

Single Market Scoreboard

Performance per Member State

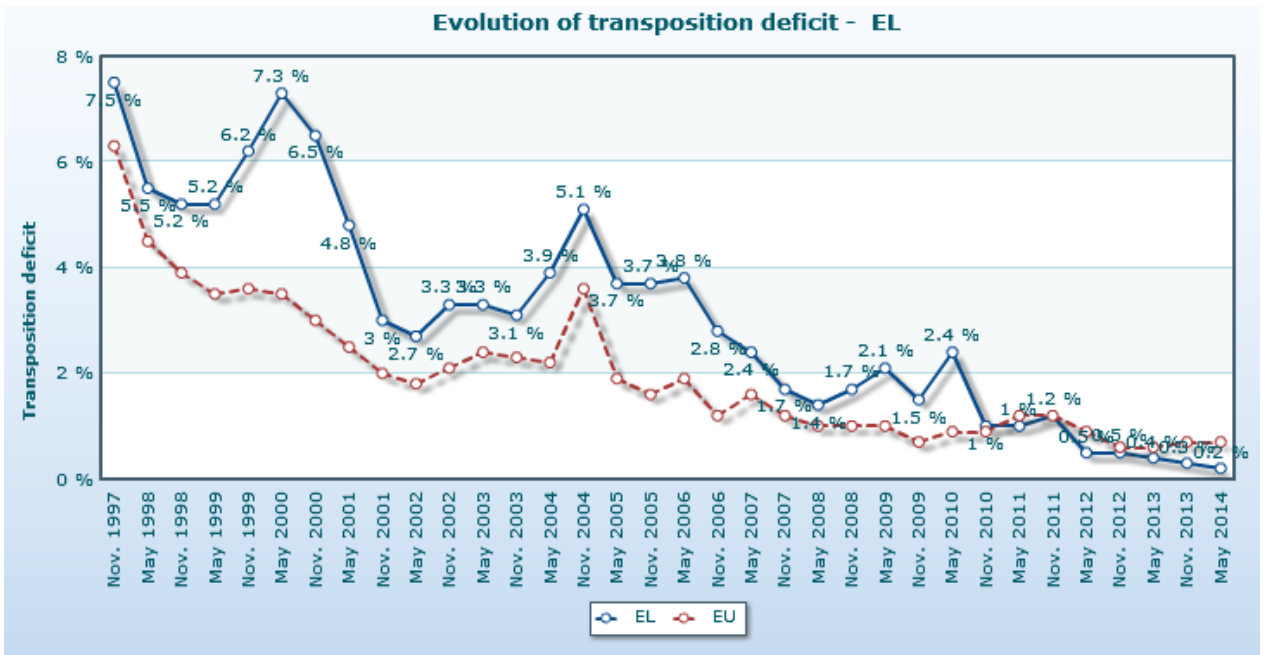
Greece

(Reporting period: 2013 - 2014)

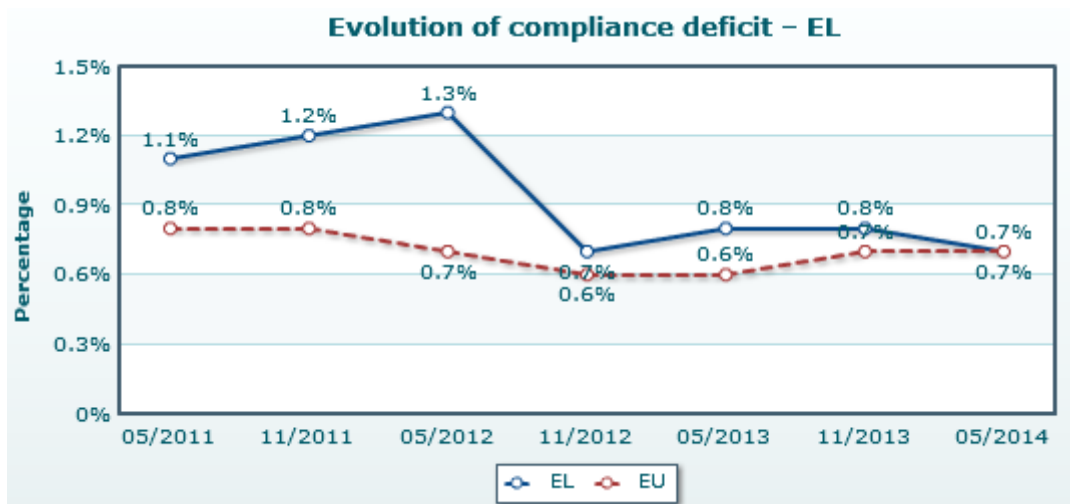


Transposition of law

With only two directives relating to the Single Market outstanding, Greece's transposition deficit is at 0.2 % which is amongst the lowest rates of all the Member States. This is Greece's best result ever and the continuation of a steady downwards trend. Both directives that are overdue relate to social policy issues. The transposition delay in Greece is 3.8 month on average, which is two months less than during the last period and well below the EU average of 7.5 months.



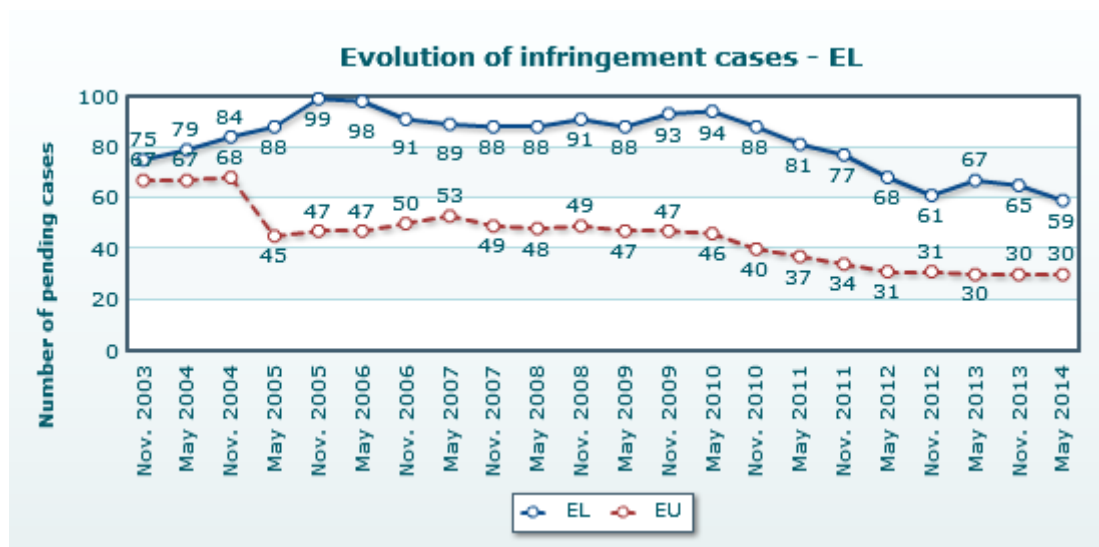
Greece's compliance deficit is at 0.7 %, which equals the EU average and is slightly better than Greece's previous score. However, Greece still exceeds the deficit target of 0.5 % proposed in the Single Market Act.



Infringements

Greece is among the Member States with the highest numbers of infringements relating to Single Market legislation with 59 pending cases compared to the EU average of 30 cases. It has to be stressed, however, that this number has been reduced by six cases over the last six months, which is part of a continuing downward trend. Greek infringement cases concern predominantly environmental issues (9 cases in water protection and 7 cases in waste management). Other important sectors are indirect taxation (7 cases), health and consumers (6) and air transport (5).

The duration of pending infringement proceedings is 32 months, which is significantly above the EU average (27.7 months) and more than five months longer than previously. Compliance with court rulings following infringement proceedings is also significantly slower than the EU average and, with 25.4 months, the second-longest period of all Member States. This high duration is due to the fact that in the last five years Greece was able to comply with six judgements passed between three and six years before the resolution.



EU Pilot

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

Internal Market Information System

- The overall performance of Greece in IMI is around the EU average.
- Compared to the last Scoreboard, Greek authorities took more time on average to reply to requests. The time taken to accept requests and the percentage of requests answered within the agreed deadline are in line with the EU average. Greece receives a high number of incoming requests especially in the area of professional qualifications.
- A closer and more attentive follow-up of incoming requests should be carried out to reduce the time to reply. This would better meet the needs of counterparts and result in much higher levels of satisfaction.



EURES

OAED, the Public Employment Service, is the EURES member organisation responsible for providing EURES services in Greece. There are currently 17 EURES Advisers in Greece. The overall performance is relatively good; however the ratio of placements resulting from contacts with jobseekers and employers could be improved.

Your Europe

Greece provides information, including in English, French and German, to citizens and enterprises on a national portal. Apart from attending one Editorial Board meeting, the country again did not contribute at all to Your Europe in 2013.

Greece should continue to invest in its national portal and, furthermore, commit itself to cooperate with the Commission services as regards Your Europe by:

- designating a permanent member of the Editorial Board;
- attending the Editorial Board meetings organised twice a year;
- providing all missing information on how Greece applies single market rules and replying to any further requests addressed to the Editorial Board member;
- raising awareness about Your Europe within the national administrations and among potential end users;
- linking national websites to Your Europe.

SOLVIT

- **Caseload – high**
Submitted cases – 13 (15 in 2012)
Received cases – 42 (37 in 2012)
- **Resolution rate – 88 %**
- **Handling time (Home centre)**
*Reply in 7 days – 100 % – **very good***
*Cases prepared in 30 days – 85 % – **good***
- **Handling time (Lead centre) – good**
Cases closed in 10 weeks – 79 %
- **Staffing**
*Sufficient for current caseload? **YES** (but no capacity to handle more cases)*
- **More promotion needed? YES**

Points of Single Contact

Point of Single Contact – Ermis

Performance level – average.

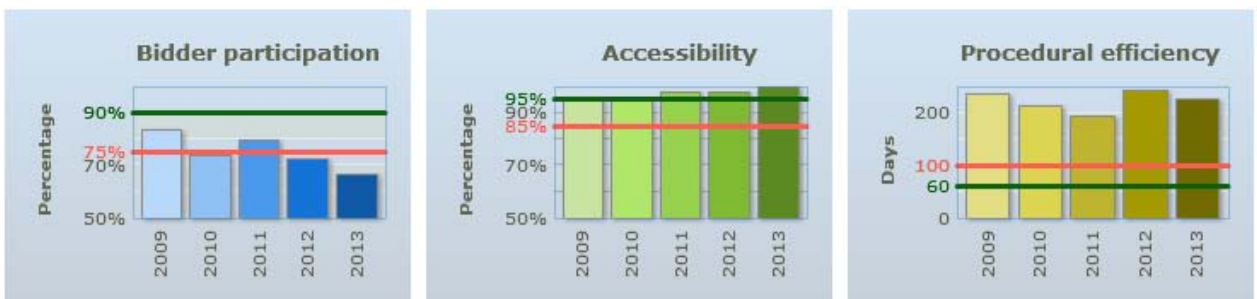
Results from 2013 user testing

- *Information* – plentiful, but not well structured, some information missing (beyond the scope of Services Directive).
- *Online procedures* – some available, but not clear which are available to users from other EU countries.
- *Accessibility for businesses from other countries* – improvements needed, especially consistent English translation.

Public procurement

In 2013, the reporting year,

- the **bidder participation** score was unsatisfactory. Overall, between 2009 and 2013, the score was on the border between an unsatisfactory and an average score, but had a decreasing trend.
- the **accessibility** score was satisfactory, amongst the top three. Overall, between 2009 and 2013, the score was also satisfactory.
- the **procedural efficiency** score was unsatisfactory, amongst the bottom three. Overall, between 2009 and 2013, the score was also unsatisfactory.



The colored lines mark the thresholds for **satisfactory** performance (green) and **unsatisfactory** performance (red). The scores in between are regarded as an **average** performance.

Postal Services

In the Study on the Main developments in the postal sector (2010 - 2013) carried out by WIK Consult, the European countries are grouped into three clusters. Criteria for this categorisation are the absolute gross domestic product (GDP) per capita and the accession date to the European Union:

- Western Member States: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, The Netherlands, Sweden and UK;
- Southern Member States: Cyprus, Greece, Italy, Malta, Portugal and Spain;
- Eastern Member States: Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia and Croatia.

This methodology was also followed in the Scoreboard.

Evolution of domestic prices in PPPs

In the period 2009-2012, domestic purchasing power parity (PPP) prices in Greece have gradually increased from 0.61 to 0.70 PPPs, with Greece now having the highest prices for domestic letter post mail in the Southern EU Member States.

Cross-border price developments in PPPs

In Greece, cross-border prices have been gradually increasing in real terms, from 0.76 to 0.88 PPPs in the period 2009-2012. Greece's cross-border prices are now the highest in the Southern Member States, followed by Portugal.

Transit time performance:

The quality of service in Greece, in terms of transit time performance, saw a steady improvement in the entire period 2009-2012 increasing from 81.50 % to 91.50 %. With these results, the country finally exceeded its domestic target of 87 % in 2012. and is now close to the average for the Southern Member States.