

WTO – WORLD BANK HANDBOOK

GOOD REGULATORY PRACTICES TO FACILITATE TRADE IN SERVICES

THE DIAGNOSTIC AND REFORM PLANNING TOOL

Please note that all the additional questions are to be answered by law and/or by practice.

1 PROCESSING OF APPLICATIONS	
Baseline questions	
1.1.	Can an application for authorization be filed at any time of the year? <i>Note: If no, specify the timeframe for submission of applications in the comments.</i>
1.2.	Are authenticated copies of documents required for the authorization procedure accepted in the same way as original documents?
1.3.	Is the authority required to make the decision on an application within a certain period of time?
1.4.	If the authority is required to decide on an application within a certain period of time, what is the maximum number of days foreseen for the authority to take its decision on an application?
1.5.	Is the regulatory authority required to provide information concerning the status of the application, at the request of the applicant? <i>Note: Information can be provided either upon request of applicants, or in the case of e-systems, through for example, a live tracking system. Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
1.6.	Is the authority required to ascertain that applications are complete for processing? <i>Note: This refers to a procedural evaluation that all necessary documents have been received before substantive evaluation of the application begins. Indicate in the comments whether the regulation provides a timeframe (e.g. within 2 weeks) or an open-ended standard (e.g. without undue delay) for this check. Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation. If the reply to Q 1.8 first bullet is "yes", this question should also be answered "yes".</i>
1.7.	If an application is considered incomplete, is the regulatory authority required to: • Inform the applicant? • Specify the missing information or provide guidance on why it is incomplete? • Allow the applicant to submit missing information? <i>Note: please specify in the comment whether information on incomplete applications is provided automatically (i.e. it is a requirement), by general practice, or upon request of applicants.</i> <i>Note: Please note that allowing the opportunity to submit missing information does not necessarily require extension of the timeframe for application (where such exists). Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
1.8.	Are applications considered either approved or rejected if the regulatory authority does not reply within a set period of time ("silent approval/rejection")? <i>Note: If yes, specify the applicable time period in the comments and whether the application is deemed approved or rejected once that period expires. Note that in some legal systems, this</i>

	<i>requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
1.9.	Is the regulatory authority required to inform applicants in writing of the decision concerning the application? <i>Note: In some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
1.10.	If an application is rejected, is the regulatory authority required to: • Inform the applicant of the reasons for rejection? • Allow the applicant to submit another application? <i>Note: Information on reasons may include cases where the application is rejected because it is incomplete or requirements are not met. Indicate in the comments whether the applicant is informed about the procedures for resubmission. Note that competent authorities may require that the content of such "another" application be revised. Please describe any legal or administrative restrictions on submitting a new application following a rejection (e.g. minimum waiting periods, limits on the number of resubmissions)? Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
1.11.	Does an authorization enter into effect immediately after it has been granted? <i>Note: If no, specify the timeframe in the comments. Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
1.12.	Are authenticated copies of documents accepted in the same way as original documents? <i>Note: In some legal systems, this requirement may be contained in horizontal administrative codes or regulation.</i>
Additional questions	
1.13.	Can the timeframe set out for processing applications be extended by the authority? If yes, under which conditions and for how long?
1.14.	Is the authority required to acknowledge receipt of applications? If yes, please describe how this is done. <i>Note: this can be done, for example, in paper systems through a receipt, and in e-systems through email, or a registry number that is assigned to the application.</i>
1.15.	If there is not a legal requirement to publish information about timeframe for processing application, is it nonetheless made publicly available in practice?
1.16.	If a timeframe for processing applications is not prescribed by law/regulation, is it a nonetheless a recurring practice of the regulatory authority to process applications within a certain period of time? If yes, please specify the timeframe.
1.17.	If the authority is not required to process applications within a certain period of time, how long does it take on average to decide on an application?
1.18.	Does the regulatory authority maintain ongoing communication with applicants during the processing of applications (e.g. progress updates, requests for clarification, meetings or calls)? If yes, please describe the main channels used (email, online account, phone, in-person, etc.).

2 ELECTRONIC SUBMISSION OF APPLICATIONS

Baseline questions

2.1.	Can authorization applications be submitted electronically? <i>Note: If yes, please indicate in the comments which channels are accepted, e.g. email, web form/website upload, dedicated e-filing system (agency platform), mobile app, secure e-delivery/e-mailbox, etc.</i>
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Additional questions

2.2.	If yes, which channels are accepted: • Email • Web form/website upload • Dedicated e-filing system (agency platform) • Mobile app • Secure e-delivery/e-mailbox • Other
2.3.	Can all required supporting documents be submitted electronically (uploaded/attached), without subsequent mandatory paper copies? If not, which documents typically require the presentation of paper version?
2.4.	Are electronic submissions accepted on the same terms as paper submissions (no additional formalities such as notarisation, physical stamping, or mandatory hard-copy follow-up)?
2.5.	Does the system allow the use of digital signatures?
2.6.	Can authorization fees be paid electronically? <i>Note: electronically means, for example, via credit/debit card, bank transfer, or mobile payments.</i>
2.7.	Does the electronic submission process reuse data already held by government systems (e.g. business registry), so applicants do not need to re-submit it?
2.8.	Are the electronic submission channels aligned with applicable data protection, privacy and information security requirements (secure authentication, secure storage)?

3 ONLINE PUBLICATION OF INFORMATION

Baseline questions

3.1.	Is the following information publicly available? • requirements and procedures for licensing and authorization • procedures for monitoring or enforcing compliance • timeframe for processing an application for licensing and authorization • None of the above
3.2.	Is the information above published online (e.g. official website)? <i>Note: Specify in the comments what type of information is published online.</i>
3.3.	Is information consolidated in a single online portal?

Additional questions	
3.4.	Is the following information publicly available? • Applicability of silent approval/rejection • Time frame before entry into effect of authorization
3.5.	If there is not a legal requirement to publish information, is it nonetheless made publicly available in practice? <i>Note: Information refers to information related to requirements and procedures for licensing and authorization; procedures for monitoring or enforcing compliance; timeframe for processing an application for licensing and authorization; applicability of silent approval/rejection; time frame before entry into effect of authorization. If other type of information is available in practice, please specify.</i>
3.6.	Is information (of the type listed above) published through physical means (e.g. official journal or gazette)?
3.7.	Is information updated regularly (for example, as soon as changes occur, monthly, quarterly, every six months, annually)? If yes, please specify the frequency. <i>Note: Information refers to information related to requirements and procedures for licensing and authorization; procedures for monitoring or enforcing compliance; timeframe for processing an application for licensing and authorization; applicability of silent approval/rejection; time frame before entry into effect of authorization. If other type of information is in practice updated regularly, please specify.</i>
3.8.	Is obsolete or expired information identified as such or removed (i.e. from the information portal where published)?
3.9.	Are previous versions of laws/regulations publicly available? <i>Note: The question refers to whether earlier versions of laws and regulations remain publicly accessible (for example through an online archive, legal gazette repository or version-history function) so that suppliers can track regulatory evolution over time.</i>
3.10.	If yes, are such previous versions accessible from the information portal where current applicable requirements/procedures are published (either hosted there or clearly linked)?
3.11.	If yes, where previous versions are displayed together with the applicable version, are they clearly marked as "repealed" or "no longer in force"?
3.12.	Are amendments histories of laws/regulations publicly available (i.e. in the information portal where published)? <i>Note: This question refers to whether the portal provides a change log showing how a law/regulation has been amended over time (e.g., a list of amending instruments with dates of adoption/entry into force and, where available, links to the amending texts). An amendment history may be provided even if the portal does not display the full consolidated text of earlier versions. It is different from "previous versions", which refers to access to the full text as it stood at earlier points in time ("version in force on [date]").</i>
3.13.	Is there a possibility to receive alerts or notifications related to published information? If so, can users identify the type of information on which they wish to be notified (i.e. in the information portal where published)?
3.14.	Is there a requirement to use plain language in the drafting of laws/regulations?
3.15.	Are summaries or other supporting documents related to published information available (i.e. in the information portal where published)?

3.16.	Is information available in English (i.e. in the information portal where published)?
3.17.	Is information available in multiple languages (for example any other official languages) (i.e. in the information portal where published)?
3.18.	Are laws, regulations and other information related to authorization made available in machine-readable formats (for example XML, CSV, or via APIs) that enable third-party reuse (e.g. integration into compliance tools or digital services)?
3.19.	Is information available free of charge (i.e. in the information portal where published)?

4 SINGLE WINDOW

Baseline questions

4.1.	Is there a single window (physical and/or online) through which applicants can submit authorization applications for submission of all applications for authorization? <i>Note: If yes, please indicate in the comments which whether the single window is online, physical, or both.</i>
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Additional questions

4.2.	Is there a single window (physical and/or online) that consolidates all information on authorization requirements and procedures across competent authorities? If yes: • Online • Physical • Both
4.3.	If no single window exists, what are the main reasons? Please specify (e.g. legal mandate/institutional fragmentation, IT constraints, cost, other).
4.4.	Does the online single window support end-to-end completion (submission, payment, decision) without additional paper or in-person steps except where strictly necessary (e.g. inspections)?
4.5.	If there is an online single window, does it allow applicants to track the status of their applications in real time?
4.6.	Is the online single window utilized to communicate with applicants on their applications? <i>Note: This question refers to whether the single window is used to provide feedback and updates to applicants on their applications (for example, acknowledgement of receipt, status updates, requests for additional information, notices of deficiencies, or decisions), either through a secure online account, built-in messaging or automated emails/SMS triggered by the system.</i>
4.7.	Can the authority be contacted via the online single window (support/helpdesk)?
4.8.	Does the online single window allow uploading all required documentation? <i>Note: In case only part of the required documentation can be submitted through the online single window, please indicate which types of documents must still be provided physically.</i>
4.9.	Does the single window store submitted information in an applicant account to avoid re-submission later? Please specify whether online or physical single window.

4.10.	Can fees be paid through the single window? Please specify whether online or physical single window.
4.11.	Does the single window route applications/data to all competent authorities, so applicants do not need to submit the same information separately? Please specify whether online or physical single window.
4.12.	Are performance indicators/user feedback collected and used to improve the single window? Please describe. <i>Note: possible indicators may be, for example, number of applications processed, average processing times, user satisfaction surveys.</i>

5 AUTHORIZATION FEES

Baseline questions

5.1.	If an authorization is required, is there a fee to be paid?
5.2.	If yes, is the following information on the authorization fees publicly available: • Fee amount • Payment methods (e.g. online, credit card, bank transfer, in-cash, other) • Rationale for the fee • Methods for calculating the fee
5.3.	If yes, do authorization fees cover exclusively the processing of the application (i.e. application fees, renewal fees)? <i>Note: Application fees may include intake, completeness check, and administrative handling, assessment of requirements, issuing of licence/permit, and renewal fees. Application fees also include fees associated with the granting of authorization and subsequent renewals. They exclude fees for ongoing supervision or monitoring of service suppliers, one-off fees charged to successful applicants, contributions to earmarked or universal service funds, or financial guarantees, bonds and security deposits. Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>
5.4.	If yes, are application fees limited to/commensurate with the costs of processing the application? <i>Note: This means that the objective of the fee is to recover exclusively the cost of processing the application, not to, for example, contribute to the budget of the relevant authority. Note that in some legal systems, this requirement may be found in horizontal administrative laws or regulation rather than sector-specific legislation.</i>

Additional questions

5.5.	Is the following information on authorization fees publicly available: • Responsible authority • Payment deadlines
5.6.	If there is not a legal requirement to publish information, is it nonetheless made publicly available in practice? <i>Note: Information refers to information related to fee amounts, payment methods, rationale for the fee, methods for calculating the fee. If other type of information is available in practice, please specify.</i>

5.7.	Are authorization fees regulated (i.e. is there a legal basis that authorizes competent authorities to levy authorization fees)?
5.8.	Are authorization fees clearly distinguished, in laws/regulations or fee schedules, from other types of charges (e.g. fees for the use of natural resources, auction or spectrum-assignment payments, or mandated contributions to universal service funds)?
5.9.	Do authorities provide information on the rationale for authorization fees (including what specific costs they are intended to cover)?
5.10.	Is information about the methods used to determine authorization fees publicly available (for example formulae, time-based charges)?
5.11.	Do authorization fees cover fees payable after an authorization has been granted, such as those with respect to the maintenance, supervision of such authorization, or other aspects related to an existing authorization?
5.12.	Are there any other factors taken into account in determining the amount of authorization fees due by an applicant (for example size, risk profile or turnover)? If yes, please specify.
5.13.	Are changes to authorization fees communicated to the public in advance (including with an explanation for the changes)?
5.14.	What timeframe is accorded between the publication of authorization fees (or changes to them), and their entry into force?
5.15.	Are authorization fees periodically reviewed? If yes, how often?
5.16.	Are stakeholders consulted in setting or changing authorization fees?
5.17.	Are the following payment methods available for authorization fees? • Online • Bank transfer • Mobile money • In-person cash • Cheque • Other (please specify)

6 GOVERNANCE OF REGULATORS – INDEPENDENCE AND IMPARTIALITY OF DECISION-MAKING	
Baseline questions	
6.1.	Does a regulatory authority exist for the sector?
6.2.	If yes, is the contact information of the competent authority/regulator publicly available?
6.3.	Is the regulatory authority constituted as a separate legal entity from • service suppliers? • the sector ministry? <i>Note: Separate legal entity means the authority has its own legal personality or institutional autonomy (e.g. not part of the ministry's structure).</i>
6.4.	Does the law/regulation prohibit gender discrimination with regard to the supply of the service or employment in the sector? <i>Note: for example, by requiring the same eligibility conditions, documentation requirements, fees and timeframes irrespective of gender.</i>

Additional questions	
6.5.	If there is not a legal requirement to publish contact information of the competent authority/regulator, is it nonetheless made publicly available in practice?
6.6.	Are the powers, functions, and mandate of the regulatory authority established by law/regulation and made publicly available?
6.7.	If the regulatory authority is not legally separate from the sector ministry or from service suppliers (for example, it is instituted within a ministry or a professional body), are there specific safeguards to protect the independence of its decision-making (e.g. internal "firewalls", formal decision-making rules, recusal requirements, independent review)? Please describe.
6.8.	Is the regulatory authority legally protected from instructions by other public bodies in individual cases (i.e. a non-direction rule)? If yes, please describe.
6.9.	Are there specific codes or rules for members of the authority's decision-making body and senior management (e.g. conflict-of-interest, recusal, outside activities, cooling-off periods)?
6.10.	If yes, are these codes or rules made publicly available?
6.11.	Are there guidelines or codes governing the conduct and operations of the authority's staff (e.g. ethics/integrity or professional conduct guidelines, conflict-of-interest rules)?
6.12.	If yes, are these codes or rules made publicly available?
6.13.	Are the requirements and conditions of appointment and removal of the members of the authority's decision-making body and senior management established by law/regulation?
6.14.	Are the requirements and conditions of appointment of staff of the regulatory authority made publicly available?
6.15.	What is the length of term of members of the authority's decision-making body and senior management of the regulatory authority? (number of years)
6.16.	Is the independence of the regulatory authority guaranteed through • Parliamentary oversight • Reporting requirements to external and independent office • Public consultation processes • Other (please specify)
6.17.	Is the budget of the regulatory authority allocated independently of the entities it regulates?
6.18.	Is the budget of the regulatory authority made publicly available?
6.19.	Where regulatory functions (such as licensing, discipline or standard-setting) are delegated to professional bodies or associations that include service suppliers among their members, are there safeguards to ensure independence from supplier interests (for example, lay/public members on decision-making bodies, oversight by an independent public authority, or appeal/review mechanisms)? Please describe.
6.20.	Are application procedures standardized for all applicants (including foreign v nationals)?
6.21.	Can a woman register a business in the same way as a man?

7 STAKEHOLDER ENGAGEMENT

Baseline questions

7.1.	Is there a legal requirement to - publish draft laws and regulations that are proposed for adoption - give interested persons an opportunity to comment on proposed laws and regulations?
7.2.	If yes, is information about stakeholder engagement publicly available? <i>Note: information includes information on upcoming consultations, consultation calendar, forward programme of regulatory proposals, timelines, modalities for stakeholder input, etc.</i>
7.3.	Are ministries or regulatory agencies required to consider comments on proposed laws and regulations?
7.4.	Is there a legal requirement to explain the purpose and rationale of new measures upon publication?
7.5.	Is there a legal requirement that a minimum period be provided between the publication of new measures and the date from which service suppliers must comply with them? If yes, please indicate the minimum period (e.g. 30 days, 3 months). <i>Note: This question focuses on the time at which compliance with a regulation is expected by a service supplier. This may be the date of entry into force of the regulation, or it may be a later date (e.g. a regulation may specify that compliance is required x days after entry into force, or there may be a general principle - for instance Art 297 of the Treaty on the Functioning of the European Union specifies that EUI legislative acts apply as of the date specified in them, or in the absence thereof, after 20 days of the date of their publication).</i>

Additional questions

7.6.	Is there a platform or portal through which stakeholders can access draft regulations and submit comments on proposed measures across ministries? <i>Note: please specify if the same platform or portal is used for providing information on authorization.</i>
7.7.	If there is no requirement by law/regulation to publish draft laws and regulations proposed for adoption, is it a recurring practice to do so?
7.8.	Are draft laws and regulations also published online?
7.9.	Do competent authorities publish or otherwise make available explanations of the objectives, rationale, or any other relevant background documentation for draft laws/regulations?
7.10.	If there is no requirement by law/regulation to allow for comments by interested persons, is it a recurring practice to do so?
7.11.	Is the minimum length of the consultation period set out by law/regulation?
7.12.	If yes, what is the length of the consultation period?
7.13.	If there is no requirement by law/regulation on the minimum length of the consultation period, is it a recurring practice to allow for a certain period of time?
7.14.	If there is no requirement by law/regulation to consider comments received, is this nonetheless done in practice? Please describe to the extent possible how comments are considered and reflected in the final version of laws/regulations.
7.15.	Is there a legal requirement to make publicly available the comments received? If there is no requirement by law/regulation, is it a recurring practice to do so?

7.16.	Is there a legal requirement to respond to the comments received (including through consolidated responses)? If there is no requirement, is it a recurring practice to do so? Please describe to the extent possible.
7.17.	Are the contact details of the authority responsible for the proposed regulation and stakeholder engagement process published?
7.18.	Is the process for stakeholder engagement tailored to the specificities of each case, or is a standard approach applied regardless of context?
7.19.	Is it possible for stakeholders to submit comments through the following means? • In writing (e.g. by email, online form, letter, etc.) • Oral consultations (e.g., in-person meetings or stakeholder dialogues)? • Public hearings (e.g., formal sessions open to stakeholder presentations) • Online discussion platforms or forums (e.g., web-based tools allowing open feedback)? • Other formats (please specify)
7.20.	If there is no legal requirement to explain the purpose and rationale of laws/regulations, is it a recurring practice of the regulatory authority to do so?
7.21.	If there is no legal requirement on a minimum period between publication and the date from which service suppliers must comply, is it nevertheless a recurring practice to allow a certain period of time? If yes, please indicate the typical period in the comments.
7.22.	Is there a legal requirement that laws and regulations be officially published before they enter into force?
7.23.	If there is no legal requirement that laws and regulations be officially published before they enter into force, is it nevertheless a recurring practice to publish them before they enter into force?

8 ENQUIRY POINTS

Baseline questions

8.1.	Is there a legal requirement to establish an enquiry point where services suppliers can request information on authorization procedures and requirements? <i>Note: Enquiry points (sometimes also called help desk, contact point, etc.) are mechanisms for responding to questions from service suppliers or persons seeking to supply a service on measures related to authorization. An enquiry point may be located within or outside the structure of the competent authority.</i>
8.2.	If yes, is the contact information of the enquiry point publicly available?

Additional questions

8.3.	If there is no legal requirement, does an enquiry point exist in practice?
8.4.	If there is not a legal requirement to publish contact information of the enquiry point, is it nonetheless made publicly available in practice?
8.5.	Are enquiry points • physical (in-person) • online • both physical and online? Please describe the main access channels.

8.6.	Through which channels can stakeholders submit enquiries to the enquiry point? Please indicate the main channels that are currently available. <i>Note: possible channels may be, for example, in person query, phone call, e-mail, via online web forms, through a dedicated portal, or via online chat.</i>
8.7.	If a single window portal exists, is the mechanism for responding to enquiries integrated into that portal?
8.8.	Is access to enquiry points free of charge?
8.9.	If any fees are charged for responding to enquiries, are these fees limited to the approximate cost of the service rendered and applied on a non-discriminatory basis (for example, the same fees for domestic and foreign requesters)? Please describe.
8.10.	Are there standard timeframes indicated for when a reply from the enquiry point can be expected?
8.11.	If yes, is information on these timeframes made publicly available?
8.12.	Is the enquiry point also a repository of relevant information and documentation (for example, providing access to relevant laws, regulations, forms and guidance material)?
8.13.	If yes, is the enquiry point also tasked with providing that documentation (e.g. as attached copy, link, etc.)?
8.14.	Does the enquiry point provide information in English?
8.15.	Does the enquiry point provide information in multiple languages?
8.16.	Are internal procedures in place to register and track enquiries and to monitor response times and quality (for example, an enquiry registration system, case-tracking tool, or performance indicators on timeliness and completeness of replies)? If yes, please describe.
8.17.	If more than one enquiry point or mechanism exists (for example sector-specific help desks and a cross-government referral centre), is there clear information on the scope of responsibility of each (for example which sectors or subjects they cover)? If yes, please describe and, if possible, provide references (e.g. websites).
8.18.	Where an enquiry is sent to the wrong enquiry point or authority, is there a procedure to promptly forward it to the competent authority or to redirect the requester to the appropriate contact point? Please describe.
8.19.	Does the enquiry point coordinate with other ministries or agencies to provide complete and consolidated responses where enquiries involve matters under the responsibility of multiple authorities? If yes, please describe how this coordination works (for example internal routing, inter-agency contact lists).

9 STANDARDS IN SERVICES

Baseline questions

9.1.	Does a domestic standard-setting body distinct from the competent authority that grants authorization to supply the service exist for this sector? <i>Note: This includes national standards institutes, professional associations, or private bodies that develop standards for the sector, including where those standards have legal effect (e.g. because they are incorporated into, or referenced by, laws or regulations). For the purpose of this</i>
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	<i>question, "domestic standard-setting body" does not include the competent authority that grants authorization to supply the service.</i>
9.2.	Are procedures for the development and adoption of domestic standards publicly available?
9.3.	Is there a legal requirement to consider international standards before adopting new domestic standards? <i>Note: this question concerns both domestic standard setting bodies as well as authorities that develop and adopt regulatory requirements on which an international standard exists.</i>
Additional questions	
9.4.	Is information on standards with which service suppliers have to comply for authorization publicly available?
9.5.	If there is not a legal requirement to publish information on standards, is it nonetheless made publicly available in practice?
9.6.	If there is not a legal requirement to publish information on procedures for the development and adoption of domestic standards, is it nonetheless made publicly available in practice?
9.7.	If there is a legal requirement to consider relevant international standards before adopting new domestic standards as part of laws and regulations, on which grounds is it possible to deviate from the former?
9.8.	Are domestic standard setting bodies required by law/regulation to operate through transparent processes?
9.9.	Are the following transparency features available in the processes used by domestic standard-setting bodies? • Information on procedures for developing, revising, and adopting standards (e.g. via website or official publication) • Advance notice of planned development or revision of standards • Publication of draft standards for public consultation • Opportunity for public or stakeholder comments on draft standards • Consideration of comments received • Explanation of how comments were taken into account • Publication of final standards or information on how to access them • Justification or rationale provided for the content of the adopted standard • Opportunity to appeal or request review of standard-setting decisions • Availability of enquiry points to provide information on standard-setting activities • Participation of interested stakeholders (e.g. industry, consumers, civil society, foreign parties) in standard-setting committees • Other (please specify)
9.10.	Are there legal requirements or established procedures to periodically review existing standards to determine whether they have become obsolete, ineffective, or inconsistent with technological or market developments?
9.11.	If yes, how often are such reviews conducted in practice (e.g. every X years, or triggered by specific events)? Please describe to the extent possible.
9.12.	When developing or revising standards, do domestic standard-setting bodies systematically assess whether proposed standards duplicate, conflict with, or diverge from existing domestic or relevant international standards?
9.13.	Are there requirements or established practices to ensure balanced representation of different interests (e.g. industry, SMEs, consumers, professional bodies, academia) in standard-setting committees, so that no single interest group dominates the process?

9.14.	Are there mechanisms (e.g. conflict-of-interest rules, codes of conduct) to prevent or manage conflicts of interest of members of standard-setting bodies?
9.15.	Are international or domestic standards referenced as conditions for authorization, licensing, or public procurement (e.g. requirement to comply with specific standards such as professional practice standards)? If yes, please describe briefly.

10 REVIEW OF ADMINISTRATIVE DECISIONS	
Additional questions	
10.1.	Do service suppliers have the right to seek review of administrative decisions concerning authorization?
10.2.	If yes, is the authority responsible for the review different from the one that made the original decision? <i>Note: Different authority also includes an administrative/judicial body at separate or higher level within the original authority. If a different authority is responsible for the review, independence of the authority is presumed. Please describe where the authority is precisely placed.</i>
10.3.	If yes, is information about the review procedures publicly available?
10.4.	If there is not a legal requirement to publish information about review procedures, is it nonetheless made publicly available in practice?
10.5.	Is the right to review of administrative decisions concerning authorization established constitutionally (through judicial, arbitral, administrative tribunals or procedures)?
10.6.	Do domestic and foreign service suppliers have the same right to seek review of administrative decisions concerning authorization and access the same review routes and remedies? If there are any differences, please describe.
10.7.	Is the right to review established in horizontal measures, such as a civil procedure code or administrative law?
10.8.	Can review of authorization decisions also occur through administrative channels?
10.9.	If the authority in charge of review is the same as the authority that issues the original decision, how is the independence and impartiality of the review guaranteed?
10.10.	Is there a specialized authority/tribunal in charge of review (e.g. judicial or arbitral)?
10.11.	Can review of decisions be sought through judicial, or arbitral tribunals or processes either in the first instance or after a first administrative review? Please specify. <i>Note: Either subsequently to seeking administrative review, or without seeking initially administrative review.</i>
10.12.	Are timelines for requesting review established and published by law/regulation?
10.13.	Is the length of review procedures established by law/regulation?
10.14.	If yes, what is the typical length of such review procedures?
10.15.	If the length of review procedures is NOT established by law/regulation, what is in practice the average length of such appeal or review procedures from the start?

10.16.	What are the grounds on which review can be initiated? • Procedural fairness/due process • Review of facts • Review of laws • Other (please specify)
10.17.	Do review procedures include the right for the supplier to submit relevant information and arguments?
10.18.	Are the outcomes of reviews binding on the authority responsible for the original decision?
10.19.	Are the following remedies available as a result of review: • Reversal of the decision • Modification of the decision • Reprocessing of the application • Issuance of the requested authorization • Compensation • Instruction to authority to comply with ruling • Other (please specify)
10.20.	Are review decisions required to be reasoned (i.e. to provide written reasons addressing the main arguments raised)?
10.21.	Are review decisions used to improve regulatory practice (for example, by issuing guidance, updating internal manuals, or providing feedback to first-instance decision-makers)? If yes, please describe.

11 ASSESSMENT OF QUALIFICATIONS

Note: FOR PROFESSIONAL SERVICES SECTORS ONLY (INCLUDING HEALTH). This section addresses regulatory procedures that apply specifically to the assessment (which may include recognition) of foreign qualifications for the purpose of obtaining authorization to supply services. In many jurisdictions, the assessment of qualifications is administered separately from the broader authorization process and may be subject to distinct procedures, authorities, or legal frameworks. As a result, some questions in this section may appear similar to those in other parts of the questionnaire but are included here to capture any differences specific to qualification assessment.

Assessment is the process of verifying qualifications against benchmarks and requirements. The assessment can comprise a desk assessment, written examination, interviews, etc. Recognition is also considered to be part of the broader assessment.

Examination is understood as the actual testing of competence required as part of the assessment.

Baseline questions

11.1.	Is there recognition of • foreign education? • relevant foreign training/work experience? • a foreign professional title or certificate? <i>Note: Recognition of foreign education establishes (full or partial) equivalence of academic credentials but does not itself confer the right to practice. Foreign professional titles and certificates demonstrate that the individual has met prescribed education/training/examination requirements for a given occupation and confer the legal right to practise in the issuing jurisdiction. Recognition of such titles or certificates means they are deemed fully or partly equivalent to domestic professional standards (possibly subject to conditions). The answer is "Yes" whether a specific process is in place or not (i.e. recognition is granted on a discretionary or ad-hoc basis).</i>
11.2.	If a license is needed, is there recognition of a foreign license?

11.3.	If yes, do laws or regulations establish a process for recognising education earned abroad? <i>Note: The answer is "Yes" if there is a process codified in the law that provides for substantive criteria and administrative procedures for recognising education gained in foreign countries, as opposed to an ad hoc process. Substantive criteria should include outcomes and competencies (e.g. theoretical and practical aspects of the training acquired through the degree) in addition to inputs and processes (e.g. length of education and training). Procedures include the period of time needed by authorities to take the decision on whether to recognise a foreign diploma, a requirement that reasons for rejected applications are given to applicants and right of appeal before the courts under national law.</i>
11.4.	Before being authorized to work or practice, are foreign natural persons required to complete in the host country any of the following: • additional education • additional examinations • additional training <i>Note: "Additional" means in addition to what was already completed in the home country. "Examinations" also include aptitude or skills tests, and other types of tests to verify that the applicant meets the prescribed competence requirements. "Training" includes any practical training, supervised or not, required before obtaining authorization. Indicate in the comments the required duration (e.g. six months of training) or credits/degrees to be obtained.</i>
11.5.	If an examination is required: • How frequently are they offered? (Please provide the number per year) • Are there application/registration deadlines? • Can applications be submitted electronically? • Can examinations be taken at test centres outside the host country? • Can examinations be taken online through remote proctored (invigilated) testing from a personal computer? <i>Note to second sub-bullet: If yes, state the length of the application period before each exam in the comments.</i> <i>Note to third bullet: where applications can be submitted electronically, specify in the comment which channels are accepted, e.g. email, web form/website upload, dedicated e-filing system (agency platform), mobile app, secure e-delivery/e-mailbox, etc.</i> <i>Note: Remote proctored (invigilated) testing is a method of taking secure exams from a remote location, such as home, where a proctor or an AI-based system monitors the test-taker to ensure integrity of the examination.</i>
Additional questions	
11.6.	Is there a possibility for recognition of education or experience obtained, requirements met, or licenses or certifications granted in a particular country • Unilaterally/autonomously (without bilateral agreement)? • Through bilateral reciprocal arrangements? Based on recognition in third countries ("triangulated recognition")? If yes to any, please specify the countries or arrangements.
11.7.	Are there instances where foreign qualifications are automatically recognized, without further testing or assessment? If yes, please specify.
11.8.	Are the criteria used in the assessment of foreign qualifications and competence (for example academic content, practical skills, relevant professional experience) set out in laws, regulations or publicly available guidance? Please describe.

11.9.	Are the criteria used in the assessment of foreign qualifications and competence clearly linked to the skills and knowledge required to practise the profession? Please describe.
11.10.	Are there eligibility conditions to undergo assessment that go beyond professional competence (for example minimum prior residence, prior local employment, or other presence requirements)? If yes, please describe these conditions and indicate whether they are justified by a legitimate public-policy objective.
11.11.	Is information related to the assessment (including recognition) procedures published (e.g. timeframes, procedural steps, fees, documentation required, eligibility criteria, date of examination, date of results)?
11.12.	Is the information pertaining to the assessment updated regularly?
11.13.	Are there enquiry point mechanisms to provide guidance to foreign professionals on requesting the assessment of their qualifications, including on examinations?
11.14.	Can foreign professionals submit their application and supporting documentation for the assessment of their qualifications to a single competent authority, even where multiple bodies are involved in the assessment or licensing process (for example through a designated lead authority or a one-stop mechanism)? If not, please describe the main steps and authorities involved.
11.15.	Please specify timeframes within which applications for examinations are opened in advance (i.e. to allow participants sufficient time to prepare and make travel and other logistical arrangements).
11.16.	During assessment, are authenticated copies of documents accepted in place of originals?
11.17.	Are there instances when multiple authorities are involved in the assessment or examination (for example separate bodies for academic assessment, language tests, and professional licensing)?
11.18.	Are examinations offered at international test centres?
11.19.	Are measures available for applicants to facilitate traveling to the host country to take the examination (e.g. visa measures, help desks)?
11.20.	What aspects are considered in the assessment? • Relevant professional skills and knowledge • Formal educational credentials • Language proficiency • Length and location of training • Length and location of work experience • Status of the issuing institution • Other (please specify)
11.21.	Can professional experience or alternative evidence (e.g. supervised practice, portfolios, association membership) be accepted in lieu of formal qualifications?
11.22.	Are there language proficiency requirements to be admitted for the examination?
11.23.	Is the authority required to make the decision on the assessment within a certain period of time?
11.24.	If the authority is not required to decide on the assessment within a certain period of time, how long does it take on average to decide on an application?
11.25.	Is the authority required to inform applicants of the receipt of the application for assessment? Please describe how this is done.

11.26.	Is the authority required to inform applicants if the assessment is considered incomplete? Is this prescribed by law/regulation or is it just a recurring practice of the regulatory authority?
11.27.	Is the authority required to identify (at the request of applicants) the additional information necessary to complete application for the assessment, or otherwise provide guidance on why the application is considered incomplete?
11.28.	Are applicants provided with an opportunity to submit missing information necessary to complete the application for the assessment?
11.29.	Does the regulatory authority provide information on the status of the assessment?
11.30.	Does the regulatory authority inform applicants in writing of the decision concerning the assessment?
11.31.	Is the authority required to inform applicants of the reasons for rejection of the assessment?
11.32.	When deficiencies or "substantial differences" are identified between foreign and domestic qualifications, are applicants informed of the specific gaps and offered options to remedy them (for example additional course work, supervised practice, examinations or training), rather than being rejected outright? Please describe typical practices.
11.33.	Can such compensatory measures (for example additional courses, training or examinations) be undertaken • in host-country institutions? • in home-country institutions or third-country institutions, including through online or distance-learning options? Please describe.
11.34.	If an application for assessment is rejected, are applicants provided with an opportunity to submit another application?
11.35.	Do applicants have the right to seek review of decisions on their applications for examination/assessment?
11.36.	Do the same rules apply for the review of assessment decisions and the review of authorization decisions generally? If not, please describe the main differences.
11.37.	Are fees related to assessment published? If yes, are the criteria or conditions of such fees stipulated explicitly therein?
11.38.	Are fees limited to/commensurate with the costs of the assessment procedures?
11.39.	Can fees related to the assessment be paid online?
11.40.	Do the following measures/guarantees exist to ensure impartiality of the assessment procedures and decisions? • Standardized procedures for all applicants • Oversight or audit of decisions by independent body • Other (please specify)

12 REGULATORY IMPACT ASSESSMENT

Additional questions

12.1.	Is there a legal requirement to conduct regulatory impact assessments (RIAs) for new or existing laws/regulations? Note that RIAs may be cross-cutting or sector-specific, please provide information available to extent possible.
12.2.	If there is no legal requirement, is RIA anyway conducted in practice?
12.3.	Are RIAs conducted before a law/regulation is adopted (i.e. ex ante)?
12.4.	Are RIAs conducted after implementation of a law/regulation to evaluate the effects of laws/regulations and identify any possible modifications or additions (i.e. ex post)?
12.5.	Are there specific procedures or guidelines for conducting such RIAs?
12.6.	If such procedures exist, are they publicly available?
12.7.	If such procedures exist, do they involve stakeholder engagement?
12.8.	If yes, how much time is provided to stakeholders to give their feedback?
12.9.	Where a measure is expected to have limited impacts, is it possible to conduct a simplified or proportionate form of RIA (for example a lighter assessment or a screening/"triage" stage)? If yes, please describe how this works in practice.
12.10.	Can the following groups participate in regulatory impact assessments? • Government agencies • Technical experts • Private sector • Civil society • Consumers
12.11.	Are stakeholder groups consulted at an early stage, before a draft law/regulation is formally prepared (for example, on the problems to be addressed, the need for regulation, and possible regulatory and non-regulatory options)? If yes, please describe typical practices or mechanisms.
12.12.	Are stakeholder comments published or summarized as part of the final RIAs?
12.13.	Are the following types of impacts assessed on: • Private sector including small businesses • Society • Environment • International competitiveness and market openness • Public institutions and governance • Domestic regulatory framework • International obligations • Other (please specify)
12.14.	Are the results of RIAs published or otherwise made publicly available?
12.15.	Is there a central unit or body (for example within the central government or a specialised agency) responsible for coordinating or overseeing RIAs (e.g. issuing methodological guidance, reviewing the quality of RIAs prepared by ministries or regulators, or providing clearance before measures proceed)?
12.16.	Is guidance and/or training on RIA methodology provided to officials involved in the preparation of RIAs (for example manuals, templates, training programmes, help desks)? If yes, please describe briefly.

12.17.	Is the overall RIA system itself periodically evaluated (for example through internal or external reviews of the quality and usefulness of RIAs, or public reports on the implementation of RIA requirements)? If yes, please describe.
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13 DOMESTIC INTER-AGENCY COORDINATION

Additional questions

13.1.	Is there a legal requirement to facilitate inter-agency coordination in policy-making?
13.2.	If there is no legal requirement, does inter-agency coordination happen in practice?
13.3.	If yes, is there a central regulatory body in charge of coordinating the domestic process/mechanism for inter-agency coordination? If yes, please describe its mandate and main functions.
13.4.	If no central body exists, how is interagency coordination managed?
13.5.	At what stage of the policy cycle does inter-agency coordination take place: • policy formulation and agenda-setting • drafting and design of measures • public consultation and consideration of stakeholder input • adoption of measures • implementation and enforcement (including inspections and supervision) • monitoring and ongoing information-sharing • evaluation and review of existing measures • other (please specify)
13.6.	Are the procedures and mechanisms for inter-agency coordination publicly available?
13.7.	If a central coordinating body exists, does it perform any of the following functions (multiple answers possible): • reviewing proposed regulatory measures for adherence to good regulatory practices • identifying potential overlap, duplication or inconsistencies across agencies • making recommendations for systematic regulatory improvements • monitoring and reporting on the functioning of inter-agency coordination mechanisms • providing guidance or training on GRPs and coordination • other (please specify)
13.8.	Does the process/mechanism for inter-agency coordination review proposed laws/regulations with a view to identifying potential overlap and duplication and preventing the creation of inconsistent or conflicting requirements?
13.9.	Does the process/mechanism for inter-agency coordination systematically review existing laws/regulations to make recommendations for regulatory improvements? If yes, are such reviews conducted periodically?
13.10.	Does the process/mechanism for inter-agency coordination serve to facilitate the consideration of international standards?
13.11.	Does the process/mechanism for inter-agency coordination serve to support assessment and compliance with existing international obligations?
13.12.	Is there a mechanism to resolve conflicts or inconsistencies between agencies during the coordination process?

14 INTERNATIONAL REGULATORY COOPERATION

Additional questions

14.1.	Do regulatory agencies cooperate with counterparts in other countries in any of the following ways? • Information exchange • Research projects • Participation in international networks, fora, or dialogues • Joint training or capacity building • Cross-border regulatory enforcement or coordination • Development of common standards, guidelines, or best practices • Negotiation or implementation of mutual recognition agreements (MRAs) • Other (please specify)
14.2.	Through which of the following are such international cooperation mechanisms established? • Formal agreements (e.g. MoUs, treaties, etc.) • Informal arrangements (e.g. working groups, voluntary exchanges) • Participation in regional/international organizations • Ad hoc interactions without an established mechanism • Other (please specify)
14.3.	Have these cooperation activities led to any concrete outcomes (e.g., adoption of shared standards, joint enforcement actions, recognition of foreign qualifications, reduction of regulatory barriers)? If yes, please describe and provide examples to the extent possible.
14.4.	Do regulatory procedures require or encourage regulators to assess the potential cross-border impacts of proposed measures (for example on foreign service suppliers or on international regulatory commitments) and to open consultations to foreign stakeholders where appropriate? If yes, please describe how this is done in practice.