

# Doing Business



2012

## Economy Profile: **Bosnia and Herzegovina**

Doing business in a  
**more transparent world**

COMPARING REGULATION FOR DOMESTIC FIRMS IN 183 ECONOMIES

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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 10 areas in the life cycle of a business: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency.

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 183 economies, from Afghanistan to Zimbabwe, over time. The data set covers 46 economies in Sub-Saharan Africa, 32 in Latin America and the Caribbean, 24 in East Asia and the Pacific, 24 in Eastern Europe and Central Asia, 18 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 Bosnia and Herzegovina. 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, 2011

(except for the paying taxes indicators, which cover the period January–December 2010).

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 2012* presents the indicators, analyzes their relationship with economic outcomes and recommends regulatory reforms. The data, along with information on ordering *Doing Business 2012*, are available on the *Doing Business* website at <http://www.doingbusiness.org>.

## THE BUSINESS ENVIRONMENT

For policy makers trying to improve their economy's regulatory environment for business, a good place to start is to find out how it compares with the regulatory environment in other economies. *Doing Business* provides an aggregate ranking on the ease of doing business based on indicator sets that measure and benchmark regulations applying to domestic small to medium-size businesses through their life cycle. Economies are ranked from 1 to 183 by the ease of doing business index. For each economy the index is calculated as the ranking on the simple average of its percentile rankings on each of the 10 topics included in the index in *Doing Business 2012*: starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency. The ranking on each topic is the simple average of the percentile rankings on its component indicators (see the data notes for more details).<sup>1</sup>

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:** Eastern Europe & Central Asia

**Income category:** Upper middle income

**Population:** 3,759,633

**GNI per capita (US\$):** 4,790.00

**DB2012 rank:** 125

**DB2011 rank:** 127

**Change in rank:** 2

*Note:* See the data notes for sources and definitions.

<sup>1</sup> Except for the ease of getting credit, for which the percentile rankings on its component indicators are weighted, the depth of credit information index at 37.5% and the strength of legal rights index at 62.5%.

## THE BUSINESS ENVIRONMENT

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



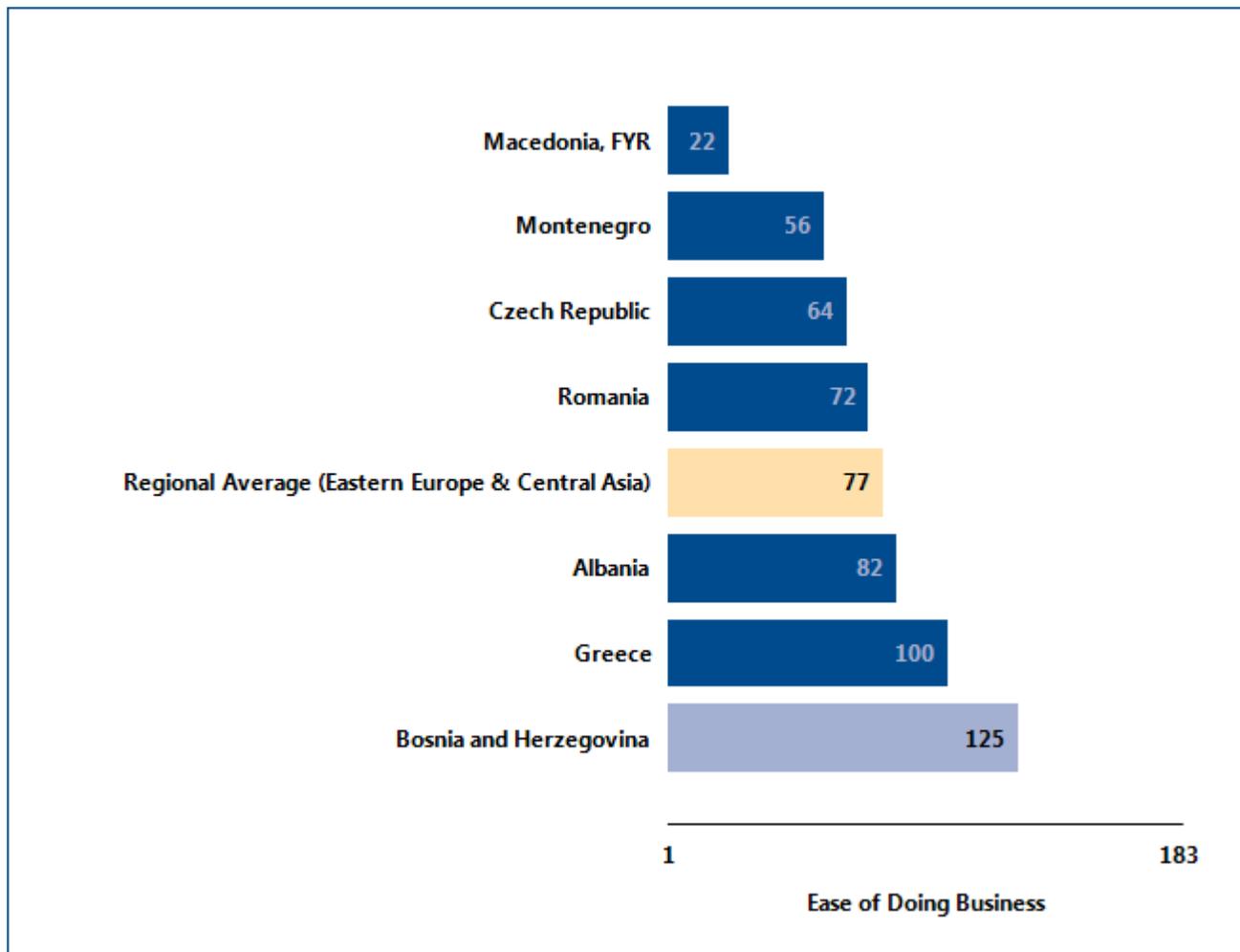
Source: *Doing Business* database.

## 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 compared with other economies and compared with

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

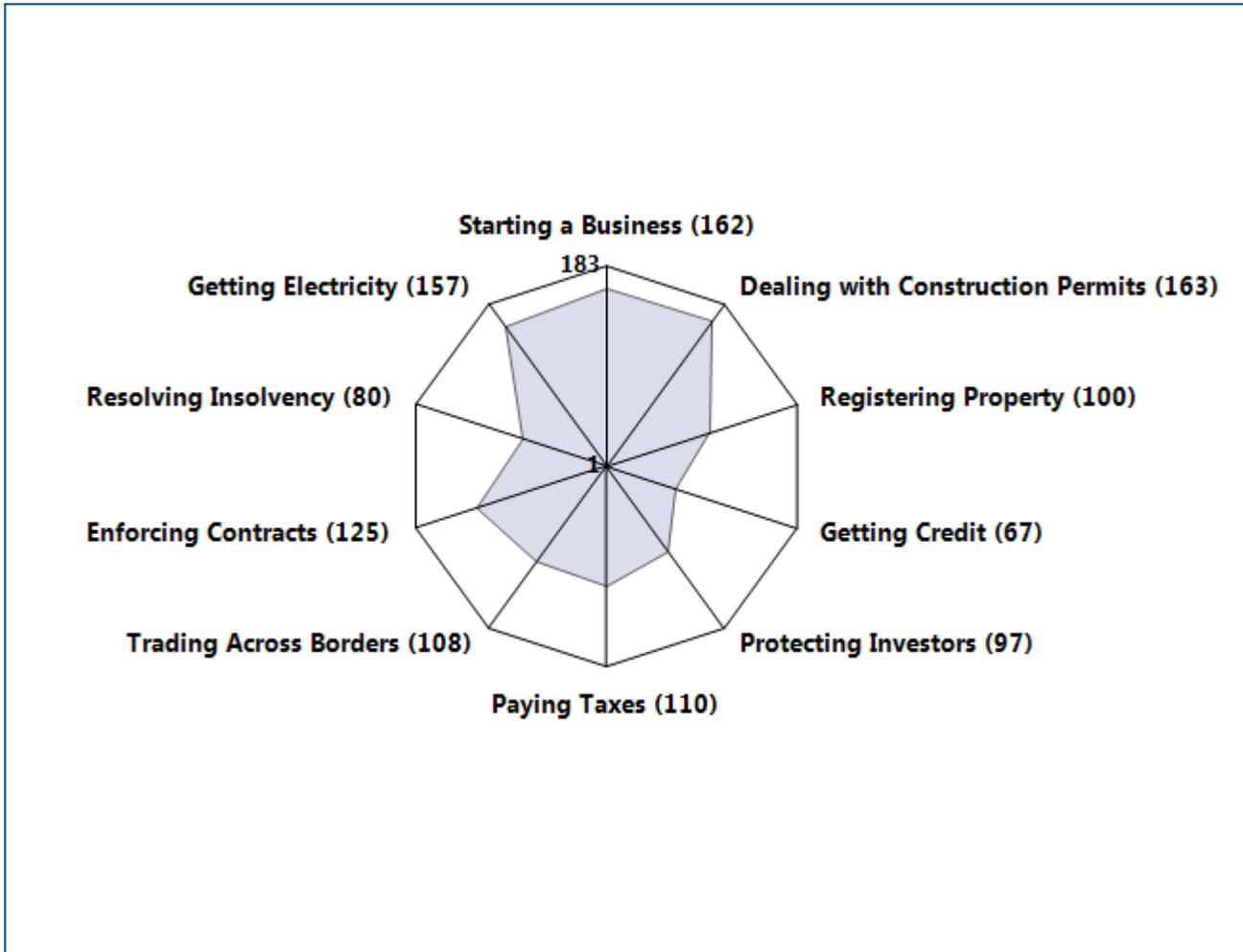
Figure 1.2 How Bosnia and Herzegovina and comparator economies rank on the ease of doing business



Source: Doing Business database.

## THE BUSINESS ENVIRONMENT

Figure 1.3 How Bosnia and Herzegovina ranks on *Doing Business* topics



Source: *Doing Business* database.

## THE BUSINESS ENVIRONMENT

Just as the overall ranking on the ease of doing business tells only part of the story, so do changes in that ranking. Yearly movements in rankings can provide some indication of changes in an economy's regulatory environment for firms, but they are always relative. An economy's ranking might change because of developments in other economies. An economy that implemented business regulation reforms may fail to rise in the rankings (or may even drop) if it is passed by others whose business regulation reforms had a more significant impact as measured by *Doing Business*.

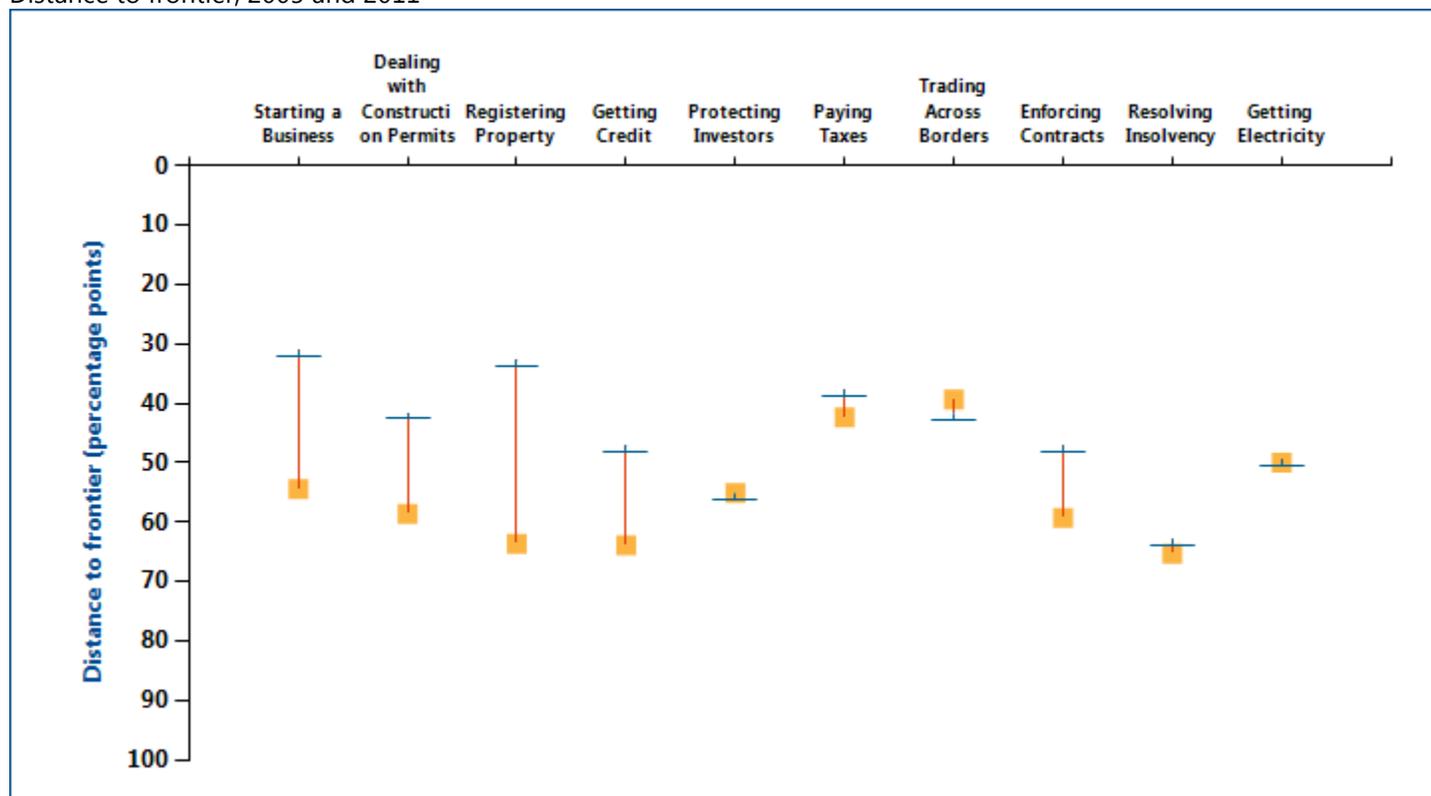
Moreover, year-to-year changes in the overall rankings do not reflect how the business regulatory environment in an economy has changed over time—or how it has changed in different areas. To aid in assessing such changes, *Doing Business 2012* introduces the distance to frontier measure.

This measure shows the distance of each economy to the "frontier," a synthetic measure based on the most efficient practice or highest score observed for each *Doing Business* indicator across all economies and years included in the *Doing Business* sample since 2005. Nine areas of business regulation are covered.

Comparing the measure for an economy at 2 points in time allows users to assess how much the economy's regulatory environment as measured by *Doing Business* has changed over time—how far it has moved toward (or away from) the most efficient practices and strongest regulations in areas covered by *Doing Business* (figure 1.4). The results may show that the pace of change varies widely across the areas measured. They also may show that an economy is relatively close to the frontier in some areas and relatively far from it in others.

Figure 1.4 How far has Bosnia and Herzegovina come in the areas measured by *Doing Business*?

Distance to frontier, 2005 and 2011



Note: For economies added to the *Doing Business* sample after 2005, the starting point is the year in which they were added: 2006 for Montenegro; 2007 for Brunei Darussalam, Liberia and Luxembourg; 2008 for The Bahamas, Bahrain and Qatar; and 2009 for Cyprus and Kosovo. See the data notes for more details on the distance to frontier measure.

Source: *Doing Business* database.

## THE BUSINESS ENVIRONMENT

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

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

Table 1.1 Summary of *Doing Business* indicators for Bosnia and Herzegovina

Indicator	Bosnia and Herzegovina DB2012	Bosnia and Herzegovina DB2011	Albania DB2012	Czech Republic DB2012	Greece DB2012	Macedonia, FYR DB2012	Montenegro DB2012	Romania DB2012	Best performer globally DB2012
<b>Starting a Business (rank)</b>	162	161	61	138	135	6	47	63	New Zealand (1)
<b>Procedures (number)</b>	12	12	5	9	10	3	6	6	Canada (1)*
<b>Time (days)</b>	40	64	5	20	10	3	10	14	New Zealand (1)
<b>Cost (% of income per capita)</b>	17.0	17.7	29.0	8.4	20.1	2.4	1.8	3.0	Denmark (0.0)*
<b>Paid-in Min. Capital (% of income per capita)</b>	29.4	30.5	0.0	30.7	22.8	0.0	0.0	0.8	82 Economies (0.0)*
<b>Dealing with Construction Permits (rank)</b>	163	173	183	68	41	61	173	123	Hong Kong SAR, China (1)
<b>Procedures (number)</b>	18	18	no practice	33	14	10	17	16	Denmark (5)
<b>Time (days)</b>	181	255	no practice	120	169	117	267	287	Singapore (26)*
<b>Cost (% of income per capita)</b>	1112.9	1155.0	no practice	10.9	3.4	552.7	1469.9	73.0	Qatar (1.1)

Indicator	Bosnia and Herzegovina DB2012	Bosnia and Herzegovina DB2011	Albania DB2012	Czech Republic DB2012	Greece DB2012	Macedonia, FYR DB2012	Montenegro DB2012	Romania DB2012	Best performer globally DB2012
Getting Electricity (rank)	157	157	154	148	77	121	71	165	Iceland (1)
Procedures (number)	8	8	6	6	6	5	5	7	Germany (3)*
Time (days)	125	125	177	279	77	151	71	223	Germany (17)
Cost (% of income per capita)	497.6	516.4	585.6	186.2	59.2	847.4	533.4	556.9	Japan (0.0)
Registering Property (rank)	100	101	118	34	150	49	108	70	New Zealand (3)
Procedures (number)	7	7	6	4	11	4	7	8	Portugal (1)*
Time (days)	33	33	33	25	18	40	71	26	Portugal (1)
Cost (% of property value)	5.3	5.3	11.9	3.0	12.0	3.1	3.1	1.2	Slovak Republic (0.0)
Getting Credit (rank)	67	64	24	48	78	24	8	8	United Kingdom (1)*
Strength of legal rights index (0-10)	5	5	9	6	4	7	10	9	New Zealand (10)*
Depth of credit information index (0-6)	5	5	4	5	5	6	4	5	Japan (6)*
Public registry coverage (% of adults)	35.3	30.2	12.0	6.1	0.0	34.3	26.4	15.2	Portugal (86.2)
Private bureau coverage (% of adults)	39.6	47.2	0.0	95.7	82.4	68.3	0.0	42.0	New Zealand (100.0)*
Protecting Investors (rank)	97	93	16	97	155	17	29	46	New Zealand (1)
Extent of disclosure index (0-10)	3	3	8	2	1	9	5	9	France (10)*

Indicator	Bosnia and Herzegovina DB2012	Bosnia and Herzegovina DB2011	Albania DB2012	Czech Republic DB2012	Greece DB2012	Macedonia, FYR DB2012	Montenegro DB2012	Romania DB2012	Best performer globally DB2012
Extent of director liability index (0-10)	6	6	9	5	4	7	8	5	Singapore (9)*
Ease of shareholder suits index (0-10)	6	6	5	8	5	5	6	4	New Zealand (10)*
Strength of investor protection index (0-10)	5.0	5.0	7.3	5.0	3.3	7.0	6.3	6.0	New Zealand (9.7)
Paying Taxes (rank)	110	108	152	119	83	26	108	154	Canada (8)
Payments (number per year)	40	40	44	8	10	28	42	113	Norway (4)
Time (hours per year)	422	422	371	557	224	119	372	222	Luxembourg (59)
Trading Across Borders (rank)	108	109	76	70	84	67	34	72	Singapore (1)
Documents to export (number)	8	8	7	4	5	6	6	5	France (2)
Time to export (days)	15	16	19	17	20	12	14	12	Hong Kong SAR, China (5)*
Cost to export (US\$ per container)	1240	1240	745	1060	1153	1376	805	1485	Malaysia (450)
Documents to import (number)	9	9	8	7	6	6	6	6	France (2)
Time to import (days)	16	16	18	20	25	11	14	13	Singapore (4)
Cost to import (US\$ per container)	1200	1200	730	1165	1265	1380	915	1495	Malaysia (435)
Enforcing Contracts (rank)	125	125	85	78	90	60	133	56	Luxembourg (1)

Indicator	Bosnia and Herzegovina DB2012	Bosnia and Herzegovina DB2011	Albania DB2012	Czech Republic DB2012	Greece DB2012	Macedonia, FYR DB2012	Montenegro DB2012	Romania DB2012	Best performer globally DB2012
Time (days)	595	595	390	611	819	370	545	512	Singapore (150)
Cost (% of claim)	40.4	40.4	35.7	33.0	14.4	31.1	25.7	28.9	Bhutan (0.1)
Procedures (number)	37	37	39	27	39	37	49	31	Ireland (21)*
Resolving Insolvency (rank)	80	78	64	33	57	55	52	97	Japan (1)
Time (years)	3.3	3.3	2.0	3.2	2.0	2.0	2.0	3.3	Ireland (0.4)
Cost (% of estate)	9	9	10	17	9	10	8	11	Singapore (1)*
Recovery rate (cents on the dollar)	35.0	34.7	40.2	56.0	41.8	42.0	43.3	28.6	Japan (92.7)

Note: The methodology for the paying taxes indicators changed in *Doing Business 2012*; see the data notes for details. For these indicators, the best performer globally is the economy that has implemented the most efficient practices in its tax system and is not necessarily the one with the highest ranking. For more information on “no practice” marks, see the data notes for details.

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

To make the data comparable across economies, *Doing Business* uses several assumptions about the business and the procedures. It assumes that all information is readily available to the entrepreneur and that there has been no prior contact with officials. It also assumes that all government and nongovernment entities involved in the process function without corruption. And it assumes that the business:

- Is a limited liability company, located in the largest business city.
- Conducts general commercial or industrial activities.

### WHAT THE STARTING A BUSINESS INDICATORS MEASURE

#### Procedures to legally start and operate a company (number)

- Preregistration (for example, name verification or reservation, notarization)
- Registration in the economy's largest business city
- Postregistration (for example, social security registration, company seal)

#### Time required to complete each procedure (calendar days)

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

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

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

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

- Deposited in a bank or with a notary before registration (or within 3 months)
- Has a start-up capital of 10 times income per capita.
- Has a turnover of at least 100 times income per capita.
- Does not qualify for any special benefits.
- Does not own real estate.
- Is 100% domestically owned.

## STARTING A BUSINESS

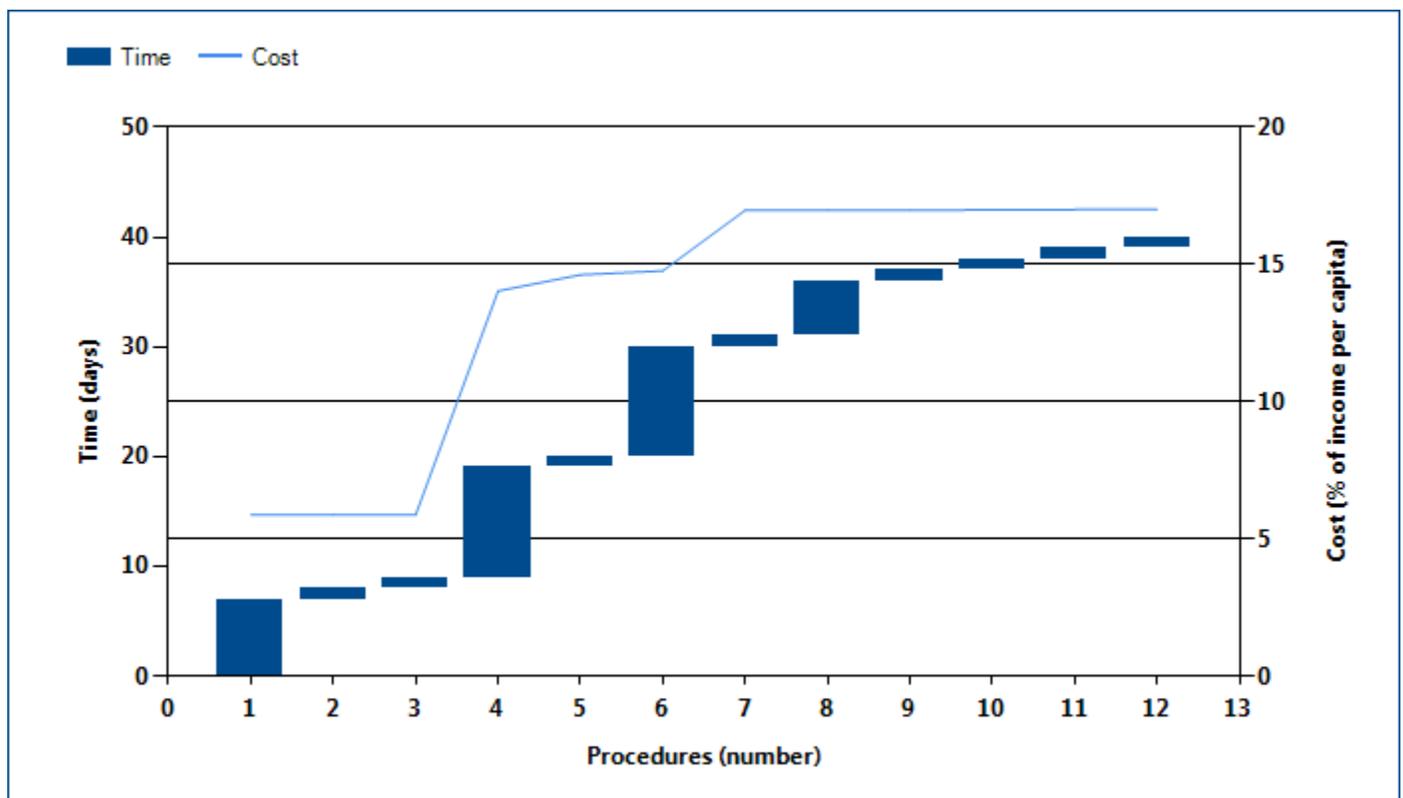
### Where does the economy stand today?

What does it take to start a business in Bosnia and Herzegovina? According to data collected by *Doing Business*, starting a business there requires 12

procedures, takes 40 days, costs 17.0% of income per capita and requires paid-in minimum capital of 29.4% of income per capita (figure 2.1).

Figure 2.1 What it takes to start a business in Bosnia and Herzegovina

Paid-in minimum capital (% of income per capita): 29.4



Note: For details on the procedures reflected here, see the summary at the end of this chapter.

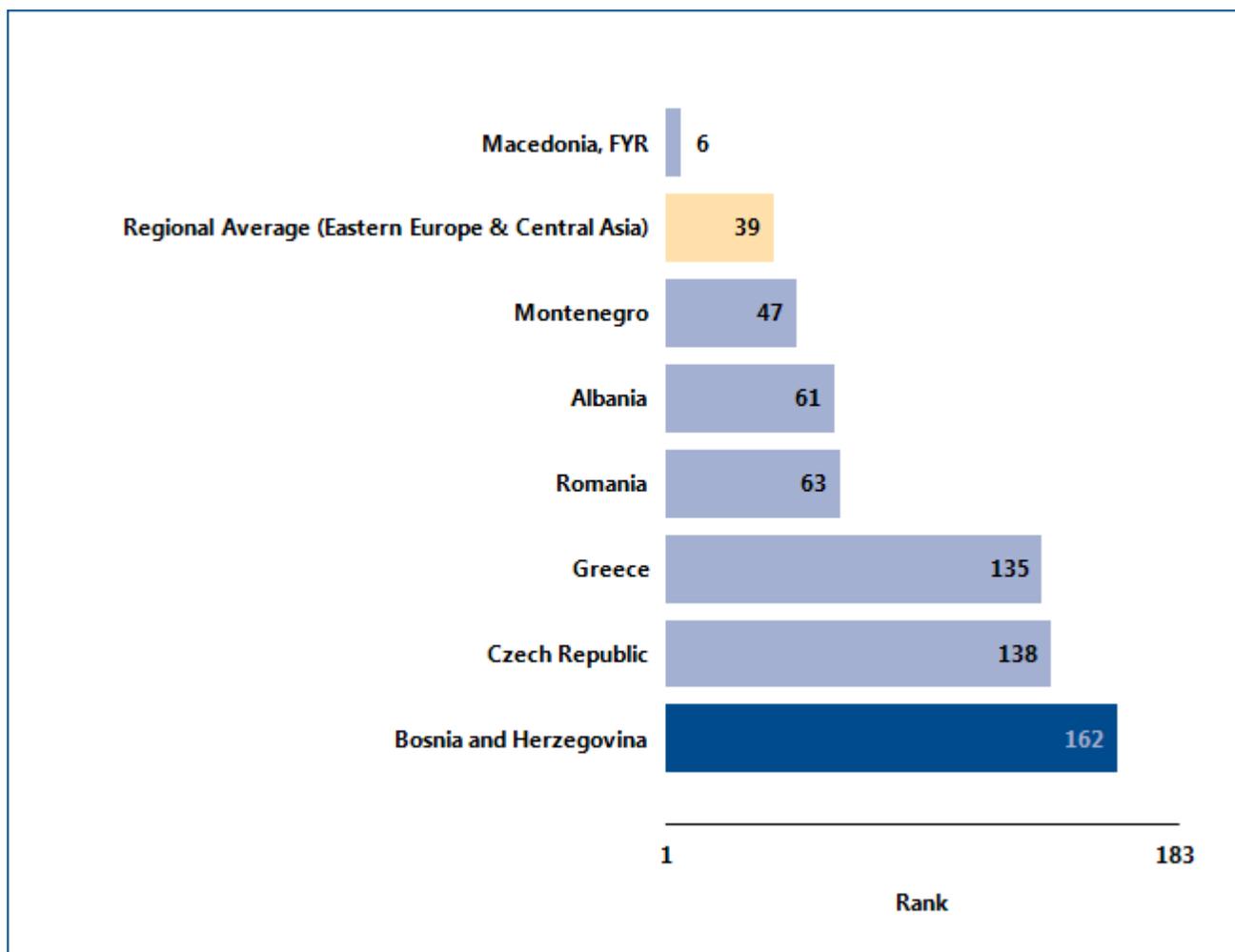
Source: *Doing Business* database.

## STARTING A BUSINESS

Globally, Bosnia and Herzegovina stands at 162 in the ranking of 183 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 Bosnia and Herzegovina to start a business.

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



Source: *Doing Business* database.

## STARTING A BUSINESS

### What are the changes over time?

While the most recent *Doing Business* data reflect how easy (or difficult) it is to start a business in Bosnia and Herzegovina today, data over time show which aspects of the process have changed—and which have not (table 2.1). That can help identify where the potential for improvement is greatest.

Table 2.1 The ease of starting a business in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2004	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
<b>Rank</b>	..	..	..	..	..	..	..	161	162
<b>Procedures (number)</b>	12	12	12	12	12	12	12	12	12
<b>Time (days)</b>	68	63	63	63	63	69	69	64	40
<b>Cost (% of income per capita)</b>	47.3	45.3	40.1	36.3	30.1	30.8	15.8	17.7	17.0
<b>Paid-in Min. Capital (% of income per capita)</b>	339.4	65.0	57.4	52.0	43.0	36.3	29.8	30.5	29.4

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology.

Source: *Doing Business* database.

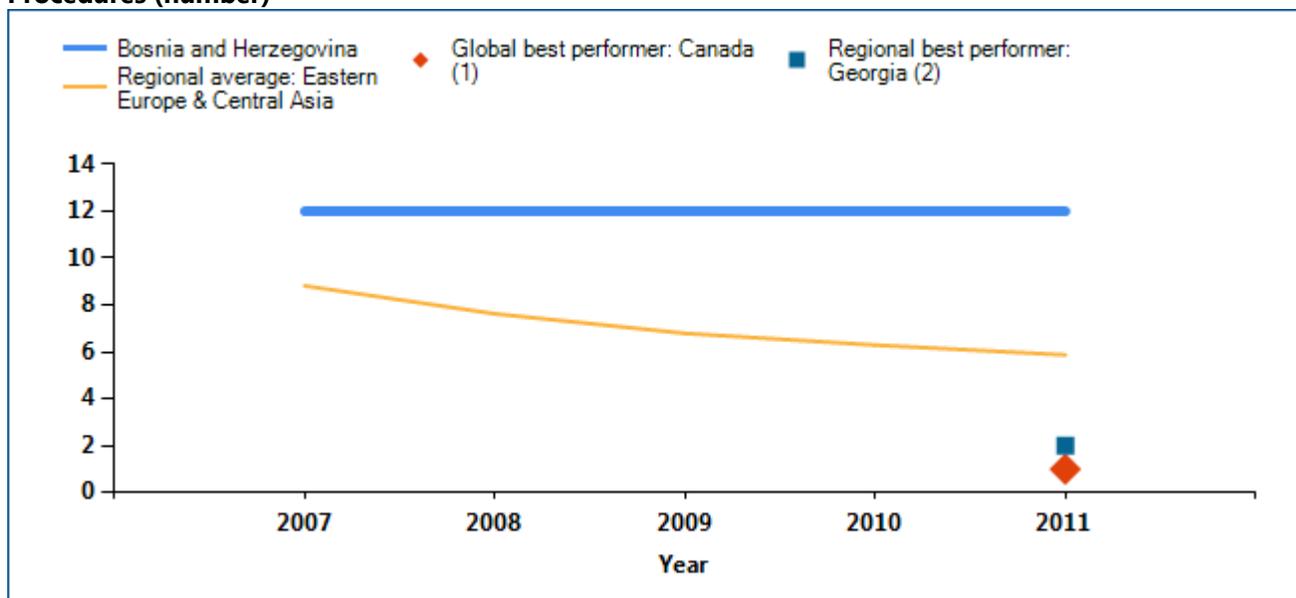
## STARTING A BUSINESS

Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the procedures, time, cost or paid-in minimum capital required to start a business (figure 2.3). These economies may provide a model for

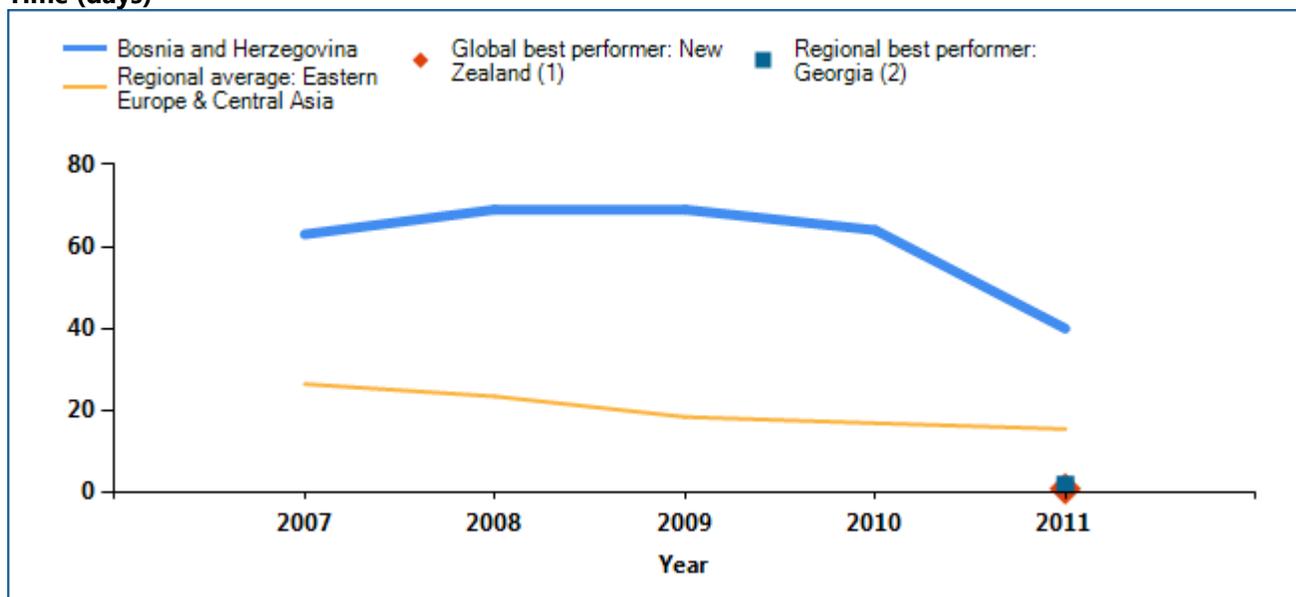
Bosnia and Herzegovina on ways to improve the ease of starting a business. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

Figure 2.3 Has starting a business become easier over time?

### Procedures (number)

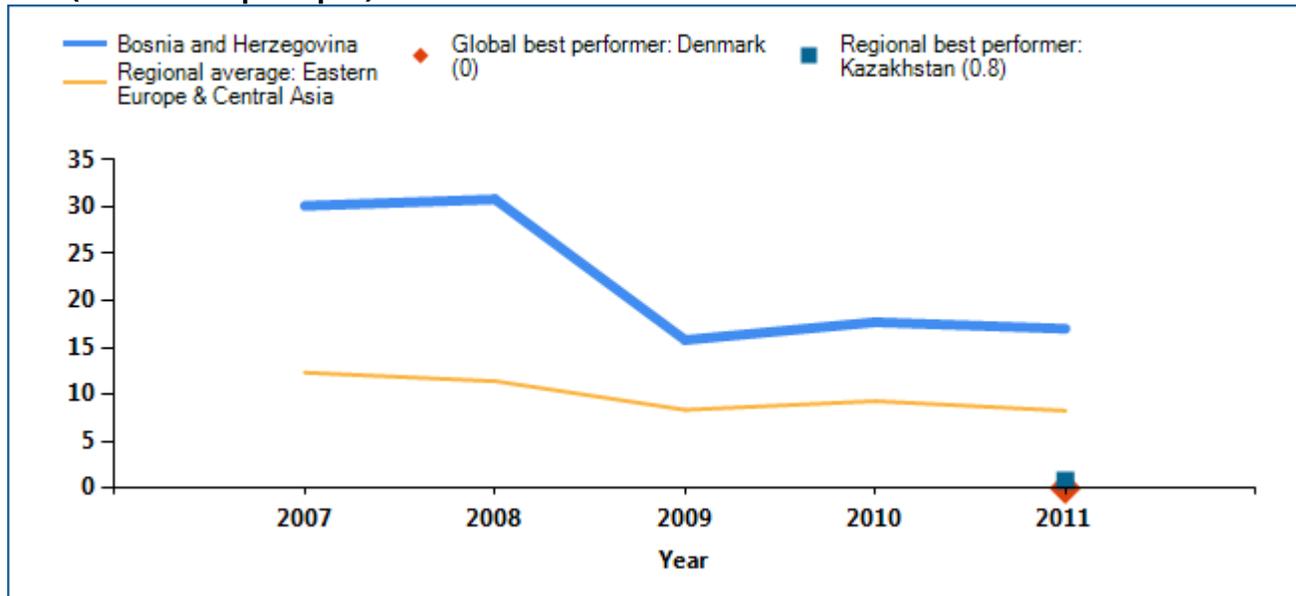


### Time (days)

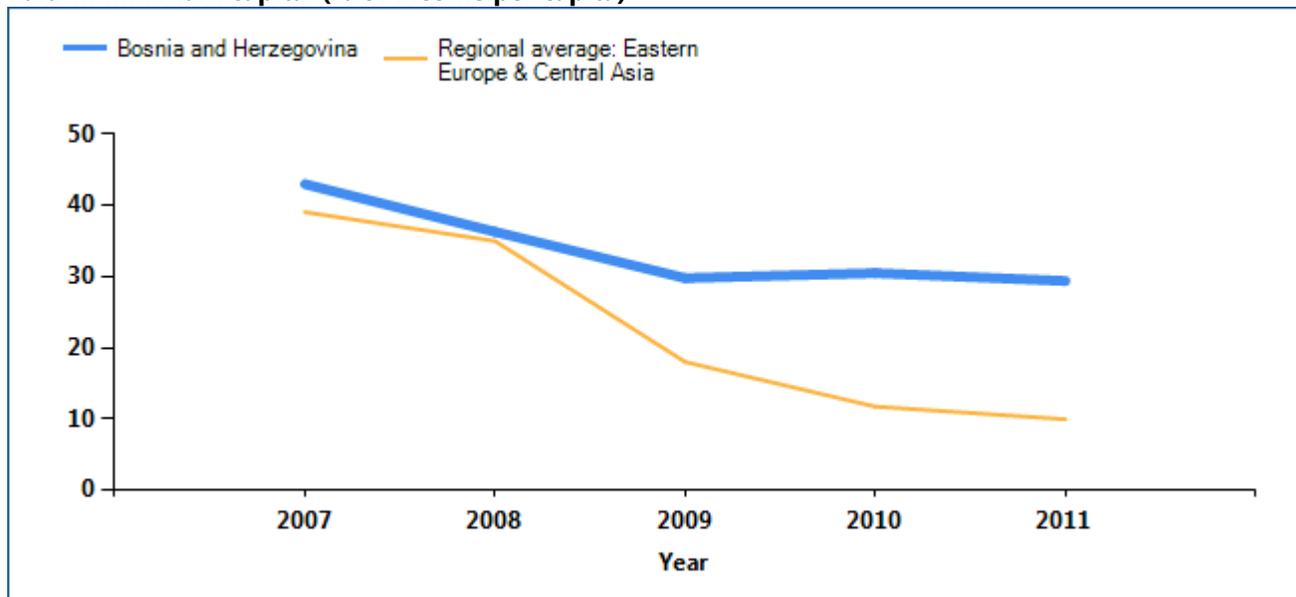


## STARTING A BUSINESS

### Cost (% of income per capita)



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



Note: The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator. In the case of paid-in minimum capital, 82 economies globally and 8 economies in Eastern Europe & Central Asia have no paid-in minimum capital.

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 Bosnia and Herzegovina (table 2.2)?

Table 2.2 How has Bosnia and Herzegovina made starting a business easier—or not?  
By *Doing Business* report year

DB Year	Reform
<b>DB2012</b>	Bosnia and Herzegovina made starting a business easier by replacing the required utilization permit with a simple notification of commencement of activities and by streamlining the process for obtaining a tax identification number.
<b>DB2011</b>	No reform.
<b>DB2010</b>	No reform.
<b>DB2009</b>	No reform.

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

#### STANDARDIZED COMPANY

**City:** Sarajevo

**Legal Form:** Limited Liability Company

**Start-up capital:** 10 times GNI per capita

**Paid-in minimum capital (% of income per capita):** 29.4

[Summary of procedures for starting a business in Bosnia and Herzegovina—and the time and cost](#)

No.	Procedure	Time to complete	Cost to complete
1	<p><b>Stipulate a founding act and have it notarized in the municipality office</b></p> <p>The system of Notary was introduced in May 2007: The Law on Enterprises of FBiH; The Law on Notary of FBiH. The amended Law on Enterprise determines that all legal entities are required to harmonize business activities in accordance with a new Standard Classification of Activity. The Law on Notary requires all documentation needed for registration of a company to be prepared and certified by the public notary.</p>	7 days	BAM 400
2	<p><b>Obtain a statement from commercial bank that full amount of the capital has been paid in; pay the registration fee to the budget account of the cantonal court</b></p> <p>The founder should pay the amount of the capital to a temporary account at one of the local banks, to be subsequently transferred to the company transaction account after its opening.</p>	1 day	no charge
3	<p><b>Obtain the statement of tax authorities that the founders have no tax debts</b></p>	1 day	no charge
4	<p><b>Court registration with Municipal Courts</b></p> <p>By law, regulated forms must be completed. These forms may be purchased at a stationery shop or at the court (BAM 15), to be prepared according to the regulations on registering legal entities in the court</p>	10 days	BAM 405 (registration fee) + BAM 150 (publishing fee)

No.	Procedure	Time to complete	Cost to complete
	<p>register. After the court registration of the new company, the court informs the Official Gazette to announce the prepared notice.</p> <p>Companies are automatically registered for membership in the chambers of economy at the state, entity, canton, and regional levels. Since 2004, membership in the Chamber of Economy of the Federation of Bosnia and Herzegovina and the Chamber of Economy of the Republic of Srpska is voluntary.</p> <p>The fees for chambers of economy in Bosnia and Herzegovina are as follows:</p> <ul style="list-style-type: none"> <li>- State level: Foreign Trade Chamber of Bosnia and Herzegovina. For the membership fee, the company may choose one of two options (a) a fee of 1% of the declared customs value of imported or exported goods and services; or (b) a fee of 2% of the monthly sum of paid salaries.</li> <li>- Entity level: Chamber of Commerce of Federation of Bosnia and Herzegovina. For the membership fee, the company may choose one of two options (a) a fee of 7% of the company's bruto paid salaries for all employees; or (b) a fee based on the number of employees, (e.g., BAM 150 for 31–50 employees).</li> <li>- Cantonal (for Federation of Bosnia and Herzegovina) : Chamber of Economy. For the membership fee, the company pays 3% of its bruto income.</li> <li>- Regional (for Republic of Srpska): BAM 20 for capital in the amount of 250.000 b) 0.02% of the annual revenue</li> <li>- Brcko District level: Chamber of Economy.</li> </ul>		
5	<p><b>Buy a company stamp</b></p> <p>The electronic version of the forms is available on the website of some of the competent courts, for e.g. for the Municipal Court in Sarajevo, the forms are available on the web site <a href="http://www.oss.ba">www.oss.ba</a>.</p>	1 day	BAM 40
6	<p><b>Request and obtain municipal approval on intended activities</b></p> <p>The 4 municipalities making up the City of Sarajevo have reduced the cost for this procedure to BAM 10.</p> <p>The Company founder goes to the municipality, fills out a request form and attaches all required documents (proof of company's court registration, statement confirming that all business premises fulfill conditions mandated by the law, and notification about the date when the company will start with operations) and the proof of payment of the administrative fee. Then, the time necessary to obtain the resolution on intended activities takes about 10 days</p>	10 days	BAM 10
7	<p><b>Application for utilization permit to the canton ministry of commerce</b></p> <p>The application should be submitted to Canton Inspections (all the inspections are centralized at one place), and depending on the company's scope of business, the relevant inspectors perform control at the company's business premises and issue the "approval to perform business." For example, if the company's scope of business is trade, the trade inspector and the employment inspector must perform the</p>	1 day	BAM 150

No.	Procedure	Time to complete	Cost to complete
	control. For this permit, the following must be submitted: a copy of the resolution on the intended activities; a copy of court registration; evidence of business premises possession; an appropriate attestation for electric power, issued by an authorized institution (the landlord should have obtained this document); and a copy of the employee registration forms. If the company produces a product, an attestation must be submitted for the machines.		
8	<p><b>Apply for company identification number with the competent tax office</b></p> <p>When filing an application for statistical and taxpayer numbers simultaneously with the competent tax authorities (according to Regulations on Obtaining ID Numbers [Official Gazette No. 39/02]), the newly incorporated company must submit with the application form a photocopy of the court resolution (registration) and the contract on the lease of the business premises, resolution of the competent municipality on the intended activities (this resolution must confirm that certain activities may be exercised at a certain address), and a copy of the Director of the company's ID card. Newly adopted Rulebook (as published in the OG FBiH 02/10) regulates new tax registration procedures that streamlines the process for legal entities. In accordance with the new Article 8a of this Rulebook, respective court and tax administration initiate tax registration by mutual official correspondence and legal entities are only obliged to submit required documents (copy of court registry, 2 copies of application form including company's stamp, and copies of ID cards) after the court registration is completed. This Rulebook does not require submission of following documents (as previously requested: 1) contract on the lease of the business premises and 2) resolution of the competent municipality on the intended activities.</p>	5 days	no charge
9	<p><b>Open a company account with commercial bank</b></p>	1 day	no charge
10	<p><b>Enroll the employees in pension insurance</b></p> <p>Law on Unified System of Registration, Control and Collection of Contributions (Official Gazzete of FB&amp;H, no. 42/09) regulates completely new system of registration. In accordance with the Article 14 of this Law, the company is obliged to submit the application for registration for every new employee within seven (7) days from the date of commencement of work.</p> <p>The following document should be submitted: court resolution on registration in the registry, Certificate of the Identification and Statistic number and the Form JS 3100</p>	1 day	BAM 1 (application form)
11	<p><b>Enroll the employees in health insurance with Health Insurance Institute (Zavod za zdravstveno osiguranje)</b></p> <p>The following documentation must be submitted for health insurance purposes: the application for pension insurance, the application for health insurance (obrazac ZO1), the employee identification card, and</p>	1 day	BAM 1 (application form)

No.	Procedure	Time to complete	Cost to complete
	the health booklet.		
12	<p><b>Adopt and publish a rule book on matters of salary, work organization, discipline, and other employee regulations.</b></p> <p>The procedure applies to employers who hire more than 15 workers. The company's body authorized to issue internal regulations shall pass these rulebooks and does not have to submit them anywhere.</p>	1 day	no charge, KM250 minimum if made by a lawyer, depending of complexity

\* Takes place simultaneously with another procedure.

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 to obtain all the necessary approvals to build a simple commercial warehouse in the economy's largest business city, connect it to basic utilities and register the property so that it can be used as collateral or transferred to another entity.

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

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

The business:

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

The warehouse:

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

### 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

Completing all required notifications and receiving all necessary inspections

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

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

#### Time required to complete each procedure (calendar days)

Does not include time spent gathering information

Each procedure starts on a separate day

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

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

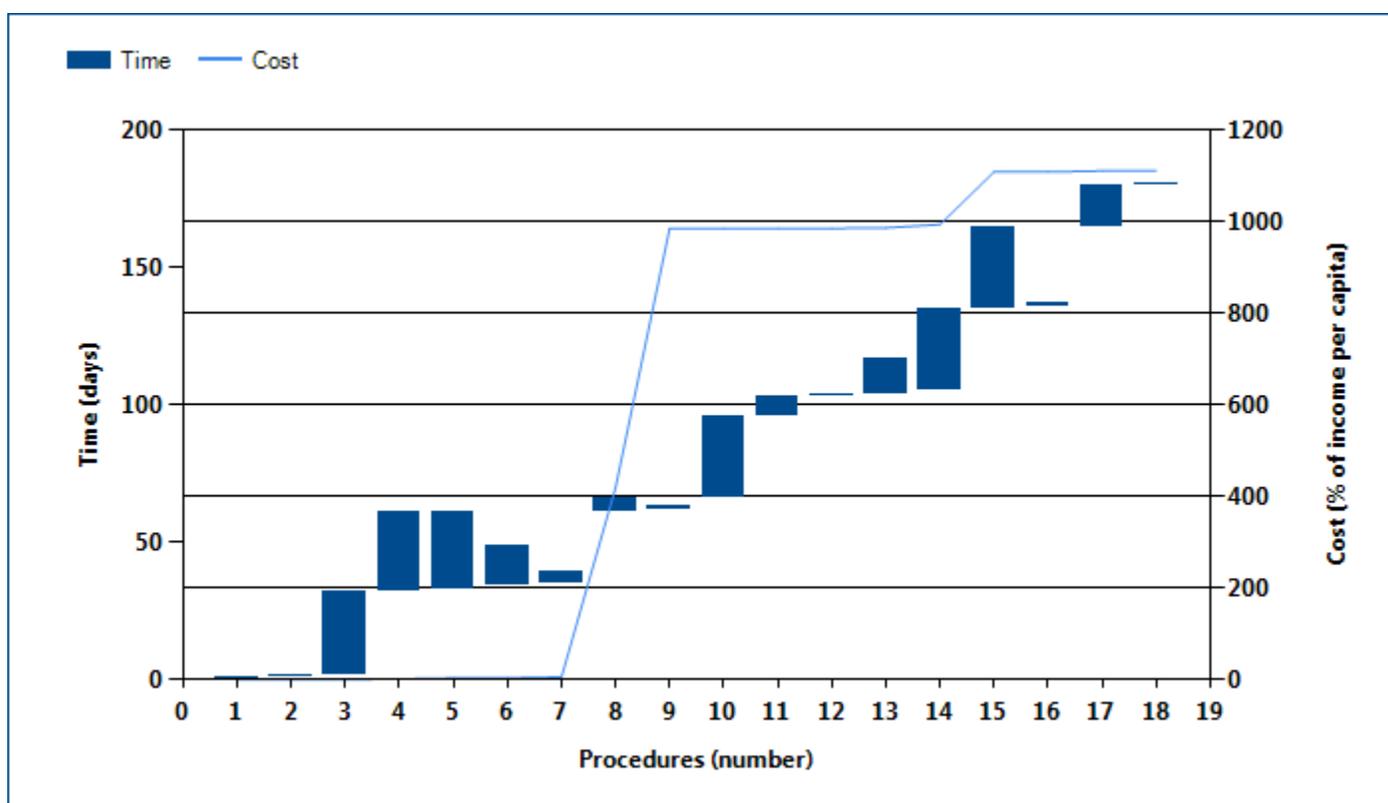
## DEALING WITH CONSTRUCTION PERMITS

### Where does the economy stand today?

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

with construction permits there requires 18 procedures, takes 181 days and costs 1112.9% of income per capita (figure 3.1).

Figure 3.1 What it takes to comply with formalities to build a warehouse in Bosnia and Herzegovina



Note: For details on the procedures reflected here, see the summary at the end of this chapter.

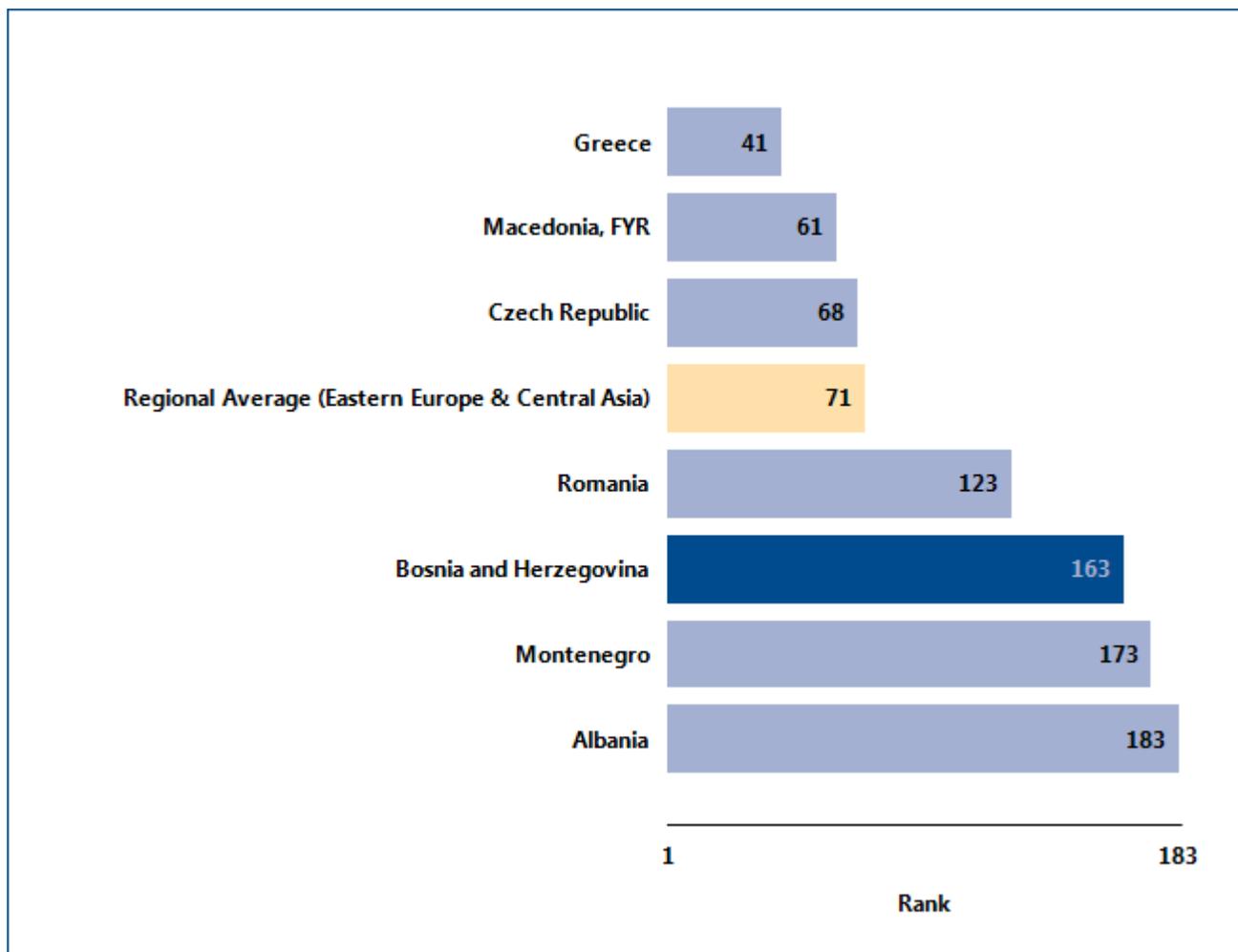
Source: *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

Globally, Bosnia and Herzegovina stands at 163 in the ranking of 183 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 Bosnia and Herzegovina to legally build a warehouse.

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



Source: Doing Business database.

## DEALING WITH CONSTRUCTION PERMITS

### What are the changes over time?

While the most recent *Doing Business* data reflect how easy (or difficult) it is to deal with construction permits in Bosnia and Herzegovina today, data over time show

which aspects of the process have changed—and which have not (table 3.1). That can help identify where the potential for improvement is greatest.

Table 3.1 The ease of dealing with construction permits in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	173	163
Procedures (number)	15	15	15	18	18	18	18
Time (days)	482	467	467	298	255	255	181
Cost (% of income per capita)	1,054.3	955.5	789.0	1,366.4	1,128.3	1,155.0	1,112.9

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology. For more information on “no practice” marks, see the data notes for details.

Source: *Doing Business* database.

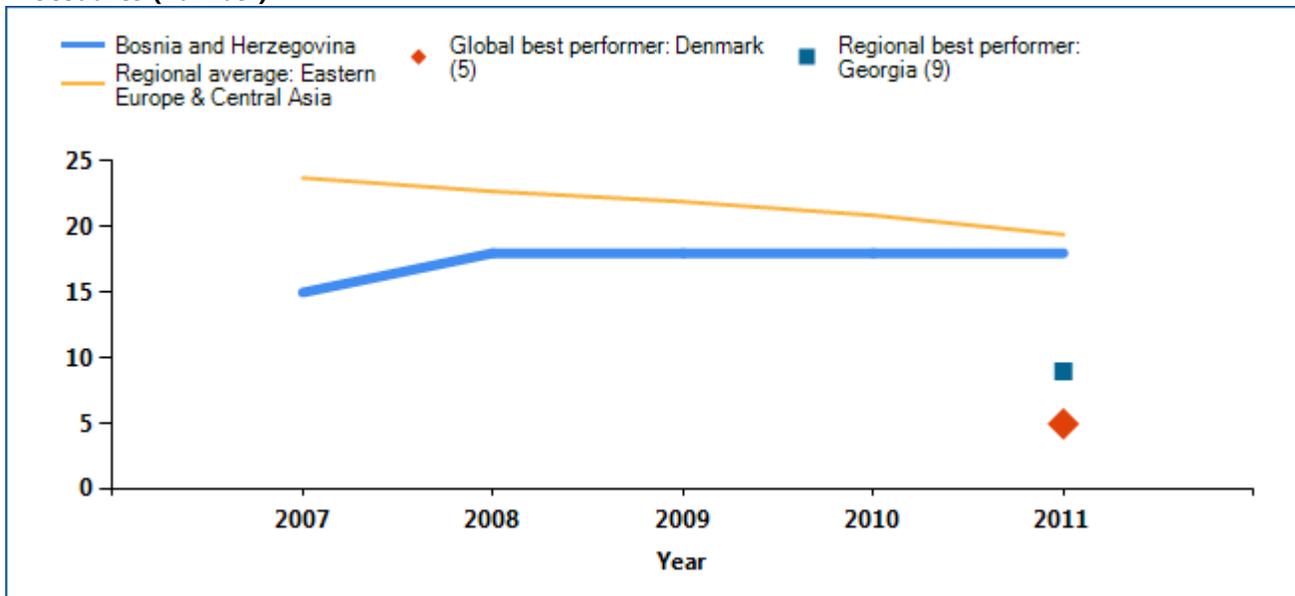
## DEALING WITH CONSTRUCTION PERMITS

Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the procedures, time or cost required to deal with construction permits (figure 3.3). These economies may provide a model for Bosnia and

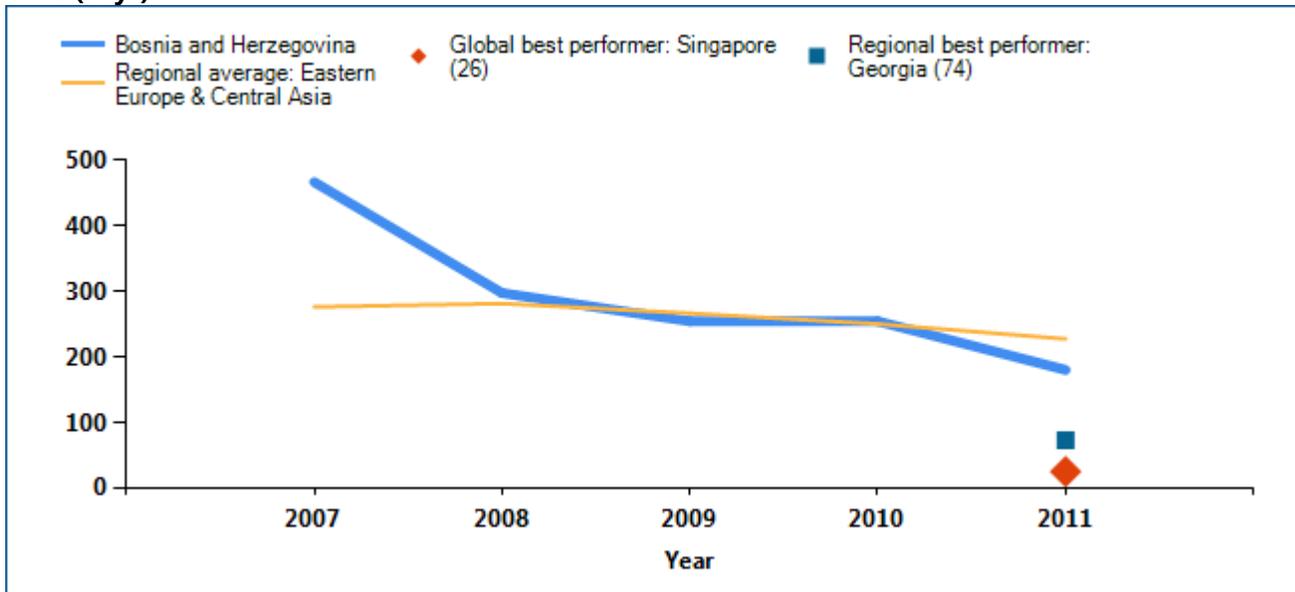
Herzegovina on ways to improve the ease of dealing with construction permits. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

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

### Procedures (number)

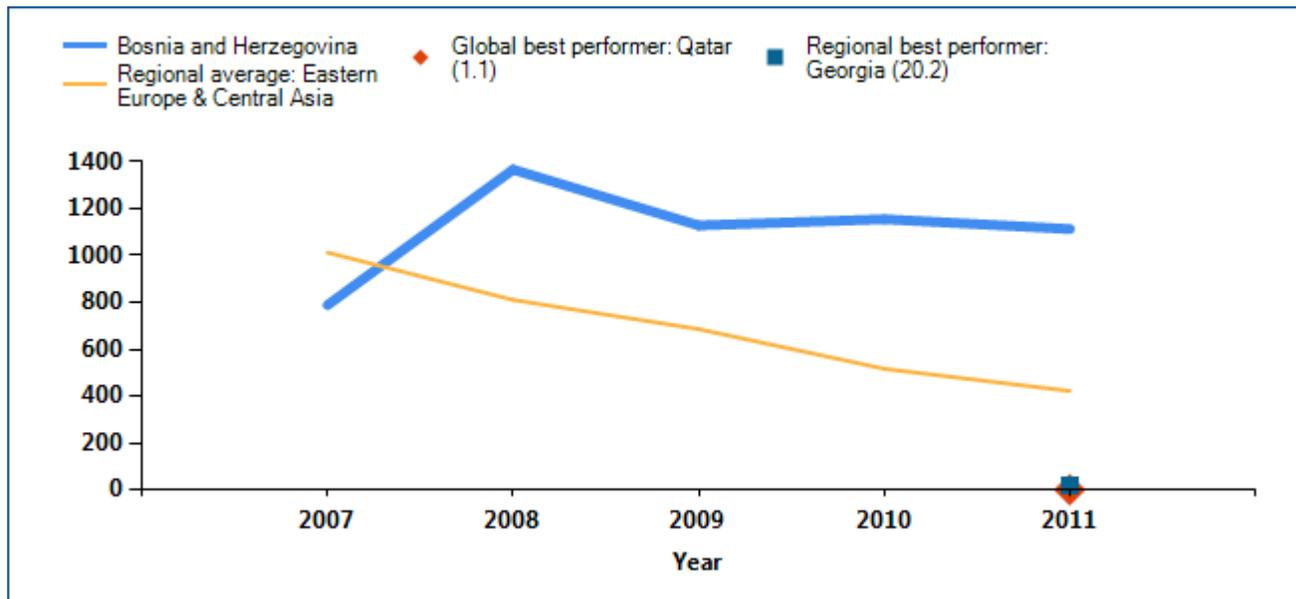


### Time (days)



## DEALING WITH CONSTRUCTION PERMITS

### Cost (% of income per capita)



*Note:* The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator. In cases where no data are displayed above for the economy, this indicates that the economy has received a “no practice” mark; see the data notes for details.

*Source:* *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

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

building safety while keeping compliance costs reasonable, governments around the world have worked on consolidating permitting requirements. What construction permitting reforms has *Doing Business* recorded in Bosnia and Herzegovina (table 3.2)?

Table 3.2 How has Bosnia and Herzegovina made dealing with construction permits easier—or not?

By *Doing Business* report year

DB Year	Reform
<b>DB2012</b>	Bosnia and Herzegovina made dealing with construction permits easier by fully digitizing and revamping its land registry and cadastre.
<b>DB2011</b>	No reform.
<b>DB2010</b>	The building permit system was improved by reducing the time to register a new building at the courts and land cadastre.
<b>DB2009</b>	The reform at the Land Registry has benefited entrepreneurs dealing with construction permits, reducing the time to obtain a cadastre excerpt before construction and to register the newly completed building in the cadastre and land book.

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

*Source:* *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

### What are the details?

The indicators reported here for Bosnia and Herzegovina 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, construction lawyers, construction firms, utility service providers and public officials who deal with building regulations. These procedures are those that apply to a company and structure matching the standard assumptions used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover).

#### BUILDING A WAREHOUSE

**City :** Sarajevo

**Estimated Warehouse Value :** BAM 1,013,350

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

[Summary of procedures for dealing with construction permits in Bosnia and Herzegovina — and the time and cost](#)

No.	Procedure	Time to complete	Cost to complete
1	<p><b>Obtain excerpt from the cadastre plan showing status of the land plot at the municipal Cadastre Department</b></p> <p>To obtain a copy of the cadastre plan, BuildCo must submit a request on a form available at the municipality. Due to internal reorganization and automatization of the process in cadastre office of Municipality the process can be completed in 1 day.</p>	1 day	BAM 15
2	<p><b>* Obtain excerpt from the land registry book showing proper registration from the municipal Land Registry Department</b></p> <p>The excerpt is available from the Land Registry Department of the Municipal Court. The company representative must take a queue number at the office counter in the morning and make a written or oral request. The excerpt will be provided on the same day (usually within 1 hour).</p>	1 day	BAM 4
3	<p><b>Obtain urban planning consent from the municipal Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>BuildCo submits a request to the municipality for an urban planning consent with the following required documents:</p> <ul style="list-style-type: none"> <li>- Reason for the request, including the project data and documentation required for the Urban Planning Department’s assessment.</li> <li>- Program sketch.</li> <li>- Preliminary (or first draft) project design, two examples (or depending on the level of construction complexity, project proposal or program sketch).</li> <li>- General schemes for power installations, heating installations, fire prevention and security systems, water supply and sewage systems.</li> <li>- Excerpt from the cadastre plan, showing right to build and ownership of plot (not older than 6 months).</li> </ul>	30 days	BAM 30

No.	Procedure	Time to complete	Cost to complete
	<ul style="list-style-type: none"> <li>- Excerpt from the land registry book, showing proper registration.</li> <li>- Environmental consent, if requested.</li> <li>- Other data, if requested.</li> <li>- For insurance purposes, consent for fire and explosion protection, issued by a competent company.</li> <li>- Consent for the heating installations, issued by a competent company</li> </ul> <p>Once issued, the urban planning consent is effective for a year, during which time BuildCo may submit a construction permit request.</p> <p>UNDP training and governmental administrative reform has reduced the time required.</p>		
4	<p><b>Obtain preliminary verification of the heating and electricity installations from Elektroprivreda</b></p> <p>BuildCo must submit to the municipal electricity provider (Elektroprivreda) the description of the main project plan, which consists of</p> <ul style="list-style-type: none"> <li>- Book 1, Architecture Project: Contains a site plan (scale: 1:200), all special features, at least two detailed characteristic cross-sectional plans, the façade (scale: 1:500), characteristic design details (scale: 1:10), carpentry and locksmith plans, and technical description and premeasurements.</li> <li>- Book 2, Building Project. Contains all cost estimates, a technical description and report, as well as a description of all phases of construction, including:               <ul style="list-style-type: none"> <li>-- Electrical installations (IT, lightning rod) and fire prevention technology and video surveillance with premeasurements and technical descriptions.</li> <li>-- Heating installations (including premeasurements and technical descriptions).</li> <li>-- Water supply and sewage system installations (including premeasurements and technical descriptions).</li> <li>-- Information on the geotechnical and civil engineering aspects of the project.</li> <li>-- Study on waste management and environment protection (if business activities impact the environment), if required.</li> <li>-- Study on fire and explosion prevention.</li> </ul> </li> </ul>	29 days	BAM 88
5	<p><b>* Obtain preliminary verification of water supply and sewage system projects from Vodovod i Kanalizacije</b></p> <p>BuildCo must submit the description of the main project plan to the municipal water and sewage authority (Vodovod i Kanalizacija).</p>	28 days	BAM 117
6	<p><b>* Obtain preliminary verification of the telecommunication installations from BH Telekom</b></p> <p>BuildCo must submit electronically the description of the main project plan to the Public Institute for Fire Protection, an independent agency.</p>	15 days	BAM 21
7	<p><b>* Obtain preliminary verification of Study on Fire and Explosion Prevention from the Public Institute for Fire Protection</b></p> <p>BuildCo must undergo a technical audit, showing that the project was</p>	4 days	BAM 150

No.	Procedure	Time to complete	Cost to complete
	<p>designed in compliance with the urban permit and the provisions of the Law on Spatial Planning. The auditing entity must have at least one engineer who passed the state exam and has 5 years of experience. The signature of an authorized auditor is required to confirm that the project has been revised in its entirety. The total fee for technical audits varies across municipalities, according to municipal decisions on the fee schedule for the technical audit of construction. The above-stated fee applies to the Sarajevo municipality.</p>		
8	<p><b>Obtain validation of the technical audit of the main project from the auditing entity</b></p> <p>The company must submit a request to the Department for Spatial Planning, Urbanism and Communal Matters with the following documents:</p> <ul style="list-style-type: none"> <li>- Valid urban planning consent.</li> <li>- Cadastre excerpt: land plot and proof of right to build.</li> <li>- Proof of payment for purchase of the construction land.</li> <li>- Proof of rent payments for the paid rent compensation.</li> <li>- Consents obtained during the issuing of the urban planning permit.</li> <li>- Consent for stated building; any other enclosures as requested by the authorities.</li> <li>- Verified development project (two copies) and consents for the project documentations (Project Books 1 and 2, including the preliminary verifications applied for in Procedures 4 to 7).</li> </ul> <p>There is no fee associated with the application.</p>	5 days	BAM 28,180
9	<p><b>* Pay the rent fee and shelter construction fee at a commercial bank on the account of Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>The request for marking out the land plot must be submitted to the municipal construction department with the construction permit and the urban planning consent. The municipal authorities mark out the land plot. The request fee depends on the yearly municipal pricing decisions and on the on-site assessment. An average price is BAM 10.</p>	1 day	BAM 38,487
10	<p><b>Apply for building permit with the municipal Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>BuildCo must notify the municipal construction department of the start of construction no later than 8 days before work begins.</p>	30 days	no charge
11	<p><b>Request marking out of the land plot at the municipal Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>BuildCo must contact the BH Telecom to obtain a phone line connection. The request should include the preliminary verification of the phone installation and Project Books 1 and 2. BH Telecom reduced its connection fee to Bam 70.20 to make the service more competitive.</p>	7 days	BAM 15
12	<p><b>Notify the municipality about the commencement of works at the Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>BuildCo must contact the municipal water and sewage authority</p>	1 day	no charge

No.	Procedure	Time to complete	Cost to complete
	(Vodovod i Kanalizacije) to obtain water and sewage connection. The request should include the preliminary verification and Project Books 1 and 2.		
13	<p><b>Request telephone line connection at BH Telekom</b></p> <p>BuildCo must contact the municipal electricity provider (Elektroprivreda) to obtain an electrical connection. The request should include the proof of property ownership, the construction permit, and other data, as requested. Cost of connection to electricity is: application fee and inspection fee is BAM 750.</p>	13 days	BAM 60
14	<p><b>* Request water and sewage connection at Vodovod i Kanalizacije</b></p> <p>After the technical review of completed construction, BuildCo must submit a request for the building usage permit, including the following documents:</p> <ul style="list-style-type: none"> <li>- Building permit (copy).</li> <li>- Cadastre plan (copy), including an exact plan of the marked final building position.</li> <li>- Written statements from each contractor, stating the work has been properly performed according to the project design and future maintenance plans.</li> <li>- A written report (by the construction supervisor) that all materials were of standard quality (certified as such by the suppliers).</li> </ul> <p>BuildCo submits these documents to the construction department of the relevant municipality (the same municipal department that issued the building permit). The building usage permit is issued upon completion of technical inspection. It is only after the issuance of such permit that the building may be used.</p>	30 days	BAM 500
15	<p><b>Request issuance of the building usage permit from the municipal Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>Registration of the building in cadastre books can last anywhere between 15 days up to 30 days due to administrative reforms inside the cadastre office. But the procedure is not nearly as lengthy as was before when it would take on average 6 months to 1 year. Documents that need to be submitted are: application sheet available from the municipality, copy of the cadastre plan; construction permit; and excerpt from the regulation plan.</p> <p>After the cadastre registry the applicant needs to register the ownership status of the newly finished warehouse. The procedure until this year took on average anywhere between 6 months to 1 year. Administrative reforms under broader land reform registry have made it possible to obtain the registry in 2 months.</p>	30 days	BAM 7,804
16	<p><b>* Receive technical inspection from the municipal Department for Spatial Planning, Urbanism and Communal Matters</b></p> <p>No later than the inspection date, BuildCo must present the following documentation to the board:</p> <p>a. Excerpt from the Commercial Court Register, showing that BuildCo is</p>	1 day	no charge

No.	Procedure	Time to complete	Cost to complete
	<p>properly registered;</p> <p>b. Details on the each work phase of the construction;</p> <p>c. Building permit (copy);</p> <p>d. Performance reports verified by the designer of the main project plan to validate compliance with the main project plan as well as terms and conditions specified in the building permit;</p> <p>e. Construction diary and construction book;</p> <p>f. Proof of testing the quality of materials and equipment received from suppliers at the time of purchase;</p> <p>g. Construction mark-out plan and minutes on the performed mark out;</p> <p>h. Construction-site organization scheme;</p> <p>i. Decision on the appointed construction engineers and the supervisors;</p> <p>j. Cadastre plan.</p> <p>The relevant municipal department must appoint an independent professional inspection board for a technical inspection within 8 days of receiving the duly submitted request for issuance of a building usage permit. The number of board members appointed depends on the type and the complexity of the building; the board will consist of one professional for each type of construction work to be inspected (architectural/engineering, electrical, mechanical, water and sewage system, and so forth).</p>		
17	<p><b>Register the building into cadastre books at the municipal Cadastre Department</b></p> <p>BuildCo must submit a request to register the building in the cadastre books at the municipal cadastre office. Along with the request, BuildCo must submit the building usage permit, the building permit, the certificate proving the marking out of the property construction site and other documents showing ownership over the property.</p> <p>During the technical review of the completed construction, the designated authority checks whether there have been any additional changes in the construction and whether the construction was built in accordance with the urban planning consent. If there were any changes, it is necessary to obtain a new geodetic image of the plot. Upon registration of the property in the cadastre records, the cadastre forwards an extract to the Land Registry, which will serve for having the property registered in the land registry books.</p>	15 days	BAM 180
18	<p><b>Register the building into land registry books with the Land Registry Department at the District Court Sarajevo</b></p> <p>BuildCo must submit a request to register the warehouse in the land registry books. The request form can be found in the Land Registry office.</p> <p>Other required documents include:</p> <p>a. Purchasing agreement or other document as a proof of building and land ownership;</p> <p>b. Building usage permit;</p> <p>c. Rent and shelter fee payment certificate;</p> <p>d. Payment of BAM 60 for administrative expenses.</p>	1 day	BAM 60

No.	Procedure	Time to complete	Cost to complete
	The Land Registry office will register the property upon receiving the excerpt from the cadastre.		

\* Takes place simultaneously with another procedure.

Source: *Doing Business* database.

## GETTING ELECTRICITY

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

### What do the indicators cover?

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

The warehouse:

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

The electricity connection:

- Is 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 150 meters long.
- Is to either the low-voltage or the medium-voltage distribution network and either overhead or underground, whichever is more common in the economy and in the area where the warehouse is located. The length of any connection in the customer's private domain is negligible.
- Involves installing one electricity meter. The monthly electricity consumption will be 0.07 gigawatt-hour (GWh). The internal electrical wiring has been completed.

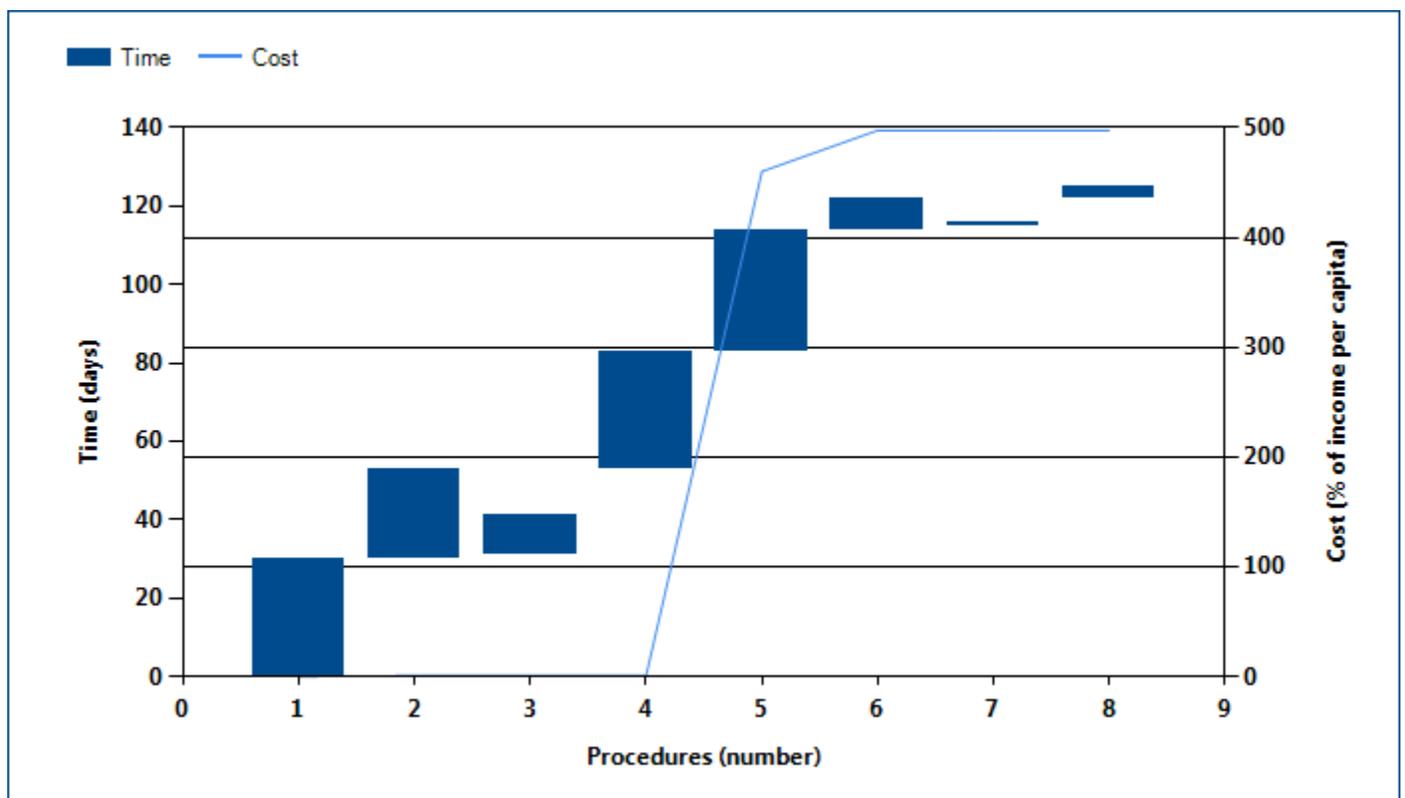
## GETTING ELECTRICITY

### Where does the economy stand today?

What does it take to obtain a new electricity connection in Bosnia and Herzegovina? According to data collected by *Doing Business*, getting electricity

there requires 8 procedures, takes 125 days and costs 497.6% of income per capita (figure 4.1).

Figure 4.1 What it takes to obtain an electricity connection in Bosnia and Herzegovina



Note: For details on the procedures reflected here, see the summary at the end of this chapter.

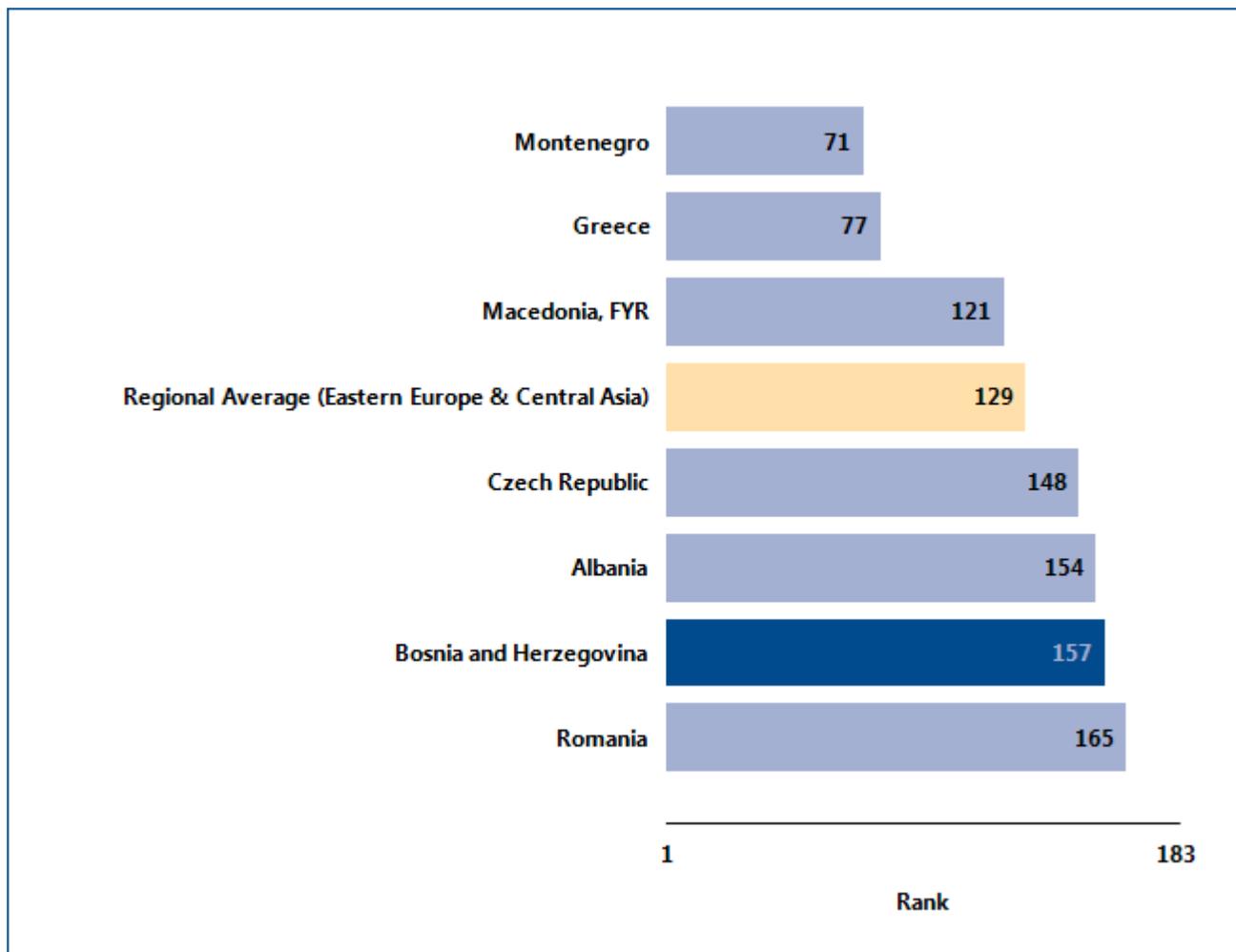
Source: *Doing Business* database.

### GETTING ELECTRICITY

Globally, Bosnia and Herzegovina stands at 157 in the ranking of 183 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 Bosnia and Herzegovina to connect a warehouse to electricity.

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



Source: Doing Business database.

## GETTING ELECTRICITY

Even more helpful than rankings for other economies may be the indicators underlying those rankings (table 4.1). If obtaining a new electricity connection requires fewer procedures, less time or less cost in other economies, the practices of their utilities may provide a

model for Bosnia and Herzegovina on ways to improve the ease of getting electricity. Regional and global averages on these indicators may provide useful benchmarks.

Table 4.1 The ease of getting electricity in Bosnia and Herzegovina and comparator economies

Indicator	Bosnia and Herzegovina	Albania	Czech Republic	Greece	Macedonia, FYR	Montenegro	Romania	Eastern Europe & Central Asia average	Global average
Rank	157	154	148	77	121	71	165	129	..
Procedures (number)	8	6	6	6	5	5	7	7	5
Time (days)	125	177	279	77	151	71	223	168	111
Cost (% of income per capita)	497.6	585.6	186.2	59.2	847.4	533.4	556.9	751.2	1,942.3

Source: Doing Business database.

## GETTING ELECTRICITY

### What are the details?

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

#### OBTAINING AN ELECTRICITY CONNECTION

**City:** Sarajevo

**Name of Utility:** Elektroprivreda BiH

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

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

No.	Procedure	Time to complete	Cost to complete
1	<b>Obtain initial electric power permit from Elektroprivreda BiH</b> The customer has to go to the utility and request the issuance of initial electric power permit which are basic technical conditions to check if the requested capacity is available and if there is a possible collision with existing users. Documents required are: cadastre extract, urban planning consent in certified copies and a rough design.	30 calendar days	BAM 30.0
2	<b>Request issuance of electro-energetic consent from Elektroprivreda BiH</b> The customer has to request the issuance of electro-energetic consent at the utility. The purpose is to specify more detailed technical conditions for the electricity connection. Documents required are: Building permit, company registration and schemes of electrical installation (project plan).	23 calendar days	BAM 50.0
3	<b>* Elektroprivreda BiH carries out external visit of the site</b> An authorized person of the customer has to be present during the site inspection to agree with the utility on the location of the facilities (cables etc). After the site visit, the electro-energetic consent and the estimate of costs are sent to the customer.	10 calendar days	no charge
4	<b>Receive electro-energetic consent and go to utility's main building to submit application for connection, pay estimate and sign contract</b> The client has to go to the utility's main building to submit the application for connection after having received the electro-energetic consent. The client pays the estimate and signs the connection contract.	30 calendar days	no charge

No.	Procedure	Time to complete	Cost to complete
5	<p><b>Await and receive external connection works by Elektroprivreda BiH</b></p> <p>The utility is planning and executing the external connection works. Once the works are completed, the utility will energize the connection and install the meter. The utility needs to request an excavation permit from the municipality to execute the external works.</p>	31 calendar days	BAM 31,220.0
6	<p><b>Hire specialized electrician to issue a certificate of compliance for the internal wiring</b></p> <p>After the external connection works, the client hires a specialized electrician to issue a certificate of compliance for the internal wiring of the warehouse.</p>	8 calendar days	BAM 2,550.0
7	<p><b>* Receive site visit by a technical commission of the municipality</b></p> <p>The municipality is putting together a commission that will do a site visit. This procedure is not applicable to low-voltage cables, but for medium-voltage cases it is required. After the site visit, the commission drafts a protocol. A cost is levied which is charged depending on the estimated value of the facility of the external connection. The land surveyor of the municipality who is part of the commission will ask to see the certificate issued by the Institute for Construction of the Canton Sarajevo proving that the cables have been recorded in the cadastre. He/she will also ask to see the elaboration of implemented surveying works produced by the private land surveying company. The customer should be present during this visit.</p>	1 calendar day	no charge
8	<p><b>Elektroprivreda BiH comes to the warehouse to energize the connection</b></p> <p>Once the works are completed and after the site visit of the commission of the municipality, authorized persons from the utility will come and energize the connection. At this point the meter that was installed by the electrical contractor that was hired by the utility is also inspected and sealed.</p>	3 calendar days	no charge

\* Takes place simultaneously with another procedure.

Source: *Doing Business* database.

## REGISTERING PROPERTY

Ensuring formal property rights is fundamental. Effective administration of land is part of that. If formal property transfer is too costly or complicated, formal titles might go informal again. And where property is informal or poorly administered, it has little chance of being accepted as collateral for loans—limiting access to finance.

### What do the indicators cover?

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

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

The parties (buyer and seller):

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

The property (fully owned by the seller):

- Has a value of 50 times income per capita. The sale price equals the value.
- Is registered in the land registry or cadastre, or both, and is free of title disputes.
- Is located in a periurban commercial zone, and no rezoning is required.

### WHAT THE REGISTERING PROPERTY INDICATORS MEASURE

#### Procedures to legally transfer title on immovable property (number)

Preregistration (for example, checking for liens, notarizing sales agreement, paying property transfer taxes)

Registration in the economy's largest business city

Postregistration (for example, filing title with the municipality)

#### Time required to complete each procedure (calendar days)

Does not include time spent gathering information

Each procedure starts on a separate day

Procedure 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

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

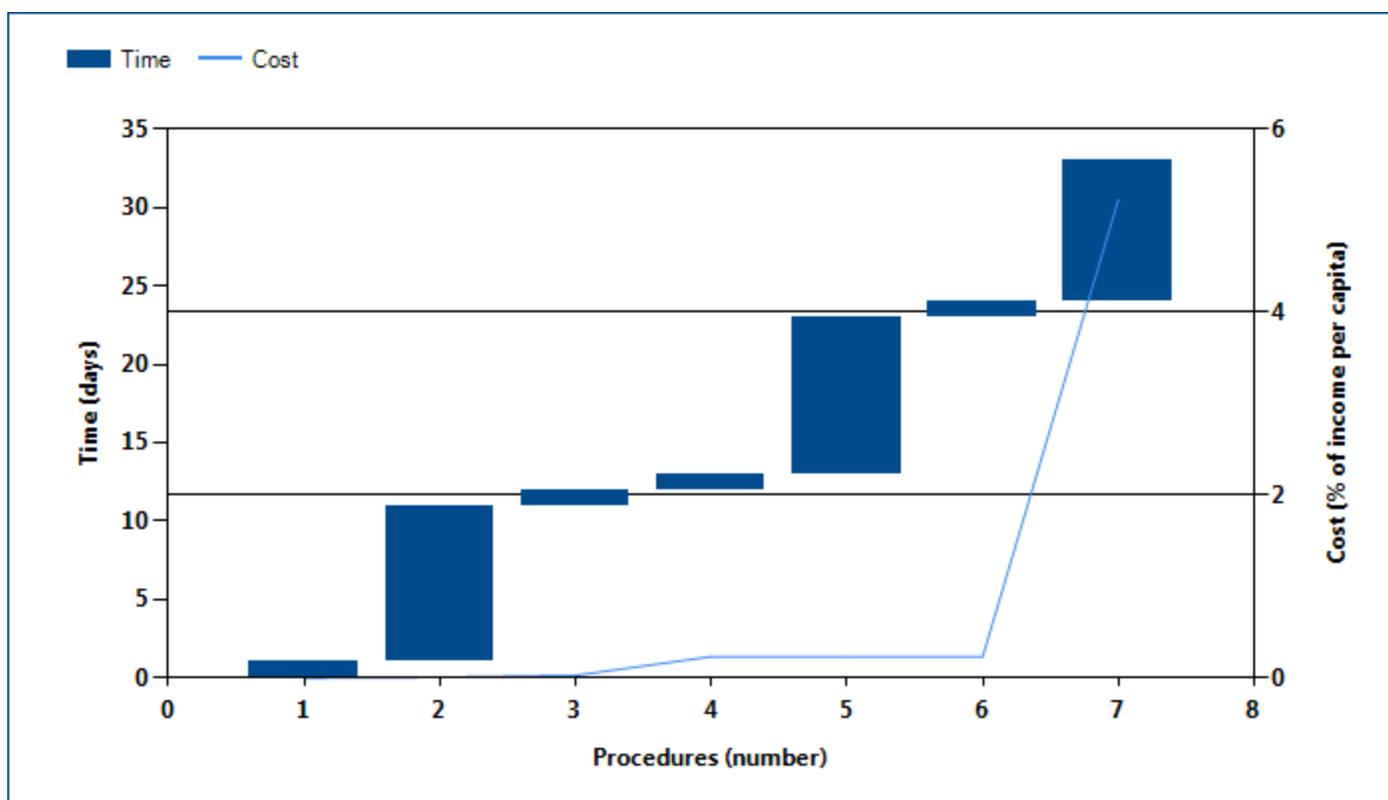
## REGISTERING PROPERTY

### Where does the economy stand today?

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

7 procedures, takes 33 days and costs 5.3% of the property value (figure 5.1).

Figure 5.1 What it takes to register property in Bosnia and Herzegovina



Note: For details on the procedures reflected here, see the summary at the end of this chapter.

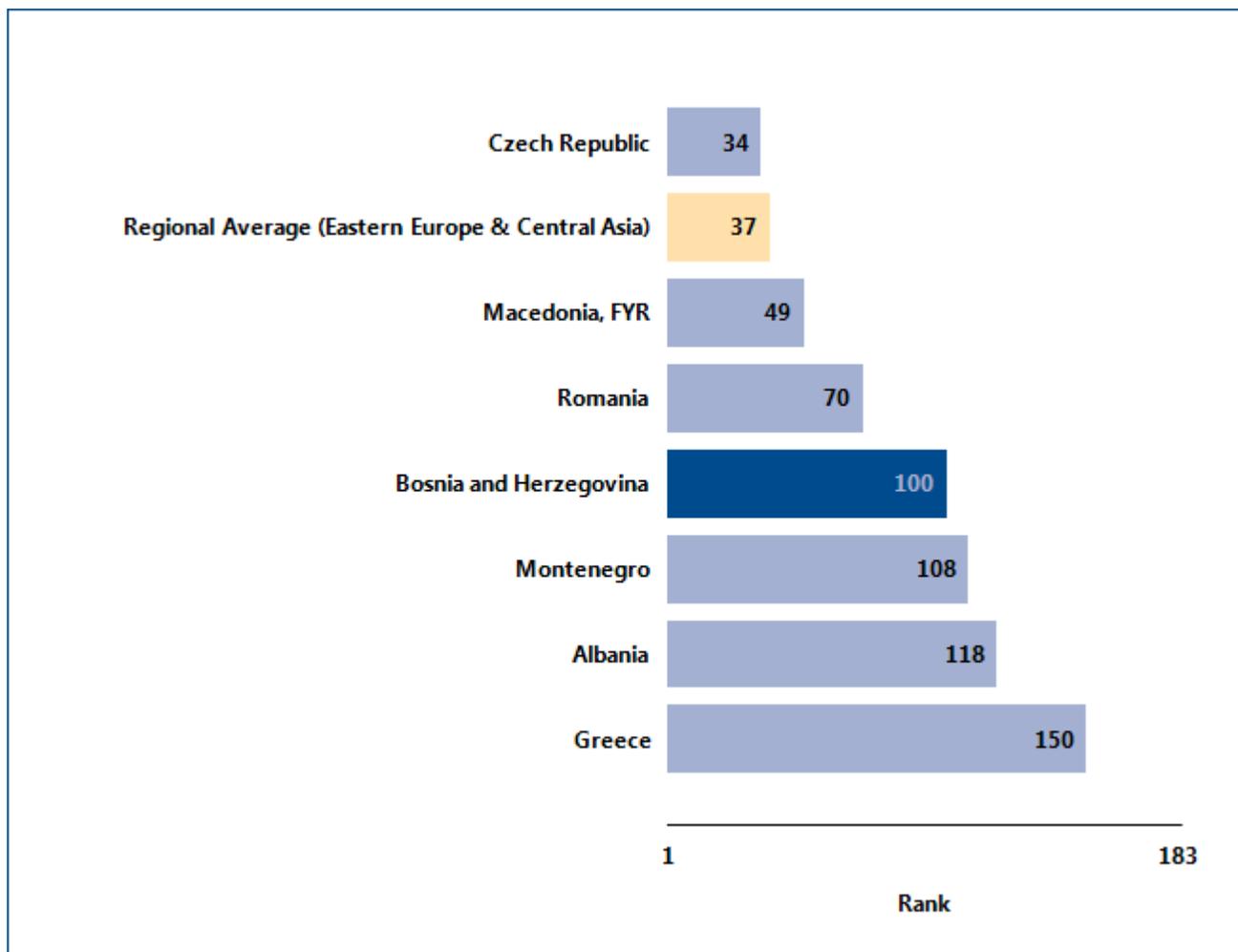
Source: *Doing Business* database.

## REGISTERING PROPERTY

Globally, Bosnia and Herzegovina stands at 100 in the ranking of 183 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 Bosnia and Herzegovina to transfer property.

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



Source: Doing Business database.

## REGISTERING PROPERTY

### What are the changes over time?

While the most recent *Doing Business* data reflect how easy (or difficult) it is to register property in Bosnia and Herzegovina today, data over time show which aspects of the process have changed—and which have not (table 5.1). That can help identify where the potential for improvement is greatest.

Table 5.1 The ease of registering property in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	..	101	100
Procedures (number)	7	7	7	7	7	7	7	7
Time (days)	331	331	331	331	128	84	33	33
Cost (% of property value)	6.0	6.0	5.0	5.0	5.2	5.2	5.3	5.3

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology. For more information on “no practice” marks, see the data notes for details.

Source: *Doing Business* database.

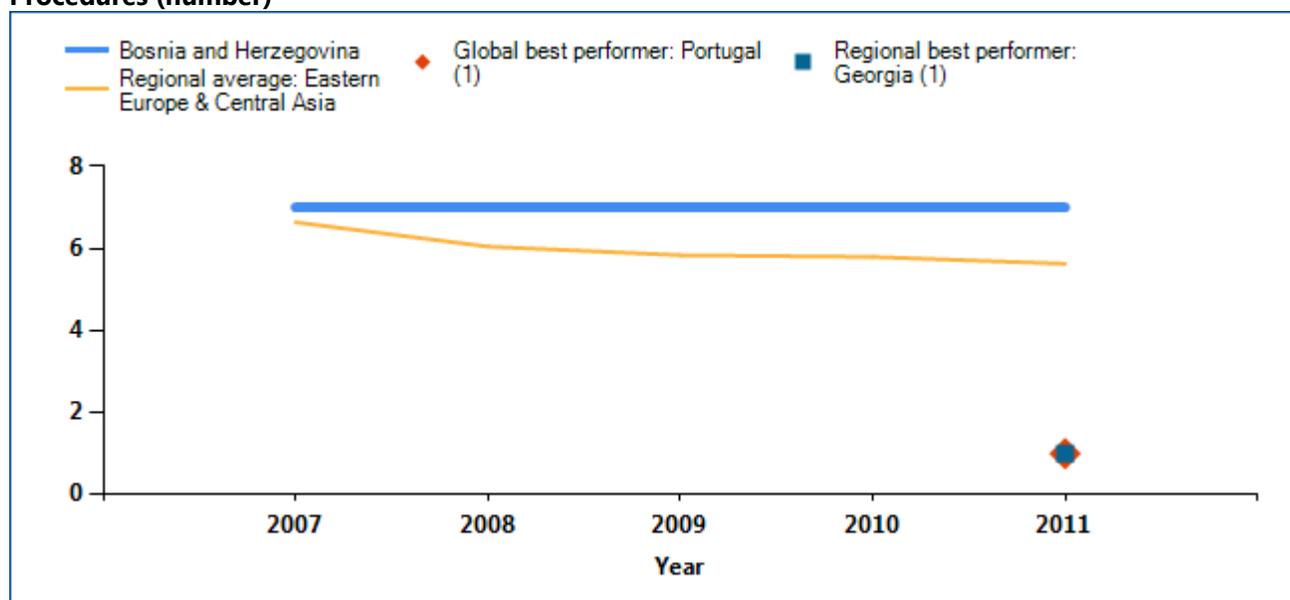
## REGISTERING PROPERTY

Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the procedures, time or cost required to complete a property transfer (figure 5.3). These economies may provide a model for Bosnia and

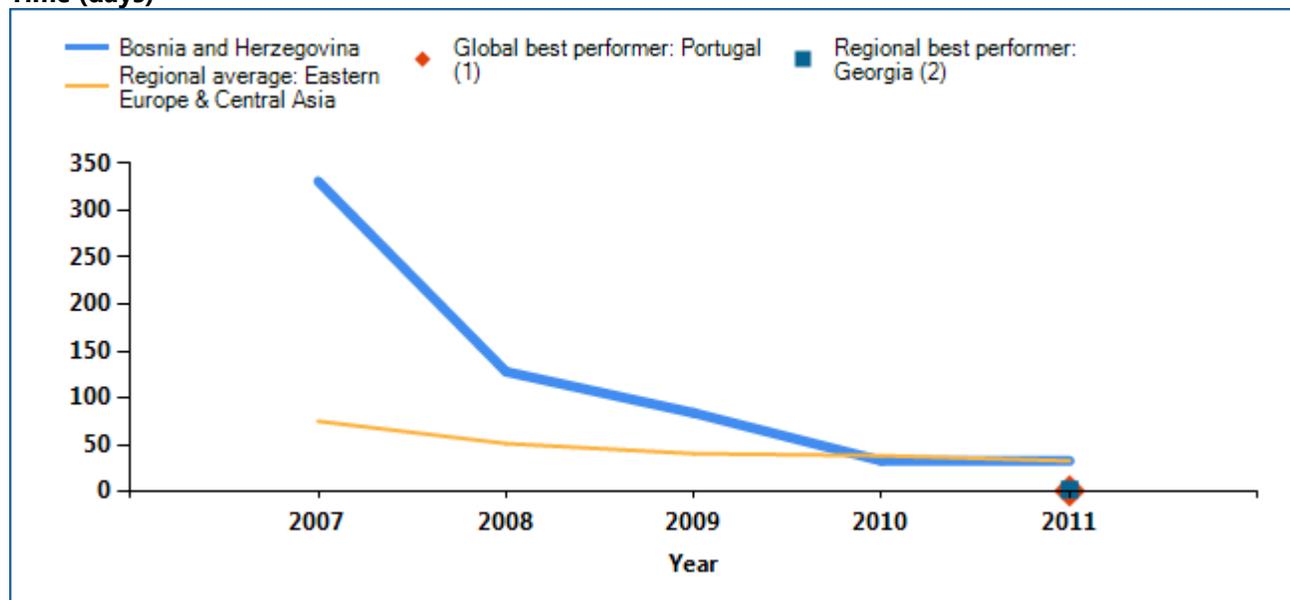
Herzegovina on ways to improve the ease of registering property. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

Figure 5.3 Has registering property become easier over time?

### Procedures (number)

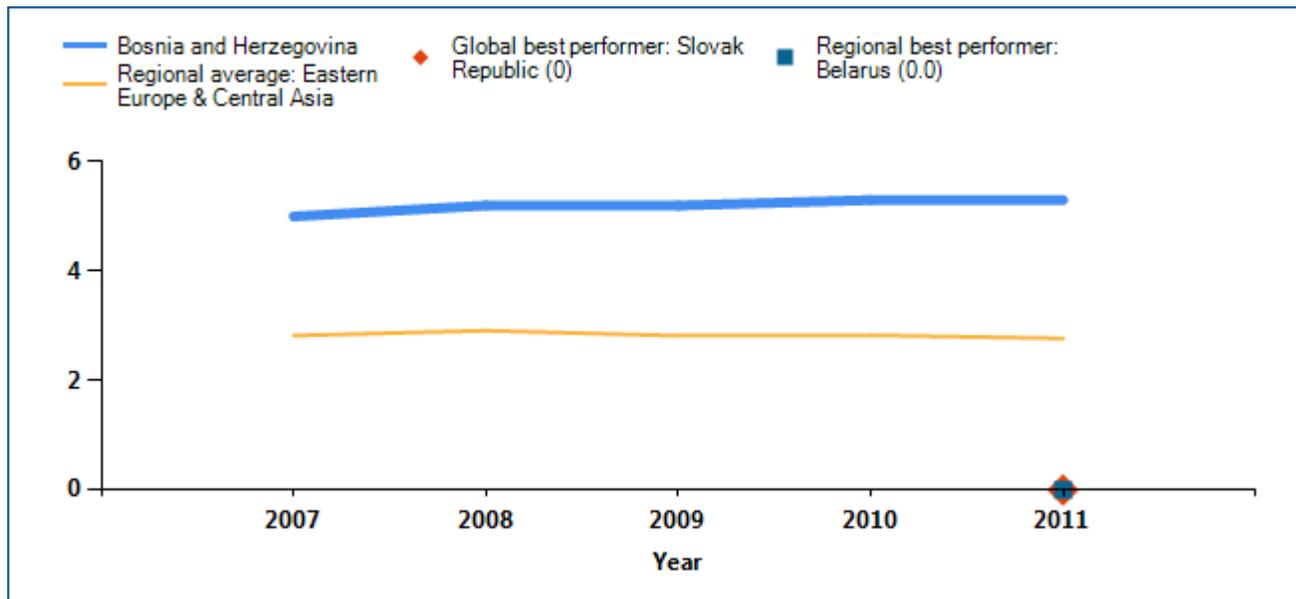


### Time (days)



## REGISTERING PROPERTY

### Cost (% of property value)



Note: The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator. In cases where no data are displayed above for the economy, this indicates that the economy has received a “no practice” mark; see the data notes for details.

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 Bosnia and Herzegovina (table 5.2)?

Table 5.2 How has Bosnia and Herzegovina made registering property easier—or not?  
By *Doing Business* report year

DB Year	Reform
DB2012	No reform.
DB2011	Bosnia and Herzegovina reduced delays in property registration at the land registry in Sarajevo.
DB2010	No reform.
DB2009	The computerization of files at the Land Registry in Sarajevo has sped property registration.

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

Source: *Doing Business* database.

## REGISTERING PROPERTY

### What are the details?

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

#### STANDARD PROPERTY TRANSFER

**City:** Sarajevo  
**Property Value:** 340,154.0

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

#### Summary of procedures for registering property in Bosnia and Herzegovina—and the time and cost

No.	Procedure	Time to complete	Cost to complete
1	<p><b>* Obtain a land registry extract as proof of ownership</b></p> <p>The seller requests and obtains the land registry excerpt from a competent court land registry office as the proof of ownership and to check the property against encumbrances. In practice, the excerpt must be obtained by the seller before starting the transaction formally. This information can also be obtained online (<a href="http://www.oss.ba">www.oss.ba</a> <a href="http://80.65.160.22/LarisLight/">http://80.65.160.22/LarisLight/</a>) but need to be obtained in hard copy and be sealed to have legal validity. The seller may hire a lawyer to perform this task. The lawyer fee would be about BAM 90. The Court Tax is BAM 10 per page. Typically, an extract for a property with no encumbrances would have 3 pages, one of which would describe the property and the land plot number, second one would have the information on ownership and third on encumbrances.</p>	1 day	BAM 10 per page (about 3 pages)
2	<p><b>* Parties obtain the court extract certifying the person authorized to act on behalf of each company</b></p> <p>Both the seller and the buyer submit the request for obtaining the court extract certifying the person authorized to act on behalf of each company to the court that keeps the Registry of Commercial Companies. They may hire a lawyer to perform this task. The parties have to provide the set of registration documents, which prove that the person who will sign on behalf of the company is authorized to do it. The Court tax is BAM 8 for the Request + BAM 10 per page for the Court Extract. Each Court Extract contains approximately 4-5 pages. The lawyer fee would be about BAM 90.</p>	10 days (simultaneous with procedure 1)	BAM 8 (each request) + BAM 10 per page (Court Extract, about 4-5 pages each)
3	<p><b>Notarization of the sale-purchase agreement</b></p> <p>The law on Notary of the Federal Republic of Bosnia &amp; Herzegovina that passed in 2002 and became applicable in May 2007 prescribes notaries</p>	1 day	700 BAM

No.	Procedure	Time to complete	Cost to complete																																																															
	<p>as the competent authority in the process of transferring a real estate or acquiring the ownership rights over the same or other real rights. According to the law, the purchase agreement of the real estate must be prepared as a notary deed. The cost of the procedure of notarization of the sale-purchase agreement depends on the value of the real estate at the time of purchase. Parties provide the notary with the land registry excerpt (obtained in Procedure 1) and well as with a court excerpt (obtained in Procedure 2). The presence of both parties is necessary at the notary's office or verification of the signatures should be based on a special power of notary. The notary needs to be provided with the following documents:</p> <ul style="list-style-type: none"> <li>- the land registry excerpt as well as the copy of the cadastre plan proving the ownership over the property;</li> <li>- the extract from the company's court registry certifying the person is authorized to act on behalf on the company and to sign the purchase agreement;</li> <li>- the approval of the founder (i.e. the General Assembly or Supervisory Board if applicable) for selling the property in case that the value of the property exceeds the amount of 1/3 of the company's book value.</li> </ul> <p>The notary fee depends on the value of the property and are set in the Federation of B&amp;H Official Gazzete no. 71/07) as follows:</p> <table border="0" data-bbox="228 1150 625 1879"> <thead> <tr> <th>Value of property</th> <th>notary fees in</th> </tr> <tr> <th>from BAM</th> <th>points</th> </tr> <tr> <th>to BAM</th> <th></th> </tr> </thead> <tbody> <tr><td>0</td><td>1.000,00</td><td>120</td></tr> <tr><td>1.001,00</td><td>2.500,00</td><td>180</td></tr> <tr><td>2.501,00</td><td>5.000,00</td><td>250</td></tr> <tr><td>5.001,00</td><td>10.000,00</td><td>300</td></tr> <tr><td>10.001,00</td><td>20.000,00</td><td>400</td></tr> <tr><td>20.001,00</td><td>30.000,00</td><td>500</td></tr> <tr><td>30.001,00</td><td>40.000,00</td><td>550</td></tr> <tr><td>40.001,00</td><td>50.000,00</td><td>600</td></tr> <tr><td>50.001,00</td><td>60.000,00</td><td>650</td></tr> <tr><td>60.001,00</td><td>80.000,00</td><td>700</td></tr> <tr><td>80.001,00</td><td>100.000,00</td><td>750</td></tr> <tr><td>100.001,00</td><td>150.000,00</td><td>850</td></tr> <tr><td>150.001,00</td><td>200.000,00</td><td>900</td></tr> <tr><td>200.001,00</td><td>250.000,00</td><td>1.000</td></tr> <tr><td>250.001,00</td><td>300.000,00</td><td>1.200</td></tr> <tr><td>300.001,00</td><td>400.000,00</td><td>1.400</td></tr> <tr><td>400.001,00</td><td>500.000,00</td><td>1.600</td></tr> <tr><td>500.001,00</td><td>750.000,00</td><td>2.000</td></tr> <tr><td>750.001,00</td><td>1.000.000,00</td><td>2.500</td></tr> </tbody> </table> <p>The value of point is 0,50 BAM + 17% VAT</p>	Value of property	notary fees in	from BAM	points	to BAM		0	1.000,00	120	1.001,00	2.500,00	180	2.501,00	5.000,00	250	5.001,00	10.000,00	300	10.001,00	20.000,00	400	20.001,00	30.000,00	500	30.001,00	40.000,00	550	40.001,00	50.000,00	600	50.001,00	60.000,00	650	60.001,00	80.000,00	700	80.001,00	100.000,00	750	100.001,00	150.000,00	850	150.001,00	200.000,00	900	200.001,00	250.000,00	1.000	250.001,00	300.000,00	1.200	300.001,00	400.000,00	1.400	400.001,00	500.000,00	1.600	500.001,00	750.000,00	2.000	750.001,00	1.000.000,00	2.500		
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No.	Procedure	Time to complete	Cost to complete
4	<p><b>Submit a request for evaluation of the property regarding tax payments</b></p> <p>Parties file the request for the evaluation of the real estate regarding the payment of the tax for the transfer of the ownership on real estates at the competent municipal Tax Authority. The deadline for filing the request is 15 days from the verification of signatures on the sale agreement. This procedure can be done by a lawyer or by the buyer and/or the seller.</p> <p>The documentation shall include: Copy of sale contract (obtained after Procedure 3)</p>	1 day	no cost
5	<p><b>On-site inspection of the property</b></p> <p>Upon submission of the purchase agreement the tax office commission performs on-site inspection of the real estate and takes notes from that inspection. Based on the notes, the tax office adopts an official decision on tax duty of the tax payer (in practice it is always the buyer).</p>	5-15 days	no cost
6	<p><b>Payment of the transfer tax at a commercial bank</b></p> <p>The transfer tax is paid, usually by the buyer, at a commercial bank in favor of the municipal budget. Following an amendment to the Law on Transfer Tax of the Real Estates and Rights as published in the Official Gazette of Canton Sarajevo on March 31st, 2005, the transfer tax of 5% came into effect on April 8th, 2005. The tax has to be paid according to the tax authority's instructions within 15 days from receiving payment instructions from the tax authority.</p>	1 day	5% of property value (transfer tax)
7	<p><b>Apply for registration at the Land Registry</b></p> <p>Parties submit the application and other documentation for the transfer of the ownership to the competent court land registry office. The registration of the transfer of ownership is handled by the authorized court officer. Time length of the procedure is not prescribed by the law. However, the procedure can last less than indicated above in case the party sends the urgency letter, especially in case of larger investments, explaining the grounds for such urgency, which happens often in practice. Computerization efforts at the Municipal Court in the past years have significantly sped up the process of registration. The land registry will forward information to the Cadastre.</p> <p>The documentation shall include: Purchase agreement Certificate of tax payment (obtained in Procedure 6)</p>	9 days	BAM 10 on request + BAM 50 (court tax)

\* Takes place simultaneously with another procedure.

Source: *Doing Business* database.

## GETTING CREDIT

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

### What do the indicators cover?

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

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

### WHAT THE GETTING CREDIT INDICATORS MEASURE

#### Strength of legal rights index (0–10)

Protection of rights of borrowers and lenders through collateral laws

Protection of secured creditors' rights through bankruptcy laws

#### Depth of credit information index (0–6)

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

#### Public credit registry coverage (% of adults)

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

#### Private credit bureau coverage (% of adults)

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

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

The ranking on the ease of getting credit is based on the percentile rankings on its component indicators: the depth of credit information index (weighted at 37.5%) and the strength of legal rights index (weighted at 62.5%).

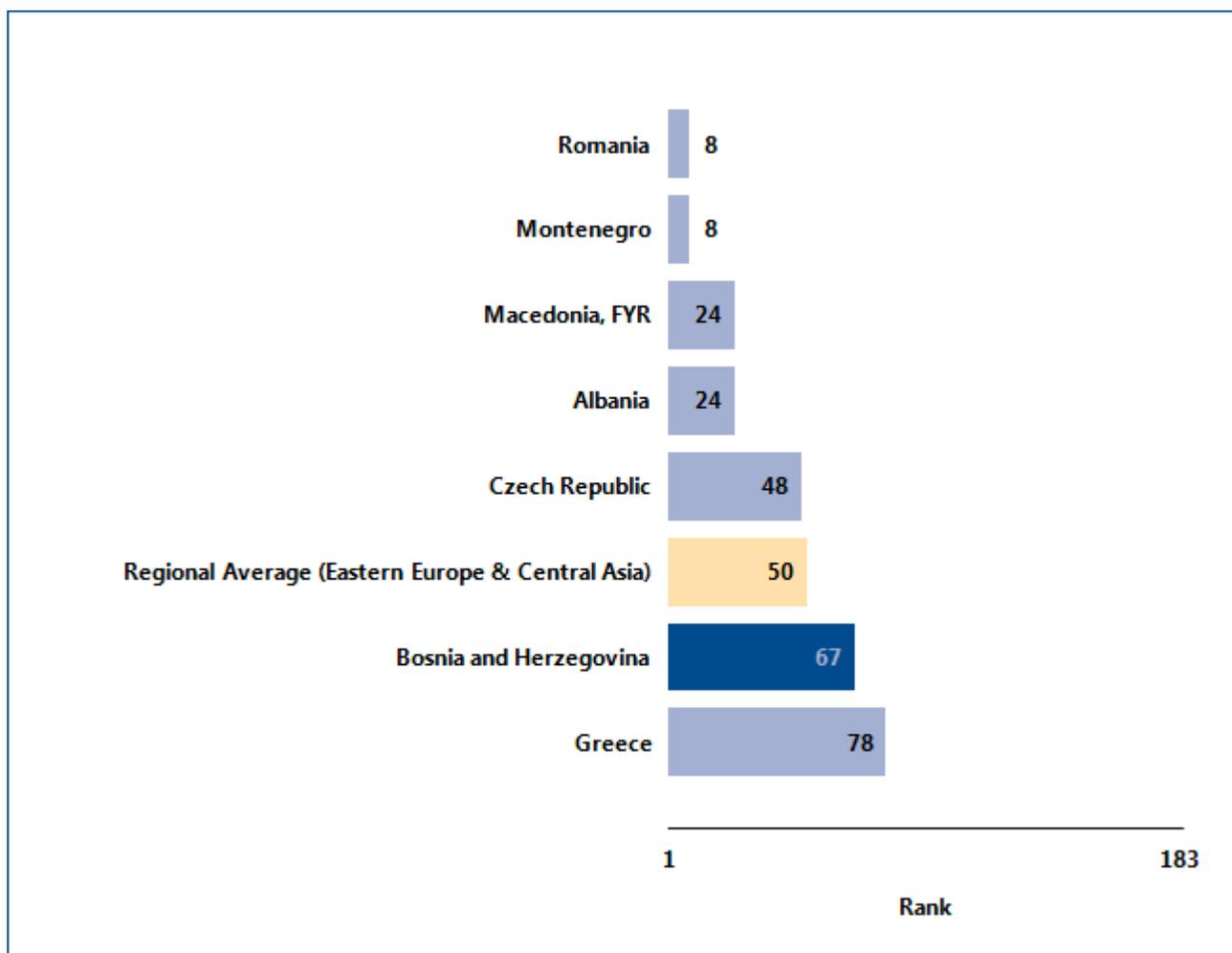
## GETTING CREDIT

### Where does the economy stand today?

How well do the credit information system and collateral and bankruptcy laws in Bosnia and Herzegovina facilitate access to credit? The economy has a score of 5 on the depth of credit information index and a score of 5 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, Bosnia and Herzegovina stands at 67 in the ranking of 183 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 Bosnia and Herzegovina support lending and borrowing.

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



Source: Doing Business database.

## GETTING CREDIT

### What are the changes over time?

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

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

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

Indicator	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	..	64	67
Strength of legal rights index (0-10)	3	5	5	5	5	5	5	5
Depth of credit information index (0-6)	5	5	5	5	5	5	5	5
Public registry coverage (% of adults)	0.0	0.0	0.0	0.0	0.0	23.2	30.2	35.3
Private bureau coverage (% of adults)	15.6	19.3	22.9	63.7	69.2	64.3	47.2	39.6

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology.

Source: *Doing Business* database.

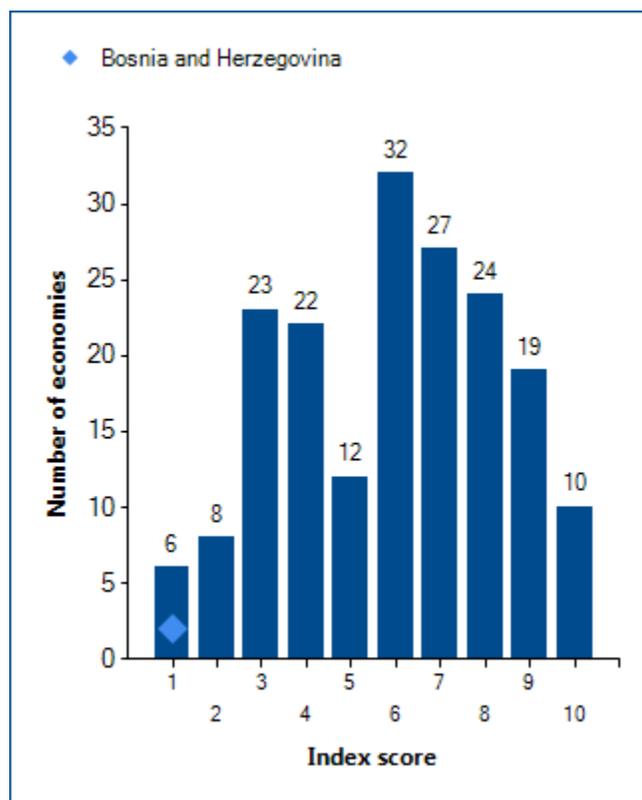
## GETTING CREDIT

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

index for Bosnia and Herzegovina in 2011 and shows the number of other economies having the same score in 2011. Figure 6.3 shows the same thing for the depth of credit information index.

Figure 6.2 Have legal rights for borrowers and lenders become stronger?

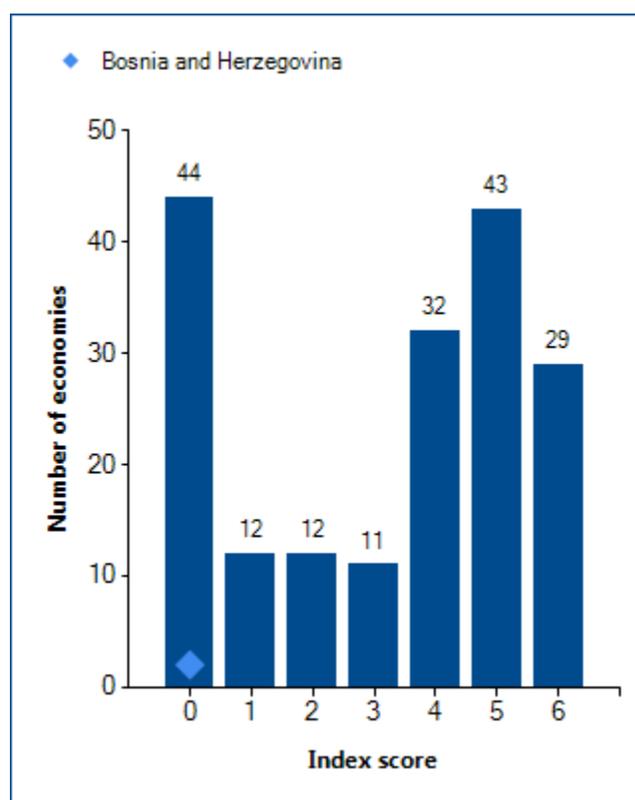
Number of economies with each score on strength of legal rights index (0–10), 2011



Source: Doing Business database.

Figure 6.3 Have the coverage and accessibility of credit information grown?

Number of economies with each score on depth of credit information index (0–6), 2011



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 Bosnia and Herzegovina (table 6.2)?

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

DB Year	Reform
DB2012	No reform.
DB2011	No reform.
DB2010	No reform.
DB2009	No reform.

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

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

#### Summary of scoring for the getting credit indicators in Bosnia and Herzegovina

Indicator	Bosnia and Herzegovina	Eastern Europe & Central Asia	OECD high income
<b>Strength of legal rights index (0-10)</b>	5	7	7
<b>Depth of credit information index (0-6)</b>	5	5	5
<b>Public registry coverage (% of adults)</b>	35.3	16.2	9.5
<b>Private bureau coverage (% of adults)</b>	39.6	29.4	63.9

<b>Strength of legal rights index (0–10)</b>	<b>Index score: 5</b>
Can any business use movable assets as collateral while keeping possession of the assets; and any financial institution accept such assets as collateral ?	Yes
Does the law allow businesses to grant a non possessory security right in a single category of movable assets, without requiring a specific description of collateral?	Yes
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 ?	No
Is a general description of debts and obligations permitted in collateral agreements; can all types of debts and obligations be secured between parties; and can the collateral agreement include a maximum amount for which the assets are encumbered?	Yes
Is a collateral registry in operation, that is unified geographically and by asset type, with an electronic database indexed by debtor's names?	Yes
Are secured creditors paid first (i.e. before general tax claims and employee claims) when a debtor defaults outside an insolvency procedure?	No

<b>Strength of legal rights index (0–10)</b>	<b>Index score: 5</b>
Are secured creditors paid first (i.e. before general tax claims and employee claims) when a business is liquidated?	No
Are secured creditors either not subject to an automatic stay or moratorium on enforcement procedures when a debtor enters a court-supervised reorganization procedure, or the law provides secured creditors with grounds for relief from an automatic stay or	No
Does the law allow parties to agree in a collateral agreement that the lender may enforce its security right out of court, at the time a security interest is created?	No

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

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

<b>Coverage</b>	<b>Private credit bureau</b>	<b>Public credit registry</b>
<b>Number of firms</b>	195,230	27,525
<b>Number of individuals</b>	860,000	913,713

Source: Doing Business database.

## PROTECTING INVESTORS

Investor protections matter for the ability of companies to raise the capital they need to grow, innovate, diversify and compete. If the laws do not provide such protections, investors may be reluctant to invest unless they become the controlling shareholders. Strong regulations clearly define related-party transactions, promote clear and efficient disclosure requirements, require shareholder participation in major decisions of the company and set clear standards of accountability for company insiders.

### What do the indicators cover?

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

The business (Buyer):

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

The transaction involves the following details:

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

### WHAT THE PROTECTING INVESTORS

#### INDICATORS MEASURE

##### Extent of disclosure index (0–10)

Who can approve related-party transactions  
Disclosure requirements in case of related-party transactions

##### Extent of director liability index (0–10)

Ability of shareholders to hold interested parties and members of the approving body liable in case of related-party transactions

Available legal remedies (damages, repayment of profits, fines, imprisonment and rescission of the transaction)

Ability of shareholders to sue directly or derivatively

##### Ease of shareholder suits index (0–10)

Access to internal corporate documents (directly or through a government inspector)

Documents and information available during trial

##### Strength of investor protection index (0–10)

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

the company purchase used trucks from another company he owns.

- The price is higher than the going price for used trucks, but the transaction goes forward.
- All required approvals are obtained, and all required disclosures made, though the transaction is prejudicial to Buyer.
- Shareholders sue the interested parties and the members of the board of directors.

## PROTECTING INVESTORS

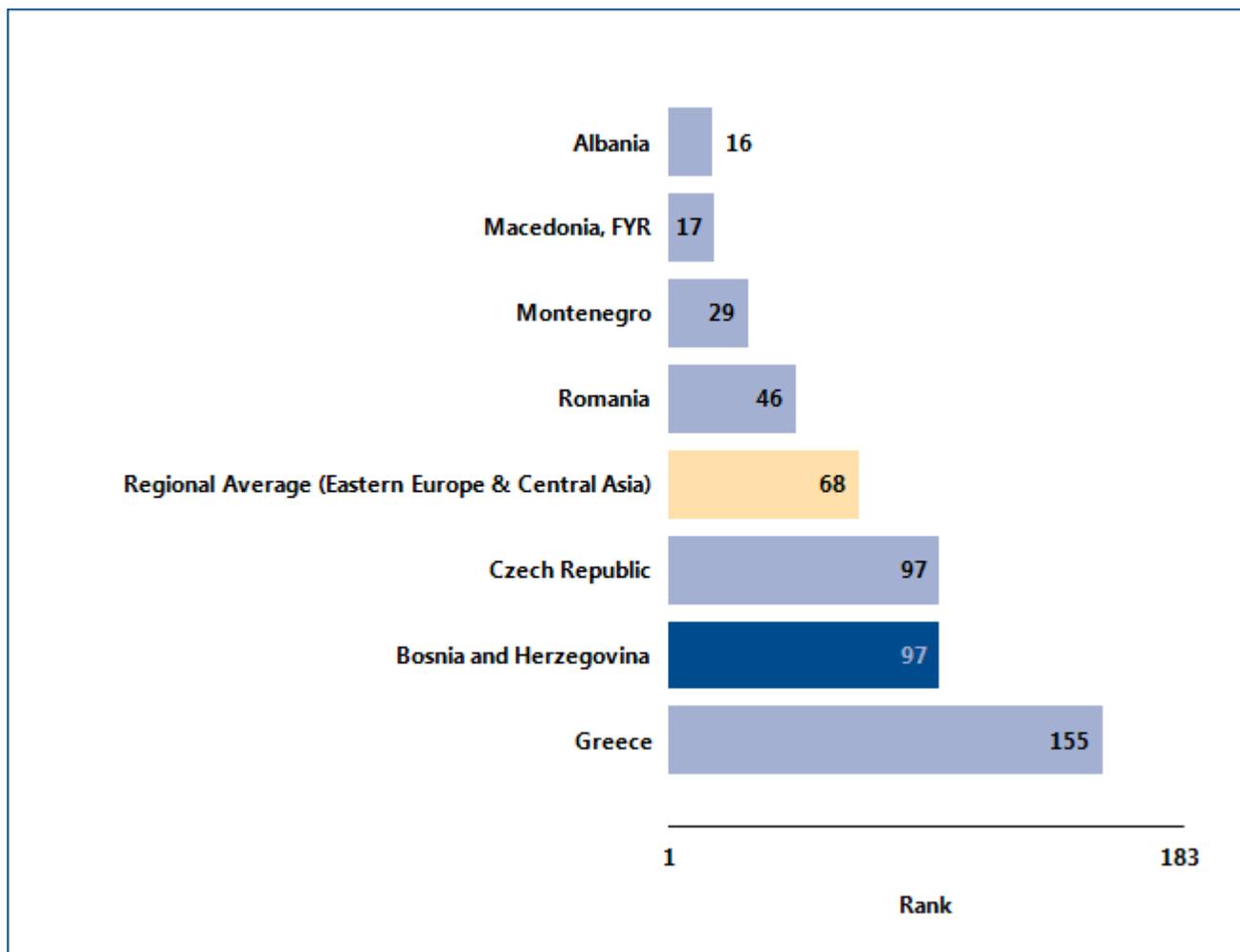
### Where does the economy stand today?

How strong are investor protections in Bosnia and Herzegovina? The economy has a score of 5.0 on the strength of investor protection index, with a higher score indicating stronger protections (see the summary of scoring at the end of this chapter for details).

Globally, Bosnia and Herzegovina stands at 97 in the ranking of 183 economies on the strength of investor

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

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



Source: Doing Business database.

## PROTECTING INVESTORS

### What are the changes over time?

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

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

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

Indicator	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	93	97
Extent of disclosure index (0-10)	3	3	3	3	3	3	3
Extent of director liability index (0-10)	6	6	6	6	6	6	6
Ease of shareholder suits index (0-10)	6	6	6	6	6	6	6
Strength of investor protection index (0-10)	5.0	5.0	5.0	5.0	5.0	5.0	5.0

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology.

Source: *Doing Business* database.

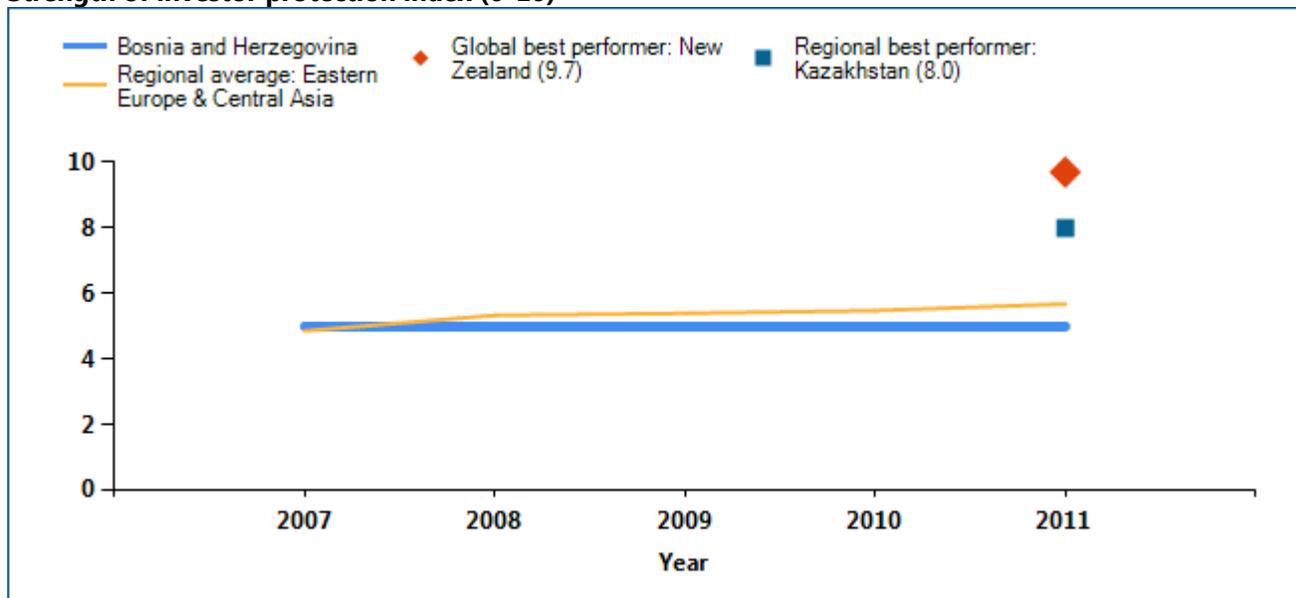
## PROTECTING INVESTORS

But the overall ranking on the strength of investor protection index tells only part of the story. Economies may offer strong protections in some areas but not others. So the scores recorded over time for Bosnia and Herzegovina on the extent of disclosure, extent of

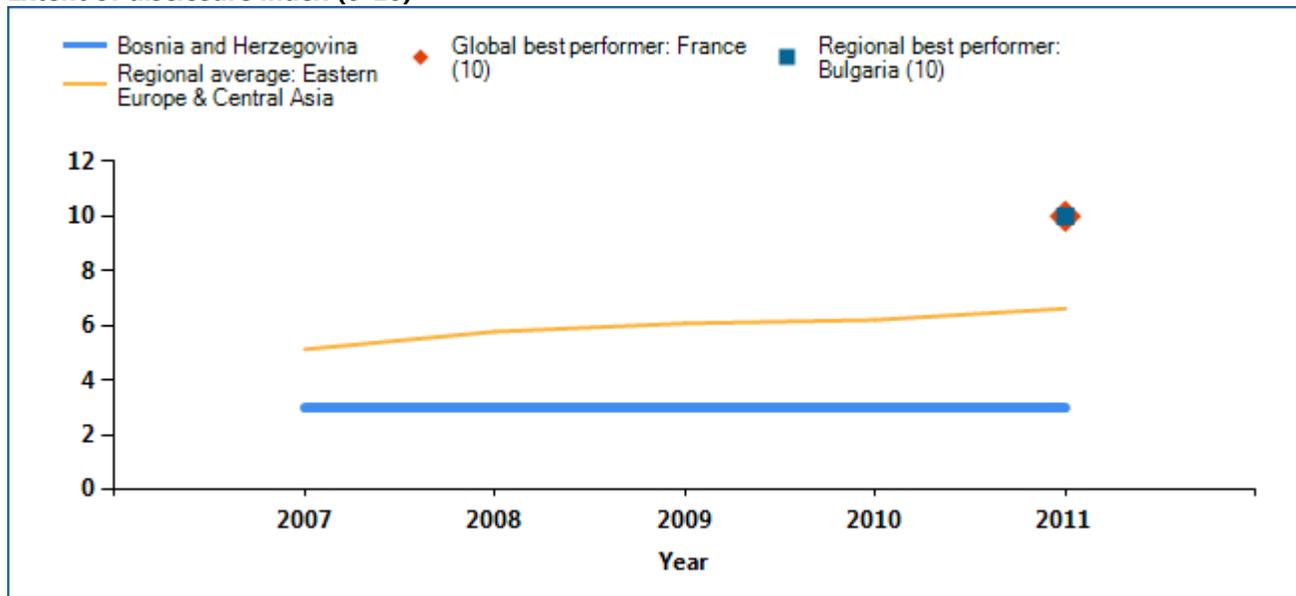
director liability and ease of shareholder suits indices may also be revealing (figure 7.2). Equally interesting may be the changes over time in the regional average scores for those indices.

Figure 7.2 Have investor protections become stronger?

### Strength of investor protection index (0-10)

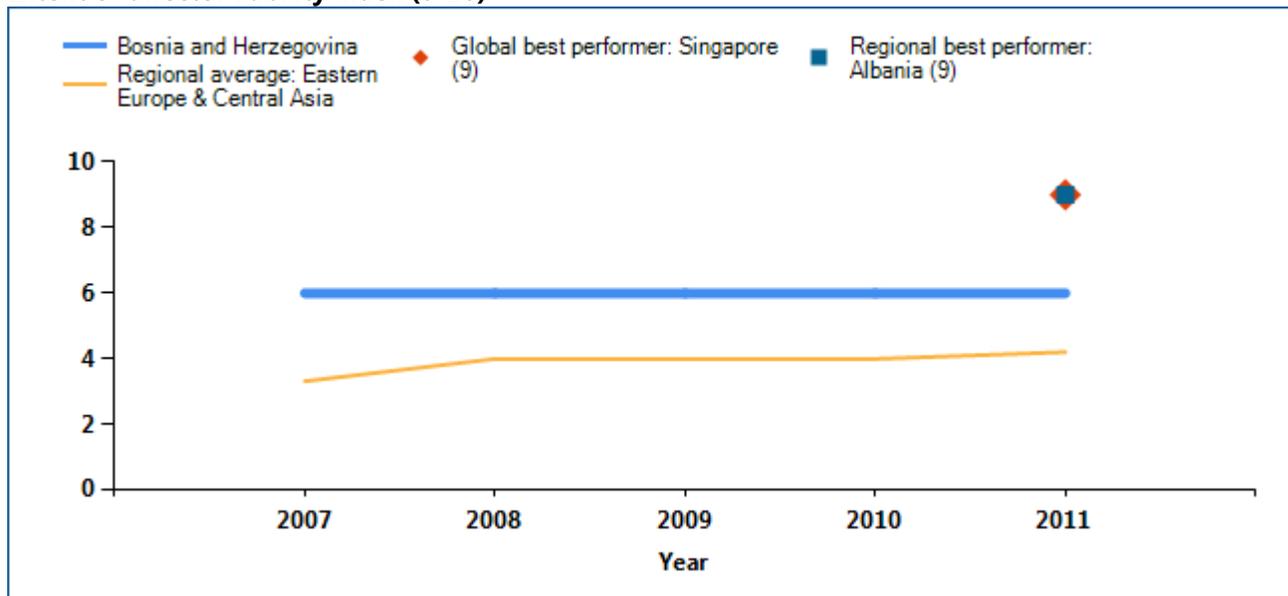


### Extent of disclosure index (0-10)

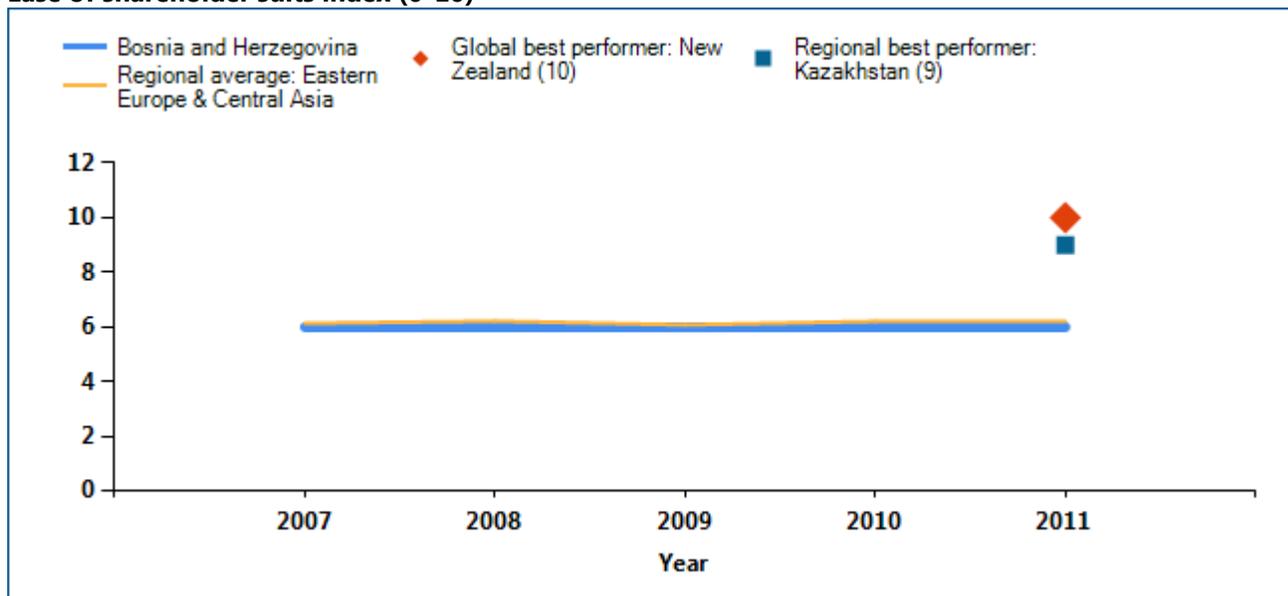


## PROTECTING INVESTORS

### Extent of director liability index (0-10)



### Ease of shareholder suits index (0-10)



Note: The higher the score, the stronger the investor protections. The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator.

Source: *Doing Business* database.

## PROTECTING INVESTORS

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

time. So reforms to strengthen investor protections may move ahead on different fronts—such as through new or amended company laws or civil procedure rules. What investor protection reforms has *Doing Business* recorded in Bosnia and Herzegovina (table 7.2)?

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

DB Year	Reform
DB2012	No reform.
DB2011	No reform.
DB2010	No reform.
DB2009	No reform.

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

Source: *Doing Business* database.

## PROTECTING INVESTORS

### What are the details?

The protecting investors indicators reported here for Bosnia and Herzegovina are based on detailed information collected through a survey of corporate and securities lawyers and are based on securities regulations, company laws and court rules of evidence. To construct the extent of disclosure, extent of director liability and ease of shareholder suits indices, a score is

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

#### Summary of scoring for the protecting investors indicators in Bosnia and Herzegovina

Indicator	Bosnia and Herzegovina	Eastern Europe & Central Asia	OECD high income
<b>Extent of disclosure index (0-10)</b>	3	7	6
<b>Extent of director liability index (0-10)</b>	6	4	5
<b>Ease of shareholder suits index (0-10)</b>	6	6	7
<b>Strength of investor protection index (0-10)</b>	5.0	5.7	6.0

	Score
Extent of disclosure index (0-10)	3
What corporate body provides legally sufficient approval for the transaction?	2
Whether disclosure of the conflict of interest by Mr. James to the board of directors is required?	1
Whether immediate disclosure of the transaction to the public and/or shareholders is required?	0
Whether disclosure of the transaction in published periodic filings (annual reports) is required?	0
Whether an external body must review the terms of the transaction before it takes place?	0
Extent of director liability index (0-10)	6
Whether shareholders can sue directly or derivatively for the damage that the Buyer-Seller transaction causes to the company?	0
Whether shareholders can hold Mr. James liable for the damage that the Buyer-Seller transaction causes to the company?	1
Whether shareholders can hold members of the approving body liable for the damage that the Buyer-Seller transaction causes to the company?	2

	Score
Whether a court can void the transaction upon a successful claim by a shareholder plaintiff?	0
Whether Mr. James pays damages for the harm caused to the company upon a successful claim by the shareholder plaintiff?	1
Whether Mr. James repays profits made from the transaction upon a successful claim by the shareholder plaintiff?	1
Whether fines and imprisonment can be applied against Mr. James?	1
Ease of shareholder suits index (0-10)	6
Whether shareholders owning 10% or less of Buyer's shares can inspect transaction documents before filing suit?	1
Whether shareholders owning 10% or less of Buyer's shares can request an inspector to investigate the transaction?	1
Whether the plaintiff can obtain any documents from the defendant and witnesses during trial?	3
Whether the plaintiff can request categories of documents from the defendant without identifying specific ones?	1
Whether the plaintiff can directly question the defendant and witnesses during trial?	0
Whether the level of proof required for civil suits is lower than that of criminal cases?	0
Strength of investor protection index (0-10)	5.0

Source: Doing Business database.

## Notes:

### Extent of disclosure index (0–10)

Scoring for the extent of disclosure index is based on 5 components:

*Which corporate body can provide legally sufficient approval for the transaction*

0 = CEO or managing director alone; 1 = shareholders or board of directors vote and Mr. James can vote; 2 = board of directors votes and Mr. James cannot vote; 3 = shareholders vote and Mr. James cannot vote.

*Whether disclosure of the conflict of interest by Mr. James to the board of directors is required*

0 = no disclosure; 1 = disclosure of the existence of a conflict without any specifics; 2 = full disclosure of all material facts.

*Whether immediate disclosure of the transaction to the public, the regulator or the shareholders is required*

0 = no disclosure; 1 = disclosure on the transaction only; 2 = disclosure on the transaction and Mr. James's conflict of interest.

*Whether disclosure of the transaction in the annual report is required*

0 = no disclosure; 1 = disclosure on the transaction only; 2 = disclosure on the transaction and Mr. James's conflict of interest.

*Whether it is required that an external body (for example, an external auditor) review the transaction before it takes place*

0 = no; 1 = yes.

### **Extent of director liability index (0–10)**

Scoring for the extent of director liability index is based on 7 components:

*Whether shareholders can sue directly or derivatively for the damage that the Buyer-Seller transaction causes to the company*

0 = suits are unavailable or available only for shareholders holding more than 10% of the company's share capital; 1 = direct or derivative suits available for shareholders holding 10% of share capital or less.

*Whether shareholders can hold Mr. James liable for the damage that the transaction causes to the company*

0 = Mr. James is not liable or is liable only if he acted fraudulently or in bad faith; 1 = Mr. James is liable if he influenced the approval or was negligent; 2 = Mr. James is liable if the transaction is unfair or prejudicial to the other shareholders.

*Whether shareholders can hold the approving body (the CEO or members of the board of directors) liable for the damage that the transaction causes to the company*

0 = members of the approving body are either not liable or liable only if they acted fraudulently or in bad faith; 1 = liable for negligence in the approval of the transaction; 2 = liable if the transaction is unfair or prejudicial to the other shareholders.

*Whether a court can void the transaction upon a successful claim by a shareholder plaintiff*

0 = rescission is unavailable or available only in case of Seller's fraud or bad faith; 1 = rescission is available when the transaction is oppressive or prejudicial to the other shareholders; 2 = rescission is available when the transaction is unfair or entails a conflict of interest.

*Whether Mr. James pays damages for the harm caused to the company upon a successful claim by the shareholder plaintiff*

0 = no; 1 = yes.

*Whether Mr. James repays profits made from the transaction upon a successful claim by the shareholder plaintiff*

0 = no; 1 = yes.

*Whether both fines and imprisonment can be applied against Mr. James*

0 = no; 1 = yes.

### **Ease of shareholder suits index (0–10)**

Scoring for the ease of shareholder suits index is based on 6 components:

*What range of documents is available to the plaintiff from the defendant and witnesses during trial*

Score of 1 for each of the following: information that the defendant has indicated he intends to rely on for his defense; information that directly proves specific facts in the plaintiff's claim; any information relevant to the subject matter of the claim; and any information that may lead to the discovery of relevant information.

*Whether the plaintiff can directly examine the defendant and witnesses during trial*

0 = no; 1 = yes, with prior approval by the court of the questions posed; 2 = yes, without prior approval.

*Whether the plaintiff can obtain categories of relevant documents from the defendant without identifying each document specifically*

0 = no; 1 = yes.

*Whether shareholders owning 10% or less of the company's share capital can request that a government inspector investigate the transaction without filing suit in court*

0 = no; 1 = yes.

*Whether shareholders owning 10% or less of the company's share capital have the right to inspect the transaction documents before filing suit*

0 = no; 1 = yes.

*Whether the standard of proof for civil suits is lower than that for a criminal case*

0 = no; 1 = yes.

#### **Strength of investor protection index (0–10)**

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

## PAYING TAXES

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

### What do the indicators cover?

Using a case scenario, *Doing Business* measures the taxes and mandatory contributions that a medium-size company must pay in a given year as well as the administrative burden of paying taxes and contributions. This case scenario uses a set of financial statements and assumptions about transactions made over the year. Information is also compiled on the frequency of filing and payments as well as time taken to comply with tax laws. The ranking on the ease of paying taxes is the simple average of the percentile rankings on its component indicators: number of annual payments, time and total tax rate, with a threshold being applied to the total tax rate.<sup>2</sup> To make the data comparable across economies, several assumptions about the business and the taxes and contributions are used.

- TaxpayerCo is a medium-size business that started operations on January 1, 2009.
- The business starts from the same financial position in each economy. All the taxes and mandatory contributions paid during the second year of operation are recorded.
- Taxes and mandatory contributions are measured at all levels of government.

### WHAT THE PAYING TAXES INDICATORS MEASURE

#### Tax payments for a manufacturing company in 2010 (number per year adjusted for electronic or joint filing and payment)

Total number of taxes and contributions paid, including consumption taxes (value added tax, sales tax or goods and service tax)

Method and frequency of filing and payment

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

Collecting information and computing the tax payable

Completing tax return forms, filing with proper agencies

Arranging payment or withholding

Preparing separate tax accounting books, if required

#### Total tax rate (% of profit 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.

<sup>2</sup> The threshold is defined as the highest total tax rate among the top 30% of economies in the ranking on the total tax rate. It will be calculated and adjusted on a yearly basis. The threshold is not based on any underlying theory. Instead, it is intended to mitigate the effect of very low tax rates on the ranking on the ease of paying taxes.

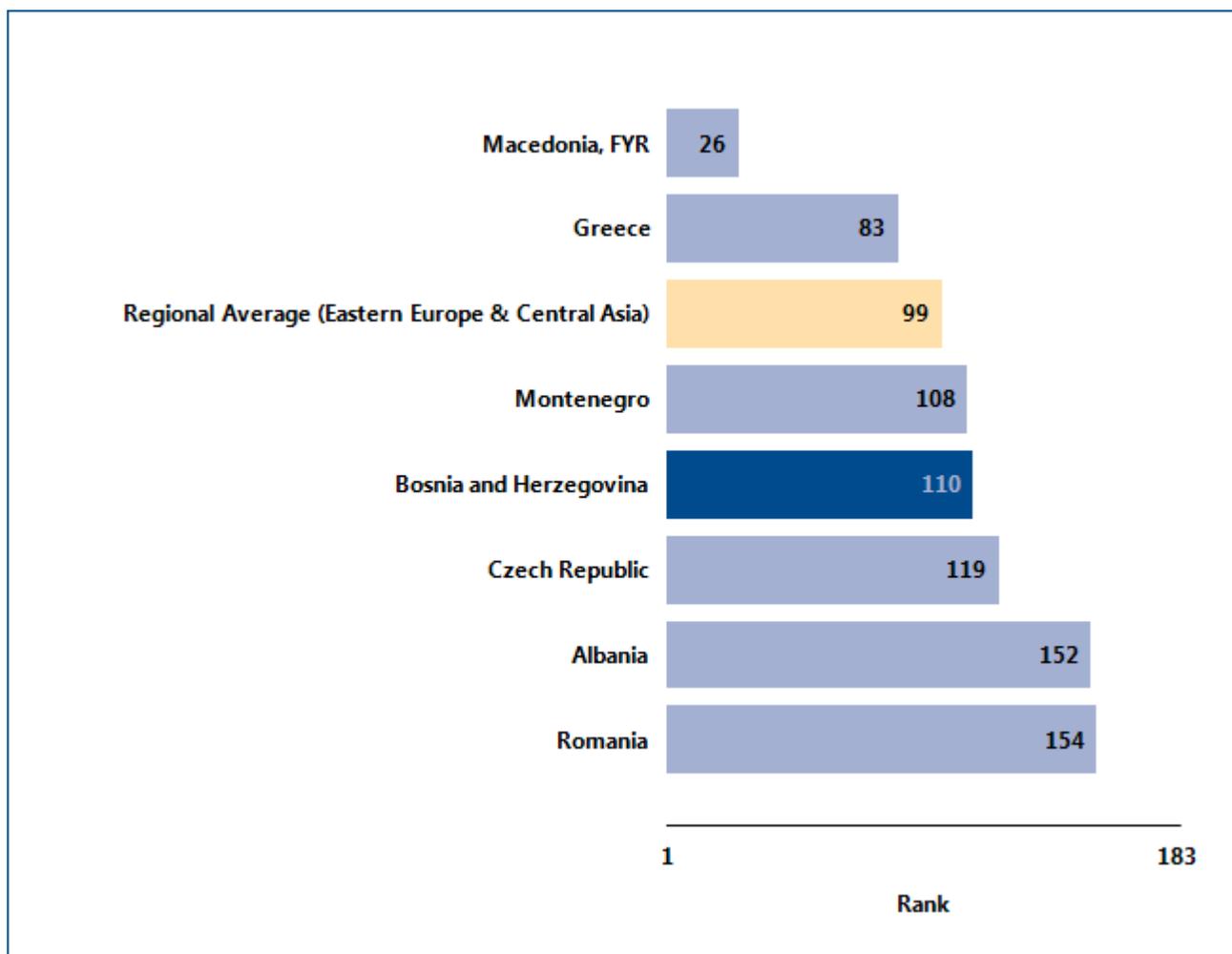
## PAYING TAXES

### Where does the economy stand today?

What is the administrative burden of complying with taxes in Bosnia and Herzegovina—and how much do firms pay in taxes? On average, firms make 40 tax payments a year, spend 422 hours a year filing, preparing and paying taxes and pay total taxes amounting to 7.1% of profit (see the summary at the end of this chapter for details).

Globally, Bosnia and Herzegovina stands at 110 in the ranking of 183 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 Bosnia and Herzegovina.

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



Note: DB2012 rankings reflect changes to the methodology. For all economies with a total tax rate below the threshold of 32.5% applied in DB2012, the total tax rate is set at 32.5% for the purpose of calculating the ranking on the ease of paying taxes.

Source: *Doing Business* database.

## PAYING TAXES

### What are the changes over time?

While the most recent *Doing Business* data reflect how easy (or difficult) it is to comply with tax rules in Bosnia and Herzegovina today, data over time show which aspects of the process have changed — and which have not (table 8.1). That can help identify where the potential for easing tax compliance is greatest.

Table 8.1 The ease of paying taxes in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
<b>Rank</b>	..	..	..	..	..	108	110
<b>Payments (number per year)</b>	40	40	40	40	40	40	40
<b>Time (hours per year)</b>	368	368	368	428	422	422	422
<b>Total tax rate (% profit)</b>	44.1	44.1	44.1	44.1	27.1	23.0	25.0

*Note:* n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology. For all economies with a total tax rate below the threshold of 32.5% applied in DB2012, the total tax rate is set at 32.5% for the purpose of calculating the rank on the ease of paying taxes.

*Source:* *Doing Business* database.

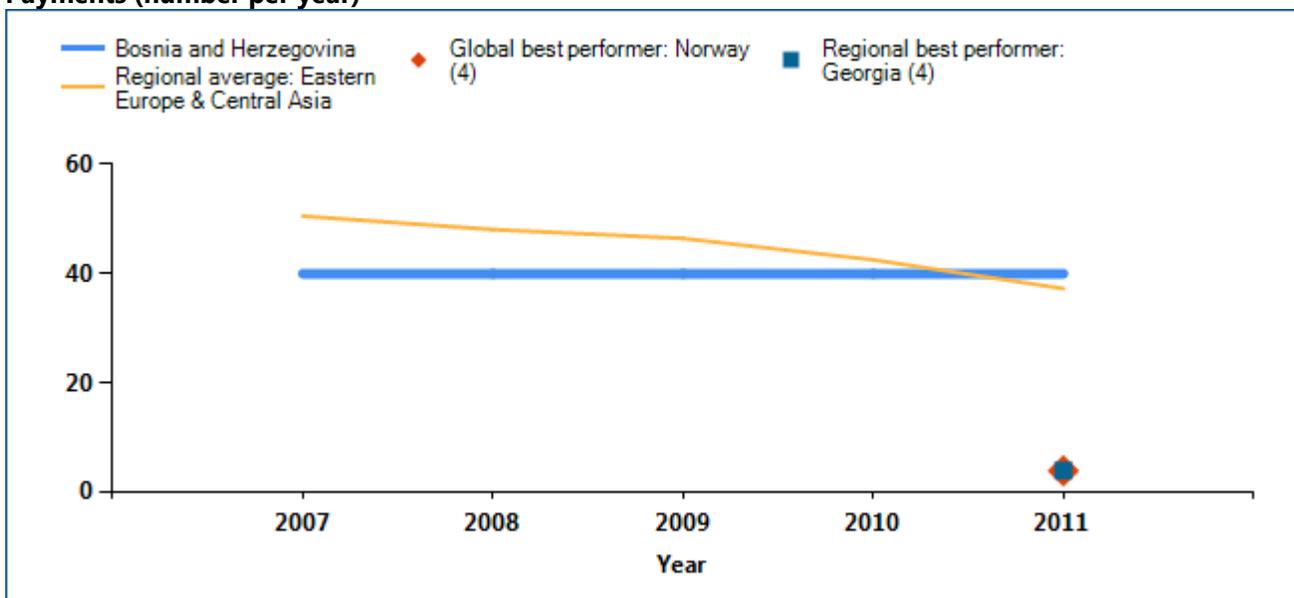
## PAYING TAXES

Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the number of payments or the time required to prepare and file taxes (figure 8.2). These economies may provide a model for Bosnia and

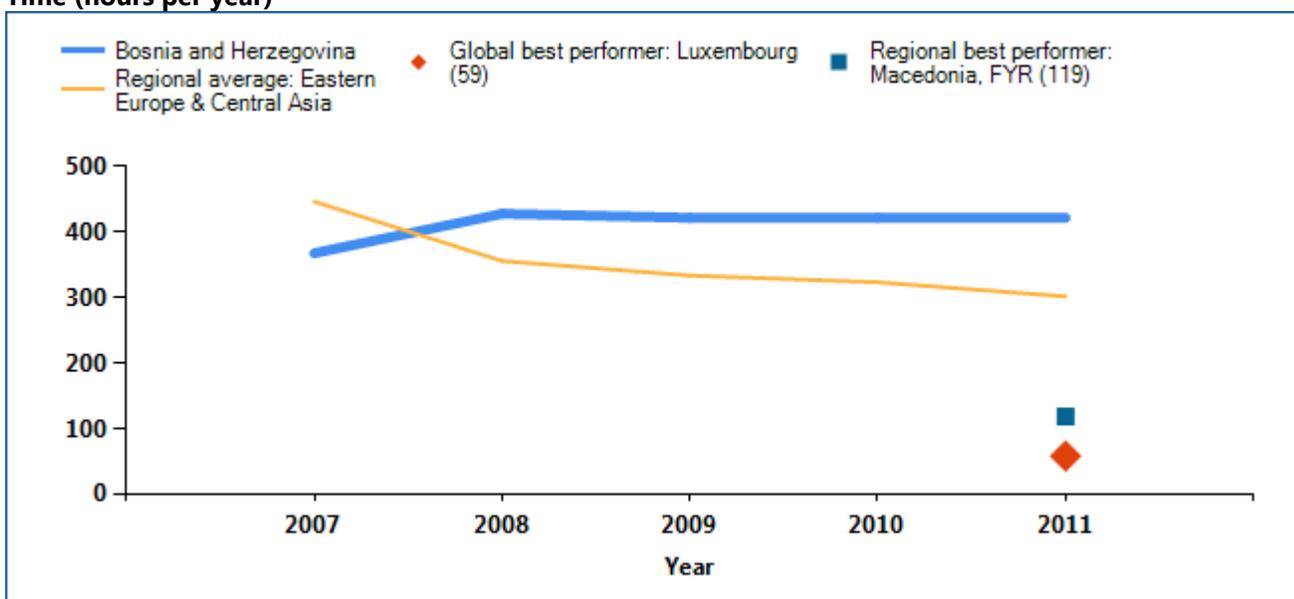
Herzegovina on ways to ease the administrative burden of tax compliance. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

Figure 8.2 Has paying taxes become easier over time?

### Payments (number per year)

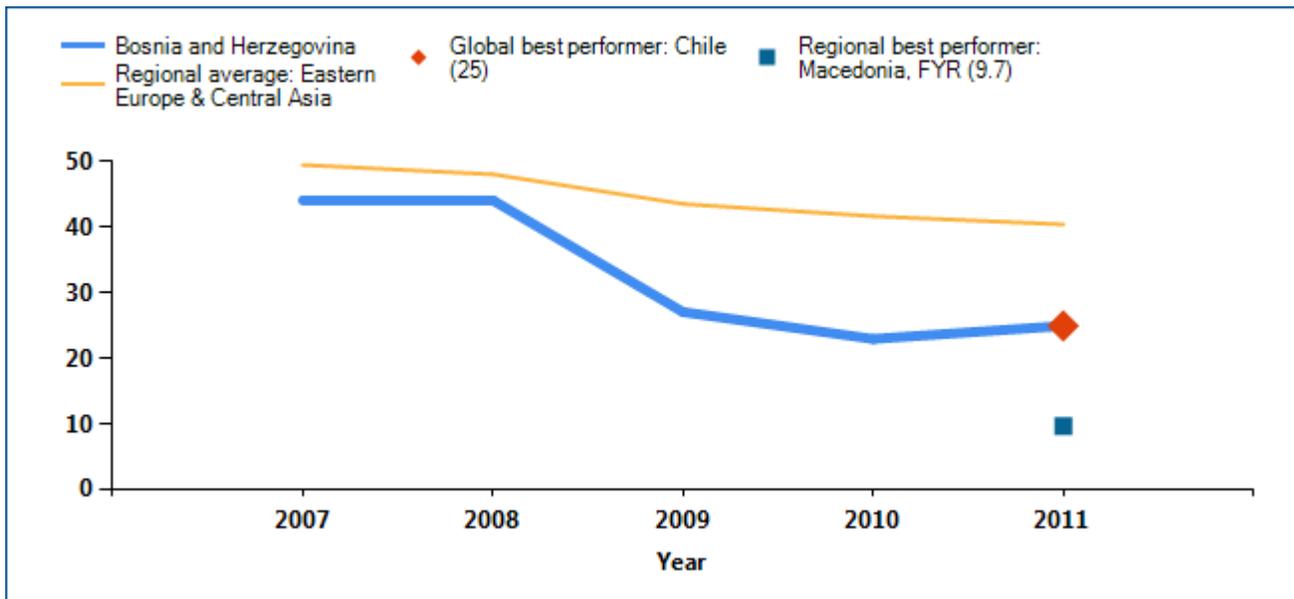


### Time (hours per year)



## PAYING TAXES

### Total tax rate (% of profit)



*Note:* The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. The best performer globally on an indicator has implemented the most efficient practices in its tax system but is not necessarily the one with the highest ranking on the indicator. In some cases 2 or more economies share the top regional ranking on an indicator. DB2012 rankings reflect changes to the methodology. For all economies with a total tax rate below the threshold of 32.5% applied in DB2012, the total tax rate is set at 32.5% for the purpose of calculating the ranking on the ease of paying taxes.

*Source:* Doing Business database.

## PAYING TAXES

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

concrete results. Some economies simplifying tax payment and reducing rates have seen tax revenue rise. What tax reforms has *Doing Business* recorded in Bosnia and Herzegovina (table 8.2)?

Table 8.2 How has Bosnia and Herzegovina made paying taxes easier—or not?  
By *Doing Business* report year

DB Year	Reform
DB2012	No reform.
DB2011	Bosnia and Herzegovina simplified its labor tax processes, reduced employer contribution rates for social security and abolished its payroll tax.
DB2010	No reform.
DB2009	The corporate income tax rate was reduced from 30 percent to 10 percent effective January 1, 2008. Profit distribution (including dividends) is now tax exempt, and tax losses can be carried forward for five years.

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 Bosnia and Herzegovina are based on a standard set of taxes and contributions that would be paid by the case study company used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover). Tax practitioners are asked to review standard financial statements as well as a standard list of

transactions that the company completed during the year. Respondents are asked how much in taxes and mandatory contributions the business must pay and what the process is for doing so. The taxes and contributions paid are listed in the summary below, along with the associated number of payments, time and tax rate.

#### Summary of tax rates and administrative burden in Bosnia and Herzegovina

Indicator	Bosnia and Herzegovina	Eastern Europe & Central Asia	OECD high income
Payments (number per year)	40	37	13
Time (hours per year)	422	302	186
Profit tax (%)	7.1	9.3	15.4
Labor tax and contributions (%)	12.6	21.7	24.0
Other taxes (%)	5.3	9.5	3.2
Total tax rate (% profit)	25.0	40.4	42.7

Tax or mandatory contribution	Payments (number)	Notes on payments	Time (hours)	Statutory tax rate	Tax base	Total tax rate (% of profit)	Notes on total tax rate
Social security contributions	12		96	10.5%	gross salaries	11.8	
Corporate income tax	12		68	10.0%	taxable profits	7.1	
Property transfer tax	1		0		property market value	3.1	
Local property tax	1		0	4 BAM	per square meter	1.6	
Fuel tax	1		0	0.3 BAM	per liter	0.5	
Contribution for protection against natural and other disasters	0	paid jointly	0	0.5%	net salaries	0.4	

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
<b>Water protection</b>	0	paid jointly	0	0.5%	net salaries	0.4	
<b>Signage fee</b>	1		0	300 BAM	Company sign	0.1	
<b>VAT</b>	12		258	17.0%	value added	0	not included
<b>Totals</b>	<b>40</b>		<b>422</b>			<b>25.0</b>	

Note: DB2012 rankings reflect changes to the methodology. For all economies with a total tax rate below the threshold of 32.5% applied in DB2012, the total tax rate is set at 32.5% for the purpose of calculating the ranking on the ease of paying taxes.

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

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

The business:

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

The traded goods:

- Are not hazardous nor do they include military items.

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

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

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

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

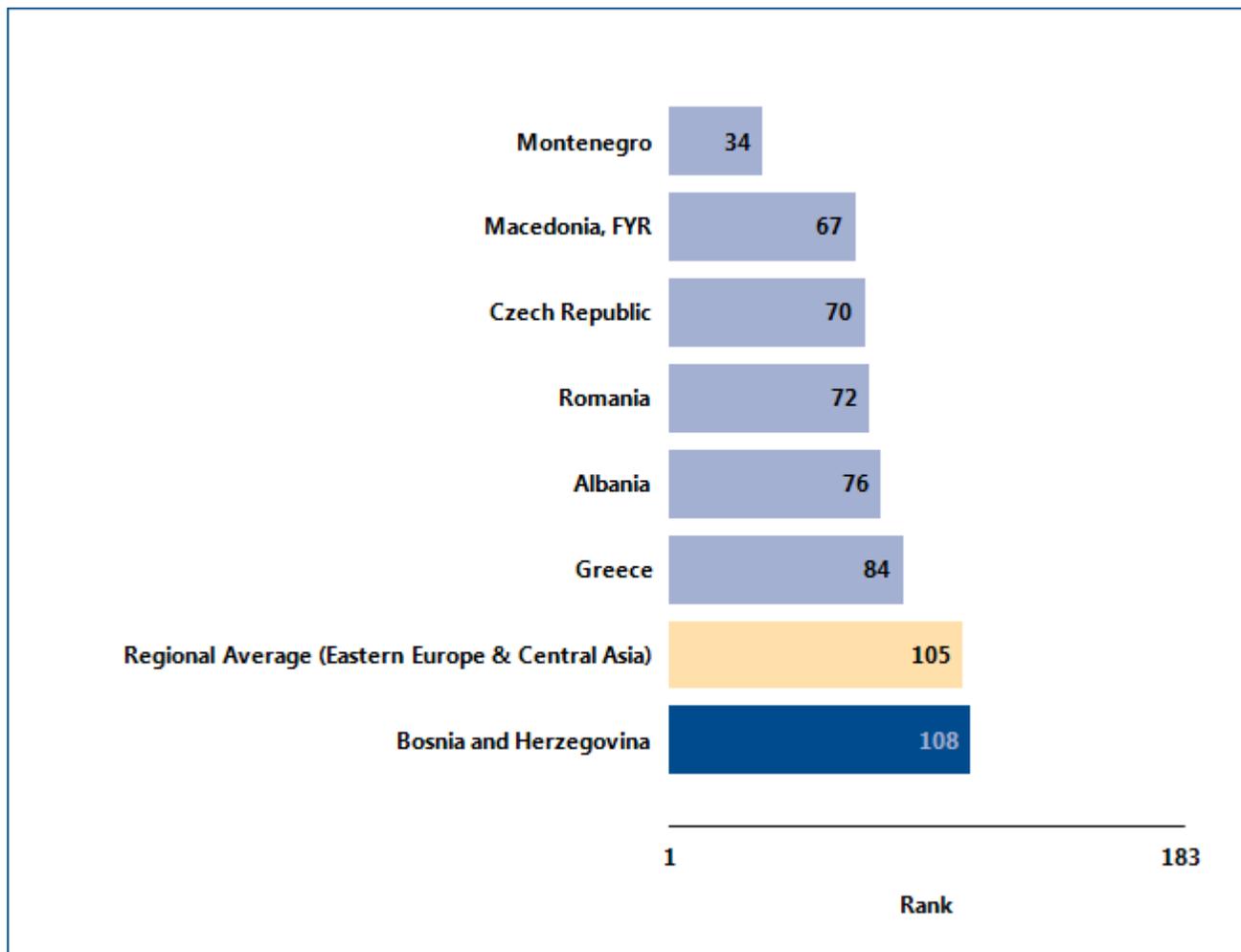
## TRADING ACROSS BORDERS

### Where does the economy stand today?

What does it take to export or import in Bosnia and Herzegovina? According to data collected by *Doing Business*, exporting a standard container of goods requires 8 documents, takes 15 days and costs \$1240. Importing the same container of goods requires 9 documents, takes 16 days and costs \$1200 (see the summary of procedures and documents at the end of this chapter for details).

Globally, Bosnia and Herzegovina stands at 108 in the ranking of 183 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 Bosnia and Herzegovina to export and import goods.

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



Source: *Doing Business* database.

## TRADING ACROSS BORDERS

### What are the changes over time?

While the most recent *Doing Business* data reflect how easy (or difficult) it is to export or import in Bosnia and Herzegovina today, data over time show which aspects

of the process have changed—and which have not (table 9.1). That can help identify where the potential for improvement is greatest.

Table 9.1 The ease of trading across borders in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	109	108
Documents to export (number)	6	6	8	8	8	8	8
Time to export (days)	22	22	19	16	16	16	15
Cost to export (US\$ per container)	1,150	1,150	1,030	1,070	1,125	1,240	1,240
Documents to import (number)	8	8	9	9	9	9	9
Time to import (days)	25	25	18	16	16	16	16
Cost to import (US\$ per container)	1,150	1,150	985	1,035	1,090	1,200	1,200

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology.

Source: *Doing Business* database.

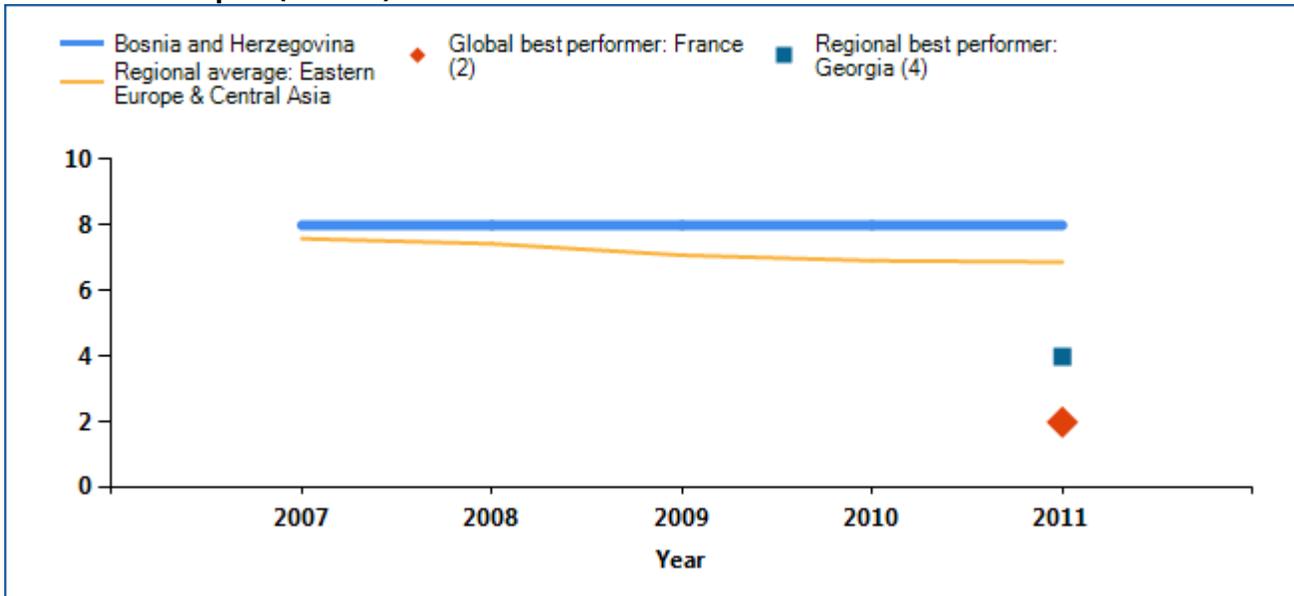
Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the documents, time or cost required to export or import (figure 9.2). These economies may provide a model for Bosnia and

Herzegovina on ways to improve the ease of trading across borders. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

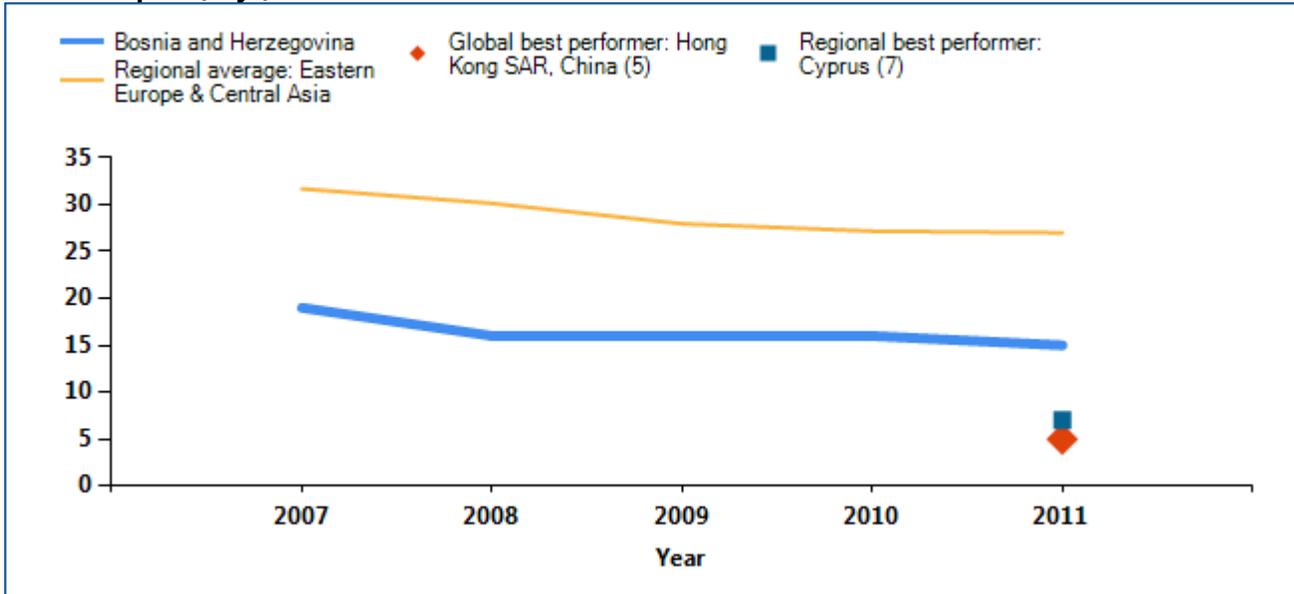
### TRADING ACROSS BORDERS

Figure 9.2 Has trading across borders become easier over time?

#### Documents to export (number)

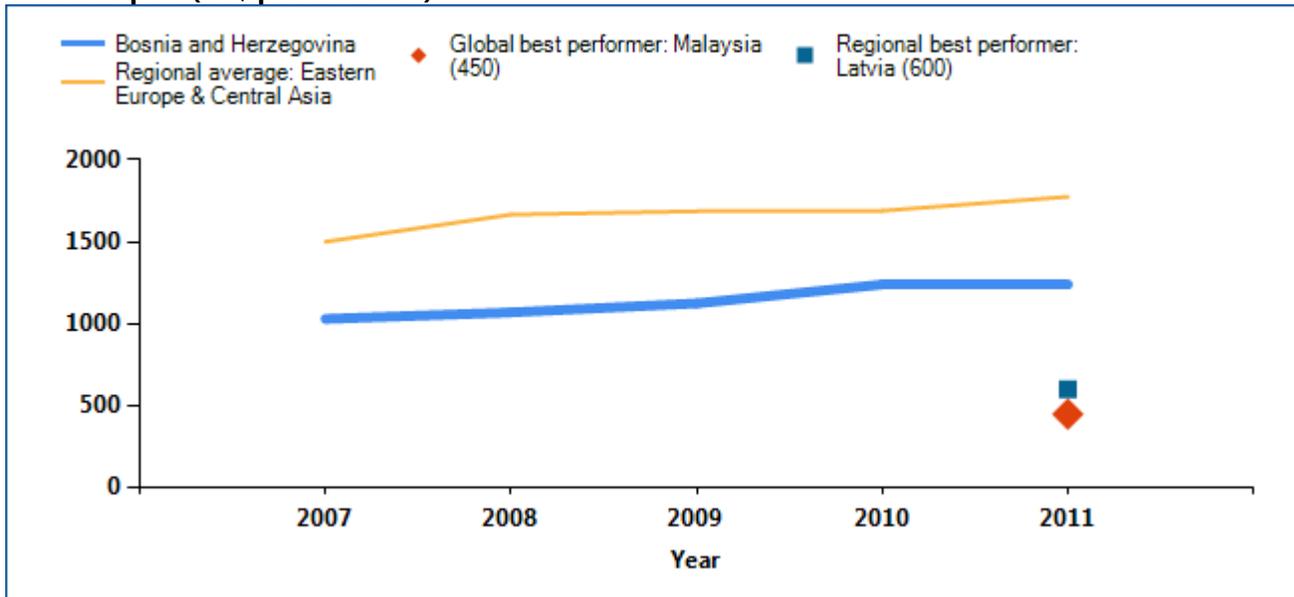


#### Time to export (days)

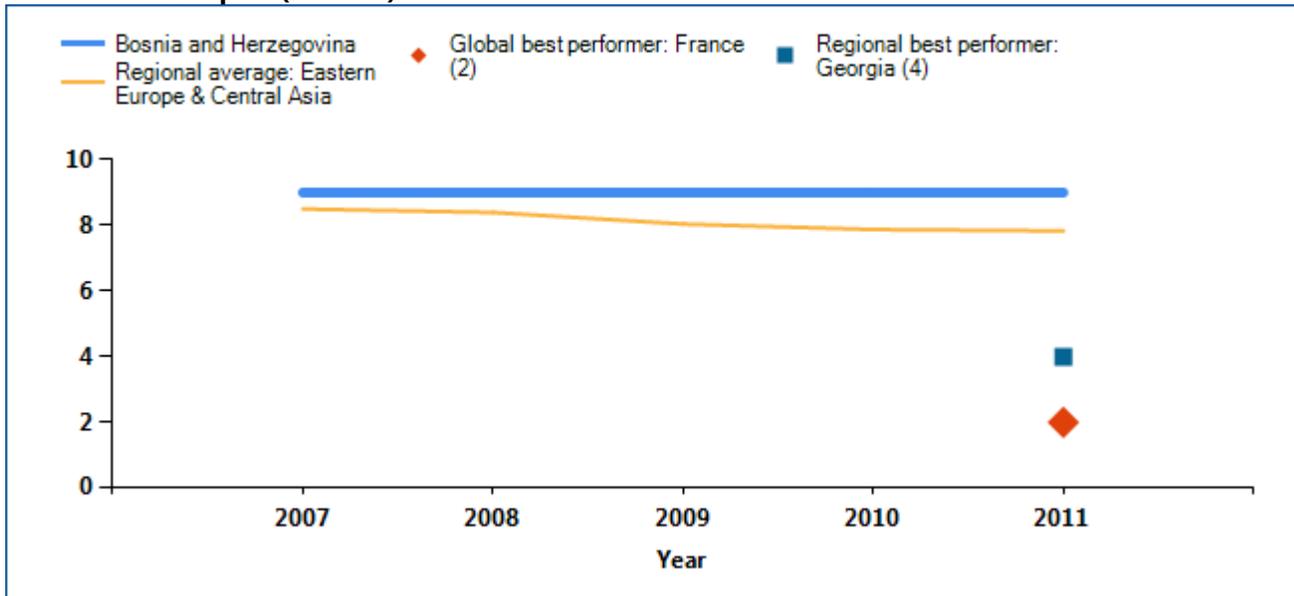


TRADING ACROSS BORDERS

Cost to export (US\$ per container)

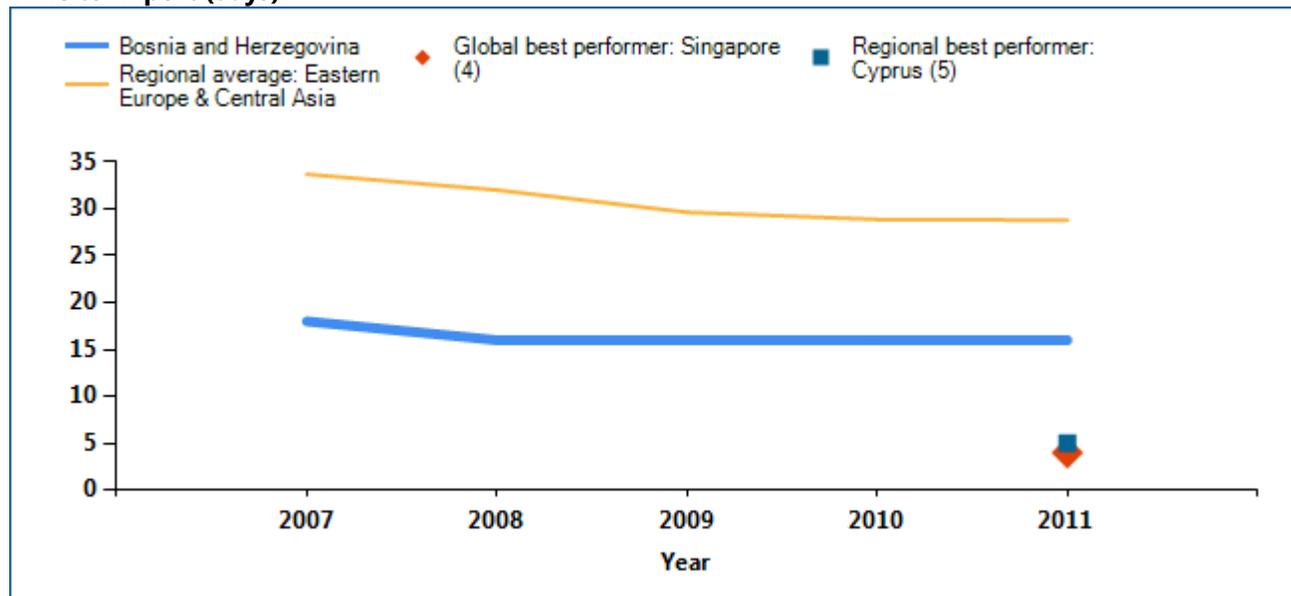


Documents to import (number)

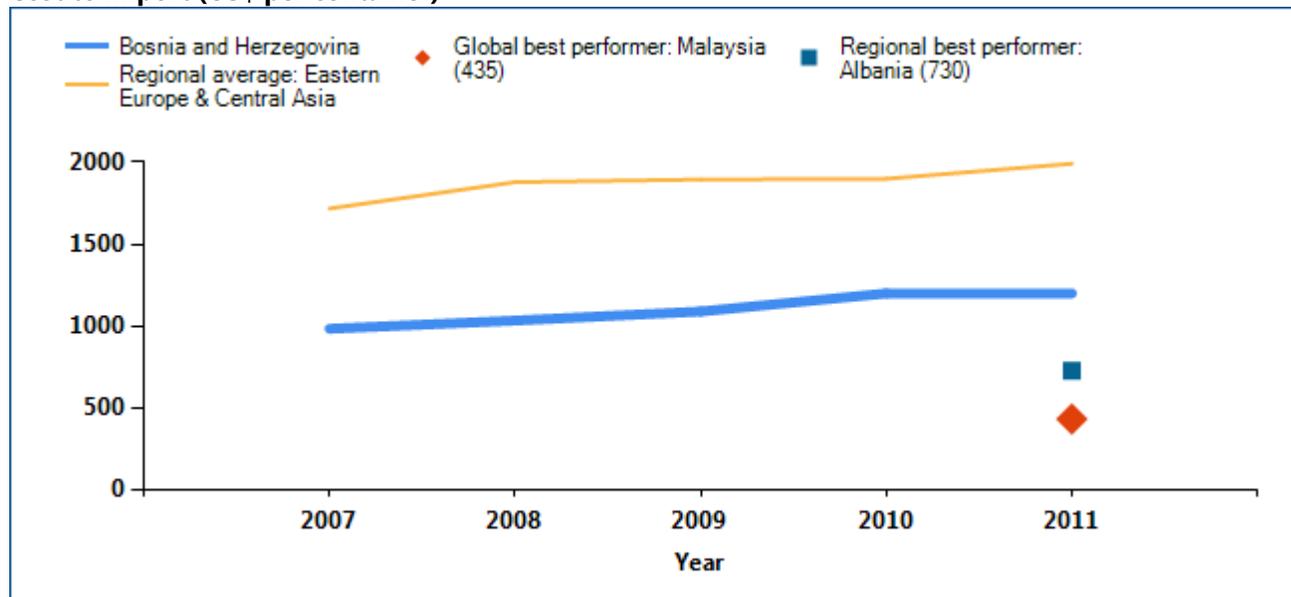


## TRADING ACROSS BORDERS

### Time to import (days)



### Cost to import (US\$ per container)



Note: The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator.

Source: Doing Business database.

## TRADING ACROSS BORDERS

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

systems. These changes help improve the trading environment and boost firms' international competitiveness. What trade reforms has *Doing Business* recorded in Bosnia and Herzegovina (table 9.2)?

Table 9.2 How has Bosnia and Herzegovina made trading across borders easier—or not?  
By *Doing Business* report year

DB Year	Reform
DB2012	No reform.
DB2011	No reform.
DB2010	No reform.
DB2009	No reform.

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

Source: *Doing Business* database.

## TRADING ACROSS BORDERS

### What are the details?

The indicators reported here for Bosnia and Herzegovina are based on a set of specific procedural requirements for trading a standard shipment of goods by ocean transport (see the section in this chapter on what the indicators cover). Information on the procedures as well as the required documents and the time and cost to complete each procedure is

collected from local freight forwarders, shipping lines, customs brokers, port officials and banks. The procedural requirements, and the associated time and cost, for exporting and importing a standard shipment of goods are listed in the summary below, along with the required documents.

#### Summary of procedures and documents for trading across borders in Bosnia and Herzegovina

Indicator	Bosnia and Herzegovina	Eastern Europe & Central Asia	OECD high income
Documents to export (number)	8	7	4
Time to export (days)	15	27	10
Cost to export (US\$ per container)	1240	1,774	1,032
Documents to import (number)	9	8	5
Time to import (days)	16	29	11
Cost to import (US\$ per container)	1200	1,990	1,085

Procedures to export	Time (days)	Cost (US\$)
Documents preparation	6	240
Customs clearance and technical control	2	100
Ports and terminal handling	4	200
Inland transportation and handling	3	700
Totals	15	1240

Procedures to import	Time (days)	Cost (US\$)
Documents preparation	5	200
Customs clearance and technical control	2	100
Ports and terminal handling	3	200
Inland transportation and handling	6	700
Totals	16	1200

## TRADING ACROSS BORDERS

Documents to export
Bill of Lading
Commercial Invoice
Customs export declaration
Inspection report
Packing List
Terminal handling receipts
Convention des Marchandises Routiers - CMR (Transport document)
Customs transit declaration

Documents to import
Bill of lading
Certificate of Origin
Commercial Invoice
Customs import declaration
Inspection report
Packing list
Terminal handling receipts
Convention des Marchandises Routiers -- CMR (Transport document)
Customs transit document

## ENFORCING CONTRACTS

Well-functioning courts help businesses expand their network and markets. Without effective contract enforcement, people might well do business only with family, friends and others with whom they have established relationships. Where contract enforcement is efficient, firms are more likely to engage with new borrowers or customers, and they have greater access to credit.

### What do the indicators cover?

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

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

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

### WHAT THE ENFORCING CONTRACTS INDICATORS MEASURE

#### Procedures to enforce a contract through the courts (number)

Any interaction between the parties in a commercial dispute, or between them and the judge or court officer

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)

No bribes

Average attorney fees

Court costs, including expert fees

Enforcement costs

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

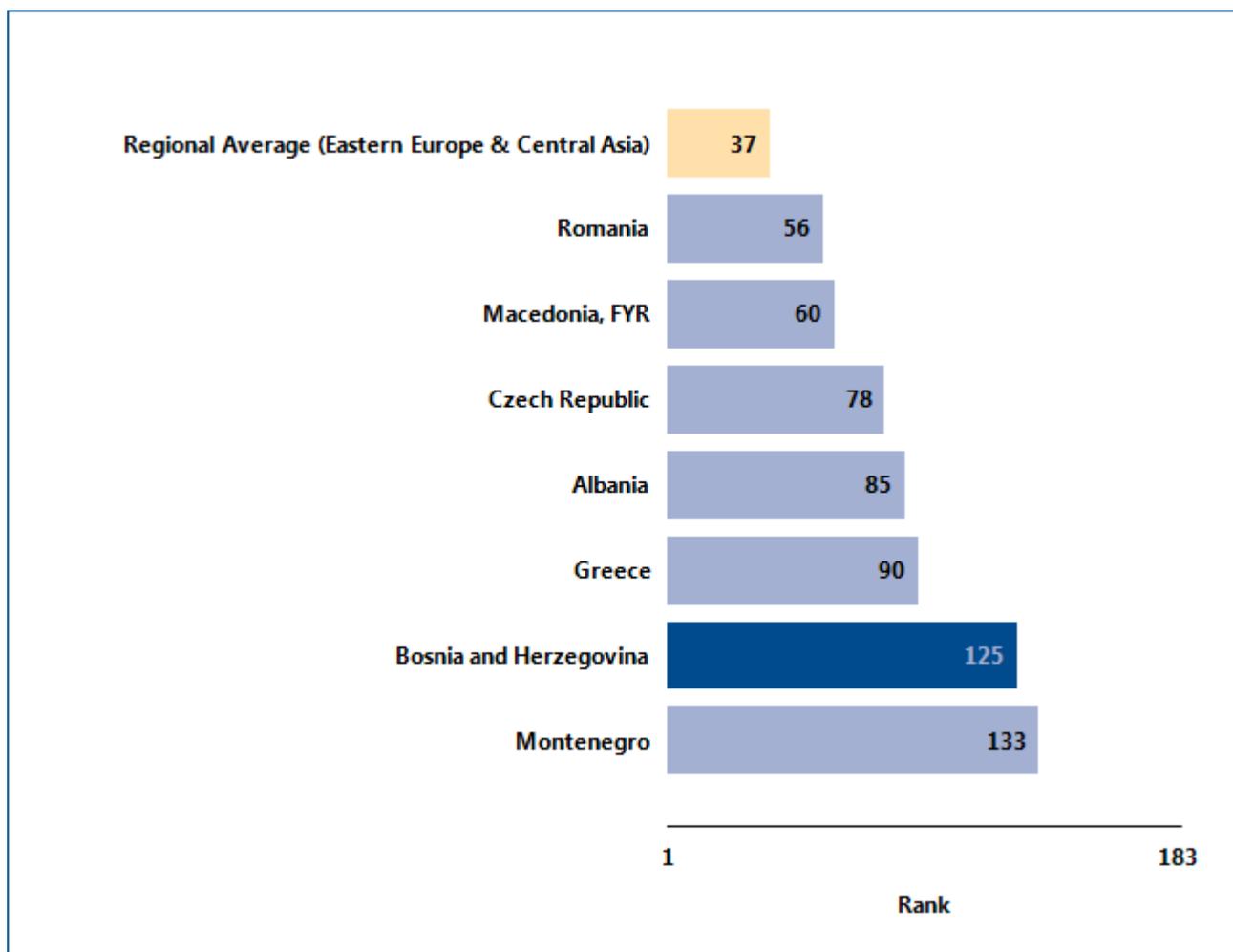
## ENFORCING CONTRACTS

### Where does the economy stand today?

How efficient is the process of resolving a commercial dispute through the courts in Bosnia and Herzegovina? According to data collected by *Doing Business*, enforcing a contract requires 37 procedures, takes 595 days and costs 40.4% of the value of the claim (see the summary at the end of this chapter for details).

Globally, Bosnia and Herzegovina stands at 125 in the ranking of 183 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 Bosnia and Herzegovina.

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



Source: *Doing Business* database.

## ENFORCING CONTRACTS

### What are the changes over time?

While the most recent *Doing Business* data reflect how easy (or difficult) it is to enforce a contract in Bosnia and Herzegovina today, data on the underlying

indicators over time help identify which areas have changed and where the potential for improvement is greatest (table 10.1).

Table 10.1 The ease of enforcing contracts in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2004	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	..	..	125	125
Time (days)	895	595	595	595	595	595	595	595	595
Cost (% of claim)	38.4	38.4	38.4	38.4	38.4	38.4	38.4	40.4	40.4
Procedures (number)	41	38	38	37	37	37	37	37	37

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology.

Source: *Doing Business* database.

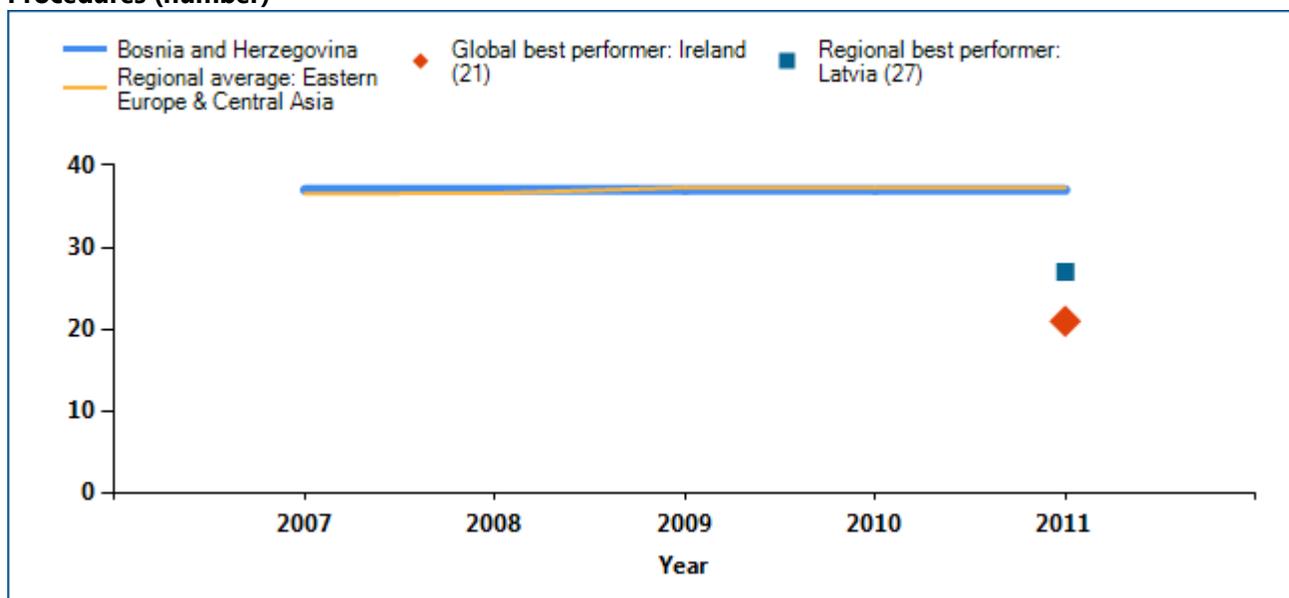
## ENFORCING CONTRACTS

Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the number of steps, time or cost required to enforce a contract through the courts (figure 10.2). These economies may provide a model

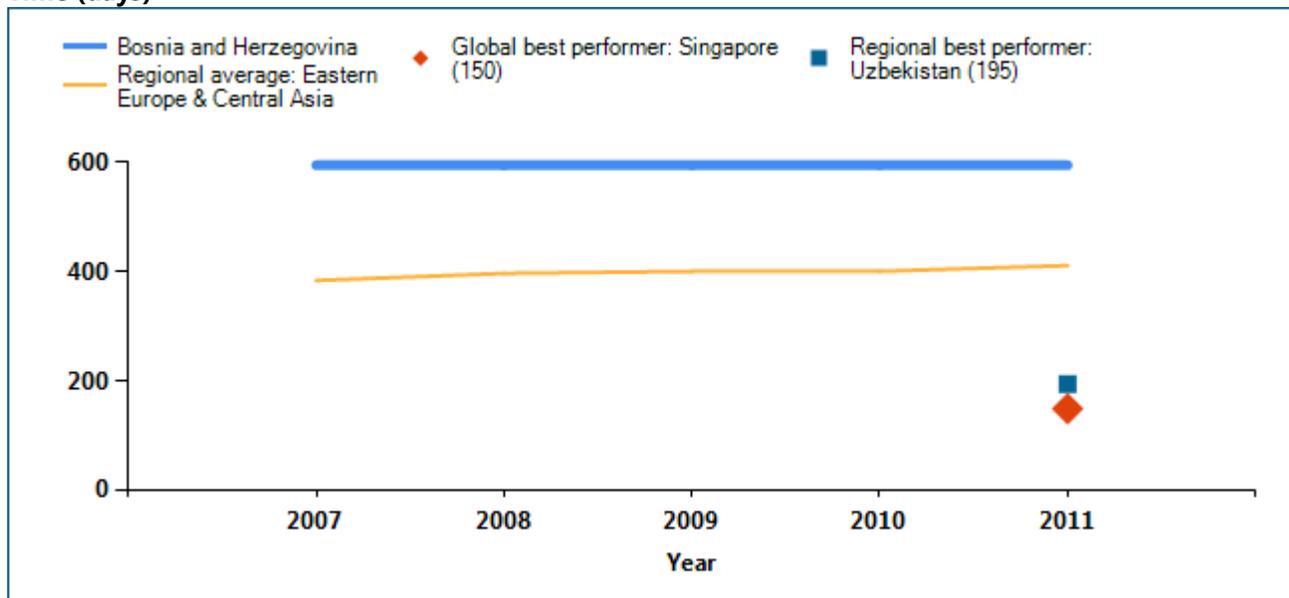
for Bosnia and Herzegovina on ways to improve the efficiency of contract enforcement. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

Figure 10.2 Has enforcing contracts become easier over time?

### Procedures (number)

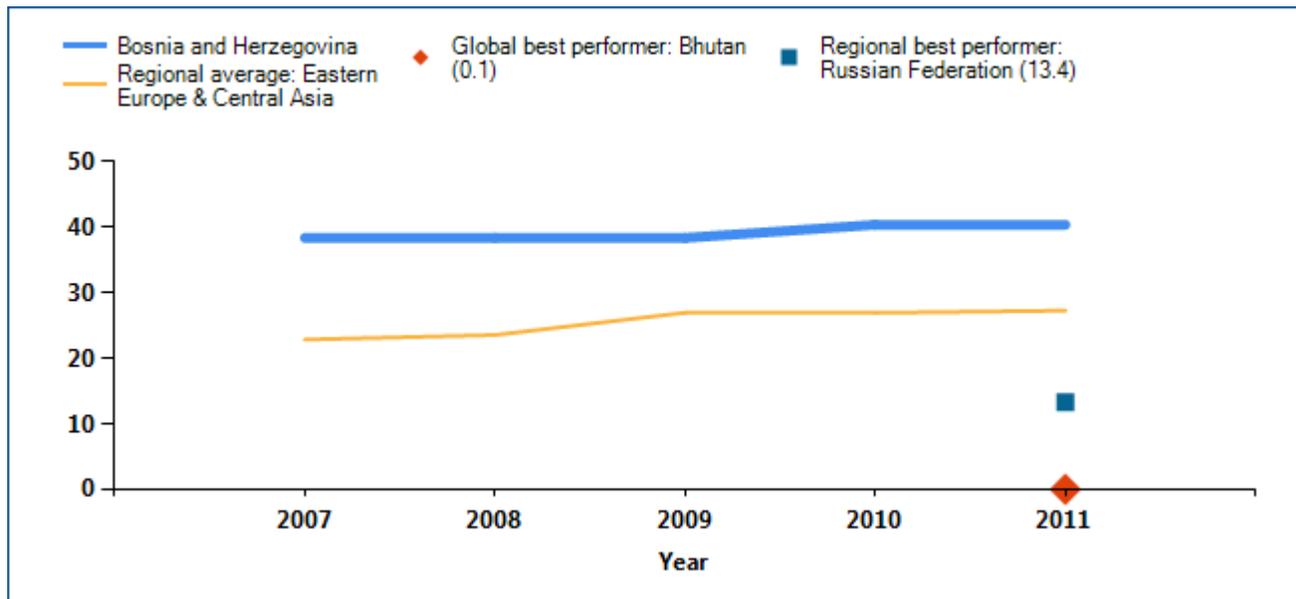


### Time (days)



## ENFORCING CONTRACTS

### Cost (% of claim)



Note: The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator.

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 Bosnia and Herzegovina (table 10.2)?

Table 10.2 How has Bosnia and Herzegovina made enforcing contracts easier—or not?  
By *Doing Business* report year

DB Year	Reform
DB2012	No reform.
DB2011	No reform.
DB2010	No reform.
DB2009	No reform.

*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 Bosnia and Herzegovina are based on a set of specific procedural steps required to resolve a standardized commercial dispute through the courts (see the section in this chapter on what the indicators cover). These procedures, and the time and cost of completing them, are identified through study of the codes of civil

procedure and other court regulations, as well as through surveys completed by local litigation lawyers (and, in a quarter of the economies covered by *Doing Business*, by judges as well). The procedures for resolving a commercial lawsuit, and the associated time and cost, are listed in the summary below.

#### Summary of procedures for enforcing a contract in Bosnia and Herzegovina—and the time and cost

Indicator	Bosnia and Herzegovina	Eastern Europe & Central Asia	OECD high income
<b>Time (days)</b>	595	411.63	518.03
<b>Filing and service</b>	30		
<b>Trial and judgment</b>	385		
<b>Enforcement of judgment</b>	180		
<b>Cost (% of claim)</b>	40.4	27.33	19.71
<b>Attorney cost (% of claim)</b>	18		
<b>Court cost (% of claim)</b>	6		
<b>Enforcement Cost (% of claim)</b>	16.4		
<b>Procedures (number)</b>	37	37.29	31.42

Source: *Doing Business* database.

## RESOLVING INSOLVENCY

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

### What do the indicators cover?

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

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

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

- Is a domestically owned, limited liability company operating a hotel.
- Operates in the economy's largest business city.

### 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

#### Recovery rate for creditors (cents on the dollar)

Measures the cents on the dollar recovered by creditors

Present value of debt recovered

Official costs of the insolvency proceedings are deducted

Depreciation of furniture is taken into account

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

- Has 201 employees, 1 main secured creditor and 50 unsecured creditors.
- Has a higher value as a going concern—and the efficient outcome is either reorganization or sale as a going concern, not piecemeal liquidation.

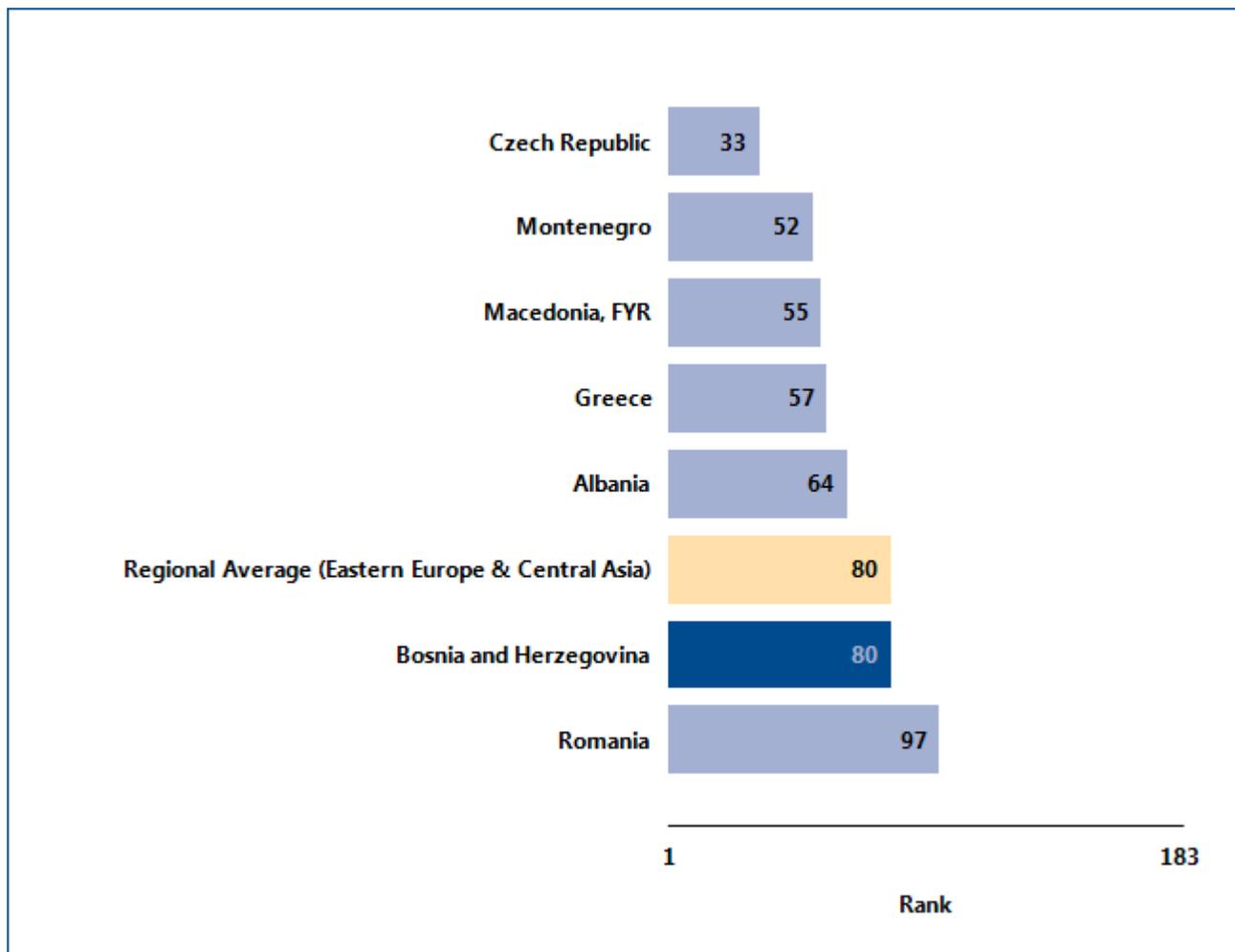
## RESOLVING INSOLVENCY

### Where does the economy stand today?

Speed, low costs and continuation of viable businesses characterize the top-performing economies. How efficient are insolvency proceedings in Bosnia and Herzegovina? According to data collected by *Doing Business*, resolving insolvency takes 3.3 years on average and costs 9% of the debtor's estate. The average recovery rate is 35.0 cents on the dollar.

Globally, Bosnia and Herzegovina stands at 80 in the ranking of 183 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 Bosnia and Herzegovina.

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



Source: *Doing Business* database.

## RESOLVING INSOLVENCY

### What are the changes over time?

While the most recent *Doing Business* data reflect the efficiency of insolvency proceedings in Bosnia and Herzegovina today, data over time show where the efficiency has changed—and where it has not (table 11.1). That can help identify where the potential for improvement is greatest.

Table 11.1 The ease of resolving insolvency in Bosnia and Herzegovina over time  
By *Doing Business* report year

Indicator	DB2004	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012
Rank	..	..	..	..	..	..	..	78	80
Time (years)	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3
Cost (% of estate)	8	8	9	9	9	9	9	9	9
Recovery rate (cents on the dollar)	32.7	32.7	32.6	34.3	35.5	35.9	35.9	34.7	35.0

Note: n.a. = not applicable (the economy was not included in *Doing Business* for that year). DB2012 rankings reflect changes to the methodology. "No practice" indicates that in each of the previous 5 years the economy had no cases involving a judicial reorganization, judicial liquidation or debt enforcement procedure (foreclosure). This means that creditors are unlikely to recover their money through a formal legal process (in or out of court). The recovery rate for "no practice" economies is 0.

Source: *Doing Business* database.

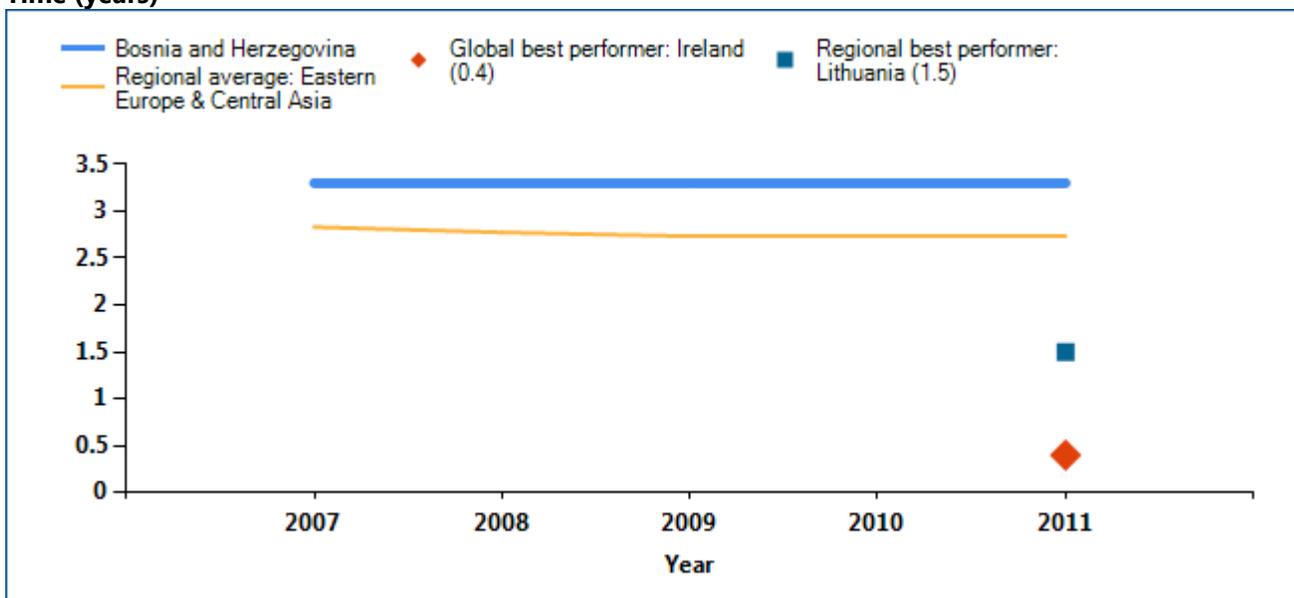
## RESOLVING INSOLVENCY

Equally helpful may be the benchmarks provided by the economies that today have the best performance regionally or globally on the time or cost of insolvency proceedings or on the recovery rate (figure 11.2). These economies may provide a model for Bosnia and

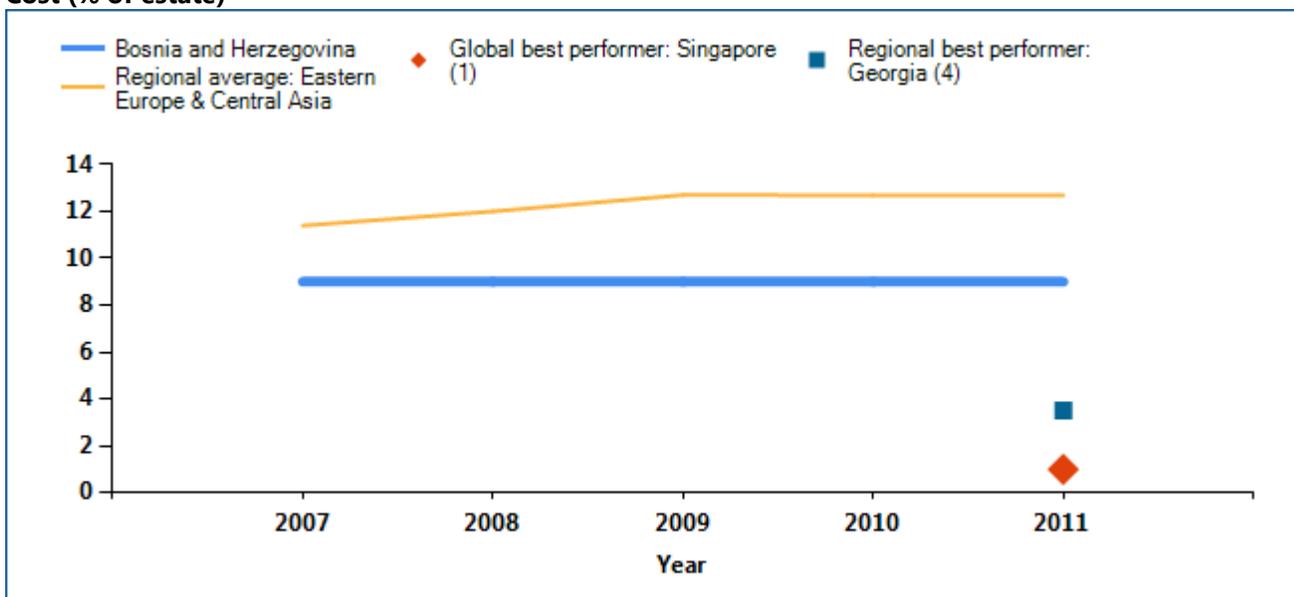
Herzegovina on ways to improve the efficiency of insolvency proceedings. And changes in regional averages can show where Bosnia and Herzegovina is keeping up—and where it is falling behind.

Figure 11.2 Has resolving insolvency become easier over time?

### Time (years)

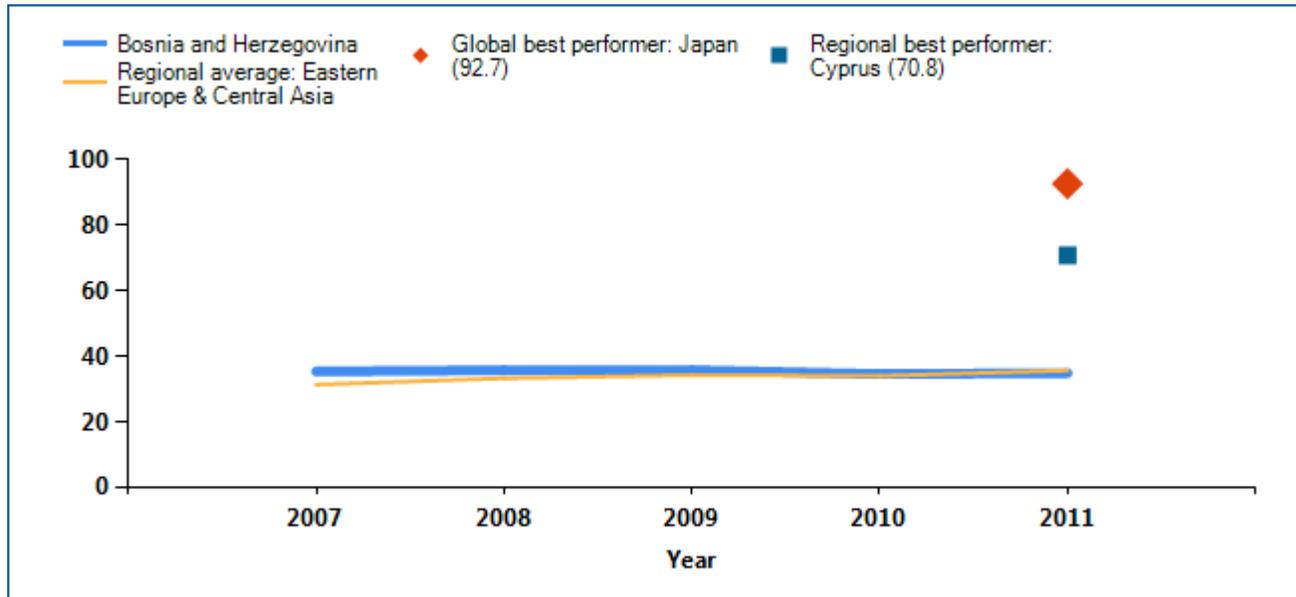


### Cost (% of estate)



## RESOLVING INSOLVENCY

### Recovery rate (cents on the dollar)



*Note:* The economy with the best performance regionally on each indicator, and the economy with the best performance globally, are included as benchmarks. In some cases 2 or more economies share the top regional or global ranking on an indicator. In cases where no data are displayed above for the economy, this indicates that the economy has received a “no practice” mark; see the data notes for details.

*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 Bosnia and Herzegovina (table 11.2)?

Table 11.2 How has Bosnia and Herzegovina made resolving insolvency easier—or not?  
By *Doing Business* report year

DB Year	Reform
DB2012	No reform.
DB2011	No reform.
DB2010	No reform.
DB2009	Professional requirements were tightened for trustees to speed bankruptcy procedures.

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.

## DATA NOTES

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

The data for all sets of indicators in *Doing Business 2012* are for June 2011.<sup>3</sup>

### Methodology

The *Doing Business* data are collected in a standardized way. To start, the *Doing Business* team, with academic advisers, designs a questionnaire. The questionnaire uses a simple business case to ensure comparability across economies and over time—with assumptions about the legal form of the business, its size, its location and the nature of its operations. Questionnaires are administered through more than 9,028 local experts, including lawyers, business consultants, accountants, freight forwarders, government officials and other professionals routinely administering or advising on legal and regulatory requirements. These experts have several rounds of interaction with the *Doing Business* team, involving conference calls, written correspondence and visits by the team. For *Doing Business 2012* team members visited 40 economies to verify data and recruit respondents. The data from questionnaires are subjected to numerous rounds of verification, leading to revisions or expansions of the information collected.

<sup>3</sup> The data for paying taxes refer to January – December 2010.

## ECONOMY CHARACTERISTICS

### Gross national income (GNI) per capita

*Doing Business 2012* reports 2010 income per capita as published in the World Bank's *World Development Indicators 2011*. Income is calculated using the Atlas method (current US\$). For cost indicators expressed as a percentage of income per capita, 2010 GNI in U.S. dollars is used as the denominator. Data were not available from the World Bank for Afghanistan; Australia; The Bahamas; Bahrain; Brunei Darussalam; Canada; Cyprus; Djibouti; the Islamic Republic of Iran; Kuwait; New Zealand; Oman; Puerto Rico (territory of the United States); Qatar; Saudi Arabia; Suriname; Taiwan, China; the United Arab Emirates; West Bank and Gaza; and the Republic of Yemen. In these cases GDP or GNP per capita data and growth rates from the International Monetary Fund's World Economic Outlook database and the Economist Intelligence Unit were used.

### Region and income group

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

### Population

*Doing Business 2012* reports midyear 2010 population statistics as published in *World Development Indicators 2011*.

The *Doing Business* methodology offers several advantages. It is transparent, using factual information about what laws and regulations say and allowing multiple interactions with local respondents to clarify potential misinterpretations of questions. Having representative samples of respondents is not an issue;

*Doing Business* is not a statistical survey, and the texts of the relevant laws and regulations are collected and answers checked for accuracy. The methodology is inexpensive and easily replicable, so data can be collected in a large sample of economies. Because standard assumptions are used in the data collection, comparisons and benchmarks are valid across economies. Finally, the data not only highlight the extent of specific regulatory obstacles to business but also identify their source and point to what might be reformed.

Information on the methodology for each *Doing Business* topic can be found on the *Doing Business* website at <http://www.doingbusiness.org/methodology/>.

## Limits to what is measured

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

Finally, the methodology assumes that a business has full information on what is required and does not waste time when completing procedures. In practice, completing a procedure may take longer if the business lacks information or is unable to follow up promptly. Alternatively, the business may choose to disregard some burdensome procedures. For both reasons the time delays reported in *Doing Business 2012* would differ from the recollection of

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

## Subnational *Doing Business* indicators

This year *Doing Business* published a subnational study for the Philippines and a regional report for Southeast Europe covering 7 economies (Albania, Bosnia and Herzegovina, Kosovo, the former Yugoslav Republic of Macedonia, Moldova, Montenegro and Serbia) and 22 cities. It also published a city profile for Juba, in the Republic of South Sudan.

The subnational studies point to differences in business regulation and its implementation—as well as in the pace of regulatory reform—across cities in the same economy. For several economies subnational studies are now periodically updated to measure change over time or to expand geographic coverage to additional cities. This year that is the case for the subnational studies in the Philippines; the regional report in Southeast Europe; the ongoing studies in Italy, Kenya and the United Arab Emirates; and the projects implemented jointly with local think tanks in Indonesia, Mexico and the Russian Federation.

Besides the subnational *Doing Business* indicators, *Doing Business* conducted a pilot study this year on the second largest city in 3 large economies to assess within-country variations. The study collected data for Rio de Janeiro in addition to São Paulo in Brazil, for Beijing in addition to Shanghai in China and for St. Petersburg in addition to Moscow in Russia.

## Changes in what is measured

The methodology for 3 of the *Doing Business* topics was updated this year—getting credit, dealing with construction permits and paying taxes.

First, for getting credit, the scoring of one of the 10 components of the strength of legal rights index was amended to recognize additional protections of secured creditors and borrowers. Previously the highest score of 1 was assigned if secured creditors were not subject to an automatic stay or moratorium on enforcement procedures when a debtor entered a court-supervised reorganization procedure. Now the highest score of 1 is also assigned if the law provides secured creditors with grounds for relief from an

automatic stay or moratorium (for example, if the movable property is in danger) or sets a time limit for the automatic stay.

Second, because the ease of doing business index now includes the getting electricity indicators, procedures, time and cost related to obtaining an electricity connection were removed from the dealing with construction permits indicators.

Third, a threshold has been introduced for the total tax rate for the purpose of calculating the ranking on the ease of paying taxes. All economies with a total tax rate below the threshold (which will be calculated and adjusted on a yearly basis) will now receive the same ranking on the total tax rate indicator. The threshold is not based on any underlying theory. Instead, it is meant to emphasize the purpose of the indicator: to highlight economies where the tax burden on business is high relative to the tax burden in other economies. Giving the same ranking to all economies whose total tax rate is below the threshold avoids awarding economies in the scoring for having an unusually low total tax rate, often for reasons unrelated to government policies toward enterprises. For example, economies that are very small or that are rich in natural resources do not need to levy broad-based taxes.

## Data challenges and revisions

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

## Ease of doing business and distance to frontier

This year's report presents results for 2 aggregate measures: the aggregate ranking on the ease of doing business and a new measure, the "distance to frontier." While the ease of doing business ranking compares economies with one another at a point in time, the distance to frontier measure shows how much the

regulatory environment for local entrepreneurs in each economy has changed over time.

### Ease of doing business

The ease of doing business index ranks economies from 1 to 183. For each economy the ranking is calculated as the simple average of the percentile rankings on each of the 10 topics included in the index in *Doing Business 2012*: starting a business, dealing with construction permits, registering property, getting credit, protecting investors, paying taxes, trading across borders, enforcing contracts, resolving insolvency and, new this year, getting electricity. The employing workers indicators are not included in this year's aggregate ease of doing business ranking. In addition to this year's ranking, *Doing Business* presents a comparable ranking for the previous year, adjusted for any changes in methodology as well as additions of economies or topics.<sup>4</sup>

### Construction of the ease of doing business index

Here is one example of how the ease of doing business index is constructed. In the Republic of Korea it takes 5 procedures, 7 days and 14.6% of annual income per capita in fees to open a business. There is no minimum capital required. On these 4 indicators Korea ranks in the 18<sup>th</sup>, 14<sup>th</sup>, 53<sup>rd</sup> and 0 percentiles. So on average Korea ranks in the 21<sup>st</sup> percentile on the ease of starting a business. It ranks in the 12<sup>th</sup> percentile on getting credit, 25<sup>th</sup> percentile on paying taxes, 8<sup>th</sup> percentile on enforcing contracts, 7<sup>th</sup> percentile on resolving insolvency and so on. Higher rankings indicate simpler regulation and stronger protection of property rights. The simple average of Korea's percentile rankings on all topics is 21<sup>st</sup>. When all economies are ordered by their average percentile rankings, Korea stands at 8 in the aggregate ranking on the ease of doing business.

More complex aggregation methods—such as principal components and unobserved components—

<sup>4</sup> In case of revisions to the methodology or corrections to the underlying data, the data are back-calculated to provide a comparable time series since the year the relevant economy or topic was first included in the data set. The time series is available on the *Doing Business* website (<http://www.doingbusiness.org>). The *Doing Business* report publishes yearly rankings for the year of publication as well as the previous year to shed light on year-to-year developments. Six topics and more than 50 economies have been added since the inception of the project. Earlier rankings on the ease of doing business are therefore not comparable.

yield a ranking nearly identical to the simple average used by *Doing Business*.<sup>5</sup> Thus, *Doing Business* uses the simplest method: weighting all topics equally and, within each topic, giving equal weight to each of the topic components.<sup>6</sup>

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

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

#### *Variability of economies’ rankings across topics*

Each indicator set measures a different aspect of the business regulatory environment. The rankings of an economy can vary, sometimes significantly, across indicator sets. The average correlation coefficient between the 10 indicator sets included in the aggregate ranking is 0.36, and the coefficients between any 2 sets of indicators range from 0.17 (between protecting investors and getting electricity) to 0.57 (between starting a business and protecting investors). These correlations suggest that economies rarely score universally well or universally badly on the indicators.

<sup>5</sup> See Simeon Djankov, Darshini Manraj, Caralee McLiesh and Rita Ramalho, “*Doing Business* Indicators: Why Aggregate, and How to Do It” (World Bank, Washington, DC, 2005). Principal components and unobserved components methods yield a ranking nearly identical to that from the simple average method because both these methods assign roughly equal weights to the topics, since the pairwise correlations among indicators do not differ much. An alternative to the simple average method is to give different weights to the topics, depending on which are considered of more or less importance in the context of a specific economy.

<sup>6</sup> A technical note on the different aggregation and weighting methods is available on the *Doing Business* website (<http://www.doingbusiness.org>).

Consider the example of Canada. It stands at 12 in the aggregate ranking on the ease of doing business. Its ranking is 3 on both starting a business and resolving insolvency, and 5 on protecting investors. But its ranking is only 59 on enforcing contracts, 42 on trading across borders and 156 on getting electricity.

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

#### *Economies that improved the most across 3 or more Doing Business topics in 2010/11*

*Doing Business 2012* uses a simple method to calculate which economies improved the most in the ease of doing business. First, it selects the economies that in 2010/11 implemented regulatory reforms making it easier to do business in 3 or more of the 10 topics included in this year’s ease of doing business ranking.<sup>7</sup> Thirty economies meet this criterion: Armenia, Burkina Faso, Burundi, Cape Verde, the Central African Republic, Chile, Colombia, the Democratic Republic of Congo, Côte d’Ivoire, The Gambia, Georgia, Korea, Latvia, Liberia, FYR Macedonia, Mexico, Moldova, Montenegro, Morocco, Nicaragua, Oman, Peru, Russia, São Tomé and Príncipe, Senegal, Sierra Leone, Slovenia, the Solomon Islands, South Africa and Ukraine. Second, *Doing Business* ranks these economies on the increase in their ranking on the ease of doing business from the previous year using comparable rankings.

Selecting the economies that implemented regulatory reforms in at least 3 topics and improved the most in the aggregate ranking is intended to highlight economies with ongoing, broad-based reform programs.

#### **Distance to frontier measure**

This year’s report introduces a new measure to illustrate how the regulatory environment for local businesses in each economy has changed over time. The distance to frontier measure illustrates the distance of an economy to the “frontier” and shows

<sup>7</sup> *Doing Business* reforms making it more difficult to do business are subtracted from the total number of those making it easier to do business.

the extent to which the economy has closed this gap over time. The frontier is a score derived from the most efficient practice or highest score achieved on each of the component indicators in 9 *Doing Business* indicator sets (excluding the employing workers and getting electricity indicators) by any economy since 2005. In starting a business, for example, New Zealand has achieved the highest performance on the time (1 day), Canada and New Zealand on the number of procedures required (1), Denmark and Slovenia on the cost (0% of income per capita) and Australia on the paid-in minimum capital requirement (0% of income per capita).

Calculating the distance to frontier for each economy involves 2 main steps. First, individual indicator scores are normalized to a common unit. To do so, each of the 32 component indicators  $y$  is rescaled to  $(y - \min)/(max - \min)$ , with the minimum value (min) representing the frontier—the highest performance on that indicator across all economies since 2005. Second, for each economy the scores obtained for individual indicators are aggregated through simple averaging into one distance to frontier score. An economy's distance to the frontier is indicated on a scale from 0 to 100, where 0 represents the frontier and 100 the lowest performance.

The difference between an economy's distance to frontier score in 2005 and its score in 2011 illustrates the extent to which the economy has closed the gap to the frontier over time.

The maximum (max) and minimum (min) observed values are computed for the 174 economies included in the *Doing Business* sample since 2005 and for all years (from 2005 to 2011). The year 2005 was chosen as the baseline for the economy sample because it was the first year in which data were available for the majority of economies (a total of 174) and for all 9 indicator sets included in the measure. To mitigate the effects of extreme outliers in the distributions of the rescaled data (very few economies need 694 days to complete the procedures to start a business, but many need 9 days), the maximum (max) is defined as the 95<sup>th</sup> percentile of the pooled data for all economies and all years for each indicator.

Take Colombia, which has a score of 0.21 on the distance to frontier measure for 2011. This score indicates that the economy is 21 percentage points away from the frontier constructed from the best performances across all economies and all years. Colombia was further from the frontier in 2005, with a score of 0.43. The difference between the scores shows an improvement over time.

## RESOURCES ON THE *DOING BUSINESS* WEBSITE

### **Current features**

News on the *Doing Business* project  
<http://www.doingbusiness.org>

### **Rankings**

How economies rank—from 1 to 183  
<http://www.doingbusiness.org/rankings/>

### **Reports**

Access to *Doing Business* reports as well as subnational and regional reports, reform case studies and customized economy and regional profiles  
<http://www.doingbusiness.org/reports/>

### **Methodology**

The methodologies and research papers underlying *Doing Business*  
<http://www.doingbusiness.org/methodology/>

### **Research**

Abstracts of papers on *Doing Business* topics and related policy issues  
<http://www.doingbusiness.org/research/>

### ***Doing Business* reforms**

Short summaries of DB2012 business regulation reforms, lists of reforms since DB2008 and a ranking simulation tool  
<http://www.doingbusiness.org/reforms/>

### **Historical data**

Customized data sets since DB2004  
<http://www.doingbusiness.org/custom-query/>

### **Law library**

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

### **Contributors**

More than 9,000 specialists in 183 economies who participate in *Doing Business*  
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