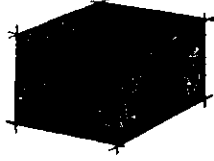


الجمهورية اللبنانية  
مكتب وزير الدولة لشؤون التنمية الإدارية  
مركز مشاريع ودراسات القطاع العام



**IDAL**



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Republic of Lebanon  
Office of the Minister of State for Administrative Reform  
Center for Public Sector Projects and Studies  
(C.P.S.S.)

**Mechanism of the “One-Stop-Shop”  
Department and its Human Resources**

**Investment Development Authority of Lebanon**

**IDAL**

*Beirut – Lebanon*

# Mechanism of the “*One Stop Shop*” Department and its Human Resources

## I- The mission of the “One-Stop-Shop” Service Department

The “*One-Stop-Shop*” Service department receives and studies the applications for permitting for investment projects submitted by Lebanese, Arab and foreign investors or any coalition between a Lebanese investor and an Arab or foreign one to all the public administrations. This department has recourse to any administration or authority likely to help in facilitating investors’ job and annihilating obstacles and ensures the follow-up of the permitting procedure in these administrations until the final permit is issued. By that, reflecting the Government’s outlook to create the most favorable investment climate, the “*One-Stop-Shop*” department provides the following services:

1. Expediting and simplifying tedious procedures and red tape to obtain the necessary permits and licenses on the one hand, and to spare the investors complex administrative hurdles on the other.
2. Providing all necessary information for investors (legal, administrative, economical, etc.).
3. Polarizing and attracting new foreign capital.
4. Improving and promoting Lebanon’s image abroad as a destination favorable to investment.

The importance of a “*One-Stop-Shop*” service establishment in Lebanon proves a salient necessity to solve and overcome the main hurdles faced by investors, namely obtaining the necessary permits and licenses for their respective investment projects.

## II- The Mechanism of the Committee and its Human Resources

The Investment Development Authority of Lebanon (IDAL) receives applications for establishing and developing new investments wishing to locate in Lebanon. IDAL handles all submitted applications in accordance with the following procedures and steps:

**Step 1:** The investor or an authorized representative can pick up a “*One-Stop-Shop*” application form from IDAL’s office and will be instructed by the investor-servicing unit at IDAL how to fill it in and be told what other documents are needed to support the application.

**Step 2:** The investor<sup>1</sup> will submit the application<sup>2</sup> along with a feasibility study of the potential project. A committee at IDAL will evaluate the project to determine its suitability and will:

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<sup>1</sup> Kindly note that the “Investor” could refer to himself or the authorized representative.

<sup>2</sup> “*One-Stop-Shop*” Service application form prepared by IDAL.

- a- Either approve and forward the project to the “*One-stop-shop*” department based on the criteria set at the authority and authorize the investor to use this service established at IDAL, a means to offer under one roof all services necessary to establish a business in Lebanon, or
- b- Disapprove and terminate all further procedures and steps.

**Step 3:** Investors using the “*One-Stop-Shop*” fill out application forms for all the permits needed, with IDAL assistance if requested, and submit them to the Investor Servicing Unit at IDAL, with the necessary documents attached. The investor will be given a receipt showing the date of submission and an application reference number.

**Step 4:** The Head of the “*One-Stop-Shop*” department at IDAL, in coordination with the delegates from the various ministries, will immediately review the applications to ascertain that they are complete. It will be registered and the investor(s) notified that his application has been taken into consideration. The applications are then immediately transmitted to the concerned ministries and public authorities delegates to be studied and processed. If the application does not meet the desired standards, the investor(s) is asked to provide the missing information within 3 working days.

**Step 5:** The applications are then registered in the relevant ministry whereby every delegate receives a copy of the application including the true copy of the documents related to his/her administration along with a photocopy of the remainder of the file. The investor is given a receipt duly dated to be used to determine the time lapse provided or needed by the delegate to provide the licenses. In case of further information being required along with any clarifications of documents already submitted, the head of the “*One-Stop-Shop*” department at IDAL will inform the investor of the details and data required in writing. The lapse of time between the date of official notification of the investor (either fax message or letter) and the official receipt of his clarifications will be deducted from the time set for providing the permit.

**Step 6:** The “*One-Stop-Shop*” department in coordination with the various delegates will accept or reject within a maximum period of:

- a- ---<sup>3</sup>working days from the date of submission of the application duly completed with the data and appended with the documents required and accepted by the “*One-Stop-Shop*” Department.
- b- In case of the application being rejected, the head of the “*One-Stop-Shop*” department at IDAL shall intimate to the investor the rejection decision clarifying the reasons.

**Step 7:** The head of the “*One-Stop-Shop*” department at IDAL shall intimate to the investor the decision approving the establishment, expansion, or development of the project and shall invite him to receive the license and payment of the administrative and technical services fees<sup>4</sup> set at the Investment Development Authority of Lebanon. The investor shall acknowledge receipt of the letter by signing the relevant notice.

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<sup>3</sup> To be set for each application separately.

<sup>4</sup> If any.

**Step 8:** Upon deciding on the project, IDAL will provide the investor, through the various delegates of the respective government agencies, with:

- a- Support in Customs clearance for the project equipment, whether exempted or not from Customs fees and duties
- b- Assistance of acquiring work permits for non-Lebanese manpower
- c- Help in issuing entry visas for expatriate manpower along with the other approvals required for the project in compliance with the procedures specified by each public authority concerned, and support in obtaining any other pertinent licenses

Investors can enjoy the services of several ministries representatives at IDAL's office, which collect the required documentation and prepare each application file to transmit it to the respective ministry. The delegates also follow up on the applications.

### **III- Conclusion**

The new management of the Investment Development Authority of Lebanon (IDAL) provides all necessary information, support, and assistance to local and foreign investors wishing to establish investment activities in Lebanon and will endeavor to establish a relationship of confidence between itself and investors.

IDAL coordinates with all permitting and concerned government agencies which are offered representative offices in the authority premises without sparing any efforts in assisting and serving Lebanese, Arab, and foreign investors. It consequently offers them all appropriate services and grants investors all privileges and facilities offered under the Lebanese law. Moreover, IDAL seeks on the medium-and long-terms the establishment of international companies' regional headquarters in Lebanon, an additional asset to enhance the economic cycle.

IDAL is managed and staffed by a young team of service-oriented professionals, enjoying solid experiences in the private and public sectors and firm grasps of investment and economic development issues. They look forward to assisting you.

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