

# Single Market Scoreboard

*Performance by Member State*

## Austria

*(Reporting period: 2012 - 2013)*

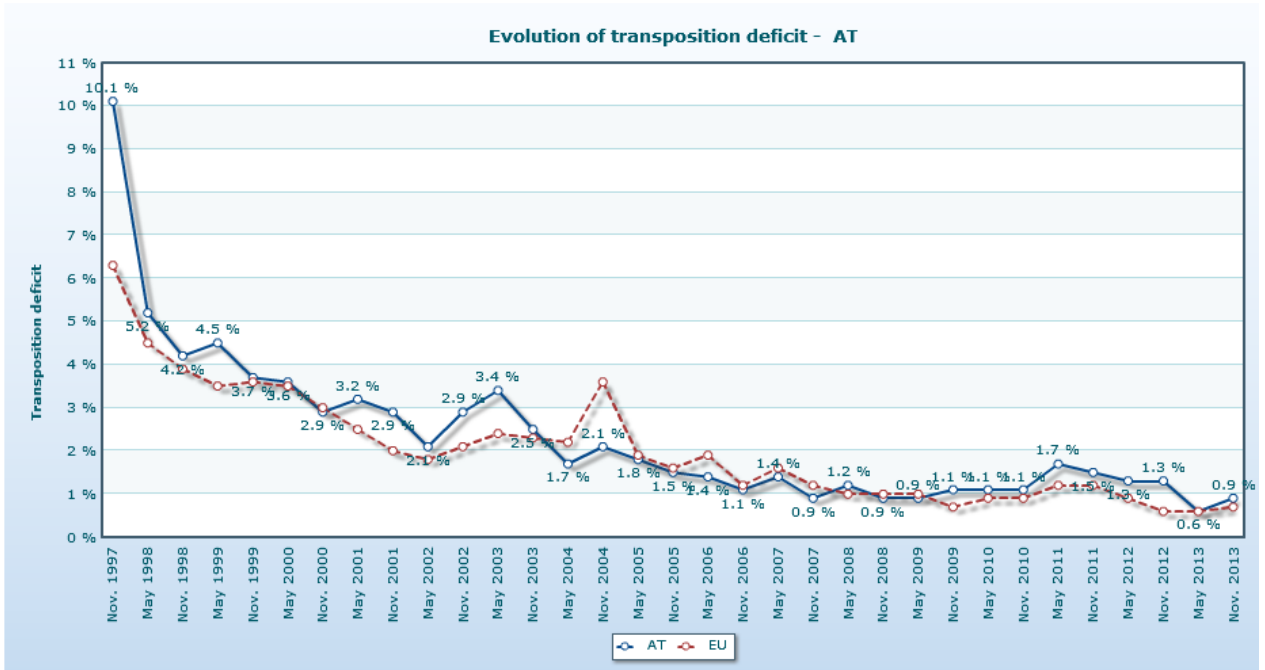
*(February 2014 edition - Transposition and Infringements update)*



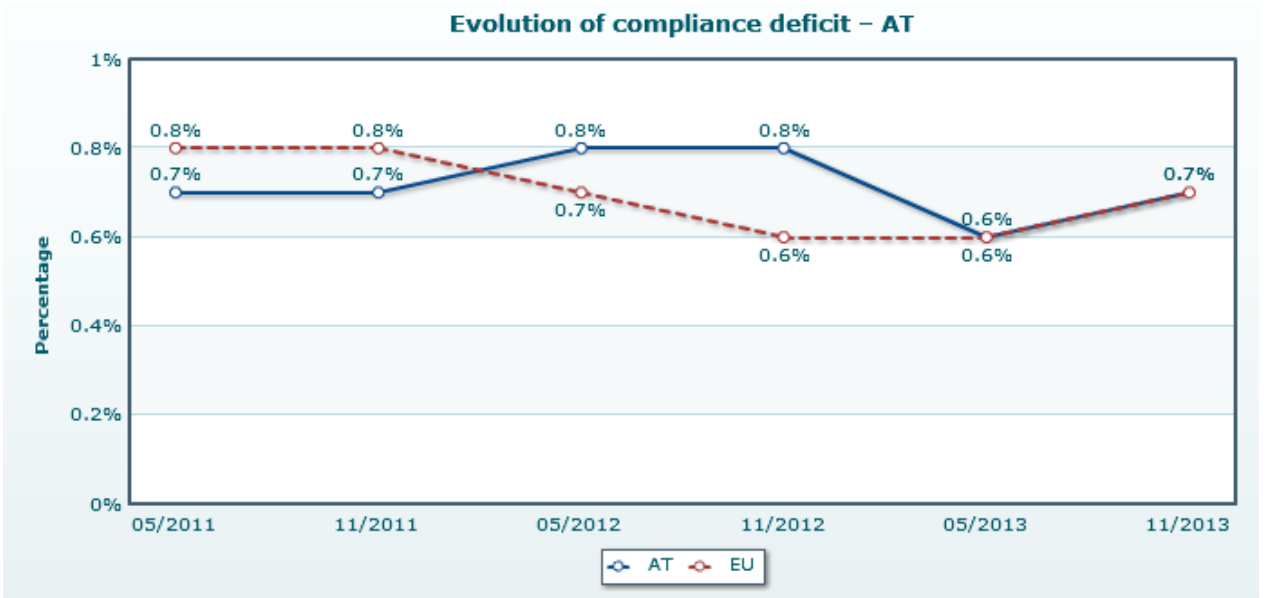
## Transposition of law

Austria's average transposition deficit in respect of directives relating to the Single Market has increased to 0.9 %, with eleven Directives not notified. This is still in line with the 1 % transposition deficit target set by Member States but above the EU average of 0.7 %.

Austria's delay in transposing overdue directives has further increased to twelve months, with the transposition of two directives (energy from renewable sources and geological storage of carbon dioxide) overdue by more than two years. Seven directives with a transposition deficit fall within the environment sector.



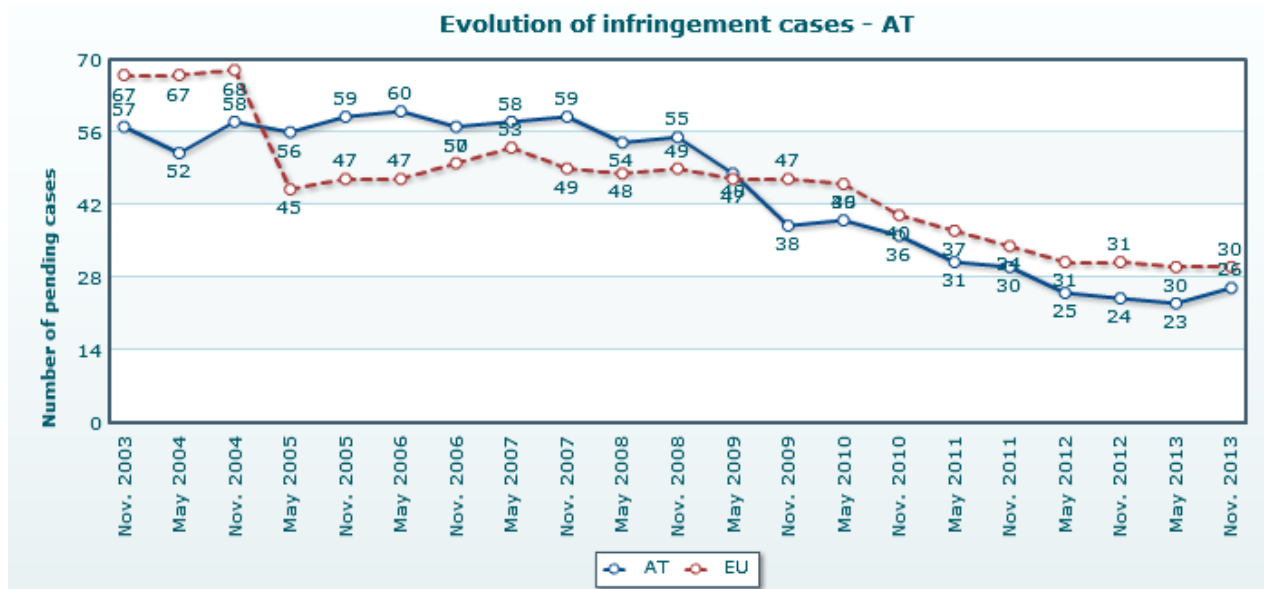
As regards the conformity of transposition measures communicated to the Commission, Austria's compliance deficit of 0.7 % equals the EU average.



## Infringements

The number of Austrian pending cases relating to the Single Market has increased by three, with 26 cases currently pending. This is still below the EU average of 30.

Infringement cases opened against Austria get resolved faster than the EU average, usually in 20.5 months as compared with the 27.9-month EU average. In addition, the time lag between court ruling and Austrian compliance with EU law is now shorter than the EU average, at 17.1 months compared with 18.2 across the Member States.



## EU Pilot

The average response time of Austria respects the 70-day benchmark in EU Pilot.

## Internal Market Information System

1. Requests accepted within one week: 88 % (EU average: 74 %)
2. Requests answered within the mutually agreed deadline: 78 % (EU average: 64 %)
3. Average time taken to reply to requests: 9 days (EU average: 22 days)

Austria's performance in IMI is excellent. Austrian authorities are much faster than the EU average in accepting and responding to requests and in most cases the mutually agreed deadline is respected.

Austria has been performing consistently well and has a stable national IMI structure. The current structure allows for further expansion of the Services module in Austria.

## EURES

AMS, the Austrian Public Employment Service, is the EURES member organisation responsible for providing EURES services in Austria. There are currently 14 EURES advisers in Austria. The overall performance is good, but the quality of the PES job vacancy exchange with EURES could be further improved.

## Your Europe

Austria manages national portals with information for citizens and businesses, including in English, and is cooperating well with the Commission services as regards Your Europe. The country is in particular proactively contributing to a pilot project for content syndication allowing the import of information available at the national portal to Your Europe and vice versa.

Austria should continue to invest in and promote Your Europe by:

- further supporting the content syndication pilot project;
- until syndication is fully operational, providing information on how Austria applies single market rules when asked for via the Editorial Board member, in particular for the citizens section;
- attending the Editorial Board meetings organised twice a year;
- raising awareness about Your Europe within the national administrations;
- promoting Your Europe via national websites, information offices and events.

## SOLVIT

The Austrian SOLVIT centre deals with a high number of cases (73) relative to the size of the country. In the reporting period (March 2012 to February 2013), the caseload was lower than in the previous 12 months (36 home cases and 37 lead cases in the reporting period compared with 48 home cases and 67 lead cases). SOLVIT Austria has a good resolution rate of 84 % (89 % SOLVIT EU27 average).

The Austrian SOLVIT centre is slow in responding to clients (average 32 days, target is 7 days). But the overall time the Austrian SOLVIT centre takes to prepare a case for submission to another SOLVIT centre is good (9 days). The case handling time for cases against the Austrian administration has fallen dramatically from 133 to 57 days and is now below the 70-day target.

Remark: Austria should improve its response time to clients.

## Points of Single Contact

Austria has set up nine points of single contact, one for each of the nine "Länder". All of them are connected to the national PSC portal which offers access to the nine portals according to geographical locations.

Austrian PSC is an average performer, with low scores for the quality and availability of information.

In 2012, work on a gradual translation into English has started, also a more user friendly and separate structure of information concerning establishment and cross-border provision of services are being added. These steps should increase further the accessibility of the portals to foreign users. Austria has also promoted the PSC through the distribution of the dedicated brochure and at a Single Market event. Links to labour and social security law were also added to the website.

Usage figures for the Austrian PSC did not show any change in the web traffic compared to 2011. A slight increase has been observed for the number of queries/requests for assistance or information.

In 2013 further work will continue along the same lines as in 2011.