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**(BRITE)**

# FINAL REPORT: BRITE SURVEY OF THE MOLDOVAN PRIVATE SECTOR, AUGUST-SEPTEMBER 2015

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## Abbreviations

<b>ATUG</b>	Administrative Territorial Unit of Gagauzia
<b>BCP</b>	Border crossing point
<b>BRITE</b>	Business Regulatory, Investment, and Trade Environment
<b>CEAM</b>	Classification of Economic Activities in Moldova
<b>JSC</b>	Joint Stock Company
<b>LLC</b>	Limited liability company
<b>MDL</b>	Moldovan Leu
<b>NAFS</b>	National Agency for Food Safety
<b>TAD</b>	Tax Administration Division
<b>VAT</b>	Value added tax

# 1 Collection of data

## 1.1 Methodology

The survey was conducted among 1,000 companies in the private sector, representative of the Moldovan economy. The data was collected throughout 10 August to 9 September 2015. Responses were collected through interviews with company representatives. Only participants with best knowledge in the area were chosen.

The questionnaire was divided into two sections. Companies that do not have foreign trade activities answered only the questions in the first section, the other companies provided responses to all questions in the questionnaire. Companies importing and/or exporting products of animal or plant origin answered a few questions related to their interaction with NAFS.

The selected sample met complex selection criteria, based on a list of almost 52 thousand businesses who operated in 2014. The resulting sample took into account the BRITE request to include a larger number of companies carrying out foreign trade activities, including with products of animal and plant origin.

Thus, on a nationwide level, this sample can be distinguished from a random sample through the following:

- The share of companies involved in foreign trade is 40% in the sample and around 30% in the population<sup>1</sup>;
- The share of VAT payers in the sample is 80%, while in the population - about 50%.
- The share of micro companies is smaller compared to its share in population.

Similarities between sample and population structure according to the following criteria:

- Economic activities,
- Geographical distribution by main regions.

The following criteria were used for sampling:

- Region: North, Center, South, Municipality of Chisinau, ATUG.
- Size: Micro (less than 10 employees, turnover less than MDL 3 million, Small (10-49 employees, turnover less than MDL 10 million), Medium (50-249 employees, turnover less than MDL 50 million), Large.
- Status on foreign trade: importers, exporters, also importers, also exporters, other companies.
- VAT status: payer or non-payer.
- Economic activity: under CEAM 2 and under six largest economic activities: agriculture, services, industry, trade, transport, construction and others.

The sample has been selected and divided into several stages using the SPSS module. Throughout the data collection process, requests submitted by BRITE program were taken into account regarding the higher representativeness of the companies involved in foreign trade, including products of animal and plant origin.

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<sup>1</sup> Herein, in statistical terms, the population stands for all companies in Moldova

## 1.2 Sample structure

The companies registered in Chisinau have a higher representation in the sample since more companies that conduct export and import operations are registered here. The South region also includes ATUG, although respondents were equally selected from both regions (South and ATUG). Most companies are LLCs (88%). The share of micro companies is around 53%, large companies account for 6%. It can therefore be noticed a higher share of small, medium and large companies on the account of a smaller share of micro companies. About 20% of the companies are not liable to VAT.

Figure 1: Geographical distribution of the companies in the sample structure

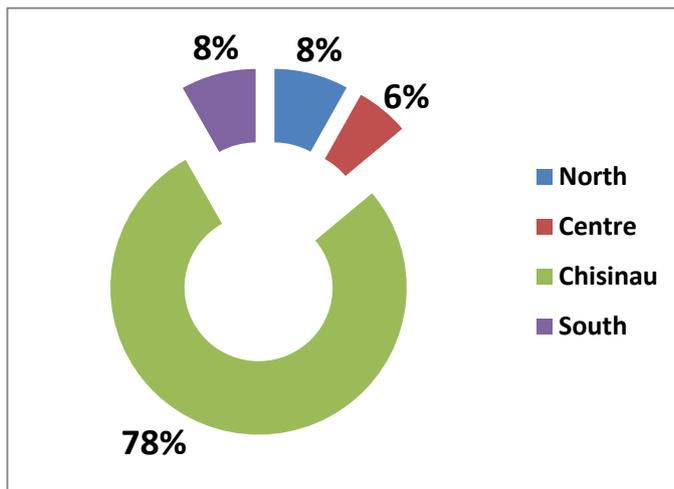


Figure 2: Sample structure according to legal form of business

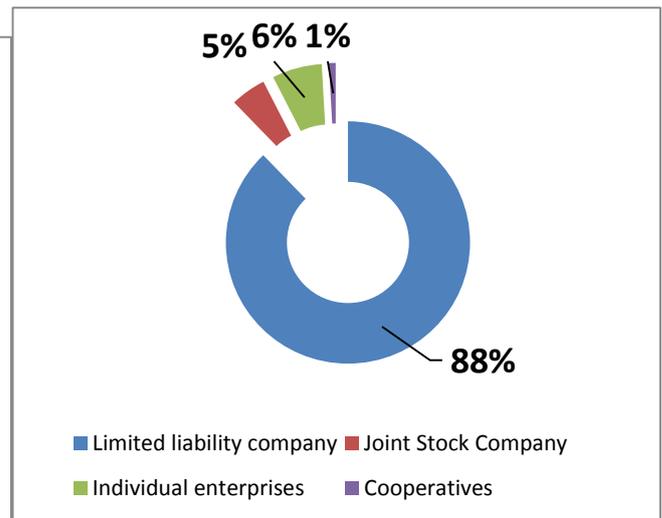


Figure 3: Sample structure by region and company size, %

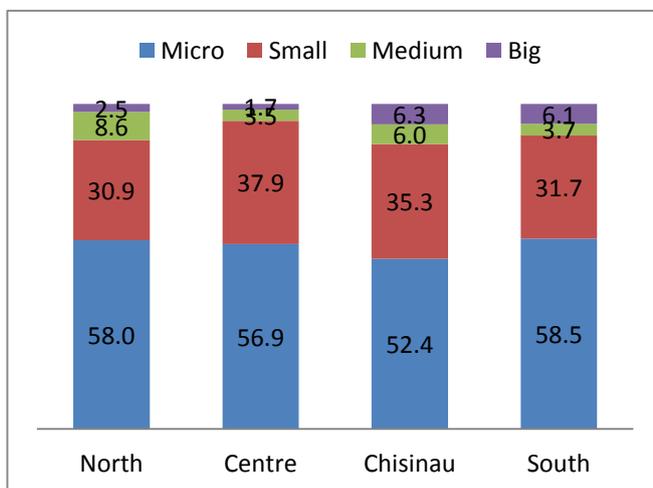


Figure 4: Sample structure by VAT status, %

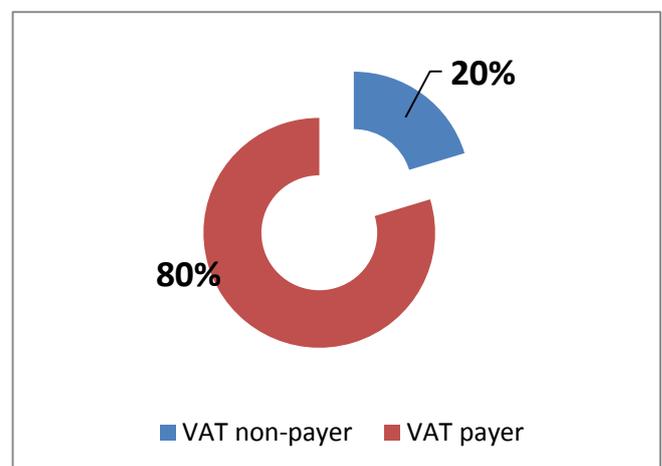


Table 1: Sample structure by region and foreign trade status, %

Region	Foreign trade status				Total
	Importer	Exporter	Importer and exporter	Neither importer nor exporter	
North	23.5	8.6	4.9	63.0	100
Centre	13.8	5.2	10.3	70.7	100
Chisinau	31.3	4.5	6.6	57.6	100
South	23.2	3.7	7.3	65.9	100
<b>Total</b>	<b>29.0</b>	<b>4.8</b>	<b>6.7</b>	<b>59.5</b>	<b>100</b>

Since companies may have several types of activities they have chosen between one and three types of economic activity. Thus, a company may appear in several categories in the table below. More than half of the companies (55.7%) are involved in Trade, followed by Services (32.4%) and Industry (9.5%). Among the main categories fewest companies are involved in agriculture (5.8%).

Table 2: The sample structure by economic activity of business entities (max 3 per company), region and VAT status, persons

Economic activity	VAT status		Region				Total
	Non-payer	Payer	North	Centre	Chisinau	South	
Agriculture	2	56	15	11	20	12	58
Industry	11	84	9	5	72	9	95
Construction	4	67	6	3	59	3	71
Trade	87	470	40	29	441	47	557
Services	88	236	20	12	265	27	324
Transportation	15	55	7	9	50	4	70
Other	18	30	3	3	33	9	48

### 1.3 Collection of data

Given the complexity of the questionnaire, particularly - that the questions were aimed at more segments of trading - each category of questions was addressed to a person with the best knowledge in the area. The questionnaire was therefore completed by one, two or three respondents. Almost half of the questionnaires were completed by an accountant (45.8%), about a quarter - by a director or deputy director (26.4%) and 17.8% of questionnaires were completed by logistics or trade managers.

Table 3: Sample structure by position of respondent, status on Foreign trade and VAT, persons

Position of respondent	Foreign Trade status				VAT status		Total
	Importer	Exporter	Importer and exporter	Neither importer nor exporter	Non-payer	Payer	
Director	68	13	17	166	68	196	264
Logistics manager	15	0	4	19	4	34	38
Trade manager	58	8	7	68	27	114	141
Accountant	142	21	36	259	69	389	458
Other position	24	8	8	98	40	98	138

## 2 Main findings

All tables showing the results can be found in the Annexes, which maintain the same presentation order as in this chapter.

### 2.1 Access to Internet and social networking in the private sector

The share of employees' access to internet is very comprehensive. More than 90% of VAT paying respondents claimed that their employees have access to internet and 75% of companies non-liable to VAT stated the same. Almost all employees at medium and large companies have access to internet at work, with a lower share in micro companies - 82%.

The survey also assessed the use of social networking sites by businesses. Overall, 33% of companies use Facebook to interact with public institutions, while 30% use Facebook for their current activity, including promoting and working with clients. About 39% use other networks. These indicators apply to 60-68% of large enterprises and to 42-47% of medium enterprises. Thus, it can be seen that most companies in the sample and almost all large companies use at least one social network.

Most companies who use Facebook would like to find information on public institutions displayed in a simpler language (32.5%). Other 22.8% expect institutions to post more information on the procedures and amendments relating to their activity. 12,5% of respondents are interested in procedures for reporting and in modifying them, while 19,1% would like to find on Facebook the amendments of planned/carried out legislation. 13% of respondents would like to be notified on the information in a timely manner and a friendly language.

Most visited websites of public institutions are [fisc.md](http://fisc.md) and [servicii.fisc.md](http://servicii.fisc.md) of the State Fiscal Service. Only 13-14% of respondents stated that they do not visit these pages. Websites of the Customs Service, NAFS and Facebook pages of SFS and Customs are accessed by 38-45% of respondents. Most often, VAT exempt companies visit [fisc.md](http://fisc.md) and [servicii.fisc.md](http://servicii.fisc.md) (35%). Few use other sites and/or Facebook pages. All pages were deemed useful by more than 50% of respondents, with [servicii.fisc.md](http://servicii.fisc.md) considered useful by 92.4% of VAT paying companies and 81.8% by VAT exempt companies.

### 2.2 Fiscality

Respondents expressed their perception of the time spent on paying taxes. The share of those who think that this process takes little or very little time (38.3%) exceeds the percentage of those who believe that paying taxes is a lengthy process (16.1%). Other respondents believe that paying taxes takes neither little nor a lot of time. A few respondents (7.7%) could not give an answer to this question. Overall, VAT exempt companies think that they do not spend a lot of time paying taxes, as compared to VAT payers.

The survey asked about the interaction with the State Fiscal Service. Respondents think that the level of transparency of the institution is rather satisfactory (43.1%) than unsatisfactory (17%). The response time to requests was rated similarly, as was the level of satisfaction with the response usefulness.

Most VAT exempt companies (69.6%) do not communicate with call center operators. Also, only 34.8% of VAT paying companies do not use this service. Instead, most respondents rated the communication with the SFS Call Center useful. Communication with tax inspectors on the phone is more prevalent among economic agents in their interaction with SFS. A high level of satisfaction regarding the usefulness of the responses was also noticed, but somewhat lower compared with the call center's.

The vast majority of businesses still prefer to visit the TAD office. Only 16.4% of respondents stated that they have not visited the Division in the last 12 months. The usefulness of responses is similar to those received via the call center (one unuseful answer to ten useful answers).

About 70% of VAT payers and 40% of non-payers have communicated with tax inspectors during inspections, the majority having a favorable opinion towards their interaction with tax officials.

Few VAT non-payers (21.7%) and less than half of VAT payers (48.6%) resort to communicating by e-mail. The usefulness of this communication is considered by respondents as less useful than the methods mentioned above.

A small number of respondents, mostly micro companies and companies exempt from VAT were unfamiliar with the SFS Call Center (27.8%). About 7% of respondents, generally large VAT-paying companies, mentioned that they often turn to the Centre, while 42% of all respondents - that they contact it sometimes. 23% of respondents have never contacted the Call Center but had heard about it.

Asked as natural persons, only 27.8% of respondents said they had not heard about the change in the deadline for individual income statements. Perhaps surprisingly, their share is higher in Chisinau (30.2%) and lower in the regions (17-21%). The most effective source of information have been TV advertisements (28%), followed by TAD posters (24.2%) and web pages of public institutions (15%). Less effective were considered advertisements in shopping centers (3.4%), in public transport (4.7%) and SFS Facebook page (5.5%).

Companies were also asked about VAT reimbursement requests. Thus, 85% of VAT payers have not demanded repayment in recent months. The percentage is lower among exporters - 59%. 41% of exporters who claimed reimbursement of VAT had the following experience: 18% said that the repayment took much longer than 45 days, 8% were refunded in a little longer than 45 days, 5% received the reimbursement in less than 45 days, 4% did not receive the reimbursement in more than 90 days or at all. 6.5% said that the VAT was passed into their account.

## 2.3 Regulatory Reform

The survey asked about the recent reforms implemented by government institutions of which respondents have knowledge of: 45.6% could not give an answer, either because they did not know about the implementation or they believe that no reforms were implemented in the private sector, or refused to answer.

Five most popular reforms mentioned were:

1. Digital signature – 41.9%
2. E-reporting service – 32.4%
3. E-bill service – 30.0%
4. Electronic Statement Service – 14.0%
5. Online report submitting – 12.1%

It may be noted that, overall, businesses notice primarily the benefits of reforms involving the introduction of electronic services. Less than 10% of responses were related to reforms that do not involve the use of electronic services.

## 2.4 Construction authorisations

Only 14.5% of respondents had at least one construction activity in the past three years. However, the analysis of the disaggregated data on this response revealed significant differences. Thus, 47% of companies that listed Construction as their main economic activity have performed building activities in the last three years. This result

can be considered normal if we consider the start of new constructions. Similarly, one-fifth (20.3%) of companies in the industry have performed at least one construction work. On the other hand, only 6.7% of transportation-listed companies have made at least one construction work. The rate of construction works increases from 8.6% with micro companies to 35.1% with large businesses.

On average, a construction takes 203 days to complete, with a confidence range in 95% of cases: 165-241 days.

Table 4: Time spent on gathering and obtaining Construction papers. Steps/days, N=145

Steps	All companies		
	Average time	Confidence range 95%	
		from	to
<b>Obtaining the Urban Planning Certificate</b>	60	49	70
<b>Obtaining the Construction Authorisation</b>	57	46	68
<b>Final Acceptance of Construction</b>	86	70	103
<b>Total</b>	203	165	241

According to respondents, the final acceptance of construction takes the longest, on average - 86 days, but normally fits within 70-103 days. Obtaining the urbanism certificate and the building permit lasts on average 2 months.

## 2.5 Operating authorisation

Overall, 55.7% companies hold an operating permit. Only 1.6% of respondents admitted that they need an operating permit, but had not filed for one. VAT payers primarily need such permits (61.6%), compared to 32.3% of VAT non-payers. The need to obtain an authorisation to operate is commensurate to the company size. Only 48.7% of micro companies need authorisations, while in large companies, this indicator stands at 89.1%.

Based on the economic activity classifier, businesses involved in trading are primarily required to have an operating permit (73.8), followed by Constructions (59.1%), Transportation (55.3%) and Agriculture (37%).

95% of businesses were issued such authorisations in 17 days, with a confidence interval of 15.8-18.2 days. This shows that there are no significant deviances from the deadline to obtain the authorisation.

Based on the economic profile of the company, agricultural entities obtained the authorisation in a shorter time, on average 11.4 days. Construction companies (13.6 days) and Services (14.4 days) obtain the document faster than average, while Transportation businesses get the authorisation in 19.5 days.

Based on the company size, micro and large businesses obtain the document with greater delays (about 18-19 days). This is probably due to micro companies having less experience and to large companies having more complex operations. Small and medium companies obtain the authorisation on average 3-4 days faster.

It can therefore be noted that the process to obtain an operating permit is considered simple by 30% of respondents, slightly higher than the share of respondents who believe that the process is difficult (27.7). There is even a correlation between the perception of the process and the average time to obtain the act, based on the economic activity and the company size.

## 2.6 Public acquisitions

13.7% of respondents participated in at least one public procurement procedure in the last 12 months: 38% of Construction companies, 24.4% of Transportation companies. Companies in Services were less involved in the process, only 8.1% of them participating in a public procurement procedure. Among VAT payers, the share is

somewhat higher (15.6%), compared to VAT exempt businesses who stand at only 6.3%. The participation rate increases depending on the company size: from 8.8% of micro companies to 31.6% of large businesses.

Only one fifth of participants in public procurements believe that procedures are done in a timely manner, without delays, are transparent and fair. Construction companies expressed a greater level of trust, over a third of them agreeing that procedures are fair, transparent and timely. Companies in services showed a 11.3% result. Overall, the larger the company - the higher degree of confidence in public procurement procedures. Thus, a share of 45.2% in large companies believe that the procedures are done on time, 41.9% - that procedures are transparent and 43.3% - that procedures are fair. The same results in micro companies are, respectively: 15.1%, 13.6% and 11%. One possible explanation is that big businesses as well as construction companies are participating more often in public procurements and therefore have greater trust, while smaller companies are not as familiar with the procedures. Overall, there is a rather unfavorable opinion on public procurement procedures.

## 2.7 Strategic communication

The survey asked about the information sources of companies on fiscal, customs and entrepreneurship issues. It has been found that SFS website [fisc.md](http://fisc.md) is their prime source of information, with 74.8% naming it as one of the five main information sources. Accounting and Audit journal was listed the second source (57.8%), read mainly by VAT paying companies and large businesses. The third source was named [contabilsef.md](http://contabilsef.md) (44%), mostly visited by micro and small companies. The [servicii.fisc.md](http://servicii.fisc.md) webpage is considered an important source of information by 38.8% of respondents. 35% turn to an accountant (natural person). Between 9% and 11% find information in Logos Press (*Ekonomicheskoe obozrenie*), [agora.md](http://agora.md) and [unimedia.md](http://unimedia.md).

Among other sources of information mentioned by respondents that were listed in the questionnaire, the most popular are: BNK publication (*Bankovskie Nalogovye Konsultatsii*) - 6.8%, legislation and regulations portal [lex.justice.md](http://lex.justice.md) - 4.3%, information obtained during seminars - 1.8%, information provided on various TV stations - 1%. Other sources have accumulated each below 1% of the answers.

It may be noted that online sources are very important to businesses that look for information. Several media outlets, however, such as newspapers and magazines, are also of interest.

Importing and exporting companies' level of interaction with the Customs Service is relatively low if we compare, for example, their level of interaction with SFS. Only 30.8% of respondents have called the Customs Service hotline, including 26.3% that rated it as satisfactory and useful. Most often, companies interact with customs inspectors at the customs offices (57.9% of respondents that import/export). Overall, respondents believe that the interaction with Customs representatives is useful rather than futile.

## 2.8 Foreign trade

As anticipated, only a small share of enterprises submit import and export declarations on their own. Most of them resort to customs brokers, mainly importers (83.6 of the solely importing companies and 78.5% of the companies that both import and export). Micro companies turn to customs brokers less often, only 75.4% of them submitting import and export declarations through an intermediary.

Exporters turn to customs brokers in a lesser extent (64.6% submit their declarations via brokers). This is due to the widespread use of electronic export declaration, as confirmed by respondents during the interviews.

Most companies involved in foreign trade perform export or import shipments at most twice a month (67.3% of importers and 83.5% of exporters). About 5% of importers and 4.3% of exporters carry out export shipments over 10 times per month.

The survey asked about the changes/reforms implemented by the Customs Service. Most responses referred to the implementation of electronic declarations - 11.7%, the decreased number of documents required for customs clearance - 10.7%, the implementation of blue lane - 7.1%, implementation of electronic export - 5.2% and implementation of electronic import - 3.2%. It should be noted that this question was posed as an open-end question and the implementation of electronic import and export declarations was mentioned by about 21% respondents. Open questions often times trigger many non-answers. Some respondents (4.4%) stated that brokers are more experienced and therefore can provide a better answer. A large number of respondents - over 56% - have not provided an answer.

Most exporters (71.4%) are unaware of the electronic import procedure. However, the procedure is known to just over half of importers (53.3%). 12.3% of the respondents who import are using the electronic import procedure and 27.6% plan to use it. Only 5% of importers are reluctant to use this procedure.

Companies that both import and export are more familiar with the electronic import procedure. Only 39.3% said they had not heard about it. Another 11.5% already use the procedure and 39.3% of respondents plan to use the electronic import in the nearest future.

Based on the situation found during the survey, there is a likelihood that about 50% of importing companies are using electronic import procedure.

Asked about electronic export, only 9% of companies said that currently use this procedure. Since many companies turn to customs brokers it is likely that many respondents, representatives of the exporting companies, are not aware that their statements are filed electronically.

Respondents who stated that they use electronic export were asked if they had seen the advantages promoted by this service. The most important advantage - less interaction with customs inspectors - was confirmed by 86.2% of respondents. Also, 81.4% of respondents agreed that their company saves time in drawing up and filing of electronic export. The optional application of the company seal was rated as the least noticeable advantage. Only 57.6% of respondents said that this procedure is an advantage over the previous method. To summarize, companies that use electronic exports have noticed more advantages, with some of them considered insignificant.

The survey asked about the authorized economic Operator (AEO) status. 15.6% of the companies carrying out foreign trade operations held this status, but claimed that it did not grant any privilege. Meanwhile, only 2.3% said they hold the status and benefit from it, and 2.6% - that are an AEO, but can not deliver an answer. Proceeding from the sample structure, two facts emerge: the actual number of respondents who said they were AEO is greater and two, companies perceive the status as lacking any advantages. A small number of respondents said that they had not heard about the status (4.4%).

Among the companies stating that they do not hold an AEO status, 37.8% would be ready to apply, 33.3% do not think the status brings any advantages and 28.9% do not meet the requirements. The last two categories of respondents were asked why they could/would not like to get the AEO status. About 19% of them said they are a small company and do fewer imports, some 19% were unable to answer this question. Among other answers given by respondents in an open-end question, 12% mentioned bureaucracy as an impediment, 12% said that the status is difficult to obtain, and 7% said that the status is of no use or do not have competent staff to deal with this procedure. About 14% said they do not need this status.

The survey asked about the perception of passing the import and export declarations through the red and yellow lanes. About 70-71% of respondents claimed that their declarations had been distributed through the lanes in the same way as the previous year. Among respondents who had noticed a difference from the previous year,

most of them (17-19%) claimed that the number of statements passed via the yellow and red lanes, both in import and export, had changed. Instead, only 10-12% consider that many declarations have been distributed to the green lane, compared to the previous year.

The survey asked about the registration procedure with the Customs, which is a one time procedure. 62.7% of companies regarded it as neither difficult nor easy. However, more companies found it difficult (21.5%) rather than easy (15.8%). A look at the company profile reveals that businesses performing both import and export operations see the procedure as being easy (21.2%) rather than difficult (13.5%).

The registration procedure takes more than one day (10.3 hours on average), with a 95% confidence interval of 9.1-11.6 hours. Responses indicate that the registration procedure is perceived by respondents in a rather similar way. A number of respondents had registered a while ago and could not recall the amount of time spent on the procedure.

The respondents were asked to compare the way customs procedures are carried out today compared to a year ago. About half of respondents had not seen any changes, including 52.9% importers and 50.8% exporters. However, the perception that procedures had improved is relatively high: 32.5% importers and 39.0% exporters consider that procedures are easier and only 10-15% of respondents believe that they had become more difficult.

The survey asked one question to ascertain the awareness, benefits and magnitude of the five last reforms recently implemented with the support of BRITE program. Thus, 49.4% of respondents have heard about electronic import, 41.2% - about electronic export, and only 31.1% have heard that the number of mandatory documents required for customs clearance had been reduced to 3. Also, 29.4% knew about the implementation of the blue lane and only 17.8% - that the certificates of origin were no longer required for imported goods subject to sanitary veterinary control. A relatively small percentage of respondents who knew about the reforms, said they had benefited from them, particularly from the reduced number of required documents (22%) for customs clearance. Many respondents (81-84%) believe they have not benefited from the implementation of electronic import and export. Most of respondents who believe they benefited from the reforms stated that they help them save time and money. Respondents were asked to assess the benefits, where 1 represents very small benefits in terms of saving time and money and 5 represents great benefits, such as two reforms that were rated 4.0 points (on a scale from 1 to 5) - electronic import and fewer documents required for customs clearance. Electronic export has proved to be a smaller magnitude benefit - 3.7, along with the elimination of origin certificates for goods subject to sanitary veterinary control on import, which was also rated 3.7. The implementation of blue lane has a lesser magnitude - 2.9 - which means that economic agents have not yet benefited fully from this reform.

Only a small percentage of respondents (6.4%) received a fine from Customs in the last 12 months. Of these, 2.6% consider it acceptable, 1.8% think that the fine is disproportionate to the violation and 2.0% believe they have been fined without committing a violation.

A very small number of respondents (8.8%) stated they had been subject to subsequent controls by Customs, other 6.5% said that such controls are common. Based on these answers it can be inferred that most entities subject to subsequent checks are controlled quite frequently.

Slightly less than half of respondents rated their interaction with the Customs Service as average in terms of transparency, response time and response usefulness. About 17-21% are dissatisfied and about 32-41% - satisfied. Companies are less satisfied with the transparency of the Customs Service and, by contrast, very satisfied with the response time and usefulness.

Respondents were asked about the requirement to obtain and submit Customs clearance documents. 28.5% said they submit such documentation. Most companies require clearance documents issued by NAFS (15%), the Ministry of Agriculture and Food Industry (12.2%), the Licensing Chamber (10.4%), the Ministry of Economy (7.1%) Ministry of Health (7.1%), Ministry of Environment (4.6%). Less than 3% of businesses are required to submit documentation issued by other institutions.

## 2.9 Foreign trade in products of plant and animal origin

About one third of companies engaged in import and export operations are trading products of animal or plant origin. Their interaction with NAFS has been rated as average by about half of respondents. Around 15-17% respondents are not satisfied with the transparency of the institution, the response timing and its usefulness. On the other hand, 30-36% of respondents stated the opposite, noting a positive interaction with NAFS representatives.

These companies were asked about procedures that imply their interaction with NAFS representatives, as provided by Law, their time to complete and cost.

Thus, the best majority of businesses trading in products of plant origin (importers referred to import procedures and exporters - to export procedures) confirmed they had completed all procedures. On average, the phytosanitary certification on export takes the longest to complete (4.2 days), along with getting the registration certificate with NAFS (3.7 days). The phytosanitary checking of the room on import and getting the phytosanitary import permit take the least time to complete (2.1 days each). The cost of each procedure ranges, on average, from 240 lei - for a certificate of registration with NAFS, up to 487 lei - on crossing borders to export.

Companies trading in products of animal origin complete one procedure in about 2 days: getting the sanitary-veterinary checks on import, the sanitary veterinary check in internal points (import) and the sanitary-veterinary checks on crossing border (import). Procedures that take longer to complete - getting the operating sanitary-veterinary authorisation with NAFS (2.5 days), certification of goods (3 days) and the annual vehicle authorisation (3.6 days). The cost of procedures required for products of animal origin is slightly higher than those related to products of plant origin: e.g. 600 lei - certification of goods, sanitary-veterinary checks at internal points and sanitary-veterinary checks at crossing borders. Getting the import sanitary-veterinary check is the most expensive procedure - around 688 lei. The annual vehicle authorisation is slightly less expensive - 375 lei, as well as the operating sanitary-veterinary authorisation with NAFS - 476 lei.

### 3 Lessons learned and challenges encountered

Throughout the piloting of questionnaire, but also during the data collection for the actual survey, our operators have encountered certain challenges in the way of defining and making the questions and concepts easily understandable.

A more frequent difficulty occurred on questions related to import and export procedures. Since most companies always use the services of a customs broker to perform these procedures, often times the operators could not find anybody in the company to answer questions related to foreign trade. In other instances, answers could be provided, but the respondent was unaware of the topic's subtleties. The solution was to offer a specialized training to our operators, who were well familiar with all aspects of questions on foreign trade, and therefore were able to detail a particular notion or customs procedure. In this way, the operators were sure that responses on foreign trade were accurate.

Reaching the 40% target of companies that perform import and export procedures has proved to be particularly difficult. Naturally, their share in the extracted sample was 30%. Therefore, upon the collection of the last 200 questionnaires, special emphasis was placed on identifying such businesses, with positive results. This, however, had several implications: the sample included a greater number of companies registered in Chisinau than expected. The share of micro companies has been reduced significantly. Also, we managed to collect information on 200 companies exempt from VAT, which was also a requirement of the BRITE program.

A particular novelty was to get several representatives of a company to provide answers for one questionnaire since the survey covers a wide range of topics and in most cases, it took two or three respondents to cover them all. This particularly occurred with medium and large enterprises.

Another difficulty was sticking to the timeframe selected for data collection. Although the interviews were planned during the working hours of the company, often times the person able to provide answers could not be reached. In some cases, the operator either got back to the respondent to complete the questionnaire or chose another similarly profiled company.

The refusal rate was quite high and, combined with the absence of potential respondents and the need to ensure the representation of different groups of companies, we had to extract a second sample of 1,000 companies and an additional 200 small, medium and large companies. This was done to ensure that the data was collected in due time. The methodology used to select an additional sample was similar to that of the base sample.

## 4 Recommendations for similar surveys

We believe that we have gained valuable experience from conducting this survey and some recommendations for similar surveys would be:

- Given the high refusal rates occurring in less busy periods, the operator shall secure a second sample of companies.
- Provide appropriate training to all interviewers involved in the collection of data.
- If necessary, dividing complex surveys into multiple sections and interviewing several experts per company.
- Recruiting almost 20-25% more interviewers, given that the amount of work required might be greater than anticipated.

## Annex 1. Access to Internet and social networking in private sector

**Table 5: Q1 Use of internet and social networks by companies, by VAT status and size of company**

Response	Total	VAT status			Size		
		Non-payer	Payer	Micro	Small	Medium	Large
Provides internet access to all employees	87.1	74.6	90.5	81.8	92.8	96.6	94.7
Use Facebook to get information on the activity of public institutions	33.1	22.1	37.3	29.4	34.3	45.8	67.9
Use Facebook for business purposes, including promotion, communication with clients	30.3	18.0	34.4	24.2	35.1	42.4	60
Use other social networks to promote the company, communicate with customers	39.0	33.7	41.4	36.7	39.7	47.5	61.4

**Table 6: Q17. If using Facebook, what kind of information would you like to find on pages of public institutions?, N=777**

Category	Timely information related to your business	Amendments to the planned/carried out legislation	Paperwork required to carry out a procedure	Information available in a friendly language	Changes in procedures for submitting reports	Total
Agriculture	21.1	29.0	23.7	18.4	7.9	100.0
Industry	4.6	23.1	29.2	26.2	16.9	100.0
Construction	5.5	16.4	23.6	40.0	14.6	100.0
Trade	9.6	17.1	24.6	36.6	12.0	100.0
Services	24.5	21.2	18.5	26.1	9.8	100.0
Transportation	13.2	13.2	10.5	42.1	21.1	100.0
Other	4.8	23.8	28.6	23.8	19.1	100.0
VAT non-payers	22.7	24.8	20.6	22.0	9.9	100.0
VAT payers	10.9	17.8	23.3	34.9	13.1	100.0
Total	13.0	19.1	22.8	32.5	12.5	100.0

**Table 7: Q18. Specify the frequency of use and the usefulness of these sites**

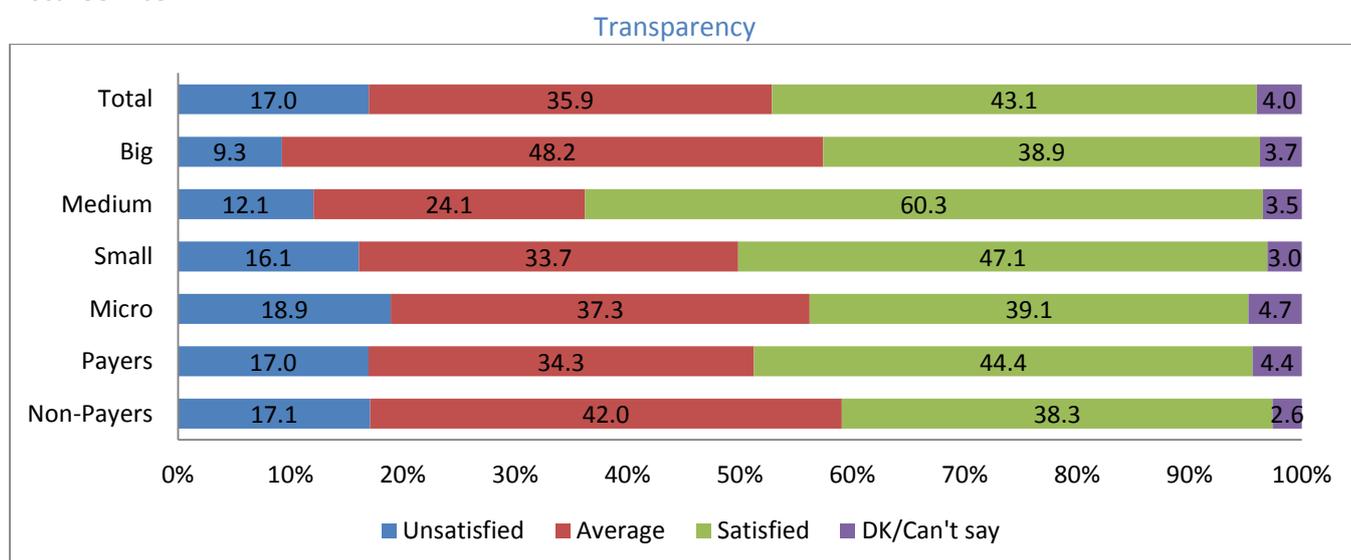
	Frequency of webpage visits (in a month)						Is it useful?	
	VAT payers			VAT non-payers			VAT payers	VAT non-payers
	Never/seldom	At least once	More than once	Never/seldom	At least once	More than once		
<a href="http://www.customs.gov.md">www.customs.gov.md</a>	55.5	35.1	9.4	88.1	10.5	1.5	59.1	31.0
<a href="http://www.ansa.gov.md">www.ansa.gov.md</a>	62.4	27.6	10.0	89.5	10.1	0.5	53.4	29.1
<a href="http://facebook.com/Serviciul.Fiscal.de.Stat">facebook.com/Serviciul.Fiscal.de.Stat</a>	59.8	26.5	13.8	87.4	10.1	2.5	54.0	26.1
<a href="http://facebook.com/ServiciulVamalRM">facebook.com/ServiciulVamalRM</a>	62.3	24.7	13.0	88.4	9.6	2.0	53.2	26.6
<a href="http://www.fisc.md">www.fisc.md</a>	13.7	48.8	37.5	35.0	45.8	19.2	51.1	78.8
<a href="http://www.servicii.fisc.md">www.servicii.fisc.md</a>	12.9	45.7	41.3	35.3	43.3	21.4	92.4	81.8

## Annex 2. Fiscalty

**Table 8:** How do you assess the time spent by your company to pay taxes? (from calculation to payment), by size of company and VAT status (%), N=1000

Response	Size				VAT status		Total
	Micro	Small	Medium	Large	Non-payer	Payer	
Very little time	12.5	6.0	3.4	5.3	22.2	6.0	9.3
Little time	29.7	28.2	27.1	29.8	31.0	28.5	29.0
Average	33.4	42.2	49.2	42.1	27.1	40.7	37.9
Plenty of time	12.7	12.4	13.6	12.3	7.9	13.8	12.6
A lot of time	3.0	4.0	3.4	5.3	2.0	3.9	3.5
Can not appreciate	8.8	7.2	3.4	5.3	9.9	7.2	7.7
Average 1-5 (5=very little, 1=a lot)	<b>3.39</b>	<b>3.21</b>	<b>3.14</b>	<b>3.19</b>	<b>3.71</b>	<b>2.97</b>	<b>3.05</b>

**Figure 5:** Q4. Indicate the level of satisfaction with the response timing, usefulness and transparency of State Fiscal Service



**Figure 6:**

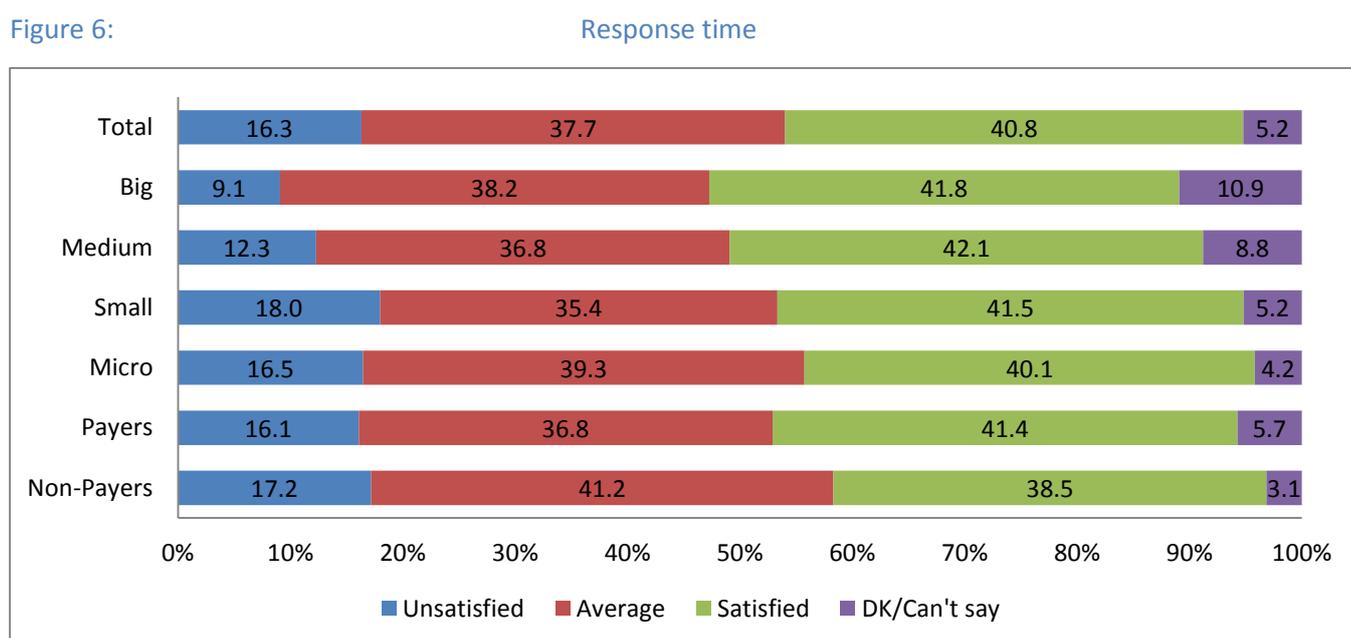
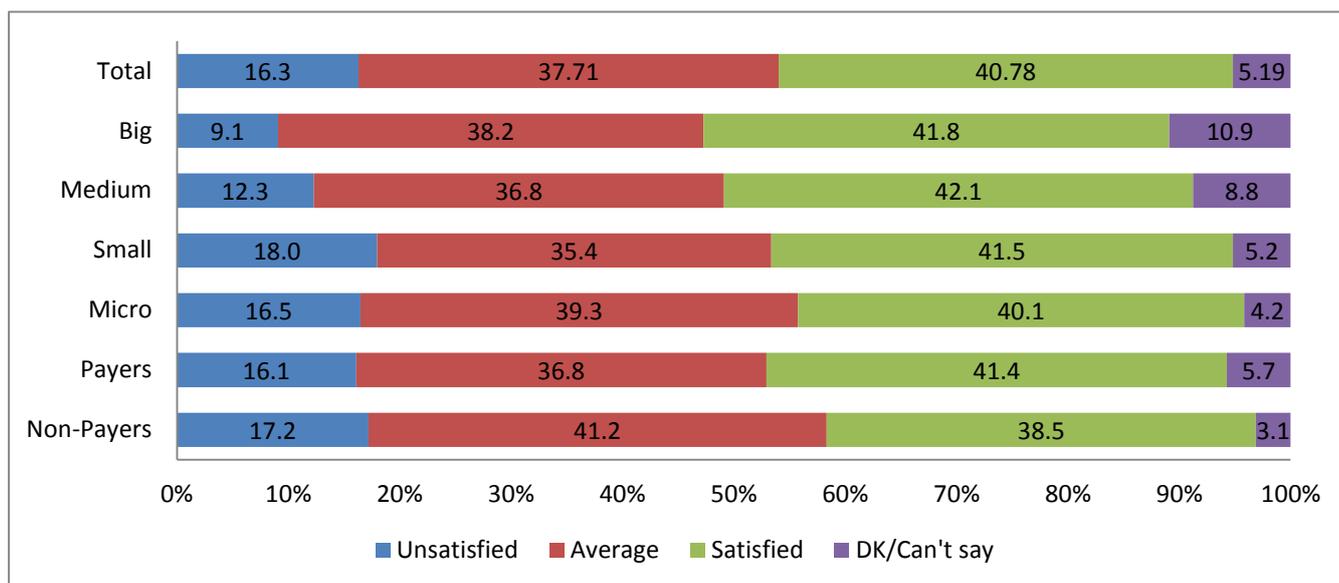


Figure 7:

## Response usefulness



**Table 9:** Q5. Is your business interacting with SFS representatives through the following means? If so, how would you rate your experience? (%)

With operators at the one call center				
	No	Yes, rather useful	Yes, rather unuseful	Total
Micro	51.7	43.1	5.0	100.0
Small	35.8	59.7	4.6	100.0
Medium	17.2	72.4	10.3	100.0
Large	15.1	73.6	11.3	100.0
VAT non-payers	69.6	25.4	5.0	100.0
VAT payers	34.8	59.4	5.7	100.0
<b>Total</b>	<b>41.7</b>	<b>52.7</b>	<b>5.6</b>	<b>100.0</b>
With tax inspectors over the phone				
	No	Yes, rather useful	Yes, rather unuseful	Total
Micro	22.8	67.3	9.9	100.0
Small	21.3	71.1	7.6	100.0
Medium	11.9	72.9	15.3	100.0
Large	18.5	64.8	16.7	100.0
VAT non-payers	33.2	57.6	9.2	100.0
VAT payers	18.4	71.6	10.0	100.0
<b>Total</b>	<b>21.3</b>	<b>68.9</b>	<b>9.8</b>	<b>100.0</b>
With tax inspectors, at Fiscal Administration Division offices				
	No	Yes, rather useful	Yes, rather unuseful	Total
Micro	18.1	75.3	6.6	100.0
Small	14.1	80.7	5.2	100.0
Medium	13.8	67.2	17.2	100.0
Large	17.7	66.7	15.7	100.0
VAT non-payers	16.9	75.0	8.2	100.0
VAT payers	16.2	76.5	7.1	100.0
<b>Total</b>	<b>16.4</b>	<b>76.2</b>	<b>7.3</b>	<b>100.0</b>
With tax inspectors during the checks				
	No	Yes, rather useful	Yes, rather unuseful	Total
Micro	48.3	41.9	9.9	100.0
Small	28.2	65.3	6.4	100.0
Medium	12.1	79.3	8.6	100.0
Large	13.2	71.7	15.1	100.0
VAT non-payers	59.6	31.5	9.0	100.0
VAT payers	31.0	60.1	8.8	100.0
<b>Total</b>	<b>36.7</b>	<b>54.5</b>	<b>8.9</b>	<b>100.0</b>
Making inquiries via e-mail				
	No	Yes, rather useful	Yes, rather unuseful	Total
Micro	68.3	22.6	9.2	100.0
Small	51.5	37.4	11.1	100.0
Medium	28.8	49.2	22.0	100.0
Large	28.9	55.8	15.4	100.0
VAT non-payers	78.3	16.7	5.0	100.0
VAT payers	52.4	35.0	12.5	100.0
<b>Total</b>	<b>57.5</b>	<b>31.5</b>	<b>11.1</b>	<b>100.0</b>

**Table 10:** Q6. How often do you contact SFS via the Call Center (in the last 6 months)?, N=967

	Size				VAT status		Total
	Micro	Small	Medium	Large	Non-payer	Payer	
Have not heard about the Call Center	33.7	24.9	13.6	7.1	45.1	23.5	27.8
Have heard about the Call Center, but never called	29.0	17.5	13.6	10.7	30.1	21.2	23.0
Calling sometimes	34.2	45.9	61.0	67.9	19.7	47.4	41.9
Calling often	2.9	11.8	11.9	14.3	5.2	7.8	7.2

**Table 11:** Q7. As a natural person, have you noticed that the deadline to submit the income declaration has been moved? If so, please enlist your three most important sources of information, N=979

Response	Region				Total
	North	Centre	Chisinau	South	
Have not noticed	17.1	19.6	30.2	21.0	27.8
Posters within FAD	43.4	33.9	22.2	21.0	24.2
Advertisements on TV	31.6	32.1	27.9	25.9	28.0
Advertisements on street posters	14.5	3.6	7.6	7.9	6.1
Advertising inside shopping centers	21.1	1.8	4.3	7.8	3.4
Information on the SFS Facebook page	22.4	1.8	6.1	4.4	5.5
On the radio	15.8	8.9	10.6	9.9	9.2
In public transportation	9.2	5.4	4.8	8.6	4.7
Web pages of public institutions	18.4	8.9	15.8	12.3	15.0
Specialty magazines	17.1	10.7	13.1	14.6	12.0

**Table 12:** Q14. Has your company requested reimbursement of funds at least once in the last 12 months? If so, how long did the tax refund take?, N=850

Response	VAT status		Exporters
	Non-payers	Payers	
Have not filed a VAT return	100	84.64	58.9
Have filed a VAT return, took up to 45 days	0	3.58	4.7
Have filed a VAT return, took slightly over 45 days	0	3.84	8.4
Have filed a VAT return, took significantly longer than 45 days	0	2.78	17.8
The request for reimbursement was not addressed in 90 days, longer or at all	0	1.99	3.7
VAT was transferred into my account	0	2.25	6.5
VAT has been redirected	0	0.93	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

## Annex 3. Regulatory Reform

**Table 13:** Q8. Please name 3 reforms you are acquainted with that facilitate entrepreneurship, which were implemented by the government in the last 12 months.

No.	Reform	% responses
1	Digital signature	41.9
2	e-reporting service	32.4
3	e-bill service	30.0
4	Electronic declaration	14.0
5	Online reporting	12.1
6	Electronic services	9.7
7	The availability of standard forms online	4.8
8	Online fiscal services	4.6
9	e-CNAS	3.9
10	Online registry	2.9
11	Bank-Client	2.8
12	Mpay	2.8
13	Electronic import	2.2
14	Electronic export	1.8
15	e-CNAM	1.7
16	Internet banking	1.1
17	Decreased number of documents	0.7
18	Modernisation of web pages	0.4
19	Training services	0.4
20	e-public procurements	0.4
21	e-licensing	0.4
22	Online statistics	0.2
23	Changes in the tax code	0.2
24	Online cadastre	0.2
25	One call center	0.2

## Annex 4. Construction authorisations

Figure 8: Q9. Has your company carried out construction works over the past 3 years? N=981

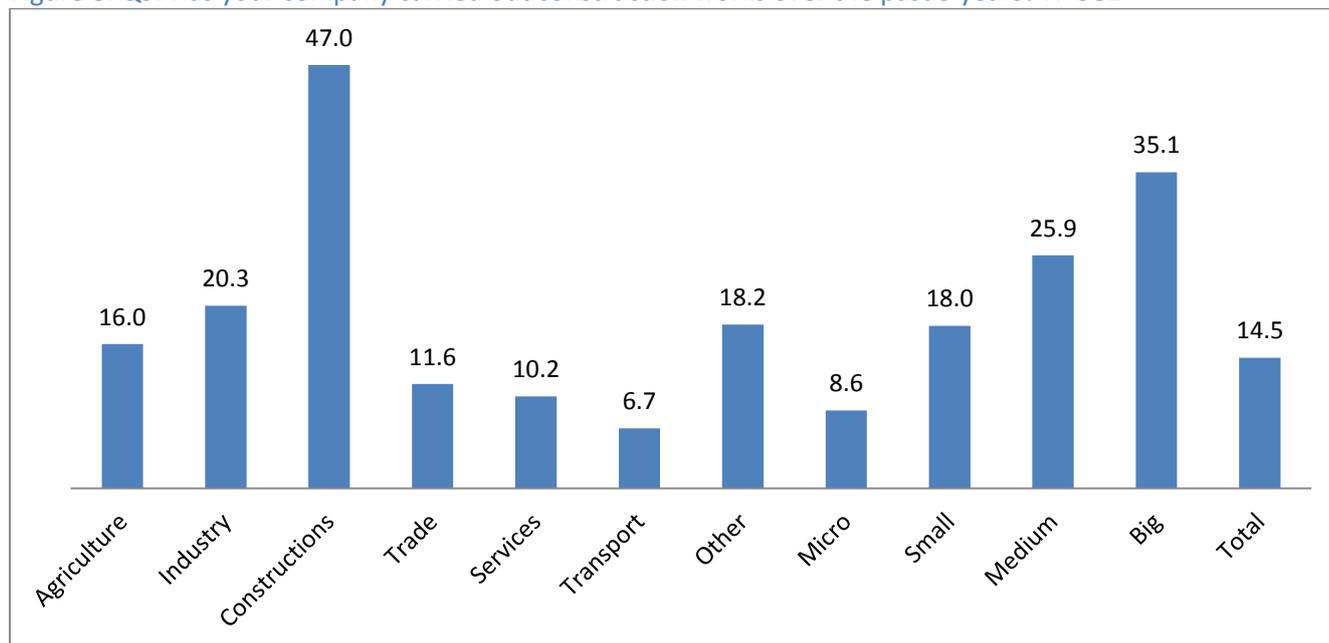


Table 14: Q10. Specify the time spent on collecting up and obtaining the paperwork required for Building in each of these steps. N=145. Answers are given in days, on average and for a 95% confidence interval

Step	All companies			Micro companies			Small companies			Medium companies			Large companies		
	Average	Confidence interval 95%		Average	Confidence interval 95%		Average	Confidence interval 95%		Average	Confidence interval 95%		Average	Confidence interval 95%	
		from	to		from	to		from	to		from	to		from	to
Getting the Urbanism Certificate	60	49	70	74	45	102	57	43	71	40	31	49	56	41	71
Obtaining the building Authorisation	57	46	68	80	44	115	51	42	60	35	23	48	45	34	56
The final reception of the construction	86	70	103	107	76	137	69	57	81	63	40	86	124	22	227
<b>Total</b>	<b>203</b>	<b>165</b>	<b>241</b>	<b>260</b>	<b>166</b>	<b>354</b>	<b>166</b>	<b>110</b>	<b>223</b>	<b>238</b>	<b>173</b>	<b>303</b>	<b>225</b>	<b>96</b>	<b>354</b>

## Annex 5. Operating authorisations

**Table 15:** Q11. Does your business carry out activities that imply the need to obtain an operating (trading) authorisation? (one possible answer), N=977

Category		Yes, and we hold an operating authorisation	Yes, but we do not have an operating authorisation	No	Total
Economic activity	Agriculture	37.0	8.7	54.4	100.0
	Industry	44.9	2.6	52.6	100.0
	Construction	59.1	0.0	40.9	100.0
	Trade	73.8	0.6	25.6	100.0
	Services	26.2	2.1	71.7	100.0
	Transportation	55.3	2.1	42.6	100.0
	Other	50.0	3.9	46.2	100.0
Size	Micro	48.7	1.0	50.4	100.0
	Small	58.0	2.6	39.4	100.0
	Medium	73.7	1.8	24.6	100.0
	Large	89.1	1.8	9.1	100.0
VAT status	Non-payer	32.3	2.5	65.2	100.0
	Payer	61.6	1.4	37.0	100.0
<b>Total</b>		<b>55.7</b>	<b>1.6</b>	<b>42.7</b>	<b>100.0</b>

**Table 16:** Q12. How long did it take to get the operating authorisation, including time spent on getting the approvals with the public health centre, fire service, NAFS, etc.? N=492

Category	Average, days	Confidence interval 95%		
		From (days)	To (days)	
Economic activity	Agriculture	11.4	7.6	15.2
	Industry	17.5	13.2	21.7
	Construction	13.6	9.5	17.7
	Trade	17.8	16.3	19.4
	Services	14.4	11.5	17.3
	Transportation	19.5	11.6	27.5
	Other	18.8	8.2	29.4
Size	Micro	18.2	16.5	19.8
	Small	15.2	13.3	17.2
	Medium	15.0	10.8	19.2
	Large	19.1	13.2	25.1
<b>All companies</b>		<b>17.0</b>	<b>15.8</b>	<b>18.2</b>

**Table 17:** Q13. How do you rate the process of obtaining the operating authorisation, including receiving the approvals with the public health center, fire services, NAFS, etc.? N=517

Category		Simple	Average (neither difficult nor easy)	Difficult	Total
Size	Micro	24.9	44.4	30.7	100.0
	Small	36.7	39.3	24.1	100.0
	Medium	31.7	46.3	22.0	100.0
	Large	27.3	40.9	31.8	100.0
Main economic activity	Agriculture	50.0	44.4	5.6	100.0
	Industry	35.5	32.3	32.3	100.0
	Constructions	37.8	40.5	21.6	100.0
	Trade	25.9	42.6	31.6	100.0
	Services	39.7	44.8	15.5	100.0
	Transportation	25.0	41.7	33.3	100.0
	Other	38.5	53.9	7.7	100.0
<b>Total</b>		<b>30.0</b>	<b>42.4</b>	<b>27.7</b>	<b>100.0</b>

## Annex 6. Public procurement

Figure 9: Q15. Has your company participated in public procurement procedures (public tenders, price offer requests, single source contracts, other), at least once in the last 12 months?, %, N=975

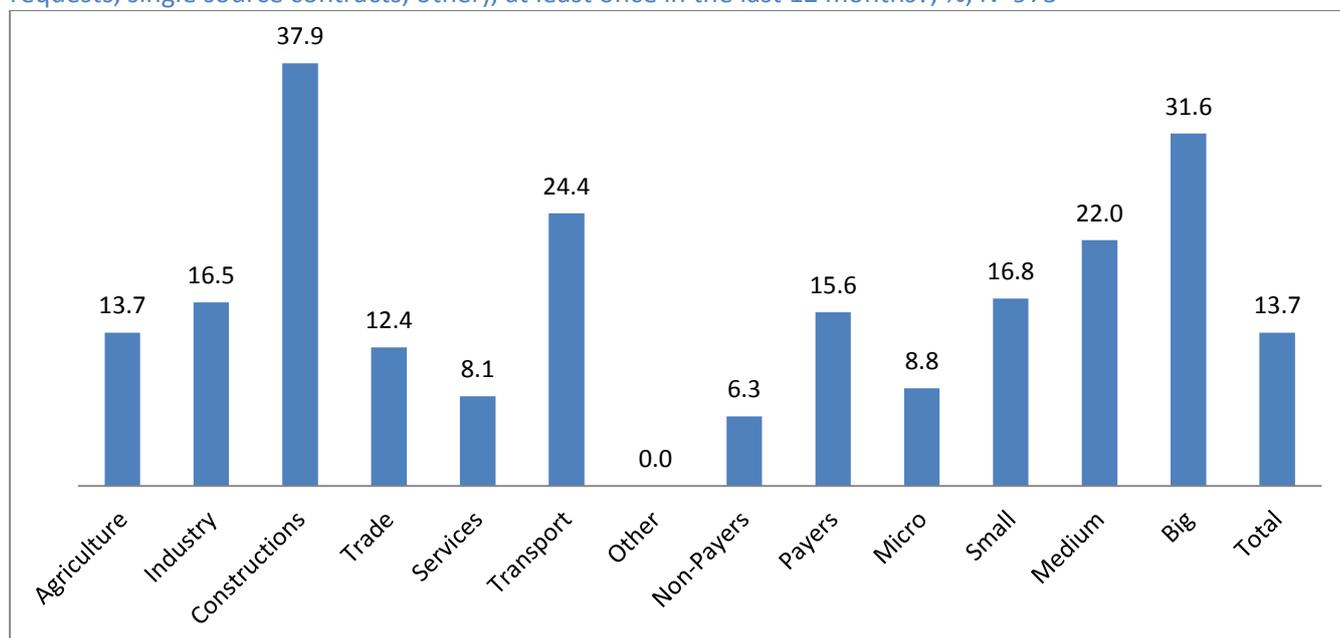


Table 18: Q16. Do you agree with the following statements regarding public procurement procedures? (%)

Category	Overall, procedures are carried out in due time, without delays	Overall, procedures are transparent	Overall, procedures are correct
Main economic activity	Agriculture	20.0	20.0
	Industry	24.0	28.0
	Construction	34.2	37.5
	Trade	22.6	20.3
	Services	11.3	8.2
	Transportation	28.0	24.0
	Other	0.0	0.0
VAT status	Non-payers	20.0	25.9
	Payers	21.7	19.6
	Micro	15.1	13.6
Size	Small	22.8	21.6
	Medium	22.7	22.7
	Large	45.2	41.9
<b>Total</b>	<b>21.6</b>	<b>20.1</b>	<b>19.4</b>

## Annex 7. Strategic communication

**Table 19:** Q19. Name up to 5 sources of information concerning the fiscal, customs and entrepreneurship areas that you use most often/ think are most useful (respondent chooses between frequency and usefulness), N=965

Information source	VAT status		Size				All companies
	Non-payers	Payers	Micro	Small	Medium	Large	
Fisc.md	70.0	76.2	77.3	71.9	77.6	67.9	74.8
Accounting and Auditing	39.5	62.7	49.6	67.1	72.4	64.3	57.8
Fiscal Monitor	28.5	36.8	32.2	42.5	29.3	23.2	35.0
contabilsef.md	44.5	44.0	45.5	46.1	36.2	26.8	44.0
servicii.fisc.md	35.5	39.7	39.0	40.1	34.5	33.9	38.8
Accountant (person)	44.5	32.6	44.0	25.1	22.4	25.0	35.0
Coworkers (other than accountants)	21.0	20.8	23.8	18.3	13.8	16.1	20.8
Official Gazette	24.5	35.3	30.2	34.7	32.8	50.0	33.1
Logos Press (Ekonomicheskoe Obozrenie)	4.5	10.1	5.6	11.4	12.1	21.4	8.9
Agora.Md	11.0	11.1	12.0	10.8	10.3	5.4	11.1
Unimedia	14.5	8.2	11.2	8.1	5.2	7.1	9.5

**Table 20:** Q19\_1. Sources of information mentioned by respondents, other than those listed in the questionnaire, N=965

No	Source of informationa	Percentage of respondents
1	BNK (bankovskie nalogovye konsultatii)	7.0
2	lex.md	4.5
3	Seminars	1.9
5	TV channels	1.0
6	Radio stations	0.9
7	999.md	0.7
8	Spros i predlojenie	0.7
9	Special forums	0.6
10	Nalog.md	0.6
11	Fiscal Code	0.5
12	Gov.md	0.5
13	Bussines class	0.3
14	Cnam.md	0.3
15	lobby.md	0.3
16	Promo	0.3
17	rabota.md	0.3
18	fisc.md	0.3
19	monitorulcontabil.md	0.3
20	nalog.md	0.3
21	Other entrepreneurs	0.2
22	Cadrî i zarobotnaia plata	0.2
23	Facebook	0.2
24	Online books	0.2
25	zarobotnaiaplata.md	0.2
26	Trud	0.2
27	Association of Accountans	0.1
28	Bănci și finanțe	0.1
29	Customs Code	0.1
30	Golden pages	0.1
31	Trade magazines	0.1
32	Săptămîna	0.1
33	Professionals	0.1
34	transport.md	0.1
35	Argumentî i factî	0.1
36	cnas.md	0.1
37	Internet	0.1
38	kompas.md	0.1
39	komsomoliskaia pravda	0.1
40	makler.md	0.1
41	point.md	0.1
42	vama.md	0.1
43	afisha.md	0.1
44	Information boards	0.1

**Table 21:** Q39. Does your company communicate with Customs representatives in the following ways? If so, do you think the experience is useful? (%)

Interaction with/by means of:	No	Yes, rather useful	Yes, rather unuseful	Total	Respondents
Hotline operators	69.2	26.3	4.5	100	357
Customs officers, over the phone	57.6	34.3	8.1	100	356
Customs officers, at the customs offices or headquarters	42.1	50.3	7.6	100	356
Customs officers during the checks	51.4	42.3	6.3	100	356
Customs officers at border checkpoints	52.6	41.2	6.2	100	352
Customs officers at custom stations (other than border crossing points)	58.6	34.8	6.6	100	345
Via email with customs inspectors	68.5	26.7	4.8	100	356

## Annex 8. Foreign trade

**Table 22:** Q20. As a rule, does your company carry out clearance operations on their own or through a customs broker?, %, N=399

Category		On their own	Indirectly, through a customs broker	Both directly on their own or through a customs broker	Total
Foreign trade status	Importer	9.4	83.6	7.0	100.0
	Exporter	18.8	64.6	16.7	100.0
	Importer and Exporter	13.9	78.5	7.7	100.0
Size	Micro	12.7	75.4	11.9	100.0
	Small	10.2	80.7	9.1	100.0
	Medium	12.5	87.5	0.0	100.0
	Large	10.4	87.5	2.1	100.0
<b>Total</b>		<b>11.3</b>	<b>80.5</b>	<b>8.3</b>	<b>100.0</b>

**Table 23:** Q21. How many import and export shipments do you carry out per month, %.

Frequency	Imports	Exports
Up to 1 (less than one per month)	32.2	47.0
1-2 per month	35.1	36.5
3-5 (weekly)	21.6	7.0
6-10 (cca. 2 per month)	6.1	5.2
10+ (3 and more per month)	5.0	4.3
<b>Respondents</b>	<b>342</b>	<b>115</b>

**Table 24:** Q22. What reforms (changes) have you come across in import and export processes in the past 12 months?, N=308

No.	Reforms	% of responses
1	Electronic declaration	11.7
2	Less documentation	10.7
3	Blue lane	7.1
4	Electronic export	5.2
5	Electronic import	3.2
6	Electronic procedures	1.9
7	Faster clearance	1.3
8	Tighter control of goods	0.6
9	Changes in Code	0.6
10	Electronic signature	0.6
11	Simplification of procedures on import	0.6
12	The 5% VAT rate on domestic products	0.3
13	Increased excise tax	0.3
14	Exemption from import tax to the EU	0.3

**Table 25:** Q23. What difficulties does your company face upon importing and/or exporting goods? Specify up to 4 most important: (including issues related to legal framework, tariffs, customs procedures, relationship with suppliers/customers, etc.), N=302

No.	Difficulties	% of respondents
1	High tariffs	23.5
2	Difficult clearance/customs procedures	11.3
3	Bureaucracy	9.3
4	Taking too long	7.3
5	Corruption	5.0
6	Customs inspection	2.0
7	Incompetent customs staff	1.7
8	Everything is going well	1.7
9	MDL depreciation	1.3
10	ASYCUDA not working at times	1.0
11	Relationships with suppliers	1.0
12	Brokers mistaken the declarations	0.7
13	Calculating the value of goods	0.7
14	Transportation of goods on the Customs territory is not allowed	0.7
15	Busy customs checkpoints	0.7
16	No direct telephone line access	0.7
17	Lack of transparency	0.7
18	Blocked payment accounts	0.3
19	Legal framework	0.3
20	Phytosanitary Certificate	0.3
21	Rep. of Moldova's tariff codes set do not correspond to foreign	0.3
22	Embargo	0.3
23	Paperwork errors committed by customs inspectors	0.3
24	Customs procedures	0.3
25	Payment of fees in advance	0.3
26	Relationship with clients	0.3
96	The broker is not up to date	2.6
97	Does not know	14.9

**Table 26:** Q24. Do you think you could use the electronic import procedure?, %, N=343

Claims	Importer	Exporter	Importer and exporter	Total
Have not heard about this procedure	46.7	71.4	39.3	46.9
Currently using this procedure	12.3	0.0	11.5	11.4
Plan to use the procedure in the nearest future	27.6	14.3	39.3	28.9
Would like to use it, but do not have the opportunity	8.4	4.8	6.6	7.9
Do not intend to use the procedure	5.0	9.5	3.3	5.0
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Table 27:** Q25. Does your company use the electronic declaration on export procedures?, N=246 (only exporters)

Response	%
No	91.1
Yes	8.9
<b>Total</b>	<b>100</b>

**Table 28:** Q26. Comment Yes/No/Partly/Do not know to the following statements on electronic export, %:

Statement	Yes	No	Partly	Total	Respondents
The company saves time in drawing up and filing the electronic export declaration	81.4	0.0	18.6	100	27
The company communicates less with customs inspectors in person	86.2	0.0	13.8	100	29
Customs declarations are stored in electronic form, not paper	65.5	3.5	31.0	100	29
The company sees the electronic filing of declaration as a more transparent procedure, due to the communication via electronic systems.	73.3	13.3	13.4	100	30
The company saves time and money by lacking the need to move the trucks at customs terminals.	75.0	0.0	25.0	100	28
The company is no longer moving to the predetermined customs posts, but directly to the border.	71.4	7.1	21.5	100	28
Setting the seal is optional for companies.	57.6	23.1	19.3	100	26

**Table 29:** Q27. Is your company an Authorized Economic Operator (AEO)? If so, do you believe it is a privileged status?, %, N=385

Response	Importers	Exporters	Importers and exporters	Total
We are not an AEO	73.0	81.4	80.3	75.1
We are an AEO, but do not believe we benefit from a privileged status	16.7	7.0	16.4	15.6
We are an AEO and think that we benefit from a privileged status	2.1	7.0	0.0	2.3
We are an AEO, but cannot answer on the privilege of the status	3.2	0.0	1.6	2.6
Have not heard about AEO status	5.0	4.7	1.6	4.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 30:** Q28. If you are not an AEO, do you think your company could submit an application to become an AEO?, %, N=156

Response	Importers	Exporters	Importers and exporters	Total
1. Yes, we want and meet the required conditions	34.9	38.9	46.9	37.8
2. No, because we do not meet the required conditions	34.9	16.7	15.6	28.9
3. No, because we do not think it is beneficial	30.2	44.4	37.5	33.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 31:** Q28.1 If you responded "2" or "3" to Q28, can you explain why?

No.	Cause	%
1	Bureaucracy	11.9
2	Small company, importing less	19.1
3	It is very hard to obtain	11.9
4	It is of no use	7.14
5	Do not need such status	14.3
6	Do not have qualified staff	7.1
7	Do not know/Have not heard	19.1
8	Did not respond	9.5

**Table 32:** Q29. Compared to last year, what changes have you noticed in the percentage of customs declarations distributed on yellow and red lanes (%)

Activity	Fewer	The same	More	Respondents
On import, declarations on the yellow and red lanes passed:	10.6	70.6	18.8	245
On export, declarations on the yellow and red lanes passed:	11.7	71.4	16.9	77

**Table 33:** Q30. How was the procedure of registration with Customs Service, as a participant in foreign trade?, N=311

Response	Importer	Exporter	Importers and exporters	Total
Easy	16.4	5.1	21.2	15.8
Neither difficult not easy	61.4	66.7	65.4	62.7
Difficult	22.3	28.2	13.5	21.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 34:** Q31. How long has the procedure of registration with Customs Service taken?, hours, N=359

<b>Average time, hours</b>	10.3
<b>Confidence rate 95% from:</b>	9.1
<b>to:</b>	11.6

**Table 35: Q32. How do you assess current import and export procedures compared to the previous year (12 months ago)? (%)**

Response	Import	Export
Have become easier	32.5	39
Have not changed	52.9	50.8
Have become more difficult	14.6	10.2
<b>Respondents</b>	<b>308</b>	<b>128</b>

**Table 36: Q33. Have you heard or benefited (time, money) from the following reforms and what was their impact on your business?, %, N=405**

Reform	Have you heard about the reform?			Have you benefited from it?			What were the benefits? (% total respondents)				The magnitude of impact from 1 to 5
	Yes	No	N/A	Yes	No	Do not perceive it as a reform	Time	Money	Time and money	Neither time nor money	
Implementation of electronic import	49.4	50.6	0.0	15.1	81.4	3.5	5.4	5.4	73.0	10.8	4.0
Implementation of electronic export	41.2	58.0	0.7	9.8	84.8	5.4	20.8	0.0	75.0	4.2	3.7
Decreasing to 3 the list of documents required for customs clearance	31.1	68.9	0.0	22.0	45.7	32.3	18.5	1.9	68.5	5.6	4.0
Implementation of blue lane	29.4	70.1	0.5	4.1	70.0	25.9	0.0	0.0	50.0	50.0	2.9
Submission of certificates of origin on import for goods subject to sanitary veterinary control is not required	17.8	81.7	0.5	4.5	56.7	38.8	9.1	9.1	72.7	9.1	3.7

**Table 37: Q33\_A Have you heard about the following reforms, %, (one possible answer)**

Q33_1A	Importers	Exporters	Importers and exporters	Total
Implementation of electronic import	47.6	47.9	58.2	49.4
Implementation of electronic export	34.5	58.3	58.2	41.2
Decreasing to 3 the list of documents required for customs clearance	26.6	39.6	44.8	31.1
Implementation of Blue Lane	26.2	39.6	35.8	29.4
Submission of certificates of origin on import for goods subject to sanitary veterinary control is not required	13.5	33.3	25.4	17.8

**Table 38: Q34. Was your company penalized recently (in the last 12 months) by the Customs Service? If so, do you think the fine was proportionate to the violation committed?, N=392**

Response	%
We were not fined by Customs in the last 12 months	93.6
We got a fine and think it is acceptable	2.6
We got a fine and think it is disproportionate to the committed violation	1.8
We got fined but do not believe there was a violation	2.0
<b>Total</b>	<b>100</b>

**Table 39:** Q35. Answer with Yes/No/Do not know to the the following questions related to subsequent customs controls: (%)

Statement	Yes	No	Do not know	Respondents
Has you company been subject to subsquent control (clearance) by Customs?	8.8	84.0	7.2	399
Does the Customs Service carry out frequent controls on your company?	6.5	86.0	7.5	400

**Table 40:** Q36. Please indicate the level of satisfaction regarding the Customs Service' response time and transparency (one answer per row) (%)

Indicator	Very dissatisfied	Dissatisfied	Average	Satisfied	Very satisfied	Respondents
Transparency	4.1	14.4	49.7	28.8	3	320
Response time	1.6	19	40.5	33.9	5	316
Response usefulness	1.6	15.8	42.4	33.9	6.3	316

**Table 41:** Q37. Upon export and import, does your company need to obtain permit documentation issued by public authorities? N=382

Response	%
No	71.5
Yes	28.5
<b>Total</b>	<b>100.0</b>

**Table 42:** Q38. Does your company have to obtain permissive documentation to import/export with the following public institutions, including institutions subordinated to them? (%)

Authority	No	Yes	Respondents
Ministry of Economy	92.9	7.1	382
Licensing Chamber	89.6	10.4	368
Ministry of Agriculture and Food Industry	87.8	12.2	375
National Agency for Food Safety	85.0	15.0	368
Ministry of Culture	98.9	1.1	367
Ministry of Environment	95.4	4.6	366
Ministry of Internal Affairs	99.5	0.5	368
Ministry of Health	92.9	7.1	368
Agency of Medicines and Medical Devices	98.1	1.9	367
Information and Security Service	99.2	0.8	364
National Agency for Regulation of Nuclear and Radiological Activities	98.9	1.1	364
National Agency of Auto Transport	97.3	2.7	364

## Annex 9. Foreign trade in products of animal and plant origin

**Table 43:** Q40. Indicate your level of satisfaction with the response time and transparency of the National Agency for Food Safety: %, N=142

Indicator	Very dissatisfied	Dissatisfied	Average	Satisfied	Very satisfied	Total %
Transparency	3.5	11.3	55.6	27.5	2.1	100
Response time	2.8	14.1	47.2	33.1	2.8	100
Response usefulness	2.1	14.8	49.3	31.7	2.1	100

**Table 44:** Q41. Assess the following processes related to obtaining import and export-related documents for products of animal or plant origin.

	No. of respondents	Time to complete, days			Cost, MDL per procedure		
		Average	Confidence interval 95%		Average	Confidence interval 95%	
<b>Products of plant origin</b>							
Obtaining the registration certificate with NAFS	131	3.7	3.2	4.3	195	151	240
Phytosanitary control of the room (import)	127	2.1	1.7	2.5	303	235	370
Obtaining the phyto-sanitary import permit	127	2.1	1.5	2.8	286	211	361
Phytosanitary control at the BCP (import)	127	2.5	1.9	3.2	243	179	307
Safety control (import)	127	2.3	1.6	2.9	271	203	338
Phytosanitary certification on export	121	4.2	1.5	6.9	250	114	386
Control at the BCP on export	120	3.2	1.7	4.7	394	300	487
<b>Products of animal origin</b>							
Getting the sanitary-veterinary operating authorisation with NAFS	85	2.5	1.9	3.2	349	221	476
Annual vehicle authorisation	85	3.6	1.0	7.4	212	48	375
Getting the import sanitary-veterinary approval	85	2.0	1.4	2.6	449	209	688
Sanitary-veterinary control at BCP (import)	85	2.2	1.5	2.9	381	167	595
Sanitary-veterinary control at the internal post (import)	85	2.1	1.3	2.8	402	196	608
Certification of goods	85	3.0	2.3	3.7	440	281	600

## Annex 10. Questionnaire

<b>F1. Company's code</b>			
<b>F2. VAT company</b>	0 – No 1 – Yes		
<b>F3. Foreign trade</b>	1 – Importer (A&B) 2 – Exporter (A&B) 3 – Importer and Exporter (A&B) 99 – neither importer, nor exporter (A)	<b>F5.2. Respondent</b>	1 – Director 2 – Logistics manager 3 – Trade manager 4 – Accountant 9 – Other 99 – doesn't apply
<b>F4. Origin of traded goods:</b>	1 – Vegetal (M5) 2 – Animal (M5) 3 – Vegetal and animal (M5) 99 – neither vegetal, nor animal (omit M5)	<b>F5.3. Respondent</b>	1 – Director 2 – Logistics manager 3 – Trade manager 4 – Accountant 9 – Other 99 – doesn't apply
<b>F5.1. Respondent</b>	1 – Director 2 – Logistics manager 3 – Trade manager 4 – Accountant 9 – Other		

**USAID BRITE**  
**Survey of the private sector**  
**Evaluation of business representatives' opinion on implemented or on-going reforms**  
**Questionnaire A**  
(all respondents)

### MODULE 0. GENERAL DATA

1. Please specify your company's main area of activity.

Area:	1.1. Main	1.2. Secondary	1.3. Tertiary
Agriculture	1	1	1
Industry	2	2	2
Constructions	3	3	3
Trade	4	4	4
Services	5	5	5
Transport	6	6	6
Other	9	9	9
Doesn't apply		99	99

2. Answer with Yes or No to the following affirmations regarding your company:

Answer	No	Yes	N/A
2.1 Has internet access for the employees	0	1	99
2.2 Uses Facebook for information about the public institutions' activity	0	1	99
2.3 Uses Facebook for its own activity, including promotion, communication with clients	0	1	99
2.4. Uses other social networks to promote the company and communicate with the clients	0	1	99

### MODULE 1. TAX AREA

3. How do you perceive the time your company dedicates to the payment of taxes? (from the calculation procedure to the actual payment)

Answer	Select
Very little	1
Little	2
Medium	3
Much	4
A lot	5

<b>Can't appreciate</b>	6
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4. Please indicate the level of satisfaction regarding the response time and transparency of the State Tax Service (one answer per row)

	Very Dissatisfied	Dissatisfied	Medium	Satisfied	Very satisfied	I don't know/ Can't appreciate
4.1 Transparency	1	2	3	4	5	99
4.2 Response time	1	2	3	4	5	99
4.3 Answer's utility	1	2	3	4	5	99

5. Does your company interact with the State Tax Service representatives through the following ways? If so, do you consider the experience useful?

Nr	Interaction with/ through:	No	Yes, rather useful	Yes, rather unuseful	Yes, can't appreciate
5.1	With call center operators	1	2	3	99
5.2	With tax inspectors, at the phone	1	2	3	99
5.3	With tax inspectors, in the Tax Administration Directorate headquarters	1	2	3	99
5.4	With tax inspectors during checks	1	2	3	99
5.5	Interaction via e-mail	1	2	3	99

6. How often do you contact the State's Tax Service unique call center? (in the last 6 months)

Answer	Select
I haven't heard about the call center	1
I have heard, but never contacted it	2
Contact it rarely	3
Contact it often	4
N/A	99

7. As a natural person, have you noticed in due time the submission of income declaration changed deadline? If so, mention the 3 most important information resources?

Answer	Select
I haven't noticed	1
Posters in the Tax Administration Directorate	2
TV advertisements	3
Advertisements on billboards	4
Advertisements in shopping centers	5
Information on the State's Tax Service Facebook page	6
Radio	7
In trolleybuses (information displayed on the screen)	8
Public Institutions' web pages	9
Specialized magazines	10
N/A	99

## MODULE 2 THE REGULATORY FRAMEWORK OF ENTREPRENEURIAL ACTIVITY REFORM

8. Please name 3 reforms that encourage entrepreneurship, implemented by the state institutions over the last 12 months? (Indicate the respondent's exact answer. If the respondent gives a general answer, for example "electronic public services", specify which one exactly.)

Nr	Reform
8.1	
8.2	
8.3	

9. Has your company carried out construction work over the past 3 years?

Answer	Select
Yes	1
No, go to question 11	0
N/A, go to question 11	99

10. Please indicate the preparation and obtaining time of documentation for construction at the following stages:

Stages	Duration (months)
10.1 Obtaining the Certificate of Urbanism, including the time for receipt of approvals from the Fire Department, public health center, the environmental authority	
10.2 Obtaining the Authorization for Construction, including the time for construction project's approval by firefighters, public health center, the environmental authority, etc.	
10.3 Final construction's reception, including the creation of the final reception group and interaction with the cadastral body	

11. Does your company's kind of activity imply the need of an operating (trade) authorization? (one possible answer)

Answer	Select
Yes and we have an authorization	1
Yes, but we don't have an authorization, go to question 14	2
No, go to question 14	3
N/A, , go to question 14	99

12. How much time did your company need to obtain the operating authorization, including the approvals from public health center, firefighters, National Agency for Food Safety, etc.? (1 month=30 days)

13. How do you perceive the obtaining process of the operating authorization, including the approvals from public health center, firefighters, National Agency for Food Safety, etc.?

Answer	Select
Simple	1
Medium (neither difficult, nor simple)	2
Difficult	3
N/A	99

14. Has your company requested a VAT refund over the last 12 months? If so, how long has it taken?

Answer	Select
Haven't requested a refund	1
Have requested a VAT refund, it took less than 45 days	2
Have requested a VAT refund, it took a little over 45 days	3
Have requested a VAT refund, it took a lot over 45 days	4
The request hasn't been executed in 90 days, over this period or at all	5
VAT has been transferred to company account for the next period	6
VAT has been redirected	7
N/A	99

15. Has your company participated in any public acquisitions (public auctions, one source contracts, etc.) over the last 12 months?

Answer	Select
Yes	1
No, go to Module 3	0
N/A	99

16. Do you agree with the following statements regarding the procedures for public acquisitions?

Answer	No	Yes	I don't know
16.1 Generally, these procedures are held in due time	0	1	99
16.2 Generally, these procedures are transparent	0	1	99
16.3 Generally, these procedures are correct	0	1	99

**MODULE 3. STRATEGIC COMMUNICATION/INFORMATION**

17. In case you go on Facebook, what kind of information would you like to find on the public institutions' pages?

Answer	Select
17.1 Operative specialized information	1
17.2 Planned/carried out amendments to the legislation	2
17.3 Necessary documents for different procedures	3
17.4 Accessible information in a simplified language	4
17.5 Changes in procedures for report submissions	5
17.6. N/A	99
17.7. Other, specify:	

18. 1. How frequently do you visit these sites? (one possible answer)

2. How useful do you consider these sites? (one possible answer)

	A. Frequency of visitation (during a month)			B. Useful?	
	Don't visit/ seldom	At least once	More than once	No	Yes
18.1 <a href="http://www.customs.gov.md">www.customs.gov.md</a>	1	2	3	0	1
18.2 <a href="http://www.ansa.gov.md">www.ansa.gov.md</a>	1	2	3	0	1
18.3 <a href="https://facebook.com/Serviciul.Fiscal.de.Stat">facebook.com/ Serviciul.Fiscal.de.Stat</a>	1	2	3	0	1
18.4 <a href="https://facebook.com/ServiciulVamalRM">facebook.com/ ServiciulVamalRM</a>	1	2	3	0	1
18.5 <a href="http://www.fisc.md">www.fisc.md</a>	1	2	3	0	1
18.6 <a href="http://www.servicii.fisc.md">www.servicii.fisc.md</a>	1	2	3	0	1

19. Name 5 sources of information regarding tax, customs and entrepreneurship areas, which you frequently use (the choice between frequency and utility is made by the respondent):

Sources of information	Select maximum 5 answers
19.1 Fisc.md (State Tax Service web page)	1
19.2 Contabilitate și Audit (magazine)	2
19.3 Monitorul Fiscal (State Tax Service magazine)	3
19.4 ContabilSef.md (web page)	4
19.5 Servicii.fisc.md (IS FiscServInform web page)	5
19.6 Accountant (person)	6
19.7 Work colleagues (other than the accountant)	7
19.8 Monitorul Oficial (official publication)	8
19.9 Logos Press (Ekonomicheskaja Obozrenia) – newspaper	9
19.10 Agora.Md (web page)	10
19.11 Unimedia (web page)	11
19.12 Other1 _____ -	
19.13 Other2 _____	
19.14 Other3 _____	
19.15 N/A	99

**Questionnaire B**

(companies with cross-border trade)

**MODULE 4. IMPORT / EXPORT PROCEDURES**

20. Does your company usually perform the custom operations in its own name or through a customs broker?

Answer	Select
Directly, on its own name	1
Indirectly, through a customs broker	2
Both directly, in its own name and through a customs broker	3
N/A	99

21. How many imports/exports do you do during a month: (in case of seasonal activities, for the period of the season)

Frequency	21.1 Imports (select)	21.2 Exports (select)
Sub 1 (less than once a month)	1	1
1-2 times per month	2	2
3-5 (weekly)	3	3
6-10 (aprox. twice a month)	4	4
10+ (3 and more per week)	5	5
Don't import/export	9	9
N/A	99	99

22. What reforms (changes) have you traced in the import and export procedures over the last 12 months?

Nr	Change:
22.1	
22.2	
22.3	
22.4	

23. What kind of difficulties does your company have regarding import and/or export? Specify the most important 4 difficulties: (including problems regarding legal, tax frameworks, customs procedures, supplier/client relationship, etc.)

Nr	Difficulties:
23.1	
23.2	
23.3	
23.4	

24. Do you consider you could use the electronic import procedure?

Statement	Select
I don't know about this procedure	1
We currently use this procedure	2
We are planning to use this procedure	3
We would like to use it, but don't have the possibility	4
We don't want to use this procedure	9
N/A	99

24.1. In case you answered „4”, specify the motive: \_\_\_\_\_

1. Does your company use the electronic statement in order to issue the export?

Răspuns	Select
No, go to question 27	0
Yes	1
N/A, go to question 27	99

2. Please comment with Yes/No/Partially/I don't know on the current statements:

Statement	Yes	No	Partially	I don't know
26.1 The company saves time when it draws up and submits the export declaration electronically	1	2	3	99
26.2 The company contacts less, in person, with the customs inspectors	1	2	3	99
26.3 The storage of customs declarations is made electronically, not on paper	1	2	3	99
26.4 The company considers that the electronic submission of declaration is more transparent due to electronic communication.	1	2	3	99
26.5 The company saves time and money by avoiding the movement of trucks at customs terminals.	1	2	3	99
26.6 The company doesn't go to the customs posts, but directly to the border	1	2	3	99
26.7 The seal is applied optionally	1	2	3	99

3. Is your company an Authorized Economic Operator (AEO)? If so, do you consider you benefit from a privileged status?

Answer	Select
We are not AEO	1
We are AEO, but do not consider that we benefit from a privileged status, go to question 29	2
We are AEO and consider that we benefit from a privileged status, go to question 29	3
We are AEO, but can't answer on the privileged status, go to question 29	4
We don't know about AEO, go to question 29	9
N/A	99

4. In case you are not AEO, do you consider that your company could file a request to become one?

Answer	Select
Yes, we want to and we are eligible	1
No, because we are not eligible	2
No, because we don't consider it beneficial	3
N\$/NR	99

28.1 In case you answered „2” or „3”, could you explain why?

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5. Compared to the last year, have you noticed any changes in the percentage of customs declaration distributed on the yellow and red corridor?

Activity	Less	The same	More	Not the case	N/A
29.1 At import, on the yellow corridor declarations passed:	1	2	3	9	99
29.2 At export, on the red corridor declarations passed:	1	2	3	9	99

6. How was the registration procedure at the Customs Service, as a participant of external trade?

Answer	Select
Easy	1
Neither easy, nor difficult	2
Difficult	3
N/A	99

7. How long did it take to register at the Customs Service? \_\_\_\_\_ hours (1 day = 8 hours)

8. How do you rate the current import and export procedures compared to the last year? (12 months ago)?

Answer	32.1 Import	32.2 Export
Became easier	1	1
Stayed the same	2	2
Became more complicated	3	3
N/A	99	99

9. A. Have you heard about the following reforms? (one possible answer)  
 B. Have you benefited from their implementation? (multiple answer)  
 C. Have you had any time and/or money benefits from these reforms? (multiple answer)  
 D. How big is the impact of these reforms on your business? (one possible answer)

Nr.	Reforms	A. Heard		B. Beneficiated			C. Time/money benefits				D. Impact on your business					
		Yes	No	Beneficiated	Didn't beneficiate	Don't consider it reform	Time	Money	Time and money	Neither time, nor money	No impact	Very little impact	Little impact	Big	Major	N/A
33.1	Implementation of the electronic import (no paper storage)	1	0	1	2	3	1	2	3	4	1	2	3	4	5	99
33.2	Implementation of the electronic export (no paper storage)	1	0	1	2	3	1	2	3	4	1	2	3	4	5	99
33.3	The list of mandatory documents for customs clearance reduced to only 3	1	0	1	2	3	1	2	3	4	1	2	3	4	5	99
33.4	Implementation of the Blue Corridor (customs control by rechecking)	1	0	1	2	3	1	2	3	4	1	2	3	4	5	99
33.5	The presentation of certificates of goods subject to sanitary-veterinary control is not required	1	0	1	2	3	1	2	3	4	1	2	3	4	5	99

10. Has your company been recently (in the last 12 months) sanctioned by the Customs Service? If so, do you consider the fine proportional to the violation?

Answer	Select
Haven't received any fine in the last 12 months	1
Received a fine and consider it acceptable	2
Received a fine and consider it disproportional to the violation	3
Received a fine, but don't consider there was violation in the first place	4
N/A	99

11. Please answer with Yes/No? I Don't know to the following questions regarding the ulterior procedure of customs control:

Questions	Yes	No	I don't know
35.1 Has you company had an ulterior customs control by the customs bodies?	1	2	3
35.2 Are the ulterior customs controls frequent?	1	2	3

12. Please indicate the level of satisfaction regarding the response time and transparency of the Customs Service: (one answer per row)

Indicator	Very dissatisfied	Dissatisfied	Medium	Satisfied	Very satisfied	I don't know/ I can't say
36.1 Transparency	1	2	3	4	5	99
36.2 Response time	1	2	3	4	5	99
36.3 Answer's utility	1	2	3	4	5	99

13. Does your company need any permissive documents issued by public authorities for the import or export of goods? (other than NAFS)?

Answer	Select
No – go to question 39	0
Yes	1
N/A	99

14. Does your company need any permissive documents for the import/export of goods from the following public institutions, including their subordinate institutions?

Authority's Name	No	Yes	I don't Know
38.1 Ministry of Economy	0	1	99
38.2 Licensing Chamber	0	1	99
38.3 Ministry of Agriculture and Food Industry	0	1	99
38.4 National Agency for Food Safety	0	1	99
38.5 Ministry of Culture	0	1	99
38.6 Ministry of Environment	0	1	99
38.7 Ministry of Internal Affairs	0	1	99
38.8 Ministry of Healthcare	0	1	99
38.9 Agency of Medicines and Medical Devices	0	1	99
38.10 Intelligence and Security Service	0	1	99
38.11 National Agency for Regulation of Nuclear and Radiological Activities	0	1	99
38.12 National Auto Transport Agency	0	1	99

15. Does your company interact with the Customs' Service representatives through the following ways? If so, do you consider the experience useful?

Nr	Interaction with/through:	NO	Yes, rather useful	Yes, rather unuseful	Yes, can't appreciate
39.1	Hotline operators	1	2	3	99
39.2	Customs inspectors, on the phone	1	2	3	99
39.3	Customs inspectors, customs offices or headquarters	1	2	3	99
39.4	Customs inspectors, during customs controls	1	2	3	99
39.5	Customs inspectors, at the border crossing points	1	2	3	99
39.6	Customs inspectors in customs stations (other than border crossing points)	1	2	3	99
39.7	Customs inspectors via e-mail	1	2	3	99

#### MODULE 5. RELATIONSHIP WITH THE NATIONAL AGENCY FOR FOOD SAFETY

16. Please indicate your level of satisfaction regarding the response time and transparency of the **National Agency of Food Safety**: (one possible answer per row)

	Very dissatisfied	Dissatisfied	Medium	Satisfied	Very satisfied	I don't know/ I can't say
40.1 Transparency	1	2	3	4	5	99
40.2 Response time	1	2	3	4	5	99
40.3 Answer's utility	1	2	3	4	5	99

17. Please rate the following processes regarding the obtaining of import/export documents for goods with animal or vegetal origin. Complete/select the cells where necessary.

Nr	Process	A. Have you gone through this process? 0- No 1 – Yes		B. Duration days	C. Cost (lei) – one procedure
<b>Products of vegetal origin</b>					
41.1	Obtaining the certificate of registration from NAFS	0	1		
41.2	Phyto-sanitary inspection of the room (import)	0	1		
41.3	Obtaining the phyto-sanitary import permit	0	1		
41.4	Phyto-sanitary inspection at the border crossing point (import)	0	1		
41.5	Safety control (import)	0	1		
41.6	Phyto-sanitary certification at la export	0	1		
41.7	Border crossing point inspection at export	0	1		
<b>Products of animal origin</b>					
41.8	Getting veterinary operating authorization from NAFS	0	1		
41.9	Annual authorization for means of transport	0	1		
41.10	Obtaining import veterinary certificate	0	1		
41.11	Sanitary-veterinary control at the border crossing point (import)	0	1		
41.12	Sanitary-veterinary control at the intern point (import)	0	1		
41.13	Merchandise certification	0	1		

Thank you for your time. Have a good day!