

Starting a Business Questionnaire – «DB\_SB\_Survey\_Economy\_FullName1»  
www.doingbusiness.org

Dear Contributor,

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 2018: Reforming to Create Jobs*, was the 15th in a series of annual reports measuring the regulations that enhance business activity and those that constrain it. It received over 10,000 media citations within just a week of its publication on October 31, 2017. Within that same period the *Doing Business* website was viewed over a million times and the report was downloaded over 15,000 times. One hundred and nineteen economies implemented a total of 264 reforms easing the process of doing business. Europe and Central Asia continues to be the region with the highest share of economies reforming – i.e. 79%, followed by South Asia and Sub-Saharan Africa.

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. In 2016/17, 38 economies made changes to pre-registration and registration formalities captured by the Starting a Business indicator.

We are honored to be able to count on your expertise for *Doing Business 2019*. 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 areas of starting a business since June 1, 2017.
- 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**.

		<b>Name</b>			
Do not publish <input type="checkbox"/>	Title (Mr., Ms., Dr.)	«Title»	[ ]	[ ]	
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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
[title] [first name] [last name]	[firm] [position] [profession]	[ ]	[phone] [mobile]	[street] [state/province] [city/country]
[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.

**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 can respond to the questionnaire.

First name	Last name	Position	Firm	Address	Phone	E-mail
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

## 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:

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

## 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, 2017?**

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 May 1, 2018?**

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 May 1, 2018?**

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, 2017;
- (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.

<b>Procedure</b> «DB_sb_DBSBProcList_PROCEDURE_NUMBER_counter»	«DB_sb_DBSBProcList_Name_counter»
<b>Name update:</b>	
<b>Time:</b>	Time last year: «DB_sb_DBSBProcList_TimeforWeb_counter»
	<b>Time update:</b>
	Can this procedure be done simultaneously with another procedure? -Click to Select-
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	Cost last year: «DB_sb_DBSBProcList_CostforWeb_counter»
	<b>Cost update:</b>
	Legal basis for the fee (including a link to the fee schedule where available):
<b>Agency:</b>	Agency last year: «DB_sb_DBSBProcList_Agency_counter»
	<b>Agency update:</b>
<b>Procedure Details:</b>	Details: «DB_sb_DBSBProcList_ProcedureComments_cou» <b>Your comments:</b>
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 <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-
If <b>not</b> , what are the main obstacles?
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (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 and operate 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

<b>Additional procedure 1</b>	
<b>Time:</b>	
	Can this procedure be done simultaneously with another procedure? -Click to Select-
	If so, which other procedure can it be done simultaneously with?
<b>Cost:</b>	
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	
<b>Procedure Details:</b>	
	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 <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (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:	

<b>Additional procedure 2</b>	
<b>Time:</b>	
	Can this procedure be done simultaneously with another procedure? -Click to Select-
	If so, which other procedure can it be done simultaneously with?

<b>Cost:</b>	
	<b>Legal basis for the fee (including a link to the fee schedule where available):</b>
<b>Agency:</b>	
<b>Procedure Details:</b>	
	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 <b>yes</b> , do the <b>majority</b> of entrepreneurs use this online service? -Click to Select-	
If <b>not</b> , what are the main obstacles?	
If the procedure is done online, is any <b>further</b> in-person interaction still needed <b>at the agency</b> (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:	



## 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. It also looks into the issue of education and training at the company registry. 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 in bulk (i.e., the result would show all companies that satisfy the search criteria)?	-Click to Select-	
If yes, is the search available for individual cases?	-Click to Select-	
4.1.4 Is there an electronic system that covers the entire company registration process (from submitting the application to receiving the company documents in an electronic format)?	-Click to Select-	
4.1.5 Is there a fully electronic filling of changes of company 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 all government agencies (business registry, tax authority, social security, etc.)?	-Click to Select-	

## 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-		
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 administration to deliver the document within a specific timeframe) available to the general public?	-Click to Select-		
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 2017?			

## 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 business registry?	-Click to Select-		
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-		
If yes, please describe.			
4.3.9 Are there any differences for women shareholders during the operations of the company?	-Click to Select-		
If yes, please describe.			

## 4.4 Training and education

	Answer	Comments
4.4.1 Do the officers of the company registry have the legal obligation of attending specific trainings?	-Click to Select-	
If yes, what is the legal basis?		
If yes, how are the training delivered (online, group classes, etc.)?		
If yes, is there any time requirement for officers to do the training?		
If yes, what is the content of the training?		
4.4.2 Is there any minimum number of days per year dedicated to training for officers of the company registry?	-Click to Select-	
If yes, what is the minimum amount?		
4.4.3 Is there any frequency for the trainings provided to the officers of the company registry?	-Click to Select-	
If yes, how often are the trainings provided?		
4.4.4 Does the company registry have a budget dedicated to staff training?	-Click to Select-	
If yes, what is the amount for training?		
If yes, what is the percentage of the total budget?		
4.4.5 Are entrepreneurs offered the option of attending specific classes or trainings when they start their new business?	-Click to Select-	
If yes, what is the content of the training (business plan, entrepreneurship, etc.)?		
If yes, how are the training delivered (online, group classes, etc.)?		
If yes, are the trainings offered to anyone or targeted at specific groups (youth, women, etc.)?		
4.4.6 Do entrepreneurs get any incentive to obtain any additional tertiary education during the conduct of business?	-Click to Select-	
If yes, what kind of incentive is offered (tax credits for educational expenses, tax exempt educational savings plans, funding for entrepreneurship training, etc.)?		
If yes, are the incentives offered to anyone or targeted at specific groups (youth, women, etc.)?		
4.4.7 When changes to the business start-up process are introduced (e.g. new online system), how are the conveyed to the officers of the business registry?	<input type="checkbox"/> Pilot test <input type="checkbox"/> Dissemination campaign (e.g. social media, billboards, etc.) <input type="checkbox"/> Training/workshops <input type="checkbox"/> Through public broadcast (e.g. TV, radio, etc.) <input type="checkbox"/> None of the above <input type="checkbox"/> Other (please specify in comments)	

4.4.8 When changes to the business start-up process are introduced (e.g. new online system), how are they conveyed to the general public?

- Dissemination campaign (e.g. social media, billboards, etc.)
- Training/workshops
- Through public broadcast (e.g. TV, radio, etc.)
- None of the above
- Other (please specify in comments)

## 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 the *Doing Business 2019* report and on our website: <http://www.doingbusiness.org>.

Your work will be gratefully acknowledged.