

2019

Ethiopian Investment Commission



CITIZENS'/CLIENTS' CHARTER

The Charter shall remain as an accord to states our commitment to provide you with quality services by which to measure our performance. It also provides our employees with clear standards to strive for service excellence and achieve the Commission's Vision and Values identified in our Strategic Corporate Plan. Abebe Abebaw, Commissioner.

1.1. Mission, vision and values of EIC

Our Mission

We shall work consciously and devotedly for attracting and retaining quality investment so as to enhance economic growth, create jobs opportunity and increase export earnings.

Our Vision

We are committed to position Ethiopia as a competitive and preferred investment destination through the creation of productive economic clusters.

Our Values

We shall consciously and diligently uphold the values of:-

- Continuous learning
- Collaborative mind-set
- Courteousness
- Customer centric
- Integrity oriented

1.2. Our commitment

While discharging our duty, we shall:-

- Continuously consult the clients, stakeholders and other interest groups in reviewing the policies and procedures to reflect their views, perceptions and concerns on the policy document.
- Consider the clients, stakeholders and interest groups as partner in progress and accord them respect and cordiality, encourage them to surface with innovative concepts and procedures to provide ideas that help the overall activities of Investment.
- Endeavour to create more effective channels of communication and forums for interface with the clients, stakeholders and other interests groups.
- Maintain the confidentiality of the personal and business information disclosed to us.

- Stand committed to simplifying procedures for service approvals and keep only minimum controls that are considered critically essential.
- Place in the public domain all changes in law and procedures through appropriate media channels as and when they are finalized.
- Maintain prompt response to complaints and suggestions;

1.3. Stakeholders/Clients or Citizens

Primarily, the following institutions are identified as stakeholders and clients of the Commission in varying degrees:

1.3.1. Stakeholders

- House of People Representatives
- Office of the Prime Minister
- Investment Board
- Planning and Development Commission
- Ministry of Finance
- Ministry of Revenue
- Customs Commission
- Ministry of Labor and Social Affairs
- Ministry of Foreign Affairs
- Ministry of Trade and Industry
- Ministry of Culture and Tourism
- National Bank of Ethiopia, Private and Public banks
- Ethiopian embassies and consulates abroad;
- Investment executing organs of the federal and regional governments;
- Immigration, Nationality and Vital events Agency

1.3.2. Citizens/Clients

- Foreign national and eligible domestic Investors
- Councils of Trade and sectoral associations;
- Civic and Professional Associations
- Foreign embassies residing in Ethiopia;
- International organizations;
- Researchers and consultants.

1.4. Citizens'/Clients' Rights

All esteemed Citizens'/ Clients' will have the right to:-

- Receive the needed advice and support;
- Easily access full-fledged information;
- Be treated fairly, impartially and patiently;
- Apply and get the appropriate responses to complaints, suggestions or appeals;
- Receive receipts for payment of services.

1.5. Our Services includes:-

- Provision of pertinent investment information and data
- Business protocol services
- Licensing and Registration Services
- Investment Incentives
- Facilitation and aftercare Services
- Redresses Clients' Grievances or Concerns

1.6. Services delivered by the Ethiopia Investment Commission: Standards

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
1. Business protocol services¹				
1.1.VIP Services	1 day	Free	Letter and confirmation slip	<ul style="list-style-type: none"> • Application letter
1.2.Private Jet Landing Services	1 day	Free	Letter and confirmation slip	<ul style="list-style-type: none"> • Application letter
1.3.Investment Visa Services ²	3 working days	Free	letter	<ul style="list-style-type: none"> • Application letter • Parent company profile and business license • Two passport copy
1.4.Investment Visa extension or status conversion services	2 hours	Free	letter	<ul style="list-style-type: none"> • Application letter • Investment registration status report • Two passport copies • Two visa copies
1.5.Work visa extension or status conversion services ³	2 hours	Free	Letter	<ul style="list-style-type: none"> • Application letter • Work experience • Education certificate • Two passport copies • Two visa copies

¹ Apart from visa services rendered by the Commission, Investors or foreign expats can directly access the eVisa services via www.evisa.gove.et

² Investors who didn't have businesses in their country of origin but willing to invest in Ethiopia can only provide the Bank Statement.

³ The requirements shall only applied on expats who seek work permit

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
2. Pre Investment Services				
2.1. Information Services				
2.1.1. Investment Information Services	1 hour	Free	Soft and hard copies	Application/request by a customer
2.1.2. Organized Investment Data	30 minutes	Free	Soft and hard copies	Application/request by a customer
2.2. IP Investment Facilitation Services				
2.2.1. Evaluation of Project Proposals	2 working days	Free	Letter of Approval	Project Proposal with; <ul style="list-style-type: none"> • Planned investment capital • Export plan or import substitution plan • Employees hiring plan • Source of finance (equity or external loan) • Investment activity • Environmental impact assessment • Parent company's turn over
2.2.2. Notarization of Tripartite Memorandum of Understanding	2 working days	Free	Notarized Memorandum of Understanding	<ul style="list-style-type: none"> • Approved project proposal
2.2.3. Notarization of Land Development Agreement	3 working days	Free	Notarized Agreement	<ul style="list-style-type: none"> • Authorization letter from Office of Prime Minister
2.2.4. Approval of Bill of Quantity	7 working days	Free	Letter of Approval	<ol style="list-style-type: none"> 1. Application letter for approval 2. Approved Bill of Quantity by local consultant

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
3. Licensing and Registration Services				
3.1. Support Letter to a bank to open a foreign currency account	30 min	Free	Letter	<ol style="list-style-type: none"> 1. Application Letter 2. The applicant should be a foreign Investor.
3.2. Business Name/Company Name	30 min	Birr 25	Letter	<p>Investment to be made by a business organization</p> <ol style="list-style-type: none"> 1. A Complete application, dated and signed (with three proposed company names); 2. Original and necessary copies of valid identity card or passport of one of the members chosen to register the company name; 3. Draft articles and memorandum of association;
3.3. Alteration/ Amendment of a Business Name/Company Name	30 min.	Birr 80	Letter	A Complete application, dated and signed for amendment (with three proposed company names);
3.4. Notarization of Memorandum and Articles of Association	2 hours	Birr 200 per copy (additional 5 birr for each additional shareholders)	Notarized documents	<ol style="list-style-type: none"> 1. A draft Memorandum and Articles of associations; 2. A Copy of each share holders' valid passport or identity card of relevant pages; 3. Where there is a foreign national considered as a domestic investor, a photocopy of identity card evidencing a domestic investor status; and 4. Where there is a local company as a shareholder, a photocopy of its memorandum and articles of associations

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>or similar documents and registration certificate.</p> <p>5. In case a foreign company is in the business organization,</p> <p>5.1 Notarized legal certificate of incorporation;</p> <p>5.2 Notarized minutes of resolution passed by authorized organ of the parent company authorizing to invest in Ethiopia;</p> <p>5.3 Notarized document of its memorandum and articles of associations or similar documents of the parent company; and</p> <p>5.4 Notarized Power of attorney of the agent.</p>
3.5. Amendment/ Change of Memorandum and Articles of Association	2 hours	Birr 100 per copy	Notarized minutes	<p>1. An application for amendment;</p> <p>2. Draft Minutes for resolution of shareholders;</p> <p>3. Document evidencing the change</p> <p>4. A copy of previous minutes resolution (if any); and</p> <p>5. Documents showing the identity of shareholders or representative</p>
3.6. Issuance of Commercial Registration	1 hour	Birr 100	Certificate	<p>1. An application form filled, dated and signed for commercial registration;</p> <p>2. A copy of Tax Identification Number (TIN) certificate;</p> <p>3. Where a business origin is private limited company and share company</p> <p>4. A copy of a valid identity card or similar legal document relevant pages showing general manager identity; a</p>

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				5. Two Passport size photographs of the applicant taken within the last six months'. 6. If it is a business organization, <ul style="list-style-type: none"> • A bank statement/letter that the full paid up capital of the company to be contributed in cash has been deposited in case of a private limited company; • If it is a share company at least one fourth of the par value of the subscribed shares of the company is deposited; • All appropriate documents relating to contribution in kind should be submitted
3.7. Amendment of Commercial Registration	30 min.	Birr 80	Certificate	<ol style="list-style-type: none"> 1. An application for change/amendment of a commercial registration; 2. Original commercial registration certificate; 3. Supporting documents or evidences for the amendment/ change. 4. Documents that specify the changes made as notarized by the Notary Office or the commission, as appropriate.
3.8. Replacement or Substitution of Commercial Registration	30 min	Birr 50	Certificate	<ol style="list-style-type: none"> 1. An application for Replacement or substitution of commercial registration; and

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				2. When a request is made for substitution of certificate damaged evidence for it, and in case of certificate lost, a document evidencing that has been lost from Police Authority.
3.9. Cancellation of commercial registration	2 hours	Birr 50	letter	1. An application to be made by an investor 1.1. An application for cancellation of commercial registration; 1.2. Original commercial registration certificate; 1.3. Approval or clearance from Customs Commission and Ministry of Revenue that the business entity is free from any liabilities and; 1.4. In case of a business organization, the minutes of cancellation resolution and audit report must be submitted.
3.10. Issuance of new Investment Permit	2 working days ⁴	Birr 600	Certificate	A. For Wholly foreign owned Investor or Joint Investment 1. An application for new investment permit; 2. A previous business background of the investor/shareholder and an investment visa for foreign investor

⁴ The service time includes project proposal reviewing activities

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<ol style="list-style-type: none"> 3. A project proposal 4. If the investor is an individual, a valid passport and two pass port size photographs taken within 6 months' time. 5. Where there is an Ethiopian national to be considered as a foreign investor, a photocopy of document evidencing an investor is permanently residing abroad; 6. If the investment is to be made by business organization, <ol style="list-style-type: none"> 6.1. Copy of each shareholder valid passport or identity card; 6.2. In case a foreign company is in the business organization; <ul style="list-style-type: none"> • Notarized legal certificate of incorporation; • Notarized minutes of resolution passed by authorized organ of the parent company authorizing to invest in Ethiopia; • Notarized document of its memorandum and articles of associations or similar documents of the parent

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<ul style="list-style-type: none"> company; and • Notarized Power of attorney of the agent. <p>6.3. In case a local company is in the business organization (shareholder);</p> <ul style="list-style-type: none"> • Copy of memorandum and articles of associations • Commercial registration certificate • Notarized minutes of resolution passed by the shareholders; • Notarized Power of attorney of the agent. <p>7. For branch company to be established in Ethiopia,</p> <ul style="list-style-type: none"> • Notarized legal certificate of incorporation; • Notarized document of its memorandum and articles of associations or similar documents of the parent company; and • Notarized minutes of resolution passed by authorized organ of the parent company authorizing to invest in Ethiopia;

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<ul style="list-style-type: none"> • Notarized Power of attorney of the agent⁵. <p>B. Domestic Investor</p> <ol style="list-style-type: none"> 1. An application for new investment permit; 2. A project proposal 3. A copy of a valid identity card or copy of passport relevant pages of the investor; 4. If it is a business organization, <ul style="list-style-type: none"> • Copy of memorandum and articles of associations or any change • Commercial registration certificate • Notarized Power of attorney of the agent. 5. For public enterprise, <ul style="list-style-type: none"> • Copy of the establishment of the

⁵ Note:-

- For wholly foreign owned company, the minimum capital requirement is 200,000 USD (USD 100.000 if it is architectural or engineering works or related technical consultancy services, technical testing and analysis or in publishing)
- For joint venture company, the minimum capital requirement is 150,000 USD (USD 50.000 if it is architectural or engineering works or related technical consultancy services, technical testing and analysis or in publishing)

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>organization under the Council of Ministers Regulation</p> <ul style="list-style-type: none"> • Document confirming the assignment of the general manager and copy of his identity card.
3.11. Issuance of Expansion investment permit ⁶	<p>3 working days for projects in and around Addis Ababa</p> <p>7 working days for projects outside Addis Ababa</p>	Birr 300	Certificate	<ol style="list-style-type: none"> 1. An application for expansion or upgrading; 2. A photocopy of project feasibility study; 3. A copy of a valid passport or identity card or similar legal document relevant pages showing his identity in case an expansion or up grading to be made by individual investor; 4. A copy of memorandum and articles of associations or similar documents and commercial registration of the company in case an expansion or up grading to be made by business organization; 5. A photocopy of valid business license of the existing enterprise; 6. Two passport size photographs taken within 6 months time.
3.12. Renewal of investment permit (new/expansion)	3 hour	Birr 200 for new / /Birr 100 for expansion	renewed certificate	<ol style="list-style-type: none"> 1. An application for renewal of an investment permit; 2. Progress report regarding the project status;

⁶ The service time includes field visits

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				3. The original investment permits.
3.13. Change/amendment of investment permit	1 hour	Birr 100	certificate	<ol style="list-style-type: none"> 1. An application for change/amendment; 2. Valid investment permit; 3. Supporting documents or evidences for the issues that the investor is requesting to change. 4. Documents that specify the changes made as notarized by the Notary Office or the commission, as appropriate. 5. Two passport size photographs of the general manager or representative taken within 6 months time.
3.14. Issuance of substitute investment permit	30 min	Birr 100	Substitute investment certificate	<ol style="list-style-type: none"> 1. An application for substitute; 2. If the request is to substitute spoiled investment permit, the damaged permit, or if to substitute lost permit, evidence from police station; 3. Two passport size photographs taken within 6 months time.
3.15. Cancellation of an investment permit	2 hours	Free	Official letter	<ol style="list-style-type: none"> 1. If cancellation request is submitted by the investor: <ol style="list-style-type: none"> 1.1. An application for cancellation of an investment permit; 1.2. The original investment permit; 1.3. Approval or clearance from Customs Commission and Ministry of Revenues that a business entity is free from any

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				liabilities
3.16. Issuance of new work permit	1 hour	Birr 2000	Work permit ID and letter	<ol style="list-style-type: none"> 1. An application for work permit issuance for an expatriate employee signed by the employer investor, general manager or his agent; where the application is made by an agent, a verified copy of his power of attorney; 2. Authenticated Educational qualification and work experience documents; 3. Photocopies of appropriate pages of a valid passport of the expatriate employee; 4. Photocopy of valid business visa of the employee; 5. Photocopy of a renewed business license or investment permit, as appropriate; and 6. Five passport sized photographs taken in 6 months time; 7. Plan for replacing the expiate by Ethiopian professionals.
3.17. Renewal of work permit	1 hour	Birr 1,500	Work permit ID and letter	<ol style="list-style-type: none"> 1. An application for renewal work permit for an expatriate employee signed by the employer investor, general manager or his agent; where the application is made by an agent, a verified copy of his power of attorney; 2. The original work permit of the

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>employee;</p> <ol style="list-style-type: none"> 3. Photocopy of valid residence permit of the employee; 4. Photocopies of appropriate pages of valid passport of the employee; 5. Progress report for the replacement of the expatriate by Ethiopian professional.
3.18. Substitution of work permit	1 hour	Birr 1,200	Substituted Work permit ID	<ol style="list-style-type: none"> 1. An application for substitution of work permit for an expatriate employee signed by the employer investor, general manager or his agent; where the application is made by an agent, a verified copy of his power of attorney; 2. If the request is to substitute damaged work permit, the damaged permit, or if to substitute lost permit, evidence from police station; and 3. One photograph of the employee taken in 6 months.
3.19. Cancellation of work permit	1 hours	Free	Official Letter	<ol style="list-style-type: none"> 1. An application for cancellation of work permit for an expatriate employee signed by the employer investor, general manager or his agent; where the application is made by an agent, a verified copy of his power of attorney; 2. A follow-up report confirming termination of duty assignment or the duty assignment of the expatriate

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>employee is found unnecessary prior to the duty period;</p> <ol style="list-style-type: none"> 3. Evidence confirming assignment of the employee other than the assignment indicated in the initial work permit; 4. When the duty assigned to the employee is finished or unnecessary or the company is closed; 5. When the work permit expires due to failure to negligibly renew it; 6. When relevant government organs assure national security threat as a result of the residence of the expatriate employee in Ethiopia; 7. When the expatriate employee voluntarily declines to do the job;
3.20. Registration and issuance of certificate for technology transfer agreement	3 hours	Birr 200	Certificate and official letter	<ol style="list-style-type: none"> 1. An application for registration of technology transfer agreement signed by the technology recipient investor, general manager or his agent; where the application is made by an agent, a verified copy of his power of attorney; 2. Photocopy of validated agreement between the technology recipient investor and the supplier; 3. Photocopy of valid business license or investment permit of the technology recipient investor;

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<ol style="list-style-type: none"> 4. Photocopy of valid business license or certificate of commercial registration of the supplier.
3.21. Renewal of technology transfer agreement certificate	1 hours	Birr 50	duly signed & sealed renewed certificate	<ol style="list-style-type: none"> 1) An application for registration of technology transfer agreement signed by the technology recipient investor, general manager or his agent; where the application is made by an agent, a verified copy of his power of attorney; 2) Photocopy of validated agreement between the technology recipient investor and the supplier regarding renewal or extension of the technology transfer agreement; 3) Photocopy of valid business license or investment permit of the technology recipient investor; 4) Photocopy of valid business license or certificate of commercial registration of the supplier.
3.22. Registration of investment capital brought into the country by foreign investors	1 day	Free	Official letter	<ol style="list-style-type: none"> 1. Registration of new capital <ol style="list-style-type: none"> 1.1. An application for capital registration; 1.2. Photocopy of valid business license; 1.3. Two Copies of the memorandum and articles of association (for PLC, SC or Joint venture) if the applicant is a business organization; 1.4. Original and two copies of bank transfer advice(s) for investment made in cash; 1.5. Evidence of approval by the Ethiopian

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>National Bank for foreign loan entered to the country in foreign cash that is cancelled and going to be capitalized;</p> <p>1.6. Original and two copies of custom's declaration document, duty free letter and commercial invoice(s) for capital entered the country in kind (through Franco valuta);</p> <p>2. Registration of increased/additional capital</p> <p>2.1. Application form filled and signed</p> <p>2.2. Initial / latest capital registration letter</p> <p>2.3. Minutes of the shareholders or board of directors meeting</p> <p>2.4. Evidence showing the sources of the fund to increase the capital</p> <p>2.4.1. Capital injection (cash/kind to the investment/ business)</p> <p>2.4.2. Profit Ploughed back</p> <ul style="list-style-type: none"> ➤ Audited financial statement ➤ Authenticated minutes that shareholders decided to capitalize all/part of their profits ➤ Confirmation letter

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>from national bank of Ethiopia for approving that the investor/ company did not remit the profit for that specific year.</p> <p>➤ Evidence of validating source of capital to be registered</p> <p>2.5. Valid business license if it is operational</p>
3.23. Grading of construction contracting	4 hours	For new Birr 5,000 & For renewal Birr 2,500	Certificate	<ol style="list-style-type: none"> 1. An application signed and submitted by the investor, general manager or an agent to get grade one construction contracting; where the application is made by an agent, a verified copy of his power of attorney; 2. In accordance to the directive issued by the Ministry of Urban Development and Construction or as appropriate: <ol style="list-style-type: none"> 2.1. Types and quantity of the appropriate equipment, vehicles and goods (including loading, pushing, pulling, etc. capacity); purchase receipts and ownership document of the same;

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				2.2. Number and variety of appropriate professionals; and evidences of education and work experience of the same;
3.24. Issuance of business license ⁷	3 working days for projects in and around Addis Ababa 7 working days for projects outside Addis Ababa	Birr 100	Certificate	For sole business <ol style="list-style-type: none"> 1. An application signed and submitted by the investor, general manager an agent to get business license; where the application is made by an agent, a verified copy of his power of attorney; 2. Original and necessary copies of valid identity card or passport of the manager 3. Evidences (Bank advices, invoices and declarations, or registered foreign capital for foreigners) for capital allocated for the investment activity 4. Certificate of competence as appropriate 5. If the office or factory of the business is self owned, a title deed or if it is leased one, an authenticated lease agreement or verification issued by kebele administration as to the address of the office. 6. Two Passport Size Photographs of the investor taken within six months'

⁷The service time includes field visits

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<p>time</p> <p>For Business Organizations</p> <ol style="list-style-type: none"> 1. An application signed and submitted by the general manager or his agent to get grade one construction contracting; where the application is made by an agent, a verified copy of his power of attorney; 2. Copies of Authenticated memorandum and article of association and amendments if any 3. Evidences (Bank advices, invoices and declarations, or registered foreign capital for foreigners) for capital allocated for the investment activity Certificate of competence as appropriate 7. If the office or factory of the business is self owned, a title deed or if it is leased one, an authenticated lease agreement or verification issued by kebele administration as to the address of the office. 4. Certificate of competence as appropriate 5. Original and necessary copies of valid identity card or passport of the manager 6. Two Passport Size Photographs of the general manager taken within six

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				months' time 7. For share company, sample certificate of shareholding and bylaws
3.25. Investors' requests for residence permit.	1 hour	Free	Letter	<ol style="list-style-type: none"> 1. An application or request from the investor 2. Valid investment Permit or Business license
4. Investment Incentives services⁸				
4.1. Custom duty free permission to import Capital goods (accessories, workshop equipment, Laboratory equipment)	1 working day	Free	Letter	<ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent. • Copy of valid business license. • If the application is submitted after acquiring a business license, a copy of documents that confirms hiring of at least 50 permanent employees is required. • Copies of the commercial invoice, packing list, bill of lading (Air-way bill, truck-way bill or shipping-bill) and • Letter of credit if the item is imported through bank permit; If the item is

⁸ Note:-

- If the investor is an Ethiopian whose permanent residence is overseas and is treated as a foreign investor, so a support letter issued by Ethiopian embassy abroad or the Ministry of Foreign Affairs conformation of the status should be submitted.

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				imported through Franco-Valuta, confirmation of foreign investor status.
4.2. Customs duty free permission for Spare Parts.	6 hours	Free	Letter	<ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent. • Copy of valid business license. • Duly completed spare part balance reconciliation form • Copy of the custom duty free letter that authorized custom duty free import of spare part. • Copies of the commercial invoice, packing list, bill of lading (Air-way bill, truck-way bill or shipping-bill) and • Letter of credit if the item is imported through bank permit; If the item is imported through Franco-Valuta, confirmation of foreign investor status
4.3. Customs duty free permission for Basic Construction Materials	2 working day	Free	Letter	<ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent. • Duly completed reconciliation form for the basic construction material • Land title deed • Construction permit.

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<ul style="list-style-type: none"> • Bill of quantity (BoQ) approved by authorized government body. • If the bill of quantity (BoQ) is prepared overseas, the document must be translated in to English and needs to be approved by the local authorized government agency that granted the construction permit. • Copies of valid business license and professional competency certificate of the consulting firm that prepared the bill of quantity (BoQ) • Copies of the commercial invoice, packing list, bill of lading (Air-way bill, truck-way bill or shipping-bill) and Letter of credit if the item is imported through bank permit; If the item is imported through Franco-Valuta, confirmation of foreign investor status.
4.4. Customs duty free permission for Raw materials for commissioning and Training ⁹	3 working days for projects in and around Addis Ababa region 7 working days for projects in	Free	Letter	<ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent. • Copies of valid investment permit, TIN certificate, commercial invoice, packing list, bill of lading (Air-way bill, truck-way bill or shipping-bill), letter of credit if the item is imported

⁹ The service time includes field visits

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
	and around Addis Ababa region			<p>through bank permit; If the item is imported through Franco-Valuta, confirmation of foreign investor status is required</p> <ul style="list-style-type: none"> • Copy of letter of credit if the item is imported through bank permit.
4.5. Customs duty free permission for Vehicles Duty & Tax Free	<p>3 working days for projects in and around Addis Ababa region</p> <p>7 working days for projects in and around Addis Ababa region</p>	Free	Letter	<ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent. • Copy of valid business license. • If the application is submitted after acquiring a business license, a copy document confirming 10 Million Birr actual investment. • If the application is for minibus or bus, a copy document confirming created permanent job at least for 25 Ethiopians • Copies of valid investment permit, TIN certificate, commercial invoice, packing list, bill of lading (Air-way bill, truck-way bill or shipping-bill), letter of credit if the item is imported through bank permit; If the item is imported through Franco-Valuta confirmation of foreign investor status is required
4.6. Permission of Incentive for Income Tax holiday	1 hour	Free	Letter	<ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent.

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
4.7. Permission for Transfer of Capital Goods, Vehicles and Construction Materials	4 hours	Free	Letter	<ul style="list-style-type: none"> • Copy of the Valid Business License <p>3.1 On behalf of the seller:</p> <ul style="list-style-type: none"> • Application and/or request form duly signed by the investor or general manager or legally authorized agent. • Copy of valid Investment License and/or Business License • Copy of letter affirming the item is/are free of public tax debt from the custom commission, any third-party claim or not being registered as a collateral for loan from the regional or city administration trade & industry bureau or from any authorized organ to register the item as a collateral for debt/loan. • Copies of the sales agreement for the transfer, TIN Certificate, commercial invoice, customs declaration and vehicle ownership certificate. <p>3.2 On behalf of the buyer:</p> <ul style="list-style-type: none"> • Copy of support letter from relevant investment office that affirming the buyer has the same custom duty free incentive privilege for the item or the vehicle.

Type of Service	Service delivery standards		Methods of Delivery	Requirements
	Time	Service charge		
				<ul style="list-style-type: none"> Copies of the valid Investment and/or Business License, sales agreement for the transfer, TIN certificate, letter that affirms the buyer had never been imported vehicle, clearance letter from custom office that confirms the buyer is free from current fiscal year tax debt/obligation.
5. Facilitation and aftercare services				
5.1.Facilitation of investors' requests for land, utility services (telecom, water and electrical power) and loan	1 hour ¹⁰	Free	Letter	An application or request from the investor
5.2.Facilitation of investors' requests for work permit	1hour ¹¹	Free	letter	An application or request from the investor

¹⁰ The service time is dedicated only for writing support letters for regional states and federal institutions

¹¹ For operational projects only

1.7. To maintain privacy and confidentiality of the clients’ personal information except in the following cases. However, the Commission may utilize the information for cross-selling of own services:

- 1.7.1. Where disclosure is under compulsion of law.
- 1.7.2. Where there is duty to the public to disclose.
- 1.7.3. Where the disclosure is made with the express or implied consent of the customer.

1.8. To publicize the Charter:

- Provide the customer a copy of the Charter on request.
- Make the Charter available on EIC’s web site
- Deliver training to the staff to put the Charter into practice.

1.9. Feedback

For comments and feedbacks, EIC’s clients may fill out the Feedback Form available at the Information Assistance Service or contact the Commission directly through the following hotline numbers: (+251), (+251), or (+251)

The duly filled Feedback Form may be submitted to the Information Assistance Service or dropped in designated box located at the reception area.

1.10. Grievance Redress Mechanism

Any client has the right to submit complaints against unsatisfactory services in breach of this Charter. Complaint/grievance submission and handling procedure shall be in accordance to the following:

- 1.8.1. Any ill-treated client can express complaint directly to the service renderer verbally or in writing through telephone, fax or email;
- 1.8.2. If not satisfied with the response given by the expert, the complainant can present complaint to the responsible director within 5 working days from the time service is delivered;
- 1.8.3. The responsible director who receives the complaint shall investigate and respond within 10 working day;
- 1.8.4. If the response is not given by responsible director with this time limit or not satisfied, the complainant can submit the complaints to the higher official of the institution;
- 1.8.5. The higher official who receives the complaint shall investigate and respond within 15 working day;

- 1.8.6. If dissatisfaction occurs after response indicated under 1.8.5, the complainant can further submit to the Office of Prime Minister;
- 1.8.7. If the complainant is unsatisfied with all the responses through the hierarchy levels, the client can proceed to take complaint up to the court, the Ombudsman, Human Rights Commission and the media.

1.11. Monitoring and Evaluation

The monitoring and evaluation scheme focus on bringing continuous improvement in institutional service delivery. In view of this, the Commission shall monitor and evaluate the general service delivery every month.

The monitoring and evaluation process will be conducted on the basis of retained facts and information gained from clients on service delivery efficiency and effectiveness.

Following monitoring and evaluation results, the Commission shall give due recognition and rewards annually to employees and directors who register extraordinary performance. Furthermore, the Commission shall disclose to citizens/clients newly initiated improvements.

1.12. Addresses

R.N	Name	Responsibility	e-mail Address
1	Abebe Ababayehu	Commissioner	Abebe.Abayehu@Ethio-invest.com
2	Hanna Arayaselassie	Deputy Commissioner, IP Division	Hanna.Arayaselassie@Ethio-invest.com
3	Temesgen Tilahun	Deputy Commissioner, Promotion Division	temesgen.tilahun@Ethio-invest.com
4	Anteneh Alemu	Deputy Commissioner, Operation Division	anteneh.alemu@Ethio-invest.com
5	Aschalew Tadesse	Director, Investment Promotion	Aschalew.Tadesse@Ethio-invest.com
6	Haregewoin Mirotaw	Director, ICT and Investment Data	Haregewoin.Mirotaw@Ethio-invest.com
7	Anbessaw Serebe	Director, IP Facilitation	Anbessaw.Serebe@Ethio-invest.com
8	Abraham Lemma	Director, IP OSS	Abraham.Lemma@Ethio-invest.com
9	Sisay Tsegaye	Team Leader, Business Protocol	Sisay.Tsegaye@Ethio-invest.com
10	Ahmednure Yusuf	Director, Licensing and Registration	Ahmednur.Yusuf@Ethio-invest.com
11	Mulatu Kibrit	Director, Investment Incentives	Mulatu.Kibrit@Ethio-invest.com
12	Samuel Assefa	Director, Manufacturing Projects Facilitation and Aftercare	Samuel.Assefa@Ethio-invest.com
13	Mekonnen Solomon	Director, Horticulture Projects Facilitation and Aftercare	Mekonnen.Solomon@Ethio-invest.com

Service Delivery Tracking Format

Annexs

Service Delivery Tracking Format

Directorate.....

No.	Type Service Delivered	Service Delivery		Delivery Performance Level			Customer's Sign	Service Provider's sign	Remark
		Duration		Low	Standard	Excel			
		Starting time	Ending time						

Name of Service Provider.....

Director's Name.....

Signature.....

Signature.....

Date.....

Date.....

Client's/Citizen's Charter: An Action Guide

No.	Action Areas	Completion Dates
1	Display of the Charter at the entrance of core Directorates.	
2	Display of information board at core Directorates.	
3	Wearing of name badges by all staff and particularly by those at the service delivery counters.	
4	Specific time slots to be allotted to receive and settle consumer grievances at the directorates.	
5	All employees dealing with the client to have a copy of the Charter readily available.	
6	Stakeholder Meetings to be held at least once in three months and minutes of the meeting to be made and acted upon	
7	Evaluation of Annual Performance Report of the charter by the Senior Management.	
8	Charter to be revised with enhanced service delivery standards periodically (once in two year).	
9	Exit polls to be conducted to measure service satisfaction levels of the users.	
10	Complaint Boxes and Suggestion Boxes to be kept at all directorates.	
11	Complaints/ Suggestions to be documented.	
12	Charter to be put on the website.	
13	Complaints to be received through websites or call centers.	
14	Call centers to be used for receiving complaints and for providing information to the clients.	
15	Identification of a Nodal Officer for Citizen's Charter work in the directorates.	
16	Citizens' Feedback forms to be kept at the service delivery counters.	
17	Feedback received to be analyzed for corrective action.	
18	Feedback through Call Centers/ Website/e-mail/Telephone to be encouraged	

Client's/Citizen's Charter Feedback Form

Your Suggestions and Comments are Important to us

Department:-.....

Address:-.....

Telephone Number:-.....

e- Mail:-.....

We are committed to give you good service and also constantly improve our services.

However, at times our best intentions and efforts may not be good enough.

Your feedback will help us in our efforts.

We thank you for your response. (Please tick mark on your choice)

1. Overall, how do you rate our service?

a) Excellent b) Very good c) Good d) Fair e) Poor

2. How do you rate our service delivery standards in the Citizen's Charter?

a) Excellent b) Very good c) Good d) Fair e) Poor

3. Against these standards how did we perform?

a) Excellent b) Very good c) Good d) Fair e) Poor

4. How do you rate the service standard at "MAY I HELP YOU" counters?

a) Excellent b) Very good c) Good d) Fair e) Poor

6. How do you rate the staff in respect of:

i) Courtesy:

a) Excellent b) Very good c) Good d) Fair e) Poor

ii) Promptness:

a) Excellent b) Very good c) Good d) Fair e) Poor

Signature:-.....

Date:-.....