

## Fact Sheet: **businessNOW FIJI Starting a Business e-Services**

**Overview:** **businessNOW FIJI** is an innovative initiative led by the Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises, and Communications. This program integrates government agencies, stakeholders, and international partners to revolutionize the business environment in Fiji. **businessNOW FIJI** was created to simplify business processes, attract investments, and drive Fiji's economic growth.

**Background:** After Fiji was ranked 102nd in the World Bank's 2020 Doing Business report, the Fiji Government took proactive measures to enhance the ease of doing business, particularly focusing on the development of comprehensive e-Services for Starting a Business (SAB) and obtaining Building Permit Approvals (BPA). On 26 September 2024 **businessNOW FIJI** launched its first phase of eight (8) integrated e-Services for Starting a Business.

### Key Features:

- **8 e-Services, one digital platform:**
- **businessNOW FIJI** Starting a Business e-Services will provide the following 8 e-Services into a single, user-friendly platform:
  1. Registration of Company Name (Registrar of Companies)
  2. Application for Letter of Issuance for Securities / Partnership Interest (Reserve Bank of Fiji – for businesses with foreign investors)
  3. Application for Structural Fire Safety Compliance Certificate (National Fire Authority)
  4. Application for General Workplace Inspection (National Occupational Health and Safety Services)
  5. Registration of Taxpayer Identification Number e-Service via a linkage to Fiji Revenue and Customs Service.
  6. Employer Registration e-Service via a linkage to Fiji National Provident Fund.
  7. Registration for Fiji National Training Levy (Fiji National University)

## 8. Application or Renewal of Health License in Respect of Food Business Operations (Ministry of Health and Medical Services)

- **Easy and Convenient:** With a single login customers can fill and track applications, make online payments and download fully approved e-Certificates – simplifying and streamlining the entire process of starting a business in Fiji.
- **Efficient:** With a target turnaround time of 14 days for all complete applications, **businessNOW FIJI** aims to significantly reduce the time required to start a business in Fiji.
- **Nationwide Access:** The initiative ensures an equitable access to essential services, improving the overall business climate across Fiji.
- **Comprehensive Support:** The platform features a guided system journey, tutorial videos, comprehensive FAQs, helpline support and a detailed information portal. In-person customer service kiosks are also set up across the Western, Central and Northern Division to aid walk-in customers.

**Development:** Initially launched as a centralized resource portal, **businessNOW FIJI** has evolved into a comprehensive e-Services platform that is transforming the Ease of Doing Business in Fiji. The platform is managed by the Fiji’s Digital Government Transformation Office and is powered by FILPAS (Fiji Integrated Licences and Permits Approval System).

### Contact Information:

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