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Council of Ministers reveals details of the first meeting of the unit established for solving investor problems



Following the decision of Prime Minister Dr. Mostafa Madbouly regarding the formation of a permanent unit to solve the problems of investors, Engineer Randa Al-Minshawi, First Assistant to the Prime Minister, chaired the first meeting of the unit at the Council's headquarters. The aim of the meeting was to discuss ways to overcome the obstacles facing several investors and companies and finding solutions. The meeting was attended by the Chairman of the cabinet's Council of Advisers,

the CEO of the General Authority for Investment and Free Zones, the head of the Environmental Affairs Agency, and officials and representatives of several authorities, stakeholders, and investors

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Our Views

- Recently, the State has taken positive steps with the aim of attracting more Egyptian and foreign investors across various sectors. Among these steps is the establishment of a permanent unit in the Council of Ministers to solve the problems of investors.
- Although the establishment of the unit is a step in the right direction, it is not the most efficient mechanism to achieve this goal. What truly matters is that there should be a clear and specific institutional mechanism through which investor complaints are submitted to the competent authority and responded to in a timely manner without investors needing to conduct personal interviews with any official except under special circumstances. What also matters is that this mechanism should be digital, whether in presenting the problem or following up on it until it is completely resolved. The investor should also be clearly guided to present his problem through specific and sequenced steps.

- All the above should happen without the need for the investor to know the concerned senior government official in person. The personalization of the problem-solving mechanism slows matters down and does not contribute to reforming the performance of the concerned authorities; on the other hand, an institutional mechanism would contribute to reforming current performance through adequate written explanation of problems while identifying parties responsible for them, thus revealing if there is any suspected corruption. It also helps keep a record of matters of contention in an organized and easy-to-search format so that they do not recur with other investors.
- Finally, the system should automatically make a copy of complaints available, so that responsible persons can review them, just as calls are currently being recorded in many telephone or digital services.
- As for the news and the modus operandi of the unit, there are several questions that are worthy of note:
 1. To what extent is this unit enabled? Meaning, is it granted sufficient powers to conduct its role on the ground, or is it a step followed by assessments by various bodies as usual?
 2. Is there a timeframe for resolving outstanding problems? On what basis will the maximum time limit of approvals from the ministries and concerned authorities be determined? What

- is the supervisory mechanism that will be used to ensure compliance with the specified maximum time limit?
3. What are the criteria according to which technical members are selected? They must have varied experience and their seniority should allow them to make final decisions.
 4. Has a mechanism been put in place to benefit from the problems presented by investors through the development of drastic solutions preventing their recurrence?
 5. What about oversight over the unit's work and investor complaints in case the unit does not perform its role adequately?
 6. Will there be a maximum limit for responding to complaints submitted by investors via hotline and the electronic system at the General Investment Authority?
 7. What is the mechanism through which coordination will be carried out between the sub-units from each ministry, the central unit, and the technical secretariat?
- **It is certain that everyone will try to do their duty to make this unit a success, but it is better to have an institutional solution, as mentioned above.**

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