

# Single Market Scoreboard

## *Performance by Member State*

### Netherlands

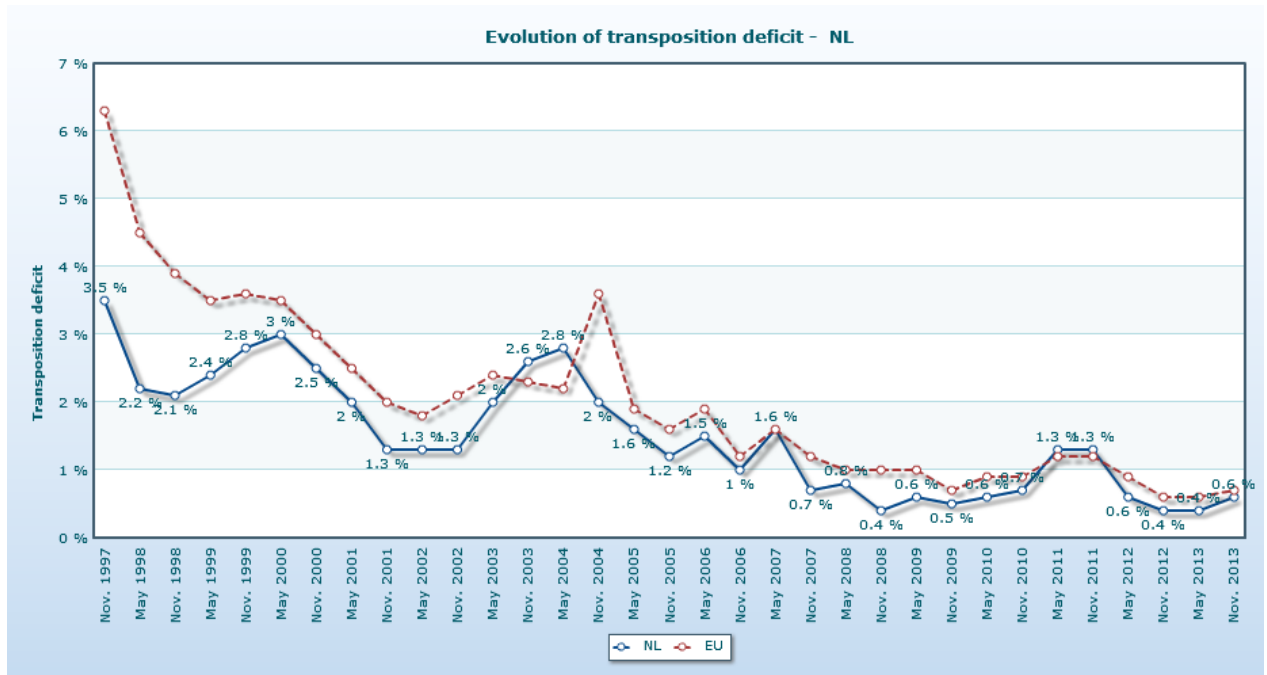
*(Reporting period: 2012 - 2013)*

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

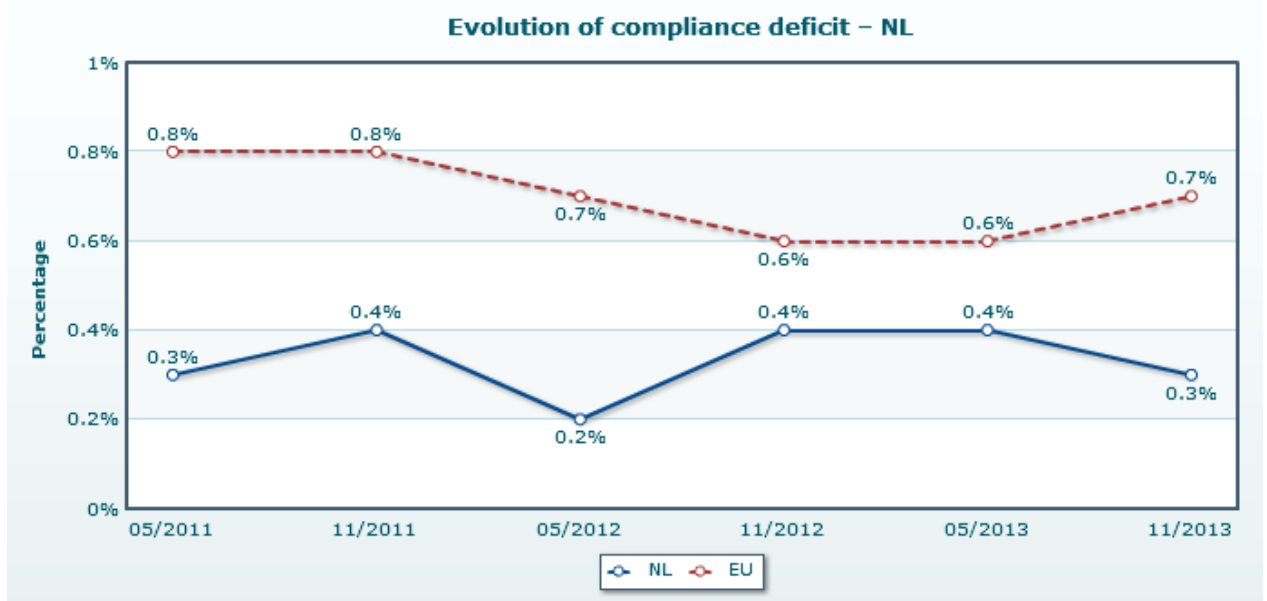


## Transposition of law

The Dutch transposition deficit of 0.6 % has remained below the 1.0 % threshold over the past six months, with seven directives currently outstanding — two more directives than in May 2013. The average delay in transposing directives is currently 5.9 months, with a slight decrease (0.2 point) compared with the delay registered in May 2013. The Netherlands fully respects the "zero tolerance" threshold (there are no directives two or more years overdue).

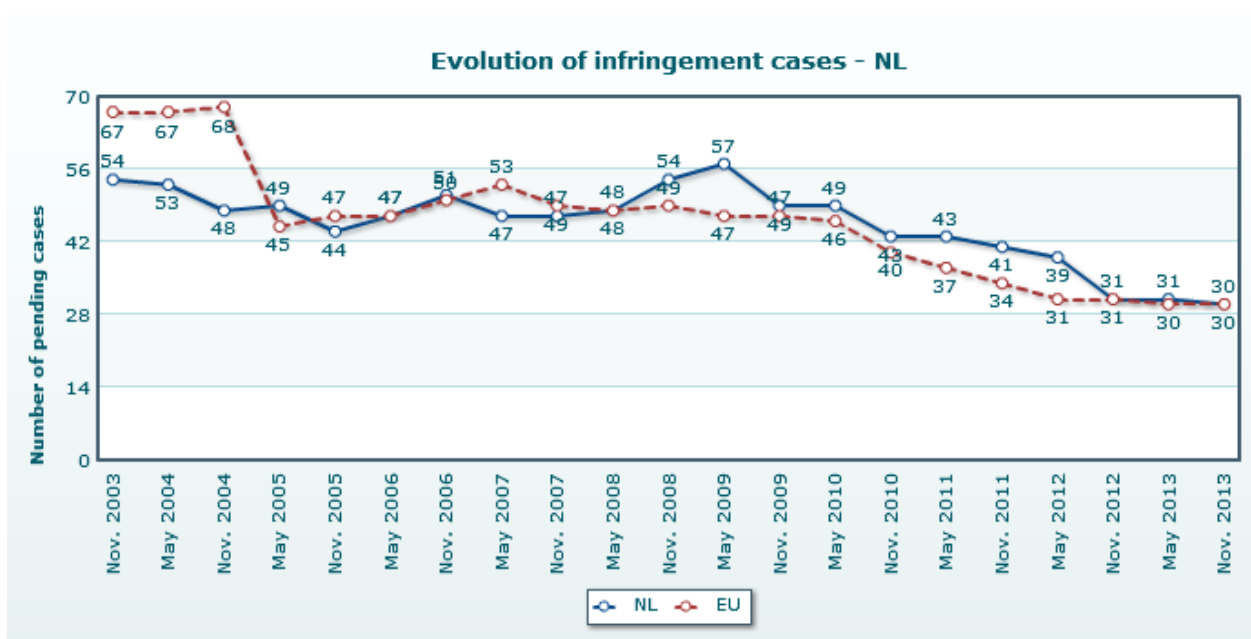


The Netherlands belongs to the group of Member States with the best compliance deficits: the Commission has only opened infringement proceedings for non-conformity in respect of 0.3 % of the directives notified, which is below the current EU average (0.7 %) and also below the proposal in the Single Market Act for a 0.5 % target.



## Infringements

After reducing its backlog in 2012, and now with 30 infringement cases relating to the single market, the Netherlands remains in line with the EU average, also 30, for pending infringement cases. The area of taxation represents 30 % of the Dutch cases.



The Dutch infringement cases related to the single market take slightly longer than the EU average (29.5 months, as compared with 27.9 months). In contrast, the time-lag of 13.7 months between court rulings and eventual compliance with EU law by the Netherlands is almost five months shorter than the EU average (18.2 months).

## EU Pilot

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

## Internal Market Information System

1. Requests accepted within one week: 63 % (EU average: 74 %)
2. Requests answered within the mutually agreed deadline: 55 % (EU average: 64 %)
3. Average time taken to reply to requests: 25 days (EU average: 22 days)

The performance of the Netherlands in IMI should be improved. It still takes too long to reply to requests and to answer them. Some requests remain unaccepted for over one year.

Further awareness-raising activities may be needed to increase the usage of IMI, especially for Services, where a very high number of authorities are registered.

## EURES

UWV, the Dutch Public Employment Service, is the EURES member organisation responsible for providing EURES services in the Netherlands. There are currently 22 EURES advisers in the Netherlands. The overall performance is good, but the quality of the PES job vacancy exchange with EURES and number of contacts with jobseekers per EURES adviser could be further improved.

## Your Europe

The country has revamped its government website which contains some relevant information for citizens and enterprises. However, apart from some contributions to the citizens sections, the Netherlands does not contribute to Your Europe.

The Netherlands should continue to invest in its national website and furthermore commit itself to cooperate with the Commission services as regards Your Europe by:

- ensuring that the designated member attends the Editorial Board meetings organised twice a year;
- providing all missing information on how the Netherlands applies single market rules and replies to any further requests addressed to the Editorial Board member;
- raising awareness about Your Europe within the national administrations;
- promoting Your Europe via national websites, information offices and events.

## SOLVIT

The Dutch SOLVIT centre deals with a high number of cases (102) 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 (61 home cases and 41 lead cases in the reporting period compared with 63 home cases and 49 lead cases). SOLVIT Netherlands has a good resolution rate of 88 % (89 % SOLVIT EU27 average).

The Dutch SOLVIT centre is fast in responding to clients (average 5 days, target is 7 days). The overall time the Dutch SOLVIT centre takes to prepare a case for submission to another SOLVIT centre is good (8 days). The case handling time for cases against the Dutch administration has dropped from 64 to 43 days and is below the 70-day target.

## Points of Single Contact

The Dutch Point of Single Contact is well-established and is one of the best performing PSCs.

It scores well in every category but certain improvements could still be made for the completion of electronic procedures (there are clear plans to work on this aspect) and to make clearer distinction between requirements and procedures for permanent establishment and cross-border provision of services.

In 2012, the Dutch authorities worked on further improvements of the PSC's performance by, e.g. developing a more user friendly PSC, extending foreign language options, improving content structure, increasing the number of available procedures through the Message Box. The innovative approach of the Dutch PSC is worth noting: the PSC is now accessible through mobile devices (release of an App suitable for Apple IOS

and Android OS). Steps were also taken to increase the traffic on the portal and attract foreign service providers (launch of Google Ads).

The usage figures for the Dutch PSC show a strong increase in website traffic (including from mobile devices) and slight increase in the number of queries/information requests compared to 2011. Only a small percentage (around 5 %) of traffic originates from users located outside the Netherlands.