



REPUBLIC OF ZAMBIA



**PATENTS AND COMPANIES
REGISTRATION AGENCY**

CLIENT SERVICE CHARTER

2023
THIRD EDITION

FOREWORD

The Patents and Companies Registration Agency (the Agency) has established a Client Service Charter in line with its commitment to provide optimal service delivery. The Charter contains commitments on service delivery and therefore constitutes a “social contract” between the Agency and the public.

The Charter identifies the services the Agency offers and the standards that clients should expect. It also provides the public with a mechanism on how to complain when services do not meet their expectations and how the Agency will handle complaints.

The Agency remains firmly committed to meeting the expectations of stakeholders as encapsulated in the charter. To achieve this, the Agency will carry out objective monitoring and evaluation exercises in respect of all the deliverables in the Charter.

It is sincerely hoped that clients will take time to read and challenge the Agency to the commitments made.

Allan Mwaba Chungu
BOARD CHAIRPERSON

1.0 PURPOSE OF THIS CHARTER

- a. To enhance clients' awareness of the services provided by the Agency;
- b. To explain to clients the standards of service they should expect to receive;
- c. To outline the rights and responsibilities of clients;
- d. To explain the rights and responsibilities of the Agency as the Service Provider; and
- e. To explain how clients should lodge complaints and make suggestions in relation to the Agency's service delivery.

2.0 MANDATE, VISION AND MISSION

2.1 MANDATE

The Agency's core mandate is to provide Business and Intellectual Property registration services. Additionally, the Agency is responsible for the management of the Collateral Registry as well as accreditation of Insolvency Practitioners.

2.2 VISION

"An innovative customer-centred business and intellectual property registration Agency."

2.3 MISSION

"To provide business and intellectual property registration services for economic growth and national development."

3.0 CORE VALUES

The Agency is guided by the following core values in its quest to be effective in the delivery of its mandate:

- a) Integrity
- b) Excellence
- c) Accountability
- d) Transparency
- e) Creativity
- f) Courtesy

4.0 WHAT CLIENTS SHOULD EXPECT FROM THE AGENCY

In support of the above values the Agency will strive to continuously improve the standards of services provided so as to meet the needs and expectations of clients. To this end, clients have the right to expect the highest quality of services as outlined below:

- a. Timely and accurate registration of business names and companies;
- b. Timely and accurate registration and protection of intellectual property rights;
- c. Timely and accurate registration of security interests in movable property;
- d. Timely and accurate accreditation of corporate insolvency practitioners; and
- e. Timely and accurate processing of post registration lodgments.

5.0 STANDARDS OF QUALITY SERVICE DELIVERY

In conformity with the law and our core values, the Agency pledges to provide services in accordance with the following standards:

Service Type	Standard of Service
1. Name Clearance	24 Hours (1) working day
Pre-requisites	
<ol style="list-style-type: none"> 1. Duly completed application. 2. Relevant supporting documentation where applicable. 3. Payment of prescribed fee. 	
Service Type	Standard of Service
2. Business Name Registration	48 Hours (2) working days
Pre-requisites	
<ol style="list-style-type: none"> 1. Duly completed prescribed form. 2. Relevant supporting documentation where applicable. 3. Payment of prescribed fee. 	

Service Type	Standard of Service
3. Company Incorporation	48 Hours (2) working day
Pre-requisites	
<ol style="list-style-type: none"> 1. Duly completed prescribed form. 2. Relevant supporting documentation where applicable. 3. Payment of prescribed fee. 	
Service Type	Standard of Service
4. Post Registration Lodgments	
Pre-requisites	
<ol style="list-style-type: none"> 1. For those requiring issuance of certificates- 24 Hours (1 working Day) 2. Those not requiring issuance of certificates- 4 Hours 3. Payment of prescribed fees. 	
Service Type	Standard of Service
5. Application For Accreditation or Renewal of Accreditation as Insolvency Practitioner	24 Hours (1 working day)
Pre-requisites	
<ol style="list-style-type: none"> 1. Duly completed prescribed forms: <ol style="list-style-type: none"> 1.1. Certified copies of professional qualifications 1.2. Certified copies of current practicing certificates from the respective professional bodies 1.3. Certified copy of the National Registration Card 1.4. Certified copies of Certificate of Admission to practice as an accountant or advocate. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
6. Post Registration Lodgments	
Pre-requisites	
<ol style="list-style-type: none"> 1. For those requiring issuance of certificates- 24 Hours (1 working Day) 2. Those not requiring issuance of certificates- 4 Hours 3. Payment of prescribed fees. 	

Service Type	Standard of Service
7. Granting of Letters Patents	6 months (120 Working days)
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
8. Renewal of Patents	21 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
9. Granting of Letters Patents	6 months (120 working days)
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
10. Post Registration – Industrial Property- Patents Assignment	21 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
11. Registration of Trade Marks	90 days
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
12. Post Registration - Industrial Property- Trade Marks Renewal	7 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	
Service Type	Standard of Service
Post Registration - Industrial Property - Trade Marks Assignment	7 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. Duly completed prescribed forms. 2. Payment of prescribed fees. 	

Service Type	Standard of Service
14. Post Registration - Industrial Property – Registered User	14 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. <i>Duly completed prescribed forms.</i> 2. <i>Payment of prescribed fees.</i> 	
Service Type	Standard of Service
15. Registration of Industrial Designs	3 months (90 working days)
Pre-requisites	
<ul style="list-style-type: none"> 1. <i>Duly completed prescribed forms.</i> 2. <i>Payment of prescribed fees.</i> 	
Service Type	Standard of Service
16. Post Registration-Industrial Property – Designs Renewal	7 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. <i>Duly completed prescribed forms.</i> 2. <i>Payment of prescribed fees.</i> 	
Service Type	Standard of Service
17. Post Registration-Industrial Property – Design Assignment	7 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. <i>Duly completed prescribed forms.</i> 2. <i>Payment of prescribed fees.</i> 	
Service Type	Standard of Service
18. Registration of Copyright	14 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. <i>Duly completed prescribed forms.</i> 2. <i>Payment of prescribed fees.</i> 	
Service Type	Standard of Service
19. Post Registration-Industrial Property – Designs Renewal	7 working days
Pre-requisites	
<ul style="list-style-type: none"> 1. <i>Duly completed prescribed forms.</i> 2. <i>Payment of prescribed fees.</i> 	

6.0 OTHER STANDARDS

TELEPHONE QUERIES

- a) A member of staff will identify themselves by name to facilitate resolution of the queries.
- b) Clear advice will be provided to resolve queries.
- c) Where the Agency is unable to resolve the queries immediately, the client will be advised on when to expect a comprehensive response.

WRITTEN QUERIES

- a) The Agency will reply to hard copy correspondence within 3 working days.
- b) For queries received electronically, the Agency will respond within 2 hours.

OFFICE VISITS

The Agency will endeavour to attend to clients with appointments within 5 minutes of the scheduled time.

7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from us.

In this respect, you have the right to:

- a) Complete and accurate information on all aspects of the service you are seeking from us.
- b) Be treated with courtesy
- c) Demand the identity of the officer serving you
- d) Complain when you receive unsatisfactory services

We ask from you the following:

- a) To treat our staff with courtesy,
- b) To accurately complete application forms and attach all the requested documentation
- c) To promptly respond to requests for information by us
- d) Not to offer any inducements to our staff
- e) To comply with any existing legislation governing the provision of the services you are seeking.

8.0 HOW TO COMPLAIN AND COMPLIMENT

8.1 When complaining, we ask that you:

- a. State clearly why you are not happy with the service or conduct of our staff.
- b. State what you want to be rectified.
- c. Be honest.

However, we encourage you to provide personal details such as postal address, telephone and email. This will enable us to respond to your complaint expeditiously.

8.2 Complaints and compliments can be made by telephone, email, social media or in person by visiting our offices at the addresses given below:

The Registrar
PACRA Head Office
Plot No. 8471 PACRA House, Haile Selassie Avenue, Long Acres
P.O Box 32020

LUSAKA

Telephone: (+260) 211 255127, 255151

Call Centre: 5111

Email: pro@pacra.org.zm

Website: <http://www.pacra.org.zm>

Social Media: Facebook | Instagram | X(formerly Twitter) | LinkedIn

8.3 We attend to our clients during the following hours:

Office Hours: Monday – Friday 08.30 – 13.00 hrs.
14.00 –17.00 hrs.

The Agency offices are closed on weekends and holidays.

8.4 In order to decentralise our services, the Agency has established Regional Offices across Zambia.

The addresses are given below:

LUSAKA ONE STOP SHOP

Kwacha House

Cairo Road

Lusaka

Email: pacralusakaoss@pacra.org.zm

EASTERN PROVINCE

Second Floor Natsave/ZESCO building
Behind ZANACO branch, Off Pererenyatwa Road
Chipata

Telephone: +260 216 - 222274

Email: pacrachipata@pacra.org.zm

SOUTHERN PROVINCE

LIVINGSTONE REGIONAL OFFICE

One-Stop-Shop Building (Tourism
Centre) Next to Livingstone Museum
Livingstone

Telephone (+260) 213-324236

Email: pacralivingstone@pacra.org.zm

CHOMA REGIONAL OFFICE

Butala House 1st

Floor Room 116

ZSIC Building

Choma

Telephone: +260 213 221440

Email: pacrachoma@pacra.org.zm

COPPERBELT PROVINCE

KITWE ONE STOP SHOP

First Floor West

Wing Nchanga House

Corner Enos Chomba Road & President Avenue

Kitwe

Telephone: +260 212 221580

Fax: +260 212221570

Email: pacrakitwe@pacra.org.zm

NDOLA REGIONAL OFFICE

Mpendwa House

Second Floor

President Avenue

Ndola

Telephone: +260 212 – 611225

Fax: +260 212 – 611770

Email: pacrandola@pacra.org.zm

MUCHINGA PROVINCE

Chinsali Regional Office

Municipal

Council New

Building

Nambuluma Road

Town Centre

Chinsali

Telephone: +260 214 565090

Email: pacramuchinga@pacra.org.zm

WESTERN PROVINCE

Mongu Regional Office
Plot No. 304, Lusaka Road
Directly Opposite Catholic
Diocese Administrative Offices
Mongu

Telephone: +260 217 221940 / 221549

Email: pacramongu@pacra.org.zm

NORTH WESTERN PROVINCE

Old Civic Centre
Building
Independence Avenue
Solwezi

Telephone: +260 218 821743

Email: pacrasolwezi@pacra.org.zm

NORTHERN PROVINCE

Compensation
House, Ground
Floor Room G3,
Zambia Road,
Kasama

Telephone: +260 214 221292

Fax: +260 214221241

Email: pacrakasama@pacra.org.zm

CENTRAL PROVINCE

Kabwe Regional Office
ZSIC House
Ground Floor
KABWE

Telephone: +260 215221042

Email: pacrakabwe@pacra.org.zm

[Client Service Charter](#)

LUAPULA PROVINCE

NAPSA Building, 1st Floor Room 2201
Provident House,
Kawambwa Road
Mansa

Telephone: +260-212-821762

Email: pacramansa@pacra.org.zm

9.0 FEEDBACK MECHANISM

The Agency will acknowledge receipt of all written complaints, compliments and suggestions. Written response will be provided within 5 working days.

