DIGITAL SOLUTIONS

BPRA
ZANZIBAR
BUSINESS AND PROPERTY REGISTRATION AGENCY



REQUIREMENTS SPECIFICATION

Business & Property Registration Agency - Zanzibar

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Abbreviations:

API	Application Programming Interface
AML/CFT	Anti-Money Laundering / Counter Financing of Terrorism
BO	Beneficial Ownership
BPRA	Zanzibar Business and Property Registration Agency
BRELA	Business Registrations and Licensing Agency (Tanzania Mainland)
COLA	Commission of Lands
ED	Executive Director
FIU	Financial Intelligence Unit - Tanzania
FR	Functional Requirement
ICT	Information and Communications Technology
IP	Industrial / Intellectual Property, depending on context
LGA	Local Government Authority
MFA	Multi-Factor Authentication
MoLRE	Ministry of Lands and Real Estate (Zanzibar)
MoTID	Ministry of Trade and Industrial Development (Zanzibar)
MVR	Motor vehicle registration / ownership change context
NAPA	National Physical Addressing
NFR	Non-Functional Requirement
NIDA	National Identification Authority
ORS	Online Registration System (legacy platform)
PDPA	Personal Data Protection Act
QR	Quick Response
RBAC	Role-Based Access Control
RFP	Request for Proposal
SLA	Service Level Agreement
SRS	Software Requirements Specification
TRA	Tanzania Revenue Authority
UI	User Interface
WIPO	World Intellectual Property Organization
WTCA	Waqf and Trust Commission Agency

XML	Extensible Markup Language
ZANID	Zanzibar ID / citizen identity source
ZANMALIPO	Zanzibar Government Payment Gateway
ZASTRA	Zanzibar Surface and Marine Transport Regulatory Authority / vehicle context
ZBS	Zanzibar Bureau of Standards
ZCSRA	Zanzibar Civil Status Registration Agency
ZFDA	Zanzibar Food and Drug Authority
ZHSF	Zanzibar Health Services Fund
ZICTIA	Zanzibar ICT Infrastructure / Data Centre Agency
ZIPA	Zanzibar Investment Promotion Authority
ZPPRA	Zanzibar Public Procurement Regulatory Authority
ZRA	Zanzibar Revenue Authority
ZSSF	Zanzibar Social Security Fund

1. Executive Summary

The BPRA System is the proposed future digital platform for the Zanzibar Business and Property Registration Agency. It is intended to replace the legacy Online Registration System (ORS) while retaining useful workflow, registry and information-service concepts already implemented in ORS, correcting current usability and control gaps, and expanding digital coverage across BPRA's full-service portfolio.

The target platform is not a narrow business registration application. It is a modular enterprise platform that supports company registration, business name registration, document registration, secure transactions, industrial property services through WIPO integration, trust-related services, beneficial ownership services, estate administration for non-Muslims, franchise-related services, selected property-related services, information products, public search, partner verification, internal case management, reporting, payment processing and controlled data exchange with other institutions.

The system shall operate as BPRA's main system of record and service delivery platform. All major services shall be delivered through independent modules with shared cross-cutting services such as identity, user management, workflow, notifications, certificate generation, document storage, search, reporting, audit logging and integration services. This modular structure shall allow one module to be enhanced, temporarily unavailable or deployed independently without compromising the entire platform.

The new platform shall be branded as the BPRA System, accessible via the official BPRA website, and available in both English and Swahili. It shall be optimized for open-source implementation and avoid vendor lock-in. It shall support secure browser-based access for the public, agents, institutional users and BPRA officers, and API-based integration where partner systems exist and legal/technical feasibility permits.

This SRS is written as a tender-ready specification at a medium-to-high level of detail. Where BPRA has not yet finalized a process, statutory workflow variation or disclosure rule, the requirement is explicitly flagged as an open point to be validated during solution design and implementation.

2. Introduction and Document Purpose

This document defines the software, business, information, integration, security and implementation requirements for the BPRA System. It is intended to support procurement, design, delivery, review and acceptance of the future BPRA digital platform.

2.1. Purpose

The purpose of this SRS is to provide a single, consolidated reference for what the BPRA System shall do, how it shall be structured at a solution level, which users and stakeholders it shall support, which services and sub-services it shall cover, which integrations it shall provide, which data it shall manage, which controls it shall enforce and how delivery should be phased.

2.2. Intended Audience

- BPRA management and service departments
- BPRA ICT and system administration personnel
- Procurement and tender evaluation teams
- Solution architects, business analysts and delivery vendors
- GIZ and other supporting programme stakeholders
- Reviewing government institutions where required

2.3. Source Baseline Used in this Specification

This specification consolidates: the legacy ORS manuals and training materials; the Business Registration Module design material; workshop outputs on future architecture, stakeholder access, pain points, data sources, expectations and implementation roadmap; the service portfolio map shared during the workshop; and the current public BPRA services presentation. Legacy ORS concepts such as case-based workflow, claim/unclaimed task management, representative management, registry versus application separation, automatic and manual information products and integration-driven identity loading are treated as important baseline concepts for the new solution.

3. Business Context and Problem Statement

BPRA currently operates across multiple registration and registration-adjacent domains, but digital maturity is uneven. Some services, especially business registration, are already significantly digitized through ORS, while several others remain partially manual or predominantly paper based. Workshop evidence also shows fragmented interactions with partner institutions, data inconsistency, restricted search capability, weak two-way communication with users, limited payment options, insufficient digital certificate trust controls and insufficiently integrated beneficial ownership handling.

- Separate systems and paper-based processes create duplicate entry, delays and inconsistent records.
- Several stakeholders require information from BPRA, but many accesses are handled through letters, email, walk-in requests or insecure ad hoc channels.
- Legacy ORS is workflow-capable but not sufficiently user-friendly, not sufficiently comprehensive and not aligned to the full BPRA service portfolio.
- BO information currently sits partly outside ORS, while the future target requires BO to operate as an integrated module across relevant services.
- Document authenticity controls, fraud prevention, alerting, and broad search capabilities remain weak or fragmented.
- Some institutions have systems that can support integration; others require browser-based controlled access because no digital system exists, or direct integration is restricted.
- Industrial property services already rely on WIPO tools, and the target state requires functional integration rather than a disconnected parallel process.

3.1. Target Business Outcome

The BPRA System shall become the principal digital platform through which BPRA renders its services, administers internal processes, maintains official registries, exchanges data with relevant institutions, provides public information according to law, and progressively expands digital service delivery without redesigning the whole platform each time a new service is added.

4. System Vision, Goals and Design Principles

Goal	Description
Unify	Provide one enterprise platform for BPRA services instead of fragmented tools and manual channels.
Digitize	Move services toward end-to-end digital processing where legally and operationally feasible.

Modularize	Implement each service as an independent module using shared common services.
Integrate	Support secure API integration with identity, payment, tax, investment, compliance and other partner systems.
Control	Improve workflow control, review, approval, auditability and role-based access.
Trust	Issue verifiable digital outputs using QR-based validation and strong audit trails.
Open Source	Ensure the system can be implemented and maintained on an open-source, technology-agnostic basis.
Scale	Allow future BPRA services and future regulatory change to be absorbed without platform replacement.
Localize	Provide bilingual operation in English and Swahili and use BPRA branding in the user experience.
Own	Ensure BPRA owns the platform, source code, data and future change path.

4.1. Design Principles

- **BPRA System, not ORS rebranding:** the new platform is a replacement and expansion, not a cosmetic upgrade.
- **System of record first:** authoritative registry data shall sit in the BPRA System database, with external sources used for verification, synchronization or business process support.
- **Modular but coherent:** modules may be developed and deployed independently, but user identity, case management, registry conventions, audit logging, certificate generation and integration standards shall be shared.
- **Configurable where change is likely; coded where complexity is stable:** workflow and parameter change that BPRA administrators reasonably need to control shall be configurable; highly specialized legal logic may need modifications.
- **Open-source optimized:** the architecture shall avoid dependence on proprietary platforms and shall support implementation using widely adopted open-source components.
- **Human-centered compliance:** the system shall guide users through lawful data entry rather than depend only on officer correction after submission.
- **API where systems exist; UI where they do not:** external stakeholder access shall be clustered by actual digital capability and security feasibility.
- **Public by rule, not by accident:** the system shall distinguish public, restricted and sensitive data, and allow BPRA administration to enable or disable public exposure in accordance with law and policy.

5. Scope of the BPRA System

5.1. In Scope

- Replacement of the legacy ORS with BPRA-branded BPRA System.
- Complete digital platform covering BPRA's main service domains and related sub-services described in this SRS.
- Integrated beneficial ownership capability embedded across relevant service domains.
- Industrial property integration with WIPO systems and processes.
- Centralized certificate engine with QR-based verification outputs.
- Identity verification through NIDA and/or ZANID where applicable; controlled manual entry and manual verification flow for foreign persons.

- Browser-based portals for public users, representatives, institutional viewers and BPRA officers.
- API-based integrations with feasible partner systems.
- Centralized registry, case history, document store, audit trail and operational reporting.
- Migration of digital data from current ORS and controlled provision for later digitization or loading of non-digital records.

5.2. Out of Scope for this Specification

- Final negotiated SLAs and production support contract details.
- Exhaustive legal drafting of every statutory rule; where not already agreed, the system should be designed to accommodate BPRA-approved rules.
- Biometric or global passport verification integration beyond manual foreign-person verification, unless separately procured.
- Procurement-specific commercial terms, pricing schedules or contract clauses.

5.3. Constraints

- Some service workflows are not yet fully documented and must be validated by BPRA during review and detailed design.
- Certain stakeholder systems either do not exist digitally or cannot be integrated directly for security reasons; these will require controlled UI access.
- Public disclosure rules may evolve; Zanzibar-specific personal data protection requirements may also evolve and must be reflected through configurable policy controls.
- BPRA will ultimately own and maintain the platform, but external delivery support will be needed during initial implementation.

6. Stakeholders and Access Channels

The BPRA System serves multiple actor groups: BPRA internal users, applicants and representatives, partner institutions that need to verify or consume BPRA data, institutions that provide verification inputs to BPRA, and oversight/compliance entities that require restricted access.

6.1. Stakeholder Clusters

Cluster	Stakeholders	Primary Access	Purpose
Internal BPRA	BPRA service officers, managers, administrators, finance, legal, compliance, audit, statistics, ICT	Back-office UI	Core case handling, approvals, reporting, administration
Applicants and Representatives	Businesses, individuals, lawyers, consultants, company secretaries, empowered representatives	Public/external UI	Service application, payment, tracking, downloads, messages
Institutional Verifiers	LGAs, Ministry of Trade, Ministry of Lands, COLA, Immigration, Labour Commission, WTCA, Judiciary	Restricted UI and/or API	View and verify selected BPRA data
System Integrations	NIDA/ZANID, ZANMALIPO, ZRA, TRA, WIPO, ZIPA, FIU, BRELA, ZASTRA and similar	API and scheduled exchange	Identity, payment, registry checks, tax, compliance, data exchange
Public Users	Anonymous public	Public search UI and possibly	View only legally public information

		XML/public endpoints	

6.2. Stakeholder Matrix by Access Mode

Stakeholder	Access Mode	Primary Use
BPRA	UI	System owner; all internal service processing and administration
BRELA	API	Cross-jurisdiction coordination and possible business / BO harmonization
Business Associations / Chambers	UI	Feedback, limited verification, ecosystem engagement
Company Secretaries	UI	Multi-entity representation and compliance filing
Lawyers / Consultants	UI	Representation of multiple clients and case filing
ZANMALIPO	API	Payment control number generation, payment confirmation and reconciliation
FIU / NASMS	API + UI fallback	BO and compliance-related data access; AML/CFT reporting support
Judiciary / Law Enforcement	UI	Restricted legal access and verification
LGAs / ZanMUTM	API + UI	Business license verification and data synchronization
MoLRE	UI	View and verify selected data; cross-check land-related data where possible
MoTID	UI	Verify businesses for import/export permit and industrial approvals
NIDA / ZANID	API	Identity verification and citizen data loading
ZSSF / relevant social security fund	API + UI	Employer verification and inheritance/payment related interactions
TRA	API	Taxpayer registration / validation / verification use-cases
ZCSRA	API or UI by feasibility	Civil status verification and deceased-status support
ZIPA	API	Investor verification and investment-related checks
ZRA	API	Business and taxpayer verification; selected registry checks
ZICTIA	Infrastructure / no business UI	Hosting environment and data centre provision
COLA	UI	Title deed and company document verification where no API exists
NAPA	UI / public data consumption	Address-related verification if needed
Immigration Department	UI only	Residence and permit verification; no direct API due to security constraints
Labour Commission	UI	Work permit verification and related checks

WTCA	UI	Probate / inheritance-related verification
ZASTRA	API or controlled exchange	Vehicle ownership previous-owner data
ZBS	API or UI	Standards/compliance verification, where agreed
ZFDA	API or UI	Sector verification, where agreed
ZPPRA / e-procurement actors	Public list / XML or UI	Supplier/business verification
ZHSF	UI or controlled exchange	Business verification as required
General Public	Public UI	Public search of legally public data only

7. Service Domains and Business Modules

The BPRA System shall be implemented as a set of service modules supported by shared platform services. A module is understood as a logically independent business domain with its own data structures, workflows, validations, and outputs, but which consumes shared user management, workflow, notification, reporting, search, audit, and document/certificate services.

7.1. Company Registration Module

This module shall cover the following minimum functional envelope:

- new company registration for relevant company types
- change of particulars, including directors, shareholders, secretary, office, activities and other company data
- annual returns, financial statement filings and compliance events
- cessation, striking off or de-registration workflows as permitted by law
- representation management for empowered users and authorized entity-level delegates
- embedded beneficial ownership information and BO update obligations
- franchise registration linkages where company-related franchise records are in scope
- certificate issuance, extracts, and search products

7.2. Business Name Registration Module

This module shall cover the following minimum functional envelope:

- name clearance and reservation
- registration of business name certificates
- change of particulars and owner information updates
- annual return or status confirmation events where applicable
- cessation and certificate of cessation, where defined by policy
- certificate of good standing or equivalent product, where later enabled
- beneficial ownership linkage where applicable to structure/type
- franchise linkage where applicable

7.3. Document Registration Module

This module shall cover the following minimum functional envelope:

- filing and registration of qualifying documents related to movable and immovable property

- registration of mortgages, charges, deeds, and other legally registrable instruments as defined by BPRA
- vehicle ownership transfer workflow with linked validation and payment control
- secure transaction registration and related document control
- franchise-related documents, where governed by BPRA
- foreign property registration or administration records where BPRA mandate applies
- certification, stamping, QR validation and traceability of registered documents

7.4. Industrial Property Module

This module shall cover the following minimum functional envelope:

- BPRA-facing case intake, tracking and reference management for trademarks, patents, utility models, industrial designs and geographical indications
- structured integration with WIPO or WIPO-standard system for IP lifecycle data
- status synchronization, document retrieval, payment references, and BPRA reporting

7.5. Trust Registration Module

This module shall cover the following minimum functional envelope:

- registration and maintenance of trusts within BPRA mandate
- beneficial ownership data and trustee/beneficiary disclosures where applicable
- post-registration change events and reporting

7.6. Estate Administration Module

This module shall cover the following minimum functional envelope:

- estate intake for non-Muslim estate administration within BPRA mandate
- controlled verification of claimants, beneficiaries, guardians and related estate actors
- document review, payment and distribution support workflows where applicable
- exception handling for legally sensitive circumstances, including cases that require manual approval

8. Full-Service Portfolio and Service Catalogue

The BPRA System shall cover the full BPRA service portfolio reflected across workshop materials, the BPRA services presentation and the business registration baseline. The table below is the governing service catalogue for solution scope. Where the BPRA website groups services differently from the workshop service map, the system shall support both service-domain navigation and module-internal cross-linkage.

Domain	Code	Sub-service	Process Model	Primary Actors	Primary Output	Main External Dependency
Company Registration	CR-01	Name clearance (company)	Digital self-service + review	Any external user; BPRA officer	Certificate / rejection / reservation check	Identity, payment
Company Registration	CR-02	Name reservation (company)	Digital self-service + review	Any external user; BPRA officer	Reservation number / status	Payment
Company Registration	CR-03	New company incorporation	Digital + officer review + decision	Applicant, representative, BPRA officers	Certificate of incorporation; registry entry	Identity, payment, tax

Company Registration	CR-04	Re-registration of existing company	Digital + officer review	Applicant, BPRA officers	New BPRA registration linked to legacy reference	Legacy data migration
Company Registration	CR-05	Change of company particulars	Digital + officer review	Representative, BPRA officers	Updated registry record; amended certificate	Identity, payment
Company Registration	CR-06	Change of directors / shareholders / secretary	Digital + officer review	Representative, BPRA officers	Updated registry and event history	Identity verification
Company Registration	CR-07	Change of registered office / addresses	Digital + officer review	Representative, BPRA officers	Updated registry	Address verification later
Company Registration	CR-08	Registered trade names for company	Digital + officer review	Representative, BPRA officers	Registered trade names under company	Payment
Company Registration	CR-09	Issue trade-name certificates linked to company	Digital issuance	Representative, BPRA officers	Trade-name certificate	Certificate engine
Company Registration	CR-10	File annual return / financial statements	Digital + validation + review	Representative, BPRA officers	Acceptance / compliance status	Payment
Company Registration	CR-11	File other company documents	Digital + review	Any external user or representative; BPRA officers	Accepted filing / updated case history	Payment
Company Registration	CR-12	Charges / mortgages / winding up related filings	Digital + review + possible officer data entry	Representative, BPRA officers	Updated filing / registry event	Payment
Company Registration	CR-13	Cessation / strike-off / de-registration	Digital + review + final authority	Representative, BPRA officers	Closure / strike-off decision	Payment
Company Registration	CR-14	Beneficial ownership declaration / update	Digital + rule checks + review	Representative, compliance users	BO record linked to company	Identity, compliance
Company Registration	CR-15	Franchise registration linked to company	Digital + review	Applicant / BPRA officers	Franchise record / certificate	Payment
Business Name Registration	BN-01	Business name search	Digital self-service	Any external user	Search result	Registry search
Business Name Registration	BN-02	Business name reservation	Digital self-service + review	Any external user	Reservation number / status	Payment
Business Name Registration	BN-03	Registration of business name	Digital + review	Applicant, BPRA officers	Business name certificate	Identity, payment

Business Name Registration	BN-04	Change of particulars	Digital + review	Representative / owner, BPRA officers	Updated registry / certificate	Payment
Business Name Registration	BN-05	Updating owner information	Digital + review	Owner/representative, BPRA officers	Updated ownership info	Identity
Business Name Registration	BN-06	Filing annual returns	Digital + review	Owner/representative, BPRA officers	Return acceptance	Payment
Business Name Registration	BN-07	Cessation and certificate of cessation	Digital + review	Owner/representative, BPRA officers	Cessation certificate	Payment
Business Name Registration	BN-08	Certificate of good standing	Digital request + issuance	Owner/representative or institutional user	Good standing certificate	Payment, compliance checks
Business Name Registration	BN-09	Beneficial ownership registration / update where applicable	Digital + review	Owner/representative, compliance users	BO record linked to business name	Identity
Business Name Registration	BN-10	Franchise registration linked to business name	Digital + review	Applicant, BPRA officers	Franchise record / certificate	Payment
Document Registration	DR-01	Registration of individual documents	Digital submission + review	Applicant, BPRA officers	Registered document reference / certificate	Payment
Document Registration	DR-02	Registration of documents related to immovable property	Digital submission + review + validation	Applicant, BPRA officers, COLA/MoL reviewers	Registered document / e-certificate	UI validation with land actors
Document Registration	DR-03	Company document filing / constitutions / amendments / resolutions	Digital + review	Applicants / representatives; BPRA officers	Accepted filing / registry event	Payment
Document Registration	DR-04	Partnership agreements / society or cooperative constitutions	Digital + review	Applicants / BPRA officers	Registered document	Payment
Document Registration	DR-05	Vehicle ownership transfer registration	Digital + review + payment + external verification	Applicant, BPRA officers	Transfer record / approval	Vehicle authority, payment
Document Registration	DR-06	Secure transaction registration	Digital + review	Applicants, lenders/banks, BPRA officers	Secured transaction record / certificate	Payment

Document Registration	DR-07	Amendment / de-registration / cancellation of registered document	Digital + review	Authorized applicant / BPRA officers	Updated status / cancellation decision	Payment
Document Registration	DR-08	Certified copy of registered document	Digital request + manual or automatic delivery	Applicants / institutional users	Certified copy	Certificate engine
Document Registration	DR-09	Foreigner property registration / administration	Digital + review + manual validation	Applicant, BPRA officers	Registered case / approval outcome	Identity, payment
Document Registration	DR-10	Franchise-related filings where legally document-based	Digital + review	Applicant / BPRA officers	Registered document / linked record	Payment
Industrial Property Registration	IP-01	Trademark application	BPRA front-end + WIPO-integrated processing	Applicant / agent / IP officer	Filed application / status / certificate	WIPO
Industrial Property Registration	IP-02	Patent application	BPRA front-end + WIPO integration	Applicant / agent / IP officer	Filed application / status	WIPO
Industrial Property Registration	IP-03	Utility model registration	BPRA front-end + WIPO integration	Applicant / agent / IP officer	Filed application / status	WIPO
Industrial Property Registration	IP-04	Industrial design registration	BPRA front-end + WIPO integration	Applicant / agent / IP officer	Filed application / certificate	WIPO
Industrial Property Registration	IP-05	Renewal of IP rights	Digital + WIPO integration	IP owner/agent	Renewal status	WIPO, payment
Industrial Property Registration	IP-06	Amendment of IP records	Digital + WIPO integration	IP owner/agent	Updated IP record	WIPO
Industrial Property Registration	IP-07	IP search services	Digital search and request	Applicants / institutional users	Search products	WIPO/BPRA data
Industrial Property Registration	IP-08	Issuance of IP certificates	Digital issuance	IP owner/agent / BPRA IP officer	Certificate	WIPO / certificate engine
Industrial Property Registration	IP-09	Geographical indications registration	Digital + review + WIPO-aligned process	Applicants / BPRA IP officer	GI record / certificate	WIPO / agreed exchange
Trust Registration	TR-01	Trust registration / creation	Digital + review	Applicant / BPRA officers	Trust record / certificate	Payment
Trust Registration	TR-02	Change of trust particulars	Digital + review	Authorized user / BPRA officers	Updated trust record	Payment

Trust Registration	TR-03	Trust BO declaration / update	Digital + review	Authorized user / compliance officers	Linked BO record	Identity
Trust Registration	TR-04	Trust dissolution / cessation	Digital + review	Authorized user / BPRA officers	Closure record	Payment
Estate Administration	EA-01	Estate case opening / registration	Digital case intake + review	Applicant / BPRA officers	Estate case file	Identity
Estate Administration	EA-02	Submission of deed / will / supporting estate documents	Digital + review	Applicant / BPRA officers	Validated estate documents	Document store
Estate Administration	EA-03	Beneficiary verification	Digital + manual verification	BPRA officers / beneficiaries	Verified beneficiary profile	Identity, civil status
Estate Administration	EA-04	Claim intake and payment evidence submission	Digital + review	Claimant / BPRA officers	Claim case / evidence received	Payment evidence
Estate Administration	EA-05	Distribution/payment processing to beneficiaries	Digital workflow + final authority	BPRA officers / finance / beneficiaries	Payment instruction / status	Banks, MNOs
Estate Administration	EA-06	Estate closure / final decision	Digital + final approval	BPRA officers / final authority	Closure record	Audit trail
Information Services	IS-01	Standard product request	Digital request + automatic output	Public user / registered user / gov officer	Short or detailed extract	Payment or authorized free access
Information Services	IS-02	Custom product request	Digital request + manual officer preparation	Applicant / government officer	Certified copy / tailor-made result / perusal	Payment
Crosscutting	CC-01	Public free search	Web search	Anonymous public	Limited public business data	Registry/public exposure rules
Crosscutting	CC-02	Certificate verification via QR	Web verification	Any user	Authenticity confirmation	Certificate engine
Crosscutting	CC-03	User account and representation management	Digital self-service + admin support	Applicants, representatives, BPRA admin	Account and representation records	Identity
Crosscutting	CC-04	Notifications and case messaging	Digital system service	All user groups	Email/SMS/in-system notices	Gateway integrations

9. User Groups, Roles and Permission Model

The BPRA System shall implement a role-based access model across internal, external and institutional users. Legacy ORS concepts such as external user, internal processing user, decision user, search officer, task coordinator and representative user remain relevant and shall be modernized rather than discarded.

Role	Primary Capability
System Administrator	Create/update users, assign roles, manage workflow parameters, fees, configurations, view logs, administer integrations
BPRA Processing Officer	Receive and review cases, request supplement, verify submissions, prepare recommendations, capture structured internal notes
Decision Officer / Registrar role	Approve, reject, return for correction, strike off, authorize issuance, finalize case outcomes
Manager / Executive authority	View escalated cases, approve sensitive cases, monitor service performance, authorize exceptional actions
Search Officer	Prepare manual/custom search products, upload prepared outputs, close information service tasks
Delivery / Records role	Manage dispatch or confirmation of manual products where needed, confirm delivery status
Finance / Auditor	View payments, reconciliation status, service revenue, audit records and operational financial reports
Compliance Officer	Access BO, AML/CFT alerts, restricted compliance data, escalation queues and compliance reports
Statistician / Reporting role	Generate and export operational reports and service performance summaries
External Applicant	Create own account, submit applications, upload documents, make payments, track status, download outputs
Representative / Agent	Act on behalf of one or more businesses, manage authorized entities, submit and update permitted cases
Other Government Institution Officer	Search and view restricted data within legal scope, request products, consume institutional functions
Anonymous Public User	Use public search and QR verification, view only public data

9.1. Representation Model

The system shall support one person acting in multiple capacities. A single person may be an individual applicant, business representative, agent or officer, provided that the relevant rights are separately authorized. Representation records shall carry validity dates, relationship type, represented entity identifier and empowered status. At least one empowered representative shall be supported where the business rule requires it, and representation changes shall be auditable.

9.2. Identity Principles

- Single identity per person shall be enforced where reliable identifiers exist.
- Zanzibari and Tanzanian citizens shall be verified via ZANID and/or NIDA according to applicable process paths.
- Foreign people shall be created using manual passport-based entry plus officer verification; no mandatory external passport-verification integration is required at initial scope.
- Identity attributes loaded from external systems shall be protected against unapproved editing where the source is authoritative.

10. Business Process Model and Workflow Requirements

10.1. Common Case Lifecycle

Most BPRA services shall follow a common case lifecycle, even where service-specific workflow variations exist. The baseline lifecycle shall be:

Stage	Name	Description
Stage 1	Case initiation	User selects service, enters or loads core data, and creates a draft application.
Stage 2	Structured data entry	User completes form blocks, uploads mandatory and optional attachments, and reviews validation messages.
Stage 3	Payment preparation	System calculates fees or retrieves parameterized charges, generates control number where relevant, and routes user to payment.
Stage 4	Submission	After payment or required payment confirmation, the case is submitted, and a tracking number is issued.
Stage 5	Processing review	BPRA processing officer claims or is assigned the case, performs checks, requests supplements if required, and records findings.
Stage 6	Decision	Decision authority approves, rejects, returns for correction or applies service-specific disposition.
Stage 7	Registry update	Where approval changes the official record, the system updates the registry and stores the event in the case history.
Stage 8	Certificate / output issuance	The certificate engine or information service generates the output and stores verification references.
Stage 9	Notification and closure	The applicant and any relevant partner systems are notified; the case is closed or kept open for post-decision obligations.

10.2. Workflow Engine Requirements

- Workflow definitions shall support service-specific process models while using shared common states and audit conventions.
- System administrators shall be able to reconfigure workflow parameters, routing rules, fees, review steps, selected validations and service availability without source-code change for normal operational changes.
- Complex statutory logic or exceptional branching that cannot be safely parameterized may remain developer managed.
- Cases shall support assignment, claim, unclaimed, reassign and escalation controls.
- Queues shall support role-based worklists, personal claimed-task lists, application lists, error lists and integration logs.
- Supplement requests shall pause the case in a controlled state and preserve prior submitted versions and comments.
- Final authority checkpoints shall exist for service types that require registrar, manager or executive approval.
- Parallel processing shall be possible where business rules permit; the platform shall avoid the current restriction that blocks multiple unrelated applications for the same company unless intentionally configured.

10.3. Rule and Validation Requirements

- The platform shall support configurable validations for simple and frequently changing rules such as fee tables, mandatory fields, permitted attachment types, notification templates and selected legal constraints.
- Rules that affect compliance shall be evaluated at draft stage where possible, so users receive guidance before submission.
- The system shall support a limited but useful rule engine for validations and routing without delaying delivery through excessive low-code complexity.
- Non-compliant applications shall be blocked, held, escalated or routed according to configurable rule outcomes.

10.4. Service-Specific Workflow Notes

- Business registration services shall support dynamic form blocks according to entity type and service selection.
- Document registration shall support hybrid workflows where document legitimacy is verified manually with source institutions when required.
- Estate administration shall support manual intervention and final authority release steps for sensitive decisions and payment distribution.
- Industrial property workflows shall synchronize state with WIPO-linked processing while preserving BPRA case visibility.

11. Functional Requirements

11.1. Cross Cutting Product Features

The platform should include following features:

- Notifications
- Dashboards
- Calendar
- Communication / messaging
- Print / print-ready outputs
- Help / support
- Cross-browser compatibility
- Cross-device / responsive compatibility
- Appointments
- System log
- Error handling
- Search
- Scan / document preview
- Task lists / work queues
- Case timeline / history
- Template management
- Public search controls
- Language switching
- QR verification
- Audit trail access
- Configuration / parameter management

11.2. Platform and Common Services Functional Requirements

ID	Requirement
FR-001	The system shall provide external account registration through web forms with citizen identity loading from ZANID and/or NIDA where applicable.
FR-002	The system shall support internal user creation by authorized administrators, including assignment of institution, division, position and role.
FR-003	The system shall support registration and administration of representative users linked to one or more represented entities.
FR-004	The system shall maintain separate but connected concepts of application/case data and registry data.
FR-005	The system shall generate a unique tracking number for every submitted case.
FR-006	The system shall maintain draft, submitted, supplement, processing, decision, approved, rejected and closed case states, at minimum.
FR-007	The system shall support mandatory and optional attachment handling by service type.
FR-008	The system shall calculate fees and/or retrieve fees from parameter tables maintained by administrators.
FR-009	The system shall integrate with payment services to generate control numbers, receive confirmation and reconcile payments with cases.
FR-010	The system shall issue service outputs through a centralized certificate and output engine.
FR-011	The system shall place QR-based verification references on certificates and selected official outputs.
FR-012	The system shall provide bilingual user interface support in English and Swahili.
FR-013	The system shall provide responsive, mobile-friendly browser access.
FR-014	The system shall provide in-system notifications plus email and SMS notifications where configured.
FR-015	The system shall support secure two-way messaging or supplement-response communication between BPRA officers and applicants.
FR-016	The system shall provide public search of legally public data without requiring login, subject to administrative activation and data disclosure policy.
FR-017	The system shall support standard information products generated automatically by the system.
FR-018	The system shall support custom information products prepared by BPRA users and delivered through the system.
FR-019	The system shall maintain an immutable audit trail of case events, registry changes, user actions, access actions and configuration changes.
FR-020	The system shall maintain system logs, integration logs and error logs accessible to authorized administrative roles.
FR-021	manage users and roles
FR-022	manage service availability

FR-023	manage fees and tariffs
FR-024	manage workflow routing rules
FR-025	manage notification templates
FR-026	manage language labels/content
FR-027	manage public data exposure settings
FR-028	manage document templates
FR-029	manage lookup tables / classifiers
FR-030	monitor integrations
FR-031	review system logs and audit logs

11.3. Service Domain Functional Requirements

ID	Requirement
FR-101	The Company Registration module shall support the full lifecycle of incorporation, re-registration, change of particulars, annual returns, filings, cessation, BO and franchise-linked functions.
FR-102	The Business Name Registration module shall support name search, name reservation, registration, owner updates, annual returns, cessation, good-standing output and linked BO/franchise functions.
FR-103	The Document Registration module shall support registration of individual documents, immovable-property documents, company-related filings, vehicle ownership transfer, secure transactions and foreign-property-related cases.
FR-104	The Industrial Property module shall provide a BPRA user experience for IP services while integrating with WIPO for the underlying IP workflow and records.
FR-105	The Trust Registration module shall support registration, update, cessation and linked BO data.
FR-106	The Estate Administration module shall support case opening, deed/will submission, beneficiary verification, claim intake, payment processing and closure.
FR-107	The system shall allow company or business records to have multiple trade names, where approved by BPRA policy.
FR-108	The system shall support BO as a special integrated module linked contextually under relevant registrations rather than as an isolated disconnected platform.
FR-109	The system shall support public and restricted certificate verification, including verification of authenticity of documents generated by BPRA.
FR-110	The system shall support rules and alerts intended to reduce duplicate applications, fraudulent stamp use and non-compliant submissions.

11.4. Service-Specific Functional Detail

11.4.1. Company Registration

- Support entity types including private companies limited by shares, private companies limited by guarantee, public companies, unlimited companies and foreign companies, with service-specific mandatory fields and actor lists.
- Support directors, shareholders, members, secretaries, charges, receivers/managers, winding-up information and related post-registration events.
- Support change of company representatives and empowered representatives with validity periods.
- Support annual return timelines and validation prompt where known, while allowing BPRA to refine statutory deadlines during review.

11.4.2. Business Name Registration

- Support sole proprietorship and partnership-oriented business name processes as reflected in BPRA practice.
- Support owner and particulars updates, annual returns, cessation and certificate generation.
- Support optional certificate of good standing and future BO linkage where applicable.

11.4.3. Document Registration and Secure Transactions

- Support upload of structured metadata plus attachments.
- Support legitimacy-check steps with banks or other originating institutions when required.
- Support de-registration or cancellation requests for illegally registered or invalid documents.
- Support secure transactions as a document-related but independently addressable service entry point.

11.4.4. Industrial Property

- Support trademark, patent, utility model, industrial design and geographical indication requests from a BPRA-branded portal.
- Maintain synchronized status visibility even where authoritative processing logic is in WIPO-aligned tools.

11.4.5. Estate Administration

- Support special handling for non-Muslim estate administration as within BPRA's mandate.
- Support manual review steps for sensitive inheritance and beneficiary cases, including edge cases such as minors where the law constrains direct ownership registration.

12. Integration Requirements

The BPRA System shall implement an API-first integration model where partner digital capability exists, while retaining controlled UI access or manual request patterns where no system or no direct integration is possible.

ID	Requirement
IR-001	The system shall integrate with ZANID and/or NIDA to load and verify citizen identity attributes used for account creation and service filing.
IR-002	The system shall integrate with ZANMALIPO or the selected government payment gateway for control-number generation, payment confirmation and reconciliation.
IR-003	The system shall integrate with WIPO for industrial property workflows, status synchronization and output alignment.

IR-004	The system shall support tax-related integration with ZRA and/or TRA for verification and business/taxpayer related data exchange, according to final agency arrangements.
IR-005	The system shall support investor/business verification exchanges with ZIPA.
IR-006	The system shall support compliance-related data exchange with FIU, including BO-related access according to legal authority.
IR-007	The system shall support BRELA data exchange where BPRA policy and existing MoU permit coordination or verification.
IR-008	The system shall support LGA integration or synchronization where local digital systems exist, particularly for licensing verification.
IR-009	The system shall support restricted UI access for institutions without system integrations, including Ministry of Lands/COLA, Immigration and Labour Commission where required.
IR-010	The system shall support integration logs, retry logic and exception handling for all external service calls.
IR-011	The system shall expose controlled public or institutional APIs/XML feeds where BPRA decides that public or semi-public business lists should be made available.
IR-012	The system shall support asynchronous notification or polling models where a direct synchronous real-time interface is not appropriate.

12.1. Integration Channel Recommendations

Channel Group	Stakeholders / Notes
Mandatory API	NIDA/ZANID, ZANMALIPO, WIPO, ZRA/TRA, ZIPA, FIU (or structured institutional exchange), BRELA where feasible
Preferred API or Hybrid	LGAs/ZanMUTM, ZCSRA, ZASTRA, ZBS, ZFDA, ZPPRA/public list consumers
UI Only / No Direct API	Immigration Department, Ministry of Lands/COLA where no system exists, Labour Commission, WTCA, selected legal/judicial users
Public Access	Public search, QR verification, permitted public lists/XML endpoints

13. Data, Registry and Document Management Requirements

13.1. Core Data Model

At a conceptual level, the BPRA System shall manage at least the following major entity groups: Person; Organization/Business Entity; Application/Case; Registry Record; Registry Event; BO Record; Representation; Payment Transaction; Certificate/Output; Document/Attachment; Stakeholder Request; Notification; Integration Event; and Audit Event.

ID	Requirement
DR-001	The system shall maintain a central registry database controlled by BPRA.
DR-002	Registry data shall represent current authoritative state plus a historical event trail.

DR-003	Application/case data shall remain distinguishable from registry data and decision metadata.
DR-004	The system shall support document storage with metadata, type, status, source, version and linkage to case and registry objects.
DR-005	The system shall support structured BO data linked to relevant companies, business names or trusts.
DR-006	The system shall support data migration from current ORS digital records.
DR-007	The system shall support later capture or import of paper-based historical records without requiring immediate phase-one digitization of all archives.
DR-008	The system shall enforce data retention and archival policies configurable by BPRA policy and legal needs.
DR-009	The system shall support data classification tags such as public, restricted, confidential and sensitive personal data.
DR-010	The system shall maintain unique identifiers for persons, entities, cases, registry records, payments and outputs.

13.2. Public, Restricted and Sensitive Data

Classification	Typical Content
Public	Registered entity name, registration number, status, selected certificate metadata, public search outputs approved by BPRA
Restricted institutional	Verification fields, selected ownership and filing data, operational registry data made available only to authorized institutions
Sensitive personal / BO / compliance	National ID details, contact details, BO attributes, compliance notes, internal review notes, inheritance and beneficiary details

13.3. Document Management

- The system should provide a single managed document repository for BPRA System modules, while allowing module-level document views and permissions.
- The system shall support upload, download, preview, type classification, version history and integrity controls.
- The system shall support document templates for certificates, notices and standardized outputs.
- The system shall support scanning or later attachment of externally signed/legacy documents where required.
- The system shall support QR-based authenticity checks for official outputs; digital signature capability may be designed as an enhancement path even if initial implementation relies on QR verification rather than advanced PKI.

14. Reporting and Information Services Requirements

14.1. Operational Reporting

ID	Requirement

RR-001	The system shall provide operational dashboards for BPRA management and authorized officers.
RR-002	The system shall provide service-volume reports by module, service type, time-period and status.
RR-003	The system shall provide pending-case, aging and backlog reports.
RR-004	The system shall provide revenue, fee, payment and reconciliation reports.
RR-005	The system shall provide compliance, BO and suspicious-case reports for authorized users.
RR-006	The system shall provide user activity, system usage and audit-oriented reports.
RR-007	The system shall support export to common office formats and printable views.
RR-008	The system shall support statistical summary extraction for official reporting or institutional consumption.
RR-009	application status report
RR-010	backlog / aging report
RR-011	revenue / payments report
RR-012	service volume by module
RR-013	BO compliance report
RR-014	user activity report
RR-015	certificate issuance report
RR-016	integration failure report
RR-017	audit exception report

14.2. Information Products

- Automatic standard products shall include short and detailed information extracts based on selected object identifiers and data access rules.

- Custom products shall include certified copies, tailor-made search results and perusal outcomes prepared by BPRA users and delivered through the system or controlled external means.
- Other governmental institution users shall be able to request or consume allowed information products within their authorized scope.
- Public free search shall expose only the subset of data approved by BPRA and lawful for disclosure.

15. Non-Functional Requirements

ID	Category	Requirement
NFR-001	Architecture	The solution shall be modular and technology-agnostic, optimized for implementation using open-source technologies.
NFR-002	Performance	Normal user interactions such as search, form navigation and dashboard loading should respond quickly under expected workload; detailed performance targets shall be finalized during design.
NFR-003	Availability	The production system shall be designed for high availability appropriate for a government enterprise service platform.
NFR-004	Scalability	The system shall scale to increased users, transactions, modules and partner integrations without major redesign.
NFR-005	Usability	The interface shall be clear, guided, bilingual, mobile-friendly and suitable for non-technical users as well as officers.
NFR-006	Accessibility	The web interface shall follow practical accessibility principles for navigation, contrast and screen readability.
NFR-007	Maintainability	Configuration, templates, fees, workflows, translations and reference data shall be maintainable without complex code changes wherever feasible.
NFR-008	Auditability	All material actions shall be logged with timestamp, actor, action, object and before/after trace where appropriate.
NFR-009	Interoperability	The system shall support standards-based APIs and structured data exchange.
NFR-010	Resilience	Integration and workflow failures shall be recoverable without data loss or case corruption.
NFR-011	Localization	The system shall support English and Swahili language packs from the start.
NFR-012	Branding	The user interface shall use BPRA official branding and be suitable for access via the BPRA website.

15.1. Usability, Accessibility and User Experience Requirements

The platform should also include:

- BPRA branding compliance
- English / Swahili toggle across UI
- responsive design
- clear navigation by service domain
- guided forms with inline validation
- save draft and resume
- accessible error messages

- consistent dashboards and queues
- printable forms and outputs
- attachment preview before submission

16. Security, Privacy and Compliance Requirements

ID	Requirement
SR-001	The system shall implement RBAC across all user groups and services.
SR-002	The system shall support MFA/OTP for user authentication where configured, especially for sensitive access and critical actions.
SR-003	The system shall protect sensitive personal and BO data against unauthorized disclosure, export or search.
SR-004	The system shall encrypt data in transit and protect stored secrets using secure server-side controls.
SR-005	The system shall maintain an audit trail suitable for dispute resolution, investigation and accountability.
SR-006	The system shall support fraud-reduction controls such as duplicate detection, suspicious-case flags and certificate verification.
SR-007	The system shall support need-to-know access for auditors and compliance roles.
SR-008	The system shall support configurable public-data exposure rules so BPRA can enable or disable public visibility within legal limits.
SR-009	The system shall align with Tanzania's Personal Data Protection Act 2022 as a current legal baseline and shall be configurable to reflect any Zanzibar-specific personal data protection framework when enacted.
SR-010	The system shall support responsible-data handling principles for data minimization, access control, purpose limitation and controlled sharing.
SR-011	The system shall support secure API authentication and authorization for institutional integrations.
SR-012	The system shall log administrative configuration changes, including fee changes, workflow changes and public-exposure changes.

16.1. Compliance Notes

Zanzibar-specific personal data protection requirements may evolve; the solution shall not hard-code a single immutable disclosure model. Instead, the platform shall provide configurable disclosure, retention and access controls while maintaining a documented legal baseline.

17. Technical Architecture & Open-Source Implementation Approach

The BPRA System shall be specified in a technology-agnostic manner, but the tender shall prefer an implementation approach based on open-source technologies, open standards and operational maintainability by BPRA.

17.1. Reference Architecture

Layer	Description
Presentation Layer	Public portal, external user portal, institutional restricted portal, BPRA back-office portal, bilingual content and responsive design
Application Layer	Module services for company registration, business names, documents, secure transactions, IP, trust, estate, BO, information products and administration
Common Services Layer	Identity and access, workflow engine, fees and parameters, notifications, certificate engine, search, reporting, audit, configuration, translations
Integration Layer	API gateway, adapters, queues/events where needed, external service connectors, integration logs
Data Layer	Relational registry database, document/object storage, audit store, reporting data mart if adopted
Operations Layer	Monitoring, backups, deployment automation, environment management, logging and support tooling

17.2. Open-Source Technology Direction

- The solution should not be dependent on Microsoft .NET or any other proprietary stack as an architectural requirement.
- The reference implementation may use PHP-based frameworks such as Laravel or an equivalent open-source enterprise web framework, provided all requirements are met.
- The preferred database direction is an open-source relational database such as PostgreSQL, with object storage and caching/message components selected from mature open-source options.
- The integration layer may use RESTful APIs, structured message queues and API gateway patterns using open-source components.
- The application shall be container-ready and suitable for CI/CD-driven deployment pipelines using open tooling.
- The source code, configuration, deployment scripts, technical documentation, API specifications and data model documentation shall be delivered to BPRA.

17.3. Suggested Non-Binding Reference Stack

- A compliant vendor may propose a modular monolith or service-oriented architecture implemented with, for example, PHP 8+, Laravel or Symfony, PostgreSQL, Redis, RabbitMQ or similar, Nginx, containerized deployment, MinIO or equivalent object storage, and an open-source identity or IAM solution where justified. This list is illustrative and non-binding; the tender requirement is openness, maintainability, interoperability and BPRA ownership.

18. Migration, Deployment, Testing and Support Requirements

18.1. Data Migration

- Existing ORS digital records shall be migrated into the new BPRA System with data quality validation and reconciliation.
- Legacy identifiers shall be preserved where needed for traceability.
- Migration shall include users, entities, registry records, case history where feasible, payments references, representations, and outputs metadata.

- Paper-based historical data shall not be a mandatory phase-one blocker; the system shall, however, support later controlled loading or scanning of such records.

18.2. Deployment

- The production environment is expected to be hosted through the Zanzibar government data-center environment supported by ZICTIA or equivalent approved hosting arrangement.
- The solution shall support at minimum development, test/UAT and production environments.
- The system will be accessible through BPRA web presence and controlled domain routing.

18.3. Testing

Test ID	Test Area
T-01	Unit testing of core business logic and validation services
T-02	Integration testing with external APIs and fallback handling
T-03	Workflow testing per service type and critical exception paths
T-04	Security testing including access control and API security
T-05	Data migration testing and reconciliation
T-06	User acceptance testing with BPRA service departments
T-07	Performance and load testing appropriate to deployment scale
T-08	Operational readiness testing including backup, logging and monitoring

18.4. Support and Handover

- The vendor shall provide administrator and operational training for BPRA personnel.
- The vendor shall provide user manuals, technical manuals, API documentation and deployment documentation.
- The vendor shall provide structured handovers to BPRA ICT and administrators.
- The support model shall assume BPRA becomes the long-term owner and maintainer, with initial vendor support during stabilization.

19. Implementation Methodology and Work Packages

Delivery shall follow a hybrid Agile and Waterfall model. Waterfall discipline is required for inception, baseline architecture, migration planning, environment setup, legal/policy alignment, release governance and acceptance milestones. Agile iterations are required for detailed requirements refinement, module delivery, user feedback, configuration and staged deployment.

Work Package	Title	Scope
WP1 - Phase 1	Core Platform Foundation	Architecture, environments, identity and access, user management, workflow engine baseline, configuration management, fees, notifications, audit, certificate engine, public search baseline, bilingual framework
WP2 - Phase 2	Core Registrations	Company Registration, Business Name Registration, representation management, integrated BO baseline, standard information services, payment integration, reporting baseline

WP3 - Phase 3	Document and Transaction Services	Document Registration, Secure Transactions, Vehicle Ownership Transfer, foreign property related document processes, enhanced certificate and verification flows
WP4 - Phase 4	Institutional and Specialist Services	Industrial Property integration with WIPO, Trust Registration, Estate Administration, restricted institutional portals and advanced integration exchanges
WP5 - Phase 5	Migration, Rollout and Stabilization	Full ORS migration, UAT, training, go-live, hyper care, operational handover and phased improvement backlog

19.1. Delivery Notes

- Each work package shall deliver deployable, testable outputs and updated documentation.
- Priority and sequencing may be refined during contract inception, but the overall full-scope service model remains in force.
- Service rollout may be phased, but the solution architecture shall be designed for the full target portfolio from the start.

20. Assumptions, Constraints and BPRA Review Points

- Detailed statutory SLAs are not yet defined and are therefore not specified as fixed numerical requirements in this SRS.
- Some service workflows, especially in document registration, trust/estate administration and foreign-property-related areas, require BPRA validation during detailed design.
- Integration feasibility is assumed to be manageable and data contracts are not treated as a blocker for procurement at this stage.
- Public-data disclosure rules shall be reviewed and finalized by BPRA against applicable law and policy during design and implementation.
- The Zanzibar-specific personal data protection framework may evolve; the solution must therefore support configurable policy enforcement.
- Where the BPRA website service headings differ from workshop service grouping, the system shall support both clear external service navigation and the richer underlying module/service catalogue defined in this SRS.
- Where underlying business practice is not yet fully documented, the contractor shall design the module using the standard workflow framework defined in this SRS and shall validate specific service-state transitions, mandatory attachments, statutory triggers, and approval roles with BPRA during elaboration.

20.1. BPRA Review Placeholders

Review Point	BPRA Validation Needed
RP-01	Confirm exact public-data fields by service/domain for anonymous search.
RP-02	Confirm statutory turnaround times and escalation rules where BPRA wishes the system to track them.
RP-03	Confirm document types that MUST be registered versus those that CAN be registered.
RP-04	Confirm estate and inheritance workflow specifics requiring legal/manual intervention.
RP-05	Confirm partner institutions requiring UI-only access versus API plus UI fallback.

RP-06	Confirm final wording of BPRA-branded service names for portal navigation and bilingual labels.

Appendix A. Service Catalogue Matrix

Domain	Coverage Summary
Company Registration	15 sub-services in this SRS including incorporation, changes, annual returns, filings, cessation, BO and franchise
Business Name Registration	10 sub-services in this SRS including search, reservation, registration, updates, returns, cessation, BO and franchise
Document Registration	10 sub-services in this SRS including individual documents, immovable docs, company filings, vehicle transfer, secure transactions and foreign property
Industrial Property Registration	9 sub-services in this SRS including trademark, patent, utility model, design, renewals, searches and GI
Trust Registration	4 sub-services in this SRS including BO linkage
Estate Administration	6 sub-services in this SRS including case opening, beneficiary verification, claim and payment processing
Information Services and Crosscutting	4 named services in this SRS plus common platform capabilities

Appendix B. Public vs Restricted Data Classification

Access Group	Data Principle
Anonymous public search	Publicly releasable entity identity and status data only
Registered applicants / representatives	Own cases, own entities, own outputs, and data explicitly linked to authorized representation
Institutional users	Restricted verification data needed for legal mandate or formal institutional purpose
Compliance and BO users	Sensitive compliance, BO and internal assessment data within strict access control
System administration	Configuration, audit and technical control access; not blanket business-data access unless separately authorized