



# PRESENTATION OF THE COORDINATING AUTHORITY OF THE INDUSTRIAL PLATFORM OF ADETIKOPE



# An Essential Prerequisite for PIA Success: Establishment of the PIA Coordinating Authority (ACP)



Administrative departments

Multiple contacts

PIA Coordinating Authority



**The creation by decree of a PIA Coordinating Authority (ACP) which centralizes all the administrations within a Single Window and which acts as a link between the State and the investors within PIA is a contractual commitment of the Togolese Republic materialized in the PIA Development Agreement and in the associated specifications**

# Contractual Commitments of the Togolese Party (1/4)

## Excerpts from the PIA Development Agreement

### Administrative Authorities

- Refers generally to **all administrative entities and government services, including API-ZF**, which are physically gathered in the building called " Single Window " in order to receive and process, as the case may be, the various applications for approval, permits, licenses, registrations and other authorizations submitted by investors who wish to establish in PIA or who are already established in PIA, and to issue regulatory authorizations to Investors

### PIA Single Window

- refers generically to **the administrative building within the Zone that gathers all the competent administrative Authorities** (and/or their representatives) in charge of (i) centralizing the applications (as the case may be: Approvals, permits, licenses, registrations and other authorizations) submitted by Investors wishing to establish themselves within PIA and (ii) carrying out the steps intended to simplify the examination of applications with a view to issuing, according to accelerated procedures, the various applications of Investors, subject to the eligibility conditions applicable to them and (iii) issuing Regulatory Authorizations.

### Administrative authorities and General Administrator...

- The Administrative Authorities, physically located within the Single Window, are led by a General Administrator appointed by the State.
- **The General Administrator is the administrative head of the Single Window** and the support services that participate in the process of creating, supervising, controlling and managing PIA. The General Administrator will liaise with the State, at the request of PIA SAS, on all matters related to the investment policy and will ensure their resolution, in a timely manner, in order to protect and promote the interests of the Investors in PIA. and the respect of the laws and regulations applicable in Togo

# The Contractual Commitments of the Togolese Party (2/4)

## Excerpts from the PIA Development Agreement

### General Administrator

- **The General Administrator supervises the follow-up of the activities of the Investors within PIA as well as the respect of the law and the regulations in force in the Republic of Togo by the Units established in the Platform, it being understood that PIA SAS remains responsible for the management of the Platform**
- The General Administrator coordinates the various departments, administrations and agencies of the State within the Single Window in order to ensure the development and maintenance of the State's commitment to the external infrastructure necessary for the proper functioning of the I.I.P.

### Operation of the PIA Single Window

- **The PIA Single Window will be the only contact for the Units, which will be able to complete all the administrative formalities and procedures related to their establishment in the I.I.P.**  
The Single Window acts as a central agency that coordinates and supervises the support of the different administrations and services of the State within the I.I.P.
- **The various components and services of the Single Window will group together, in particular the departments or services that will be set up by the ministerial departments concerned, namely tax office, customs office, competition and consumption department, environmental services or agencies (pollution - sanitary approval), port agencies or services, all services or agencies in charge of employment and labor (employer and employee registration, social security & work permits for foreigners), urban planning services or agencies (building permits), services or agencies for company registrations and statistics, consular services, police and fire departments.**
- The Single Window is in charge of issuing all the regulatory authorizations in the I.I.P.

# The Contractual Commitments of the Togolese Party (3/4)

## Excerpts from the PIA Development Agreement

### Operation of the PIA Single Window

- The Single Window will be responsible for making arrangements for the delivery to Investors of all necessary approvals for the implementation of applicable charges or tolls for the use of any infrastructure or value-added services provided by PIA SAS in the I.I.P.  
To this end, the Single Window shall be responsible, subject to the Units meeting the eligibility criteria within the Zone:
  - **Facilitating procedures related to the creation of companies**, including all registrations and formalities for legal operations of companies in the I.I.P, such as the issuance of the company identification number, the company code, the registration with the tax department, as well as their registration with the competent agencies, such as the registration with the labor department, the social security department ;
  - **to issue approvals providing tax benefits** either under the regime of Law No. 2011-18 of June 24, 2011, on the status of a free industrial zone and its implementing decree, or under the regime of Law No. 2019-005 of June 17, 2019, on the investment code in the Togolese Republic and its implementing decree, on the basis of the agreement signed with the Unit, relating to the authorized operations and the related approvals.
  - **to facilitate the procedures for obtaining and issuing the Regulatory Authorizations** necessary for the proper operation of the Units at their request and subject to the completion of the administrative formalities, including any fees and charges that may be applicable under the regime chosen by the Investor;
  - **to receive, process and control all tax, customs and** social security declarations and any other obligations imposed on companies;

# The Contractual Commitments of the Togolese Party (4/4)

## Excerpts from the PIA Development Agreement

### Operation of the PIA Single Window

- to issue building permits after submission of development plans, including architectural plans as recommended by PIA SAS in accordance with the master plan and the architect's certificate of compliance;
  - the monitoring and control of materials and products circulating within the I.I.P ;
  - the execution of regulatory measures on the instructions of the State.
- The Single Window will, if necessary, liaise with all the competent administrations, in order to allow the Units to carry out all the daily formalities and other steps related to their establishment in the P.I.I., with a view to facilitating the requests presented by the Units for the purpose of obtaining all the regulatory authorizations necessary for their activities.

N°	Administrations/Agencies/Offices	Missions
01	<b>Togolese Revenue Office (OTR) (Ministry of Economy and Finance)</b>	<ul style="list-style-type: none"> <li>- Tax Registration Card</li> <li>- Receipt of tax returns and payment of taxes</li> <li>- To obtain tax documents (tax clearance, certificate of tax compliance to transfer funds abroad, certificate of tax domicile, certificate of tax exemption)</li> <li>- Customs declaration/stuffing/monitoring of suspensive customs procedures</li> <li>- Assistance</li> </ul>
02	<b>Business Creation Center (CFE) (Ministry of Trade and Industry)</b>	<p>Issuance of a unique business creation card containing the number of the Trade and Personal Property Credit Register (RCCM), the Tax Identification Number (NIF) and the employer's number from the National Social Security Fund (CNSS)</p>
03	<b>General Directorate for Internal Trade (Ministry of Trade and Industry)</b>	<ul style="list-style-type: none"> <li>- Authorization to place foodstuffs on the market</li> <li>- Approval of import, marketing, export and transit of biodegradable bags or not</li> <li>- Authorization for commercial promotion</li> <li>- Authorization for commercial advertising</li> <li>- Approval for the production or import of concrete reinforcing bars</li> <li>- Authorization to market tobacco products and its derivatives</li> </ul>

N°	Administrations/Agencies/Offices	Missions
04	<b>General Directorate for Industries (Ministry of Commerce and Industry)</b>	<ul style="list-style-type: none"> <li>- Authorization of installation</li> <li>- Approvals</li> </ul>
05	<b>Directorate for Packaging and Legal Metrology Division (DCML) (Ministry of Trade and Industry)</b>	<ul style="list-style-type: none"> <li>- Issuance of verification certificates for measuring instruments (scales, weighing machines, weighbridges, axle scales, thermometers, etc.)</li> <li>- Issuance of coffee and cocoa quality certificates; other agricultural products and coffee certificate of origin</li> <li>- Issuance of coffee, cocoa and other products analysis results</li> </ul>
06	<b>National Institute of Industrial Property and Technology (INPIT)/ National Liaison Structure with the African Intellectual Property Organization (OAPI) (Ministry of Trade and Industry)</b>	<ul style="list-style-type: none"> <li>- Registration of industrial property titles</li> <li>- Renewal of industrial property titles</li> </ul>
07	<b>National Environmental Management Agency (Ministry of Environment and Forest Resources)</b>	<ul style="list-style-type: none"> <li>- Approval of the environmental and social impact assessment of projects</li> <li>- Issuance of the environmental certificate</li> </ul>
08	<b>National Employment Agency (ANPE) (Ministry of Public Service and Labour)</b>	<ul style="list-style-type: none"> <li>- Recruitment</li> <li>- Placement</li> <li>- Internship</li> <li>- HRM Consulting</li> <li>- Support for staff evaluation ;</li> <li>- Development of tools (organization chart, job description, skills repository)</li> </ul>



N°	Administrations/Agencies/Offices	Missions
09	<b>API-ZF (Ministry of Investment Promotion)</b>	<ul style="list-style-type: none"> <li>- Follow-up of approvals,</li> <li>- Renewal of accreditation,</li> <li>- Assistance with various administrative formalities</li> <li>- Assistance for the various certificates (exemption)</li> <li>- validation of employment contracts;</li> <li>- Control and monitoring of works, etc.</li> <li>- Consulting, assistance and forecasting of labor disputes</li> <li>- Assistance in granting and renewing visas;</li> <li>- Assistance with the granting of residence permits and other</li> <li>- validation of employment contracts;</li> <li>- Consulting and assistance to the labor code</li> <li>- Verification of contracts, advice on labour standards, etc.</li> </ul>
10	<b>The National Social Security Fund (CNSS);</b>	<ul style="list-style-type: none"> <li>- Social registration of companies</li> <li>- Employees registration</li> <li>- Declaration and payment of social contributions</li> </ul>
11	<b>General Directorate of Labor and Social Laws (Ministry of Public Service and Labour)</b>	<ul style="list-style-type: none"> <li>- Authorization to hire foreigners</li> <li>- Visa of employment contracts</li> </ul>
12	<b>The General Directorate of National Documentation: Immigration Service (Ministry of Security and Civil Protection)</b>	<ul style="list-style-type: none"> <li>- Safe conduct</li> <li>- Residence permit</li> <li>- Visa</li> </ul>
13	<b>Ministry of Security and Civil Protection (MSPC)</b>	Laisser-passer

N°	Administrations/Agencies/Offices	Missions
14	<b>The Togolese Food Safety Agency (ANSAT)</b>	<ul style="list-style-type: none"> <li>- Issuance of export clearance for food products</li> <li>- Constitution of the food security stock and facilitation of the trade of agricultural products.</li> </ul>
15	<b>The Togolese Agency for Standardization; (Ministry of Trade and Industry)</b>	<ul style="list-style-type: none"> <li>- Control of compliance with national and international regulations applicable to the activity concerned</li> <li>- Certification of product quality</li> </ul>
16	<b>The Autonomous Port of Lomé (PAL)</b>	Collection of Port Fees
17	<b>SEGUCE</b>	Gathering of the various invoices to be paid in DFU (Single Expense Document)
18	<b>Directorate General of Urban Planning and Housing (Ministry of Urban Planning and Housing)</b>	Issuance of planning or construction permits
19	<b>Direction of Plant Protection (Ministry of Agriculture and Livestock)</b>	Issuance of phytosanitary certificate for food products

N°	Administrations/Agencies/Offices	Missions
20	<b>Environment Department (Ministry of Environment and Forest Resources)</b>	Enforcement of environmental compliance regulations
21	<b>Directorate of Forest Resources (Ministry of Environment and Forest Resources)</b>	Granting of the forest exploitation authorization
22	<b>The Office of Forestry Development (ODEF);</b>	Application of the regulations relating to the respect of the texts relating to the exploitation of the forest
23	<b>National Shippers Council of Togo (Ministry of Transport)</b>	Application of standards relating to the transport of goods and products
24	<b>The National Institute of Health Insurance (INAM)</b>	Coverage of the subscriber to the health insurance policy
25	<b>The National Institute of Economic and Demographic Statistics (INSEED)</b>	Generation of data on national and international economic activities

## SOME DEFINITIONS ACCORDING TO THE DECREE N°2021-056/PR

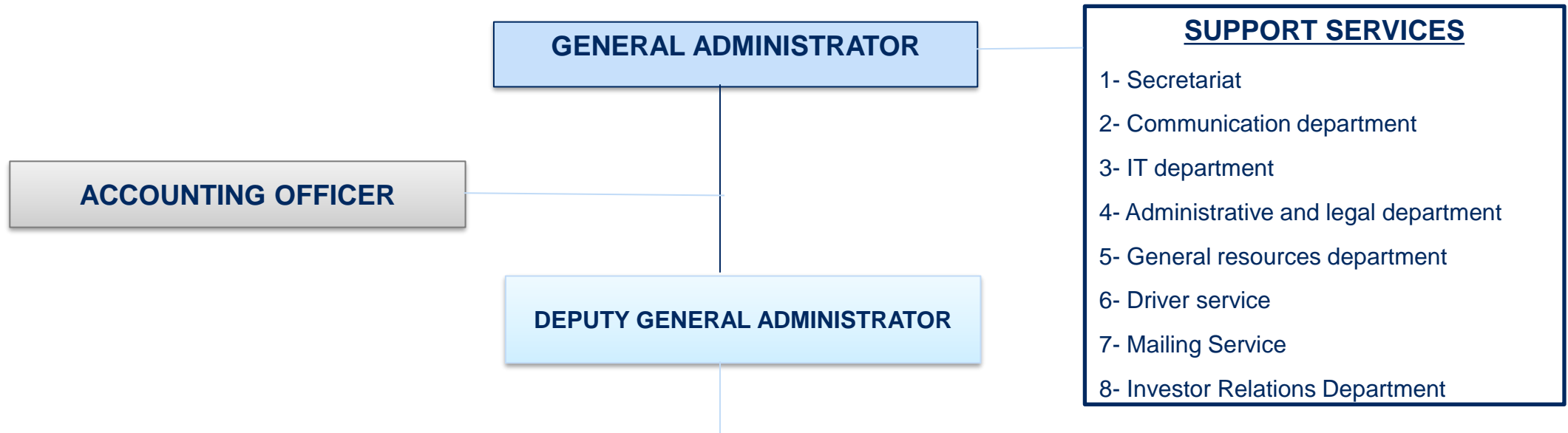
- **Coordinating Authority:** means "Coordinating Authority of the Integrated Industrial Platform of Adétikopé" created by the present decree and charged to assure the coordination and the supervision of the support of the different administrations and services of the State within the I.I.P., and in particular to direct the work of the agents and to take care of the management and the good functioning of the Single Window.

The Coordinating Authority is placed under the supervision of the Presidency of the Republic of Togo. It enjoys a management autonomy.

The Coordinating Authority allows investors to complete the administrative procedures directly at the Single Windows.

- **Zone Developer:** means the entity in charge of the management of the I.I.P, i.e. the company Platform Industrial Adétikopé SAS under the terms of the framework agreement concluded on July 8, 2020 between the State and Arise Special Economic Zone
- **The General Administrator** manages, organizes and coordinates all the activities of the Coordinating Authority. He is appointed by decree of the President of the Republic.
- **The General Administrator** is responsible for transmitting to the State, at the request of the Zone developer, all matters related to the investment policy in order to ensure the protection and promotion of the interests of the Investors and compliance with the applicable legal and regulatory provisions.

## ORGANIZATION CHART OF THE PIA COORDINATING AUTHORITY



### SINGLE WINDOW: 25 SERVICES

The Togolese Revenue Office (OTR); the National Agency for Investment Promotion - Free Zone ("**API-ZF**") ; the General Directorate of Internal Trade; the General Directorate of Industries; the Directorate of Packaging and Legal Metrology; the National Institute of Industrial Property and Technology ("**INPIT**") ; the National Agency for Environmental Management ("**ANGE**") ; the National Employment Agency ("**ANPE**") ; the National Social Security Fund ("**CNSS**") ; la Direction Générale du Travail et des Lois Sociales ; le Centre de Formation des Entreprises ("**CFE**") ; la Direction Générale de la Documentation Nationale ; le Ministère de la Sécurité et de la Protection Civile; Agence Togolaise de Sécurité Alimentaire ("**ANSAT**") ; Agence Togolaise de Normalisation; Port Autonome de Lomé ("**PAL**")PAL"); Société d'Exploitation du Guichet Unique pour le Commerce Extérieur au Togo ("**SEGUCE**") ; Direction Générale de l'Urbanisme et de l'Habitat; the Directorate of Plant Protection; the National Institute of Health Insurance ("**INAM**") ; the Directorate of the Environment; the Directorate of Forest Resources; the Office of Development of the Exploitation of Forest Resources ("**ODEF**") ; the Conseil National des Chargeurs du Togo; the Institut National de la Statistique Economique et Démographique ("**INSEED**")

# 1 KEY SUCCESS FACTOR OF THE ACP AND ITS SINGLE WINDOW: DIGITALIZATION!



**Electronic processing of files to allow for a considerable reduction in processing time, and to establish a form of transparency and monitoring of files.** Digitization will also facilitate the collection of economic data related to the activities of the I.I.P



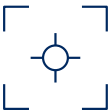
**The digital interface will allow to introduce any request in a permanent way and to make its follow-up 24h/24 (Workflow).**



**Follow-up of projects and reforms at the level of the Presidency of the Republic and the Prime Minister's Office and transparency on their progress in order to ensure** efficient and timely implementation



**Close coordination and collaboration between ministries in order to** move the entire government machinery towards project implementation



**Focus on a limited set of priority projects and reforms with** close and constant monitoring by the ministries in charge until their completion



**Design maturation of projects** and feasibility **studies upstream** in order to avoid bottlenecks during their execution