

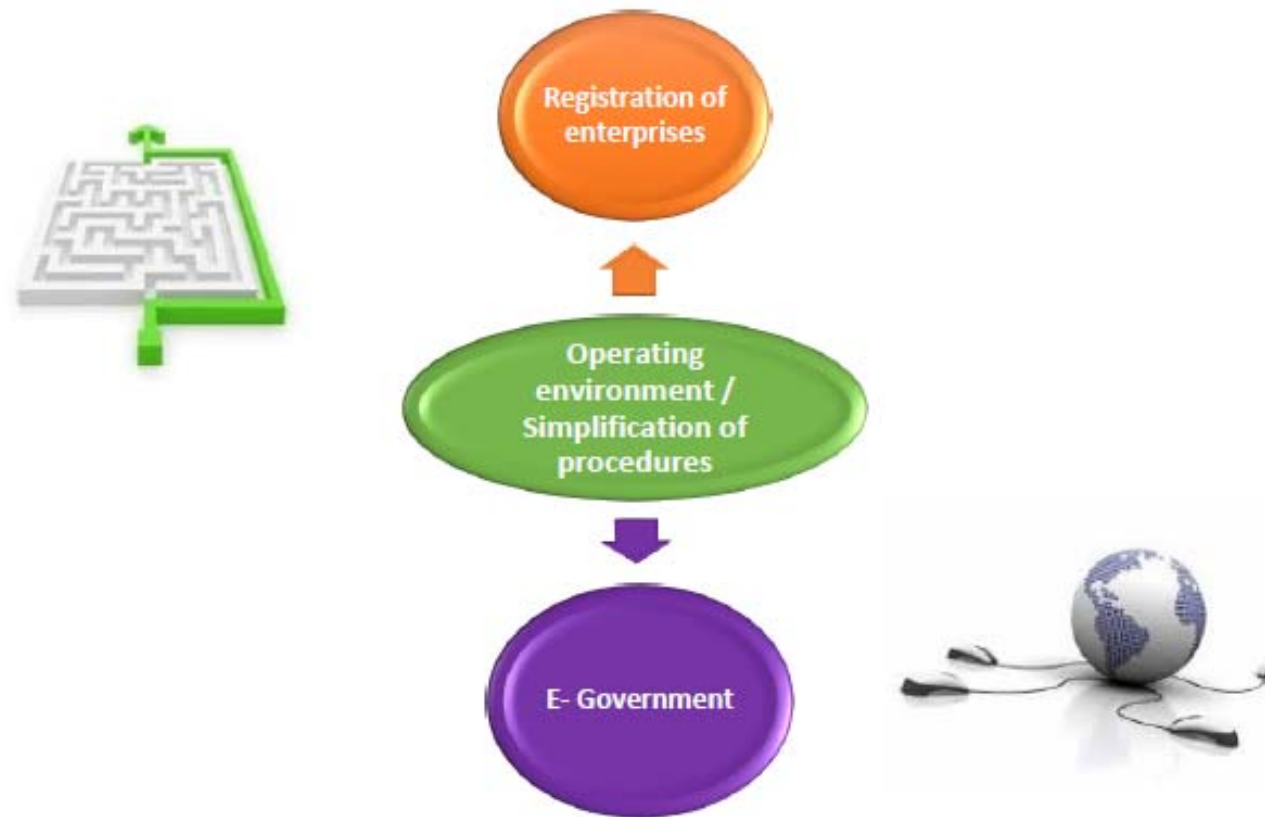


DIMENSION 3 – Operating Environment/ Simplification of Procedures



Dimension 3 – Operating Environment/ Simplification of Procedures

- ✓ This dimension has a clear match in the SEE Index – in the SEE Index, they call this Dimension “Make public administration responsive to SMEs”.



Sub-Dimension 3.1 – Registration of enterprises

- ✓ The proposed IPPPALC sub-dimension 3.1 Registration of enterprises has a clear match in the SEE version of this dimension – in the SEE Index, there is also a company registration sub-dimension.
- ✓ All of the proposed indicators for the LAC study are covered in the SEE questionnaire for this sub-dimension:

3.1	Registration of enterprises	2
3.1.1	Cost of obtaining registration certificates	2
3.1.2	Time for obtaining registration certificates (World Bank, Doing Business)	1
3.1.3	Number of administrative procedures for obtaining registration certificates (World Bank, Doing Business)	1
3.1.4	Cost for the entry into operation of enterprises (World Bank, Doing Business)	2
3.1.5	Time for the entry into operation of enterprises (World Bank, Doing Business)	1
3.1.6	The lack of response is equivalent to consent for registration procedures	2
3.1.7	Capital requirements	2
3.1.8	Registration through Single Windows	3



Sub-dimension 3.1: Registration of enterprises

THEMATIC BLOCK 1: DESIGN AND IMPLEMENTATION

- How many company identification numbers are used in dealing with the public administration?**
- Is there a one-stop-shop in place for company registration?**
- Is online company registration operational?**
- Is the silent-is-consent principle in application?**

THEMATIC BLOCK 2: PERFORMANCE (World Bank Doing Business Indicators)

- What is the number of days for obtaining company registration certificate?**
- What is the number of administrative steps for obtaining a company registration certificate?**
- What is the official cost of obtaining the company registration certificate?**
- What is the number of days for completing the overall company registration process, including compulsory?**
- What are the costs connected with registration (% of GNI per capita)?**
- What is the minimum capital requirement (% of GNI per capita)?**

OPEN QUESTIONS:

- What is the geographic scope of the one-stop-shop?
- Is online company registration available throughout the country? If no, where is it available?



Sub-Dimension 3.2 – E-government

- ✓ The proposed IPPPALC sub-dimension 3.2 E-government and administrative simplification has a clear match in the SEE version of this dimension – in the SEE Index, there is also an E-government sub-dimension
- ✓ **Almost all** of the proposed indicators for the LAC study are covered in the SEE questionnaire for this sub-dimension:

3.2	E-government
<i>3.2.1</i>	<i>Provision of e-government services</i>
3.2.1.1	Tax payments
3.2.1.2	Social security
3.2.1.3	Cadastres
3.2.1.4	Pensions
3.2.1.5	Report on business statistics
3.2.1.6	Virtual registrations
<i>3.2.2</i>	<i>Infrastructure of e-government</i>
3.2.2.1	Updated information in e-government portals
3.2.2.2	Connection among databases on e-government portals
3.2.2.3	User-friendly interfaces in e-government portals
3.2.2.4	Use of digital signatures



Sub-dimension 3.2: E-government

THEMATIC BLOCK 1: PLANNING & DESIGN

Is there a system in place for the online filing of tax returns?

Is there a system in place to allow for online filing of social security returns?

Are there systems in place for online filing of other services:

Pensions

Cadastre

Others

Is there a system in place for online reporting of enterprise statistics?

Is electronic signature in use?

Has a connection been established between the databases of different public institutions?

THEMATIC BLOCK 2: IMPLEMENTATION

If there is a system in place for the online filing of tax returns, is it operational?

If there is a system in place for the online filing of social security returns, is it operational?

If there are systems in place for the online filing of social security returns, are they operational:

Pensions

Cadastre

Others

If there is a system in place for online reporting of enterprise statistics, is it operational?

Is electronic signature integrated with other services of e-government?

Are public institutions able to view each other's data using the online database?

Are SMEs requested information which is already available in the database of another public institution

Does government inform SMEs about the existing e-government system and its modalities?

THEMATIC BLOCK 3: MONITORING AND EVALUATION

Does the government use surveys to collect information about the usage, satisfaction and effectiveness

If yes | Have any adjustments been made to e-government services based on feedback?

OPEN QUESTIONS:

What operations are allowed on e-government software?

How does government inform SMEs about the existing e-government system?



Discussion of Remaining Gaps/Questions

- **Proposed IPPALC sub-dimension 3.2 E-government**
 - Additional questions on updated information in e-government portals and user-friendly interfaces in e-government portals could be added to each of the thematic blocks.
 - The example SEE questionnaire also includes questions on how government informs SMEs of e-government services, in addition to the above.....is this something that LAC countries consider relevant to add?
- **The example SEE questionnaire has an additional sub-dimension on Business licensing that may be useful for LAC countries to consider for their Index:**
 - In the LAC context, it may be useful to add questions related to the relationship between current licensing procedures and informality – if there is an assessment of the weight of the licensing burden.
 - Is this something that LAC countries consider relevant to add? If so, should it be incorporated into the Company registration sub-dimension or added as a new sub-dimension?



Sub-dimension: Business licensing

THEMATIC BLOCK 1: LICENSE PROCEDURES

Is written guidance material on the procedure of how to obtain a license provided to SMEs?

If yes, do the written guidelines specify

the license and permit fees to be paid

the procedure of how to obtain a license

the compliance standards, which need to be in place in order to obtain a license

Are licensing and permit fees based on clear written requirements?

Is there a systematic written methodology being applied to the assessment of supplied proposals?

Are all decisions to grant or not grant a license documented in writing?

Is information collected for a license shared with other authorities?

Are licensing fees complying with the cost-recovery principle?

Is training on new licensing procedures and core principles in granting a license provided to staff?

Has the central government conducted any public awareness campaigns on licensing transparency and

THEMATIC BLOCK 2: MONITORING AND STREAMLINING OF LICENCE SYSTEMS

Is there a plan to review and simplify current licensing procedures?

If yes, has the review already started?

Does the central government have a systematic overview of all the different licensing authorities in the

Is there a central coordination body at the national level that oversees which licences are granted at which

Are SMEs able to give feedback on the licensing process?

Are decisions to grant a license internally reviewed in order to avoid conflict of interest and corruption?

Is there a mechanism to monitor and evaluate officials' compliance with their mandates when doing

Does a regular independent audit of the licenses issued take place?

OPEN QUESTIONS

How are licensing fees calculated?

How often do staff trainings take place?

How does the license review mechanism look like, if there is one place?

