

ECONOMY

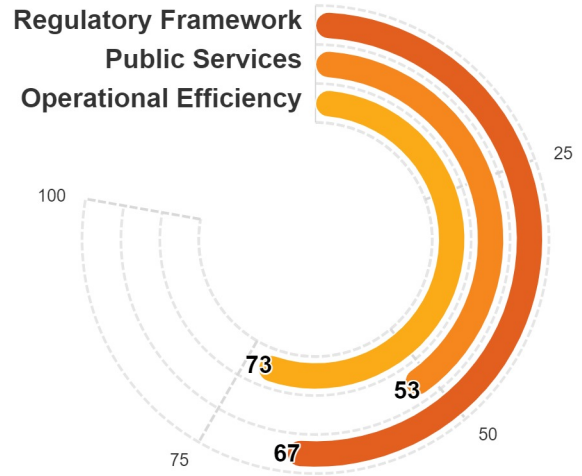
Viet Nam

REGION

East Asia & Pacific

INCOME GROUP

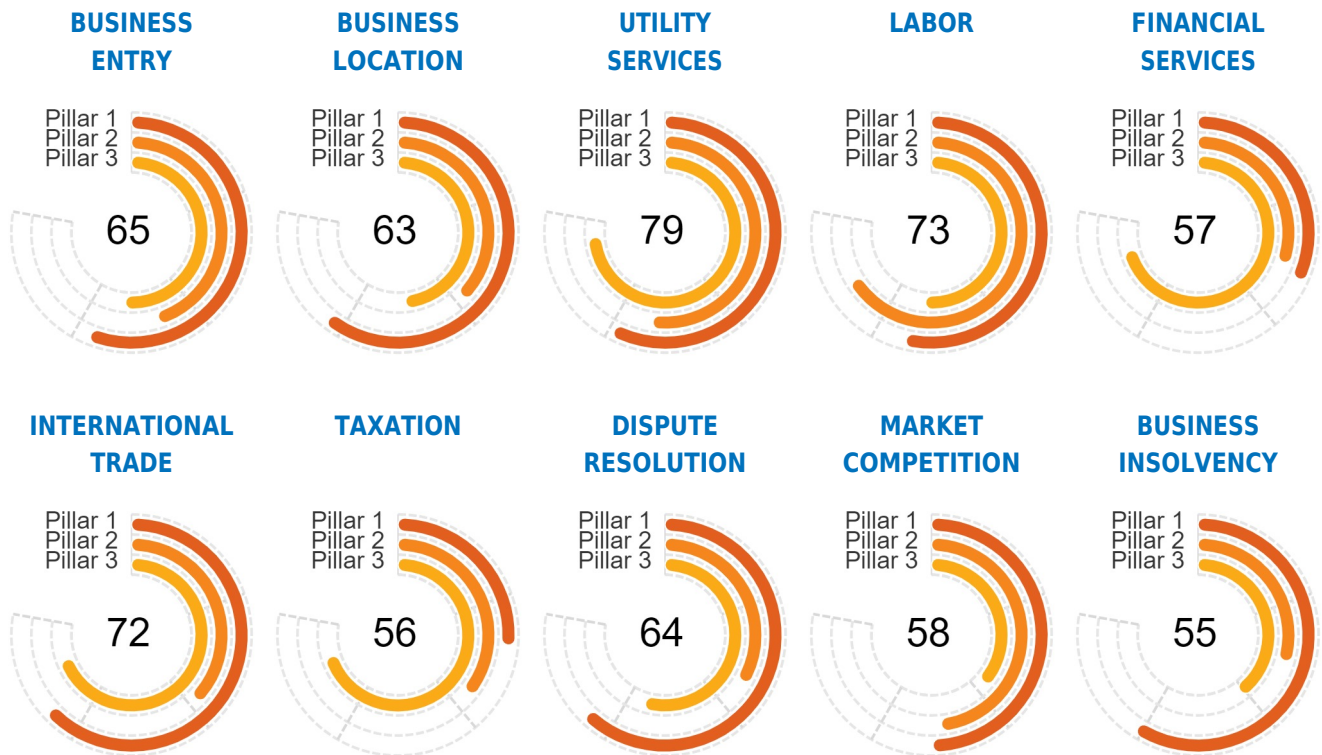
Lower middle income



- Viet Nam scores highest in Utility Services, Labor, and International Trade. Within these areas, the economy provides transparent information (connection requirements, tariffs, complaint mechanisms) for electricity, provides for labor dispute resolution mechanisms, and provides good practices for digital and sustainable trade.
- Viet Nam scores lowest in Business Insolvency, Taxation, and Financial Services. Within these areas, the economy lacks specialization of courts with jurisdiction on reorganization and liquidation proceedings, does not allow automated or online tax deregistration processes, and does not provide a collateral registry with modern, notice-based, and unified features.

Topic Scores

LEGEND: ■ Pillar 1 = Regulatory Framework ■ Pillar 2 = Public Services ■ Pillar 3 = Operational Efficiency



Business Entry



The Business Entry topic measures the process of registration and start of operations of new limited liability companies (LLCs) across three different dimensions, here referred to as pillars. The first pillar assesses the quality of regulations for business entry, covering de jure features of a regulatory framework that are necessary for the adoption of good practices for business start-ups. The second pillar measures the availability of digital public services and transparency of information for business entry. The third pillar measures the time and cost required to register new domestic and foreign firms.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

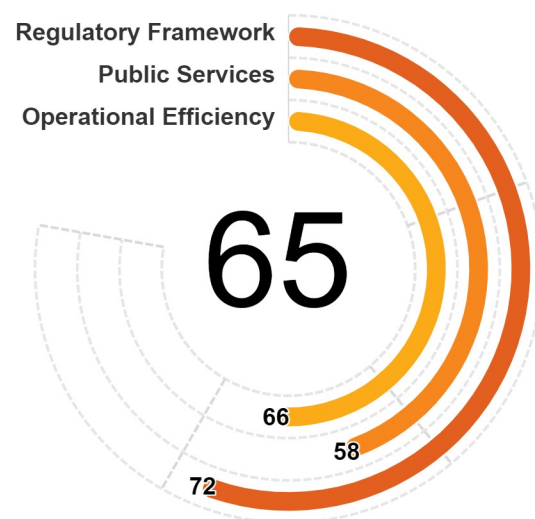


TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: INFORMATION AND PROCEDURAL STANDARDS

Sub-Category: Company Information Filing Requirements

Indicator	Status	Obtained points	Maximum points
Mandatory to Verify and to Have the Company Name Approved	✓	2.14	2.14
Mandatory to Verify the Identity of Entrepreneurs	✓	2.14	2.14
Mandatory to Register Shareholders' Information	✓	2.14	2.14
Mandatory to File Annual Returns/Financial Statements	✓	2.14	2.14
Mandatory to Register Changes to the Company Name	✓	2.14	2.14
Mandatory to Register Changes to the Shareholders' Details	✓	2.14	2.14
Mandatory to Register Changes in the Articles of Association	✗	0.00	2.14

Sub-Category: Beneficial Ownership Filing Requirements

Indicator	Status	Obtained points	Maximum points
Mandatory to Register Beneficial Owners' Information	✗	0.00	2.50
Mandatory Type of Information Required for Beneficial Owners	✗	0.00	2.50

PILLAR I (continued)...

TABLE LEGEND

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Obtained points
↓
Maximum points
↓






Mandatory Time Limit to Register Beneficial Owners' Information	✗	0.00	2.50
Nominee Shareholders and Directors	✓	2.50	2.50
Mandatory to Verify Beneficial Owners' Identity	✗	0.00	2.50
Mandatory to Register Changes to the Beneficial Ownership Information	✗	0.00	2.50
Sub-Category: Availability of Simplified Registration		10.00	/10.00
Simple Registration Form without the Use of Intermediaries	✓	3.33	3.33
Simple Registration Form for All Entrepreneurs	✓	3.33	3.33
Changes without the Use of Intermediaries	✓	3.33	3.33
Sub-Category: Risk-Based Assessment for Operating Business and Environmental Licenses		10.00	/10.00
Risk-Based Regulations for Business Licensing	✓	5.00	5.00
Risk-Based Regulations for Environmental Permitting	✓	5.00	5.00
CATEGORY: RESTRICTIONS ON REGISTERING A BUSINESS		36.88	/50.00
Sub-Category: Domestic Firms		20.63	/25.00
Paid-In Minimum Capital Requirements	✓	2.50	2.50
Minimum Education or Training	✓	2.50	2.50
Criminal History Records or Affidavits	✗	0.00	2.50
Approval of Business Plan, Feasibility Plan, or Financial Plan	✓	2.50	2.50
General Operating License	✓	2.50	2.50
Sociodemographic Restrictions for Domestic Entrepreneurs	✓	5.00	5.00
Sector-Specific Restrictions for Domestic Entrepreneurs Related to Service Industries	⊖	1.88	2.50
Sector-Specific Restrictions for Domestic Entrepreneurs Related to Manufacturing and Infrastructure Industries	⊖	1.25	2.50
Sector-Specific Restrictions for Domestic Entrepreneurs Related to Agriculture and Extractive Industries	✓	2.50	2.50
Sub-Category: Foreign Firms		16.25	/25.00
Paid-in Minimum Capital Requirements	✓	2.50	2.50
Ownership and Participation Restrictions	⊖	1.25	2.50
Screening and Approval	⊖	1.25	2.50
Restrictions on the Nationality of Key Personnel and Directors	✓	2.50	2.50

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Obtained points
↓
Maximum points
↓


PILLAR I (continued)...

Restrictions on Employment of Foreign and Local Personnel	⊖	1.25	2.50
Local Engagement Requirements	✓	2.50	2.50
Financial Restrictions	✓	2.50	2.50
Sector-Specific Restrictions for Foreign Entrepreneurs Related to Service Industries	⊖	0.63	2.50
Sector-Specific Restrictions for Foreign Entrepreneurs Related to Manufacturing and Infrastructure Industries	⊖	1.25	2.50
Sector-Specific Restrictions for Foreign Entrepreneurs Related to Agriculture and Extractive Industries	⊖	0.63	2.50


PILLAR II - PUBLIC SERVICES

 **58.17** /100.00

CATEGORY: DIGITAL SERVICES


 **21.67** /40.00

Sub-Category: Business Start-Up Process

 **13.33** /20.00

Company Name Verification	✓	3.33	3.33
Entire Company Registration Process	✓	3.33	3.33
Update of Company Information	✓	3.33	3.33
Registration and Update of Beneficial Ownership Information	✗	0.00	3.33
Payment of Incorporation Fees	✓	3.33	3.33
Issuance of Company Incorporation Certificate	✗	0.00	3.33

Sub-Category: Storage of Company and Beneficial Ownership Information

 **3.33** /10.00


Database on Company Information	✗	0.00	3.33
Company Information Records Digitally Stored	✓	3.33	3.33
Database on Beneficial Ownership	✗	0.00	3.33

Sub-Category: Identity Verification


 **5.00** /10.00

Availability of Electronic Signature and Authentication	✓	5.00	5.00
Identity Document Verification Process	✗	0.00	5.00

CATEGORY: INTEROPERABILITY OF SERVICES

 **17.50** /20.00

Sub-Category: Exchange of Company Information

 **7.50** /10.00

Exchange of Information Among Public Sector Agencies	✓	5.00	5.00
Update of Company Information Fully Automated	⊖	2.50	5.00

Sub-Category: Unique Business Identification

 **10.00** /10.00

Unique Business Identification Number Existence	✓	5.00	5.00
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Obtained points
↓
Maximum points
↓

PILLAR II (continued)...

Unique Business Identification Number Used by All Agencies	✓	5.00	5.00
CATEGORY: TRANSPARENCY OF ONLINE INFORMATION		19.00	/40.00
Sub-Category: Business Start-Up (Includes gender and environment)		16.00	/20.00
List of Documents	✓	4.00	4.00
List of Fees	✓	4.00	4.00
Service Standards	✓	4.00	4.00
Environmental-Related Requirements	✗	0.00	4.00
Information on Publicly Funded Programs to Support SMEs and Women Entrepreneurs	✓	4.00	4.00
Sub-Category: General and Sex-Disaggregated Statistics on Newly Registered Firms		0.00	/10.00
Statistics Publicly Available on Business Entry (General)	✗	0.00	5.00
Statistics Publicly Available on Business Entry (Gender)	✗	0.00	5.00
Sub-Category: Availability of General Company Information		3.00	/10.00
Electronic Search Available for All Company Records	✗	0.00	5.00
Types of Company Information Available Online to the Public	⊖	3.00	5.00
PILLAR III - OPERATIONAL EFFICIENCY		66.00	/100.00
CATEGORY: DOMESTIC FIRMS		45.75	/50.00
Sub-Category: Total Time to Register a New Domestic Firm		21.00	/25.00
Total Time to Register a New Domestic Firm	⊖	21.00	25.00
Sub-Category: Total Cost To Register a New Domestic Firm		24.75	/25.00
Total Cost to Register a New Domestic Firm	⊖	24.75	25.00
CATEGORY: FOREIGN FIRMS		20.25	/50.00
Sub-Category: Total Time to Register a New Foreign Firm		1.50	/25.00
Total Time to Register a New Foreign Firm	⊖	1.50	25.00
Sub-Category: Total Cost To Register a New Foreign Firm		18.75	/25.00
Total Cost to Register a New Foreign Firm	⊖	18.75	25.00

INDICATORS AND COMPONENTS	VALUES
Total time to register a new domestic firm (days)	28
Total cost to register a new domestic firm (% of GNI per capita)	5
Total time to register a new foreign firm (days)	66
Total cost to register a new foreign firm (% of GNI per capita)	44

Business Location



The Business Location topic measures three different options purchasing, leasing, and building that are available to entrepreneurs to choose the adequate location to set up their company, across three different dimensions, here referred to as pillars. The first pillar assesses the quality of regulations pertaining to property transfer, building, and environmental permitting, covering de jure features of a regulatory framework that are necessary for immovable property lease, property ownership, urban planning, and environmental licenses. The second pillar assesses the quality of public services and transparency of information in the provision of property transfer, building, and environmental permitting. The third pillar measures the operational efficiency of establishing a business location in practice. The interaction between these three pillars ensures a comprehensive evaluation of business location, balancing regulatory quality, service transparency, and operational efficiency to create an optimal environment for business establishment. The three pillars consider both the firm's flexibility and the broader social benefits. They ensure a more balanced approach accounting for private sector needs while safeguarding public interests, such as environmental sustainability and public safety.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

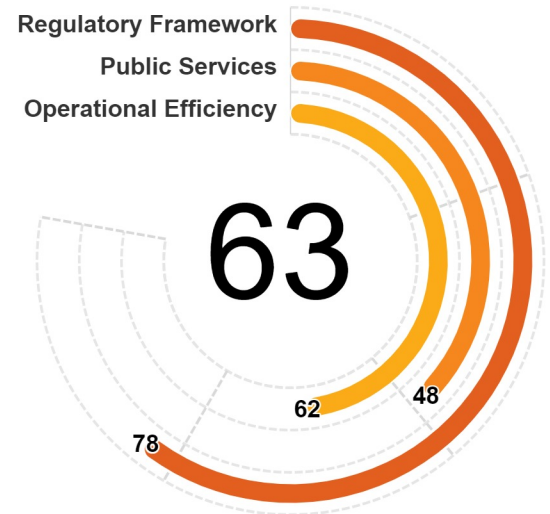


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Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: PROPERTY TRANSFER AND LAND ADMINISTRATION

Sub-Category: Property Transfer Standards

Indicator	Status	Obtained points	Maximum points
Legal Obligation to Check Compliance of Documents with the Law	✓	3.75	3.75
Legal Obligation to Verify Identities of the Parties	✓	3.75	3.75

PILLAR I (continued)...

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Obtained points
↓
Maximum points
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
Legal Obligation to Register Sales Transactions	✓	3.75	3.75
Legal Provision on the Legality of Online Documents	⊖	1.50	3.75
Sub-Category: Land Dispute Mechanisms		7.50	/15.00
Legal Provisions for Arbitration as an Alternative Land Disputes Resolution Mechanism	✗	0.00	3.75
Legal Provisions for Conciliation and Mediation as Alternative Land Disputes Resolution Mechanisms	✓	3.75	3.75
Legal Provisions to Provide Out-of-Court Compensation for Losses due to Erroneous Information from the Land Registry	✗	0.00	3.75
Legal Provision for Protection of Property Title	✓	3.75	3.75
Sub-Category: Land Administration System		10.00	/10.00
Disclosure of Land Registry Information	✓	3.33	3.33
Disclosure of Cadastral Information	✓	3.33	3.33
Infrastructure for Land Administration	✓	3.33	3.33
CATEGORY: BUILDING, ZONING AND LAND USE		35.86	/40.00
Sub-Category: Building Standards		14.61	/15.00
Building Codes/Standards Applicable to All Constructions	✓	1.58	1.58
Clear Provisions or Guidelines Regarding Safety Standards	✓	0.79	0.79
Regulation of Health Risk Related to Construction Materials	✓	0.79	0.79
List of Regulated Materials	⊖	0.59	0.79
Responsibility for Compliance with Legal Requirements	✓	1.58	1.58
Type of Inspections Carried Out during Construction	✓	1.58	1.58
Requirement of Final Inspection by Law	✓	1.58	1.58
Materials Required to Be Inspected/Tested by Law	⊖	1.38	1.58
Liability for Structural Flaws/Problems	✓	1.58	1.58
Qualifications to Conduct Technical Supervision/Inspections	✓	1.58	1.58
Ability to Dispute Building Permit Decisions	✓	1.58	1.58
Sub-Category: Building Energy Standards		11.25	/15.00
Mandatory Minimum Energy Efficiency Performance Standards	✓	3.75	3.75
Pre-Condition to Provide Proof of Design Compliance with the Energy Efficiency Performance Standards	✓	3.75	3.75

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Obtained points
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Maximum points
↓

PILLAR I (continued)...






Energy Efficiency Performance Standards are Verified as Part of the Building Plans Review Process	✓	3.75	3.75
Incentives to Promote Green Building Standards	✗	0.00	3.75
Sub-Category: Zoning and Land Use Regulations		10.00	/10.00
Requirements for Trunk Infrastructure Service Access (Water, Electricity, Sanitation)	✓	2.00	2.00
Maps that Identify Areas Allocated to Residential, Commercial, Agricultural, Recreational, Public/Institutional, Mixed Use	✓	2.00	2.00
Hazard Maps that Identify Areas in which Building is Not Permitted due to Natural Hazards	✓	2.00	2.00
Hazard Maps that Identify Minimum Separation between Residential and Hazardous Occupancies	✓	2.00	2.00
Maps that Identify Areas in which Building is Not Permitted in relation to Natural Resources	✓	2.00	2.00
CATEGORY: RESTRICTIONS ON OWNING AND LEASING PROPERTY		5.50	/10.00
Sub-Category: Domestic Firms – Ownership		2.50	/2.50
Restriction on Ownership Based on the Area of the Land for Domestic Firms	✓	0.63	0.63
Restriction on Ownership Based on the Location of Property for Domestic Firms	✓	0.63	0.63
Restriction on Ownership of Agricultural Land for Domestic Firms	✓	0.63	0.63
Restriction on Ownership Based on the Height of Building for Domestic Firms	✓	0.63	0.63
Sub-Category: Domestic Firms – Leasehold		2.50	/2.50
Restriction on Leasehold Based on the Area of the Land for Domestic Firms	✓	0.50	0.50
Restriction on the Duration of the Lease for Domestic Firms	✓	0.50	0.50
Restriction on Leasehold Based on the Location of Property for Domestic Firms	✓	0.50	0.50
Restriction on Leasehold of Agricultural Property for Domestic Firms	✓	0.50	0.50
Restrictions on Leasehold Based on the Height of Building for Domestic Firms	✓	0.50	0.50
Sub-Category: Foreign Firms – Ownership		0.00	/2.50
Restriction on Ownership Based on the Area of the Land for Foreign Firms	✗	0.00	0.50
Restriction on the Duration of Ownership for Foreign Firms	✗	0.00	0.50

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PILLAR I (continued)...



Restriction on Property Ownership Based on Location of Property for Foreign Firms	✗	0.00	0.50
Restriction on Ownership of Agricultural Land for Foreign Firms	✗	0.00	0.50
Restriction on Ownership Based on the Height of Building for Foreign Firms	✗	0.00	0.50
Sub-Category: Foreign Firms – Leasehold		0.50	/2.50
Restriction on Leasehold Based on the Area of the Land for Foreign Firms	✗	0.00	0.50
Restriction on the Duration of Lease for Foreign Firms	✗	0.00	0.50
Restriction on Leasehold Based on the Location of Property for Foreign Firms	✗	0.00	0.50
Restriction on Leasehold of Agricultural Land for Foreign Firms	✗	0.00	0.50
Restrictions on Leasehold Based on the Height of Building for Foreign Firms	✓	0.50	0.50
CATEGORY: ENVIRONMENTAL PERMITS		6.63	/10.00
Sub-Category: Environmental Permits for Construction		4.13	/5.00
Existence of National Environmental Regulations during Construction	✓	0.50	0.50
Update or Revision of National Environmental Regulations during Construction	✓	0.50	0.50
Penalties or Fines in Place for Non-Compliance with the Regulations	✓	0.50	0.50
Environmental Risks as Defined by Legal Framework	✓	0.50	0.50
Qualified Professional/Professional Agency to Conduct EIA	✗	0.00	0.50
Criteria that Trigger an EIA	✓	0.50	0.50
Requirements for an EIA Process	✓	0.50	0.50
Legal Responsibility for Checking Compliance	⊖	0.25	0.50
Legal Framework Mandates Public Consultations with Concerned Stakeholders	✓	0.50	0.50
Public Consultations Requirement Elements	⊖	0.38	0.50
Sub-Category: Dispute Mechanisms for Construction-Related Environmental Permits		2.50	/5.00
Ability to Dispute Environmental Clearances and Permits	✗	0.00	2.50
Out-of-Court Resolution Mechanisms for Environmental Disputes	✓	2.50	2.50

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PILLAR II - PUBLIC SERVICES

CATEGORY: AVAILABILITY AND RELIABILITY OF DIGITAL SERVICES

Sub-Category: Property Transfer – Digital Public Services

Online Platform Encumbrance Checking

Single Online Platform for Encumbrance Checking

Online Platform for Property Transfer

Processes Available Online for Property Transfer

Complaint Mechanisms for Immovable Property Registry

Complaint Mechanisms for Cadaster

Sub-Category: Property Transfer – Digital Land Management and Identification System

Electronic Database for Checking Encumbrances

Format of Land Title Certificates

Format of Cadastral Plans

Method to Conduct Cadastral Surveying

National Database for Checking Identification

Sub-Category: Property Transfer – Coverage of the Land Registry and Mapping Agency

Property Registration Coverage at Main Business City Level

Property Registration Coverage at National Level

Cadastral Coverage at Main City Level

Cadastral Coverage at National Level

Sub-Category: Building Permits – Digital Public Services

Online Platform for Issuing Building Authorizations

Online Permitting Systems with Several Functionalities

Online Permitting Systems to Submit Building and Occupancy Permits

File Dispute Online on Building Permits

Sub-Category: Environmental Permits – Digital Public Services

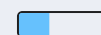
Online Environmental Permitting Systems with Several Functionalities

File Dispute Online on Environmental Licensing



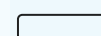
48.36

/100.00



13.50

/40.00



0.00

/8.00



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1.33



0.00

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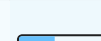
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3.20

/8.00



1.60

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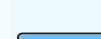
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8.00

/8.00



2.00

2.00



2.00

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2.00

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2.00

2.00



1.50

/8.00



1.50

2.00



0.00

2.00



0.00

2.00



0.00

2.00



0.80

/8.00



0.80

4.00



0.00

4.00

PILLAR II (continued)...

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



CATEGORY: INTEROPERABILITY OF SERVICES			10.00	/20.00
Sub-Category: Interoperability of Services for Property Transfer			10.00	/10.00
	Interoperability between Land Registry and Cadaster	✓	2.50	2.50
	Interoperability between Land Registry and Other Services	✓	2.50	2.50
	Existence of a Geographic Information System (GIS)	✓	2.50	2.50
	Existence of a Unique Identifier between Land Registry and Cadaster	✓	2.50	2.50
Sub-Category: Interoperability of Services for Building Permits			0.00	/10.00
	Availability of Spatial Plans and Zoning Requirements to All Stakeholders	✗	0.00	5.00
	Integration of GIS or National Spatial Platforms	✗	0.00	5.00
CATEGORY: TRANSPARENCY OF INFORMATION			24.86	/40.00
Sub-Category: Immovable Property (includes gender)			11.11	/20.00
	Publication of Property Transactions Requirements	✓	2.22	2.22
	Transparency of Property Transactions Costs	✓	2.22	2.22
	Service Standards at the Land Registry	✓	2.22	2.22
	Transparency of Cadaster Costs	✓	2.22	2.22
	Service Standards at the Cadaster	✓	2.22	2.22
	Availability of Statistics on Land Transactions	✗	0.00	2.22
	Availability of Statistics on Number and Type of Land Disputes	✗	0.00	2.22
	Availability of Statistics on the Average Time to Resolve Land Disputes	✗	0.00	2.22
	Availability of Sex-Disaggregated Data on Property Ownership	✗	0.00	2.22
Sub-Category: Building, Zoning and Land Use			11.25	/15.00
	Public Accessibility of Planning and Building Control Regulations	✓	1.88	1.88
	Public Online Availability of Requirements to Obtain All Types of Building Related Permits	✓	1.88	1.88
	Public Online Availability of Requirements Needed to Obtain Occupancy Permit	✓	1.88	1.88
	Applicable Fee Schedules for All Types of Construction Publicly Available and Up to Date	✓	1.88	1.88
	Availability of Official, Updated and Publicly Available Online Statistics Tracking the Number of Issued Building Permits	✗	0.00	1.88

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Maximum points
↓

PILLAR II (continued)...

Updated City Master Plan/Zoning Plan	✓	1.88	1.88
Steps to Modify Zoning/Land Use Plan	✓	1.88	1.88
Adherence to Zoning Regulations	✗	0.00	1.88
Sub-Category: Environmental Permits		2.50	/5.00
Public Online Availability of Environmental Licensing Requirements for Moderate-Risk Construction Project	✗	0.00	2.50
Applicable and Up-to-Date Fee Schedule for Environmental Clearances	✓	2.50	2.50

PILLAR III - OPERATIONAL EFFICIENCY

62.17 /100.00

CATEGORY: PROPERTY TRANSFER AND LAND ADMINISTRATION

15.83 /50.00

Sub-Category: Major Constraints on Access to Land

15.83 /16.67

Major Constraints on Access to Land

⊖ 15.83 16.67

Sub-Category: Time to Obtain a Property Transfer

0.00 /16.67

Time to Obtain a Property Transfer

✗ 0.00 16.67

Sub-Category: Cost to Obtain a Property Transfer

0.00 /16.67

Cost to Obtain a Property Transfer

✗ 0.00 16.67

CATEGORY: CONSTRUCTION PERMITS

46.33 /50.00

Sub-Category: Time to Obtain Construction-Related Permits

16.17 /16.67

Time to Obtain Construction-Related Permits

⊖ 16.17 16.67

Sub-Category: Time to Obtain a Building Permit

14.50 /16.67

Time to Obtain a Building Permit

⊖ 14.50 16.67

Sub-Category: Cost to Obtain a Building Permit

15.67 /16.67

Cost to Obtain a Building Permit

⊖ 15.67 16.67

INDICATORS AND COMPONENTS	VALUES
Time to obtain a construction-related permit (days)	15
Perceptions index of access to land as a constraint	87
Time to obtain a building permit (days)	120
Cost to obtain a building permit (% of GNI per capita)	311
Time to obtain a property (days)	274
Cost to obtain a property (% of GNI per capita)	1610
Time to obtain environmental permits (days)	N/A
Cost to obtain environmental permits (% of GNI per capita)	N/A

Utility Services



The Utility Services topic measures the effectiveness of regulatory frameworks, and the quality of governance and transparency of service delivery mechanisms, as well as the operational efficiency of providing electricity, water, and internet services. Under the first pillar the Utility Services topic assesses the effectiveness of regulation pertaining to electricity, water, and internet services, covering de jure features of a regulatory framework that are necessary for the efficient deployment of connections, reliable service, safety, and environmental sustainability of provision and use of utility services. The second pillar of the topic measures the quality of governance and transparency in the provision of utility services, thus assessing the de facto provision of utility services. The third pillar measures the time required to obtain electricity, water, and internet connections, as well as the reliability of utility service supply.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

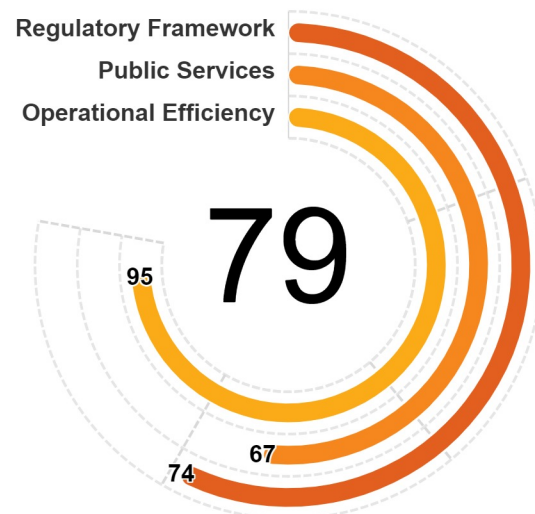


TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: ELECTRICITY

Sub-Category: Regulatory Monitoring of Tariffs and Service Quality

Monitoring of Tariffs

Monitoring of Service Quality

Sub-Category: Utility Infrastructure Sharing and Quality Assurance Mechanisms

Joint Planning and Construction

Mechanisms on Service Quality Assurance

Sub-Category: Safety of Utility Connections

VIET NAM - UTILITY SERVICES Professional Certifications

		Obtained points	Maximum points
		74.17	/100.00
		25.00	/33.33
		4.17	/8.33
	✗	0.00	4.17
	✓	4.17	4.17
		4.17	/8.33
	✗	0.00	4.17
	✓	4.17	4.17
		8.33	/8.33
	✓	2.78	2.78

PILLAR I (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

Inspection Regimes	✓	2.78	2.78
Liability Regimes	✓	2.78	2.78
Sub-Category: Environmental Sustainability		8.33	/8.33
Sustainability of Electricity Provision	✓	2.08	2.08
Sustainability of Electricity Use	✓	2.08	2.08
Incentives to Adopt Energy-Saving Practices	✓	4.17	4.17
CATEGORY: WATER		20.83	/33.33
Sub-Category: Regulatory Monitoring of Tariffs and Service Quality		4.17	/8.33
Monitoring of Tariffs	✗	0.00	4.17
Monitoring of Service Quality	✓	4.17	4.17
Sub-Category: Utility Infrastructure Sharing and Quality Assurance Mechanisms		6.25	/8.33
Joint Planning and Construction	⊖	2.08	4.17
Mechanisms on Service Quality Assurance	✓	4.17	4.17
Sub-Category: Safety of Utility Connections		4.17	/8.33
Professional Certifications	✗	0.00	2.78
Inspection Regimes	⊖	1.39	2.78
Liability Regimes	✓	2.78	2.78
Sub-Category: Environmental Sustainability		6.25	/8.33
Sustainability of Water Provision	✓	1.39	1.39
Sustainability of Water Use	⊖	0.69	1.39
Incentives to Adopt Water Saving Practices	⊖	1.39	2.78
Sustainability of Wastewater Treatment	✓	1.39	1.39
Wastewater Reuse	✓	1.39	1.39
CATEGORY: INTERNET		28.33	/33.33
Sub-Category: Regulatory Monitoring of Tariffs and Service Quality		8.33	/8.33
Monitoring of Tariffs	✓	4.17	4.17
Monitoring of Service Quality	✓	4.17	4.17
Sub-Category: Utility Infrastructure Sharing and Quality Assurance Mechanisms		10.00	/13.33
Joint Planning and Construction	✓	3.33	3.33

PILLAR I (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

Rights of Way	⊖	1.67	3.33
Open Infrastructure	⊖	1.67	3.33
Mechanisms on Service Quality Assurance	✓	3.33	3.33
Sub-Category: Safety of Utility Connections		8.33	/8.33
Liability Regimes	✓	2.78	2.78
Cybersecurity Coordination	✓	2.78	2.78
Cybersecurity Safeguards	✓	2.78	2.78
Sub-Category: Environmental Sustainability		1.67	/3.33
Environmental Reporting or Disclosure Standards for Digital Connectivity Infrastructure	✗	0.00	1.67
Emissions and Energy Efficiency of Infrastructure	✓	1.67	1.67
PILLAR II - PUBLIC SERVICES		66.56	/100.00
CATEGORY: ELECTRICITY		24.01	/33.33
Sub-Category: Digital Services and Interoperability		4.69	/8.33
Electronic Application	✓	2.08	2.08
Electronic Payment	✓	2.08	2.08
Information on Existing Infrastructure and Planned Works	✗	0.00	2.08
Coordination Mechanisms for Excavation Permits	⊖	0.52	2.08
Sub-Category: Availability of Information and Transparency		6.82	/8.33
Connection Requirements	⊖	1.14	1.52
Tariffs and Tariff Settings	✓	1.52	1.52
Planned Outages	✓	1.52	1.52
Complaint Mechanisms	⊖	1.14	1.52
Service Quality Indicators	✓	1.52	1.52
Sustainability Indicators	✗	0.00	0.76
Sub-Category: Monitoring of Service Supply (includes gender and environment)		4.17	/8.33
Reliability and Quality of Electricity Supply	✓	3.33	3.33
Sustainability of Electricity Supply	⊖	0.83	1.67
Access to Electricity for Women Entrepreneurs	✗	0.00	3.33

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR II (continued)...

Sub-Category: Enforcement of Safety Regulations and Consumer Protection Mechanisms		8.33	/8.33
Implementation of Inspections for Electricity Connections	✓	4.17	4.17
Independent Complaint Mechanism	✓	4.17	4.17
CATEGORY: WATER		25.27	/33.33
Sub-Category: Digital Services and Interoperability		6.25	/8.33
Electronic Application	✓	2.08	2.08
Electronic Payment	✓	2.08	2.08
Information on Existing Infrastructure and Planned Works	⊖	1.04	2.08
Coordination Mechanisms for Excavation Permits	⊖	1.04	2.08
Sub-Category: Availability of Information and Transparency		5.68	/8.33
Connection Requirements	⊖	0.76	1.52
Tariffs and Tariff Settings	✓	1.52	1.52
Planned Outages	✓	1.52	1.52
Complaint Mechanisms	⊖	0.38	1.52
Service Quality Indicators	✓	1.52	1.52
Sustainability Indicators	✗	0.00	0.76
Sub-Category: Monitoring of Service Supply (includes gender and environment)		5.00	/8.33
Reliability and Quality of Water Supply	✓	3.33	3.33
Sustainability of Water Supply	✓	1.67	1.67
Access to Water for Women Entrepreneurs	✗	0.00	3.33
Sub-Category: Enforcement of Safety Regulations and Consumer Protection Mechanisms		8.33	/8.33
Implementation of Inspections for Water Connections	✓	4.17	4.17
Independent Complaint Mechanism	✓	4.17	4.17
CATEGORY: INTERNET		17.29	/33.33
Sub-Category: Digital Services and Interoperability		4.17	/8.33
Electronic Application	⊖	1.04	2.08
Electronic Payment	✓	2.08	2.08
Information on Existing Infrastructure and Planned Works	✗	0.00	2.08

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR II (continued)...

Coordination Mechanisms for Excavation Permits	⊖	1.04	2.08
Sub-Category: Availability of Information and Transparency		5.83	/8.33
Connection Requirements	✓	1.67	1.67
Tariffs and Tariff Settings	✓	1.67	1.67
Planned Outages	✗	0.00	1.67
Complaint Mechanisms	⊖	0.83	1.67
Service Quality Indicators	✓	1.67	1.67
Sub-Category: Monitoring of Service Supply (includes gender and environment)		4.17	/8.33
Reliability and Quality of Internet Supply	✓	4.17	4.17
Access to Internet for Women Entrepreneurs	✗	0.00	4.17
Sub-Category: Enforcement of Safety Regulations and Consumer Protection Mechanisms		3.13	/8.33
Cybersecurity Protocols	⊖	3.13	4.17
Independent Complaint Mechanism	✗	0.00	4.17

PILLAR III - OPERATIONAL EFFICIENCY

CATEGORY: ELECTRICITY

CATEGORY: ELECTRICITY		32.79	/33.33
Sub-Category: Time to Obtain a Connection		16.50	/16.67
Time to Obtain an Electricity Connection (from the moment the client submits the connection request until the service is received)	⊖	16.50	16.67
Sub-Category: Reliability of Supply		16.29	/16.67
Reliability of Electricity Supply	⊖	16.29	16.67

CATEGORY: WATER

CATEGORY: WATER		32.83	/33.33
Sub-Category: Time to Obtain a Connection		16.17	/16.67
Time to Obtain a Water Connection (from the moment the client submits the connection request until the service is received)	⊖	16.17	16.67
Sub-Category: Reliability of Supply		16.67	/16.67
Reliability of Water Supply	✓	16.67	16.67

CATEGORY: INTERNET

CATEGORY: INTERNET		29.83	/33.33
Sub-Category: Time to Obtain a Connection		16.67	/16.67
Time to Obtain Internet Connection (from the moment the client submits the connection request until the service is received)	✓	16.67	16.67

PILLAR III (continued)...

Obtained points
↓
Maximum points
↓

Sub-Category: Reliability of Supply		13.17	/16.67
Reliability of Internet Supply		13.17	16.67

INDICATORS AND COMPONENTS	VALUES
Time to obtain an electrical connection upon application (days)	5
Percent of firms that own or share generator (%)	17
Number of electrical outages in a typical month (count)	1
Average duration of electricity outages in a typical month (hours)	N/A
Losses due to electrical outages (% of annual sales)	N/A
Time to obtain internet connection (days)	1
Percent of firms not experiencing internet disruptions (%)	71
Time to obtain a water connection upon application (days)	7
Percent of firms not experiencing water insufficiencies (%)	98

Labor



The Labor topic measures good practices in employment regulations and public services from the perspective of both enterprises and employees across three different dimensions, here referred to as pillars. The first pillar assesses the quality of labor regulations pertaining to workers' conditions and employment restrictions and costs, covering de jure features of the regulatory framework that are necessary for the functioning of the labor market and to provide employers and employees with their obligations and relevant safeguards. The second pillar measures the adequacy of public services for labor, assessing the de facto provision of social protection and the institutional framework on which the labor market and the enforcement of labor regulations depend. The third pillar measures the operational efficiency of labor regulations and public services in practice, assessing employment restrictions and cost, as well as public services.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

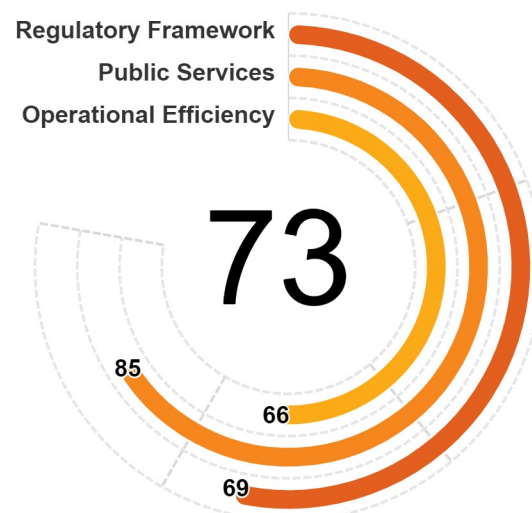


TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: WORKERS' CONDITIONS

Sub-Category: Labor Rights





Indicator	Status	Obtained points	Maximum points
Equal Remuneration for Work of Equal Value	✓	1.28	1.28
Prohibition of Discrimination	⊖	1.20	1.28
Freedom of Association and Assembly	✓	1.28	1.28
Right to Collective Bargaining	✓	1.28	1.28
Prohibition of Forced Labor	✓	1.28	1.28
Minimum Legal Age for Employment	✓	1.28	1.28

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR I (continued)...

Prohibition of Child Labor	✓	1.28	1.28
Existence of Health and Safety Legislation	✓	1.28	1.28
Periodic Review of Health and Safety Legislation	✓	1.28	1.28
Law on Workplace Violence, Discrimination, Harassment, Bullying	⊖	0.96	1.28
Protection Against Workplace Violence, Discrimination, Harassment, Bullying through Grievance Mechanisms, Information, and Training	⊖	0.32	1.28
Legally Mandated Paid Annual Leave	✗	0.00	1.28
Legally Mandated Paid Sick Leave	✗	0.00	1.28
Sub-Category: Minimum Wage Attributes		8.33	/16.67
Existence of Minimum Wage in the Private Sector	✓	4.17	4.17
Criteria for Determining Minimum Wage Level	✓	4.17	4.17
Minimum Wage Update Process	✗	0.00	4.17
Social Consultation	✗	0.00	4.17
Sub-Category: Termination of Employment		16.67	/16.67
Legally Mandated Notice Period	✓	5.56	5.56
Legally Mandated Severance Pay	✓	5.56	5.56
Notification Requirement for Collective Dismissal	✓	5.56	5.56
CATEGORY: EMPLOYMENT RESTRICTIONS AND COSTS		30.96	/50.00
Sub-Category: Terms of Employment		6.67	/16.67
No Restrictions on the Use of Fixed-Term Contracts for Any Task	✓	1.67	1.67
No Restrictions on the Use of Fixed-Term Contracts for Permanent Tasks	✓	1.67	1.67
No Legal Mandate for Firms to Pay Wage Premium for Night Work	✗	0.00	1.67
No Restrictions on Overtime Work Within a Limit of 56 Hours Weekly Maximum	✗	0.00	3.33
No Legal Mandate for Firms to Pay for Unemployment Protection Directly	✗	0.00	1.67
No Legal Mandate for Firms to Pay for Health Care Directly	✗	0.00	1.67
No Legal Mandate for Firms to Pay for Pensions Directly	✗	0.00	1.67
Lawful Grounds, Including Business Needs, for Individual Dismissal	✓	3.33	3.33

PILLAR I (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

Sub-Category: Minimum Wage Rate		14.67	/16.67
Minimum Wage Rate	⊖	14.67	16.67
Sub-Category: Termination of Employment		9.63	/16.67
Length of Notice Period	⊖	0.54	4.17
Amount of Severance Payment	⊖	0.75	4.17
No Third-Party Approval Requirement for Individual Dismissal	✓	4.17	4.17
No Third-Party Approval Requirement for Collective Dismissal	✓	4.17	4.17
PILLAR II - PUBLIC SERVICES		85.12	/100.00
CATEGORY: SOCIAL PROTECTION		37.50	/50.00
Sub-Category: Unemployment Insurance		12.50	/16.67
Availability of Government-Provided Unemployment Insurance	⊖	4.17	8.33
Funding for Unemployment Insurance from General Tax Revenues	✓	8.33	8.33
Sub-Category: Health Care Coverage		12.50	/16.67
Availability of Universal Health Care	⊖	4.17	8.33
Funding for Health Care from General Tax Revenues	✓	8.33	8.33
Sub-Category: Retirement Pension		12.50	/16.67
Availability of Government-Provided Retirement Pension Scheme	⊖	4.17	8.33
Funding for Non-Contributory Retirement Pension from General Tax Revenues	✓	8.33	8.33
CATEGORY: EMPLOYMENT SERVICES		47.62	/50.00
Sub-Category: Employment Centers and Training		14.29	/16.67
Existence of a National Employment Service Center	✓	4.76	4.76
No Legal Mandate for Firms to Pay for Employment Service Center Services	✗	0.00	2.38
Legal Mandate for Vocational Guidance and Training for Unemployed and Job Seekers	✓	4.76	4.76
Existence of Public Training Programs for Unemployed and Job Seekers	✓	4.76	4.76
Sub-Category: Labor Dispute Resolution Mechanisms		16.67	/16.67
Existence of a Functioning, Specialized, and Independent Mechanism for Resolution of a Labor Dispute	✓	8.33	8.33

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR II (continued)...

Existence of Alternative Dispute Resolution Process for a Labor Dispute	✓	8.33	8.33
Sub-Category: Labor Inspectorates		16.67	/16.67
Existence of a Central Labor Inspectorate	✓	4.17	4.17
Best Practice Initiation of Labor Inspections	✓	4.17	4.17
Existence of Data on Reported Number of Cases/Complaints for Labor Violations	✓	8.33	8.33

PILLAR III - OPERATIONAL EFFICIENCY

65.75 /100.00

CATEGORY: EMPLOYMENT RESTRICTIONS AND COSTS

42.42 /50.00

Sub-Category: Social Contribution		14.67	/16.67
Ratio of Social Contribution	⊖	14.67	16.67
Sub-Category: Obstacles to Hiring		16.33	/16.67
Percent of Firms Identifying Labor Regulations as a Constraint	⊖	16.33	16.67
Sub-Category: Dismissal Time and Cost		11.42	/16.67
Weeks to Dismiss Full-Time Permanent Worker	⊖	3.17	8.33
Weeks Paid in Severance	⊖	8.25	8.33

CATEGORY: EMPLOYMENT SERVICES

23.33 /50.00

Sub-Category: On-the-Job Training		0.00	/16.67
Percent of Firms with Formal Training Programs for its Permanent, Full-Time Workers	✗	0.00	16.67
Sub-Category: Prevalence and Operational Efficiency of Labor Disputes		16.67	/16.67
Percent of Firms Involved in Labor Dispute over Last 3 Years	✓	16.67	16.67
Sub-Category: Health and Safety Inspection		6.67	/16.67
Percent of Firms Visited or Inspected for Workplace Health and Safety	⊖	0.08	8.33
Percent of Firms with a Report Issued by Inspectorate for Workplace Health and Safety	⊖	6.58	8.33

INDICATORS AND COMPONENTS	VALUES
Time to dismiss full-time permanent worker (weeks)	5
Weeks paid in severance	1
Percent of firms involved in labor dispute over last 3 years (%)	0
Time to resolve labor dispute (months)	N/A
Percent of firms visited or inspected for health and safety (%)	6
Percent of firms with a report issued for health and safety inspection (%)	71
Labor taxes as percentage of all taxes paid in the last fiscal year (%)	14
Perceptions index of labor regulations as a constraint	90
Percent of firms offering formal training programs to their permanent, full-time employees (%)	9

Financial Services



The Financial Services topic measures four areas—Commercial Lending; Secured Transactions; e—Payments; and Credit Information—across three different dimensions, here referred to as pillars. The first pillar assesses the effectiveness of regulation pertaining to commercial lending, secured transactions, and e—payments, covering the de jure features of regulatory frameworks. The second pillar measures the accessibility of information in credit infrastructure by evaluating the operation of credit bureaus and registries and the operation of collateral registries. Thus, the second pillar assesses de facto and some de jure aspects of financial services. The third pillar measures the operational efficiency of (i) obtaining a loan; (ii) registering a security interest as well as the timeliness of credit information sharing; and (iii) e—payments usage and their efficiency.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.



TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: COMMERCIAL LENDING

Sub-Category: Customer Due Diligence (CDD) and Risk Factors

Requirement to Conduct CDD and Risk Factors

Sub-Category: Record Keeping of Customer Information

CDD for Existing Customers and Record Keeping

Sub-Category: Availability of Enhanced and Simplified CDD Measures

Simplified CDD

Enhanced CDD

	Obtained points	Maximum points
PILLAR I - REGULATORY FRAMEWORK	41.40	/100.00
CATEGORY: COMMERCIAL LENDING	7.58	/20.00
Sub-Category: Customer Due Diligence (CDD) and Risk Factors	6.33	/10.00
Requirement to Conduct CDD and Risk Factors	6.33	10.00
Sub-Category: Record Keeping of Customer Information	1.25	/5.00
CDD for Existing Customers and Record Keeping	1.25	5.00
Sub-Category: Availability of Enhanced and Simplified CDD Measures	0.00	/5.00
Simplified CDD	0.00	3.33
Enhanced CDD	0.00	1.67

PILLAR I (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points



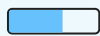
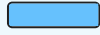

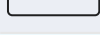




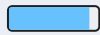
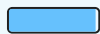

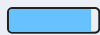

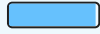

Obtained points
↓
Maximum points
↓

CATEGORY: SECURED TRANSACTIONS		18.75	/40.00
Sub-Category: Integrated Legal Framework for Secured Transactions		1.25	/10.00
Integrated Legal Framework for Secured Transactions	⊖	1.25	10.00
Sub-Category: Types of Movable Assets, Debts, and Obligations That can be Secured		7.50	/20.00
Security Interest in a Single Category of Movable Assets	✗	0.00	5.00
Security Interest in Combined Category of Movable Assets	⊖	2.50	5.00
Security Interest over Future Assets	✗	0.00	5.00
Debts and Obligations	✓	5.00	5.00
Sub-Category: Priority/Enforcement of Security Interests		10.00	/10.00
Priority of Claims Outside of Insolvency or Bankruptcy	✓	5.00	5.00
Enforcement of Security Interests	✓	5.00	5.00
CATEGORY: E-PAYMENTS		15.07	/40.00
Sub-Category: Risk Management		1.67	/10.00
External Review and Internal Control	✗	0.00	3.33
Cybersecurity and Operational Risk	⊖	0.83	3.33
Liquidity Risk	⊖	0.83	3.33
Sub-Category: Consumer Protection		5.90	/20.00
Obligations of User and Payment Service Provider (PSP)	⊖	1.67	3.33
Cancellation of Erroneous Transactions, Protection of Funds Held by Non-Bank PSPs and Liability of Unauthorized Payments	⊖	1.04	3.33
Disclosure of Fees and Notification of Fee Changes	⊖	0.83	3.33
Disclosure of Liability, Use of Data, and Dispute Mechanisms	⊖	1.25	3.33
Disputing a Transaction	⊖	1.11	3.33
Availability of Dispute Mechanisms	✗	0.00	3.33
Sub-Category: Interoperability of Payment Systems and Promotion of Competition		7.50	/10.00
Interoperability of Payment Systems	✓	3.33	3.33
Fair Competition	⊖	1.67	3.33
Equal Access and Treatment of Different PSPs	⊖	2.50	3.33

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR II - PUBLIC SERVICES			39.17	/100.00
CATEGORY: OPERATION OF CREDIT BUREAUS AND REGISTRIES			39.17	/50.00
Sub-Category: Data Coverage			10.00	/16.67
Data Coverage		⊖	10.00	16.67
Sub-Category: Types of Data Collected and Shared			16.67	/16.67
Types of Data Collected and Shared		✓	16.67	16.67
Sub-Category: Additional Services and Borrower's Access to Information			12.50	/16.67
Additional Services and Borrower's Access to Information		⊖	12.50	16.67
CATEGORY: OPERATION OF COLLATERAL REGISTRIES			0.00	/50.00
Sub-Category: Existence of a Centralized and Publicly Available Registry			0.00	/16.67
Existence of a Centralized and Publicly Available Registry		✗	0.00	16.67
Sub-Category: Notice-Based Registry Updates			0.00	/16.67
Notice-Based Registry Updates		✗	0.00	16.67
Sub-Category: Autonomy of Secured Creditors to Access and Update the Registry			0.00	/16.67
Autonomy of Secured Creditors to Access and Update the Registry		✗	0.00	16.67
PILLAR III - OPERATIONAL EFFICIENCY			90.93	/100.00
CATEGORY: LOANS			45.13	/50.00
Sub-Category: Obtaining a Loan			38.80	/40.00
Time to Obtain a Loan		⊖	19.80	20.00
Obstacles to Obtaining a Loan		⊖	19.00	20.00
Sub-Category: Operational Efficiency of Security Interest and Credit Data Update			6.33	/10.00
Operational Efficiency of Security Interest and Credit Data Update		⊖	6.33	10.00
CATEGORY: E-PAYMENTS			45.80	/50.00
Sub-Category: Cost of e-Payments			20.00	/20.00
Cost to Receive e-Payments		✓	10.00	10.00
Cost to Make e-Payments		✓	10.00	10.00
Sub-Category: Time to Receive e-Payments			9.70	/10.00
Time to Receive e-Payments		⊖	9.70	10.00
Sub-Category: Usage Level of e-Payments			16.10	/20.00

PILLAR III (continued)...

Obtained points
↓
Maximum points
↓

Usage Level in Receiving e-Payments	⊖	8.70	10.00
Usage Level in Making e-Payments	⊖	7.40	10.00

INDICATORS AND COMPONENTS	VALUES
Time to receive a decision on loan application (days)	13
Percent of firms reporting unfavorable rates, collateral, or procedures as main reason for not applying for loans	17
Perceptions index of access to finance as a constraint	81
Proportion of payments received using e-payments (%)	66
Time to receive the main type of e-payment (days)	1
Cost to receive main type of e-payment (% of transaction)	1
Proportion of payments made using e-payments (%)	63
Cost to make main type of e-payment (% of transaction)	0
Time to register new security interests in the collateral registry (weeks)	1
Cost to register security interests in the collateral registry (% of GNI per capita)	N/A
Time to reflect new credit report information from submission (days)	1

International Trade



The International Trade topic measures different aspects of international trade—trade in goods, trade in services, and digital trade—across three different dimensions, here referred to as pillars. The first pillar assesses the quality of regulations pertaining to international trade, covering de jure features of a regulatory framework that are necessary to establish a nondiscriminatory, transparent, predictable, and safe environment to harness the potential of international trade. The second pillar assesses digital and physical infrastructure concerning international trade and the quality of border management, thus assessing de facto provision of public services for international trade facilitation. The third pillar measures the time and cost to comply with export and import requirements, participation in cross-border digital trade, as well as the perceived major obstacles for international trade.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

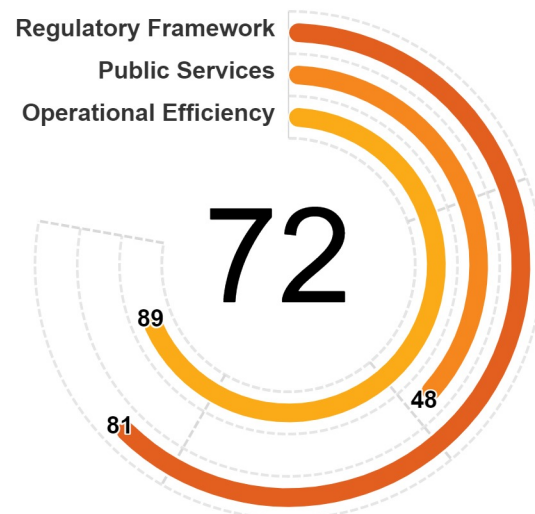


TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: PRACTICES SUPPORTING INTERNATIONAL TRADE

Sub-Category: International Trade in Goods and Services

		Obtained points	Maximum points
Establishment of Maritime Single Window	✓	1.19	1.19
Temporary Admission of Goods	✓	1.19	1.19
Rules on Liability of Carriers	⊖	0.60	1.19
Simplified Visa Regime – Foreign Crew Members and Service Providers	✓	1.19	1.19
Reasons for License Rejection, Suspension and Cancellation (Freight Transport)	✓	1.19	1.19

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR I (continued)...



Reasons for License Rejection, Suspension and Cancellation (Logistics Services)	✓	1.19	1.19
Right to Appeal (Goods) - Administrative	✗	0.00	1.19
Right to Appeal (Goods) - Judicial	✗	0.00	1.19
Right to Appeal (Services) – Administrative (Freight Transport)	✓	1.19	1.19
Right to Appeal (Services) – Administrative (Logistics Services)	✓	1.19	1.19
Right to Appeal (Services) – Judicial (Freight Transport)	✓	1.19	1.19
Right to Appeal (Services) – Judicial (Logistics Services)	✓	1.19	1.19
De Minimis Value	⊖	0.50	1.19
Legal Requirements for the Imposition of Non-Tariff Measures	✗	0.00	1.19
Sub-Category: Digital and Sustainable Trade (includes gender and environment)		15.74	/16.67
Electronic Contracts	✓	1.85	1.85
Electronic Signatures	✓	1.85	1.85
Technology Neutrality	✓	1.85	1.85
Cross-Border Data Flows	✓	1.85	1.85
Cross-Border Carbon Pricing Instruments	✓	0.93	0.93
Tariffs on Environmental Goods	⊖	0.93	1.85
Endangered Species	✓	0.93	0.93
Oil, Chemical, Sewage and Air Pollution	✓	0.93	0.93
Hazardous Chemicals or Pesticides	✓	0.93	0.93
Freedom of Association and Right to Collective Bargaining	✓	0.93	0.93
Gender Equality in Trade Agreements	✓	0.93	0.93
Women’s Participation in Economic and Development Activity	✓	1.85	1.85
Sub-Category: International Trade Cooperation		16.67	/16.67
Absence of Non-Notified PTAs	✓	1.85	1.85
Duty Free Trade	✓	1.85	1.85
Digital Trade	✓	1.85	1.85
Investment and Movement of Capital	✓	1.85	1.85
Trade in Services	✓	1.85	1.85
Harmonization of Regulation on Non-Tariff Measures	✓	1.85	1.85

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR I (continued)...



Freight Transport Services Sector	✓	1.85	1.85
Logistics Services Sector	✓	1.85	1.85
Competent Authorities to Oversee the Implementation of PTAs	✓	1.85	1.85
CATEGORY: REGULATORY RESTRICTIONS ON INTERNATIONAL TRADE		36.29	/50.00
Sub-Category: International Trade in Goods (includes gender)		12.11	/20.00
Sanitary and Phytosanitary Measures	✓	0.53	0.53
Sanitary and Phytosanitary Measures (National Treatment)	✓	1.05	1.05
Technical Barriers to Trade	✓	0.53	0.53
Technical Barriers to Trade (National Treatment)	✓	1.05	1.05
Absence of Pre-shipment Inspections	✗	0.00	1.05
Absence of Contingent Trade-Protective Measures	✗	0.00	1.05
Absence of Quantity Control Measures	✗	0.00	1.05
Absence of Price Control Measures	✗	0.00	1.05
Absence of Finance Measures	✓	1.05	1.05
Absence of Export Restrictions	✓	1.05	1.05
Absence of Caps on the Number of Operating Licenses (Freight Transport)	✓	1.05	1.05
Absence of Price Floors and Price Guidelines (Freight Transport)	✓	1.05	1.05
Absence of Mandatory Use of Certified Operators (Freight Transport)	✗	0.00	1.05
Absence of Caps on the Number of Operating Licenses (Logistics)	✓	1.05	1.05
Absence of Price Floors and Price Guidelines (Logistics)	✓	1.05	1.05
Absence of Mandatory Use of Certified Operators (Logistics)	✗	0.00	1.05
Safety Regulations – Certification for Operators (Freight Transport)	✗	0.00	0.53
Safety Regulations – Equipment (Freight Transport)	✓	0.53	0.53
Safety Regulations – Maximum Hours (Freight Transport)	✓	0.53	0.53
Safety Regulations – Certification for Operators (Logistics)	✗	0.00	0.53
Safety Regulations – Equipment (Logistics)	✓	0.53	0.53
Safety Regulations – Maximum Hours (Logistics)	✗	0.00	0.53
Absence of Additional Restrictions for Female Service Providers	✓	1.05	1.05

TABLE LEGEND

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Obtained points
↓
Maximum points
↓

PILLAR I (continued)...

Sub-Category: International Trade In Services			18.18	/20.00
Absence of Restrictions on Foreign Registration of Vessels Under National Flags (Maritime Freight Only)	✗	0.00	0.91	
Absence of Restrictions on Cabotage/Access Rights (Maritime Freight Only)	✓	0.91	0.91	
Absence of Restrictions on the Use of Local Port Services (Maritime Freight Only)	✓	0.91	0.91	
Absence of Restrictions on Quotas (Freight Transport)	✓	0.91	0.91	
Absence of Restrictions Subject to an Economic Needs Test (Freight Transport)	✓	0.91	0.91	
Absence of Restrictions on Acquisition and Use of Land and Real Estate (Freight Transport)	✓	0.91	0.91	
Absence of Restrictions on Quotas (Logistics)	✓	0.91	0.91	
Absence of Restrictions Subject to an Economic Needs Test (Logistics)	✓	0.91	0.91	
Absence of Restrictions on Acquisition and Use of Land and Real Estate (Logistics)	✓	0.91	0.91	
Absence of Restrictions on Quotas (Financial Services)	✓	0.91	0.91	
Absence of Restrictions Subject to an Economic Needs Test (Financial Services)	✓	0.91	0.91	
Absence of Restrictions on Acquisition and Use of Land and Real Estate (Financial Services)	✓	0.91	0.91	
Absence of Additional Restrictions on Licensing or Authorization Requirements (Freight Transport)	✓	0.91	0.91	
Absence of Additional Quotas for Foreign Contractual and Independent Service Providers (Freight Transport)	✓	0.91	0.91	
Absence of Labor Market Tests for Foreign Contractual and Independent Service Providers (Freight Transport)	✓	0.91	0.91	
Absence of Additional Restrictions on Licensing or Authorization Requirements (Logistics)	✓	0.91	0.91	
Absence of Additional Quotas for Foreign Contractual and Independent Service Providers (Logistics)	✓	0.91	0.91	
Absence of Labor Market Tests for Foreign Contractual And Independent Service Providers (Logistics)	✓	0.91	0.91	
Absence of Additional Restrictions on Licensing or Authorization Requirements (Financial Services)	✓	0.91	0.91	
Absence of Additional Quotas for Foreign Contractual and Independent Service Providers (Financial Services)	✓	0.91	0.91	

TABLE LEGEND

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Obtained points
↓
Maximum points
↓

PILLAR I (continued)...

Absence of Labor Market Tests for Foreign Contractual and Independent Service Providers (Financial Services)	✗	0.00	0.91
Absence of Procedural Hurdles for Visa for Business Purposes (Freight Transport)	✓	0.91	0.91
Sub-Category: Digital Trade		6.00	/10.00
Absence of Additional Government Licenses	✗	0.00	1.00
Absence of Online Selling Bans	✗	0.00	1.00
No Breach of Tax Neutrality Principle	✓	1.00	1.00
Absence of Charges on Incoming Cross-Border E-Payments	✓	1.00	1.00
Absence of Charges on Outgoing Cross-Border E-Payments	✓	1.00	1.00
Absence of Limits on Cross-Border E-Payments	✓	1.00	1.00
Limitations to Cross-Border Data Flows	✓	0.50	0.50
Disclosure of Relevant Information	✓	0.50	0.50
Consumer Rights – Limits on Advertising	✗	0.00	0.50
Consumer Rights to Cancel Online Purchases	✗	0.00	0.50
Consumer Rights to Receive Refunds	✓	0.50	0.50
Penalties for Non-Compliance with Online Consumer Protection Provisions	✓	0.50	0.50
Online Dispute Resolution Mechanism	✗	0.00	0.50
Online Dispute Resolution Mechanism (Free of Charge Filing)	✗	0.00	0.50

PILLAR II - PUBLIC SERVICES

47.86 /100.00

CATEGORY: DIGITAL AND PHYSICAL INFRASTRUCTURE

27.38 /50.00

Sub-Category: Electronic Systems and Interoperability of Services

0.00 /16.67



Availability of an Advanced Electronic System for International Trade	✗	0.00	1.67
Agency Integration into the Advanced Electronic System for International Trade	✗	0.00	1.67
Stakeholder Integration into the Advanced Electronic System for International Trade	✗	0.00	1.67
Features of the Advanced Electronic System for International Trade	✗	0.00	1.67
Exchange of Information with Trading Partners' Electronic Systems for International Trade	✗	0.00	1.67

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR II (continued)...








Single Point of Access of the Advanced Electronic System for International Trade	✗	0.00	1.67
Single Sign-On of the Advanced Electronic System for International Trade	✗	0.00	1.67
Single Submission of Data of the Advanced Electronic System for International Trade	✗	0.00	1.67
Single Point of Decision Making of the Advanced Electronic System for International Trade	✗	0.00	1.67
Single Point of Payment of the Advanced Electronic System for International Trade	✗	0.00	1.67
Sub-Category: Transparency and Availability of Information		16.67	/16.67
Trade Information Portal (TIP)	✓	1.39	1.39
Publication – Duties, Taxes, Fees, and Non-Tariff Measures	✓	1.39	1.39
Publication – Procedures and Advance Rulings	✓	1.39	1.39
Publication – Penalties and Procedures for Appeal	✓	1.39	1.39
Publication – Licensing Criteria (Freight Transport)	✓	1.39	1.39
Publication – Licensing Criteria (Logistics Services)	✓	1.39	1.39
Publication – Proposals of Laws and Draft Regulations	✓	1.39	1.39
Publication – Advance Notices	✓	1.39	1.39
Enquiry Points	✓	1.39	1.39
Consultation – Practice	✓	1.39	1.39
Consultation – Reasonable Opportunity	✓	1.39	1.39
Consultation – Process to Consider Comments	✓	1.39	1.39
Sub-Category: Trade Infrastructure		10.71	/16.67
Equipment and Facilities (Border 1 – Land Border or Airport)	⊖	1.19	2.38
Services and Amenities (Border 1 – Land Border or Airport)	✗	0.00	2.38
Equipment and Facilities (Border 2 – Port or Airport)	✓	2.38	2.38
Services and Amenities (Border 2 – Port or Airport)	✓	2.38	2.38
Connection to the Electronic Single Window (Port or Airport)	✓	2.38	2.38
Information Systems (Port or Airport)	✓	2.38	2.38
Consultative Committee (Port or Airport)	✗	0.00	2.38

PILLAR II (continued)...










TABLE LEGEND

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Obtained points
↓
Maximum points
↓

CATEGORY: BORDER MANAGEMENT			20.48	/50.00
Sub-Category: Risk Management			10.00	/20.00
	Customs Risk Management Availability	✓	2.50	2.50
	Customs Risk Management Coverage	✓	2.50	2.50
	Sanitary and Phytosanitary Agency Integration	✗	0.00	2.50
	Standardization Agency Integration	✗	0.00	2.50
	Environmental Agency Integration	✗	0.00	2.50
	Security Border Agency Integration	✗	0.00	2.50
	Automated Profiling and Targeting	✓	2.50	2.50
	Post-Clearance Audits	✓	2.50	2.50
Sub-Category: Coordinated Border Management			7.14	/20.00
	Unique Consignment Reference	✓	2.86	2.86
	Joint Controls (Internal)	✓	2.86	2.86
	Integrated Border Checkpoint	✗	0.00	2.86
	Exchange of Information	✗	0.00	2.86
	Joint Controls (External)	✗	0.00	2.86
	Alignment of Operating Hours	⊖	1.43	2.86
	Unified Document or Set of Documents	✗	0.00	2.86
Sub-Category: Trusted Trader Programs			3.33	/10.00
	Availability of a Trusted Trader Program for Exporters and Importers	⊖	0.83	1.67
	Availability of a Trusted Trader Program for Other Operators	⊖	0.83	1.67
	Benefits of the Trusted Trader Program	⊖	0.83	1.67
	Inter-Agency Recognition of the Trusted Trader Program	✗	0.00	1.67
	Mutual Recognition Agreements of the Trusted Trader Program	✗	0.00	1.67
	Electronic Certification and Renewal Process of the Trusted Trader Program	⊖	0.83	1.67
PILLAR III - OPERATIONAL EFFICIENCY			88.80	/100.00
CATEGORY: COMPLIANCE WITH EXPORT REQUIREMENTS			38.60	/40.00
Sub-Category: Total Time to Comply with Export Requirements			19.20	/20.00
	Total Time to Comply with Export Requirements	⊖	19.20	20.00

PILLAR III (continued)...

		Obtained points ↓	Maximum points ↓
Sub-Category: Total Cost to Comply with Export Requirements		19.40	/20.00
Total Cost to Comply with Export Requirements	⊖	19.40	20.00
CATEGORY: COMPLIANCE WITH IMPORT REQUIREMENTS		38.40	/40.00
Sub-Category: Total Time to Comply with Import Requirements		18.60	/20.00
Total Time to Comply with Import Requirements	⊖	18.60	20.00
Sub-Category: Total Cost to Comply with Import Requirements		19.80	/20.00
Total Cost to Comply with Import Requirements	⊖	19.80	20.00
CATEGORY: PARTICIPATION IN CROSS-BORDER DIGITAL TRADE		2.30	/10.00
Sub-Category: Share of Trading Firms Exporting Digitally Ordered Goods		2.30	/10.00
Share of Trading Firms Exporting Digitally Ordered Goods	⊖	2.30	10.00
CATEGORY: PERCEIVED MAJOR OBSTACLES: BUSINESS TRANSPORTATION, CUSTOMS AND TRADE REGULATIONS		9.50	/10.00
Sub-Category: Share of Firms Identifying Customs and Trade Regulations as Major or Severe Constraints		4.55	/5.00
Share of Firms Identifying Customs and Trade Regulations as Major or Severe Constraints	⊖	4.55	5.00
Sub-Category: Share of Firms Identifying Transportation as Major or Severe Constraints		4.95	/5.00
Share of Firms Identifying Transportation as Major or Severe Constraints	⊖	4.95	5.00

INDICATORS AND COMPONENTS	VALUES
Time or exported goods to clear all border control agencies (days)	4
FCA costs to comply with all export requirements (% of value of goods exported)	7
Time for imported goods to clear all border control agencies (days)	7
DAP costs to comply with all import requirements (% of value of goods imported)	6
Perceptions index of transportation as a constraint	81
Perceptions index of customs and trade regulations as a constraint	89
Percent of firms with exports shipped by main parcel (%)	24

Taxation



The Taxation topic measures the quality of regulation, administration, and practical implementation of tax systems across the three different dimensions, referred to as pillars. The first pillar assesses the quality of regulation related to taxation, encompassing both the legal framework (de jure) and the implementation (de facto) of the legal requirements. The second pillar measures the quality of tax administration by assessing the public services related to tax matters. The third pillar evaluates the practical effectiveness of the implemented tax regulations and public services.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.



TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK		Obtained points	Maximum points
CATEGORY: CLARITY AND TRANSPARENCY		19.00	/40.00
Sub-Category: Clarity of Tax Regulations		5.00	/20.00
Tax Guides and Their Delivery Channels	⊖	5.00	10.00
Binding Rulings and Post-Compliance Procedures	✗	0.00	10.00
Sub-Category: Transparency of Changes in Tax Regulations		14.00	/20.00
Obtaining Feedback and Broad Public Consultation	⊖	4.00	10.00
Practice on Preparing and Publishing Future Tax Plans	✓	10.00	10.00
CATEGORY: ADMINISTRATIVE PROCEDURES		14.50	/40.00
Sub-Category: Simplified Tax Record Keeping and Reporting		2.00	/10.00
Simplified Record Keeping and Reporting	⊖	2.00	10.00
Sub-Category: General Tax Registration		7.50	/10.00
Transparency in the Tax Registration Process	⊖	7.50	10.00

PILLAR I (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

Sub-Category: VAT Registration	<input type="checkbox"/>	0.00	/10.00
VAT Registration Threshold	✗	0.00	10.00
Sub-Category: VAT Refund	<input type="checkbox"/>	5.00	/10.00
VAT Refund	⊖	5.00	10.00
CATEGORY: ENVIRONMENTAL TAXES	<input type="checkbox"/>	0.00	/20.00
Sub-Category: Existence of Environmental Fiscal Instruments	<input type="checkbox"/>	0.00	/4.00
Presence of Environmental Fiscal Instruments	✗	0.00	4.00
Sub-Category: Availability of Public Consultations	<input type="checkbox"/>	0.00	/8.00
Availability of Public Consultations	✗	0.00	8.00
Sub-Category: Transition Periods	<input type="checkbox"/>	0.00	/8.00
Transition Periods	✗	0.00	8.00
PILLAR II - PUBLIC SERVICES	<input type="checkbox"/>	46.04	/100.00
CATEGORY: DIGITAL SERVICES FOR TAXPAYERS	<input type="checkbox"/>	16.67	/25.00
Sub-Category: Online Service Taxpayer Portal	<input type="checkbox"/>	4.17	/6.25
Online Service Taxpayer Portal	⊖	4.17	6.25
Sub-Category: Electronic Filing of Taxes	<input type="checkbox"/>	6.25	/6.25
Electronic Filing	✓	6.25	6.25
Sub-Category: Pre-Filled Tax Declarations	<input type="checkbox"/>	0.00	/6.25
Pre-Filled Declarations	✗	0.00	6.25
Sub-Category: Electronic Payment of Taxes	<input type="checkbox"/>	6.25	/6.25
Electronic Payment	✓	6.25	6.25
CATEGORY: DATA MANAGEMENT AND SYSTEM INTEGRATION IN TAX ADMINISTRATION	<input type="checkbox"/>	12.50	/25.00
Sub-Category: Tax Registration	<input type="checkbox"/>	6.25	/6.25
Tax Registration Process	✓	6.25	6.25
Sub-Category: Taxpayer Database and Tax Identification Number (TIN)	<input type="checkbox"/>	6.25	/6.25
Taxpayer Database and TIN	✓	6.25	6.25
Sub-Category: Tax Deregistration	<input type="checkbox"/>	0.00	/6.25
Tax Deregistration	✗	0.00	6.25

PILLAR II (continued)...




TABLE LEGEND

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Obtained points
↓
Maximum points
↓

Sub-Category: Data Exchange and Usage (includes gender)		0.00	/6.25
Information Cross-Checking on Tax Portal	✗	0.00	2.08
Data Cross-Checking to Verify Tax Declarations	✗	0.00	2.08
Availability of Sex-Disaggregated Data and Their Analysis	✗	0.00	2.08
CATEGORY: TRANSPARENCY		11.25	/25.00
Sub-Category: Annual Performance and Gender Diversity in Tax Administration		2.50	/12.50
Annual Performance	⊖	2.50	4.17
Gender Composition of the Staff In Tax Administration	✗	0.00	8.33
Sub-Category: Public Accountability		8.75	/12.50
Public Accountability	⊖	8.75	12.50
CATEGORY: TAX AUDITS AND RELATED DISPUTES		5.63	/25.00
Sub-Category: Tax Audits		2.50	/12.50
Existence of Annual National Tax Audit Plan	✗	0.00	5.00
Existence of Different Types of Audits	⊖	2.50	5.00
The Monitoring of Taxpayer Audits	✗	0.00	2.50
Sub-Category: Dispute of Tax Audit Results		3.13	/12.50
First-Level Review Mechanism	✗	0.00	6.25
Second-Level Review Mechanism	⊖	3.13	6.25
PILLAR III - OPERATIONAL EFFICIENCY		89.85	/100.00
CATEGORY: TIME AND FUNCTIONALITY OF PROCESSES		44.60	/50.00
Sub-Category: Time to File and Pay Taxes		6.10	/10.00
Total Time for Preparation, Filing, Payment	⊖	6.10	10.00
Sub-Category: Use of Electronic Systems to File and Pay Taxes		9.95	/10.00
The percentage of Firms Filing and Paying Taxes Electronically	⊖	9.95	10.00
Sub-Category: Duration of a Generic Tax Audit		9.40	/10.00
Total Time Needed to Complete the Audit	⊖	9.40	10.00
Sub-Category: Duration of a Tax Dispute		9.90	/10.00
Time to Review a Tax Dispute	⊖	9.90	10.00
Sub-Category: Use of a VAT Refund		9.25	/10.00

PILLAR III (continued)...

		Obtained points ↓	Maximum points ↓
Obtaining a VAT Refund in Practice	⊖	9.25	10.00
CATEGORY: FINANCIAL BURDEN ON FIRMS		45.25	/50.00
Sub-Category: Effective Tax Rate (ETR) for Profit Taxes		23.25	/25.00
Effective Tax Rate (ETR) for Profit Taxes	⊖	23.25	25.00
Sub-Category: Effective Tax Rate (ETR) for Employment Taxes and Social Contributions		22.00	/25.00
Effective Tax Rate (ETR) for Employment Taxes and Social Contributions	⊖	22.00	25.00

INDICATORS AND COMPONENTS	VALUES
Time to prepare, file, and pay taxes (hours)	96
Percentage of respondent firms that used electronic systems to file taxes (%)	100
Percentage of respondent firms that used electronic systems to pay taxes (%)	99
Total time between the first interaction with auditors and receipt of final audit report (weeks)	2
Time between the moment a taxpayer files a claim until the moment the decision is issued (days)	40
Percentage of firms who did not apply for a VAT refund due to processes being too burdensome (%)	17
Time to receive a VAT refund adjusted by the number of firms reporting issues with VAT refunds (weeks)	5
Effective tax rate of income-based taxes (%)	13
Effective tax rate of labor taxes and social contributions	14

Dispute Resolution



The Dispute Resolution topic measures efficiency and quality of the resolution of commercial disputes—those arising in the business context between firms—across three different dimensions, referred to as pillars. The first pillar assesses the adequacy of legislation pertaining to both court processes and alternative dispute resolution (ADR), covering de jure features that are necessary for the efficient processing of cases, facilitated resolution of cross—border claims, creating alternative venues for settling disputes, and ensuring trust in relevant institutions. The second pillar focuses on judicial organizational structure, courts’ digitization and transparency, as well as ADR—related services, thus capturing the de facto provision of public services. The third pillar measures the reliability of dispute resolution, the time and cost required to resolve a dispute, as well as the time and cost associated with the recognition and enforcement of decisions.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

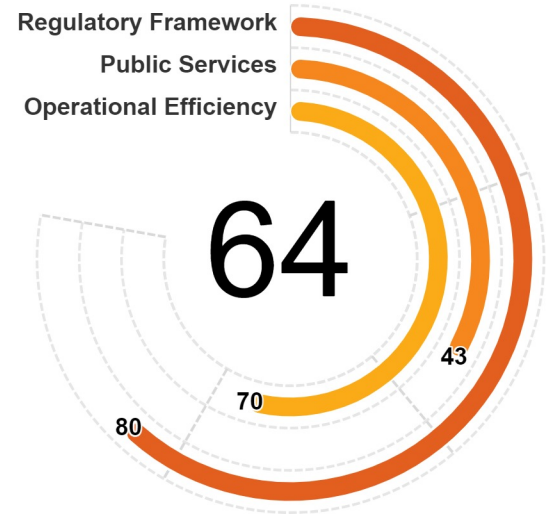


TABLE LEGEND

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- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK		Obtained points	Maximum points
CATEGORY: COURT LITIGATION		79.87	/100.00
Sub-Category: Procedural Certainty (includes environment)		58.34	/66.67
Time Standards	⊖	3.53	4.71
Deadline to Consider a Request for Interim Measures	✓	4.71	4.71
Time Limit on Suggesting Evidence	✓	4.71	4.71
Maximum Number of Adjournments	✗	0.00	4.71
Holding a Pre-Trial Conference	✓	4.71	4.71
Availability of a Default Judgment	✓	4.71	4.71
Recognition and Enforcement of Foreign Judgments	✓	4.71	4.71

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Obtained points
↓
Maximum points
↓

PILLAR I (continued)...

Powers of Enforcement Agents to Seize Extra Types of Assets	⊖	3.14	4.71
Environmental Sustainability	⊖	1.47	2.35
Sub-Category: Judicial Integrity (includes gender)		26.67	/26.67
Independence and Impartiality of Judges	✓	5.33	5.33
Disclosure of Assets by Judges	✓	5.33	5.33
Code of Ethics for Judges	✓	5.33	5.33
Code of Ethics for Enforcement Agents	✓	5.33	5.33
Gender Equality	✓	5.33	5.33
CATEGORY: ALTERNATIVE DISPUTE RESOLUTION (ADR)		21.53	/33.33
Sub-Category: Legal Safeguards in Arbitration		13.20	/16.67
Arbitrability and Parties' Autonomy	⊖	2.08	2.78
Access to Arbitration	⊖	1.39	2.78
Independence and Impartiality of Arbitrators	✓	2.78	2.78
Incorporation of the Principle "Kompetenz-Kompetenz"	✓	2.78	2.78
Court Support of Arbitration	✓	2.78	2.78
Recognition and Enforcement of Arbitral Awards	⊖	1.39	2.78
Sub-Category: Legal Safeguards in Mediation		8.34	/16.67
Voluntary Nature of Commercial Mediation	✓	4.17	4.17
Independence and Impartiality of Mediators	⊖	2.08	4.17
Inadmissibility of Using Suggestions and Statements Made for the Purpose of Mediation in Other Proceedings	✗	0.00	4.17
Recognition and Enforcement of Mediation Agreements	⊖	2.08	4.17
PILLAR II - PUBLIC SERVICES		42.65	/100.00
CATEGORY: COURT LITIGATION		22.37	/66.67
Sub-Category: Organizational Structure of Courts		7.41	/22.22
Existence of a Commercial Court or Chamber	⊖	5.55	5.56
Automated Random Assignment of Cases	✗	0.00	5.56
Existence of a Small Claims Court or Procedure	✗	0.00	5.56
Special Review Mechanisms to Support Judicial Integrity	⊖	1.85	5.56
Sub-Category: Digitalization of Court Processes		4.17	/22.22

PILLAR II (continued)...

TABLE LEGEND

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Obtained points
↓
Maximum points
↓





Electronic Initiation of a Case	✗	0.00	2.78
Electronic Flow of Documents during the Proceedings	✗	0.00	2.78
Issuing an Electronic Judgment	✗	0.00	2.78
Electronic Communication with Courts and Enforcement Agents	✗	0.00	2.78
Admissibility of Digital Evidence	✓	2.78	2.78
Virtual Hearings	✗	0.00	2.78
Auxiliary Electronic Services	⊖	1.39	2.78
Online Auctions	✗	0.00	2.78
Sub-Category: Transparency of Courts (includes gender)		10.79	/22.22
Public Database for Acts of Legislation	✓	3.17	3.17
Public Access to Court Hearings Held in Person	✗	0.00	3.17
Public Access to Court Hearings Held Online	✗	0.00	3.17
Publication of Judgments of Higher Courts	✓	3.17	3.17
Publication of Judgments of First Instance Courts	✓	3.17	3.17
Publication of Information on Court's Composition	✗	0.00	3.17
Publication of Information on Performance of Courts and Enforcement Agents	⊖	1.27	3.17
CATEGORY: ALTERNATIVE DISPUTE RESOLUTION (ADR)		20.28	/33.33
Sub-Category: Public Services for Arbitration (includes gender)		9.72	/16.67
Availability of Commercial Arbitration Services	✓	4.17	4.17
Setting Up a Roster of Arbitrators	✓	4.17	4.17
Digitalization of Arbitration	⊖	1.39	4.17
Transparency of Arbitration	✗	0.00	4.17
Sub-Category: Public Services for Mediation (includes gender)		10.56	/16.67
Availability of Commercial Mediation Services	✓	3.33	3.33
Setting Up a Roster of Mediators	✓	3.33	3.33
Financial Incentives to Use Mediation	✗	0.00	3.33
Digitalization of Mediation	⊖	2.22	3.33
Transparency of Mediation	⊖	1.67	3.33

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Obtained points
↓
Maximum points
↓

PILLAR III - OPERATIONAL EFFICIENCY

PILLAR III - OPERATIONAL EFFICIENCY		70.18	/100.00
CATEGORY: COURT LITIGATION		50.00	/66.67
Sub-Category: Reliability of Courts		26.13	/26.67
In Resolving Commercial Cases, Courts are Independent and Impartial	⊖	12.93	13.33
Courts are Not an Obstacle to Business Operations	⊖	13.20	13.33
Sub-Category: Operational Efficiency of Court Processes		23.87	/40.00
Time for Court Litigation	⊖	11.55	11.67
Cost for Court Litigation	⊖	0.12	11.67
Time to Recognize a Foreign Judgment	⊖	0.60	1.67
Cost to Recognize a Foreign Judgment	✗	0.00	1.67
Time to Enforce a Final Judgment	⊖	5.47	6.67
Cost to Enforce a Final Judgment	⊖	6.13	6.67
CATEGORY: ALTERNATIVE DISPUTE RESOLUTION (ADR)		20.18	/33.33
Sub-Category: Reliability of Alternative Dispute Resolution (ADR)		11.13	/13.33
Arbitration is Reliable for Resolving Commercial Cases	⊖	5.60	6.67
Mediation is Reliable for Resolving Commercial Cases	⊖	5.53	6.67
Sub-Category: Operational Efficiency of Arbitration Processes		9.05	/20.00
Time for Arbitration	⊖	4.95	5.00
Cost for Arbitration	⊖	1.15	5.00
Time to Recognize a Foreign Arbitral Award	⊖	2.95	5.00
Cost to Recognize a Foreign Arbitral Award	✗	0.00	5.00

INDICATORS AND COMPONENTS	VALUES
Perceptions of courts being independent and impartial in resolving commercial disputes	87
Perceptions index of courts as a constraint	95
Time for court litigation (days)	333
Cost for court litigation (% of claim value)	39
Time to recognize a foreign judgment (days)	240
Cost to recognize a foreign judgment (% of claim value)	18

INDICATORS AND COMPONENTS	VALUES
Time to enforce a final judgment (days)	80
Cost to enforce a final judgment (% of claim value)	3
Perceptions of arbitration being a reliable alternative to courts for resolving commercial disputes	85
Perceptions of mediation being a reliable alternative to courts for resolving commercial disputes	86
Time for arbitration (days)	145
Cost for arbitration (% of claim value)	26
Time to recognize a foreign arbitral award (days)	190
Cost to recognize a foreign arbitral award (% of claim value)	18

Market Competition



The Market Competition topic measures good practices related to the enforcement of competition policy, intellectual property rights and innovation policy, and regulations that focus on improving competition and innovation in markets where the government is a purchaser of services or goods across the three different pillars. The first pillar assesses the quality of regulations that promote market competition, covering de jure features of a regulatory framework that enable firms to participate in fair market conditions and innovate, and where firms can participate in open and competitive government markets. The second pillar measures the adequacy of public services that promote market competition, thus assessing the de facto provision of services that create an equal level playing field in markets, and that foster and promote innovation. The third pillar measures the operational efficiency in the implementation of key services promoting market competition (reflecting both the ease of compliance with the regulatory framework and the effective provision of public services directly relevant to firms that contribute in practice to the promotion of market competition).

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

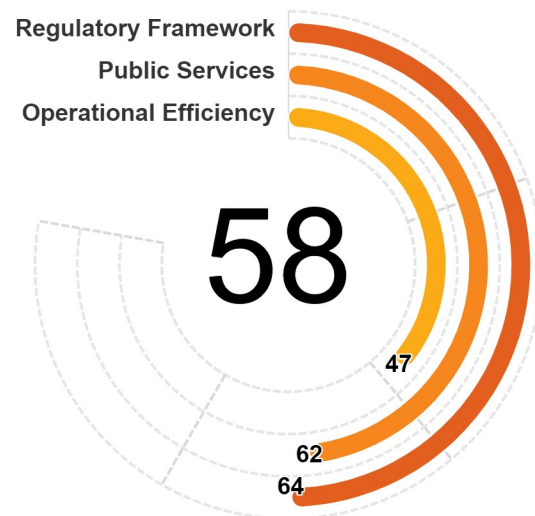


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- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: COMPETITION

Sub-Category: Antitrust

Indicator	Status	Obtained points	Maximum points
Legal Framework Prohibits Anticompetitive Agreements	✓	0.83	0.83
Legal Framework Distinguishes between which Agreements Restrict Competition by Object or Effect	✓	0.83	0.83

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR I (continued)...






Exemptions for Non-Competitive Agreements Must be Justified Based on Public Interest or Efficiency	✓	0.83	0.83
Exemption Regulations Require to Identify the Efficiency, Harm and Consumer's Impact of the Exempted Agreement	⊖	0.42	0.83
Exemptions are Granted for a Certain Period of Time and Renewals are Reviewed	⊖	0.63	0.83
Cartels are Forbidden, and Firms are not Allowed to Use Efficiency Defense for Cartels	⊖	0.21	0.83
Legal Framework Prohibits Abuse of Dominance	✓	0.83	0.83
Definition of Market Dominance and Abuse of Dominant Position	✓	0.83	0.83
Availability of Leniency Programs with Procedural Guarantees	⊖	0.42	0.83
Cooperation with Competition Authorities Offers Confidentiality, Anonymity, and Whistleblower Protection	⊖	0.56	0.83
Leniency Programs Establish Clear Immunity Regimes	⊖	0.42	0.83
Incentives for Voluntary Compliance	⊖	0.42	0.83
Sub-Category: Merger Control		6.00	/10.00
Scope of Merger Control Regulations	✓	1.00	1.00
Legal Framework Establishes the Economic Criteria Used to Identify which Transactions Fall under Merger Control Regime	⊖	0.50	1.00
Legal Framework Establishes a Merger Control Procedure to Assess Competition Distortions	✓	1.00	1.00
Legal Framework Establishes Clear Guidelines and Thresholds for Merger Notifications, Including Individual and Aggregate Thresholds	⊖	0.50	1.00
Existence of a Multi-Phased Merger Review Procedure with Specific Statutory Time Limits	✓	1.00	1.00
Existence of a Simplified Merger Procedure	✗	0.00	1.00
Requirement to Conduct a Substantive Economic Assessment on the Competitive Effects of a Transaction Submitted for a Merger Control Review	✓	1.00	1.00
Availability of Legitimate Justifications for Increases in Market Power Resulting from a Merger or Acquisition	✗	0.00	1.00
Merger Remedies should be Effective, and the Competition Authority should have the Authority to Ensure Compliance	✗	0.00	1.00
Powers to Block Mergers that May Otherwise Adversely Impact Competition and Sanctions for Failure to Notify	✓	1.00	1.00
Sub-Category: State-Owned Enterprises Framework and Scope of Competition Law		2.92	/6.67

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Obtained points
↓
Maximum points
↓

PILLAR I (continued)...

Requirement to Justify Creation of SOEs Based on Economic, Social, and/or Sustainability Criteria and Requirement to Subject the Creation of an SOE to a Review by the Competition Authority	⊖	0.83	1.67
Competition Law Applies to All SOEs and Sectors of the Economy	✓	1.67	1.67
Requirement to Carry Out an Impact Evaluation Assessment to Justify SOE Commercial Activities	✗	0.00	1.67
Existence of Procedure to Exclude or Exempt Certain Firms or Sectors from the Application of Competition Law and Merger Control is Based on Economic, Social or Sustainability Criteria	⊖	0.42	1.67
Sub-Category: Enforcement of Competition Regulations		5.71	/6.67
Procedural and Fairness Guarantees during Investigation	⊖	0.48	0.95
Legal Framework Defines What Constitutes Confidential Information	✓	0.95	0.95
Adequate Powers and Resources to Investigate and to Enforce and Impose Sanctions are Conferred to Competition Authority	✓	0.95	0.95
Competition Authorities have the Powers to Collect Monetary Sanctions and to Enforce Non-Monetary Sanctions	⊖	0.48	0.95
Competition Authority can Investigate a Failure to Notify Transactions and Impose Sanctions Based on the Firm's Turnover	✓	0.95	0.95
Decisions of the Competition Authority are Binding and/or Self-Enforceable and Designation of an Independent Body to Review Decisions of the Competition Authority, and Action for Damages is Allowed	✓	0.95	0.95
An Overall Cap on Fines is Provided in the Regulatory Framework	✓	0.95	0.95
CATEGORY: INNOVATION AND TECHNOLOGY TRANSFER		25.44	/33.33
Sub-Category: Strength of Intellectual Property Rights Protection		7.39	/8.33
Provisions for Establishment of Collective Management Organizations	✓	0.76	0.76
Patentability Requirements (Novelty, Inventive Step, Industrial Applicability) for Inventions and Experimental Use Exception or Research Exemption for Patents	✓	0.76	0.76
Patent Protection Reaching Back to the Filing Date	✓	0.76	0.76
Duration of Patent and Trademark Protection	✓	0.76	0.76
Opposition Mechanisms for Patents and Trademarks	⊖	0.57	0.76
Provisions for Information Submission System for Patents	✗	0.00	0.76
Public Disclosure of Patent	✓	0.76	0.76
Trademark use Obligation, Related Grace Period	✓	0.76	0.76

PILLAR I (continued)...

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Obtained points
↓
Maximum points
↓

Protection for Well-Known Marks	✓	0.76	0.76
Actions or Remedies to Enforce Copyright, Patent, and Trademark Protection	✓	0.76	0.76
Arbitration of Copyright, Patent, and Trademark Disputes	✓	0.76	0.76
Sub-Category: Licensing and Technology Transfer		5.83	/8.33
Provisions on Copyright, Patent, Trademark Licensing Procedures	✓	1.67	1.67
Guidelines for Setting Fair and Non-Discriminatory Royalties	✓	1.67	1.67
Recordal of Change of Patent Owner and Related Timeframe	✓	1.67	1.67
Temporary Licenses/Waivers for Patents	✗	0.00	1.67
Disclosure of Patent and Trademark Licensing Agreements to IPO	⊖	0.83	1.67
Sub-Category: Fair Access to Innovation (includes environment)		6.67	/8.33
Open Access and Open-Source Definition	✓	1.67	1.67
Scope of Permissible Open Access Research Activities	✓	1.67	1.67
Provisions Safeguarding Public Interest	✓	1.67	1.67
Guidelines for IP-Based Financing	✓	1.67	1.67
Provisions on IP Relevant for Environmental Sustainability	✗	0.00	1.67
Sub-Category: University-Industry Collaboration		5.56	/8.33
Standard Model Research Collaboration Agreements	✓	1.39	1.39
Grace Period for Publishing Research Results without Compromising Patentability	✓	1.39	1.39
Patent Ownership Developed within Public Research Organizations	✓	1.39	1.39
Institutional IP Policies of Public Research Organizations	✗	0.00	1.39
University Spin-Offs	✗	0.00	1.39
Financial Incentives for Commercializing Research	✓	1.39	1.39
CATEGORY: BIDDING FOR PUBLIC CONTRACTS		16.44	/33.33
Sub-Category: Access and Firm's Participation (includes gender)		5.00	/11.67
Open and Competitive Procurement as the Default	✓	1.67	1.67
Restrictions to Foreign Firms to Participate in Public Procurement	✗	0.00	1.67
Ability to Divide Contracts into Lots	✗	0.00	1.67
Legal Deadline for Procuring Entities to Process Payments to the Contractor Is Established	✓	1.67	1.67

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Obtained points
↓
Maximum points
↓

PILLAR I (continued)...




Procurement Procedures for Framework Agreements are Established	✗	0.00	1.67
Promoting Gender Equality in Public Procurement	✓	1.67	1.67
Tender and Contractual Mechanisms to Promote SME Participation	✗	0.00	1.67
Sub-Category: Best Value for Money (includes gender and environment)		5.40	/11.67
Criteria for Identifying Abnormally Low Bids are Established	✓	1.46	1.46
Designation of Specialized Tendering Methods for Innovation Procurement	✗	0.00	1.46
Incorporation of Sustainability Clauses in Standard Bidding Documents	✓	1.46	1.46
Incentives to Include Environmental Considerations in Tenders	✗	0.00	1.46
Mechanisms to Introduce Gender-Responsive Public Procurement	⊖	0.29	1.46
Market-Based Tools to Estimate Contract Value	✓	1.46	1.46
Total Cost of Ownership and Life Cycle Cost Considerations are Used in Bid Evaluation	⊖	0.73	1.46
Most Economically Advantageous Tender is the Preferred Evaluation Criteria	✗	0.00	1.46
Sub-Category: Fairness of the Procurement Process		4.17	/5.00
Standstill Period between Contract Award Notice and Contract Signing to Allow Aggrieved Bidders to Challenge the Decision	✗	0.00	0.83
Minimum Duration between Publication of Tender Notice and Submission Deadline Is Clearly Defined	✓	0.83	0.83
Prohibition of Dividing Contracts to Circumvent Open Tendering Thresholds	✓	0.83	0.83
Obligation to Notify Firms of Procurement Decisions and Legal Framework Establishes how Clarification Requests from Potential Bidders should be Addressed	✓	0.83	0.83
Availability of Specialized and Independent Procurement Tribunals and the Right to Appeal its Decisions	✓	0.83	0.83
Time Limits to Resolve Appeals and Legal Recourses Granted to Firms When there are Delays in Resolving Appeals	✓	0.83	0.83
Sub-Category: Transparency of Key Procurement Documents		1.88	/5.00
Publication of Procurement Plans, Notices, Tender Documents, and Award Decisions	⊖	1.88	2.50
Publication of Contracts and Contract Amendments	✗	0.00	2.50

TABLE LEGEND

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Obtained points
↓
Maximum points
↓

PILLAR II - PUBLIC SERVICES

 **61.84** /100.00

CATEGORY: COMPETITION AUTHORITY


 **16.67** /33.33

Sub-Category: Institutional Framework

 **11.11** /16.67

Competition Authority is Operationally Independent	✓	1.85	1.85
Competition Authority has a Clear and Non-Overlapping Mandate	✓	1.85	1.85
Establishment of Procedure for Selection and Dismissal of Board Members	✓	1.85	1.85
Term Limits for Board Members of the Competition Authority	✓	1.85	1.85
Mechanisms are Established for Competition Authorities to Cooperate with Foreign Competition Authorities	✗	0.00	1.85
Cooling off Periods after Term Limits for Board Members of Competition Authority for Private Sector Jobs in Previously Investigated Companies	✗	0.00	1.85
Conflict of Interest Rules are Applied to Employees of the Competition Authority	✓	1.85	1.85
Competition Authority Issues Opinions on Policies and Regulations	✓	1.85	1.85
Competition Authority's Opinions are Binding	✗	0.00	1.85

Sub-Category: Advocacy and Transparency

 **5.56** /16.67

Issuance of Guidance Documents on Horizontal and Vertical Agreements	⊖	0.56	1.67
Issuance of Guidance Documents on Abuse of Dominance	✓	1.67	1.67
Issuance of Guidance Documents on Leniency Programs	⊖	0.83	1.67
Issuance of Guidance on Market Definition	✗	0.00	1.67
Issuance of Guidance Documents on Competition-Related Issues in Digital Platforms	✗	0.00	1.67
Issuance of Guidance on Merger Control	✓	1.67	1.67
Issuance of Analytical Reports on Competition	✗	0.00	1.67
Organization of Workshops to Disseminate Competition Policy	⊖	0.83	1.67
Online Publication of all Antitrust and Merger Control Decisions and Exemptions	✗	0.00	1.67
Electronic Notification of Transaction for Merger Control	✗	0.00	1.67

CATEGORY: INNOVATION IN FIRMS

 **22.53** /33.33

Sub-Category: Institutional Framework to Support Innovation

 **8.33** /11.11

PILLAR II (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓






Pro-Bono or Low-Cost Legal Assistance Offered by IPO to IP Licensees	✓	2.78	2.78
Availability of Information Submission System in Practice	✗	0.00	2.78
Public Consultations on IP Laws and Regulations	✓	2.78	2.78
Public Body Responsible for Participation of Firms in Development of Technical Standards	✓	2.78	2.78
Sub-Category: Digitalization of Intellectual Property Services		5.56	/11.11
Availability of License of Rights Database	✗	0.00	2.78
Availability of Electronic Database on Locally Registered IPR	✓	2.78	2.78
Availability of Online Platform for IP Holders to Manage IPR Electronically and Scope of its Features	✗	0.00	2.78
Online Publication of List of Qualified IP Professionals by the IPO	✓	2.78	2.78
Sub-Category: Innovation Systems (includes gender)		8.64	/11.11
Availability of Technology Transfer Offices	✗	0.00	1.23
Type of Regulatory Approaches to Enable Technology Generation	✓	1.23	1.23
Availability of Innovation Incubators	✓	1.23	1.23
Availability of Innovation Accelerators	✓	1.23	1.23
Government Financial Assistance to Private Incubators/Accelerators	✓	1.23	1.23
Public Research Organizations Technical Assistance to Private Incubators/Accelerators	✓	1.23	1.23
Availability of Incubators/Accelerators that Target Women Entrepreneurs	✓	1.23	1.23
Availability of Science and Technology Parks	✓	1.23	1.23
Availability of Innovation Clusters	✗	0.00	1.23
CATEGORY: E-PROCUREMENT		22.65	/33.33
Sub-Category: Digitalization of Procurement Procedures (includes environment)		16.30	/22.22
Availability of Central E-Procurement Portal	✓	1.48	1.48
Registering as a Vendor	✓	1.48	1.48
Asking the Procuring Entity for Clarifications and Notification of Decisions Electronically	✓	1.48	1.48
Submitting Tenders Electronically	✓	1.48	1.48
Open Bids Electronically and Virtual Workspace to Manage the Tender Procedure	✓	1.48	1.48

TABLE LEGEND

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Obtained points
↓
Maximum points
↓

PILLAR II (continued)...

Submitting Bid Security Electronically and Performance Guarantee with Electronic Validation	✓	1.48	1.48
Contract Signing Electronically	✓	1.48	1.48
E-Contract Management and Implementation Module	✓	1.48	1.48
Submitting Invoices to the Procuring Entity	✓	1.48	1.48
Receiving Payments from the Procuring Entity Electronically	✓	1.48	1.48
Module for Framework Agreement Management	✗	0.00	1.48
E-Reverse Auction Module	✗	0.00	1.48
E-Catalogue of Approved Suppliers	✓	1.48	1.48
Electronic Green Catalogues	✗	0.00	1.48
Applying for Vendor Eco-Certifications or Eco-Labels Electronically	✗	0.00	1.48
Sub-Category: Transparency of Key Procurement Documents (includes gender)		6.35	/11.11
Accessing Notices on Procurement Opportunities Electronically	✓	1.59	1.59
Accessing Bidding Documents Electronically	✓	1.59	1.59
Accessing Award Decisions (Including Their Rationale) Electronically	✓	1.59	1.59
Accessing Contracts and Contract Amendments Electronically	✓	1.59	1.59
Access to Specifications, Standards, or Criteria for Eco-Labels and Environmentally Preferable Goods and Services Electronically	✗	0.00	1.59
Publication of Open Data in Machine Readable Format on Suppliers Contracts and Tenders	✗	0.00	1.59
Gender - Publication of Open Data on Tenders and Contracts Disaggregated by Sex	✗	0.00	1.59


PILLAR III - OPERATIONAL EFFICIENCY

 **47.43** /100.00

CATEGORY: COMPETITION

 **24.08** /33.33


Sub-Category: Simplified Merger Review

 **3.80** /6.67

Time to File and Clear a Simplified Merger Review

⊖ **3.80** 6.67

Sub-Category: Market Dynamism and Competitive Behaviors

 **20.28** /26.67

Market Structure (Number of Firms that Compete in the Market)

⊖ **3.79** 4.44

Market Concentration (Market Share of Largest Competitor)

⊖ **0.93** 4.44

Changes in the Level of Competition

⊖ **2.53** 4.44

Pricing Power (Ability to Change Prices without Losing Customers)

⊖ **4.40** 4.44

PILLAR III (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

Easiness to Switching Internet Providers	⊖	4.22	4.44
Government Intervention in Prices	⊖	4.40	4.44
CATEGORY: INNOVATION		1.33	/33.33
Sub-Category: Proportion of Highly Innovative Firms		0.17	/16.67
Percentage of Firms that Have Introduced New Improved Products, Processes, and have Spent in R&D	⊖	0.17	16.67
Sub-Category: Use of International Quality Certifications		1.17	/16.67
Percentage of Firms with International Quality Certifications	⊖	1.17	16.67
CATEGORY: PUBLIC PROCUREMENT		22.02	/33.33
Sub-Category: Time to Award Public Contracts		0.43	/8.33
Time to Award 5 Common Public Procurement Procedures (Open Works Contract and Restricted Service Contract), Reverse Auction, Framework Agreement and Prequalifications	⊖	0.43	8.33
Sub-Category: Time to Receive a Payment from a Government Contract		8.08	/8.33
Time to Receive Payment from a Government Contract	⊖	8.08	8.33
Sub-Category: Firms' Perceptions on the Ease of Bidding		8.17	/8.33
Degree of Easiness in Meeting the Administrative Requirements to Participate in Tenders	⊖	8.17	8.33
Sub-Category: Gender Gap in Government Suppliers		5.33	/8.33
Gender Gap in Government Suppliers	⊖	5.33	8.33

INDICATORS AND COMPONENTS	VALUES
Time to comply with documentary requirements and file a notification to the Competition Authority (days)	30
Time needed for the Competition Authority to review and clear a transaction (days)	45
Market share of the largest competitor, excluding firms whose main market is international	72
Index of change of level of competition over last year	75
Percent of firms that cannot increase prices more than competitors without losing customers	90
Index of difficulty to switch internet providers	82

INDICATORS AND COMPONENTS	VALUES
Percent of firms reporting less than two competitors on their main product's main market (%)	4
Percent of firms reporting between two and five (inclusive) competitors on their main product's main market (%)	4
Percent of firms reporting more than five competitors on their main product's main market (%)	92
Percent of firms reporting their price to be regulated (%)	3
Time to complete a procurement of a works contract in an open procedure (days)	180
Time to complete the procurement of a services contract in a restricted procedure with limited competition (days)	210
Time to complete the prequalification of supplier (days)	90
Time to complete an electronic auction (days)	No practice
Time to complete a Framework agreement with a competitive second stage (days)	135
Time to receive payment under govt contract (days)	35
Perceptions of the degree of difficulty to comply with government contract tender requirements	69
Percent of firms owned or managed by women among those that held a government contract in last 3 years (%)	31
Percent of firms that introduced a new product/service and process over last 3 years, and spent on R&D over last fiscal year (excluding small firms) (%)	1
Percent of firms with internationally recognized quality certification (%)	7

Business Insolvency



The Business Insolvency topic measures key features of insolvency systems on a regulatory level. It also assesses the institutional and operational infrastructure associated with insolvency proceedings (judicial services), as well as the operational efficiency of insolvency proceedings across three different dimensions, here referred to as pillars. The first pillar assesses the quality of regulation pertaining to judicial insolvency proceedings — liquidation and reorganization, covering de jure features of a regulatory framework that are necessary for structured debt resolution processes and effective creditor and debtor regimes. The second pillar measures the quality of institutional and operational infrastructure for judicial insolvency proceedings, thus assessing the de facto aspects of insolvency resolution mechanisms and the infrastructure required to implement the legal framework on insolvency. The third pillar measures the time and cost required to resolve in-court liquidation and reorganization proceedings.

Each pillar is divided into categories—defined by common features that inform the grouping into a particular category—and each category is further divided into subcategories. Each subcategory has several indicators, each of which may, in turn, have several components. Relevant points are assigned to each indicator and subsequently aggregated to obtain the number of points for each subcategory, category, and pillar.

Detailed methodology is available in the Methodology Handbook.

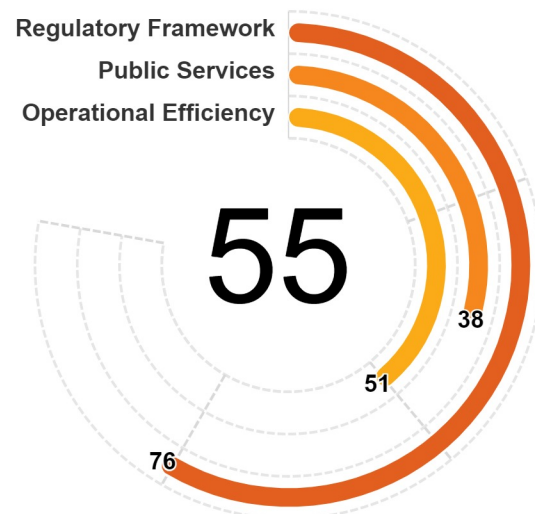


TABLE LEGEND

- ✓ = full points
- ⊖ = partial points
- ✗ = no points

Obtained points
↓
Maximum points

PILLAR I - REGULATORY FRAMEWORK

CATEGORY: LEGAL AND PROCEDURAL STANDARDS IN INSOLVENCY PROCEEDINGS

Sub-Category: Pre-Commencement and Commencement Standards in Liquidation and Reorganization

Indicator	Status	Obtained points	Maximum points
Obligations of the Company's Management during Pre-Insolvency	✓	3.00	3.00
Out-of-Court Restructuring Mechanisms	✓	3.00	3.00
Commencement of Formal Liquidation Proceedings	✓	3.00	3.00
Commencement of Formal Reorganization Proceedings	✓	3.00	3.00
Basis for Commencement of Formal Insolvency Proceedings	✓	3.00	3.00

PILLAR I (continued)...

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓








Sub-Category: Post-Commencement Standards in Liquidation and Reorganization		9.00	/15.00
Creditors Notification Requiring to Submit Claims	✓	3.00	3.00
How the Reorganization Plan Is Voted	✓	3.00	3.00
Means of Voting the Reorganization Plan	✗	0.00	3.00
Protection of Dissenting Creditors in Reorganization	✗	0.00	3.00
Conversion from Reorganization to Liquidation	✓	3.00	3.00
CATEGORY: DEBTOR'S ASSETS AND CREDITOR'S PARTICIPATION IN INSOLVENCY PROCEEDINGS		41.78	/50.00
Sub-Category: Treatment and Protection of Debtor's Assets during Liquidation and Reorganization (includes environment)		14.00	/20.00
Automatic Stay of Proceedings	⊖	1.00	2.00
Exceptions and Relief to Automatic Stay of Proceedings	✓	4.00	4.00
Continuation of Existing Essential Contracts	✓	4.00	4.00
Rejection of Existing Burdensome Contracts and Assets	⊖	1.00	2.00
Voidance of Preferential and Undervalued Transactions	✓	4.00	4.00
Post-Commencement Credit Availability and Priority	✗	0.00	4.00
Sub-Category: Creditor's Rights in Liquidation and Reorganization (includes environment)		17.78	/20.00
Creditor Representation	✓	4.44	4.44
Request of Information by Creditors	✓	4.44	4.44
Priority of Secured Claims	✓	4.44	4.44
Priority of Labor and Environmental Claims	⊖	2.22	4.44
Special Regime for Labor Claims	✓	2.22	2.22
Sub-Category: Selection and Dismissal of the Insolvency Administrator		10.00	/10.00
Insolvency Administrators Qualification Requirements in the Law	✓	3.33	3.33
Conditions for Disqualification	✓	3.33	3.33
Mechanism for Selection and Dismissal	✓	3.33	3.33
CATEGORY: SPECIALIZED INSOLVENCY PROCEEDINGS AND INTERNATIONAL INSOLVENCY		10.00	/20.00
Sub-Category: Specialized Insolvency Proceedings for Micro and Small Enterprises (MSEs)		0.00	/10.00
Availability and Eligibility	✗	0.00	3.33

TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

Obtained points
↓
Maximum points
↓

PILLAR I (continued)...

Conversion of Proceedings	✗	0.00	3.33
Debt Discharge	✗	0.00	3.33
Sub-Category: Cross-Border Insolvency		10.00	/10.00
Existence of Framework and Recognition of Foreign Insolvency Proceedings	✓	5.00	5.00
Legal Framework for Cooperation with Foreign Courts and Representatives	✓	5.00	5.00

PILLAR II - PUBLIC SERVICES

PILLAR II - PUBLIC SERVICES		38.33	/100.00
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CATEGORY: DIGITAL SERVICES (E-COURTS) IN INSOLVENCY PROCEEDINGS

CATEGORY: DIGITAL SERVICES (E-COURTS) IN INSOLVENCY PROCEEDINGS		11.67	/40.00
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Sub-Category: Electronic Services in Liquidation and Reorganization

Sub-Category: Electronic Services in Liquidation and Reorganization		5.00	/20.00
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Electronic Filing	✗	0.00	5.00
Electronic Payment of Court Fees	✗	0.00	5.00
Electronic Auction	✗	0.00	5.00
Virtual Hearing	✓	5.00	5.00

Sub-Category: Electronic Case Management Systems in Liquidation and Reorganization

Sub-Category: Electronic Case Management Systems in Liquidation and Reorganization		6.67	/20.00
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Electronic Case Management for Judges and Lawyers	⊖	3.33	6.67
Electronic Case Management for Insolvency Administrators	⊖	3.33	6.67
Electronic Monitoring of the Status of Insolvency Proceedings	✗	0.00	6.67

CATEGORY: INTEROPERABILITY IN INSOLVENCY PROCEEDINGS

CATEGORY: INTEROPERABILITY IN INSOLVENCY PROCEEDINGS		0.00	/20.00
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Sub-Category: Digital Services Connectivity with External Systems in Liquidation and Reorganization

Sub-Category: Digital Services Connectivity with External Systems in Liquidation and Reorganization		0.00	/10.00
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Interoperability with External Systems	✗	0.00	10.00
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Sub-Category: Interconnection Between e-Case Management System and e-Filing Systems in Liquidation and Reorganization

Sub-Category: Interconnection Between e-Case Management System and e-Filing Systems in Liquidation and Reorganization		0.00	/10.00
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Interconnection Between Case Management System and e-Filing Systems	✗	0.00	10.00
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CATEGORY: PUBLIC INFORMATION ON INSOLVENCY PROCEEDINGS AND REGISTRY OF INSOLVENCY PRACTITIONERS

CATEGORY: PUBLIC INFORMATION ON INSOLVENCY PROCEEDINGS AND REGISTRY OF INSOLVENCY PRACTITIONERS		16.67	/20.00
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Sub-Category: Public Information on the Number and Length of Liquidation and Reorganization, and Insolvency Judgements

Sub-Category: Public Information on the Number and Length of Liquidation and Reorganization, and Insolvency Judgements		6.67	/10.00
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Publication of Judgments in Insolvency Procedures	✓	3.33	3.33
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TABLE LEGEND

✓ = full points ⊖ = partial points ✗ = no points

 Obtained points
 ↓
 Maximum points
 ↓

PILLAR II (continued)...

Publication of Data on the Number and Type of Insolvency Procedures	✓	3.33	3.33
Publication of Data on the Average Length of Insolvency Procedures	✗	0.00	3.33
Sub-Category: Availability of a Public Registry of Insolvency Practitioners		10.00	/10.00
Availability of a Register of Insolvency Practitioners	✓	5.00	5.00
Publication of Register of Insolvency Practitioners	✓	5.00	5.00
CATEGORY: PUBLIC OFFICIALS AND INSOLVENCY ADMINISTRATOR		10.00	/20.00
Sub-Category: Specialization of Courts with Jurisdiction on Reorganization and Liquidation Proceedings		0.00	/10.00
Specialized Bankruptcy Courts	✗	0.00	5.00
Operability of Bankruptcy Courts	✗	0.00	5.00
Sub-Category: Insolvency Administrator's Expertise in Practice		10.00	/10.00
Insolvency Administrator Qualification Requirements in Practice	✓	10.00	10.00

PILLAR III - OPERATIONAL EFFICIENCY
CATEGORY: LIQUIDATION PROCEEDINGS

Sub-Category: Time to Resolve a Liquidation Proceeding		5.00	/25.00
Time to Resolve an In-Court Liquidation Proceeding	⊖	5.00	25.00
Sub-Category: Cost to Resolve a Liquidation Proceeding		14.25	/25.00
Cost to Resolve an In-Court Liquidation Proceeding	⊖	14.25	25.00

CATEGORY: REORGANIZATION PROCEEDINGS

Sub-Category: Time to Resolve a Reorganization Proceeding		22.25	/25.00
Time to Resolve an In-Court Reorganization Proceeding	⊖	22.25	25.00
Sub-Category: Cost to Resolve a Reorganization Proceeding		9.75	/25.00
Cost to Resolve an In-Court Reorganization Proceeding	⊖	9.75	25.00

INDICATORS AND COMPONENTS
VALUES

Time to resolve a liquidation proceeding (months)	36
Cost to resolve a liquidation proceeding (% of the market value of the company)	15
Time to resolve a reorganization proceeding (months)	15

INDICATORS AND COMPONENTS	VALUES
Cost to resolve a reorganization proceeding (% of the market value of the company)	12