

Starting a Business Questionnaire – «DB_SB_Survey_Economy_FullName1» www.doingbusiness.org

Dear «Title» «FirstName» «LastName»,

We would like to thank you for your participation in the *Doing Business* project. Your expertise in the area of Starting a Business in «DB_sb_Survey_Economy_NoCity» is essential to the success of the *Doing Business* report, one of the flagship publications of the World Bank Group that benchmarks business regulations in 190 economies worldwide. The Starting a Business indicator, which measures the number of procedures, time, cost and paid-in minimum capital requirement for a small and medium-size limited liability company to start up and formally operate, is one of the 11 indicator sets published by the *Doing Business* report.

The report attracts much attention around the world. The latest edition, *Doing Business 2017: Equal Opportunity for All*, introduced improvements in the paying taxes and protecting minority investors indicators, and included a gender component in 3 of 11 *Doing Business* indicator sets. It received over 7,000 media citations within just a week of its publication on October 25, 2016 and the report was downloaded almost 40,000 times within that same period. A record 137 economies implemented a total of 283 reforms. Low and middle income countries carried out more than 75% of these reforms, with Sub-Saharan Africa accounting for 80 of them.

Governments worldwide read the report with interest every year, and your contribution makes it possible for the *Doing Business* project to disseminate the regulatory best practices that continue to inspire their regulatory reform efforts. Since 2004, more than 170 economies have implemented more than 580 reforms making it easier to start a business. In 2015/16, 49 economies implemented such reforms. For Starting a Business, most focused on simplifying pre-registration and registration formalities.

We are honored to be able to count on your expertise for *Doing Business 2018*. Please do the following in completing the questionnaire:

- Review the assumptions of the case study before updating last year's information in the questionnaire.
- Describe in detail any reform that has affected the process for starting a business since June 1, 2016.
- Be sure to update your name and address if necessary, so that we can mail you a complimentary copy of the report.
- Kindly return the questionnaire to «SurveyAnalystName» at «SurveyAnalystEmail».

We thank you again for your invaluable contribution to the work of the World Bank Group.

Sincerely,

«SurveyAnalystName»

Tel: «SurveyAnalystPhone»

Email: «SurveyAnalystEmail»



Primary Contributor Information: Please check the box next to information you **do not** want us to **publish**.

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|--|--|
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Additional Contributor(s): If there are more people whom you would like us to acknowledge, kindly send us an e-mail.

| Name | Occupation | Email | Phone | Address |
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| [title] [first name] [last name] | [firm] [position] [profession] | [] | [phone] [mobile] | [street] [state/province] [city/country] |
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Please e-mail me an electronic copy of the report and my certificate of appreciation, rather than mailing me a paper copy.

1. Case Study Assumptions

The Starting a Business indicators record all procedures officially required, or commonly done in practice, for an entrepreneur to start up and formally operate an industrial or commercial business, as well as the time and cost to complete these procedures and the paid-in minimum capital. These procedures include obtaining all the necessary licenses and permits and completing any required notifications, verifications or inscriptions for the company and employees with relevant authorities.

Please provide responses to the questions in sections 2 and 3 of the questionnaire based on the case study assumptions and information below.

You are setting up the following company:

| | |
|-----------------------------------|--|
| Type of limited liability company | <ul style="list-style-type: none"> «DB_sb_CompanyType». The business has 5 owners (shareholders) and is 100% domestically owned. |
| Location | <ul style="list-style-type: none"> In «Survey_City». |
| Company size | <ul style="list-style-type: none"> Start-up capital: «Survey_Currency_Code» «DB_sb_StartupcapitalLCU». Annual sales (turnover): «Survey_Currency_Code» «DB_sb_AnnualSalesLCU». Number of employees: 10-50 employees (within 1 month of commencement of operations). All are nationals of «DB_sb_Survey_Economy_NoCity». |
| Activities | <ul style="list-style-type: none"> The business conducts general industrial or commercial activities, such as production or sale of goods or services to the public. The business does not qualify for investment incentives or any special benefits. The business does not perform foreign trade activities and does not handle products subject to a special tax regime, for example, liquor or tobacco. It does not use heavily polluting production processes. |
| Assets and office space | <ul style="list-style-type: none"> The business does not own real estate. It leases the commercial plant and offices. The amount of the annual lease for the office space is «Survey_Currency_Code» «DB_sb_AnnualLeaseLCU». The size of the entire office space is approximately 929 square meters (10,000 square feet). |
| Company deed | <ul style="list-style-type: none"> 10 pages long. |

2. Reform Update

When answering the questions below, please use the case study assumptions provided in section 1.

2.1 Has there been any reform (in practice or in laws and regulations) related to the process of starting a business SINCE June 1, 2016?

If applicable, please indicate the name and date of the law and provide an online link to the legal text:

| Response | If yes, has this reform simplified or complicated the process of starting a business? Please explain: |
|-------------------|---|
| -Click to Select- | |

2.2 Are you aware of any reform (in practice or in laws and regulations) related to the process of starting a business that is expected to be adopted PRIOR TO June 1, 2017?

| Response | If yes, is this reform expected to simplify or complicate the process of starting a business? Please explain: |
|-------------------|---|
| -Click to Select- | |

2.3 Are you aware of any reform (in practice or in laws and regulations) related to the process of starting a business that is ongoing and is expected to be adopted AFTER June 1, 2017?

| Response | If yes, is this reform expected to simplify or complicate the process of starting a business? Please explain: |
|-------------------|---|
| -Click to Select- | |

2.4 How many «DB_sb_CompanyType» registrations did you or your company oversee in the past year?

-Click to Select-

3. The Business Start-up Process

For your convenience, last year's aggregate answers are included in this survey. They represent a **unified** answer based on the answers we received from various contributors. Thus, they may not match the specific answers that you or your colleagues provided last year.

If you feel that the unified answers do not reflect the current reality in your economy, kindly provide us with your own answers and a clear indication of the reasons for your different views.

Please describe in detail any change to the data and indicate when the change took effect. Please specify the reason why you think the data for this year should be different:

- (i) Correction: our unified answer is wrong and does not reflect the current practice in your economy;
- (ii) Reform: the different answer resulted from a modification of practice or law after June 1, 2016;
- (iii) Other: please specify.

Definitions

A **procedure** is any interaction of the company founder with external parties, for example, government agencies, lawyers, auditors or notaries. Interactions between company founders or between company officers and their employees are not considered separate procedures. Both pre- and post-incorporation procedures that are required for an entrepreneur to legally operate a business (**including procedures required after the company incorporation**) are recorded. If female entrepreneurs have to comply with additional requirements compared to male entrepreneurs, such additional requirements are included in the list of procedures and are marked as "applies to women only".

Time is recorded in **calendar days**, not working days. The time span for each procedure starts with the first filing of the application or request and ends once the company has received the final document, such as the company registration certificate or tax number (for example, it includes the time to make an appointment with a 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. Procedures that can be fully completed online and in less than 1 day are counted as half a day.

Costs include only **official fees and taxes**. Bribes are excluded. If possible, please indicate the relevant fee schedule or calculation formula (for example, as a percentage of the company's capital). Fees for professional services (such as those of notaries, lawyers or accountants) are included only if the company is required by law to use such services or if the use of professional services are solicited by the majority of entrepreneurs.

Paid-in minimum capital requirement is the amount that an entrepreneur is required to deposit in a bank or with a notary prior to or within 3 months of company registration.

Please note that all time and cost estimates for each procedure should be provided assuming that no bribe is offered to the officials. Similarly, please assume that no procedure can be skipped through a bribe payment.

3.1 Please update the data below, taking into account the case study assumptions provided in section 1.

- Please describe in detail any change to the data and indicate when the change took effect.
- When your answers differ from last year's information, please specify whether this is due to a correction, a reform or other reason.

| | Last year's information | Please update last year's information | Comments (correction, reform, other) |
|--|---------------------------------|---------------------------------------|--------------------------------------|
| Most common type of domestic limited liability company in «DB_SB_Survey_Economy_FullName1». | «DB_sb_CompanyType» | | |
| Minimum capital requirement | «DB_sb_MinCapLCU» | | |
| Paid-in minimum capital requirement (minimum amount to be deposited prior to or within 3 months of company registration) | «DB_sb_PaidinMinCapLCUorUSDCON» | | |

3.2 Please revise as needed the following list of procedures to start a company in «Survey_City» based on the scenario described in section 1.

| Procedure «DB_sb_DBSBProcList_Name_counter» «DB_sb_DBSBProcList_PROCEDURE_NUMBER_coun» | |
|---|--|
| Time: | Time last year: «DB_sb_DBSBProcList_TimeforWeb_counter» |
| | Time update: |
| | Can this procedure be done simultaneously with another procedure? -Click to Select- |
| | If so, which other procedure can it be done simultaneously with? |
| Cost: | Cost last year: «DB_sb_DBSBProcList_CostforWeb_counter» |
| | Cost update: |
| | Legal basis for the fee (including a link to the fee schedule where available): |
| Agency: | Agency last year: «DB_sb_DBSBProcList_Agency_counter» |
| | Agency update: |

| | |
|---|--|
| Procedure Details: | Details: «DB_sb_DBSBProcList_ProcedureComments_cou» Your comments: |
| If you made changes to last year's information, please indicate whether these reflect a correction or a reform -Click to Select- | |
| Please explain the changes and provide the legal basis when applicable: | |
| Can this procedure be done online? -Click to Select- Please provide a link to the website: | |
| If yes , do the majority of entrepreneurs use this online service? -Click to Select- | |
| If not , what are the main obstacles? | |
| If the procedure is done online, is any further in-person interaction still needed at the agency (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select- | |
| If yes, please explain: | |

3.3 Additional procedures to start a business. Please specify any new or existing procedures that have been omitted from the general list. For example, are there any missing procedures related to:

- Registration of employer and/or employees with the relevant social security agency
- Registration of employer and/or employees with the Ministry of Labor
- Registration of employer with the relevant tax authority and/or VAT
- Registration or inspection of the company's office space by any agency

| Additional procedure 1 | |
|--|--|
| Time: | Can this procedure be done simultaneously with another procedure? -Click to Select- If so, which other procedure can it be done simultaneously with? |
| Cost: | Legal basis for the fee (including a link to the fee schedule where available): |
| Agency: | |
| Procedure Details: | Please indicate the sequence of this new procedure (for example, between procedures 2 and 3): |
| Can this procedure be done online? -Click to Select- Please provide a link to the website: | |
| If yes , do the majority of entrepreneurs use this online service? -Click to Select- | |
| If not , what are the main obstacles? | |

If the procedure is done online, is any **further** in-person interaction still needed **at the agency** (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-

If yes, please explain:

Additional procedure 2

Time:

Can this procedure be done simultaneously with another procedure?

-Click to Select-

If so, which other procedure can it be done simultaneously with?

Cost:

Legal basis for the fee (including a link to the fee schedule where available):

Agency:

Procedure Details:

Please indicate the sequence of this new procedure (for example, between procedures 2 and 3):

Can this procedure be done online? -Click to Select- Please provide a link to the website:

If **yes**, do the **majority** of entrepreneurs use this online service? -Click to Select-

If **not**, what are the main obstacles?

If the procedure is done online, is any **further** in-person interaction still needed **at the agency** (i.e. a visit to submit physical documents in addition to the electronic submission; a visit to obtain the final document; receive a physical inspection visit, etc.)? -Click to Select-

If yes, please explain:

3.4 Please verify the time required for all procedures to start and operate a business in «Survey_City»

| Question | Answer |
|---|------------------------------|
| Last year , the overall time to start and operate a limited liability company in «Survey_City» – including all the procedures required before, during and after registration - was estimated at: | «DB_sb_TotalTime_Women» days |
| This year , based on your experience and using the case study assumptions explained in Section 1, what is the overall average time to start and operate a business? | days |
| Based on your experience and the same case study assumptions, what can be the fastest time in practice to start and operate a business? | days |

Based on your experience and the same case study assumptions, what can be **the longest time** in practice to start and operate a business?

days

If there is a difference between the fastest and the longest time, what is the main reason behind it?

4. Research Questions

This year, *Doing Business* is collecting data on the quality of infrastructure, accessibility of information and legislative framework for the registration of limited liability companies. This section measures data for «DB_sb_Survey_Economy_NoCity». Please provide your answers to the questions below as well as your comments when applicable.

4.1 Quality of infrastructure at the company registry

| | Answer | Comments |
|---|-------------------|----------|
| 4.1.1 Is there a centralized business registry with full national coverage («DB_sb_Survey_Economy_NoCity»)? | -Click to Select- | |
| 4.1.2 Are all company records stored in digital form in the economy («DB_sb_Survey_Economy_NoCity»)? | -Click to Select- | |
| 4.1.3 Is there an electronic database to search all company records? | -Click to Select- | |
| If yes, is the search available for individual cases? | -Click to Select- | |
| If yes, is the search available in bulk (i.e., the result would show all companies that satisfy the search criteria)? | -Click to Select- | |
| 4.1.4 Is there an electronic system that covers the entire company registration process? | -Click to Select- | |
| 4.1.5 Is there a fully electronic filling of changes of ownership? | -Click to Select- | |
| 4.1.6 Is there an electronic payment for all fees related to company incorporation? | -Click to Select- | |
| 4.1.7 Is there an electronic signature or another electronic form of authentication (with relevant legal framework) used for online company registration? | -Click to Select- | |
| 4.1.8 Is there an automated electronic exchange of information between the business registry and other stakeholder agencies (tax authority, social security, pension fund, etc.)? | -Click to Select- | |
| 4.1.9 Is a Unique Business Identification number (UBI) for all companies used by | -Click to Select- | |

all government agencies (business registry, tax authority, social security, etc.)?

4.2 Accessibility of information about companies

| | Answer | If online, please provide link | Comments |
|--|-------------------|--------------------------------|----------|
| 4.2.1 Does the company registry provide public access to information about the: | | | |
| • Name of company? | -Click to Select- | | |
| • Company ID? | -Click to Select- | | |
| • Name of directors? | -Click to Select- | | |
| • Name of shareholders? | -Click to Select- | | |
| • Name of beneficial owners? | -Click to Select- | | |
| • Articles of association? | -Click to Select- | | |
| • Year of incorporation? | -Click to Select- | | |
| • Legal address? | -Click to Select- | | |
| • Physical address? | -Click to Select- | | |
| • Type of main activity? | -Click to Select- | | |
| • Annual accounts? | -Click to Select- | | |
| • Annual returns? | -Click to Select- | | |
| • Capital structure (types, numbers and rights of outstanding shares)? | -Click to Select- | | |
| • Corporate structure (corporate family tree, subsidiaries, holding companies, etc.)? | -Click to Select- | | |
| 4.2.2 Is the list of documents needed to incorporate a limited liability company available to the general public? | -Click to Select- | | |
| 4.2.3 Is the list of all fees (including their amount) required for company incorporation available to the general public? | -Click to Select- | | |
| 4.2.4 Are the service standards for company incorporation (e.g. commitment from the | -Click to Select- | | |

| | Answer | If online, please provide link | Comments |
|---|-------------------|--------------------------------|----------|
| administration to deliver the document within a specific timeframe) available to the general public? | | | |
| 4.2.5 Are statistics about newly registered limited liability companies available to the general public? | -Click to Select- | | |
| If yes, what is the number of new limited liability companies in the economy («DB_sb_Survey_Economy_NoCity») in 2016? | | | |

4.3 Legislative framework for company registration

| | Answer | If yes, please provide a specific legal basis | Comments |
|--|--|---|----------|
| 4.3.1 Is it mandatory to verify the company name? | -Click to Select- | | |
| 4.3.2 Is it mandatory to verify the identity of the entrepreneurs? | -Click to Select- | | |
| If yes, who is held responsible for verifying the identity of the entrepreneurs? Please select all that apply: | <input type="checkbox"/> Registrar <input type="checkbox"/> Notary <input type="checkbox"/> Lawyer <input type="checkbox"/> Other | | |
| 4.3.3 Is it mandatory to register changes of company name at the business registry? | -Click to Select- | | |
| If yes, what is the time limit for registering such changes? | | | |
| 4.3.4 Is it mandatory to register changes in shareholder details at the business registry? | -Click to Select- | | |
| If yes, what is the time limit for registering such changes? | | | |
| 4.3.5 Is it mandatory to register changes in the articles of association at the | -Click to Select- | | |

| | | | |
|---|-------------------|--|--|
| business registry? | | | |
| If yes, what is the time limit for registering such changes? | | | |
| 4.3.6 Is it mandatory to register bankruptcy cases? | -Click to Select- | | |
| If yes, what is the time limit for registering such cases? | | | |
| 4.3.7 Is it mandatory to register beneficial owner details and changes thereof? | -Click to Select- | | |
| If yes, what is the time limit for registering such changes? | | | |
| 4.3.8 Are there legal provisions on preventing the corporate identity theft? | -Click to Select- | | |

Referrals

Please help us expand our list of contributors by referring us to other experts in the private or public sector (lawyers, notaries, public officials or any expert on this field) who could respond to *Doing Business* questionnaire.

First Name

Last name

Firm name

Position

Phone

Email

Profession -Click to Select-

Topic of Interest -Click to Select-

Thank you very much for completing the questionnaire!

We sincerely appreciate your contribution to the *Doing Business* project. The results will appear in *Doing Business 2018* and on our website: <http://www.doingbusiness.org>.

Your work will be gratefully acknowledged in both.