

Single Market Scoreboard

Performance per Member State

Norway

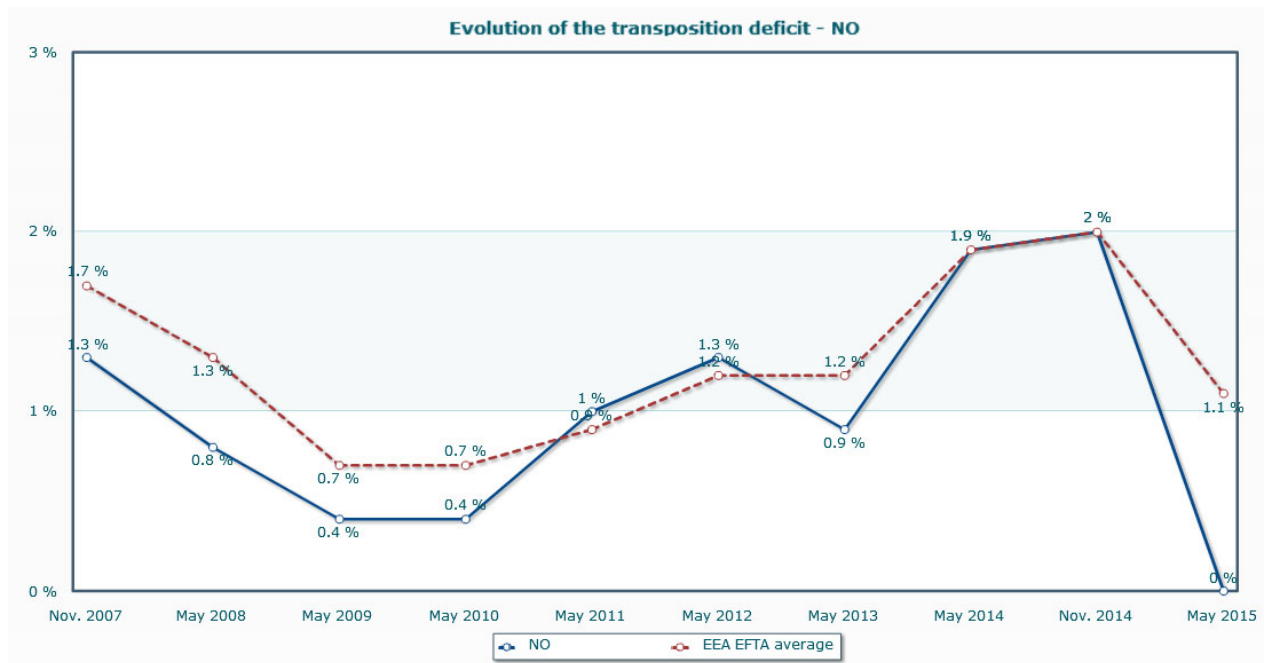
(Reporting period: 2014 - 2015)



Transposition and Infringements

It is to be noted that the Single Market *acquis* applicable in EEA EFTA States does not coincide exactly with that applicable in EU Member States. This situation is due to the time lag between the adoption or abrogation of legal acts by the EU and their incorporation into or deletion from the EEA Agreement.

Any comparison of the results from the two different Scoreboards (this one and the EEA EFTA Scoreboard) has to take this difference into account. For more information on Norway's performance, please see the EFTA Surveillance Authority's Internal Market Scoreboard.



Transposition deficit: 0 % (*last report: 2.0%*) – lowest deficit ever and lowest transposition deficit of all EEA States.

EEA EFTA average: 1.1%

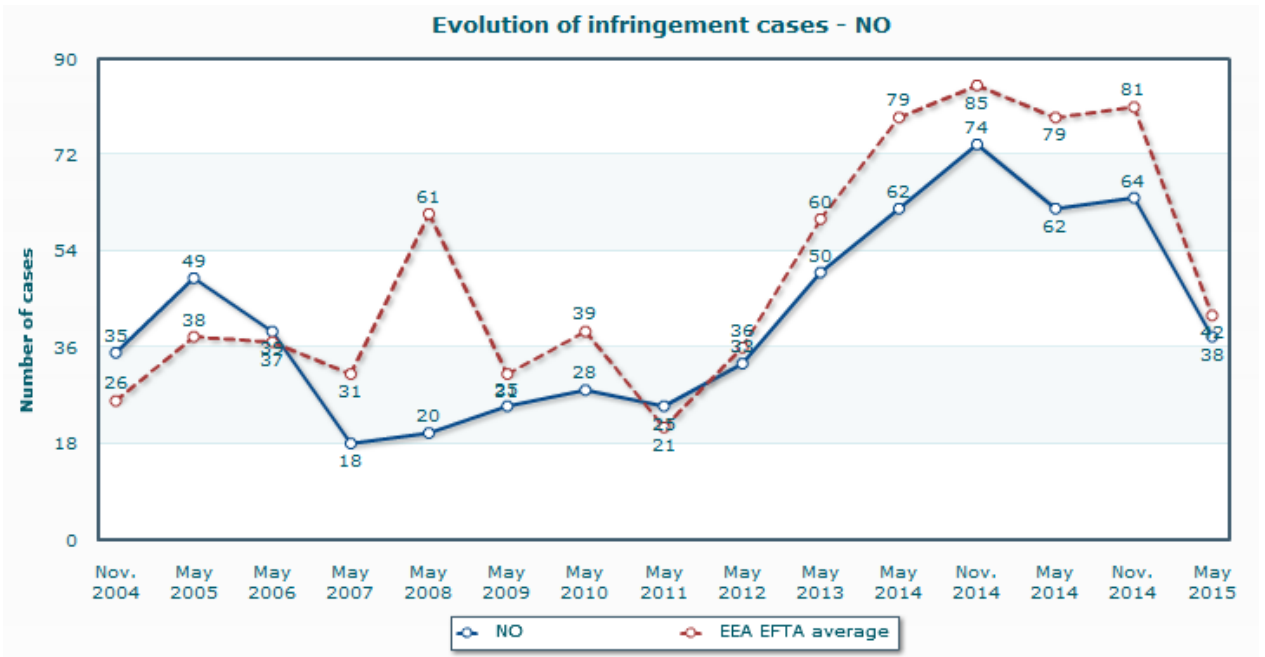
Overdue directives: 0 (*last report: 23*)

Average delay: 0 months (*last report: 6.1 months*) – lowest of the EEA States

EEA EFTA average: 15.4 months

Compliance deficit: 0% (*last report: 0.1%*) - no infringement procedures for non-conformity have been initiated against Norway.

EEA EFTA average: 0.1%



Pending cases: 30 (last report: 33)

Problematic sectors: none

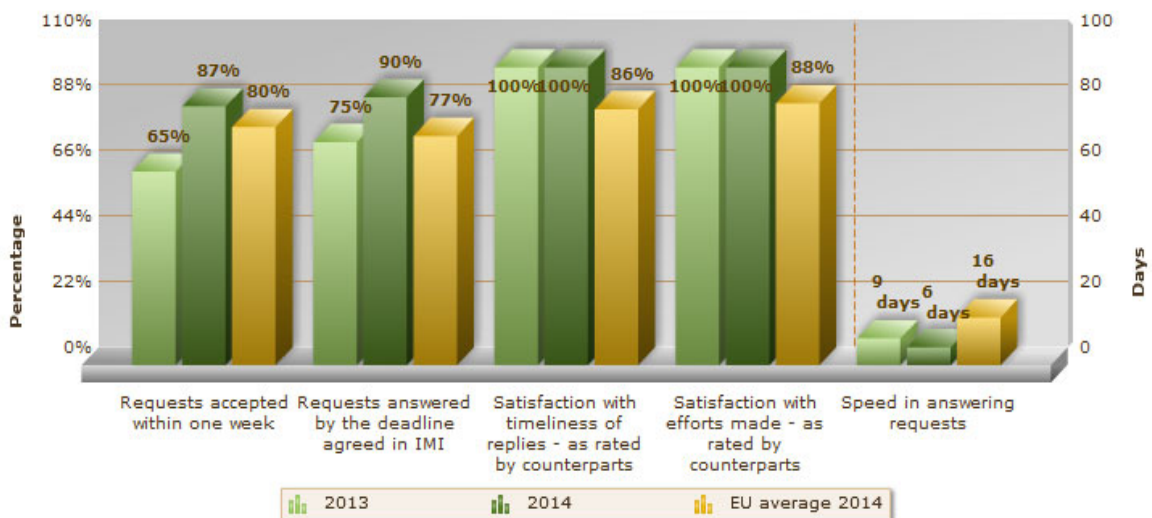
Average case duration: 17.1 months (last report: 14.7 months)

Compliance with court rulings: 29.8 months (last report 30 months)

Internal Market Information System

Performance – Norway continues to perform very well.

- It has further improved its overall performance despite an increase in the volume of incoming requests.
- The percentage of requests answered within the agreed deadline has increased further.
- All counterparts are satisfied with efforts made and the timeliness of replies.



EURES

National provider: NAV (Norwegian Labour and Welfare Administration)

EURES Advisers (nationally): 22

Performance: relatively good (the quality of the PES job vacancy exchange with EURES, as well as the number of contacts with employers could be improved)

Your Europe

National equivalent?

No portal for citizens

Business portal in No, EN: www.altinn.no

Record in this period

- active participation in Editorial Board work
- responsive to all requests for information for the business-related part of the website
- promotional activities and back-linking from national websites to Your Europe

Recommended action

Continue to:

- ensure stable representation on the Editorial Board
- attend the Board meetings twice a year
- provide information on how the country applies single market rules when requested
- raise awareness about Your Europe within national administration and potential end users
- link national websites to Your Europe

Consider:

- active contribution to the citizens-related part of Your Europe
- creation of a national portal for citizens

SOLVIT

- **Caseload – small**
Submitted cases: 13 (16 in 2013)
Received cases: 28 (12 in 2013)
- **Resolution rate:** 61 % (83 % in 2013)

- **Handling time (Home centre)**
Reply in 7 days: 83 % (77 % in 2013) – good
Cases prepared in 30 days: 85 % (93 % in 2013) – good
- **Handling time (Lead centre) Cases closed in 10 weeks: 54 % (58 % in 2013) – poor, needs improving**
- **Staffing**
Continuity – good
Sufficient for current caseload? No

Points of Single Contact

Point of Single Contact: Altinn.no

Performance level: average

Results from 2015 study:

- **Information:** good but requires improvements (e.g. sector oriented information is missing and navigation tools are not working well).
- **Online procedures:** good, the electronic procedures are working well for national users.
- **Accessibility:** low, foreign users experience technical barriers when trying to complete electronic procedures (lack of acceptance of eIDs from other countries and the requirement to have Norwegian personal number), additionally the distinction between establishment and cross-border service provision is not implemented.
- **Usability:** good, assistance services are of good quality but ease and speed of use should be improved.

Trends & evolution:

Consecutive assessments place Norway among the middle-ground performers with an overall score slightly under the EU average. The main weakness of the portal throughout the entire period remains the accessibility of PSC services for foreign users, in respect of both information provision and online procedures. On the other side, key progress was made in the transactionality of e-procedures and overall usability of the Norwegian PSC.

Public procurement

Overall, Norway's performance in 2014 was satisfactory. For further information, please see the section on Public Procurement performance.

