WAIPA Investor Gateway Award- Snapshot of online form

Category 1

WAIPA Investor Gateway Award

Recognising Investment Promotion Agencies (IPAs) that have established or significantly strengthened an Investor Gateway, One-Stop Shop, Single Window or other coordinated institutional arrangement that provides investors with a single point of access to government services and facilitates timely investment approvals, licences, permits and clearances throughout the investment lifecycle.

APPLY FOR INVESTOR GATEWAY AWARD

Note: The Investor Gateway, One-Stop Shop, Single Window or other institutional arrangement described in the application should have been established or significantly strengthened, in whole or in part, on or after **1 January 2023**.

+ **More details**

WAIPA Investor Gateway Award

A Single Gateway to Government

Establishing an investment project often requires investors to obtain multiple approvals, licences, permits and clearances from numerous government agencies. Without effective coordination, these processes can become complex, time-consuming and unpredictable, delaying project implementation and increasing investment costs.

An **Investor Gateway** provides investors with a **single, coordinated gateway to government** through a physical one-stop shop, digital platform, hybrid model or another integrated service arrangement. Beyond providing access to government services, an effective Investor Gateway actively facilitates the investment process by coordinating government agencies, monitoring investor cases, resolving bottlenecks, and helping ensure that approvals, licences, permits and clearances are delivered in a timely, transparent and predictable manner.

The award is technology-neutral and recognises excellence in investor service delivery regardless of whether the Investor Gateway is delivered through physical, digital or hybrid arrangements. The emphasis is on creating a seamless investor journey, strengthening whole-of-government coordination, and facilitating timely investment approvals and implementation.

The most effective Investor Gateways are supported by strong institutional arrangements, clear governance structures, defined service standards and, where appropriate, enabling legislation, regulations or formal coordination mechanisms that strengthen accountability across government and help ensure timely decision-making.

The **WAIPA Investor Gateway Award** recognises Investment Promotion Agencies (IPAs) that have played a leading role in establishing, managing or continuously improving an Investor Gateway that enhances the investor experience and facilitates investment implementation. The IPA should have played a significant leadership, coordination or operational role in the establishment, management or continuous improvement of the Gateway.

Submission deadline: 24 September 2026

Next

Applicant Information

IPA detail

IPA name *

IPA Contact Details – Address *

Street Address

Street Address Line 2

City

State / Province

Please Select

Postal / Zip Code

Country

Phone Number *

e.g. +1 702 123 4567

Website

Head of the IPA

CEO / Head Name *

Designation *

Email *

Focal Contact Person for Coordination of the IPA's Award Entry

Name *

Designation *

Email *

Phone Number *

e.g. +1 702 123 4567

Back

Next

Investor Gateway Profile

1. Which best describes your Investor Gateway? *

- ◯ Physical One-Stop Shop
- ◯ Digital / Online Investor Gateway
- ◯ Hybrid (Physical + Digital)
- ◯ Other

2. Describe your Investor Gateway and the role played by your IPA. *

Please describe the overall Investor Gateway, including its primary purpose, the investor services provided, the government agencies connected through the Gateway, the stages of the investment lifecycle supported, and when it was established. Clearly explain the role played by your IPA, whether as the lead implementing agency, operator, coordinator, secretariat or through another significant leadership function. (max 300 words)
0/50

Back

Next

Question 1. How does your Investor Gateway simplify the investor journey? (25 Marks) *

Describe how your Investor Gateway provides investors with a single gateway to government, simplifies access to approvals, licences, permits and other government services, reduces administrative complexity, strengthens coordination among government agencies, and supports investors throughout the investment lifecycle, from initial enquiry through establishment, operation and expansion. Please focus on the investor experience, the quality of service delivery and the value created for investors, rather than the technical features of the Gateway. (max 350 words)
0/50

Question 2. What are the three most distinctive features of your Investor Gateway? (20 Marks) *

For each feature, explain what it is, why it is distinctive, and how it improves the investor experience.

Please highlight the three features that best distinguish your Investor Gateway from conventional investor service models. These may include innovative service delivery approaches, integrated government services, coordinated approvals, investor case management, project monitoring, grievance resolution, AI-enabled services or other capabilities that have significantly improved the investor experience. Focus on your three strongest features rather than providing a comprehensive list of all functionalities. (max 200 words per feature)
0/50

Question 3. How does your Investor Gateway help ensure that investors receive timely approvals, licences, permits and clearances? (25 Marks) *

Describe the institutional, governance and operational arrangements that enable your Investor Gateway to actively facilitate investment projects and ensure timely decision-making across government. Your response may include enabling legislation, regulations, government policies, statutory timelines, service-level standards, workflow management, end-to-end application tracking, coordinated case management, escalation mechanisms, inter-agency coordination committees, executive oversight, project monitoring systems, performance dashboards or other governance arrangements that improve accountability, resolve bottlenecks and help ensure that investor applications progress efficiently. Please explain how these arrangements reduce delays, improve predictability and provide investors with confidence that their projects will be processed efficiently. (max 350 words)
0/50

Question 4. What measurable results has your Investor Gateway achieved? (20 Marks) *

Describe the measurable outcomes achieved through your Investor Gateway. These may include reductions in approval timelines, fewer procedures or investor visits, improved investor satisfaction, stronger coordination among government agencies, increased investment projects facilitated, faster project implementation, greater transparency and predictability, or increased investment realised. Wherever possible, support your response with quantitative evidence and performance indicators. (max 350 words)
0/50

Question 5. Describe the leadership role played by your IPA in establishing, operating and continuously improving the Investor Gateway. (10 Marks) *

Explain how your IPA has contributed to the success of the Investor Gateway. This may include conceptualising the initiative, leading its design and implementation, operating or managing the Gateway, serving as the coordinating agency or secretariat, convening participating government agencies, monitoring performance, driving institutional reforms or continuously enhancing the Gateway to improve investor services. The response should clearly demonstrate the leadership role of the IPA and the value it has added to the success of the initiative. (max 300 words)
0/50

Supporting Documents

Browse Files

Drag and drop files here

Please upload any relevant supporting documentation that strengthens your submission, such as project summaries, investor testimonials, impact assessments, government notifications, photographs, publications or media coverage.

Evaluation Criteria

Section	Marks
0. Investor Gateway Profile	(Not Scored)
1. Creating a Seamless Investor Journey	25
2. Three Distinctive Features	20
3. Ensuring Timely Investment Approvals	25
4. Results and Impact	20
5. Leadership of the IPA	10
Total	**100**

Back

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