

## The Registrar of Companies (ROC)

The Registrar of Companies office deals with all activities relating to a company, from incorporation to dissolution, including shares transactions, change in office bearers, filing of returns, payment of licenses, prosecution, etc. It also acts as an information provider through the disclosure and dissemination of information to the public and regulatory bodies.

### Some of the Challenges faced by a Registrar of Companies:

- ▷ Deals with voluminous documents
- ▷ Indexing/Searching/Retrieval of documents
- ▷ Name Reservation and ensuring approval of non-duplicated names
- ▷ Incorporation of companies
- ▷ Ensuring appropriate documents are submitted for each transaction
- ▷ Compliance to companies changes
- ▷ Dissolution of companies
- ▷ Tracking defaulters of Annual Return
- ▷ Ensuring proper payment of each transaction
- ▷ Control on cash receipts from transactions on a daily basis



Without a proper computerized system, the volume of work that needs to be carried out makes it difficult for the Registrar of Companies to provide services efficiently and effectively. In some cases, it has been observed that the collected data is not readily available for consolidation purposes. Where manual data is available, the consolidation is always tedious and takes too much time to complete. The consolidated data lacks integrity and thus may be of little meaning to the ROC's management.

## SIL's Turnkey Solution for the Registrar of Companies

SIL first developed and implemented the **Companies & Business Registration Integrated System (CBRIS)** for the Republic of Mauritius. Having acquired the core business competencies, and following its success with Registrar of Companies Mauritius, SIL went on to develop the CBRIS for the Registrar of Companies of Botswana and the Registrar of Companies of Namibia.

To help the Registrar of Companies face current challenges, SIL provides the following solutions:

### Companies & Business Registration Integrated System (CBRIS)

#### ▷ ROC Portal :

The ROC portal is a single point of entry to access ROC information. It is a portal accessed through a web browser allowing every user of the ROCS to enter the system and depending on their permissions, have access to applications published on the Portal.



#### ▷ Filing System :

The Filing System records the submission of documents for any type of application submitted. This system has many in-built controls to prevent fraudulent activities and incomplete applications. A filing will not be created into the system until all mandatory documents for the application have been submitted by the client. The system will also generate the fees associated for each application.

#### ▷ Name Reservation System:

The Name Reservation System allows the reservation of company names and approval of company names while ensuring non-duplication of company names. The system matches name in the database in the following ways:

- ▷ Match name to check if the proposed name is being used by another company
- ▷ Match Sound to check if the proposed name has the same phonetic representation of already used names. The system will retrieve name which are spelled differently but sound alike. For e.g. SONY, SONI, SONEE

- ▷ Match pattern to check if the proposed name contains patterns of already used names

#### ▷ Companies Administration:

Allows users to capture and store information related to company registration. The main functions in this module include searching for company names, registering a company/business, system alerts related to critical dates, maintaining up-to-date information about a company name and generation of Certificates of Incorporation for Companies. At the time of approval, **the system will not approve an application that has any outstanding payment/s.**



#### ▷ Cash Collection System:

The Cash Collection System records receipts of payments made for applications submitted by the clients. The system is tightly integrated with the filing system. Once the filing number has been input in the cash collection system, the associated cost for the application is displayed. The cashier will then process the payment. **A payment is processed in less than one minute.**

#### ▷ Management Reporting:

The system provides timely and useful reports suitable for different levels of management within the Registrar of Companies which help in the management decision making process.

#### ▷ Associated Facilities:

The system contains facilities that will enhance the functionality and increase efficiency within the Registrar of Companies. The main functions include help facilities, general information about the Registrar of Companies, document management facility and workflow.

#### ▷ Audit and Security Functions:

This module provides the necessary security and audit features to ensure the integrity of system data. It contains features such as, but not limited to, user account management, password management and data access procedures.

### Document Management System

One of the major difficulties faced by ROC staff is the searching of documents in the Registry. To alleviate this problem our solution caters for an **Electronic Document Management System** with tight integration to the

SIL CBRIS. The user is able to view and search documents from the CBRIS directly.

### Data Capture and Data Migration

SIL has a proven methodology for both capturing and migrating of data while ensuring integrity and validity of the data captured. To ensure transparency, our methodology consists of several phases and deliverables that involve the participation of the client in the process.

### Infrastructure

For **Operational Continuity** and unhindered productivity, SIL can deploy the entire CBRIS in a **High-Availability Cluster Solution** together with a **Disaster Recovery Site**. The benefits of such a proposed infrastructure include:

- ▷ Less downtime through hardware/software failure
- ▷ Faster recovery in case of disaster
- ▷ Improved performance of business-critical applications
- ▷ More efficient resource utilisation

### Benefits of SIL's CBRIS

SIL's CBRIS presents a number of benefits including:

- ▷ Easy Access to Company Information
- ▷ Integrity and Correctness of Data
- ▷ Improved Revenue Collection for the Government
- ▷ Reduced Turn Around Time, Enhanced Efficiency and Effectiveness of Operations
- ▷ Reduced Paperwork in the ROC
- ▷ Detection of Defaulters of Annual Returns
- ▷ Generation of Reminders, Management Reports for Decision-Making, Correspondence Letters, Certificates
- ▷ Online Retrieval of Documents using a Document Management System
- ▷ Storing of Audit Trails for Sensitive Transactions where specified
- ▷ Security implementation at the Application and Database level
- ▷ An efficient, User Friendly Web Based Online System for Customers/Stakeholders
- ▷ Easy Access to Information for Stakeholders/Customers

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SIL's Turnkey Solution for the ROC .. cont.

#### References for SIL's CBRIS

##### ROC Mauritius

SIL has a long standing relationship with the Registrar of Companies of Mauritius. SIL first implemented CBRIS for the Registrar of Companies of Mauritius in 1992. In 2005, the Registrar of Companies decided to revamp the application to make use of latest technologies and again ROC Mauritius awarded the contract to SIL after a tendering process.

SIL has developed the new application based on the Companies Act 2001 and Business Registration Act 2002 of the Government of Mauritius. The new ROC solution addresses all the major functional areas of the Companies Division, Partnership Division and Business Registration. The new solution has proved to be very efficient and has showed significant improvement in the processing time of incorporation of companies and registration of businesses and partnerships.

Additionally to promote electronic submission of corporate information and electronic payments, CBRIS interfaces with Mauritius Network Services (MNS). The MNS is an intermediary body between the Registrar of Companies and Business Organisations in Mauritius who submits their applications to MNS who in turn submits same to the Registrar of Companies electronically.

The CBRIS also caters for a **Central Business Registration Database (CBRD)** as mandatorily required by the Business Registration Act of Mauritius.

The CBRD allows the downloading of companies information to stakeholders such as Board of Investment (Mauritius), Mauritius Revenue Authority, Ministry of Social Security and Local Government Authorities of Mauritius.

The ROC Mauritius CBRIS is hosted in the existing Mauritius Government Online Center (GOC) framework located at Cyber City, Mauritius and which is being accessed from the Registrar of Companies Office in Port Louis, Mauritius. Other stakeholders that require query and downloading facilities on the CBRIS are allowed/enabled to do so through the Government Intranet System (GINS).

##### ROC Botswana

The computerisation of the Registrar of Companies of Botswana started in June 2007 and was completed in December 2008. The system is running live successfully and has been very effective and

efficient for the Registrar of Companies Office in Botswana. It was observed that human errors and processing time for incorporation of companies and registering of Business Names have been drastically reduced.

The system has been implemented using web technology and deployed on a high-availability cluster environment with a Disaster Recovery site. It is being accessed by offices of different regions in Botswana.

**In addition to the Implementation of the CBRIS, the Business Turnkey Solution implemented in Botswana includes:**

- ▷ Data capture of 90,000 Business Names and 80,000 Companies with Annual Return details, Directors Details and Shares information.
- ▷ The following specific components were also implemented for the Botswana Registrar of Companies
  - ▷ The Name Reservation interfacing Registered Trademarks Database
  - ▷ The Business Names
  - ▷ The Cash Collection System interfacing with the Ministry of Finance Department (GABS Revenue Collection)
  - ▷ The Copyrights and Neighbouring Rights Administration System
  - ▷ Oracle Discoverer reporting tool to produce adhoc reports
- ▷ Implementation of an Electronic Document Management System
- ▷ Online Applications accessed to the public

##### ROC Namibia

Another major achievement for the SIL is the implementation of the CBRIS for the Republic of Namibia.

The CBRIS project for Namibia started in June 2005 and the system became operational as from March 2006.

The Application Software was developed for the Ministry of Trade and Industry of Namibia using the thin client technology, which is based on a three-tier architecture for deployment of applications over the Internet. Under this setup, the database and application programs resided on the Server and client PCs access the applications and database through a browser.

The core architecture of the Companies Information System for the Ministry of Trade and Industry of Namibia has been built around a Central Register of Companies consisting of Close Corporations, Defensive Names, Private, Public, Para-Statal, Conglomerate Corporations, Partnerships and Companies.

The ease of customization of the CBRIS package has permitted the customization of our software to meet the specific requirements of the ROC Namibia.

## State Informatics Limited

State Informatics Limited (SIL) is a state owned company that has emerged as a leading service provider in Information & Communication Technology in Mauritius and the region.

Since its creation in 1989, SIL has designed, developed and implemented over 150 major software application projects for government and private companies in Mauritius and East/Central Africa. Our highly experienced software teams are capable of driving a project right from feasibility study, through requirement analysis, design, development, testing and up to its successful implementation. We have over the years gathered extensive business knowledge in a spectrum of sectors of the economy. This know-how also enables us to provide excellent consultancy services.

SIL has over the years developed into a strong ICT solution provider with a pool of highly skilled professionals in the various areas of Information Technology viz., IT strategic planning, systems integration, project management, application software development, system analysis and design, application software implementation, hardware and networking configuration & installation, training and post implementation support.



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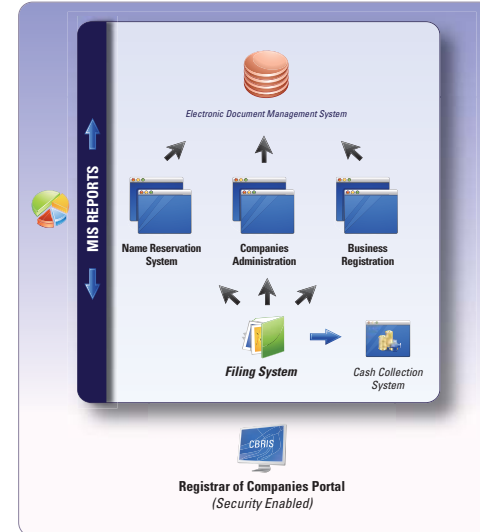
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## Companies & Business Registration Integrated System



*"The Companies & Businesses Registration Integrated System (CBRIS) developed by State Informatics Limited for the Registrar of Companies Mauritius has largely improved data collection and processing time of applications thereby increasing customer satisfaction.*

*The system has, over the years, further enabled us to provide the business community with our services more efficiently and effectively"*

**- Registrar of Companies Mauritius**