

BUSINESSEUROPE



# **Point of Single Contact: different options for different goals**

## **EIPA Seminar on Services Directive**

Carlos Almaraz  
Deputy Director  
BUSINESSEUROPE

# Outline

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- What the directive says on PSCs
- Importance for businesses
- Different options/models in view
- Main challenges in setting up PSCs
- Setting up the right model: key elements



# What the directive says (1)

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## **Article 6 on Points of single contact**

1. Member States shall ensure that it is possible for providers to complete the following procedures and formalities through points of single contact:
  - a) all procedures and formalities needed for access to or exercise of his service activities (...);
  - b) any applications for authorisation needed to exercise his service activities.
2. The establishment of points of single contact shall be without prejudice to the allocation of functions and powers among the authorities within national systems.

## **Article 8 on Procedures by electronic means**

1. Member States shall ensure that all procedures and formalities relating to access to a service activity and to the exercise thereof may be easily completed, at a distance and by electronic means, through the relevant point of single contact and with the relevant competent authorities. (...)



## What the directive says (2)

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- Member States must set up Points of Single Contact (PSCs) where national and foreign service providers and recipients can:
  - ✓ Obtain relevant information
  - ✓ Complete necessary formalities
- PSC services must be available at a distance and by electronic means
- Member States are free to decide the model/solution to carry out tasks of PSCs



# Importance for businesses

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Easier to establish and provide services within national territory and in other Member States

## How?

- contact with a single and well-identified contact point
- less red tape and bureaucracy
- quicker access to relevant information
- speedier formalities (tacit authorisation)
- reduced costs
- access at a distance and via electronic means

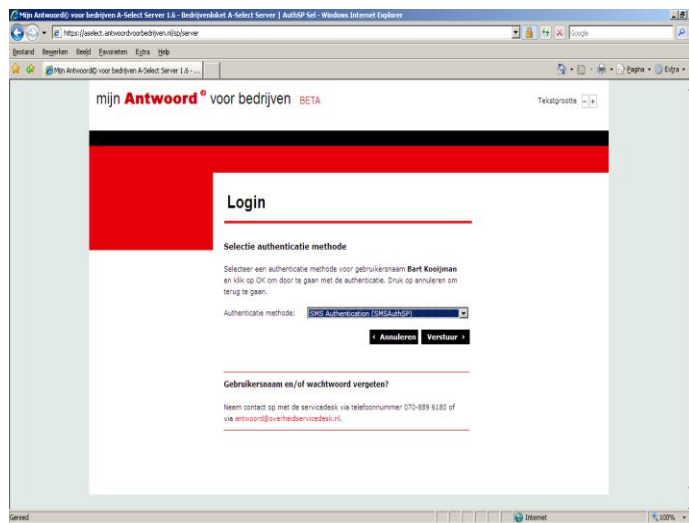


# PSCs: Different Options

➤ No one-size fits all!

Vragen aan de overheid?

Antwoord® voor bedrijven



# Various options/models in view

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1. Existing networks: FR, PT, IT, UK, NL
2. Trade Associations/Chambers: FR, IT
3. Governmental agencies: CY, CZ, DK
4. Just virtual PSCs: DK, NL, UK, HU
5. Physical and virtual PSCs: FR, GR, ES
6. One central PSC: DK, ES, HU
7. Multiple PSCs: FR, DE, B, AT



# Main challenges in setting up PSCs

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- Adequate budgetary and human resources
- Effective coordination of competent authorities and different administrative levels
- Use of necessary e-tools (authentication, identification and e-forms) / coordination with e-government experts
- National and cross-border interoperability of e-tools
- Diversity of national PSC models in multilevel governance MS (e.g. Germany, Italy)
- Use of foreign languages
- Information and business awareness-raising





# Setting up the right PSC: key elements (1)

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1. Be adequately financed and staffed
2. Make information easily available and regularly updated
3. Clarify the mandate, tasks and responsibilities of PSCs and relevant competent authorities
4. Use English in addition to national languages
5. Develop guidelines for service providers on formalities and procedures
6. Provide a virtual and a physical PSC for direct communication (at least helpdesk, back-up office or call centre)



## **Setting up the right PSC: key elements (2)**

7. Provide services free of charge or at reduced fares
8. Ensure good coordination between PSCs and relevant competent authorities (back-offices)
9. Be easily recognisable and well-known via:
  - EU brand or logo
  - information campaigns/business awareness (SMEs)
10. Provide user-friendly and pragmatic e-tools (identification and authentication systems, secured transactions, language technologies)
11. Consultation and dialogue with users/service providers



# *Thank you for your attention!*



**More information on the  
Services Directive at:**

**<http://www.businesseurope.eu/Content/Default.asp?PageID=446>**

