



📍 Lilongwe City Council,
P.O. Box 30396 City Centre
Lilongwe 3
☎ +265 1 773 347
✉ info@lcc.mw

LILONGWE CITY COUNCIL SERVICES

COMMERCE DIRECTORATE

Overall function

The main purpose of the Directorate of Commerce is to create a conducive environment for the growth and development of trade and industry in the City. In this respect, the department was divided into three sub divisions with their core functions.

Core functions of the department

The following are the core functions for the department:

1. Provision of business inspectorate & licensing
2. Management of Commercial properties
3. Promotion and facilitation of business development and industrial development
4. Provision of entrepreneurship development services
5. Establishment of market centres.
6. Identification of revenue mobilization opportunities
7. Identification of investment opportunities
8. Debt management – just incorporated in July 2018

Divisions and Functions

The Directorate has three key divisions namely:

1. Inspectorate and licensing
2. Commercial Management
3. Investment promotion and development

Inspectorate and licensing

Under Inspectorate and licensing division, the following activities are undertaken:

1. Coming up with business standards in relation to available standards as promulgated by bodies such as Malawi Bureau of Standards
2. Inspection of business standards
3. Licensing businesses in the City
4. Monitoring & enforcing business compliance to standards
5. Enforcing closure of non-licensed businesses

Commercial management

Commercial management division is responsible for the following:

1. Management of commercial assets
2. Development of market centres
3. Management of market centres
4. Levying of market and parking fees
5. Development of revenue mobilization strategies
6. Management & control of car parks and all public parking areas
7. Management & control of Council Rest House

Investment promotion and development

As regards the Investment promotion and development division, major activities include the following:

1. Facilitate the establishment of an aggressive, systematic, coordinated, sustained promotion and marketing of the LCC as investment location
2. Coordinate with other offices in the promotion of economic activities such as the Planning and Development, Treasury and Budget Offices and the Ministry of Trade through MITC.
3. Coordinate with the private sector in investment promotion campaigns or negotiations concerning PPP joint ventures
4. Conduct information dissemination on local government policies on investment, investment wage laws, and required permits
5. Provide assistance on preparing an LCC Business Plan, advice on product development and identification of target markets to potential investors, and assist with marketing and financial planning of micro, small, and medium business enterprises
6. Conduct pilot projects that involve best practices and developing knowledge products on successful local economic transformations for dissemination to the business community.

However, the section is defunct because it has no staff.

Debt management

Major activities for the division are as follows:

1. To track down people who owe the City Council money from overdue bills and negotiate payment
2. Turn over account records to legal office to take legal action when customers fail to respond to collection attempts
3. Manage multiple accounts for delinquency and debt collection efforts.
4. Locate and monitor overdue accounts, using financial automated system – IFMIS
5. Send out past due notices for delinquent accounts or for missed settlement payments
6. Advise customers of necessary actions and strategies for debt repayment.

7. Investigate and resolve complaints regarding incorrect debt collection attempts
8. Report address changes and maintain files regarding debtors for correct and current contact information

Procedures for one to obtain a license

1. Filling of an application form
2. Council uses the application form to inspect the business premises
3. An inspection fee of K30,000 is payable by the applicant
4. If the application is approved, the applicant pays the license fees depending on the type of business
5. If the application is not approved, the applicant is informed of the defects that need to be corrected before approval is granted.
6. Payment of an approved application is done at the Council's offices to the Council cashiers who are FDH Bank.
7. No payment must be made to Council employees.
8. Only bank guarantee cheques are accepted, thus no ordinary cheques shall be accepted by the Council.