

South Sudan Investment Authority

One Stop Shop Investment Centre (OSSIC)

Structure of the OSS section within the SSIA website,

It is proposed that under the SSIA home page, there is among the main features one that relates to the OSS. It should be clearly visible on the home page of the website.

The following sections will be in the one stop shop section:

1. Introducing the One stop shop
2. The services offered
3. The process/ procedures
4. The OSS documents, with down loading options of all the forms
5. FAQ
6. Photos
7. Queries

INTRODUCING THE ONE STOP SHOP

The One Stop Shop Investment Centre (OSSIC) brings business and regulatory agencies together in a user friendly and efficient process for the issuance of investment certificates, licences and permits as well as providing customer care services. It offers a sound and effective investment climate in the Republic of South Sudan and ensures that the local and foreign investors operate in a prompt, reliable and customer friendly environment. The investor will only have to be in contact with one entity, i.e OSSIC, for processing of all documents related to his/her investment project in South Sudan.

OSSIC guides investors through a step by step procedure to successfully develop and implement their projects. It offers pre- investment advice and counselling, processing of applications for investment certificates and relevant permits as well as ensuring after care services.

SERVICES OFFERED

RECEPTION AN PROCESSING UNIT

The officers of the Reception and processing unit provide counselling on all procedures to invest in South Sudan namely incorporation of Companies, applying for investment certificates, fiscal incentives, work and residence permit and other authorisations. They liaise with respective Ministries and Government agencies to facilitate the investor in the process of his/her application.

INVESTOR SERVICES UNIT

The officers of the Investors services unit are responsible for the processing of the applications. They evaluate the applications and liaise with the respective Ministries for approval and authorisations.

MINISTRIES BASED AT OSSIC

The respective Ministries and Government Departments mentioned below have placed representatives at OSSIC. They operate a desk at OSSIC to assist the investors in their queries and facilitate the obtention of permits and other authorisations from the parent Ministries:

- Ministry Of Justice (Business Registry Dept) assisting in queries and the processing of applications pertaining to registration of companies.
- Ministry of Finance and Economic planning assisting in queries received from investors pertaining to fiscal incentives and other fiscal exemptions and providing assistance in obtaining the necessary exemptions
- Ministry of Interior assisting queries and processing of applications pertaining to travel permit and residence permit
- Ministry of Labour, Public Service and Human Resources Development assisting in queries and processing of applications pertaining to work permit.

THE OSS PROCESS

ONE STOP SHOP

PROCESS FOR REGISTRATION AND INCORPORATION OF COMPANY

No	Procedure	Responsibility	Record
1	The Front desk Officer counsels the Investor on the various steps to be followed for registration and Incorporation of Companies. Two types of companies can be registered, Domestic company and Foreign company. He introduces the investor to the Officer of the Business Registry based at the OSSIC.	Front Desk	See Check List for procedures both domestic and foreign companies

2	Investor submits application to the Business Registry Desk to reserve name of Company	Investor/ Business Registry Desk	Application to reserve name of Company
3	The Officer of Business Registry Desk submits application to reserve name to Business Registry Head Office	Business Registry Desk	
4	Upon approval of name of Company, the investor submits 4 copies of the memorandum and Articles of Association for approval by Business Registry together with the application form for incorporation	Investor/Business Registry Desk	4 Copies of memorandum and Articles of Association + application form duly filled in
6	The Business Registry Desk submits to its Head Office for approval	Business Registry Desk	
7	Upon approval, the investor submits the payment fee to the Business Registry Desk for processing of Certificate of Incorporation.	Investor/ Business Registry Desk	Payment fee
8	The Business Registry Desk Officer delivers the certificate of Incorporation to Investor together with receipt of Payment fee.	Business Registry Desk	Certificate of Incorporation

ONE STOP SHOP

PROCESS FOR INVESTMENT CERTIFICATE

No	Procedure	Responsibility	Record
Investment certificate			
1	The investor submit the duly filled investment certificate application to the officer of Front desk office together with the requested documents	Client	Investment certificate application No..... Copy of Memorandum of articles of Association Certificate of incorporation Feasibility study
2	The officer of the Front Desk check the investment certificate application duly filled in by the investor as well as the copies attached ..	OSS Front Office Desk officer	Check list Investment Certificate application Copy of Memorandum of articles of Association Certificate of incorporation Feasibility study Bank deposit slip for application fees
3	The OSS Officer provides a receipt of the application fee as well as an acknowledgement letter that the application is under process.	OSS Front Office Desk officer	Receipt of application fee Acknowledgement letter
4	The Oss Officer input the following details in the computer system/Investor application Registry Name of Investor, Name of Company, Sector	OSS Officer	

	of Activity, Date of Submission of application, Application no, Bank slip no , Receipt no , and Amount of application fee and other remarks if appropriate		
5	The front desk officer will then submit the application with attached documents to Back office desk for processing. A movement cover sheet will accompany the application containing the serial no of the application, the date of submission to Back office desk and the list of documents attached.		.Application of Investment certificate Copy of Memorandum of articles of Association Certificate of incorporation Feasibility study Movement sheet
6	Upon receipt of the application and the relevant documents, the officer of the back office prepares an evaluation sheet based on the information of the application and the feasibility study.	Back Office officer	Evaluation sheet
7	The evaluation sheet of the project will be presented by the Back office desk officer to the Technical committee for approval	Back Office Officer Investor services Director	Evaluation sheet Feasibility study
8	The officer will await the Technical committee report in order to issue the investment certificate He will fill in the investment certificate and have it signed by the Director of Investment services/ minister. In case the application is not approved, he will return the application together a letter address to the investor for the reasons for not approving the application by the technical committee.	OSS Officer	Technical Committee Report Investment certificate Letter of non approval

9	<p>The officer will fill in the movement sheet by inserting the date of submission of investment certificate to Front Desk as well as any comments if appropriate; He will then send the investment certificate to Front desk .</p>	<p>OSS Back office officer</p>	<p>Movement sheet completed Investment certificate</p>
10	<p>The front desk officer will submit the Investment certificate to the Investor and make him sign the investment certificate registry. He will also complete the record on the computer system by adding the date of delivery of investment certificate.</p> <p>In case of non approval, the front desk officer will explain the reasons for non approval as well as handing over the letter of non approval to the investor</p>	<p>Front desk office</p>	<p>Investment Certificate Letter of non approval</p>

ONE STOP SHOP

FISCAL INCENTIVE PROCESS

No	Procedure	Responsibility	Record
1	The investor submits the application for capital allowances or any related allowances on the prescribed form of the Ministry Of Finance	Client	Application for capital allowances or related allowances Copy of Investment certificate
2	The front desk officer ensures that the allowances requested are clearly mentioned in the application.	Front desk	
3	The Front desk then submit the application to the desk officer of the Ministry of Finance and Economic planning for processing and approval together with a movement sheet stating the date it is despatched and the documents attached.	Front Desk	Movement sheet
4	The desk officer of the Ministry verifies and processes the application form and provides his recommendations to his parent Ministry for approval.	Desk officer of Minsitry	Re commendations to Ministry
5	Upon receipt of the approval letter from the Ministry of Finance, the Desk officer submits the letter to the front desk together with the movement sheet.	Desk Officer Of Ministry	Letter of approval of allowances

6	The front desk makes a computer entry on the investor file of the details of the allowances. He then deliver the letter of approval of allowances to the investor	Front Office	Letter of approval of allowances
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ONE STOP SHOP

PROCESS FOR Tax exemption

No	Procedure	Responsibility	Record
1	The investor submits the application for tax exemption and concession on the prescribed form of the Ministry Of Finance	Client	Application for tax exemption Copy of Investment certificate
2	The front desk officer ensures that the tax exemption or concessions requested are clearly mentioned in the application.	Front desk	
3	The Front desk then submit the application to the desk officer of the Ministry of Finance and Economic planning for processing an approval together with a movement sheet stating the date it is despatched and the documents attached.	Front Desk	Movement sheet
4	The desk officer of the Ministry verifies and process the application form and provides his recommendations to his parent Ministry for approval.	Desk officer of Minsitry	
5	Upon receipt of the approval letter from the Ministry of Finance, the Desk officer	Desk Officer Of Ministry	Letter of exemption from Ministry

	submits the letter to the front desk together with the movement sheet.		
6	The front desk makes a computer entry on the investor file of the details of the tax exemption . He then deliver the letter of exemption to the investor	Front Office	Letter of Exemption

ONE STOP SHOP

PROCESS FOR Specific/Special investment Package

No	Procedure	Responsibility	Record
1	The investor submits the application for specific /special investment package	Client	Application for specific/special investment package Copy of Investment certificate
2	The front desk officer ensures that the application has been properly filled in with all requested information and documents.	Front desk	Application Copy of Investment certificate Deposit bank slip for application fee Brief on reasons for the special package to be granted Check list
3	The Front desk then submits the application to the Back office for processing together with a movement sheet containing date of	Front Desk	Movement sheet

	<p>despatch to Back office and list of documents attached.</p> <p>He enters information in the computer filing of the investor's company of the request for specific package</p>		
4	The Back office verifies and prepares an evaluation sheet for presentation to Technical committee.	Back office	<p>Check List</p> <p>Evaluation sheet</p>
5	The Back office officer presents the application to the Technical committee.	Back Office	<p>Evaluation sheet</p> <p>Application</p>
6	Upon approval of the technical committee, the Back Office issues a letter with the specific investment packages granted		Letter of MOI for investment packages granted
7	<p>The Back office forward the letter of investment packages together with the movement sheet</p>	Back office	
8	The front officer issues the letter of investment packaged granted to the investor and complete the computer filing of the investor's company with date of delivery of leeter and investment packages granted.	Front office	

ONE STOP SHOP

WORK PERMIT PROCESS

Entry and Work permit

No	Procedure	Responsibility	Record
1	The investor Submits application for entry and work permit on the prescribed form of the Ministry of Labour and Public Service together with the requested attached documents	Client	Entry and work permit application form <ul style="list-style-type: none">- Job profile- 4 passport size photographs- Official letter from employer- Documentary evidence of academic qualifications and experience- Official copy of applicant's birth certificate and passport details- The contract of employment- A full medical report- Copy of the investment certificate
2	The front desk office verifies the application as well as the attached documents as per his check list . He provides an acknowledge letter	Front office	Acknowledgement letter

	to the investor of receipt of application.		
3	The OSS officer inputs a computer entry namely: date of application, Name of applicant, contact details, application no, documents submitted, date of submission to Desk officer of Ministry of Internal affairs	Front Office	
4	The application with the relevant documents is then submitted to the desk officer of Ministry of Labour for processing with a movement sheet stating date of submission , name of applicant and documents attached;	Front Office	Movement sheet
5	<p>Upon receipt of application, the Desk officer of the Ministry of Labour will verify the application form as well as the attached documents. If all documents are in order, he will then submit to his Parent Ministry for approval. IF the Ministry approves the entry and work permit , he will request the investor through the front desk to effect the security deposit or bond; Upon receipt of the bank voucher that the security deposit has been made, the Ministry will issue the permit.</p> <p>If there are information lacking or anomalies in documents , he will return application to Front desk for corrective actions; He will put his remarks on the movement sheet;</p>	Desk officer Ministry of Internal Affairs	Security deposit voucher
6	Upon approval, the desk officer of Ministry of Labour will send the Entry and work permit to the Front desk together with the movement sheet;	Desk Officer of Ministry	Entry and work permit
7	The front officer will enter the date that permit was received from Desk officer of Ministry as well as the date permit has been	Front officer	Entre and work permit

	delivered to client. Front officer delivered permit to client		
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ONE STOP SHOP

Application for Residence permit

No	Procedure	Responsibility	Record
1	The investor Submits application for Residence permit on the prescribed form of the Ministry of Interior together with the requested attached documents	Client	Residence permit application form <ul style="list-style-type: none"> - Copy of Work permit - 2 passport size photo - Official copy of applicant's birth certificate and passport details - Copy of the investment certificate - Certificate of incorporation
2	The front desk office verifies the application as well as the attached documents as per his check list . He provides an acknowledge letter to the investor of receipt of application.	Front office	Acknowledgement letter
3	The OSS officer inputs a computer entry namely: date of application, Name of	Front Office	

	applicant, contact details, application no, documents submitted, date of submission to Desk officer of Ministry of Internal affairs		
4	The application with the relevant documents is then submitted to the desk officer of Ministry of Interior for processing with a movement sheet stating date of submission , name of applicant and documents attached;	Front Office	Movement sheet
5	<p>Upon receipt of application, the Desk officer of the Ministry of Interior will verify the application form as well as the attached documents. If all documents are in order, he will then submit to his Parent Ministry for approval. IF the Ministry approves the residence permit, he will request the investor to effect payment of the appropriate fees; The permit will be issued in the form of an Identity card..</p> <p>If there are information lacking or anomalies in documents , he will return application to Front desk for corrective actions; He will put his remarks on the movement sheet;</p>	Desk officer Ministry of Interior	Cash payment at Ministry of Interior
6	Upon approval, the desk officer of Ministry of Interior will send the residence identity card to the Front desk together with the movement sheet;	Desk Officer of Ministry	Residence identity card
7	<p>The front officer will enter the date that permit was received as well as the identity card from Desk officer of Ministry as well as the date it was delivered to client.</p> <p>Front officer delivered permit and identity card to client</p>	Front officer	Residence identity card

ONE STOP SHOP

PROCESS FOR Application for Single and multiple visa

No	Procedure	Responsibility	Record
1	<p>Single and Multiple visas can be applied through South Sudan Embassies in Kenya, Uganda, Eritrea and Ethiopia. For single visa ,the investor may also submit application through a letter addressed to Ministry of commerce, Industry and Investment. The letter should give details of the investor ,purpose of his visit and sector and activity he intends to invest. Copies of the first 3 pages of his passport should be attached to letter. Single visa can also be obtained at the airport for one month duration.</p>	Investor	<p>If investor applying for single visa from his country:</p> <p>Letter of application for visa address to Ministry</p> <p>Photocopy of first 3 pages of Passport</p> <p>If applying single and multiple visa from Embassy :</p> <p>Application duly filled in</p> <p>Photocopy of first 3 pages of Passport</p> <p>Original Passport</p> <p>2 photo passport</p> <p>Letter of invitation or letter from Ministry</p> <p>Copy of vaccination permit</p>

			<p>Bank slip for visa fee</p> <p>If for Multiple visa, the above documents + copy of certificate of Investment and incorporation of company</p>
2	The front desk office check the application for visa	Front office	Application for visa
3	The OSS officer then submits the application together with the respective appropriate documents for single and multiple visa to the officer posted at the Ministry of Interior desk for processing. The OSS officer inputs a computer entry namely: date of application, Name of applicant, contact details, documents submitted, date of submission to Desk officer of Ministry of Interior	Front Office	<p>Entry in Registry If investor applying for single visa from his country:</p> <p>Letter of application for visa address to Ministry</p> <p>Photocopy of first 3 pages of Passport</p> <p>If applying single visa from Embassy :</p> <p>Application duly filled in</p> <p>2 photo passport</p> <p>Copy of the first 3 pages of passport</p> <p>Original Passport</p> <p>Letter of invitation or letter from Ministry</p> <p>Copy of vaccination permit</p>

			<p>Bank slip for visa fee</p> <p>If for Multiple visa, the above documents + copy of certificate of Investment and incorporation of company</p>
4	<p>The application with the relevant documents is then submitted to the desk officer of Ministry of Interior for processing with a movement sheet stating date of submission , name of applicant and documents attached;</p>	Front Office	Movement sheet
5	<p>Upon receipt of application, the Desk officer of the Ministry of Interior will verify the application form as well as the attached documents. If all documents are in order, he will then submit to his Parent Ministry for approval.</p>	Desk officer Ministry of Interior	
6	<p>If application of visa made through a letter from the investor's country, then upon approval, the desk officer of Ministry of Interior will send an entry visa in 3 copies to the Front desk so that visa is issued at the airport upon presentation of the aforesaid entry permit by the investor.</p> <p>If multiple entry visa is issued, the visa inserted in the passport will be handed over to the investor at the front desk</p>	Desk Officer of Ministry	Entry permits to grant visa at airport upon arrival of investor.

THE OSS APPLICATIONS

To be downloaded

The application form for Investment certificate

Application for special investment package

Application for transfer of certificate

Application for amendment of certificate

Application to review of decision

FREQUENTLY ASKED QUESTIONS

1. Where do we go to obtain an investment certificate in order to invest in South Sudan

The investor should address directly to the One Stop Shop Investment centre located in the compound of the Ministry of Commerce, Industry and Investment in Juba.

2. How do we proceed to receive approval of Investment certificate application

The investor will have to fill in an application form and submit attached documents such as copy of Memorandum of articles of association and certificate of incorporation, as well as a feasibility study of the project. Please see attached application form as well as the detailed process in the website.

3. Are there any fees or charges

The fees are as follows:

Application for Investment certificate	USD 10
Investment Certificate	USD 600
Application for Transfer of Investment Certificate	USD 150
Application for Amendment of Investment Certificate	USD 150
Application for Review of Decision	USD 150

4. How long does it take to receive approval of application for investment certificate

If the application forms and the attached documents are in order, the approval will take a maximum of 10 days.

5. What is the minimum investment allowed

The minimum investment allowed for a foreign Company is not less than USD 100000

6. What guarantees do investors have of their investment in South Sudan

In the Investment Promotion Act 2009, it is clearly stated that no enterprise shall be nationalised or expropriated by the Government and it shall protect the intellectual property rights for all investors.

7. Do investors benefit from incentives to invest in South Sudan

Yes. Application for fiscal incentives has to be put to the Ministry of Finance and Economic planning through OSSIC. Tax exemptions and concessions on machinery, equipment, capital and net profits can be obtained provided it is approved by Ministry of Finance. The period of these exemptions are fixed by the Ministry of Finance. Fiscal incentives include also capital allowances, deductible annual allowances and annual depreciation allowances.

8. Where and how we incorporate and register a company

A company is incorporated and registered at the Business Registry of the Ministry Of Justice. Ossic will assist the Investor in the process. See process of incorporation of Companies.

9. How to obtain a work permit

Work permit applications are submitted to the Ministry of Labour, Public Service and Human Development through OSSIC. See process for work permit on website.

10. How to obtain a resident permit

Resident permit applications are submitted to the Ministry of Interior through OSSIC for approval. See process of resident permit on website.

11. Do we need visa to come and prospect the market

Yes, you will need a visa and single entry visa for a period of one month can be obtained at the airport upon arrival. Multiple visa application should be made to the Immigration Department in Juba.