



MINISTRY OF INDUSTRY, TRADE AND TOURISM SERVICE DELIVERY CHARTER

No.	Services Rendered	Requirements	Charges	Time to Access Service	Responsible Office
1	Provide businesses licensing services	New license: - Passport Copy, Business Residence Permit, Tax Payer Identity Number, Registration Certificate.	Application: MK 1,000. 00 License fee: MK 60,000.00	7 days	Department of Trade
		Renewal of license:- Duly filled application form, copy of old license	Application: MK 1000. 00 License fee: MK 60,000.00	1 day	Department of Trade
2	Provide import and export licensing services	Duly completed application form,(refer import and export memorandum)	Free	7 days	Department of Trade
3	Registration of Export Processing Zones	Application processing and fees	MK 5,000	21days	Department of Industry
		Export Processing Zone licence/ Certificate	MK 50,000	30 days	Department of Industry

4	Cooperative Societies auditing services;	Formal request from the Cooperatives, Cooperative Assets of less than MK 50,000,000.00	Based on the Asset value of the Cooperative	30 days	Department of Private sector Development (Cooperative Section)
5	Cooperative Societies registration services;	Specialized training, Dully filled application form with signatures of at least 10 members, 3 draft copies of Bye-laws	MK 5,600.00 - primary cooperative MK10,600.00 - Cooperative Union MK 20,600.00 for Federation	30 days after which assume registered	Department of Private sector Development (Cooperatives Section)
6	Appraising/ Certifying Tourism Developments	Submission of Project and designs; EIA Report Permits from Lands and City/District Council Department, and/or concerned parties.	Free	20 days after site inspection of the project is conducted, and the customer will be given Tourism Development Certificate	Department of Tourism
7	Grading Assessment	Submission of Application indicating- The required Star ranging from 1- 5 stars. Tourism Licence, Compliance to payment of 1 % Tourism Levy	MK100,000 for 1 star; MK200,000 for 2 star; MK300,000 for 3 star; MK 400,000 for 4 star; and MK 500,00 for 5 star.	Within 30 days assessment of the unit is 120 days (award of Star)	Department of Tourism

“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

8	Registration of Tourism Enterprises	Submission of application of the Tourism Development Certificate;- Business registration certificate, permits from Lands, District/ City Councils, environmental Affairs or any other concerned agencies relating to the running of the business	Chargeable (See Tourism and Hotel Act – CAP 50:10)	7 days upon submission of the requirements.	Department of Tourism
9	Provision of Regulations materials	None. A client is given Upon request	MK500 for Tourism Regulations and MK 700 for grading criteria	Promptly	Department of Tourism
10	Inspection of tourism facilities	Follow procedures as indicated in the establishment (see Tourism and Hotel Act)	Free	Continuous	Department of Tourism
11	Provide information and any other technical services offered by the Ministry	Compliance of laws and regulatory:-	Free	As and when necessary	All Departments (Depending on the technical issue in question)
12	Response to enquiries/correspondence (feedback)	None	Free	24 Hours (Email) Promptly (Walk in)	Administration & All Departments

				Maximum 10 days (letter)	
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Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Secretary for Industry, Trade and Tourism
 Gemini House
 P.O. Box 30366
 Lilongwe 3, Malawi

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 Email address: moit@moit.gov.mw and info@visitmalawi.mw
 Website: www.moit.gov.mw and www.visitmalawi.mw

ATTENTION: The Director of Administration and Finance

‘The Ministry of Industry, Trade and Tourism is committed to efficient and effective provision of industry, trade and private sector development services’

IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE