



**PATENTS AND COMPANIES REGISTRATION AGENCY
THE 2021 – 2026 STRATEGIC PLAN IMPLEMENTATION PLAN**

YEAR 2021 – 2026													
STRATEGIC THEME : BUSINESS ENTITY AND SECURITY INTEREST REGISTRATION													
STRATEGIC RESULT : ORDERLY TRADE AND INCREASED ENTREPRENEURSHIP													
STRATEGIC OBJECTIVE 1: IMPROVE CUSTOMER SERVICE													
Strategy	Intended result	Yearly Target	Baseline	Activity	Implementation status	Implementing Department / Section	Activity Schedule						Budget (ZMW)
			2020				2021	2022	2023	2024	2025	2026	
Enhance the Legal Framework	Increased registration	6% increase in business entity registration	3%	Amend the Companies Act	The matrix has been drafted awaiting validation from stakeholder	Commercial, Legal	150,000	180,000	100,000	50,000	-	-	480,000

		annually		Amend implementing Regulations under the Companies Act			-	-	-	-	30,000	-	30,000
				Amend the Corporate Insolvency Act	The matrix has been drafted awaiting validation from stakeholder		-	150,000	-	-	-	-	150,000
				Amend implementing Regulations under the Corporate Insolvency Act	Amended Implementing Regulations under the Corporate Insolvency Act		-	-	-	-	30,000	-	30,000
				Amend Registration of Business Names Act	Amended Registration of Business Names Act		50,000	-	-	-	30,000	-	80,000

				Amend implemen ting Regulatio ns under the Registrati on of Business Names Act	Amended Implem ting Regulatio ns under the Registration of Business Names Act		-	30,000	-	-	-	-	30,000
Strengthe n Collaborat ion with stakeholde rs	Increased registratio n	6% increas e in busines s entity registra tion	3%	Develop and implemen t business registratio n program mes	Business registration programme s developed and implem ented	Complia nce, Commer cial, and Business Develop ment	-	50,000	60,000	70,000	80,000	90,000	350,000

		annually		Engage and partner with relevant stakeholders in increasing business registration	The Agency signed an MoUs with Zambia Institute of Chartered Accountants (ZICA)		5,500	30,000	40,000	50,000	60,000	70,000	255,500
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		5% increase in Movable Property Security Interest registration annually	2%	Engage FSPs and Individual lenders	The Agency trained National Savings and Credit Bank (NATSAVE) on the use of the Collateral Registry. The Agency also conducted training for Law Firms i.e. K Mwale and Company; Nyanga Yalenga & Associate	Compliance, Commercial, and Business Development	-	-	-	-	-	-	-	-
				Conduct sensitisation and awareness programmes			-	50,000	60,000	70,000	80,000	90,000	350,000	

				Develop and implement Security Interest registration programmes	The Agency trained National Savings and Credit Bank (NATSAVE) on the use of the Collateral Registry. The Agency also conducted training for Law Firms i.e. K Mwale and Company; Nyanga Yalenga & Associate		-	20,000	30,000	40,000	50,000	60,000	200,000
	Increased Compliance	10% increase in annual returns compliance annually	4%	Enter into partnerships with key stakeholders to enhance compliance	Enhanced Collaborations with Stakeholders.	Commercial, Compliance, Business Development and ICT	-	-	-	-	-	-	-

		(100% by 2026)		Deregister non-compliant entities	The Agency has Automated email reminders sent to non-compliant businesses as and when they fall due		-	1,200	1,400	1,600	1,800	2,000	8,000
				Develop and implement compliance programmes	The Agency conducted physical inspections in Northern and Eastern province		20,000	30,000	40,000	50,000	60,000	70,000	270,000
				Engage relevant Stakeholders.	The Agency has published non-compliant businesses on the PACRA website		90,000	100,000	110,000	120,000	130,000	140,000	690,000

				Enhance data sharing platforms with key stakeholders	The Agency shares Data on the collateral registry with key stakeholders such as Bank of Zambia on a quarterly basis		-	-	-	-	-	-	-	
		80% reduction in non-compliance with Minimum Share Capital by 2026	40%	Engage and partner with relevant stakeholders on compliance with Capital	The Agency has published non-compliant businesses on the PACRA website	Commercial, Compliance, Business Development and ICT	20,000	30,000	40,000	50,000	60,000	70,000	270,000	
				Conduct sensitisation and awareness programmes	The Agency conducted training to eight small money lending institutions and I Micro financial institution called Agricultural Leasing		10,000	50,000	60,000	70,000	80,000	90,000	360,000	

SUB TOTAL							345,500	721,200	541,400	571,600	691,800	682,000	3,553,500
YEAR 2021 – 2026													
STRATEGIC THEME : INOVATION AND CREATIVITY													
STRATEGIC RESULT : INCREASED GENERATION AND COMMERCIALIZATION OF INTELLECTUAL PROPERTY													
STRATEGIC OBJECTIVE 1: IMPROVE CUSTOMER SERVICE													
Strategy	Intended result	Yearly Target	Baseline	Activity	Implement ation status	Impleme nting Departm ent / Section	Activity Schedule						Budget (ZMW)
			2020				2021	2022	2023	2024	2025	2026	
Enhance the Legal Framework	Increased registration	5% increase in Intellectual Property registrations annually	3%	Repeal and Replace the Copyright and Performance Rights Act	1 st Layman Draft Bill developed	IP, Legal	45,000	55,000	45,000	-	-	-	145,000
				Engage MOJ on finalisation and enactment of the Trade Marks Bill	Draft Trade Marks Bill ready for submission to Ministry of Justice.		-	-	-	-	-	-	

				Develop implementing Regulations for the Trademarks Act and Copyright Act	Draft Trade Marks Bill ready for submission to Ministry of Justice.		55,000	60,000	15,000	-	-	-	130,000
				Engage MOJ on finalisation of implementing Regulations for IP Acts enacted in 2016	The Department has been liaising with MOJ to ensure that the Statutory Instruments are published and signed		30,000	20,000	-	-	-	-	50,000
				Develop legal framework for protection and commercialisation of research output (Bayh-Dole Act)			-	-	60,000	40,000	50,000	45,000	195,000

				Develop legal frameworks to facilitate IP management and transfer of technology	To be done in 2024		-	-	-	60,000	50,000	45,000	155,000
				Develop a stand-alone Draft Bill on enforcement of IP rights	To be done in 2025		-	-	-	-	80,000	50,000	130,000
Strengthen Collaboration with stakeholders	Increased Applications	85% of IP rights due renewed annually	80%	Develop and implement programmes to increase renewals and maintenance of IP rights	Reminder notification Program Developed and rolled out	Compliance, IP, Business Development, and ICT	5,000	30,000	40,000	50,000	60,000	70,000	255,000

		6% increase in Intellectual Property applications annually	4%	Conduct IP sensitisation workshops targeting the academia, industry and traditional communities	On course with two sensitisation workshops undertaken at NIPA and Cavendish University during the month of April, 2023	IP	60,000	70,000	80,000	85,000	90,000	95,000	480,000
				Build strategic partnerships with relevant Government agencies, industry, academia, and other stakeholders	MoUs signed two strategic partners with Zambia Association of Manufacturers and Ministry of Tourism and Arts		20,000	25,000	30,000	35,000	40,000	45,000	195,000

				Facilitate establishment of Technology Transfer Offices (TTOs) at Universities and R & D institutions	The targeted Universities and R&D Institutions are waiting for training from WIPO before the program could be implemented		-	15,000	17,000	19,000	21,000	23,000	95,000
				Facilitate establishment of Technology and Innovation Support Centers (TISCs) in higher learning institutions	The targeted Universities and R&D Institutions are waiting for training from WIPO before the program could be implemented		15,000	17,000	19,000	21,000	23,000	25,000	120,000

				Offer awards to promote innovations in Junior Engineers, Technicians and Scientists (JETS)	5 awards given annually		-	25,000	30,000	35,000	40,000	45,000	175,000
				Host Innovation forum annually to promote innovation	Innovation forum held annually (ongoing)		60,000	70,000	90,000	100,000	110,000	120,000	550,000
				Commemorate World IP Day	World IP Day Commemorated on 26 th April, 2023.		17,629	50,000	60,000	70,000	80,000	90,000	367,629

				Establish inter-agency task force on enforcement of IP	The Agency will continue to engage stakeholders on the establishments of the task force on enforcement of IP in the next quarter		20,000	25,000	-	-	-	-	45,000
				Develop and implement action plan for integration of IP in school curricular	The Agency has engaged CDC and is awaiting response.		30,000	40,000	50,000	60,000	-	-	180,000
				Develop and implement plan of action on the use of IP by SMEs	Action Plan on use of IP by SMEs developed and implemented		-	50,000	55,000	30,000	30,000	30,000	195,000

				Develop database for traditional knowledge, genetic resources and expressions of folklore owned by local communities, indigenous groups and the state	Database in 2024 for traditional knowledge, genetic resources and expressions of folklore developed		-	-	-	100,000	100,000	120,000	320,000
				Establish IP strategic planning and coordinating committee	The Agency is in the process of engaging various stakeholders		30,000	40,000	45,000	-	-	-	115,000

				Develop and implement training programs for judicial and enforcement officers	The first workshop training will be held from 31 st August to 1 September, 2023		-	50,000	60,000	60,000	65,000	60,000	295,000
				Conduct data verification and validation of IP records (WIPO Sponsored)	42,501 files were verified and checked for quality and 4,743 logos uploaded in IPAS.		-	-	-	-	-	-	-
				Digitise all IP records (WIPO Sponsored)	Implementation of IP policy strategies and activities coordinated		-	-	-	-	-	-	-
				Coordinate implementation of all IP Policy strategies and activities	42,501 files were verified and checked for quality and 4,743 logos uploaded in IPAS.		-	100,000	110,000	100,000	110,000	105,000	525,000

SUB TOTAL							387,629	742,000	806,000	865,000	949,000	968,000	4,717,629
YEAR 2021 – 2026													
STRATEGIC THEME : EXCELLENCE IN SERVICE DELIVERY													
STRATEGIC RESULT : MAXIMISE CUSTOMER SATISFACTION / HIGH QUALITY SERVICE													
STRATEGIC OBJECTIVE 1: IMPROVE CUSTOMER SERVICE													
Strategy	Intended result	Yearly Target	Baseline	Activity	Implement ation status	Impleme nt ing Departm ent / Section	Activity Schedule						Budget (ZMW)
			2020				2021	2022	2023	2024	2025	2026	
Enhance customer feedback mechanisms	Improved customer satisfaction	80% customer satisfaction levels attained annually	50%	Sensitise clients on use of feedback mechanism	The Agency has been utilising its social media and website platforms for awareness activities due to lack of funds for traditional media such as TV and radio	Business Development and Commercial	30,000	35,000	40,000	45,000	50,000	55,000	255,000
				Increase visibility of feedback platforms	Feedback platforms enhanced		-	-	-	-	-	-	

				Continuous training in customer service	Due to budgetary constraints the Agency did not conduct customer service trainings in the 2 nd quarter		50,000	60,000	70,000	80,000	90,000	100,000	450,000
				Implement online service satisfaction feedback for IP and MPRS Services as well as Website	Online feedback systems for IP, MPRS and Website implemented	Commercial, IP and ICT	-	250,000	50,000	-	-	-	300,000
Develop and implement a Communication Strategy	Increased customer satisfaction	80% customer satisfaction levels attained	Nil	Customise the Government Communication Strategy	Digital communication strategy implemented with monthly plans	Business Development	-	-	-	-	-	-	-

		annually		Implementation of activities in the Communication Strategy	Digital communication strategy implemented with monthly plans		366,400	466,400	566,400	666,400	766,400	866,400	3,698,400
Review and implement the Client Service Charter	Increased customer satisfaction	80% customer satisfaction levels attained annually	50%	Review the Client Service Charter	The Charter has been reviewed to incorporate the revised registration processes	Business Development	50,000	-	-	-	-	-	50,000
				Sensitise the clients and staff on the Charter	The Charter has been reviewed to incorporate the revised registration processes		-	50,000	50,000	50,000	50,000	50,000	250,000
Enhance M & E mechanisms	Improved customer satisfaction	80% customer satisfaction levels attained annually	50%	Implement Realtime Reporting and Data Visualisation for Business Systems	The M & E framed has been developed and implemented	Commercial, IP, Business Development and ICT	80,000	-	-	-	-	-	80,000

Enhance corporate governance		100% adherence to corporate governance attained	Nil	Review Board and Committee Charters	Awaiting guidance from the Board	Legal		100,000						
SUB TOTAL							496,403	961,400	776,400	841,400	956,400	1,071,400	5,003,403	
STRATEGIC OBJECTIVE 2: ENHANCE FINANCIAL CAPACITY														
Strategy	Intended result	Yearly Target	Baseline	Activity	Implementation status	Implementing Department / Section	Activity Schedule						Budget (ZMW)	
			2020				2021	2022	2023	2024	2025	2026		
Develop and implement a resource mobilisation strategy	Increased financial resources	100% of approved revenue budget collected annually	85%	Engage Ministry of Finance on timely disbursement of Appropriation in Aid	The Agency is in continuous engagement with MOF through MCTI	Finance, Commercial, IP, BDU, Legal	-	-	-	-	-	-	-	

				Realign the budget resources to priority areas in order to meet strategic objectives	Budget resources realigned	Finance	-	-	-	-	-	-	-
				Identify and engage external partners to fund revenue generating activities	3 MOUs with Cooperating Partners on funding of strategic activities signed and implemented	Finance, Commercial, IP, BDU, Legal	-	-	-	-	-	-	-
Strengthen Internal Controls	Improved accountability	100% adherence to annual operations budget	100%	Prepare monthly management accounts	Monthly management accounts prepared by the 11 th of each month.	Finance	-	-	-	-	-	-	-
Strengthen Internal Audit function	Improved accountability	90% audit queries addressed annually	75%	Allocate adequate funds towards audit function	Adequate funds allocated annually	Internal Audit	58,000	100,000	120,000	130,000	140,000	150,000	698,000

		100%	Nil	Review Internal Audit Charter	Internal Audit Charter was updated and was approved by the Audit Committee.			50,000						
Review and implement the Enterprise Risk Management Strategy	Improved accountability	10 major risks identified annually	Nil	Review and implement ERM framework	To be conducted in the third quarter. Training to be conducted on 13th and 14th September, 2023 for the risk champion and HODS	Internal Audit	97,500	100,000	120,000	140,000	16,000	17,000	490,500	
				Prepare quarterly Risk Management Report	Risks Report for the second quarter updated and submitted for review to Audit Committee.	Departments/Units	-	-	-	-	-	-	-	
SUB TOTAL							155,500	250,000	240,000	270,000	156,000	167,000	1,188,500	

STRATEGIC OBJECTIVE 3: ENHANCE OPERATIONAL SYSTEMS													
Strategy	Intended result	Yearly Target	Baseline	Activity	Implementation status	Implementing Department / Section	Activity Schedule						Budget (ZMW)
			2020				2021	2022	2023	2024	2025	2026	
Streamline and automate all processes	Improved efficiency in service delivery	100% of services delivered in line with Client Service Charter	90%	Integrate internal standalone systems	Systems integrated ongoing	Finance, Commercial, IP, and ICT	-	-	-	-	-	-	850,000
				Automate all manual processes	Automate budget upload process done		100,000	-	350,000	-	-	400,000	
				Automate Recruitment Process and Board Operations	Not achieved	HR and Admin, Legal and ICT	-	350,000	-	250,000	-	-	
Develop and implement an Internal Service Level Agreement	Improved efficiency in service delivery	100% of services delivered in line with Client Service Charter	70%	Enhance Incident Management System	The new system has been developed and currently undergoing testing.	ICT	100,000	-	-	-	-	-	100,000

Enhance process and procedure manuals		2 process and procedure manuals reviewed yearly	80%	Review process and procedure manuals	Ongoing Activity	All Departments and Units	10,000	-	20,000	-	30,000	-	60,000
SUB TOTAL							210,000	350,000	370,000	250,000	30,000	400,000	1,610,000
STRATEGIC OBJECTIVE 4: IMPROVE WORK CULTURE													
Strategy	Intended result	Yearly Target	Baseline	Activity	Implementation status	Implementing Department / Section	Activity Schedule						Budget (ZMW)
			2020				2021	2022	2023	2024	2025	2026	
Develop and implement a work culture remodelling programme	Positive work culture	100% adherence to values	50%	Develop and implement change management programme	This is taken care of in the MCTI Disciplinary Code and Grievance Procedure.	HR and Admin	30,000	40,000	50,000	-	-	-	120,000
				Develop and operationalise an Integrity Policy	A draft has been formulated and awaiting to be presented to the Board for approval.		-	40,000	40,000	-	-	-	80,000

SUB TOTAL							30,000	80,000	90,000	-	-	-	200,000
STRATEGIC OBJECTIVE 5: DEVELOP HUMAN CAPITAL													
Strategy	Intended result	Yearly Target	Baseline	Activity	Implementation status	Implementing Department / Section	Activity Schedule						Budget (ZMW)
			2020				2021	2022	2023	2024	2025	2026	
Strengthen implementation of the Performance Management System	Improved performance	80 % individual performance annually	50%	Review the staff performance management system	A draft Performance Management Appraisal System has been formulated and pending approval of the Board	HR and Admin	-	-	-	-	-	-	-
Strengthen Capacity Building Programmes	Improved performance	80% individual performance targets attained annually	50%	Conduct a Training Needs Assessment	This will be implemented once the new Performance Management and Appraisal System is approved	HR, Admin and Legal	-	-	-	-	-	-	-

				Develop and Implement a Capacity building programme	This will be implemented once the new Performance Management and Appraisal System is approved	HR, Admin	30,000	150,000	170,000	180,000	190,000	200,000	920,000
1	Improved performance	Number of positions reviewed	210 positions	Review Organisation Structure	Awaiting guidance from the Board	HR and Admin	60,000	200,000	-	-	-	-	260,000

Develop and implement staff and Board welfare programme	Improved performance	Enhance staff welfare programme	Nil	Review the staff and Board welfare programme	<p>This was overtaken by the harmonisation and rationalisation of salaries and conditions of service for all staff which was conducted by the Emoluments Commission in February 2023 and was implemented in April 2023.</p> <p>The Emoluments Commission</p>	HR and Admin	-	-	-	-	-	-	-
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					n is also responsible for setting Board allowances.									
SUB TOTAL							90,000	350,000	170,000	180,000	190,000	200,000	1,180,000	
STRATEGIC OBJECTIVE 6: IMPROVE INFRASTRUCTURE AND EQUIPMENT														
Strategy	Intended result	Yearly Target	Baseline	Activity	Activity Outcome	Implementing Department / Section	Activity Schedule						Budget (ZMW)	
			2020				2021	2022	2023	2024	2025	2026		
Develop and implement an infrastructure development	Conducive work environment	80% Staff satisfaction attained annually	50%	Develop and implement an infrastructure development programme	Awaiting guidance from the Board	HR and Admin	-	-	-	-	-	-	-	
			Nil	Replace obsolete infrastructure and equipment	Infrastructure and equipment replaced	ICT, Procurement	141,140	800,000	-	800,000	-	800,000	2,541,140	
SUB TOTAL							141,140	800,000	-	800,000	-	800,000	2,541,140	
TOTAL COST							1,856,172	4,254,600	2,993,800	3,778,000	2,973,200	4,288,400	19,994,172	-

								800,000
								800,000