



MINISTRY OF COMMERCE, INDUSTRY & TRADE



THE KINGDOM OF SWAZILAND

MINISTRY OF COMMERCE INDUSTRY & TRADE

CHARTER AND SERVICES PLEDGE

2018-2022

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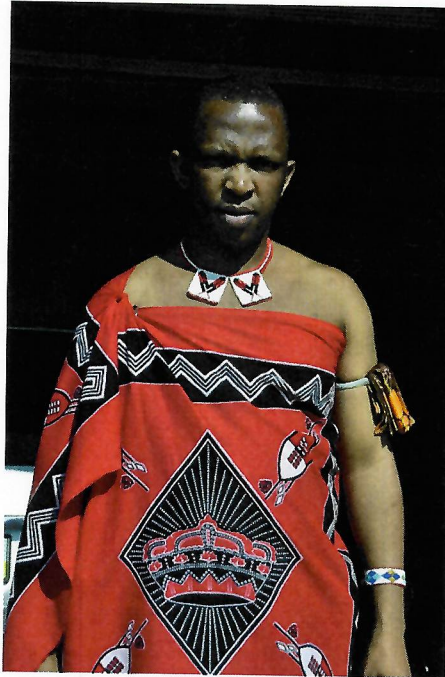
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ACRONYMS

AG	Attorney General
HOD	Head of Department
HR	Human Resources
M & E	Monitoring and Evaluation
MoCIT	Ministry of Commerce Industry and Trade
NIDC	National Industrial Development Company
PPO	Principal Planning Officer
PO	Planning Officer
PS	Principal Secretary
SMME	Small Micro Medium Enterprises
SCCOM	Swaziland Competition Commission
SIPA	Swaziland Investment Promotion Authority
SWASA	Swaziland Standards Authority
SEDCO	Swaziland Enterprise Development Company
SCA	Swaziland Commercial Amadoda
US	Under Secretary
FSE & CC	Federation of Swaziland Employers and Chambers of Commerce
FESBC	Federation of the Swazi Business Community
UNDP	United Nations Development Programme
EU	European Union
SADC	Southern African Development Community
ADB	African Development Bank
CANGO	Coalition of Non-Governmental Organizations
SNYC	Swaziland National Youth Council
JA	Junior Achievers
SWIFT	Swaziland Women in Fair Trade
SACCOS	Savings & Credit Cooperative Societies
SME	Small & Medium Enterprises
SMME	Small Micro and Medium Enterprises
SRA	Swaziland Revenue Authority
FSRA	Financial Services Regulatory Authority
COMESA	Common Market for Eastern and Southern Africa
COMESA-EAC	Common Market for Eastern and Southern Africa – East African Community
UNCTD	United Nations Conference on Trade and Development
WEF	World Economic Forum
ITC	International Trade Centre
FAO	Food and Agriculture Organization
SEPARC	Swaziland Economic Policy Analysis and Research Centre
NHTC	National Handcraft Training Center
IRMU	Investor Road Map Unit
CODEC	Cooperative Development Center
NIDCS	Swaziland National Industrial Development Company

PREAMBLE



It is my honour and privilege to present before you the Ministry of Commerce, Industry and Trade's Services Charter and Services Pledge, which is a product of their Majesties Government Cabinet decision and has the full support of my ministry.

My Ministry's resolve is to strive to deliver excellent services, to ensure we please our clients and customers, in the face of the continued prevailing dwindling fiscal challenges, which negatively affect our Government and business growth. Amidst these challenges, my Ministry will continue to pursue its mandate, of providing an enabling environment that supports growth of Industry and Trade in our nation.

A handwritten signature in black ink, appearing to read 'Jabulani Mabuza', written over a dotted line.

THE HON. MINISTER: JABULANI MABUZA
MINISTRY OF COMMERCE, INDUSTRY AND TRADE

ACKNOWLEDGEMENT



The Ministry of Commerce Industry and Trade is indebted to His Majesty's Government and Cabinet for spearheading this project. This work clearly demonstrates Government's commitment to deliver quality services to its customers "the People" and ensure Government has satisfied customers. This charter is our Ministry's declaration of the intention to take our country and the nation forward. To this end, we have resolved to provide high quality goods and services, in order to satisfy our customers. This work would not have been possible without the commitment of the Ministry's staff and the leadership provided throughout this project by the Ministry of Public Service through the Management Services Division, your professionalism and enthusiasm is highly appreciated.

The Ministry of Commerce, Industry & Trade has the primary mandate to facilitate development and growth of the Swazi economy through facilitating business growth. The Ministry has made great strides and growth over the years. Our core values, mission and services offered are well poised to provide you with an efficient, courteous and knowledgeable

workforce to improve on the quality of service we provide. This Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or could do better. The Ministry Management and Staff are ready to be accountable to the commitments made through this charter. We expect you to give us your feedback through the procedures that we have outlined herein for making complaints, compliments and suggestions to help us serve you better.



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PRINCIPAL SECRETARY –SIBONISO NKAMBULE
MINISTRY OF COMMERCE INDUSTRY AND TRADE

OUR SERVICE PLEDGE

WE PLEDGE TO:

- Promote industrial development through formulating and implementing vibrant contemporary policies and strategies to increase job opportunities.
- Guarantee appropriate, effective protection and registration of Trade Marks.
- Ensure an efficient and effective legal formation and set-up of companies in Swaziland
- Create a level field for trade and commerce through the provision of accreditation and standards.
- Effectively control metrology in trade with the aim of fostering equitable and correct measurements in traded goods.
- Identify and secure lucrative market opportunities for the people of Swaziland.
- Promote and stimulate the creation and development of Small Micro Medium Enterprises through effective service provision and establishment of legal and institutional frameworks.
- Promote the financial inclusion and economic development of the people of Swaziland through the creation and management of sustainable cooperative enterprises.
- Impart Handcraft skills to promote self-reliance and employment.
- Effectively Drive and enforce the elimination of impediments, bureaucratic red tape and reduce time and costs involved in doing business.
- Effectively regulate businesses and domestic trade.

2.0 EXECUTIVE SUMMARY

His Majesty's Government established the Ministry of Commerce, Industry and Trade (MoCIT) through the Swaziland Government Legal Notice Number 189 of 2015. The kingdom of Swaziland entrusted the Ministry of Commerce, Industry and Trade with the mandate to be the lead Ministry in driving the development and growth of the Swazi economy, through business activity. The focus of the Ministry is the promotion and facilitation of growth and efficiency in the economy. Its core functions therefore are to formulate policies and promulgate laws and regulations that:

- Ensure a fair-trading environment and free competition,
- Promote exports and,
- Promote industrial development in the country.

OBJECTIVES OF THE CHARTER

The Client Service Charter seeks:

- To inform the Ministry's customers, the public and critical stakeholders about the services offered by the Ministry and how to access them,
 - To improve the work culture, by making Civil Servants more responsive to Client needs,
- To improve service delivery,
- To enhance Ministry's accountability in serving its Clients as per set standards.

PORTFOLIO RESPONSIBILITIES

The performance of the Ministry's mandate is shared between the Ministry's departments and delegated parastatals. MoCIT's portfolio is:

- a) Registration of Companies,
- b) Investment Promotion,
- c) Industrial Development,
- d) Small Micro Medium Enterprises (SMME) Development,
- e) Cooperatives Development,
- f) Handicraft Promotion,
- g) Commerce Promotion,
- h) International Trade Negotiations and Promotion,
- I) Regulatory and quality infrastructure promotion,

- j) Protection of intellectual Property rights and,
- k) Supervision of Metrology.

2.1 VISION

To be a key driver in the facilitation of an enabled environment for economic growth and equitable prosperity for all in the Kingdom of Swaziland.

2.2 MISSION STATEMENT

To provide an enabling environment and support for development and growth of business and industry for the attainment of economic development.

2.3 MAIN OBJECTIVES

The main objectives of the Ministry are:

- To formulate policies and promulgation of laws and regulations that ensure fair-trading and a competitive environment in the Swazi economy,
- To supervise Metrology in trade and creation of the Regulatory and Quality infrastructure for the improvement of the competitiveness of Swazi products,
- To formulate and implement appropriate industrial development policies, establish service and administer industrial estates,
- To attract, encourage, facilitate and promote local and foreign investment in Swaziland,
- To create an enabling environment through streamlined and focused policies and legal instruments that will complement Government's effort to stimulate growth of Small Micro and Medium enterprises,
- To create trade opportunities and enhance export competitiveness,
- To promote the economic development of the people of Swaziland through capital formation by encouraging a sustainable management of cooperative enterprises.

2.4 CORE VALUES AND PRINCIPLES

The implementation of this service charter will follow the under listed principles and values;

- **Transparency:** We shall be open and accountable about all the decisions and actions taken in a uniform, impartial and reasonable manner. We shall also avail non-confidential information on the operations and activities of the ministry to all citizens and clients,
- **Integrity:** We shall be honest, truthful and driven by strong values and moral principles in conducting all public affairs. We shall ensure that proper rules are in place, followed, enforced and aligned with the principles and policies of Government,
- **Professional excellence:** We shall be committed to adhering to the highest standards of diligence when executing our duties and constantly search for the best ways to meet the requirements of our clients,
- **Fairness:** We shall treat our clients equally without favouritism or discrimination.
- **Innovation:** We shall focus on doing things differently and build our capability to pursue results, through the application of processes, technologies and novel ideas for excellent service delivery.
- **Loyalty:** We shall be committed to the policies and programmes of the Government of the Kingdom of Swaziland.

3.0 DEPARTMENTS UNDER THE MINISTRY OF COMMERCE, INDUSTRY AND TRADE

The Ministry of Commerce, Industry and Trade Headquarters is located in Mbabane along Mhlambanyatsi Road at the inter-ministerial complex. Some of the ministry's departments are housed within the headquarters, while others are decentralized within the four regions of the country.

3.1 MINISTER'S OFFICE

The Minister's office is responsible for ensuring adherence to all legislation and the implementation of policies under the Ministry. The policies guide the day-to-day operations of the Ministry as it regulates sectors that seek to address its challenges. The Ministry has the following Public Enterprises/ Parastatals under its portfolio:

- i) Swaziland Competition Commission (SCCOM),
- ii) Swaziland Investment Promotion Authority (SIPA),
- iii) Swaziland Standards Authority (SWASA),
- iv) Swaziland Enterprise Development Company (SEDCO),
- v) Swaziland National Industrial Development Company (NIDCS).

3.2 ADMINISTRATION

The Administration Department consists of the Principal Secretary, Under Secretary, Human Resources, Legal Advisor, Accounts and Planning offices.

3.2.1 PRINCIPAL SECRETARY'S OFFICE

The Principal Secretary is the administrative head of the Ministry. This office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. The PS further ensures that the resources of the Ministry are used cost effectively and in accordance with the provisions of Public Finance Management law, examining and developing means that will improve the provision by the ministry.

3.2.2 UNDER SECRETARY'S OFFICE

Under Secretary's Office is in charge of administration and the management of the Ministry's Human Resources as well as deputize for the Principal Secretary's Office.

3.2.3 HUMAN RESOURCES UNIT

Responsible for general administration duties, and the implementation of the Human Resources' (HR) policies to guide and provide direction to the Ministry on any HUMAN Resource matter.

ACCOUNTS SECTION

This section is headed by a Senior Accountant who is a key player in budget preparation for the Ministry and its parastatals. This section provides accounting and financial services to the Ministry and its Public Enterprises.

3.2.4 PLANNING SECTION

This section provides socio-economic analysis and planning support to the Ministry in undertaking its mandate.

3.2.5 LEGAL ADVISOR'S OFFICE

This office is an extension of the office of the Attorney General (AG) and advises the Ministry on legal matters.

3.3 COMMERCE DEPARTMENT (CD)

The Department is responsible for the licensing of businesses and regulation of domestic trade.

3.4 INDUSTRY DEPARTMENT (ID)

The Department is responsible for promoting industrial development through formulating and implementing industrial development policies and strategies in order to provide an environment that promotes industrial vibrancy based on enterprises expansion and increased job opportunities. The department is also responsible for the disposal and management of Industrial land.

3.5 INTERNATIONAL TRADE DEPARTMENT (ITD)

The Department coordinates all external trade related matters for Government and is also the focal point for the country's trade relations with the rest of the world.

3.6 HANDCRAFT DEPARTMENT (HD)

The handcraft department has two sections namely:

- Extension,
- National Handcraft Training Centre.

The Department promotes the development of the Handcraft industry by encouraging self-reliance through self-employment. It stimulates the growth of the sector by providing a conducive environment for its operations.

3.7 WEIGHTS & MEASURES DEPARTMENT (WMD)

The Department administrates and control metrology in trade with the aim of fostering equitable and correct measurements in traded goods, industrial processes and services conducted on the basis of measure and or weight.

3.8 SMALL MICRO MEDIUM ENTERPRISES UNIT (SMME)

The Department is responsible for the development and promotion of SMME's through effective service provision and establishment of legal and institutional frameworks so as to achieve competitiveness.

3.9 COOPERATIVES DEPARTMENT (CD)

The Department is mandated by the Cooperative Societies Act (2003) to support and facilitate the development of Cooperative Societies through promotion, business training and supervision. It also assists cooperatives to overcome many of the business constraints they face through creation of an enabling and conducive environment for their growth.

3.10 REGISTRAR OF COMPANIES DEPARTMENT (RCD)

The Department is mandated to ensure legal formation and operations of companies and non-profit making associations in Swaziland.

3.11 INTELLECTUAL PROPERTY DEPARTMENT (IPD)

The Department is responsible for providing and guaranteeing appropriate, effective protection and registration of all intellectual property rights through the respective pieces of legislation.

3.12 REGULATORY QUALITY INFRASTRUCTURE DEVELOPMENT DEPARTMENT(RQID)

The Department is mandated to develop policy, legal and institutional frameworks and infrastructure for standardization, technical regulations, quality assurance, accreditation and metrology.

3.12 INVESTOR ROADMAP UNIT (IRMU)

The department has the mandate to create a conducive environment for business to thrive by eliminating impediments, bureaucratic red tape and procedures by cutting the time it takes and the costs involved in doing business.

IRMU also has a mandate to fast track the drafting of crucial legislation and policy frameworks from time to time.

4. LIST OF SERVICES PROVIDED BY THE MINISTRY OF COMMERCE, INDUSTRY AND TRADE THROUGH ITS DEPARTMENTS

4.1 ADMINISTRATION AND PRINCIPAL SECRETARY

- Oversee the implementation and monitor the Ministry's strategic plan and other reviews,
- Ensure that Heads of Departments meet monthly to monitor progress of Ministry strategic goals and objectives,
- Receive grievances arising from employer/employee relations and further action these,
- Ensure proper co-ordination, team work and intra-ministry collaboration and re-energize top leadership and the management team,
- Implement measures to enhance the external image and influence of the Ministry to make it better empowered to drive Government policies,
- Human Resource Management, training and development,
- Safe keeping of personal files, and general records,
- Monitoring and tracking systems for all outgoing and incoming mail,
- Supervision of support staff,
- Fulfill transport needs of the ministry,
- Advise parastatals on strategic direction of the ministry,
- Attend to the Maintenance of all vehicles,
- Budget, review reports and address all Public Accounts Committee recommendations,
- Facilitate procurement and process payments,
- Revenue collection, banking and reporting on funds collected,

- Processing of salaries and allowances and
- Reconciliation of special and suspense accounts.

4.2 COMMERCE DEPARTMENT (CD)

- Grant and renew trading and liquor licenses,
- Amend and transfer trading and liquor licenses,
- Inspect trading and liquor licenses,
- Conduct business workshops for aspiring and existing entrepreneurs and
- Conduct business programs through the media

4.3 INDUSTRY DEPARTMENT (ID)

- Establish, service and administer industrial estates,
- Manage and dispose industrial land,
- Formulate and implement appropriate industrial development policies and
- Facilitate a conducive environment for the creation of employment opportunities.

4.4 INTERNATIONAL TRADE DEPARTMENT(ITD)

- Provide trade facilitation support to traders,
- Initiate and implement the country's external trade related strategies,
- Provide information relating to external trade to all trade stakeholders and clients,
- Provide import-related support to charity organisations and non-governmental organisations (NGOs) and other similar entities in the clearance of duty-free, donated goods into the country which are not for resale.
- Advocate for market access opportunities for goods and services originating from the country,
- Coordinate and serve as a contact for external trade relations,
- Carryout research on external trade policy related issues and
- Coordinate implementation of trade agreements.

4.5 HANDCRAFT DEPARTMENT(HD)

- Educate, train, promote, organize, and form handcraft groups,
- Conduct handcraft training workshops and seminars,
- Build capacity on product development,
- Coordinate handcraft operations and
- Conduct market research for all handcraft products.

4.5.1 National Handcraft Training Centre provides the following training courses:

1. Sewing & Home craft
2. Wood & Stone Carving
3. Metal work
4. Electrical and Plumbing
5. Fine Arts
6. Ceramics
7. Leather craft
8. Computer Courses

Note: A detailed list of services is in the annexure

4.6 WEIGHTS & MEASURES DEPARTMENT (WMD)

- Provide metrological calibrations, inspections and verifications services to related sectors and products across the country/ economy,
- Maintenance of National Reference Measurement Standards,
- Realization and dissemination of national measurement standards to all related standards for traceability purposes,
- Registration of repairers of measuring instruments used in trade,
- Consumer/ trader protection on traded measured goods (for local and external markets),
- Facilitate global trade with regard to measured traded goods,
- Promote International System of units (SI) and;
- Enforcement of Metrology Act of 1991, Act no.12 .

4.7 SMALL MICRO MEDIUM ENTERPRISES DEPARTMENT (SMME)

- The Unit is in charge of development and oversee implementation of the SMME policy,
- Establishment of the informal Traders revolving Fund,
- Support of the Financial Inclusion Strategy,
- Increase Access to finance: through the establishment and review of the guarantee scheme,
- Strengthening Business Associations,
- Strengthening stakeholders who promote entrepreneurship,
- Empower SMME's through training on business management,
- Support the establishment of new SMME's and
- Coordinate the multi-sectoral agencies that provide business support services.

4.8 COOPERATIVES DEPARTMENT

- Registration and de-registration of cooperatives,
- Promotion, development and supervision of cooperatives,
- Provide cooperative education, training and disseminate information on cooperatives,
- Conduct inspection and auditing of cooperatives,
- Resolve cooperative disputes through internal measures and also through cooperative tribunal and
- Enforcement of cooperative Act (2003).

Note: A detailed list of services is in the annexure

4.9 REGISTRAR OF COMPANIES

- Provide registration services for domestic and foreign companies,
- Provide registration services for non-profit making associations,
- Issue certified copies of company documents,
- Renew company licenses,
- Facilitate conversion and change of company names and
- Facilitate the deregistration and striking off of companies.

4.10 INTELLECTUAL PROPERTY

- Register Trade Marks, patents and Industrial Designs,
- Provide and guarantee appropriate and effective protection of rights of owners in respect of Patents, Trade Marks and Industrial Designs,
- Register users of Trade Marks,
- Renew, alter, change name and address for trademarks,
- Provide searching services for Trade Marks.

4.11 REGULATORY QUALITY INFRASTRUCTURE DEVELOPMENT

- Develop and provide standardization infrastructure, quality assurance and accreditation services, policies and framework,
- Review existing regulatory and quality infrastructure related legislation for alignment with international principles and best practice,
- Provide training on accreditation standards to conformity assessment bodies (Testing & Calibration Laboratories, Inspection Bodies and Certification Bodies)
- Promote and facilitate accreditation of conformity assessment bodies,
- Conduct accreditation audits to Conformity assessment bodies,
- Promote adoption of a quality conscious culture by the public, through annual national quality awards
- Facilitate development, implementation and maintenance of quality management system in the public sector,
- Facilitate the development and implementation of technical regulations within Government Ministries and,
- Provide Technical support to regulatory Departments/Agencies on Good Regulatory Practice.

4.12 INVESTOR ROAD MAP UNIT

- Influence the creation of a conducive business environment,
- Seek to improve Swaziland's Ease of Doing Business Ranking (target no.50 by 2022),

- Influence and compel implementing agents (Government Ministries and Public Enterprises) to fast track reforms to improve the business environment,
- Promote investor confidence and facilitate change of negative perception about Swaziland, through dissemination of information and;
- Help businesses thrive by eliminating impediments, bureaucratic red tape and procedures by reducing time and costs involved in doing business.

5. PARASTATALS OF THE MINISTRY OF COMMERCE, INDUSTRY AND TRADE

The Ministry of Commerce, Industry and Trade's Public Enterprises that assist in executing its mandate:

1. Swaziland Investment Promotion Authority (SIPA),
2. Swaziland Competition Commission (SCC),
3. Small Enterprises Development Company (SEDCO),
4. Swaziland Standards Authority (SWASA),
5. National Industrial Development Company of Swaziland (NIDCS).

5.1 SWAZILAND INVESTMENT PROMOTION AUTHORITY (SIPA)

SIPA has the mandate to attract, encourage, facilitate and promote local and foreign investment and trade in Swaziland. The organisation also initiate, coordinate and facilitate the implementation of government policies and strategies on investment. SIPA is also a one-stop information and support facility to local and foreign investors.

SERVICES PROVIDED BY SIPA;

- Attract, encourage, facilitate and promote local and foreign investment and trade,
- Coordinate and facilitate the implementation of Government policies and strategies on investment,
- Provide a one stop information and support facility to local and foreign investors,
- Market the Kingdom of Swaziland as a preferred investment destination and
- Identification of markets for Swaziland's products.

For Further Detail for SIPA Contact:

**First floor Office Park -Sibekelo Building Mhlambanyatsi Road
Mbabane City.**

Telephone: (+268) 2404 0470

Website: www.sids.gov.sz

Email: info@sids.gov.sz

5.2 SWAZILAND COMPETITION COMMISSION (SCC)

This Commission was established to create and promote a competitive environment that fosters economic growth and enhances consumer welfare.

For Further Details, Contact;

Physical Address:

Ground Floor, MV Tel Building Sidwashini, Mbabane City.

Telephone No: 24040111

Mobile No: 76062957

Website: www.compeco.co.sz

Email Address: info@compeco.co.sz

5.3 SMALL ENTERPRISES DEVELOPMENT COMPANY (SEDCO)

SEDCO is a public enterprise under the Ministry of Commerce, Industry and Trade that was established to stimulate and support entrepreneurial talent, resulting in the creation of jobs and sustainable employment within the Small, Micro and Medium Sized Enterprises (SMME's) sector. The focus of the sector is business education, training and consultancy, offered to active and potential entrepreneurs.

SEDCO SERVICES;

- Business training,
- Facilitate business registration,
- Business incubation/ (*kufukamela nawusacala libhizinisi*),
- Enterprise promotion /sensitisation of public on micro enterprises,
- Entrepreneur of the Year Awards and Graduate Enterprise program and,
- Market facilitation.

For Further Details, Contact:

Head Office Mbabane Government stores Road.

Telephone. Telephone: +268 2404 2811.

Website: www.sedco.biz

Email Address: Business@sedco.co.sz

5.4 SWAZILAND STANDARDS AUTHORITY (SWASA)

The Authority promotes quality principles and facilitate the use of standards to reduce technical barriers to trade and investment, ensure a sustainable Swazi economy and safeguard the nation's health, safety and environment. SWASA achieves its mandate through the development of national standards, training on quality management systems standards. The Authority furthermore has a certification unit, which certifies industry to different quality management systems.

For Further Details, Contact:

Physical Address:

Plot No. 247, King Mswati 3rd Avenue

Matsapha Industrial Site, Office No. 2

Telephone: +268 25184610

Website: www.swasa.co.sz

Email: info@swasa.co.sz

5.5 NATIONAL INDUSTRIAL DEVELOPMENT CORPORATION OF SWAZILAND (NIDCS)

The National Industrial Development Corporation of Swaziland, as established by the NIDCS Act (1971). NIDCS creates, expands and diversifies investment undertakings by participating in projects that are economically and financially viable, technically feasible, environmental friendly for sustainable socio-economic development of Swaziland.

NIDCS SERVICES;

- Facilitate establishment of businesses, through ownership of shares and provision of credit,
- Manage Government 's shareholding in private sector investments,
- Participate in Public Private Partnership (PPP) business undertakings and;
- Administrate special sector development funds.

For Further Contact Details:

Physical Address

3rd Floor North-West Wing
Sibekelo Building Office Park, Mhlambanyatsi Road.
Telephone No: (+268)24042241/24043846

Mobile No: (+268)76061185

Email Address: info@indes.org.sz

Website: www.indes.org.sz

6. MINISTRY CLIENTS AND STAKEHOLDERS

The Ministry of Commerce Industry and Trade's clients comprise of any person whom MoCIT offers services to, works with to deliver results and has keen interest in what the Ministry does. These include:

CLIENTS	
<ul style="list-style-type: none">• Domestic & Foreign Investors• Government Ministries/ Departments• Non – Governmental Organisations• Parastatals• Private Sector• SMMEs and Cooperative• Non-profit making organisations	<ul style="list-style-type: none">• Training Institutions• Media• Research institutions• Development Partners• Embassies• Business development providers• General Public
STAKEHOLDERS	
<ul style="list-style-type: none">• Swaziland Commercial Amadoda (SCA)• Federation of Swaziland Employers and Chamber of Commerce (FSE & CC)• Federation of the Swazi Business Community (FESBC)• & Other Business Associations (JA, SWIFT, SASSCO, SACCO, etc.)• Regional Economic community (SADC, SNYC etc.)• International development partners (Republic of China on Taiwan)• Coalition of Non-Governmental Organizations (CANGO)	<ul style="list-style-type: none">• Small Micro and Medium Enterprises (SMME)• Swaziland Revenue Authority (SRA)• All Government Ministries/ Departments & Parastatals• Legislature• Financial Services Regulatory Authority (FSRA)• All registered Companies (e.g. SEC)

EXPECTATIONS AND OUR OBLIGATIONS:

7.1 WHAT THE PUBLIC SHOULD EXPECT

- To be treated with respect, understanding, patience and courtesy,
- To be served fast and courteously at all service delivery points,
- Information confidentiality,
- To be provided with friendly and helpful service
- Assistance in making the right choices in accessing services
- Appropriate signage and information desks,
- MoCIT to ensure Officers are easily identified through name tags,
- Calls to be answered within five rings,
- Avoid long queues at service delivery points,
- Consistent and fair resolution to queries and complaints within (14) working days,
- Response to mail correspondence within (7) working days,
- Response to email within 48 hours,
- Suggestion box at service delivery points,
- Be provided with appeal redress mechanism where applicable,
- Exhibit sensitivity to timeliness
- Be provided with service delivery requirements checklist

7.2 CLIENTS' OBLIGATIONS

- Treat MoCIT employees with courtesy, respect, patience and understanding,
- Desist from offering gifts, favours and inducements to or exerting undue pressure on them,
- Respond to requests for information comprehensively and promptly,
- Punctually attend scheduled appointments,
- Contribute to service provision in accordance with laid down policies and regulations,
- Abide with the legal requirements that make them eligible for the services sought,
- Be presentable when visiting offices,
- Timely and appropriate delivery of services and goods by suppliers,

- Neutrality in dealing with us
- Clients must ensure that they submit a complete application with all the required documents as stated in the checklist.

7.3 REVIEW OF THE CHARTER

The Ministry of Commerce, Industry and Trade is committed to frequently monitor and evaluate its performance. The Service Charter shall be reviewed three yearly. This will also ensure sustainability, efficiency and effectiveness in service delivery.

FEEDBACK “COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

Officers who does not conform to this charter must be immediately be reported to the designated Officers or the officer in charge of each service delivery point.

8.1 COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING OFFICE

If you have any compliments, complaints or suggestions please forward them to the contact details below:

8.2 CONTACT DETAILS

Hotline: 8001002

PRINCIPAL SECRETARY

P.O.BOX 451

Mbabane

Telephone: (+268) 2404 3201

Fax : (+268) 24044711

Mobile: (+268)7606 3724

Email: nkambulesib@gmail.com

UNDER SECRETARY

Telephone :(+268) 2404 3201

Mobile: (+268) 7606 3770

Fax: (+268) 2404 4711

Email: dlaminihor@gov.sz

Email: nkululeko.dlamini@gmail.com

8.3 APPEALS

If you have a complaint that you do not wish to raise directly with us or after exhausting all the dispute resolution mechanisms provided by the Ministry, you may refer the matter to:

SECRETARY TO CABINET

C/o Private and Cabinet Offices

Tel: (+268) 2404 2251

Cell: (+268) 7606 2710

Email: daminimb@gov.sz

9. DEPARTMENTS LOCATION IN THE FOUR REGIONS OF SWAZILAND

9.1 COMMERCE – LICENSING OFFICES

1.Hhohho Region

Mbabane Headquarters Offices

P.O. Box 451

Mbabane

Telephone; 24043201/6-Extension-2233

2.Manzini Region

Manzini Regional Administration Offices

P.O. Box 2290

Manzini

Telephone; 25053933

3.Shiselweni Region

Nhlangano Regional Administration Offices

P.O. Box 20

Nhlangano

Telephone; 22078286

4.Lubombo Region

Siteki Regional Administration Offices

P.O. Box 36

Siteki

Telephone; 23434141

9.2 WEIGHTS & MEASURES OFFICES

1. Hhohho Region

Next to the Deputy Prime Minister's Offices, Mbabane City.

2. Manzini Region

Weights & Measurement Building, opposite YKK Zippers, Matsapha Town.

3. Shiselweni Region

Nhlangano Regional Administration Offices

4. Lubombo Region

Siteki Old Library Building next to the Park

9.3 COOPERATIVES OFFICES

Hhohho Region

Mbabane Headquarters Offices

Telephone- 2404 3201

Piggs Peak Regional Administration Offices

Telephone- 24371177

Lubombo Region

Siteki Regional Administration Offices

Telephone- 23434705

Manzini Region

Manzini Regional Administrative Offices

Telephone- 25052251

Cooperative college- 24161087

Shiselweni Region

Nhlangano Administration Regional Offices

Telephone- 22078348

International Dialing Codes for all is (+268)

9.4 HANDCRAFT OFFICES

Hhohho Region
Mbabane Interministerial Building
Telephone- 24043201/1-6

Manzini Region
Government Regional Offices
Telephone- 25053936

Lubombo Region
Siteki Government Regional Offices
Telephone- 23434150

Shiselweni Region
Nhlangano SPTC Building above Post Office
Telephone- 22078392

OFFICE HOURS

MINISTRY OF COMMERCE, INDUSTRY AND TRADE DEPARTMENTS	
OPERATION HOURS	
Monday- Thursday 0800 – 1300 1400 – 1645 with one hour lunch break between 1300 to 1400	Friday 0800 – 1300 1400 – 1630 with one hour lunch break between 1300 to 1400
Our offices are closed on weekends, and public holidays	

ANNEXURE

MINISTRY OF COMMERCE, INDUSTRY & TRADE BUSINESS PROCESSES & COSTS

COMMERCE DEPARTMENT			
LICENCE	REQUIREMENTS	COST	TIME
INFORMAL SECTOR Street fruits vegetable vendor	Informal sector is exempted from advertising <u>Swazis only</u> National ID copy showing both sides	E 50.00/ annum	5 minutes
Hawker in town	National ID copy showing both sides Car Blue Book / plus police affidavit owner of car authorizing use of car	E120.00	5 Minutes
Clothing peddlers	National ID copy showing both sides	E50.00	5 Minutes
Hawker per region Regionally	Car Blue Book National ID copy showing both sides Personal Bank Statement	E 120.00/ annum	5 Minutes
Peddlers (used clothes & new clothes)	National ID copy showing both sides	E50.00/ per annum	5 Minutes
Formal sector Sole Trader Grocery-Urban	Advertise for 3 days – plus E50.00 for advert National ID copy showing both sides Bank statement Lease Agreement	E300.00/per annum	7 days
<u>Companies</u>	Foreigners: Temporal residence Permit/ citizenship Certificate of incorporation		

	Memorandum & Articles of Association		
Radio Educational Program	Form J/ form C for shareholders	None	
Groceries Swazi National Land	Rural - Kings Consent- 3 days for advert Town- Consult City Council Permission- no-longer a requirement from commerce	Rural -E 150.00 Urban/ Town E300.00	7 days
Private Property (Farms) Grocery	Ministers authority Tittle deed for town- for owners/Lease agreement	E300.00	7 days
License Application fee (for new licenses) Advertising fee	All formal sector licenses 3 days (for advertising)	E 50.00	7 days
New licenses application	Foreigners; with Citizenship & Khonta Certificate Urban (town), Private (farms) Capital E 2,000 000.00 Renewal: Submit 12 months Bank Statement annual Turnover up to E8,000 000.00		
Redundant licenses Department of licensing: Revoke license	Clear debts Check revenue authority to ascertain if you are not a tax payer Show proof of revoked trading license	Whoever was issued a trading and liquor license, ensure you return it to licensing officer to ensure it's revoked to avoid penalties.	
LIQUOR LICENSES Application fee (advertising fees) Special sittings- urgent application administered by Board-	Urban Private-(farms)	Normal Application E165.00 Special sitting costs: Manzini E 3920.00	21 days 21 days Any time sitting

mid –year sitting & yearly sitting		<u>Lubombo</u> E 4,925.00 <u>Hhohho</u> E3,500.00 Shiselwini E 4,500.00	June –July November December
Department of Commerce License continued	Requirement	Costs	Turn Around Time/ Time Taken
Curio Shop license- (Handicraft)	1) Certified Swazi National ID Copy Advert 3 days & Advert fee E50	Town E 200.00 Rural E100.00	7 days
Vendor’s Cart License	Swazi National ID <u>Town:</u> Health Report Permit from Town/City Council- no longer a requirement <u>Rural for Swazis</u> Chief’s letter ID & Bank Statement	Rural & Town E150.00	Same Day
Street Photographer License	copy of Swazi National ID both sides Lease or Permit from Municipal Council-	E100.00	1 Day/ Same day
Shoe Repair License	Copy of Both Sides National ID <u>Town</u> Permit from Municipality if in town or lease agreement <u>Rural</u> permit from the Chief’s kraal if in rural areas	E100.00 Town E50.00 rural	1 Day/ Same day
Farm Produce License	Copy of Both Sides National ID <u>Rural</u> Permit from Chief’s kraal or <u>Town</u> Municipal Council	E70.00	Same Day
informal Miller’s License	Copy of Both Sides National ID <u>Rural Areas also need:</u> Approval from the Chief ‘s kraal	E100.00	Same Day
Car Wash License	Copy of Both Sides National ID Lease Agreement / Permit from Municipal Council not requirement	E100.00	Same Day
Driving School License	Copy of Both Sides National ID Advert E50 (3 days advertising) Instructors Certificate & Driver’s License, Lease agreement Bank statement	E500.00	7 days

Private License	Investigator	Copy of Both Sides National ID	E150.00	Same Day
Billiards & Snooker Table License		Copy of Both Sides National ID Lease agreement / <u>But Rural Areas need:</u> • Permit from chief's kraal(Umphakatsi)	E500.00	Same Day
Cobbler's License		Copy of Both Sides National ID Permit from Municipal Council	E60.00	Same Day
Breakdown/Towing Services License		Copy of Both Sides National ID Advert E50 Lease Agreement rural areas need approval from Umphakatsi-chief	Town/City Cost E500.00 Rural Areas-Cost E 250.00	Same day
Blacksmith License (Makes Tanks & emabhavu)		Copy of Both Sides National ID Personal Bank Statement Permit from Municipal Council/ or Approval from Chief's kraal for rural areas	E60.00	Same Day
Mobile Phone /Spaza License		Copy of Both Sides National ID Permit from Municipal Council Or lease agreement	E150.00 Town E70.00 Rural	Same Day
Barbershop License		Copy of Both Sides National ID Rural Chiefs letter Lease Agreement Permit from Municipal Council	E50.00	Same Day

Handcraft Department

Training Programs	REQUIREMENTS	COST	DURATION
Skills Development outreach program			
Decentralization of Skills -Constituencies / Tinkhundla			
1.Electrical Installation	Swazi National Identity	E1500.00	6 Months
2. Plumbing	Swazi National Identity	E1500.00	4 Months
3. Metal work	Swazi National Identity	E1500.00	6 Months
4.Sewing	Swazi National Identity	E1500.00	6 Months
Courses in NHTC			

COURSES: Fine arts & Ceramics 1. Sewing & Home craft 2. Wood & Stone Carving 3. Metal work 4. Electrical and Plumbing	Swazi National Identity	E8000.00 Boarders per course E6500.00 Off Campus	9 Months
COMPUTER COURSE Word Processing Spread sheet Computer networking Computer Maintenance Internet -Communication Database Power Point - Presentations Entrepreneurship	Swazi National Identity	E 4225.00 Boarders E3250.00 Off campus	6 Months
Extension Services Business Skills & Product Development	A group with a minimum of (7) members	Free- Costs paid by Swaziland Government	1 Week/2 Weeks
Handcraft Export Promotion –Both internal and External Trade fairs	Nation ID Valid Passport Handcraft Producer Registration through SEDCO- if interested	Free –costs paid by SD Government for transporting Handcraft SEDCO – pays for Stand in Botswana SIPA-Provides stand <u>(Accommodation transport and food paid by clients)</u>	August
Promotion of Sales at national events	Nation ID Handcraft Producer	Free –costs paid by SD Government - trade tents	Ant time national events held
Handicraft Flea markets <u>towns & boarder gates</u>	Nation ID Handcraft Producer	E20.00 paid Town Boards for services	Festive seasons
CODEC DEPARTMENT			
Induction Course in cooperative Business Management	Newly employed personnel in the cooperative field	E2500.00	4 WEEKS
Certificate in cooperatives Business Management	Certified National ID Certified ‘O’ Level / Matric (4 passes	E2400.00 per block	4 blocks of 2 months

Note: Part time Basis also provided	including English Language) plus must have done Accounts		
Certificate in Co-operative Business Management Note: Course is on Full time basis	Certified National ID Certified 'O' Level / Matric (4 passes including English Language) plus must have done Accounts	E9840.00	1 YEAR
Orientation of Cooperatives Board Members	Membership to Cooperative Election into Board	Free- Costs paid by Swaziland Government	3 days/ 5 days

DEPARTMENT OF COMPANY REGISTRATION

Service Provided	Requirements	Cost	Timeline
1.Registration of domestic and foreign companies	<ul style="list-style-type: none"> Company name search and reservation. 	Nominal Capital	3 days
	<ul style="list-style-type: none"> Compilation of memorandums articles of association 	From E100.00 - E10,000.00 @ Cost E 645.00 From E10,001.00 – E30,000.00 @ cost E 945.00 From E30,001.00 - E50,000-00 @ cost E 1,245.00 From 50,000.00 and above @ cost E1,845.00	
	<ul style="list-style-type: none"> Payment for company registration. 		
	<ul style="list-style-type: none"> Annex copies of identity documents. 		
	<ul style="list-style-type: none"> Lodge company documents with office. 		
1.1 Deregistration of companies.	<ul style="list-style-type: none"> Company resolution to deregister company. 	E 35.00	14 days
1. Alterations of company memorandums and articles of associations	<ul style="list-style-type: none"> Company resolutions to alter memorandums 	E 150.00	14 days

	and articles of association.		
Company name change	<ul style="list-style-type: none"> • Company resolutions to have company change its name. • Advertisement and gazette with print media in Swaziland. 	E 300.00	14 days
Increase and decrease of nominal capital	<ul style="list-style-type: none"> • Company resolution to increase and decrease nominal capital. 	E 200.00	14 days
1.For lodging any document for filling		E 70.00	1 Day
2.For any certificate issued by registrar		E 70.00	1 Day
3.For inspection of the registers kept by the registrar		E 50.00	1 Day
4.For altering address in register	Company resolution to alter address.	E 50.00	1 Day
5.Change of the end of company's financial year		E 50.00	1 Day
6.Conversation of the type of company into another form of company	<ul style="list-style-type: none"> • Company resolution to change company's financial year. 	E 20.00	3 days
7.Certifying additional copies of documents lodge for registration	<ul style="list-style-type: none"> • Company resolution to convert company. 	E 50.00	1 day
ONLINE SERVICES			
a) Online company name search and reservation	<ul style="list-style-type: none"> • Own documents • Government 	E 20.00 E 100.00	Same day
b) Downloadable company registration forms			Same day
c) Company mobile tracking system		Free-costs paid by Government of Swaziland	
d) Online provisional company registration system			

DEPARTMENT OF INTERNATIONAL TRADE

Services Provided	Requirements	Cost	Timeline
Issuance of Import Rebate Permits (IRP)	For manufacturers:		
	Company registration documentation	Free- Costs paid by Government	On average 2 days
	Trading License		
	Registration Letter for a Rebate Store issued by SRA		
	Application letter stating in detail the materials to be rebated.		
	For Non-Governmental and Non-Profit Organization (Charity Organizations):		
	Registration documents as a Non-Profit Organization (Charity Organization)	Free- Costs paid by Government	
	Application letter stating in details the goods to be granted the rebate		
	Letter of donation for donor		
	Customs declaration and packing list		
	For pharmaceutical goods, a letter from the Ministry of Health will be required		
	For educational material a letter from the Ministry of Education will be required		

	An import permit from the Ministry of Finance is also required for a selected number of goods.		
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WEIGHTS AND MEASURES (METROLOGY) DEPARTMENT

SERVICE PROVIDED	REQUIREMENTS	COST	TIME IT TAKES
INFORMAL SECTOR:			
<ul style="list-style-type: none"> Conducting workshops with informal sector stakeholders regarding metrological (weights and measures) issues as affecting trading and manufacturing process 	<ul style="list-style-type: none"> Application seeking assistance with knowledge and skills in metrology issues as applicable in trading and manufacturing discipline. Venue for the workshop Proof of sizeable number of prospective stakeholders to undertake the workshop 	Currently costs borne both by applicant and the Government	(3) days depending on the metrology scope being covered
<ul style="list-style-type: none"> Approval Of Measuring Instruments Used In Trade 	Currently costs being borne by Government	Two weeks	
<ul style="list-style-type: none"> Registration of Repairers of Measuring Instrument used in trade 	<ul style="list-style-type: none"> Application Letter- that including details and history of person requiring registration to repair and sell measuring instruments used in trade A letter specifying scope of registration required- that include type of measuring instruments to be repaired and sold. Copy of trading license/or company registration documents requiring registration. 	Currently costs being borne by Government	(1) Month

	<ul style="list-style-type: none"> ▪ Qualifications held by prospective applicant deem fit to repair measuring instruments as used I trade. This should include ID 		
<ul style="list-style-type: none"> • Verification of measuring instruments used in trade and industries 	<ul style="list-style-type: none"> ▪ Copy of trading valid trading license/or company registration documents as prove of legally genuine business enterprise. 	Costs shared between Government and the applicant	(1) Day
<ul style="list-style-type: none"> • Inspection of measured Goods Sold In Local and External Markets 	<ul style="list-style-type: none"> ▪ No requirement expected from the applicant or business enterprise as this is a regulatory function carried by Government to ensure compliance to all measured and sold goods to the market 	Currently costs borne by Government	(1) Day per premise depending on the size of the batch to be inspected.
	<ul style="list-style-type: none"> ▪ No requirement expected from the applicant or business enterprise as this is a regulatory function carried by Government to ensure compliance to all measured and sold goods to the market 	Currently costs borne by Government	(1) Day per premise depending on the size of the batch to be inspected.
<ul style="list-style-type: none"> • Calibration of Measuring Instrument As Used Industries 	<ul style="list-style-type: none"> ▪ Both Government and the Owner of the instrument take the initiative after the expiring of verification certificate. ▪ For small instrument these are brought to the metrology laboratory ▪ For big instrument e.g. weigh bridges, test truck has to be sourced by the applicant. 	Costs borne by Government	(5) days

<ul style="list-style-type: none"> • Provision of Measurement certainties and traceability to Public Institutions (e.g. legal structures) 	<ul style="list-style-type: none"> ▪ Proof of Public institution ▪ Thing to be measured 	Costs borne by Government	(1) days
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REGULATORY AND QUALITY INFRASTRUCTURE DEVELOPMENT (RQID) DEPARTMENT

Services Provided	Requirements	Cost	Timeline
Training on Accreditation Standards	Private and Public Laboratories, Inspection Bodies and certification bodies	E7,500.00	5 days
Accreditation Application and Document Review	Private and Public Laboratories, Inspection Bodies and certification bodies	E12,200.00	Open
Pre-assessment fee	Private and public Laboratories, Inspection Bodies and Certification bodies	E12,500.00	Open
Initial Assessment fee	Initial Assessment fee	E15,400.00/assessor Unit	Open
Surveillance fees	Private and Public Laboratories	E12,600.00/year	Annual
Good Regulatory Practice Training	Regulatory Department and or Agencies	Regulatory Department and or Agencies	Open
Online Service Forms for National Annual Quality Awards		Free (cost borne by Swaziland government)	Annual

DEPARTMENT OF INTELLECTUAL PROPERTY

<u>LICENSE</u>	<u>REQUIREMENTS</u>	<u>COSTS</u>	<u>TURN AROUND TIME</u>
Registration of companies	Company Name Company Directors Shareholding Structure Nominal Capital	Ranges from E645.00 – E1,845.00 depending on nominal capital	3 working days

	Objectives of the Company Memorandum and article of Association Copy of Director's Identity Proof of payment from Revenue i.e. general receipt		
Registration of patents	Filling and submission of application form Title of Invention or description One or more claims Drawing and abstract	Application Form fee is E300.00 & Renewal fee is E300.00 annually	2 weeks
Protection of Intellectual Property	Filling and submission of application form Documents justifying the applicants to the registration of the industrial design Drawings, photographs or other adequate graphic representations of the article embodying the industrial design and indication of the kinds of products for which the industrial design is to be used.	Application is E350.00 renewal is E300.00	2 weeks
Protection of Trademark Rights	Application through agent/attorneys registered within the Intellectual Property Offices.	Application fee is E500.00 and E200.00 for additional class and registration is E500.00.	5-6 months
Cooperative auditing & preparation of Financial Statements	Submission of application letter to the Commissioner of Co-operatives Submission of accounts of audit Letter from Chairperson of the Co-operatives Registration documents	Free: Costs paid by Swaziland Government	3 weeks

	Books of accounts		
Facilitating the Accreditation of Conformity Assessment Bodies	<ul style="list-style-type: none"> Filling of Application Form obtainable from the office and online 	Free: Costs paid by Swaziland Government	Varies from case to case
General Education on Cooperative matters, including Registration	<ul style="list-style-type: none"> Filling up and submission of application form 	E110.00	Maximum of 3 months
Issuance of Trade Certificates	<p>Application letter for rebate of imported goods invoice.</p> <p>Proof of country of origin of goods, Name of supplier of goods in the country of origin of goods.</p> <p>For medical equipment and drugs, and educational material, the following is required;</p> <p>Application for concurrence in their respective sector's Ministries, who will then provide a Memorandum addressed to the MCIT concurring the good's eligibility for rebate.</p>	Free: Costs paid by Swaziland Government	It varies, depending on the merits of each case
Administration & Control of Metrology in Trade, Commerce, Industry and the Public with a View to Ensure Accurate Measurement Transactions	Filling up and submission of application form/letter	Free: Costs paid by Swaziland Government	It varies from 1 day to 3 weeks depending on the merits of each case
Grant of Sole Trader License: Urban area/Town	<p>Lease Agreement (leased business)</p> <p>Certified Copy of National ID/ Temporary Resident Permit/Citizenship</p> <p>Graded Tax</p> <p>Bank Statement</p>	<p>Ranges between:</p> <p>E50.00 - E5,000.00</p>	3 working days

	Health Report		
Grant of Partnership Trading License: Urban Area/Town	Lease Agreement (leased business) Partnership Agreement Certified Copy of National ID / or Temporary Resident Permit/ or Citizenship Graded Tax Bank Statement Health Report	Varies between E50.00 - E5,000.00	3 working days
Grant of Trading License for Companies	Certificate of incorporation Memorandum and Articles of Association Certified copies of National IDs for Directors/Temporary resident permit/Citizenship Bank Statement Graded Tax Filling of Form J and Form C Health Report	Varies between: E50.00-E5,000.00	3 working days
Grant of Trading License for Cooperatives	Certified copies of National IDs for Directors Health Report Lease Agreement Health Report Bank Statement	Varies between: E 50.00-E5000.00	3 working days
Grant of Trading License on Private Property	Certified copy of national ID Proof of Title Deed /Lease Agreement Health Report Bank Statement Certificate of incorporation Memorandum and Articles of Association	Varies between: E50.00- E5000.00	3 working days
Grant of Trading License on Swazi Nation Land	<u>Khonta First</u> Certified Copy of National ID Graded Tax Recommendation letter from Swaziland Commercial Amadoda King's Consent	Varies from 50.00 - E5000.00	3 working days

	Bank Statement Health Report Lease Agreement if land belongs to another person		
Amendment of Business Premises	Lease Agreement Temporary Resident Permit/Citizenship Certificate of Incorporation Health Report of new premises Certified copy National ID Address of premises business is transferring to Memo and Articles of Association Filling of Form J and Form C	Cost ranges between E50.00- E5000.00	3 working days
Transfer of Business License	Deed of sale Advertise license for three days Lease agreement (if is a leased business) Certified Copy of National ID Health Report Memorandum and Articles of Association Filling of Form J and Form C	E25.00	3 working days
Liquor Licensing	Lease Agreement Certified Copy of National ID Building Plan	Ranges between E82.50 -E2,475.00 depending on the type of license	There are mandated sittings: May and June and November and December. Failure to appear in the mandated months, one can apply for

	<p>Health Report</p> <p>Bank Statement</p> <p>Certificate of incorporation</p> <p>Memorandum and Articles of Association</p> <p>Company Resolution</p> <p>Police report</p> <p>Report from Liquor Inspector</p>		a special sitting whose costs are borne by the applicant.
Consumer Protection	<p>Complaint from affected consumer</p> <p>Evidence of shoddy service or supplied goods</p> <p>Receipt, if available</p>	Free: Costs paid by Swaziland Government	Same day
Informal Sector Licensing	Certified Copy of National ID	E50.00	Same day
License for Fruits Vegetables from trucks and vans	<p>Certified Copy National ID</p> <p>Blue book for the Vehicle</p>	E100.00	Same day
Peddler License	Certified Copy of National ID	E50.00	1 working day
Hawker License	National ID	E120.00	Same day
Handicraft License	<p>Certified copy of National ID</p> <p>Permit from Town/City Council (if in town) or permit from the Chief's kraal if in rural area</p>	E50.00	Same day
Vendors Cart License	<p>National ID</p> <p>Health Report</p>	E150.00	Same day

	Permit from Municipal Council		
Street Photographer License	Certified copy of National ID Permit from Municipal Council	E100.00	Same day
Shoe Repair License	Certified Copy of National ID Permit from Municipality if in town	E100.00	Same day
Farm Produce License	Certified copy of National ID Permit from Chief's kraal or Municipal Council	E70.00	Same day
Private Investigator License	Certified of Copy of National ID	E150.00	Same day
Billiards & Snooker Table	Certified copy of National ID Lease agreement Permit from chief's kraal(Umphakatsi)	E500.00	Same day

Miller's License	Certified copy of National ID Health Report Approval from the Chief 's kraal	E100.00	Same day
Cobbler's License	Copy of National ID Permit from Municipal Council	E60.00	Same day
Blacksmith license	Copy of national ID Permit from Municipal Council / or Approval from Chief's kraal for rural areas	E60.00	Same day
Breakdown/Towing Services license	Copy of National ID Permit from Municipal Council or approval from Umphakatsi-for rural areas	E500.00 in town or E250.00 in rural area	Same day
Mobile Phone /Spaza license	Copy of National ID Permit from Municipal Council	E150.00	Same day
Barbershop license	Copy of National ID Permit from Municipal Council	E150.00	Same day
Kernel/ Boarding School	Copy of National ID Health report Permit from Municipal Council Lease Agreement or proof of ownership of Land	E100.00	Same day
Driving School license	Copy of National ID	E150.00	Same day
Car Wash license	Copy of National ID Lease Agreement /Permit from Municipal Council	E100.00	Same day