

**Starting a Business Survey**

[www.doingbusiness.org](http://www.doingbusiness.org)

Dear Contributor,

We would like to thank you for your cooperation with the *Doing Business* project. The information you provide is analyzed and presented in the *Doing Business* report, an annual publication of the World Bank and the International Finance Corporation that benchmarks business regulation in 178 economies worldwide.

Last year's report, *Doing Business 2008*, was a great success and inspired more than 3500 articles in the press, thanks to the generous contribution of 5000 experts like you in 178 economies. Since its inception in 2004, *Doing Business* has inspired 113 reforms around the world. These reforms make it easier to do business in countries as diverse as Egypt and Estonia.

Thanks to reforms of business regulation, more businesses are starting up, finds *Doing Business 2008*. Your participation has been essential to this success.

For *Doing Business 2009*, we are honored to be able to count on your expertise. We would be interested in understanding if reforms affecting starting a business in your country have been implemented since June 2007.

Please return the completed questionnaire within the next 20 working days, the latest by February, 7<sup>th</sup> 2008 to (sender's email). If you have any questions, do not hesitate to contact us.

Thank you again for your invaluable contribution to the World Bank's work.

Sincerely,



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## How to proceed

1. Please review the assumptions of the case study and the definitions to understand fully the context of the survey.
2. Please update your contact information, the information you would like us to publish, and the information regarding others who contributed to the completion of this survey.
3. In the Doing Business 2008 information section you will find a summary of start-up procedures, time and cost based on last year's responses. Please provide us, in the allocated spaces, with any reforms or administrative changes that have taken place.
4. In the Reforms section, please describe any new administrative or legal changes that have taken place between June 2007 and now, which affected a procedures' time and cost.

## Assumptions to guide you while you answer the questions

Please read carefully the following assumptions for they are important to understand the context of the survey:

### We assume that the company:

1. Is a **domestic limited liability company or its legal equivalent**, Name of the equivalent legal entity in each country
2. Operates in the country's largest business city : Sydney
3. Has 5 owners, none of whom is a legal entity. All are nationals.
4. Has a start-up capital of **10 times income per capita**, paid in cash: USD 322 200 = LCU 436 807.76 in local currency.
5. Performs general industrial or commercial activities, such as the production or sale of products or services to the public. It does not perform activities of foreign trade and does not handle products subject to a special tax regime, for example, liquor or tobacco. The business is not using heavily polluting production processes.
6. Leases the commercial plant and offices and is not a proprietor of real estate.
7. Does not qualify for investment incentives or any special benefits.
8. Has up to 50 employees 1 month after the commencement of operations, all of them nationals.
9. Has a turnover of at least 100 times income per capita.
10. Has a company deed 10 pages long.

## Definitions

Please read carefully the following definitions for they are important to answer the survey:

A **procedure** is defined as any interaction of the company founder with external parties; for example, government agencies, lawyers, auditors, or notaries. Interactions between company founders or company officers and employees are not considered separate procedures. Both pre- and post-incorporation procedures that are officially required for an entrepreneur to legally operate a business are recorded.

**Costs** only include official fees and taxes. Bribes are excluded. If possible, the relevant fee schedule or calculation formula should be indicated (for example, as a percentage of the company's capital). Professional fees (notaries, lawyers or accountants) are only included if the company is required to use such services.

**Time** is recorded in calendar days and captures the median duration of each procedure. The time span for each procedure starts with the first filing of the application or demand, and ends once the company has received the final document, such as the company registration certificate or tax number (for example : it would include the time to make an appointment with the notary or any waiting time once the documents are filed). It is assumed that the entrepreneur has had no prior contact with any of the officials).

Existing Contact information:

	Please provide us with your updated information, if any.	Please mark the information you would like published?
<b>Title (Mr., Ms., etc.)</b>	[     ]	<input type="checkbox"/>
<b>Name</b>	[     ] (first/given) [     ] (last/family)	<input type="checkbox"/>
<b>Position</b>	[     ]	<input type="checkbox"/>
<b>Firm</b>	[     ]	<input type="checkbox"/>
<b>Mailing Address</b>	[     ] (street) [     ] (city) [     ] (state/province) [     ] (country) [     ] (zip/postal)	<input type="checkbox"/>
<b>Phone</b>	[     ]	<input type="checkbox"/>
<b>Cell Phone</b>	[     ]	<input type="checkbox"/>
<b>Fax</b>	[     ]	<input type="checkbox"/>
<b>E-Mail</b>	[     ]	<input type="checkbox"/>
<b>Website</b>	[     ]	<input type="checkbox"/>

Additional Contributors:

	Name	Firm and Position	Email	Phone
<b>1<sup>st</sup> participant</b>	[     ] (first/given) [     ] (last/family)	[     ] (firm) [     ] (position)	[     ]	[     ]
<b>2<sup>nd</sup> participant</b>	[     ] (first/given) [     ] (last/family)	[     ] (firm) [     ] (position)	[     ]	[     ]
<b>3<sup>rd</sup> participant</b>	[     ] (first/given) [     ] (last/family)	[     ] (firm) [     ] (position)	[     ]	[     ]
<b>4<sup>th</sup> participant</b>	[     ] (first/given) [     ] (last/family)	[     ] (firm) [     ] (position)	[     ]	[     ]
<b>5<sup>th</sup> participant</b>	[     ] (first/given) [     ] (last/family)	[     ] (firm) [     ] (position)	[     ]	[     ]

## Procedure List: starting a business update

In the table below you will find a summary of start-up procedures, time and official cost for a domestic limited liability company or its legal equivalent based on last year's responses from you and other contributors. Please review the information and indicate any changes that occurred **between June 2007 and now**.

When amending the time, cost or procedures below, please keep in mind the following definitions:

**Correction:** A correction results from an error in the data presented (i.e., a wrong cost calculation formula or fee schedule). Please keep in mind that the data is current as of June 2007..

**Reform:** A reform results from a modification in practice or by law with either a negative or positive impact on the data, which occurred after June 2007.

		Please provide us with updated information, if any.
<b>Company Type</b>	Proprietary Company (Pty Ltd) [    ]	
<b>Minimum capita requirement</b>	LCU 2 [    ]	
<b>Paid-in minimum capital requirement</b> (minimum amount to be paid prior to or within 3 months of company registration)	LCU 2 [    ]	<b>Please indicate whether it is a correction or a reform (see definitions above)</b> <input type="checkbox"/> Correction or <input type="checkbox"/> Reform
What percentage of the capital can be paid in non-cash contributions? [    ]		
What types of non-cash contributions are allowed towards the capital? (ex. real property, technology, management services.) [    ]		
When can the paid-in capital be withdrawn? (ex. immediately after incorporation or registration, 1 year after registration, after dissolution of business) [    ]		
<i>Note: Procedures sometimes take place simultaneously. Instances of this are marked with an asterisk (*).</i>		
<b>Procedure</b>	_____	
<b>Time</b>	_____	
<b>Cost</b>	_____	
<b>Comment</b>	_____	
Has this procedure, the time or cost associated with it changed since June 2007? fieldYes Yes fieldNo No		
If yes, please indicate the new value(s): _____		
If yes, please indicate whether it is a correction or reform and explain. Feel free to use this space to make any additional comments about this procedure or the information above: _____		

## Additional procedures to start a business

Please specify any new or existing procedures that have not been included in the above list.

<b>Procedure</b>	[    ]
<b>Time</b>	[    ]
<b>Cost</b>	[    ]
<b>Comment</b>	[    ]
Is this entry a <input type="checkbox"/> Correction or a <input type="checkbox"/> Reform?	
Please explain [    ]	
Please indicate the sequence of this new procedure (ex: between procedures 2 and 3) [    ]	
Can this procedure take place simultaneously with another procedure? If so, which one(s)? [    ]	

<b>Procedure</b>	[    ]
<b>Time</b>	[    ]
<b>Cost</b>	[    ]
<b>Comment</b>	[    ]
Is this entry a <input type="checkbox"/> Correction or a <input type="checkbox"/> Reform?	
Please explain [    ]	
Please indicate the sequence of this new procedure (ex: between procedures 2 and 3) [    ]	
Can this procedure take place simultaneously with another procedure? If so, which one(s)? [    ]	

<b>Procedure</b>	[    ]
<b>Time</b>	[    ]
<b>Cost</b>	[    ]
<b>Comment</b>	[    ]
Is this entry a <input type="checkbox"/> Correction or a <input type="checkbox"/> Reform?	
Please explain [    ]	
Please indicate the sequence of this new procedure (ex: between procedures 2 and 3) [    ]	
Can this procedure take place simultaneously with another procedure? If so, which one(s)? [    ]	

**Additional comments:** [    ]

## Reforms

1. Between June 2007 and now, did any administrative or legal changes affect the requirements and process to establish a domestic limited liability company (or its equivalent legal entity)?

Yes |  No

If No, please proceed to question 3

2. Please describe any changes or reforms that occurred between June 2007 and now in the table below.

	Examples
<b>Legal Reform</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Minimum capital requirement changed; procedures were added or cut; Company Law or Commercial Code was revised
<b>Change in commercial registration process</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	New single access point or one-stop shop was created; registry was computerized or re-organized; registration changed from judicial to administrative process; substantive review of applications was eliminated; registration can be completed online; a new expedited service or statutory time limits exist; 'silence-is-consent' rule was introduced (authorization automatically approved after certain time limit) were introduced.
<b>Documentation and Publication</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Documentation requirements were simplified, reduced or standardized; publication requirements (in official gazette or daily newspaper) changed.
<b>Social security or labor registration</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Requirements were streamlined or registration simplified.
<b>Tax registration</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Tax registration was simplified; single identification number (for tax, statistical and other registration purposes) was introduced.
<b>Fees/taxes reduced</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Reduction of notary and accountant fees, stamp duties increased, registration fees lowered or eliminated.
<b>Other reforms or changes</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	Please indicate any reforms or changes not covered in the sections above. [       ]
If you have answered yes to any of the above reforms, please provide details below:	
<b>Date of reform(s)</b>	[       ]
<b>Relevant Laws or regulations</b>	[       ]
<b>Reform(s) Content</b>	[       ]
<b>Other comments</b>	[       ]

3. Please list the main laws, regulations and decrees that govern business start-up (e.g., Company Code, labor law, social security law, tax law, etc.) and the dates the laws were adopted.

Main Laws	On-line link
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]
<b>Other Laws :</b>	
[ ]	[ ]
<b>Comments:</b>	
[ ]	

4. Please list any laws, regulations and decrees that govern business start-up that were amended or became effective since 1 June 2007. Please specify the names and dates the laws were adopted.

Main Laws and Dates	On-line link
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]

5. When was the Company registration-related law last amended?  
[ ]

6. Does your country have legal provisions regulating the use of electronic records, signatures, payments or any other electronic transactions? If so, please cite the name and date of the law.

Yes |  No

Comment: [ ]

7. Are you aware of any planned changes to the laws and regulations on establishing limited liability companies (or their equivalent legal entities) in your country?

Yes |  No

8. If Yes, please briefly describe: 1) the expected date of the reform, 2) the goal of the reform, and 3) its major characteristics (solutions it provides to achieve the goal):  
[ ]

9. If your country reformed any aspects of business start-up between June 2007 and now, how do you assess the success of the reform?  
[ ]

10. In your opinion, is the company registration process more or less efficient now in comparison to the previous year (June, 2007)?

**Please explain the reason for your selection**

<input type="checkbox"/> Same	[ ]
<input type="checkbox"/> Less efficient	[ ]
<input type="checkbox"/> More efficient	[ ]

11. If you were to advise the government on how to reform business start-up, what would be your main suggestion and why?  
[ ]

## Research

The following questions are a part of a Doing Business research program. Please note that the findings of these questions *will not be included in the Doing Business start-up indicator or rankings*.

### Business registration:

- How many domestic limited liability companies have you and your firm registered in the past 2 years?  
[ ]
- Would you be able to refer us to a contact in the commercial registry in city?  
[ ] (Name) [ ] (phone) [ ] (e-mail)  
If applicable, please provide us with the commercial registry website: [ ]

### One stop shop:

If a one stop shop for business start-up is operational in your country,

- Do you or your clients use the one stop shop for company registration or do you prefer contacting all relevant agencies directly? [ ]

If yes, what are the main benefits (time- or cost-savings, additional information provided, client service, etc)?  
[ ]

If not, what would have to change for you to use the one stop shop?  
[ ]

### Starting a Business by Women

Doing Business is conducting a unique research effort focused on opportunities for women in business. The following section will help inform that research effort, and is separate from the rest of this survey. Please disregard the standardized case study and its assumptions you used in the rest of this survey to complete this section. The information being gathered here **will have no impact on the indicators**. We would appreciate you taking the time to answer this section relating to the provisions of starting a business or general commercial licensing as they relate to women.

Question	Explanation	Answer
<b>For the following questions, if your answer is Yes. Please explain and provide the legal basis or prevailing practice :</b>		
Do the <b>business registration laws and regulations</b> in your country make specific reference to women starting or operating businesses?	[ ]	[ ]
Which <b>business registration regulations or laws</b> differ for female entrepreneurs compared to male entrepreneurs? For example, do women need to submit additional documents to register a business?	[ ]	[ ]
In your country, are there any particular legal requirements for married or single women who wish to start or operate a business? (For example, wives require consent or co-signature of husband or another third party to register a business)  Are there similar requirements for either married or single men? If so, please specify.	[ ]	[ ]
Can a woman represent a business for the purpose of signing legal documents or in court proceedings?	[ ]	[ ]
Do your <b>“commercial licensing regulations”</b> make specific references to women?  By commercial licensing regulations, we mean any laws and regulations that govern licenses or permits for commercial activities. (For example, wives require consent or co-signature of husband or another third party to register a business)	[ ]	[ ]

Does your country require a specific license to operate as an agricultural produce vendor or retailer?	[ ]	[ ]
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## Referrals

The Doing Business project covers several topics of business regulation from start-up to closing. Please let us know whether you would like to contribute to any of the following topics in addition to this survey or whether you would like to recommend one of your colleagues.

I would like to contribute to the following topic	I would like to recommend :		
	Name	Firm and Position	Contact Information
<input type="checkbox"/> Starting a business	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Construction licenses/ building regulation (including Architects and Engineers)	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Labor and social security regulation	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Registering property	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Collateral laws/secured transactions	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Protecting investors, (Corporate and Securities law)	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Enforcing contracts/ commercial disputes	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Closing a business/ bankruptcy law	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Transparency/ Public interest law (including NGO's, Academics and Practitioners)	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Trade ( including Freight forwarders, Importers and Exporters)	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
<input type="checkbox"/> Infrastructure/ Electricity (including Architects, Engineers, Electrical utility personnel)	[ ] (first name) [ ] (last name)	[ ] (firm) [ ] (position)	[ ] (phone) [ ] (e-mail)
Other comments: [ ]			

### Thank you for completing the survey!

We appreciate your contribution to the Doing Business project.  
The results will appear in *Doing Business 2009* and on our website: <http://www.doingbusiness.org>.  
Your work will be gratefully acknowledged in both.