

Procedure Templates

Administrative
procedures from the
official perspective

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The template

- a standardized instrument for describing the procedures that businesses must undergo from the perspective of the public institution overseeing that procedure

Content of templates

- Section A - basic information about the institution
 - name of the institution
 - supervising institution
 - contact information
 - visiting information

Content of templates

- Section B - information about the procedure:
 - legal basis for the procedure
 - other institutions involved
 - official duties and fees
 - documentary requirements
 - processing time (avg., min., max.)
 - number of applications received (rejections)
 - route of appeals, number and outcome
 - conveying information to employees and businesses
 - seeking feedback from businesses

Content of templates

- Section C - Agency assessment of the procedure:
 - Purpose of the procedure
 - clarity of relevant legislation
 - priority areas for improvement within the institution
 - priority areas for improvement requiring outside involvement

Carrying out the templates exercise

- Identifying procedures
- Revising the templates
- Methods for gathering information:
 - Distribution and collection
 - Interviews
 - Combination
- Handling extra information

Analyzing and using the templates

- Analysis of template itself
- As a basis for an investment guide (procedure descriptions)
- Compared with the Administrative and Regulatory Costs Survey
- As a data base to compare changes over time in specific agencies and with specific procedures
- Performance indicator
- As an input into a regulatory impact assessment or cost analysis

Discussion

1. Are the **questions appropriate** and do they yield useful information?
2. How easy or difficult is it to **get the information** requested?
3. How easy or difficult is it to **analyze the information** obtained?
4. How can the templates be **improved**?

Coverage of templates

	General Procedures that are common to all countries in which FIAS Administrative Barriers Studies have been done	Templates Available	Remarks
A. START-UP			
1.	EXPATRIATE EMPLOYMENT AND RESIDENCY:		
	RESIDENCE PERMITS	+	
	WORK PERMITS	+	
	VISAS		Can be derived from residence permit template
2.	BUSINESS REGISTRATION:		
	COMPANY REGISTRATION	+	
	TAXPAYER REGISTRATION		Can be derived from company registration template
	STATISTICAL REGISTRATION		Can be derived from company registration template
	MUNICIPAL APPROVAL/ REGISTRATION	+	
	FOREIGN INVESTMENT APPROVAL/ REGISTRATION		Can be derived from municipal approval/registration template
3.	LICENSING	+	Must be adapted for each separate license

Coverage of templates

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B. LOCATING			
4.	IDENTIFYING/ ACQUIRING/ LEASING LAND AND BUILDINGS		
	LEASE OF LAND	+	
	LEASE OF BUILDINGS		Can be derived from lease of land template
	PRIVATIZATION OF LAND	+	
	PRIVATIZATION OF BUILDINGS		Can be derived from privatization of land template
5.	REAL ESTATE ASSESSMENT		
	BUILDING ASSESSMENT (INVENTORIZACION)	+	
	LAND ASSESSMENT		Can be derived from building assessment template
6.	REAL ESTATE TITLE REGISTRATION		
7.	CONSTRUCTION APPROVAL		
8.	UTILITY CONNECTIONS		

Coverage of templates

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C. OPERATING			
9.	TAX REPORTING	+	Must be adapted for each separate tax
10.	VALUE ADDED TAX REFUND	+	
11.	FOREIGN EXCHANGE CONTROL		
12.	CUSTOMS PROCEDURES	+	Must be adapted for each separate customs procedure
13.	ON-SITE INSPECTIONS	+	
14.	PRODUCT/SERVICE CERTIFICATION		