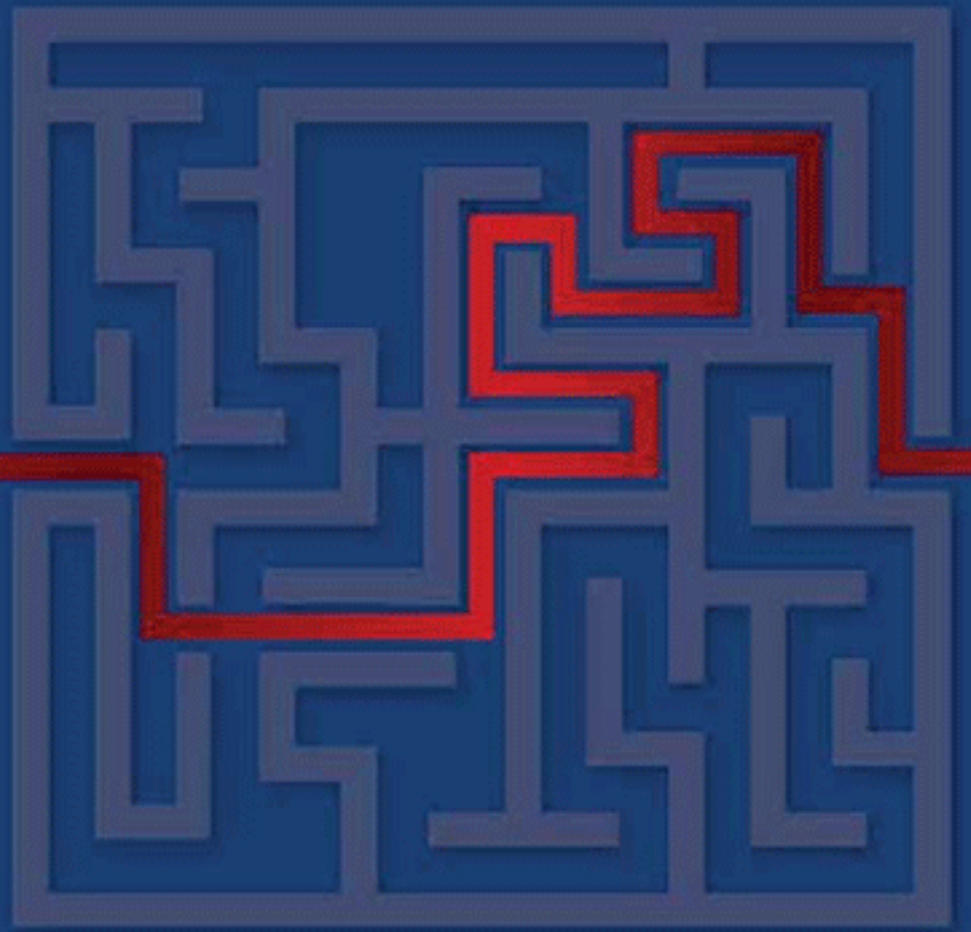




Doing Business 2014

Economy Profile: Moldova



Comparing Business Regulations for Domestic Firms in 189 Economies

11TH EDITION

A World Bank Group Corporate Flagship

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The World Bank

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INTRODUCTION

Doing Business sheds light on how easy or difficult it is for a local entrepreneur to open and run a small to medium-size business when complying with relevant regulations. It measures and tracks changes in regulations affecting 11 areas in the life cycle of a business: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts, resolving insolvency and employing workers.

In a series of annual reports *Doing Business* presents quantitative indicators on business regulations and the protection of property rights that can be compared across 189 economies, from Afghanistan to Zimbabwe, over time. The data set covers 47 economies in Sub-Saharan Africa, 33 in Latin America and the Caribbean, 25 in East Asia and the Pacific, 25 in Eastern Europe and Central Asia, 20 in the Middle East and North Africa and 8 in South Asia, as well as 31 OECD high-income economies. The indicators are used to analyze economic outcomes and identify what reforms have worked, where and why.

This economy profile presents the *Doing Business* indicators for Moldova. To allow useful comparison, it also provides data for other selected economies (comparator economies) for each indicator. The data in this report are current as of June 1, 2013 (except for

the paying taxes indicators, which cover the period January–December 2012).

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 and getting electricity), the security of property from theft and looting, the transparency of government procurement, macroeconomic conditions or the underlying strength of institutions—are not directly studied by *Doing Business*. 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 policy makers in designing regulatory reform.

More information is available in the full report. *Doing Business 2014* presents the indicators, analyzes their relationship with economic outcomes and presents business regulatory reforms. The data, along with information on ordering *Doing Business 2014*, are available on the *Doing Business* website at <http://www.doingbusiness.org>.

THE BUSINESS ENVIRONMENT

For policy makers trying to improve their economy's regulatory environment for business, a good place to start is to find out how it compares with the regulatory environment in other economies. *Doing Business* provides an aggregate ranking on the ease of doing business based on indicator sets that measure and benchmark regulations applying to domestic small to medium-size businesses through their life cycle. Economies are ranked from 1 to 189 by the ease of doing business index. For each economy the index is calculated as the ranking on the simple average of its percentile rankings on each of the 10 topics included in the index in *Doing Business 2014*: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency. The ranking on each topic is the simple average of the percentile rankings on its component indicators (see the data notes for more details). The employing workers indicators are not included in this year's aggregate ease of doing business ranking, but the data are presented in this year's economy profile.

The aggregate ranking on the ease of doing business benchmarks each economy's performance on the indicators against that of all other economies in the *Doing Business* sample (figure 1.1). While this ranking tells much about the business environment in an economy, it does not tell the whole story. The ranking on the ease of doing business, and the underlying indicators, do not measure all aspects of the business environment that matter to firms and investors or that affect the competitiveness of the economy. Still, a high ranking does mean that the government has created a regulatory environment conducive to operating a business.

ECONOMY OVERVIEW

Region: Europe & Central Asia

Income category: Lower middle income

Population: 3,559,541

GNI per capita (US\$): 2,070

DB2014 rank: 78

DB2013 rank: 86*

Change in rank: 8

DB 2014 DTF: 64.51

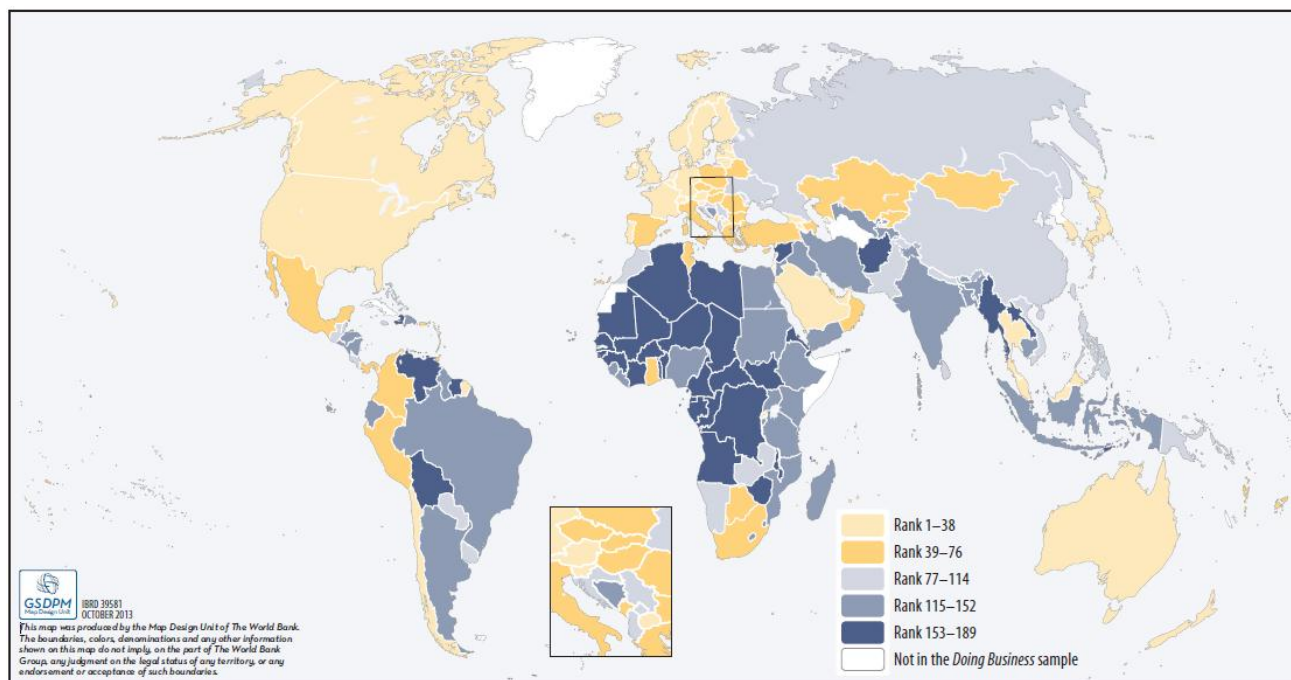
DB 2013 DTF: 62.3

Change in DTF: 2.21

* DB2013 ranking shown is not last year's published ranking but a comparable ranking for DB2013 that captures the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year. See the data notes for sources and definitions.

THE BUSINESS ENVIRONMENT

Figure 1.1 Where economies stand in the global ranking on the ease of doing business



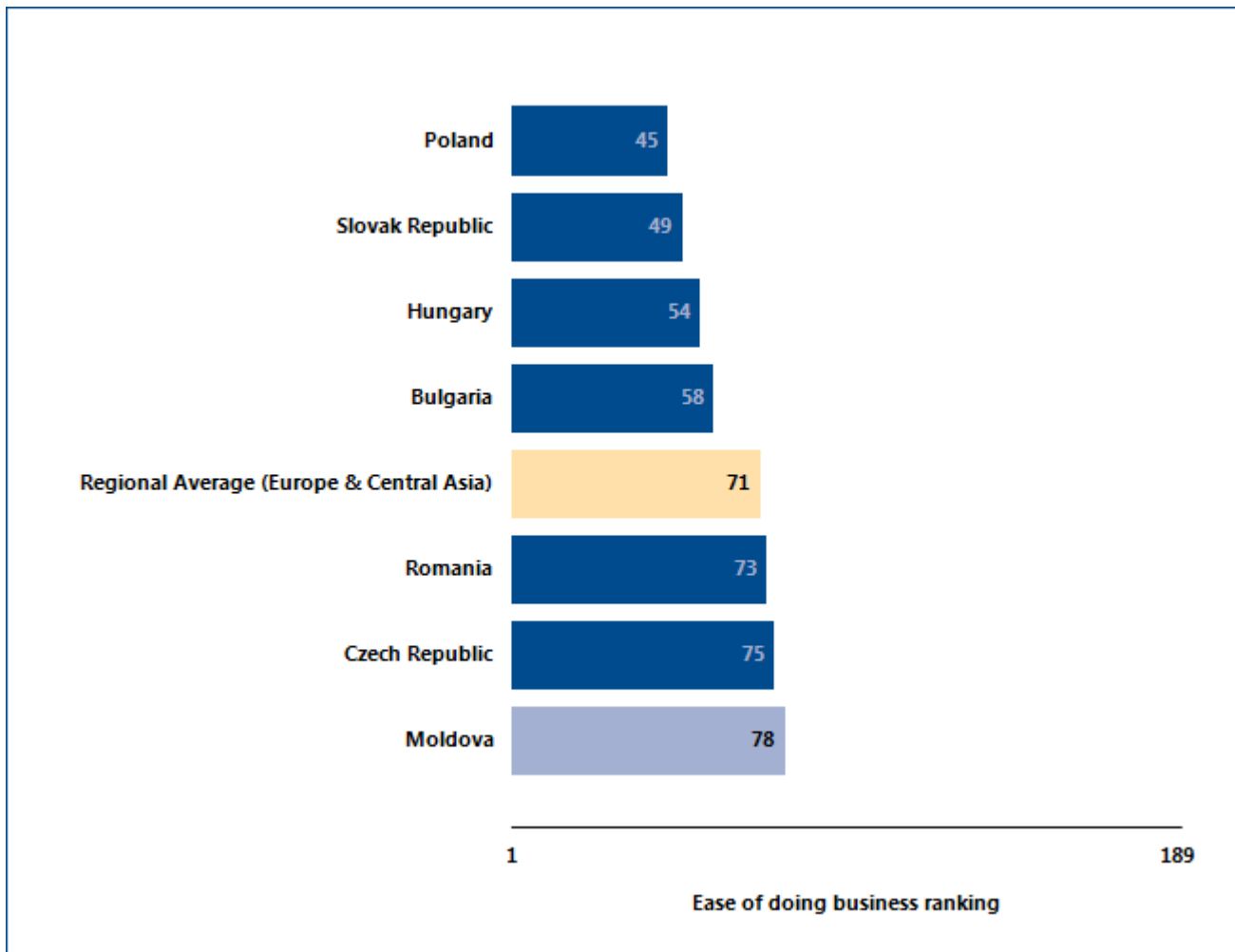
Source: *Doing Business* database.

THE BUSINESS ENVIRONMENT

For policy makers, knowing where their economy stands in the aggregate ranking on the ease of doing business is useful. Also useful is to know how it ranks relative to comparator economies and

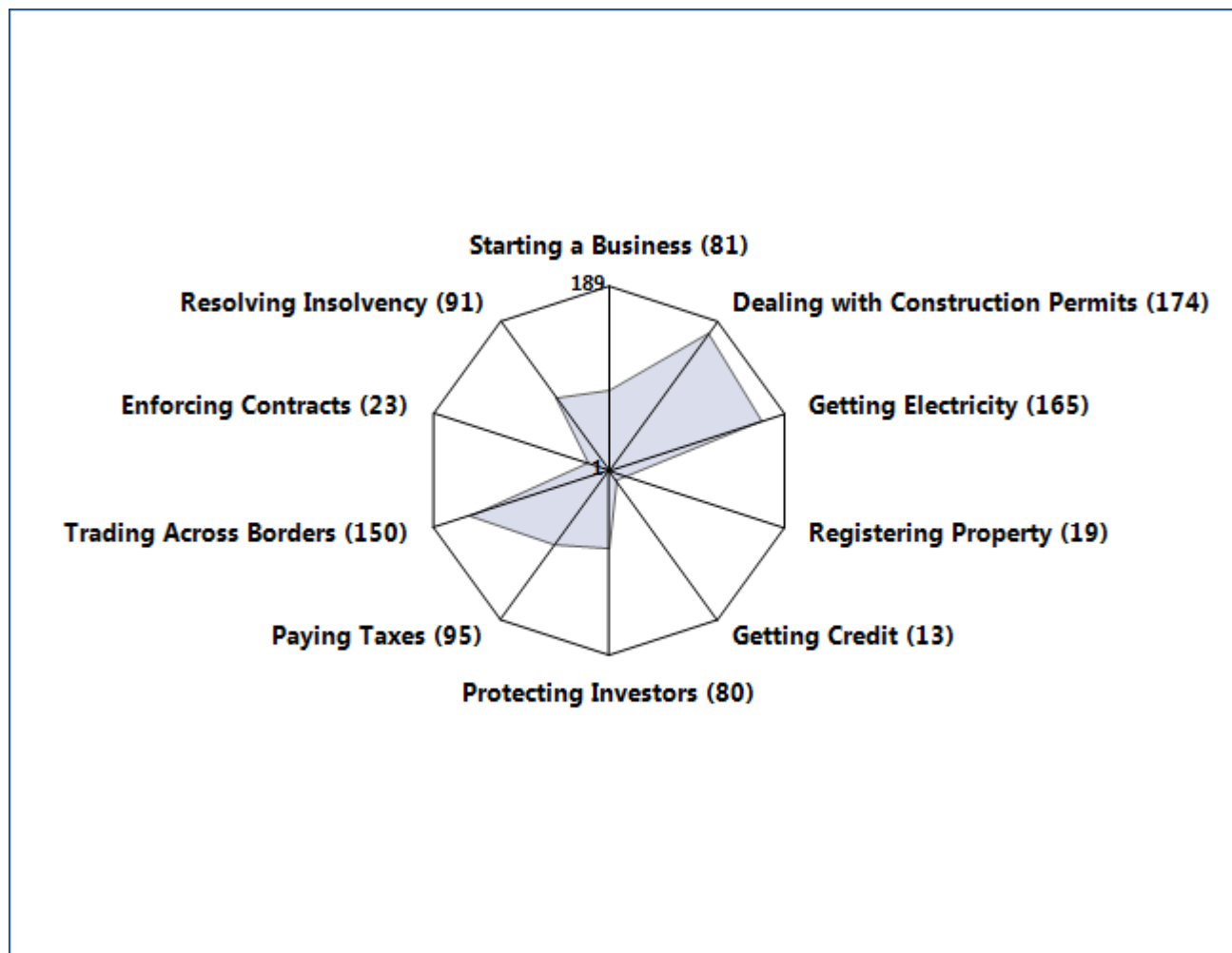
relative to the regional average (figure 1.2). The economy's rankings on the topics included in the ease of doing business index provide another perspective (figure 1.3).

Figure 1.2 How Moldova and comparator economies rank on the ease of doing business



Source: Doing Business database.

THE BUSINESS ENVIRONMENT

Figure 1.3 How Moldova ranks on *Doing Business* topics

Source: *Doing Business* database.

THE BUSINESS ENVIRONMENT

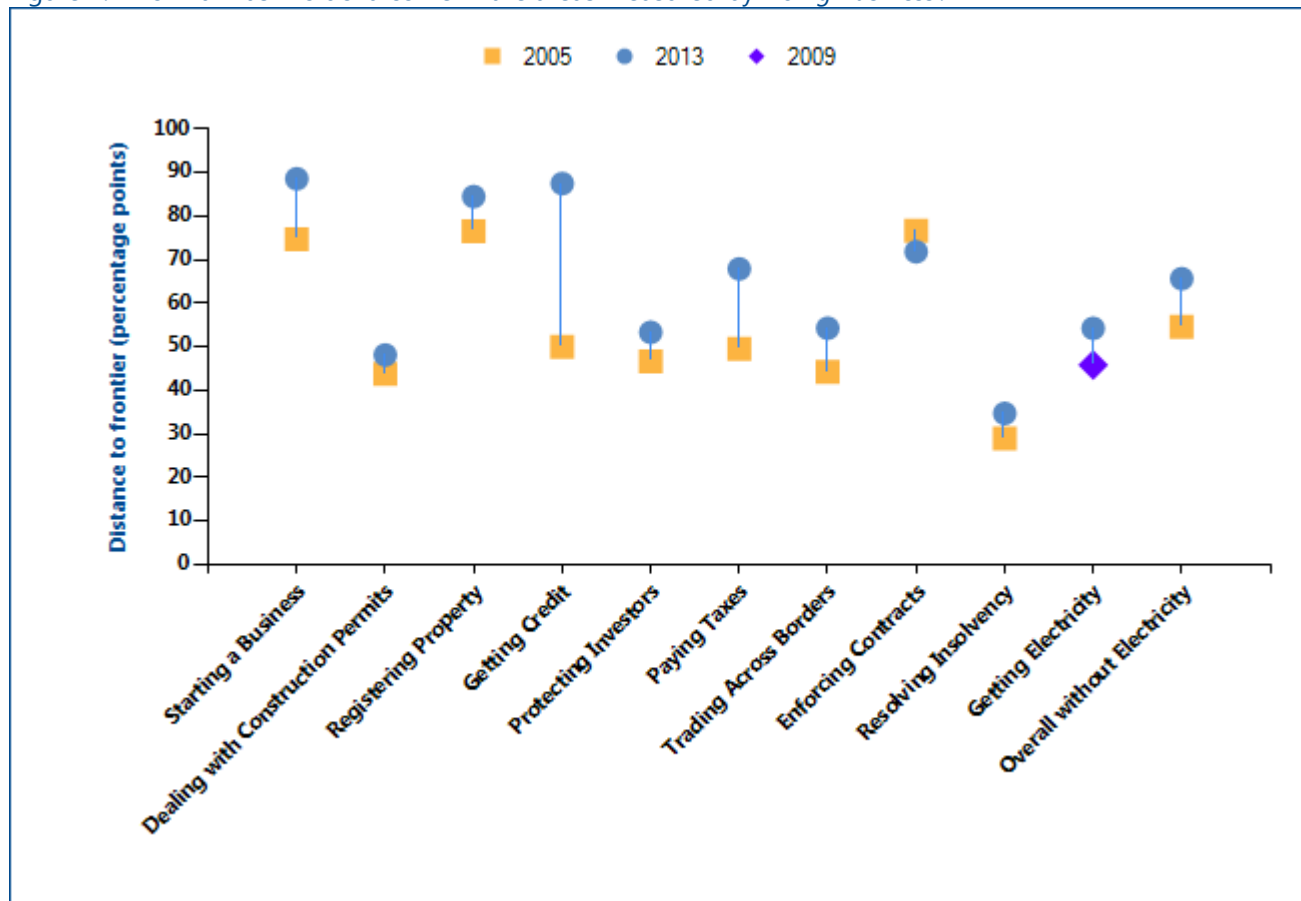
Just as the overall ranking on the ease of doing business tells only part of the story, so do changes in that ranking. Yearly movements in rankings can provide some indication of changes in an economy's regulatory environment for firms, but they are always relative.

Moreover, year-to-year changes in the overall rankings do not reflect how the business regulatory environment in an economy has changed over time—or how it has changed in different areas. To aid in assessing such changes,

Doing Business introduced the distance to frontier measure. This measure shows how far on average an economy is from the best performance achieved by any economy on each *Doing Business* indicator since 2005, except for the getting electricity indicators, which were introduced in 2009.

Comparing the measure for an economy at 2 points in time allows users to assess how much the economy's regulatory environment as measured by *Doing Business* has changed over time—how far it has moved toward (or away from) the most efficient practices and strongest regulations in areas covered by *Doing Business* (figure 1.4).

Figure 1.4 How far has Moldova come in the areas measured by *Doing Business*?



Note: The distance to frontier measure shows how far on average an economy is from the best performance achieved by any economy on each *Doing Business* indicator since 2005, except for the getting electricity indicators, which were introduced in 2009. The measure is normalized to range between 0 and 100, with 100 representing the best performance (the frontier). The overall distance to frontier is the average of the distance to frontier in the first 9 indicator sets shown in the figure and does not include getting electricity. Data on the overall distance to frontier including getting electricity is available at <http://www.doingbusiness.org/data/distance-to-frontier>. See the data notes for more details on the distance to frontier measure.

Source: *Doing Business* database.

THE BUSINESS ENVIRONMENT

The absolute values of the indicators tell another part of the story (table 1.1). The indicators, on their own or in comparison with the indicators of a good practice economy or those of comparator economies in the region, may reveal bottlenecks reflected in large numbers of procedures, long delays or high costs. Or they may reveal unexpected strengths in an area of

business regulation—such as a regulatory process that can be completed with a small number of procedures in a few days and at a low cost. Comparison of the economy's indicators today with those in the previous year may show where substantial bottlenecks persist—and where they are diminishing.

Table 1.1 Summary of *Doing Business* indicators for Moldova

Indicator	Moldova DB2014	Moldova DB2013	Bulgaria DB2014	Czech Republic DB2014	Hungary DB2014	Poland DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
Starting a Business (rank)	81	93	65	146	59	116	60	108	New Zealand (1)
Procedures (number)	6	7	4	9	4	4	5	7	New Zealand (1)*
Time (days)	7.0	9.0	18.0	19.5	5.0	30.0	8.5	18.5	New Zealand (0.5)
Cost (% of income per capita)	5.4	5.7	1.0	8.2	8.6	14.3	2.4	1.5	Slovenia (0.0)
Paid-in Min. Capital (% of income per capita)	8.1	8.7	0.0	29.5	9.4	12.6	0.7	19.3	112 Economies (0.0)*
Dealing with Construction Permits (rank)	174	175	118	86	47	88	136	53	Hong Kong SAR, China (1)
Procedures (number)	26	26	18	33	24	18	15	11	Hong Kong SAR, China (6)
Time (days)	291.0	291.0	104.0	120.0	79.0	161.0	287.0	286.0	Singapore (26.0)

Indicator	Moldova DB2014	Moldova DB2013	Bulgaria DB2014	Czech Republic DB2014	Hungary DB2014	Poland DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
Cost (% of income per capita)	65.0	69.3	222.9	10.5	9.2	10.6	71.2	6.6	Qatar (1.1)
Getting Electricity (rank)	165	164	135	146	112	137	174	65	Iceland (1)
Procedures (number)	7	7	6	6	5	6	7	5	10 Economies (3)*
Time (days)	140	140	130	279	252	161	223	158	Germany (17)
Cost (% of income per capita)	542.1	578.0	320.0	179.0	116.4	205.2	534.0	10.6	Japan (0.0)
Registering Property (rank)	19	16	62	37	45	54	70	11	Georgia (1)
Procedures (number)	5	5	7	3	4	6	8	3	4 Economies (1)*
Time (days)	6.0	6.0	14.0	24.0	16.5	35.0	20.0	16.5	New Zealand (1.0)*
Cost (% of property value)	0.9	0.9	2.9	4.0	5.0	0.4	1.6	0.0	5 Economies (0.0)*
Getting Credit (rank)	13	40	28	55	55	3	13	42	Malaysia (1)*
Strength of legal rights index (0-10)	9	8	9	6	7	9	9	8	10 Economies (10)*
Depth of credit information index (0-6)	5	4	4	5	4	6	5	4	31 Economies (6)*
Public registry coverage (% of adults)	0.0	0.0	61.0	6.4	0.0	0.0	11.8	2.7	Portugal (100.0)*
Private bureau coverage (% of adults)	4.5	3.9	0.0	76.0	73.2	82.8	46.9	61.6	22 Economies (100.0)*
Protecting Investors (rank)	80	80	52	98	128	52	52	115	New Zealand (1)
Extent of disclosure	7	7	10	2	2	7	9	3	10 Economies (10)*

Indicator	Moldova DB2014	Moldova DB2013	Bulgaria DB2014	Czech Republic DB2014	Hungary DB2014	Poland DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
index (0-10)									
Extent of director liability index (0-10)	3	3	2	5	4	2	5	4	Cambodia (10)
Ease of shareholder suits index (0-10)	6	6	6	8	7	9	4	7	3 Economies (10)*
Strength of investor protection index (0-10)	5.3	5.3	6.0	5.0	4.3	6.0	6.0	4.7	New Zealand (9.7)
Paying Taxes (rank)	95	116	81	122	124	113	134	102	United Arab Emirates (1)
Payments (number per year)	31	48	13	8	12	18	39	20	Hong Kong SAR, China (3)*
Time (hours per year)	181	220	454	413	277	286	200	207	United Arab Emirates (12)
Trading Across Borders (rank)	150	149	79	68	70	49	76	108	Singapore (1)
Documents to export (number)	7	7	4	4	6	5	5	7	Ireland (2)*
Time to export (days)	32	32	20	17	17	17	13	17	5 Economies (6)*
Cost to export (US\$ per container)	1,545	1,545	1,375	1,215	885	1,050	1,485	1,500	Malaysia (450)
Documents to import (number)	8	8	5	6	6	4	6	6	Ireland (2)*
Time to import (days)	35	35	17	17	19	14	13	16	Singapore (4)
Cost to import (US\$ per container)	1,870	1,870	1,365	1,190	845	1,025	1,495	1,480	Singapore (440)
Enforcing Contracts (rank)	23	23	79	75	15	55	53	65	Luxembourg (1)

Indicator	Moldova DB2014	Moldova DB2013	Bulgaria DB2014	Czech Republic DB2014	Hungary DB2014	Poland DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
Time (days)	337	327	564	611	395	685	512	545	Singapore (150)
Cost (% of claim)	28.6	28.6	23.8	33.0	15.0	19.0	28.9	30.0	Bhutan (0.1)
Procedures (number)	31	31	38	27	35	33	32	32	Singapore (21)*
Resolving Insolvency (rank)	91	89	92	29	70	37	99	38	Japan (1)
Time (years)	2.8	2.8	3.3	2.1	2.0	3.0	3.3	4.0	Ireland (0.4)
Cost (% of estate)	9	9	9	17	15	15	11	18	Norway (1)
Outcome (0 as piecemeal sale and 1 as going concern)	0	0	0	1	0	1	0	1	
Recovery rate (cents on the dollar)	32.8	32.0	32.6	65.0	38.3	54.8	30.0	54.1	Japan (92.8)

Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year. For more information on "no practice" marks, see the data notes.

* Two or more economies share the top ranking on this indicator. A number shown in place of an economy's name indicates the number of economies that share the top ranking on the indicator. For a list of these economies, see the *Doing Business* website (<http://www.doingbusiness.org>).

Source: *Doing Business* database.

STARTING A BUSINESS

Formal registration of companies has many immediate benefits for the companies and for business owners and employees. Legal entities can outlive their founders. Resources are pooled as several shareholders join forces to start a company. Formally registered companies have access to services and institutions from courts to banks as well as to new markets. And their employees can benefit from protections provided by the law. An additional benefit comes with limited liability companies. These limit the financial liability of company owners to their investments, so personal assets of the owners are not put at risk. Where governments make registration easy, more entrepreneurs start businesses in the formal sector, creating more good jobs and generating more revenue for the government.

What do the indicators cover?

Doing Business measures the ease of starting a business in an economy by recording all procedures officially required or commonly done in practice by an entrepreneur to start up and formally operate an industrial or commercial business—as well as the time and cost required to complete these procedures. It also records the paid-in minimum capital that companies must deposit before registration (or within 3 months). The ranking on the ease of starting a business is the simple average of the percentile rankings on the 4 component indicators: procedures, time, cost and paid-in minimum capital requirement.

To make the data comparable across economies, *Doing Business* uses several assumptions about the business and the procedures. It assumes that all information is readily available to the entrepreneur and that there has been no prior contact with officials. It also assumes that the entrepreneur will pay no bribes. And it assumes that the business:

- Is a limited liability company, located in the largest business city and is 100% domestically owned.
- Has between 10 and 50 employees.
- Conducts general commercial or industrial activities.

WHAT THE STARTING A BUSINESS

INDICATORS MEASURE

Procedures to legally start and operate a company (number)

Preregistration (for example, name verification or reservation, notarization)

Registration in the economy's largest business city

Postregistration (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 (2 procedures cannot start on the same day). Procedures that can be fully completed online are an exception to this rule.

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 before registration (or within 3 months)

- Has a start-up capital of 10 times income per capita.
- Has a turnover of at least 100 times income per capita.
- Does not qualify for any special benefits.
- Does not own real estate.

STARTING A BUSINESS

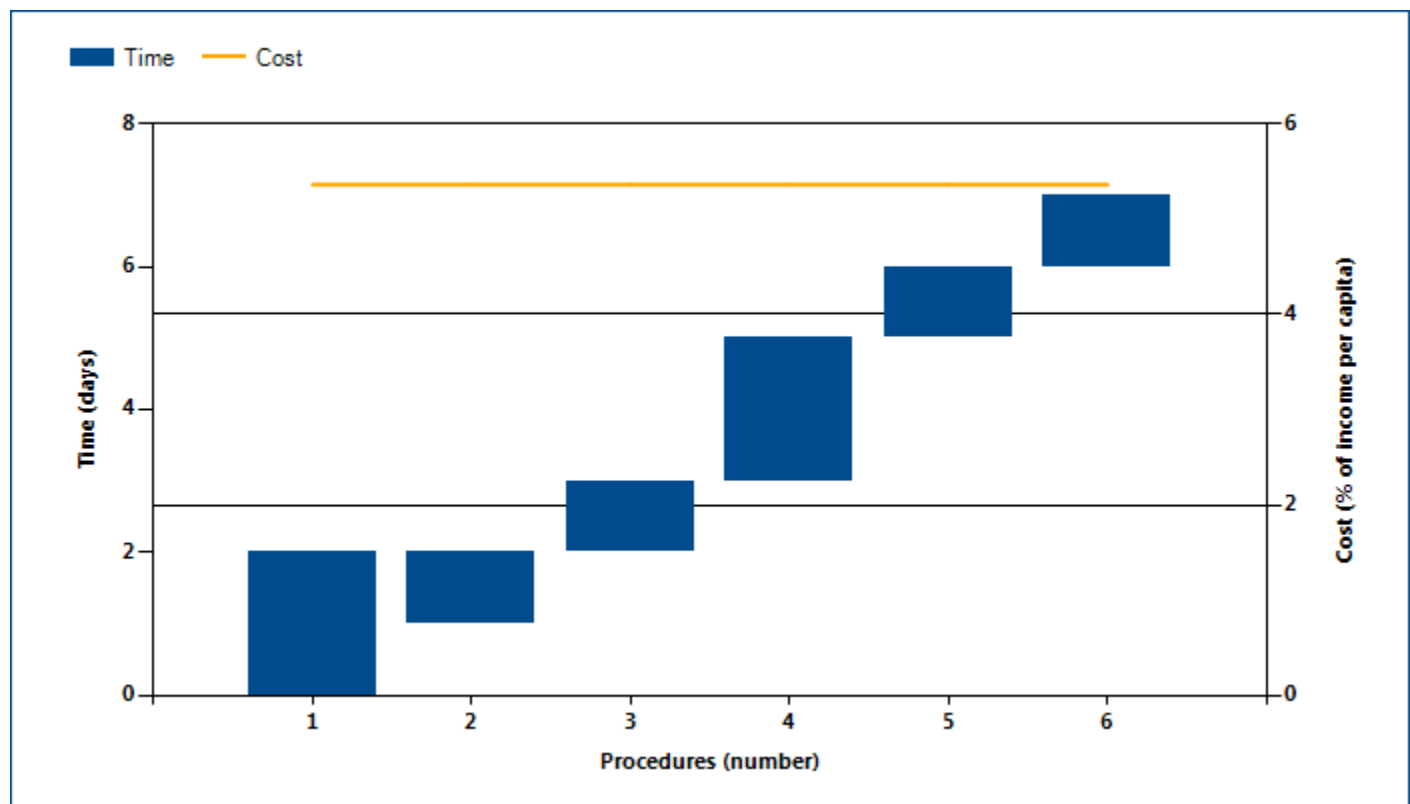
Where does the economy stand today?

What does it take to start a business in Moldova? According to data collected by *Doing Business*, starting a business there requires 6 procedures, takes 7.0 days,

costs 5.4% of income per capita and requires paid-in minimum capital of 8.1% of income per capita (figure 2.1).

Figure 2.1 What it takes to start a business in Moldova

Paid-in minimum capital (% of income per capita): 8.1



Note: Time shown in the figure above may not reflect simultaneity of procedures. Online procedures account for 0.5 days in the total time calculation. For more information on the methodology of the starting a business indicators, see the *Doing Business* website (<http://www.doingbusiness.org>). For details on the procedures reflected here, see the summary at the end of this chapter.

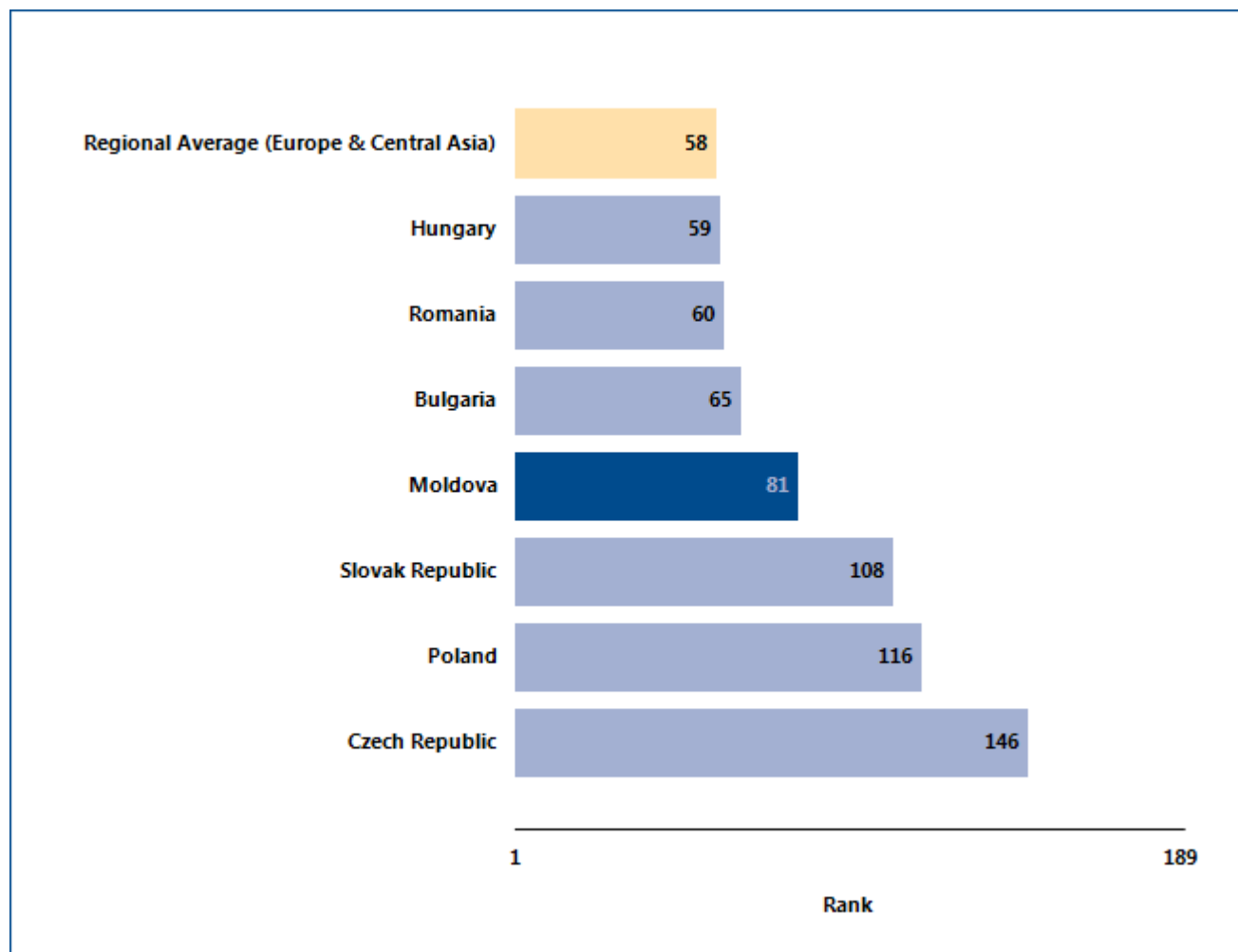
Source: *Doing Business* database.

STARTING A BUSINESS

Globally, Moldova stands at 81 in the ranking of 189 economies on the ease of starting a business (figure 2.2). The rankings for comparator economies and the

regional average ranking provide other useful information for assessing how easy it is for an entrepreneur in Moldova to start a business.

Figure 2.2 How Moldova and comparator economies rank on the ease of starting a business



Source: Doing Business database.

STARTING A BUSINESS

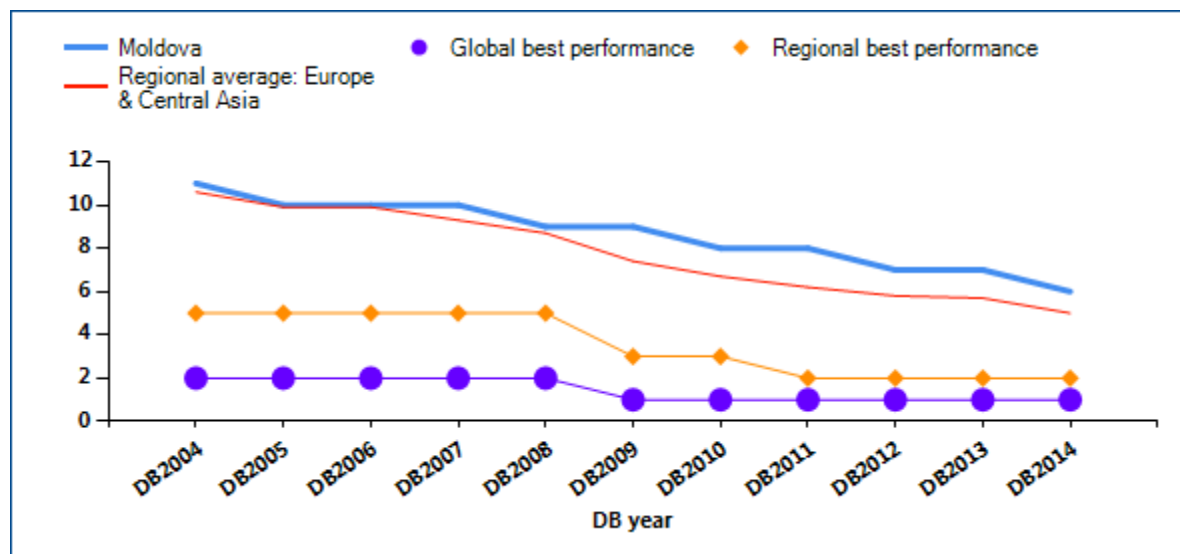
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the procedures, time, cost or paid-in minimum capital required to start a business (figure

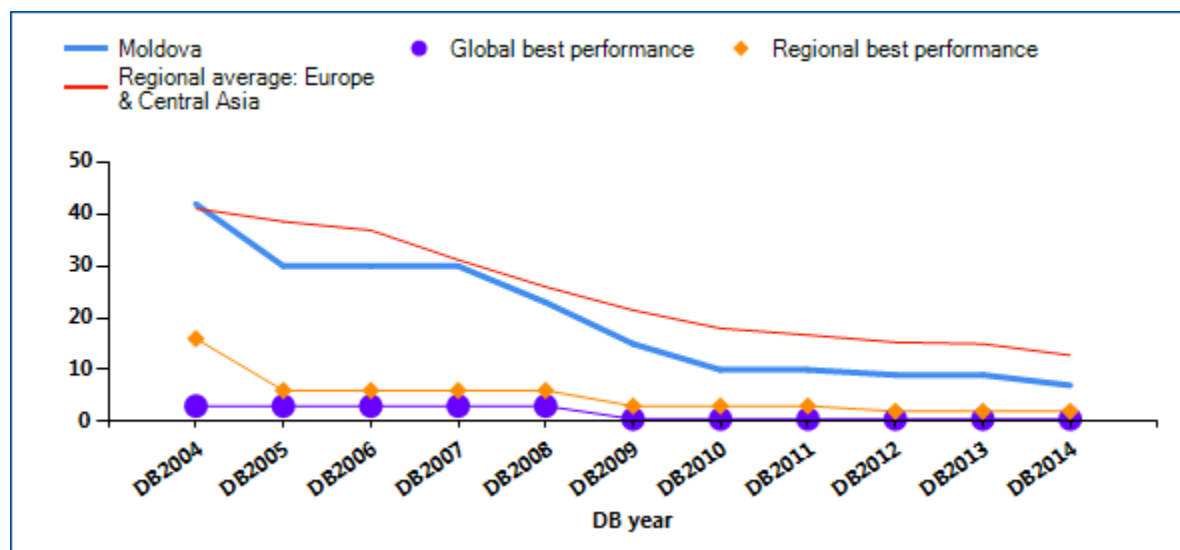
2.3) can help show what is possible in making it easier to start a business. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 2.3 Has starting a business become easier over time?

Procedures (number)

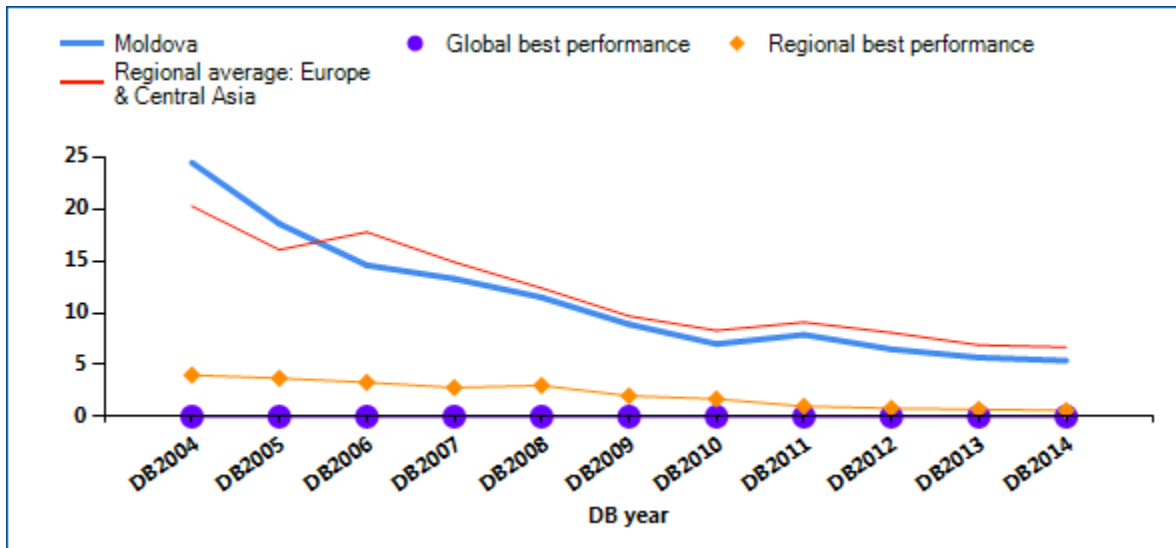


Time (days)

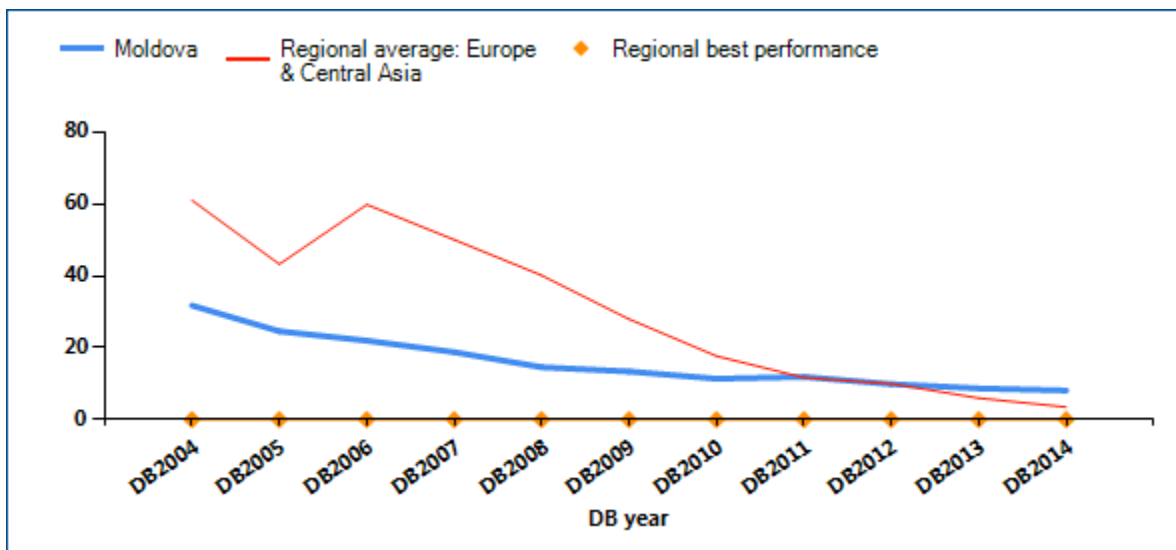


STARTING A BUSINESS

Cost (% of income per capita)



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



Note: Ninety economies globally have no paid-in minimum capital requirement. DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year.

Source: *Doing Business* database.

STARTING A BUSINESS

Economies around the world have taken steps making it easier to start a business—streamlining procedures by setting up a one-stop shop, making procedures simpler or faster by introducing technology and reducing or eliminating minimum capital requirements. Many have undertaken business registration reforms in stages—and they often are part of a larger regulatory reform program. Among the benefits have been

greater firm satisfaction and savings and more registered businesses, financial resources and job opportunities.

What business registration reforms has *Doing Business* recorded in Moldova (table 2.1)?

Table 2.1 How has Moldova made starting a business easier—or not?
By *Doing Business* report year

DB year	Reform
DB2009	New laws on LLC and registration simplified the business registration requirement resulting in time reduction by half.
DB2010	Moldova eased the business start up process by implementing an expedited company registration service and made the process of authentication of specimens of signatures when opening a corporate bank account optional.
DB2011	No reform as measured by Doing Business.
DB2012	Moldova made starting a business easier by implementing a one-stop shop.
DB2013	No reform as measured by Doing Business.
DB2014	No reform as measured by Doing Business.

Note: For information on reforms in earlier years (back to DB2005), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

STARTING A BUSINESS

What are the details?

Underlying the indicators shown in this chapter for Moldova is a set of specific procedures—the bureaucratic and legal steps that an entrepreneur must complete to incorporate and register a new firm. These are identified by *Doing Business* through collaboration with relevant local professionals and the study of laws, regulations and publicly available information on business entry in that economy. Following is a detailed summary of those procedures, along with the associated time and cost. These procedures are those that apply to a company matching the standard assumptions (the “standardized company”) used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators measure).

STANDARDIZED COMPANY

City: Chisinau

Legal Form: Limited Liability Company

Paid in Minimum Capital Requirement: MDL 2,160

Start-up Capital: 10 times GNI per capita

Summary of procedures for starting a business in Moldova—and the time and cost

No.	Procedure	Time to complete	Cost to complete
1	<p>File all the documents with the State Registration Chamber for the registration of the company; obtain IDNO number; reserve company name</p> <p>Under the Law on the state registration of the legal entities and individual entrepreneurs (No. 220 of 19.10.2007, in force from 30.05.2008) the term for registration of the company is 5 working days.</p> <p>The SRC provides options for expedited services in which company registration can be completed within 4 hours (same day) or 24 hours (1 day). However, the “4 hours option” is not enforceable, since in practice SRC fails to register a business within 4 hours.</p> <p>The fees for registering companies with the SRC under the expedited term are as follows:</p> <ul style="list-style-type: none"> - State registration: MDL 500 (24hours)/MDL 1000(4 hours); - Incorporation document preparation (editing): MDL 216 (24hours)/MDL 432 (4 hours); - Name verification: MDL 78 (24 hours)/MDL432 (4 hours) ; - Certification of signatures by the State Registrar: MDL 30 ; - Certification of the statutory documents-MDL 80 (constant); - Publication: MDL 54 (constant); - Extract (for permanent bank account): MDL 252 (constant); - Notary fees -MDL 11. <p>Apart from the registration cost, the applicant shall order a stamp, the cost of which may vary between MDL 180 and MDL 400.</p> <p>Although the Law on registration of legal entities does not provide since 2010 the obligation to submit the “Document confirming</p>	2 days	about MDL 1,424 (registration cost + stamp fee)

No.	Procedure	Time to complete	Cost to complete
	<p>payment of share capital", the SRC registrars still require this document (as it results from the provisions of the Civil Code). In addition, copies of the Company's founders IDs are requested.</p> <p>In accordance with the Law, the following documents must be submitted to the State Registration Chamber (SRC) in order to register a limited liability company:</p> <ul style="list-style-type: none"> (a) Filled application form (template provided by the SRC); (b) Decision on incorporation of the company approved by founder/s; (c) Incorporation documents; (d) Document confirming payment of share capital; (e) Document confirming payment of applicable registration fees. <p>In practice the SRC also requests submittal of documents confirming the legal address of the company. Also as a matter of practice, the SRC drafts the incorporation documents and a founder decision in a special form that is supplementary to the decision provided by the founder.</p> <p>A unique state identification number is attributed to each legal entity at the date of its registration. It is inserted in the Registration Certificate and in the constitutive act.</p> <p>The Law on State Registration of Legal Entities and Individual Entrepreneurs No. 220 of 19.10.2007 allows the booking of the name, under which a person or entity intends to register a company, for a term up to 6 months. In such a way, no other third party will be allowed to register a company under the same name during the booking period.</p>		
2	<p>* Open a temporary bank account and deposit at least 40% of the registered capital of the company; pay the registration fee</p> <p>At registration, at least 40% of each founder's declared contribution to company capital should be paid in. The other 60% must be paid in within 6 months of registration.</p>	1 day, simultaneous with previous procedure	no charge
3	<p>* Obtain an official stamp from the Ministry of Information Technologies and Communication; and obtain statistical codes</p> <p>The company files the bank certificate with the Registrar, confirming the founders' transfer of their capital contributions into the temporary bank account. While submitting the registration documents, the company submits the company stamp order. After registering the company, the Registrar will issue the stamp along with the registration certificate and other documents. SCR issues the company's statistics codes upon issuing constitutive acts.</p>	1 day, simultaneous with previous procedure	no additional charge the costs are covered by the charges listed in Procedure 1

No.	Procedure	Time to complete	Cost to complete
4	Register with the Territorial State Fiscal Inspectorate Newly registered companies should register with the Tax Inspectorate. Only companies that intend to sell VAT-taxable goods and services for an amount exceeding MDL 600,000 during 12 consecutive months must obtain a VAT code by registering with the local fiscal inspectorate.	1-3 days	no charge
5	Convert the company's temporary bank account to a permanent one To convert the company's temporary bank account to a permanent account, the founder must present to the bank the incorporation documents; the excerpt for the bank, confirming the name and address of the director; the notarized signature cards; and the company seal. As of December 7, 2012, the registration certificate was excluded from the category of statutory documents of a legal entity. The decision on registration of the legal entity shall replace the registration certificate for case represented at letter (a); Apart from the above mentioned documents, the banks require an application form regarding anti-money laundering. Under this form, the company's director shall provide the information on the final beneficiary of the company (natural person), as well as whether the final beneficiary and/or director is related to politically exposed persons. The signature cards may be certified either in front of the notary, or in front of the bank officer. In case certification of signatures at the bank, the bank retains about MDL 150 from the Company's account.	1 day	no charge
6	Register the company with the Social Security Fund Every company should receive an individual social security number for each employee. The Law of the Republic of Moldova No. 383-XV (of November 11, 2004), "On the State Social Security Budget 2005," states that the company must complete a questionnaire for each employee and to present it, along with the copy of the employee's passport, to the National Social Security Fund within 10 days of registration or the signing of the labor contract. Later, the company should present the report every 3 months to the National Social Security Fund.	1 day	no charge

* Takes place simultaneously with another procedure.

Note: Online procedures account for 0.5 days in the total time calculation.

Source: *Doing Business* database.

DEALING WITH CONSTRUCTION PERMITS

Regulation of construction is critical to protect the public. But it needs to be efficient, to avoid excessive constraints on a sector that plays an important part in every economy. Where complying with building regulations is excessively costly in time and money, many builders opt out. They may pay bribes to pass inspections or simply build illegally, leading to hazardous construction that puts public safety at risk. Where compliance is simple, straightforward and inexpensive, everyone is better off.

What do the indicators cover?

Doing Business records the procedures, time and cost for a business in the construction industry to obtain all the necessary approvals to build a warehouse in the economy's largest business city, connect it to basic utilities and register the property so that it can be used as collateral or transferred to another entity.

The ranking on the ease of dealing with construction permits is the simple average of the percentile rankings on its component indicators: procedures, time and cost.

To make the data comparable across economies, *Doing Business* uses several assumptions about the business and the warehouse, including the utility connections.

The business:

- Is a limited liability company operating in the construction business and located in the largest business city.
- Is domestically owned and operated.
- Has 60 builders and other employees.

The warehouse:

- Is a new construction (there was no previous construction on the land).
- Has complete architectural and technical plans prepared by a licensed architect or engineer.

WHAT THE DEALING WITH CONSTRUCTION PERMITS INDICATORS MEASURE

Procedures to legally build a warehouse (number)

Submitting all relevant documents and obtaining all necessary clearances, licenses, permits and certificates

Submitting all required notifications and receiving all necessary inspections

Obtaining utility connections for water, sewerage and a land telephone line

Registering the warehouse after its completion (if required for use as collateral or for transfer of the warehouse)

Time required to complete each procedure (calendar days)

Does not include time spent gathering information

Each procedure starts on a separate day. Procedures that can be fully completed online are an exception to this rule.

Procedure considered 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

- Will be connected to water, sewerage (sewage system, septic tank or their equivalent) and a fixed telephone line. The connection to each utility network will be 10 meters (32 feet, 10 inches) long.
- Will be used for general storage, such as of books or stationery (not for goods requiring special conditions).
- Will take 30 weeks to construct (excluding all delays due to administrative and regulatory requirements).

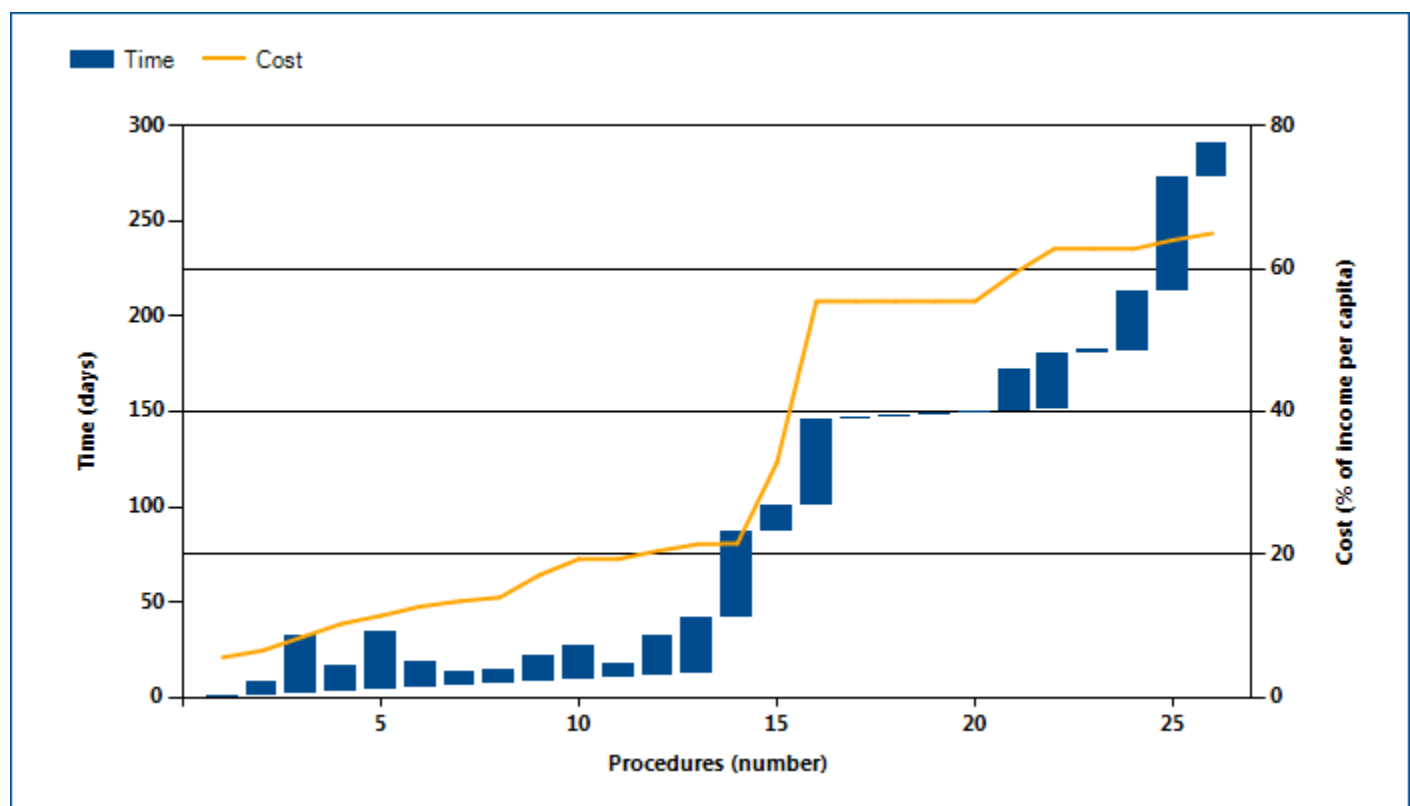
DEALING WITH CONSTRUCTION PERMITS

Where does the economy stand today?

What does it take to comply with the formalities to build a warehouse in Moldova? According to data collected by *Doing Business*, dealing with construction

permits there requires 26 procedures, takes 291.0 days and costs 65.0% of income per capita (figure 3.1).

Figure 3.1 What it takes to comply with formalities to build a warehouse in Moldova



Note: Time shown in the figure above may not reflect simultaneity of procedures. Online procedures account for 0.5 days in the total time calculation. For more information on the methodology of the dealing with construction permits indicators, see the *Doing Business* website (<http://www.doingbusiness.org>). For details on the procedures reflected here, see the summary at the end of this chapter.

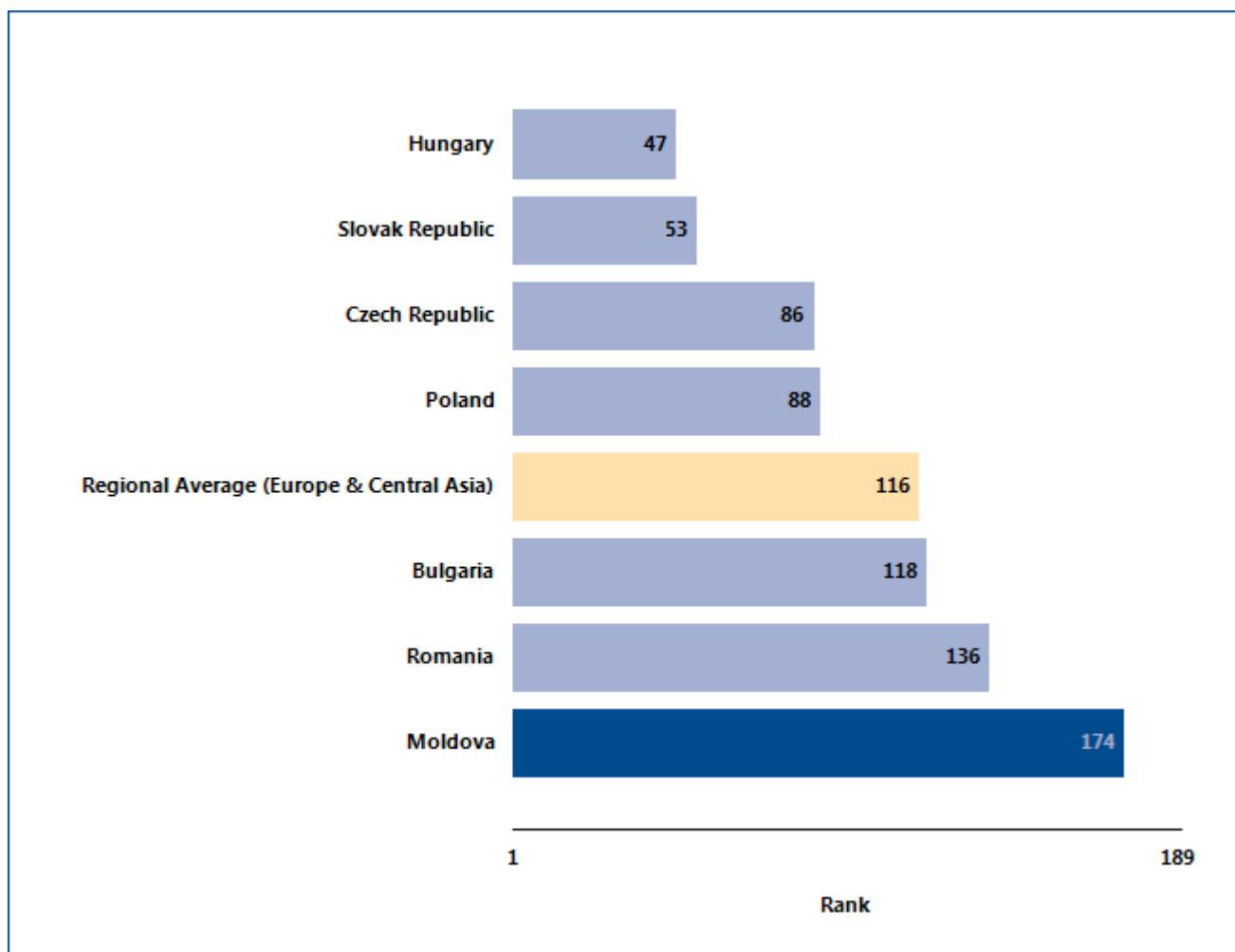
Source: *Doing Business* database.

DEALING WITH CONSTRUCTION PERMITS

Globally, Moldova stands at 174 in the ranking of 189 economies on the ease of dealing with construction permits (figure 3.2). The rankings for comparator economies and the regional average ranking provide

other useful information for assessing how easy it is for an entrepreneur in Moldova to legally build a warehouse.

Figure 3.2 How Moldova and comparator economies rank on the ease of dealing with construction permits



Source: Doing Business database.

DEALING WITH CONSTRUCTION PERMITS

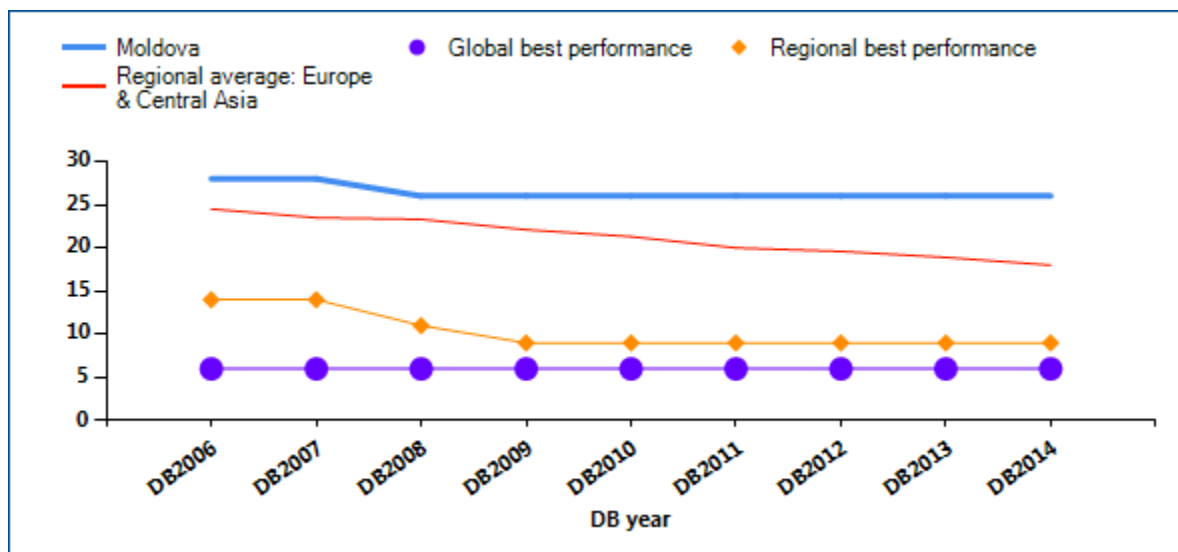
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the procedures, time or cost required to deal with construction permits (figure 3.3) help show

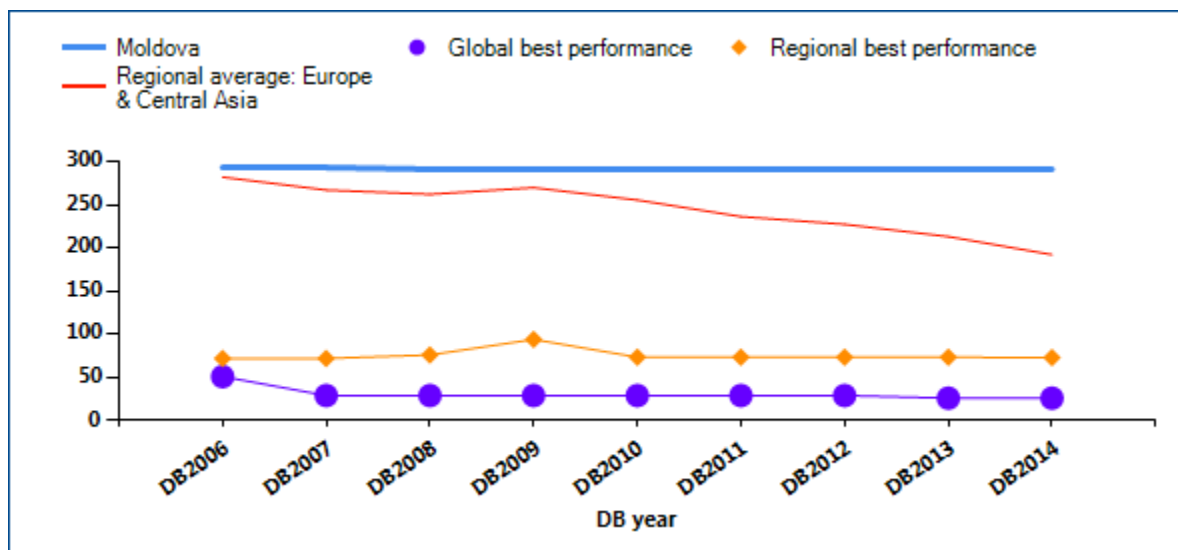
what is possible in making it easier to deal with construction permits. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 3.3 Has dealing with construction permits become easier over time?

Procedures (number)

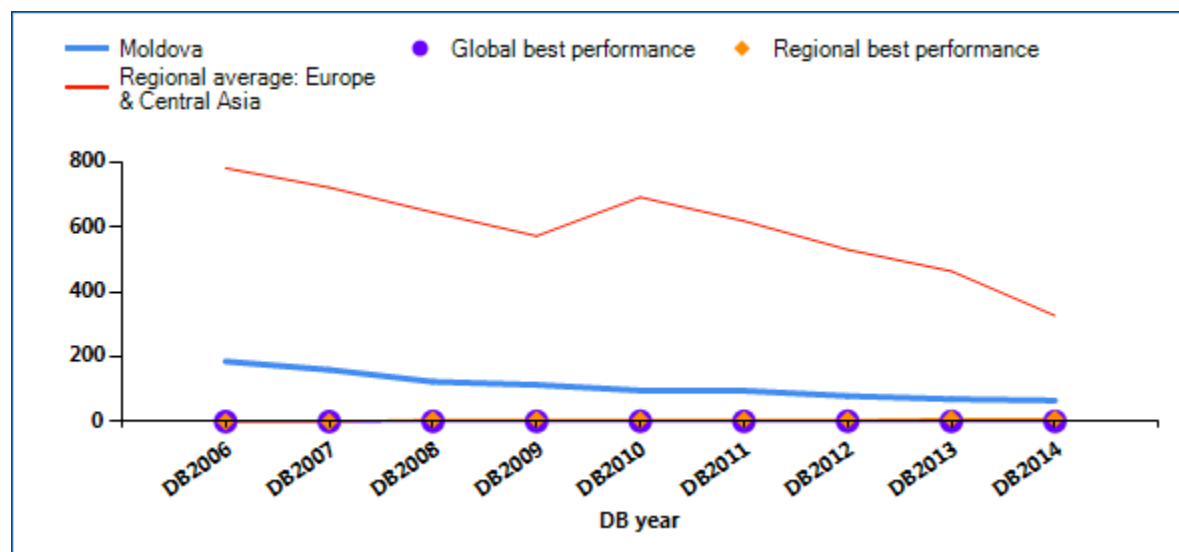


Time (days)



DEALING WITH CONSTRUCTION PERMITS

Cost (% of income per capita)



Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year. For more information on "no practice" marks, see the data notes.

Source: *Doing Business* database.

DEALING WITH CONSTRUCTION PERMITS

Smart regulation ensures that standards are met while making compliance easy and accessible to all. Coherent and transparent rules, efficient processes and adequate allocation of resources are especially important in sectors where safety is at stake. Construction is one of them. In an effort to ensure

building safety while keeping compliance costs reasonable, governments around the world have worked on consolidating permitting requirements. What construction permitting reforms has *Doing Business* recorded in Moldova (table 3.1)?

Table 3.1 How has Moldova made dealing with construction permits easier—or not?

By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	No reform as measured by Doing Business.
DB2013	No reform as measured by Doing Business.
DB2014	No reform as measured by Doing Business.

Note: For information on reforms in earlier years (back to DB2006), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

DEALING WITH CONSTRUCTION PERMITS

What are the details?

The indicators reported here for Moldova are based on a set of specific procedures—the steps that a company must complete to legally build a warehouse—identified by *Doing Business* through information collected from experts in construction licensing, including architects, civil engineers, construction lawyers, construction firms, utility service providers and public officials who deal with building regulations. These procedures are those that apply to a company and structure matching the standard assumptions used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover).

BUILDING A WAREHOUSE

City : Chisinau

Estimated Warehouse Value : MDL 6,519,887

The procedures, along with the associated time and cost, are summarized below.

Summary of procedures for dealing with construction permits in Moldova —and the time and cost

No.	Procedure	Time to complete	Cost to complete
1	<p>Request and obtain project according to city planning documentation from Design Institute of Moldova on Engineering and Research Works.</p> <p>BuildCo hires a licensed design institute to prepare a complete, relevant set of city planning documents. It should obtain technical conditions from many agencies (the price is negotiable), then submit them to the design institute for incorporation into the design documents.</p>	1 day	MDL 1,500
2	<p>* Request and obtain location clearance from Fire Authorities</p> <p>BuildCo must receive approval from the Fire Department, which is then considered by the design institute in developing the city planning documentation. This procedure is the first in a series of initial procedures that could run in parallel.</p> <p>Although Cabinet Decision No. 920, dated August 30, 2005, states that this process is free of charge, in practice, a cost is incurred.</p>	7 days	MDL 250
3	<p>* Request and obtain location clearance from Sanitary Authorities</p> <p>BuildCo must receive approval from the sanitary authorities, which is then considered by the design institute in developing the city planning documentation. Officially, this procedure should take no more than 10 days. However, in practice, it takes on average 30 days.</p> <p>The cost is not provided by any law or cabinet decision. In practice, the authorities charge internal fees.</p>	30 days	MDL 500

No.	Procedure	Time to complete	Cost to complete
	The Law on Basic Principles for Entrepreneurial Activity, which took effect on July 11, 2007 officially, eliminated this charge. The law states that all payments should be stated in a law.		
4	<p>* Request and obtain location clearance from Ecological Services</p> <p>BuildCo must receive approval from the Ecological Services, which is then considered by the design institute in developing the city planning documentation. Although Cabinet Decision No. 920, dated August 30, 2005, stipulates a statutory time limit of 10 days, in practice, the process takes 14 days.</p>	14 days	MDL 500
5	<p>* Request and obtain technical conditions for electricity connection from street lighting service provider Lumteh (public lighting provider)</p> <p>Lumteh sometimes imposes additional costs for designing a public utility lighting network in the nearby area. The costs of this procedure could amount to up to 30% of the total design costs of a project. This procedure applies to both private and public projects.</p>	30 days	MDL 300
6	<p>* Request and obtain technical conditions for water and industrial sewage from Apa Canal</p> <p>After the application is submitted, it takes a week for it to be considered and another week for BuildCo to receive an answer. Technical conditions for water and sewerage are obtained at this stage.</p>	14 days	MDL 343
7	<p>* Request and obtain technical conditions for sewage system from Exdrupo</p> <p>A separate specification is obtained from Exdrupo (the urban roads and bridges management authority) on rainwater drainage.</p>	7 days	MDL 200
8	<p>* Request and obtain technical conditions for telephone connection from MoldTelecom</p> <p>This procedure takes 7 -- 30 days depending on the district where the plot is located. The technical conditions are valid for a year. Since 2006, MoldTelecom has started installing wireless telephone service under CDMA 2000. Many companies opt for this because of the low cost and speed of obtaining service.</p>	7 days	MDL 136
9	<p>* Request and obtain technical conditions for heating services from Termokom</p> <p>The Department of Verification and Expertise will not issue its approval of the project without obtaining the conditions from Termokom. This</p>	14 days	MDL 832

No.	Procedure	Time to complete	Cost to complete
	procedure is linked to fire safety regulations in effect during winter.		
10	<p>* Request and obtain clearance from zoning and road construction division of Municipality (Directia General Cai de Transport si Comunicatii)</p> <p>BuildCo must contact the State Road Inspectorate if the building is less than 10 meters from an existing road. This authority has discretionary power and often requires other documents in addition to the ones publicly listed.</p>	18 days	MDL 600
11	<p>* Request and obtain expertise clearance from Fire Department</p> <p>The Fire Department must approve the completed set of designs and drawings after the conditions have been assigned. The company must visit the Fire Department to obtain the expertise consultation rather than go through the Department of Verification and Expertise.</p>	8 days	no charge
12	<p>* Request and obtain expertise clearance from Health Department</p> <p>The Health Department must approve the completed set of designs and drawings after the conditions have been assigned. The company must visit the Health Department to obtain the expertise consultation rather than go through the Department of Verification and Expertise.</p>	21 days	MDL 300
13	<p>* Request and obtain expertise clearance from Environmental Protection Agency</p> <p>The Environmental Protection Agency will not issue any clearance unless the Health and Fire Departments have previously issue their clearances. By law, this takes 30 days.</p>	30 days	MDL 250
14	<p>Request and obtain City Planning Certificate</p> <p>Under Government Resolution No. 360 (changes of 2006), to obtain the city planning certificate, the applicant must pay a fee for a standard form at the local municipality and submit it to the local registrar along with a confirmation of payment.</p> <p>The local architectural authorities define the amount to be paid, based on the size of the plot declared by the applicant. In the case considered here, the cost is MDL 10.00 + MDL 0.01 per square meter, which is a total of MDL 23.00.</p> <p>The City Planning certificate is filled out in accordance with all necessary requirements agreed upon with the chief architect of the city and district, and taking into consideration the following:</p> <ul style="list-style-type: none"> • The application is properly addressed to the relevant authority. 	45 days	MDL 23

No.	Procedure	Time to complete	Cost to complete
	<ul style="list-style-type: none"> • The form is properly filled out. • The information on the plot is sufficient and comprehensive. <p>If there are discrepancies or mistakes on the form, the application is returned to the applicant within 10 days from the registration date. The fees are not reimbursed. The time limit, as specified by Cabinet Decision No. 360, dated April 18, 1997, is 30 days. However, this takes on average 2 to 3 months. The certificate is valid for a period extending from 3 to 24 months, depending on the planning zones of the city. At the applicant's request, it can be extended for another maximum term of 12 months.</p> <p>It is expected that, as of the end of 2007, according to the draft Law on Authorizing Execution of Works in Construction, the certificate will be issued within 15 days at a cost of MDL 10.00 plus MDL 0.01 for each square meter.</p>		
15	<p>Request and obtain expertise of project documents at the State Service for Verification and Expertise of Projects in Construction</p> <p>The State Service for Verification and Expertise of Projects in Construction was reformed in September 2006, giving it responsibility for undertaking an internal verification of technical conditions with all the utilities authorities.</p>	14 days	MDL 3,000
16	<p>Request and obtain construction permit from the local City Planning Services Agency (Municipality)</p> <p>The applicant, under Government Resolution on Construction Certificates and Permits No. 360 (changes of 2006), submits the following documents to the local authority:</p> <ul style="list-style-type: none"> • An application for issuance of the building permit • A standard form obtained for a fee at the local government (one copy if the permit is issued by Pimeria, the local district level) • Documents requesting a permit (two copies), consisting of a city planning certificate, proof of land ownership, a construction permit (проекта для разрешения на строительство (ПРС)), a technical expertise consultation performed by the relevant authorities, a project of execution of works (проект организации выполнения работ (ПОР); this can be done internally), relevant clearances specified by the city planning certificate • Proof of payment; документ • A construction management plan (проект организации строительства (ПОС)) that contains all the works required by the project (within its limits and outside), including the areas that are occupied temporarily (all on a scale defined by a professional). This documentation is required for all types of projects. The construction management plan can be prepared by BuildCo. For small projects, it is combined with the situation layout; for large projects, it is submitted on a separate sheet. If a construction management plan is not submitted, a separate request/application is submitted to obtain a building permit <p>The building permit is valid for 12 months from the date it is issued. If</p>	45 days	MDL 6,000

No.	Procedure	Time to complete	Cost to complete
	<p>construction does not begin during that time, the permit ceases to be valid. The permit may be extended once, for another year at the most.</p> <p>The permit is issued either directly to the applicant or sent via regular mail within 30 days from the date it is registered internally. This time line is not respected in practice, however, and often averages 45 days.</p> <p>The building permit is signed in the following order by:</p> <ul style="list-style-type: none"> • The chairperson/secretary of the local region, chief architect for investment • The secretary, chief architect of the municipality for investment • The secretary, responsible people of the prefecture <p>The signed permit must be registered internally at the State Inspectorate of Construction. The company also receives the technical passport along with the building permit.</p> <p>The cost is MDL 6,000.00, according to a formula established by the Government Resolution on City Planning Certificate and Construction Permit No. 1245, dated October 30, 2006.</p>		
17	<p>Notify construction authorities about the beginning of construction</p> <p>At least 5 days before starting construction, the company must notify the authority (the State Inspectorate of Construction) in writing. The written notification is submitted in person and must be also filed with the State Inspectorate of Construction no less than 30 days prior to the start of construction. If construction begins without prior written notification, certain sanctions would be applied against the company.</p> <p>The construction period begins the day the permit is issued. Relevant authorities and ministries may require the company to provide valid proof of the legality of the start of construction work.</p>	1 day	no charge
18	<p>Receive inspection on foundation works by State Construction Inspectorate (1)</p>	1 day	no charge
19	<p>Receive inspection on structure works by State Construction Inspectorate (2)</p>	1 day	no charge

No.	Procedure	Time to complete	Cost to complete
20	Receive inspection on roof works by State Construction Inspectorate (3)	1 day	no charge
21	Request and connect to water and sewage services BuildCo requests a connection from the utilities. BuildCo must extend the pipelines to the connection points (10 meters). The inspector visits the site, approves the connection by sealing it, and opens the water shafts.	22 days	MDL 1,056
22	* Request and connect to phone services Telephone service installation could take as long as 6 months if the company wants an E1 connection, which consists of 32 lines. This delay happens because the incumbent operator. Small companies in remote areas, where MoldTelecom has no wires, would actually have to pay the cost of installing a minimum of 10 lines, even if they need only one.	30 days	MDL 900
23	Receive final inspection by State Construction Inspectorate and sign the Act of completion of construction	1 day	no charge
24	Request and obtain the Act of completion of construction works by Working Commission After the completion of construction, the company convenes the Working Commission, consisting of representatives from the water and sewage authority, the sanitary services, power services, and fire safety. The final approval is made by the chair of commission, according to Cabinet Decision No. 285, dated May 23, 1996; the investor's representative; and the local authority's representative (in the case of the municipality of Chisinau, the representative of the LPA is the chair of the commission). According to the same cabinet decision, the commission is to be created within 15 days. However, that time limit is not respected in practice.	31 days	no charge
25	Request and receive the Act of completion of construction works by State Commission The main authority in charge of issuing the occupancy permit is the Ministry of Construction; the chief architect has the definitive word on the decision. The other authorities that must sign the occupancy permit are the sanitary services, the Bureau of Technical Inventory (BTI), and the fire safety services, among others. As a rule, the commission does not meet. Instead, the company must	60 days	MDL 330

No.	Procedure	Time to complete	Cost to complete
	request the signatures on an individual basis. The agencies that issue technical conditions must also give their approval. According to Cabinet Decision No. 285, final approval is completed within 15 days of the guaranteed term provided in the contract, which could be 5 days or 60. On average, it takes 60 days to obtain the occupancy permit.		
26	Register the building at Bureau of Technical Inventory (BTI) Seals are put on six copies of the blueprints; the company is given one copy.	18 days	MDL 250

* Takes place simultaneously with another procedure.

Note: Online procedures account for 0.5 days in the total time calculation.

Source: *Doing Business* database.

GETTING ELECTRICITY

Access to reliable and affordable electricity is vital for businesses. To counter weak electricity supply, many firms in developing economies have to rely on self-supply, often at a prohibitively high cost. Whether electricity is reliably available or not, the first step for a customer is always to gain access by obtaining a connection.

What do the indicators cover?

Doing Business records all procedures required for a local business to obtain a permanent electricity connection and supply for a standardized warehouse, as well as the time and cost to complete them. These procedures include applications and contracts with electricity utilities, clearances from other agencies and the external and final connection works. The ranking on the ease of getting electricity is the simple average of the percentile rankings on its component indicators: procedures, time and cost. To make the data comparable across economies, several assumptions are used.

The warehouse:

- Is located in the economy's largest business city, in an area where other warehouses are located.
- Is not in a special economic zone where the connection would be eligible for subsidization or faster service.
- Has road access. The connection works involve the crossing of a road or roads but are carried out on public land.
- Is a new construction being connected to electricity for the first time.
- Has 2 stories, both above ground, with a total surface of about 1,300.6 square meters (14,000 square feet), and is built on a plot of 929 square meters (10,000 square feet).

The electricity connection:

- Is 150 meters long and is a 3-phase, 4-wire Y, 140-kilovolt-ampere (kVA) (subscribed capacity) connection.

WHAT THE GETTING ELECTRICITY

INDICATORS MEASURE

Procedures to obtain an electricity connection (number)

- Submitting all relevant documents and obtaining all necessary clearances and permits
- Completing all required notifications and receiving all necessary inspections
- Obtaining external installation works and possibly purchasing material for these works
- Concluding any necessary supply contract and obtaining final supply

Time required to complete each procedure (calendar days)

- Is at least 1 calendar day
- Each procedure starts on a separate day
- Does not include time spent gathering information
- Reflects the time spent in practice, with little follow-up and no prior contact with officials

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

- Official costs only, no bribes
- Excludes value added tax
- Is to either the low-voltage or the medium-voltage distribution network and either overhead or underground, whichever is more common in the economy and area where the warehouse is located. The length of any connection in the customer's private domain is negligible.
- Requires crossing of a 10-meter road but all the works are carried out in a public land, so there is no crossing into other people's private property.
- Involves installing one electricity meter. The monthly electricity consumption will be 0.07 gigawatt-hour (GWh). The internal electrical wiring has been completed.

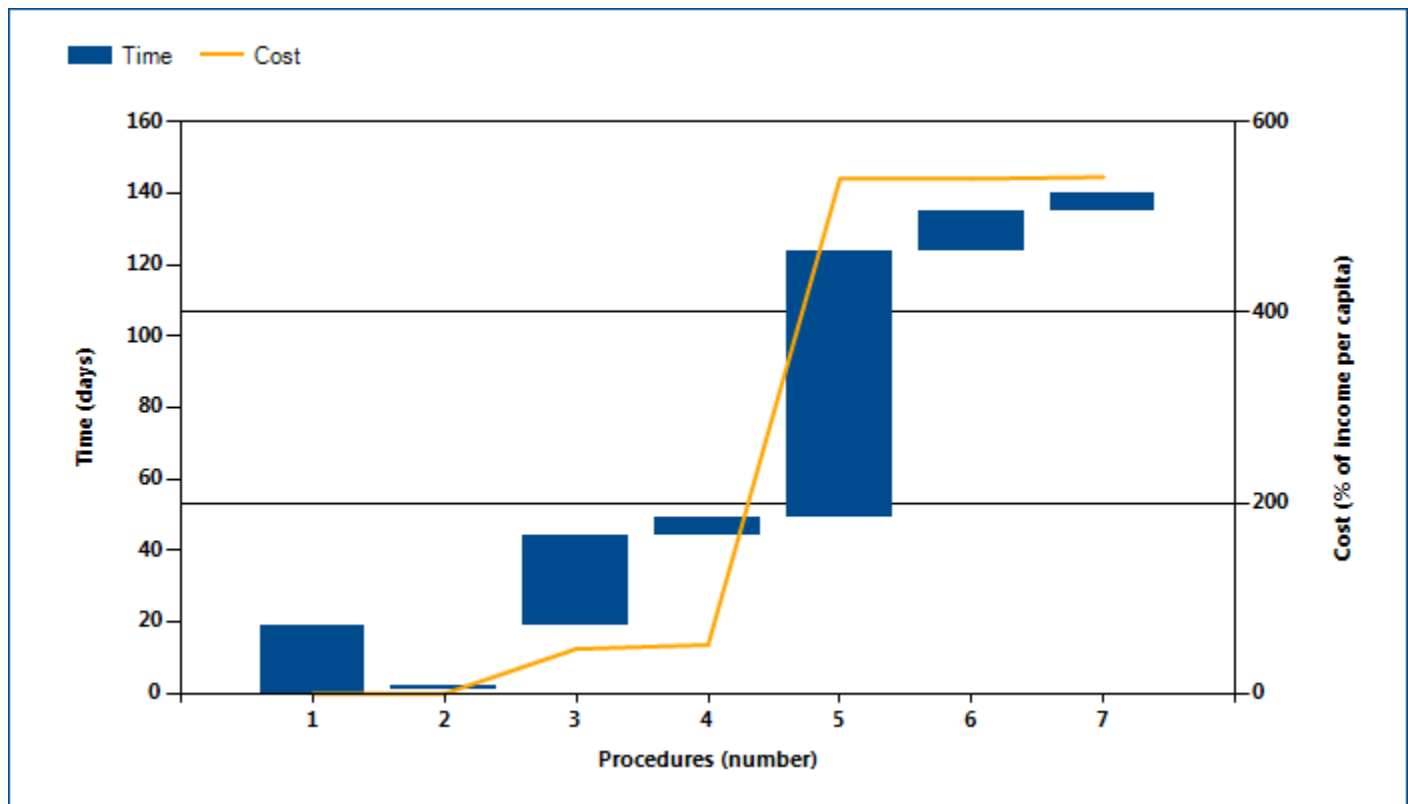
GETTING ELECTRICITY

Where does the economy stand today?

What does it take to obtain a new electricity connection in Moldova? According to data collected by *Doing Business*, getting electricity there requires 7

procedures, takes 140 days and costs 542.1% of income per capita (figure 4.1).

Figure 4.1 What it takes to obtain an electricity connection in Moldova



Note: Time shown in the figure above may not reflect simultaneity of procedures. For more information on the methodology of the getting electricity indicators, see the *Doing Business* website (<http://www.doingbusiness.org>). For details on the procedures reflected here, see the summary at the end of this chapter.

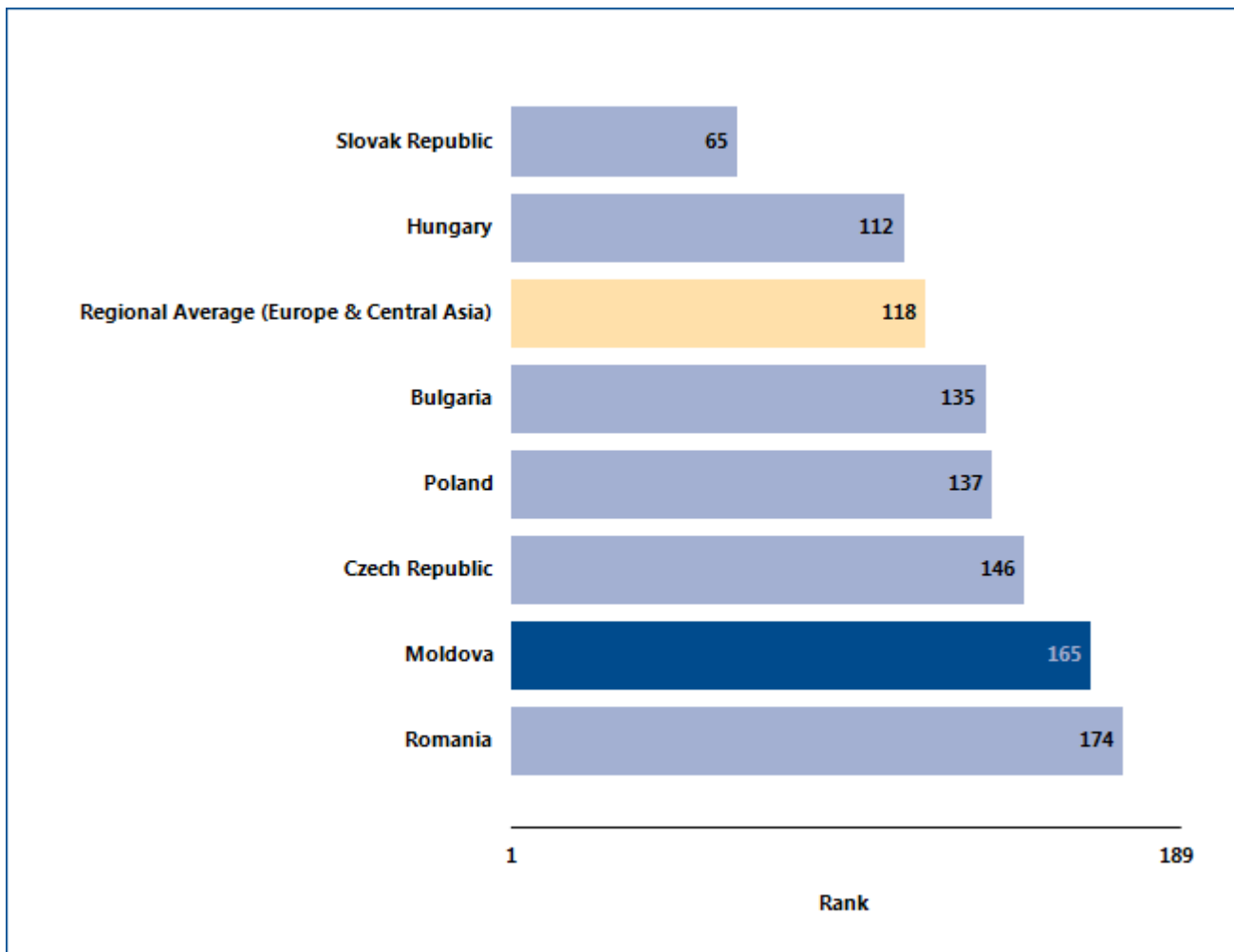
Source: *Doing Business* database.

GETTING ELECTRICITY

Globally, Moldova stands at 165 in the ranking of 189 economies on the ease of getting electricity (figure 4.2). The rankings for comparator economies and the

regional average ranking provide another perspective in assessing how easy it is for an entrepreneur in Moldova to connect a warehouse to electricity.

Figure 4.2 How Moldova and comparator economies rank on the ease of getting electricity



Source: Doing Business database.

GETTING ELECTRICITY

Even more helpful than rankings on the ease of getting electricity may be the indicators underlying those rankings (table 4.1). And regional and global best performers on these indicators may provide useful benchmarks.

Table 4.1 The ease of getting electricity in Moldova

Indicator	Moldova DB2014	Moldova DB2013	Best performer in Europe & Central Asia DB2014	Best performer globally DB2014
Rank	165	164	San Marino (10)	Iceland (1)
Procedures (number)	7	7	San Marino (3)	10 Economies* (3)
Time (days)	140	140	San Marino (45)	Germany (17)
Cost (% of income per capita)	542.1	578.0	Lithuania (48.1)	Japan (0.0)

Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year.

* Two or more economies share the top ranking on this indicator. For a list of these economies, see the *Doing Business* website (<http://www.doingbusiness.org>).

Source: *Doing Business* database.

GETTING ELECTRICITY

Obtaining an electricity connection is essential to enable a business to conduct its most basic operations. In many economies the connection process is complicated by the multiple laws and regulations involved—covering service quality, general safety, technical standards, procurement practices and internal wiring installations. In an effort to ensure

safety in the connection process while keeping connection costs reasonable, governments around the world have worked to consolidate requirements for obtaining an electricity connection. What reforms in getting electricity has *Doing Business* recorded in Moldova (table 4.2)?

Table 4.2 How has Moldova made getting electricity easier—or not?

By *Doing Business* report year

DB year	Reform
DB2012	No reform as measured by Doing Business.
DB2013	No reform as measured by Doing Business.
DB2014	No reform as measured by Doing Business.

Source: *Doing Business* database.

GETTING ELECTRICITY

What are the details?

The indicators reported here for Moldova are based on a set of specific procedures—the steps that an entrepreneur must complete to get a warehouse connected to electricity by the local distribution utility—identified by *Doing Business*. Data are collected from the distribution utility, then completed and verified by electricity regulatory agencies and independent professionals such as electrical engineers, electrical contractors and construction companies. The electricity distribution utility surveyed is the one serving the area (or areas) in which warehouses are located. If there is a choice of distribution utilities, the one serving the largest number of customers is selected.

OBTAINING AN ELECTRICITY CONNECTION

City:	Chisinau
Name of Utility:	ICS RED Union Fenosa S.A.

The procedures are those that apply to a warehouse and electricity connection matching the standard assumptions used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover). The procedures, along with the associated time and cost, are summarized below.

Summary of procedures for getting electricity in Moldova—and the time and cost

No.	Procedure	Time to complete	Cost to complete
1	<p>Submit an application for an electricity connection to ICS RED Union Fenosa S.A. and await issuance of technical conditions</p> <p>The application for an electricity connection is submitted in person. Currently, it is not possible to submit an online application. The following information and documents are required: Name of the company and its address; business sector; required load; level of supply reliability; nominal voltage at the connection point; ownership certificate or certificate of the right to use; certification of absence of outstanding electricity bills for other properties. If the required load is above 50 kW then the utility also requires calculation of the load where it is specified for what purposes the load will be used.</p>	19 calendar days	no charge
2	<p>Await and obtain review of the location relative to the distribution grid from ICS RED Union Fenosa S.A.</p> <p>ICS RED Union Fenosa S.A. carries out an external inspection of the site before issuing technical conditions. In practice, a representative of the customer is present, but this is not a requirement. It is most likely that there will be only one inspection at this point. In rare cases there is a second inspection in case all the details were not figured out during the first inspection.</p>	1 calendar day	no charge

No.	Procedure	Time to complete	Cost to complete
3	<p>Await completion of the external connection design by a private design company</p> <p>Given the assumed load a project design of the external connection is required. After the technical conditions are issued the electrical design company prepares the design of the external connection and obtains from various government organizations documents certifying compliance of the project. If there is a crossing of the road during the project design stage the hired company gets the approval of the project in 1 to 10 organizations including communications, water, gas depending on what is required.</p>	25 calendar days	MDL 12,500.0
4	<p>Obtain an excavation permit at the Department of Transport</p> <p>The hired electrical contractor before completing the excavation works obtains the permit .</p>	5 calendar days	MDL 1,100.0
5	<p>Await completion of external works, including meter installation by an electrical contractor</p> <p>Before the works can start it is required to receive a permit for turn off the power. It takes 10-20 days to receive the permit and the electricity users are notified that the power will be turned off. After the design is approved an electrical contract carries out external connection works according to the technical conditions and the design.</p> <p>The electrical contractor purchases all the materials, including the meter. The materials can be purchased from any retailer. The meter has to be bought at ICS RED Union Fenosa S.A. and certified by ICS RED Union Fenosa S.A. The meter is installed by the electrical contractor. At the end of the external works two electrical engineers fill out documents certifying compliance with technical conditions. One of the electrical engineers is in charge of testing the installed equipment and the other one is in charge of filling out documents necessary to receive operation permit.</p>	75 calendar days	MDL 130,000.0
6	<p>Obtain an operation permit from the State Energy Inspectorate</p> <p>After the external connection works are finished, the electrical contractor submits documents to the State Energy Inspectorate for the inspection of works, starting from the point of connection and ending at the internal wiring. State Energy Inspectorate completes the inspection and given that the works are consistent with the technical conditions, project and technical norms issues an Act for Admittance to Operation.</p>	11 calendar days	no charge

No.	Procedure	Time to complete	Cost to complete
7	<p>Sign a supply contract and a contract assigning responsibilities for repair and maintenance of the electrical line and await final connection</p> <p>The customer submits the operation permit to ICS RED Union Fenosa S.A. and signs a supply contract on the same day and electricity starts flowing. On the basis of this Act ICS RED Union Fenosa SA prepares a document dividing responsibilities for maintenance of the cable, which acts as a supplement to the supply contract and prepares supply contract.</p>	5 calendar days	MDL 500.0

* Takes place simultaneously with another procedure.

Source: *Doing Business* database.

REGISTERING PROPERTY

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. And where property is informal or poorly administered, it has little chance of being accepted as collateral for loans—limiting access to finance.

What do the indicators cover?

Doing Business records the full sequence of procedures necessary for a business to purchase property from another business and transfer the property title to the buyer's name. The transaction is considered complete when it is opposable to third parties and when the buyer can use the property, use it as collateral for a bank loan or resell it. The ranking on the ease of registering property is the simple average of the percentile rankings on its component indicators: procedures, time and cost.

To make the data comparable across economies, several assumptions about the parties to the transaction, the property and the procedures are used.

The parties (buyer and seller):

- Are limited liability companies, 100% domestically and privately owned.
- Are located in 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.
- Is registered in the land registry or cadastral, or both, and is free of title disputes.
- Is located in a periurban commercial zone,

WHAT THE REGISTERING PROPERTY INDICATORS MEASURE

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

Postregistration (for example, filing title with the municipality)

Time required to complete each procedure (calendar days)

Does not include time spent gathering information

Each procedure starts on a separate day. Procedures that can be fully completed online are an exception to this rule.

Procedure considered completed once final document is received

No prior 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

and no rezoning is required.

- Has no mortgages attached and has been under the same ownership for the past 10 years.
- Consists of 557.4 square meters (6,000 square feet) of land and a 10-year-old, 2-story warehouse of 929 square meters (10,000 square feet). The warehouse is in good condition and complies with all safety standards, building codes and legal requirements. There is no heating system. The property will be transferred in its entirety.

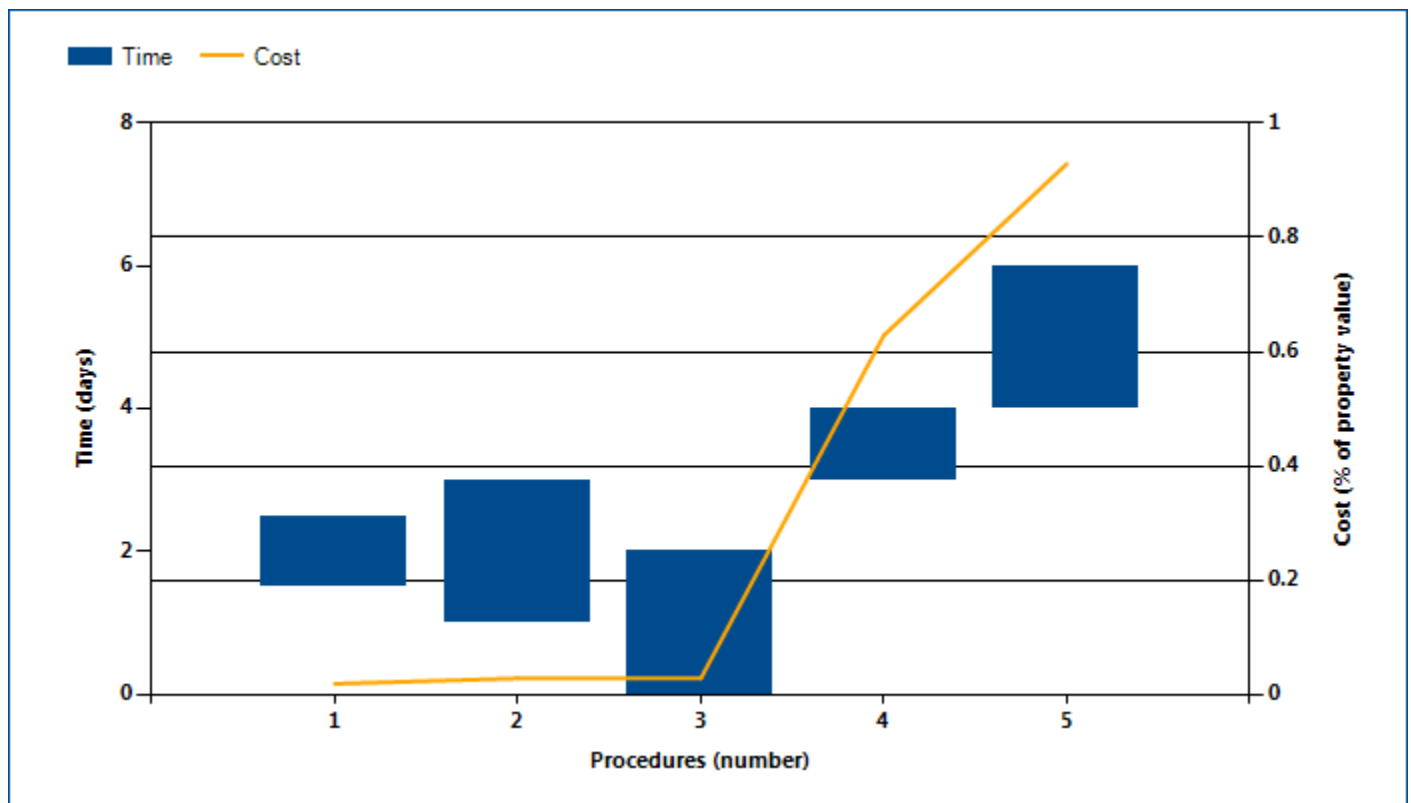
REGISTERING PROPERTY

Where does the economy stand today?

What does it take to complete a property transfer in Moldova? According to data collected by *Doing Business*, registering property there requires 5

procedures, takes 6.0 days and costs 0.9% of the property value (figure 5.1).

Figure 5.1 What it takes to register property in Moldova



Note: Time shown in the figure above may not reflect simultaneity of procedures. Online procedures account for 0.5 days in the total time calculation. For more information on the methodology of the registering property indicators, see the *Doing Business* website (<http://www.doingbusiness.org>). For details on the procedures reflected here, see the summary at the end of this chapter.

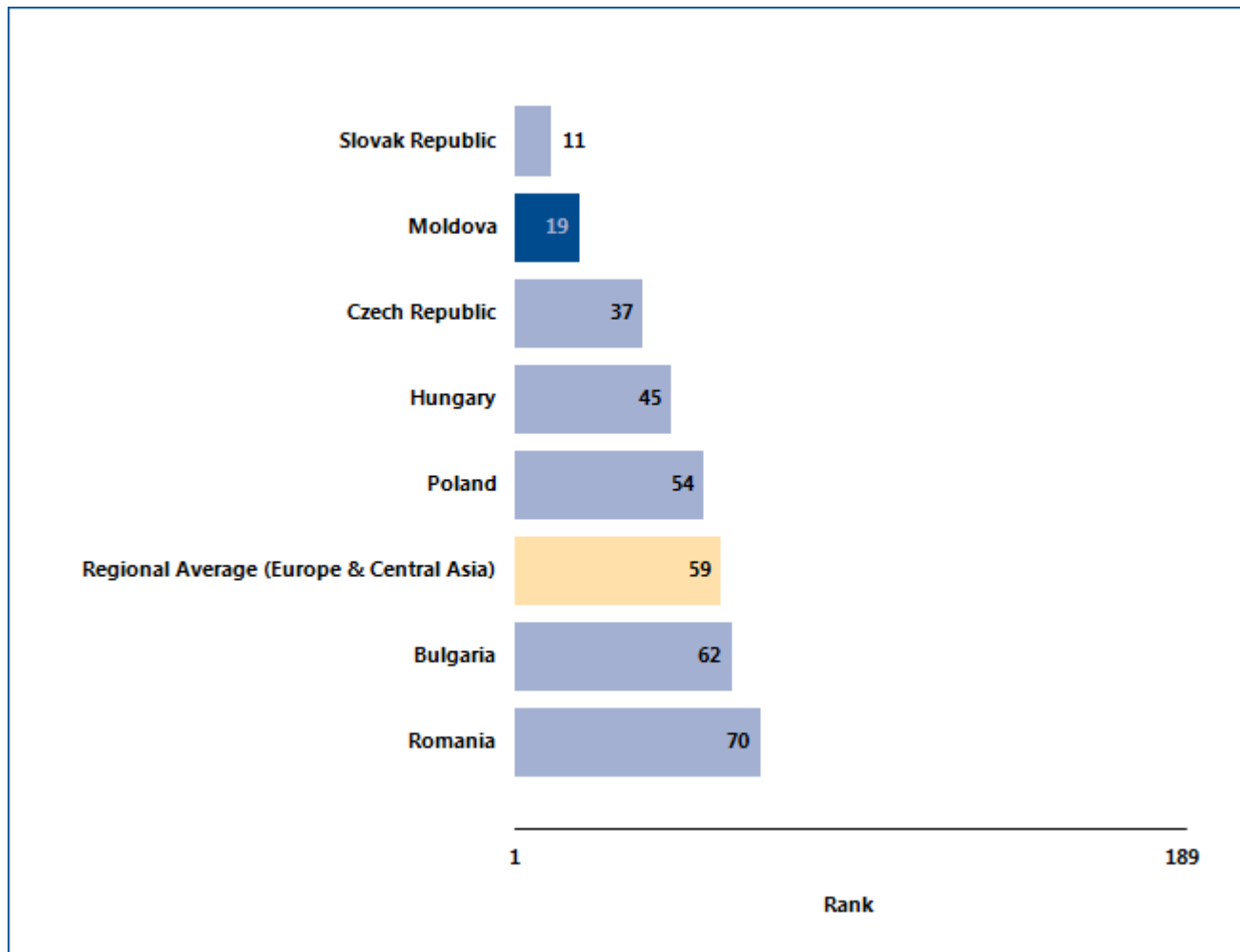
Source: *Doing Business* database.

REGISTERING PROPERTY

Globally, Moldova stands at 19 in the ranking of 189 economies on the ease of registering property (figure 5.2). The rankings for comparator economies and the

regional average ranking provide other useful information for assessing how easy it is for an entrepreneur in Moldova to transfer property.

Figure 5.2 How Moldova and comparator economies rank on the ease of registering property



Source: Doing Business database.

REGISTERING PROPERTY

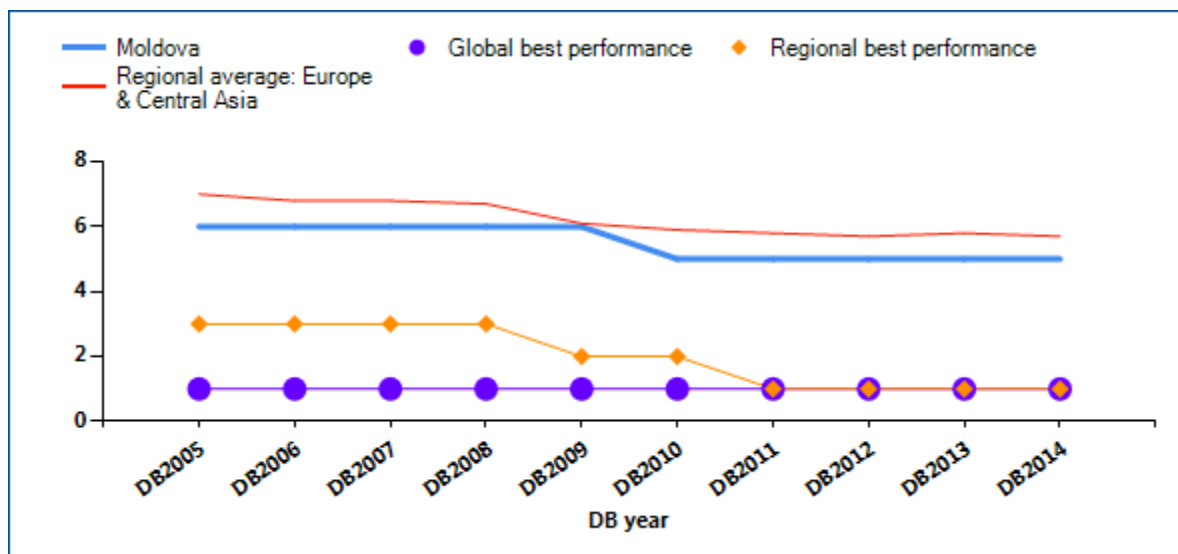
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the procedures, time or cost required to complete a property transfer (figure 5.3) help show

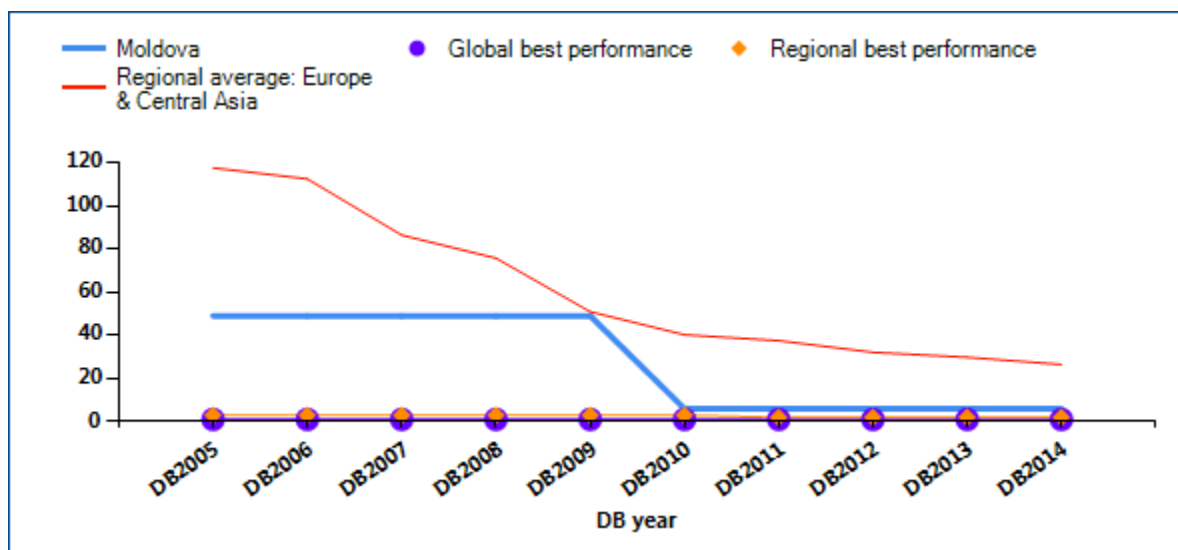
what is possible in making it easier to register property. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 5.3 Has registering property become easier over time?

Procedures (number)

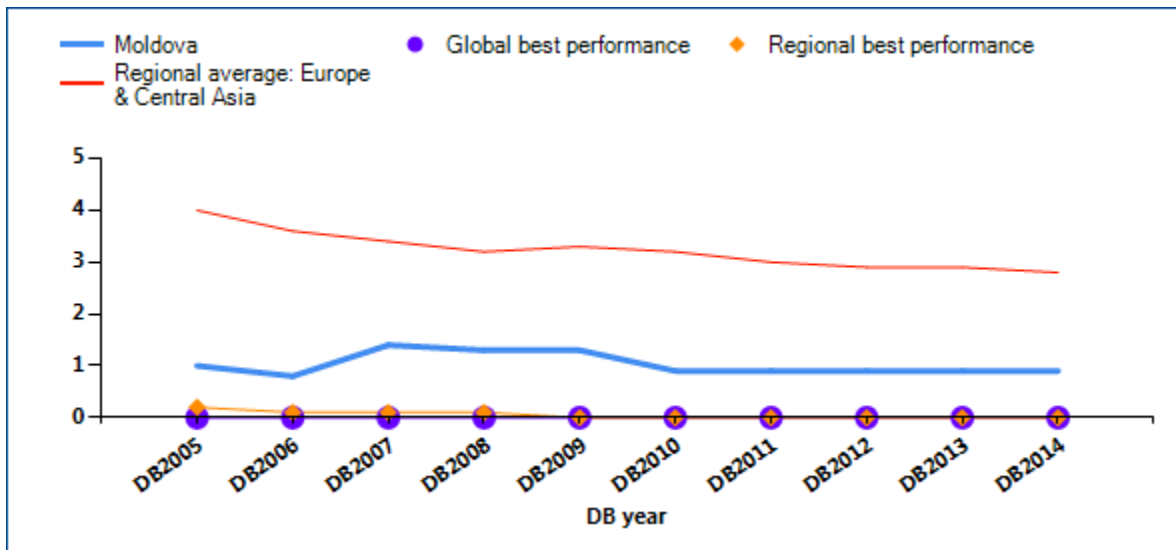


Time (days)



REGISTERING PROPERTY

Cost (% of property value)



Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year. For more information on "no practice" marks, see the data notes.

Source: Doing Business database.

REGISTERING PROPERTY

Economies worldwide have been making it easier for entrepreneurs to register and transfer property—such as by computerizing land registries, introducing time limits for procedures and setting low fixed fees. Many

have cut the time required substantially—enabling buyers to use or mortgage their property earlier. What property registration reforms has *Doing Business* recorded in Moldova (table 5.1)?

Table 5.1 How has Moldova made registering property easier—or not?
By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	Moldova made it easier to register property by removing the requirement of cadastral sketch leading to a reduction in procedures from 6 to 5 and days from 48 to 5.
DB2011	No reform as measured by Doing Business.
DB2012	No reform as measured by Doing Business.
DB2013	No reform as measured by Doing Business.
DB2014	No reform as measured by Doing Business.

Note: For information on reforms in earlier years (back to DB2005), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

REGISTERING PROPERTY

What are the details?

The indicators reported here are based on a set of specific procedures—the steps that a buyer and seller must complete to transfer the property to the buyer's name—identified by *Doing Business* through information collected from local property lawyers, notaries and property registries. These procedures are those that apply to a transaction matching the standard assumptions used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover).

STANDARD PROPERTY TRANSFER

City: Chisinau

Property Value: MDL 1,329,018

The procedures, along with the associated time and cost, are summarized below.

Summary of procedures for registering property in Moldova—and the time and cost

No.	Procedure	Time to complete	Cost to complete
1	<p>* Obtain the non-encumbrance certificate and certificate on the immovables value from the Cadastre</p> <p>The non-encumbrance certificate from the Territorial Cadastre Office is locally known as the excerpt from Real estate register for the purpose of transactions. The validity of the certificate is two months as of the date of its issuance. The property transfer operation has to be performed within the stated validity period of the certificate. The certificate can be requested only either by the owner of the concrete real estate or a person duly empowered by the respective owner.</p> <p>Additionally, the notary to authenticate the property transfer transaction demands a certificate concerning the value of property put on sale. If the Real estate register does not contain the value of the property, such value has to be calculated pursuant to the Methodology approved by the Law 393/2006. In particular cases the value of the property can also be determined on basis of value included in the insurance policy issued in respect of the property or the valuation issued by a licensed person (art. 3 Law 271/2003 on the Methodology for calculating notary fees). Also, the certificate on absence of debts on any taxes with regard to the Real estate to be sold is required. Such tax clearance certificate is issued by the Territorial Tax Office.</p>	<p>Less than a day (online procedure);</p> <p>expedited option - 1 business day;</p> <p>standard option - 3 business days (simultaneous with procedures 2 & 3)</p>	<p>Cost for each of the certificates is: MDL 51 (regular service) to be issued within 7 business days; or MDL 255 (expedited service) to be issued within 3 business day</p>
2	<p>* Obtain the excerpt from the State Register of Legal Entities</p> <p>The following have to be presented by the Seller and the Buyer of the Real estate for the purpose of the authentication of the sale-purchase agreement:</p> <ul style="list-style-type: none"> - Buyer's and the Seller's registration certificates / decisions on 	<p>3 business days (standard option) or 3 calendar days (faster option) or 1 business day</p>	<p>MDL 63 the excerpt to be issued within 3 business days; MDL 126 the excerpt to be</p>

No.	Procedure	Time to complete	Cost to complete
	<p>registration of the companies (original);</p> <ul style="list-style-type: none"> - valid excerpt from the Real estate register for the purpose of transactions in respect of the transferred property (original); - original excerpts from the State Register of companies for both the Seller and the Buyer; - originals of their respective constitutive documents, including all performed amendments or legalized copies thereof; - competent bodies' protocols / decisions (in original) approving the sale by the Seller and purchase by the Buyer of the property (should the constitutive documents or the legislation require); - identification cards of the persons executing the sale-purchase agreement, also the authenticated empowerments in original (should the case be); - documents proving the Seller's ownership right over the property sold; - evaluation certificate issued by the Territorial Cadastral Office; - tax clearance certificate obtained by the Seller as per Procedure 3. <p>In particular cases the notary can require that the parties produce / legalize copies of their corresponding constitutive documents to be kept in the notary's file and used for the purpose of registering the transfer with the Cadastre.</p>	<p>(faster option) or 1 holiday / non-business day, within 4 business hours or 1 business hour (the fastest options) </br> </br> (simultaneous with procedures 1 & 3)</p>	<p>issued within 2 calendar day or 1 business day; MDL 252 the excerpt to be issued within 1 holiday / non-business day or within 4 business hours; MDL 378 the excerpt to be issued in 1 business hour. Please note that bank commissions can apply (e.g. MDL 1 / excerpt).</p>
3	<p>* Obtain the tax clearance certificate from the Tax Office</p> <p>The tax clearance certificate from the Tax Office should be produced to confirm the existence or absence of unpaid taxes for the real estate involved in the transaction. No fees are charged for this document.</p>	<p>2 days (simultaneous with procedures 1 & 2)</p>	<p>no cost</p>
4	<p>Execution of the transfer deed by a public notary</p> <p>All types of land sale and certain types of construction / building sales are to be compulsory executed in the authenticated form. Although Moldovan legislation leaves margin for interpretation that certain types of real estate transactions (i.e. sales of certain constructions / buildings, donations of land, etc.) do not require authenticated form, in order to avoid lengthy court proceedings (e.g. with the Cadastre) it is highly recommendable to execute all real estate sales transactions (property transfer deeds) in authenticated form. A real estate sale transaction is subject to a state tax equal to 0.5% (Art. 3(9)c) Law 1216/1992) of the agreement price, but not less than 0.5% of the value of property as indicated in the Cadastre. The notary fee varies and depends on the transaction value; can constitute between 1.3% (but not less than MDL 120) and 0.1% of the agreement price (with a rate of 0.5 in case the agreement price is less than MDL 800,000) (Art. 8 Law 271/2003). For certain transactions separate state fees are applicable: e.g. MDL 5 for sale of agricultural land, etc. All fees / taxes in connection with a title transfer are bared by the Buyer, unless otherwise agreed by the parties.</p>	<p>1 day</p>	<p>MDL 0.5% of the agreement price (state tax) + Notary's fees according to the values determined in the following table:</p> <p>Value of property Notary's fees </p> <p>Up to MDL 20,000 1,3 %, but not less than MDL 180</p>

No.	Procedure	Time to complete	Cost to complete
			<p> </p> <p>From MDL 20,001 to 50,000 1.0% </p> <p>From MDL 50,001 to 100,000 0.9% </p> <p>From MDL 100,001 to 200,000 0.8% </p> <p>From MDL 200,001 to 400,000 0.6% </p> <p>From MDL 400,001 to 600,000 0.5% </p> <p>From MDL 600,001 to 800,000 0.3% </p> <p>From MDL 800,001 to 1,000,000 0.2% </p> <p> </p> <p>More than MDL 1,000,001 0.1% </p>
5	<p>Submit the application for registration to the Cadastre</p> <p>The Cadastre Office (http://www.cadastre.md/?lang=en&menu_id=217) will examine the documentation filed and register it in the Immovable Asset Register. The registration of title is conducted by applying a stamp on all originals or notary-certified copies of the title documents. A transfer of property is usually registered within 7 business days (10 calendar days).</p> <p>Registration of transfer of ownership over the property (warehouse and</p>	<p>7 business days (standard option);</p> <p>3 business days (faster option);</p> <p>or</p> <p>1 business day (fastest option)</p>	<p>MDL 748 for registration within 3 business days (standard option);</p> <p>MDL 2,244 for registration within business days (faster option); and</p> <p>MDL 3,740 for</p>

No.	Procedure	Time to complete	Cost to complete
	<p>land) with the Registry of Immovable Property, within 7 business days (10 calendar days) costs MDL 0,17% of the land price (but not less than MDL 83 and not more than MDL 415) + 0,06% of the warehouse price (but not less than MDL 267 and not more than MDL 1335). It takes either 3 or 5 times more to get the property registered under the expedited options - within 3, and respectively 1 business day.</p> <p>Territorial Cadastre Office in Chisinau also provides registration services (under the Law) within 3 business days (4 calendar days) in which case it charges a fee of 5 times the regular amount, or 400 MDL. As soon as the sale-purchase transaction is completed the seller must pay VAT which is currently equal to 20% to the state budget. The documentation shall include:</p> <p>Executed transfer deed, confirming the transfer of the right of ownership (obtained in Procedure 3)</p> <p>Where the application is submitted by an agent he must attach power of attorney or other document conforming powers.</p>		<p>registration within 1 business day (fastest option).</p> <p>The size of fee is calculated on the basis of the transaction price.</p>

* Takes place simultaneously with another procedure.

Note: Online procedures account for 0.5 days in the total time calculation.

Source: Doing Business database.

GETTING CREDIT

Two types of frameworks can facilitate access to credit and improve its allocation: credit information systems and borrowers and lenders in collateral and bankruptcy laws. Credit information systems enable lenders' rights to view a potential borrower's financial history (positive or negative)—valuable information to consider when assessing risk. And they permit borrowers to establish a good credit history that will allow easier access to credit. Sound collateral laws enable businesses to use their assets, especially movable property, as security to generate capital—while strong creditors' rights have been associated with higher ratios of private sector credit to GDP.

What do the indicators cover?

Doing Business assesses the sharing of credit information and the legal rights of borrowers and lenders with respect to secured transactions through 2 sets of indicators. The depth of credit information index measures rules and practices affecting the coverage, scope and accessibility of credit information available through a public credit registry or a private credit bureau. The strength of legal rights index measures whether certain features that facilitate lending exist within the applicable collateral and bankruptcy laws. *Doing Business* uses case scenarios to determine the scope of the secured transactions system, involving a secured borrower and a secured lender and examining legal restrictions on the use of movable collateral. These scenarios assume that the borrower:

- Is a private, incorporated, limited liability company.
- Has its headquarters and only base of operations in the largest business city.

WHAT THE GETTING CREDIT INDICATORS MEASURE

Strength of legal rights index (0–10)

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 adult population

Private credit bureau coverage (% of adults)

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

- Has up to 100 employees.
- Is 100% domestically owned, as is the lender.

The ranking on the ease of getting credit is based on the percentile rankings on the sum of its component indicators: the depth of credit information index and the strength of legal rights index.

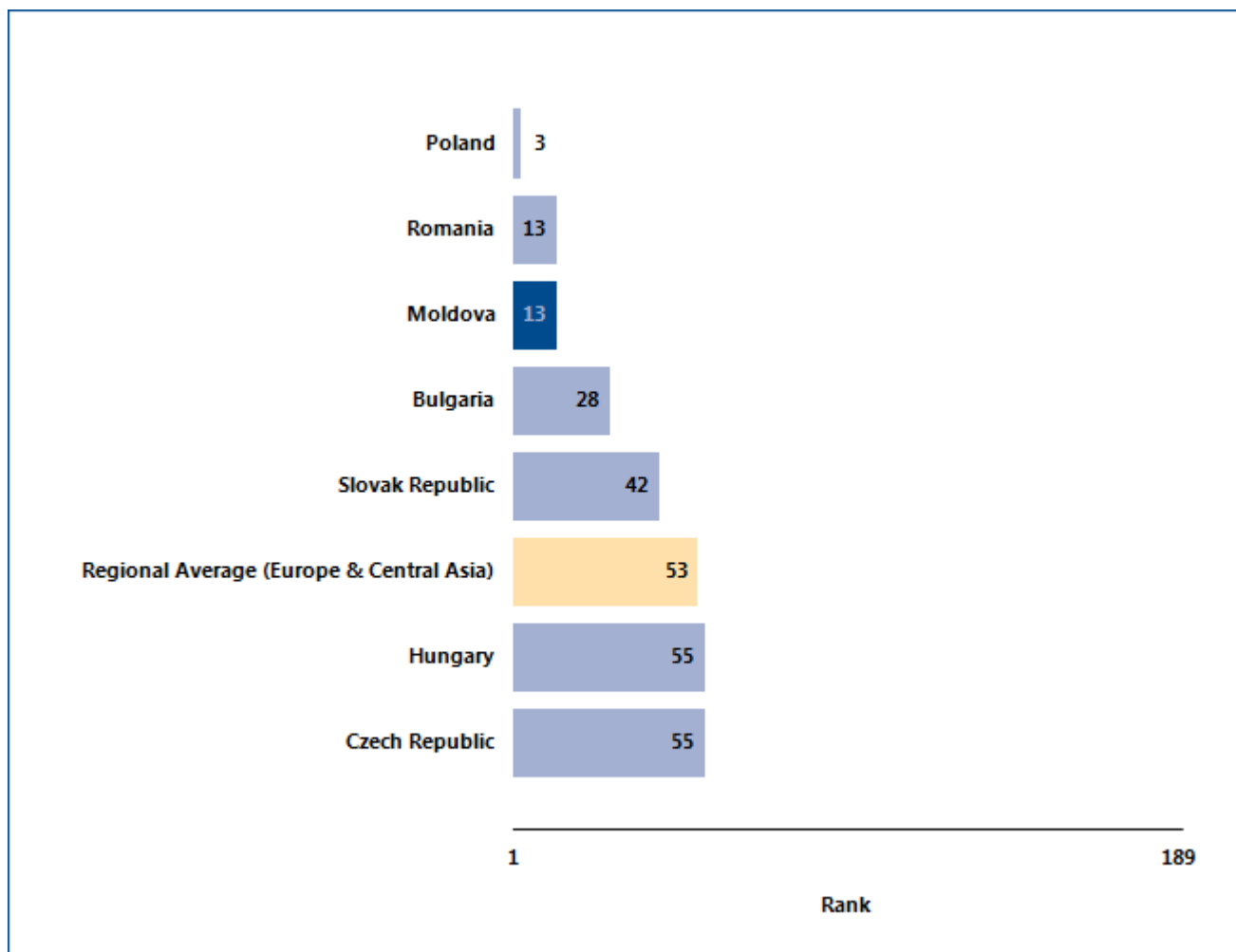
GETTING CREDIT

Where does the economy stand today?

How well do the credit information system and collateral and bankruptcy laws in Moldova facilitate access to credit? The economy has a score of 5 on the depth of credit information index and a score of 9 on the strength of legal rights index (see the summary of scoring at the end of this chapter for details). Higher scores indicate more credit information and stronger legal rights for borrowers and lenders.

Globally, Moldova stands at 13 in the ranking of 189 economies on the ease of getting credit (figure 6.1). The rankings for comparator economies and the regional average ranking provide other useful information for assessing how well regulations and institutions in Moldova support lending and borrowing.

Figure 6.1 How Moldova and comparator economies rank on the ease of getting credit



Source: Doing Business database.

GETTING CREDIT

What are the changes over time?

While the most recent *Doing Business* data reflect how well the credit information system and collateral and bankruptcy laws in Moldova support lending and borrowing today, data over time can help show where

institutions and regulations have been strengthened—and where they have not (table 6.1). That can help identify where the potential for improvement is greatest.

Table 6.1 The ease of getting credit in Moldova over time
By *Doing Business* report year

Indicator	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012	DB2013	DB2014
Rank	40	13
Strength of legal rights index (0-10)	8	8	8	8	8	8	8	8	8	9
Depth of credit information index (0-6)	0	0	0	0	0	0	0	4	4	5
Public registry coverage (% of adults)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Private bureau coverage (% of adults)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	3.9	4.5

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year.

Source: *Doing Business* database.

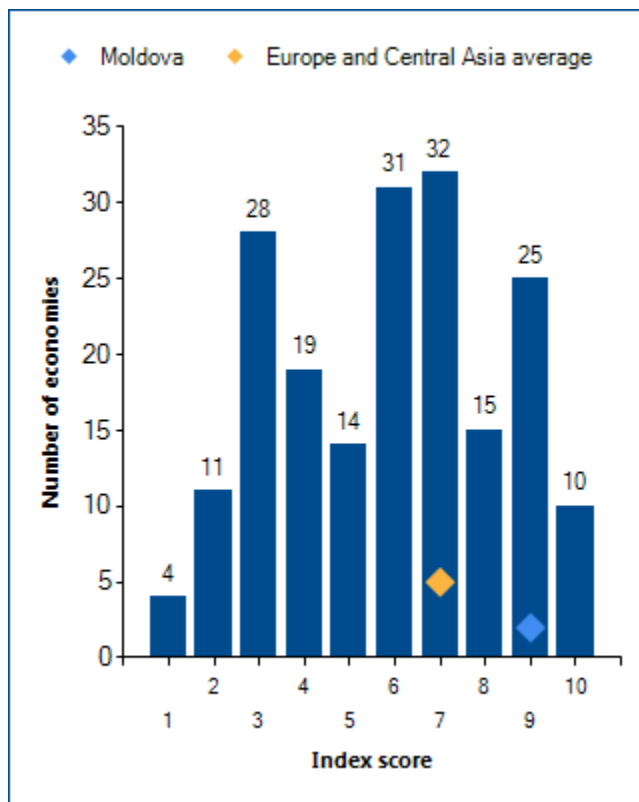
GETTING CREDIT

One way to put an economy's score on the getting credit indicators into context is to see where the economy stands in the distribution of scores across economies. Figure 6.2 highlights the score on the strength of legal rights index for Moldova in 2013 and

shows the number of economies with this score in 2013 as well as the regional average score. Figure 6.3 shows the same thing for the depth of credit information index.

Figure 6.2 How strong are legal rights for borrowers and lenders?

Number of economies with each score on strength of legal rights index (0–10), 2013

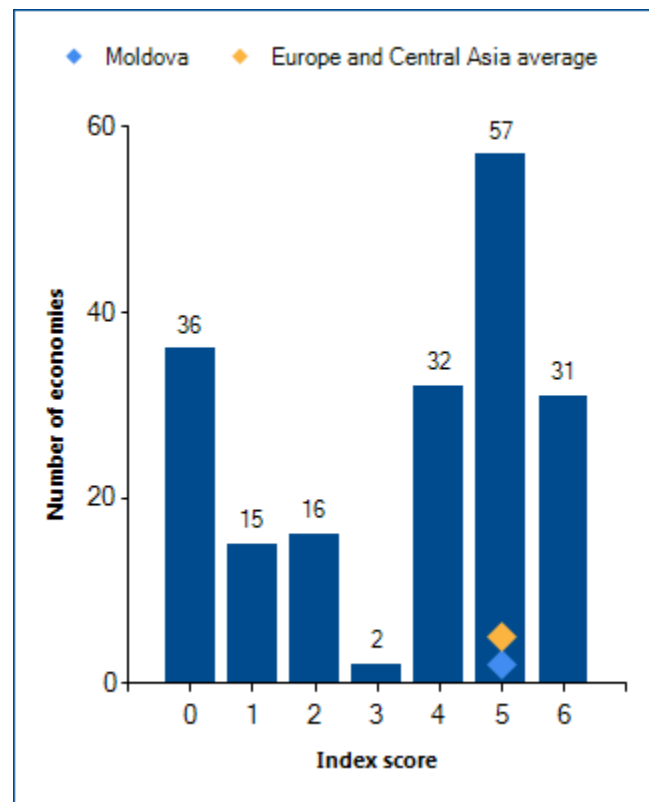


Note: Higher scores indicate that collateral and bankruptcy laws are better designed to facilitate access to credit.

Source: Doing Business database.

Figure 6.3 How much credit information is shared—and how widely?

Number of economies with each score on depth of credit information index (0–6), 2013



Note: Higher scores indicate the availability of more credit information, from either a credit registry or a credit bureau, to facilitate lending decisions. Regional averages for the depth of credit information index exclude economies with no credit registry or credit bureau.

Source: Doing Business database.

GETTING CREDIT

When economies strengthen the legal rights of lenders and borrowers under collateral and bankruptcy laws, and increase the scope, coverage and accessibility of credit information, they can increase entrepreneurs' access to credit. What credit reforms has *Doing Business* recorded in Moldova (table 6.2)?

Table 6.2 How has Moldova made getting credit easier—or not?
By *Doing Business* report year

DB year	Reform
DB2009	IMoldova approved a new credit bureau law to facilitate the creation of a private credit bureau. The bureau will distribute credit information that banks can use to evaluate the creditworthiness of potential borrowers.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	Moldova improved its credit information system by establishing its first private credit bureau.
DB2013	No reform as measured by Doing Business.
DB2014	Moldova strengthened its secured transactions system by introducing new grounds for relief from an automatic stay during insolvency and restructuring proceedings.

Note: For information on reforms in earlier years (back to DB2005), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

GETTING CREDIT

What are the details?

The getting credit indicators reported here for Moldova are based on detailed information collected in that economy. The data on credit information sharing are collected through a survey of a credit registry and/or credit bureau (if one exists). To construct the depth of credit information index, a score of 1 is assigned for each of 6 features of the credit registry or credit bureau (see summary of scoring below).

The data on the legal rights of borrowers and lenders are gathered through a survey of financial lawyers and verified through analysis of laws and regulations as well as public sources of information on collateral and bankruptcy laws. For the strength of legal rights index, a score of 1 is assigned for each of 8 aspects related to legal rights in collateral law and 2 aspects in bankruptcy law.

Summary of scoring for the getting credit indicators in Moldova

Indicator	Moldova	Europe & Central Asia average	OECD high income average
Strength of legal rights index (0-10)	9	7	7
Depth of credit information index (0-6)	5	5	5
Public registry coverage (% of adults)	0.0	33.9	42.9
Private bureau coverage (% of adults)	4.5	48.2	73.9

Note: In cases where an economy's regional classification is "OECD high income," regional averages above are only displayed once. Regional averages for the depth of credit information index exclude economies with no credit registry or credit bureau. Regional averages for the credit registry coverage exclude economies with no credit registry. Regional averages for the credit bureau coverage exclude economies with no credit bureau.

Strength of legal rights index (0–10)	Index score: 9
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?	Yes
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; can all types of debts and obligations be secured between parties; and can the collateral agreement include a maximum amount for which the assets are encumbered?	Yes
Is a collateral registry in operation, that is unified geographically and by asset type, with an electronic database indexed by debtor's names?	Yes

Strength of legal rights index (0–10)	Index score: 9
Are secured creditors paid first (i.e. before tax claims and employee claims) when a debtor defaults outside an insolvency procedure?	Yes
Are secured creditors paid first (i.e. before tax claims and employee claims) when a business is liquidated?	Yes
Are secured creditors either not subject to an automatic stay on enforcement when a debtor enters a court-supervised reorganization procedure, or does the law provide secured creditors with grounds for relief from an automatic stay or/and sets a time limit to it?	Yes
Does the law allow parties to agree in a collateral agreement that the lender may enforce its security right out of court, at the time a security interest is created?	Yes

Depth of credit information index (0–6)	Credit bureau	Credit registry	Index score: 5
Are data on both firms and individuals distributed?	Yes	No	1
Are both positive and negative data distributed?	Yes	No	1
Does the registry distribute credit information from retailers, trade creditors or utility companies as well as financial institutions?	No	No	0
Are more than 2 years of historical credit information distributed?	Yes	No	1
Is data on all loans below 1% of income per capita distributed?	Yes	No	1
Is it guaranteed by law that borrowers can inspect their data in the largest credit registry?	Yes	No	1

Note: An economy receives a score of 1 if there is a "yes" to either private bureau or public registry.

Coverage	Credit bureau (% of adults)	Credit registry (% of adults)
Number of firms	6,064	0
Number of individuals	109,441	0

Source: Doing Business database.

PROTECTING INVESTORS

Protecting investors matters for the ability of companies to raise the capital they need to grow, innovate, diversify and compete. If the laws do not protect minority shareholders, investors may be reluctant to provide funding to companies through the purchase of shares unless they become the controlling shareholders. Effective regulations define related-party transactions precisely, promote clear and efficient disclosure requirements, require shareholder participation in major decisions of the company and set detailed standards of accountability for company insiders.

What do the indicators cover?

Doing Business measures the strength of minority shareholder protections against directors' use of corporate assets for personal gain—or self-dealing. The indicators distinguish 3 dimensions of investor protections: transparency of related-party transactions (extent of disclosure index), liability for self-dealing (extent of director liability index) and minority shareholders' access to evidence before and during trial (ease of shareholder suits index). The ranking on the strength of investor protection index is the simple average of the percentile rankings on these 3 indices. To make the data comparable across economies, a case study uses several assumptions about the business and the transaction.

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 involves the following details:

- Mr. James, a director and the majority shareholder of the company, proposes that

WHAT THE PROTECTING INVESTORS INDICATORS MEASURE

Extent of disclosure index (0–10)

- Approval process for related-party transactions
- Disclosure requirements in case of related-party transactions

Extent of director liability index (0–10)

- Ability of minority shareholders to file a direct or derivative lawsuit
- Ability of minority shareholders to hold interested parties and members of the approving body liable for prejudicial related-party transactions
- Available legal remedies (damages, repayment of profits, fines, imprisonment and rescission of the transaction)

Ease of shareholder suits index (0–10)

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

Strength of investor protection index (0–10)

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

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 Buyer.
- Shareholders sue the interested parties and the members of the board of directors.

PROTECTING INVESTORS

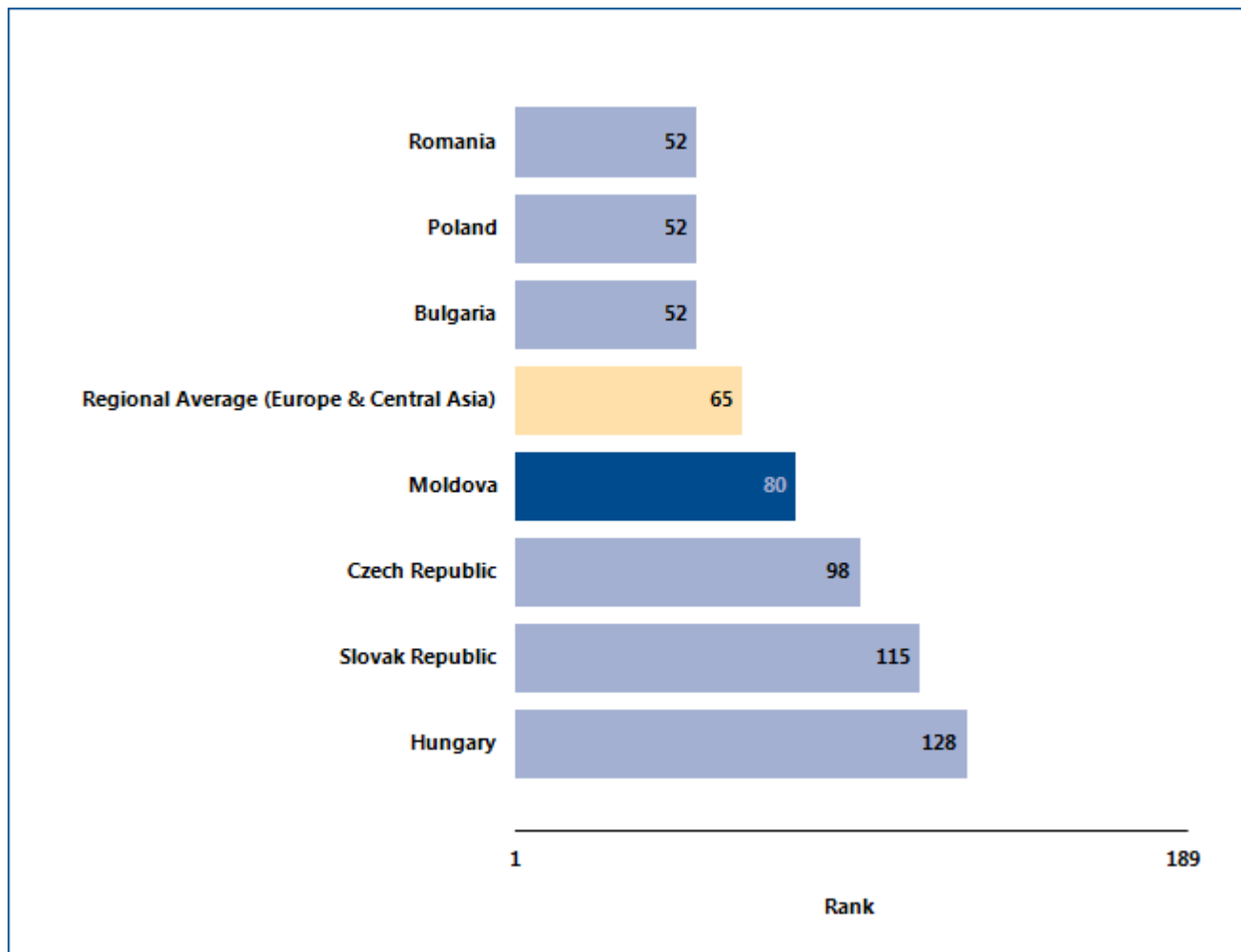
Where does the economy stand today?

How strong are investor protections against self-dealing in Moldova? The economy has a score of 5.3 on the strength of investor protection index, with a higher score indicating stronger protections (see the summary of scoring at the end of this chapter for details).

Globally, Moldova stands at 80 in the ranking of 189 economies on the strength of investor protection

index (figure 7.1). While the indicator does not measure all aspects related to the protection of minority investors, a higher ranking does indicate that an economy's regulations offer stronger investor protections against self-dealing in the areas measured.

Figure 7.1 How Moldova and comparator economies rank on the strength of investor protection index



Source: Doing Business database.

PROTECTING INVESTORS

What are the changes over time?

While the most recent *Doing Business* data reflect how well regulations in Moldova protect minority investors today, data over time show whether the protections have been strengthened (table 7.1). And the global

ranking on the strength of investor protection index over time shows whether the economy is slipping behind other economies in investor protections—or surpassing them.

Table 7.1 The strength of investor protections in Moldova over time
By *Doing Business* report year

Indicator	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012	DB2013	DB2014
Rank	80	80
Extent of disclosure index (0-10)	7	7	7	7	7	7	7	7	7
Extent of director liability index (0-10)	1	1	1	1	1	1	1	3	3
Ease of shareholder suits index (0-10)	6	6	6	6	6	6	6	6	6
Strength of investor protection index (0-10)	4.7	4.7	4.7	4.7	4.7	4.7	4.7	5.3	5.3

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year.

Source: *Doing Business* database.

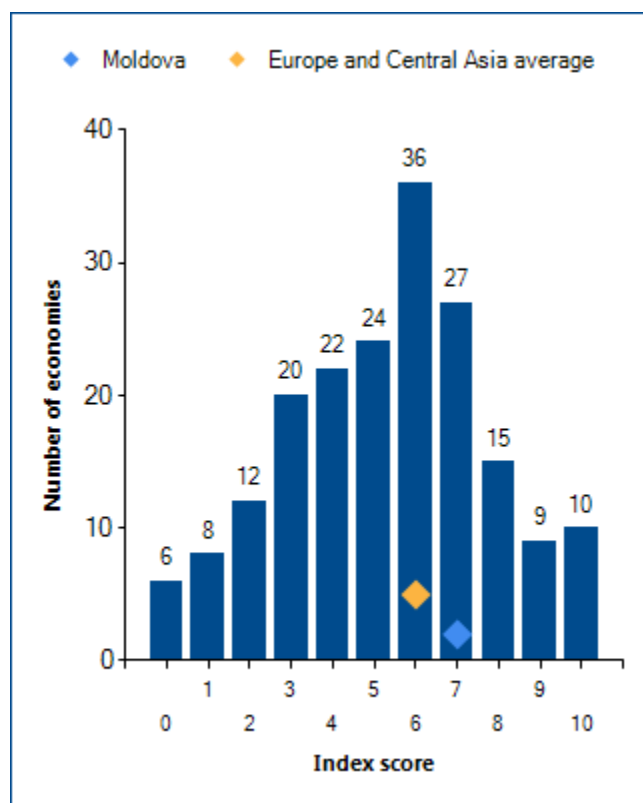
PROTECTING INVESTORS

One way to put an economy's scores on the protecting investors indicators into context is to see where the economy stands in the distribution of scores across economies. Figure 7.2 highlights the score on the extent of disclosure index for Moldova in 2013 and

shows the number of economies with this score in 2013 as well as the regional average score. Figure 7.3 applies to the extent of director liability index, and figure 7.4 to the ease of shareholder suits index.

Figure 7.2 How strong are disclosure requirements?

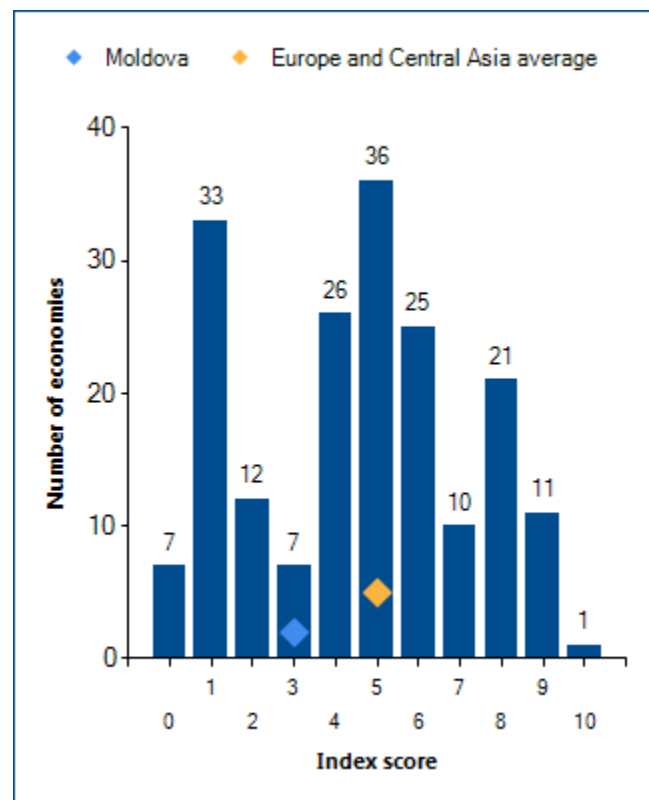
Number of economies with each score on the extent of disclosure index (0–10), 2013



Note: Higher scores indicate greater disclosure.
Source: Doing Business database.

Figure 7.3 How strong is the liability regime for directors?

Number of economies with each score on the extent of director liability index (0–10), 2013

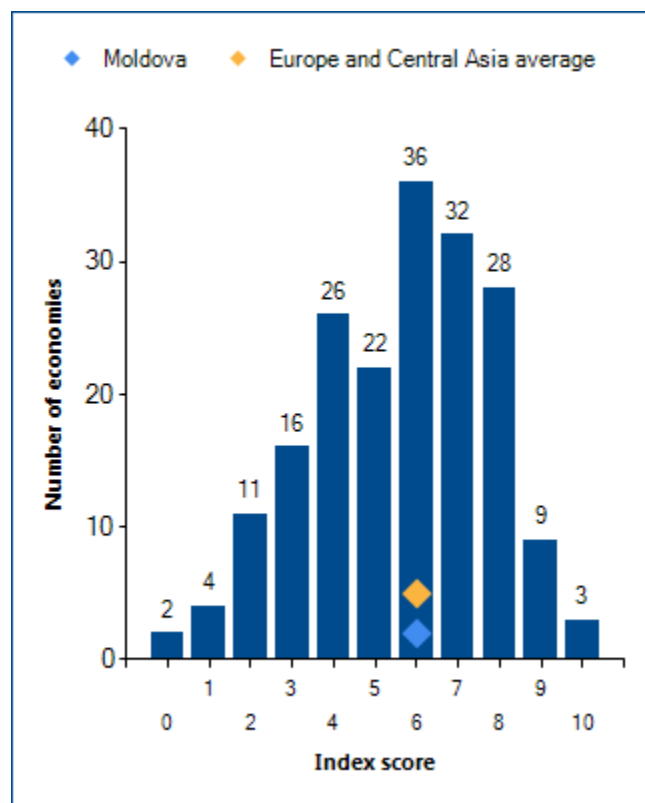


Note: Higher scores indicate greater liability of directors.
Source: Doing Business database.

PROTECTING INVESTORS

Figure 7.4 How easy is accessing internal corporate documents?

Number of economies with each score on the ease of shareholder suits index (0–10), 2013



Note: Higher scores indicate greater minority shareholder access to evidence before and during trial.

Source: *Doing Business* database.

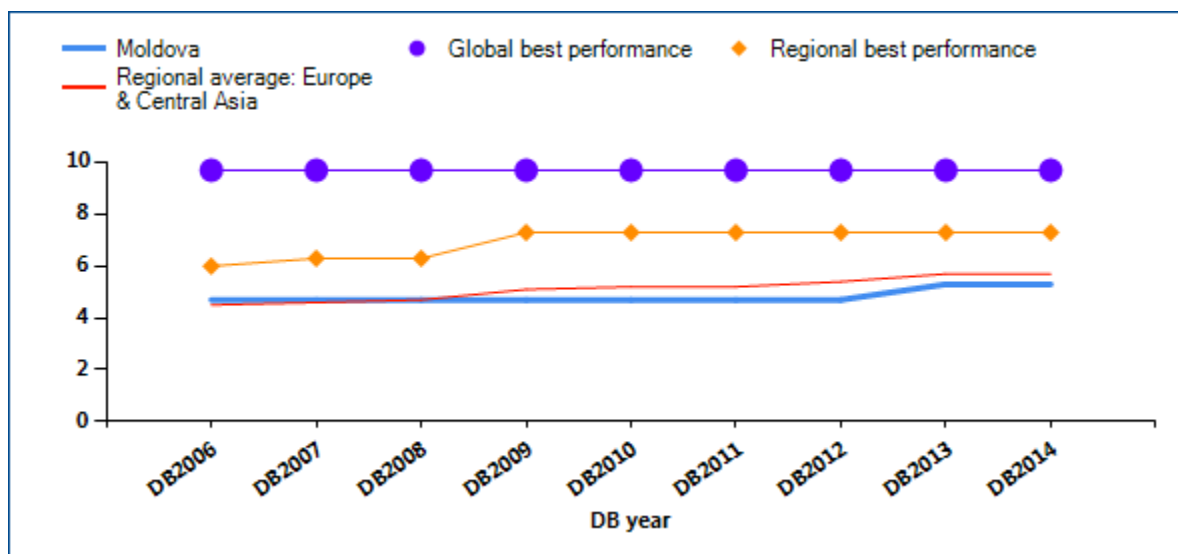
PROTECTING INVESTORS

The scores recorded over time for Moldova on the strength of investor protection index may also be revealing (figure 7.5). Equally interesting may be the

changes over time in the regional average score on this index.

Figure 7.5 Have investor protections become stronger over time?

Strength of investor protection index (0–10)



Note: The higher the score, the stronger the protections.

Source: Doing Business database.

PROTECTING INVESTORS

Economies with the strongest protections of minority investors from self-dealing require detailed disclosure and define clear duties for directors. They also have well-functioning courts and up-to-date procedural rules that give minority shareholders the means to prove their case and obtain a judgment within a

reasonable time. As a result, reforms to strengthen investor protections may move ahead on different fronts—such as through new or amended company laws, securities regulations or civil procedure rules. What investor protection reforms has *Doing Business* recorded in Moldova (table 7.2)?

Table 7.2 How has Moldova strengthened investor protections—or not?
By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	No reform as measured by Doing Business.
DB2013	Moldova strengthened investor protections by allowing the rescission of prejudicial related-party transactions.
DB2014	No reform as measured by Doing Business.

Note: For information on reforms in earlier years (back to DB2006), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

PROTECTING INVESTORS

What are the details?

The protecting investors indicators reported here for Moldova are based on detailed information collected through a survey of corporate and securities lawyers about securities regulations, company laws and court rules of evidence and procedure. To construct the extent of disclosure, extent of director liability and

ease of shareholder suits indices, scores are assigned to each based on a range of conditions relating to disclosure, director liability and shareholder suits in a standard case study transaction (see the data notes at the end of this chapter). The summary below shows the details underlying the scores for Moldova.

Summary of scoring for the protecting investors indicators in Moldova

Indicator	Moldova	Europe & Central Asia average	OECD high income average
Extent of disclosure index (0-10)	7	6	7
Extent of director liability index (0-10)	3	5	5
Ease of shareholder suits index (0-10)	6	6	7
Strength of investor protection index (0-10)	5.3	5.7	6.2

Note: In cases where an economy's regional classification is "OECD high income," regional averages above are only displayed once.

	Score	Score description
Extent of disclosure index (0-10)	7	
What corporate body provides legally sufficient approval for the transaction?	3	Shareholders meeting and Mr. James is not allowed to vote
Whether disclosure of the conflict of interest by Mr. James to the board of directors is required?	1	Existence of a conflict without any specifics
Whether immediate disclosure of the transaction to the public and/or shareholders is required?	1	Disclosure on the transaction only
Whether disclosure of the transaction in published periodic filings (annual reports) is required?	1	Disclosure on the transaction only
Whether an external body must review the terms of the transaction before it takes place?	1	Yes
Extent of director liability index (0-10)	3	
Whether shareholders can sue directly or derivatively for the damage that the Buyer-Seller transaction causes to the company?	1	Yes
Whether shareholders can hold Mr. James liable for the damage that the Buyer-Seller transaction causes to the company?	0	Not liable
Whether shareholders can hold members of the approving body liable for the damage that the Buyer-Seller transaction causes to the company?	0	Not liable

	Score	Score description
Whether a court can void the transaction upon a successful claim by a shareholder plaintiff?	2	Possible when the transaction is unfair or entails a conflict of interest
Whether Mr. James pays damages for the harm caused to the company upon a successful claim by the shareholder plaintiff?	0	No
Whether Mr. James repays profits made from the transaction upon a successful claim by the shareholder plaintiff?	0	No
Whether fines and imprisonment can be applied against Mr. James?	0	No
Ease of shareholder suits index (0-10)	6	
Whether shareholders owning 10% or less of Buyer's shares can inspect transaction documents before filing suit?	0	No
Whether shareholders owning 10% or less of Buyer's shares can request an inspector to investigate the transaction?	1	Yes
Whether the plaintiff can obtain any documents from the defendant and witnesses during trial?	3	Any information that is relevant to the subject matter of the claim
Whether the plaintiff can request categories of documents from the defendant without identifying specific ones?	0	No
Whether the plaintiff can directly question the defendant and witnesses during trial?	2	Yes, without approval from the judge
Whether the level of proof required for civil suits is lower than that of criminal cases?	0	No
Strength of investor protection index (0-10)	5.3	

Source: Doing Business database.

PAYING TAXES

Taxes are essential. They fund the public amenities, infrastructure and services that are crucial for a properly functioning economy. But the level of tax rates needs to be carefully chosen—and needless complexity in tax rules avoided. According to *Doing Business* data, in economies where it is more difficult and costly to pay taxes, larger shares of economic activity end up in the informal sector—where businesses pay no taxes at all.

What do the indicators cover?

Using a case scenario, *Doing Business* measures the taxes and mandatory contributions that a medium-size company must pay in a given year as well as the administrative burden of paying taxes and contributions. This case scenario uses a set of financial statements and assumptions about transactions made over the year. Information is also compiled on the frequency of filing and payments as well as time taken to comply with tax laws. The ranking on the ease of paying taxes is the simple average of the percentile rankings on its component indicators: number of annual payments, time and total tax rate, with a threshold being applied to the total tax rate.¹ To make the data comparable across economies, several assumptions about the business and the taxes and contributions are used.

- TaxpayerCo is a medium-size business that started operations on January 1, 2011.
- 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.

WHAT THE PAYING TAXES INDICATORS MEASURE

Tax payments for a manufacturing company in 2012 (number per year adjusted for electronic and 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 before all taxes)

Profit or corporate income tax

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

- Taxes and mandatory contributions include corporate income tax, turnover tax and all labor taxes and contributions paid by the company.
- A range of standard deductions and exemptions are also recorded.

¹ The threshold is defined as the highest total tax rate among the top 15% of economies in the ranking on the total tax rate. It is calculated and adjusted on a yearly basis. The threshold is not based on any economic theory of an "optimal tax rate" that minimizes distortions or maximizes efficiency in the tax system of an economy overall. Instead, it is mainly empirical in nature, set at the lower end of the distribution of tax rates levied on medium-size enterprises in the manufacturing sector as observed through the paying taxes indicators. This reduces the bias in the indicators toward economies that do not need to levy significant taxes on companies like the *Doing Business* standardized case study company because they raise public revenue in other ways—for example, through taxes on foreign companies, through taxes on sectors other than manufacturing or from natural resources (all of which are outside the scope of the methodology). This year's threshold is 25.5%.

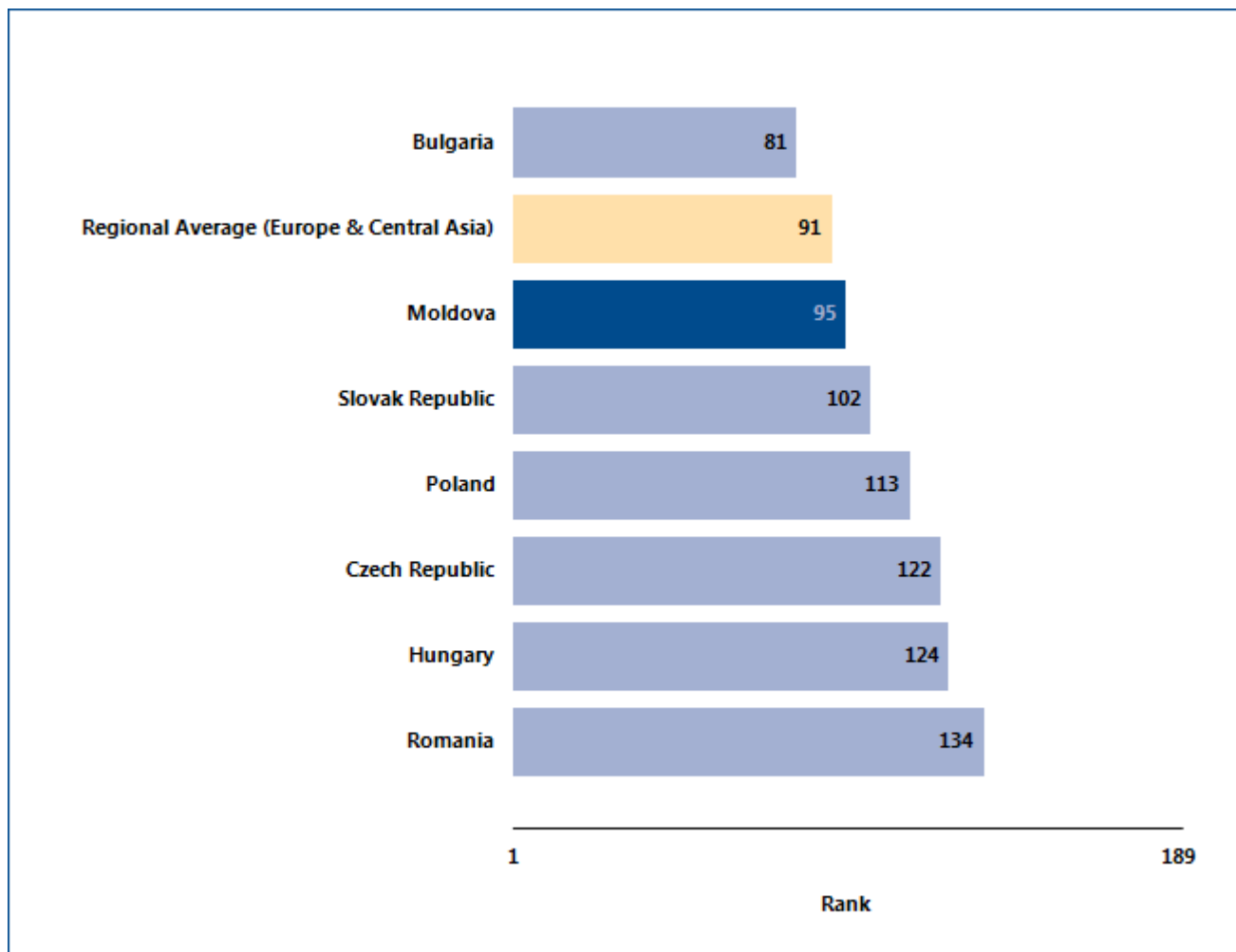
PAYING TAXES

Where does the economy stand today?

What is the administrative burden of complying with taxes in Moldova—and how much do firms pay in taxes? On average, firms make 31 tax payments a year, spend 181 hours a year filing, preparing and paying taxes and pay total taxes amounting to 40.4% of profit (see the summary at the end of this chapter for details).

Globally, Moldova stands at 95 in the ranking of 189 economies on the ease of paying taxes (figure 8.1). The rankings for comparator economies and the regional average ranking provide other useful information for assessing the tax compliance burden for businesses in Moldova.

Figure 8.1 How Moldova and comparator economies rank on the ease of paying taxes



Source: *Doing Business* database.

PAYING TAXES

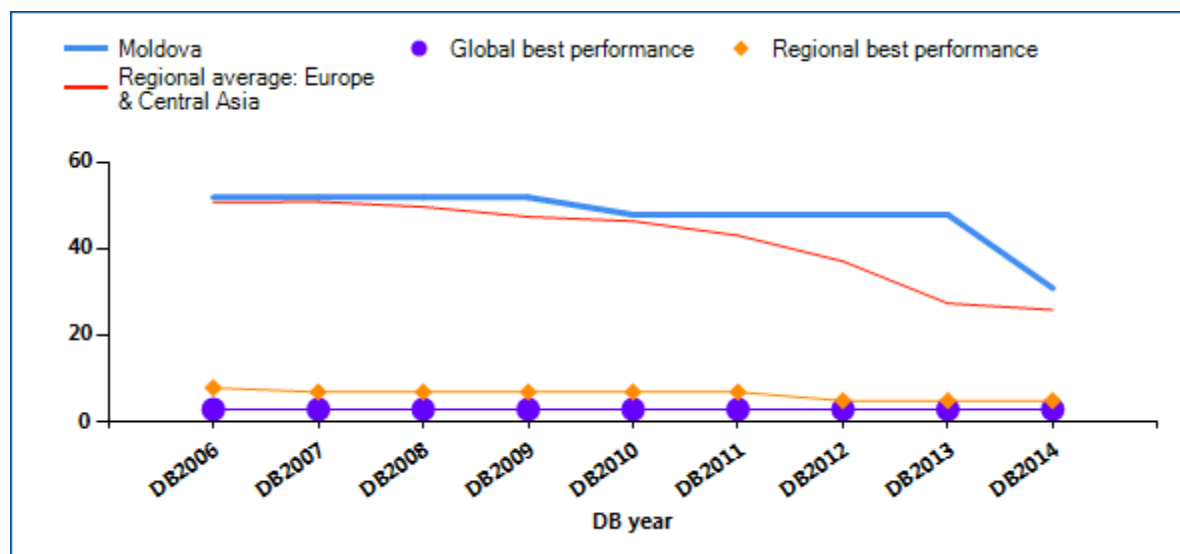
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the number of payments or the time required to prepare and file taxes (figure 8.2) help

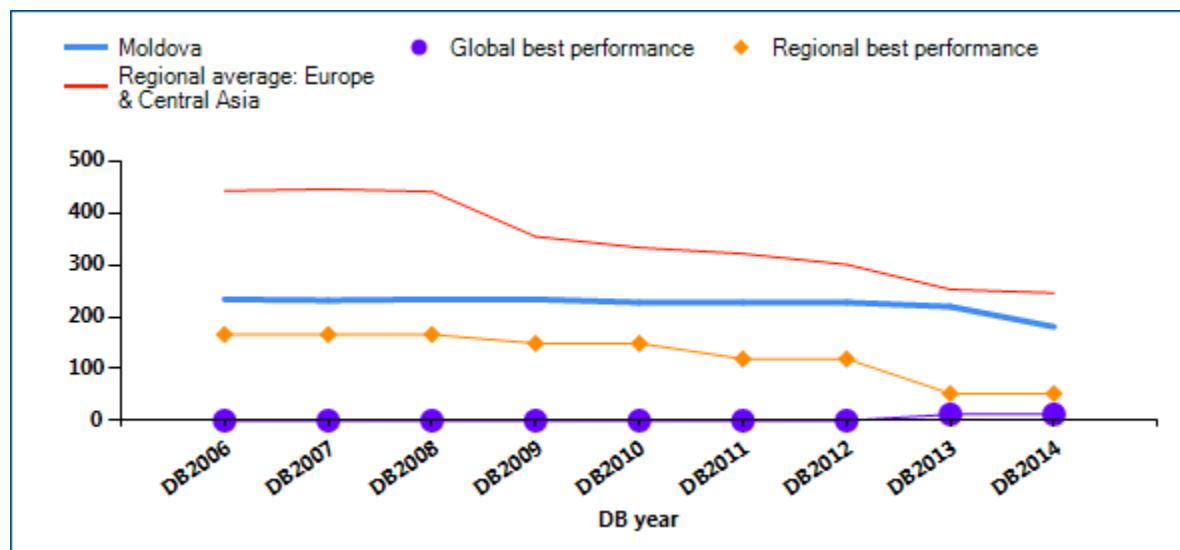
show what is possible in easing the administrative burden of tax compliance. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 8.2 Has paying taxes become easier over time?

Payments (number per year)

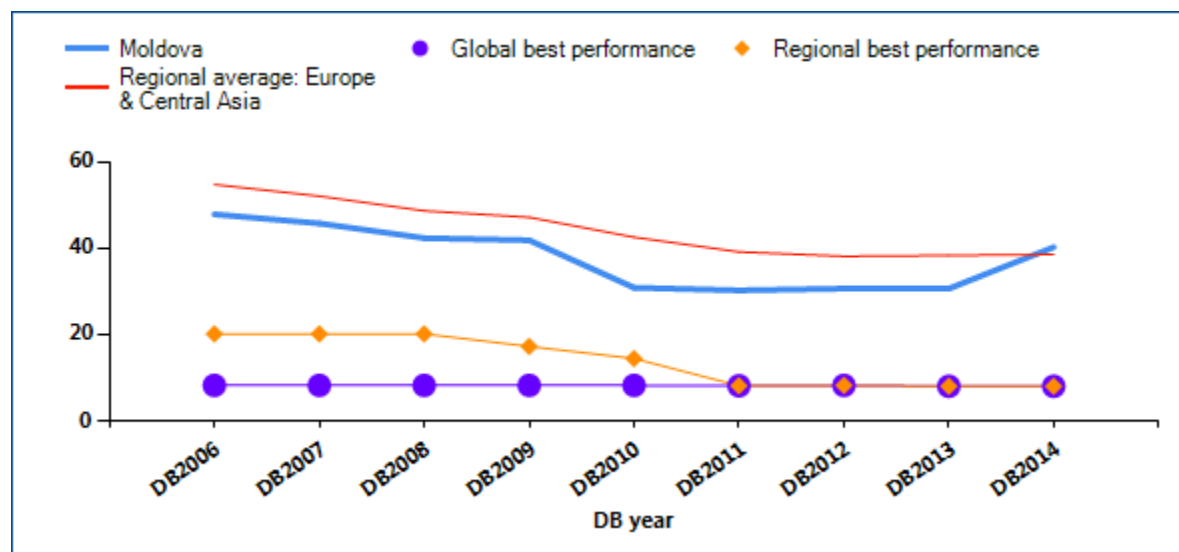


Time (hours per year)



PAYING TAXES

Total tax rate (% of profit)



Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year. DB2013 rankings reflect changes to the methodology. For all economies with a total tax rate below the threshold of 25.5% applied in DB2014, the total tax rate is set at 25.5% for the purpose of calculating the ranking on the ease of paying taxes.

Source: Doing Business database.

PAYING TAXES

Economies around the world have made paying taxes faster and easier for businesses—such as by consolidating filings, reducing the frequency of payments or offering electronic filing and payment. Many have lowered tax rates. Changes have brought

concrete results. Some economies simplifying tax payment and reducing rates have seen tax revenue rise. What tax reforms has *Doing Business* recorded in Moldova (table 8.1)?

Table 8.1 How has Moldova made paying taxes easier—or not?
By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	Moldova has eased the burden of taxes on business reducing the social security taxes as paid by the employer
DB2011	Moldova reduced employer contribution rates for social security.
DB2012	No reform as measured by Doing Business.
DB2013	Moldova made paying taxes more costly for companies by reintroducing the corporate income tax—but also made tax compliance easier by encouraging electronic filing and payment.
DB2014	Moldova made paying taxes easier for companies by introducing an electronic filing and payment system for the value added tax, corporate income tax, land improvement tax and tax on immovable property.

Note: For information on reforms in earlier years (back to DB2006), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

PAYING TAXES

What are the details?

The indicators reported here for Moldova are based on a standard set of taxes and contributions that would be paid by the case study company used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover). Tax practitioners are asked to review standard 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.

LOCATION OF STANDARDIZED COMPANY

City: Chisinau

The taxes and contributions paid are listed in the summary below, along with the associated number of payments, time and tax rate.

Summary of tax rates and administrative burden in Moldova

Indicator	Moldova	Europe & Central Asia average	OECD high income average
Payments (number per year)	31	26	12
Time (hours per year)	181	246	175
Profit tax (%)	9.6	9.0	16.1
Labor tax and contributions (%)	30.6	22.6	23.1
Other taxes (%)	0.2	7.0	2.0
Total tax rate (% profit)	40.4	38.7	41.3

Note: In cases where an economy's regional classification is "OECD high income," regional averages above are only displayed once.

Tax or mandatory contribution	Payments (number)	Notes on payments	Time (hours)	Statutory tax rate	Tax base	Total tax rate (% of profit)	Notes on total tax rate
Social security contributions	12		94	23%	gross salaries	25.9	
Corporate income tax	1	online filing	42	12%	taxable profit	9.6	
Health insurance contribution	12		0	3.5%	gross salaries	3.9	

Tax or mandatory contribution	Payments (number)	Notes on payments	Time (hours)	Statutory tax rate	Tax base	Total tax rate (% of profit)	Notes on total tax rate
Land improvement tax	1	online filing	0	MDL 80 per employee	number of employees	0.7	
Tax on immovable property	1	online filing	0	0.1%	book value of property	0.1	
Road tax	1	online filing	0	MDL 120 per tonne	weight of vehicle	0.1	
Land tax	1	online filing	0	MDL 30 per 100 square meters	property area for non evaluated property	0	
Fuel tax	1		0		included in fuel price	0	small amount
Value added tax (VAT)	1	online filing	45	20%	value added	0	not included
Totals	31		181			40.4	

Source: Doing Business database.

TRADING ACROSS BORDERS

In today's globalized world, making trade between economies easier is increasingly important for business. 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. Research shows that exporters in developing countries gain more from a 10% drop in their trading costs than from a similar reduction in the tariffs applied to their products in global markets.

What do the indicators cover?

Doing Business measures the time and cost (excluding tariffs and the time and cost for sea transport) associated with exporting and importing a standard shipment of goods by sea transport, and the number of documents necessary to complete the transaction. The indicators cover procedural requirements such as documentation requirements and procedures at customs and other regulatory agencies as well as at the port. They also cover trade logistics, including the time and cost of inland transport to the largest business city. The ranking on the ease of trading across borders is the simple average of the percentile rankings on its component indicators: documents, time and cost to export and import.

To make the data comparable across economies, *Doing Business* uses several assumptions about the business and the traded goods.

The business:

- Is of medium size and employs 60 people.
- Is located in the periurban area of the economy's largest business city.
- Is a private, limited liability company, domestically owned, formally registered and operating under commercial laws and regulations of the economy.

The traded goods:

- Are not hazardous nor do they include

WHAT THE TRADING ACROSS BORDERS INDICATORS MEASURE

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, filling out and submitting all the documents
- Inland transport and handling
- Customs clearance and inspections
- Port and terminal handling
- Does not include sea 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

military items.

- Do not require refrigeration or any other special environment.
- Do not require any special phytosanitary or environmental safety standards other than accepted international standards.
- Are one of the economy's leading export or import products.
- Are transported in a dry-cargo, 20-foot full container load.

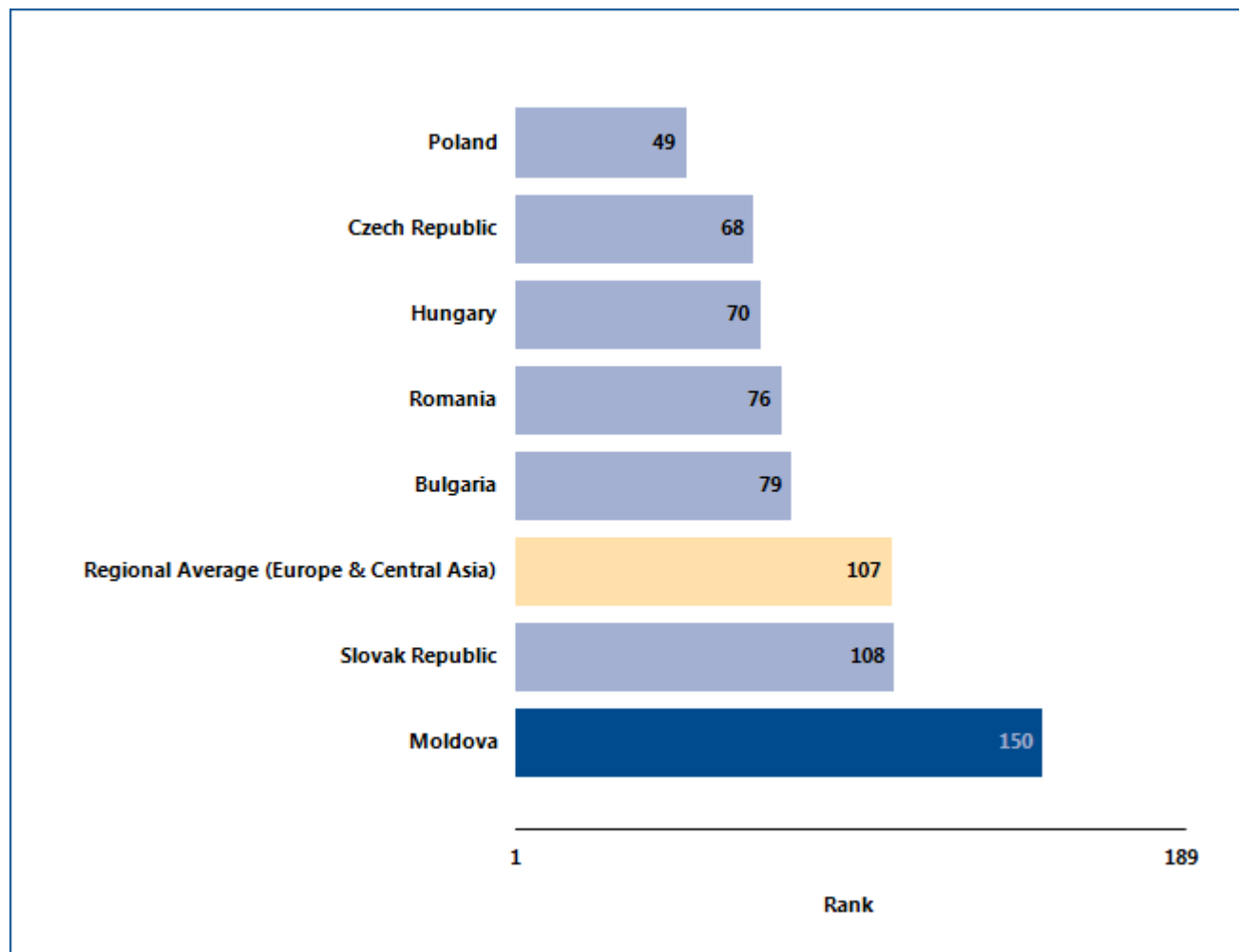
TRADING ACROSS BORDERS

Where does the economy stand today?

What does it take to export or import in Moldova? According to data collected by *Doing Business*, exporting a standard container of goods requires 7 documents, takes 32 days and costs \$1545. Importing the same container of goods requires 8 documents, takes 35 days and costs \$1870 (see the summary of procedures and documents at the end of this chapter for details).

Globally, Moldova stands at 150 in the ranking of 189 economies on the ease of trading across borders (figure 9.1). The rankings for comparator economies and the regional average ranking provide other useful information for assessing how easy it is for a business in Moldova to export and import goods.

Figure 9.1 How Moldova and comparator economies rank on the ease of trading across borders



Source: *Doing Business* database.

TRADING ACROSS BORDERS

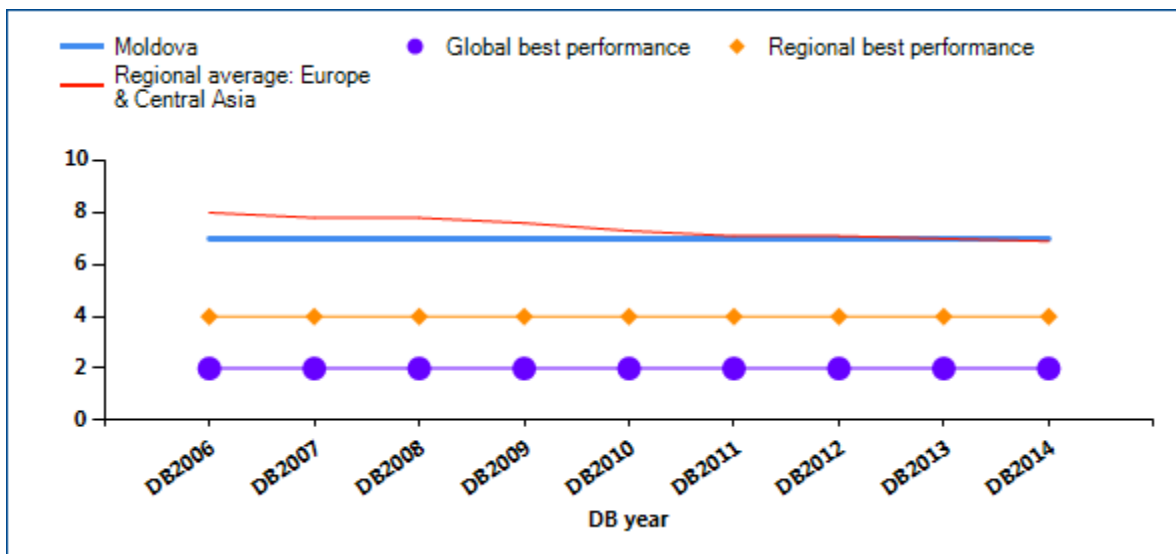
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the documents, time or cost required to export or import (figure 9.2) help show what is

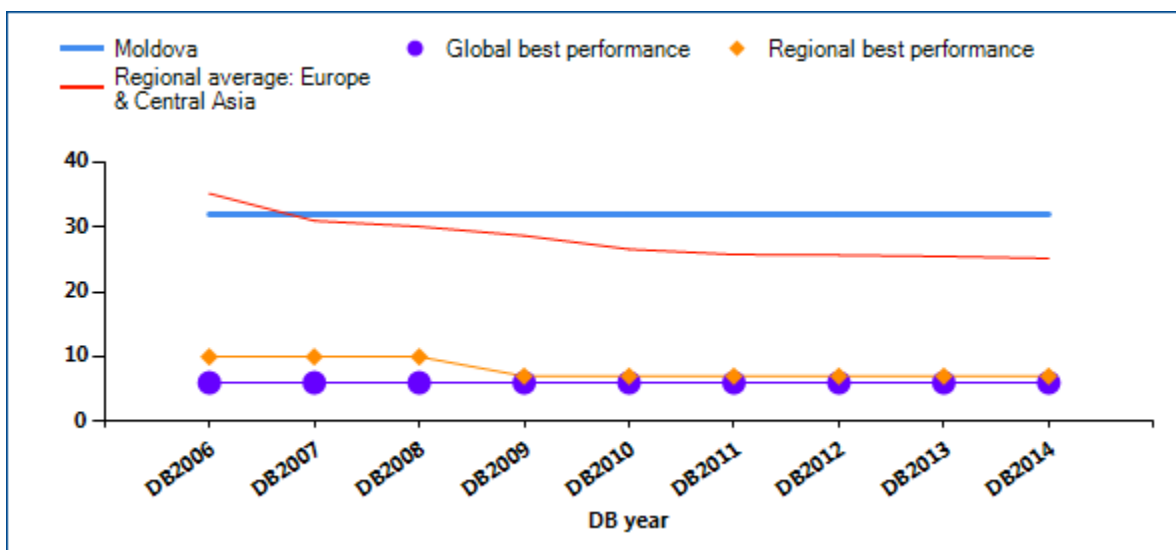
possible in making it easier to trade across borders. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 9.2 Has trading across borders become easier over time?

Documents to export (number)

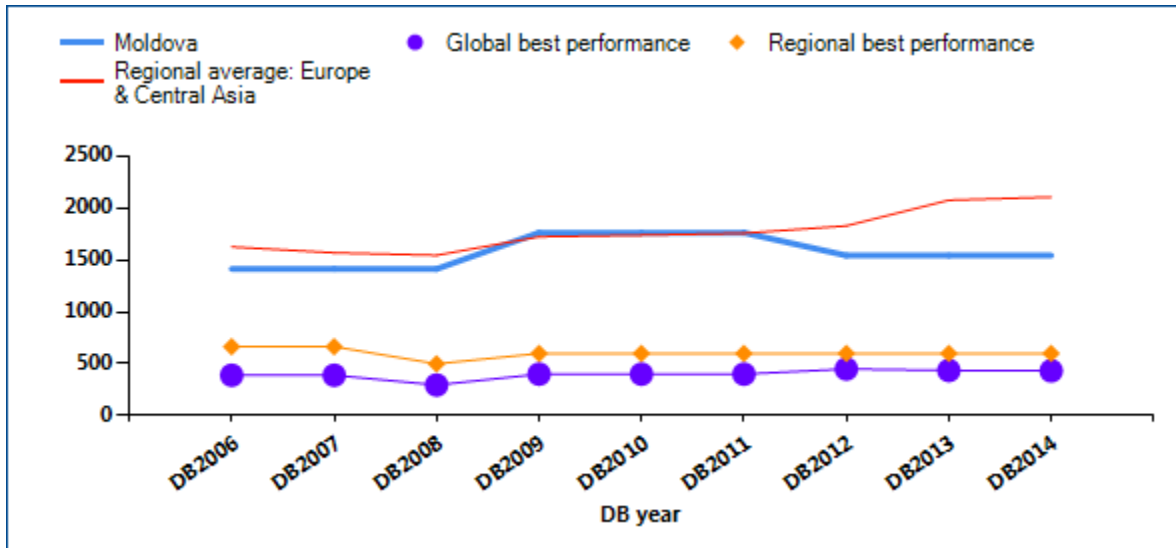


Time to export (days)

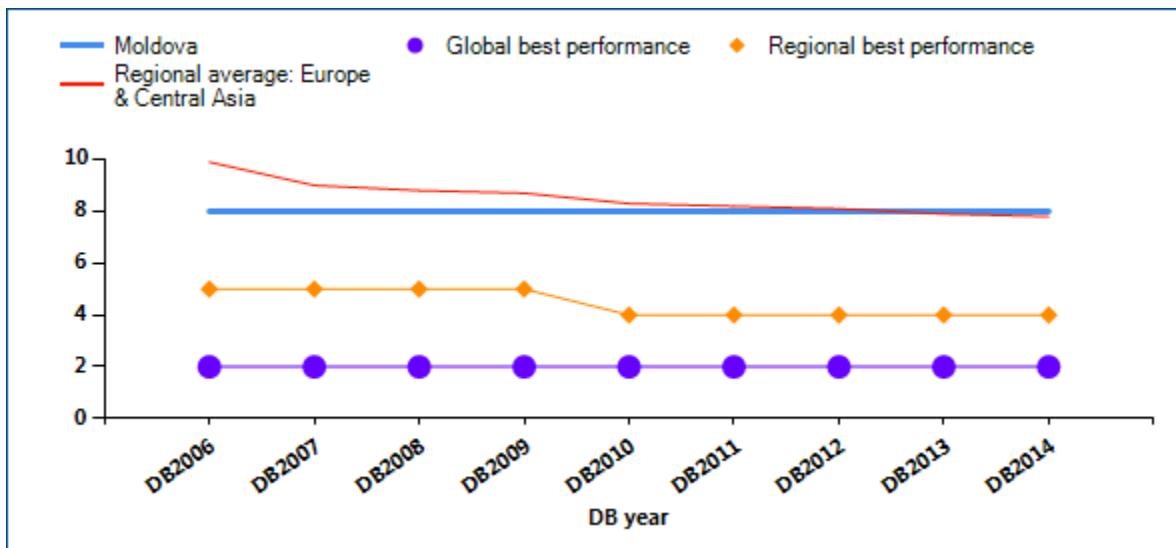


TRADING ACROSS BORDERS

Cost to export (US\$ per container)

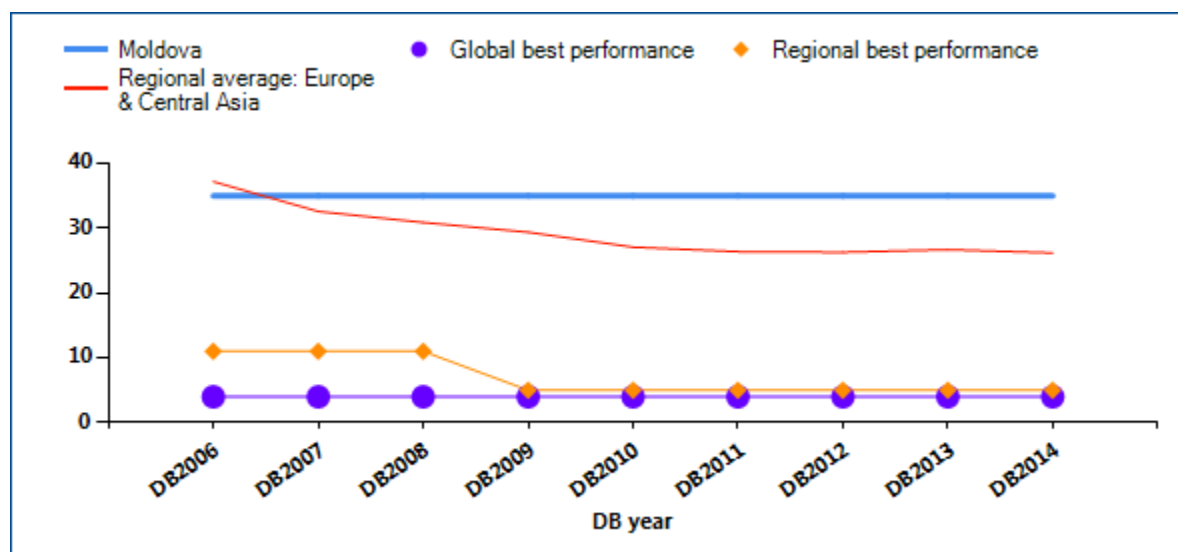


Documents to import (number)

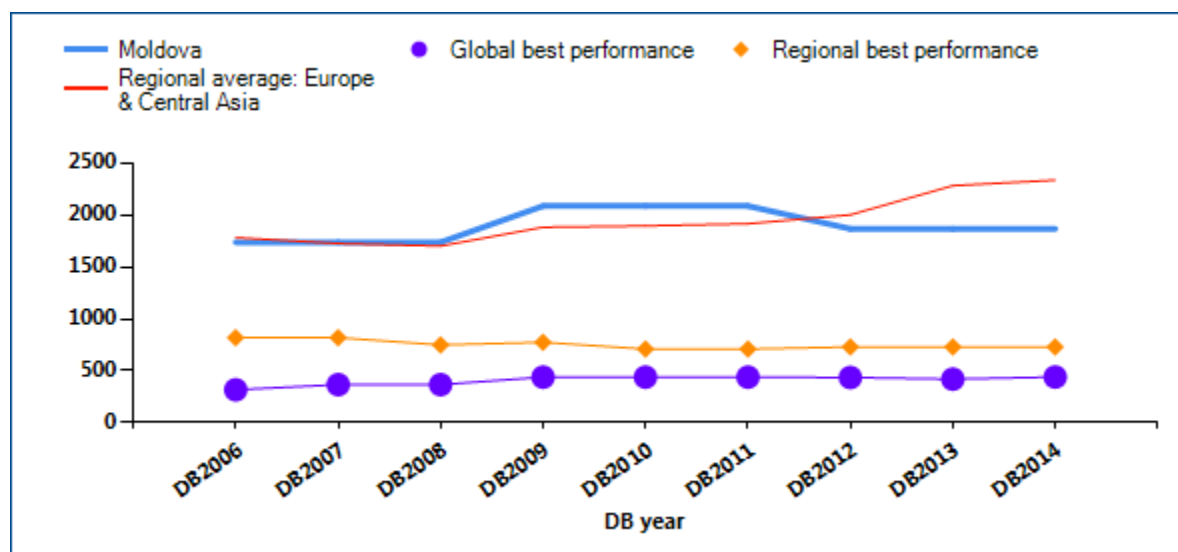


TRADING ACROSS BORDERS

Time to import (days)



Cost to import (US\$ per container)



Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year.

Source: Doing Business database.

TRADING ACROSS BORDERS

In economies around the world, trading across borders as measured by *Doing Business* has become faster and easier over the years. Governments have introduced tools to facilitate trade—including single windows, risk-based inspections and electronic data interchange

systems. These changes help improve the trading environment and boost firms' international competitiveness. What trade reforms has *Doing Business* recorded in Moldova (table 9.1)?

Table 9.1 How has Moldova made trading across borders easier—or not?
By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	No reform as measured by Doing Business.
DB2013	No reform as measured by Doing Business.
DB2014	No reform as measured by Doing Business.

Note: For information on reforms in earlier years (back to DB2006), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

TRADING ACROSS BORDERS

What are the details?

The indicators reported here for Moldova are based on a set of specific procedural requirements for trading a standard shipment of goods by ocean transport (see the section in this chapter on what the indicators cover). Information on the procedures as well as the required documents and the time and cost to complete each procedure is collected from local freight forwarders, shipping lines, customs brokers, port officials and banks.

LOCATION OF STANDARDIZED COMPANY

City: Chisinau

The procedural requirements, and the associated time and cost, for exporting and importing a standard shipment of goods are listed in the summary below, along with the required documents.

Summary of procedures and documents for trading across borders in Moldova

Indicator	Moldova	Europe & Central Asia average	OECD high income average
Documents to export (number)	7	7	4
Time to export (days)	32	25	11
Cost to export (US\$ per container)	1,545	2,109	1,070
Documents to import (number)	8	8	4
Time to import (days)	35	26	10
Cost to import (US\$ per container)	1,870	2,339	1,090

Note: In cases where an economy's regional classification is "OECD high income," regional averages above are only displayed once.

Procedures to export	Time (days)	Cost (US\$)
Documents preparation	20	115
Customs clearance and technical control	3	50
Ports and terminal handling	5	430
Inland transportation and handling	4	950
Totals	32	1,545

Procedures to import	Time (days)	Cost (US\$)
Documents preparation	21	200

Procedures to import	Time (days)	Cost (US\$)
Customs clearance and technical control	6	120
Ports and terminal handling	5	600
Inland transportation and handling	3	950
Totals	35	1,870

Documents to export
Bill of lading
Certificate of origin
Commercial invoice
Convention des Marchandises Routiers -- CMR
Customs export declaration
Packing list
TIR Carnet/ Customs transit declaration

Source: Doing Business database.

Documents to import
Bill of lading
Certificate of origin
Commercial invoice
Convention des Marchandises Routiers -- CMR
Customs import declaration
Delivery order
Packing list
TIR Carnet/ Customs transit declaration

ENFORCING CONTRACTS

Effective commercial dispute resolution has many benefits. Courts are essential for entrepreneurs because they interpret the rules of the market and protect economic rights. Efficient and transparent courts encourage new business relationships because businesses know they can rely on the courts if a new customer fails to pay. Speedy trials are essential for small enterprises, which may lack the resources to stay in business while awaiting the outcome of a long court dispute.

What do the indicators cover?

Doing Business measures the efficiency of the judicial system in resolving a commercial dispute before local courts. Following the step-by-step evolution of a standardized case study, it collects data relating to the time, cost and procedural complexity of resolving a commercial lawsuit. The ranking on the ease of enforcing contracts is the simple average of the percentile rankings on its component indicators: procedures, time and cost.

The dispute in the case study involves the breach of a sales contract between 2 domestic businesses. The case study assumes that the court hears an expert on the quality of the goods in dispute. This distinguishes the case from simple debt enforcement. To make the data comparable across economies, *Doing Business* uses several assumptions about the case:

- The seller and buyer are located in the economy's largest business city.
- The buyer orders custom-made goods, then fails to pay.
- The seller sues the buyer before a competent court.
- The value of the claim is 200% of income per capita.
- The seller requests a pretrial attachment to secure the claim.

WHAT THE ENFORCING CONTRACTS

INDICATORS MEASURE

Procedures to enforce a contract through the courts (number)

- Steps to file and serve 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)

- Average attorney fees
- Court costs
- Enforcement costs

- The dispute on the quality of the goods requires an expert opinion.
- The judge decides in favor of the seller; there is no appeal.
- The seller enforces the judgment through a public sale of the buyer's movable assets.

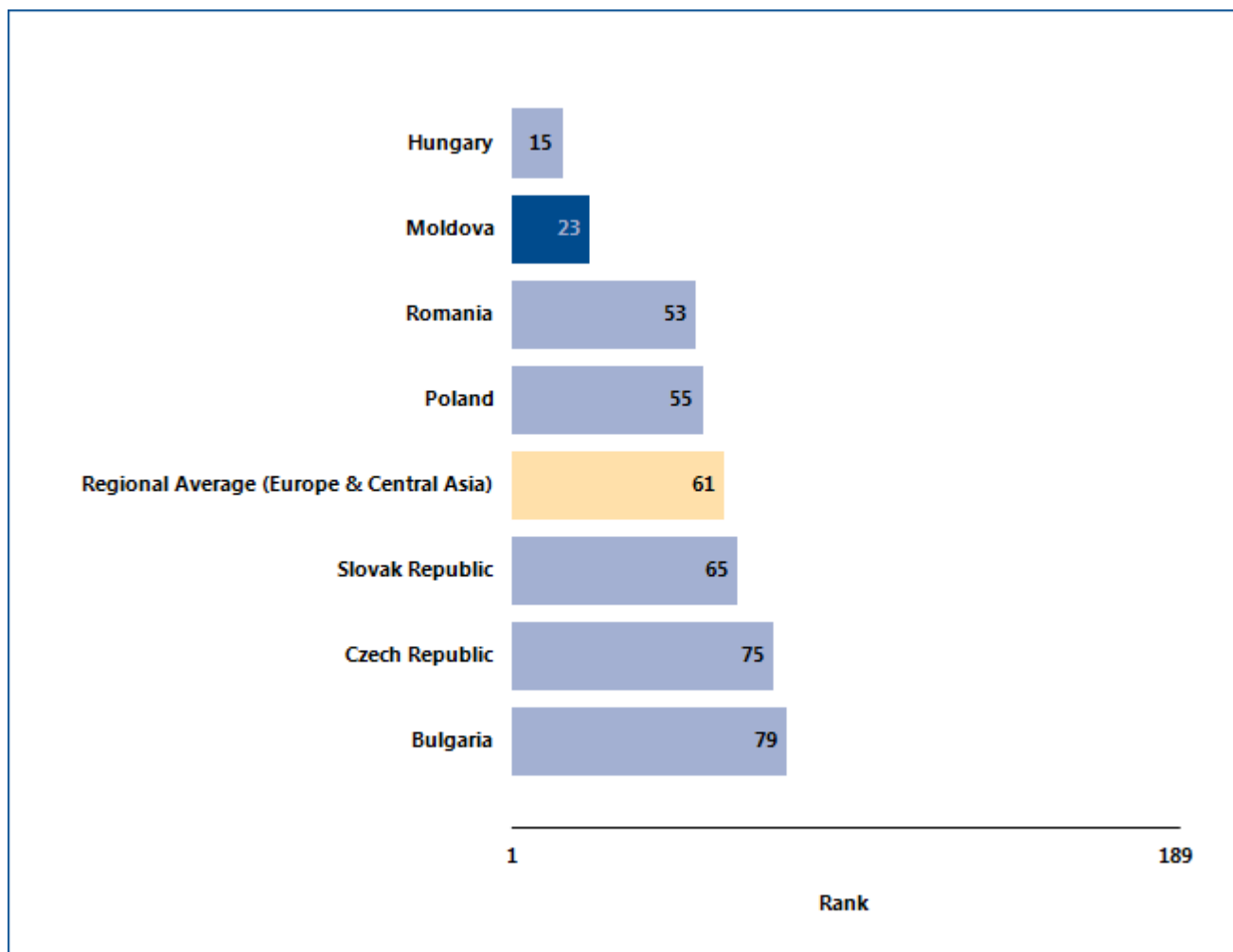
ENFORCING CONTRACTS

Where does the economy stand today?

How efficient is the process of resolving a commercial dispute through the courts in Moldova? According to data collected by *Doing Business*, contract enforcement takes 337 days, costs 28.6% of the value of the claim and requires 31 procedures (see the summary at the end of this chapter for details).

Globally, Moldova stands at 23 in the ranking of 189 economies on the ease of enforcing contracts (figure 10.1). The rankings for comparator economies and the regional average ranking provide other useful benchmarks for assessing the efficiency of contract enforcement in Moldova.

Figure 10.1 How Moldova and comparator economies rank on the ease of enforcing contracts



Source: *Doing Business* database.

ENFORCING CONTRACTS

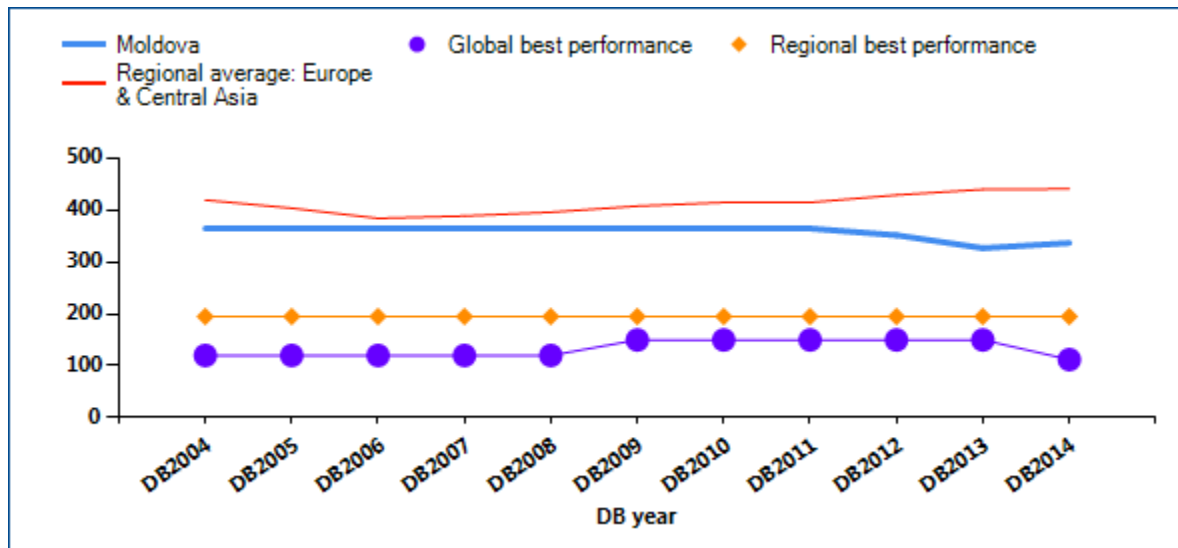
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the number of steps, time or cost required to enforce a contract through the courts (figure 10.2)

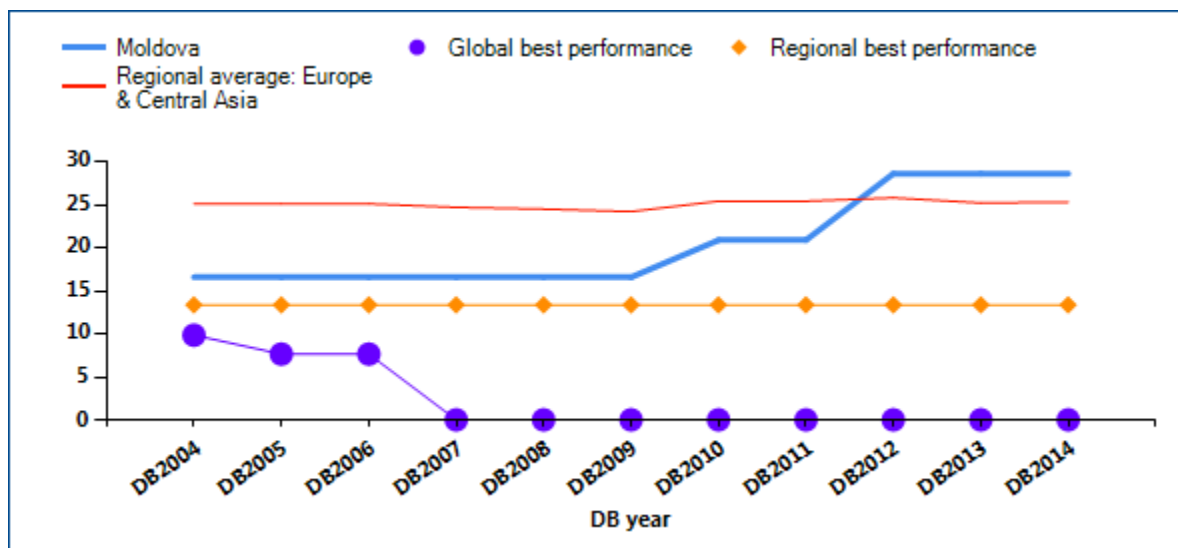
help show what is possible in improving the efficiency of contract enforcement. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 10.2 Has enforcing contracts become easier over time?

Time (days)

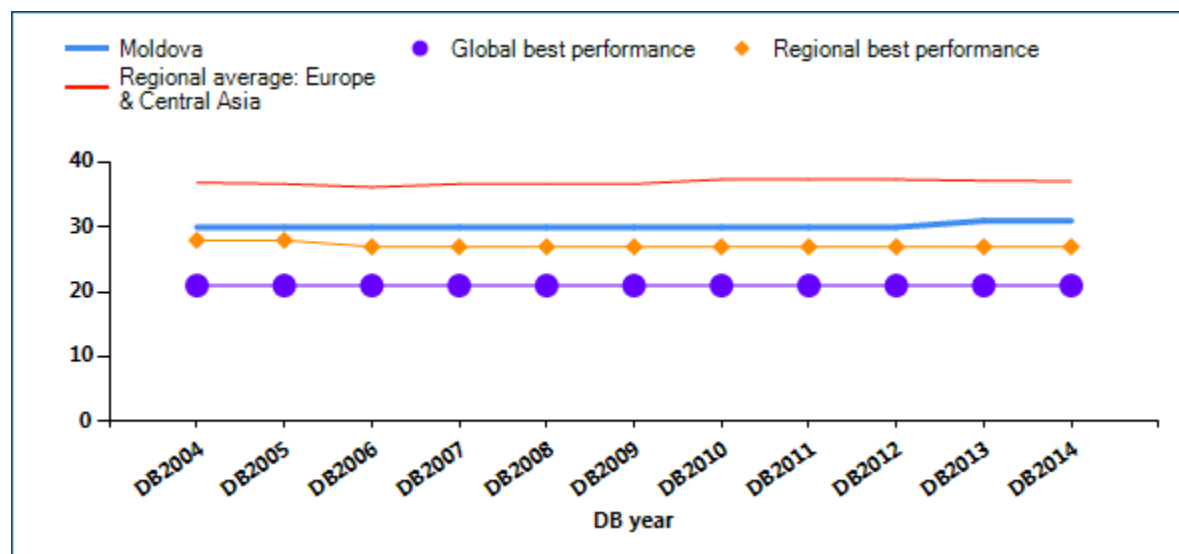


Cost (% of claim)



ENFORCING CONTRACTS

Procedures (number)



Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year.

Source: Doing Business database.

ENFORCING CONTRACTS

Economies in all regions have improved contract enforcement in recent years. A judiciary can be improved in different ways. Higher-income economies tend to look for ways to enhance efficiency by introducing new technology. Lower-income economies

often work on reducing backlogs by introducing periodic reviews to clear inactive cases from the docket and by making procedures faster. What reforms making it easier (or more difficult) to enforce contracts has *Doing Business* recorded in Moldova (table 10.1)?

Table 10.1 How has Moldova made enforcing contracts easier—or not?

By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	Moldova made enforcement of judgments more efficient by introducing private bailiffs.
DB2013	Moldova made the process of enforcing a contract more difficult by abolishing the specialized economic court.
DB2014	No reform as measured by Doing Business.

Note: For information on reforms in earlier years (back to DB2005), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

ENFORCING CONTRACTS

What are the details?

The indicators reported here for Moldova are based on a set of specific procedural steps required to resolve a standardized commercial dispute through the courts (see the section in this chapter on what the indicators cover). These procedures, and the time and cost of completing them, are identified 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 economies covered by *Doing Business*, by judges as well).

COURT NAME

City: Chisinau

Claim Value LCU: 49866

Court Name: Chişinău Court of First Instance

The procedures for resolving a commercial lawsuit, and the associated time and cost, are listed in the summary below.

Summary of procedures for enforcing a contract in Moldova—and the time and cost

Indicator	Moldova	Europe & Central Asia average	OECD high income average
Time (days)	337	441	529
Filing and service	42		
Trial and judgment	190		
Enforcement of judgment	105		
Cost (% of claim)	28.6	25.3	21.0
Attorney cost (% of claim)	10.6		
Court cost (% of claim)	6.0		
Enforcement Cost (% of claim)	12.0		
Procedures (number)	31	37	31

Note: In cases where an economy's regional classification is "OECD high income," regional averages above are only displayed once.

ENFORCING CONTRACTS

No.	Procedure
	Filing and service:
1	Plaintiff requests payment: Plaintiff or his lawyer asks Defendant orally or in writing to comply with the contract.
2	Plaintiff's hiring of lawyer: Plaintiff hires a lawyer to represent him before the court.
*	Plaintiff's filing of summons and complaint: Plaintiff files his summons and complaint with the court, orally or in writing.
*	Plaintiff's payment of court fees: Plaintiff pays court duties, stamp duties, or any other type of court fee.
3	Registration of court case: The court administration registers the lawsuit or court case. This includes assigning a reference number to the lawsuit or court case.
*	Assignment of court case to a judge: The court case is assigned to a specific judge through a random procedure, automated system, ruling of an administrative judge, court officer, etc.
4	Court scrutiny of summons and complaint: A judge examines Plaintiff's summons and complaint for formal requirements.
*	Judge admits summons and complaint: After verifying the formal requirements, the judge decides to admit Plaintiff's summons and complaint.
*	Mailing of summons and complaint: Court or process server, including (private) bailiff, mails summons and complaint to Defendant.
5	First attempt at physical delivery: A first attempt to physically deliver summons and complaint to Defendant is successful in the majority of cases.
6	Second attempt at physical delivery: If a first attempt was not successful, a second attempt to physically deliver the summons and complaint to Defendant is required by law or standard practice.
7	Substituted service: Substituted service is accomplished by publication in newspapers, by affixing a notice in court or on public bulletin boards, etc.
*	Application for pre-judgment attachment: Plaintiff submits an application in writing for the attachment of Defendant's property prior to judgment. (see assumption 5)
*	Decision on pre-judgment attachment: The judge decides whether to grant Plaintiff's request for pre-judgment attachment of Defendant's property and notifies Plaintiff and Defendant of the decision. This step may include requesting that Plaintiff submit guarantees or bonds to secure Defendant
8	Pre-judgment attachment.: Defendant's property is attached prior to judgment. Attachment is either physical or achieved by registering, marking, debiting or separating assets. (see assumption 5)
	Trial and judgment:

No.	Procedure
9	Defendant's filing of defense or answer to Plaintiff's claim: Defendant files a written pleading which includes his defense or answer on the merits of the case. Defendant's written answer may or may not include witness statements, expert statements, the documents Defendant relies on as evidence and the legal authorities.
10	Adjournments: Court procedure is delayed because one or both parties request and obtain an adjournment to submit written pleadings.
*	Court appointment of independent expert: Judge appoints, either at the parties' request or at his own initiative, an independent expert to decide whether the quality of the goods Plaintiff delivered to Defendant is adequate. (see assumption 6-b of this case)
11	Notification of court-appointment of independent expert: The court notifies both parties that the court is appointing an independent expert. (see assumption 6-b of this case)
*	Delivery of expert report by court-appointed expert: The independent expert appointed by the court delivers his or her expert report to the court. (see assumption 6-b of this case)
*	Setting of date(s) for oral hearing or trial: The judge sets the date(s) for the oral hearing or trial.
12	Preliminary hearing aimed at preparing for the oral hearing: The judge meets the parties to make practical arrangements for the oral hearing on the merits of the case.
*	List of (expert) witnesses: The parties file a list of (expert) witnesses with the court. (see assumption 6-a)
13	Summoning of (expert) witnesses: The court summons (expert) witnesses to appear in court for the oral hearing or trial. (see assumption 6-a)
14	Adjournments: Court proceedings are delayed because one or both parties request and obtain an adjournment to prepare for the oral hearing or trial.
15	Oral hearing (prevalent in civil law): The parties argue the merits of the case at an oral hearing before the judge. Witnesses and a court-appointed independent expert may be heard and questioned at the oral hearing.
16	Adjournments: Court proceedings are delayed because one or both parties request and obtain an adjournment during the oral hearing or trial, resulting in an additional or later trial or hearing date.
17	Closing of the evidence period: The court makes the formal decision to close the evidence period.
*	Final arguments: The parties present their final factual and legal arguments to the court either by oral presentation or by a written submission.
18	Notification of judgment in court: The parties are notified of the judgment at a court hearing.
19	Writing of judgment: The judge produces a written copy of the judgment.
20	Registration of judgment: The court office registers the judgment after receiving a written copy of the judgment.
21	Notification of Defendant of judgment: Plaintiff or court formally notifies the Defendant of the judgment. The appeal period starts to run the day the Defendant is formally notified of the judgment.
22	Appeal period: By law, Defendant has the opportunity to appeal the judgment during a period specified in the law. Defendant decides not to appeal. Judgment becomes final the day the appeal period ends.

No.	Procedure
23	Reimbursement by Defendant of Plaintiff's court fees: The judgment obliges Defendant to reimburse Plaintiff for the court fees Plaintiff has advanced, because Defendant has lost the case.
	Enforcement of judgment:
24	Plaintiff's approaching of court enforcement officer or (private) bailiff to enforce the judgment: To enforce the judgment, Plaintiff approaches a court enforcement officer such as a court bailiff or sheriff, or a private bailiff.
*	Plaintiff's request for enforcement order: Plaintiff applies to the court to obtain the enforcement order ('seal' on judgment).
25	Plaintiff's advancement of enforcement fees: Plaintiff pays the fees related to the enforcement of the judgment.
26	Attachment of enforcement order to judgment: The judge attaches the enforcement order ('seal') to the judgment.
*	Delivery of enforcement order: The court's enforcement order is delivered to a court enforcement officer or a (private) bailiff.
27	Request to Defendant to comply voluntarily with judgment: Plaintiff, a court enforcement officer or a (private) bailiff requests Defendant to voluntarily comply with the judgment, giving Defendant a last chance to comply voluntarily with the judgment.
28	Identification of Defendant's assets for attachment by court official or Defendant: Judge, a court enforcement officer, a (private) bailiff or the Defendant himself identifies Defendant's movable assets for attachment.
29	Attachment: Defendant's movable goods are attached (physically or by registering, marking or separating assets).
30	Sale through public auction: The Defendant's movable property is sold at public auction.
31	Distribution of proceeds: The proceeds of the public auction are distributed to various creditors (including Plaintiff), according to the rules of priority.

* Not counted in the total number of procedures.

Source: *Doing Business* database.

RESOLVING INSOLVENCY

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 the speedy return of businesses 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.

What do the indicators cover?

Doing Business studies the time, cost and outcome of insolvency proceedings involving domestic entities. It does not measure insolvency proceedings of individuals and financial institutions. The data are derived from survey responses by local insolvency practitioners and verified through a study of laws and regulations as well as public information on bankruptcy systems.

The ranking on the ease of resolving insolvency is based on the recovery rate, which is recorded as cents on the dollar recouped by creditors through reorganization, liquidation or debt enforcement (foreclosure) proceedings. The recovery rate is a function of time, cost and other factors, such as lending rate and the likelihood of the company continuing to operate.

To make the data comparable across economies, *Doing Business* uses several assumptions about the business and the case. It assumes that the company:

- Is a domestically owned, limited liability company operating a hotel.
- Operates in the economy's largest business city.
- Has 201 employees, 1 main secured creditor and 50 unsecured creditors.

WHAT THE RESOLVING INSOLVENCY INDICATORS MEASURE

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)

Measured as percentage of estate value

Court fees

Fees of insolvency administrators

Lawyers' fees

Assessors' and auctioneers' fees

Other related fees

Outcome

Whether business continues operating as a going concern or business assets are sold piecemeal

Recovery rate for creditors (cents on the dollar)

Measures the cents on the dollar recovered by creditors

Present value of debt recovered

Official 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

- Has a higher value as a going concern—and the efficient outcome is either reorganization or sale as a going concern, not piecemeal liquidation.

RESOLVING INSOLVENCY

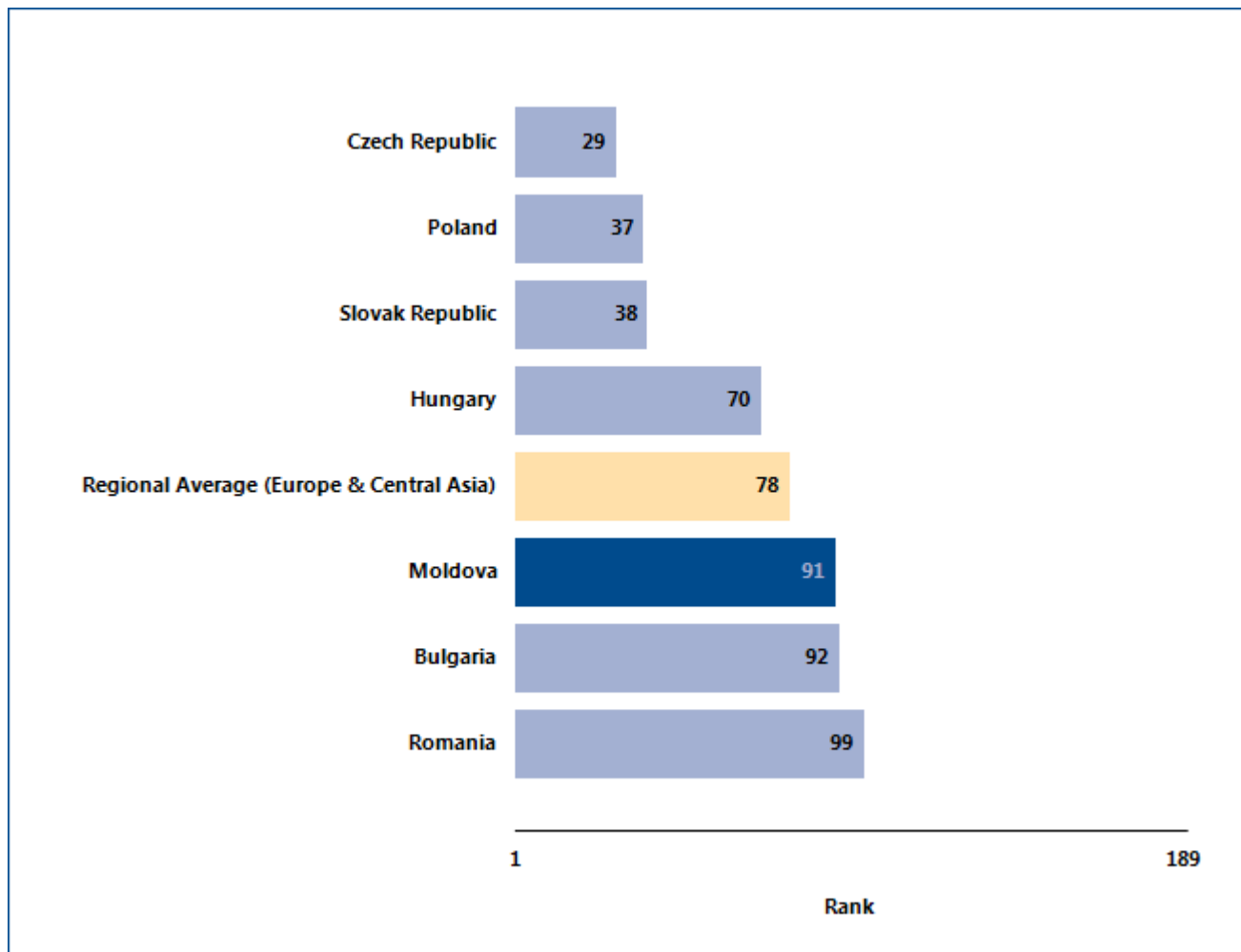
Where does the economy stand today?

Speed, low costs and continuation of viable businesses characterize the top-performing economies. How efficient are insolvency proceedings in Moldova? According to data collected by *Doing Business*, resolving insolvency takes 2.8 years on average and costs 9% of the debtor's estate, with the most likely outcome being that the company will be sold as

piecemeal sale. The average recovery rate is 32.8 cents on the dollar.

Globally, Moldova stands at 91 in the ranking of 189 economies on the ease of resolving insolvency (figure 11.1). The rankings for comparator economies and the regional average ranking provide other useful benchmarks for assessing the efficiency of insolvency proceedings in Moldova.

Figure 11.1 How Moldova and comparator economies rank on the ease of resolving insolvency



Source: *Doing Business* database.

RESOLVING INSOLVENCY

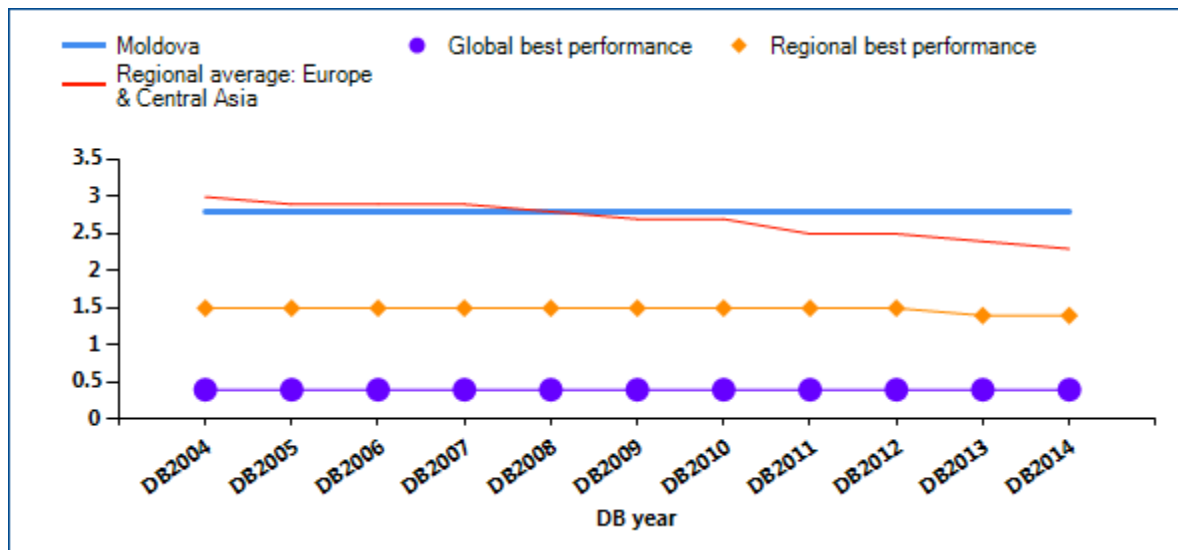
What are the changes over time?

The benchmarks provided by the economies that over time have had the best performance regionally or globally on the time or cost of insolvency proceedings or on the recovery rate (figure 11.2) help show what is

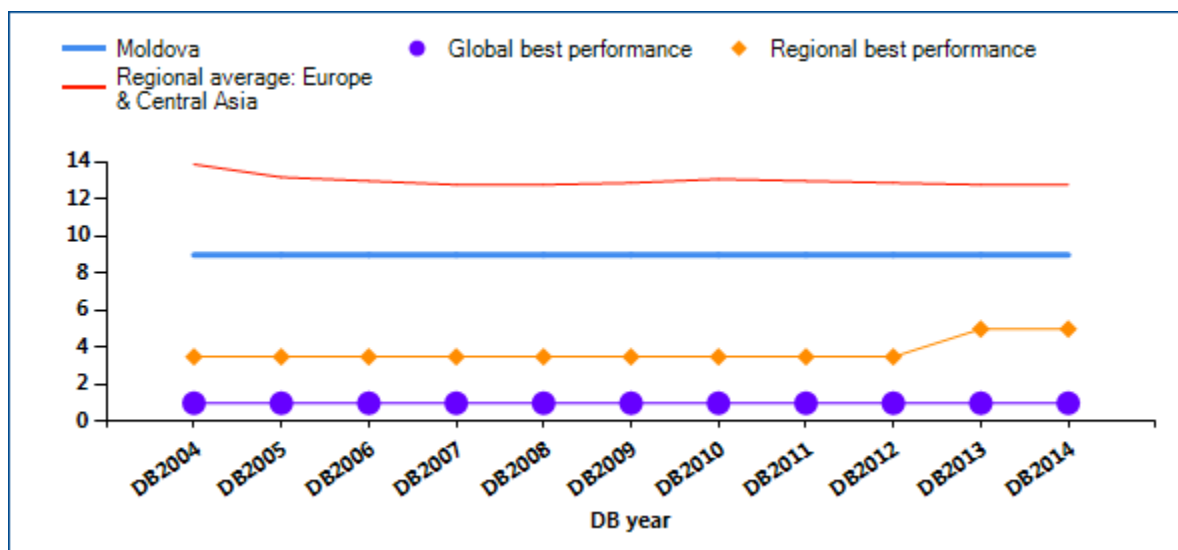
possible in improving the efficiency of insolvency proceedings. And changes in regional averages can show where Moldova is keeping up—and where it is falling behind.

Figure 11.2 Has resolving insolvency become easier over time?

Time (years)

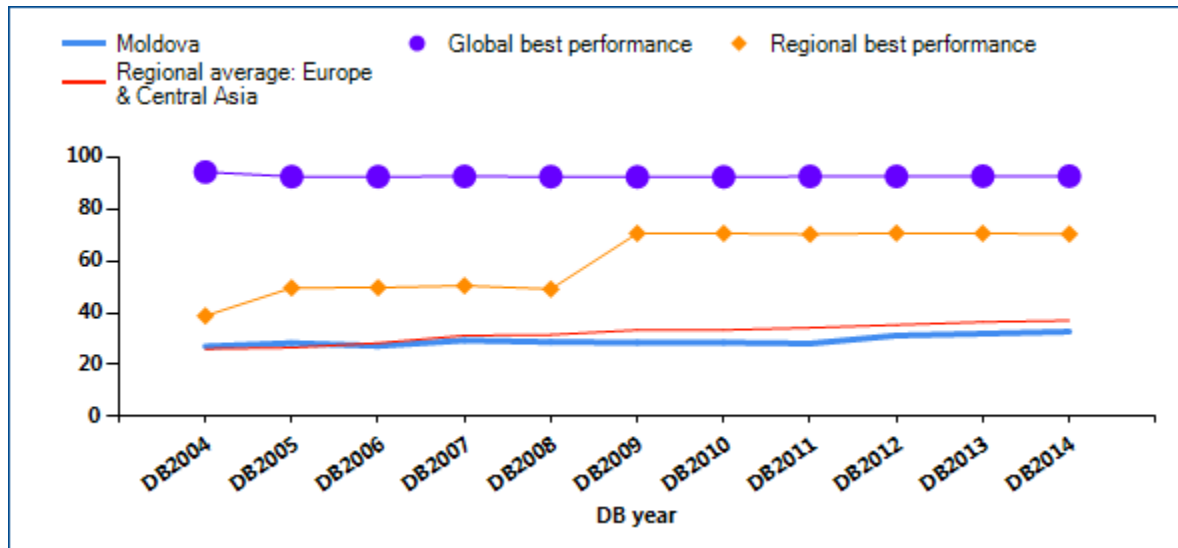


Cost (% of estate)



RESOLVING INSOLVENCY

Recovery rate (cents on the dollar)



Note: DB2013 rankings shown are not last year's published rankings but comparable rankings for DB2013 that capture the effects of such factors as data corrections and the addition of 4 economies (Libya, Myanmar, San Marino and South Sudan) to the sample this year. "No practice" indicates that in each of the previous 5 years the economy had no cases involving a judicial reorganization, judicial liquidation or debt enforcement procedure (foreclosure). This means that creditors are unlikely to recover their money through a formal legal process (in or out of court). The recovery rate for "no practice" economies is 0. Regional averages on time and cost exclude economies with a "no practice" mark.

Source: Doing Business database.

RESOLVING INSOLVENCY

A well-balanced bankruptcy system distinguishes companies that are financially distressed but economically viable from inefficient companies that should be liquidated. But in some insolvency systems even viable businesses are liquidated. This is starting to

change. Many recent reforms of bankruptcy laws have been aimed at helping more of the viable businesses survive. What insolvency reforms has *Doing Business* recorded in Moldova (table 11.1)?

Table 11.1 How has Moldova made resolving insolvency easier—or not?

By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	Moldova amended its insolvency law to grant priority to secured creditors.
DB2013	Moldova strengthened its insolvency process by extending the duration of the reorganization proceeding and refining the qualification requirements for insolvency administrators.
DB2014	Moldova made resolving insolvency easier by introducing new restructuring mechanisms, reducing opportunities for appeals, adding moratorium provisions and establishing strict statutory periods for several stages of the insolvency proceeding.

Note: For information on reforms in earlier years (back to DB2005), see the *Doing Business* reports for these years, available at <http://www.doingbusiness.org>.

Source: *Doing Business* database.

EMPLOYING WORKERS

Doing Business measures flexibility in the regulation of employment, specifically as it affects the hiring and redundancy of workers and the rigidity of working hours. Over the period from 2007 to 2011 improvements were made to align the methodology for the employing workers indicators with the letter and spirit of the International Labour Organization (ILO) conventions. Only 4 of the 188 ILO conventions cover areas measured by *Doing Business*: employee termination, weekend work, holiday with pay and night work. The *Doing Business* methodology is fully consistent with these 4 conventions. The ILO conventions covering areas related to the Employing Workers indicators do not include the ILO core labor standards—8 conventions covering the right to collective bargaining, the elimination of forced labor, the abolition of child labor and equitable treatment in employment practices.

Between 2009 and 2011 the World Bank Group worked with a consultative group—including labor lawyers, employer and employee representatives, and experts from the ILO, OECD, civil society and the private sector—to review the employing workers methodology and explore future areas of research.ⁱ A full report with the conclusions of the consultative group is available at <http://www.doingbusiness.org/methodology/employing-workers>.

This year *Doing Business* continued research collecting additional data on regulations covering the probationary period for new employees.

Doing Business 2014 presents the data on the employing workers indicators in an annex. The report does not present rankings of economies on the employing workers indicators nor include the topic in the aggregate ranking on the ease of doing business. Detailed data collected on labor regulations and the

employing workers methodology proposed by the consultative group are available on the *Doing Business* website (<http://www.doingbusiness.org>). The data on employing workers are based on a detailed survey of employment regulations that is completed by local lawyers and public officials. Employment laws and regulations as well as secondary sources are reviewed to ensure accuracy.

To make the data comparable across economies, several assumptions about the worker and the business are used.

The worker:

- Earns a salary plus benefits equal to the economy's average wage during the entire period of his employment.
- Has a pay period that is the most common for workers in the economy.
- Is a lawful citizen who belongs to the same race and religion as the majority of the economy's population.
- Resides in the economy's largest business city.
- Is not a member of a labor union, unless membership is mandatory.

The business:

- Is a limited liability company.
- Operates in the economy's largest business city.
- Is 100% domestically owned.
- Operates in the manufacturing sector.
- Has 60 employees.
- Is subject to collective bargaining agreements in economies where such agreements cover more than half the manufacturing sector and apply even to firms not party to them.
- Abides by every law and regulation but does not grant workers more benefits than mandated by law, regulation or (if applicable) collective bargaining agreement.

EMPLOYING WORKERS

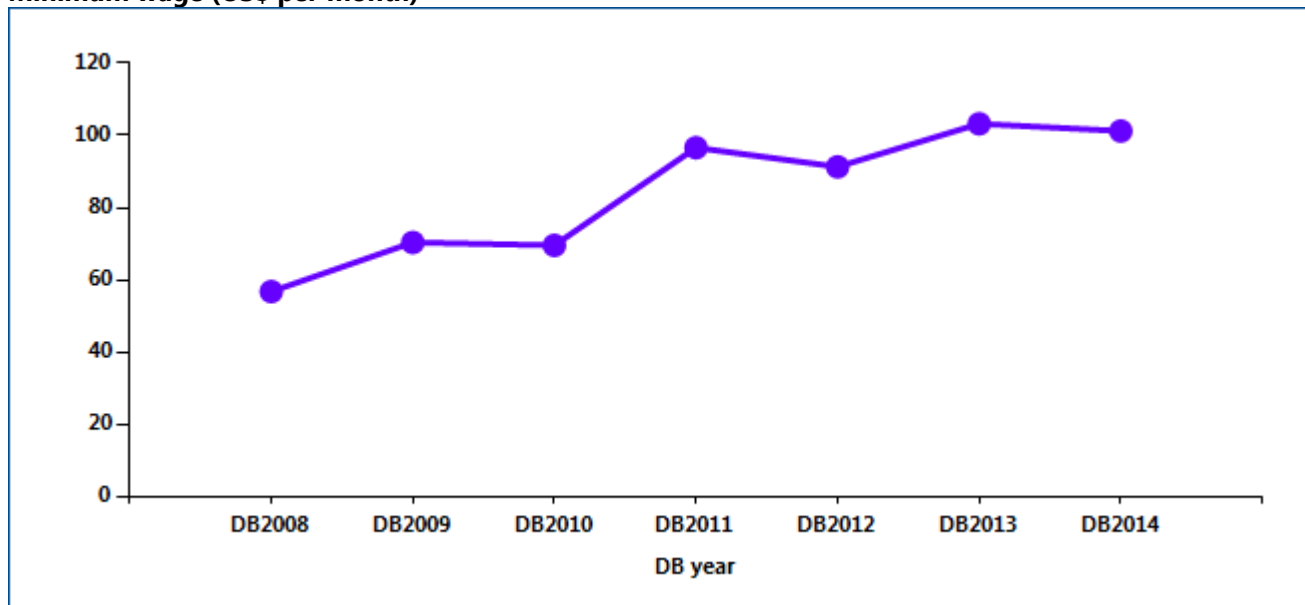
What do some of the data show?

One of the employing workers indicators is the difficulty of hiring index. This measure assesses, among other things, the minimum wage for a 19-year-old

worker in his or her first job. *Doing Business* data show the trend in the minimum wage applied by Moldova (figure 12.1).

Figure 12.1 Has the minimum wage for a 19-year-old worker or an apprentice increased over time?

Minimum wage (US\$ per month)



Note: A horizontal line along the x-axis of the figure indicates that the economy has no minimum wage.

Source: *Doing Business* database.

EMPLOYING WORKERS

Employment laws are needed to protect workers from arbitrary or unfair treatment and to ensure efficient contracting between employers and workers. Many economies that changed their labor regulations in the

past 5 years did so in ways that increased labor market flexibility. What changes did Moldova adopt that affected the *Doing Business* indicators on employing workers (table 12.1)?

Table 12.1 What changes did Moldova make in employing workers in 2013?

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	No reform as measured by Doing Business.
DB2012	No reform as measured by Doing Business.
DB2013	No reform as measured by Doing Business.
DB2014	No reform as measured by Doing Business.

Source: *Doing Business* database.

EMPLOYING WORKERS

What are the details?

The data on employing workers reported here for Moldova are based on a detailed survey of employment regulations that is completed by local

lawyers and public officials. Employment laws and regulations as well as secondary sources are reviewed to ensure accuracy.

Rigidity of employment index

The rigidity of employment index measures 3 areas of labor regulation: difficulty of hiring, rigidity of hours and difficulty of redundancy.

Difficulty of hiring index

The difficulty of hiring index measures whether fixed-term contracts are prohibited for permanent tasks; the maximum cumulative duration of fixed-term contracts; and the ratio of the minimum wage for a trainee or first-time employee to the average value added per

worker. (The average value added per worker is the ratio of an economy's gross national income per capita to the working-age population as a percentage of the total population.)

Difficulty of hiring index	Data
Fixed-term contracts prohibited for permanent tasks?	Yes
Maximum length of a single fixed-term contract (months)	60
Maximum length of fixed-term contracts, including renewals (months)	No limit
Minimum wage for a 19-year old worker or an apprentice (US\$/month)	101.2
Ratio of minimum wage to value added per worker	0.42

Source: *Doing Business* database.

EMPLOYING WORKERS

Rigidity of hours index

The rigidity of hours index has 5 components: whether there are restrictions on night work; whether there are restrictions on weekly holiday work; whether the workweek can consist of 5.5 days or is more than 6 days; whether the workweek can extend to 50 hours or more (including overtime) for 2 months a year to

respond to a seasonal increase in production; and whether the average paid annual leave for a worker with 1 year of tenure, a worker with 5 years and a worker with 10 years is more than 26 working days or fewer than 15 working days.

Rigidity of hours index	Data
Standard workday in manufacturing (hours)	8 hours
50-hour workweek allowed for 2 months a year in case of a seasonal increase in production?	Yes
Maximum working days per week	6.0
Premium for night work (% of hourly pay) in case of continuous operations	50%
Premium for work on weekly rest day (% of hourly pay) in case of continuous operations	100%
Major restrictions on night work in case of continuous operations?	Yes
Major restrictions on weekly holiday in case of continuous operations?	Yes
Paid annual leave for a worker with 1 year of tenure (in working days)	20.0
Paid annual leave for a worker with 5 years of tenure (in working days)	20.0
Paid annual leave for a worker with 10 years of tenure (in working days)	20.0
Paid annual leave (average for workers with 1, 5 and 10 years of tenure, in working days)	20.0

Source: *Doing Business* database.

EMPLOYING WORKERS

Difficulty of redundancy index

The difficulty of redundancy index has 8 components: whether redundancy is disallowed as a basis for terminating workers; whether the employer needs to notify a third party (such as a government agency) to terminate 1 redundant worker; whether the employer needs to notify a third party to terminate a group of 9 redundant workers; whether the employer needs approval from a third party to terminate 1 redundant

worker; whether the employer needs approval from a third party to terminate a group of 9 redundant workers; whether the law requires the employer to reassign or retrain a worker before making the worker redundant; whether priority rules apply for redundancies; and whether priority rules apply for reemployment.

Difficulty of redundancy index	Data
Dismissal due to redundancy allowed by law?	Yes
Third-party notification if 1 worker is dismissed?	Yes
Third-party approval if 1 worker is dismissed?	No
Third-party notification if 9 workers are dismissed?	Yes
Third-party approval if 9 workers are dismissed?	No
Retraining or reassignment obligation before redundancy?	Yes
Priority rules for redundancies?	Yes
Priority rules for reemployment?	No

Source: Doing Business database.

EMPLOYING WORKERS

Redundancy cost

The redundancy cost indicator measures the cost of advance notice requirements, severance payments and penalties due when terminating a redundant worker, expressed in weeks of salary. The average value of

notice requirements and severance payments applicable to a worker with 1 year of tenure, a worker with 5 years and a worker with 10 years is used to assign the score.

Redundancy cost indicator	Data
Notice period for redundancy dismissal (for a worker with 1 year of tenure, in salary weeks)	8.7
Notice period for redundancy dismissal (for a worker with 5 years of tenure, in salary weeks)	8.7
Notice period for redundancy dismissal (for a worker with 10 years of tenure, in salary weeks)	8.7
Notice period for redundancy dismissal (average for workers with 1, 5 and 10 years of tenure, in salary weeks)	8.7
Severance pay for redundancy dismissal (for a worker with 1 year of tenure, in salary weeks)	9.6
Severance pay for redundancy dismissal (for a worker with 5 years of tenure, in salary weeks)	13.6
Severance pay for redundancy dismissal (for a worker with 10 years of tenure, in salary weeks)	18.6
Severance pay for redundancy dismissal (average for workers with 1, 5 and 10 years of tenure, in salary weeks)	13.9

Source: Doing Business database.

DATA NOTES

The indicators presented and analyzed in *Doing Business* measure business regulation and the protection of property rights—and their effect on businesses, especially small and medium-size domestic firms. First, the indicators document the complexity of regulation, such as the number of procedures to start a business or to register and transfer commercial property. Second, they gauge the time and cost to achieve a regulatory goal or comply with regulation, such as the time and cost to enforce a contract, go through bankruptcy or trade across borders. Third, they measure the extent of legal protections of property, for example, the protections of investors against looting by company directors or the range of assets that can be used as collateral according to secured transactions laws. Fourth, a set of indicators documents the tax burden on businesses. Finally, a set of data covers different aspects of employment regulation. The 11 sets of indicators measured in *Doing Business* were added over time, and the sample of economies expanded.

The data for all sets of indicators in *Doing Business 2014* are for June 2013.²

Methodology

The *Doing Business* data are collected in a standardized way. To start, the *Doing Business* team, with academic advisers, designs a questionnaire. The questionnaire uses a simple business case to ensure comparability across economies and over time—with assumptions about the legal form of the business, its size, its location and the nature of its operations. Questionnaires are administered to more than 10,200 local experts, including lawyers, business consultants, accountants, freight forwarders, government officials and other professionals routinely administering or advising on legal and regulatory requirements (table 21.2). These experts have several rounds of interaction with the *Doing Business* team, involving conference calls, written correspondence and visits by the team. For *Doing Business 2014* team members visited 33 economies to verify data and recruit respondents. The data from questionnaires are subjected to numerous

rounds of verification, leading to revisions or expansions of the information collected.

ECONOMY CHARACTERISTICS

Gross national income per capita

Doing Business 2014 reports 2012 income per capita as published in the World Bank's *World Development Indicators 2013*. Income is calculated using the Atlas method (current U.S. dollars). For cost indicators expressed as a percentage of income per capita, 2012 gross national income (GNI) in U.S. dollars is used as the denominator. GNI data were not available from the World Bank for Afghanistan, The Bahamas, Bahrain, Barbados, Brunei Darussalam, Djibouti, the Islamic Republic of Iran, Kuwait, Libya, Myanmar, New Zealand, Oman, San Marino, the Syrian Arab Republic, West Bank and Gaza, and the Republic of Yemen. In these cases GDP or GNP per capita data and growth rates from other sources, such as the International Monetary Fund's World Economic Outlook database and the Economist Intelligence Unit, were used.

Region and income group

Doing Business uses the World Bank regional and income group classifications, available at <http://data.worldbank.org/about/country-classifications>. The World Bank does not assign regional classifications to high-income economies. For the purpose of the *Doing Business* report, high-income OECD economies are assigned the "regional" classification *OECD high income*. Figures and tables presenting regional averages include economies from all income groups (low, lower middle, upper middle and high income).

Population

Doing Business 2014 reports midyear 2012 population statistics as published in *World Development Indicators 2013*.

The *Doing Business* methodology offers several advantages. It is transparent, using factual information about what laws and regulations say and allowing multiple interactions with local respondents to clarify

² The data for paying taxes refer to January – December 2012.

potential misinterpretations of questions. Having representative samples of respondents is not an issue; *Doing Business* is not a statistical survey, and the texts of the relevant laws and regulations are collected and answers checked for accuracy. The methodology is inexpensive and easily replicable, so data can be collected in a large sample of economies. Because standard assumptions are used in the data collection, comparisons and benchmarks are valid across economies. Finally, the data not only highlight the extent of specific regulatory obstacles to business but also identify their source and point to what might be reformed. Information on the methodology for each *Doing Business* topic can be found on the *Doing Business* website at <http://www.doingbusiness.org/methodology>.

Limits to what is measured

The *Doing Business* methodology has 5 limitations that should be considered when interpreting the data. First, the collected data refer to businesses in the economy's largest business city (which in some economies differs from the capital) and may not be representative of regulation in other parts of the economy. To address this limitation, subnational *Doing Business* indicators were created (box 21.1). Second, the data often focus on a specific business form—generally a limited liability company (or its legal equivalent) of a specified size—and may not be representative of the regulation on other businesses, for example, sole proprietorships. Third, transactions described in a standardized case scenario refer to a specific set of issues and may not represent the full set of issues a business encounters. Fourth, the measures of time involve an element of judgment by the expert respondents. When sources indicate different estimates, the time indicators reported in *Doing Business* represent the median values of several responses given under the assumptions of the standardized case.

Finally, the methodology assumes that a business has full information on what is required and does not waste time when completing procedures. In practice, completing a procedure may take longer if the business lacks information or is unable to follow up promptly. Alternatively, the business may choose to disregard some burdensome procedures. For both reasons the time delays reported in *Doing Business 2014* would differ from the recollection of

entrepreneurs reported in the World Bank Enterprise Surveys or other perception surveys.

This year *Doing Business* completed subnational studies in Colombia, Italy and the city of Hargeisa (Somaliland) and is currently updating indicators in Egypt, Mexico and Nigeria. *Doing Business* also published regional studies for the g7+ and the East African Community. The g7+ group is a country-owned and country-led global mechanism established in April 2010 to monitor, report and draw attention to the unique challenges faced by fragile states. The member countries included in the report are Afghanistan, Burundi, the Central African Republic, Chad, the Comoros, the Democratic Republic of Congo, Côte d'Ivoire, Guinea, Guinea-Bissau, Haiti, Liberia, Papua New Guinea, Sierra Leone, the Solomon Islands, South Sudan, Timor-Leste and Togo.

The subnational studies point to differences in business regulation and its implementation—as well as in the pace of regulatory reform—across cities in the same economy. For several economies subnational studies are now periodically updated to measure change over time or to expand geographic coverage to additional cities. This year that is the case for all the subnational studies published.

Changes in what is measured

The methodology for 2 indicator sets—trading across borders and paying taxes—was updated this year. For trading across borders, documents that are required purely for purposes of preferential treatment are no longer included in the list of documents (for example, a certificate of origin if the use is only to qualify for a preferential tariff rate under trade agreements). For paying taxes, the value of fuel taxes is no longer included in the total tax rate because of the difficulty of computing these taxes in a consistent way across all economies covered. The fuel tax amounts are in most cases very small, and measuring these amounts is often complicated because they depend on fuel consumption. Fuel taxes continue to be counted in the number of payments.

In a change involving several indicator sets, the rule establishing that each procedure must take at least 1 day was removed for procedures that can be fully completed online in just a few hours. This change affects the time indicator for starting a business,

dealing with construction permits and registering property.³ For procedures that can be fully completed online, the duration is now set at half a day rather than a full day.

The threshold for the total tax rate introduced in 2011 for the purpose of calculating the ranking on the ease of paying taxes was updated. All economies with a total tax rate below the threshold (which is calculated and adjusted on a yearly basis) receive the same ranking on the total tax rate indicator. The threshold is not based on any economic theory of an “optimal tax rate” that minimizes distortions or maximizes efficiency in the tax system of an economy overall. Instead, it is mainly empirical in nature, set at the lower end of the distribution of tax rates levied on medium-size enterprises in the manufacturing sector as observed through the paying taxes indicators. This reduces the bias in the indicators toward economies that do not need to levy significant taxes on companies like the *Doing Business* standardized case study company because they raise public revenue in other ways—for example, through taxes on foreign companies, through taxes on sectors other than manufacturing or from natural resources (all of which are outside the scope of the methodology). This year the threshold is 25.5%.

Data challenges and revisions

Most laws and regulations underlying the *Doing Business* data are available on the *Doing Business* website at <http://www.doingbusiness.org>. All the sample questionnaires and the details underlying the indicators are also published on the website. Questions on the methodology and challenges to data can be submitted through the website’s “Ask a Question” function at <http://www.doingbusiness.org>.

Ease of doing business and distance to frontier

Doing Business 2014 presents results for 2 aggregate measures: the aggregate ranking on the ease of doing business and the distance to frontier measure. The ease of doing business ranking compares economies

with one another, while the distance to frontier measure benchmarks economies to the frontier in regulatory practice, measuring the absolute distance to the best performance on each indicator. Both measures can be used for comparisons over time. When compared across years, the distance to frontier measure shows how much the regulatory environment for local entrepreneurs in each economy has changed over time in absolute terms, while the ease of doing business ranking can show only relative change.

Ease of doing business

The ease of doing business index ranks economies from 1 to 189. For each economy the ranking is calculated as the simple average of the percentile rankings on each of the 10 topics included in the index in *Doing Business 2014*: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts, and resolving insolvency. The employing workers indicators are not included in this year’s aggregate ease of doing business ranking.

Construction of the ease of doing business index

Here is one example of how the ease of doing business index is constructed. In Denmark it takes 4 procedures, 5.5 days and 0.2% of annual income per capita in fees to open a business. The minimum capital requirement is 24% of annual income per capita. On these 4 indicators Denmark ranks in the 12th, 11th, 1st and 79th percentiles. So on average Denmark ranks in the 25th percentile on the ease of starting a business. It ranks in the 21st percentile on getting credit, 19th percentile on paying taxes, 27th percentile on enforcing contracts, 5th percentile on resolving insolvency and so on. Higher rankings indicate simpler regulation and stronger protection of property rights. The simple average of Denmark’s percentile rankings on all topics is 17th. When all economies are ordered by their average percentile rankings, Denmark stands at 5 in the aggregate ranking on the ease of doing business.

More complex aggregation methods—such as principal components and unobserved components—yield a ranking nearly identical to the simple average

³ For getting electricity the rule that each procedure must take a minimum of 1 day still applies because in practice there are no cases in which procedures can be fully completed online in less than a day. For example, even though in some cases it is possible to apply for an electricity connection online, additional requirements mean that the process cannot be completed in less than 1 day.

used by *Doing Business*.⁴ Thus, *Doing Business* uses the simplest method: weighting all topics equally and, within each topic, giving equal weight to each of the topic components.

If an economy has no laws or regulations covering a specific area—for example, insolvency—it receives a “no practice” mark. Similarly, an economy receives a “no practice” or “not possible” mark if regulation exists but is never used in practice or if a competing regulation prohibits such practice. Either way, a “no practice” mark puts the economy at the bottom of the ranking on the relevant indicator.

The ease of doing business index is limited in scope. It does not account for an economy’s proximity to large markets, the quality of its infrastructure services (other than services related to trading across borders and getting electricity), the strength of its financial system, the security of property from theft and looting, macroeconomic conditions or the strength of underlying institutions.

Variability of economies’ rankings across topics

Each indicator set measures a different aspect of the business regulatory environment. The rankings of an economy can vary, sometimes significantly, across indicator sets. The average correlation coefficient between the 10 indicator sets included in the aggregate ranking is 0.38, and the coefficients between any 2 sets of indicators range from 0.18 (between getting electricity and getting credit) to 0.58 (between trading across borders and resolving insolvency and between trading across borders and getting electricity). These correlations suggest that economies rarely score universally well or universally badly on the indicators.

Consider the example of Canada. It stands at 19 in the aggregate ranking on the ease of doing business. Its ranking is 2 on starting a business, 4 on protecting investors, and 8 on paying taxes. But its ranking is only

58 on enforcing contracts, 116 on dealing with construction permits and 145 on getting electricity.

Variation in performance across the indicator sets is not at all unusual. It reflects differences in the degree of priority that government authorities give to particular areas of business regulation reform and the ability of different government agencies to deliver tangible results in their area of responsibility.

Distance to frontier measure

A drawback of the ease of doing business ranking is that it can measure the regulatory performance of economies only relative to the performance of others. It does not provide information on how the absolute quality of the regulatory environment is improving over time. Nor does it provide information on how large the gaps are between economies at a single point in time.

The distance to frontier measure is designed to address both shortcomings, complementing the ease of doing business ranking. This measure illustrates the distance of an economy to the “frontier,” and the change in the measure over time shows the extent to which the economy has closed this gap. The frontier is a score derived from the most efficient practice or highest score achieved on each of the component indicators in 10 *Doing Business* indicator sets (excluding the employing workers indicators) by any economy. In starting a business, for example, Canada and New Zealand have achieved the highest performance on the number of procedures required (1) and on the time (0.5 days), Denmark and Slovenia on the cost (0% of income per capita) and Chile, Zambia and 99 other economies on the paid-in minimum capital requirement (0% of income per capita) (table 22.2).

Calculating the distance to frontier for each economy involves 2 main steps. First, individual indicator scores are normalized to a common unit: except for the total tax rate, each of the 31 component indicators y is rescaled to $(\max - y)/(\max - \min)$, with the minimum value (\min) representing the frontier—the highest performance on that indicator across all economies since 2003 or the first year the indicator was collected.⁵ For the total tax rate, consistent with the calculation of

⁴ See Simeon Djankov, Darshini Manraj, Caralee McLiesh and Rita Ramalho, “*Doing Business* Indicators: Why Aggregate, and How to Do It” (World Bank, Washington, DC, 2005). Principal components and unobserved components methods yield a ranking nearly identical to that from the simple average method because both these methods assign roughly equal weights to the topics, since the pairwise correlations among indicators do not differ much. An alternative to the simple average method is to give different weights to the topics, depending on which are considered of more or less importance in the context of a specific economy.

⁵ Even though scores for the distance to frontier are calculated from 2005, data from as early as 2003 are used to define the frontier

the rankings, the frontier is defined as the total tax rate at the 15th percentile of the overall distribution of total tax rates for all years. Second, for each economy the scores obtained for individual indicators are aggregated through simple averaging into one distance to frontier score, first for each topic and then across all topics. An economy's distance to frontier is indicated on a scale from 0 to 100, where 0 represents the lowest performance and 100 the frontier.

The maximum (max) and minimum (min) observed values are computed for all economies included in the *Doing Business* sample since 2003 and for all years (from 2003 to 2013). To mitigate the effects of extreme outliers in the distributions of the rescaled data (very few economies need 694 days to complete the procedures to start a business, but many need 9 days), the maximum (max) is defined as the 95th percentile of the pooled data for all economies and all years for each indicator. The exceptions are the getting credit, protecting investors and resolving insolvency indicators, whose construction precludes outliers. In addition, the cost to export and cost to import for each year are divided by the GDP deflator, so as to take the general price level into account when benchmarking these absolute-cost indicators across economies with different inflation trends. The base year for the deflator is 2013 for all economies.

The difference between an economy's distance to frontier score in any previous year and its score in 2013 illustrates the extent to which the economy has closed the gap to the frontier over time. And in any given year the score measures how far an economy is from the highest performance at that time.

Take Colombia, which has a score of 70.5 on the distance to frontier measure for 2014. This score indicates that the economy is 29.5 percentage points away from the frontier constructed from the best performances across all economies and all years. Colombia was further from the frontier in 2009, with a score of 66.2. The difference between the scores shows an improvement over time.

The distance to frontier measure can also be used for comparisons across economies in the same year, complementing the ease of doing business ranking. For example, Colombia stands at 63 this year in the ease of doing business ranking, while Peru, which is 29.3 percentage points from the frontier, stands at 42.

Economies that improved the most across 3 or more Doing Business topics in 2012/13

Doing Business 2014 uses a simple method to calculate which economies improved the most in the ease of doing business. First, it selects the economies that in 2012/13 implemented regulatory reforms making it easier to do business in 3 or more of the 10 topics included in this year's ease of doing business ranking.⁶ Twenty-nine economies meet this criterion: Azerbaijan, Belarus, Burundi, Côte d'Ivoire, Croatia, Djibouti, Gabon, Guatemala, Guinea, Italy, Kosovo, Latvia, the former Yugoslav Republic of Macedonia, Malaysia, Mauritius, Mexico, Moldova, Mongolia, Morocco, Panama, the Philippines, the Republic of Congo, Romania, the Russian Federation, Rwanda, Sri Lanka, Ukraine, Uzbekistan and the United Arab Emirates. Second, *Doing Business* sorts these economies on the increase in their distance to frontier measure from the previous year using comparable data.

Selecting the economies that implemented regulatory reforms in at least 3 topics and improved the most in the distance to frontier measure is intended to highlight economies with ongoing, broadbased reform programs. The criterion for identifying the top improvers was changed from last year. The improvement in ease of doing business ranking is no longer used. The improvement in the distance to frontier measure is used instead because under this measure economies are sorted according to their absolute improvement instead of relative improvement.

⁶ *Doing Business* reforms making it more difficult to do business are subtracted from the total number of those making it easier to do business.

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Law library

Online collection of business laws and regulations relating to business and gender issues
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<http://wbl.worldbank.org/>

Contributors

More than 10,200 specialists in 189 economies who participate in *Doing Business*
<http://www.doingbusiness.org/contributors/doing-business/>

Entrepreneurship data

Data on business density for 139 economies
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