

REPUBLIC OF MOZAMBIQUE

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COUNCIL OF MINISTERS

DECREE No. 14/2007

OF May 30th

In view of the need to institutionalize the One Stop Shop Bureaus (Balcões de Atendimento Único-BAUs), as part of the Public Administration structure, standardize its organization, operation and management, as well as the administrative processes and procedures, the Council of Ministers has, based of line f) number 1 of Article 204th, of the Constitution of the Republic of Mozambique, determined:

Sole Article: the "Balcões de Atendimento Único", Briefly designated as BAÚS, are hereby created and the attached Organic Statutes, which are an integral part of the present decree, are hereby approved.

Approved by the Council of Ministers.

For Publication

The Prime Minister

Luísa Dias Diogo

**ORGANIC STATUTES OF THE "BALCÕES DE ATENDIMENTO ÚNICO"**

CHAPTER I  
GENERAL PROVISIONS

Article 1  
(Denomination and Nature)

1. The Balcões de Atendimento Único, hereinafter and briefly designated as BAÚS, are concentrated units for public service provision.
2. BAUs are public areas of ease access, where citizens in general, benefit from several public services, getting answers to their concerns, within established time limits.

Article 2  
(Object and Scope of Application)

1. The present Statutes have the object of defining specific principles and norms for the organization, operation, management and roles of BAUs.

2. Without prejudice to the roles and competencies of other State bodies and institutions, and the need to extend services, the present statutes define the scope of action and type of services provided by the BAUs.

3. The present Statutes are applicable to all BAUs, operating within the national territory and to other which may be deemed to be necessary.

Article 3  
(Objectives)

The BAUs are aimed at improving public services, through the simplification, making flexible and swift the administrative procedures, related to requests submitted by the citizens.

Article 4  
(Tutelage and Subordination)

BAÚS are under the Ministry of Industry and Commerce and the Provincial Government's tutelage.

Article 5  
(Organization and Operation Principles)

1. BAUs will follow general rules and principles that guide the organization and operation of the Public Administration.
2. In their operation, BAUs will articulate amongst them, with public and private institutions on issues related to the object.
3. To ensure growing efficacy and celerity in the treatment of information, BAUs will prioritize the use of information and communication technologies.

Article 6  
(Responsibilities)

1. Below are the responsibilities of the BAUs:
  - a) Licensing economic activities and service delivery;
  - b) Collection of fees related to services provided;
  - c) Issue identity documents and other documents, under the responsibility of the public administration;
  - d) Provide technical guidance on the requirements and administrative procedures related to the prosecution of the services provided;
  - e) Carry out other services, which, by their nature are not contrary to their objectives.
2. From all the above responsibilities, licensing is an exception, as such decision is legally of the responsibility of government central entities, but in this process, the BAUs have the sole responsibility of processing and submitting for the appreciation and decision of the competent bodies.
3. Based on the specifications and needs of each province, and based on due authorization of the responsible institution, BAUs can extend their activities to other areas.

Article 7

(Services Provided by the BAUs)

1. Below are the services provided by the BAUs:
  - a) Licensing Services;
  - b) Registry and Notary Services;
  - c) Migration Services;
  - d) Road Traffic Services;
  - e) Tax and Income Tax Collection Services
  - f) Registry and Civil Identification Services;
  - g) Complementary Services to Licensing.
2. BAUs can provide other public services, as long as such services are deemed necessary and convenient for public interest and based on prior agreement with the Provincial Government.

CHAPTER II  
ORGANIC STRUCTURE

Article 8  
(Structure)

1. BAUs are composed of the following bodies:
  - a) Executive Management;
  - b) Management Board;
  - c) Services;

Article 9  
(Executive Management)

The Executive Management is the executive body, which is led by one Director, who is appointed by assignment, by the Provincial Governor.

Article 10  
(Responsibilities)

1. The Executive Director is Responsible for:
  - a) Enforcing the legal and regulatory dispositions related to organization, operation and management of the BAUs;
  - b) Elaborate and ensure implementation of activity and financial plans approved by the responsible entity;
  - c) Decide on the processes submitted to the BAUs which are within the scope of his authority and ensure fulfillment of legally established timeframes;
  - d) Prepare and submit to the Provincial Governor, necessary rules which will concur to smooth operation of the BAUs;
  - e) Convene and chair meetings of the management board;
  - f) Report on the his management to the Provincial Governor;
  - g) Whenever requested, present an activity report to the Provincial Government;
  - h) Represent the BAU in his capacity;
  - i) Propose and approve the Office staff and budget;
  - j) Propose the appointment and dismissal of officers;
  - k) Refer to central decision bodies, processes that have been submitted or processed at the BAUs, but which, under line 2 of article 6 are out of his authority.

2. Within the scope of his responsibilities and whenever needed, the Executive Director can delegate responsibilities to the head of services "Chefes de Serviços".

Article 11  
(Management Board)

1. The Management Board is a body composed of the Executive Director and by the heads of services.
2. The Management Board is chaired by the Executive Director and meets regularly twice every month, and extraordinarily whenever deemed necessary.

Article 12  
(Responsibilities)

The Management Board has the following responsibilities:

- a) Examine the annual plan of activities and the budget;
- b) Examine the progress reports;
- c) Comment on issues submitted to it by the provincial government;
- d) Periodically analyze the performance of the BAUs and suggest correctives measures.

Article 13  
(Services)

1. Daily execution of BAUs activities is ensured by the Services Sector. The appointment of the heads of services is proposed by the Executive Director.
2. BAUs are composed of the following services:
  - a) Licensing and Services Provision;
  - b) Administration, Finances and Human Resources;
  - c) Planning, Statistics and Cadastre;
  - d) Informatics.

Article 14  
(Licensing and Services Provision)

It is the responsibility of these services to execute and monitor processes related to licensing of economic activities and of service provision, according to a specific legislation in force in the Republic of Mozambique.

Article 15  
(Administration, Finances and Human Resources)

These services include the administration, financial management and human resources, which have the following roles:

1. The Administrative Area:
  - a) Ensure the reception, classification, registration and internal distribution of requests as well as mailing them as required, and the maintenance and organization of the BAUs Central Records;
  - b) Ensure organization and updating of assets and real estate inventories;

- c) Ensure safety, rationalization and maintenance of good operational conditions of the premises and equipments of the BAUs.

2. The Financial sector:

- a) Elaborate budget proposals, current accounts and ensure execution;
- b) Ensure human resources management;
- c) Process and register income and expenditures documents;
- d) Ensure monthly balance sheets are made;
- e) Carry out any other related tasks.

3. The Human Resources sector:

- a) Ensure staff organization and management, keeping the cadastre updated and ensuring control of attendance;
- b) Recruit and select staff, elaborate and propose a training plan.

Article 16

(Planning, Statistics and Cadastre)

1. These services are responsible for:

- a) Studying and promoting the application of adequate methods, aimed at improving services provided by the BAUs;
- b) Promoting surveys and other technical works aimed at creating and integrating new services;
- c) Organizing, classifying and systematizing information related to services provided by the BAUs;
- d) Studying and proposing internal procedures that are more adequate for the operation of the BAUs;
- e) Elaborating forms to be used by the BAUs, as well as documents that can be computerized;
- f) Elaborating development strategies for the activities of the BAUs.

Article 17

(Informatics)

1. These services are responsible for:

- a) Managing data processing, ensuring operation of all the computer equipment and all support equipment associated with the latter;
- b) Managing the BAUs information network, ensuing maintenance, operation and integration a national level;
- c) Ensuring administration, management and development of computer systems and databases;
- d) Ensuring application of the rules and procedures related to confidentiality of information;
- e) Supporting the execution of training programs in each sector, in coordination with administrative, financial and staff services;
- f) Designing and proposing the technological evolution infrastructure and computer architecture of the BAUs.

CHAPTER III  
FINANCIAL RESOURCES

Article 18

(Budget)

1. Budget allocations for the operation of the BAUs will be established within the State Budget.
2. The use of amounts resulting from collections made by services provided will be ruled by a joint Ministerial Diploma between the Ministry of Finance and the Ministry of Industry and Commerce.

CHAPTE IV  
STAFFING

Article 19  
(Regime)

1. Officers of the BAUs will be governed by the Civil Servants General Statutes.
2. BAUs have their own Staff Cadre
3. Hiring of staff should, in this first phase, be done through the appointment of qualified officers with long experience in the Public Administration.

CHAPTER V  
TEMPORARY AND FINAL DISPOSITIONS

Article 20  
(Services Integration)

The integration of other services in the BAUs should be gradual, and should abide by the following principles:

- a) Growing public interest in the services;
- b) Service complementarities;
- c) Services should get closer to potential users.

Article 21  
(Rules and Procedures)

For the implementation and execution of the present Statutes, Rules and Procedures will be approved, which will guide the elaboration of internal procedures norms of each BAU.