



PRESIDENT'S OFFICE PLANNING AND INVESTMENT
**TANZANIA INVESTMENT &
SPECIAL ECONOMIC ZONES
AUTHORITY (TISEZA)**

INVESTORS' SERVICE PROVIDERS (ISPS) POLICY

NOVEMBER, 2025

Reviewed by:

Gilead J. Teri

TISEZA Director General

Date:

Approved by:

TISEZA

Board

Date:



DOCUMENT HISTORY

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LIST OF ABBREVIATIONS

BRELA	Business Registration and Licensing Agency
CV	Curriculum Vitae
ID	National Identity Card
ISPs	Investors' Service Providers
NEMC	National Environment Management Council
OSFC	One Stop Facilitation Centre
TBS	Tanzania Bureau of Standards
TISEZA	Tanzania Investment and Special Economic Zones Authority
TIN	Taxpayer Identification Number
TMDA	Tanzania Medicines and Medical Devices Authority

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1.0 INTRODUCTION

Tanzania Investment and Special Economic Zones Authority (TISEZA) is a statutory body established under the Tanzania Investment and Special Economic Zones Act No.6 of 2025 to serve as One-stop-Centre for investors to promote investment in Tanzania. TISEZA is mandated to coordinate, encourage, promote and facilitate investment in Tanzania and advising the government in policy matters related to investment and Special Economic Zones. It is therefore responsible for facilitating the implementation of new projects, providing aftercare for new and existing investments in Tanzania, as well as organizing investment promotion activities both locally and internationally.

TISEZA's vision is to become a World Class Investment Promotion and Facilitation Agency in attracting high value investments for sustainable economic growth while achieving excellence in investment promotion and facilitation. The mission is to coordinate, promote and facilitate investments in Tanzania and advise the government on policy matters to create a competitive, attractive and sustainable investment climate. TISEZA will achieve its vision through a positive corporate culture underpinned by team spirit, professionalism, integrity, creativity, customer care, dedication to excellence and collaboration.

1.1. Objectives of the ISPs Policy

To facilitate investors, TISEZA seeks to register licensed and highly experienced individuals and firms in the various service provision areas to facilitate investors to be known as Investors' Service Providers (ISPs).

The overall objective of registering ISPs is to facilitate prospective and registered investors to access reliable, efficient and quality professional technical services in all aspects regarding establishing and running businesses in the country in particular, accessing TISEZA's One Stop Facilitation Centre (OSFC) for processing of approvals, licenses, permits and registrations on behalf of investors. Based on these needs, the purpose of registering these ISPs is to facilitate investors as indicated under Specific

Services below:

1.2. Specific Services to be provided by ISPs to Investors

Specific tasks to be performed by ISPs include but not limited to the following:

- 1.2.1. Registering of companies with Business Registration and Licensing Authority (BRELA);



- 1.2.2. Preparation of bankable Business Plans/Feasibility Studies;
- 1.2.3. Assisting investors in filling in applications forms and general guidance in the procedures for obtaining TISEZA Certificate of Incentives, Certificate of registration and EPZ/SEZ licenses.
- 1.2.4. Facilitating investors in preparation of bi-annual project progress reports for projects under implementation for project monitoring and evaluation purposes;
- 1.2.5. Application of business and other operating licenses;
- 1.2.6. Assisting investors in obtaining work permits and residence permits for investors and the expatriate staff;
- 1.2.7. Guidance and facilitating land acquisition process, Derivative Rights and other land matters for investment purpose;
- 1.2.8. Advising investors on tax procedures and assisting in accessing investment tax incentives;
- 1.2.9. Advising and assisting investors to meet standard requirements of both Tanzania Bureau of Standards (TBS) and Tanzania Medicines and Medical Devices Authority (TMDA);
- 1.2.10. Facilitate investors to access supportive infrastructure such as electricity and water utilities, etc;
- 1.2.11. Provide accountancy and audit services to registered investors;
- 1.2.12. Provide legal advice on matters related to investment in Tanzania;
- 1.2.13. To be a TISEZA's focal person in regard to all matters related to TISEZA activities on projects they represent; and
- 1.2.14. To provide other supportive services provided that the ISP is allowed and registered to perform the service as per other Tanzania Laws and regulations.

1.3. ISPs Policy Administration

For smooth implementation, the ISPs Policy shall be under the supervision of the Department of Investment Facilitation.

2.0 ISP APPLICATION PROCEDURE

2.1. ISP Application Form

Any firm or person who intends to be registered by TISEZA shall apply for a certificate of registration to the Authority. An application for an ISP shall be in prescribed form TISEZA-2 as per Annexure 1.

2.2. Other Application Documentations

- 2.2.1. Covering letter from an individual or firm intending to be registered as ISPs;
- 2.2.2. A copy of the Certificate of registration by BRELA;
- 2.2.3. A Copy of Valid Business License;
- 2.2.4. A Copy of Tax Clearance Certificate;
- 2.2.5. A Copy of Certificate for Tax Identification Number (TIN);
- 2.2.6. Evidence of business premises including physical addresses (subject to physical verification);
- 2.2.7. Two recent passport size photographs of directors;
- 2.2.8. List of professional employees with a copy of their detailed Curriculum Vitae (CV), copies of educational and professional certificates, registration from the Professional Boards (if applicable) and National IDs; and
- 2.2.9. Three (3) referees consisting of most recent consulting businesses. It is strictly prohibited for TISEZA employees to be engaged in the above services to avoid conflict of interests

2.3. Minimum Qualification and Competencies Criteria for ISPs

- 2.3.1. Individuals or firms or foreign residents have to be registered and licensed to carry on the relevant service(s) applied for;
- 2.3.2. Proven experience in the area(s) of specialization;
- 2.3.3. At least a bachelor degree (or equivalent) in the area of specialization by firm members. A Master's Degree in the relevant area will be an added advantage;



2.3.4. Good knowledge of investment promotion, facilitation and research strategies and tools benchmarked by international standards;

2.3.5. Experience in directing, coordinating and/or providing leadership on investment- related policy issues; and

2.3.6. Not been convicted of a professional or disciplinary offence.

2.4. ISPs Applications Evaluation

2.4.1. Received ISP applications shall be evaluated by the ISPs Committee which will submit its recommendations to the Director General for decision;

2.4.2. ISP's application evaluation process will strictly observe criteria and documentations set in this Policy in line with the ISP's application evaluation form detailed in Annexure 2;

2.4.3. ISPs Committee shall undertake Site Verification Visit to assess ISP premise and facilities status before providing recommendations to the Director General; and

2.4.4. To qualify for TISEZA ISP registration, applicants are required to attain at least eighty per cent (80%) of the total evaluation scores.

2.5. ISPs Registration Fee

Successful ISP applicants shall be required to pay an initial non-refundable application fee and upon passing evaluation processes, ISP shall pay registration fee and an annual renewal registration fee as per below table. Registration fee is aiming to facilitate provision of various services to service providers including regular initial training, materials to be provided, coaching sessions, familiarization with TISEZA processes and systems and promotional materials.

S/N	Applicants	Initial Application fee (Non-Refundable)
1.	ISP Applicant	Tsh 300,000

S/N	Applicants	Initial Registration Fee (Tsh equivalent to USD)	Renewal Fee (Tsh equivalent to USD)
1.	Tanzanian Individuals	500	200
2.	Tanzanian Companies	1,000	500
3.	Foreigners	1,500	1,000

2.6. Certificate of Registration for ISPs

- 2.6.1. Upon successful registration and meeting conditions precedent including payment of applicable registration and training fees, ISPs shall be issued with TISEZA ISP Certificate of Registration as prescribed in Annexure 3; and
- 2.6.2. The ISP certificate of registration shall, unless renewed under this Policy, be valid for one year. The Certificate may be renewed upon satisfaction of quality of services delivered during the period.

2.7. Facilitation of Investors under OSFC

- 2.7.1. All submissions and follow-up of investor services at the Authority shall be made by TISEZA registered ISPs only. Applications for facilitation services submitted to the Authority shall be supported by the ISP registration certificate; and
- 2.7.2. Investors or companies with in-house human resources who meet stipulated qualification criteria under section 2.3 may apply for ISP registration to facilitate the processing of their documents with TISEZA.

2.8. Investment Facilitation Training to ISPs

- 2.8.1. It is mandatory for TISEZA registered ISPs employees dealing with TISEZA investors to undergo TISEZA training on investment facilitation-related matters during the validity of the issued Certificate. TISEZA may organise investment facilitation training sessions at least once annually.

2.9. ISPs Progress Report

ISPs shall be required to submit semi-annual progress reports as per the prescribed format in Annexure 4.

3.0 ISP'S REGISTRATION PROCESS DESCRIPTION

The process to register and certify ISPs shall take place throughout the financial year.

- 3.1. ISP's application invitation notice as prescribed in the Annexure 5 to new and renewal of ISP's registration, which shall be made through local media channels and TISEZA website;
- 3.2. Fill in the ISP's application form with relevant attachments;
- 3.3. Apply to the Director General;
- 3.4. Application evaluation exercise by the ISPs Committee;
- 3.5. Successful applicants to be informed in writing through ISP Offer Letter as prescribed in the Annexure 6 and pay a prescribed registration fee;
- 3.6. Issuance of registration certificates to successful ISPs;
- 3.7. The Authority publishes the list of approved qualified ISPs through various media channels, promotional materials and website; and
- 3.8. Registered ISPs to undergo training organized by the Authority on investment facilitation matters.

4.0 DISQUALIFICATION OF ISPS

4.1. Any ISP who contravenes the provisions of the code of practice and professional ethics, such as giving false information, commits professional misconduct; and

4.2. Where a registered ISP is found unfit to practice by reasons of professional misconduct, after thorough consideration by the ISP Committee, the practitioner shall be disqualified and the Certificate revoked.

S/N	Type of Misconduct	Description / Examples	Disciplinary Action	Code of Conduct Procedure (How Action is Communicated)	Timeframe for Action / Response
1	Minor Misconduct	<ul style="list-style-type: none"> Late submission of reports Failure to attend mandatory training Unprofessional communication with TISEZA staff or investors 	Written Warning	Formal warning letter issued by the Director of Investment Facilitation citing the specific breach and advising corrective action	Within 7 working days of verification of misconduct; ISP must respond in writing within 14 days
2	Major Misconduct	<ul style="list-style-type: none"> Repeated minor offences after warning Misrepresentation of investor information Failure to comply with TISEZA operational procedures Negligence causing investor complaint 	Temporary Suspension (30 days)	Official suspension letter issued by Executive Director upon ISP Committee's recommendation; includes reason, duration, and corrective measures required for reinstatement	Investigation concluded within 30 days; ISP given 14 days to appeal.

3	Gross Misconduct	<ul style="list-style-type: none"> • Fraud, bribery, or corruption • Unauthorized disclosure of investor or government information • Forgery or submission of false documents • Criminal conviction related to professional conduct 	De-registration and revoking the certificate.	Notice of De-registration issued by Executive Director, following ISP Committee's resolution; ISP removed from active register and publicly announced	Effective within 7 days after decision; ISP may file appeal within 30 days
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5.0

SETTLEMENT OF DISPUTES BETWEEN ISPS AND INVESTORS

- 5.1. Where a dispute arises between an investor and the ISP in respect of technical services provided, the two shall be encouraged to settle the dispute through negotiations for an amicable settlement; and
- 5.2. If the dispute remains unresolved pursuant to paragraph 5.1, the TISEZA ISP Committee shall mediate between the parties with a view to facilitating a resolution.
- 5.3. If such dispute cannot be settled according to the provisions of paragraph (5.2) the party to the dispute may choose to submit it to the courts or administrative tribunals for resolution.

6.0 ► **PUBLICATION OF APPROVED ISPS**

The Authority shall communicate to the general public using various media channels, promotion materials and website the list of ISPs dully certified and registered.

7.0 ► **ISPS COMMITTEE**

The Authority shall constitute the ISPs Committee which shall be responsible to handle all matters related to ISPs. The Committee shall be chaired by the Director of Investment Facilitation and have four members to be appointed by the Director General from time to time.

8.0 ► **EFFECTIVE DATE**

This Policy shall become effective after approval by the Board of Directors or the Ministry responsible for Investment.

ANNEXURE 1: TISEZA FORM NO.2- ISP APPLICATION FORM



TANZANIA INVESTMENT AND SPECIAL ECONOMIC ZONES AUTHORITY

INVESTORS' SERVICE PROVIDERS APPLICATION FORM
FOR NEW AND RENEWAL OF REGISTRATION

Note: Please read the notes at the end of this form before filling. Complete filled applications forms should be returned to: -

Director General,

Tanzania Investment and Special Economic Zones Authority,

P.O. Box 938,

DAR ES SALAAM.

APPLICATION

(Full Name)

Hereby apply for registration as Investors' Service Provider as per your invitation notice

PERSONAL OR FIRM PARTICULARS:

CONTACT ADDRESSES

P.O. Box No:..... Telephone

No:.....Mobile:..... E-

mail.....

Physical Address:

Plot No..... Block..... Location

/Street.....

DistrictRegion

Nationality:.....

TIN No.....TISEZA Investors' Service Provider Registration No. (in case of
renew-

al)



List of firm's staff trained by TISEZA (in case of renewal): (i)..... (ii)..... (iii)..... (In case of additional staff please append an addendum)
List of individual's trained by TISEZA (in case of renewal): (i)..... (ii)..... (iii)..... (iv)..... (In case of additional staff please append an addendum)

ACADEMIC QUALIFICATIONS FOR THE FIRM EMPLOYEE(S)

S/N	Employee's Name	Name of Schools, Universities or other Institutions	Years (From... To...)	Name of Examining Body	Degree, Diploma, Certificate	Class/ Division Attained
1.						
2.						
3.						

(In case of additional employees please append an addendum)

PROFESSIONAL QUALIFICATIONS

S/N	Employee's Name	Name of Examining Body	Registration No.	Section, Stages, Parts Passed	Date Passed	Remarks
1.						
2.						
3.						

(In case of additional employees please append an addendum)

PRACTISEZAAL TRAINING AND EXPERIENCE BEFORE QUALIFYING

S/N	Employee's Name	Name and Address of Organization	Years (From... To.....)	Position Held	Nature of Training and Experience
1.					
2.					
3.					

(In case of additional employees please append an addendum)

DECLARATION

I hereby declare that the foregoing statements are true and correct in every respect.

Applicant's Signature.....Date.....



NOTES:

1.	A non-refundable application fee of Tsh 300,000.			
2.	The application should be addressed to TISEZA's Director General (they can be dropped at TISEZA Zonal Offices).			
3.	Upon successful application, the applicants will have to pay below stipulated fees			
	S/N	Applicants	Initial Registration Fee (Tsh equiv to USD)	Renewal of Registration annually (TSh equiv to USD)
	1.	Tanzanian Individuals	500	200
	2.	Tanzanian Companies	1,000	500
	3.	Foreigners	1,500	1,000
4	The first-time registration will include initial training, materials, food/refreshments to be provided, coaching sessions, familiarization with TISEZA processes & systems, etc.			
5	<p>Please attach: -</p> <ul style="list-style-type: none"> i. Covering letter from an individual of firm intending to be registered as ISPs. All applications shall be addressed to; Director General, Tanzania Investment and Special Economic Zones Authority (TISEZA), P. O. Box 938, DAR ES SALAAM. ii. A copy of the Certificate of registration by BRELA; iii. A Copy of Valid Business License; iv. A Copy of Certificate for Tax Identification Number (TIN); v. Evidence of business premises including physical addresses (subject to physical verification); vi. Two recent passport size photographs of directors; vii. List of professional employees with a copy of their detailed Curriculum Vitae (CV), copies of educational and professional certificates, registration from the Professional Boards (if applicable) and National IDs; and viii. Three (3) referees consisting of most recent consulting businesses. 			
6	If the applicant is an employee a letter of an employer should be attached indicating that has no objection for his employee to be engaged in Consultancy.			
	FOR OFFICIAL USE ONLY			
	Date Received:.....			
	Investors' Service Providers Committee's observations and recommendations			
	Date Notification sent:.....			
	Registration No:.....			
	DIF Signature:.....Date:.....			
	Date Certificate Dispatched:.....			
	Date Certificate Acknowledged:.....			
	Secretary's Signature:.....Date:.....			



ANNEXURE 2: ISPs APPLICATION EVALUATION FORM

NOTES:

S/N	Criteria	Allocated Maximum Score	ISP Committee Score
1.	Firm/Individual has Government Licenses and Approvals to carry out the relevant service(s) applied e.g. BRELA, TRA, Professional Boards	20%	
2.	Firm/Individual Office Premises and facilities Suitability	10%	
3.	Number of Technical employees; If more than 2	10%	
4.	Number of Technical employees; If less than 2	NIL	
5.	Firm's technical employee's educational qualifications, experience and competencies	25%	
6.	Quality of References by prior consulted businesses	15%	
7.	Firm's/Individual knowledge of investment promotion, facilitation and research strategies and tools benchmarked by international standards	15%	
8.	Not been convicted of a professional offence	5%	
9.	has undertaken any TISEZA Facilitation course as an added advantage		
Total Score		100%	

ANNEXURE 3: ISP CERTIFICATE OF REGISTRATION



CERTIFICATE OF ISP REGISTRATION

This is to Certify that

XYZ Co. Ltd

With Registered Office Located at.....

Has been awarded a Service Provider's Certificate by the Tanzania Investment and Special Economic Zones Authority to access One Stop Facilitation Services for processing of approvals, licenses, permits and registrations on behalf of Investors.

Start date.....
End date.....

Director General

ANNEXURE 4:

TISEZA ISPs BI-ANNUAL PROGRESS REPORT FORMAT

NOTES:

S/N	Information	Description	Current Status
1.	ISP Shareholding or Partners Information	Current Shareholders/Partners names, nationality and percentage of ownership	
2.	ISP Communication Information	Email address	
		Mobile Number	
		Land Line Telephone Number	
		Physical Address (Plot No., Block No, Street, District and Region)	
3.	Contact Person	Name	
		Position	
		Communication Details (Email, Mobile and telephone)	
4.	Technical expertise Information	Total Nos	
		List/Names and area of expertise	
5.	TISEZA Investors Consulted to-date	List of Companies serviced and type of service rendered	
6.	Challenges encountered in serving TISEZA investors and proposed solutions		
7.	Training	List of technical experts undergone TISEZA training during the period	
8	Plans for the next coming six months		
9	Recommendations and any other comments		

ANNEXURE 5:

ISPs APPLICATION INVITATION NOTICE



INVESTORS SERVICES PROVIDERS (ISPs) APPLICATION INVITATION NOTICE

The Tanzania Investment and Special Economic Zones Authority (TISEZA) is a statutory body established under the Tanzania Investment and Special Economic Zones Act No. 6 of 2025 to serve as a One-Stop-Centre for investors to promote investments in Tanzania. TISEZA is mandated to coordinate, encourage, promote and facilitate investment in Tanzania and advising the government in policy matters related to investment and Special Economic Zones.

To facilitate investors, TISEZA seeks to register licensed and highly experienced individuals and/or firms in various areas of service provision to facilitate investors.

The Authority, wishes to inform service providers and the general public that registration and certification of service providers shall be done by the Authority with effect from.....

Individuals and/or firms that facilitate/offer the following services to investors are invited to submit applications as appropriate for consideration: registration of companies, preparation of bankable business plans/feasibility studies, general guidance in procedures for obtaining TISEZA Certificate of Incentives, Certificate of registration & EPZ/SEZ licenses, preparation of bi-annual project progress reports, application of business and other operating licenses, obtaining work and residence permits, guidance and facilitation on the land acquisition process, advising and assisting investors on tax matters, advising and assisting investors to meet standard requirements of TBS/TMDA matters, facilitating investors in application and installation of electricity, providing accountancy and audit services, providing legal advice on investment matters, etc.

Applicants should meet the following requirements:

- i. Individuals or firms or foreign residents have to be registered and licensed to undertake the relevant service(s) applied for;
- ii. Proven experience in the area(s) of specialization;
- iii. At least a Bachelor Degree (or equivalent) in the area(s) of specialization by firm members. A Master's Degree in the relevant area will be an added advantage;
- iv. Good knowledge of investment promotion, facilitation and research strategies and tools benchmarked by international standards;
- v. Experience in directing, coordinating and/or providing leadership on investment-related policy issues; and
- vi. Not been convicted of a professional or disciplinary offence.

Interested individuals or firms will provide the following information by submitting:

TISEZA-2 Application Form, copy of the Certificate of registration by BRELA, copy of the valid business license, copy of tax clearance certificate, copy of TIN, evidence of business premise including physical address, two (2) recent passport size pictures of directors, list of professional employees with their CVs, copies of educational and professional certificates, copy of national IDs, three (3) recent consulted referees and application letter. Applications can be submitted electronically via email address..... or in hard copies through the following address, not later than **DD-MM-YYY**

**The Director General,
Tanzania Investment and Special Economic Zones Authority (TISEZA),
P.O. Box 938,
DAR ES SALAAM**

Incomplete and late applications will not be considered; only successful applicants will be contacted. Interested Investors' Service Providers are advised to download the Application Form from the TISEZA's Website: www.tiseza.go.tz

Evaluation and Selection will be undertaken in line with TISEZA ISP policy. The application form should be accompanied with an invoice of payment to the **Tanzania Investment and Special Economic Zones Authority (TISEZA)** for Tanzanian Shillings equivalent to Tsh 300,000/= being the non-refundable application fee.

Successful applicants will be required to pay a non-refundable registration fee of Tanzanian Shillings equivalent to USD as stipulated below.

- i. Tanzanian Individuals: Initial registration is USD 500 and US\$ 200 for renewal
- ii. Tanzania Companies: Initial registration is USD 1000 and US\$ 500 for renewal
- iii. Foreigners: Initial registration is US\$ 1500 and USD 1000 for renewal.



ANNEXURE 6:

ISP OFFER LETTER

Ref.....

Date.....

M/S.....

P. O. Box

REGION

INVESTORS' SERVICE PROVIDER (ISP) OFFER LETTER FOR THE PERIOD

Reference is made to the heading above and your application dated..... to be regarded as an Investors' Service Provider (ISP).

Tanzania Investment and Special Economic Zones Authority (TISEZA) takes this opportunity to inform you that it has qualified you as one of the rightful experts to provide third party facilitation services to investors.

This letter,, informs you that you have been officially nominated as one of the ISPs for one year starting DD-MM-YYYY to DD-MM-YYYY. Further, note that the duration of the nomination will be subject to your ethical conduct and adherence to the conditions of the CERTIFICATE OF REGISTRATION to be issued.

This letter,, serves as a provisional offer subject to final registration and granting of ISP Certificate upon completion of the following:-

1.Payment of a non-refundable registration fee of USD or the equivalent in Tanzanian Shillings as per the attached control number.

This certification does not call for any legal liability to the Authority. However, you are required to serve investors with the highest degree of professionalism and integrity.

Arrangements on your engagement with the investor will be between yourselves and the respective investors.

Furthermore, before the commencement of your services, you will be required to participate in the customized training on Third-Party Investment Facilitation Services to be provided by the Authority. You will also be required to submit a bi-annual TISEZA ISP Progress Report as provided in the attached format.

Yours Truly,

Gilead Teri
DIRECTOR GENERAL

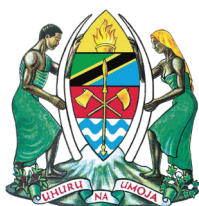


ANNEXURE 6:

REGISTRATION AND CERTIFICATION OF ISPs PROCESS FLOW CHART

NOTES:

Activity	Responsible Department/Section
Public announcement for a new application for registration of ISPs	PR
↓	
Fill in the TISEZA-2 application form and relevant attachments	DIF
↓	
Submit Application to the DG	DIF
↓	
Application Evaluation Exercise	ISPs Committee
↓	
Inform successful ISPs on the application result and pay the prescribed fee (ISP Offer Letter)	DIF
↓	
Issue certificates to successful ISPs	DG
↓	
Publish the list of approved qualified ISPs	PR
↓	
Registered ISPs attend training	DIF



**TANZANIA INVESTMENT AND SPECIAL ECONOMIC
ZONES AUTHORITY (TISEZA),**

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