

Doing Business 2011

Chile

**Making
a Difference for
Entrepreneurs**

COMPARING BUSINESS REGULATION IN 183 ECONOMIES



© 2010 The International Bank for Reconstruction and Development / The World Bank
1818 H Street NW
Washington, DC 20433
Telephone 202-473-1000
Internet www.worldbank.org

All rights reserved.
1 2 3 4 08 07 06 05

A copublication of The World Bank and the International Finance Corporation.

This volume is a product of the staff of the World Bank Group. The findings, interpretations and conclusions expressed in this volume do not necessarily reflect the views of the Executive Directors of the World Bank or the governments they represent. The World Bank does not guarantee the accuracy of the data included in this work.

Rights and Permissions

The material in this publication is copyrighted. Copying and/or transmitting portions or all of this work without permission may be a violation of applicable law. The World Bank encourages dissemination of its work and will normally grant permission to reproduce portions of the work promptly.

For permission to photocopy or reprint any part of this work, please send a request with complete information to the Copyright Clearance Center, Inc., 222 Rosewood Drive, Danvers, MA 01923, USA; telephone 978-750-8400; fax 978-750-4470; Internet www.copyright.com.

All other queries on rights and licenses, including subsidiary rights, should be addressed to the Office of the Publisher, The World Bank, 1818 H Street NW, Washington, DC 20433, USA; fax 202-522-2422; e-mail pubrights@worldbank.org.

Additional copies of *Doing Business 2011: Making a Difference for Entrepreneurs*, *Doing Business 2010: Reforming through Difficult Times*, *Doing Business 2009*, *Doing Business 2008*, *Doing Business 2007: How to Reform*, *Doing Business in 2006: Creating Jobs*, *Doing Business in 2005: Removing Obstacles to Growth* and *Doing Business in 2004: Understanding Regulations* may be purchased at www.doingbusiness.org.

ISBN: 978-0-8213-7960-8
E-ISBN: 978-0-8213-8630-9
DOI: 10.1596/978-0-8213-7960-8
ISSN: 1729-2638

Library of Congress Cataloging-in-Publication data has been applied for.
Printed in the United States

Current features

News on the *Doing Business* project

<http://www.doingbusiness.org>

Rankings

How economies rank-from 1 to 183

<http://www.doingbusiness.org/rankings/>

Reformers

Short summaries of DB2011 reforms, lists of reformers since DB2004 and a ranking simulation tool

<http://www.doingbusiness.org/reforms/>

Historical data

Customized data sets since DB2004

<http://www.doingbusiness.org/custom-query/>

Methodology and research

The methodologies and research papers underlying *Doing Business*

<http://www.doingbusiness.org/Methodology/>

Download reports

Access to *Doing Business* reports as well as subnational and regional reports, reform case studies and customized country and regional profiles

<http://www.doingbusiness.org/reports/>

Subnational and regional projects

Differences in business regulations at the subnational and regional level

<http://www.doingbusiness.org/subnational-reports/>

Law Library

Online collection of business laws and regulations relating to business and gender issues

<http://www.doingbusiness.org/law-library/>

<http://wbl.worldbank.org/>

Local partners

More than 8,200 specialists in 183 economies who participate in *Doing Business*

<http://www.doingbusiness.org/Local-Partners/Doing-Business/>

Business Planet

Interactive map on the ease of doing business

<http://rru.worldbank.org/businessplanet>

Contents

Introduction
and Aggregate Rankings

5 - Year Measure of
Cumulative Change

Starting a Business

Dealing with
Construction Permits

Registering Property

Getting Credit

Protecting Investors

Paying Taxes

Trading Across Borders

Enforcing Contracts

Closing a Business

Doing Business 2011
Business Reforms

Doing Business 2011: Making a Difference for Entrepreneurs is the eighth in a series of annual reports investigating regulations that enhance business activity and those that constrain it. *Doing Business* presents quantitative indicators on business regulations and the protection of property rights that can be compared across 183 economies, from Afghanistan to Zimbabwe, over time.

A set of regulations affecting 9 stages of a business's life are measured: starting a business, dealing with construction permits, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts and closing a business. Data in *Doing Business 2011* are current as of June 1, 2010*. The indicators are used to analyze economic outcomes and identify what reforms have worked, where, and why.

The Doing Business methodology has limitations. Other areas important to business such as an economy's proximity to large markets, the quality of its infrastructure services (other than those related to trading across borders), the security of property from theft and looting, the transparency of government procurement, macroeconomic conditions or the underlying strength of institutions, are not studied directly by Doing Business. To make the data comparable across economies, the indicators refer to a specific type of business, generally a local limited liability company operating in the largest business city. Because standard assumptions are used in the data collection, comparisons and benchmarks are valid across economies. The data not only highlight the extent of obstacles to doing business; they also help identify the source of those obstacles, supporting policymakers in designing reform.

The data set covers 183 economies: 46 in Sub-Saharan Africa, 32 in Latin America and the Caribbean, 25 in Eastern Europe and Central Asia, 24 in East Asia and Pacific, 18 in the Middle East and North Africa and 8 in South Asia, as well as 30 OECD high-income economies.

The following pages present the summary Doing Business indicators for Chile. The data used for this economy profile come from the Doing Business database and are summarized in graphs. These graphs allow a comparison of the economies in each region not only with one another but also with the "good practice" economy for each indicator.

The good-practice economies are identified by their position in each indicator as well as their overall ranking and by their capacity to provide good examples of business regulation to other countries. These good-practice economies do not necessarily rank number 1 in the topic or indicator, but they are in the top 10.

More information is available in the full report. *Doing Business 2011: Making a Difference for Entrepreneurs* presents the indicators, analyzes their relationship with economic outcomes and recommends reforms. The data, along with information on ordering the report, are available on the Doing Business website (www.doingbusiness.org).

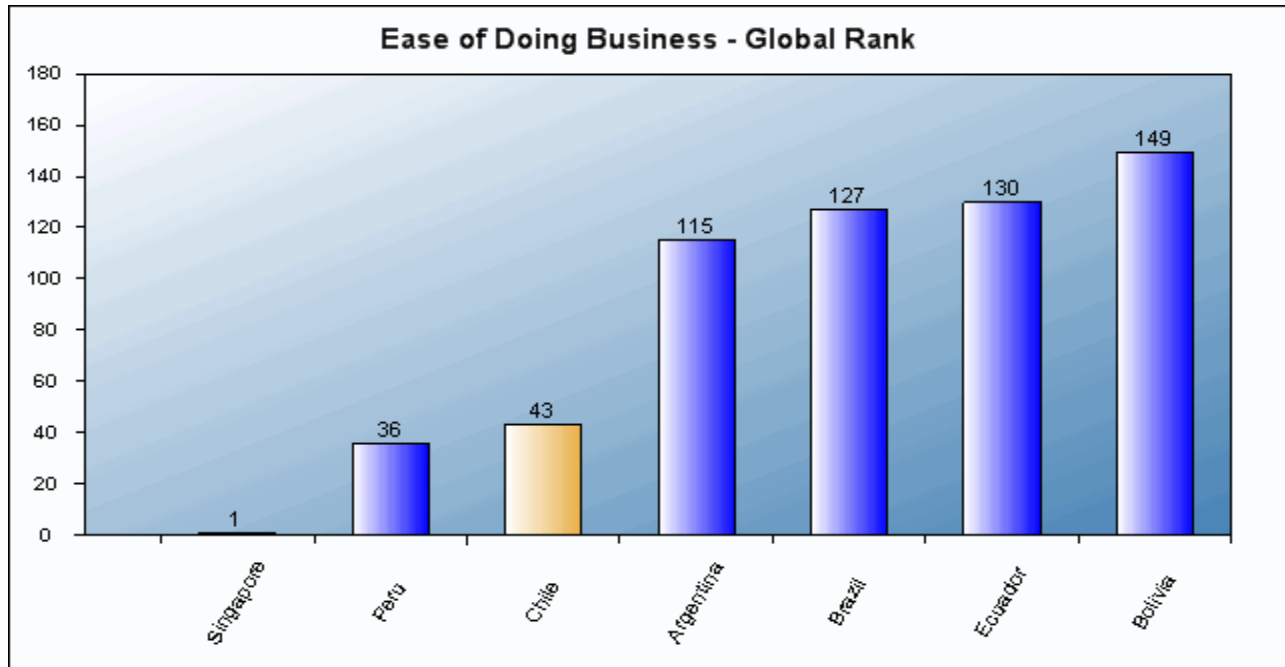
* Except for the Paying Taxes indicator that refers to the period January to December of 2009.

Note: 2008-2010 Doing Business data and rankings have been recalculated to reflect changes to the methodology and the addition of new economies (in the case of the rankings).

Economy Rankings - Ease of Doing Business

Chile is ranked 43 out of 183 economies. Singapore is the top ranked economy in the Ease of Doing Business.

Chile - Compared to global good practice economy as well as selected economies:



Chile's ranking in Doing Business 2011

Rank	Doing Business 2011
Ease of Doing Business	43
Starting a Business	62
Dealing with Construction Permits	68
Registering Property	45
Getting Credit	72
Protecting Investors	28
Paying Taxes	46
Trading Across Borders	68
Enforcing Contracts	68
Closing a Business	91

Summary of Indicators - Chile

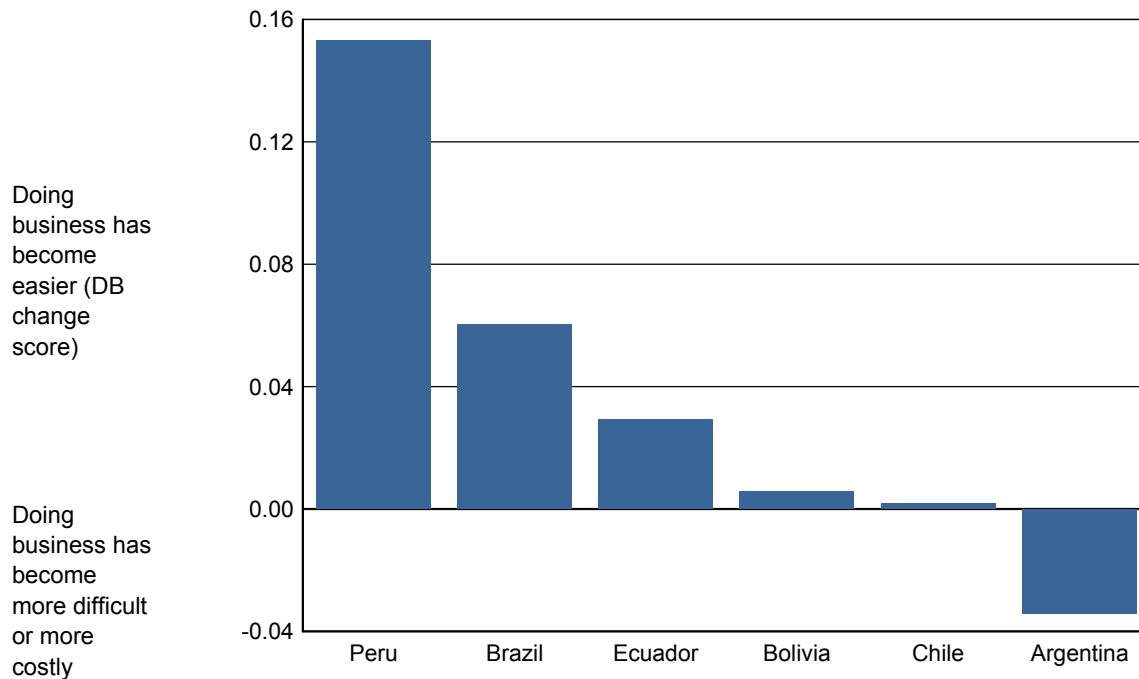
Starting a Business	Procedures (number)	8
	Time (days)	22
	Cost (% of income per capita)	6.8
	Min. capital (% of income per capita)	0.0
Dealing with Construction Permits	Procedures (number)	18
	Time (days)	155
	Cost (% of income per capita)	93.8
Registering Property	Procedures (number)	6
	Time (days)	31
	Cost (% of property value)	1.3
Getting Credit	Strength of legal rights index (0-10)	4
	Depth of credit information index (0-6)	5
	Public registry coverage (% of adults)	30.9
	Private bureau coverage (% of adults)	22.9
Protecting Investors	Extent of disclosure index (0-10)	8
	Extent of director liability index (0-10)	6
	Ease of shareholder suits index (0-10)	5
	Strength of investor protection index (0-10)	6.3
Paying Taxes	Payments (number per year)	9
	Time (hours per year)	316
	Profit tax (%)	18.0
	Labor tax and contributions (%)	3.8
	Other taxes (%)	3.2
	Total tax rate (% profit)	25.0
Trading Across Borders	Documents to export (number)	6
	Time to export (days)	21
	Cost to export (US\$ per container)	745
	Documents to import (number)	7
	Time to import (days)	21
	Cost to import (US\$ per container)	795

Enforcing Contracts	Procedures (number)	36
	Time (days)	480
	Cost (% of claim)	28.6
Closing a Business	Recovery rate (cents on the dollar)	28.2
	Time (years)	4.5
	Cost (% of estate)	15

The 5 year measure of cumulative change illustrates how the business regulatory environment has changed in 174 economies from *Doing Business 2006* to *Doing Business 2011*. Instead of highlighting which countries currently have the most business friendly environment, this new approach shows the extent to which an economy's regulatory environment for business has changed compared with 5 years ago.

This snapshot reflects all cumulative changes in an economy's business regulation as measured by the Doing Business indicators—such as a reduction in the time to start a business thanks to a one-stop shop or an increase in the strength of investor protection index thanks to new stock exchange rules that tighten disclosure requirements for related-party transactions.

This figure shows the distribution of cumulative change across the 9 indicators and time between *Doing Business 2006* and *Doing Business 2011*



Many economies have undertaken reforms to smooth the starting a business process in stages—and often as part of a larger regulatory reform program. A number of studies have shown that among the benefits of streamlining the process to start a business have been greater firm satisfaction and savings and more registered businesses, financial resources and job opportunities. Economies with higher entry costs are associated with a larger informal sector and a smaller number of legally registered firms.

Some reform outcomes

In Egypt reductions of the minimum capital requirement in 2007 and 2008 led to an increase of more than 30% in the number of limited liability companies.

In Portugal creation of One-Stop Shop in 2006 and 2007 resulted in a reduction of time to start a business from 54 days to 5. In 2007 and 2008 new business registrations were up by 60% compared with 2006.

In Malaysia reduction of registration fees in 2008 led to an increase in registrations by 16% in 2009.

What does Starting a Business measure?

Procedures to legally start and operate a company (number)

- Preregistration (for example, name verification or reservation, notarization)
- Registration
- Post registration (for example, social security registration, company seal)

Time required to complete each procedure (calendar days)

- Does not include time spent gathering information
- Each procedure starts on a separate day
- Procedure completed once final document is received
- No prior contact with officials

Cost required to complete each procedure (% of income per capita)

- Official costs only, no bribes
- No professional fees unless services required by law

Paid-in minimum capital (% of income per capita)

- Deposited in a bank or with a notary prior to registration begins

Starting a Business: getting a local limited liability company up and running
Rankings are based on 4 subindicators



Case Study Assumptions

- Doing Business records all procedures that are officially required for an entrepreneur to start up and formally operate an industrial or commercial business.
- Any required information is readily available and that all agencies involved in the start-up process function without corruption.

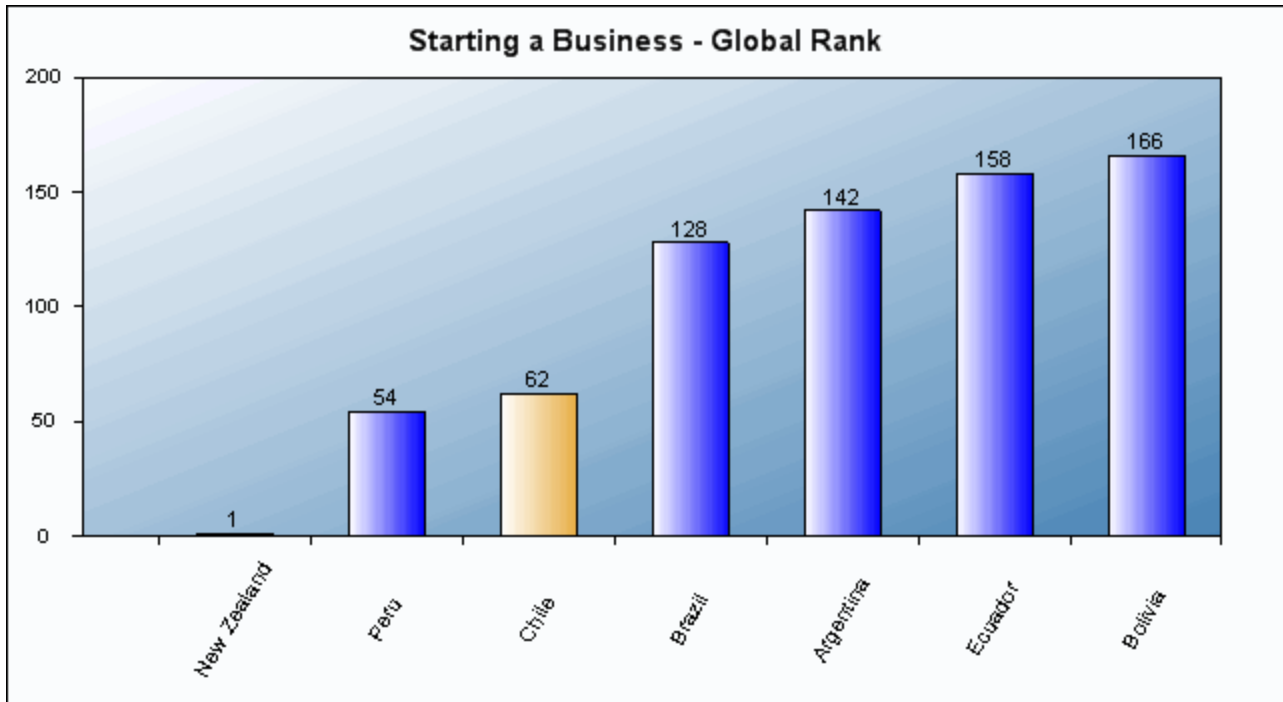
The business:

- is a limited liability company, located in the largest business city
- conducts general commercial activities
- is 100% domestically owned
- has a start-up capital of 10 times income per capita
- has a turnover of at least 100 times income per capita
- has at least 10 and up to 50 employees
- does not qualify for investment incentives or any special benefits
- leases the commercial plant and offices and is not a proprietor of real estate

1. Benchmarking Starting a Business Regulations:

Chile is ranked 62 overall for Starting a Business.

Ranking of Chile in Starting a Business - Compared to good practice and selected economies:



The following table shows Starting a Business data for Chile compared to good practice and comparator economies:

Good Practice Economies	Procedures (number)	Time (days)	Cost (% of income per capita)	Min. capital (% of income per capita)
Denmark*			0.0	
New Zealand*	1	1		0.0

<i>Selected Economy</i>				
Chile	8	22	6.8	0.0

<i>Comparator Economies</i>				
Argentina	14	26	14.2	2.7
Bolivia	15	50	100.8	2.5
Brazil	15	120	7.3	0.0
Ecuador	13	56	32.6	4.9
Peru	6	27	13.6	0.0

* The following economies are also good practice economies for :

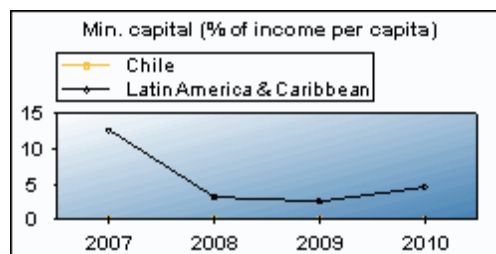
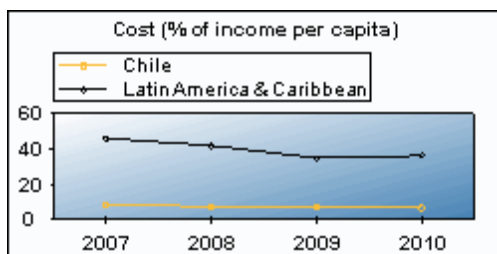
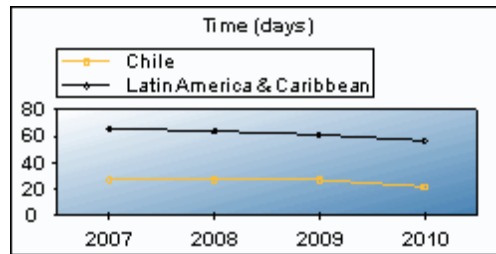
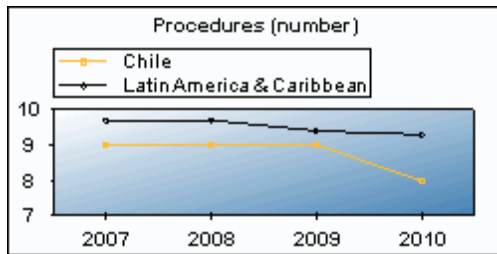
Procedures (number): **Canada**

Cost (% of income per capita): **Slovenia**

2. Historical data: Starting a Business in Chile

Starting a Business data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	70	62
Procedures (number)	9	9	9	8
Time (days)	27	27	27	22
Cost (% of income per capita)	8.6	7.5	6.9	6.8
Min. capital (% of income per capita)	0.0	0.0	0.0	0.0

3. The following graphs illustrate the Starting a Business sub indicators in Chile over the past 4 years:



What are the time, cost, paid-in minimum capital and number of procedures to get a local, limited liability company up and running?



This table summarizes the procedures and costs associated with setting up a business in Chile.

STANDARDIZED COMPANY

Legal Form: Sociedad Anónima (SA) – closed corporation

City: Santiago

Registration Requirements:

No:	Procedure	Time to complete	Cost to complete
1	Notarize articles of incorporation, record them in a public deed and send an excerpt of the public deed to the Official Gazette and to the Commercial Registry	1	USD 400
2	Request online the registration of the company and obtain a registration certificate	2	USD 204
3	Obtain tax registration number (Rol Unico Tributario) and give notice of initiation to Internal Revenue Service	1	no charge
4	Inspection from the Internal Revenue Service (SII)	16	no charge
5	Print receipts/invoices in the authorized printing company	1	USD 43
6	Seal accounting books, invoices and other documents at the IRS	1	no charge
7 *	Obtain a "patente municipal" working license from the competent municipality	14	no charge

8 * Register with the labor-related accident insurance (Seguro Social
contra Riesgos de Accidentes del Trabajo y Enfermedades
Profesionales) at the Mutuales de Seguridad

1

no charge

* Takes place simultaneously with another procedure.

Starting a Business Details - Chile

Procedure 1 Notarize articles of incorporation, record them in a public deed and send an excerpt of the public deed to the Official Gazette and to the Commercial Registry

Time to complete: 1

Cost to complete: USD 400

Comment: Since October 2009, the client can request the Notary to directly send an excerpt of the public deed to the Official Gazette and to the Commercial Registrar. After the articles of association are notarized, the notary authorizes an excerpt of the public deed, subscribes it with electronic signature, and inserts on it a barcode with a verification number. Then the notary sends the excerpt electronically directly to the Official Gazette. After that, the client has to pay for the publication of the excerpt through the web page of the Official Gazette (www.diarioficial.cl). To pay online the client has to fill a form in the web page with the name of the notary that authorized the excerpt and the verification number inserted on it. The payment may be done only by means of an e-wire transfer.

If the payment is done before 1:00 pm, the excerpt is published the following day. If it is done past 1:00 pm then the excerpt is published after two days.

The notary (upon the request of the client) will also send an excerpt of the public deed with electronic signature and insert on it a barcode with a verification number to the Commercial Register. By doing that, the excerpt is automatically sent to a data base. However, for the registration to be completed online the client has to request the registration of his company online through the webpage of the Commercial Registrar.

Notary fees may vary from USD 100 to USD 400. The publication fees are based on the number of lines and characters. On average, the fees are about USD 150.

Procedure 2 Request online the registration of the company and obtain a registration certificate

Time to complete: 2

Cost to complete: USD 204

Comment: Since February 2010 it is possible to register a company online in Santiago (www.cbrsantiago.cl/portal).

The registration of the excerpt of the public deed can be requested by the client online through the Commercial Registry's web page (www.cbrsantiago.cl/portal), but only if it has been subscribed by the relevant notary through advanced electronic signature. After the notary subscribes the excerpt of the public deed with electronic signature and insert on it a barcode with a verification number and send it electronically to the Commercial Registrar, the client has to request the registration of his society online through the web page of the Commercial Registry. To do this, first, it is necessary to be registered on the web page. After doing that, the client will have to indicate the name and capital of the company, the name of the notary, and the verification number inserted on the excerpt. Then it is necessary to pay the cost of the registration. With the information provided,

the Commercial Registry will have access to the excerpt and, if it complies with the legal requirements, the Commercial Registry will proceed to register the company.

Once the company is registered in the Commercial Registry, a registration certificate is sent to the e-mail of the client. You can also obtain a registration certificate through the Commercial Registry's web page. The certificate is received by e-mail within 24 hours.

Procedure 3 Obtain tax registration number (Rol Unico Tributario) and give notice of initiation to Internal Revenue Service

Time to complete: 1

Cost to complete: no charge

Comment: Before starting activities, the company must submit a declaration to the Internal Revenue Service that contains a description of the nature of its proposed activities, its domicile, and its amount of capital. The procedure usually takes 1 day or less if all required legal documentation is in order (notarized articles of incorporation and power of attorney, registrations, property title or lease agreement for offices, etc.). The company must also register for VAT through the Internal Revenue Service, which implemented an electronic registration system to obtain the tax number via the Internet.

Procedure 4 Inspection from the Internal Revenue Service (SII)

Time to complete: 16

Cost to complete: no charge

Comment: The inspectors verify that the company's domicile corresponds to the location of its office(s).

Procedure 5 Print receipts/invoices in the authorized printing company

Time to complete: 1

Cost to complete: USD 43

Comment:

Procedure 6 Seal accounting books, invoices and other documents at the IRS

Time to complete: 1

Cost to complete: no charge

Comment: Invoice and receipt forms can be sealed only after the tax registration number (rol unico tributario, or RUT) has been obtained, because the RUT must appear on them. So, this procedure is generally carried out once the forms are duly printed.

Procedure 7 Obtain a "patente municipal" working license from the competent municipality

Time to complete: 14

Cost to complete: no charge

Comment: Decree Law 3063/1979 rules that any profession, activity, industry, commerce, art, or any other profitable activity, independent of its denomination, must obtain a working license from the municipality. A separate license must be obtained from the corresponding municipality for each of the enterprise's establishments, offices, warehouses, and so forth. The license fee is paid once a year for a 12-month period, from July 1st to June 30th, or otherwise, in two installments (one per semester). The fee ranges from 0.25% to 0.5% of the contributor's capital, measured in monthly tributary units (unidades tributarias mensuales), ranging from a minimum of 1 UTM (1 UTM since

February 2010 = 36,569) to a maximum of 8,000 UTM. There is no inspection fee.

Procedure 8 Register with the labor-related accident insurance (Seguro Social contra Riesgos de Accidentes del Trabajo y Enfermedades Profesionales) at the Mutuales de Seguridad

Time to complete: 1

Cost to complete: no charge

Comment: According to Law 16,744, professional accident insurance is obligatory for any employee, regardless the activity, services rendered, or the nature of the employer. This insurance program is administered by the National Health Service (Servicio Nacional de Salud) and by the Social Insurance Service (Servicio del Seguro Social), public authorities that mainly administer premiums for public employees. In both cases, the insurance premiums are paid in to the Instituto de Normalización Provisional. However, private nonprofit entities known as Mutualidades de Empleadores may also administer insurance for the employees of their members, which are generally private companies.

In many economies, especially developing ones, complying with building regulations is so costly in time and money that many builders opt out. Builders may pay bribes to pass inspections or simply build illegally, leading to hazardous construction. Where the regulatory burden is large, entrepreneurs may tend to move their activity into the informal economy. There they operate with less concern for safety, leaving everyone worse off. In other economies compliance is simple, straightforward and inexpensive, yielding better results.

Some reform outcomes

In Burkina Faso, a one-stop shop for construction permits, "Centre de Facilitation des Actes de Construire", was opened in May 2008. The new regulation merged 32 procedures into 15, reduced the time required from 226 days to 122 and cut the cost by 40%. From May 2009 to May 2010 611 building permits were granted in Ouagadougou, up from an average of about 150 a year in 2002-06.

Toronto, Canada revamped its construction permitting process in 2005 by introducing time limits for different stages of the process and presenting a unique basic list of requirements for each project. Later it provided for electronic information and risk-based approvals with fast-track procedures. Between 2005 and 2008 the number of commercial building permits increased by 17%, the construction value of new commercial buildings by 84%.

What does the Dealing with Construction Permits indicator measure?

Procedures to legally build a warehouse (number)

- Submitting all relevant documents and obtaining all necessary clearances, licenses, permits and certificates
- Completing all required notifications and receiving all necessary inspections
- Obtaining utility connections for electricity, water, sewerage and a land telephone line
- Registering the warehouse after its completion (if required for use as collateral or for transfer of warehouse)

Time required to complete each procedure (calendar days)

- Does not include time spent gathering information
- Each procedure starts on a separate day
- Procedure completed once final document is received
- No prior contact with officials

Cost required to complete each procedure (% of income per capita)

- Official costs only, no bribes

Case Study Assumptions

The business:

- is a small to medium-size limited liability company in the construction industry, located in the economy's largest business city
- is 100% domestically and privately owned and operated
- has 60 builders and other employees
- has at least one employee who is a licensed architect and registered with the local association of architects

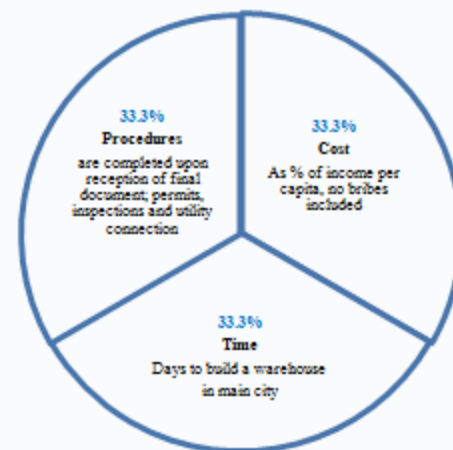
The warehouse:

- is a new construction (there was no previous construction on the land)
- has 2 stories, both above ground, with a total surface of approximately 1,300.6 sq. meters (14,000 sq. feet)
- has complete architectural and technical plans prepared by a licensed architect
- will be connected to electricity, water, sewerage (sewage system, septic tank or their equivalent) and a land telephone line
- will be used for general storage of non-hazardous goods, such as books
- will take 30 weeks to construct (excluding all delays due to administrative and regulatory requirements)

Dealing with Construction Permits:

Building a warehouse

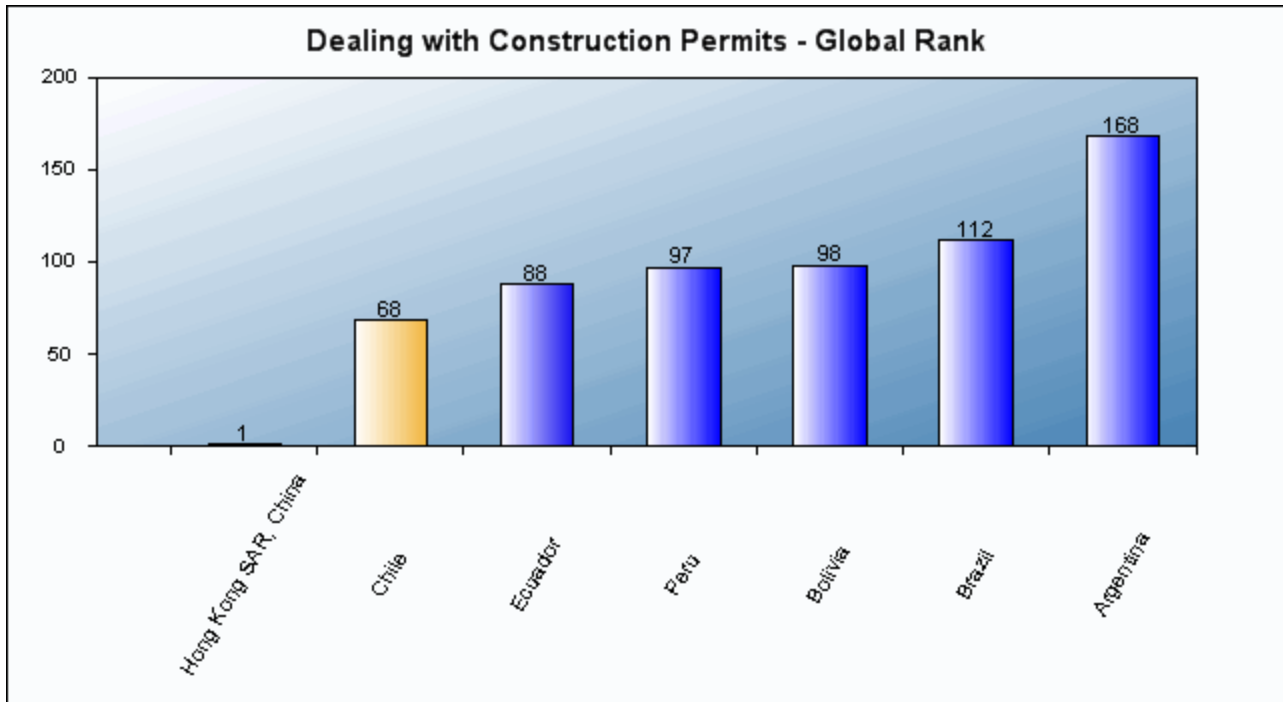
Rankings are based on 3 subindicators



1. Benchmarking Dealing with Construction Permits Regulations:

Chile is ranked 68 overall for Dealing with Construction Permits.

Ranking of Chile in Dealing with Construction Permits - Compared to good practice and selected economies:



The following table shows Dealing with Construction Permits data for Chile compared to good practice and comparator economies:

Good Practice Economies	Procedures (number)	Time (days)	Cost (% of income per capita)
Denmark	6		
Qatar			0.8
Singapore		25	

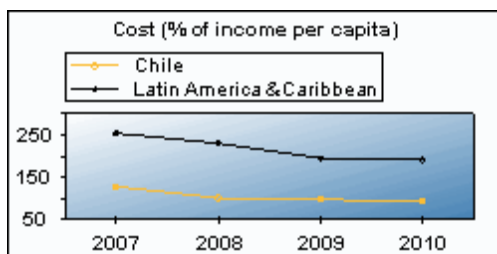
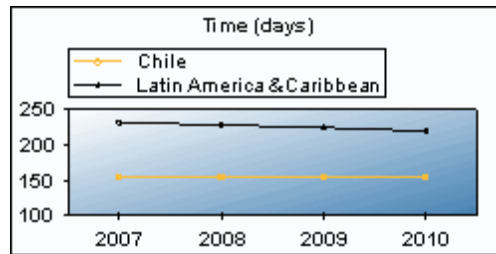
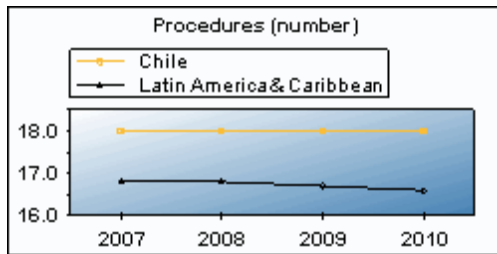
<i>Selected Economy</i>			
Chile	18	155	93.8

<i>Comparator Economies</i>			
Argentina	28	338	133.9
Bolivia	17	249	109.1
Brazil	18	411	46.6
Ecuador	19	155	213.2
Peru	19	188	128.1

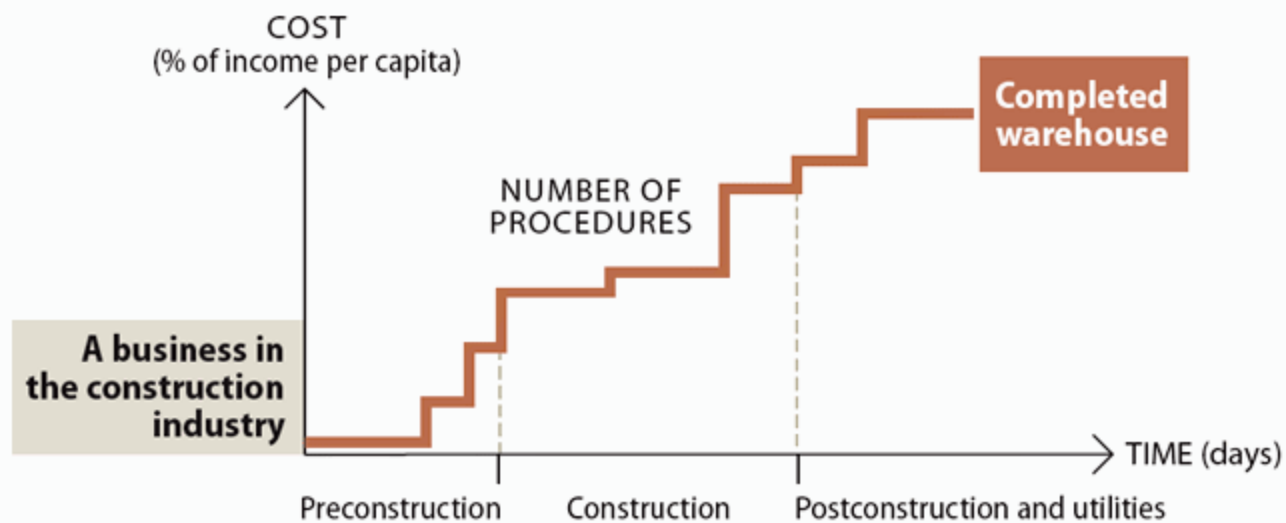
2. Historical data: Dealing with Construction Permits in Chile

Dealing with Construction Permits data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	67	68
Procedures (number)	18	18	18	18
Time (days)	155	155	155	155
Cost (% of income per capita)	128.1	101.3	97.8	93.8

3. The following graphs illustrate the Dealing with Construction Permits sub indicators in Chile over the past 4 years:



What are the time, cost and number of procedures to comply with formalities to build a warehouse?



The table below summarizes the procedures, time, and costs to build a warehouse in Chile.

BUILDING A WAREHOUSE

City: Santiago

Registration Requirements:

No:	Procedure	Time to complete	Cost to complete
1	Request and obtain indication on water and sewage availability with sanitation company	21 days	no charge
2 *	Request and obtain preliminary information from the municipality	10 days	no charge
3 *	Request and obtain indication on electric power availability with electric power company	15 days	no charge
4	Request and obtain location permit from the environmental health service	21 days	CLP 16,000
5	Request and obtain Provisional Installation Permit from the municipality	25 days	no charge
6	Request and obtain environmental impact assessment from the national environmental commission	30 days	no charge
7 *	Request and obtain water and sewerage supply certificate from Sanitation company	19 days	no charge

8 *	Request and obtain electricity supply certificate from the electric power company	10 days	no charge
9 *	Request and obtain telephone service provision certificate from the telecom company	10 days	CLP 200
10	Request and obtain operation permit from Environmental health services	21 days	no charge
11	Request and obtain building permit	14 days	CLP 4,092,930
12	Request and receive inspection at the beginning of construction	1 day	no charge
13	Request and receive inspection in the middle of construction	1 day	no charge
14	Request and receive final inspection	1 day	no charge
15	Request and obtain project approval	20 days	no charge
16 *	Receive connection to water services	7 days	CLP 315,671
17 *	Receive connection to electricity	7 days	CLP 315,671
18 *	Receive connection to a telephone line	7 days	no charge

* Takes place simultaneously with another procedure.

Dealing with Construction Permits Details - Chile

Procedure 1 Request and obtain indication on water and sewage availability with sanitation company

Time to complete: 21 days

Cost to complete: no charge

Agency: Sanitation Company

Comment:

Procedure 2 Request and obtain preliminary information from the municipality

Time to complete: 10 days

Cost to complete: no charge

Agency: Municipality

Comment:

Procedure 3 Request and obtain indication on electric power availability with electric power company

Time to complete: 15 days

Cost to complete: no charge

Agency: National Electricity Company of Chile, Inc.

Comment:

Procedure 4 Request and obtain location permit from the environmental health service

Time to complete: 21 days

Cost to complete: CLP 16,000

Agency: Environmental Health Service

Comment:

Procedure 5 Request and obtain Provisional Installation Permit from the municipality

Time to complete: 25 days

Cost to complete: no charge

Agency: Municipality

Comment: To obtain a provisional permit for installation of temporary facilities, BuildCo's architects must meet the municipality's architects to review the drawings and designs. This permit enables BuildCo to have bathrooms, electricity, and so forth on the construction site.

Procedure 6 Request and obtain environmental impact assessment from the national environmental commission

Time to complete: 30 days

Cost to complete: no charge

Agency: National Environmental Commission

Comment: This procedure must be completed before the building permit is obtained.

Procedure 7 Request and obtain water and sewerage supply certificate from Sanitation company

Time to complete: 19 days

Cost to complete: no charge

Agency: Sanitation Company

Comment: Upon issuing the permit, the municipality requests a copy of this certificate, proving that the company is able to obtain a water and sewerage connection.

Procedure 8 Request and obtain electricity supply certificate from the electric power company

Time to complete: 10 days

Cost to complete: no charge

Agency: Electrical and Combustible Superintendency (SEC)

Comment: Upon issuing the permit, the municipality requests a copy of this certificate, proving that the company is able to connect.

Procedure 9 Request and obtain telephone service provision certificate from the telecom company

Time to complete: 10 days

Cost to complete: CLP 200

Agency: Empresa Nacional Telecom Chile SA (Entel)

Comment: Upon issuing the permit, the municipality will request a copy of this certificate, proving that the company is able to connect.

Procedure 10 Request and obtain operation permit from Environmental health services

Time to complete: 21 days

Cost to complete: no charge

Agency: Environmental Health Service

Comment:

Procedure 11 Request and obtain building permit

Time to complete: 14 days

Cost to complete: CLP 4,092,930

Agency: Municipality

Comment: The company must obtain a municipal building permit. An external reviewer is also involved in this process.

In 2005, a number of municipalities introduced a pilot program for a one-stop shop (la Ventanilla Transaccional de Trámites Municipales, VTM), an Internet platform where nine proceedings can be completed. The project was expected to be in full operation in 26 municipalities by 2006. The system is expected to cut processing time to 8 days. On January 12, 2006, the Municipality of Santiago introduced major changes to its regulatory plan (plano regulador) to regulate some omissions from the construction ordinance (ordenanza de construcción), without changing the current rules of construction.

Some municipalities—for example, Las Condes, Providencia, San Miguel, and Ñuñoa—have restricted construction in terms of density and building height. The same restrictions were expected in Santiago in 2007. The latter is due to community pressures, reduced municipal revenues for this type of building permit, and the impact of the projects on public services and infrastructure.

Other municipalities in the greater Santiago area are planning the opposite to attract investments, such as La Florida, San Bernardo, Maipú, and Quinta Normal. Environmental requirements are requested to obtain building permits, which in turn, can affect the schedule of a construction project. The plot for this warehouse might be located in Los Andes, which has not been affected by either change.

Procedure 12 Request and receive inspection at the beginning of construction

Time to complete: 1 day

Cost to complete: no charge

Agency: Municipality

Comment: During construction, at least three inspections are conducted by an independent inspector associated with the municipality. Each inspection must be requested in advance. During the inspection, the works may continue without interruption.

Procedure 13 Request and receive inspection in the middle of construction

Time to complete: 1 day

Cost to complete: no charge

Agency: Municipality

Comment:

Procedure 14 Request and receive final inspection

Time to complete: 1 day

Cost to complete: no charge

Agency: Municipality

Comment:

Procedure 15 Request and obtain project approval

Time to complete: 20 days

Cost to complete: no charge

Agency: Municipality

Comment: The Municipality is notified of project completion after the independent inspector gives a positive project evaluation.

Procedure 16 Receive connection to water services

Time to complete: 7 days

Cost to complete: CLP 315,671

Agency: Sanitation Company

Comment: The connection takes place at any time upon BuildCo's request within not more than 7 days, at maximum, for each utility service.

Procedure 17 Receive connection to electricity

Time to complete: 7 days

Cost to complete: CLP 315,671

Agency: National Electricity Company of Chile, Inc.

Comment: The connection takes place at any time upon BuildCo's request within not more than 7 days, at maximum for each utility service.

Procedure 18 Receive connection to a telephone line

Time to complete: 7 days

Cost to complete: no charge

Agency: Empresa Nacional Telecom Chile SA (Entel)

Comment: The connection takes place at any time upon BuildCo's request within not more than 7 days, at maximum, for each utility service.

Ensuring formal property rights is fundamental. Effective administration of land is part of that. If formal property transfer is too costly or complicated, formal titles might go informal again. *Doing Business* records the full sequence of procedures necessary for a business to purchase a property from another business and transfer the property title to the buyer's name. In the past 6 years 105 economies undertook 146 reforms making it easier to transfer property. Globally, the time to transfer property fell by 38% and the cost by 10% over this time. The most popular feature of property registration reform in these 6 years, implemented in 52 economies, was lowering transfer taxes and government fees.

Some reform outcomes

Georgia now allows property transfers to be completed through 500 authorized users, notably banks. This saves time for entrepreneurs. A third of people transferring property in 2009 chose authorized users, up from 7% in 2007. Also, Georgia's new electronic registry managed 68,000 sales in 2007, twice as many as in 2003.

Belarus's unified and computerized registry was able to cope with the addition of 1.2 million new units over 3 years. The registry issued 1 million electronic property certificates in 2009.

What does the Registering Property indicator measure?

Registering Property: transfer of property between 2 local companies

Rankings are based on 3 subindicators

Procedures to legally transfer title on immovable property (number)

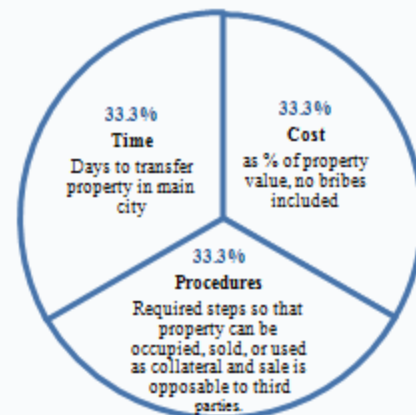
- Preregistration (for example, checking for liens, notarizing sales agreement, paying property transfer taxes)
- Registration in the economy's largest business city
- Post registration (for example, transactions with the local authority, tax authority or cadastre)

Time required to complete each procedure (calendar days)

- Does not include time spent gathering information
- Each procedure starts on a separate day
- Procedure completed once final document is received
- No prior personal contact with officials

Cost required to complete each procedure (% of property value)

- Official costs only, no bribes
- No value added or capital gains taxes included



Case Study Assumptions

The parties (buyer and seller):

- Are limited liability companies, 100% domestically and privately owned.
- Are located in the periurban area of the economy's largest business city.
- Have 50 employees each, all of whom are nationals.
- Perform general commercial activities.

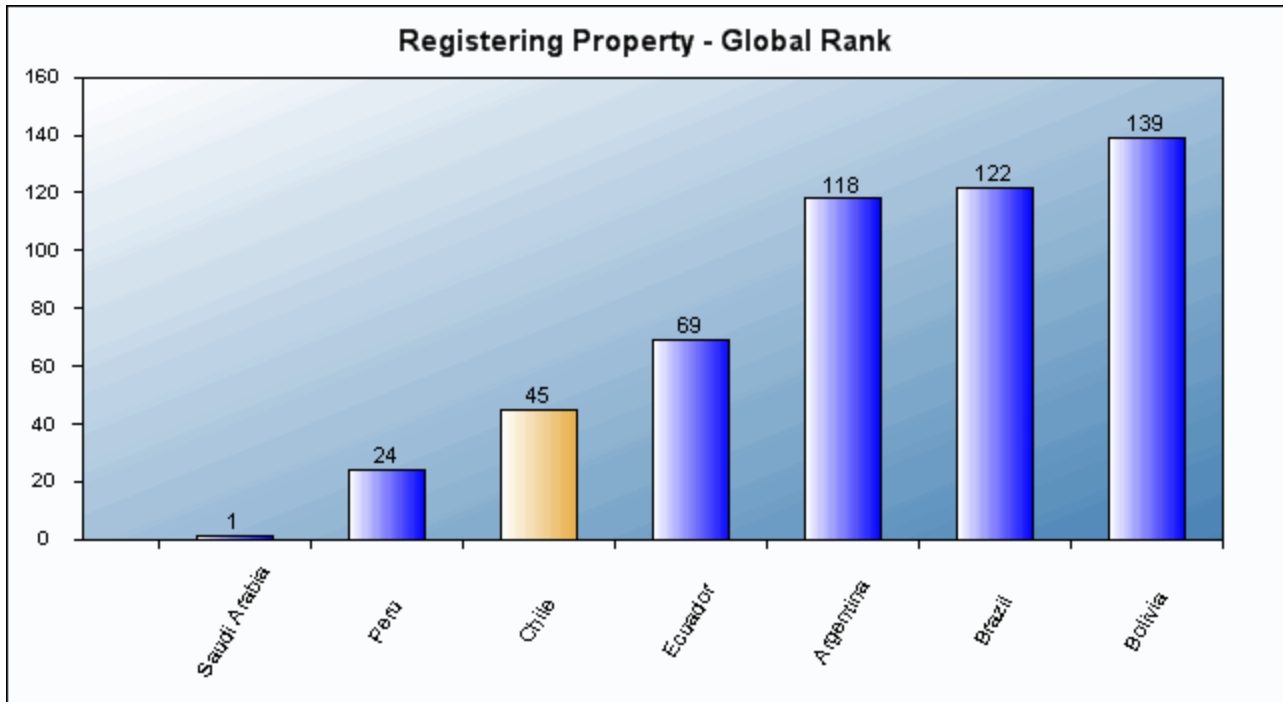
The property (fully owned by the seller):

- Has a value of 50 times income per capita. The sale price equals the value.
- Has no mortgages attached and has been under the same ownership for the past 10 years.
- Is registered in the land registry or cadastre, or both, and is free of title disputes.
- Is located in a periurban commercial zone, and no rezoning is required.
- Consists of a 557.4 square meters (6,000 square feet) land and 10 years old 2-story warehouse of 929 square meters (10,000 square feet) located on the land. The warehouse is in good condition and complies with all safety standards, building codes and legal requirements. The property will be transferred in its entirety.

1. Benchmarking Registering Property Regulations:

Chile is ranked 45 overall for Registering Property.

Ranking of Chile in Registering Property - Compared to good practice and selected economies:



The following table shows Registering Property data for Chile compared to good practice and comparator economies:

Good Practice Economies	Procedures (number)	Time (days)	Cost (% of property value)
New Zealand*		2	
Norway*	1		
Saudi Arabia			0.0

<i>Selected Economy</i>			
Chile	6	31	1.3

<i>Comparator Economies</i>			
Argentina	6	52	7.0
Bolivia	7	92	4.8
Brazil	14	42	2.7
Ecuador	9	16	2.2
Peru	4	7	3.3

* The following economies are also good practice economies for :

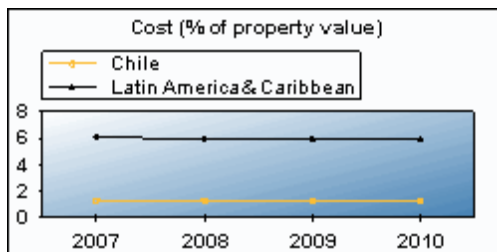
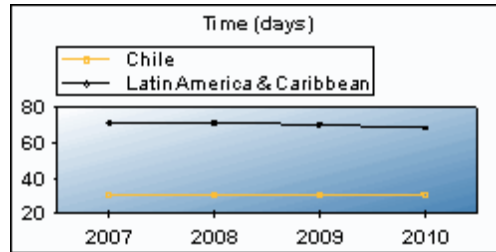
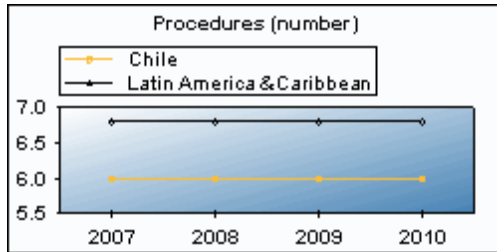
Procedures (number): United Arab Emirates

Time (days): Saudi Arabia, Thailand, United Arab Emirates

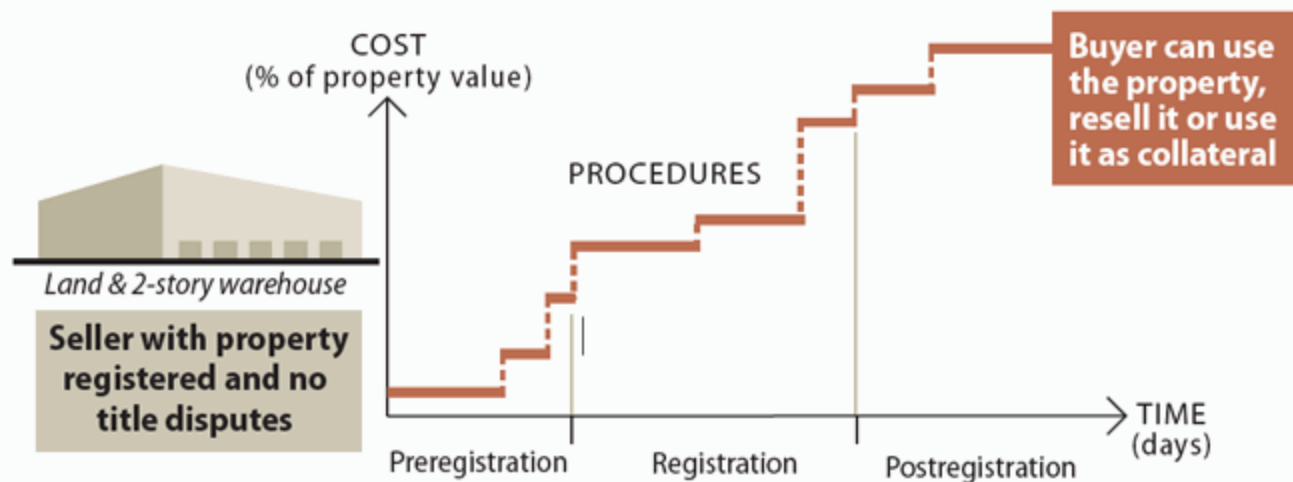
2. Historical data: Registering Property in Chile

Registering Property data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	40	45
Procedures (number)	6	6	6	6
Time (days)	31	31	31	31
Cost (% of property value)	1.3	1.3	1.3	1.3

3. The following graphs illustrate the Registering Property sub indicators in Chile over the past 4 years:



What are the time, cost and number of procedures required to transfer a property between 2 local companies?



This topic examines the steps, time, and cost involved in registering property in Chile.

STANDARDIZED PROPERTY

Property Value: 252,817,540.56

City: Santiago

Registration Requirements:

No:	Procedure	Time to complete	Cost to complete
1 *	Conduct due diligence of the property	9-21 days (simultaneous with procedures 2 and 3)	About 1 % of transaction value
2 *	Request copies of property titles for the past 10 years, the 'Certificado de Vigencia' and certificate of encumbrance from Registry	7 days (simultaneous with procedures 1 and 3)	Included in procedure 5
3 *	Obtain evidence of complete payment of land tax from Treasury (Servicios de Tesorerías)	1-2 days (simultaneous with procedures 1 and 2)	Included in procedure 5
4	Execution and signing of the public deed	2 days	CLP 30,000 (copies and other expenses at the Notary's office) + 0.1% of property price with a maximum charge of CLP 128,000 (Notary's fees)
5	Registration of the public deed at the Real Estate Office	7-15 days	CLP 13,500 (copies and certificates) + 0.2% of the property value (Stamp duty)

6	Obtain a Property Certificate and a Mortgages and Ownership Limitations Certificate	2-3 days	CLP 6,600 for each certificate (2)
---	---	----------	------------------------------------

* Takes place simultaneously with another procedure.

Registering Property Details - Chile

Procedure	1	Conduct due diligence of the property
Time to complete:	9-21 days (simultaneous with procedures 2 and 3)	
Cost to complete:	About 1 % of transaction value	
Agency:	Property Registry	
Comment:	<p>A lawyer is contracted to conduct due diligence of the property's legal history, for not less than 10 years. The lawyer will also obtain the documents described in procedures 2-3 from the Property Registry and the Treasury, as well as undertake the registration formalities.</p> <p>Lawyer fees for the study of the titles, drafting of the contract and completing all the formalities involved in the registration procedure range between 1 and 2.5% of the transaction value. While it is not legally required to employ a lawyer for the study and the registration, it is common practice.</p>	
Procedure	2	Request copies of property titles for the past 10 years, the 'Certificado de Vigencia' and certificate of encumbrance from Registry
Time to complete:	7 days (simultaneous with procedures 1 and 3)	
Cost to complete:	Included in procedure 5	
Agency:	Property Registry	
Comment:	<p>The copies of the property titles, the 'Certificado de Vigencia' and the Encumbrance certificate ('Certificado de Hipotecas y Gravámenes y de Interdicciones y Prohibiciones de Enajenar') can all be requested at the same time.</p> <p>Both documents are usually requested by the lawyer responsible for the diligence of the property.</p> <p>The copies of the property titles are obtained in about 2 days while the certificates in 7 days</p> <p>There is a possibility to request the copies online paying through the Internet (www.conservador.cl) and receiving the copies through the mail.</p>	
Procedure	3	Obtain evidence of complete payment of land tax from Treasury (Servicios de Tesorerías)
Time to complete:	1-2 days (simultaneous with procedures 1 and 2)	
Cost to complete:	Included in procedure 5	
Agency:	Treasury (Servicios de Tesorerías)	
Comment:	<p>The Internal Revenue Service Certificate (Form 2890 from the Servicio de Impuestos Internos-SII) can be requested online at www.sii.cl. The notary fills and signs it, along with the buyer. Once the transfer has been recorded, the Registrar also signs with the file number and the date of recording. Then, the Registrar sends the form to SII.</p>	
Procedure	4	Execution and signing of the public deed

Time to complete:	2 days
Cost to complete:	CLP 30,000 (copies and other expenses at the Notary's office) + 0.1% of property price with a maximum charge of CLP 128,000 (Notary's fees)
Agency:	Public Notary office
Comment:	<p>Upon completion of the due diligence, the transfer public deed is executed and signed before a Notary Public, by both parties. The purchaser and the notary also sign the Internal Revenue Service Certificate (Form 2890 from the Servicio de Impuestos Internos-SII) stating the property being transferred, its price and the form of payment.</p> <p>The SII is responsible for the fiscal cadastre.</p> <p>In the case of companies being involved, legalized copies of the powers of attorney are required.</p>

Procedure 5 Registration of the public deed at the Real Estate Office

Time to complete:	7-15 days
Cost to complete:	CLP 13,500 (copies and certificates) + 0.2% of the property value (Stamp duty)
Agency:	Real Estate Office
Comment:	<p>In the case of properties located in the cities of Santiago, Valparaíso and Viña del Mar the value is 0.2% of the property value. For other cities the value is 0.3%, with a maximum charge of approx, CLP 260,000.</p> <p>The law required that parties request personally at the registry the property transfer. The Registry checks the payment of all taxes related to the property. The registry has a digital record of all requests, but in the registry all the transfer is done on paper. The registry is based on a deed system, and covers the City of Santiago and the great Santiago.</p> <p>The Registry provides the information of the transaction and the value of the property and taxes to the SII within the first ten days of the following month. The time limit for the registry's decision is 2 days, and there is a 2-month period for the parties to amend any mistake.</p> <p>Note: The registration time refers to the Registry in Santiago. Outside of Santiago, the time would be longer (up to 3 weeks).</p> <p>The documentation shall include: Form 2890 stating the property being transferred, its price and the form of payment.</p>

Procedure 6 Obtain a Property Certificate and a Mortgages and Ownership Limitations Certificate

Time to complete:	2-3 days
Cost to complete:	CLP 6,600 for each certificate (2)
Agency:	Real Estate Office
Comment:	<p>Once the registration has been completed, it is recommended to obtain from the Conservador de Bienes Raíces de Santiago (the Real Estate Office) 1) a copy of the Property Certificate stating the new ownership, 2) Mortgages and Ownership Limitations Certificate, stating the new ownership is clean. While this procedure is not legally required, it ensures that all the information is correct.</p> <p>There is no need for title insurance in Chile since the Registrar and the Notaries must</p>

personally answer for their mistakes on their functions. They hire responsible insurance for these cases.

Outside of Santiago, it may take up to 2 weeks to obtain the title and certificates.

Through two sets of indicators, *Doing Business* assesses the legal rights of borrowers and lenders with respect to secured transactions and the sharing of credit information. The depth of credit information index measures rules and practices affecting the coverage, scope and accessibility of credit information available through either a public credit registry or a private credit bureau. Credit information systems mitigate the ‘information asymmetry’ in lending and enable lenders to view a borrower’s financial history (positive or negative), providing them with valuable information to consider when assessing risk. Credit information systems benefit borrowers as well, allowing good borrowers to establish a reputable credit history which will enable them to access credit more easily. The Legal Rights Index measures the degree to which collateral and bankruptcy laws protect the rights of borrowers and lenders and thus facilitate lending. Sound collateral laws will enable businesses to use their assets, especially movable property, as security to generate capital while having strong creditor’s rights has been associated with higher ratios of private sector credit to GDP.

Some reform outcomes

After Vietnam’s new Civil Code was enacted in 2005, a decree further clarified the provisions governing secured transactions. Since the inclusion of the new provisions, the number of registrations increased from 43,000 (2005) to 120,000 (end of 2008).

In 2008, when Zambia established a private credit bureau, its database initially covered about 25,000 borrowers. Thanks to a strong communication campaign and a central bank directive, coverage has grown 10-fold in the past 2 years, exceeding 200,000 by the beginning of 2010.

What do the Getting Credit indicators measure?

Strength of legal rights index (0–10)

- Protection of rights of borrowers and lenders through collateral laws
- Protection of secured creditors’ rights through bankruptcy laws

Depth of credit information index (0–6)

- Scope and accessibility of credit information distributed by public credit registries and private credit bureaus

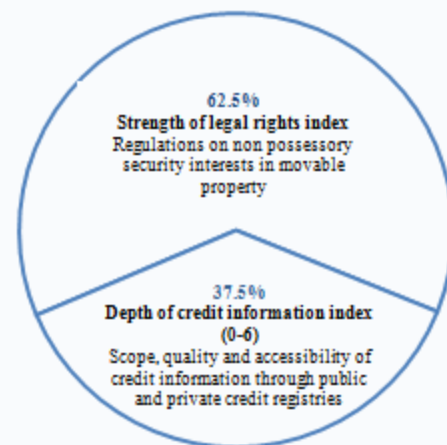
Public credit registry coverage (% of adults)

- Number of individuals and firms listed in public credit registry as percentage of a adult population

Private credit bureau coverage (% of adults)

- Number of individuals and firms listed in largest private credit bureau as percentage of a adult population

Getting Credit: collateral rules and credit information



Note: Private bureau coverage and public credit registry coverage are measured but do not count for the rankings.

Case Study Assumptions (applying to the Legal Rights Index only)

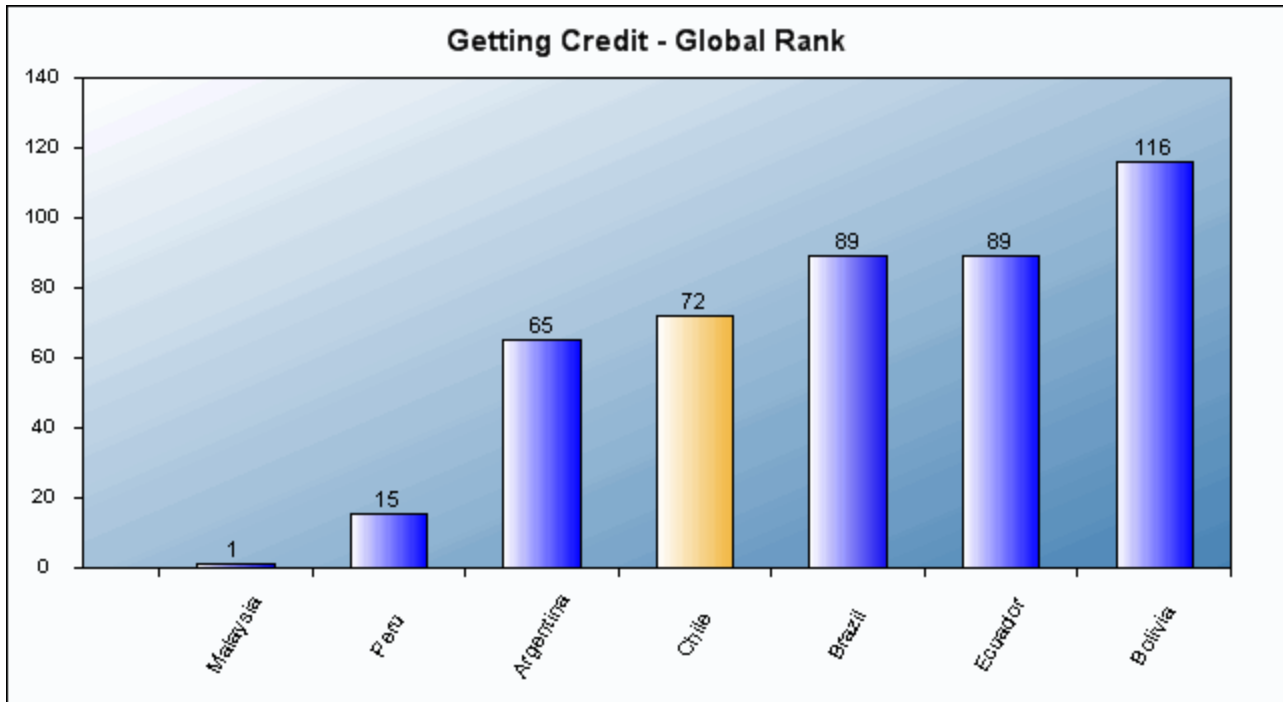
The Debtor

- is a Private Limited Liability Company
- has its Headquarters and only base of operations in the largest business city
- obtains a loan from a local bank (the Creditor) for an amount up to 10 times income (GNI) per capita
- Both creditor and debtor are 100% domestically owned.

1. Benchmarking Getting Credit Regulations:

Chile is ranked 72 overall for Getting Credit.

Ranking of Chile in Getting Credit - Compared to good practice and selected economies:



The following table shows Getting Credit data for Chile compared to good practice and comparator economies:

Good Practice Economies	Strength of legal rights index (0-10)	Depth of credit information index (0-6)	Public registry coverage (% of adults)	Private bureau coverage (% of adults)
New Zealand*				100.0
Portugal			67.1	
Singapore*	10			
United Kingdom		6		

<i>Selected Economy</i>				
Chile	4	5	30.9	22.9

<i>Comparator Economies</i>				
Argentina	4	6	30.8	100.0
Bolivia	1	6	11.3	31.4
Brazil	3	5	26.9	53.5
Ecuador	3	5	36.5	45.0
Peru	7	6	25.5	33.3

* The following economies are also good practice economies for :

Strength of legal rights index (0-10): Hong Kong, China, Kenya, Kyrgyz Republic, Malaysia

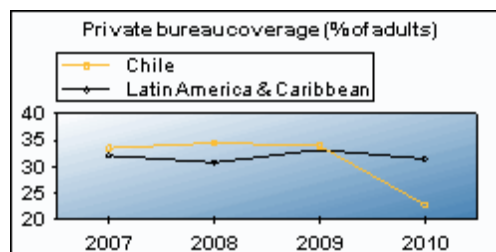
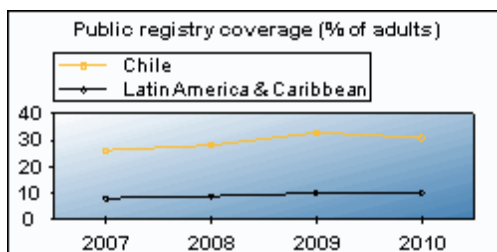
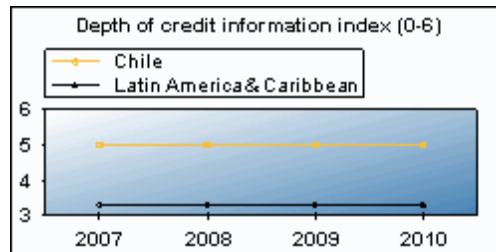
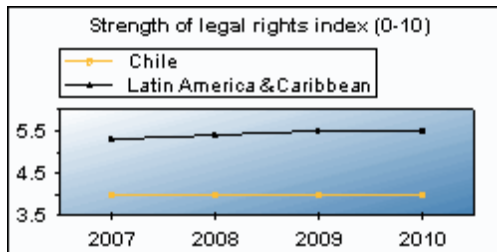
Private bureau coverage (% of adults): Argentina, Australia, Canada, Iceland, Ireland, Norway, Sweden, United Kingdom, United States

27 countries have the highest credit information index.

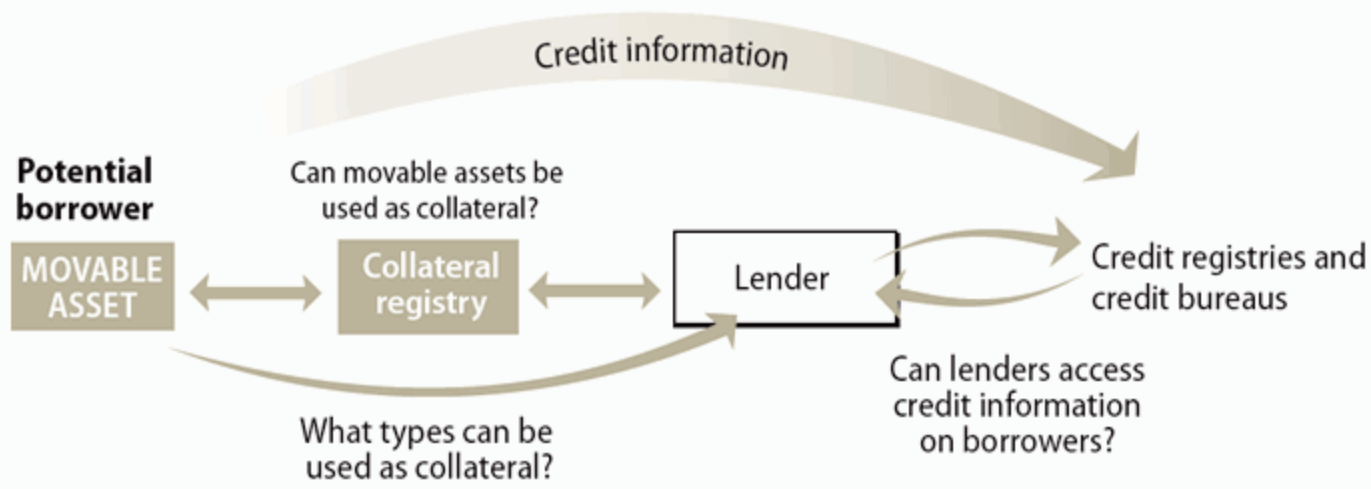
2. Historical data: Getting Credit in Chile

Getting Credit data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	69	72
Strength of legal rights index (0-10)	4	4	4	4
Depth of credit information index (0-6)	5	5	5	5
Private bureau coverage (% of adults)	33.5	34.5	33.9	22.9
Public registry coverage (% of adults)	26.2	28.1	32.9	30.9

3. The following graphs illustrate the Getting Credit sub indicators in Chile over the past 4 years:



**Do lenders have credit information on entrepreneurs seeking credit?
Is the law favorable to borrowers and lenders using movable assets as collateral?**



The following table summarize legal rights of borrowers and lenders, and the availability and legal framework of credit registries in Chile.

Getting Credit Indicators (2010)			Indicator
Private bureau coverage (% of adults)	Private credit bureau	Public credit registry	5
Are data on both firms and individuals distributed?	Yes	Yes	1
Are both positive and negative data distributed?	No	Yes	1
Does the registry distribute credit information from retailers, trade creditors or utility companies as well as financial institutions?	Yes	No	1
Are more than 2 years of historical credit information distributed?	No	No	0
Is data on all loans below 1% of income per capita distributed?	Yes	Yes	1
Is it guaranteed by law that borrowers can inspect their data in the largest credit registry?	Yes	Yes	1
Coverage	22.9	30.9	
Number of individuals	2,960,000	3,927,530	
Number of firms	30,300	104,605	

Strength of legal rights index (0-10)**4**

Can any business use movable assets as collateral while keeping possession of the assets; and any financial institution accept such assets as collateral ?	Yes
Does the law allow businesses to grant a non possessory security right in a single category of movable assets, without requiring a specific description of collateral?	No
Does the law allow businesses to grant a non possessory security right in substantially all of its assets, without requiring a specific description of collateral?	No
May a security right extend to future or after-acquired assets, and may it extend automatically to the products, proceeds or replacements of the original assets ?	Yes
Is a general description of debts and obligations permitted in collateral agreements, so that all types of obligations and debts can be secured by stating a maximum amount rather than a specific amount between the parties ?	Yes
Is a collateral registry in operation, that is unified geographically and by asset type, as well as indexed by the grantor's name of a security right ?	No
Do secured creditors have absolute priority to their collateral outside bankruptcy procedures?	No
Do secured creditors have absolute priority to their collateral in bankruptcy procedures?	No
During reorganization, are secured creditors' claims exempt from an automatic stay on enforcement?	Yes
Does the law authorize parties to agree on out of court enforcement?	No

Stronger investor protections matter for the ability of companies to raise the capital needed to grow, innovate, diversify and compete. This is all the more crucial in times of financial crisis when entrepreneurs must navigate through defiant environments to finance their activities. Using 3 indices of investor protection, *Doing Business* measures how economies regulate a standard case of self-dealing, use of corporate assets for personal gains. Since 2005, 51 economies have strengthened investor protections as measured by *Doing Business*.

Some reform outcomes

In Indonesia, an economy that consistently improved its laws regulating investor protections, the number of firms listed on the Indonesia Stock Exchange increased from 331 to 396 between 2004 and 2009. Meanwhile, market capitalization grew from 680 trillion rupiah (\$75 billion) to 1,077 trillion rupiah (\$119 billion).

After Thailand amended its laws in 2006 and 2008, more than 85 transactions that failed to comply with the disclosure standards were suspended. Thirteen were deemed prejudicial and were therefore canceled, thus preventing damage to the companies involved and preserving their value. Companies were not deterred either, as more than 30 new companies joined the stock exchange since 2005 bringing the number of listed companies to 523.

What do the Protecting Investors indicators measure?

Extent of disclosure index (0–10)

- Who can approve related-party transactions
- Requirements for external and internal disclosure in case of related-party transactions

Extent of director liability index (0–10)

- Ability of shareholders to hold the interested party and the approving body liable in case of a prejudicial related-party transaction
- Available legal remedies (damages, repayment of profits, fines, imprisonment and rescission of the transaction)
- Ability of shareholders to sue directly or derivatively

Ease of shareholder suits index (0–10)

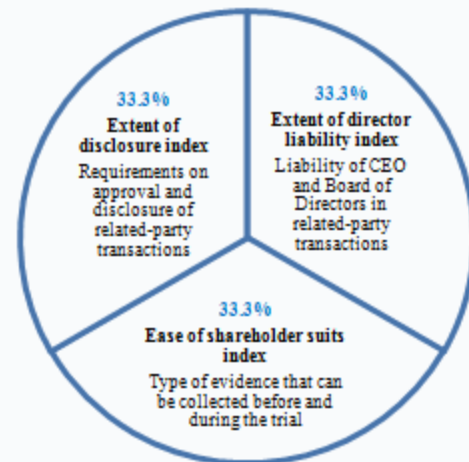
- Documents and information available during trial
- Access to internal corporate documents (directly or through a government inspector)

Strength of investor protection index (0–10)

- Simple average of the extent of disclosure, extent of director liability and ease of shareholder suits indices

Protecting Investors: minority shareholder rights in related-party transactions

Rankings are based on 3 subindicators



Case Study Assumptions

The business (Buyer):

- Is a publicly traded corporation listed on the economy's most important stock exchange (or at least a large private company with multiple shareholders),
- Has a board of directors and a chief executive officer (CEO) who may legally act on behalf of Buyer where permitted, even if this is not specifically required by law.

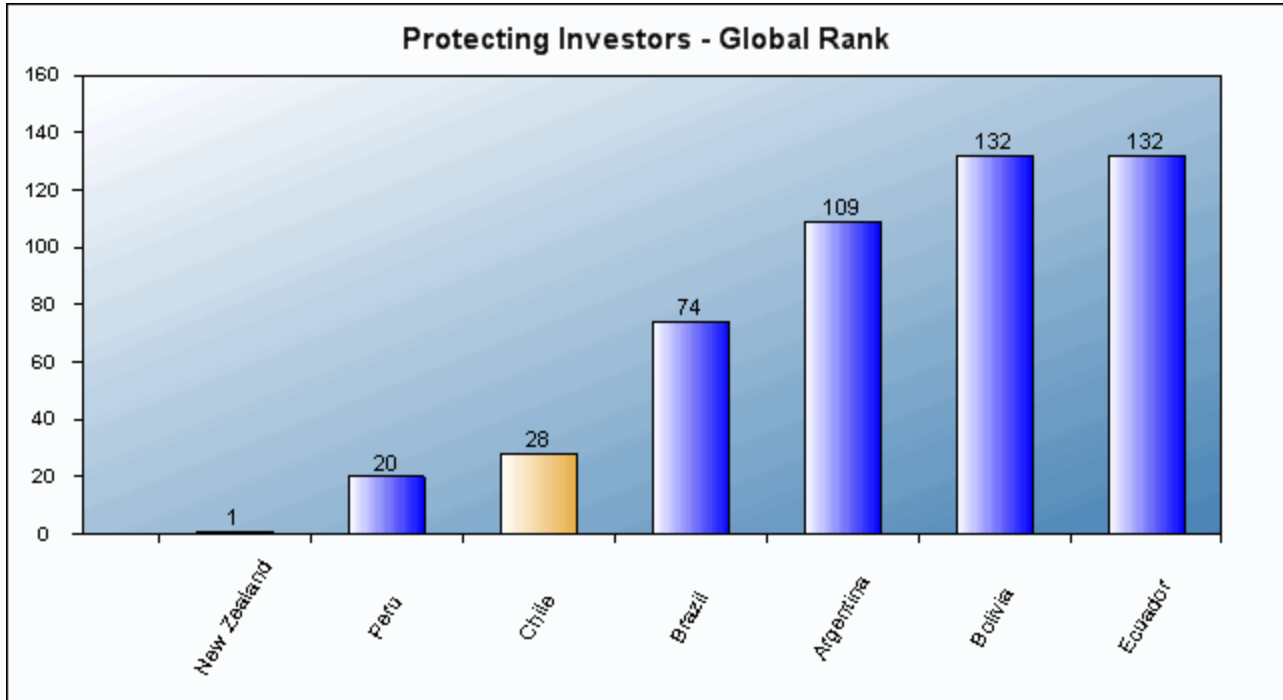
The transaction

- Mr. James, a director and the majority shareholder of the company, proposes that the company purchase used trucks from another company he owns.
- The price is higher than the going price for used trucks, but the transaction goes forward.
- All required approvals are obtained, and all required disclosures made, though the transaction is prejudicial to the purchasing company.
- Shareholders sue the interested parties and the members of the board of directors.

1. Benchmarking Protecting Investors Regulations:

Chile is ranked 28 overall for Protecting Investors.

Ranking of Chile in Protecting Investors - Compared to good practice and selected economies:



The following table shows Protecting Investors data for Chile compared to good practice and comparator economies:

Good Practice Economies	Strength of investor protection index (0-10)
New Zealand	9.7

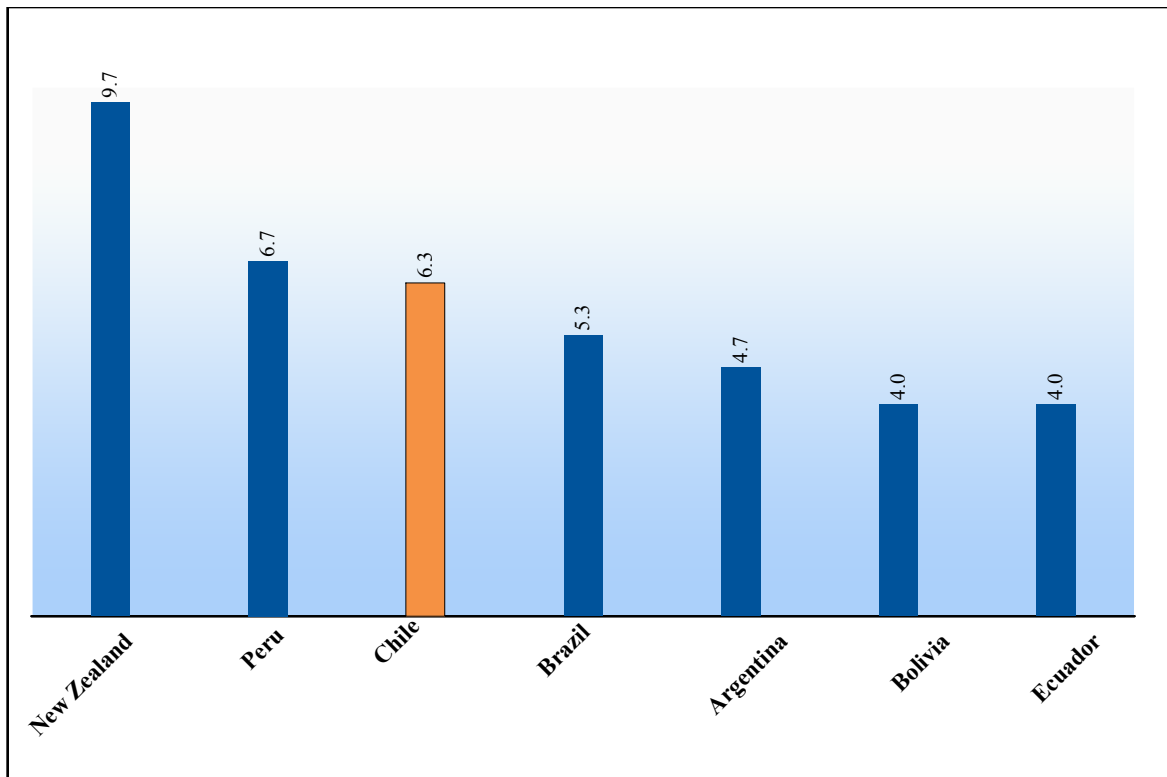
<i>Selected Economy</i>	
Chile	6.3

<i>Comparator Economies</i>	
Argentina	4.7
Bolivia	4.0
Brazil	5.3
Ecuador	4.0
Peru	6.7

2. Historical data: Protecting Investors in Chile

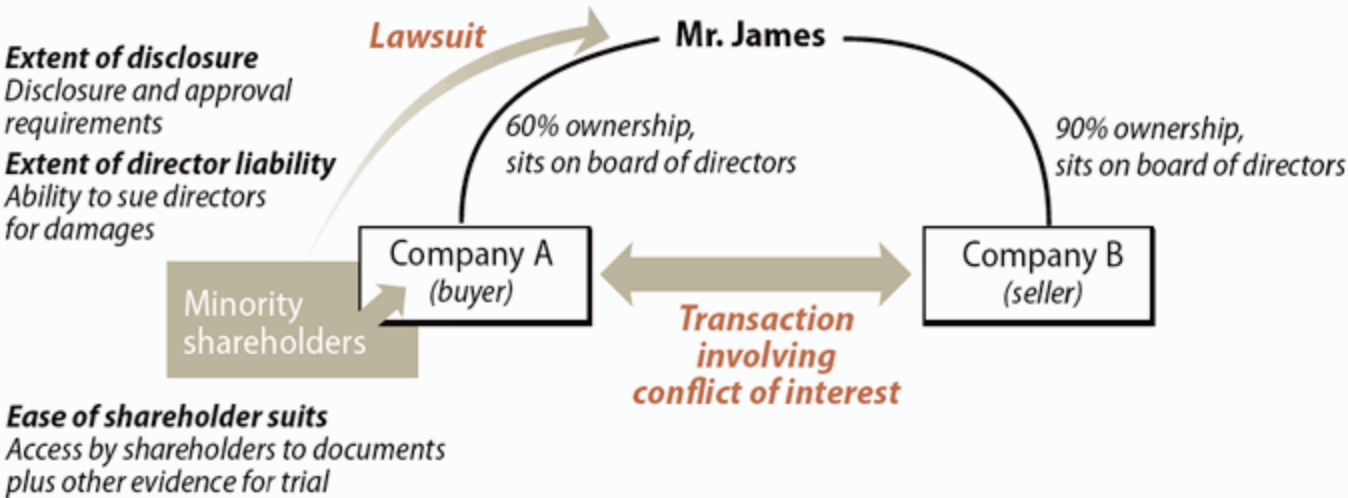
Protecting Investors data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	41	28
Strength of investor protection index (0-10)	6.0	6.0	6.0	6.3

3. The following graph illustrates the Protecting Investors index in Chile compared to best practice and selected Economies:



Note: The higher the score, the greater the investor protection.

How well are minority shareholders protected against self-dealing in related-party transactions?



The table below provides a full breakdown of how the disclosure, director liability, and shareholder suits indexes are calculated in Chile.

Protecting Investors Data (2010)	Indicator
Extent of disclosure index (0-10)	8
What corporate body provides legally sufficient approval for the transaction?	2
Whether immediate disclosure of the transaction to the public and/or shareholders is required?	2
Whether disclosure of the transaction in published periodic filings (annual reports) is required?	2
Whether disclosure of the conflict of interest by Mr. James to the board of directors is required?	2
Whether an external body must review the terms of the transaction before it takes place?	0
Extent of director liability index (0-10)	6
Whether shareholders can hold Mr. James liable for the damage that the Buyer-Seller transaction causes to the company?	1
Whether shareholders can hold the approving body (the CEO or board of directors) liable for the damage that the Buyer-Seller transaction causes to the company?	1
Whether a court can void the transaction upon a successful claim by a shareholder plaintiff?	0
Whether Mr. James pays damages for the harm caused to the company upon a successful claim by the shareholder plaintiff?	1

Whether Mr. James repays profits made from the transaction upon a successful claim by the shareholder plaintiff?	1
Whether fines and imprisonment can be applied against Mr. James?	1
Whether shareholders can sue directly or derivatively for the damage that the Buyer-Seller transaction causes to the company?	1
Ease of shareholder suits index (0-10)	5
Whether the plaintiff can obtain any documents from the defendant and witnesses during trial?	3
Whether the plaintiff can directly question the defendant and witnesses during trial?	1
Whether the plaintiff can request categories of documents from the defendant without identifying specific ones?	1
Whether shareholders owning 10% or less of Buyer's shares can request an inspector to investigate the transaction?	0
Whether the level of proof required for civil suits is lower than that of criminal cases?	0
Whether shareholders owning 10% or less of Buyer's shares can inspect transaction documents before filing suit?	0
Strength of investor protection index (0-10)	6.3

Taxes are essential to provide public amenities, infrastructure and services which are crucial for a properly functioning economy. *Doing Business* data show that economies where it is more difficult and costly to pay taxes have larger shares of informal sector activity. More than 60% of economies have reformed in the last 6 years and are starting to see concrete results.

Some reform outcomes

Colombia introduced a new electronic system for social security and labor taxes in 2006 and by 2008 the social security contributions collected from small and medium-size companies rose by 42%, to 550 billion pesos.

Mauritius reduced the corporate income tax rate from 25% to 15% and removed exemptions and industry-specific allowances in 2006 and saw their corporate income tax revenue grow by 27% in the following year, and in 2008/09 it increased by 65%.

What do the Paying taxes indicators measure?

Tax payments for a manufacturing company in 2009
(number per year adjusted for electronic or joint filing and payment)

- Total number of taxes and contributions paid, including consumption taxes (value added tax, sales tax or goods and service tax)
- Method and frequency of filing and payment

Time required to comply with 3 major taxes (hours per year)

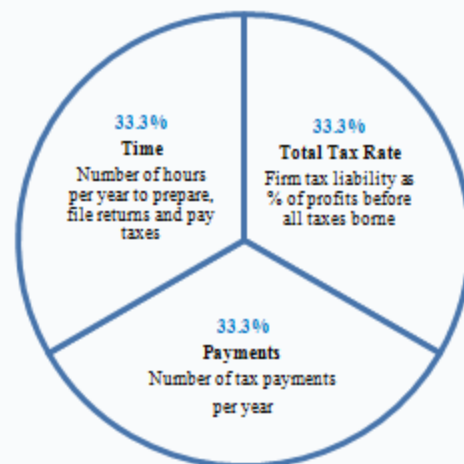
- Collecting information and computing the tax payable
- Completing tax return forms, filing with proper agencies
- Arranging payment or withholding
- Preparing separate tax accounting books, if required

Total tax rate (% of profit)

- Profit or corporate income tax
- Mandatory social contributions and labor taxes paid by the employer
- Property and property transfer taxes
- Dividend, capital gains and financial transactions taxes
- Waste collection, vehicle, road and other taxes

Paying Taxes: tax compliance for a local manufacturing company

Rankings are based on 3 subindicators



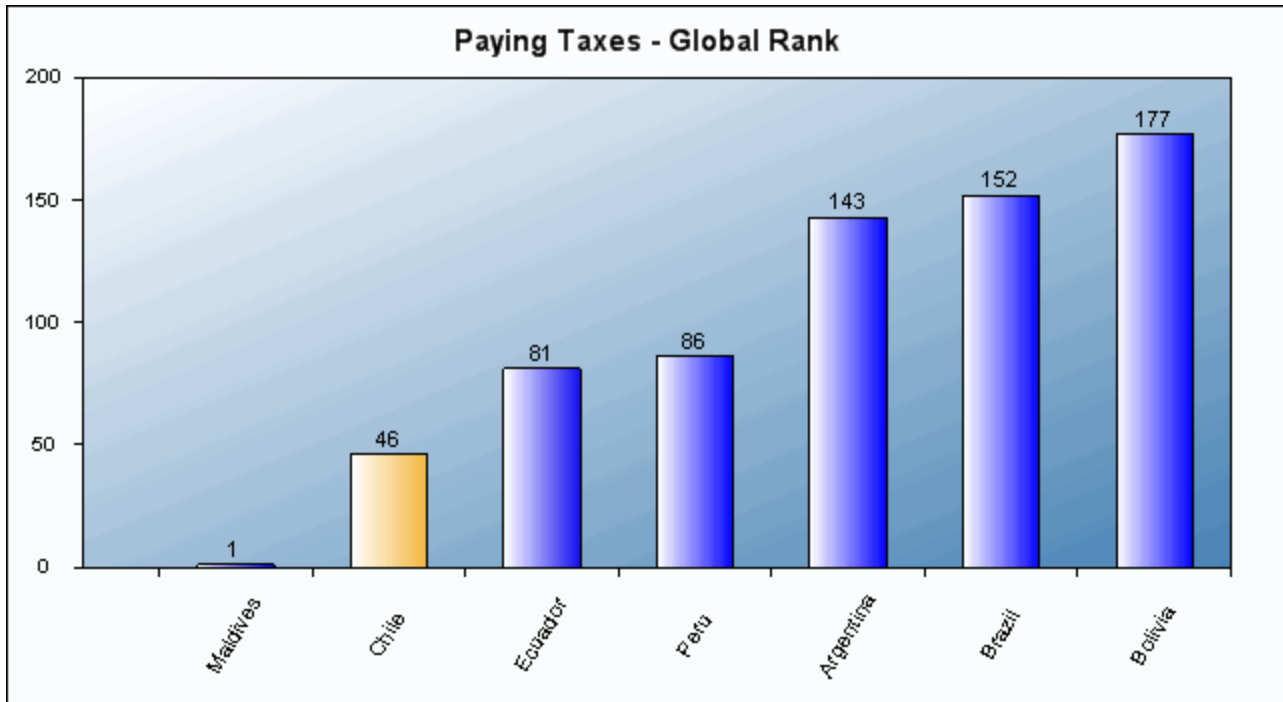
Case Study Assumptions

- TaxpayerCo is a medium-size business that started operations 2 years ago.
- Tax practitioners are asked to review its financial statements, as well as a standard list of transactions that the company completed during the year.
- Respondents are asked how much in taxes and mandatory contributions the business must pay and what the process is for doing so.
- The business starts from the same financial position in each economy. All the taxes and mandatory contributions paid during the second year of operation are recorded.
- Taxes and mandatory contributions are measured at all levels of government
- Taxes and mandatory contributions include corporate income tax, turnover tax, all labor taxes and contributions paid by the company.
- A range of standard deductions and exemptions are also recorded.

1. Benchmarking Paying Taxes Regulations:

Chile is ranked 46 overall for Paying Taxes.

Ranking of Chile in Paying Taxes - Compared to good practice and selected economies:



The following table shows Paying Taxes data for Chile compared to good practice and comparator economies:

Good Practice Economies	Payments (number per year)	Time (hours per year)	Total tax rate (% profit)
Maldives*	3	0	
Timor-Leste			0.2

<i>Selected Economy</i>			
Chile	9	316	25.0

<i>Comparator Economies</i>			
Argentina	9	453	108.2
Bolivia	42	1080	80.0
Brazil	10	2600	69.0
Ecuador	8	654	35.3
Peru	9	380	40.2

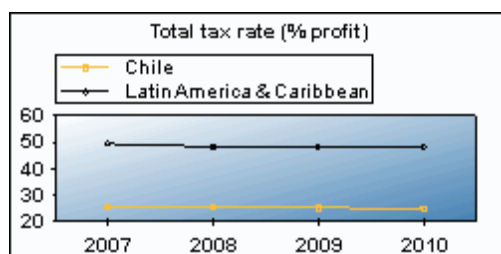
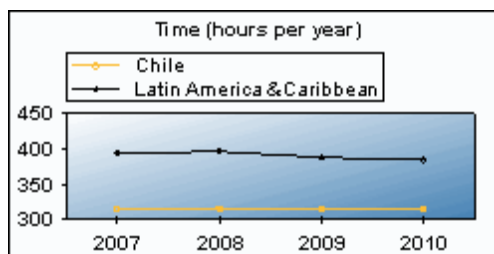
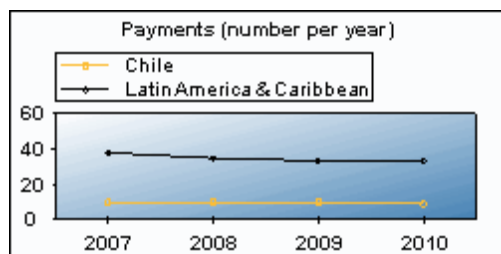
* The following economies are also good practice economies for :

Payments (number per year): Qatar

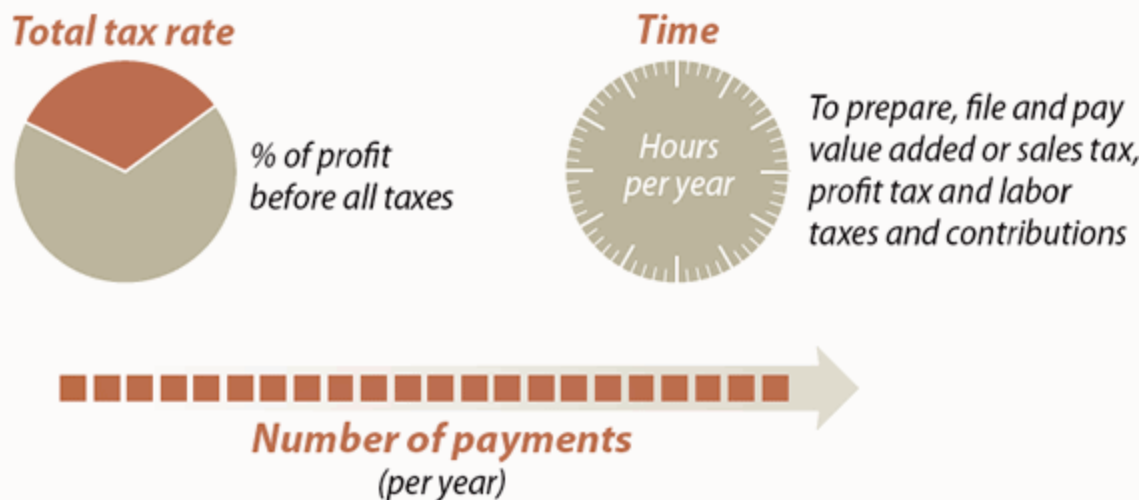
2. Historical data: Paying Taxes in Chile

Paying Taxes data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	45	46
Total tax rate (% profit)	25.6	25.6	25.3	25.0
Payments (number per year)	10	10	10	9
Time (hours per year)	316	316	316	316

3. The following graphs illustrate the Paying Taxes sub indicators in Chile over the past 4 years:



What are the time, total tax rate and number of payments necessary for a local medium-sized company to pay all taxes?



The table below addresses the taxes and mandatory contributions that a medium-size company must pay or withhold in a given year in Chile, as well as measures of administrative burden in paying taxes.

Tax or mandatory contribution	Payments (number)	Notes on Payments	Time (hours)	Statutory tax rate	Tax base	Total tax rate (% profit)	Notes on TTR
Stamp duty	1			tax schedule	0.134% - 1.608%		
Municipal tax on cleanliness	0	paid jointly		fixed rate			
Value added tax (VAT)	1	online filing	137	19.0%	value added		
Vehicle license tax	1			fixed rate	3 UTM	0.00	
Fuel tax	1				included in the price of fuel	0.50	
Municipal tax	2			0.5%	capital	0.80	
Accidents insurance	0	paid jointly		1.0%	gross salaries	1.10	
Property tax	1	online filing		1.2%	property value	1.80	
Unemployment insurance contributions	1	online filing	137	2.4%	gross salaries	2.70	

Corporate income tax	1	online filing	42	17.0%	taxable profit	18.00
----------------------	---	------------------	----	-------	----------------	-------

Totals	9		316			25.0
---------------	----------	--	------------	--	--	-------------

Making trade between countries easier is increasingly important for business in today's globalized world. Excessive document requirements, burdensome customs procedures, inefficient port operations and inadequate infrastructure all lead to extra costs and delays for exporters and importers, stifling trade potential. Trade facilitation tools such as electronic data interchange systems, risk-based inspections, and single windows help improve an economy's trading environment and boost firms' international competitiveness. *Doing Business* trade indicators take into account documents, cost and time associated with every procedure for trading a standard shipment of goods by ocean transport. Research indicates that exporters in developing countries have much more to gain by a 10% drop in their trading costs than from a similar decrease of the tariffs applied to their products in global markets.

Some reform outcomes

In Georgia, reducing customs clearance time by a day has led to operational savings of an estimated \$288 per truck, or an annual \$133 million for the country's whole trading community given the growing amount of cross-border trade in recent years.

In Korea, predictable cargo processing times and rapid turnover by ports and warehouses provide a benefit to the Korean economy of some \$2 billion annually.

What do the Trading Across Borders indicators measure?

Trading Across Borders: exporting and importing by ocean transport

Rankings are based on 3 subindicators

Documents required to export and import (number)

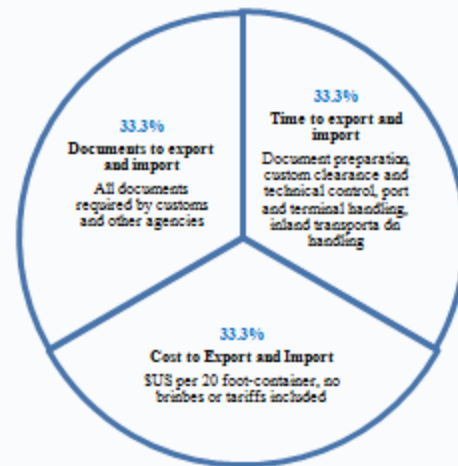
- Bank documents
- Customs clearance documents
- Port and terminal handling documents
- Transport documents

Time required to export and import (days)

- Obtaining all the documents
- Inland transport and handling
- Customs clearance and inspections
- Port and terminal handling
- Does not include ocean transport time

Cost required to export and import (US\$ per container)

- All documentation
- Inland transport and handling
- Customs clearance and inspections
- Port and terminal handling
- Official costs only, no bribes



Case Study Assumptions

The Business

- Has at least 60 employees and is located in the economy's largest business city
- Is a private, limited liability company, which exports more than 10% of its sales. It is fully domestically owned and does not operate in an export processing zone or an industrial estate with special export or import privileges

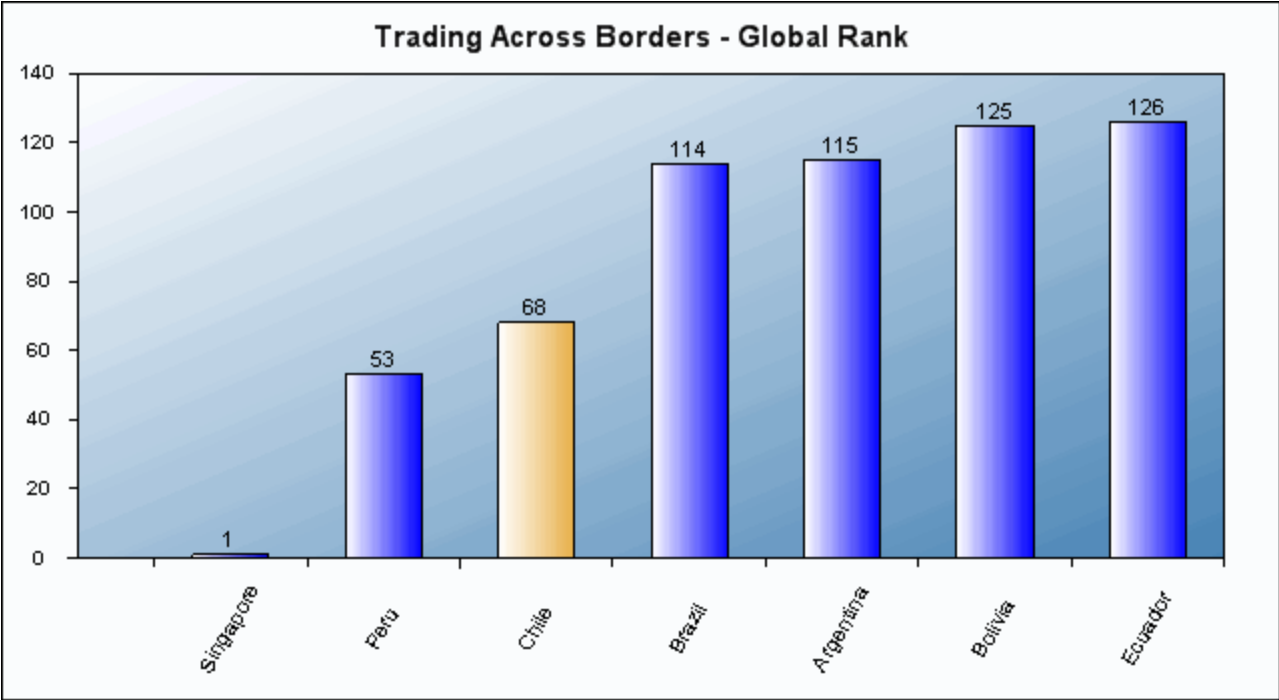
The traded product

- Is transported in a dry-cargo, 20-foot full container load; weighs 10 tons and is valued at \$20,000
- Is not hazardous or include military items; it does not require special phytosanitary or environmental safety standards, refrigeration or any other special environment
- Is one of the economy's leading export or import products

1. Benchmarking Trading Across Borders Regulations:

Chile is ranked 68 overall for Trading Across Borders.

Ranking of Chile in Trading Across Borders - Compared to good practice and selected economies:



The following table shows Trading Across Borders data for Chile compared to good practice and comparator economies:

Good Practice Economies	Documents to export (number)	Time to export (days)	Cost to export (US\$ per container)	Documents to import (number)	Time to import (days)	Cost to import (US\$ per container)
Denmark*		5				
France	2			2		
Malaysia			450			
Singapore					4	439

<i>Selected Economy</i>						
Chile	6	21	745	7	21	795

<i>Comparator Economies</i>						
Argentina	9	13	1480	7	16	1810
Bolivia	8	19	1425	7	23	1747
Brazil	8	13	1790	7	17	1730
Ecuador	9	20	1345	7	29	1332
Peru	6	12	860	8	17	880

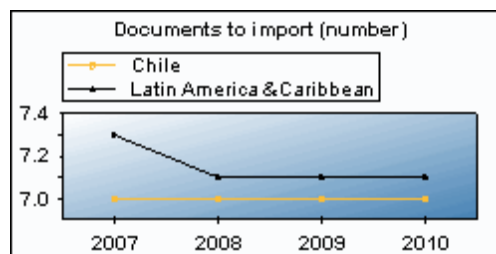
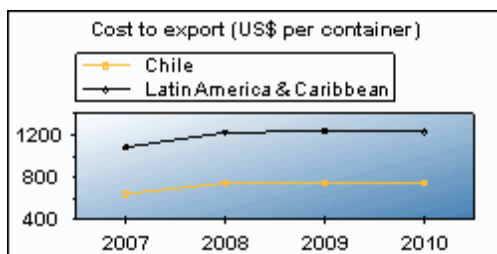
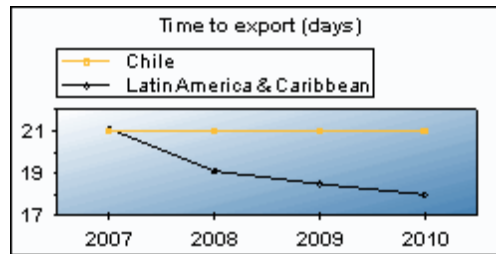
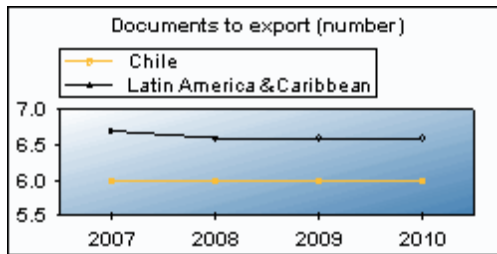
* The following economies are also good practice economies for :

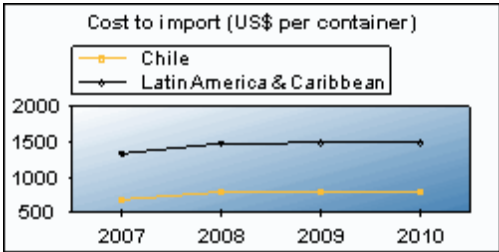
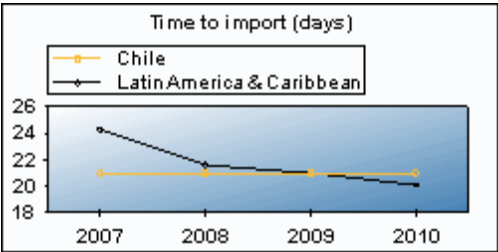
Time to export (days): Estonia

2. Historical data: Trading Across Borders in Chile

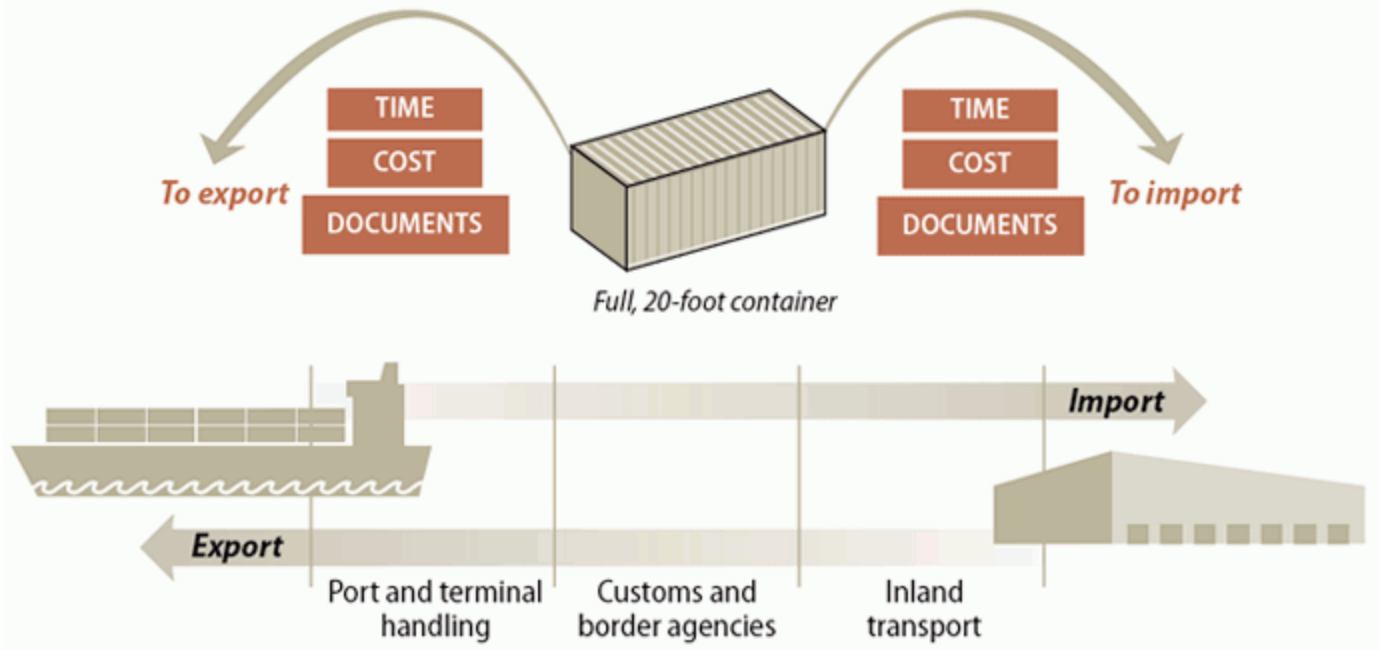
Trading Across Borders data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	60	68
Cost to export (US\$ per container)	645	745	745	745
Cost to import (US\$ per container)	685	795	795	795
Documents to export (number)	6	6	6	6
Documents to import (number)	7	7	7	7
Time to export (days)	21	21	21	21
Time to import (days)	21	21	21	21

3. The following graphs illustrate the Trading Across Borders sub indicators in Chile over the past 4 years:





How much time, how many documents and what cost to export and import across borders by ocean transport?



These tables list the procedures necessary to import and export a standardized cargo of goods in Chile. The documents required to export and import the goods are also shown.

Nature of Export Procedures (2010)	Duration (days)	US\$ Cost
Documents preparation	11	135
Customs clearance and technical control	2	50
Ports and terminal handling	4	210
Inland transportation and handling	4	350
Totals	21	745

Nature of Import Procedures (2010)	Duration (days)	US\$ Cost
Documents preparation	12	185
Customs clearance and technical control	3	50
Ports and terminal handling	4	210
Inland transportation and handling	2	350
Totals	21	795

Documents for Export and Import

Export

- Bill of lading
- Certificate of origin
- Commercial invoice
- Customs export declaration
- Packing list
- Technical standard/health certificate

Import

- Bill of lading
- Certificate of origin
- Commercial invoice
- Customs import declaration
- Import license
- Packing list
- Technical standard/health certificate

Well functioning courts help businesses expand their network and markets. Where contract enforcement is efficient, firms have greater access to credit and are more likely to engage with new borrowers or customers. *Doing Business* measures the efficiency of the judicial system in resolving a commercial sale dispute before local courts. Following the step-by-step evolution of a standardized case study, data relating to the time, cost and procedural complexity of resolving a commercial lawsuit are collected through study of the codes of civil procedure and other court regulations, as well as through surveys completed by local litigation lawyers (and, in a quarter of the countries, by judges as well).

Some reform outcomes

In Rwanda the implementation of specialized commercial courts in May 2008 resulted in a significant decrease of the case backlog, and contributed to reduce the time to resolve a commercial dispute by nearly 3 months.

In Austria a "data highway" for the courts that allows attachments to be sent electronically has produced savings of €4.4 million in postage alone.

What do the Enforcing Contracts indicators measure?

Enforcing Contracts: resolving a commercial dispute through the courts

Rankings are based on 3 subindicators

Procedures to enforce a contract (number)

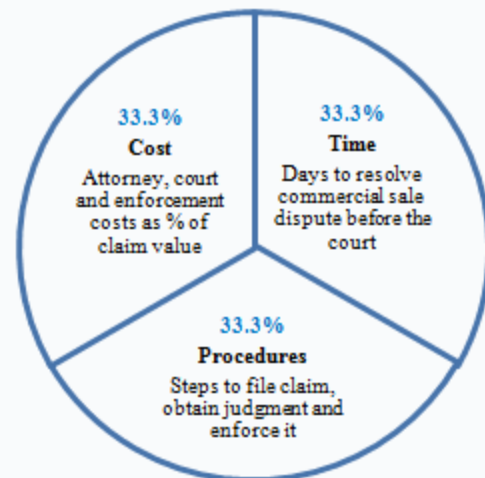
- Any interaction between the parties in a commercial dispute, or between them and the judge or court officer
- Steps to file the case
- Steps for trial and judgment
- Steps to enforce the judgment

Time required to complete procedures (calendar days)

- Time to file and serve the case
- Time for trial and obtaining judgment
- Time to enforce the judgment

Cost required to complete procedures (% of claim)

- No bribes
- Average attorney fees
- Court costs, including expert fees
- Enforcement costs



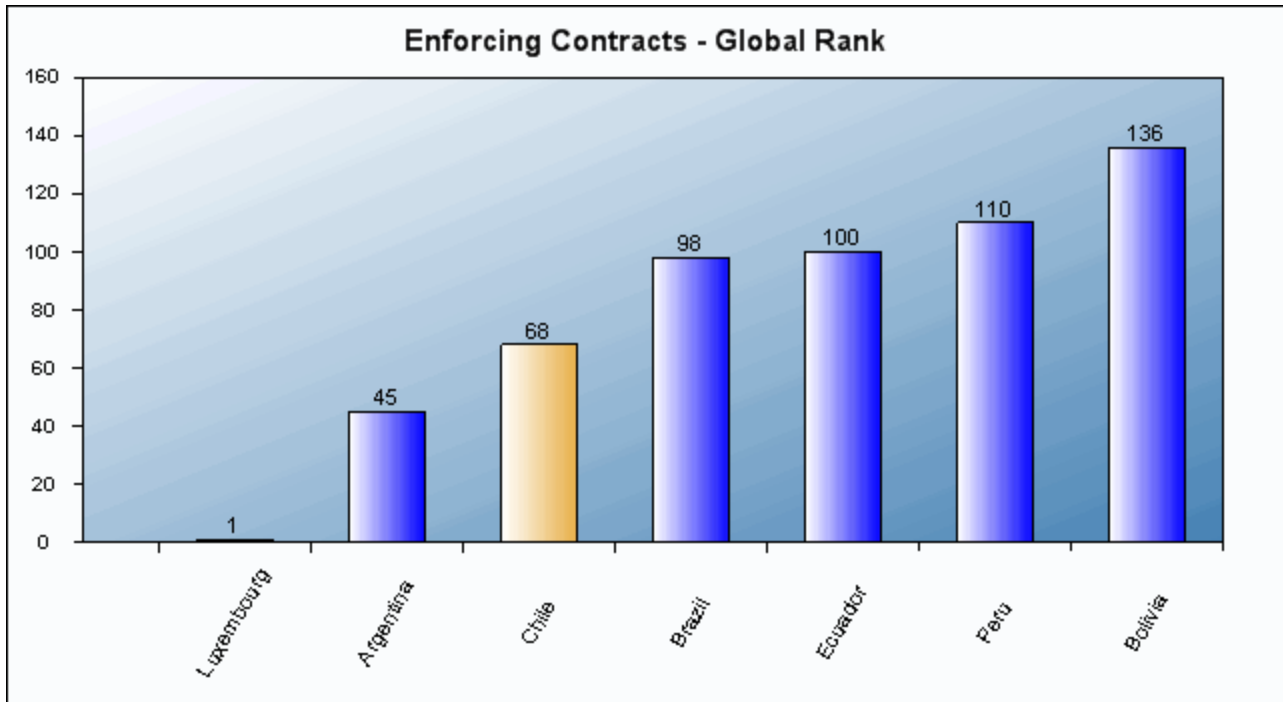
Case Study Assumptions

- Seller and Buyer are domestic companies
- Buyer orders custom-made goods, then does not pay
- Seller sues Buyer before competent court
- Value of claim is 200% of GNI per capita
- Seller requests pre-trial attachment to secure claim
- Dispute on quality of the goods requires expert opinion
- Judge decides in favor of Seller, no appeal
- Seller enforces judgment through a public sale of Buyer's movable assets.

1. Benchmarking Enforcing Contracts Regulations:

Chile is ranked 68 overall for Enforcing Contracts.

Ranking of Chile in Enforcing Contracts - Compared to good practice and selected economies:



The following table shows Enforcing Contracts data for Chile compared to good practice and comparator economies:

Good Practice Economies	Procedures (number)	Time (days)	Cost (% of claim)
Bhutan			0.1
Ireland	20		
Singapore		150	

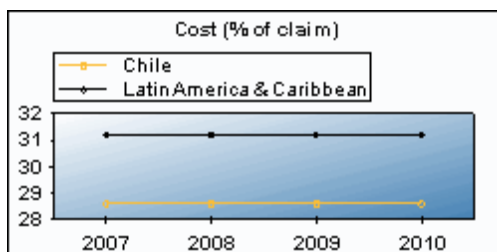
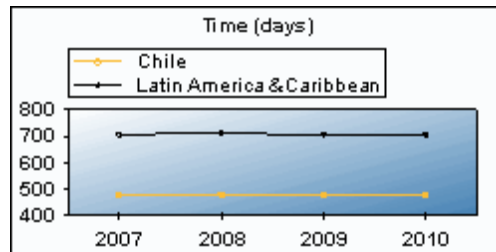
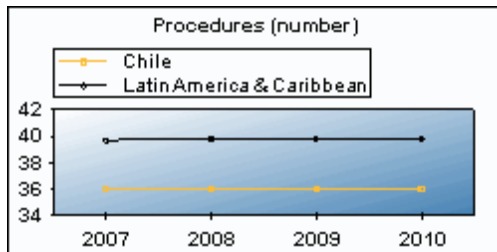
<i>Selected Economy</i>			
Chile	36	480	28.6

<i>Comparator Economies</i>			
Argentina	36	590	16.5
Bolivia	40	591	33.2
Brazil	45	616	16.5
Ecuador	39	588	27.2
Peru	41	428	35.7

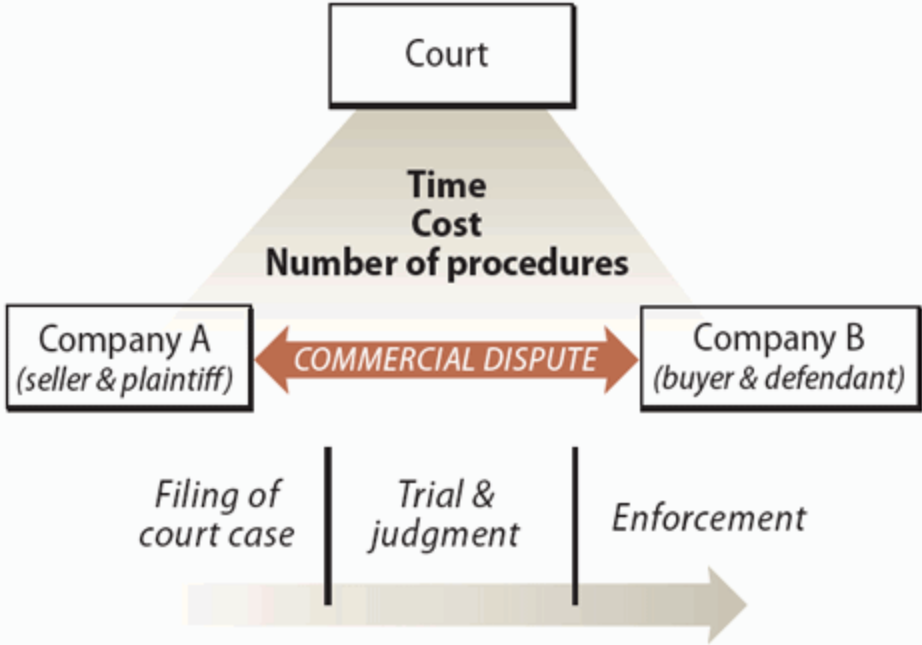
2. Historical data: Enforcing Contracts in Chile

Enforcing Contracts data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	68	68
Procedures (number)	36	36	36	36
Time (days)	480	480	480	480
Cost (% of claim)	28.6	28.6	28.6	28.6

3. The following graphs illustrate the Enforcing Contracts sub indicators in Chile over the past 4 years:



What are the time, cost and number of procedures to resolve a commercial dispute through the courts?



This topic looks at the efficiency of contract enforcement in Chile.

Nature of Procedure (2010)	Indicator
Procedures (number)	36
Time (days)	480
Filing and service	30.0
Trial and judgment	270.0
Enforcement of judgment	180.0
Cost (% of claim)*	28.60
Attorney cost (% of claim)	15.0
Court cost (% of claim)	5.0
Enforcement Cost (% of claim)	8.6

Court information: Santiago Civil Court ("Juzgado de Letras en lo Civil")

* Claim assumed to be equivalent to 200% of income per capita.

A robust bankruptcy system functions as a filter, ensuring the survival of economically efficient companies and reallocating the resources of inefficient ones. Fast and cheap insolvency proceedings result in businesses' speedy return to normal operation and increase returns to creditors. By improving the expectations of creditors and debtors about the outcome of insolvency proceedings, well-functioning insolvency systems can facilitate access to finance, save more viable businesses, and thereby improve growth and sustainability in the economy overall.

Some reform outcomes

A study of the 2005 bankruptcy reform in Brazil found that it had led to an average reduction of 22% in the cost of credit for Brazilian companies, a 39% increase in overall credit and a 79% increase in long-term credit in the economy. The purpose of the reform was to improve creditor protection in insolvency proceedings.

Following the introduction of debtor-in-possession reorganizations in Korea in 2006, the number of reorganization filings increased from 76 in 2006 to 670 in 2009.

What does the Closing a Business indicator measure?

Closing a Business: insolvency proceedings against local company

Time required to recover debt (years)

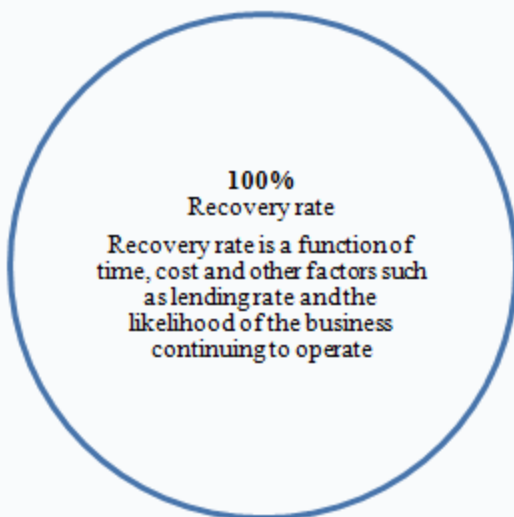
- Measured in calendar years
- Appeals and requests for extension are included

Cost required to recover debt (% of debtor's estate value)

- Measured as percentage of estate value
- Court fees
- Fees of insolvency administrators
- Lawyers' fees
- Assessors' and auctioneers' fees
- All other fees and costs

Recovery rate for creditors (cents on the dollar)

- Measures the cents on the dollar recovered by creditors
- Present value of debt recovered
- Costs of the insolvency proceedings are deducted
- Depreciation of furniture is taken into account
- Outcome for the business (survival or not) affects the maximum value that can be recovered



Case Study Assumptions

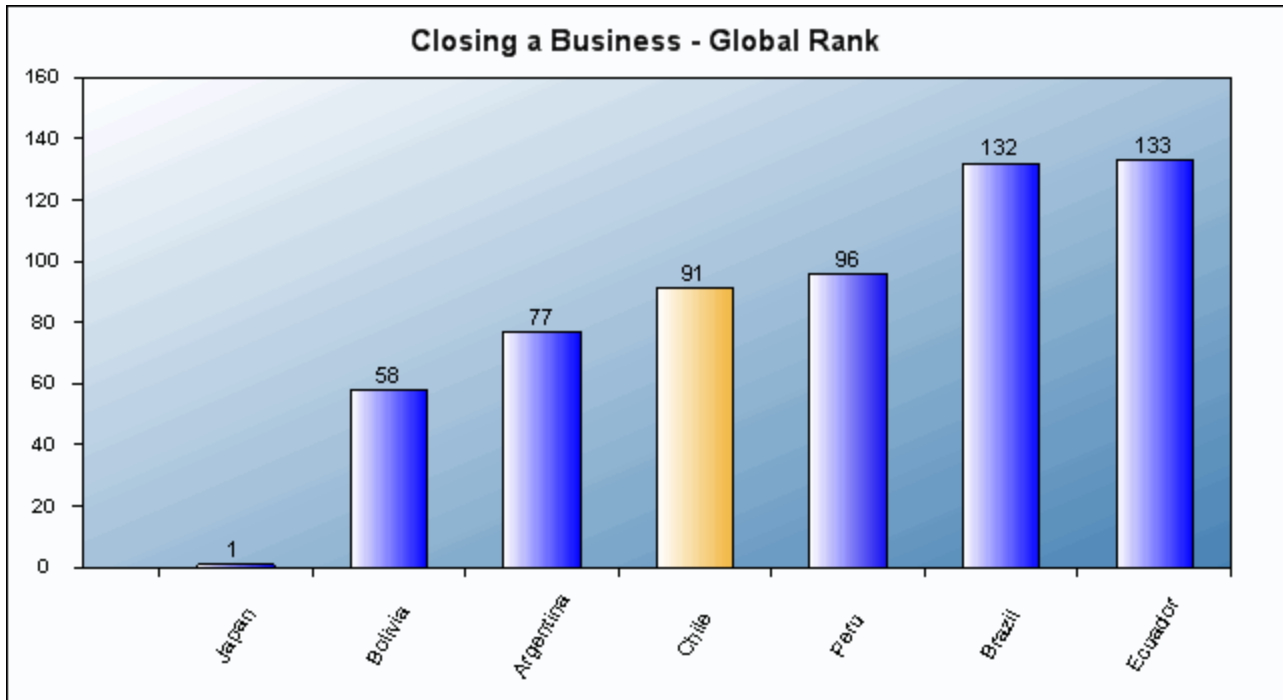
The Company

- is domestically owned
- is a limited liability company operating a hotel
- operates in the economy's largest business city
- has 201 employees, 1 secured creditor and 50 unsecured creditors
- has a higher value as a going concern and a lower value in a piecemeal sale of assets

1. Benchmarking Closing Business Regulations:

Chile is ranked 91 overall for Closing a Business.

Ranking of Chile in Closing Business - Compared to good practice and selected economies:



The following table shows Closing Business data for Chile compared to good practice and comparator economies:

Good Practice Economies	Recovery rate (cents on the dollar)	Time (years)	Cost (% of estate)
Ireland		0.4	
Japan	92.7		
Singapore*			1

<i>Selected Economy</i>			
Chile	28.2	4.5	15

<i>Comparator Economies</i>			
Argentina	32.8	2.8	12
Bolivia	39.3	1.8	15
Brazil	17.1	4.0	12
Ecuador	17.0	5.3	18
Peru	27.2	3.1	7

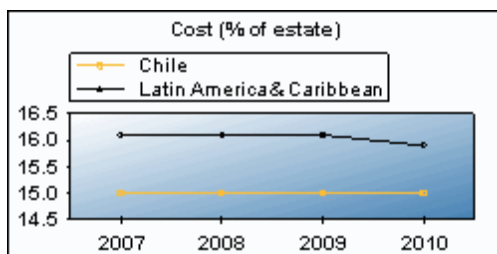
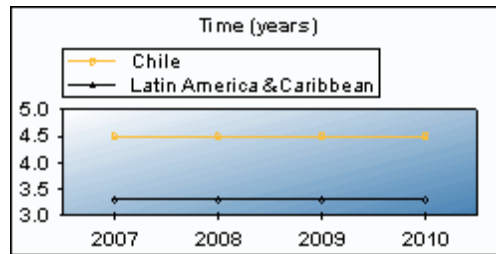
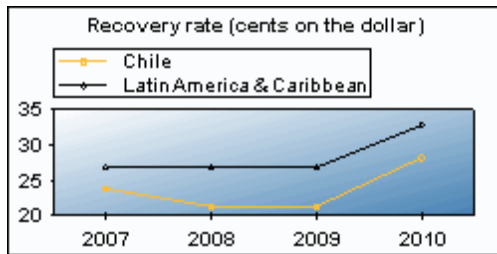
* The following economies are also good practice economies for :

Cost (% of estate): Colombia, Kuwait, Norway

2. Historical data: Closing Business in Chile

Closing a Business data	Doing Business 2008	Doing Business 2009	Doing Business 2010	Doing Business 2011
Rank	113	91
Time (years)	4.5	4.5	4.5	4.5
Cost (% of estate)	15	15	15	15
Recovery rate (cents on the dollar)	23.8	21.3	21.3	28.2

3. The following graphs illustrate the Closing Business sub indicators in Chile over the past 4 years:



Since 2004 Doing Business has been tracking reforms aimed at simplifying business regulations, strengthening property rights, opening access to credit and enforcing contracts by measuring their impact on 10 indicator sets . * Nearly 1,000 reforms have had an impact on these indicators. *Doing Business 2011*, covering June 2009 to June 2010, reports that 117 economies implemented 216 reforms to make it easier to start a business. 64% of economies measured by Doing Business have reformed this year, focusing on easing business start-up, lightening the tax burden, simplifying import and export regulations and improving credit information systems.

The top 10 most-improved in Doing Business 2011

Economy	Indicator									
	Starting a Business	Dealing with Construction Permits	Registering Property	Getting Credit	Protecting Investors	Paying Taxes	Trading Across Borders	Enforcing Contracts	Closing a Business	Employing Workers
Kazakhstan	✓	✓				✓	✓			
Rwanda		✓		✓			✓			
Peru	✓	✓	✓				✓			
Vietnam	✓	✓		✓						
Cape Verde	✓		✓				✓			
Tajikistan	✓				✓	✓				
Zambia	✓						✓	✓		
Hungary		✓	✓			✓			✓	
Grenada	✓		✓				✓			
Brunei Darussalam	✓					✓	✓			

 Positive Change
 Negative Change

* For *Doing Business 2011* the Employing Workers indicator is not included in the aggregate ease of doing business ranking.

Summary of changes to business regulation in top 10 most improved economies in *Doing Business 2011* and selected comparator economies.

Brazil	Brazil eased business start-up by further enhancing the electronic synchronization between federal and state tax authorities.
Brunei Darussalam	Brunei Darussalam made starting a business easier by improving efficiency at the company registrar and implementing an electronic system for name searches. Brunei Darussalam reduced the corporate income tax rate from 23.5% to 22% while also introducing a lower tax rate for small businesses, ranging from 5.5% to 11%. The introduction of an electronic customs system in Brunei Darussalam made trading easier.
Cape Verde	Cape Verde made start-up easier by eliminating the need for a municipal inspection before a business begins operations and computerizing the system for delivering the municipal license. Cape Verde eased property registration by switching from fees based on a percentage of the property value to lower fixed rates. Cape Verde abolished the stamp duties on sales and checks.
Chile	Chile made business start-up easier by introducing an online system for registration and for filing the request for publication. An amendment to Chile's securities law strengthened investor protections by requiring greater corporate disclosure and regulating the approval of transactions between interested parties.
Ecuador	Ecuador made starting a business easier by introducing an online registration system for social security.
Grenada	Grenada eased business start-up by transferring responsibility for the commercial registry from the courts to the civil administration. The appointment of a registrar focusing only on property cut the time needed to transfer property in Grenada by almost half. Grenada's customs administration made trading faster by simplifying procedures, reducing inspections, improving staff training and enhancing communication with users.
Hungary	Hungary implemented a time limit for the issuance of building permits. Hungary reduced the property registration fee by 6% of the property value. Hungary simplified taxes and tax bases. Amendments to Hungary's bankruptcy law encourage insolvent companies to consider reaching agreements with creditors out of court so as to avoid bankruptcy.
Kazakhstan	Kazakhstan eased business start-up by reducing the minimum capital requirement to 100 tenge (\$0.70) and eliminating the need to have the memorandum of association and company charter notarized. Kazakhstan made dealing with construction permits easier by implementing a one-stop shop related to technical conditions for utilities. Kazakhstan strengthened investor protections by requiring greater corporate disclosure in company annual reports. Kazakhstan speeded up trade through efforts to modernize customs, including implementation of a risk management system and improvements in customs automation.
Peru	Peru eased business start-up by simplifying the requirements for operating licenses and creating an online one-stop shop for business registration. Peru streamlined construction permitting by implementing administrative reforms. Peru introduced fast-track procedures at the land registry, cutting by half the time needed to register property. Peru made trading easier by implementing a new web-based electronic data interchange system, risk-based inspections and payment deferrals.
Rwanda	Rwanda made dealing with construction permits easier by passing new building regulations at the end of April 2010 and implementing new time limits for the issuance of various permits. Rwanda enhanced access to credit by allowing borrowers the right to inspect their own credit report and mandating that loans of all sizes be reported to the central bank's public credit registry. Rwanda reduced the number of trade documents required and enhanced its joint border management procedures with Uganda and other neighbors, leading to an improvement in the trade logistics environment.
Tajikistan	Tajikistan made starting a business easier by creating a one-stop shop that consolidates registration with the state and the tax authority. Tajikistan strengthened investor protections by requiring greater corporate disclosure in the annual report and greater access to corporate information for minority investors. Tajikistan lowered its corporate income tax rate.

Vietnam

Vietnam eased company start-up by creating a one-stop shop that combines the processes for obtaining a business license and tax license and by eliminating the need for a seal for company licensing. Vietnam made dealing with construction permits easier by reducing the cost to register newly completed buildings by 50% and transferring the authority to register buildings from local authorities to the Department of National Resources and Environment. Vietnam improved its credit information system by allowing borrowers to examine their own credit report and correct errors.

Zambia

Zambia eased business start-up by eliminating the minimum capital requirement. Zambia eased trade by implementing a one-stop border post with Zimbabwe, launching web-based submission of customs declarations and introducing scanning machines at border posts. Zambia improved contract enforcement by introducing an electronic case management system in the courts that provides electronic referencing of cases, a database of laws, real-time court reporting and public access to court records.



WWW.DOINGBUSINESS.ORG