The single digital gateway - implications for NCPs

To achieve easy, online navigation of the Single Market for EU citizens and businesses
As a starting point let's **watch the video**
Building on the Your Europe portal

Help and advice for EU nationals and their family

Travel
- Documents you need for travel in Europe
- Passenger rights
- Transport and disability
- Driving abroad
- What can you take with you?
- Security and emergencies
- Package travel and timeshare

Work & Retirement
- Working abroad
- Finding a job abroad
- Professional qualifications
- Unemployment & benefits
- Retiring abroad
- Taxes

Vehicles
- Cars
- Driving licence
- Insurance
- Registration

Residence formalities
- Residence rights
- Family residence rights
- Documents and formalities
- Elections abroad

Education & Youth
- School
- University
- Traineeships

Health
- Unplanned healthcare
- Planned medical treatment abroad
- Getting prescription medicine abroad

Family
- Children
- Couples
- Cross-border inheritance

Consumers
- Shopping
- Internet and telecoms
- Financial products and services
Your Europe

Search

Search results

Starting a **business** in the EU - Your Europe
Nov 30, 2018 ... To **start** a new **company** or expand your **business** in another EU country you need to know the rules that apply and the relevant national contact ...

Opening a **basic bank account** within the EU - Your Europe
Jan 24, 2019 ... If you are legally resident in an EU country you are entitled to **open** a ... The **company** requested that he **open** a bank account in Slovenia so ...

Public tendering rules in the EU - Your Europe
Mar 29, 2019 ... In an **open** procedure anyone may submit a full tender. ... If your **company**, organisation or institution is established in the EU, you have the right ...
Search results

Where to register your company? | Danish Business Authority
https://danishbusinessauthority.dk/where-register
As a foreign company in Denmark, you will need to register with or notify to the Danish public authorities. The requirements to register will depend on whether ...

Registration of Non-Danish Company – Start - 40.112 - Virk | Indberet
https://indberet.virk.dk/myndigheder/stat/ERST/Registration_of_Non-Danish_Company__Start_-_40112
The form offers registration of foreign companies that has no existing registration in Denmark.

Start-up Denmark | Danish Business Authority
https://danishbusinessauthority.dk/start-denmark
Led by the Danish Ministry of Business and the Ministry of Employment, Start-up Denmark is a government-wide initiative, combining the fields of business ...
## Assistance services to be included

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<th>With binding EU legal basis</th>
<th>Without binding EU legal basis</th>
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Assistance services

Quality
- SDG quality criteria
- Monitored through user feedback + stats

Findability
- Common assistance service finder

- PSCs
- PCPs
- Health Contact Points
- Assistance Centres – Prof Qualif
- EURES
- ODR
Assistance services

SDG quality requirements:

1. Clear and user-friendly online explanation of the service
2. Reasonable timeframe, deadlines are communicated, online payment means
3. User feedback
4. User statistics
Quality criteria: Upfront explanation of the service

- (a) **type, purpose and expected results**
- (b) **contact details of entities** responsible (e.g. phone no., email address, online enquiry form)
- (c) where relevant, fees and online payment methods
- (d) any applicable deadlines or average/estimated time required to deliver
- (e) any **additional language** in which request can be submitted.
Quality monitoring: user feedback tool

- User feedback tool to evaluate quality of service
- Survey sent to user, with or after the service

- EC, competent authorities and national coordinators to have direct access to the user feedback collected, to address any problems raised.
- Commission implementing act
Quality monitoring: statistics

- **Statistics (anonymous and aggregated):**
- **number of requests** for assistance submitted to the service
- **countries of origin** of the users
- **subject matters of requests**
- **response times** of the service.

EC to develop a free online enquiry form. Implementing act.
Feeding into Commission reporting about functioning of the internal market

• Aggregated information about subject matters of requests to assistance services and responses will feed into online summary overviews of Single Market problems.
What is the timetable?

2018
- Entry into force of SDG Regulation (EU) 2018/1724 on 12 December
- Search engine pilot

2019
- Coordination group starts working
- First annual work program
- Development of IT tools
- Launch of beta version of the gateway

2020
- Translation of information in English
- Quality checks of information and assistance services
- **Launch of the gateway on 12 December**

2023
- 21 procedures fully online
- All online procedures fully cross-border accessible
- Once-only system implemented
Next steps for NCPs


✓ Contact your (SDG) national coordinator (list available on CIRCA BC)

✓ Please give your consent to share your contact details with them (Privacy statement and form to sign, scan and send to follow soon)

✓ Get started 😊
Documentation

- Explanatory video with subtitles: https://www.youtube.com/watch?v=Znkoz0-P3sc&feature=youtu.be

- Explanatory note: uploaded on CIRCA BC

- Checklist: to be uploaded on CIRCA BC

- These slides 😊
Contacts at the Commission

**GROW. E3**
Internal Market Directorate-General
Unit for Digitalisation of the Internal Market
Policy officer: Dietrich Drüner
Hans-Dietrich.Druener@ec.Europa.eu

**SANTE. B2**
Health and Food Safety Directorate-General
Cross-border Healthcare and Tobacco Control Unit
Thank you!

Questions?