

Licensing Department Procedures

The following procedure shall be followed at RPAZ in the processing of every license under application.

1. Receipt of Licenses

Every Application form shall be submitted through the Departmental Secretary who shall confirm receipt by recording it in the appropriate **Record Book**.

The following shall be recorded in the **Record Book** ;

Name of facility, Date and Time of receipt, Type of Application and the Receipt Number.

2. Within **3 hours**, the application should be forwarded to a Processing Officer for evaluation; the date and name of Officer receiving the application should be recorded in the **Record Book**.

3. The Processing Officer

Duties

The Processing Officer shall review the application within **2 working hours** and when satisfied pass it to the Assessment Officer.

Methodology

- The Processing officer shall make use of the Departmental Record book so as to sign against the time of receiving an application
- Review and Assessment forms for Processing Officers shall be used as a guideline to the processing of all licensing applications.
- For every outstanding issue pertaining to the applications received the, Processing Officer shall liaise with the applicant to ensure that they are met.
- The processing officer shall be responsible for data entry into RAIS
- The Processing officer shall add necessary comments to the assessment forms, when finished sign off and pass all forms to the Assessment officer.
- No forms shall be forwarded to the assessment officer unless verification has been made that all license fees have been paid.

4. Assessment Officer

The duties of the **Assessment Officer** shall include:

- a. Taking a comprehensive look at all the aspects of the application form so as to verify appropriateness according to the requirements of the Authority.
- b. Coordinating and conducting all pre-licensing inspections for all new applications.
- c. Consulting previous inspection reports in the case of renewals.

Methodology

- The Assessment officer shall only receive application forms from the processing officer at which he/she shall sign against the date and time of receiving an application
- Review and Assessment forms for Assessment Officers shall be used as a guideline to the assessment of all licensing applications.
- For every outstanding issue pertaining to the applications received the Assessment officer shall liaise with the Processing Officer to ensure that they are met.
- The Assessment officer shall ensure that arrangements for carrying out the pre-licensing inspection are made within:
 - i. 24hrs working for local facilities
 - ii. 36hrs working for facilities in remote areas
- The assessment officer in corporation with the inspection department shall ensure that the pre-licensing inspection report is made and sent to the applicant within 24 working hours after the inspection.
- In the case of compliance the Assessment officer shall make recommendations and comments before passing the forms over to the Supervisor.

Tools

- Review and Assessment forms for Processing Officers
- Review and Assessment forms for Assessment Officers
- Inspection kit
- Inspection checklist

5. Supervisor

Duties

The duties of the Supervisor shall include:

- Evaluation of the whole Review and Assessment procedures
- Approval / Disapproval of authorizations
- Informing inspection personnel for inclusion of facility in the Inspection program

Methodology

The supervisor shall check that both the assessment and processing officers have filled in all relevant sections

6. Issuance of Licence

After receiving an adverse Inspection report, the Licensing officer shall deny authorization and dispatch the signed Inspection report to the applicant. In the event of a favorable inspection report, The Licensing Officer shall grant the authorization and proceed to print the licence for the CEO's signature. The authorisations made shall be entered into the **Record Book** and signed for.

7. The authorization shall be dispatched within **48 hours** of receipt of inspection report.
8. An entry should be made in the RAIS, within **48 hours** of decision being taken.