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United Nations Institute for Training and Research

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Introduction to Digital Single Window Design

People



: 3 Feb 2026

□□ :	Course
□□ :	Harare, Zimbabwe
□□ :	4 2□ 2026 to 5 2□ 2026
□□ :	2 Days
□□□□ :	E-Governance
□□ :	https://digitalgovernment.world/digital-government-academy/
□□ :	US\$0.00
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□□ :	UNCTAD



UNCTAD is working with ZIDA in order to facilitate foreign and local investment. The project is funded by the European Union in partnership with OACPS.

An assessment mission took place from 30 September to 4 October 2024 during which meetings took place with ZIDA officials (Operations, Investment Promotion, Legal, IT). The Operations team members included representatives of MDAs seconded to the One Stop Investment Services Centre (OSISC). This was meant to understand the main challenges faced and how best assistance could be provided.

UNCTAD also met with representatives of investors to better understand their needs.

From the various meetings, ZIDA officials put forward a desire to:

- Provide investors with comprehensive information on the full investment journey, with a view to also identifying how procedures for entry, establishment and operation could be streamlined.
- Develop an integrated approach to investment facilitation across all relevant MDAs, particularly at the establishment stage.

On its side UNCTAD wishes to reiterate its *core beliefs* in investment facilitation based on experience on working with its members. These are:

- *Always on:* Prioritize elements of investment facilitation that are needed all the time, not just under exceptional circumstances (e.g. when a dispute looms).
- *For all investors:* Transparent, streamlined and digital administrative processes and registrations help local firms as much as foreign investors, and MSMEs as much as (or more than) multinationals.
- *All encompassing:* Rather than putting in place dedicated processes and systems for investment authorizations only, capture economies of scope by gradually covering all or most procedures and services required by foreign and local businesses (e.g. business registration, tax/social security registration, licenses, etc.).

This proposal is made based on the above considerations.



Objective 1. Simplification and transparency of investment-related procedures

Zimbabwe eRegulations: Build a sustainable online central repository of information on administrative procedures providing step-by-step guides from the investor point of view.

Main benefits:

- Consistent and up-to-date information across agencies (embedding)
- Capacity building on eRegulations and the documentation and simplification of procedures (training and coaching to ensure technical autonomy)
- Perpetual user license with regular system updates
- Tool and methodology for facilitation and business climate monitoring
- Easily identify simplification measures; prioritize and monitor the implementation of measures; automatically assess the impact on the administrative burden cost for investors.

Examples: Kenya: <https://eregulations.invest.go.ke>; Rwanda: <https://businessprocedures.rdb.rw/>; Mexico: <https://ventanillaunica.economia.gob.mx/>

Objective 2. Support the development of an integrated business and investor registration service

Investment Window System Design: Co-develop a functional prototype for an integrated business and investor registration service enabling simultaneous registration with mandatory registries such as CIPZ, ZimRA, ZIDA, NSSA, Dept Immigration.

Main benefits:

- Functional prototype to include a dynamic guide and single form, online payment and fee module, application process flow, data exchange and API configuration, database management.
- Fastrack government interconnection and simplification efforts through:
- System design and simplification workshops to align actors behind a unified and tangible vision of digital government
- Identification of priority work areas, work plan development and monitoring.
- Capacity building on the eRegistrations system for integrated investment window system design.
- Ability to transform the prototype to a functioning in-production system connected to existing government databases.

Examples of systems in production: Business Registration in Bénin:

<https://monentreprise.bj/>; Bhutan business registration: <https://g2b.gov.bt/>;

Kenya (prototype stage): <https://home-kenya.eregistrations.org/>



Work plan: January 2025 - December 2025

Objective 1. Simplification and transparency of investment-related procedures

1. Deploy and configure the Zimbabwe eRegulations system

Jan 2025

2. Train the national eRegulations team (on-site and coaching)

Jan 2025-

end of project

3. Document of priority procedures on business registration, incentives and immigration

Jan 2025-

Apr 2025

4. Validate information with partner agencies

May-June 2025

5. System launch

July-Aug 2025

6. Disseminate information on procedures and on the eRegulations system to national and international investors

Aug-Dec 2025

7. Documentation of other investment-related procedures

May-Dec 2025

Objective 2. Support the development of an integrated business and investor registration service

1. Co-development of a functional prototype (system design workshops onsite and remote)

Apr-Sept 2025

2. Training of national team on digital government principles and system design using eRegistrations, a no-code development platform

Apr-Sept 2025

3. Support to the national simplification and digitisation agenda

Apr-Dec 2025

Requirements

National project coordinator: Senior level ZIDA staff to coordinate project activities: secure buy-in from partner agencies, supervise the documentation

work, organize validation of procedures and simplification workshops (availability, 30-40%; up to 50% peak project times)

National implementation team: 3-4 documentation officers to collect data on procedures and integrate information into the eRegulations system. No special IT skills required but high interest in business climate, investment facilitation and learning new skills and methodologies essential; (availability, dedicated full time initially, min 50%).