



TANZANIA INVESTMENT AND  
SPECIAL ECONOMIC ZONES  
AUTHORITY (TISEZA)

# INVESTOR'S SERVICE PROVIDERS (ISP) GUIDELINES 2025

Invest in...  
**Tanzania**

# **INVESTOR'S SERVICE PROVIDERS (ISP) POLICY**

## **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 advice 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.



# **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.

## 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

tion matters.

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.

## **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.

## **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.

## **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.

## **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.



## OUR OFFICES

**HEAD OFFICE-DAR ES SALAAM**  
Tanzania Investment and Special Economic  
Zones Authority (TISEZA)  
Golden Jubilee Tower, 1st Floor, Ohio Street,  
P.O. Box 938, Dar es Salaam, Tanzania  
+ 255 734 989 470  
Fax: +255 25 25-2504399  
Email: [info@tiseza.go.tz](mailto:info@tiseza.go.tz)

**CENTRAL ZONE OFFICE – DODOMA**  
Old Dodoma Municipal Building, Dodoma  
P.O. Box 2875  
+255 784 771 773 (Zonal Manager)  
[tiseza.centralzone@go.tz](mailto:tiseza.centralzone@go.tz)

**LAKE ZONE OFFICE – MWANZA**  
Maji House, 5th Floor,  
Balewa Road, Isamilo area  
P.O. Box 683, Mwanza  
[tiseza.lakeone@go.tz](mailto:tiseza.lakeone@go.tz)

NYASA ZONE OFFICE  
RC Building,  
P.O. Box 185, Njombe  
tiseza.sothernhighzone@go.tz

NORTHERN ZONE OFFICE  
Florida Road, Arusha road street  
P.O. Box 7735, Moshi, Kilimanjaro  
tiseza.lakeone@go.tz

SOUTHERN HIGHLAND ZONE OFFICE  
NBC Building, Karume Avenue  
P.O. Box 1361, Mbeya  
tiseza.sothernhighandzone@go.tz

**SCAN THE QR CODE**



**TISEZA E-BOOK**



**OUR WEBSITE**



**SEZ AND LAND  
APPLICATION FORM**



**SPECIAL ECONOMIC  
ZONES**