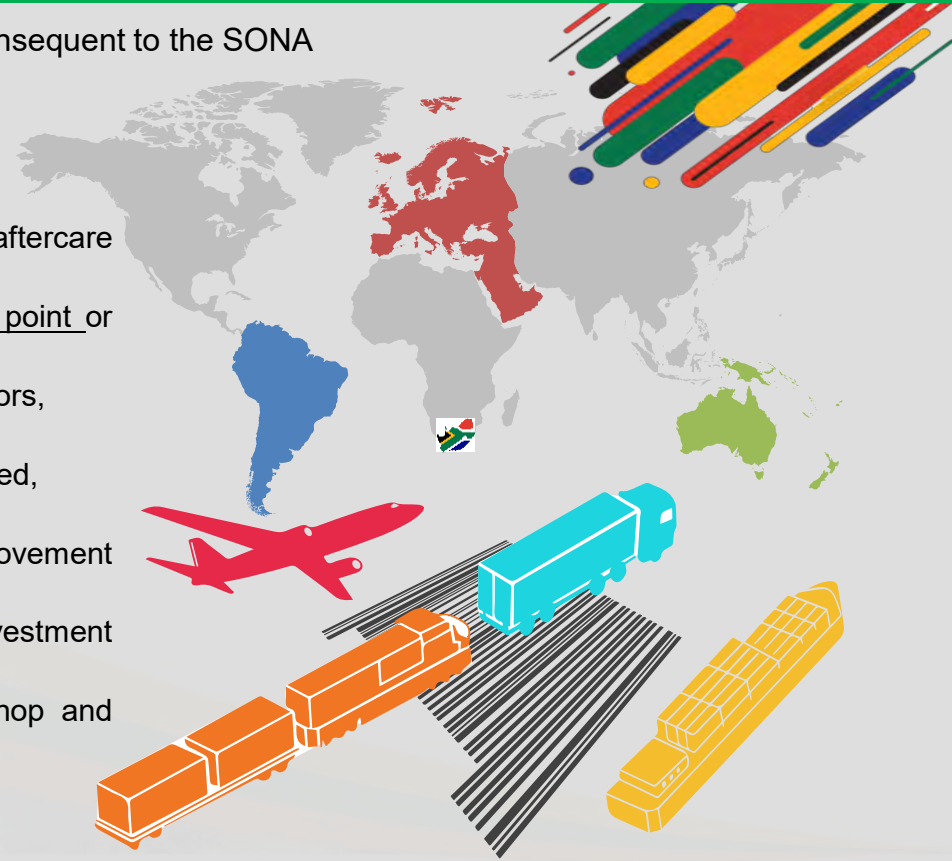


# VALUE PROPOSITION

The **investSA** One Stop Shops were implemented from 2017 consequent to the SONA announcement in 2016.

## Value Proposition

1. Enhances coordination on investment promotion, facilitation, aftercare and retention across and within government spheres,
2. Offers convenient multiple government services at one focal point or digitally integrated,
3. Reduces administrative burden and transaction costs for investors,
4. Provides an investor friendly environment,
5. Provides services that are holistic, user-friendly and user-oriented,
6. Act as an invaluable business intelligence resource,
7. Collate and advise government on business process improvement measures that supports its Red Tape Reduction efforts,
8. Facilitates a collaborative business environment and investment reform,
9. Facilitates an exchange of value between the One Stop Shop and customers.



# STRATEGIC ROLE

## Strategic Anchors

**Supports Inter-governmental Relations Act & District Development Model**

**Supports Country Investment Strategy**

**Aligned with Government's Performance Framework**

**Defined mandate, role and functions**

**Specialised investment facilitation advisory role**

**Supports implementation of investment projects**

**On-demand investor services**

One Stop Shop facility at the **dtic** campus - provides **strategic** and **operational** advisory support as well as facilitate investor facilitation / unblocking requests in collaboration with the Sectors

### Supports Red Tape Reduction

Collaborate with Department of Small Business Development, **dtic** and other key stakeholders.

### Operational Management

- ✓ **dtic** financial support for infrastructure and investment marketing
- ✓ Memoranda of Agreement between parties
- ✓ Provincial human resources

1

### Investment Facilitation Role

Pro-active support to provincial investment facilitation.



3

### Inclusive Stakeholder Collaboration

Planned stakeholder engagements across various groupings.



4

### Visibility, Service Uptake and Impact

Implementation of planned marketing and communications, performance monitoring and impact evaluation.



2



# SERVICE TOUCH POINTS

## What is a service touchpoint?

This is how the customer interacts with the **investSA** One Stop Shops.



Strategic approach to customer touchpoint integration and optimisation is crucial!

Post COVID world order – full potential of digital technologies have not been fully exploited

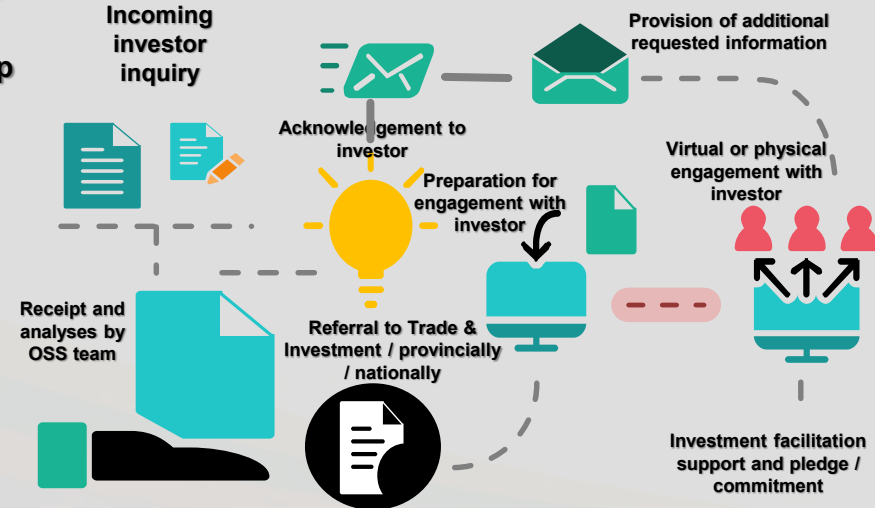
OECD, November 2021

## Examples of other One Stop Shop touchpoints?

- RSA Foreign Missions
- Foreign Missions based in RSA
- Business Chambers
- Social Media
- Marketing – direct emails
- Website
- Targeted interventions – international and domestic events
- Newsletters
- Surveys

## Enhancing the customer touchpoint experience?

- Sustained marketing and stakeholder engagement activities
- Customer Relations Management System
- Benefiting from analytics – website, social media, advertising, events
- Investor / customer surveys
- Feedback from service delivery partners





# SERVICE CONTRIBUTION

## Providing just-in-time integrated services to investors



Facilitate the provision of information and available incentives to investors.

01



Provides specialist advisory services to investors.

02



Coordinate investor services across various national and provincial government departments and agencies

03



Support the effective implementation of government's Red Tape Reduction Programme.

04



Act as facilitation window of regulatory registrations, permits and licenses .

05

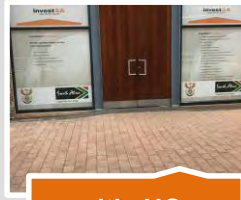


Communicate all services to current and potential investors.

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# ESTABLISHMENT FOOTPRINT

Established  
investSA  
OSS  
facilities



dtic HO



Western Cape



Gauteng



KwaZulu Natal

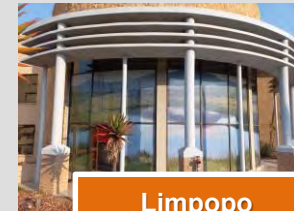
Launch ready  
investSA  
OSS facilities



The **Eastern Cape** and **Limpopo** One Stop Shop facilities are ready for launch during 2025/26. Provincial stakeholder engagements, operational planning and launch preparations are currently underway.

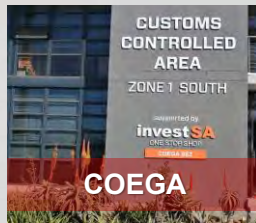


Eastern Cape



Limpopo

Satellite  
investSA  
OSS  
facilities



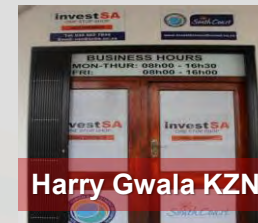
COEGA



Dube Trade Port



ILembe KZN



Harry Gwala KZN

Additional satellite offices were also established at uGU and uMgungundlovu, KwaZulu-Natal

# MPUMALANGA & NORTHERN CAPE

## MEGA OFFICE PARK MBOMBELA MPUMALANGA

### Progress to date

1. Co-location with MEGA
2. Governance & project management structures in place
3. Extensive stakeholder engagement conducted
4. Refurbishment to start in **July 2025** for completion November / December 2025
5. Operational & launch planning in Q3 2025/26

### STAKEHOLDERS



### Progress to date

1. Provincial government acquisition of building
2. Co-location with NCEDA
3. Operational planning have started – full operational functioning during 2025/26
4. Stakeholder engagements and district facility planning will start in Q1 2025/26

## NCEDA OFFICE PARK KIMBERLEY NORTHERN CAPE

### STAKEHOLDERS



# SITE REFURBISHMENT & OPERATIONS



## Project support

From conceptualization, execution, monitoring and reporting



## Design and “look and feel” standardization

Corporate Identity and Interior Design Manual. Collaborative project management, monitoring and oversight



## Technology and furnishing

Detailed specifications for digital inter-connectivity and cost effectiveness



## Marketing / communications, stakeholder engagement and operations

Replication of good practice and networking amongst IPAs for closer collaboration

## DTIC FINANCIAL SUPPORT

#	Amount	Intended purpose
1	R8mn	Infrastructure (once off)
2	R2mn	Investment marketing (annual)



Guidance provided by dtic to provinces



# TYPES OF INVESTOR INQUIRIES

## 1 Understanding investor inquiry management?

Systematic process of handling investor inquiries – prompt and accurate responses. Includes all incoming inquiries – emails, telephone, website and social media platforms

## 2 Key components

1. Communication channels – include in stakeholder engagement and MARCOMs activities
2. Standardised process / digital architecture – consistent structure responses
3. Efficient process – smooth customer interactions

Investment facilitation supports to all projects

Opportunities

Company Location – Zones etc.

Exports

B-BBEE

Immigration

AI & Company Registration

Licenses

Mining

Energy – Data Centres

SARS

Infrastructure

EIAs

Incentives



# EXAMPLE - PERFORMANCE SNAPSHOT

The overall performance of the **investSA** One Stop Shop facilities adequately addresses the broader investment facilitation needs across all provinces. The performance standards are synergized across all Investment Promotion Agencies (IPAs) and supported by consistent activities contained in the Stakeholder Engagement and MARCOMs Plans.

#	Province	Investor Inquiries	Regulatory Issues Resolved	VfS Global (Visas)	Corporate / Stakeholder Engagements
1	Western Cape	111	31	661	162
2	Gauteng	49	30	3104	17
3	KwaZulu-Natal	1875	4	42	14
	<b>Total</b>	<b>2035</b>	<b>65</b>	<b>3807</b>	<b>193</b>

## One Stop Shop Gauteng Highlights

- ✓ Networking and stakeholder engagement events including Foreign Chambers and Missions – hosting of inward delegations
- ✓ South Africa Investment Conference
- ✓ Development of Thought Leadership content
- ✓ Completion of OSS Gauteng website development
- ✓ Customer and brand awareness (survey, media reach, brand influence)
- ✓ OSS Gauteng Corporate DVD production
- ✓ Establishment of social media platforms
- ✓ Implementation of Marketing / Communications Plan
- ✓ Ease of Doing Business awareness engagements

## One Stop Shop KwaZulu-Natal Highlights

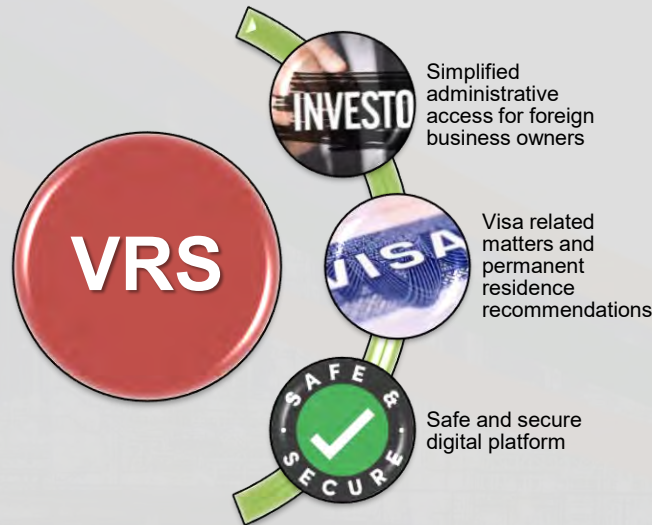
- ✓ Consistent stakeholder engagement and establishment of the **OSS KZN District Rollout Programme** – focus areas were:
  - UGU District One Stop Shop
  - uThukela District One Stop Shop
  - UGU District One Stop Shop
  - ILembe District One Stop Shop
  - Harry Gwala District One Stop Shop
- ✓ Ease of Doing Business Awareness – establishment of Red Tape Reduction Forum
- ✓ Implementation of Marketing / Communications Plan
- ✓ South Africa and Provincial Investment Conference
- ✓ Increase in resolution of investment facilitation inquiries and applications

## One Stop Shop W Cape Highlights

- ✓ South Africa and strategic International Investment Conferences – including domestic events
- ✓ Networking and stakeholder engagement events including Foreign Chambers and Missions
- ✓ Ease of Doing Business Awareness
- ✓ Supporting industries - South African Artificial Intelligence Association,
- ✓ Investment project launches,
- ✓ Hosted inward business delegations
- ✓ Strides in renewable energy initiatives in collaboration with Northern and Eastern Cape provinces
- ✓ Implementation of Marketing and Communications Plan

# NEW VISA RECOMMENDATION SYSTEM

**Service delivery enhancement to foreign companies i.r.o the Immigration Act 13 of 2002**



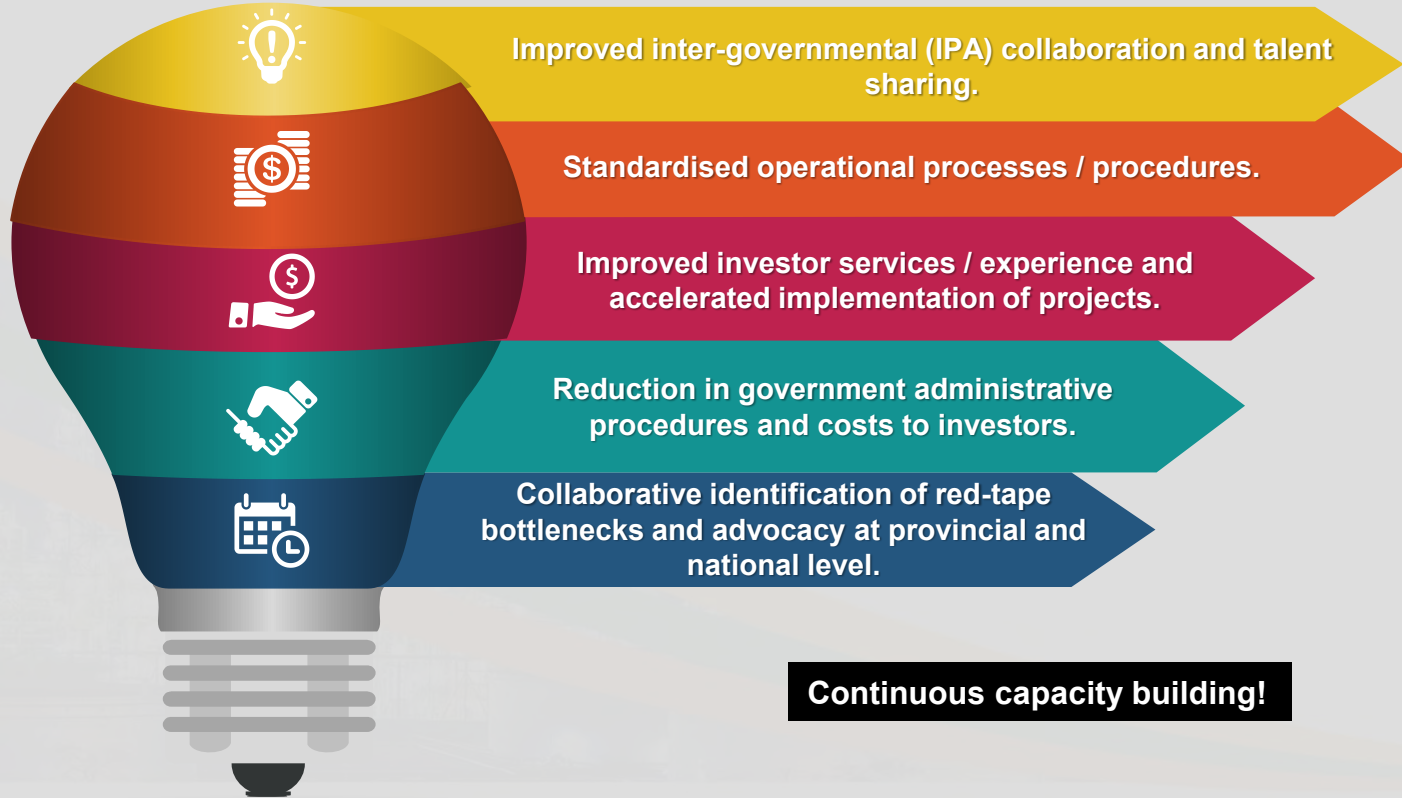
## THE PROCESS

- Simplifies- The entire application process through an intuitive, user-friendly interface.
- Profile Creation and Registration – Applicants can create individual profiles to access their applications anytime, from anywhere.
- Document Upload – Securely upload and submit all required supporting documents online. The firewall prevent unauthorized access, block malicious activities, and protect the system from a wide range of cyber threats.
- Application Tracking – Monitor real-time progress and receive status updates throughout the application lifecycle.
- Notification System – Receive automated alerts and final outcomes directly through the system.

## THE OUTCOME

- ❑ Secure certificates will be issued to applicants who meet the eligibility criteria. This certificate, printed by the Government Printing Works, incorporates advanced security features that prevent fraudulent recommendations, thereby safeguarding the integrity of the recommendation process.
  - Improved efficiency and turnaround times in the visa recommendation process. The current turn around time of 45 working days (inclusive of site visits) will be reduced to 35 working days
  - Enhanced security measures to mitigate the risk of fraudulent applications.
  - Increased transparency and communication between applicants and **the dtic**.
  - Strengthened compliance with POPIA regulations and data protection protocols.
  - Offers advanced reporting capabilities, enabling users to generate detailed, data driven and customizable reporting features.
  - Phase II – enhancement of the system and integration with the Department of Home Affairs

# RETURN ON INVESTMENT



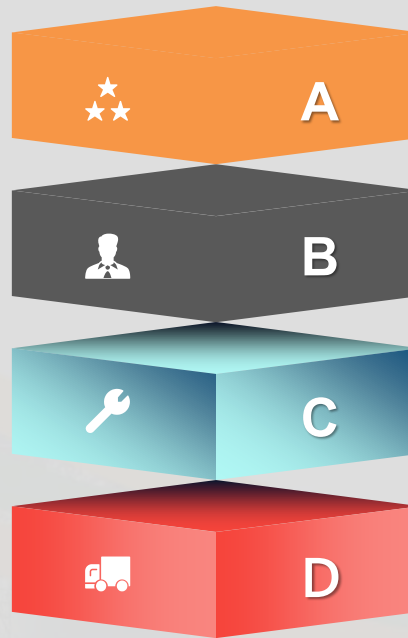
# IMPLEMENTATION CHALLENGES

**We will act in the best interest of all stakeholders and remain accountable for our actions!**

## UNRESOLVED CHALLENGES MAY LEAD TO UNINTENDED CONSEQUENCES

1. Trust deficit amongst stakeholders and clients.
2. Reduced effectiveness of investment facilitation services,
3. Decreased user adoption,
4. Operational misalignment,
5. Loss of much needed investment projects,
6. Potential legal or regulatory challenges,
7. Irregular, wasteful and fruitless expenditure

**The biggest problems in the world could have been solved when it was small!**



### HUMAN RESOURCES & TURNOVER

Inadequate implementation capacity at national, provincial and local government level. Loss of institutional memory and business continuity due to high turn over.

### GOVERNANCE MISALIGNMENT

Repetitive non compliance to PFMA (other critical legislation) and Memorandum of Agreement conditions. .

### OVERSIGHT & CONSEQUENCE MANAGEMENT

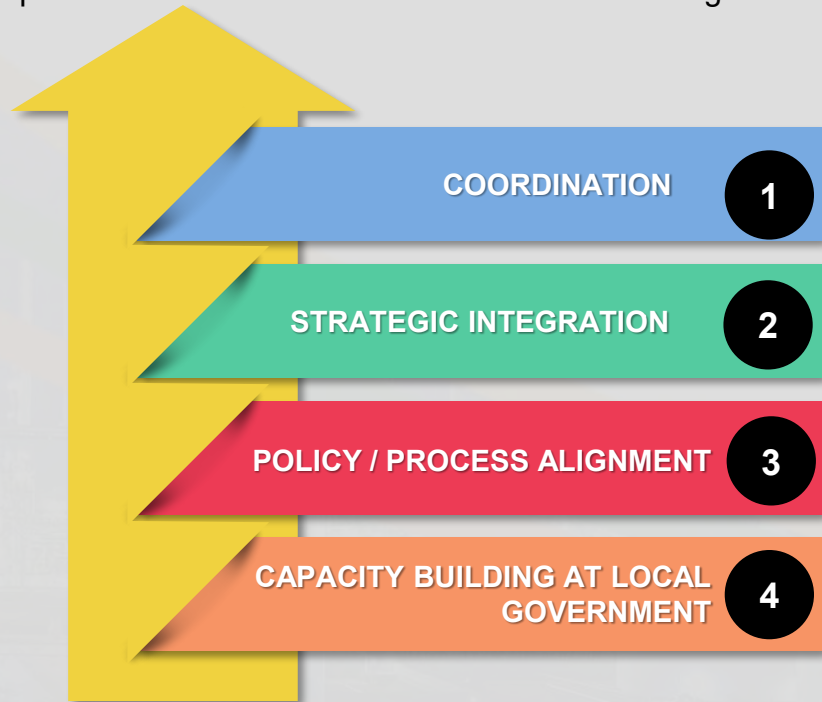
Diminished provincial oversight, inability to address challenges and consequence management resulting from financial maladministration.

### PROVINCIAL & LOCAL GOVERNMENT ALIGNMENT

Inadequate stakeholder engagement, planning on investment competitiveness deprives provinces of significant tangible benefits

# KEY LESSONS & OPPORTUNITIES

**REPLICATING THE INVESTSA ONE STOP SHOP MODEL** – the One Stop Shop investment facilitation services is integral to the successful implementation of the Ease of Doing Business initiatives and government-wide array of sustainable activities that has the potential for increased investment across the length and breath of the country.



Ineffective inter-governmental coordination inhibits systematic and cohesive approach to the implementation of “Ease of Doing Business” and investment facilitation initiatives.

Investment facilitation must be seen a whole of government approach – must be imbedded in national to local economic development planning processes.

Government-wide alignment required similar to dealing with energy crises – expediting regulatory reforms, digitalize government services.

Addressing the disparate understanding of investment value chain, facilitation anchors, lack of institutional structures (human resources and tools) will incrementally yield growth and development.



THANK  
YOU



the dtic

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