

Single Market Scoreboard

2019 Edition

Performance per Member State

Croatia

Transposition of law

Transposition deficit: 0.3% (*last report: 1.3%*) – New huge decrease by 1.0 percentage point after the decrease by 0.9 percentage point achieved in December 2017. Having divided its transposition deficit by 7 within 2 years, Croatia is now amongst the Member States with the lowest deficit, and the Member States that reduced their backlog most within the last year. It is also in a group of 10 Member States that reached the proposed 0.5% target. In addition, Croatia has transposed 21 of the 23 directives (91%) with a transposition date within 6 months before the cut-off date for calculation (1.6.2018 – 30.11.2018). This shows that this Member State monitors the timely transposition of Single Market-related directives quite well, although it shows some difficulties in transposing directives correctly (see below).

EU average = 0.7%; Proposed target (in Single Market Act) = 0.5%

Overdue directives: 3 (*last report: 13*) and **no more** directive more than 2 years overdue.

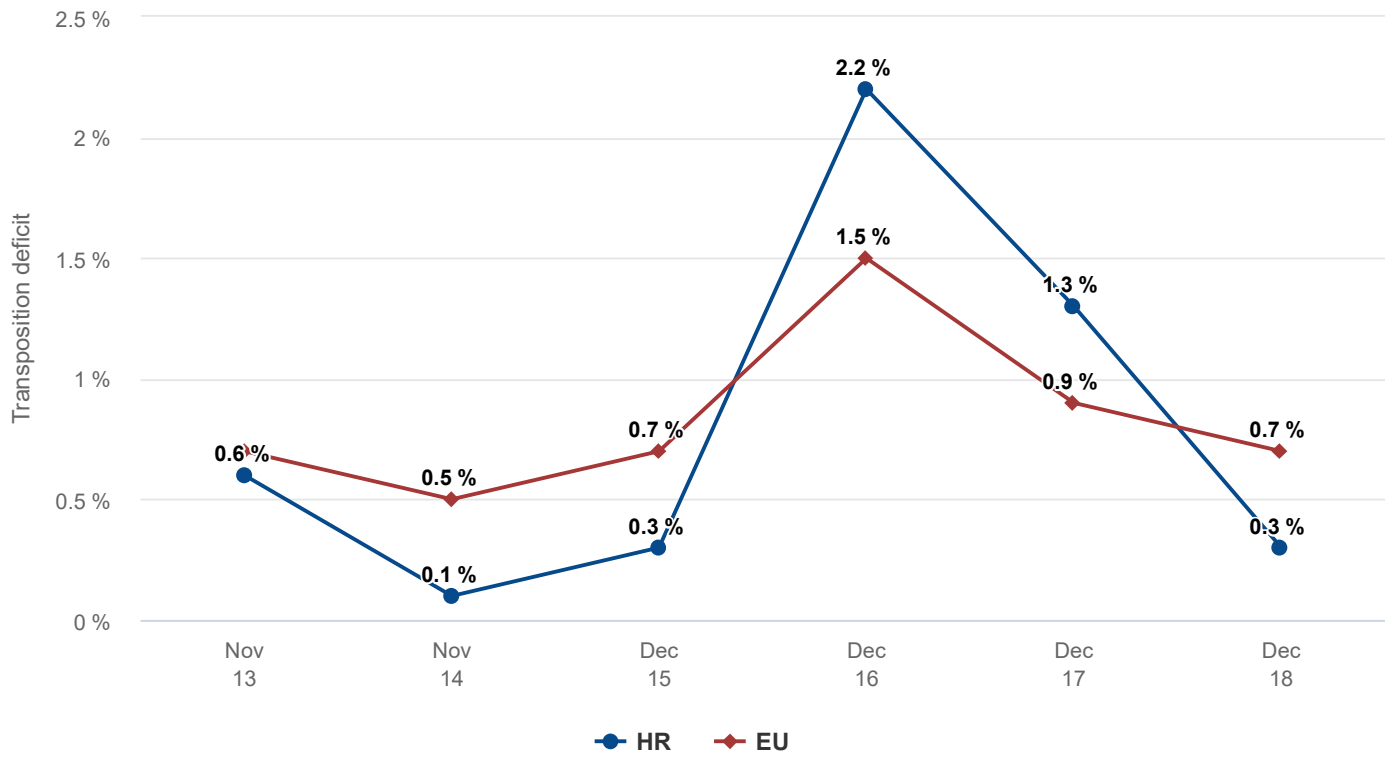
Average delay: 7.6 months (*last report: 7.9 months*) – Stable result, under the EU average. Croatia has managed to transpose 1 long overdue directive (due for 2 years or more) but one of its 3 outstanding directives has been due for 15 months, and contributes significantly to the average delay.

EU average = 8.4 months

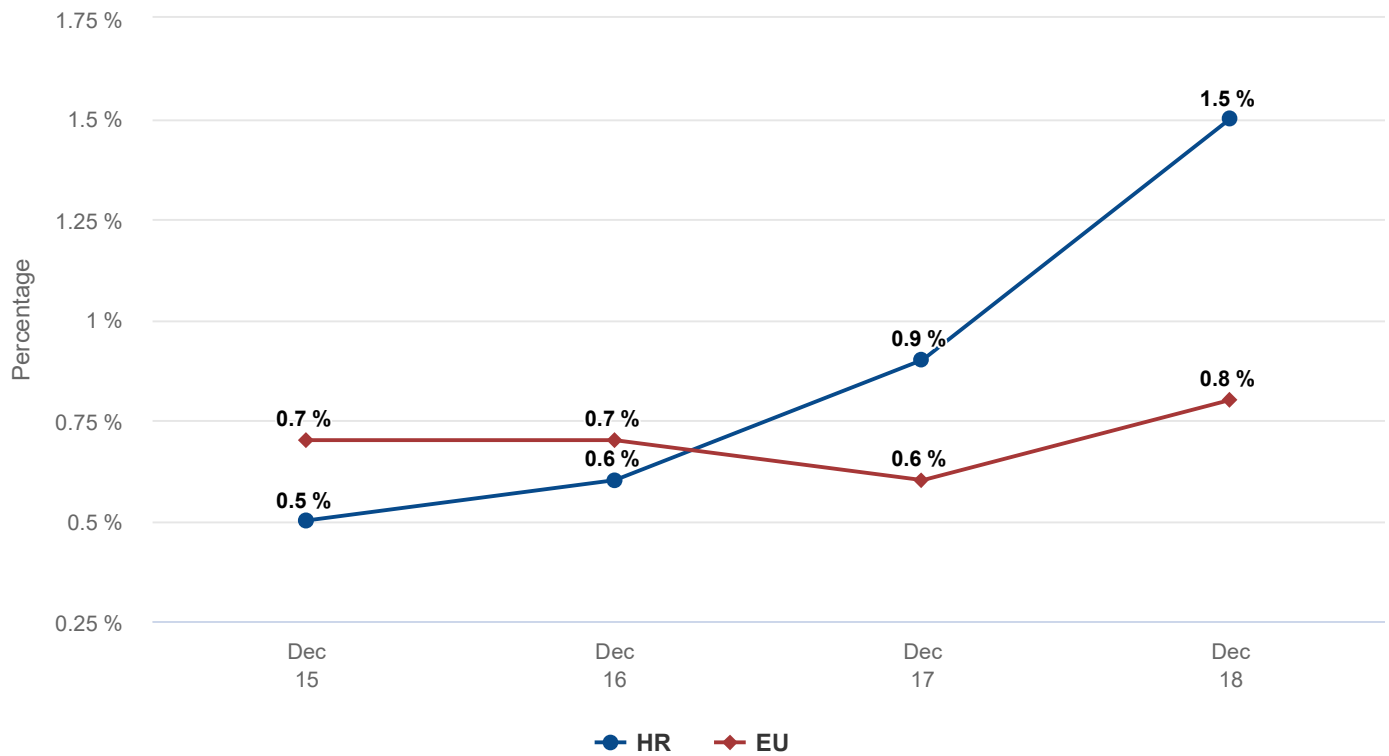
Conformity deficit: 1.5% (*last report: 0.9%*) – One of the 3 Member States with the highest increase (0.6 percentage point). With 15 directives presumably incorrectly transposed, Croatia is the Member State with the highest conformity deficit, almost doubling the EU average, and 3 times more than the 0.5% proposed target.

EU average = 0.8%; Proposed target (in Single Market Act) = 0.5%

Evolution of transposition deficit – Croatia



Evolution of conformity deficit – Croatia



Infringements

Pending cases: 18 (4 new cases and 3 cases closed; last report: 17 pending cases) – Slight increase by 1 case, but still well below the EU average. The number of single market-related cases Croatia is continuously rising, but this is mainly due to its relatively recent accession.

EU average = 25 cases

Problematic sectors: energy (4 cases) and environment (3) = 39% of all pending cases.

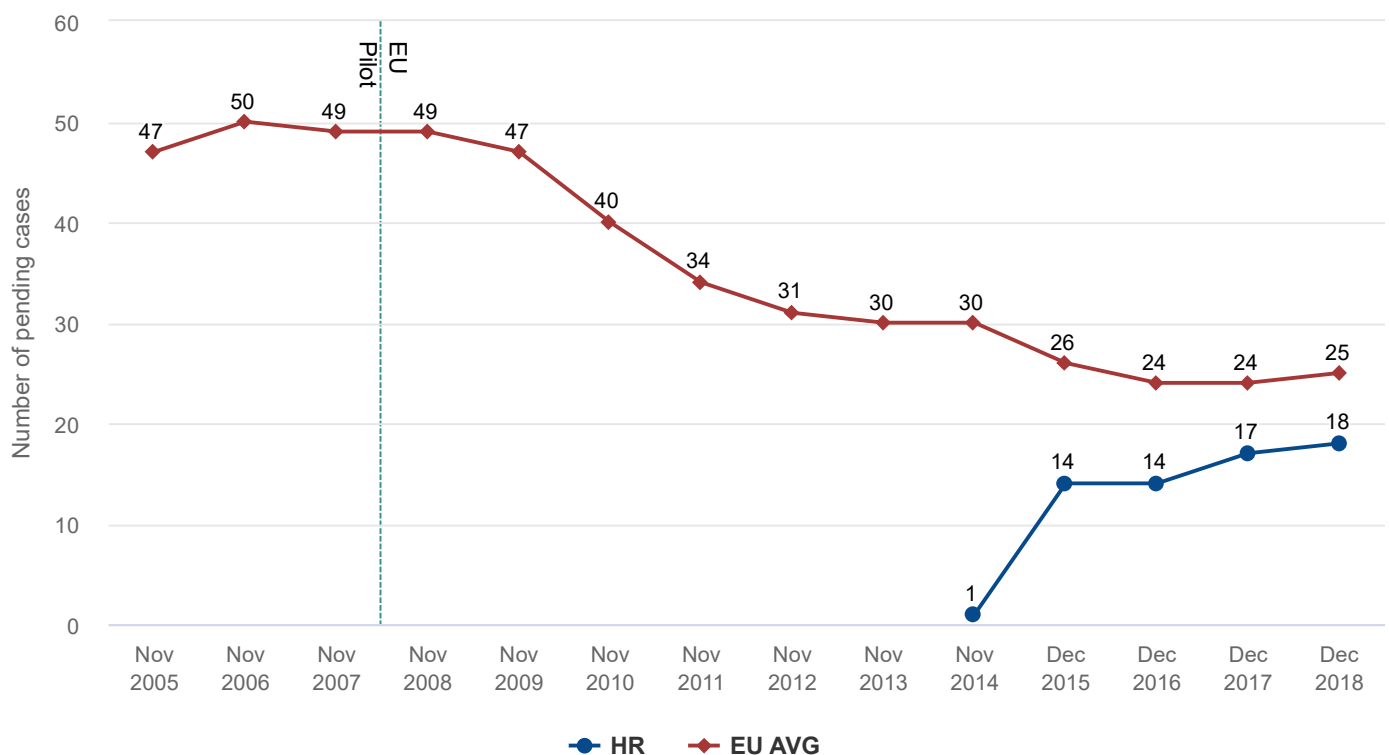
Average case duration: 25.4 months for the 16 cases not yet sent to the Court (last report: 21.4 months) – Further increase (by 4 months), although Croatia remains the Member State with the 4th shortest case duration (it was in 1st position in December 2017). This new increase is because the 3 cases recently resolved by Croatia were of moderate duration (22 months), while half of the remaining cases have been ongoing for 2 to 4 years.

EU average = 38.1 months

Compliance with court rulings: no case yet at this stage of the procedure (last report: *idem*)

EU average = 28.2 months

Evolution of infringement cases – Croatia



EU Pilot

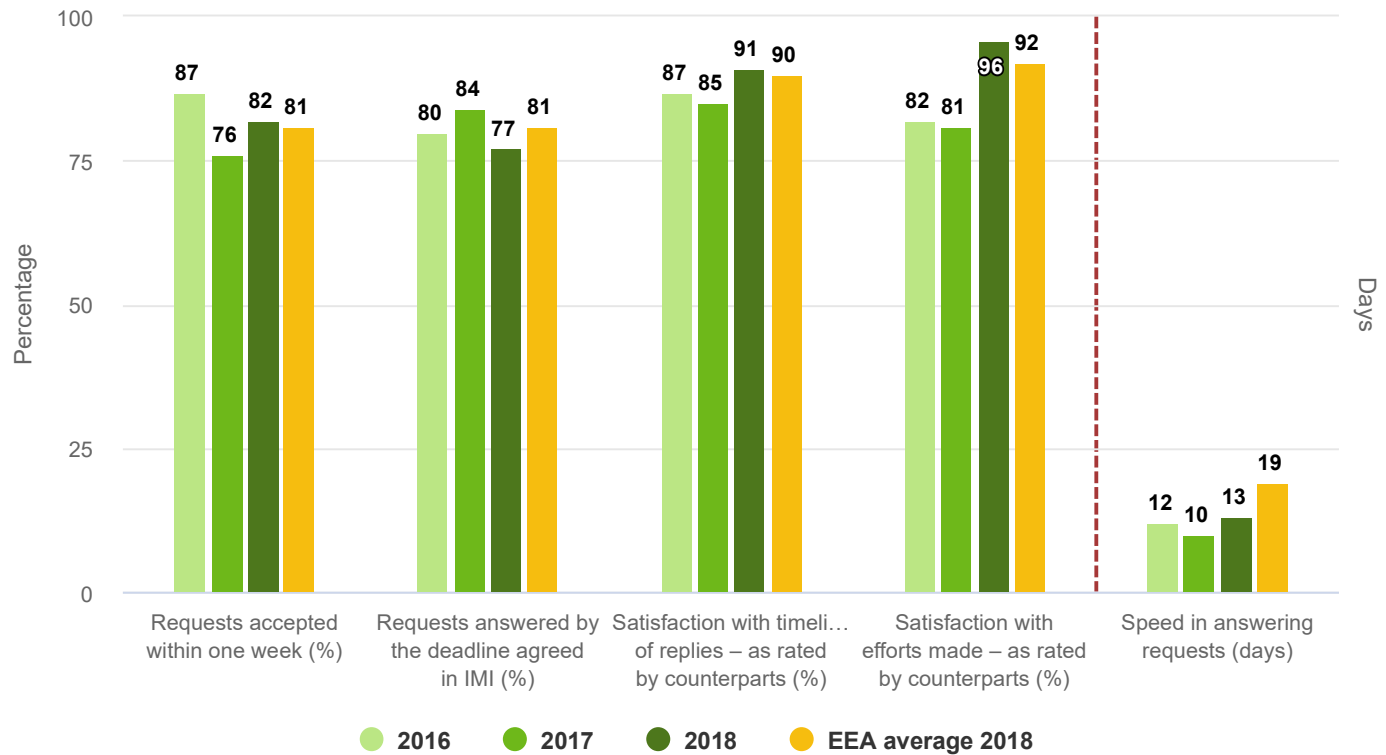
Croatia's average response time currently complies with the 70-day time limit in EU Pilot.

Internal Market Information System

Performance – Croatia has improved and performs well.

- Croatia performed above the EEA average in 4 indicators.
- The percentage of requests accepted within 1 week increased significantly.
- Counterparts' satisfaction improved significantly and was above the EEA average.

Internal Market Information System – Croatia



EURES

National provider: [HZZ](#) (Croatian Employment Service)

EURES advisers (nationally): 10

Performance: could be improved by providing more vacancies held by the PES to the EURES portal and a higher number of EURES advisers.

Your Europe

The EU has set up a **single digital gateway** providing access to information, to procedures and to assistance and problem-solving services.

The specific regulation setting up the single digital pathway is Regulation 2018/1724 of 2 October 2018. Article 29 of the Regulation establishes a group to coordinate work on the gateway. The gateway coordination group will meet in three configurations, one devoted to information, meeting

twice a year. The other two configurations are dedicated to ICT and e-procedures and assistance services.

The information group will largely continue the work of the Your Europe Editorial Board. This is to ensure that the gateway coordination group's work does not overlap with that of other expert groups or sub-groups.

National equivalent?

Citizens' portal in Croatian: www.gov.hr

Business portal in Croatian and English: www.psc.hr

Record for this period

- limited participation in Editorial Board work
- responsive to some requests for information for the website
- promotional activities and back-linking from national websites to Your Europe

Recommended action

Continue to:

- ensure stable representation in the single digital gateway information group
- provide information, when requested, on how the country applies single market rules
- raise awareness of Your Europe within the national administration and potential end users
- link national websites to Your Europe

Make an effort to:

- attend the single digital gateway information group meetings twice a year
- provide all missing information on how the country applies single market rules (specifically on vehicles, residence, travel and running a business)

SOLVIT

- **Caseload – medium**

Submitted cases: 32 (38 in 2017)

Received cases: 20 (same in 2017)

- **Resolution rate: 89% (100% in 2017)**

- **Handling time (home centre)**

Reply in 7 days: 94% (92% in 2017) – good

Cases prepared in 30 days: 100% (100% in 2017) – very good

Solutions accepted in 7 days: 100% (97% in 2017) – very good

- **Handling time (lead centre)**

Cases accepted within 7 days: 90% (90% in 2017) – good

Cases closed in 10 weeks: 80% (94% in 2017) – good

- **Staffing**

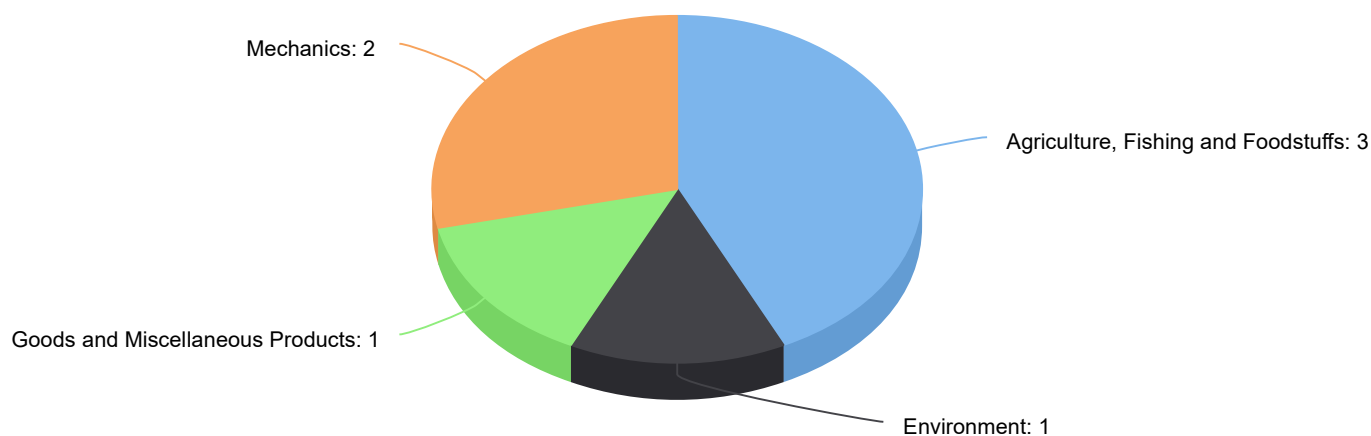
Continuity – yes

Sufficient for current caseload? – no

Technical Regulations Information System

Notifications per sector

7 notifications



Points of Single Contact

- Only 3 procedures (in taxation and social security area) out of 20 are partially available online.
- Even the partially online procedures are not available for cross-border users.
- The procedures are well described and even detailed information is available in another language.
- Points identified for improvement:
 - making procedures available fully online;
 - cross-border accessibility of online procedures.

Public procurement

Overall, Croatia's performance in 2018 was **satisfactory**. For further information and the methodology applied, please see the section on [Public procurement performance](#).

Postal services

For easier analysis, EU countries are divided into 3 groups reflecting absolute GDP per capita and EU accession date (as in the [EU postal sector study \(2010–13\)](#)):

- **Western** – Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, the Netherlands, Sweden, the UK
- **Southern** – Cyprus, Greece, Italy, Malta, Portugal, Spain
- **Eastern** – Bulgaria, Croatia, Czechia, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia.

- **Transit time performance D+1**: quality of service, in terms of transit time performance, remained unchanged at 85.4% in 2017.



Some countries' reference figures for the previous period may differ slightly from those in the last Scoreboard. This is because these countries updated their data after publication.

Trade in goods and services

Croatia's integration in the single market for goods and services is above the EU average. In 2017, both indicators increased; the percentage increase for goods was one of the highest of all Member States.

		Goods	Services
Intra-EU trade integration	% GDP 2017	24.5	11.9
	Change 2016 – 2017	5.2	4.0
Intra-EU imports	% GDP 2017	33.3	4.3
	Change 2016 – 2017	6.7	12.6

Foreign Direct Investment (FDI)

In 2017, Croatia's shares of intra-EU FDI inflows and outflows increased slightly, while its shares of both inward and outward intra-FDI stock remained unchanged.

	Share of intra-EU FDI flows		Share of intra-EU FDI stocks	
	inward	outward	inward	outward
% FDI 2017	0.7	0.1	0.3	0.0
Change 2016 – 17 (in pp)	0.3	0.2	0.0	0.0

In 2017, Croatia's shares of extra-EU FDI outflows increased slightly whereas inflows remained unchanged. Its shares of both inward and outward extra-FDI stock remained unchanged.

	Share of extra-EU FDI flows		Share of extra-EU FDI stocks	
	inward	outward	inward	outward
% FDI 2017	0.0	0.2	0.1	0.0
Change 2016 – 17 (in pp)	0.0	0.1	0.0	0.0