



## ANNOTATED CASE STUDIES -- ONE STOP SHOPS

### **Business Start-up & One-stop Shops: Principles for Success from Ukraine and Abroad**

The purpose of this study is to provide direction to Ukrainian local officials and business associations who are working to simplify the environment in which businesses operate by:

1. Analyzing the various approaches to simplifying business start-up which have been utilized by the international community, including the use of one-stop shops; and
2. Examining two Ukrainian case studies which demonstrate that communities are empowered by Ukraine's current legislation to make those improvements, and which provide specific lessons-learned from their experience of creating two working one-stop shops in Ukraine.

*For further information:*

Buryy, Volodymyr; Morford, Zachary; Snider, Paige

Development Alternatives, Inc. (DAI)

USAID. Regional Mission to Ukraine, Belarus, Moldova (Sponsor)

Aug 2002 [63 p.]

Project title: BIZPRO (economic growth through SME development)

121-C-00-00-00831-00

Electronic location: [http://www.dec.org/pdf\\_docs/PNACR087.pdf](http://www.dec.org/pdf_docs/PNACR087.pdf) (681 KB)

### **Assessing Policy Implementation Success: Observations from the Philippines**

This paper analyzes the establishment and start-up of the One Stop Shop Inter-Agency Tax Credit and Duty Drawback Center in the Philippines. It briefly describes the policy change agenda that was embodied in the creation of the Center, and outlines developments at the Center during the past 18 months. It explores the issue of bureaucratic complexity as this has affected the ability of Center management and staff at the Department of Finance to implement the policy reform agenda. Finally, it examines to what extent the Center's managers actually adopted the principles and techniques of strategic management, and if they did, what difference it made to successful implementation of that policy agenda.

*For further information:*

Morton, Alice L.

Management Systems International, Inc. (MSI)

USAID Bur. for Research and Development, Office of Economic and Institutional Development (Sponsor)

USAID. Mission to Philippines (Sponsor)

Implementing policy change [IPC] working papers, no. 4

Jan 1994, 13 p. [13 p.]

Project No: 9365451

DHR-5451-C-00-0109-00

Electronic location: [http://www.dec.org/pdf\\_docs/PNABQ754.pdf](http://www.dec.org/pdf_docs/PNABQ754.pdf) (73 KB)

### **Serbia Local Government Reform Program Briefing on Citizen Assistance Centers (CAC)**

This paper explores what a CAC is, the areas of activity, the benefits of the centers, and includes a case study from the Serbian Municipality of Valjevo which recently opened a CAC.

*For further information:*

Prepared by Development Alternatives, Inc. (DAI),

Implementer of the Serbia Local Government Reform Program (SLGRP),  
under USAID contract EEU-1-00-99-00012-00, TO #803.

Brief last updated on 9/20/04.

### **The Process of Business Establishment Reform: Lessons from International Experience**

The focus of this report is the *process* of business registration reform in developing countries, how they have used various best practice tools and approaches, and with what success. The case studies and examples from a wide variety of countries provide valuable lessons for countries and sub-national regions that intend to tackle this important component of the investment climate. The authors try to answer several critical questions about the business establishment process:

- Why should countries want to reform the business establishment process?
- Why have attempts to reform the business registration process met with so much difficulty and resistance in many countries?
- What constitutes best practice in business registration reform / improvement?
- How should developing countries go about reforming the business establishment process- what tools and approaches have they sought to use, and with what success?

- What are the key lessons and caveats that can inform future attempts in developing countries to reform the business registration process, and the public-private interface more generally?

In attempting to answer these questions, this report presents a variety of shorter highlights and longer case studies of business registration practices around the world from both developed and developing countries. Many are examples of best practice whilst others describe attempts to reform business registration that have been less successful.

*For further information:*

Submitted to: USAID/Peru, by Nathan Associates Inc. May 2004  
Under Contract No. PCE-I-00-00-0013-00, Task Order 802

### **Serbia Local Government Reform Program on Business Improvement Districts (BID)**

This paper explores what a BID is, the areas of activity, the benefits of the centers, and includes a case study from the Serbian Municipality of Zrenjanin, which is a recently established BID.

*For further information:*

Prepared by Development Alternatives, Inc. (DAI),  
Implementer of the Serbia Local Government Reform Program (SLGRP),  
under USAID contract EEU-1-00-99-00012-00, TO #803.  
Brief last updated on 9/20/04.

### **USAID and Microeconomic Reform: Project Profiles**

In June 2004, USAID surveyed its field missions to determine the extent of past and current engagement in microeconomic reform initiatives. The data confirm that USAID's long-standing commitment to microeconomic reform is amply demonstrated by the significant results achieved in countries throughout the world and by the increasing number, value, and importance of these activities in every region. Rarely is microeconomic reform a stand-alone project; rather, it is usually one component in a more comprehensive economic growth program, often with a sectoral focus. This shows that microeconomic reform is well-established as an essential element of USAID's strategy for economic growth, but it also presents a challenge to isolate and aggregate these activities.

*For further information:*

Bureau for Economic Growth, Agriculture and Trade, Office of Economic Growth

**Case Study: Establishing Citizen Service Centers, Bangalore, India.**

This report details the process in setting up one-stop shops in India for the processing and issuing of certificates, permits, and the payment of taxes. Part of the USAID-ICMA CityLinks program, the City of Bangalore partnered with Reno, NV and modeled their one-stop shop after those in Reno. The report discussed the set-up and benefits of the newly established Citizen Service Centers in Bangalore.

*For further information:*

International City/County Management Association, 2440.

Electronic location: <http://icma.org/international>

**Management Information System: Phase I Operations  
Duty Drawback, One-Stop Shop. Department of Finance, Republic of the  
Philippines.**

The One-Stop Shop for Duty Drawback for the Department of Finance has developed a Management Information System (MIS) to monitor its operations and make its reporting requirements explicit. This report describes the components of the system and provides sample formats currently being tested.

*For further information:*

Management Systems International (MSI) 1992.  
USAID Bureau for Science and Technology, project number 936-5451.

**One Stop Shop Interagency Tax Credit and Duty Drawback Center: The Strategic  
Management Process**

This report documents the strategic management component interventions with the duty drawback center, including a review of the strategic management processes initiated with Duty Drawback Center in April 1992. There is a description of the workshops held, design considerations for the strategic management workshops, the process involved in each, and the outcomes. Following that is a set of recommendations for current needs and next steps for the Strategic Management Process.

*For further information:*

Crosby, Benjamin L. Management Systems International (MSI) 1992. USAID Bureau for Science and Technology, project number 936-5451.