

Dear Sir or Madam,

*Living Life* is a new initiative by the Development Economics, Global Indicators Group of the World Bank. The project aims to study the quality and efficiency of the interaction between citizens and their governments, in those administrative procedures that the majority of citizens need to go through over a lifetime.

Data collected by *Living Life* will be presented in a report and used to identify best practices around the world. The study covers nine different areas:

1. Registering a birth;
2. Registering a death;
3. Getting an ID;
4. Voting;
5. Paying taxes;
6. Access to health;
7. Access to education;
8. Access to electricity;
9. Access to water and sanitation.

*Living Life* is made possible by the pro bono (free of charge) contributions from lawyers, civil society organizations, international experts, government officials and representatives of service providers working in the local context of the countries covered by the project.

We would be honored to benefit from your expertise for the *Living Life* project. Your contribution will be acknowledged in the final report. We are contacting you with reference to the "Getting an ID" indicator in <<Economy>>, but please do let us know if you are interested in contributing to any of the other eight indicators according to your expertise.

"Getting an ID" seeks to measure the ease for a typical citizen to obtain an ID card and the number of different procedures he/she must go through, the amount of time it will take and the financial cost. The questionnaire seeks your objective responses to assist the project team in data collection. Please refer to the instruction page and review the guidelines for answering the questionnaire. A glossary is available at the end of the questionnaire for definitions of relevant terms.

Please return the completed questionnaire to <<Email>> no later than <<Deadline>>. If you have any questions, do not hesitate to contact us. We appreciate your time and effort.

Thank you for your invaluable contribution to the *Living Life* project and to the work of the World Bank Group.

Sincerely,

**Primary Contributor Information:** Please check the box next to information you do not want us to publish.

Do not publish <input type="checkbox"/>	Title (Mr., Ms., Dr.) First Name Last Name	
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**Additional Contributors:**

Name	Occupation	Email	Phone	Address
Title First Name Last Name	Firm/Institution Position Profession	e-mail	phone mobile	street state/province city/country
Title First Name Last Name	Firm/Organization Position Profession	e-mail	phone mobile	street state/province city/country
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**Referrals:** Please help us expand our list of contributors by referring us to other experts.

First name	Last name	Position	Firm/ Institution	Address	Phone	E-mail

## HOW TO ANSWER THE QUESTIONNAIRE

1. Please provide your contact information and the information regarding others who contributed to the completion of this survey. Please indicate whether, in recognition of your contribution, you would like your contact information on our publication.
2. Please review the assumptions in order to fully understand the context of the survey. If you have any questions about the assumptions or any instructions, please feel free to contact us.
3. For questions requiring a “Yes” or “No” answer, please check in the appropriate box. If you do not know the answer, please leave blank. For other questions, we have provided “blocks” to type in lengthy answers or information. As you type in the answers, the blocks expand to accommodate your answers however long.
4. Please use the field called “legal basis” to indicate the legal source of your answer. Please cite the name of the law and the specific applicable articles or sections. If “No applicable provisions could be located,” please use that expression as the answer. Any comments relevant to understanding your answer should also be entered here.
5. Please refer to the glossary at the end of questionnaire for definitions of relevant terms.
6. A procedure is an interaction between the citizen and the government or administrative branch, directly or indirectly. Procedures can be simultaneous and their time of completion should be counted jointly and not subsequently.
7. A step is a component part of a procedure. These may include submitting, filing, signing, etc.
8. Time is measured in calendar days. The minimum time for a procedure is 1 day (e.g. even if a procedure is completed within less than 24 hours, it should be considered as a day). For procedures that can be completed online in less than 1 day, the duration should be noted as “Less than one day (online procedure)”.
9. Cost reflect only official fees and taxes. Cost should be reported in units of the local currency.

## CASE ASSUMPTIONS

This study reflects the situation of a man in <<Economy>> who wants to obtain a document for legal identification; as such, below are a series of assumptions about the individual in question.

- **The citizen:** is a 25 year-old married man, who resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. The individual has been registered at birth, has a birth certificate, and has never applied for a document of identification before.
- **Place of Residence:** Except otherwise stated, the individual resides in <<Main Business City>>, <<Economy>>.
- **Legal Basis:** When asked to provide legal basis, the answers should be based on statutory or codified law, for civil law systems, and case law, i.e. law established by judicial decision in cases as binding precedent, for common law systems. Customary law is not taken into account, unless it has been codified, and the answers are based solely on the letter of the law and not the implementation or practice thereof.

<b>A. General Information</b>		
1. Is there a national identity card (ID card) in your country?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1.1. If yes, is there a legal obligation for a citizen to have a national identification card? If yes, please provide the legal basis	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. In the absence of a national identity card, what other documents are accepted as personal identification in your country? Please mark Yes or No to the following list of documents:		
Birth certificate	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Passport	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Social Security Card	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Health Card	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Valid Driver's License	Yes <input type="checkbox"/>	No <input type="checkbox"/>
State Identification Card (if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Student Identification Card	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Military Identification Card	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Identification Card with Photo	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Certificate of Citizenship	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.1. Please, provide the legal basis		
<b>B. Obtaining a Document of Identification</b>		
<i>If the answer for question 1 is Yes, then please answer the following set of questions. If the answer is No, please refer directly to section C of this questionnaire.</i>		
3. What is the institution or authority that issues national identity cards?		
3.1. Does it have regional offices?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.2. Can an ID card be requested at any of the regional offices?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Please describe the necessary steps taken by a person in order to request an ID card:		
5. Please list all the necessary documents to request an ID card:		
Birth Certificate or Naturalization Certificate	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Marriage Certificate (if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Proof of address	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. What is the cost of requesting and obtaining a national identity card?		

<input type="checkbox"/> Free of charge <input type="checkbox"/> Cost:		
7. How many days does it take to obtain a national identity card, from the day of request until the day of delivery of the document? (According to the law)		
8. How many days does it take to obtain a national identity card, from the day of request until the day of delivery of the document? (In practice)		
9. How can the national identity card be delivered to the individual? <input type="checkbox"/> In person <input type="checkbox"/> By mail <input type="checkbox"/> Other:		
10. Can an unmarried woman obtain an ID card in the same way as an unmarried man?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11. Can a married woman obtain an ID card in the same way as a married man?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12. Does the ID card have a picture of the individual?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13. Please, mark Yes or No to indicate the information that is printed or stored on the ID card in your country		
Name of individual	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name of the mother	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name of the father	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Date of Birth	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Place of Birth	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Gender	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Address	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Description of physical traits	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Biometric data (i.e. fingerprints)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Description of social or economic status of the parents	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Religion	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Ethnicity	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Issuance Date	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Expiration Date	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14. Are there provisions to protect individuals' privacy rights in terms of the personal and sensitive information usually contained in a document of identification?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14.1. If yes, please describe the provisions and provide the legal basis		
15. Are there provisions that authorize individuals to have access to their personal information, and when necessary, challenge and correct inaccuracies?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15.1. If yes, please describe the provisions and provide the legal basis		
16. Is there an expiration period for the ID card?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
16.1. If yes, please indicate the period in years		
17. Please provide any additional information on obtaining an ID card which you think is important and we may have		

omitted in this questionnaire.

**C. Obtaining a Passport**

**18.** What is the institution or authority that issues passports?

**18.1.** Does it have regional offices?

Yes

No

**18.2.** Can a passport be requested at any of the regional offices?

Yes

No

**19.** Please, describe the necessary steps taken by a person in order to request a passport:

**20.** Please, list all the required documents that need to be presented in order to request a passport:

Previous passport (if applicable)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Proof of address	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Birth Certificate or Certificate of Naturalization	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Document of identification	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Photo Identification Document (e.g.: valid driver's license, government ID, military ID)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**21.** What is the cost of requesting and obtaining a passport?

Free of charge

Cost:

**22.** How many days does it take to obtain a passport, from the day of request until the day of delivery of the document? (According to the law)

**23.** How many days does it take to obtain a passport, from the day of request until the day of delivery of the document? (In practice)

**24.** How can the passport be delivered to the individual?

In person

By mail

Other:

**25.** Can an unmarried woman obtain a passport in the same way as an unmarried man?

Yes

No

**26.** Can a married woman obtain a passport in the same way as a married man?

Yes

No

**27.** Does the passport have a picture of the individual?

Yes

No

**28.** Please, mark Yes or No to indicate the information that is printed or stored on the passport in your country

Name of individual	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name of the mother	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name of the father	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Date of Birth	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Place of Birth	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Address	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Gender	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Description of physical traits	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Biometric data (i.e. fingerprints)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Description of social or economic status of the parents	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Religion	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Ethnicity	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Issuance Date	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Expiration Date	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>29.</b> Are there provisions to protect individual privacy rights in terms of the personal and sensitive information usually contained in a passport?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>29.1.</b> If yes, please describe the provisions and provide the legal basis		
<b>30.</b> Are there provisions that authorize individuals to have access to their personal information, and when necessary, challenge and correct any inaccuracies?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>30.1.</b> If yes, please describe the provisions and provide the legal basis		
<b>31.</b> Is there an expiration period for the passport?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>31.1.</b> If yes, please indicate the period in years		
<b>32.</b> Please provide any additional information on obtaining a passport which you think is important and we may have omitted in this questionnaire.		

## GLOSSARY

**Man:** The man is an adult male. Where there is no statutory age limit for an adult male, we assume that he is 30 years old.

**Woman:** The woman is a female adult. Where there is no statutory age limit for an adult female, we assume that she is 30 years old.

**Married:** Marriage is monogamous and registered with the authorities.

**Unmarried:** Where the question assumes that the person is unmarried, the person has never been married.

**Personal Identification:** To identify a person or verify aspects of a person's identity such as name, age, address, gender.

**Regional offices:** Could also mean the offices in a province, state, local government area, but not the central Registry.