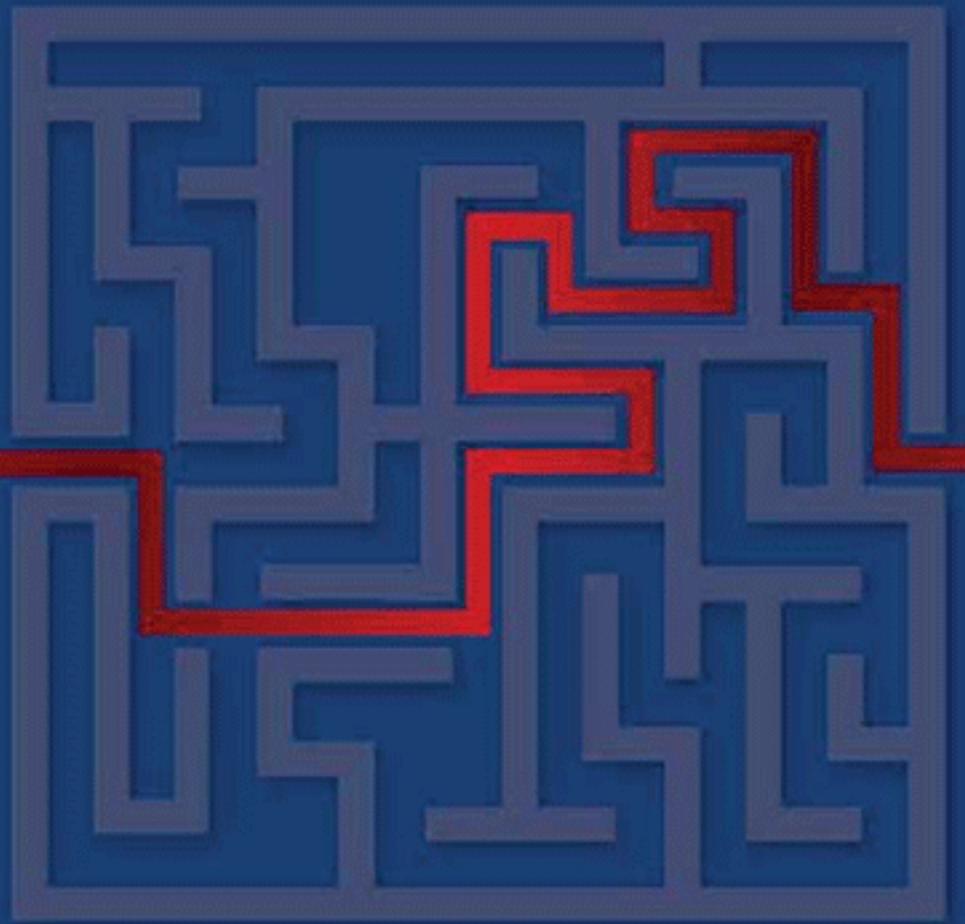




# Doing Business 2014

## Economy Profile: Serbia



Comparing Business Regulations for Domestic Firms in 189 Economies

11<sup>TH</sup> EDITION

*A World Bank Group Corporate Flagship*

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## CONTENTS

<b>Introduction</b> .....	<b>4</b>
<b>The business environment</b> .....	<b>5</b>
<b>Starting a business</b> .....	<b>14</b>
<b>Dealing with construction permits</b> .....	<b>25</b>
<b>Getting electricity</b> .....	<b>37</b>
<b>Registering property</b> .....	<b>44</b>
<b>Getting credit</b> .....	<b>53</b>
<b>Protecting investors</b> .....	<b>60</b>
<b>Paying taxes</b> .....	<b>69</b>
<b>Trading across borders</b> .....	<b>76</b>
<b>Enforcing contracts</b> .....	<b>84</b>
<b>Resolving insolvency</b> .....	<b>94</b>
<b>Employing workers</b> .....	<b>99</b>
<b>Data notes</b> .....	<b>106</b>
<b>Resources on the <i>Doing Business</i> website</b> .....	<b>112</b>

## INTRODUCTION

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

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

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

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

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

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

## THE BUSINESS ENVIRONMENT

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

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

### ECONOMY OVERVIEW

**Region:** Europe & Central Asia

**Income category:** Upper middle income

**Population:** 7,223,887

**GNI per capita (US\$):** 5,280

**DB2014 rank:** 93

**DB2013 rank:** 87\*

**Change in rank:** -6

**DB 2014 DTF:** 62.03

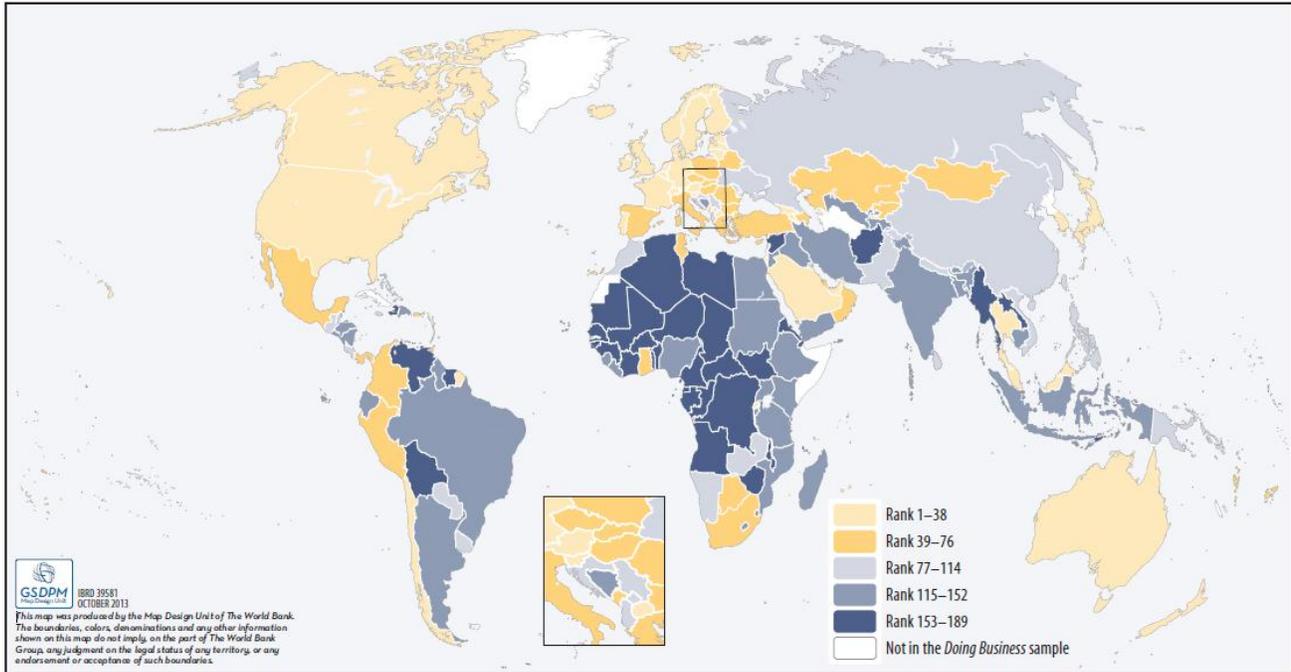
**DB 2013 DTF:** 62.18

**Change in DTF:** -0.17

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

## THE BUSINESS ENVIRONMENT

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



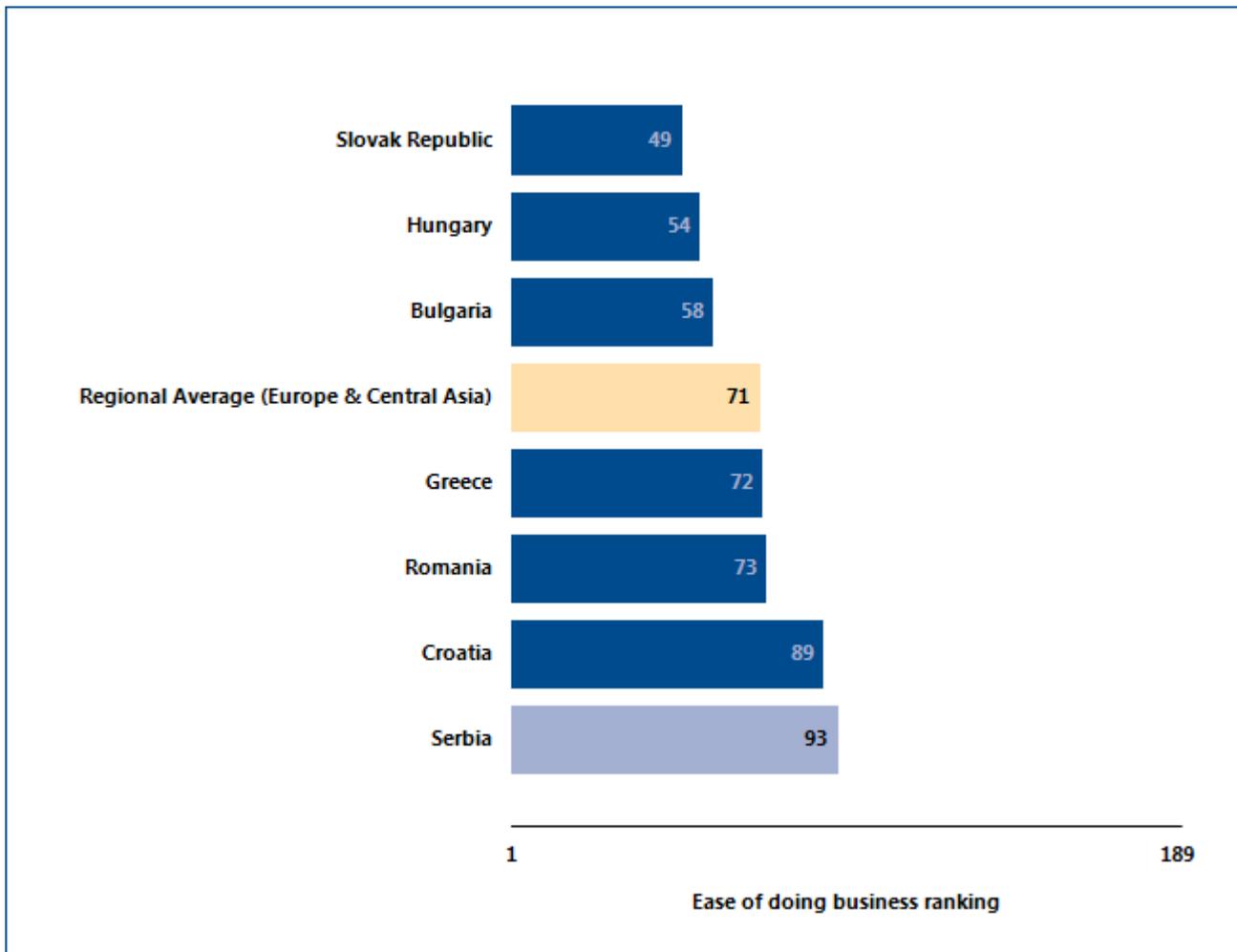
Source: *Doing Business* database.

## THE BUSINESS ENVIRONMENT

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

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

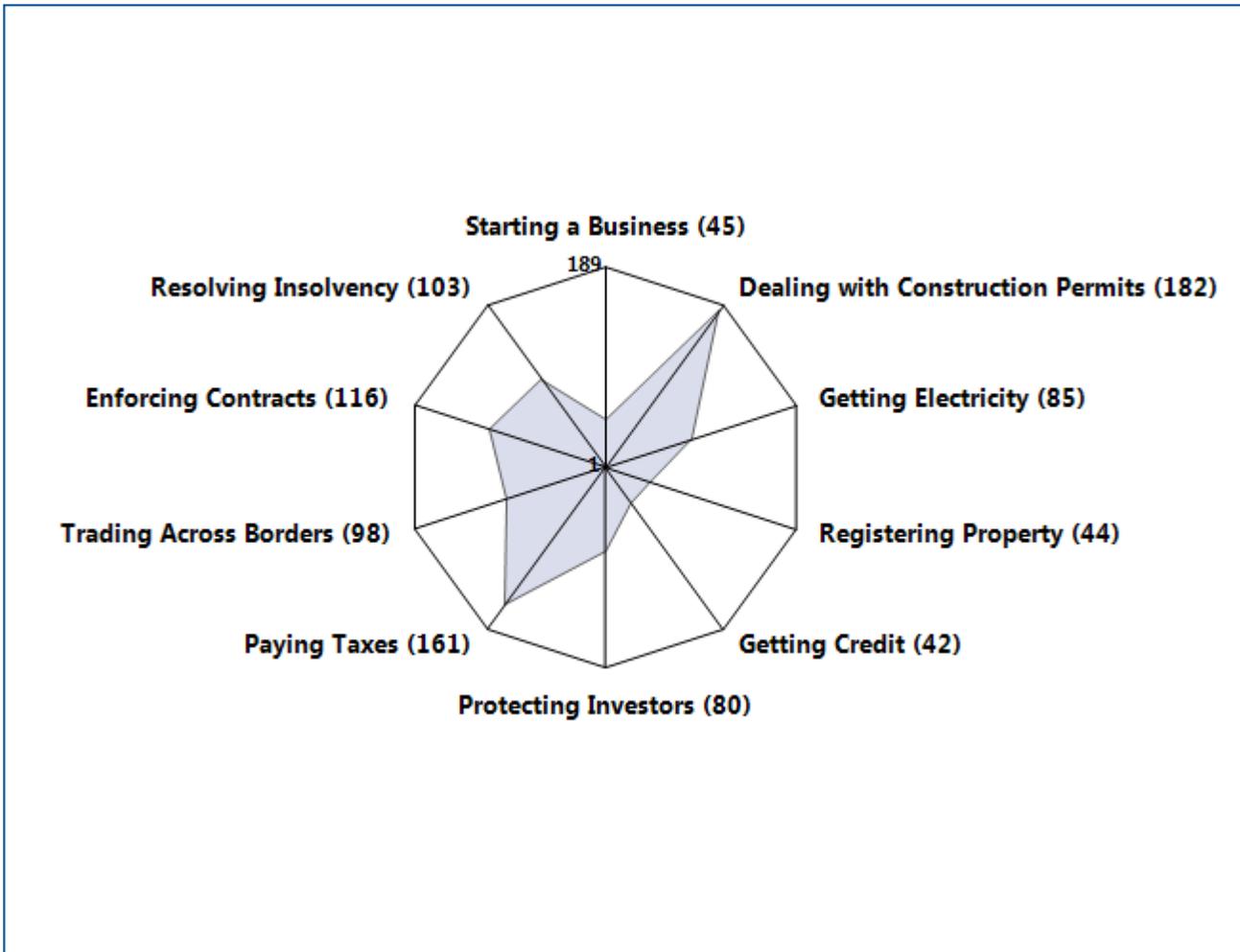
Figure 1.2 How Serbia and comparator economies rank on the ease of doing business



Source: Doing Business database.

## THE BUSINESS ENVIRONMENT

Figure 1.3 How Serbia ranks on *Doing Business* topics



Source: *Doing Business* database.

## THE BUSINESS ENVIRONMENT

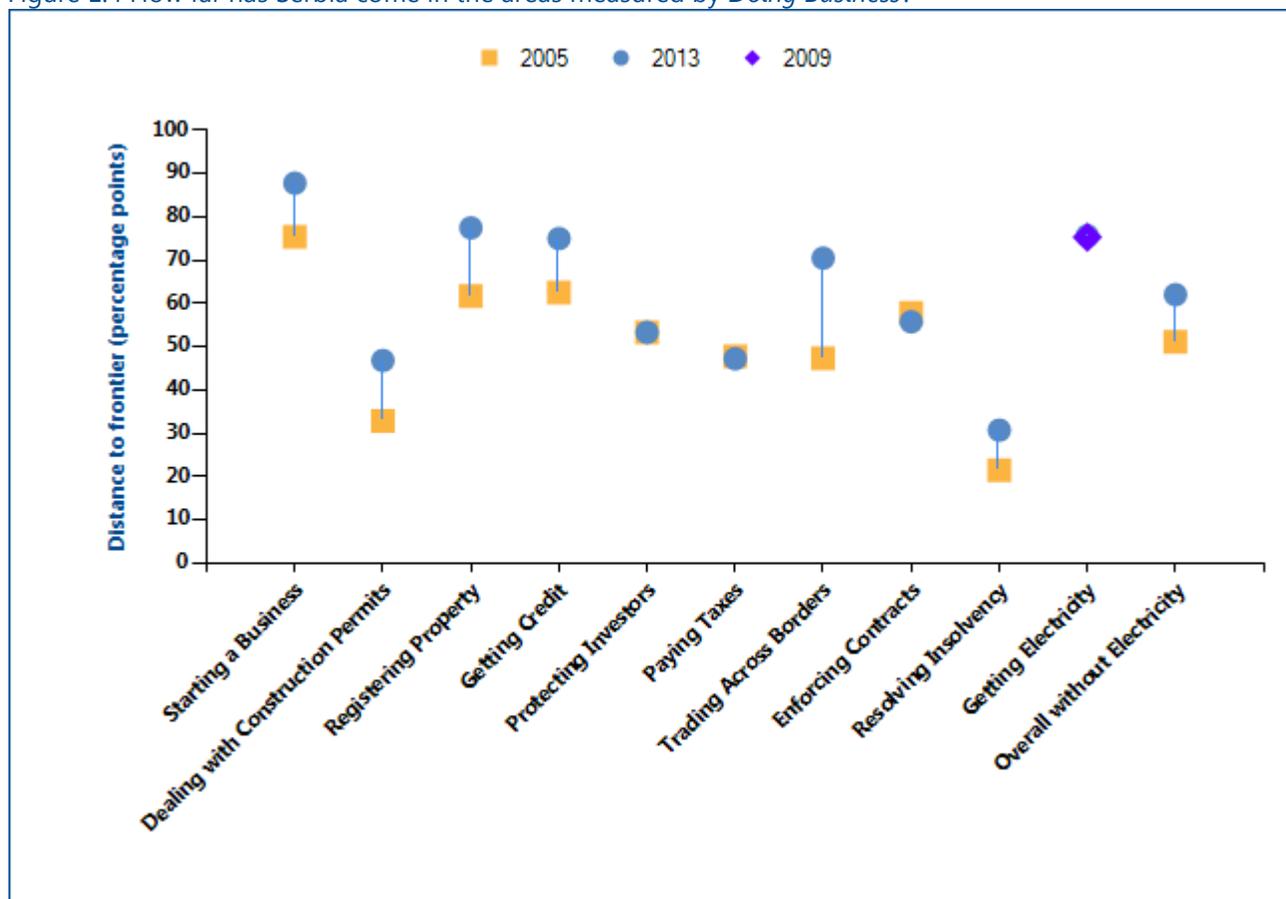
Just as the overall ranking on the ease of doing business tells only part of the story, so do changes in that ranking. Yearly movements in rankings can provide some indication of changes in an economy’s regulatory environment for firms, but they are always relative.

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

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

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

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



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

Source: *Doing Business* database.

## THE BUSINESS ENVIRONMENT

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

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

Table 1.1 Summary of *Doing Business* indicators for Serbia

Indicator	Serbia DB2014	Serbia DB2013	Bulgaria DB2014	Croatia DB2014	Greece DB2014	Hungary DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
<b>Starting a Business (rank)</b>	45	38	65	80	36	59	60	108	New Zealand (1)
<b>Procedures (number)</b>	6	6	4	6	5	4	5	7	New Zealand (1)*
<b>Time (days)</b>	11.5	12.0	18.0	8.0	14.0	5.0	8.5	18.5	New Zealand (0.5)
<b>Cost (% of income per capita)</b>	7.2	7.7	1.0	9.3	4.6	8.6	2.4	1.5	Slovenia (0.0)
<b>Paid-in Min. Capital (% of income per capita)</b>	0.0	0.0	0.0	0.0	0.0	9.4	0.7	19.3	112 Economies (0.0)*
<b>Dealing with Construction Permits (rank)</b>	182	182	118	152	66	47	136	53	Hong Kong SAR, China (1)
<b>Procedures (number)</b>	18	18	18	12	19	24	15	11	Hong Kong SAR, China (6)
<b>Time (days)</b>	269.0	269.0	104.0	317.0	105.0	79.0	287.0	286.0	Singapore (26.0)

Indicator	Serbia DB2014	Serbia DB2013	Bulgaria DB2014	Croatia DB2014	Greece DB2014	Hungary DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
Cost (% of income per capita)	1,433.5	1,427.2	222.9	646.5	27.1	9.2	71.2	6.6	Qatar (1.1)
Getting Electricity (rank)	85	81	135	60	61	112	174	65	Iceland (1)
Procedures (number)	4	4	6	5	6	5	7	5	10 Economies (3)*
Time (days)	131	131	130	70	62	252	223	158	Germany (17)
Cost (% of income per capita)	505.6	502.6	320.0	319.8	66.7	116.4	534.0	10.6	Japan (0.0)
Registering Property (rank)	44	41	62	106	161	45	70	11	Georgia (1)
Procedures (number)	6	6	7	5	11	4	8	3	4 Economies (1)*
Time (days)	11.0	11.0	14.0	102.5	20.0	16.5	20.0	16.5	New Zealand (1.0)*
Cost (% of property value)	2.8	2.8	2.9	5.0	11.7	5.0	1.6	0.0	5 Economies (0.0)*
Getting Credit (rank)	42	40	28	42	86	55	13	42	Malaysia (1)*
Strength of legal rights index (0-10)	7	7	9	7	4	7	9	8	10 Economies (10)*
Depth of credit information index (0-6)	5	5	4	5	5	4	5	4	31 Economies (6)*
Public registry coverage (% of adults)	0.0	0.0	61.0	0.0	0.0	0.0	11.8	2.7	Portugal (100.0)*
Private bureau coverage (% of adults)	100.0	100.0	0.0	100.0	84.4	73.2	46.9	61.6	22 Economies (100.0)*
Protecting Investors (rank)	80	80	52	157	80	128	52	115	New Zealand (1)
Extent of disclosure	7	7	10	1	7	2	9	3	10 Economies (10)*

Indicator	Serbia DB2014	Serbia DB2013	Bulgaria DB2014	Croatia DB2014	Greece DB2014	Hungary DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
index (0-10)									
Extent of director liability index (0-10)	6	6	2	5	4	4	5	4	Cambodia (10)
Ease of shareholder suits index (0-10)	3	3	6	4	5	7	4	7	3 Economies (10)*
Strength of investor protection index (0-10)	5.3	5.3	6.0	3.3	5.3	4.3	6.0	4.7	New Zealand (9.7)
Paying Taxes (rank)	161	157	81	34	53	124	134	102	United Arab Emirates (1)
Payments (number per year)	66	66	13	19	8	12	39	20	Hong Kong SAR, China (3)*
Time (hours per year)	279	279	454	196	193	277	200	207	United Arab Emirates (12)
Trading Across Borders (rank)	98	102	79	99	52	70	76	108	Singapore (1)
Documents to export (number)	6	6	4	7	4	6	5	7	Ireland (2)*
Time to export (days)	12	13	20	18	16	17	13	17	5 Economies (6)*
Cost to export (US\$ per container)	1,455	1,455	1,375	1,335	1,040	885	1,485	1,500	Malaysia (450)
Documents to import (number)	7	7	5	7	6	6	6	6	Ireland (2)*
Time to import (days)	15	16	17	15	15	19	13	16	Singapore (4)
Cost to import (US\$ per container)	1,760	1,760	1,365	1,185	1,135	845	1,495	1,480	Singapore (440)
Enforcing Contracts (rank)	116	100	79	49	98	15	53	65	Luxembourg (1)

Indicator	Serbia DB2014	Serbia DB2013	Bulgaria DB2014	Croatia DB2014	Greece DB2014	Hungary DB2014	Romania DB2014	Slovak Republic DB2014	Best performer globally DB2014
<b>Time (days)</b>	635	635	564	572	1,300	395	512	545	Singapore (150)
<b>Cost (% of claim)</b>	34.0	31.3	23.8	13.8	14.4	15.0	28.9	30.0	Bhutan (0.1)
<b>Procedures (number)</b>	36	36	38	38	39	35	32	32	Singapore (21)*
<b>Resolving Insolvency (rank)</b>	103	104	92	98	87	70	99	38	Japan (1)
<b>Time (years)</b>	2.0	2.0	3.3	3.1	3.5	2.0	3.3	4.0	Ireland (0.4)
<b>Cost (% of estate)</b>	20	20	9	15	9	15	11	18	Norway (1)
<b>Outcome (0 as piecemeal sale and 1 as going concern)</b>	0	0	0	0	0	0	0	1	
<b>Recovery rate (cents on the dollar)</b>	29.0	29.1	32.6	30.3	34.0	38.3	30.0	54.1	Japan (92.8)

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

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

Source: *Doing Business* database.

## STARTING A BUSINESS

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

### What do the indicators cover?

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

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

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

### WHAT THE STARTING A BUSINESS

#### INDICATORS MEASURE

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

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

Registration in the economy's largest business city

Postregistration (for example, social security registration, company seal)

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

Does not include time spent gathering information

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

Procedure completed once final document is received

No prior contact with officials

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

Official costs only, no bribes

No professional fees unless services required by law

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

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

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

## STARTING A BUSINESS

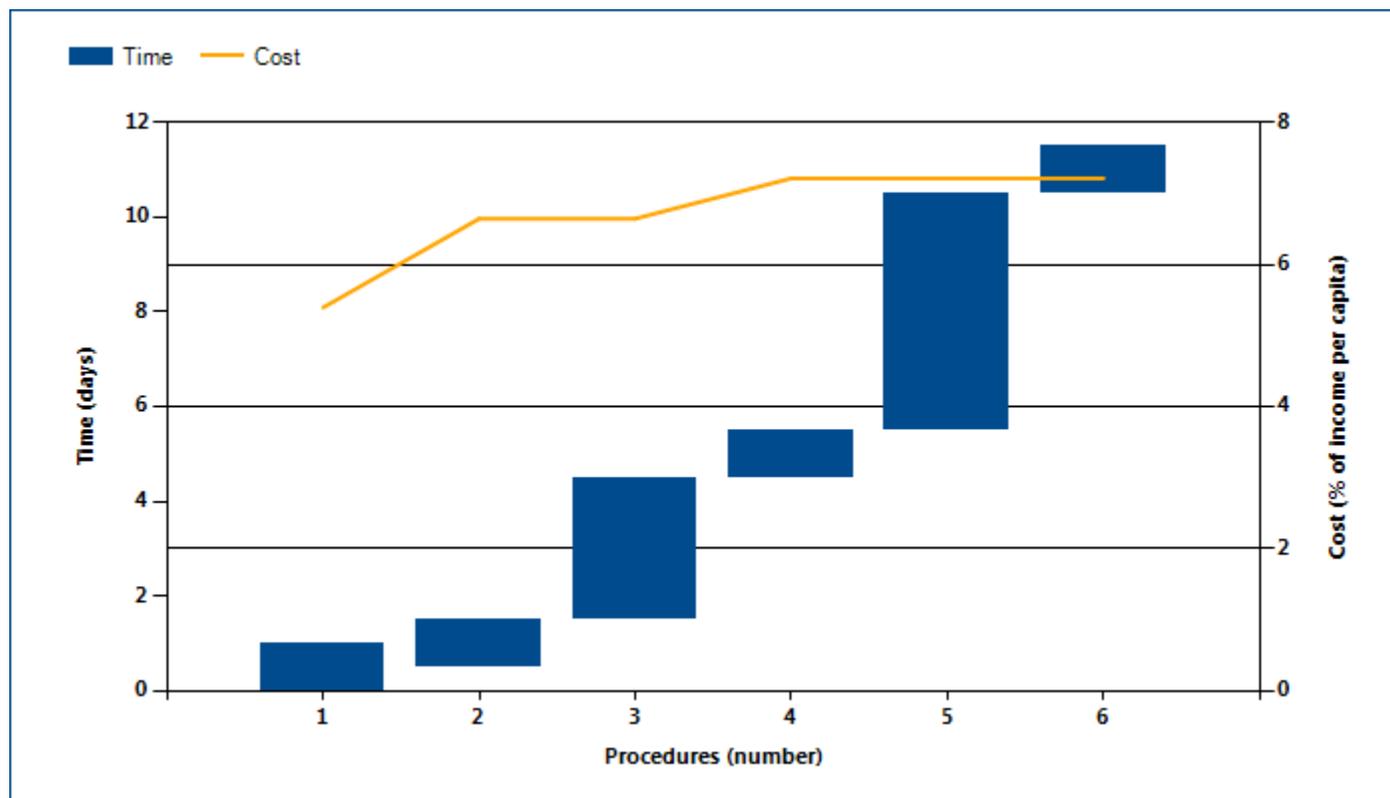
### Where does the economy stand today?

What does it take to start a business in Serbia? According to data collected by *Doing Business*, starting a business there requires 6 procedures, takes 11.5

days, costs 7.2% of income per capita and requires paid-in minimum capital of 0.0% of income per capita (figure 2.1).

Figure 2.1 What it takes to start a business in Serbia

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



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

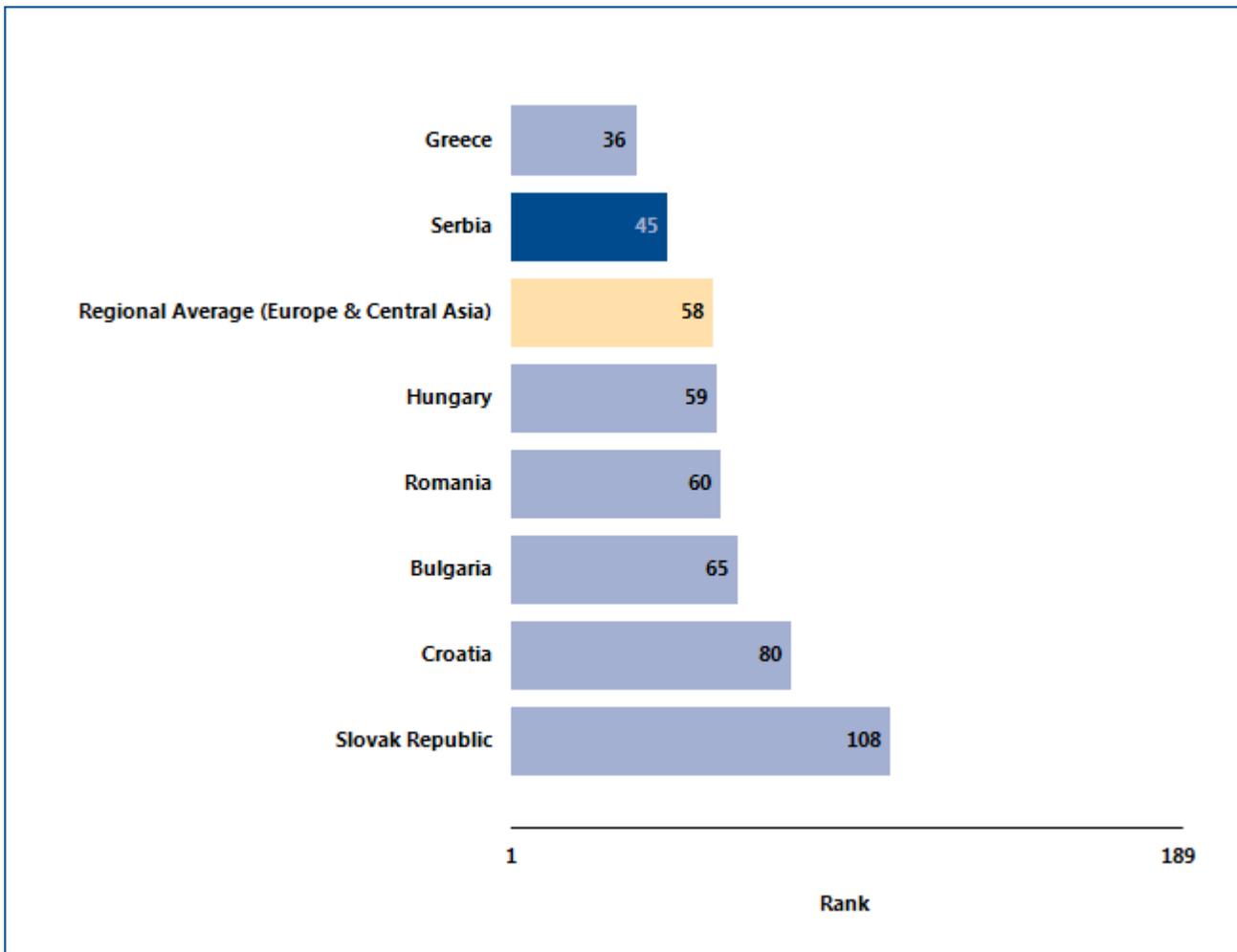
Source: *Doing Business* database.

## STARTING A BUSINESS

Globally, Serbia stands at 45 in the ranking of 189 economies on the ease of starting a business (figure 2.2). The rankings for comparator economies and the

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

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



Source: Doing Business database.

## STARTING A BUSINESS

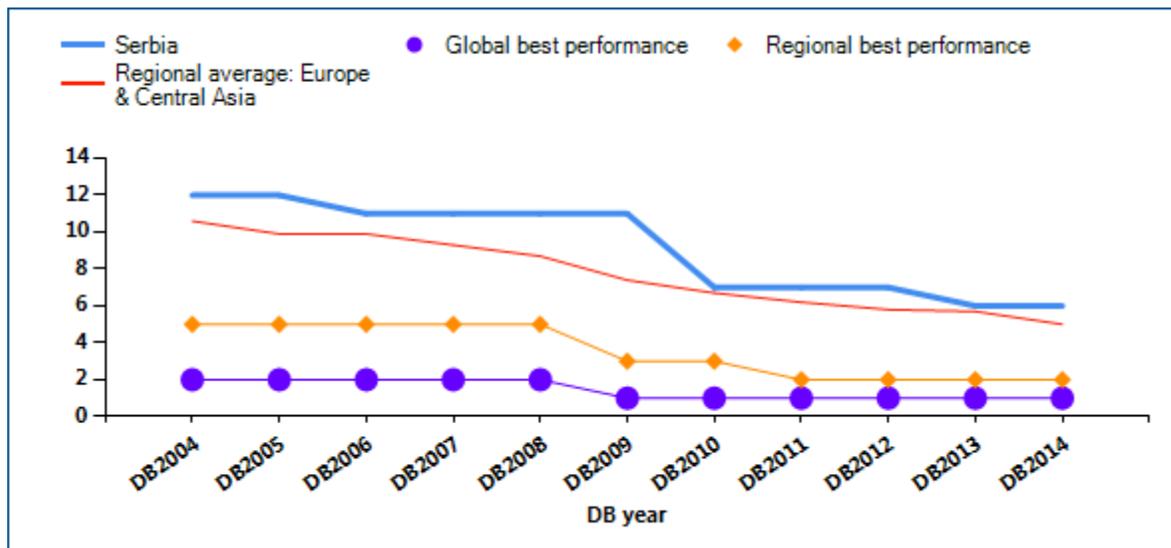
### What are the changes over time?

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

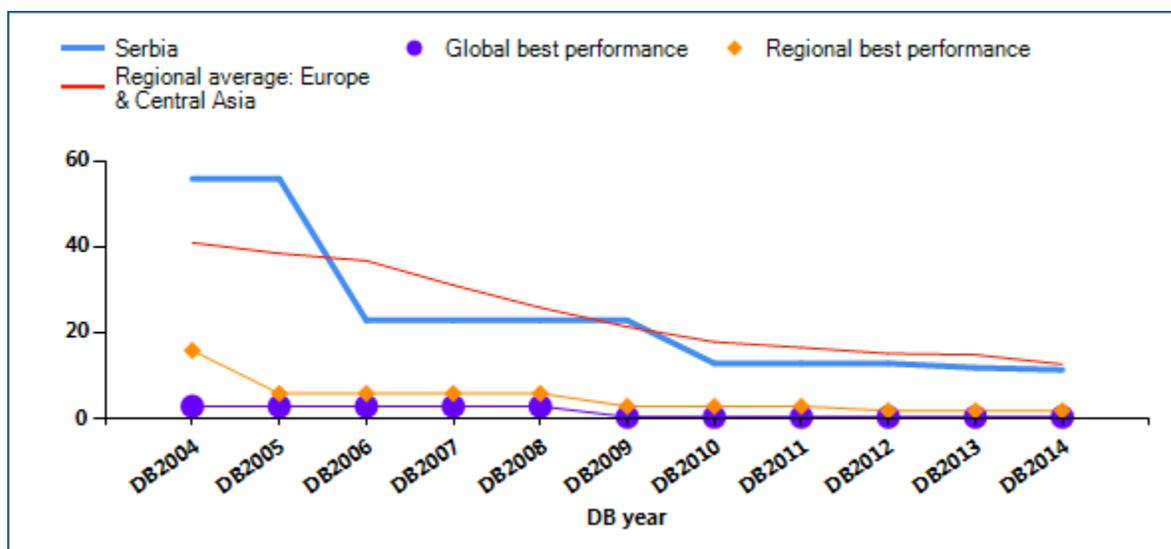
2.3) can help show what is possible in making it easier to start a business. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

Figure 2.3 Has starting a business become easier over time?

#### Procedures (number)

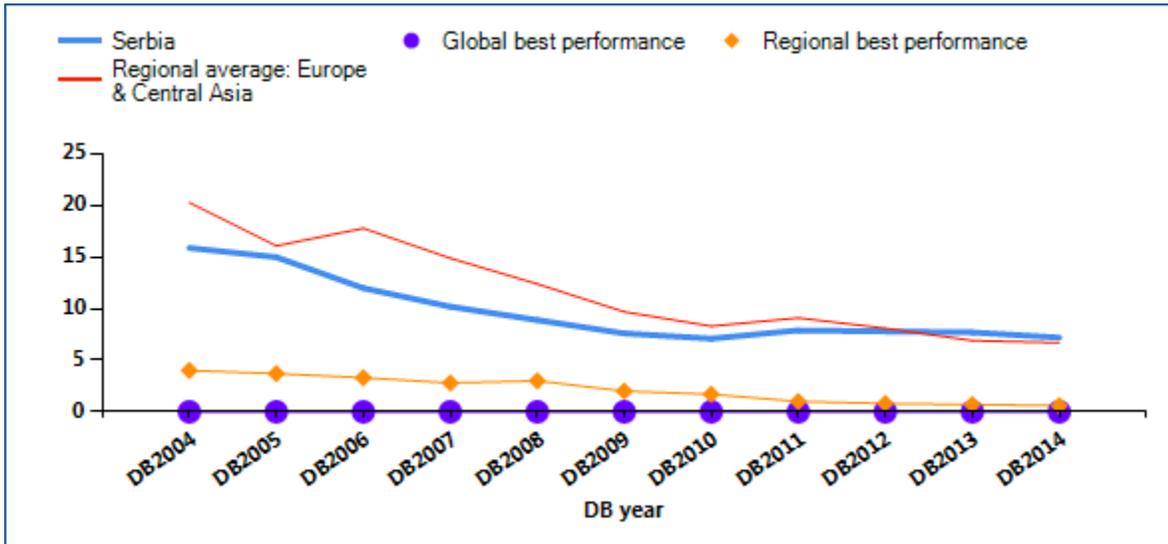


#### Time (days)

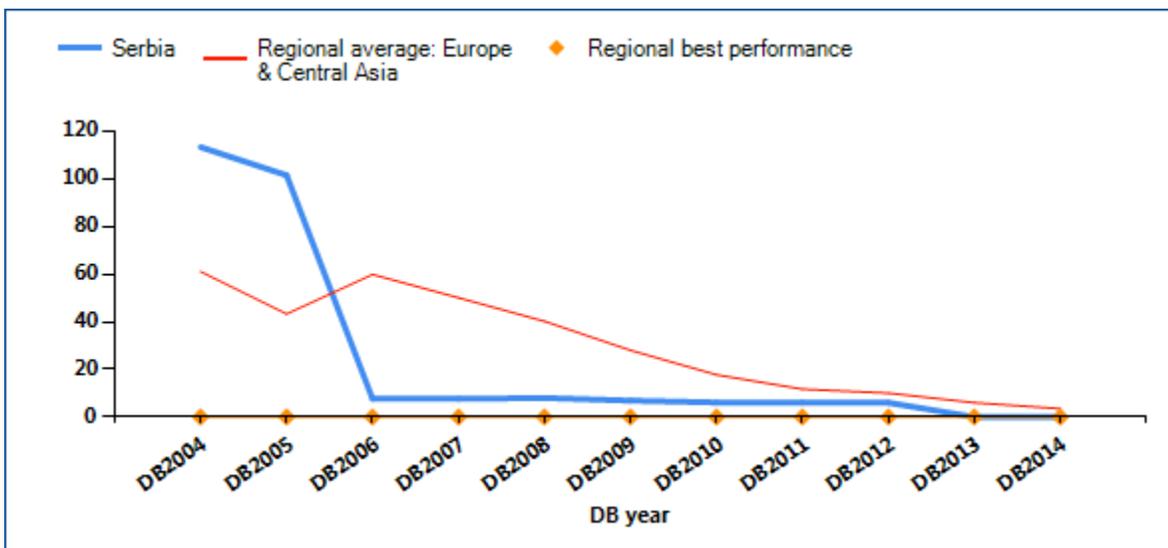


## STARTING A BUSINESS

### Cost (% of income per capita)



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



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

Source: Doing Business database.

## STARTING A BUSINESS

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

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

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

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

DB year	Reform
<b>DB2009</b>	No reform as measured by Doing Business.
<b>DB2010</b>	Serbia eased the business start up process by putting in place a one stop- shop for company registration.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	Serbia made starting a business easier by eliminating the paid-in minimum capital requirement.
<b>DB2014</b>	No reform as measured by Doing Business.

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

*Source:* *Doing Business* database.

## STARTING A BUSINESS

## What are the details?

Underlying the indicators shown in this chapter for Serbia 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:** Belgrade

**Legal Form:** Društvo sa ograničenom odgovornošću (DOO) - Limited Liability Company

**Paid in Minimum Capital Requirement:** None

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

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

No.	Procedure	Time to complete	Cost to complete
1	<p><b>Notarize the memorandum of association at the Basic Court or at the Municipality</b></p> <p>The founders shall notarize 3 copies of agreement on foundation of the company before the Basic Court, and provide Serbian Business Registers Agency (hereinafter the “SBRA”) with one notarized copy, among other documents, according to the Article 10 of the new Rulebook on the Contents of the Register of Business Entities and the Documentation Needed for Registration (“The Official Gazette of the Republic of Serbia”, no. 6/2012).</p> <p>The lease agreement shall be submitted to Tax Administration.</p> <p>The Law on Court Taxes (Zakon o sudskim taksama, “Official Gazette of the Republic of Serbia”, Nos. 28/94, 53/95, 16/97, 34/2001, 9/2002, 29/2004, 61/2005, 116/2008, 31/2009, 101/2011 and 93/2012) prescribes the following fees depending on the contract value:</p> <ul style="list-style-type: none"> <li>• up to RSD 10,000: fee is RSD 980;</li> <li>• from RSD 10,000 to RSD 100,000: fee is RSD 980 plus 1% of the contract value;</li> <li>• from RSD 100,000 to RSD 1,000,000: fee is RSD 2,900 plus 0,5% of the contract value; and</li> <li>• over RSD 1,000,000: fee is RSD 12,600 plus 0,25% of the contract value;</li> </ul> <p>Note that the fee may not exceed RSD 39,000.</p> <p>In addition, the following fees will be charged in the process of incorporation of the company:</p> <ul style="list-style-type: none"> <li>• RSD 70 for the request for certification of the document;</li> <li>• RSD 160 for certification of the signatures of the authorized</li> </ul>	1 day	The notarization costs depend on the amount of basic capital and the value of the lease contract.

No.	Procedure	Time to complete	Cost to complete
	<p>representatives (OP obrazac); and</p> <ul style="list-style-type: none"> <li>• RSD 490 for signature certification on the Power of Attorney.</li> </ul> <p>Another part of the procedure could be to open temporary bank account and pay founding deposit - the founding deposit is paid to a temporary account at one of the commercial banks. The Incorporation act must be submitted to the chosen bank to open a temporary account - this step exists only if the founders decide on paying their contributions before the foundation of the company.</p> <p>The following documents are generally submitted to open a permanent account:</p> <ul style="list-style-type: none"> <li>• Certificate on registration from Serbian Business Agency (copy);</li> <li>• OP form of the director;</li> <li>• Application for opening the permanent account;</li> <li>• Contract on opening of the account;</li> <li>• Certificate on obtaining Tax number (copy);</li> <li>• Specimen card;</li> <li>• Identity card of the founders (copy).</li> </ul>		
2	<p><b>Pay registration fees</b></p> <p>The registration fees must be paid at a commercial bank. The proof of payment is required at the moment of registration with the Serbian Business Registration Agency.</p> <p>The fees are the following: RSD 4.500,00 – the administrative fee for foundation of a limited liability company + RSD 2.140,00 - the tax for the procurement of a registration number through the Agency, from the Statistical Office + RSD 1.000,00 – fee for registration and publication of the Incorporation Act.</p> <p><i>Procedure can be done online</i></p>	Less than one day (online procedure)	RSD 5,500 (RSD 4,500 RSD + 1,000 RSD)
3	<p><b>Apply and obtain the registration certificate, tax identification number, pension fund (PIO Fund) and Health Fund certificates, certify the signatures (three copies) for opening bank account</b></p> <p>The SBRA issues the code of Republic Statistical Agency (RSA) simultaneously with the registration certificate. The Registry also administers the registration with the tax authorities and issues the Tax Identification Number (the "TIN"), as well as the Certificate application of contributions taxpayer with Republic Fund for Health Insurance.</p> <p>The company may obtain almost all necessary forms online, and those forms are the following:</p> <ul style="list-style-type: none"> <li>- Request for Registration of the company, application form can be downloaded from the official web site of SBRA (<a href="http://www.apr.gov.rs">http://www.apr.gov.rs</a>);</li> <li>- Request for opening an account and Request for transfer of funds from temporary to company's permanent account can be obtained at the commercial bank (free of charge);</li> <li>- VAT (Value Added Tax) form (can be downloaded from the official</li> </ul>	3 days	no charge

No.	Procedure	Time to complete	Cost to complete
	<p>web site of Tax Administration <a href="http://www.poreskauprava.gov.rs/">http://www.poreskauprava.gov.rs/</a></p> <ul style="list-style-type: none"> <li>- Completed questionnaire for registration of the lease (this form may be obtained at Tax Administration, and it is free of charge);</li> <li>- Registrations for pension fund and health insurance for each employee are done via single application form at pension fund (PIO Fund) or at Republic Fund for Health Insurance ( M and M-A forms, which can be downloaded from official web site of PIO Fund- <a href="http://www.pio.rs">http://www.pio.rs</a>)</li> </ul> <p>In order to register LLC at SBRA, the applicant shall submit these additional documents:</p> <ul style="list-style-type: none"> <li>- Completed application form (can be downloaded from the official web site if SBRA - <a href="http://www.apr.gov.rs/">http://www.apr.gov.rs/</a>);</li> <li>- Foundation act of the company, with authenticated signatures of founders notarized by the Basic Court;</li> <li>- Information on the founders (i.e. registration documents if the founder is a legal entity or ID photocopy if the founder is domestic natural person, or photocopy of passport if the founder is a foreign natural person). If some of the documents are in a foreign language, they shall be translated into Serbian language by an authorized court translator (translator's fee is approximately RSD 1200 per page);</li> <li>- Decision on appointment of representative, if representative is not specified by Foundation act;</li> <li>- Certified signature on OP form for director or other representative of the company (can be downloaded from the official web site if SBRA - <a href="http://www.apr.gov.rs/">http://www.apr.gov.rs/</a>);</li> <li>- Evidence of payment of administrative fee;</li> <li>- Bank confirmation of the payment of pecuniary capital, or Agreement on valuation on non-pecuniary capital of founders; and</li> <li>- Power of Attorney if an attorney at law files the registration (optional).</li> </ul>		
4	<p><b>Make Stamp and seal</b></p> <p>Although use of the stamp is not mandatory under the new Companies Act, a majority of the companies in Serbia are still using the stamps in their business operations. In addition, contrary to the provisions of the new law, some authorities still require the stamps to be affixed on business letters/documents of the companies.</p> <p>Companies can obtain a company stamp and seal in 1–2 days for a fee of RSD 1,500 to RSD 4,000, depending on the number of words, design, and the like.</p>	1 day	RSD 1,660 - RSD 2,800
5	<p><b>Register with local tax authority</b></p> <p>Upon receiving the tax identification number, the company's representative must register with the local tax authority by submitting all or some of the following documents to the local tax authority (requirements vary by authority):</p> <ul style="list-style-type: none"> <li>- Registration certificate of the Business Registration Agency (copy).</li> <li>- Certificate of personal tax number (copy).</li> <li>- Completed registration form for VAT. Note that according to the</li> </ul>	5 days	no charge

No.	Procedure	Time to complete	Cost to complete
	<p>amendment to the Law on Value Added Tax adopted 30 June 2007, the total (generated or projected) turnover which will cause an obligation for company to submit a completed VAT registration form is increased from RSD 2 million (approx. EUR 20,000) to RSD 4 million (approx. EUR 40,000).</p> <ul style="list-style-type: none"> <li>- Certified OP form.</li> <li>- Statement on employed workers.</li> <li>- Certified lists of taxpayer real estate, motor vehicles, and aircrafts.</li> <li>- List of all stores and numbers of fiscal cash registers.</li> <li>- Agreement concluded with the bookkeeping agency.</li> </ul> <p>- Since an amendment to the Law on Added Tax in June 2008 (Official Gazette RS No. 84/2004, 61/2005 61/2007), the company's representative must submit to the tax authorities, besides the mentioned documents, the copy of the agreement on opening of permanent bank account and a copy of specimen card</p> <p>Local tax authorities usually also require the following documents:</p> <ul style="list-style-type: none"> <li>- Lease agreement of business premises; and</li> <li>- PDP form (Tax on Profit of the Company) - 2 copies, which contain income estimation and expenditure for the year ongoing.</li> </ul> <p>Depending on the local tax authority, some or all of the above documents must be submitted to the tax authority no later than 10–15 days after obtaining the personal tax number.</p>		
6	<p><b>Register the employment contracts with the Employment Organization/Fund</b></p> <p>The new and old forms M1 are replaced by the form M, which includes employee's application for registration from social insurance, health care insurance and insurance against unemployment (application may be downloaded online from the website <a href="http://www.pio.rs">http://www.pio.rs</a>).</p> <p>The collective application for insurance of the employees is no longer a practice, and the form M shall be submitted for each employee by the employer.</p> <p>Pursuant to the Regulation on Unique Application for Mandatory Social Insurance (Uredba o sadržini, obrascu i načinu podnošenja jedinstvene prijave na obavezno socijalno osiguranje, jedinstvenim metodološkim principima i jedinstvenom kodeksu šifara za unos podataka u jedinstvenu bazu centralnog registra obaveznog socijalnog osiguranja, "Official Gazette of the Republic of Serbia", Nos. 54/2010 and 124/2012), which is applicable as of 1 October 2010, the company, as an employer, is obligated to submit the following documents for registration of each employee either to the Republic Health Insurance Fund or Pension and Disability Insurance Fund:</p> <ul style="list-style-type: none"> <li>• Unique application form M (which can be downloaded free of charge from the official web-page of the Republic Health Insurance Fund <a href="http://www.rzzo.rs">www.rzzo.rs</a>);</li> </ul>	1 day	no charge

No.	Procedure	Time to complete	Cost to complete
	<ul style="list-style-type: none"> <li>• Employment contract;</li> <li>• Work booklet;</li> <li>• ID card; and</li> <li>• Old medical care booklet (if applicable).</li> </ul> <p>In addition, under the Law on Employment and Insurance in Case of Unemployment (Zakon o zapošljavanju i osiguranju za slučaj nezaposlenosti, "Official Gazette of the Republic of Serbia", Nos. 36/2009 and 88/2010), the employer is obligated to submit application on vacancy for working place to the National Employment Office.</p>		

\* Takes place simultaneously with another procedure.

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

Source: *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

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

### What do the indicators cover?

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

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

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

The business:

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

The warehouse:

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

### WHAT THE DEALING WITH CONSTRUCTION PERMITS INDICATORS MEASURE

#### Procedures to legally build a warehouse (number)

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

Submitting all required notifications and receiving all necessary inspections

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

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

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

Does not include time spent gathering information

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

Procedure considered completed once final document is received

No prior contact with officials

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

Official costs only, no bribes

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

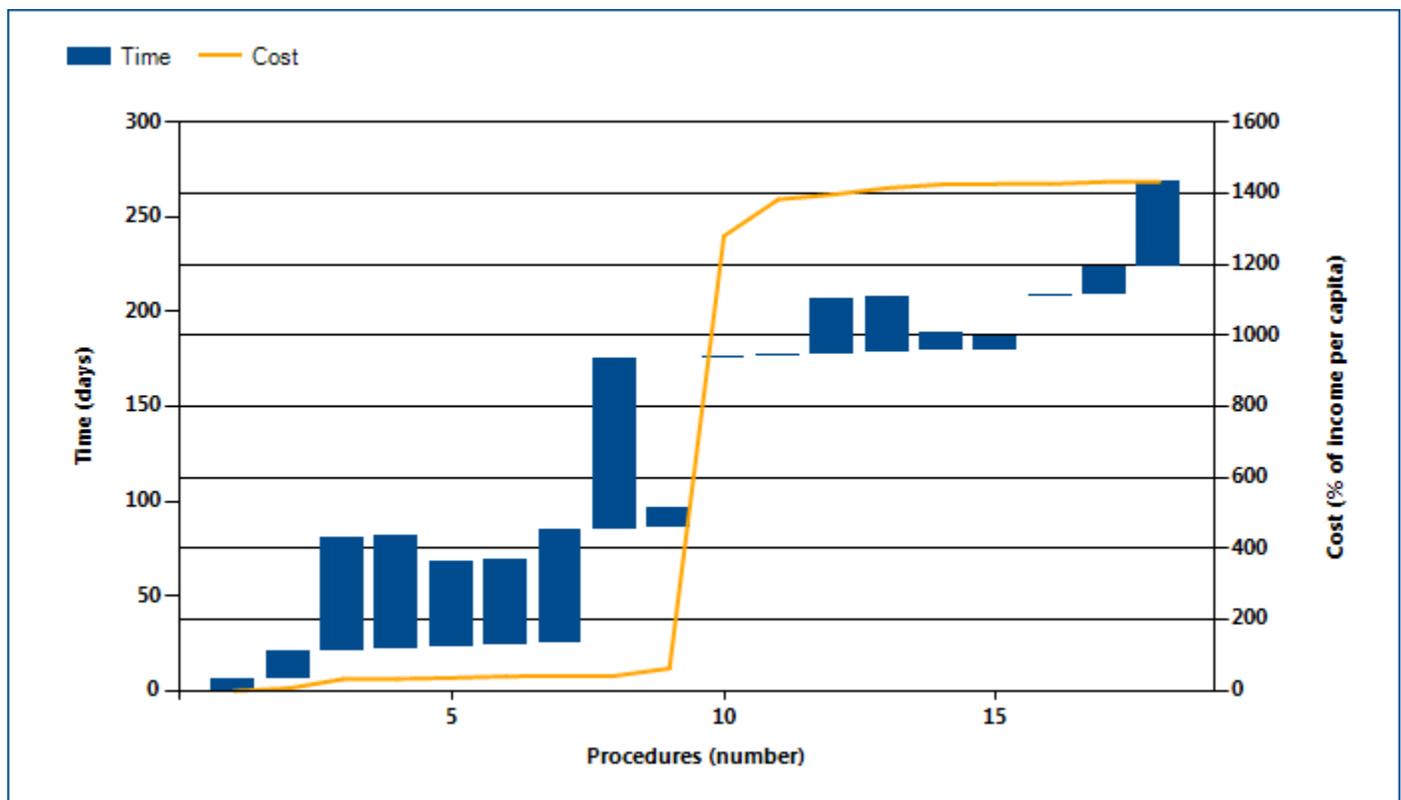
## DEALING WITH CONSTRUCTION PERMITS

### Where does the economy stand today?

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

permits there requires 18 procedures, takes 269.0 days and costs 1433.5% of income per capita (figure 3.1).

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



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

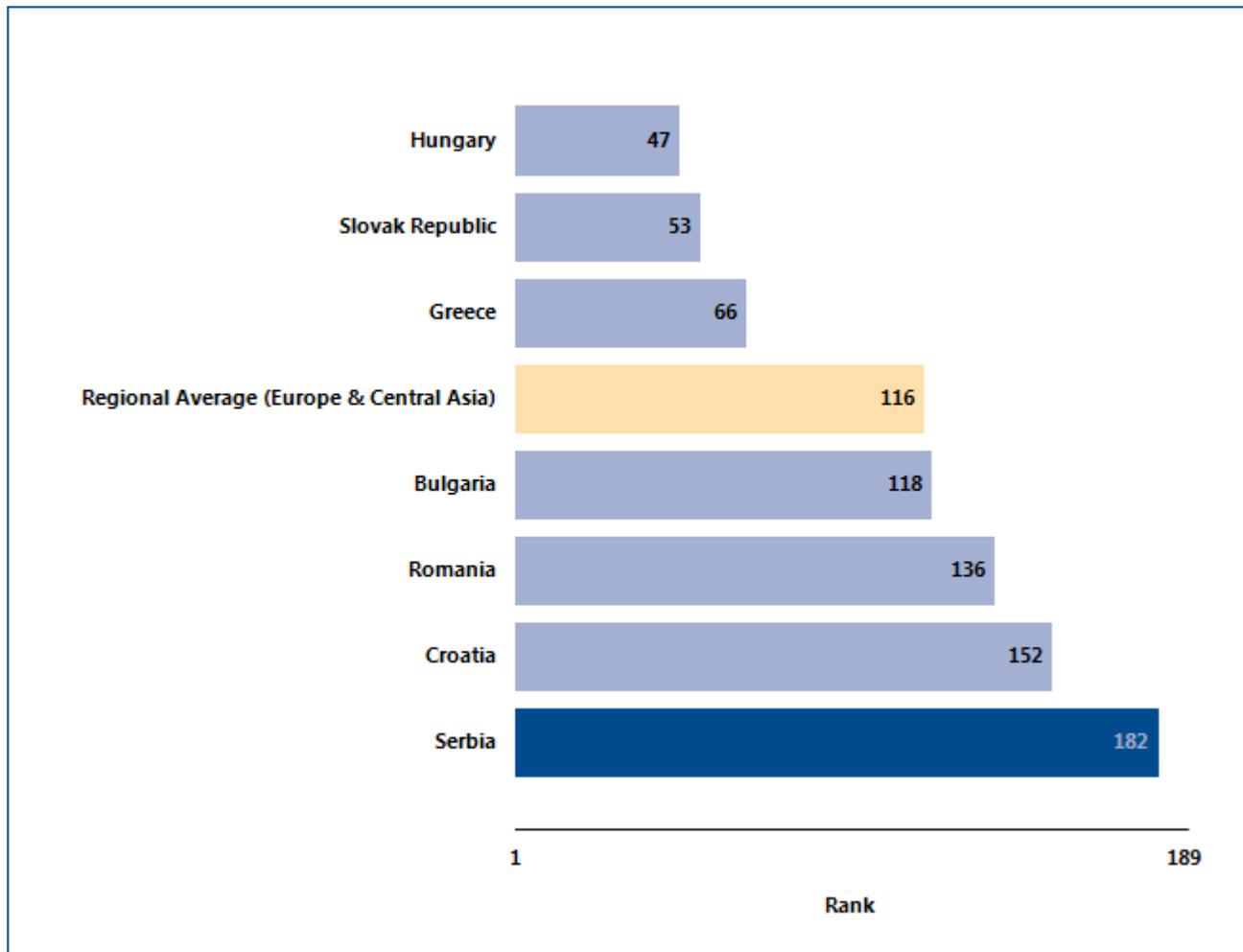
Source: *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

Globally, Serbia stands at 182 in the ranking of 189 economies on the ease of dealing with construction permits (figure 3.2). The rankings for comparator

economies and the regional average ranking provide other useful information for assessing how easy it is for an entrepreneur in Serbia to legally build a warehouse.

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



Source: Doing Business database.

## DEALING WITH CONSTRUCTION PERMITS

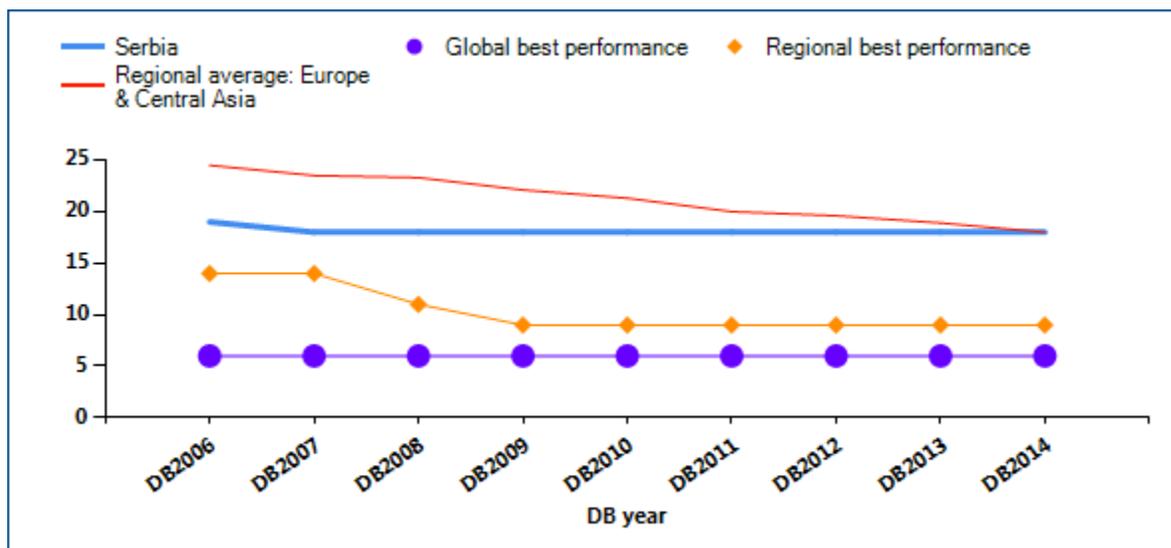
### What are the changes over time?

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

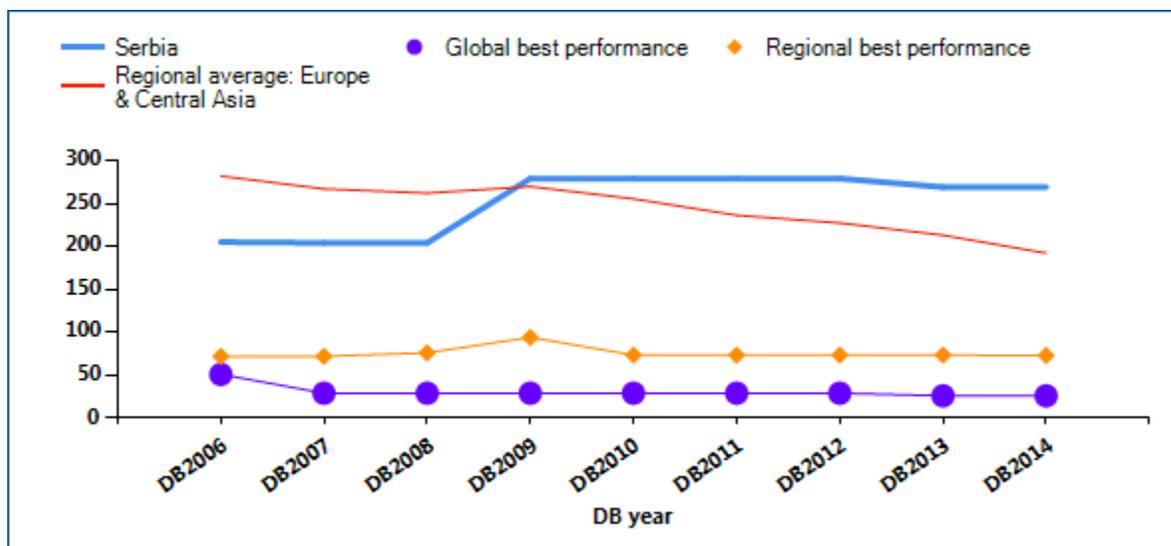
what is possible in making it easier to deal with construction permits. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

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

#### Procedures (number)

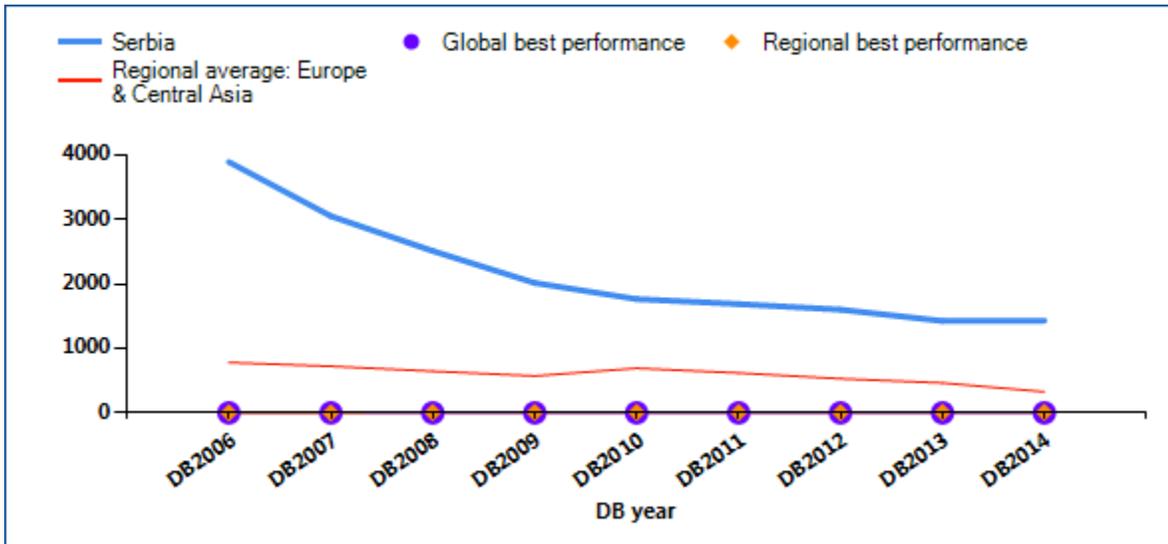


#### Time (days)



## DEALING WITH CONSTRUCTION PERMITS

### Cost (% of income per capita)



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

Source: *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

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

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

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

By *Doing Business* report year

DB year	Reform
<b>DB2009</b>	An administrative backlog at the Construction Department of Belgrade Municipality increased the time for obtaining building permits by 75 days.
<b>DB2010</b>	No reform as measured by Doing Business.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	No reform as measured by Doing Business.
<b>DB2014</b>	No reform as measured by Doing Business.

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

Source: *Doing Business* database.

## DEALING WITH CONSTRUCTION PERMITS

### What are the details?

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

#### BUILDING A WAREHOUSE

**City :** Belgrade

**Estimated Warehouse Value :** RSD 54,434,499

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

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

No.	Procedure	Time to complete	Cost to complete
1	<p><b>Request and obtain proof of ownership of the construction land</b></p> <p>Proof of ownership is provided either by the appropriate municipal court (with a land register extract) or the Republic Geodesy Institute (an extract from the newly established cadastre).</p> <p>It takes on average up to 10 days for issuance of the land register extract by the appropriate municipal court; the cost is RSD 130.00. The cadastre extract can be obtained in a day from the Republic Geodesy Institute at a cost from RSD 1,300.00 to RSD 1,500.00 (the price depends on the number of pages). Some areas of Belgrade are now updated and incorporated in the cadastral system. However, in the case considered here, only proof of ownership from the municipal court is needed.</p>	6 days	RSD 130
2	<p><b>Request and obtain location permit from the Secretariat of Urban Planning and Construction of the City of Belgrade</b></p> <p>The Location Permit includes the conditions and data necessary for the preparation of construction documents, such as:</p> <ul style="list-style-type: none"> <li>• Data on the Investor</li> <li>• Number and surface area of the land registry lot</li> <li>• Rules of building construction</li> <li>• Conditions for connecting to a roadway, utility or other infrastructure</li> <li>• Data on existing facilities which need to be removed</li> <li>• Other conditions in compliance with special laws</li> </ul> <p>In other to obtain the Location Permit, the Investor is required to submit the following documents:</p>	15 days	RSD 32,130

No.	Procedure	Time to complete	Cost to complete
	<ul style="list-style-type: none"> <li>• A copy of the lot plan</li> <li>• Excerpt from the land registry of underground installations</li> <li>• Proof of ownership</li> </ul> <p>If the planning documents do not include all the conditions and data for the preparation of the technical documents, the responsible agency will acquire them in the line of duty, at the expense of the Investor. Agencies, i.e. organizations authorized to issue such conditions and data are obliged to act within 30 days following the request of the responsible agency.</p>		
3	<p><b>Request and obtain main construction project clearance from the water and sewerage authority</b></p> <p>Preparation of the conditions regarding water and sewerage service costs RSD 70,500.00; consent (clearance) costs RSD 44,000.00; and connection to the public network costs RSD 45,000.00. These figures cover the costs of connection.</p> <p>The time limit for issuing the technical project clearances from various authorities is 30 days, concurrently. However, in practice it takes much longer and requires various follow-ups from applicants.</p>	60 days	RSD 114,500
4	<p><b>* Request and obtain main construction project clearance from the labor inspection – department for safety at work</b></p> <p>The time limit for issuing the technical project clearances from various authorities is 30 days, concurrently. However, in practice it takes much longer and requires various follow-ups from applicants.</p>	60 days	RSD 2,000
5	<p><b>* Request and obtain main construction project clearance from the heating authority</b></p> <p>The building authority will not approve the project without a clearance from the heating authority.</p> <p>The time limit for issuing the technical project clearances from various authorities is 30 days, concurrently. However, in practice it takes much longer and requires various follow-ups from applicants.</p>	45 days	RSD 12,500
6	<p><b>* Request and obtain main construction project clearance from the telecommunications authority</b></p> <p>The telecommunications authority makes a list of conditions after 10 days from when the application was submitted. After that, the company (BuildCo) prepares the relevant drawings and designs according to the specified norms. The overall time has decreased from 60 days to 45 days because of more efficient internal document processing.</p>	45 days	RSD 20,000

No.	Procedure	Time to complete	Cost to complete
	<p>The time limit for issuing the technical project clearances from various authorities is 30 days, concurrently. However, in practice it takes much longer and requires various follow-ups from applicants.</p>		
7	<p><b>* Request and obtain main construction project clearance from the traffic authority</b></p> <p>According to oral information provided by the traffic authority, this clearance can be obtained within 30 days at a cost of RSD 5,900.00.</p> <p>The time limit for issuing the technical project clearances from various authorities is 30 days, concurrently. However, in practice it takes much longer and requires various follow-ups from applicants.</p>	60 days	RSD 5,900
8	<p><b>Request and obtain building permit</b></p> <p>Since December 31, 2008, by the new Statute of City of Belgrade, municipalities only handle building permits for projects below 800 sq. m. This particular reform made the different districts of Belgrade more equal and defined the types of activities that are handled by the City versus the municipal offices. Everything above 800 sq. m. is now handled by the City of Belgrade Secretariat for urbanism and construction work (Sekretarijat za urbanizam i građevinske poslove).</p> <p>A request for a building permit should be submitted to the Secretariat for Urbanism and Construction Affairs of Belgrade City Municipality in charge of the territory on which the building plot is situated, along with the following documentation:</p> <ul style="list-style-type: none"> <li>• Extracts from the urban plan issued within 6 months before the filing of the request for a building permit</li> <li>• Preliminary design project plan that conforms to the urban plan mentioned above</li> <li>• Evidence of the ownership status or rental status of the building plot</li> </ul> <p>Although, the law stipulates the time limit of 15 days, the Construction Department of Municipality of Belgrade takes on average anywhere between 2 -- 6 months, and sometimes even more.</p>	90 days	RSD 450
9	<p><b>* Request and obtain technical control of the main project</b></p> <p>A duly licensed company other than the one that furnished the main construction project plan must verify whether the main construction project has been made in accordance with the law and with the technical standards, and whether it has all necessary clearances described in Procedures 3 -- 9. The main construction project must be certified and stamped to that effect.</p>	10 days	RSD 92,071

No.	Procedure	Time to complete	Cost to complete
10	<p><b>Notify and obtain approval for commencement of works from Urbanism and Construction Department and pay city building land tax</b></p> <p>The start of construction activities must be reported to the municipality at least 8 days before commencement. The notification must be accompanied by all necessary documentation described in Procedures 1 -- 10 above, including the main construction project design and description of the equipment to be used, to be certified by the municipality within eight days of submission. After this certification has been obtained, construction may commence.</p> <p>The company must pay the land usage tax that is charged by the City Building Directorate and varies from EUR 50.00 to EUR 60.00 per sq. m. of the building plot. Construction activities cannot begin before this fee is paid. Proof of payment of this fee (if not agreed otherwise with the City Building Directorate) is submitted to the municipality along with the other documents mentioned above, which are submitted as attachments to the notification to the municipality.</p> <p>The cost depends on the city suburb in which the facility is built. Prices of land tax differ from one suburb to the other. Assuming a cost of EUR 50.00 (RSD 4,136.00) per square meter, the total cost in this case would be RSD 4,136.00 x 1,300.6 sq. m. = RSD 5,379,281.00.</p> <p>In practice it may take anywhere around 10 days to undertake all necessary steps to complete this procedure.</p>	1 day	RSD 5,379,282
11	<p><b>Nominate expert supervisor of the work</b></p> <p>Expert supervision of the construction must be provided during the entire period of construction by a licensed independent engineer. This person cannot be affiliated with BuildCo. The expert supervisor visits the site once a week on average.</p>	1 day	RSD 455,000
12	<p><b>Request and obtain consent regarding the connection of the plot of land to the nearest public road</b></p> <p>BuildCo must undertake this procedure should it require access to or use of the nearest public road.</p>	30 days	RSD 61,000
13	<p><b>* Request and obtain consent regarding regulations on environmental protection</b></p>	30 days	RSD 80,000

No.	Procedure	Time to complete	Cost to complete
14	<b>* Request and obtain water and sewerage connection</b>	10 days	RSD 45,000
15	<b>* Request and obtain phone connection</b>	7 days	RSD 6,000
16	<p><b>Request technical examination of the building from municipality commission</b></p> <p>After all construction work has been completed, a municipal commission examines whether the constructed building complies with the issued building permit, all applicable laws and regulations, and technical standards. The municipality issues the use permit within 7 days after the commission responsible for the technical examination reports that the building is suitable for use.</p> <p>The municipal commission does not issue the use permit if the building is not in compliance with technical standards and technical documentation. Instead, it orders BuildCo to correct all irregularities and, after re-examining the building, it issues the use permit. If the irregularities cannot be fixed and use of the building is dangerous, the commission orders the demolition of the building.</p> <p>The City of Belgrade's administrative tax (the cost to complete this procedure) is now RSD 120.00.</p>	1 day	RSD 120
17	<p><b>Obtain use permit</b></p> <p>BuildCo must submit a formal request along with the building and the use permits. If there is a cadastral register in the area where the warehouse is constructed, the company should register the building at the cadastral registry. Otherwise, the building should be registered in the land books. Article 125 of the Law on Planning and Construction provides for a time limit of 7 days for this permit to be issued following the issuance of technical examination. However, there is no time-limit for the commission to perform technical examination. In practice, therefore it may take up to 6 months for the commission to convene and issue its decision.</p>	15 days	RSD 25,686
18	<p><b>Register the building</b></p> <p>BuildCo must submit a formal request along with the building permit and the use permit. If there is a cadastral register in the area where the warehouse was constructed, the company should register the building in the cadastral registry. Otherwise, the building should be registered in the land books.</p>	45 days	RSD 4,000

\* Takes place simultaneously with another procedure.

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

*Source:* *Doing Business* database.

## GETTING ELECTRICITY

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

### What do the indicators cover?

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

The warehouse:

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

The electricity connection:

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

### WHAT THE GETTING ELECTRICITY

#### INDICATORS MEASURE

#### Procedures to obtain an electricity connection (number)

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

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

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

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

- Official costs only, no bribes
- Excludes value added tax

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

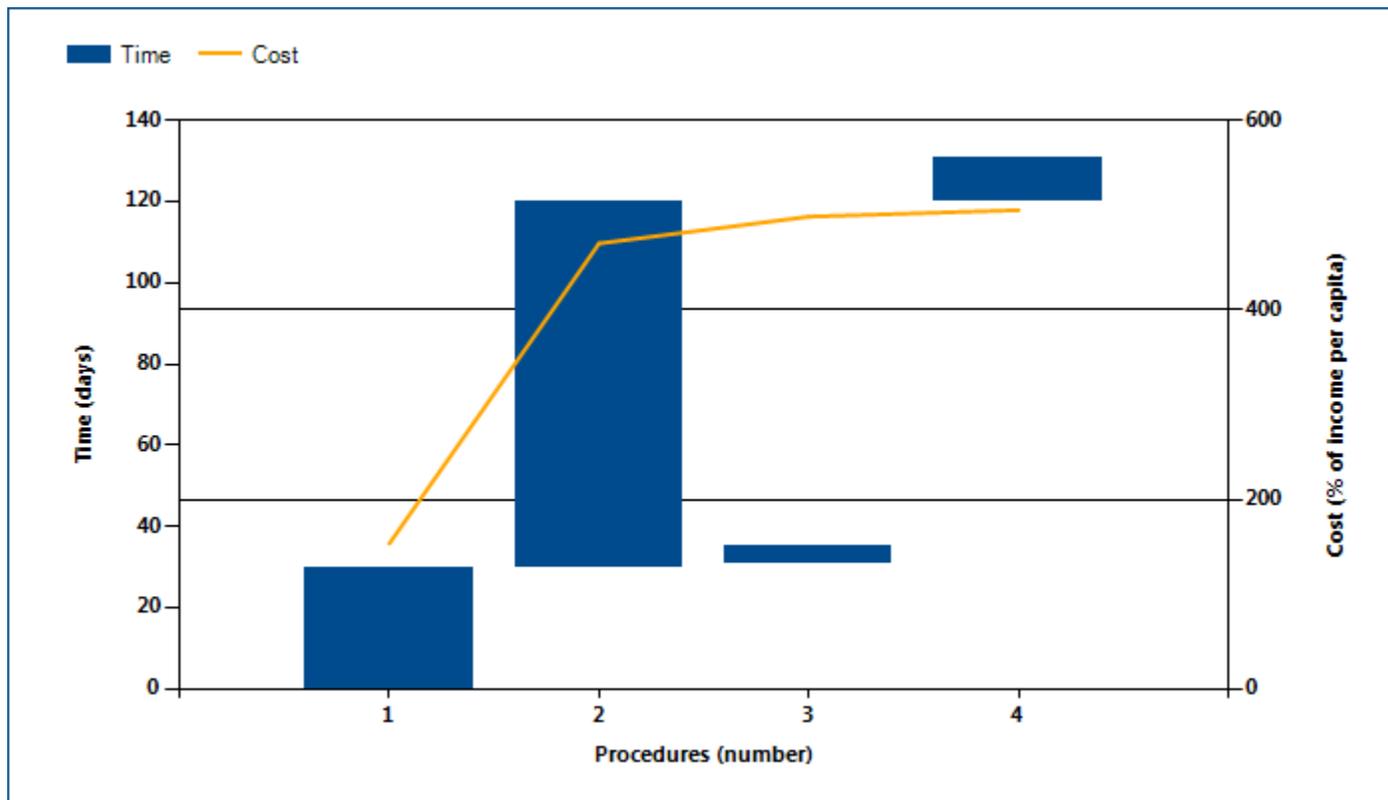
## GETTING ELECTRICITY

### Where does the economy stand today?

What does it take to obtain a new electricity connection in Serbia? According to data collected by *Doing Business*, getting electricity there requires 4

procedures, takes 131 days and costs 505.6% of income per capita (figure 4.1).

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



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

*Source:* *Doing Business* database.

### GETTING ELECTRICITY

Globally, Serbia stands at 85 in the ranking of 189 economies on the ease of getting electricity (figure 4.2). The rankings for comparator economies and the

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

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



Source: Doing Business database.

## GETTING ELECTRICITY

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

Table 4.1 The ease of getting electricity in Serbia

Indicator	Serbia DB2014	Serbia DB2013	Best performer in Europe & Central Asia DB2014	Best performer globally DB2014
Rank	85	81	San Marino (10)	Iceland (1)
Procedures (number)	4	4	San Marino (3)	10 Economies* (3)
Time (days)	131	131	San Marino (45)	Germany (17)
Cost (% of income per capita)	505.6	502.6	Lithuania (48.1)	Japan (0.0)

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

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

*Source:* *Doing Business* database.

## GETTING ELECTRICITY

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

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

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

By *Doing Business* report year

DB year	Reform
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	No reform as measured by Doing Business.
<b>DB2014</b>	No reform as measured by Doing Business.

Source: *Doing Business* database.

## GETTING ELECTRICITY

### What are the details?

The indicators reported here for Serbia 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.

**City:**
**Belgrade**
**Name of Utility:**
**Elektroprivreda Srbije  
(EPS): Elektrodistribucija  
Beograd plc**

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.

### OBTAINING AN ELECTRICITY CONNECTION

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

No.	Procedure	Time to complete	Cost to complete
1	<p><b>Submit application with customer service office of Elektrodistribucija Beograd d.o.o. (EDB) and await technical conditions, connection approval and contract</b></p> <p>An application has to be submitted in person at the utility. Documents to be attached are the urban plan or planned object that is approved by the city's Secretary for Urban Planning ("Gradski sekretarijat za urbanizam"). This is the building permit before the warehouse is built. A prove of ownership/renting over the land under the future object has to be attached as well.</p> <p>The licensed electrician fills the confirmation from ("plavi karton") in the utility with his guarantee that all internal wiring was properly done. A representative from the utility is coming to the site of the warehouse to inspect the area to determine if a transformer is needed and to determine the cost the customer has to pay for the connection. It is not necessary that someone from the customer's party is present.</p>	30 calendar days	RSD 679,094.0
2	<p><b>Elektrodistribucija Beograd d.o.o. (EDB) prepares connection design, obtains necessary approvals, and completes external connection works</b></p> <p>The utility is doing the design and the physical external connection works and provides the necessary material. The utility is obtaining all</p>	90 calendar days	RSD 1,400,000.0

No.	Procedure	Time to complete	Cost to complete
	necessary approvals for the customer.		
3	<p><b>Receive internal inspection by Elektrodistribucija Beograd d.o.o. (EDB)</b></p> <p>An internal inspection of the wiring might be required depending on the object's volume and technical solution. An inspection would be done before the connection to the public electrical power distribution network. The inspection can be requested after making the internal installation and before the connection. Someone from the customer's party has to be present. The inspection is done by the utility. A proof of the safety of the internal wiring needs to be submitted to the utility for every new connection.</p>	4 calendar days	RSD 125,000.0
4	<p><b>Elektrodistribucija Beograd d.o.o. (EDB) installs meter, customer concludes supply contract and awaits final connection</b></p> <p>A representative from the utility comes to the site to install the meter. The meter is installed before the conclusion of the supply contract. The customer concludes a supply contract. The utility is doing the final connection.</p>	11 calendar days	USD 362.9

\* Takes place simultaneously with another procedure.

Source: *Doing Business* database.

## REGISTERING PROPERTY

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

### What do the indicators cover?

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

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

The parties (buyer and seller):

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

The property (fully owned by the seller):

- Has a value of 50 times income per capita. The sale price equals the value.
- Is registered in the land registry or cadastral, or both, and is free of title disputes.
- Is located in a periurban commercial zone,

### WHAT THE REGISTERING PROPERTY

#### INDICATORS MEASURE

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

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

Registration in the economy's largest business city

Postregistration (for example, filing title with the municipality)

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

Does not include time spent gathering information

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

Procedure considered completed once final document is received

No prior contact with officials

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

Official costs only, no bribes

No value added or capital gains taxes included

and no rezoning is required.

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

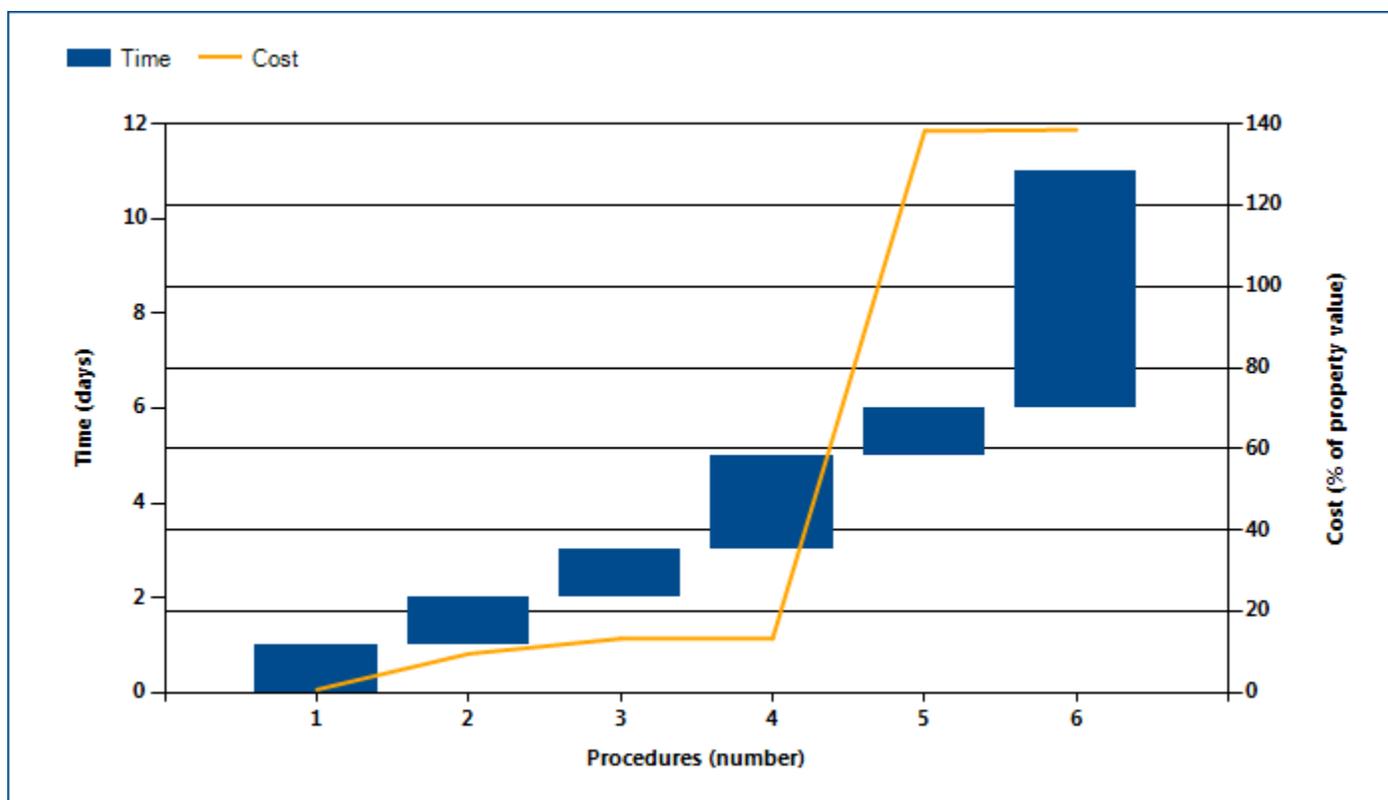
## REGISTERING PROPERTY

### Where does the economy stand today?

What does it take to complete a property transfer in Serbia? According to data collected by *Doing Business*, registering property there requires 6 procedures, takes

11.0 days and costs 2.8% of the property value (figure 5.1).

Figure 5.1 What it takes to register property in Serbia



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

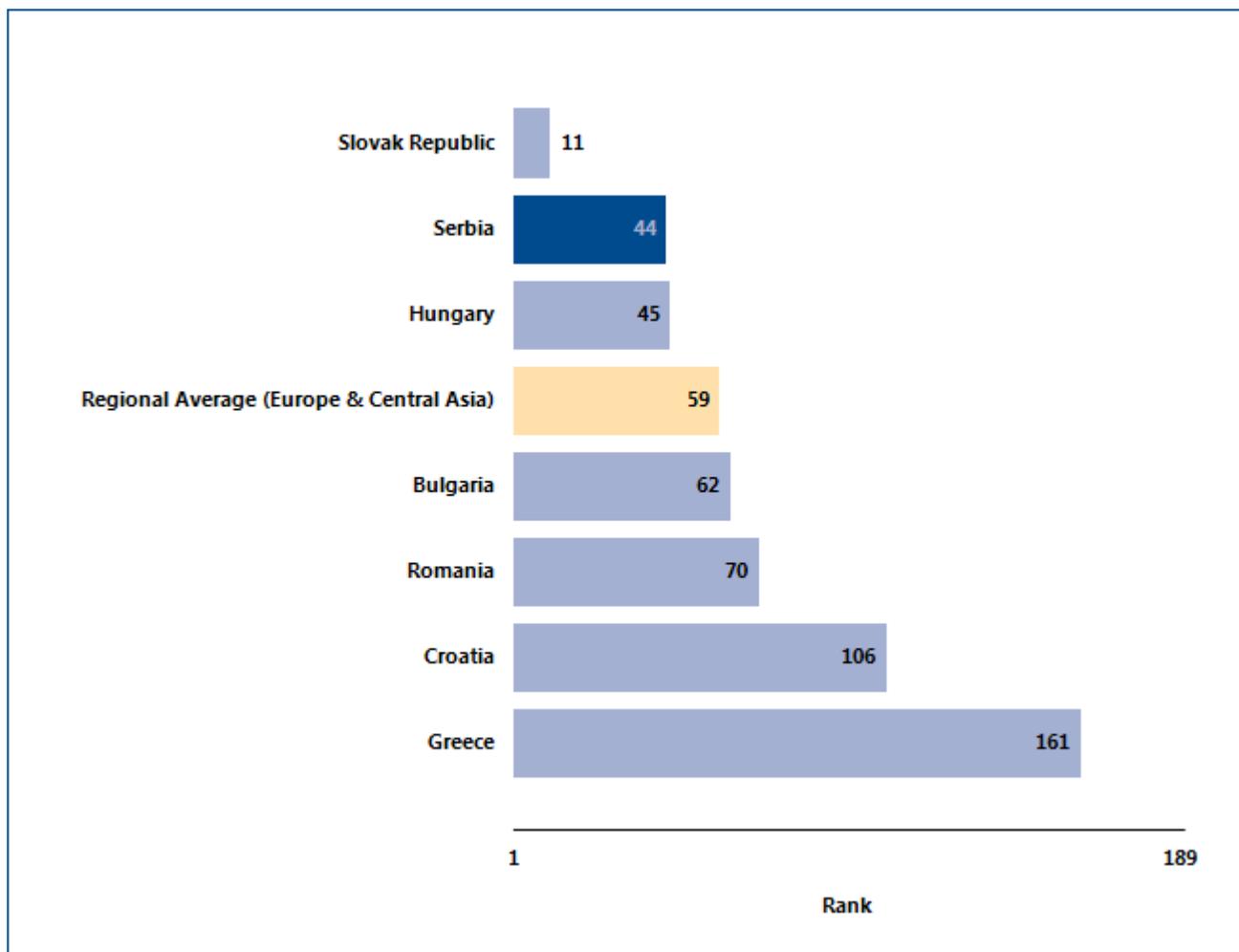
Source: *Doing Business* database.

## REGISTERING PROPERTY

Globally, Serbia stands at 44 in the ranking of 189 economies on the ease of registering property (figure 5.2). The rankings for comparator economies and the

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

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



Source: Doing Business database.

## REGISTERING PROPERTY

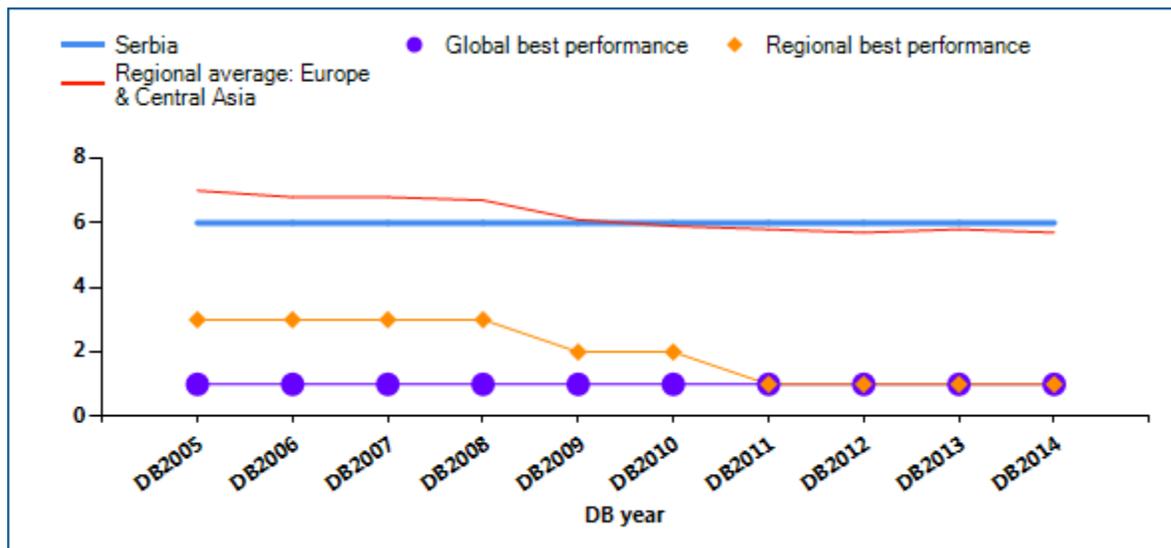
### What are the changes over time?

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

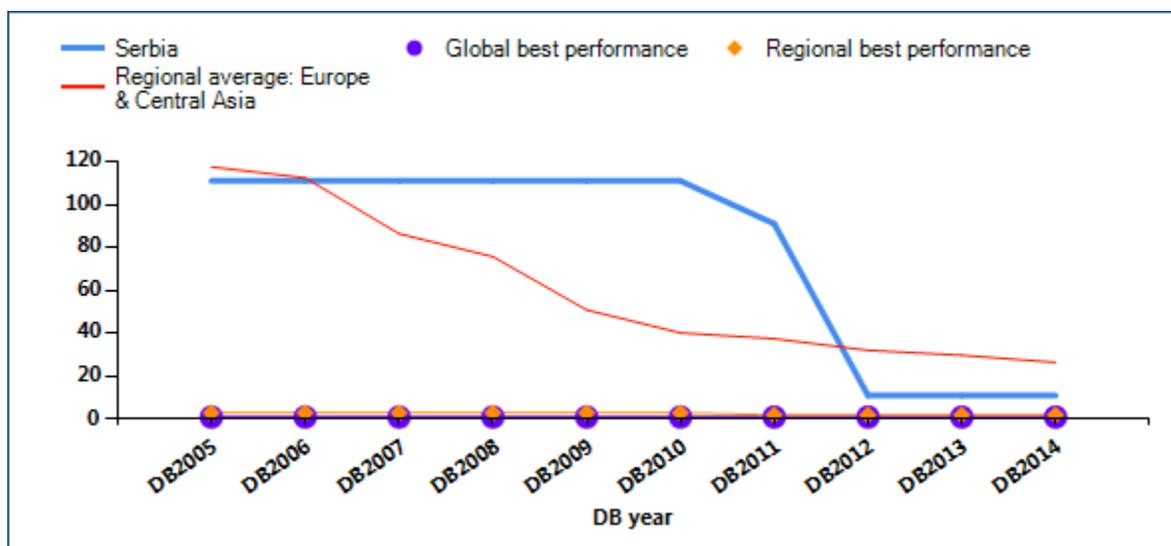
what is possible in making it easier to register property. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

Figure 5.3 Has registering property become easier over time?

#### Procedures (number)

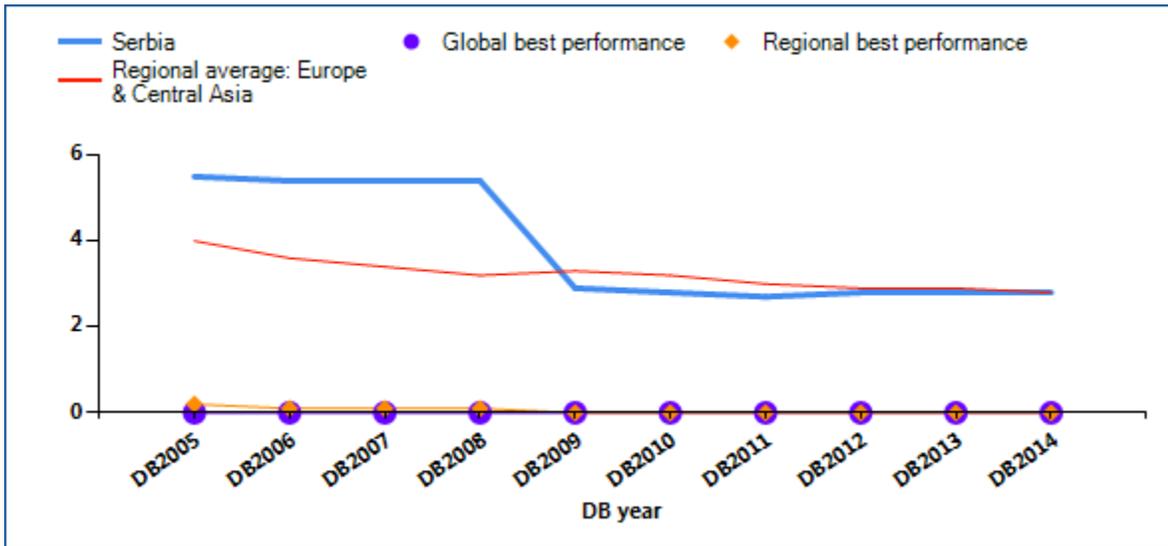


#### Time (days)



## REGISTERING PROPERTY

### Cost (% of property value)



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

Source: Doing Business database.

## REGISTERING PROPERTY

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

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

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

DB year	Reform
<b>DB2009</b>	Serbia amended the Tax Property Law to reduce the property transfer tax from 5% to 2.5% of property value. As a result, the cost to transfer a property in Serbia decreased from 5.37% to 2.85% of property value.
<b>DB2010</b>	No reform as measured by Doing Business.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	Serbia made transferring property quicker by offering an expedited option.
<b>DB2013</b>	No reform as measured by Doing Business.
<b>DB2014</b>	No reform as measured by Doing Business.

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

*Source:* *Doing Business* database.

## REGISTERING PROPERTY

### What are the details?

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

#### STANDARD PROPERTY TRANSFER

**City:** Belgrade

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

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

No.	Procedure	Time to complete	Cost to complete
1	<p><b>Obtain the extract from the Commercial Registers Agency</b></p> <p>The cost consists of RSD 1,700 per extract. Considering the transaction involves two companies, they each must obtain the extract from the Commercial Registers Agency confirming that the persons signing the contract are authorized to sign on behalf of the companies.</p>	1 day	RSD 3,400
2	<p><b>Verify the sale purchase agreement before the court</b></p> <p>The sale purchase agreement is verified before the court. The court verifies the documentation, as the notaries do in other countries. In Serbia, the procedure of establishing the notary instead of the court verifications is under way. According to the Law on the Transfer of the Immovable, it is obligatory for the sale purchase agreement on real estate to be verified before the court. Effective as of January 6th 2010, the Sale and Purchase Agreement can be certified only before the Basic Court competent for the territory where the purchased property is located. Prior to this legal reform, Sale and Purchase Agreements could be certified before any Basic Court, regardless of the fact where the property is located.</p> <p>A lawyer may prepare the sale purchase agreement (charging an additional RSD 15,000).</p>	1 day	<p>Court fees, depending on the property value and according to the following schedule (with a maximum of RSD 39,000 ):</p> <p>Property Value (in RSD)   Court Fees (in RSD)  </p> <p>Up to 10,000   1,050  </p> <p>From 10,000 to 100,000   1,050 + 1% of property</p>

No.	Procedure	Time to complete	Cost to complete
			value    From 100,000 to 1,000,000   3,050 + 0.5% of property value    Over 1,000,000   12,670 + 0.25% of property value
<p><b>3</b></p>	<p><b>Submit the request for the registration to the Republic Geodesy Institute</b></p> <p>The registration request should be submitted to the competent Cadastre. The transition from a system where the registration was performed by the Land Register (a court) to a system where it is all handled by the Cadastre (administrative procedure) is almost complete. So far, approximately 98% of the municipalities have been covered by the new Cadastre. The new Cadastre provides a unified system for registration of real property and is maintained by an administrative body: Republic Geodetic Authority ("RGA").</p> <p>The value of the fees is expressed in credits, one credit amounts RSD 32.36 and is established at the beginning of every year. Pursuant to the Regulation of fees for usage of survey data and service provided by Republic Geodesy Institute (Official Gazzete no. 45/2002, 15/2010 and 9/2011) the value of point shall be adjusted with increases in retail price index.</p>	<p>1 day</p>	<p>RSD 16,503.60</p>
<p><b>4</b></p>	<p><b>Submit the application to the Tax Authorities for an approval of a transaction value and authorization of a payment of the transfer tax</b></p> <p>According to the amendments to the VAT Law it is now possible for the transferor and the transferee which are registered VAT obligors to have the transfer of immovable taxed under VAT instead of Tax on transfer of absolute rights. As such the transfer shall be subjected to the procedure applicable for reporting and payment of VAT.</p> <p>Parties have 10 days after the sale contract has been verified by the court to submit this application. The request will be approved in a few days and then the parties have 15 days to pay the transfer tax.</p>	<p>1 - 3 days</p>	<p>no cost</p>

No.	Procedure	Time to complete	Cost to complete
5	<p><b>Pay the transfer tax</b></p> <p>The tax is paid on a commercial bank into the account of the local Tax authority.</p>	1 day	2.5% of the property value estimated by the Tax Authority
6	<p><b>The Cadastre makes a decision on a title</b></p> <p>The registration in the Cadastre takes so long due to the back log in updating records for previous years. Once this transition is complete, the system should work more efficiently than the old system. This procedure may last between 30 and 180 days depending on the respective cadastre municipality within the territory of the City of Belgrade.</p> <p>All municipalities are under a unified, computerized system of registration under the Real Estate Cadastre (REC). The centralised for easier and quicker access and process of records. The time for registration is expected to continue decreasing.</p>	<p>Regular procedure: 30-140 days</p> <p>Expedited procedure: 5 days</p>	<p>Regular procedure: RSD 660 administrative fee</p> <p>Expedited procedure: RSD 1320 administrative fee</p>

\* Takes place simultaneously with another procedure.

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

Source: Doing Business database.

## GETTING CREDIT

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

### What do the indicators cover?

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

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

### WHAT THE GETTING CREDIT INDICATORS MEASURE

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

Rights of borrowers and lenders through collateral laws

Protection of secured creditors' rights through bankruptcy laws

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

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

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

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

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

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

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

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

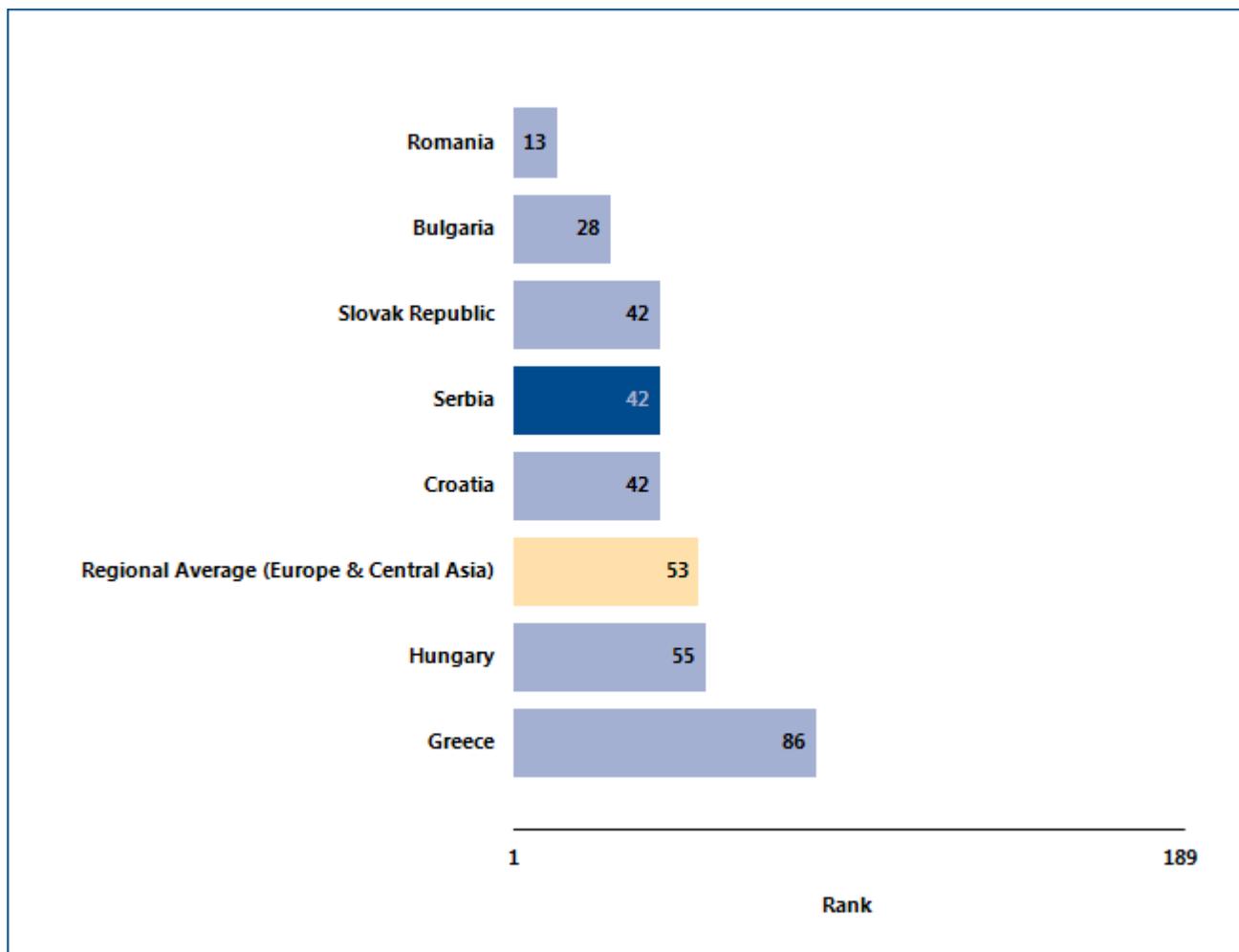
## GETTING CREDIT

### Where does the economy stand today?

How well do the credit information system and collateral and bankruptcy laws in Serbia facilitate access to credit? The economy has a score of 5 on the depth of credit information index and a score of 7 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, Serbia stands at 42 in the ranking of 189 economies on the ease of getting credit (figure 6.1). The rankings for comparator economies and the regional average ranking provide other useful information for assessing how well regulations and institutions in Serbia support lending and borrowing.

Figure 6.1 How Serbia 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 Serbia 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 Serbia over time  
By *Doing Business* report year

Indicator	DB2005	DB2006	DB2007	DB2008	DB2009	DB2010	DB2011	DB2012	DB2013	DB2014
Rank	..	..	..	..	..	..	..	..	40	42
Strength of legal rights index (0-10)	6	6	7	7	7	7	7	7	7	7
Depth of credit information index (0-6)	0	4	4	4	4	5	5	5	5	5
Public registry coverage (% of adults)	0.1	0.1	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0
Private bureau coverage (% of adults)	0.0	0.0	43.4	51.3	91.9	94.2	100.0	100.0	100.0	100.0

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

Source: *Doing Business* database.

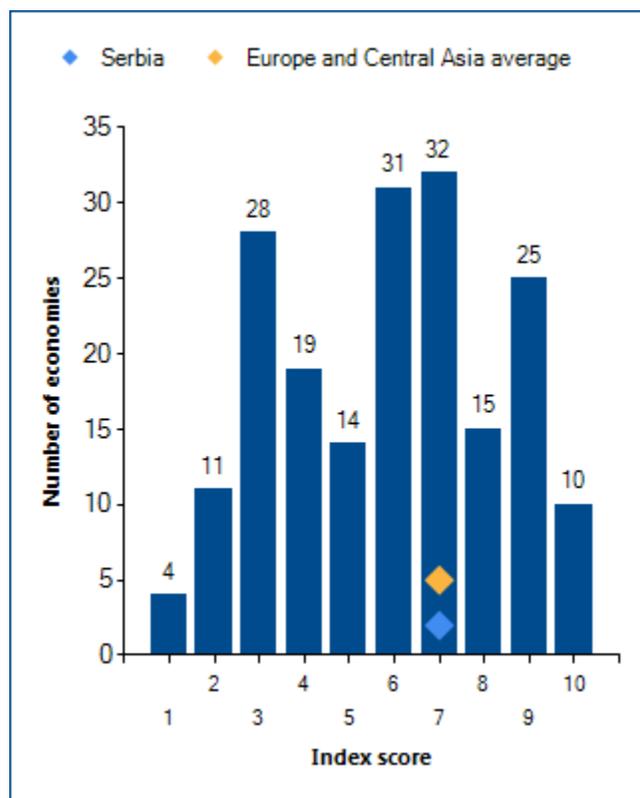
## GETTING CREDIT

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

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

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

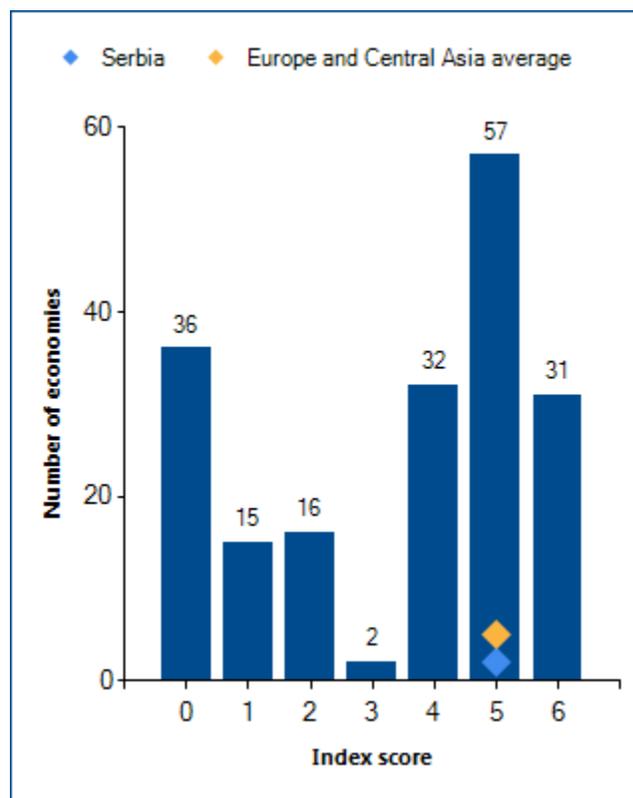
Number of economies with each score on strength of legal rights index (0–10), 2013



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

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

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



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

## GETTING CREDIT

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

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

DB year	Reform
<b>DB2009</b>	No reform as measured by Doing Business.
<b>DB2010</b>	Serbia's new Law on Personal Data Protection guarantees by law that borrowers can inspect their own data, thus improving access to credit information.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	No reform as measured by Doing Business.
<b>DB2014</b>	No reform as measured by Doing Business.

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

*Source:* *Doing Business* database.

## GETTING CREDIT

### What are the details?

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

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

#### Summary of scoring for the getting credit indicators in Serbia

Indicator	Serbia	Europe & Central Asia average	OECD high income average
<b>Strength of legal rights index (0-10)</b>	7	7	7
<b>Depth of credit information index (0-6)</b>	5	5	5
<b>Public registry coverage (% of adults)</b>	0.0	33.9	42.9
<b>Private bureau coverage (% of adults)</b>	100.0	48.2	73.9

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

<b>Strength of legal rights index (0-10)</b>	Index score: 7
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?	No
May a security right extend to future or after-acquired assets, and may it extend automatically to the products, proceeds or replacements of the original assets?	Yes
Is a general description of debts and obligations permitted in collateral agreements; 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?	No
Is a collateral registry in operation, that is unified geographically and by asset type, with an electronic database indexed by debtor's names?	Yes

<b>Strength of legal rights index (0–10)</b>	Index score: 7
Are secured creditors paid first (i.e. before tax claims and employee claims) when a debtor defaults outside an insolvency procedure?	No
Are secured creditors paid first (i.e. before tax claims and employee claims) when a business is liquidated?	Yes
Are secured creditors either not subject to an automatic stay on enforcement when a debtor enters a court-supervised reorganization procedure, or does the law provide secured creditors with grounds for relief from an automatic stay or/and sets a time limit to it?	Yes
Does the law allow parties to agree in a collateral agreement that the lender may enforce its security right out of court, at the time a security interest is created?	Yes

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

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

<b>Coverage</b>	Credit bureau (% of adults)	Credit registry (% of adults)
<b>Number of firms</b>	544,564	0
<b>Number of individuals</b>	5,773,599	0

Source: Doing Business database.

## PROTECTING INVESTORS

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

### What do the indicators cover?

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

The business (Buyer):

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

The transaction involves the following details:

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

### WHAT THE PROTECTING INVESTORS INDICATORS MEASURE

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

Approval process for related-party transactions

Disclosure requirements in case of related-party transactions

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

Ability of minority shareholders to file a direct or derivative lawsuit

Ability of minority shareholders to hold interested parties and members of the approving body liable for prejudicial related-party transactions

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

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

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

Documents and information available during trial

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

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

the company purchase used trucks from another company he owns.

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

## PROTECTING INVESTORS

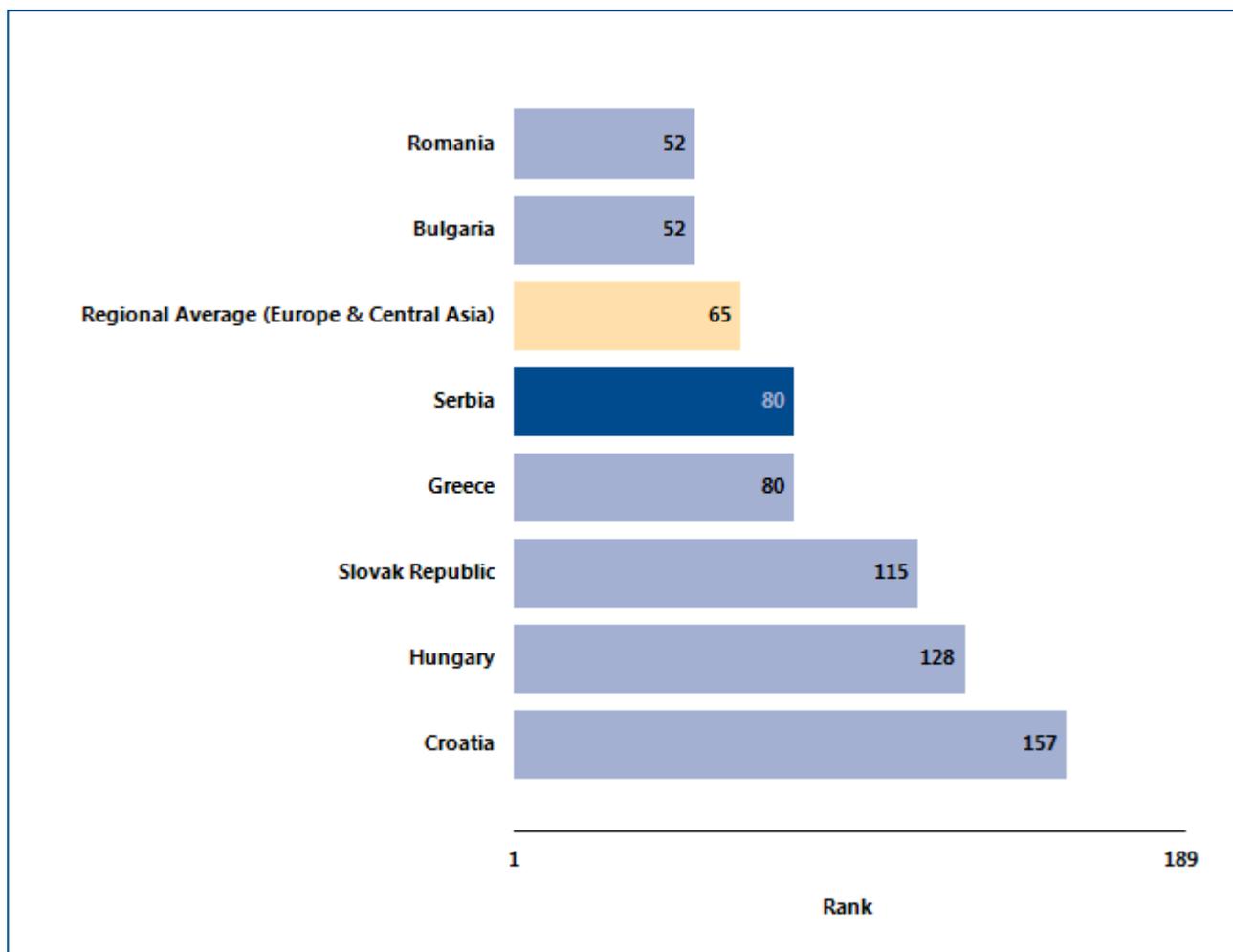
### Where does the economy stand today?

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

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

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

Figure 7.1 How Serbia 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 Serbia 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 Serbia over time  
By *Doing Business* report year

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

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

Source: *Doing Business* database.

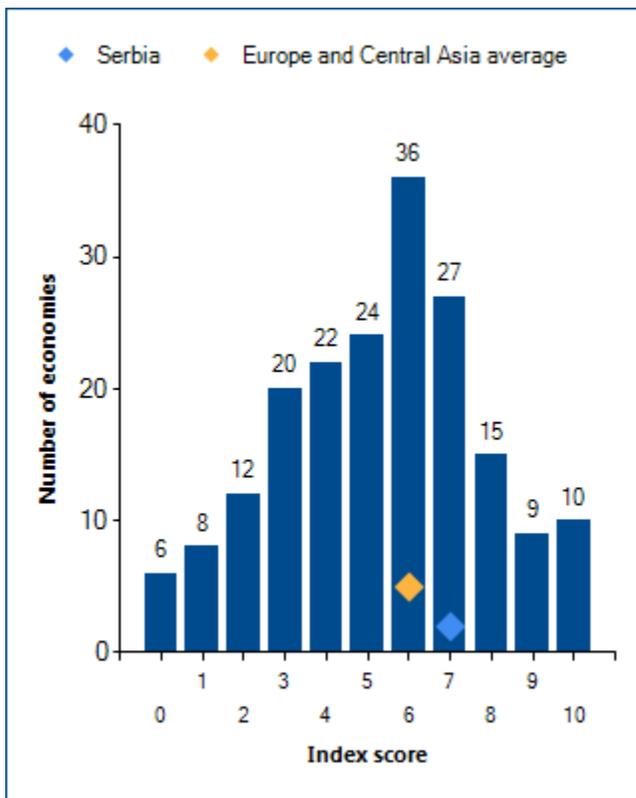
## PROTECTING INVESTORS

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

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

Figure 7.2 How strong are disclosure requirements?

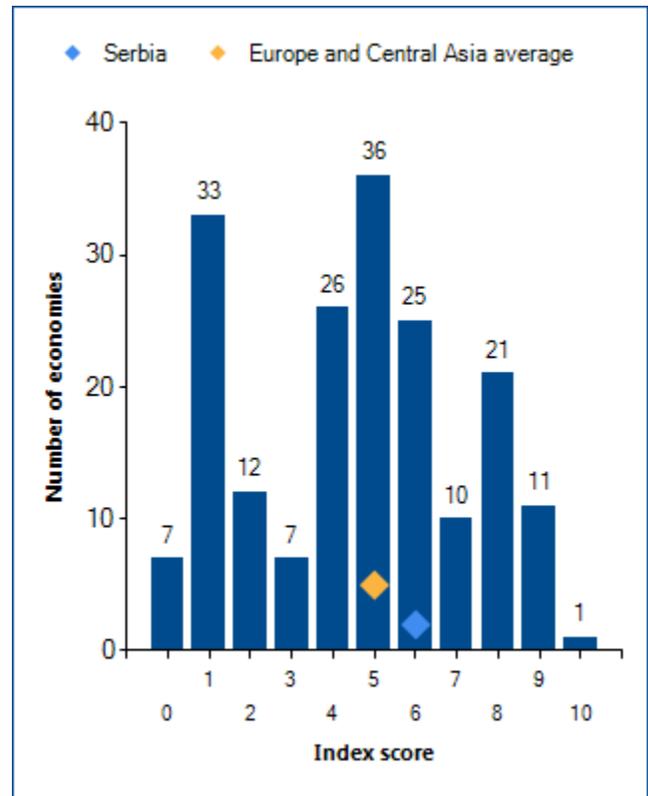
Number of economies with each score on the extent of disclosure index (0–10), 2013



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

Figure 7.3 How strong is the liability regime for directors?

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

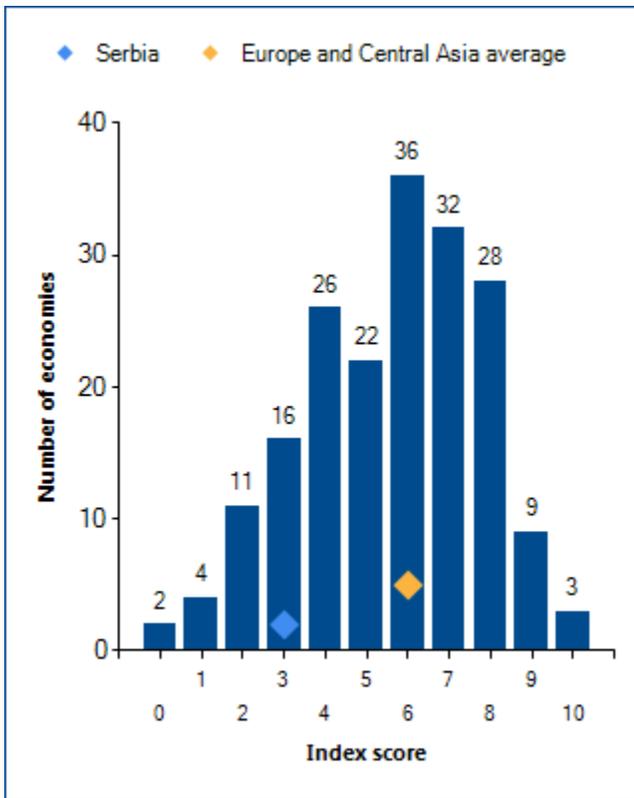


Note: Higher scores indicate greater liability of directors.  
Source: Doing Business database.

## PROTECTING INVESTORS

Figure 7.4 How easy is accessing internal corporate documents?

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



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

Source: *Doing Business* database.

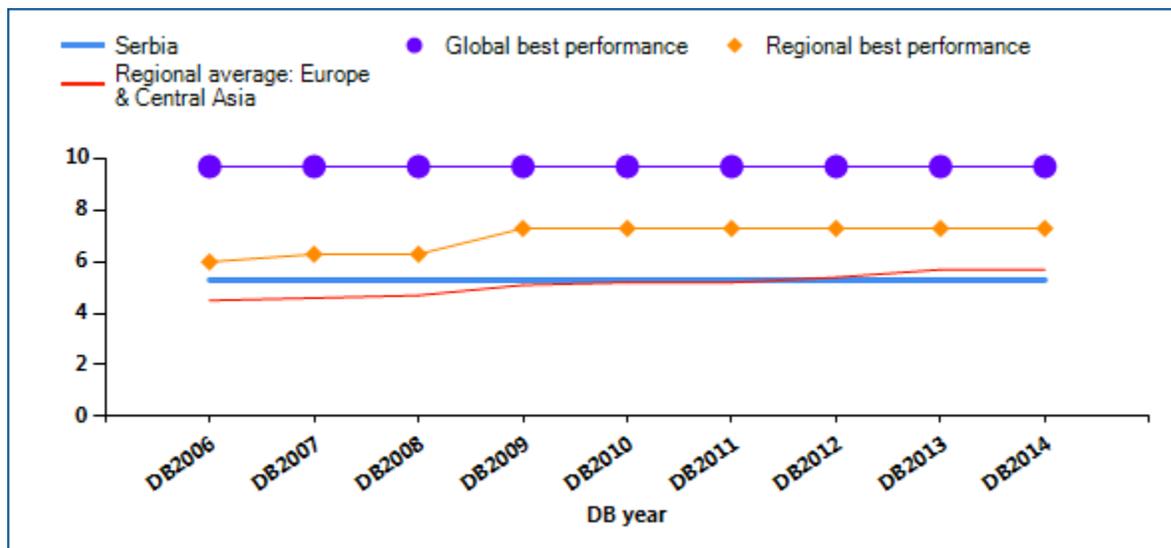
## PROTECTING INVESTORS

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

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

Figure 7.5 Have investor protections become stronger over time?

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



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

Source: Doing Business database.

## PROTECTING INVESTORS

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

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

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

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

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

Source: *Doing Business* database.

## PROTECTING INVESTORS

### What are the details?

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

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

#### Summary of scoring for the protecting investors indicators in Serbia

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

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

	Score	Score description
<b>Extent of disclosure index (0-10)</b>	7	
What corporate body provides legally sufficient approval for the transaction?	3	Both board of directors and shareholders meeting and Mr. James is not allowed to vote
Whether disclosure of the conflict of interest by Mr. James to the board of directors is required?	2	Full disclosure of all material facts
Whether immediate disclosure of the transaction to the public and/or shareholders is required?	1	Disclosure on the transaction only
Whether disclosure of the transaction in published periodic filings (annual reports) is required?	1	Disclosure on the transaction only
Whether an external body must review the terms of the transaction before it takes place?	0	No
<b>Extent of director liability index (0-10)</b>	6	
Whether shareholders can sue directly or derivatively for the damage that the Buyer-Seller transaction causes to the company?	1	Yes
Whether shareholders can hold Mr. James liable for the damage that the Buyer-Seller transaction causes to the company?	1	Liable for negligence or influencing the approval of the transaction
Whether shareholders can hold members of the approving body liable for the damage that the Buyer-Seller transaction causes to the company?	1	Liable for negligence

	Score	Score description
Whether a court can void the transaction upon a successful claim by a shareholder plaintiff?	1	Possible when the transaction is oppressive or prejudicial to minority shareholders
Whether Mr. James pays damages for the harm caused to the company upon a successful claim by the shareholder plaintiff?	1	Yes
Whether Mr. James repays profits made from the transaction upon a successful claim by the shareholder plaintiff?	1	Yes
Whether fines and imprisonment can be applied against Mr. James?	0	No
<b>Ease of shareholder suits index (0-10)</b>	<b>3</b>	
Whether shareholders owning 10% or less of Buyer's shares can inspect transaction documents before filing suit?	1	Yes
Whether shareholders owning 10% or less of Buyer's shares can request an inspector to investigate the transaction?	0	No
Whether the plaintiff can obtain any documents from the defendant and witnesses during trial?	1	Information that the defendant has indicated he intends to rely on for his defense
Whether the plaintiff can request categories of documents from the defendant without identifying specific ones?	0	No
Whether the plaintiff can directly question the defendant and witnesses during trial?	1	Yes
Whether the level of proof required for civil suits is lower than that of criminal cases?	0	No
<b>Strength of investor protection index (0-10)</b>	<b>5.3</b>	

Source: Doing Business database.

## PAYING TAXES

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

### What do the indicators cover?

Using a case scenario, *Doing Business* measures the taxes and mandatory contributions that a medium-size company must pay in a given year as well as the administrative burden of paying taxes and contributions. This case scenario uses a set of financial statements and assumptions about transactions made over the year. Information is also compiled on the frequency of filing and payments as well as time taken to comply with tax laws. The ranking on the ease of paying taxes is the simple average of the percentile rankings on its component indicators: number of annual payments, time and total tax rate, with a threshold being applied to the total tax rate.<sup>1</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, 2011.
- The business starts from the same financial position in each economy. All the taxes and mandatory contributions paid during the second year of operation are recorded.
- Taxes and mandatory contributions are measured at all levels of government.

### WHAT THE PAYING TAXES INDICATORS MEASURE

#### Tax payments for a manufacturing company in 2012 (number per year adjusted for electronic and joint filing and payment)

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

Method and frequency of filing and payment

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

Collecting information and computing the tax payable

Completing tax return forms, filing with proper agencies

Arranging payment or withholding

Preparing separate tax accounting books, if required

#### Total tax rate (% of profit before all taxes)

Profit or corporate income tax

Social contributions and labor taxes paid by the employer

Property and property transfer taxes

Dividend, capital gains and financial transactions taxes

Waste collection, vehicle, road and other taxes

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

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

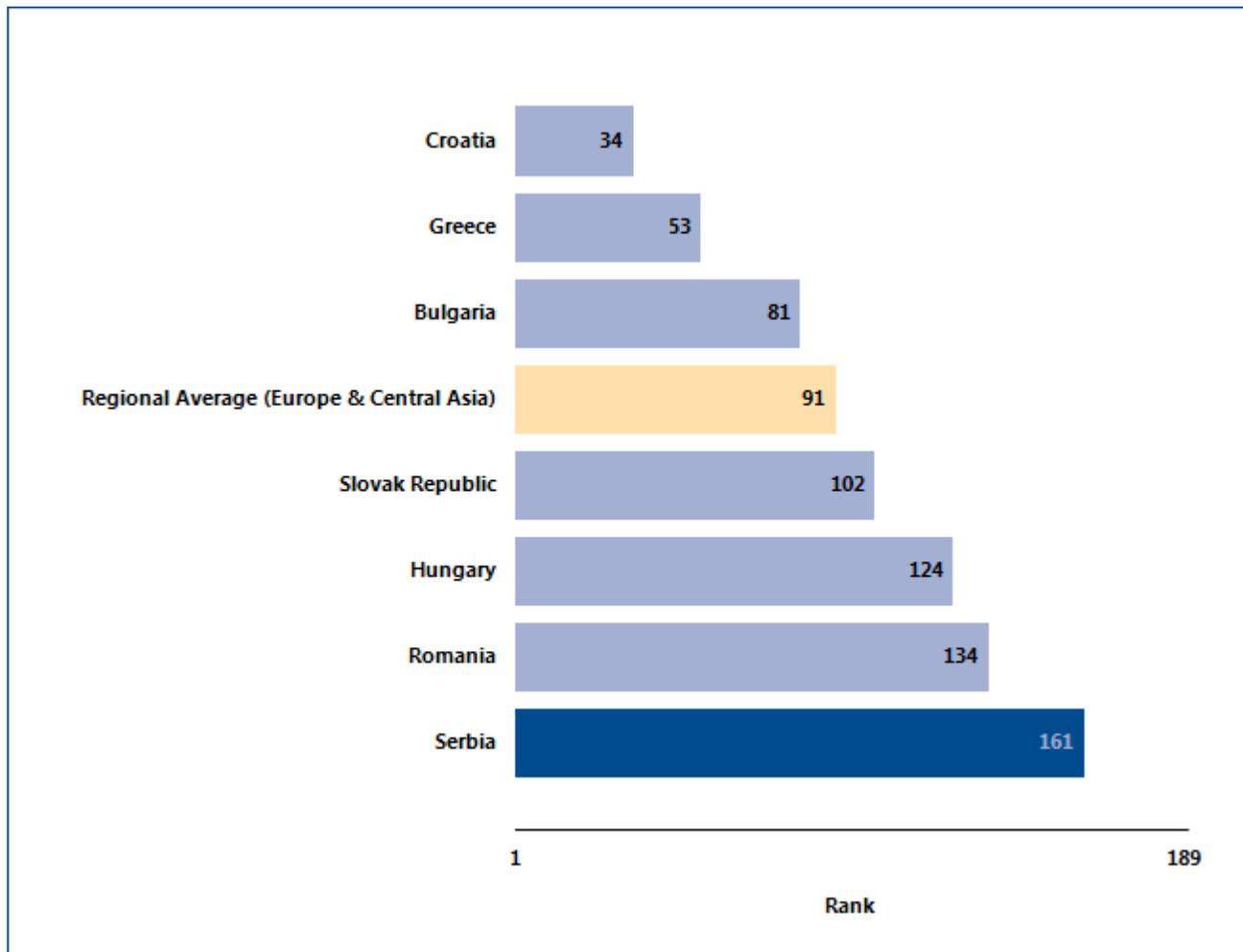
## PAYING TAXES

### Where does the economy stand today?

What is the administrative burden of complying with taxes in Serbia—and how much do firms pay in taxes? On average, firms make 66 tax payments a year, spend 279 hours a year filing, preparing and paying taxes and pay total taxes amounting to 36.8% of profit (see the summary at the end of this chapter for details).

Globally, Serbia stands at 161 in the ranking of 189 economies on the ease of paying taxes (figure 8.1). The rankings for comparator economies and the regional average ranking provide other useful information for assessing the tax compliance burden for businesses in Serbia.

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



Source: Doing Business database.

## PAYING TAXES

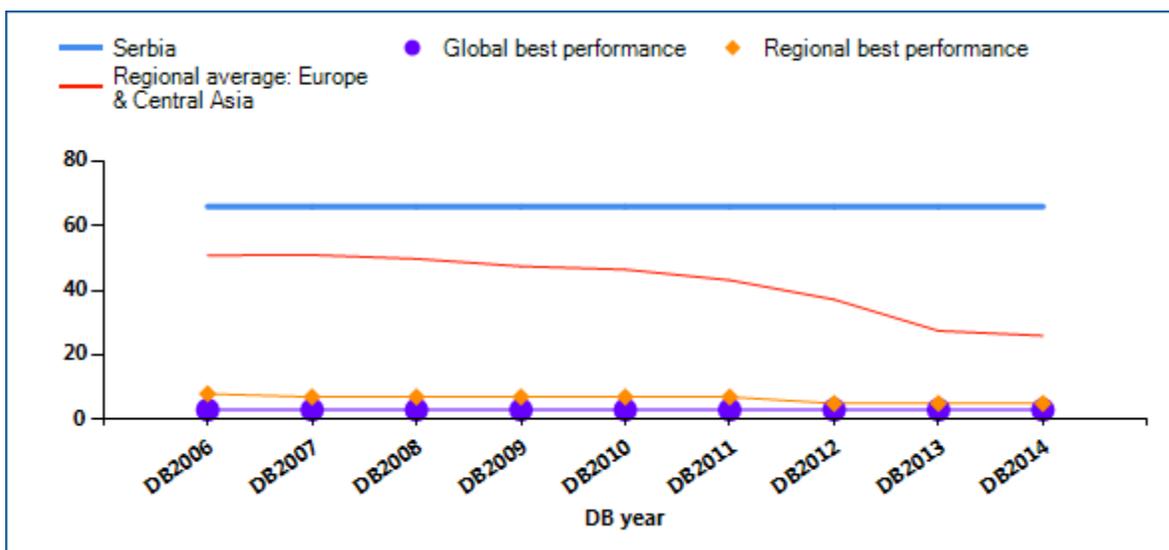
### What are the changes over time?

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

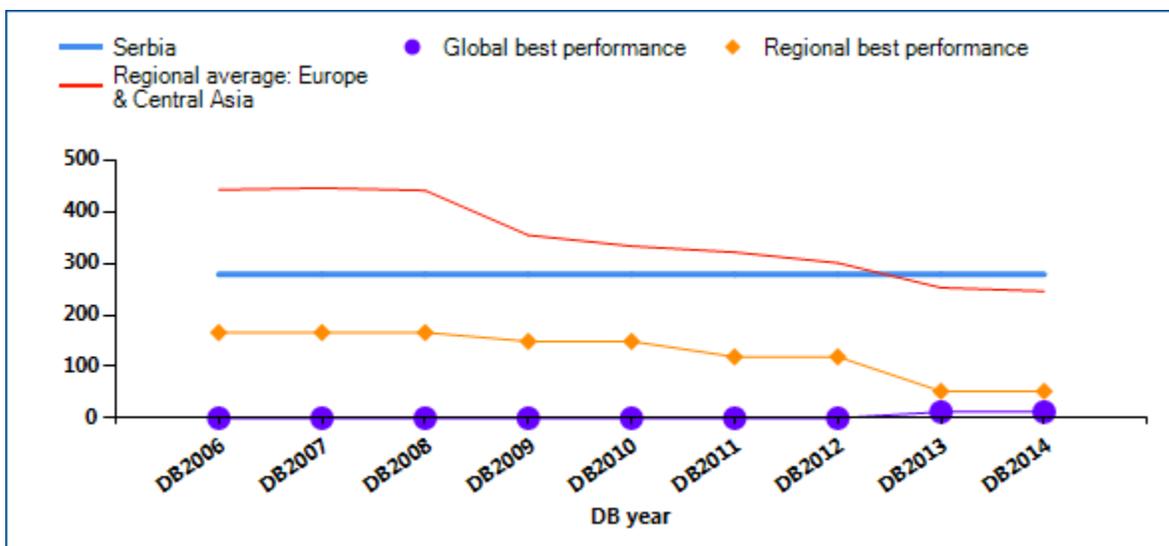
show what is possible in easing the administrative burden of tax compliance. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

Figure 8.2 Has paying taxes become easier over time?

#### Payments (number per year)

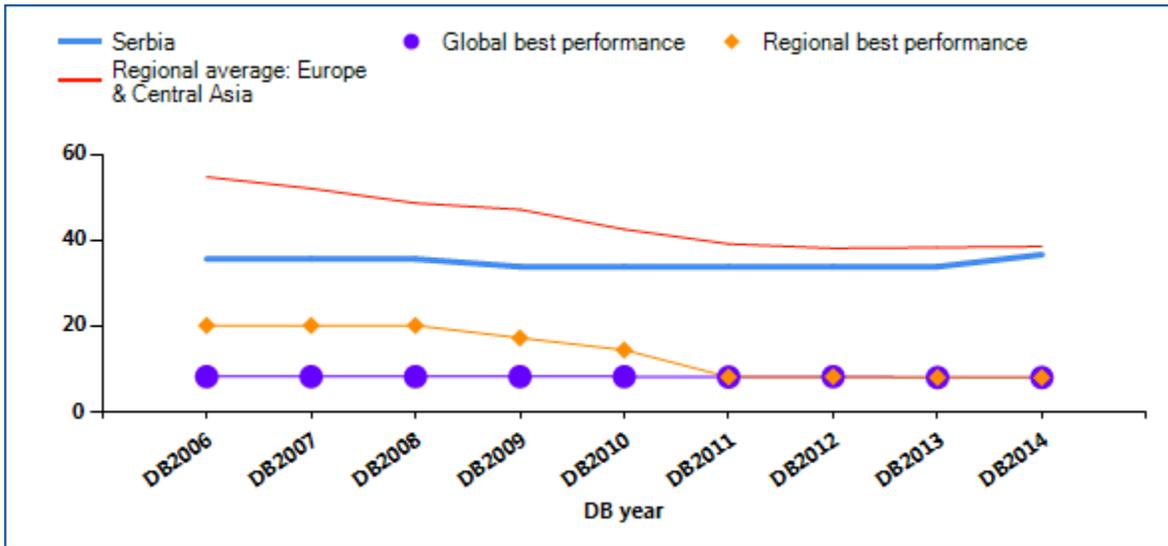


#### Time (hours per year)



## PAYING TAXES

### Total tax rate (% of profit)



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

Source: Doing Business database.

## PAYING TAXES

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

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

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

DB year	Reform
<b>DB2009</b>	No reform as measured by Doing Business.
<b>DB2010</b>	No reform as measured by Doing Business.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	No reform as measured by Doing Business.
<b>DB2014</b>	Serbia made paying taxes more costly for companies by increasing the corporate income tax.

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 Serbia are based on a standard set of taxes and contributions that would be paid by the case study company used by *Doing Business* in collecting the data (see the section in this chapter on what the indicators cover). Tax practitioners are asked to review standard financial statements as well as a standard list of transactions that the company completed during the year. Respondents are asked how much in taxes and mandatory contributions the business must pay and what the process is for doing so.

#### LOCATION OF STANDARDIZED COMPANY

**City: Belgrade**

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 Serbia

Indicator	Serbia	Europe & Central Asia average	OECD high income average
<b>Payments (number per year)</b>	66	26	12
<b>Time (hours per year)</b>	279	246	175
<b>Profit tax (%)</b>	11.6	9.0	16.1
<b>Labor tax and contributions (%)</b>	23.0	22.6	23.1
<b>Other taxes (%)</b>	2.2	7.0	2.0
<b>Total tax rate (% profit)</b>	36.8	38.7	41.3

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

Tax or mandatory contribution	Payments (number)	Notes on payments	Time (hours)	Statutory tax rate	Tax base	Total tax rate (% of profit)	Notes on total tax rate
<b>Social security - employer</b>	12		126	17.9%	gross salaries	23	
<b>Corporate income tax</b>	12		48	10%	taxable profits	11.6	
<b>Property transfer tax</b>	1		0	2.5%	sale price	1.5	
<b>Property tax</b>	4		0	0.4%	property value	0.7	

<b>Tax or mandatory contribution</b>	<b>Payments (number)</b>	<b>Notes on payments</b>	<b>Time (hours)</b>	<b>Statutory tax rate</b>	<b>Tax base</b>	<b>Total tax rate (% of profit)</b>	<b>Notes on total tax rate</b>
<b>Value added tax (VAT)</b>	12		105	20% starting from October 2012	value added	0	not included
<b>Construction Land Development fee</b>	1		0	variable	square meter of useful land for construction	0	small amount
<b>Urban land usage fee</b>	12		0	variable	per square meter	0	small amount
<b>Other municipality charges</b>	12		0	variable	various	0	small amount
<b>Totals</b>	<b>66</b>		<b>279</b>			<b>36.8</b>	

Source: Doing Business database.

## TRADING ACROSS BORDERS

In today's globalized world, making trade between economies easier is increasingly important for business. Excessive document requirements, burdensome customs procedures, inefficient port operations and inadequate infrastructure all lead to extra costs and delays for exporters and importers, stifling trade potential. Research shows that exporters in developing countries gain more from a 10% drop in their trading costs than from a similar reduction in the tariffs applied to their products in global markets.

### What do the indicators cover?

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

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

The business:

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

The traded goods:

- Are not hazardous nor do they include

### WHAT THE TRADING ACROSS BORDERS

#### INDICATORS MEASURE

#### Documents required to export and import (number)

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

#### Time required to export and import (days)

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

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

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

military items.

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

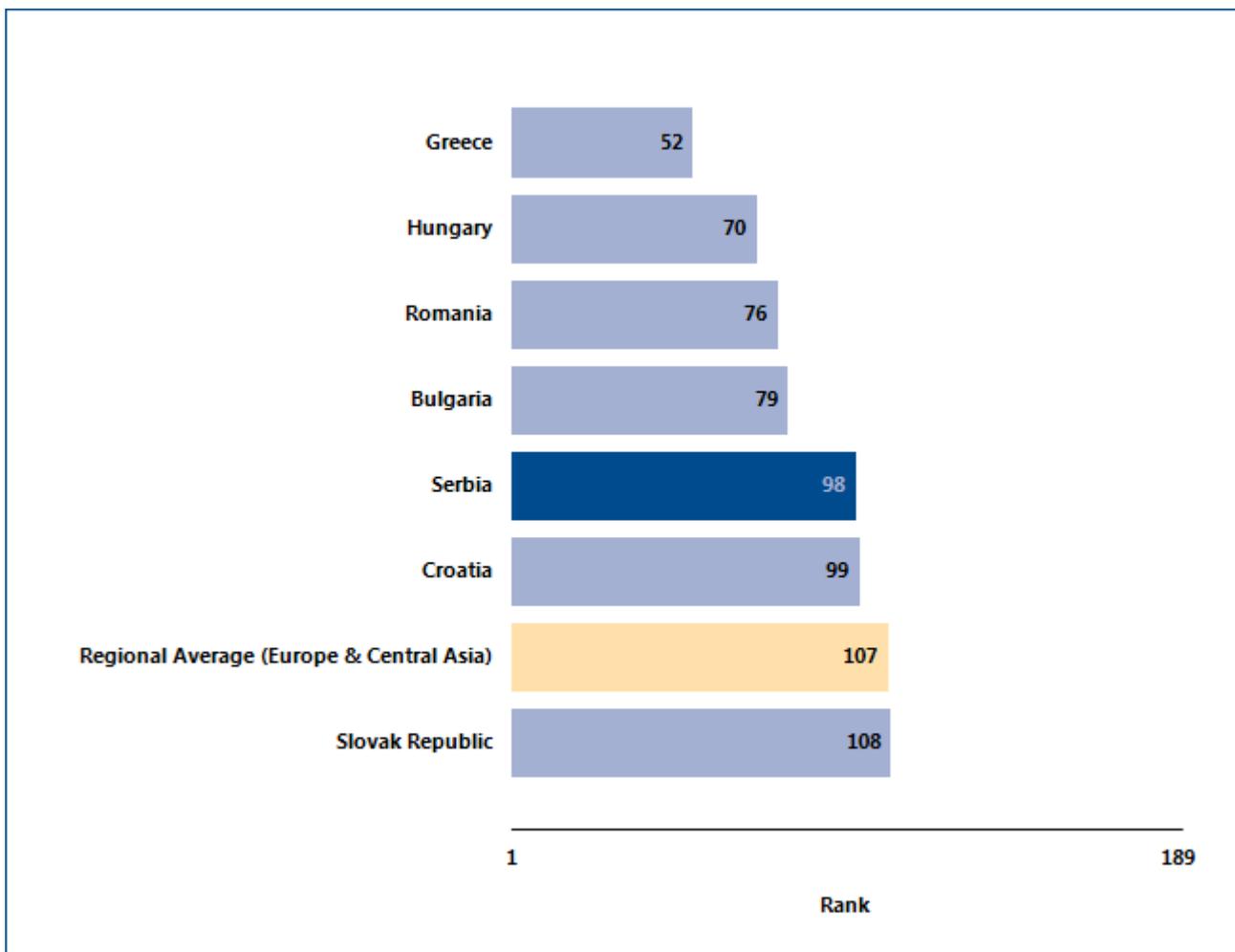
## TRADING ACROSS BORDERS

### Where does the economy stand today?

What does it take to export or import in Serbia? According to data collected by *Doing Business*, exporting a standard container of goods requires 6 documents, takes 12 days and costs \$1455. Importing the same container of goods requires 7 documents, takes 15 days and costs \$1760 (see the summary of procedures and documents at the end of this chapter for details).

Globally, Serbia stands at 98 in the ranking of 189 economies on the ease of trading across borders (figure 9.1). The rankings for comparator economies and the regional average ranking provide other useful information for assessing how easy it is for a business in Serbia to export and import goods.

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



Source: *Doing Business* database.

## TRADING ACROSS BORDERS

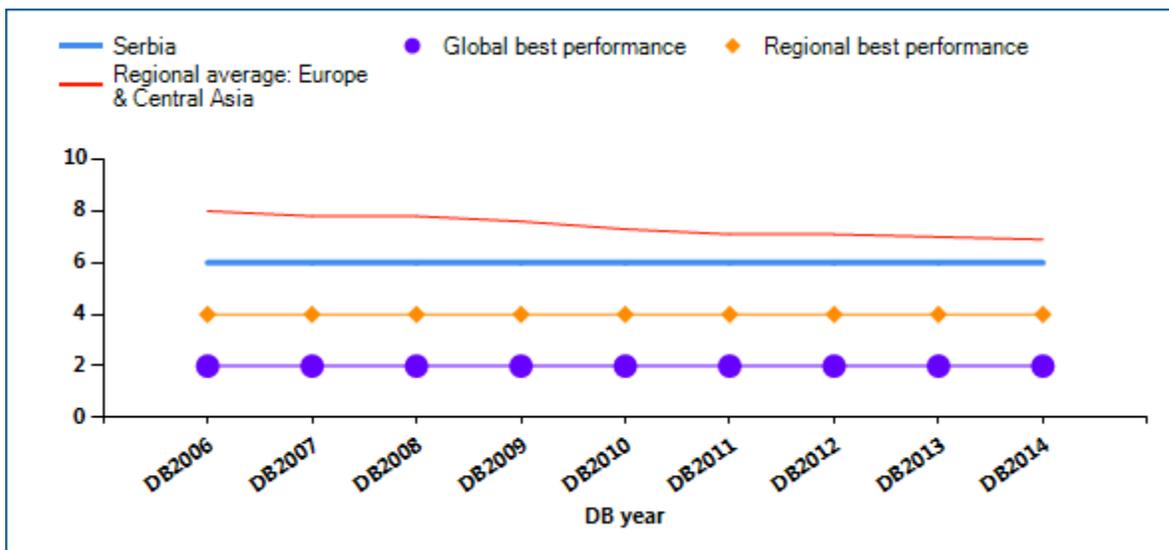
### What are the changes over time?

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

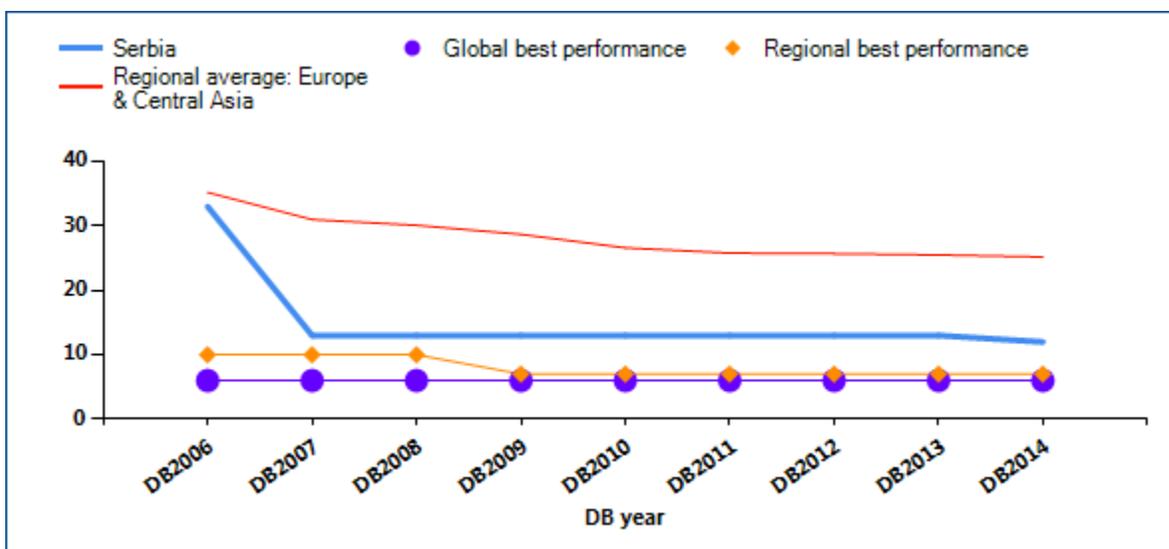
possible in making it easier to trade across borders. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

Figure 9.2 Has trading across borders become easier over time?

#### Documents to export (number)

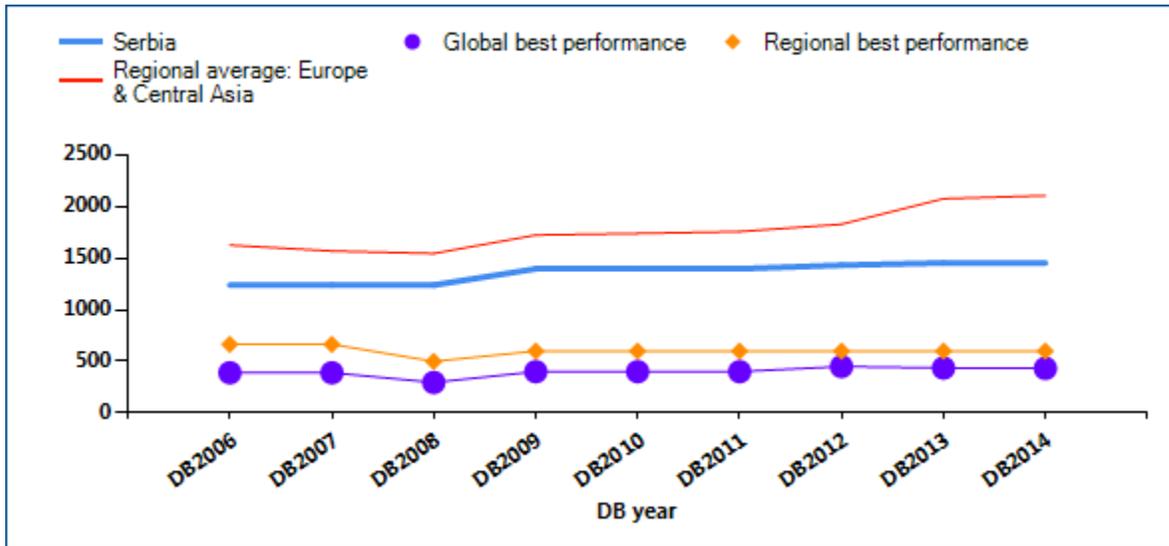


#### Time to export (days)

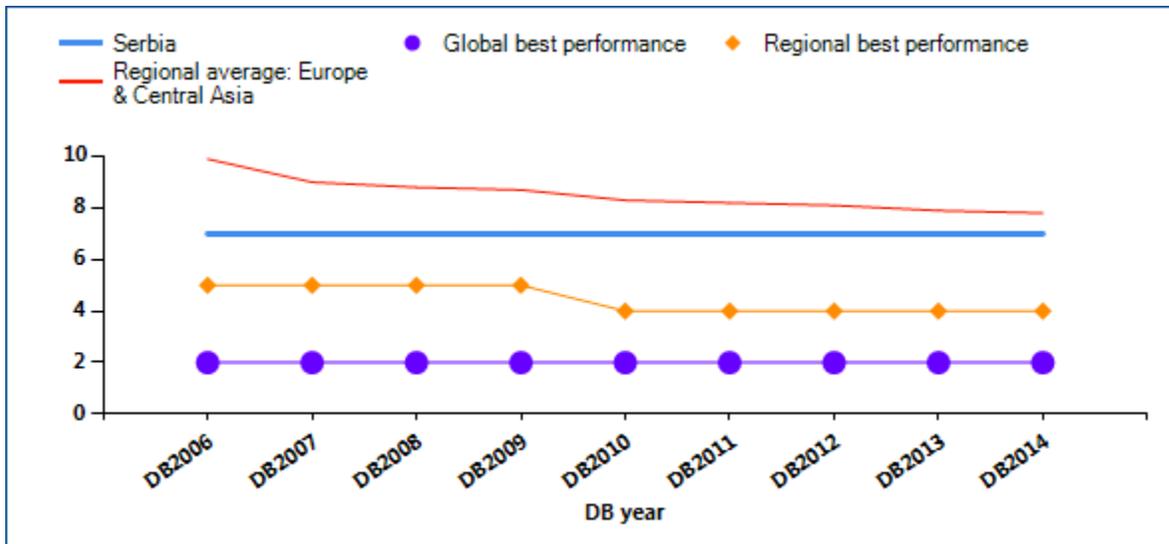


## TRADING ACROSS BORDERS

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

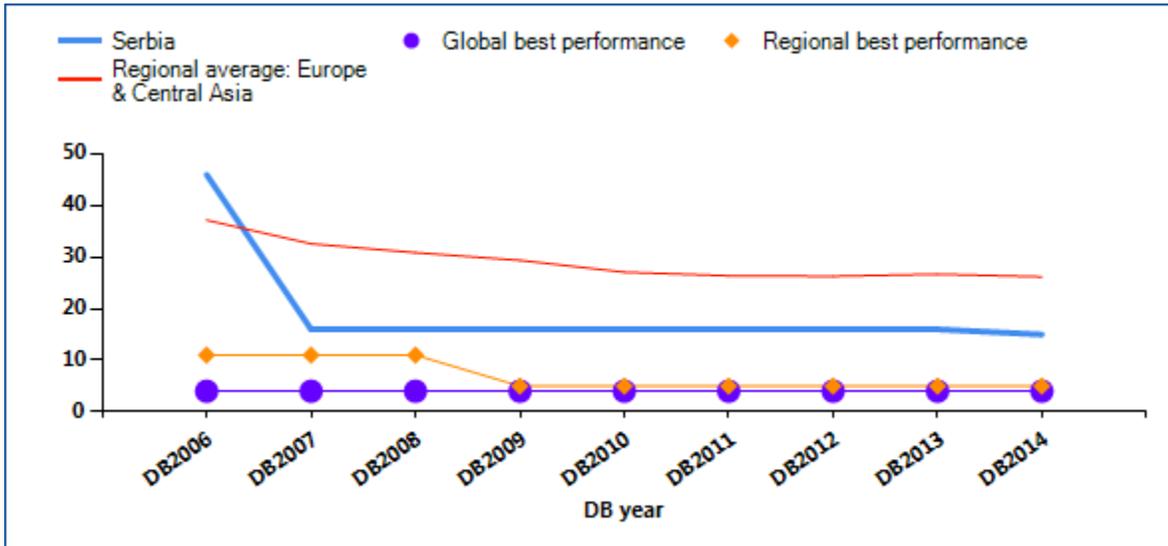


### Documents to import (number)

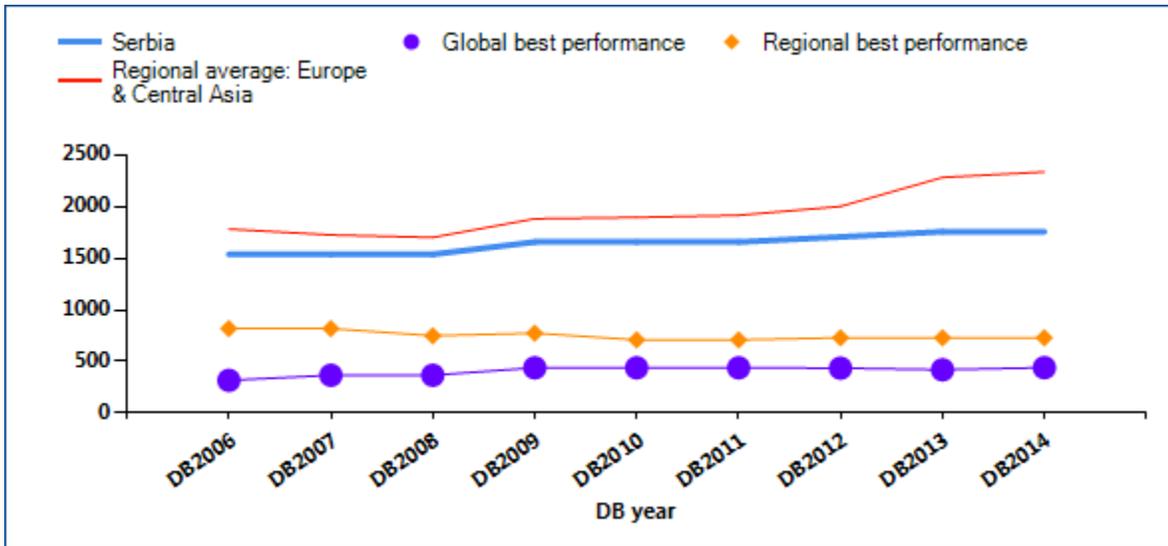


## TRADING ACROSS BORDERS

### Time to import (days)



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



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

Source: Doing Business database.

## TRADING ACROSS BORDERS

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

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

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

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

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

Source: *Doing Business* database.

## TRADING ACROSS BORDERS

### What are the details?

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

#### LOCATION OF STANDARDIZED COMPANY

**City: Belgrade**

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 Serbia

Indicator	Serbia	Europe & Central Asia average	OECD high income average
<b>Documents to export (number)</b>	6	7	4
<b>Time to export (days)</b>	12	25	11
<b>Cost to export (US\$ per container)</b>	1,455	2,109	1,070
<b>Documents to import (number)</b>	7	8	4
<b>Time to import (days)</b>	15	26	10
<b>Cost to import (US\$ per container)</b>	1,760	2,339	1,090

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

Procedures to export	Time (days)	Cost (US\$)
Documents preparation	3	180
Customs clearance and technical control	2	70
Ports and terminal handling	4	285
Inland transportation and handling	3	920
<b>Totals</b>	<b>12</b>	<b>1,455</b>

Procedures to import	Time (days)	Cost (US\$)
Documents preparation	8	240

Procedures to import	Time (days)	Cost (US\$)
Customs clearance and technical control	2	90
Ports and terminal handling	2	280
Inland transportation and handling	3	1,150
Totals	15	1,760

Documents to export
Bill of lading
Commercial Invoice
Convention des Marchandises Routiers - CMR
Customs export declaration
Packing List
Transit document (T1)

Source: Doing Business database.

Documents to import
Bill of lading
Certificate of Conformity
Commercial invoice
Convention des Marchandises Routiers - CMR
Customs import declaration
Packing list
Transit document

## ENFORCING CONTRACTS

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

### What do the indicators cover?

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

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

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

### WHAT THE ENFORCING CONTRACTS

#### INDICATORS MEASURE

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

- Steps to file and serve the case
- Steps for trial and judgment
- Steps to enforce the judgment

#### Time required to complete procedures (calendar days)

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

#### Cost required to complete procedures (% of claim)

- Average attorney fees
- Court costs
- Enforcement costs

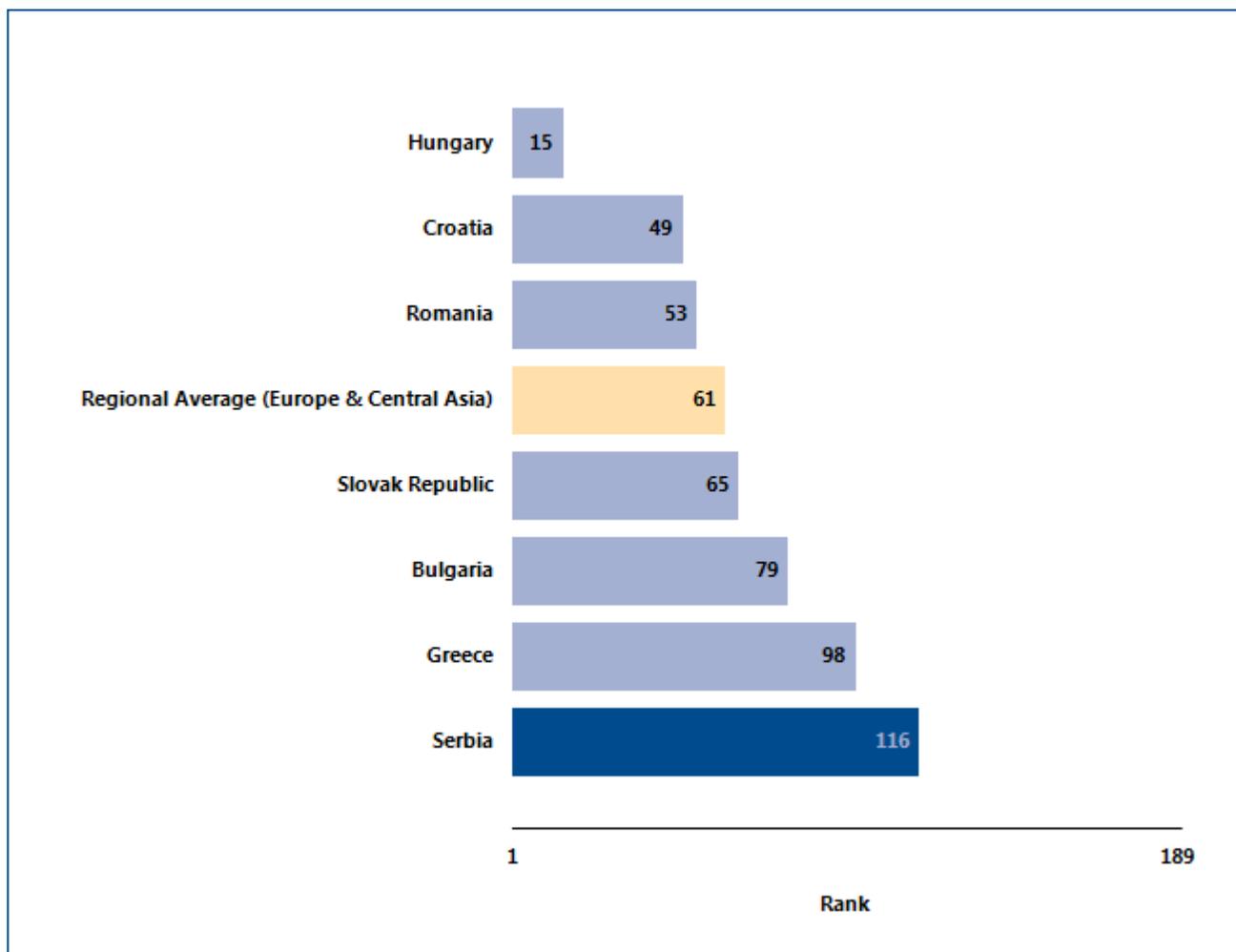
## ENFORCING CONTRACTS

### Where does the economy stand today?

How efficient is the process of resolving a commercial dispute through the courts in Serbia? According to data collected by *Doing Business*, contract enforcement takes 635 days, costs 34.0% of the value of the claim and requires 36 procedures (see the summary at the end of this chapter for details).

Globally, Serbia stands at 116 in the ranking of 189 economies on the ease of enforcing contracts (figure 10.1). The rankings for comparator economies and the regional average ranking provide other useful benchmarks for assessing the efficiency of contract enforcement in Serbia.

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



Source: *Doing Business* database.

## ENFORCING CONTRACTS

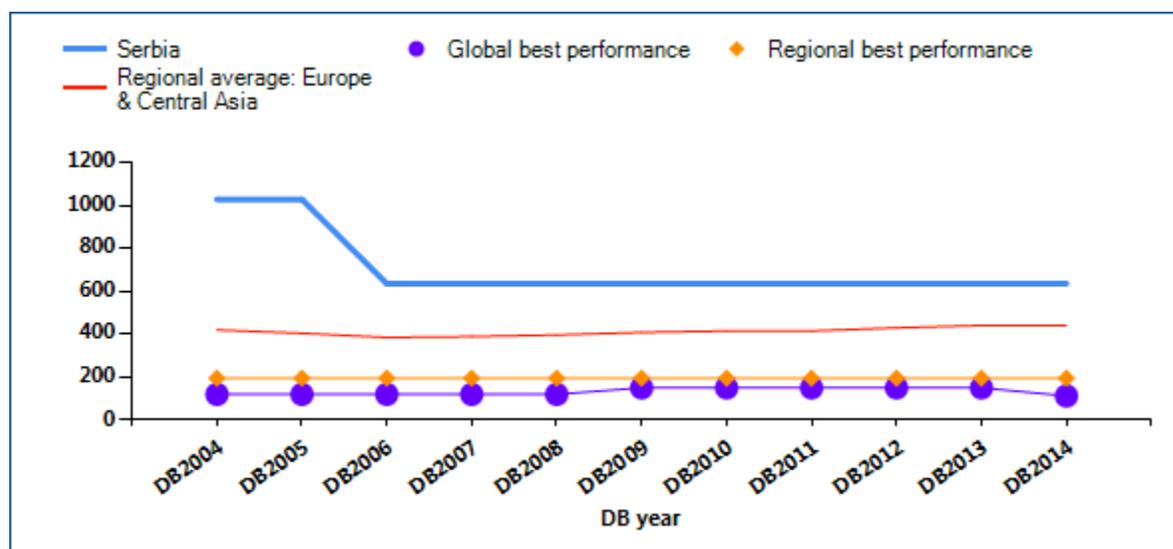
### What are the changes over time?

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

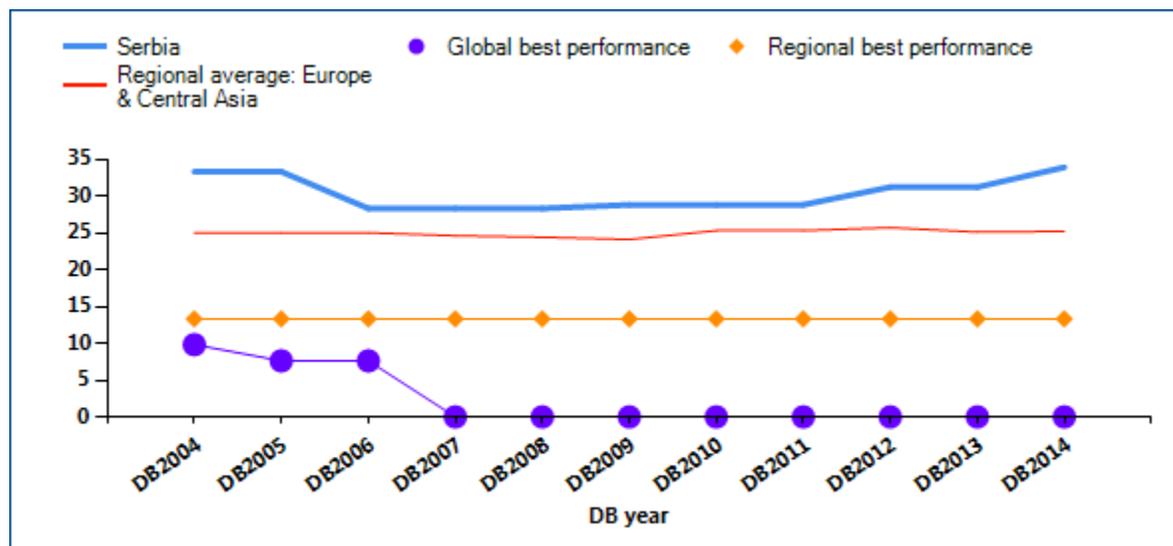
help show what is possible in improving the efficiency of contract enforcement. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

Figure 10.2 Has enforcing contracts become easier over time?

#### Time (days)

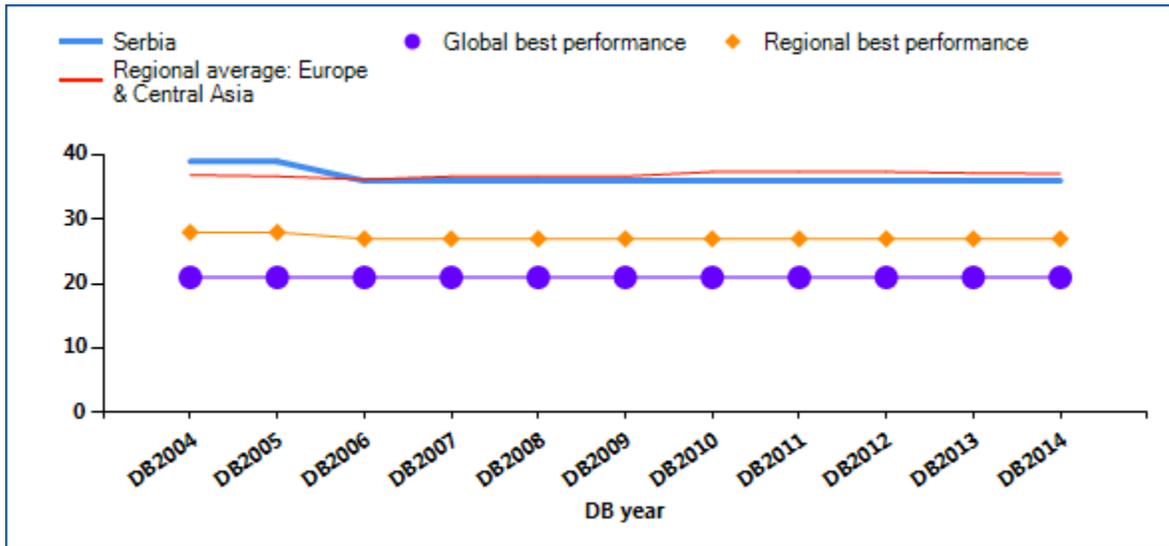


#### Cost (% of claim)



## ENFORCING CONTRACTS

### Procedures (number)



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

Source: Doing Business database.

## ENFORCING CONTRACTS

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

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

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

By *Doing Business* report year

DB year	Reform
<b>DB2009</b>	No reform as measured by Doing Business.
<b>DB2010</b>	No reform as measured by Doing Business.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	Serbia made enforcing contracts easier by introducing a private bailiff system.
<b>DB2014</b>	No reform as measured by Doing Business.

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

Source: *Doing Business* database.

## ENFORCING CONTRACTS

### What are the details?

The indicators reported here for Serbia are based on a set of specific procedural steps required to resolve a standardized commercial dispute through the courts (see the section in this chapter on what the indicators cover). These procedures, and the time and cost of completing them, are identified through study of the codes of civil procedure and other court regulations, as well as through surveys completed by local litigation lawyers (and, in a quarter of the economies covered by *Doing Business*, by judges as well).

#### COURT NAME

<b>City:</b>	<b>Belgrade</b>
<b>Claim Value LCU:</b>	<b>888690</b>
<b>Court Name:</b>	<b>Belgrade Commercial Court</b>

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 Serbia—and the time and cost

Indicator	Serbia	Europe & Central Asia average	OECD high income average
<b>Time (days)</b>	<b>635</b>	<b>441</b>	<b>529</b>
<b>Filing and service</b>	30		
<b>Trial and judgment</b>	495		
<b>Enforcement of judgment</b>	110		
<b>Cost (% of claim)</b>	<b>34.0</b>	<b>25.3</b>	<b>21.0</b>
<b>Attorney cost (% of claim)</b>	14.5		
<b>Court cost (% of claim)</b>	7.1		
<b>Enforcement Cost (% of claim)</b>	12.4		
<b>Procedures (number)</b>	<b>36</b>	<b>37</b>	<b>31</b>
<b>Number of procedures (without bonus points)</b>	37		
<b>Specialized commercial courts</b>	-1		
<b>Total number of procedures (including bonus points)</b>	36		

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

## ENFORCING CONTRACTS

No.	Procedure
<b>Filing and service:</b>	
1	Plaintiff requests payment: Plaintiff or his lawyer asks Defendant orally or in writing to comply with the contract.
*	Plaintiff's filing of summons and complaint: Plaintiff files his summons and complaint with the court, orally or in writing.
*	Plaintiff's payment of court fees: Plaintiff pays court duties, stamp duties, or any other type of court fee.
2	Registration of court case: The court administration registers the lawsuit or court case. This includes assigning a reference number to the lawsuit or court case.
*	Assignment of court case to a judge: The court case is assigned to a specific judge through a random procedure, automated system, ruling of an administrative judge, court officer, etc.
3	Court scrutiny of summons and complaint: A judge examines Plaintiff's summons and complaint for formal requirements.
*	Judge admits summons and complaint: After verifying the formal requirements, the judge decides to admit Plaintiff's summons and complaint.
4	Delivery of summons and complaint to person authorized to perform service of process on Defendant: The judge or a court officer delivers the summons to a summoning office, officer, or authorized person (including Plaintiff), for service of process on Defendant.
5	First attempt at physical delivery: A first attempt to physically deliver summons and complaint to Defendant is successful in the majority of cases.
*	Application for pre-judgment attachment: Plaintiff submits an application in writing for the attachment of Defendant's property prior to judgment. (see assumption 5)
*	Decision on pre-judgment attachment: The judge decides whether to grant Plaintiff's request for pre-judgment attachment of Defendant's property and notifies Plaintiff and Defendant of the decision. This step may include requesting that Plaintiff submit guarantees or bonds to secure Defendant
6	Pre-judgment attachment.: Defendant's property is attached prior to judgment. Attachment is either physical or achieved by registering, marking, debiting or separating assets. (see assumption 5)
7	Hearing on pre-judgment attachment: A hearing takes place to resolve the question of whether Defendant's assets can be attached prior to judgment. This process may include the submission of separate summons and petitions. (see assumption 5)
<b>Trial and judgment:</b>	
*	Defendant's filing of preliminary exemptions: Defendant presents preliminary exemptions to the court. Preliminary exemptions differ from answers on the merits of the claim. Examples of preliminary exemptions are statute of limitations, jurisdictions, etc.

No.	Procedure
8	Defendant's filing of defense or answer to Plaintiff's claim: Defendant files a written pleading which includes his defense or answer on the merits of the case. Defendant's written answer may or may not include witness statements, expert statements, the documents Defendant relies on as evidence and the legal authorities.
9	Deadline for Plaintiff to answer Defendant's defense or answer: Judge sets the deadline by which Plaintiff will be allowed to answer Defendant's defense or answer.
10	Plaintiff's written response to Defendant's defense or answer: Plaintiff responds to Defendant's defense or answer with a written pleading. Plaintiff's answer may or may not include a witness statements or expert (witness) statements.
11	Filing of pleadings: Plaintiff and Defendant file written pleadings and submissions with the court and transmit copies of the written pleadings or submissions to one another. The pleadings may or may not include witness statements or expert (witness) statements.
12	Adjournments: Court procedure is delayed because one or both parties request and obtain an adjournment to submit written pleadings.
*	Court appointment of independent expert: Judge appoints, either at the parties' request or at his own initiative, an independent expert to decide whether the quality of the goods Plaintiff delivered to Defendant is adequate. (see assumption 6-b of this case)
13	Notification of court-appointment of independent expert: The court notifies both parties that the court is appointing an independent expert. (see assumption 6-b of this case)
*	Delivery of expert report by court-appointed expert: The independent expert appointed by the court delivers his or her expert report to the court. (see assumption 6-b of this case)
*	Setting of date(s) for oral hearing or trial: The judge sets the date(s) for the oral hearing or trial.
14	Preliminary hearing aimed at preparing for the oral hearing: The judge meets the parties to make practical arrangements for the oral hearing on the merits of the case.
15	Summoning of (expert) witnesses: The court summons (expert) witnesses to appear in court for the oral hearing or trial. (see assumption 6-a)
16	Oral hearing (prevalent in civil law): The parties argue the merits of the case at an oral hearing before the judge. Witnesses and a court-appointed independent expert may be heard and questioned at the oral hearing.
17	Adjournments: Court proceedings are delayed because one or both parties request and obtain an adjournment during the oral hearing or trial, resulting in an additional or later trial or hearing date.
*	Final arguments: The parties present their final factual and legal arguments to the court either by oral presentation or by a written submission.
18	Writing of judgment: The judge produces a written copy of the judgment.
19	Registration of judgment: The court office registers the judgment after receiving a written copy of the judgment.
20	Court notification of availability of the written judgment: The court notifies the parties that the written judgment is available at the courthouse.

No.	Procedure
21	Plaintiff's receipt of a copy of written judgment: Plaintiff receives a copy of the written judgment.
22	Notification of Defendant of judgment: Plaintiff or court formally notifies the Defendant of the judgment. The appeal period starts to run the day the Defendant is formally notified of the judgment.
23	Appeal period: By law, Defendant has the opportunity to appeal the judgment during a period specified in the law. Defendant decides not to appeal. Judgment becomes final the day the appeal period ends.
24	Reimbursement by Defendant of Plaintiff's court fees: The judgment obliges Defendant to reimburse Plaintiff for the court fees Plaintiff has advanced, because Defendant has lost the case.
<b>Enforcement of judgment:</b>	
25	Plaintiff's approaching of court enforcement officer or (private) bailiff to enforce the judgment: To enforce the judgment, Plaintiff approaches a court enforcement officer such as a court bailiff or sheriff, or a private bailiff.
*	Plaintiff's request for enforcement order: Plaintiff applies to the court to obtain the enforcement order ('seal' on judgment).
26	Plaintiff's advancement of enforcement fees: Plaintiff pays the fees related to the enforcement of the judgment.
27	Attachment of enforcement order to judgment: The judge attaches the enforcement order ('seal') to the judgment.
*	Delivery of enforcement order: The court's enforcement order is delivered to a court enforcement officer or a (private) bailiff.
28	Request to Defendant to comply voluntarily with judgment: Plaintiff, a court enforcement officer or a (private) bailiff requests Defendant to voluntarily comply with the judgment, giving Defendant a last chance to comply voluntarily with the judgment.
29	Plaintiff's identification of Defendant's assets for attachment: Plaintiff identifies Defendant's assets for attachment.
30	Attachment: Defendant's movable goods are attached (physically or by registering, marking or separating assets).
31	Report on execution of attachment: A court enforcement officer or private process server delivers a report on the attachment of Defendant's movable goods to the judge.
32	Valuation or appraisal of attached movable goods: The court or court appointed valuation expert evaluates the attached goods.
33	Enforcement disputes before court: The enforcement of the judgment is delayed because Defendant opposes aspects of the enforcement process before the judge.
34	Call for public auction: The judge calls a public auction by, for example, advertising or publication in the newspapers.
35	Sale through public auction: The Defendant's movable property is sold at public auction.
36	Reimbursement of Plaintiff's enforcement fees: Defendant reimburses Plaintiff's enforcement fees which Plaintiff had advanced previously.

No.	Procedure
37	Payment: Court orders that the proceeds of the public auction or the direct sale be delivered to Plaintiff.

\* Not counted in the total number of procedures.

Source: *Doing Business* database.

## RESOLVING INSOLVENCY

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

### What do the indicators cover?

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

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

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

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

### WHAT THE RESOLVING INSOLVENCY INDICATORS MEASURE

#### Time required to recover debt (years)

Measured in calendar years

Appeals and requests for extension are included

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

Measured as percentage of estate value

Court fees

Fees of insolvency administrators

Lawyers' fees

Assessors' and auctioneers' fees

Other related fees

#### Outcome

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

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

Measures the cents on the dollar recovered by creditors

Present value of debt recovered

Official costs of the insolvency proceedings are deducted

Depreciation of furniture is taken into account

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

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

## RESOLVING INSOLVENCY

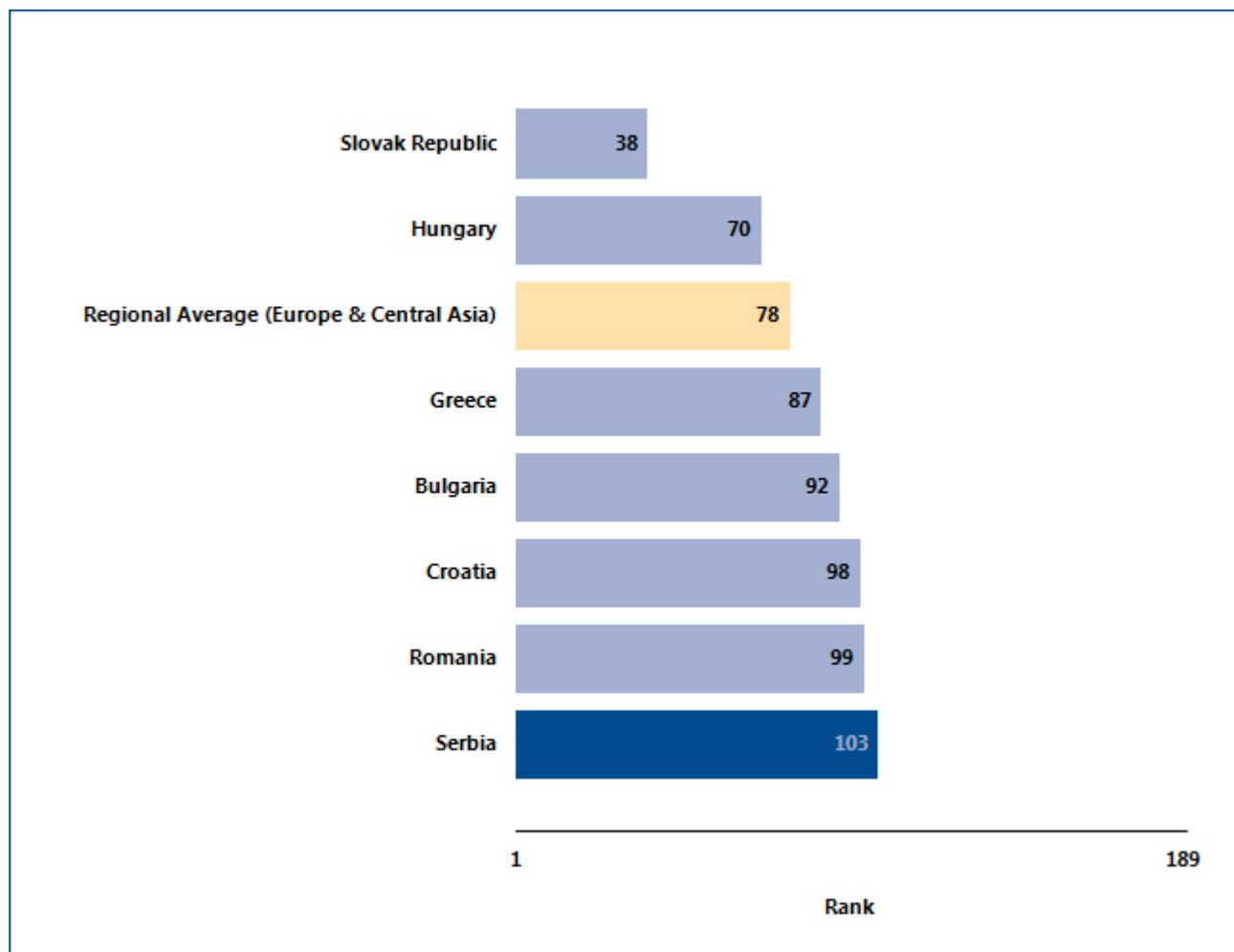
### Where does the economy stand today?

Speed, low costs and continuation of viable businesses characterize the top-performing economies. How efficient are insolvency proceedings in Serbia? According to data collected by *Doing Business*, resolving insolvency takes 2.0 years on average and costs 20% of the debtor’s estate, with the most likely outcome being that the company will be sold as

piecemeal sale. The average recovery rate is 29.0 cents on the dollar.

Globally, Serbia stands at 103 in the ranking of 189 economies on the ease of resolving insolvency (figure 11.1). The rankings for comparator economies and the regional average ranking provide other useful benchmarks for assessing the efficiency of insolvency proceedings in Serbia.

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



Source: *Doing Business* database.

## RESOLVING INSOLVENCY

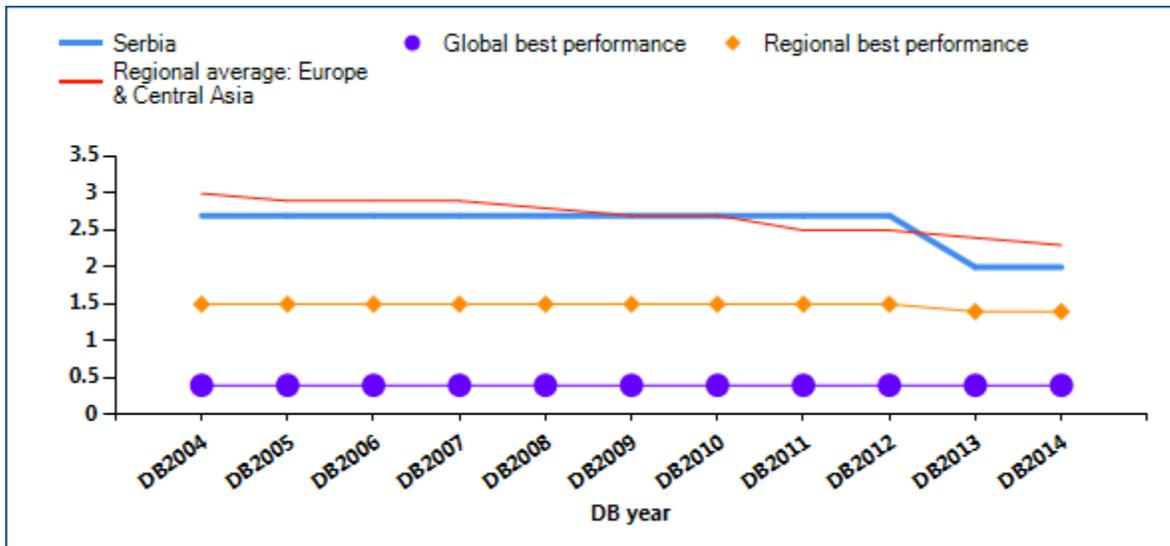
### What are the changes over time?

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

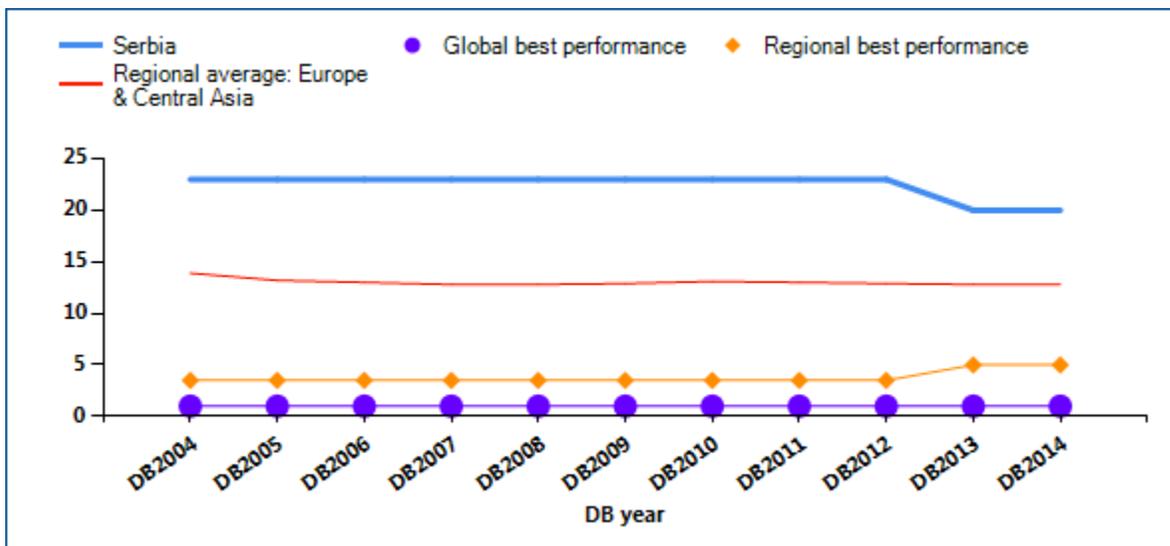
possible in improving the efficiency of insolvency proceedings. And changes in regional averages can show where Serbia is keeping up—and where it is falling behind.

Figure 11.2 Has resolving insolvency become easier over time?

#### Time (years)

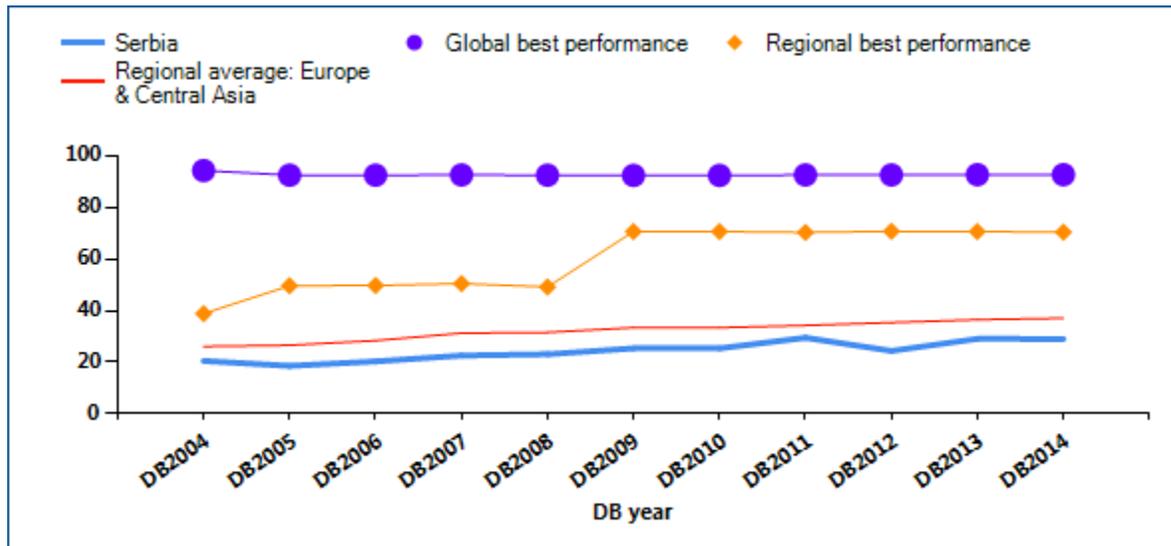


#### Cost (% of estate)



## RESOLVING INSOLVENCY

### Recovery rate (cents on the dollar)



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

Source: Doing Business database.

## RESOLVING INSOLVENCY

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

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

Table 11.1 How has Serbia made resolving insolvency easier—or not?  
By *Doing Business* report year

DB year	Reform
DB2009	No reform as measured by Doing Business.
DB2010	No reform as measured by Doing Business.
DB2011	Serbia passed a new bankruptcy law that introduced out-of-court workouts and a unified reorganization procedure.
DB2012	Serbia adopted legislation introducing professional requirements for insolvency administrators and regulating their compensation.
DB2013	Serbia strengthened its insolvency process by introducing private bailiffs, reducing the starting prices for the sale of assets, prohibiting appeals, expediting service of process and adopting an electronic registry for injunctions to make public all prohibitions on the disposal or pledge of movable or immovable property.
DB2014	No reform as measured by Doing Business.

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

Source: *Doing Business* database.

## EMPLOYING WORKERS

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

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

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

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

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

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

The worker:

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

The business:

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

## EMPLOYING WORKERS

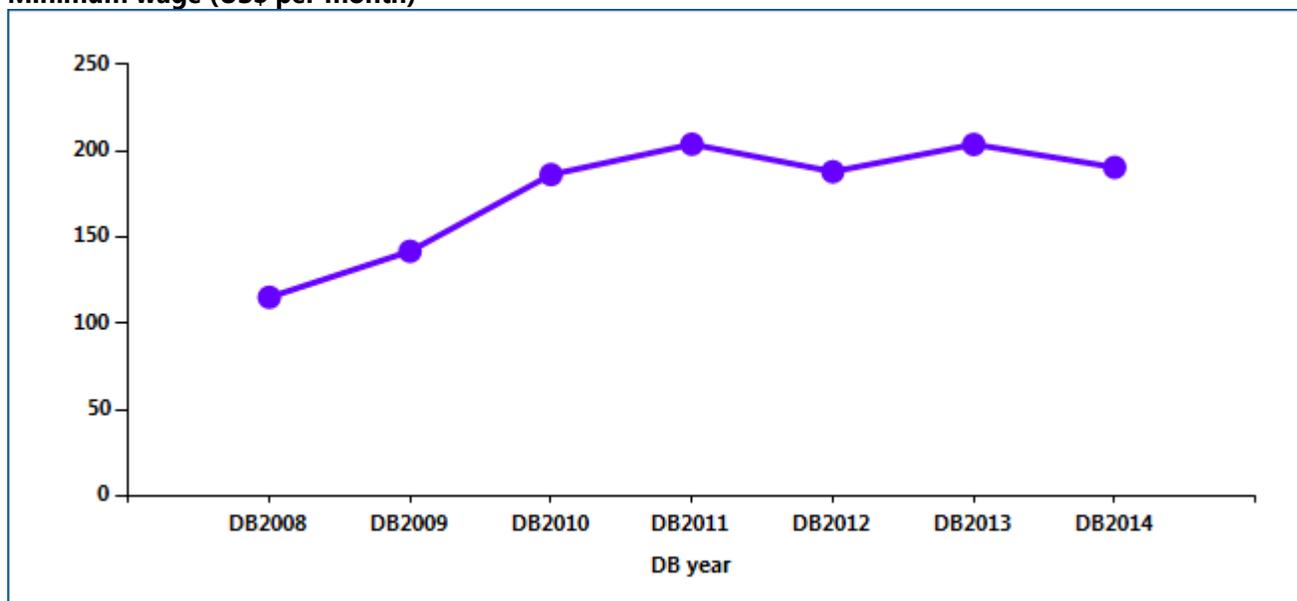
### What do some of the data show?

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

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

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

#### Minimum wage (US\$ per month)



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

Source: *Doing Business* database.

## EMPLOYING WORKERS

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

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

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

DB year	Reform
<b>DB2009</b>	No reform as measured by Doing Business.
<b>DB2010</b>	Serbia introduced priority rules applying to redundancy dismissals or layoffs.
<b>DB2011</b>	No reform as measured by Doing Business.
<b>DB2012</b>	No reform as measured by Doing Business.
<b>DB2013</b>	No reform as measured by Doing Business.
<b>DB2014</b>	No reform as measured by Doing Business.

Source: *Doing Business* database.

## EMPLOYING WORKERS

### What are the details?

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

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

### Rigidity of employment index

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

#### Difficulty of hiring index

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

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

Difficulty of hiring index	Data
Fixed-term contracts prohibited for permanent tasks?	Yes
Maximum length of a single fixed-term contract (months)	12 months - Art. 37, Labor Law, 2005
Maximum length of fixed-term contracts, including renewals (months)	12
Minimum wage for a 19-year old worker or an apprentice (US\$/month)	190.5
Ratio of minimum wage to value added per worker	0.30

Source: *Doing Business* database.

## EMPLOYING WORKERS

### Rigidity of hours index

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

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

Rigidity of hours index	Data
Standard workday in manufacturing (hours)	8 hours
50-hour workweek allowed for 2 months a year in case of a seasonal increase in production?	Yes
Maximum working days per week	6.0
Premium for night work (% of hourly pay) in case of continuous operations	26%
Premium for work on weekly rest day (% of hourly pay) in case of continuous operations	26%
Major restrictions on night work in case of continuous operations?	No
Major restrictions on weekly holiday in case of continuous operations?	No
Paid annual leave for a worker with 1 year of tenure (in working days)	20.0
Paid annual leave for a worker with 5 years of tenure (in working days)	20.0
Paid annual leave for a worker with 10 years of tenure (in working days)	20.0
Paid annual leave (average for workers with 1, 5 and 10 years of tenure, in working days)	20.0

Source: *Doing Business* database.

## EMPLOYING WORKERS

### Difficulty of redundancy index

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

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

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

Source: *Doing Business* database.

## EMPLOYING WORKERS

### Redundancy cost

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

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

Redundancy cost indicator	Data
Notice period for redundancy dismissal (for a worker with 1 year of tenure, in salary weeks)	0.0
Notice period for redundancy dismissal (for a worker with 5 years of tenure, in salary weeks)	0.0
Notice period for redundancy dismissal (for a worker with 10 years of tenure, in salary weeks)	0.0
Notice period for redundancy dismissal (average for workers with 1, 5 and 10 years of tenure, in salary weeks)	0.0
Severance pay for redundancy dismissal (for a worker with 1 year of tenure, in salary weeks)	1.4
Severance pay for redundancy dismissal (for a worker with 5 years of tenure, in salary weeks)	7.2
Severance pay for redundancy dismissal (for a worker with 10 years of tenure, in salary weeks)	14.4
Severance pay for redundancy dismissal (average for workers with 1, 5 and 10 years of tenure, in salary weeks)	7.7

Source: Doing Business database.

## DATA NOTES

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

The data for all sets of indicators in *Doing Business 2014* are for June 2013.<sup>2</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 to more than 10,200 local experts, including lawyers, business consultants, accountants, freight forwarders, government officials and other professionals routinely administering or advising on legal and regulatory requirements (table 21.2). These experts have several rounds of interaction with the *Doing Business* team, involving conference calls, written correspondence and visits by the team. For *Doing Business 2014* team members visited 33 economies to verify data and recruit respondents. The data from questionnaires are subjected to numerous

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

### ECONOMY CHARACTERISTICS

#### Gross national income per capita

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

#### Region and income group

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

#### Population

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

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

<sup>2</sup> The data for paying taxes refer to January – December 2012.

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

## Limits to what is measured

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

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

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

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

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

## Changes in what is measured

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

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

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

The threshold for the total tax rate introduced in 2011 for the purpose of calculating the ranking on the ease of paying taxes was updated. All economies with a total tax rate below the threshold (which is calculated and adjusted on a yearly basis) receive the same ranking on the total tax rate indicator. The threshold is not based on any economic theory of an “optimal tax rate” that minimizes distortions or maximizes efficiency in the tax system of an economy overall. Instead, it is mainly empirical in nature, set at the lower end of the distribution of tax rates levied on medium-size enterprises in the manufacturing sector as observed through the paying taxes indicators. This reduces the bias in the indicators toward economies that do not need to levy significant taxes on companies like the *Doing Business* standardized case study company because they raise public revenue in other ways—for example, through taxes on foreign companies, through taxes on sectors other than manufacturing or from natural resources (all of which are outside the scope of the methodology). This year the threshold is 25,5%.

## Data challenges and revisions

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

## Ease of doing business and distance to frontier

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

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

### Ease of doing business

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

### Construction of the ease of doing business index

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

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

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

used by *Doing Business*.<sup>4</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.

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

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

#### Variability of economies’ rankings across topics

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

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

<sup>4</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.

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

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

#### Distance to frontier measure

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

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

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

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

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

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

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

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

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

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

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

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

<sup>6</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.



## 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 189  
<http://www.doingbusiness.org/rankings/>

### **Data**

All the data for 189 economies—topic rankings, indicator values, lists of regulatory procedures and details underlying indicators  
<http://www.doingbusiness.org/data/>

### **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 DB2014 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 10,200 specialists in 189 economies who participate in *Doing Business*  
<http://www.doingbusiness.org/contributors/doing-business/>

### **Entrepreneurship data**

Data on business density for 139 economies  
<http://www.doingbusiness.org/data/exploretopics/entrepreneurship>

### ***Doing Business* iPhone App**

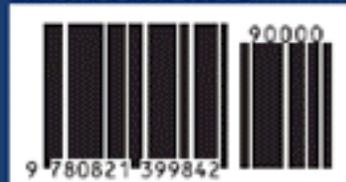
*Doing Business at a Glance* App presents the full report, rankings and highlights  
<http://www.doingbusiness.org/specialfeatures/iphone>



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