

12TH EDITION

Doing Business 2015

Going Beyond Efficiency

Economy Profile 2015

Moldova



COMPARING BUSINESS REGULATIONS FOR DOMESTIC FIRMS IN **189** ECONOMIES

A World Bank Group Flagship Report

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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 minority investors, paying taxes, trading across borders, enforcing contracts, resolving insolvency and labor market regulation.

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, 32 in Latin America and the Caribbean, 25 in East Asia and the Pacific, 26 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, 2014 (except for the paying taxes indicators, which cover the period January–December 2013).

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 2015* presents the indicators, analyzes their relationship with economic outcomes and presents business regulatory reforms. The data, along with information on ordering *Doing Business 2015*, are available on the *Doing Business* website at <http://www.doingbusiness.org>.

CHANGES IN *DOING BUSINESS 2015*

As part of a 2-year update in methodology, *Doing Business 2015* incorporates 7 important changes. First, the ease of doing business ranking as well as all topic-level rankings are now computed on the basis of distance to frontier scores (see the chapter on the distance to frontier and ease of doing business ranking). Second, for the 11 economies with a population of more than 100 million, data for a second city have been added to the data set and the ranking calculation. These economies are Bangladesh, Brazil, China, India, Indonesia, Japan, Mexico, Nigeria, Pakistan, the Russian Federation and the United States. Third, for getting credit, the methodology has been revised for both the strength of legal rights index and the depth of credit information index. The number of points has been increased in both indices, from 10 to 12 for the strength of legal rights index and from 6 to 8 for the depth of credit information index. In addition, only credit bureaus and registries that cover at least 5% of the adult population can receive a score on the depth of credit information index.

Fourth, the name of the protecting investors indicator set has been changed to protecting minority investors to better reflect its scope—and the scope of the indicator set has been expanded to include shareholders' rights in corporate governance beyond related-party transactions. Fifth, the resolving insolvency indicator set has been expanded to include an index measuring the strength of the legal framework for insolvency. Sixth, the calculation of the distance to frontier score for paying taxes has been changed. The total tax rate component now enters the score in a nonlinear fashion, in an approach different from that used for all other indicators (see the chapter on the distance to frontier and ease of doing business ranking).

Finally, the name of the employing workers indicator set has been changed to labor market regulation, and the scope of this indicator set has also been changed. The indicators now focus on labor market regulation applying to the retail sector rather than the manufacturing sector, and their coverage has been expanded to include regulations on labor disputes and on benefits provided to workers. The labor market regulation indicators continue to be excluded from the aggregate distance to frontier score and ranking on the ease of doing business.

Beyond these changes there are 3 other updates in methodology. For paying taxes, the financial statement variables have been updated to be proportional to 2012 income per capita; previously they were proportional to 2005 income per capita. For enforcing contracts, the value of the claim is now set at twice the income per capita or \$5,000, whichever is greater. For dealing with construction permits, the cost of construction is now set at 50 times income per capita (before, the cost was assessed by the *Doing Business* respondents). In addition, this indicator set no longer includes the procedures for obtaining a landline telephone connection.

For more details on the changes, see the "What is changing in *Doing Business*?" chapter starting on page 24 of the *Doing Business 2015* report. For more details on the data and methodology, please see the "Data Notes" chapter starting on page 114 of the *Doing Business 2015* report. For more details on the distance to frontier metric, please see the "Distance to frontier and ease of doing business ranking" chapter in this profile.

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 ranking. This year's report presents results for 2 aggregate measures: the distance to frontier score and the ease of doing business ranking. The ranking of economies is determined by sorting the aggregate distance to frontier (DTF) scores. The distance to frontier score benchmarks economies with respect to regulatory practice, showing the absolute distance to the best performance in each *Doing Business* indicator. An economy's distance to frontier score is indicated on a scale from 0 to 100, where 0 represents the worst performance and 100 the frontier. (See the chapter on the distance to frontier and ease of doing business). The 10 topics included in the ranking in *Doing Business 2015*: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting minority investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency. The labor market regulation indicators (formerly employing workers) 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: 3,559,000

GNI per capita (US\$): 2,460

DB2015 rank: 63

DB2014 rank: 82*

Change in rank: 19

DB 2015 DTF: 66.6

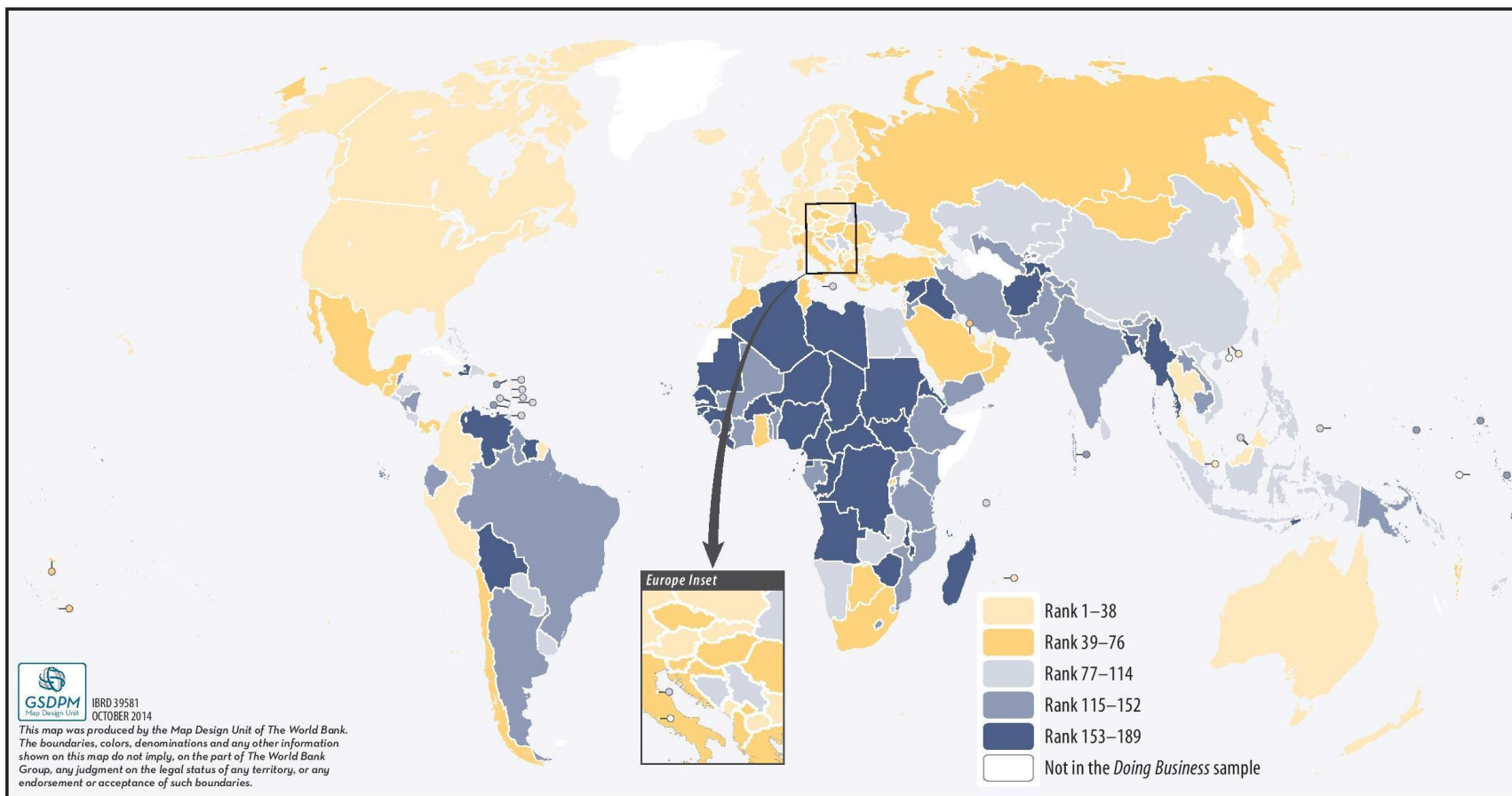
DB 2014 DTF: 62.8

Change in DTF: 3.8

* DB2014 ranking shown is not last year's published ranking but a comparable ranking for DB2014 that captures the effects of such factors as data corrections and the changes in methodology. See the data notes starting on page 114 of the *Doing Business 2015* report for sources and definitions.

THE BUSINESS ENVIRONMENT

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



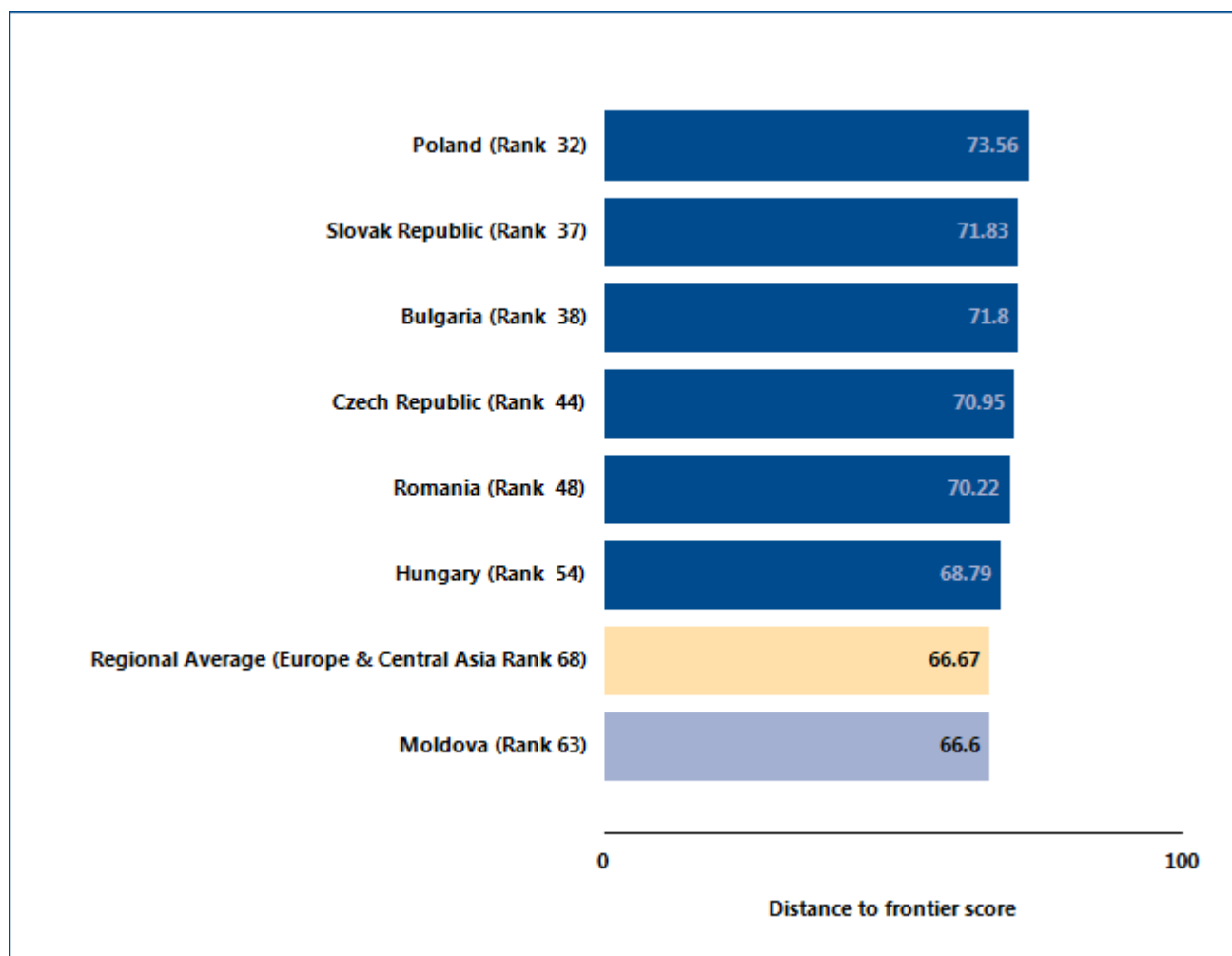
Source: *Doing Business* database.

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 (figure 1.3) and distance to frontier scores (figure 1.4) on the topics included in the ease of doing business ranking provide another perspective.

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



Note: The rankings are benchmarked to June 2014 and based on the average of each economy's distance to frontier (DTF) scores for the 10 topics included in this year's aggregate ranking. The distance to frontier score benchmarks economies with respect to regulatory practice, showing the absolute distance to the best performance in each *Doing Business* indicator. An economy's distance to frontier score is indicated on a scale from 0 to 100, where 0 represents the worst performance and 100 the frontier. For the economies for which the data cover 2 cities, scores are a population-weighted average for the 2 cities.

Source: *Doing Business* database.

THE BUSINESS ENVIRONMENT

Figure 1.3 Rankings on *Doing Business* topics - Moldova
 (Scale: Rank 189 center, Rank 1 outer edge)

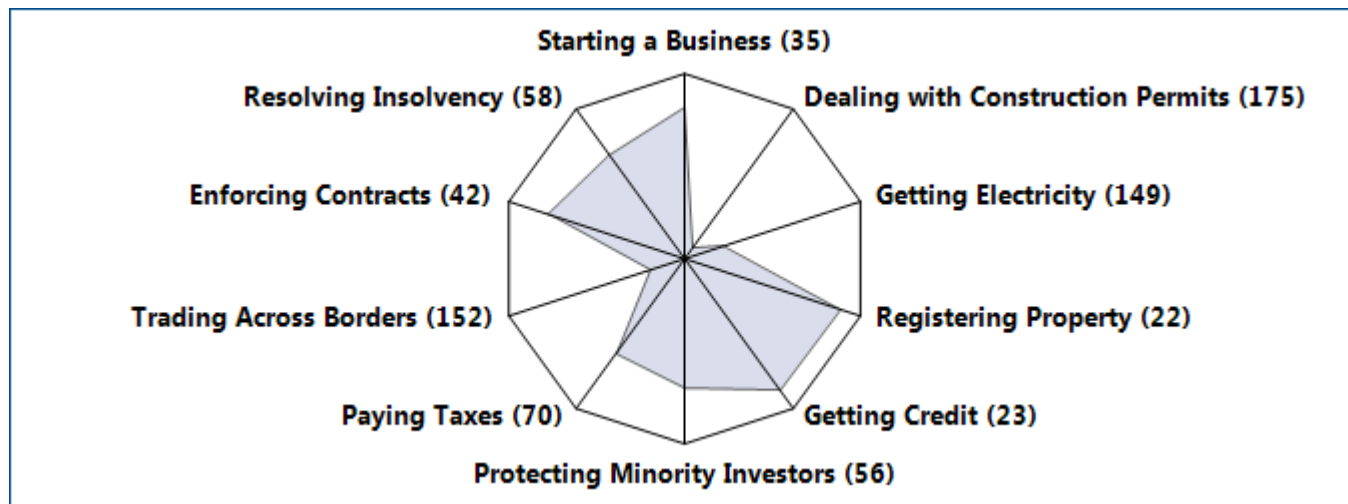
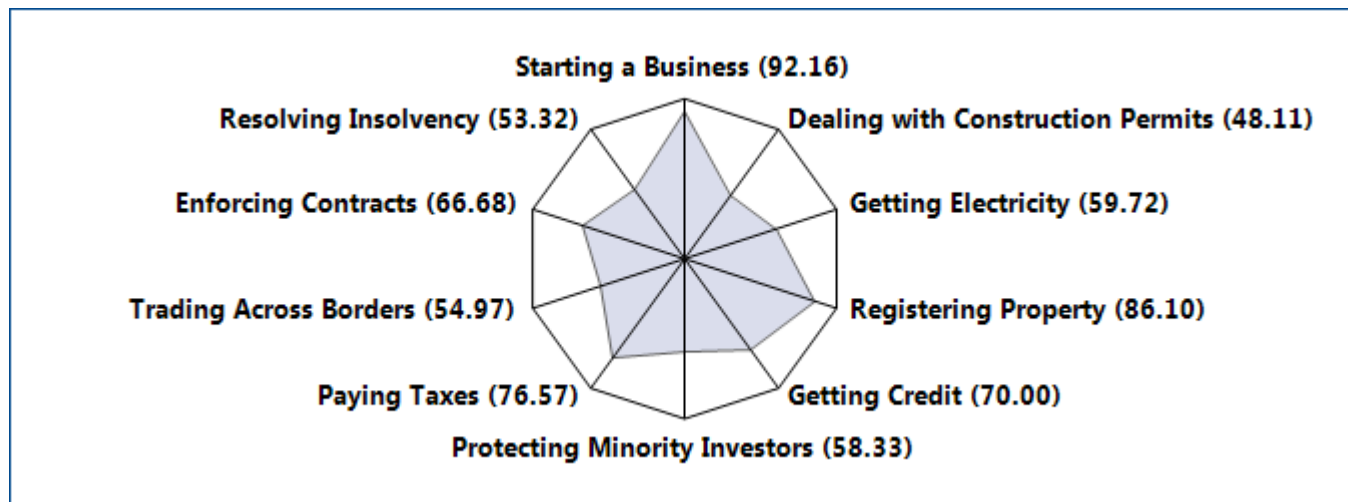


Figure 1.4 Distance to frontier scores on *Doing Business* topics - Moldova
 (Scale: Score 0 center, Score 100 outer edge)



Note: The rankings are benchmarked to June 2014 and based on the average of each economy's distance to frontier (DTF) scores for the 10 topics included in this year's aggregate ranking. The distance to frontier score benchmarks economies with respect to regulatory practice, showing the absolute distance to the best performance in each *Doing Business* indicator. An economy's distance to frontier score is indicated on a scale from 0 to 100, where 0 represents the worst performance and 100 the frontier. For the economies for which the data cover 2 cities, scores are a population-weighted average for the 2 cities.
 Source: *Doing Business* database.

THE BUSINESS ENVIRONMENT

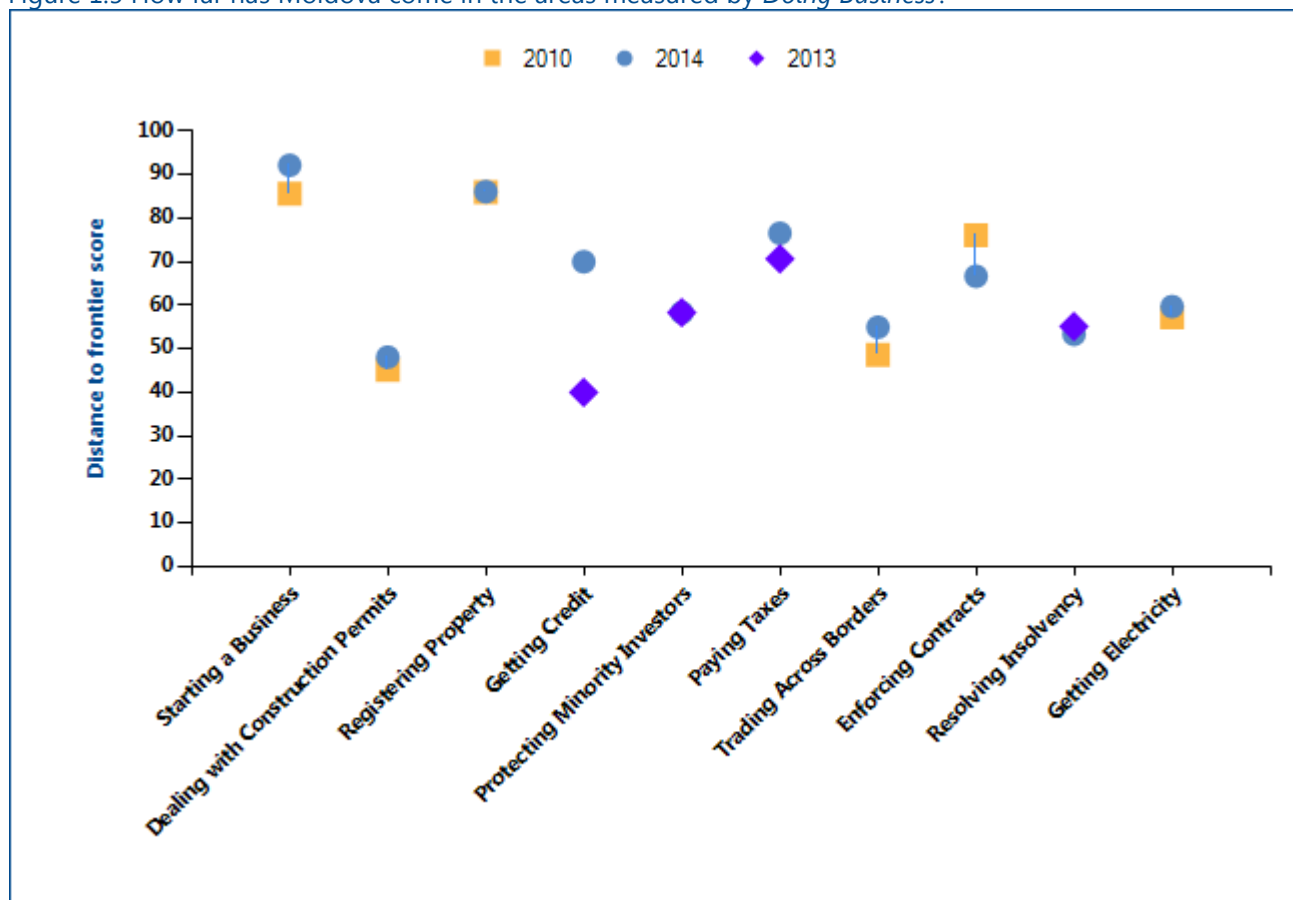
Just as the overall ranking on the ease of doing business tells only part of the story, so do changes in that ranking. Yearly movements in rankings can provide some indication of changes in an economy’s regulatory environment for firms, but they are always relative.

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 score. This measure shows how far on average an economy is from the best performance achieved by any economy on each *Doing Business* indicator.

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 1.5).

Figure 1.5 How far has Moldova come in the areas measured by *Doing Business*?



Note: The distance to frontier score shows how far on average an economy is from the best performance achieved by any economy on each *Doing Business* indicator since 2010, except for getting credit, paying taxes, protecting minority investors and resolving insolvency which had methodology changes in 2014 and thus are only comparable to 2013. The measure is normalized to range between 0 and 100, with 100 representing the best performance (the frontier). See the data notes starting on page 114 of the *Doing Business 2015* report for more details on the distance to frontier score.

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 DB2015 | Moldova DB2014 | Bulgaria DB2015 | Czech Republic DB2015 | Hungary DB2015 | Poland DB2015 | Romania DB2015 | Slovak Republic DB2015 | Best performer globally DB2015 |
|--|----------------|----------------|-----------------|-----------------------|----------------|---------------|----------------|------------------------|--------------------------------|
| Starting a Business (rank) | 35 | 51 | 49 | 110 | 57 | 85 | 38 | 77 | New Zealand (1) |
| Starting a Business (DTF Score) | 92.16 | 89.84 | 91.09 | 82.58 | 90.04 | 85.79 | 91.93 | 87.02 | New Zealand (99.96) |
| Procedures (number) | 5.0 | 6.0 | 4.0 | 9.0 | 4.0 | 4.0 | 5.0 | 7.0 | New Zealand (1.0)* |
| Time (days) | 6.0 | 7.0 | 18.0 | 19.0 | 5.0 | 30.0 | 8.0 | 11.5 | New Zealand (0.5) |
| Cost (% of income per capita) | 4.6 | 5.4 | 0.8 | 8.0 | 8.3 | 12.9 | 2.1 | 1.5 | Slovenia (0.0) |
| Paid-in min. capital (% of income per capita) | 0.0 | 8.1 | 0.0 | 0.0 | 54.0 | 12.3 | 0.7 | 19.2 | 112 Economies (0.0)* |
| Dealing with Construction Permits (rank) | 175 | 170 | 101 | 139 | 103 | 137 | 140 | 110 | Hong Kong SAR, China (1) |
| Dealing with Construction Permits (DTF Score) | 48.11 | 48.36 | 69.85 | 62.91 | 69.37 | 62.97 | 62.17 | 68.19 | Hong Kong SAR, China (95.53) |

| Indicator | Moldova DB2015 | Moldova DB2014 | Bulgaria DB2015 | Czech Republic DB2015 | Hungary DB2015 | Poland DB2015 | Romania DB2015 | Slovak Republic DB2015 | Best performer globally DB2015 |
|--|----------------|----------------|-----------------|-----------------------|----------------|---------------|----------------|------------------------|--------------------------------|
| Procedures (number) | 27.0 | 27.0 | 16.0 | 24.0 | 23.0 | 19.0 | 14.0 | 10.0 | Hong Kong SAR, China (5.0) |
| Time (days) | 247.0 | 247.0 | 110.0 | 143.0 | 91.0 | 212.0 | 255.0 | 286.0 | Singapore (26.0) |
| Cost (% of warehouse value) | 0.8 | 0.6 | 4.5 | 0.3 | 0.2 | 0.3 | 2.3 | 0.1 | Qatar (0.0)* |
| Getting Electricity (rank) | 149 | 148 | 125 | 123 | 162 | 64 | 171 | 100 | Korea, Rep. (1) |
| Getting Electricity (DTF Score) | 59.72 | 59.12 | 65.78 | 66.52 | 55.10 | 79.19 | 46.03 | 72.71 | Korea, Rep. (99.83) |
| Procedures (number) | 7.0 | 7.0 | 6.0 | 6.0 | 5.0 | 3.0 | 7.0 | 5.0 | 12 Economies (3.0)* |
| Time (days) | 118.0 | 118.0 | 130.0 | 129.0 | 252.0 | 161.0 | 223.0 | 128.0 | Korea, Rep. (18.0)* |
| Cost (% of income per capita) | 865.1 | 1,012.4 | 320.4 | 175.8 | 111.5 | 20.8 | 496.1 | 56.9 | Japan (0.0) |
| Registering Property (rank) | 22 | 23 | 57 | 31 | 52 | 39 | 63 | 11 | Georgia (1) |
| Registering Property (DTF Score) | 86.10 | 86.09 | 75.36 | 81.87 | 78.04 | 80.30 | 74.39 | 91.88 | Georgia (99.88) |
| Procedures (number) | 5.0 | 5.0 | 7.0 | 3.0 | 4.0 | 6.0 | 8.0 | 3.0 | 4 Economies (1.0)* |
| Time (days) | 5.5 | 5.5 | 10.0 | 24.0 | 16.5 | 33.0 | 19.0 | 16.5 | 3 Economies (1.0)* |
| Cost (% of property value) | 0.9 | 0.9 | 2.9 | 4.0 | 5.0 | 0.3 | 1.5 | 0.0 | 4 Economies (0.0)* |
| Getting Credit (rank) | 23 | 99 | 23 | 23 | 17 | 17 | 7 | 36 | New Zealand (1) |
| Getting Credit (DTF Score) | 70.00 | 40.00 | 70.00 | 70.00 | 75.00 | 75.00 | 85.00 | 65.00 | New Zealand (100) |
| Strength of legal rights index (0-12) | 8 | 8 | 9 | 7 | 10 | 7 | 10 | 7 | 3 Economies (12)* |

| Indicator | Moldova DB2015 | Moldova DB2014 | Bulgaria DB2015 | Czech Republic DB2015 | Hungary DB2015 | Poland DB2015 | Romania DB2015 | Slovak Republic DB2015 | Best performer globally DB2015 |
|--|----------------|----------------|-----------------|-----------------------|----------------|---------------|----------------|------------------------|--------------------------------|
| Depth of credit information index (0-8) | 6 | 0 | 5 | 7 | 5 | 8 | 7 | 6 | 23 Economies (8)* |
| Credit registry coverage (% of adults) | 0.0 | 0.0 | 62.9 | 6.4 | 0.0 | 0.0 | 12.3 | 2.8 | Portugal (100.0) |
| Credit bureau coverage (% of adults) | 8.8 | 4.5 | 0.0 | 76.6 | 74.6 | 84.3 | 46.6 | 65.7 | 23 Economies (100.0)* |
| Protecting Minority Investors (rank) | 56 | 55 | 14 | 83 | 110 | 35 | 40 | 100 | New Zealand (1) |
| Protecting Minority Investors (DTF Score) | 58.33 | 58.33 | 68.33 | 54.17 | 47.50 | 62.50 | 61.67 | 50.83 | New Zealand (81.67) |
| Extent of conflict of interest regulation index (0-10) | 6.3 | 6.3 | 6.3 | 5.3 | 4.0 | 6.0 | 6.3 | 4.7 | Singapore (9.3)* |
| Extent of shareholder governance index (0-10) | 5.3 | 5.3 | 7.3 | 5.5 | 5.5 | 6.5 | 6.0 | 5.5 | France (7.8)* |
| Strength of minority investor protection index (0-10) | 5.8 | 5.8 | 6.8 | 5.4 | 4.8 | 6.3 | 6.2 | 5.1 | New Zealand (8.2) |
| Paying Taxes (rank) | 70 | 105 | 89 | 119 | 88 | 87 | 52 | 100 | United Arab Emirates (1)* |
| Paying Taxes (DTF Score) | 76.57 | 70.67 | 73.18 | 67.66 | 73.27 | 73.51 | 80.09 | 71.57 | United Arab Emirates (99.44)* |
| Payments (number per year) | 21.0 | 32.0 | 13.0 | 8.0 | 11.0 | 18.0 | 14.0 | 20.0 | Hong Kong SAR, China (3.0)* |
| Time (hours per year) | 185.0 | 181.0 | 454.0 | 413.0 | 277.0 | 286.0 | 159.0 | 207.0 | Luxembourg (55.0) |
| Trading Across Borders (rank) | 152 | 151 | 57 | 58 | 72 | 41 | 65 | 71 | Singapore (1) |
| Trading Across Borders | 54.97 | 53.87 | 78.34 | 78.33 | 76.48 | 81.80 | 77.23 | 76.49 | Singapore (96.47) |

| Indicator | Moldova DB2015 | Moldova DB2014 | Bulgaria DB2015 | Czech Republic DB2015 | Hungary DB2015 | Poland DB2015 | Romania DB2015 | Slovak Republic DB2015 | Best performer globally DB2015 |
|--|----------------|----------------|-----------------|-----------------------|----------------|---------------|----------------|------------------------|--------------------------------|
| (DTF Score) | | | | | | | | | |
| Documents to export (number) | 9 | 9 | 4 | 4 | 6 | 5 | 5 | 5 | Ireland (2)* |
| Time to export (days) | 23.0 | 23.0 | 18.0 | 17.0 | 17.0 | 15.0 | 13.0 | 16.0 | 5 Economies (6.0)* |
| Cost to export (US\$ per container) | 1,510.0 | 1,545.0 | 1,375.0 | 1,240.0 | 885.0 | 1,050.0 | 1,485.0 | 1,525.0 | Timor-Leste (410.0) |
| Cost to export (deflated US\$ per container) | 1,510.0 | 1,605.6 | 1,375.0 | 1,240.0 | 885.0 | 1,050.0 | 1,485.0 | 1,525.0 | |
| Documents to import (number) | 11 | 11 | 5 | 6 | 6 | 4 | 6 | 5 | Ireland (2)* |
| Time to import (days) | 27.0 | 29.0 | 17.0 | 17.0 | 19.0 | 14.0 | 13.0 | 16.0 | Singapore (4.0) |
| Cost to import (US\$ per container) | 1,870.0 | 1,870.0 | 1,365.0 | 1,215.0 | 845.0 | 1,025.0 | 1,495.0 | 1,505.0 | Singapore (440.0) |
| Cost to import (deflated US\$ per container) | 1,870.0 | 1,943.4 | 1,365.0 | 1,215.0 | 845.0 | 1,025.0 | 1,495.0 | 1,505.0 | |
| Enforcing Contracts (rank) | 42 | 43 | 75 | 37 | 20 | 52 | 51 | 55 | Singapore (1) |
| Enforcing Contracts (DTF Score) | 66.68 | 66.68 | 61.27 | 68.00 | 73.36 | 64.83 | 64.95 | 64.68 | Singapore (89.54) |
| Time (days) | 567.0 | 567.0 | 564.0 | 611.0 | 395.0 | 685.0 | 512.0 | 545.0 | Singapore (150.0) |
| Cost (% of claim) | 28.6 | 28.6 | 23.8 | 33.0 | 15.0 | 19.4 | 28.9 | 30.0 | Iceland (9.0) |
| Procedures (number) | 31.0 | 31.0 | 38.0 | 27.0 | 34.0 | 33.0 | 34.0 | 33.0 | Singapore (21.0)* |
| Resolving Insolvency (rank) | 58 | 53 | 38 | 20 | 64 | 32 | 46 | 31 | Finland (1) |
| Resolving Insolvency (DTF Score) | 53.32 | 55.14 | 64.75 | 77.50 | 49.78 | 69.73 | 58.70 | 69.93 | Finland (93.85) |

| Indicator | Moldova DB2015 | Moldova DB2014 | Bulgaria DB2015 | Czech Republic DB2015 | Hungary DB2015 | Poland DB2015 | Romania DB2015 | Slovak Republic DB2015 | Best performer globally DB2015 |
|---|----------------|----------------|-----------------|-----------------------|----------------|---------------|----------------|------------------------|--------------------------------|
| Time (years) | 2.8 | | 3.3 | 2.1 | 2.0 | 3.0 | 3.3 | 4.0 | Ireland (0.4) |
| Cost (% of estate) | 15.0 | 9.0 | 9.0 | 17.0 | 14.5 | 15.0 | 10.5 | 18.0 | Norway (1.0) |
| Outcome (0 as piecemeal sale and 1 as going concern) | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | |
| Recovery rate (cents on the dollar) | 29.4 | 32.8 | 33.2 | 65.6 | 40.2 | 57.0 | 30.7 | 54.4 | Japan (92.9) |
| Strength of insolvency framework index (0-16) | 12.0 | 12.0 | 15.0 | 13.5 | 9.0 | 12.5 | 13.5 | 13.0 | 5 Economies (15.0)* |

Note: DB2014 rankings shown are not last year's published rankings but comparable rankings for DB2014 that capture the effects of such factors as data corrections and changes to the methodology. Trading across borders deflated and non-deflated values are identical in DB2015 because it is defined as the base year for the deflator. The best performer on time for paying taxes is defined as the lowest time recorded among all economies in the DB2015 sample that levy the 3 major taxes: profit tax, labor taxes and mandatory contributions, and VAT or sales tax. 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.

* 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 of economies on the ease of starting a business is determined by sorting their distance to frontier scores for starting a business. These scores are the simple average of the distance to frontier scores for each of the component indicators.

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 owned¹.
- Has between 10 and 50 employees.
- Conducts general commercial or industrial activities.
- 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.

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 city¹
- 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 recorded as ½ day.
- Procedure completed once final document is received
- No prior contact with officials

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

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

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

- Deposited in a bank or with a notary before registration (or within 3 months)

¹ For the 11 economies with a population of more than 100 million, data for a second city have been added.

STARTING A BUSINESS

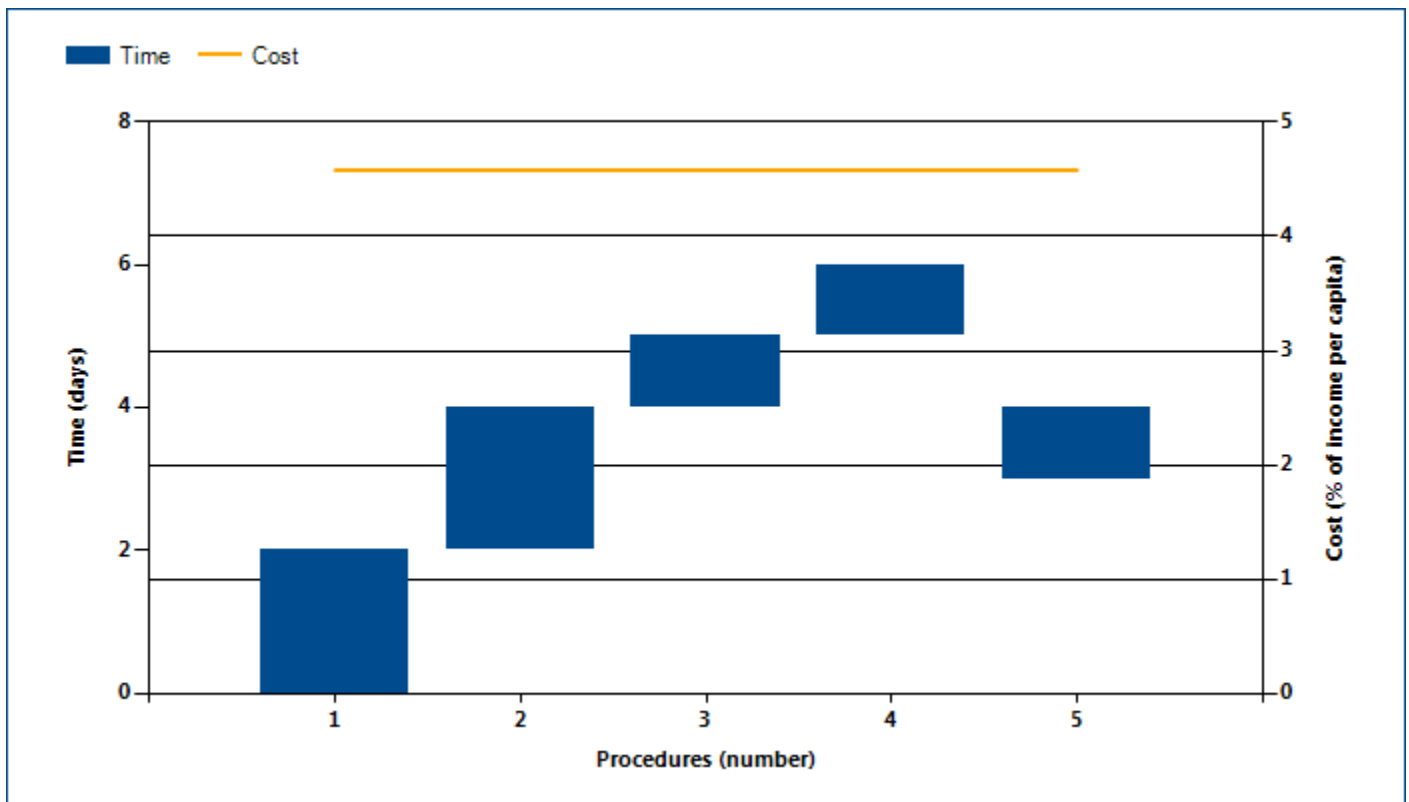
Where does the economy stand today?

What does it take to start a business in Moldova? According to data collected by *Doing Business*, starting a business there requires 5.0 procedures, takes 6.0 days, costs 4.6% of income per capita and requires paid-in minimum capital of 0.0% of income per capita (figure 2.1). Most indicator sets refer to a case scenario in the

largest business city of an economy, except for 11 economies for which the data are a population-weighted average of the 2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

Figure 2.1 What it takes to start a business in Moldova -

Paid-in minimum capital (% of income per capita): 0.0



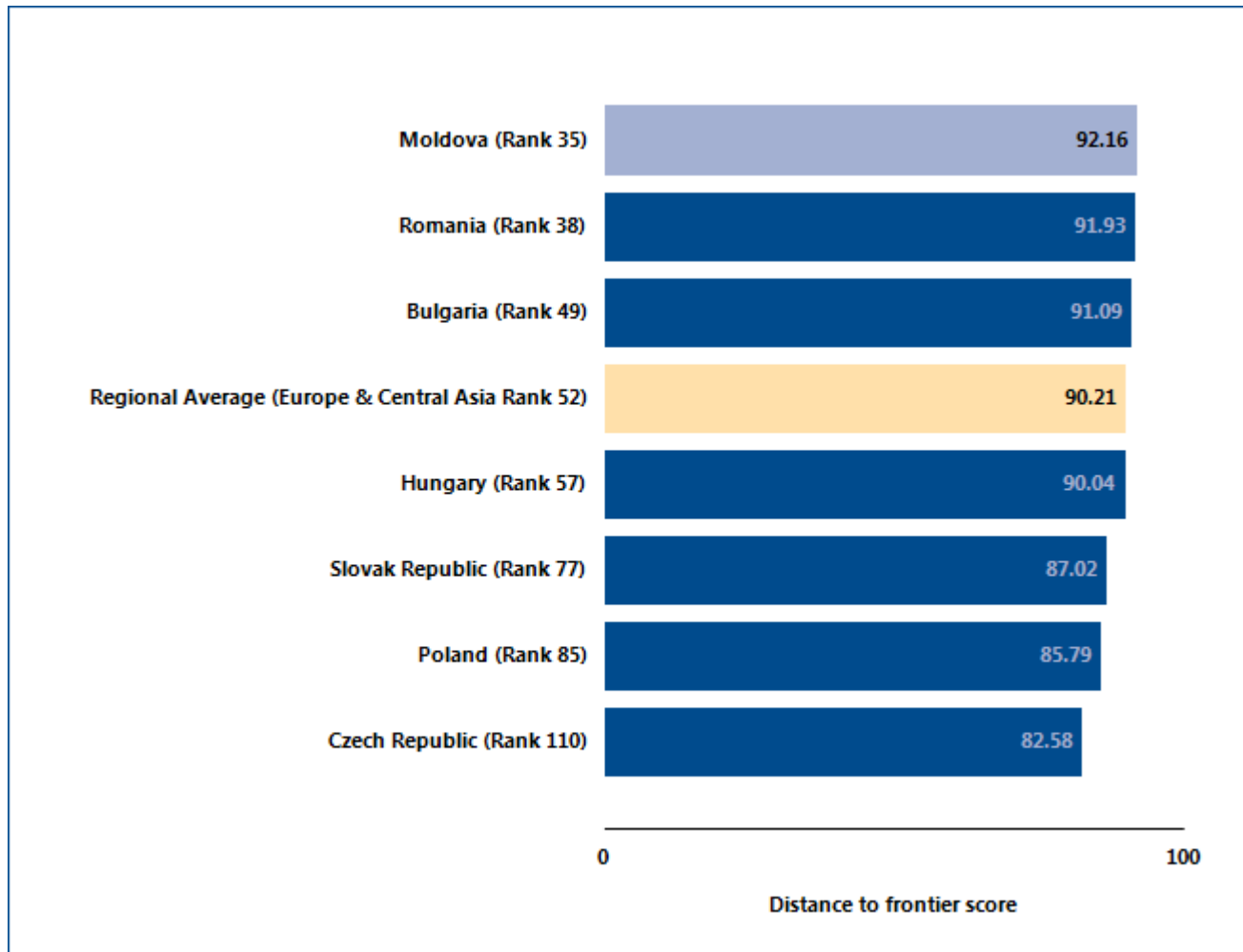
Note: Time shown in the figure above may not reflect simultaneity of procedures. Online procedures account for 0.5 days in the total time calculation. For more information on the methodology of the starting a business indicators, see the *Doing Business* website (<http://www.doingbusiness.org>). For 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 35 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

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 from DB2010 to DB2015

| DB year | Reform |
|---------------|--|
| DB2010 | Moldova made starting a business easier by implementing an expedited company registration service and making the authentication of specimen signatures when opening a corporate bank account optional. |
| DB2012 | Moldova made starting a business easier by implementing a one-stop shop. |
| DB2015 | Moldova made starting a business easier by abolishing the minimum capital requirement. |

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

Legal form: Limited Liability Company

Paid in minimum capital requirement: MDL 0

City: Chisinau

Start-up Capital: 10 times GNI per capita

Table 2.2 Summary of time, cost and procedures for starting a business in Moldova -

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|------------------|--|
| 1 | <p>Reserve company name; file all the documents with the State Registration Chamber for the registration of the company and obtain IDNO number</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 (2 days including drop off and pickup of documents). 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> | 2 days | about MDL 1424 (registration cost + stamp fee) |

| No. | Procedure | Time to complete | Cost to complete |
|-----|---|-------------------|------------------|
| | <p>Although the Law on registration of legal entities does not provide since 2010 the obligation to submit the ""Document confirming 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 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>An 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> <p><i>Agency: State Registration Chamber</i></p> | | |
| 2 | <p>Register with the Territorial State Fiscal Inspectorate</p> <p>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.</p> <p>The way one-stop-shop in Moldova works is that Registration Chamber provides different codes (for tax, statistics, etc.) to the company on behalf of other agencies, and technically it is supposed to provide all the relevant information to all these agencies so that the client doesn't have to go there anymore (such one-stop-shop idea was introduced about 4 years ago). However, in practice this system works only partially. While indeed various codes are provided to the company by the Registry at the moment of registration, the LLC founders still have to go and register by filling out an application form in 4 main agencies:</p> <ul style="list-style-type: none"> - Territorial State Fiscal Inspectorate - Social security fund - Agency of health insurance | 2 days on average | no charge |

| No. | Procedure | Time to complete | Cost to complete |
|-----|---|---|------------------|
| | <p>- Statistical agency</p> <p>According to the client service of Registration Chamber there is a timeline for visiting these agencies – 10 days upon registration.</p> <p><i>Agency: Territorial State Fiscal Inspectorate</i></p> | | |
| 3 | <p>* Register the company with the Social Security Fund</p> <p>Within 10 days upon registration an entrepreneur needs to inform the Social Security Fund about the creation of the new LLC by filling out the form on the premises of the agency.</p> <p><i>Agency: Social Security Fund</i></p> | 1 day, simultaneous with previous procedure | no charge |
| 4 | <p>* Register with the Health Insurance Fund</p> <p>This is another agency where an entrepreneur needs to register a newly created LLC. Representative of the new LLC has to fill out an application form, providing the registration number to the Fund. This is done in person as in practice the State Registration Chamber does not have the capacity to pass the information to the Health Insurance Fund in timely manner.</p> <p><i>Agency: Health Insurance Fund</i></p> | 1 day, simultaneous with previous procedure | no charge |
| 5 | <p>* Register with the Statistical Agency</p> <p>This is the last agency where the newly created LLC has to be registered. Representative of the new LLC has to go to the Statistical Agency in person to fill out an application form. The issuance of a statistical code at the moment of registration with the State Registration Chamber does not allow the company to be fully operational.</p> <p><i>Agency: Statistical Agency</i></p> | 1 day, simultaneous with previous procedure | 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 warehouse so that it can be used as collateral or transferred to another entity.

The ranking of economies on the ease of dealing with construction permits is determined by sorting their distance to frontier scores for dealing with construction permits. These scores are the simple average of the distance to frontier scores for each of the component indicators.

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. For the 11 economies with a population of more than 100 million, data for a second city have been added. Is domestically owned and operated.
- Has 60 builders and other employees.

The warehouse:

- Is valued at 50 times income per capita.
- Is a new construction (there was no previous construction on the land).

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 and sewerage

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 recorded as ½ day.

Procedure considered completed once final document is received

No prior contact with officials

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

Official costs only, no bribes

- Will have complete architectural and technical plans prepared by a licensed architect or engineer.
- Will be connected to water and sewerage (sewage system, septic tank or their equivalent). The connection to each utility network will be 150 meters (492 feet) 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).

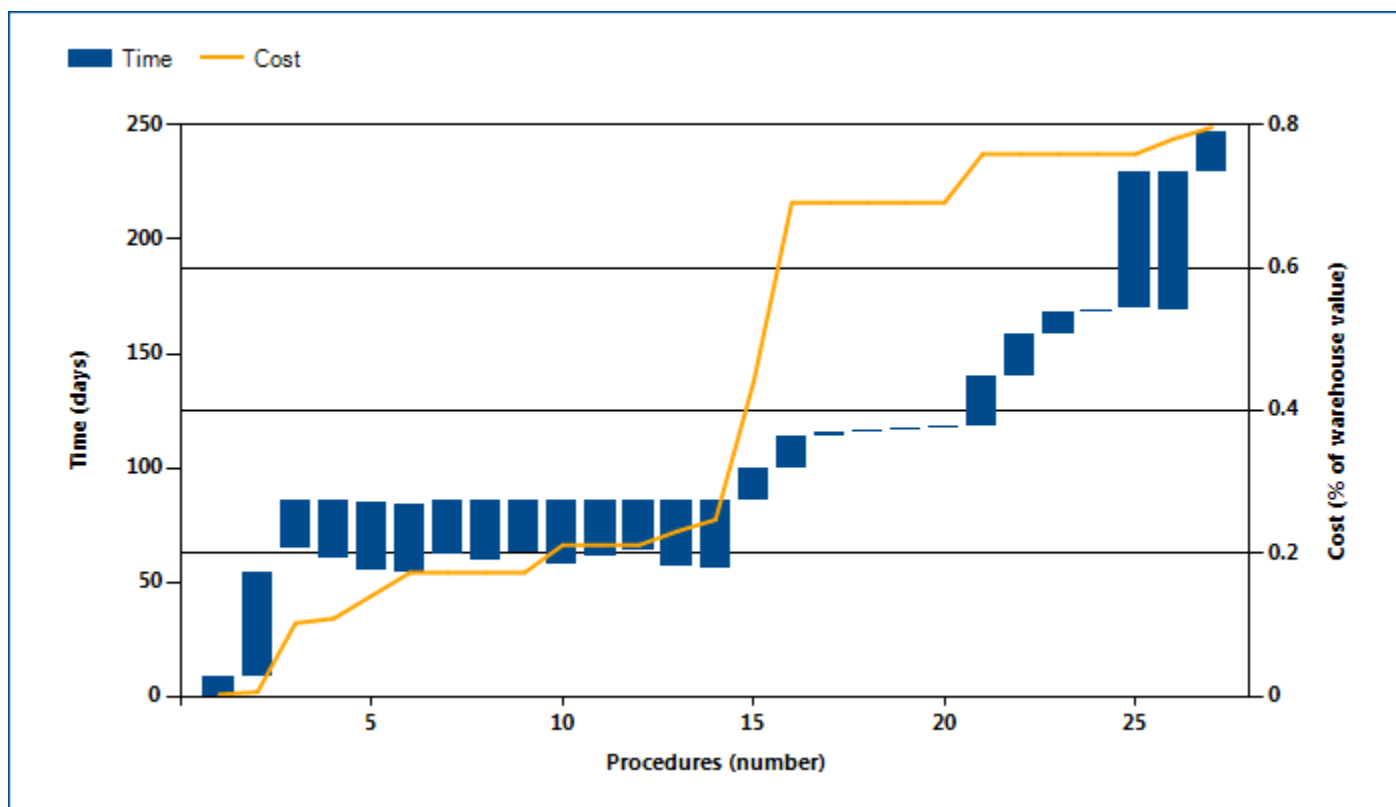
DEALING WITH CONSTRUCTION PERMITS

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 27.0 procedures, takes 247.0 days and costs 0.8% of the warehouse value (figure 3.1). Most indicator sets refer to a case scenario in the largest business city of

an economy, except for 11 economies for which the data are a population-weighted average of the 2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

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.

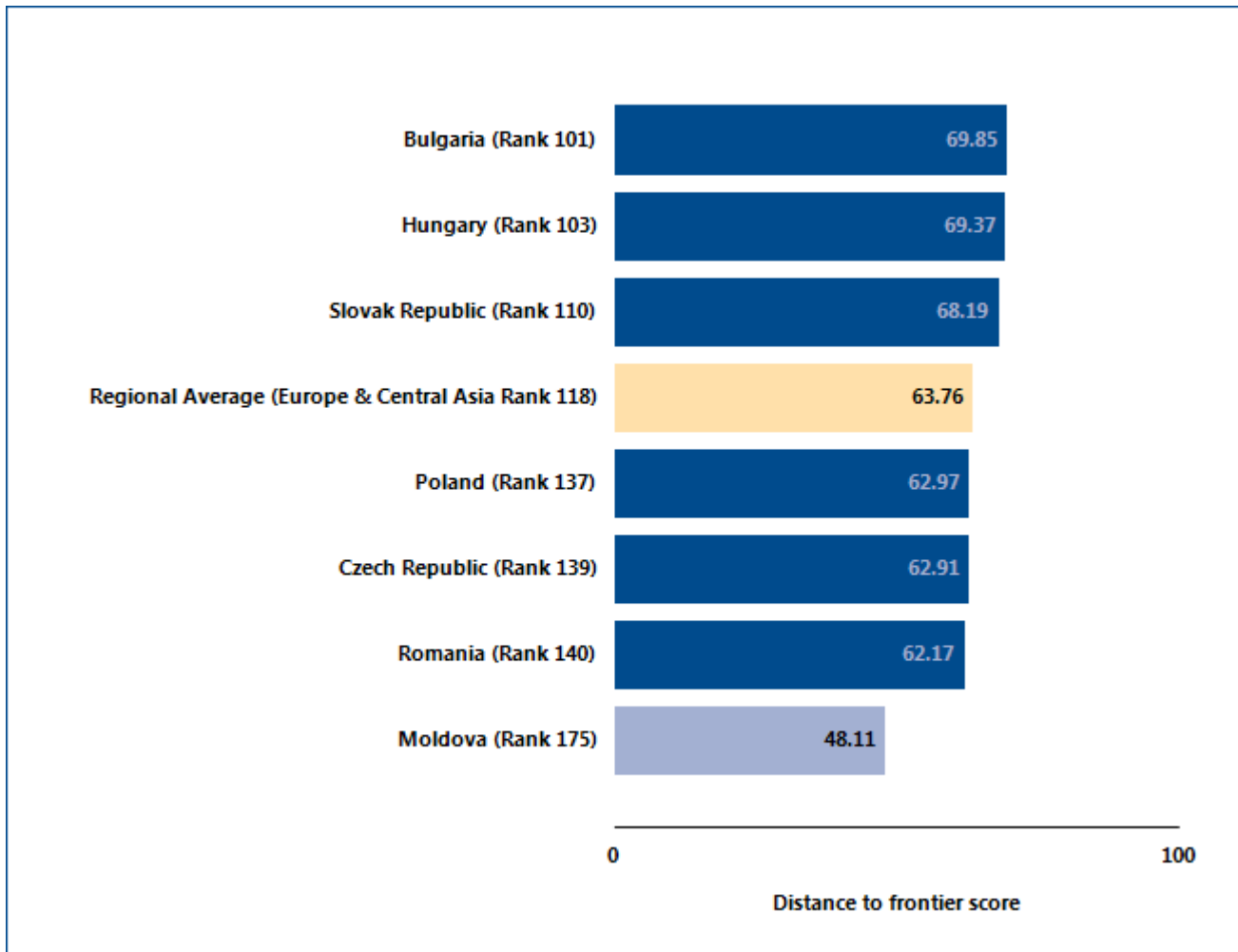
Source: *Doing Business* database.

DEALING WITH CONSTRUCTION PERMITS

Globally, Moldova stands at 175 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 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

Estimated cost of construction : MDL 1,555,336

City : Chisinau

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

Table 3.2 Summary of time, cost and procedures for dealing with construction permits in Moldova -

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|------------------|------------------|
| 1 | <p>Obtain extract from the cadastre with the cadastral plan of the land plot</p> <p>BuildCo has to obtain the extract form cadastre together with the cadastral maps of the land plot. This will be required for obtaining the city planning certificate.</p> <p><i>Agency: Cadastre</i></p> | 9 days | MDL 51 |
| 2 | <p>Request and obtain a city planning certificate</p> <p>According to the Law Nr. 163 from 09.07.2010 on "permission of construction works", in order to obtain the city planning certificate the applicant has to provide an application and the following documents:</p> <ul style="list-style-type: none"> a) an extract from the Register of immovable property issued by the local cadastral offices, accompanied by the cadastral plan and / or plan of the property; b) the identity of the person - for individuals or a certificate of registration - for legal entities; <p>The time limit, as specified by Law Nr. 163 from 09.07.2010 on "permission of construction works" is 20 business days if there are city planning documentation available for that particular land plot and 30 business days in case such documentation does not exist.</p> <p><i>Agency: General Direction on Architecture, Urbanism and Land Relations (Municipal Council)</i></p> | 45 days | MDL 50 |

| No. | Procedure | Time to complete | Cost to complete |
|-----|---|------------------|------------------|
| 3 | <p>Request and obtain city planning guidelines (red lines) 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 guidelines (red lines) which specify zoning regulations of the land plot.</p> <p><i>Agency: Design Institute of Moldova on Engineering and Research Works or Private Licensed Firms</i></p> | 5 days | MDL 1,500 |
| 4 | <p>* Request and obtain location clearance from the Fire Department</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> <p><i>Agency: Fire Department</i></p> | 14 days | MDL 100 |
| 5 | <p>* Request and obtain location clearance from the Health Department</p> <p>BuildCo must receive approval from the Health Department, which is then considered by the Design Institute in developing the city planning documentation.</p> <p>The cost is not provided by any law or cabinet decision. In practice, the authorities charge internal fees.</p> <p><i>Agency: Health Department</i></p> | 30 days | MDL 500 |
| 6 | <p>* Request and obtain location clearance from the Environmental Protection Agency (EPA)</p> <p>BuildCo must receive approval from the Environmental Protection Agency (EPA), which is then considered by the Design Institute in developing the city planning documentation.</p> <p><i>Agency: Environmental Protection Agency (EPA)</i></p> | 30 days | MDL 500 |
| 7 | <p>* Request and obtain technical conditions from electricity provider company</p> <p>BuildCo has to obtain technical conditions from the Electricity provider company. technical conditions are required for preparing the project design documentation and obtaining a building permit.</p> <p><i>Agency: Gas Natural Fenosa</i></p> | 14 days | no charge |

| No. | Procedure | Time to complete | Cost to complete |
|-----|---|------------------|------------------|
| 8 | <p>* Request and obtain technical conditions for water and industrial sewage from Apa Canal</p> <p>After the application is submitted, it takes one 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> <p><i>Agency: Apa Canal</i></p> | 14 days | no charge |
| 9 | <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> <p><i>Agency: Exdrupo</i></p> | 14 days | no charge |
| 10 | <p>* Request and obtain clearance from the Municipality's Zoning and Road Construction Division (Directia General Cai de Transport si Comunicatii)</p> <p>BuildCo must contact the Municipality's Zoning and Road Construction Division 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> <p><i>Agency: Municipality's Zoning and Road Construction Division (Directia General Cai de Transport si Comunicatii)</i></p> | 18 days | MDL 600 |
| 11 | <p>* Obtain project clearance from the Chief Architect of the Municipality</p> <p>According to the Law No. 163 from 09.07.2010 on "permission of construction works" project documentation, developed on the basis of urban planning certificate for design has to pass a clearance by the chief architect. The chief architect has to approve the following sections of the project documentation: a master plan (situational plan, alignment plan), facades, color schemes, the project organization of construction works, external engineering networks.</p> <p><i>Agency: Chief Architect of the Municipality</i></p> | 14 days | no charge |

| No. | Procedure | Time to complete | Cost to complete |
|-----|---|------------------|------------------|
| 12 | <p>* Request and obtain expertise clearance from the Fire Department</p> <p>The Fire Department must approve the completed set of designs and drawings after the conditions have been assigned. BuildCo must visit the Fire Department to obtain the expertise consultation rather than go through the Department of Verification and Expertise.</p> <p><i>Agency: Fire Department</i></p> | 8 days | no charge |
| 13 | <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. BuildCo must visit the Health Department to obtain the expertise consultation rather than go through the Department of Verification and Expertise.</p> <p><i>Agency: Health Department</i></p> | 21 days | MDL 300 |
| 14 | <p>* Request and obtain expertise clearance from the Environmental Protection Agency (EPA)</p> <p>The Environmental Protection Agency will not issue any clearance unless the Health and Fire Departments have previously issued their clearances. By law, this procedure takes 30 days.</p> <p><i>Agency: Environmental Protection Agency (EPA)</i></p> | 30 days | MDL 250 |
| 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> <p><i>Agency: State Service for Verification and Expertise of Projects in Construction</i></p> | 14 days | MDL 3,000 |
| 16 | <p>Request and obtain construction permit from the local City Planning Services Agency (Municipality)</p> <p>According to the Law No. 163 from 09.07.2010 on "permission of construction work", Building Permit is issued within 10 working days from the date of registration of the application. The application shall be accompanied with the following documents:</p> <ul style="list-style-type: none"> a) an extract from the Register of immovable property issued by the local cadastral offices, with the attachment of the cadastral plan and / or plan of the property; b) city planning certificate for project design; c) an extract from the project documentation on the following sections: explanatory note, the general plan (situational plan, alignment plan), facades, color schemes, the project organization of construction | 14 days | MDL 3,902 |

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|------------------|------------------|
| | <p>works, agreement with the chief architect;</p> <p>d) an opinion on the project documentation (sections: general plan, architecture, design) or a single report on the audit of project documentation;</p> <p>e) identification - for individuals or a certificate of registration - for legal entities;</p> <p>f) an agreement on supervision, signed by the applicant (customer) and the designer;</p> <p><i>Agency: City Planning Services Agency (Municipality)</i></p> | | |
| 17 | <p>Notify the construction authorities and the State Construction Inspectorate about the start of construction</p> <p>At least 5 days before starting construction, BuildCo must notify the construction authorities in writing. The written notification is submitted in person and must be also filed with the State Construction Inspectorate 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 BuildCo to provide valid proof of the legality of the start of construction work.</p> <p><i>Agency: Construction Authorities and State Construction Inspectorate</i></p> | 1 day | no charge |
| 18 | <p>Receive inspection on foundation works by State Construction Inspectorate</p> <p><i>Agency: State Construction Inspectorate</i></p> | 1 day | no charge |
| 19 | <p>Receive inspection on structure works by State Construction Inspectorate</p> <p><i>Agency: State Construction Inspectorate</i></p> | 1 day | no charge |
| 20 | <p>Receive inspection on roof works by State Construction Inspectorate</p> <p><i>Agency: State Construction Inspectorate</i></p> | 1 day | no charge |

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|------------------|------------------|
| 21 | <p>Request and connect to water and sewage services</p> <p>BuildCo requests a connection from the utilities. BuildCo must extend the pipelines to the connection points. The inspector visits the site, approves the connection by sealing it, and opens the water shafts.</p> <p><i>Agency: Apa Canal</i></p> | 22 days | MDL 1,056 |
| 22 | <p>Request and obtain approval of construction works from Health Department</p> <p>After finishing the construction, BuildCo has to prepare a protocol of completion of construction works and obtain approval from each member of the working commission separately.</p> <p><i>Agency: Health Department</i></p> | 18 days | no charge |
| 23 | <p>Request and obtain approval of construction works from Fire Department</p> <p>After finishing the construction, BuildCo has to prepare a protocol of completion of construction works and obtain approval from each member of the working commission separately.</p> <p><i>Agency: Fire Department</i></p> | 10 days | no charge |
| 24 | <p>Receive final inspection by State Construction Inspectorate and sign the act of completion of construction</p> <p><i>Agency: State Construction Inspectorate</i></p> | 1 day | no charge |
| 25 | <p>Request and obtain the act of completion of construction works by the Working Commission</p> <p>After the completion of construction, BuildCo obtains approvals from Sanitary and Fire authorities and convenes the Working Commission. The final approval is made by the chair of the 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).</p> <p>According to the same cabinet decision, the Commission is to be created within 15 days. However, that time limit is not respected in practice.</p> <p><i>Agency: Working Commission (Water and Sewage Authority, Health Department, Power Services and Fire Department)</i></p> | 31 days | no charge |

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|------------------|------------------|
| 26 | <p>* Request and receive the occupancy permit by the State Commission (Ministry of Construction)</p> <p>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 Health Department, the Bureau of Technical Inventory (BTI), and the Fire Department, among others.</p> <p>As a rule, the Commission does not meet. Instead, BuildCo must 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.</p> <p><i>Agency: State Commission (Ministry of Construction)</i></p> | 60 days | MDL 330 |
| 27 | <p>Register the building at the Bureau of Technical Inventory (BTI)</p> <p>Seals are put on six copies of the blueprints; BuildCo is given one copy.</p> <p><i>Agency: Bureau of Technical Inventory (BTI)</i></p> | 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 of economies on the ease of getting electricity is determined by sorting their distance to frontier scores for getting electricity. These scores are the simple average of the distance to frontier scores for each of the component indicators. To make the data comparable across economies, several assumptions are used.

The warehouse:

- Is owned by a local entrepreneur, located in the economy's largest business city, in an area where other warehouses are located. For the 11 economies with a population of more than 100 million, data for a second city have been added.
- Is not in a special economic zone where the connection would be eligible for subsidization or faster service.
- Is located in an area with no physical constraints (ie. property not near a railway).
- Is a new construction being connected to electricity for the first time.
- Is 2 stories, both above ground, with a total surface of about 1,300.6 square meters (14,000 square feet), is built on a plot of 929 square meters (10,000 square feet), is used for storage of refrigerated goods

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 area where the warehouse is located. Included only negligible length in the customer's private domain.
- 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 26880 kilowatt hour (kWh). The internal electrical wiring has been completed.

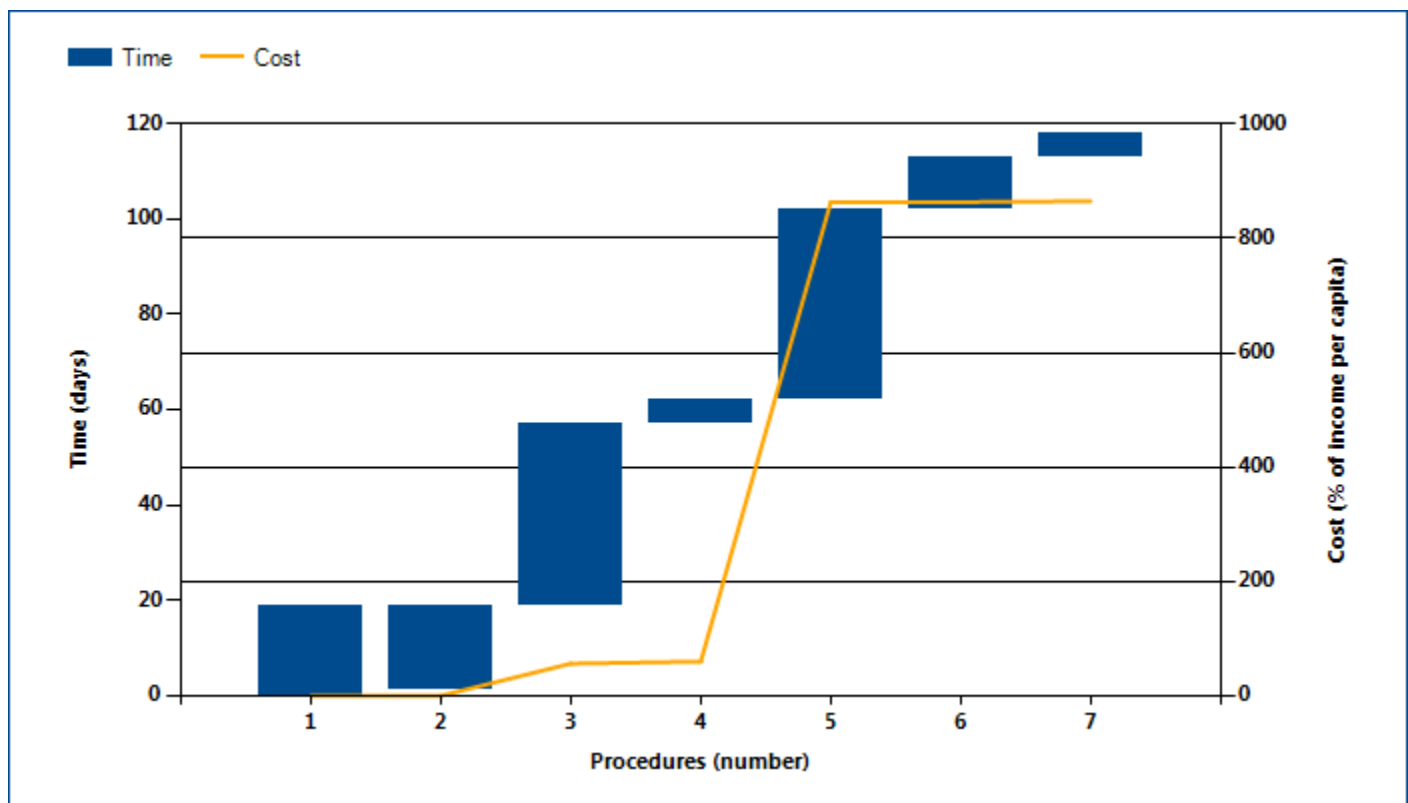
GETTING ELECTRICITY

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 7.0 procedures, takes 118.0 days and costs 865.1% of income per capita (figure 4.1).

Most indicator sets refer to a case scenario in the largest business city of an economy, except for 11 economies for which the data are a population-weighted average of the 2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

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.

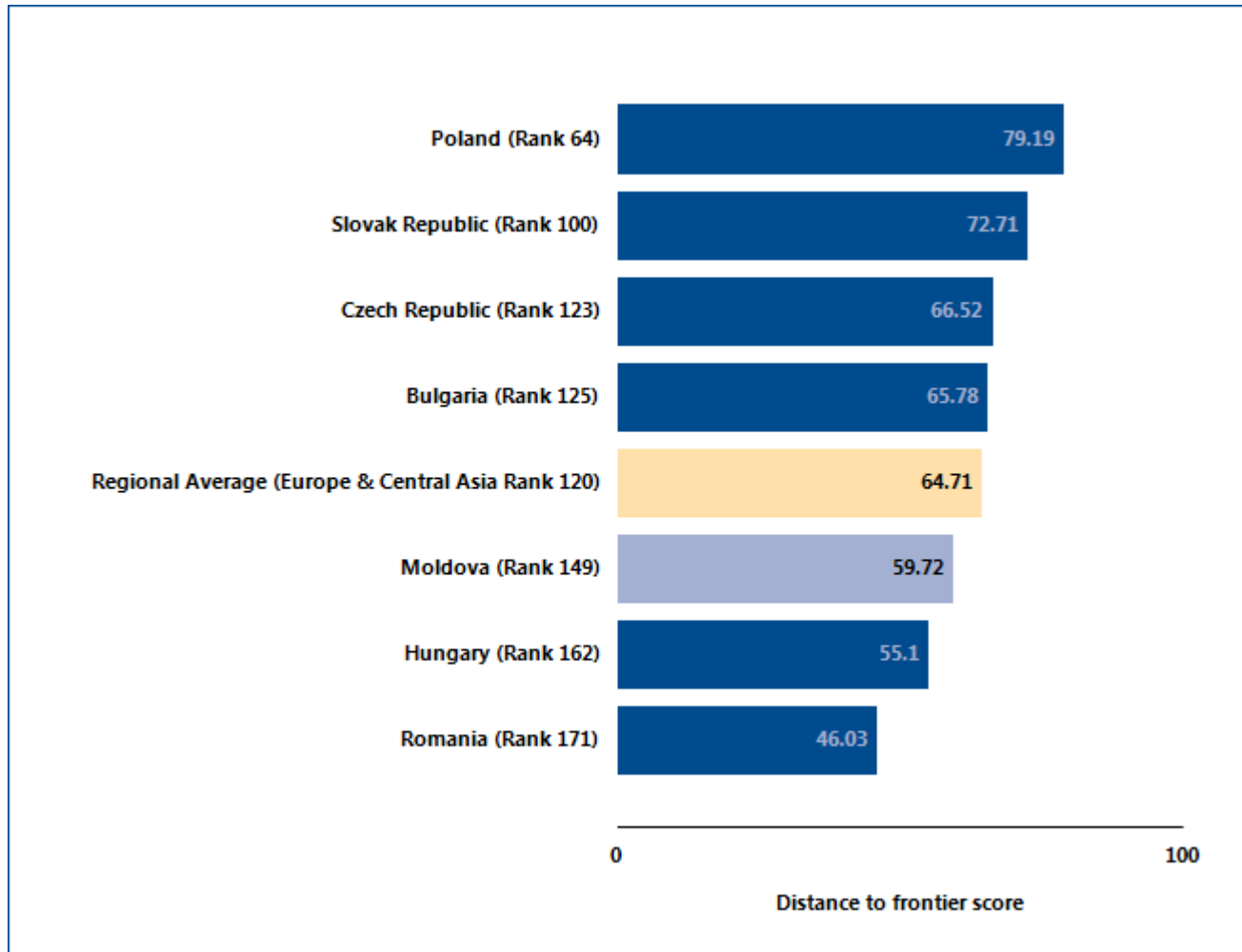
Source: *Doing Business* database.

GETTING ELECTRICITY

Globally, Moldova stands at 149 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

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

Name of utility: ICS RED Union Fenosa S.A.

City: Chisinau

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.

Table 4.2 Summary of time, cost and procedures for getting electricity in Moldova -

| 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 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; Urban Planning certificate. 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> <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 not present.</p> <p><i>Agency: ICS RED Union Fenosa S.A.</i></p> | 19 calendar days | MDL 0 |
| 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 not present.</p> <p><i>Agency: ICS RED Union Fenosa S.A.</i></p> | 1 calendar day | MDL 0 |

| 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> <p>The project institute obtains approvals in various government agencies at least in the following agencies:</p> <ol style="list-style-type: none"> 1. Natural gas provider (Kishineu gas) 2. Trolley Bus company 3. Zelentrest 4. Road Police 5. Termocom (heating service provider) 6. Urban planning department of the municipality 7. Moltetelecom (this is telephone provider. The road might be crossing tel. lines) 8. Fenosa <p><i>Agency: Private electrical design company</i></p> | 38 calendar days | MDL 17,500 |
| 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> <p><i>Agency: Ministry of Transportation</i></p> | 5 calendar days | MDL 1,100 |
| 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</p> | 40 calendar days | MDL 250,000 |

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|------------------|------------------|
| | <p>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> <p><i>Agency: Private electrical installation company</i></p> | | |
| 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> <p><i>Agency: State Energy Inspectorate</i></p> | 11 calendar days | MDL 0 |
| 7 | <p>Sign a supply contract and 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 on division of responsibilities which acts as a supplement to the supply contract and prepares supply contract.</p> <p><i>Agency: ICS RED Union Fenosa S.A.</i></p> | 5 calendar days | MDL 500 |

* 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 of economies on the ease of registering property is determined by sorting their distance to frontier scores for registering property. These scores are the simple average of the distance to frontier scores for each of the component indicators. 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 and perform general commercial activities.
- Are located in the economy's largest business city².
- Have 50 employees each, all of whom are nationals.

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.
- Property will be transferred in its entirety.

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 city²

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 recorded as ½ day.

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

- Is located in a periurban commercial zone, and no rezoning is required.
- Has no mortgages attached, 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.

² For the 11 economies with a population of more than 100 million, data for a second city have been added.

REGISTERING PROPERTY

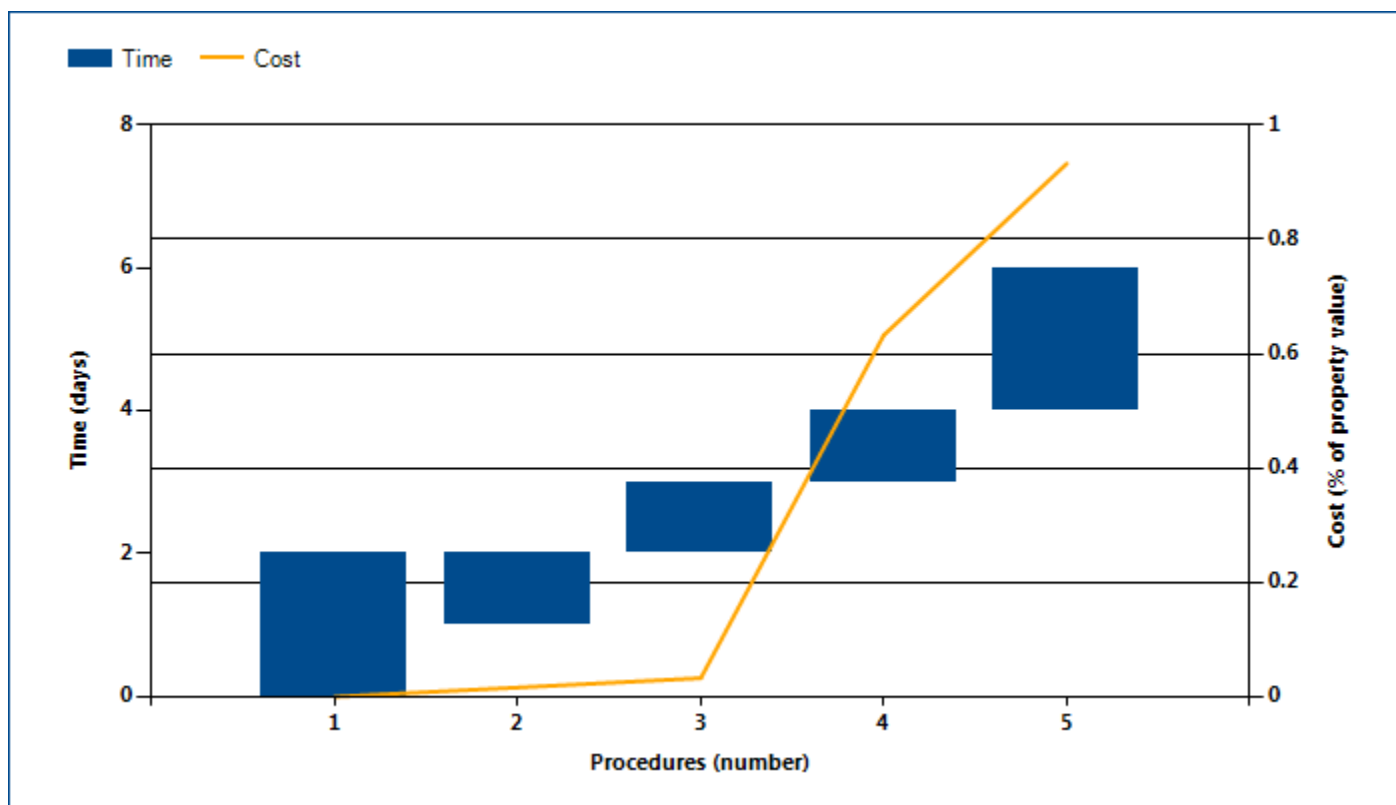
Where does the economy stand today?

What does it take to complete a property transfer in Moldova? According to data collected by *Doing Business*, registering property there requires 5.0 procedures, takes 5.5 days and costs 0.9% of the property value (figure 5.1).

Most indicator sets refer to a case scenario in the largest business city of an economy, except for 11 economies for

which the data are a population-weighted average of the 2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

Figure 5.1 What it takes to register property in Moldova -



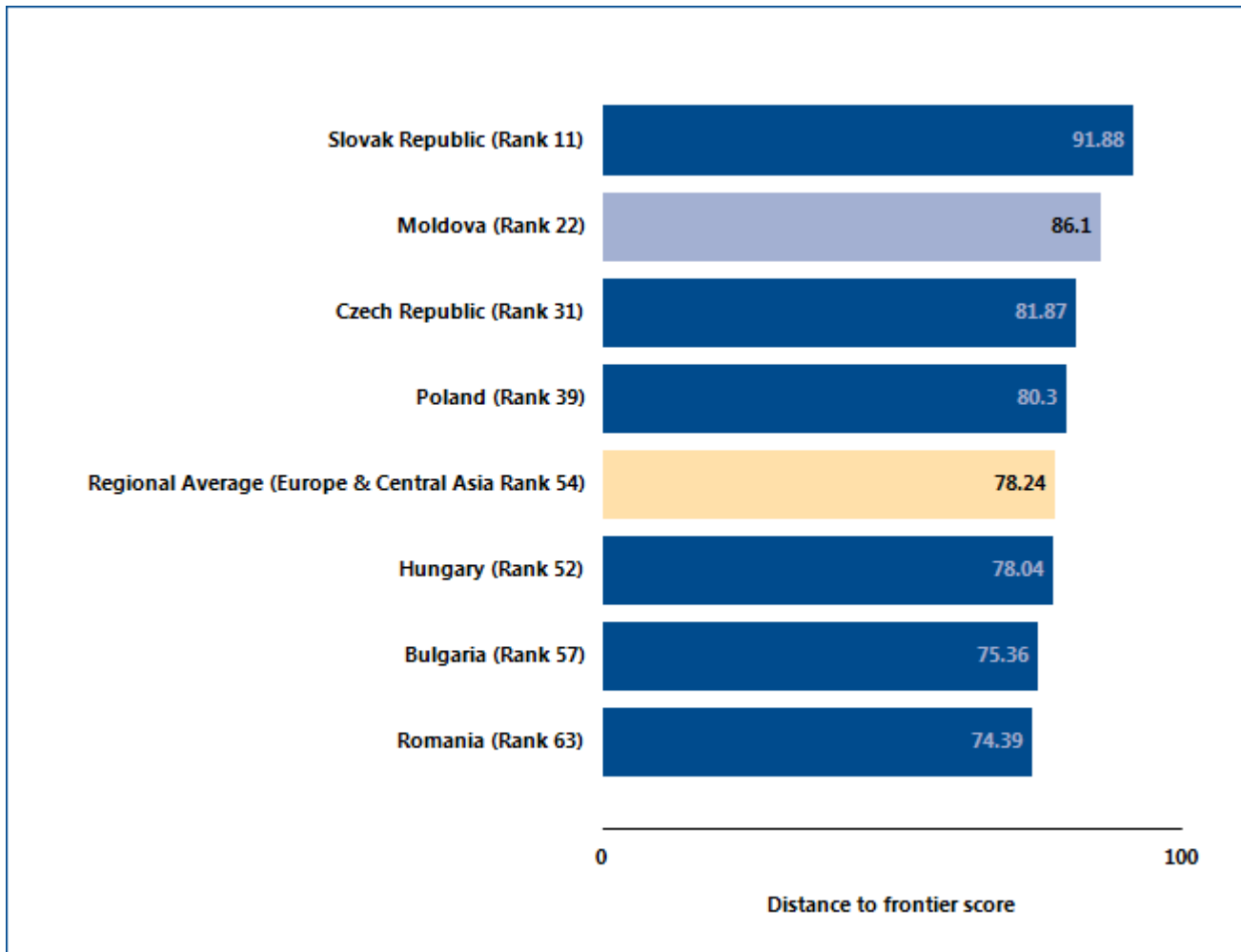
Note: Time shown in the figure above may not reflect simultaneity of procedures. Online procedures account for 0.5 days in the total time calculation. For more information on the methodology of the registering property indicators, see the *Doing Business* website (<http://www.doingbusiness.org>). For 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 22 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

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 from DB2010 to DB2015

| DB year | Reform |
|---------------|---|
| DB2010 | Moldova made registering property easier and less time consuming by eliminating the requirement for a cadastral sketch. |

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 | |
|----------------------------|---------------|
| Property value: | MDL 1,555,336 |
| City: | Chisinau |

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

Table 5.2 Summary of time, cost and procedures for registering property in Moldova

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|--|--|
| 1 | <p>Obtain a tax clearance certificate from the Tax Office</p> <p>A 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><i>Agency: Tax Office</i></p> | 2 days (simultaneous with procedures 1 & 2) | no cost |
| 2 | <p>* Obtain the Excerpt from the State Register of Legal Entities</p> <p>"The following ought to be persented 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"> - the Buyer's and the Seller's registration certificates / decisions on registration of the companies (original); - a 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 consitutive 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; - an evaluation certificate issued by the Territorial Cadastral Office; - a tax clearance certificate obtained by the Seller as per Procedure 3. <p>In particular cases the notary can require that the parties produce /</p> | "3 business days (standard option) or 3 calendar days (faster option) or 1 business day (faster option) or 1 holiday / non-business day, within 4 business hours or 1 business hour (the fastest options)(simultaneous with procedures 1 & 3)" | "MDL 63 the excerpt to be issued within 3 business days; MDL 126 the excerpt to be 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. |

| No. | Procedure | Time to complete | Cost to complete |
|-----|--|---|--|
| | <p>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>"</p> <p><i>Agency: State Registration Chamber</i></p> | | MDL 1 / excerpt)." |
| 3 | <p>* Obtain the extract from the Cadastral registry and the 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).</p> <p>Also, a 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><i>Agency: Territorial Cadastral Office</i></p> | "Less than a day (online procedure); expedited option - 1 business day; standard option - 3 business days (simultaneous with procedures 1 & 2)" | Cost for each of the certificates is: MDL 51 (regular service) to be issued within 3 business days; or MDL 255 (expedited service) to be issued within 3 business day |
| 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</p> | 1 day | "MDL 0.5% of agreement price (state tax) + Notary's fees according to the values determined in the following according to following fee schedule: Up to MDL 20,000 - fee is 1,3 %, but not less than MDL |

| No. | Procedure | Time to complete | Cost to complete |
|----------|---|--|---|
| | <p>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>"</p> <p><i>Agency: Public Notary</i></p> | | <p>180From MDL 20,001 to 50,000 - fee is 1.0%From MDL 50,001 to 100,000 - fee is 0.9%From MDL 100,001 to 200,000 - fee is 0.8%From MDL 200,001 to 400,000 - fee is 0.6%From MDL 400,001 to 600,000 - fee is 0.5%From MDL 600,001 to 800,000 - fee is 0.3%From MDL 800,001 to 1,000,000 - fee is 0.2%More than MDL 1,000,001 - fee is 0.1%</p> |
| <p>5</p> | <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 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>"7 business days (standard option); 3 business days (faster option); or1 business day (fastest option)"</p> | <p>MDL 748 for registration within 3 business days (standard option);MDL 2,244 for registration within business days (faster option); andMDL 4666.01 for registration within 1 business day (fastest option).The size of fee is calculated on the basis of the transaction price.</p> |

| No. | Procedure | Time to complete | Cost to complete |
|-----|---|------------------|------------------|
| | <i>Agency: Territorial Cadastral Office</i> | | |

* 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 credit registry or a 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 two case scenarios, Case A and Case B, 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 (for more details on each case, see the Data Notes section of the *Doing Business 2015* report). These scenarios assume that the borrower:

- Is a private limited liability company.
- Has its headquarters and only base of operations in the largest business city. For the 11 economies with a population of more than 100 million, data for a second city have been added.

WHAT THE GETTING CREDIT INDICATORS MEASURE

Strength of legal rights index (0–12)³

Rights of borrowers and lenders through collateral laws

Protection of secured creditors' rights through bankruptcy laws

Depth of credit information index (0–8)⁴

Scope and accessibility of credit information distributed by credit bureaus and credit registries

Credit bureau coverage (% of adults)

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

Credit registry coverage (% of adults)

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

- Has up to 50 employees.
- Is 100% domestically owned, as is the lender.

The ranking of economies on the ease of getting credit is determined by sorting their distance to frontier scores for getting credit. These scores are the distance to frontier score for the strength of legal rights index and the depth of credit information index.

³ For the legal rights index, 2 new points are added in *Doing Business 2015* for new data collected to assess the overall legal framework for secured transactions and the functioning of the collateral registry.

⁴ For the credit information index, 2 new points are added in *Doing Business 2015* for new data collected on accessing borrowers' credit information online and availability of credit scores.

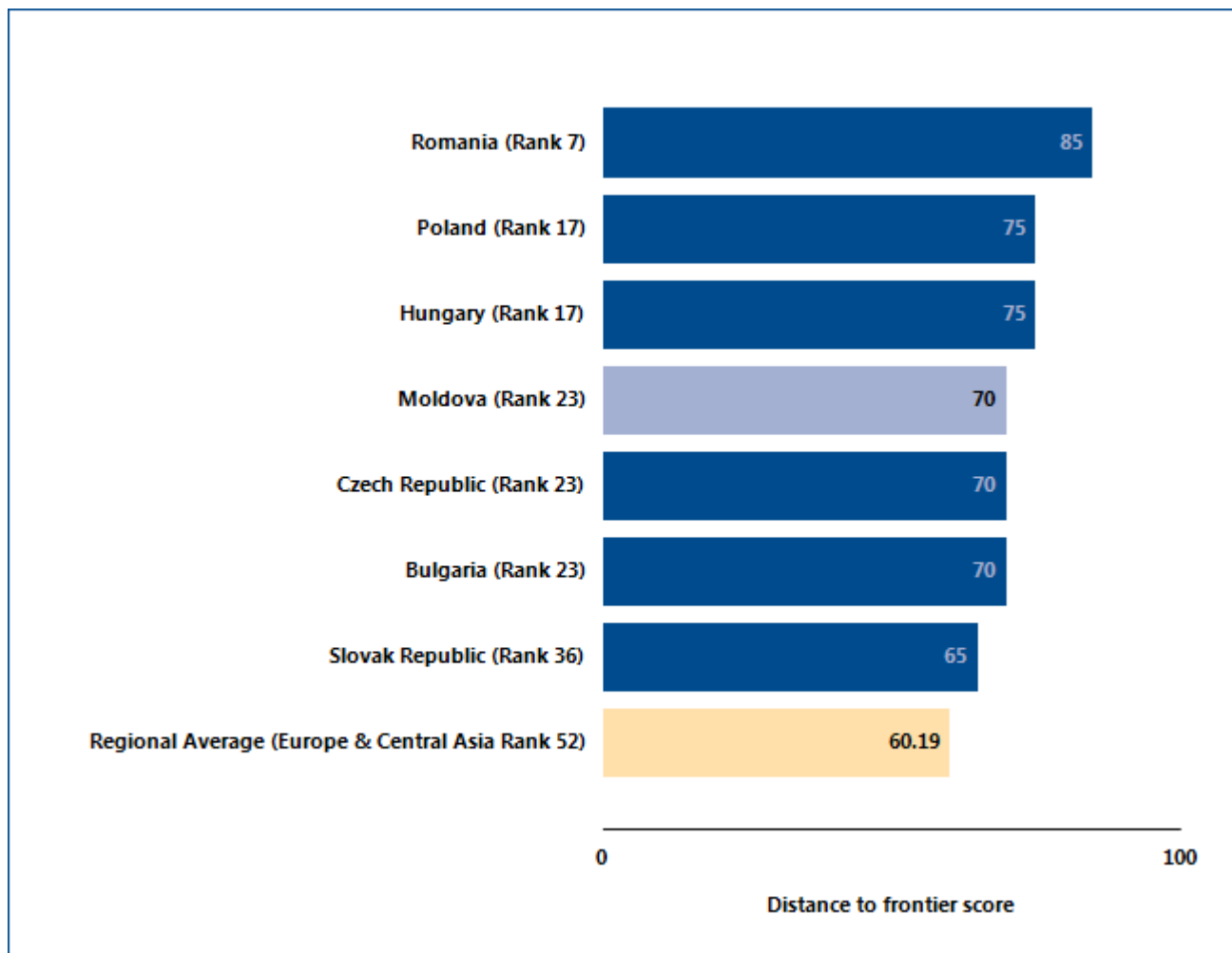
GETTING CREDIT

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 6 on the depth of credit information index and a score of 8 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 23 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.

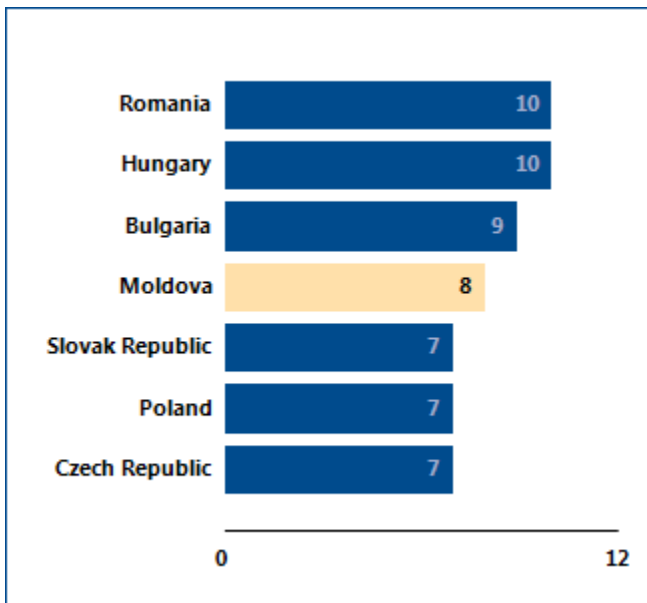
GETTING CREDIT

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 and shows the scores for comparator economies as well as the regional average score. Figure 6.3 shows the same for the depth of credit information index.

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

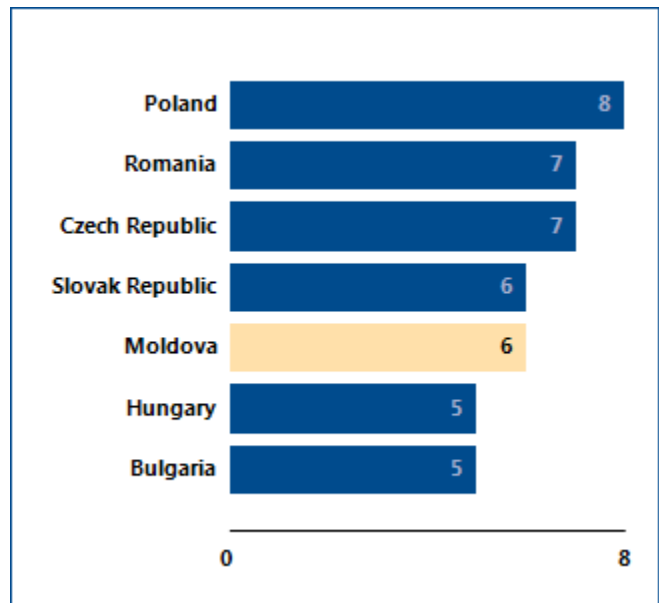
Economy scores on strength of legal rights index



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?

Economy scores on depth of credit information index



Note: Higher scores indicate the availability of more credit information, from either a credit registry or a credit bureau, to facilitate lending decisions. If the credit bureau or registry is not operational or covers less than 5% of the adult population, the total score on the depth of credit information index is 0.
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 6.1)?

Table 6.1 How has Moldova made getting credit easier—or not?
By *Doing Business* report year from DB2010 to DB2015

| DB year | Reform |
|---------------|--|
| DB2012 | Moldova improved its credit information system by establishing its first private credit bureau. |
| 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 8 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 10 aspects related to legal rights in collateral law and 2 aspects in bankruptcy law.

| Strength of legal rights index (0–12) | Index score: 8 |
|---|----------------|
| Does an integrated or unified legal framework for secured transactions that extends to the creation, publicity and enforcement of functional equivalents to security interests in movable assets exist in the economy? | No |
| 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 for both incorporated and non-incorporated entities, that is unified geographically and by asset type, with an electronic database indexed by debtor's name? | Yes |
| Does a notice-based collateral registry exist in which all functional equivalents can be registered? | No |
| Does a modern collateral registry exist in which registrations, amendments, cancellations and searches can be performed online by any interested third party? | No |
| 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 subject to an automatic stay on enforcement when a debtor enters a court-supervised reorganization procedure? Does the law protect secured creditors' rights by providing clear grounds for relief from the stay and/or sets a time limit for it? | Yes |

| Strength of legal rights index (0–12) | Index score: 8 |
|---|-----------------------|
| Does the law allow parties to agree on out of court enforcement at the time a security interest is created? Does the law allow the secured creditor to sell the collateral through public auction and private tender, as well as, for the secured creditor to keep the asset in satisfaction of the debt? | Yes |

| Depth of credit information index (0–8) | Credit bureau | Credit registry | Index score: 6 |
|---|----------------------|------------------------|-----------------------|
| Are data on both firms and individuals distributed? | Yes | No | 1 |
| Are both positive and negative credit data distributed? | Yes | No | 1 |
| Are data from retailers or utility companies - in addition to data from banks and financial institutions - distributed? | No | No | 0 |
| Are at least 2 years of historical data distributed? (Credit bureaus and registries that distribute more than 10 years of negative data or erase data on defaults as soon as they are repaid obtain a score of 0 for this component.) | Yes | No | 1 |
| Are data on loan amounts below 1% of income per capita distributed? | Yes | No | 1 |
| By law, do borrowers have the right to access their data in the credit bureau or credit registry? | Yes | No | 1 |
| Can banks and financial institutions access borrowers' credit information online (for example, through an online platform, a system-to-system connection or both)? | Yes | No | 1 |
| Are bureau or registry credit scores offered as a value-added service to help banks and financial institutions assess the creditworthiness of borrowers? | No | No | 0 |

Note: Prior to *Doing Business 2015*, the depth of credit information index covered only the first 6 features listed above. An economy receives a score of 1 if there is a "yes" to either bureau or registry. If the credit bureau or registry is not operational or covers less than 5% of the adult population, the total score on the depth of credit information index is 0.

| Coverage | Credit bureau (% of adults) | Credit registry (% of adults) |
|-----------------------|--|--|
| Number of firms | 12,300 | 0 |
| Number of individuals | 213,714 | 0 |
| Percent of total | 8.8 | 0.0 |

Source: Doing Business database.

PROTECTING MINORITY INVESTORS

Protecting minority investors matters for the ability of companies to raise the capital they need to grow, innovate, diversify and compete. 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 protection of minority investors from conflicts of interest through one set of indicators and shareholders' rights in corporate governance through another. The ranking of economies on the strength of minority investor protections is determined by sorting their distance to frontier scores for protecting minority investors. These scores are the simple average of the distance to frontier scores for the extent of conflict of interest regulation index and the extent of shareholder governance index. 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 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.

WHAT THE PROTECTING MINORITY INVESTORS INDICATORS MEASURE

Extent of disclosure index (0–10)

Review and approval requirements for related-party transactions ; Disclosure requirements for related-party transactions

Extent of director liability index (0–10)

Ability of minority shareholders to sue and hold interested directors liable for prejudicial related-party transactions; Available legal remedies (damages, disgorgement of profits, fines, imprisonment, rescission of the transaction)

Ease of shareholder suits index (0–10)

Access to internal corporate documents; Evidence obtainable during trial and allocation of legal expenses

Extent of conflict of interest regulation index (0–10)

Sum of the extent of disclosure, extent of director liability and ease of shareholder indices, divided by 3

Extent of shareholder rights index (0-10.5)

Shareholders' rights and role in major corporate decisions

Strength of governance structure index (0-10.5)

Governance safeguards protecting shareholders from undue board control and entrenchment

Extent of corporate transparency index (0-9)

Corporate transparency on ownership stakes, compensation, audits and financial prospects

Extent of shareholder governance index (0–10)

Sum of the extent of shareholders rights, strength of governance structure and extent of corporate transparency indices, divided by 3

Strength of investor protection index (0–10)

Simple average of the extent of conflict of interest regulation and extent of shareholder governance indices

PROTECTING MINORITY INVESTORS

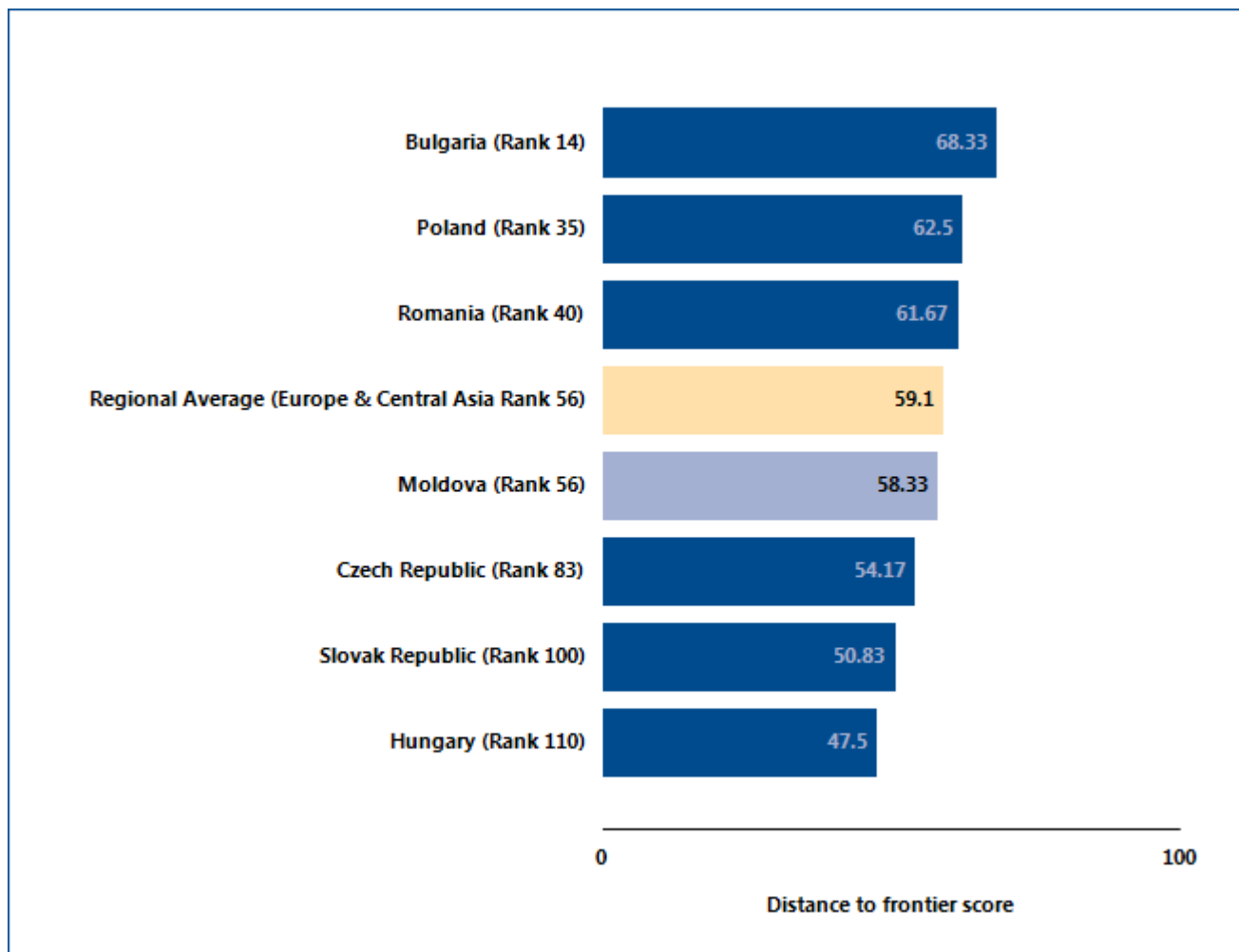
Where does the economy stand today?

How strong are minority investor protections against self-dealing in Moldova? The economy has a score of 5.8 on the strength of minority investor protection index, with a higher score indicating stronger protections.

Globally, Moldova stands at 56 in the ranking of 189 economies on the strength of minority 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 minority investor protections against self-dealing in the areas measured.

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



Source: Doing Business database.

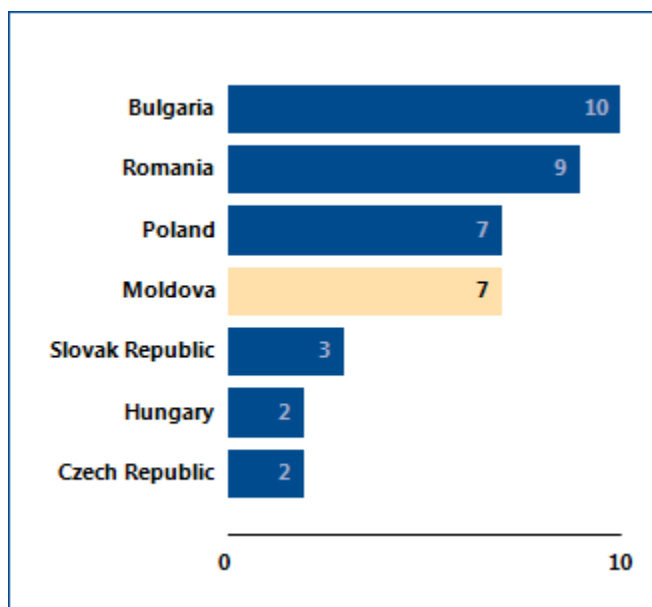
PROTECTING MINORITY INVESTORS

One way to put an economy's scores on the protecting minority investors indicators into context is to see where the economy stands in the distribution of scores across comparator economies. Figures 7.2 through 7.7 highlight the scores on the various minority investor protection

indices for Moldova in 2014. A summary of scoring for the protecting minority investors indicators at the end of this chapter provides details on how the indices were calculated.

Figure 7.2 How extensive are disclosure requirements?

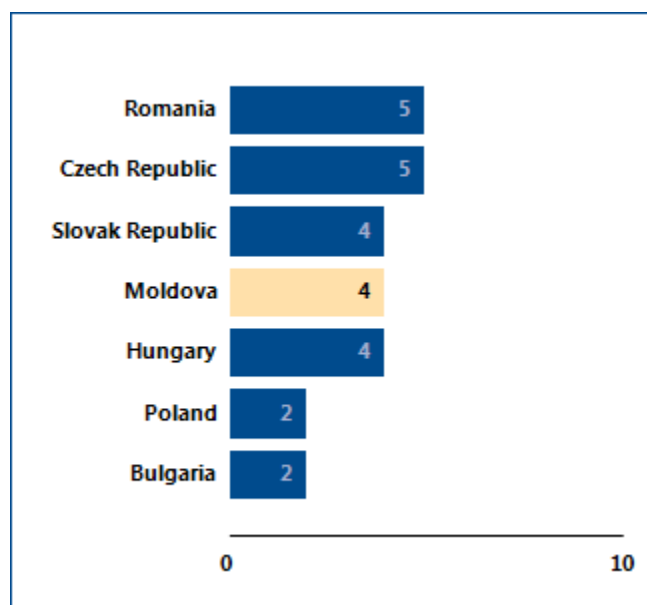
Extent of disclosure index (0-10)



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

Figure 7.3 How extensive is the liability regime for directors?

Extent of director liability index (0-10)

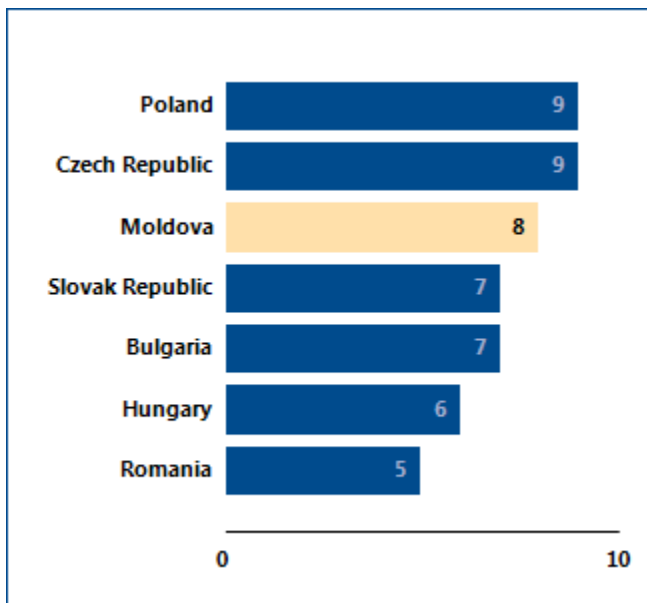


Note: Higher scores indicate greater liability of directors.
Source: Doing Business database.

PROTECTING MINORITY INVESTORS

Figure 7.4 How easy is accessing internal corporate documents?

Ease of shareholder suits index (0-10)



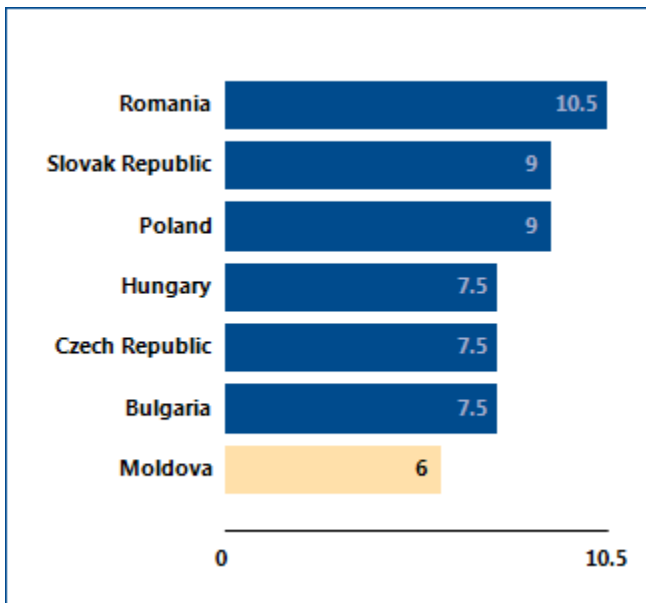
Note: Higher scores indicate greater minority shareholder access to evidence before and during trial.

Source: Doing Business database.

PROTECTING MINORITY INVESTORS

Figure 7.5 How extensive are shareholder rights?

Extent of shareholder rights index (0-10.5)

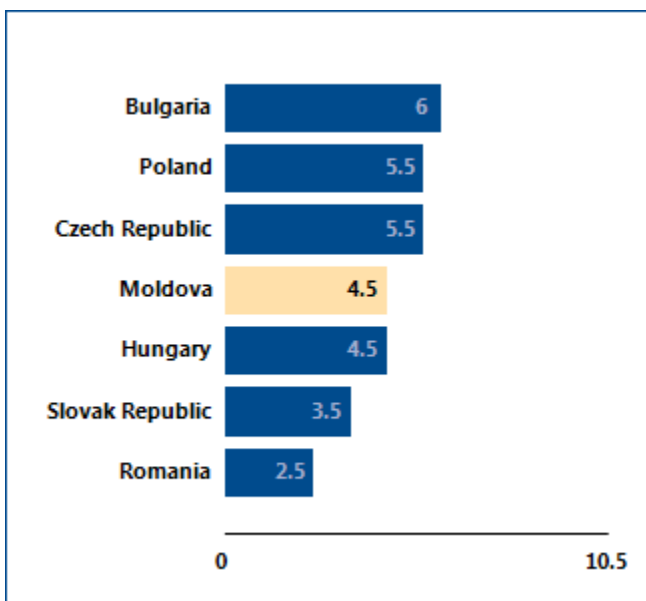


Note: The higher the score, the stronger the protections.

Source: Doing Business database.

Figure 7.6 How strong is the governance structure?

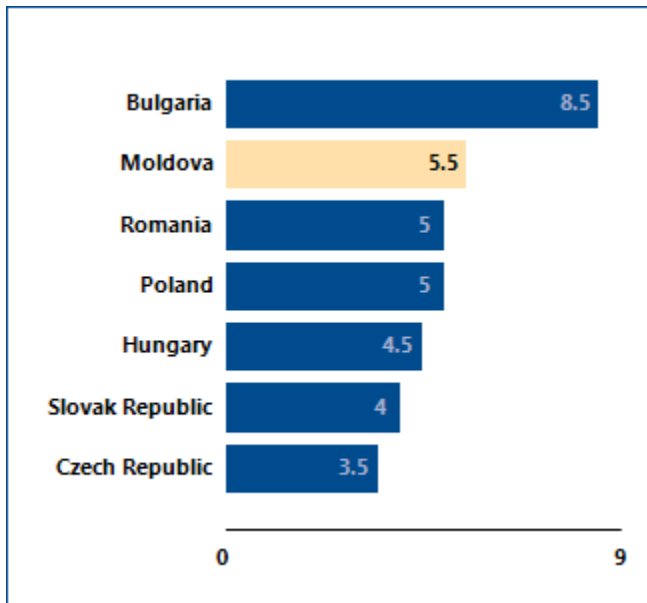
Strength of governance structure index (0-10.5)



Note: Higher scores indicate more stringent governance structure requirements.

Source: Doing Business database.

Figure 7.7 How extensive is corporate transparency?

Extent of corporate transparency index (0-9)

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

PROTECTING MINORITY 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 minority investor protections may move ahead on different fronts—such as through new or amended company laws, securities regulations or civil procedure rules. What minority investor protection reforms has *Doing Business* recorded in Moldova (table 7.1)?

Table 7.1 How has Moldova strengthened minority investor protections—or not?
By *Doing Business* report year from DB2010 to DB2015

| DB year | Reform |
|---------------|---|
| DB2013 | Moldova strengthened investor protections by allowing the rescission of prejudicial related-party transactions. |

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 MINORITY INVESTORS

What are the details?

The protecting minority 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 six indicators on minority investor protection, scores are assigned to each based on a range of conditions relating

to disclosure, director liability, shareholder suits, shareholder rights, governance structure and corporate transparency in a standard case study (for more details, see the Data Notes section of the *Doing Business 2015* report). The summary below shows the details underlying the scores for Moldova.

Table 7.2 Summary of scoring for the protecting minority investors indicators in Moldova

| | Answer | Score |
|---|---|-------|
| Extent of disclosure index (0-10) | | 7.0 |
| Which corporate body can provide legally sufficient approval for the Buyer-Seller transaction? (0-3) | Shareholders excluding interested parties | 3 |
| Is disclosure by the interested director to the board of directors required? (0-2) | Existence of a conflict without any specifics | 1 |
| Is disclosure of the transaction in published periodic filings (annual reports) required? (0-2) | Disclosure on the transaction only | 1 |
| Is immediate disclosure of the transaction to the public and/or shareholders required? (0-2) | Disclosure on the transaction only | 1 |
| Must an external body review the terms of the transaction before it takes place? (0-1) | Yes | 1 |
| Extent of director liability index (0-10) | | 4.0 |
| Can shareholders sue directly or derivatively for the damage caused by the Buyer-Seller transaction to the company? (0-1) | Yes | 1 |
| Can shareholders hold the interested director liable for the damage caused by the transaction to the company? (0-2) | Not liable | 0 |
| Can shareholders hold members of the approving body liable for the damage cause by the transaction to the company? (0-2) | Liable if negligent | 1 |
| Must the interested director pay damages for the harm caused to the company upon a successful claim by a shareholder plaintiff? (0-1) | No | 0 |
| Must the interested director repay profits made from the transaction upon a successful claim by a shareholder plaintiff? (0-1) | No | 0 |
| Can both fines and imprisonment be applied against the interested indrector? (0-1) | No | 0 |
| Can a court void the transaction upon a successful claim by a shareholder plaintiff? (0-2) | Voidable if unfair or prejudicial | 2 |
| Ease of shareholder suits index (0-10) | | 8.0 |
| Before filing suit, can shareholders owning 10% of the company's share capital inspect the transaction documents? (0-1) | Yes | 1 |
| Can the plaintiff obtain any documents from the defendant | Any relevant document | 3 |

| | | |
|---|--------------------------|-----|
| and witnesses during trial? (0-3) | | |
| Can the plaintiff request categories of documents from the defendant without identifying specific ones? (0-1) | Yes | 1 |
| Can the plaintiff directly question the defendant and witnesses during trial? (0-2) | Yes | 2 |
| Is the level of proof required for civil suits lower than that of criminal cases? (0-1) | No | 0 |
| Can shareholder plaintiffs recover their legal expenses from the company? (0-2) | Yes if successful | 1 |
| Strength of minority investor protection index (0-10) | | 5.8 |
| Extent of conflict of interest regulation index (0-10) | | 6.3 |
| Extent of shareholder rights index (0-10.5) | | 6.0 |
| Can shareholders amend company bylaws or statutes with a simple majority? | No | 0 |
| Can shareholders owning 10% of the company's share capital call for an extraordinary meeting of shareholders? | No | 0 |
| Can shareholders remove members of the board of directors before the end of their term. | Yes | 1.5 |
| Must a company obtain its shareholders' approval every time it issues new shares? | Yes | 1.5 |
| Are shareholders automatically granted subscription rights on new shares? | Yes | 1.5 |
| Must shareholders approve the election and dismissal of the external auditor? | Yes | 1.5 |
| Can shareholders freely trade shares prior to a major corporate action or meeting of shareholders? | No | 0 |
| Strength of governance structure index (0-10.5) | | 4.5 |
| Is the CEO barred from also serving as chair of the board of directors? | Yes | 1.5 |
| Must the board of directors include independent board members? | No | 0 |
| Must a company have a separate audit committee? | Yes | 1.5 |
| Must changes to the voting rights of a series or class of shares be approved only by the holders of the affected shares? | Yes | 1.5 |
| Must a potential acquirer make a tender offer to all shareholders upon acquiring 50% of a company? | No | 0 |
| Is cross-shareholding between 2 independent companies limited to 10% of outstanding shares? | No | 0 |
| Is a subsidiary barred from acquiring shares issued by its parent company? | No | 0 |
| Extent of corporate transparency index (0-9) | | 5.5 |
| Must ownership stakes representing 10% be disclosed? | Yes for listed companies | 1 |
| Must information about board members' other directorships as well as basic information on their primary employment be disclosed? | Yes for listed companies | 1 |
| Must the compensation of individual managers be disclosed? | No | 0 |
| Must financial statements contain explanatory notes on significant accounting policies, trends, risks, uncertainties and other factors influencing the reporting? | Yes | 1.5 |
| Must annual financial statements be audited by an external | Yes for listed companies | 1 |

| | | |
|--|--------------------------|------------|
| auditor? | | |
| Must audit reports be disclosed to the public? | Yes for listed companies | 1 |
| Extent of shareholder governance index (0-10) | | 5.3 |

Source: *Doing Business* database.

PAYING TAXES

Taxes are essential. The level of tax rates needs to be carefully chosen—and needless complexity in tax rules avoided. Firms in economies that rank better on the ease of paying taxes in the *Doing Business* study tend to perceive both tax rates and tax administration as less of an obstacle to business according to the World Bank Enterprise Survey research.

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 of economies on the ease of paying taxes is determined by sorting their distance to frontier scores on the ease of paying taxes. These scores are the simple average of the distance to frontier scores for each of the component indicators, with a threshold and a nonlinear transformation applied to one of the component indicators, the total tax rate⁵. The financial statement variables have been updated to be proportional to 2012 income per capita; previously they were proportional to 2005 income per capita. To make the data comparable across economies, several assumptions are used.

- TaxpayerCo is a medium-size business that started operations on January 1, 2012.
- The business starts from the same financial position in each economy. All the taxes and mandatory contributions are recorded at all levels of government.

⁵ The nonlinear distance to frontier for the total tax rate is equal to the distance to frontier for the total tax rate if the total tax rate is greater than the threshold and is equal to the distance to frontier for the total tax rate multiplied by the ratio of the total tax rate to the threshold if the total tax rate is less than the threshold. The threshold is defined as the total tax rate of the 15th percentile of the global distribution for all economies included in the analysis. It is calculated and adjusted on a yearly basis. The second year of operation is recorded for 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. A range of standard deductions and exemptions are also recorded. Taxes and mandatory contributions are recorded at all levels of government. 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 26.1%.

WHAT THE PAYING TAXES INDICATORS MEASURE

Tax payments for a manufacturing company in 2013 (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.

PAYING TAXES

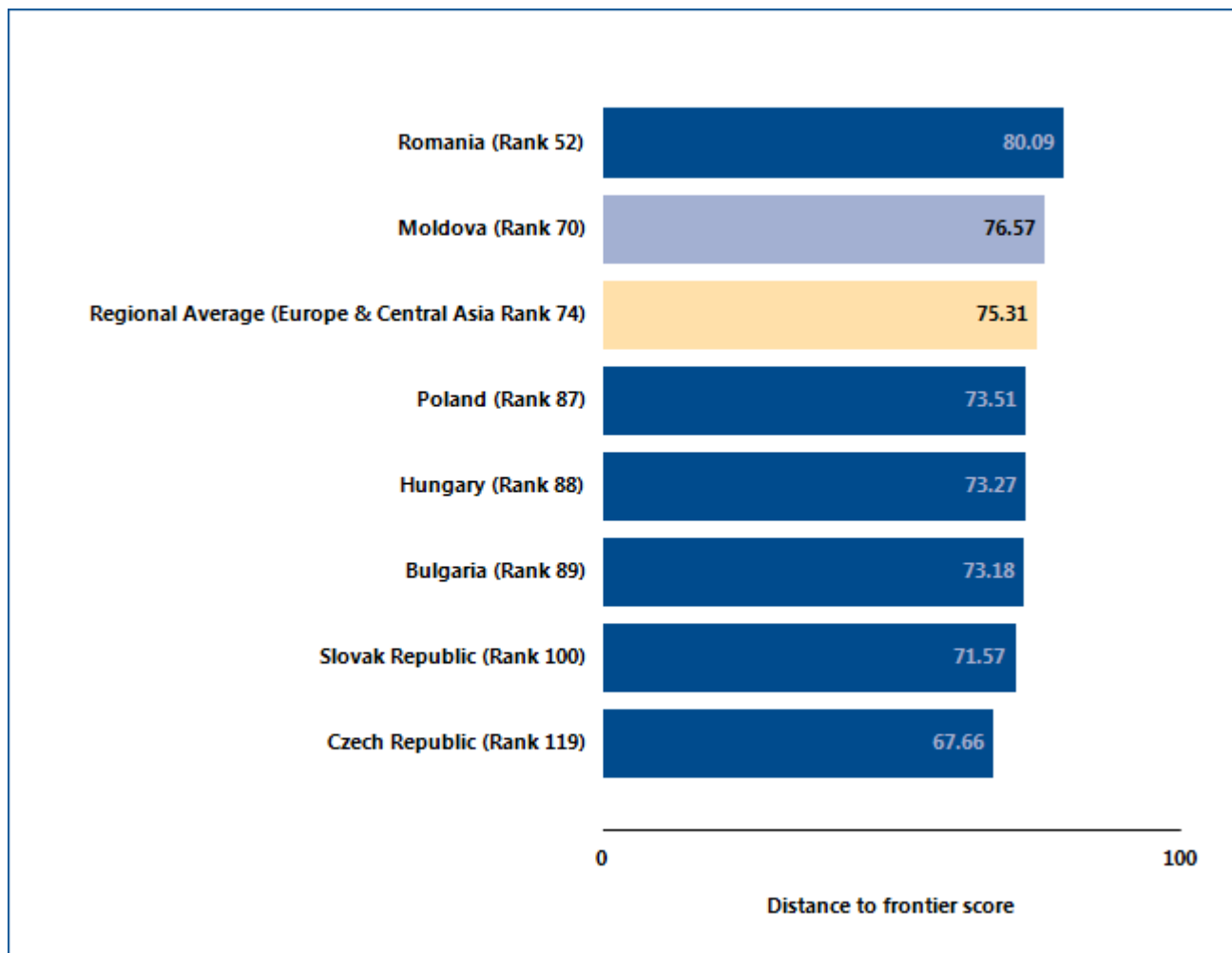
Where does the economy stand today?

What is the administrative burden of complying with taxes in Moldova—and how much do firms pay in taxes? On average, firms make 21.0 tax payments a year, spend 185.0 hours a year filing, preparing and paying taxes and pay total taxes amounting to 39.7% of profit (see the summary at the end of this chapter for details). Most indicator sets refer to a case scenario in the largest business city of an economy, except for 11 economies for which the data are a population-weighted average of the

2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

Globally, Moldova stands at 70 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

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 from DB2010 to DB2015

| DB year | Reform |
|---------|---|
| DB2010 | Moldova made paying taxes less costly for companies by reducing employers' social security contribution rate. |
| DB2011 | Moldova reduced employer contribution rates for social security. |
| 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. |
| DB2015 | Moldova made paying taxes easier for companies by introducing an electronic system for filing and paying social security contributions. On the other hand, it increased the minimum salary used for calculating the environmental tax liability. Furthermore, Moldova increased the employers' health insurance contribution rate and introduced new filing requirements for VAT. |

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 the taxes and contributions that would be paid by a standardized 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 a set of financial statements as well as a standardized list of assumptions and transactions that the company completed during its 2nd year of operation. Respondents are asked how much taxes and mandatory contributions the business must pay and how these taxes are filed and paid.

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.

Table 8.2 Summary of tax rates and administration

| 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 | 1 | online filing | 88 | 23% | gross salaries and other remuneration | 25.9 | |
| Corporate income tax | 1 | online filing | 42 | 12% | taxable profit | 9.3 | |
| Health insurance contribution | 12 | online filing | 0 | 3.5% | gross salaries and other remuneration | 3.9 | |
| Land improvement tax | 1 | online filing | 0 | MDL 80 per employee | number of employees | 0.3 | |
| Road tax | 1 | online filing | 0 | | weight of vehicle | 0.1 | |
| Tax on immovable property | 1 | online filing | 0 | 0.1% | book value of property | 0.1 | |

| 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 tax | 1 | online filing | 0 | MDL 30 per 100 square meters | property area for non evaluated property | 0 | |
| Environmental pollution tax | 1 | online filing | 0 | 0.1% of minimum salary | tons of non-toxic waste | 0 | |
| Fuel tax | 1 | | 0 | | included in fuel price | 0 | small amount |
| Social security contributions - employee paid | 0 | | 0 | 6% | gross salaries and other remuneration | 0 | withheld |
| Health insurance contribution - employee paid | 0 | paid jointly | 0 | 3.5% | gross salaries and other remuneration | 0 | withheld |
| Value added tax (VAT) | 1 | online filing | 55 | 20% | value added | 0 | not included |
| Totals | 21.0 | | 185.0 | | | 39.7 | |

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 predefined stages 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 of economies on the ease of trading across borders is determined by sorting their distance to frontier scores for trading across borders. These scores are the simple average of the distance to frontier scores for each of the component indicators. To make the data comparable across economies, *Doing Business* uses several assumptions about the business and the traded goods.

The business:

- Is located in the economy's largest business city. For the 11 economies with a population of more than 100 million, data for a second city have been added.
- Is a private, limited liability company, domestically owned and does not operate with special export or import privileges.
- Conducts export and import activities, but does not have any special accreditation such as an authorized economic operator status.

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

The traded product:

- Is not hazardous nor includes military items.
- Does not require refrigeration or any other special environment.
- Do not require any special phytosanitary or environmental safety standards other than accepted international standards.
- Is one of the economy's leading export or import products.
- Is transported in a dry-cargo, 20-foot full container load.

TRADING ACROSS BORDERS

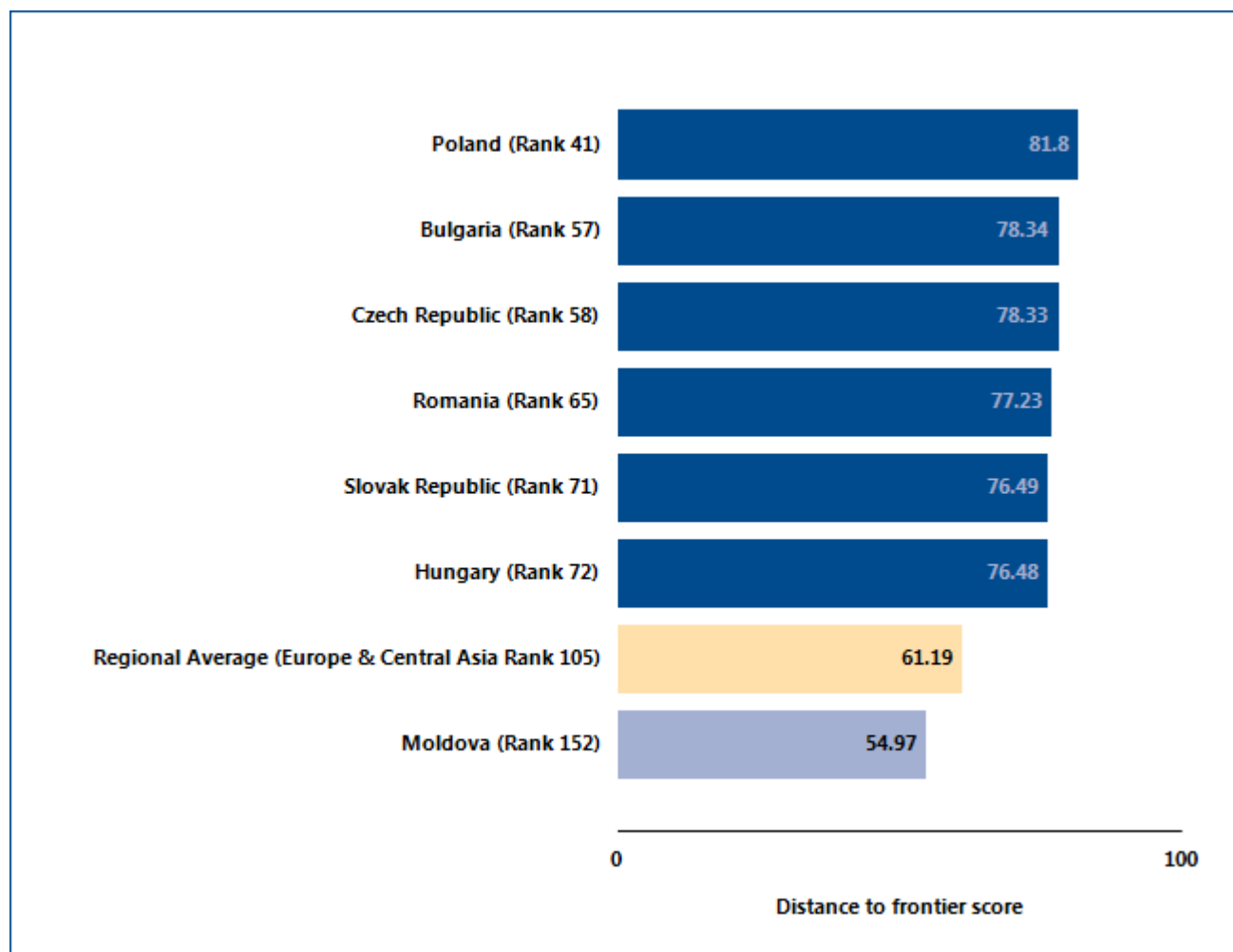
Where does the economy stand today?

What does it take to export or import in Moldova? According to data collected by *Doing Business*, exporting a standard container of goods requires 9 documents, takes 23.0 days and costs \$1510.0. Importing the same container of goods requires 11 documents, takes 27.0 days and costs \$1870.0 (see the summary of four predefined stages and documents at the end of this chapter for details). Most indicator sets refer to a case scenario in the largest business city of an economy, except for 11 economies for which the data are a

population-weighted average of the 2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

Globally, Moldova stands at 152 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 details?

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

LOCATION OF STANDARDIZED COMPANY

Port Name: Odessa, Ukraine

City: Chisinau

The predefined stages, 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.

Table 9.2 Summary of predefined stages and documents for trading across borders in Moldova

| Stages to export | Time (days) | Cost (US\$) |
|------------------------------------|-------------|-------------|
| Customs clearance and inspections | 3 | 70 |
| Documents preparation | 12 | 110 |
| Inland transportation and handling | 4 | 900 |
| Ports and terminal handling | 4 | 430 |
| Totals | 23 | 1,510 |

| Stages to import | Time (days) | Cost (US\$) |
|------------------------------------|-------------|-------------|
| Customs clearance and inspections | 4 | 200 |
| Documents preparation | 17 | 170 |
| Inland transportation and handling | 3 | 900 |
| Ports and terminal handling | 3 | 600 |
| Totals | 27 | 1,870 |

| Documents to export |
|---|
| Bill of lading |
| Certificate of origin |
| Commercial invoice |
| Convention des Marchandises Routiers -- CMR |
| Customs export declaration |
| Loading order (pogruzochnoe poruchenie) |
| Packing list |
| Sales-purchase contract |
| TIR Carnet/ Customs transit declaration |

| Documents to import |
|---|
| Bill of lading |
| Certificate of origin |
| Commercial invoice |
| Convention des Marchandises Routiers -- CMR |
| Copy of the exporter's declaration |
| Customs import declaration |
| Delivery order |
| Document certifying cost of transportation/invoice for transportation |
| Packing list |
| Sales-purchase contract |
| TIR Carnet/ Customs transit declaration |

Source: Doing Business database.

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. For the 11 economies with a population of more than 100 million, data for a second city have been added.
- 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 the income per capita or the equivalent in local currency of USD 5,000, whichever is greater.

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 seller requests a pretrial attachment to secure the claim.
- 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

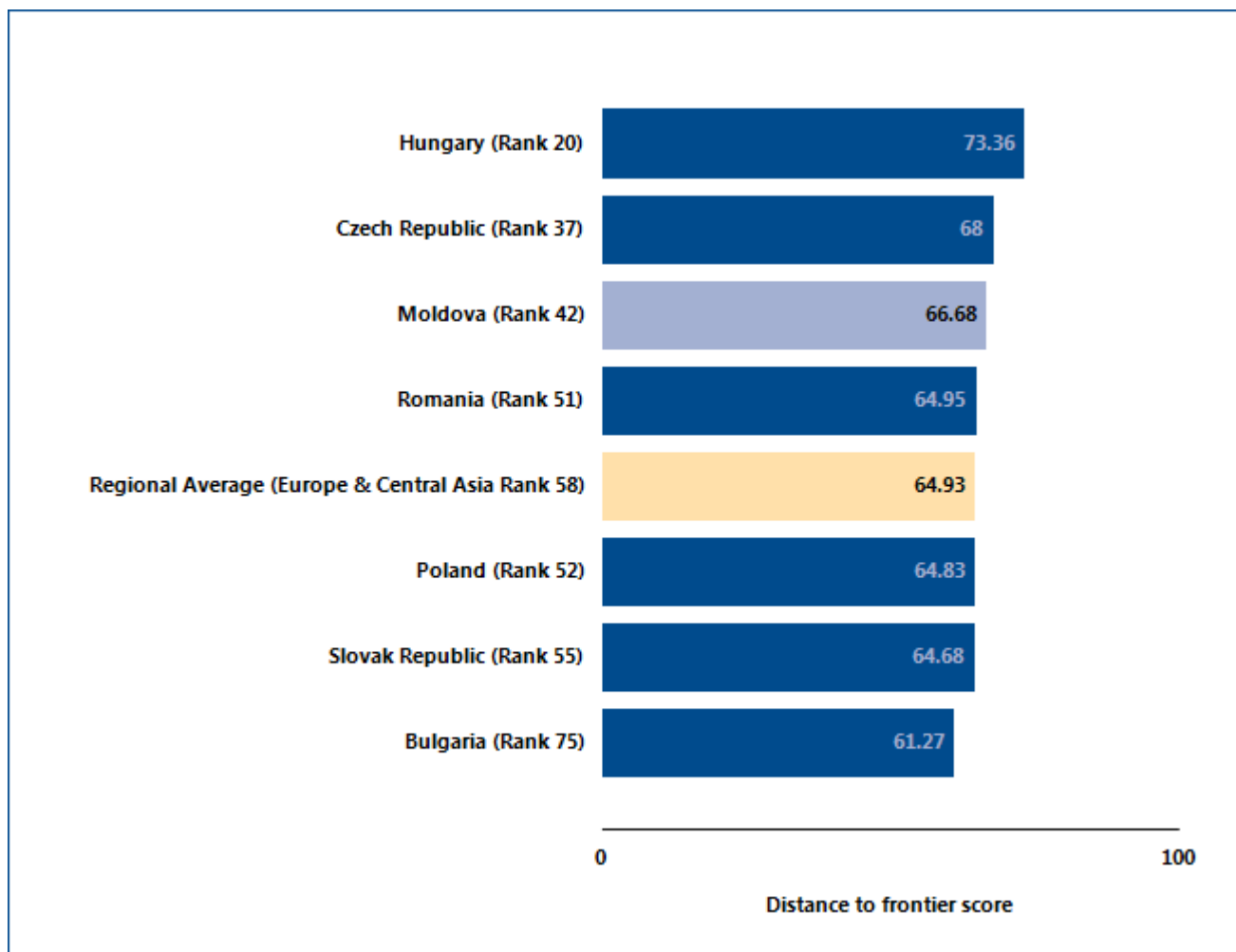
Where does the economy stand today?

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 567.0 days, costs 28.6% of the value of the claim and requires 31.0 procedures (see the summary at the end of this chapter for details). Most indicator sets refer to a case scenario in the largest business city of an economy, except for 11 economies for which the data are a population-weighted average of the 2 largest

business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

Globally, Moldova stands at 42 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

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 from DB2010 to DB2015

| DB year | Reform |
|---------------|---|
| 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. |

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 questionnaires completed by local litigation lawyers (and, in a quarter of the economies covered by *Doing Business*, by judges as well).

| COURT NAME | |
|---------------------|--|
| Claim value: | MDL 64,204 |
| Court name: | Chişinău Regional Court of First Instance |
| City: | Chisinau |

Table 10.2 Summary of time, cost and procedures for enforcing a contract in Moldova

| Indicator | Moldova | Europe & Central Asia average |
|---|---------|-------------------------------|
| Time (days) | 567 | 448 |
| Filing and service | 42 | |
| Trial and judgment | 420 | |
| Enforcement of judgment | 105 | |
| Cost (% of claim) | 28.6 | 25.2 |
| Attorney cost (% of claim) | 10.6 | |
| Court cost (% of claim) | 6.0 | |
| Enforcement Cost (% of claim) | 12.0 | |
| Procedures (number) | 31 | 37 |
| Number of procedures (without bonus points) | 31 | |
| Total number of procedures (including bonus points) | 31 | |

| No. | Procedures |
|-----|--|
| | Filing and service: |
| 1 | Plaintiff requests payment: Plaintiff or his lawyer asks Defendant orally or in writing to comply with the contract. |
| 2 | Plaintiff hires a lawyer: Plaintiff hires a lawyer. |
| * | Plaintiff files a summons and complaint: Plaintiff files a summons and complaint with the court (orally or in writing). |
| * | Plaintiff pays court fees: Plaintiff pays court fees (e.g. court duties, stamp duties, or any other type of court fees). Answer 'yes' even if Plaintiff recovers these costs. |
| 3 | Registration of court case: Registration of court case by the court administration (this can include assigning a reference number to the case). |
| * | Assignment of court case to a judge: Assignment of court case to a judge (through a random procedure, automated system, ruling of an administrative judge, court officer, etc). |
| 4 | Judicial scrutiny of summons and complaint: Judge examines Plaintiff's summons and complaint for formal requirements as a matter of law or standard practice. |
| * | Judge admits summons and complaint: Judge admits summons and complaint (after verifying the formal requirements). |
| * | Mailing of summons and complaint: Court or process server, including (private) bailiff, mails summons and complaint to Defendant. |
| 5 | Attempt at physical delivery: An attempt to physically deliver summons and complaint to Defendant is made. |
| 6 | Second attempt at physical delivery: If a first attempt is not ordinarily successful, a second attempt to physically deliver the summons and complaint to Defendant is required by law or standard practice. (Check 'yes' only if a first attempt at physical delivery is not ordinarily successful) |
| 7 | Substituted service: Substituted service is completed 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. |
| * | Decision on pre-judgment attachment: Judge decides whether to grant Plaintiff's request for pre-judgment attachment of Defendant's property and notifies Plaintiff and Defendant of the decision. |
| 8 | Pre-judgment attachment order: Defendant's property is attached prior to judgment. Attachment order either involves physical attachment, or is achieved by freezing, registering, marking, or otherwise separating and restricting Defendant's movement of specific moveable assets. |
| | Trial and judgment: |
| 9 | Defendant files an answer to Plaintiff's claim: Defendant files a written pleading which includes his answer or defense on the merits of the case (see assumption 4). |

| No. | Procedures |
|-----|--|
| 10 | Adjournments: Court procedure is delayed because one or both parties request and obtain an adjournment to submit written pleadings. Check as 'yes' if this commonly happens. |
| * | 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 5-b). |
| 11 | Notification of court-appointment of independent expert: The court notifies both parties that the court is appointing an independent expert (see assumption 5-b). |
| * | 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 5-b). |
| * | Setting of date(s) for oral hearing or trial: 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 5-a). |
| 13 | Summoning of (expert) witnesses: The court summons (expert) witnesses to appear in court for the oral hearing or trial (see assumption 5-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 as a matter of common practice. |
| 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 | Defendant is formally notified of the judgment: Plaintiff or court formally notifies the Defendant of the judgment. The appeal period starts to run from 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 specified period. Defendant decides not to appeal. Seller decides to start enforcing the judgment when the appeal period ends (see assumption 8). |
| 23 | Order for reimbursement by Defendant of Plaintiff's court fees: The judgment orders Defendant to reimburse Plaintiff for the court fees Plaintiff has advanced, because Defendant has lost the case. |

| No. | Procedures |
|-----|--|
| | Enforcement of judgment: |
| 24 | Plaintiff retains an enforcement agent to enforce the judgment.: Plaintiff retains the services of a court enforcement officer such as a court bailiff or sheriff, or a private bailiff. |
| * | Plaintiff requests an enforcement order: Plaintiff applies to the court to obtain the enforcement order ('seal' on judgment). |
| 25 | Plaintiff advances 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. |
| 28 | Identification of Defendant's assets by court official or Defendant for purposes of enforcement: The judge, a court enforcement officer, a private bailiff or the Defendant himself identifies Defendant's movable assets for the purposes of enforcing the judgment through a sale of Defendant's assets. |
| 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 Plaintiff (and, where applicable, to other creditors, 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 legal entities. These variables are used to calculate the recovery rate, which is recorded as cents on the dollar recouped by secured creditors through reorganization, liquidation or debt enforcement (foreclosure) proceedings. To determine the present value of the amount recovered by creditors, *Doing Business* uses the lending rates from the International Monetary Fund, supplemented with data from central banks and the Economist Intelligence Unit.

In addition, *Doing Business* evaluates the adequacy and integrity of the existing legal framework applicable to liquidation and reorganization proceedings through the strength of insolvency framework index. The index tests whether economies adopted internationally accepted good practices in four areas: commencement of proceedings, management of debtor's assets, reorganization proceedings and creditor participation.

The ranking of the Resolving Insolvency indicator is based on the recovery rate and the total score of the strength of insolvency framework index. The Resolving Insolvency indicator 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.

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

Measures the cents on the dollar recovered by secured creditors

Outcome for the business (survival or not) determines the maximum value that can be recovered

Official costs of the insolvency proceedings are deducted

Depreciation of furniture is taken into account

Present value of debt recovered

Strength of insolvency framework index (0-16)

Sum of the scores of four component indices:

Commencement of proceedings index (0-3)

Management of debtor's assets index (0-6)

Reorganization proceedings index (0-3)

Creditor participation index (0-4)

RESOLVING INSOLVENCY

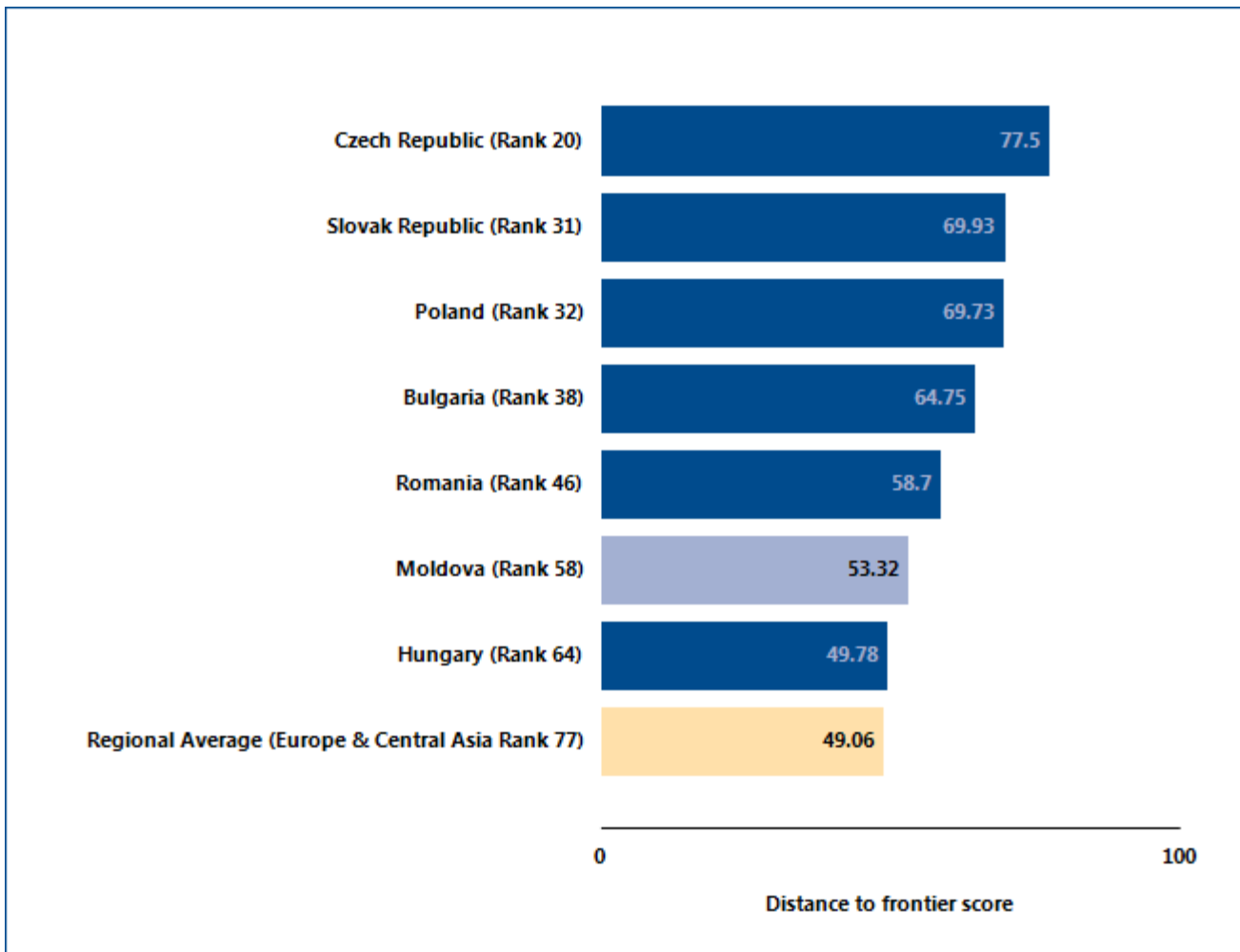
Where does the economy stand today?

Combination of quality regulations and efficient practice 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 15.0% 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 29.4 cents on the dollar. Most indicator sets refer to a case scenario in the largest business city of an economy, except for 11 economies for which the data are a population-weighted average of the 2 largest business cities. See the chapter on distance to frontier and ease of doing business ranking at the end of this profile for more details.

According to data collected by *Doing Business*, Moldova scores 2.5 out of 3 points on the commencement of proceedings index, 4.0 out of 6 points on the management of debtor's assets index, 2.5 out of 3 points on the reorganization proceedings index, and 3.0 out of 4 points on the creditor participation index. Moldova's total score on the strength of insolvency framework index is 12.0 out of 16.

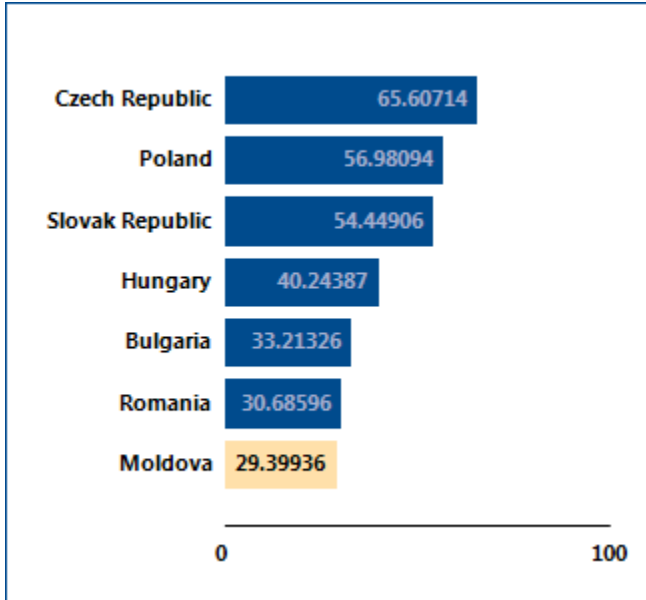
Globally, Moldova stands at 58 in the ranking of 189 economies on the ease of resolving insolvency (figure 11.1). The rankings for comparator economies and the regional average ranking provide other useful benchmarks for assessing the efficiency of insolvency proceedings in Moldova.

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



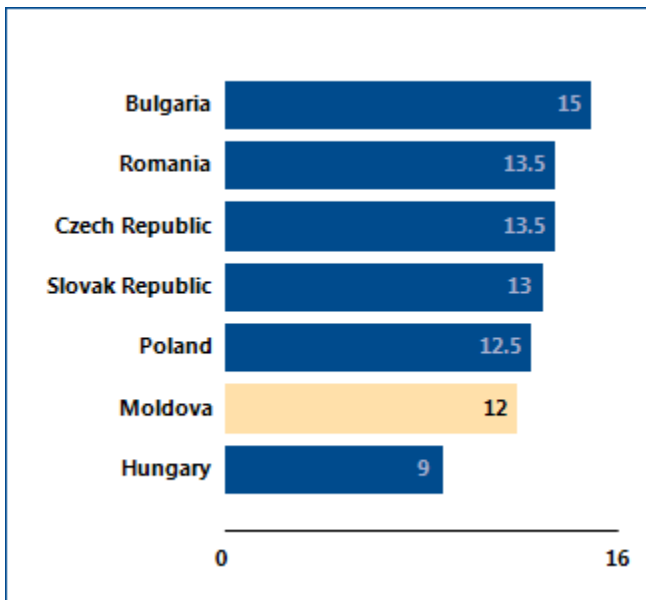
Source: Doing Business database.

Figure 11.2 Recovery Rate (0-100) - Moldova



Source: Doing Business database.

Figure 11.3 Strength of insolvency framework index (0-16) - Moldova



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 from DB2010 to DB2015

| DB year | Reform |
|---------------|---|
| 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.

LABOR MARKET REGULATION

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. This year, for the first time, the indicators measuring flexibility in labor market regulations focus on those affecting the food retail industry, using a standardized case study of a cashier in a supermarket. Also new is that *Doing Business* collects data on regulations applying to employees hired through temporary-work agencies as well as on those applying to permanent employees or employees hired on fixed-term contracts. The indicators also cover additional areas of labor market regulation, including social protection schemes and benefits as well as labor disputes.

Over the period from 2007 to 2011 improvements were made to align the methodology for the labor market regulation indicators (formerly the employing workers indicators) with the letter and spirit of the International Labour Organization (ILO) conventions. Only 6 of the 188 ILO conventions cover areas measured by *Doing Business*: employee termination, weekend work, holiday with pay, night work, protection against unemployment and medical care and sickness benefits. The *Doing Business* methodology is fully consistent with these 6 conventions. The ILO conventions covering areas related to the labor market regulation 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, the Organisation for Economic Co-operation and Development (OECD), civil society and the private sector—to review the methodology for the labor market regulation indicators and explore future areas of research.

A full report with the conclusions of the consultative group is available at:
<http://www.doingbusiness.org/methodology/employing-workers>.

Doing Business 2015 presents the data for the labor market regulation indicators in an annex. The report does not present rankings of economies on these indicators nor include the topic in the aggregate distance to frontier score or ranking on the ease of doing business. Detailed data collected on labor market regulations are available on the *Doing Business* website (<http://www.doingbusiness.org>). The data on labor market regulations 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:

- Is a cashier in a supermarket or a grocery store
- Is a full-time employee
- Is not a member of the labor union, unless membership is mandatory

The business:

- Is a limited liability company (or the equivalent in the economy) with 60 employees.
- Operates a supermarket or grocery store in the economy's largest business city. For 11 economies the data are also collected for the second largest business city.
- Is subject to collective bargaining agreements if such agreements cover more than 50% of the food retail sector and they apply even to firms that are not party to them.
- Abides by every law and regulation but does not grant workers more benefits than those mandated by law, regulation or (if applicable) collective bargaining agreements.

LABOR MARKET REGULATION

What are the details?

The data reported here for Moldova are based on a detailed survey of labor market regulation that is completed by local lawyers and public officials.

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

Difficulty of hiring index

Difficulty of hiring covers 4 areas: (i) whether fixed-term contracts are prohibited for permanent tasks; (ii) the maximum cumulative duration of fixed-term contracts; (iii) the minimum wage for a cashier, age 19, with 1 year of work experience; and (iv) the ratio of the minimum

wage to the average value added per worker. The average value added per worker is the ratio of an economy's GNI 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 applicable to the worker assumed in the case study (US\$/month) | 110.72 |
| Ratio of minimum wage to value added per worker | 0.39 |

Source: *Doing Business* database.

LABOR MARKET REGULATION

Rigidity of hours index

Rigidity of hours covers 7 areas: (i) whether the workweek can extend to 50 hours or more (including overtime) for 2 months in a year to respond to a seasonal increase in workload; (ii) the maximum number of days allowed in the workweek; (iii) the premium for night work (as a percentage of hourly pay); (iv) the premium for work on a weekly rest day (as a percentage of hourly pay); (v) whether there are restrictions on night work; (vi) whether there are restrictions on weekly holiday work; and (vii) the average paid annual leave for workers with 1 year of tenure, 5 years of tenure and 10 years of tenure.

| Rigidity of hours index | Data |
|---|------|
| 50-hour workweek allowed for 2 months a year in case of a seasonal increase in workload? | Yes |
| Maximum working days per week | 6.0 |
| Premium for night work (% of hourly pay) | 50% |
| Premium for work on weekly rest day (% of hourly pay) | 100% |
| Major restrictions on night work? | Yes |
| Major restrictions on weekly holiday? | 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.

LABOR MARKET REGULATION

Difficulty of redundancy index

Difficulty of redundancy index looks at 9 questions: (i) what the length is in months of the maximum probationary period; (ii) whether redundancy is disallowed as a basis for terminating workers; (iii) whether the employer needs to notify a third party (such as a government agency) to terminate 1 redundant worker; (iv) whether the employer needs to notify a third party to terminate a group of 9 redundant workers; (v)

whether the employer needs approval from a third party to terminate 1 redundant worker; (vi) whether the employer needs approval from a third party to terminate a group of 9 redundant workers; (vii) whether the law requires the employer to reassign or retrain a worker before making the worker redundant; (viii) whether priority rules apply for redundancies; and (ix) whether priority rules apply for reemployment.

| Difficulty of redundancy index | Data |
|--|------|
| Maximum length of probationary period (months) | 0.5 |
| 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.

LABOR MARKET REGULATION

Redundancy cost

Redundancy cost 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 considered. One month is recorded as 4 and 1/3 weeks.

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

Source: *Doing Business* database.

Social protection schemes and benefits & Labor disputes

Doing Business collects data on the existence of unemployment protection schemes as well as data on whether employers are legally required to provide health insurance for employees with permanent contracts.

Doing Business also assesses the mechanisms available to resolve labor disputes. More specifically, it collects data on what courts would be competent to hear labor disputes and whether the competent court is specialized in resolving labor disputes.

| Social protection schemes and benefits & Labor disputes indicator | Data |
|--|------|
| Availability of unemployment protection scheme? | Yes |
| Health insurance existing for permanent employees? | Yes |
| Availability of courts or court sections specializing in labor disputes? | Yes |

Source: *Doing Business* database.

DISTANCE TO FRONTIER AND EASE OF DOING BUSINESS RANKING

This year's report presents results for 2 aggregate measures: the distance to frontier score and the ease of doing business ranking, which for the first time this year is based on the distance to frontier score. The ease of doing business ranking compares economies with one another; the distance to frontier score benchmarks economies with respect to regulatory best practice, showing the absolute distance to the best performance on each *Doing Business* indicator. When compared across years, the distance to frontier score shows how much the regulatory environment for local entrepreneurs in an economy has changed over time in absolute terms, while the ease of doing business ranking can show only how much the regulatory environment has changed relative to that in other economies.

Distance to Frontier

The distance to frontier score captures the gap between an economy's performance and a measure of best practice across the entire sample of 31 indicators for 10 *Doing Business* topics (the labor market regulation indicators are excluded). For starting a business, for example, Canada and New Zealand have the smallest number of procedures required (1), and New Zealand the shortest time to fulfill them (0.5 days). Slovenia has the lowest cost (0.0), and Australia, Colombia and 110 other economies have no paid-in minimum capital requirement (table 15.1 in the *Doing Business 2015* report).

Calculation of the distance to frontier score

Calculating the distance to frontier score for each economy involves 2 main steps. First, individual component indicators are normalized to a common unit where each of the 31 component indicators y (except for the total tax rate) is rescaled using the linear transformation $(\text{worst} - y)/(\text{worst} - \text{frontier})$. In this formulation the frontier represents the best performance on the indicator across all economies since 2005 or the third year after data for the indicator were collected for the first time. For legal indicators such as those on getting credit or protecting minority investors, the frontier is set at the highest possible value. For the total tax rate, consistent with the use of a threshold in calculating the rankings on this indicator, the frontier is

defined as the total tax rate at the 15th percentile of the overall distribution for all years included in the analysis. For the time to pay taxes the frontier is defined as the lowest time recorded among all economies that levy the 3 major taxes: profit tax, labor taxes and mandatory contributions, and value added tax (VAT) or sales tax. In addition, the cost to export and cost to import for each year are divided by the GDP deflator, 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.

In the same formulation, to mitigate the effects of extreme outliers in the distributions of the rescaled data for most component indicators (very few economies need 700 days to complete the procedures to start a business, but many need 9 days), the worst performance is calculated after the removal of outliers. The definition of outliers is based on the distribution for each component indicator. To simplify the process, 2 rules were defined: the 95th percentile is used for the indicators with the most dispersed distributions (including time, cost, minimum capital and number of payments to pay taxes), and the 99th percentile is used for number of procedures and number of documents to trade. No outlier was removed for component indicators bound by definition or construction, including legal index scores (such as the depth of credit information index, extent of conflict of interest regulation index and strength of insolvency framework index) and the recovery rate (figure 15.1 in the *Doing Business 2015* report).

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 10 topics: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting minority investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency. More complex aggregation methods—such as principal components and unobserved components—yield a ranking nearly identical to the simple average used by *Doing Business*⁶. Thus *Doing Business* uses the simplest

⁶ See Djankov, Manraj and others (2005). Principal components and unobserved components methods yield a ranking nearly identical to

method: weighting all topics equally and, within each topic, giving equal weight to each of the topic components⁷.

An economy's distance to frontier score is indicated on a scale from 0 to 100, where 0 represents the worst performance and 100 the frontier. All distance to frontier calculations are based on a maximum of 5 decimals. However, indicator ranking calculations and the ease of doing business ranking calculations are based on 2 decimals. The difference between an economy's distance to frontier score in any previous year and its score in 2014 illustrates the extent to which the economy has closed the gap to the regulatory frontier over time. And in any given year the score measures how far an economy is from the best performance at that time.

Treatment of the total tax rate

This year, for the first time, the total tax rate component of the paying taxes indicator set enters the distance to frontier calculation in a different way than any other indicator. The distance to frontier score obtained for the total tax rate is transformed in a nonlinear fashion before it enters the distance to frontier score for paying taxes. As a result of the nonlinear transformation, an increase in the total tax rate has a smaller impact on the distance to frontier score for the total tax rate—and therefore on the distance to frontier score for paying taxes—for economies with a below-average total tax rate than it would have in the calculation done in previous years (line B is smaller than line A in figure 15.2 of the *Doing Business 2015* report). And for economies with an extreme total tax rate (a rate that is very high relative to the average), an increase has a greater impact on both these distance to frontier scores than before (line D is bigger than line C in figure 15.2 of the *Doing Business 2015* report).

The nonlinear transformation is not based on any economic theory of an "optimal tax rate" that minimizes distortions or maximizes efficiency in an economy's

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.

⁷ For getting credit, indicators are weighted proportionally, according to their contribution to the total score, with a weight of 60% assigned to the strength of legal rights index and 40% to the depth of credit information index. Indicators for all other topics are assigned equal weights

overall tax system. Instead, it is mainly empirical in nature. The nonlinear transformation along with the threshold reduces the bias in the indicator 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). In addition, it acknowledges the need of economies to collect taxes from firms.

Calculation of scores for economies with 2 cities covered

For each of the 11 economies for which a second city was added in this year's report, the distance to frontier score is calculated as the population-weighted average of the distance to frontier scores for the 2 cities covered (table 12.1). This is done for the aggregate score, the scores for each topic and the scores for all the component indicators for each topic.

Table 12.1 Weights used in calculating the distance to frontier scores for economies with 2 cities covered

| Economy | City | Weight (%) |
|--------------------|----------------|------------|
| Bangladesh | Dhaka | 78 |
| | Chittagong | 22 |
| Brazil | São Paulo | 61 |
| | Rio de Janeiro | 39 |
| China | Shanghai | 55 |
| | Beijing | 45 |
| India | Mumbai | 47 |
| | Delhi | 53 |
| Indonesia | Jakarta | 78 |
| | Surabaya | 22 |
| Japan | Tokyo | 65 |
| | Osaka | 35 |
| Mexico | Mexico City | 83 |
| | Monterrey | 17 |
| Nigeria | Lagos | 77 |
| | Kano | 23 |
| Pakistan | Karachi | 65 |
| | Lahore | 35 |
| Russian Federation | Moscow | 70 |
| | St. Petersburg | 30 |
| United States | New York | 60 |
| | Los Angeles | 40 |

Source: United Nations, Department of Economic and Social Affairs, Population Division, World Urbanization Prospects, 2014 Revision. <http://esa.un.org/unpd/wup/CD-ROM/Default.aspx>.

Economies that improved the most across 3 or more *Doing Business* topics in 2013/14

Doing Business 2015 uses a simple method to calculate which economies improved the ease of doing business the most. First, it selects the economies that in 2013/14 implemented regulatory reforms making it easier to do business in 3 or more of the 10 topics included in this year's aggregate distance to frontier score. Twenty-one economies meet this criterion: Azerbaijan; Benin; the Democratic Republic of Congo; Côte d'Ivoire; the Czech Republic; Greece; India; Ireland; Kazakhstan; Lithuania; the former Yugoslav Republic of Macedonia; Poland; Senegal; the Seychelles; Spain; Switzerland; Taiwan, China; Tajikistan; Togo; Trinidad and Tobago; and the United Arab Emirates. Second, *Doing Business* sorts these economies on the increase in their distance to frontier score from the previous year using comparable data.

Selecting the economies that implemented regulatory reforms in at least 3 topics and had the biggest improvements in their distance to frontier scores is intended to highlight economies with ongoing, broad-based reform programs. The improvement in the distance to frontier score is used to identify the top improvers because this allows a focus on the absolute improvement—in contrast with the relative improvement shown by a change in rankings—that economies have made in their regulatory environment for business.

Ease of *Doing Business* ranking

The ease of doing business ranking ranges from 1 to 189. The ranking of economies is determined by sorting the aggregate distance to frontier scores, rounded to 2 decimals.

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