

“SINGLE ENTRY POINT”

AFTERCARE SYSTEM

FEBRUARY 2021



DTIDZ introduces a new so-called "single entry point" aftercare system.

It is based on the principle of personalized support and active two-way communication enabling full professional support for each investor.



GOALS

- Easier access to services for companies
- Personalized support for their requirements and needs in the post-investment phase
- Professional and timely care for all investors / companies active in the free zones.
- Active two-way communication



THE CONCEPT

#SINGLE CONTACT PERSON



LIABILITY

Each company has its own appointed single contact person for direct communication

Each request can be submitted online by fulfilling the form -
<https://fez.gov.mk/#customer>

ACCOUNTABILITY

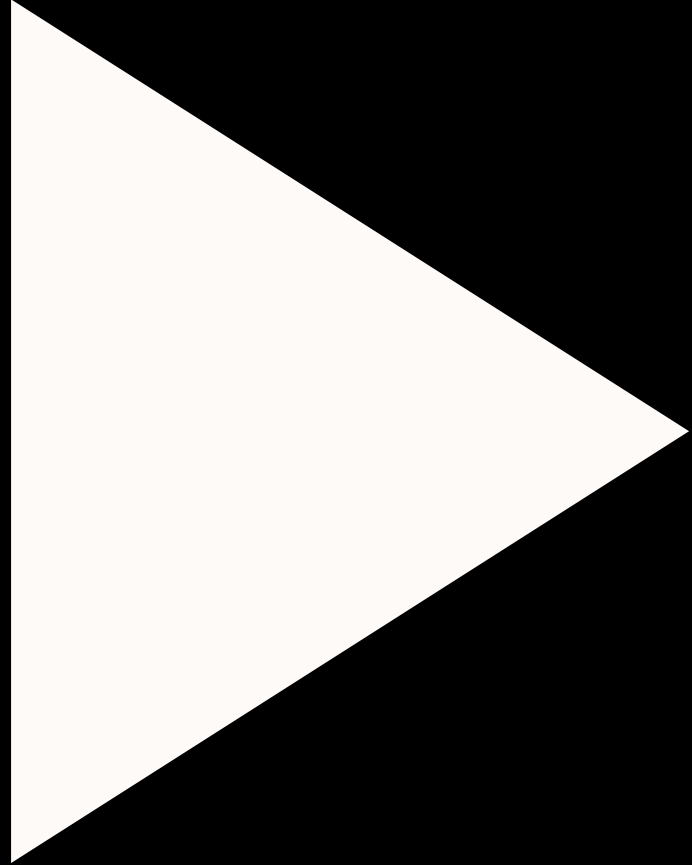
The contact person is always available for the requests / needs of the company through official mobile, e-mail and other ways of business communication. In exceptional situation the contact person is available to the company outside of business hours.

COMMITMENT

The contact person provides timely support and response to requests and needs (no later than 5 days from receipt of the request).

CONSISTENCY

Maintains regular contacts with companies



FOLLOW UP

The contact person must conduct follow up checks if the company is satisfied with the actions taken related to the submitted request.

A questionnaire will be submitted to all customers on quarterly basis. It will be used to survey the customer satisfaction and the results will be basis for further upgrade of the customer care.

PILLARS OF SERVICES

PILLAR I

Support in providing information and processing requests related to the services of the Directorate

PILLAR II

Support in providing information and processing requests related to the services of the other public institutions

PILLAR III

Support, analysis and recommendations in meeting market related needs



PILLAR I (DTIDZ RELATED)

- Preparation and completion of a mandatory set of documents for concluding contracts with DTIDZ.
- Support in providing information, analysis, and recommendations related to the state aid.
- Support in the phase of preparation, consultations, and implementation of business plans for investments (investment expansion).
- Support in the preparation, consultations and implementation of projects related to R&D
- Continuous monitoring and provision of information related to the fulfillment of the obligations of the Directorate towards the customers.

PILLAR II (OTHER PUBLIC INSTITUTIONS)

Support in providing services related to work permits and residence permits

Support in providing public services related to a building permit.

Support in providing quick access to the right to tax and customs exemptions.



- Support, analysis and recommendations for providing quality human resources and labor force
- Assistance in getting goods and services from third parties on the local market, including access to special government support mechanism aimed to increase tech. capacity or tech. readiness of the targeted local suppliers.
- Advisory service for various matters related to Government/local authorities operations (including procurements, infrastructure investment, etc.)
- Access to special governmental support mechanism aimed to increase productivity.

PILLAR III

- a. Labor – we hire professional service that can conduct an analysis for you and provide some specific recommendations. Matching your needs with specific offer on the market plus some recommendations on trainings and retention policy is also available
- b. Construction works – we hire professional service that can organise matters related to design and construction works. The service can include possibility for assistance in accessing local financing for the works. We also take into account past experience of the investors with the local companies.
- c. Specific goods and services, as specified from the investor - the Directorate is currently setting up a registry for high-quality goods and service providers in the country in different sectors.

*This list is not exhaustive and can be enlarged.



*For all services that are not included in the list, and are of interest of the user, appropriate support will be provided within the competencies and capacities of the Directorate.

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