

SERVE — Timor-Leste's One-Stop Business Registration Service

City Innovation Library · Good practice · Timor-Leste

Quality score: 52/100

Evidence strength: Moderate

Summary

Timor-Leste's SERVE one-stop shop consolidated company registration into a single service, cutting the time to open a business from 94 days in 2013 to 13 in 2022 (ADB) and registering over 54,000 businesses cumulatively — though red tape and informality persist.

Key dimensions

Dimension	Score
Evidence of impact / measured results	2/3
Transferability / demonstrated replication	1/3
Scalability	2/3
Sustainability / continuity	3/3
Innovation	1/3
Inclusiveness / equity	0/3
Multi-stakeholder collaboration	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-21

[SERVE, I.P. \(Ministry of Justice, Government of Timor-Leste\), with IFC and ADB technical support](#) — accessed 2026-08-21

[ADB — Simplifying Business Registration in Timor-Leste](#) — accessed 2026-08-21

[SERVE official registration statistics](#) — accessed 2026-08-21

[Government of Timor-Leste reform announcement](#) — accessed 2026-08-21

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