

This report is filtered

Only show: #1 Question "You are replying:" is one of the following answers ("As a private individual") and #18 Question "Please choose from one of the following options concerning the use of your contribution:" is one of the following answers ("My/our contribution can be published directly with my personal/organisation information (I consent to publication of all information in my contribution in whole or in part including my name/the name of my organisation, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication). Note that your answers may be subject to a request for public access to documents under Regulation (EC) No 1049/2001.")

Report for European Parliament - public consultation

Response Counts

Completion Rate:

100%



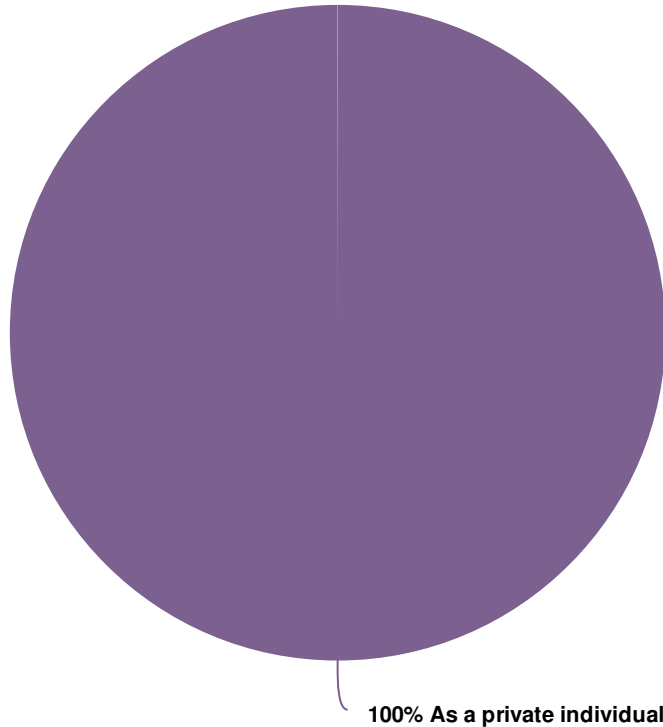
Complete




48

Totals: 48

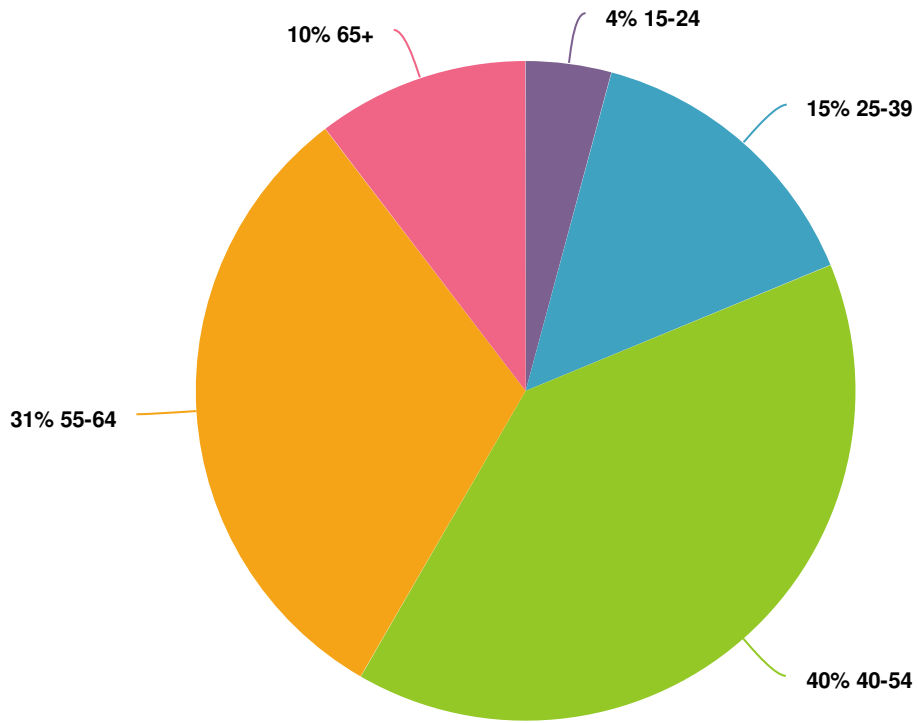
1. You are replying:


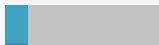





100% As a private individual

Value		Percent	Responses
As a private individual		100.0%	48
			Totals: 48

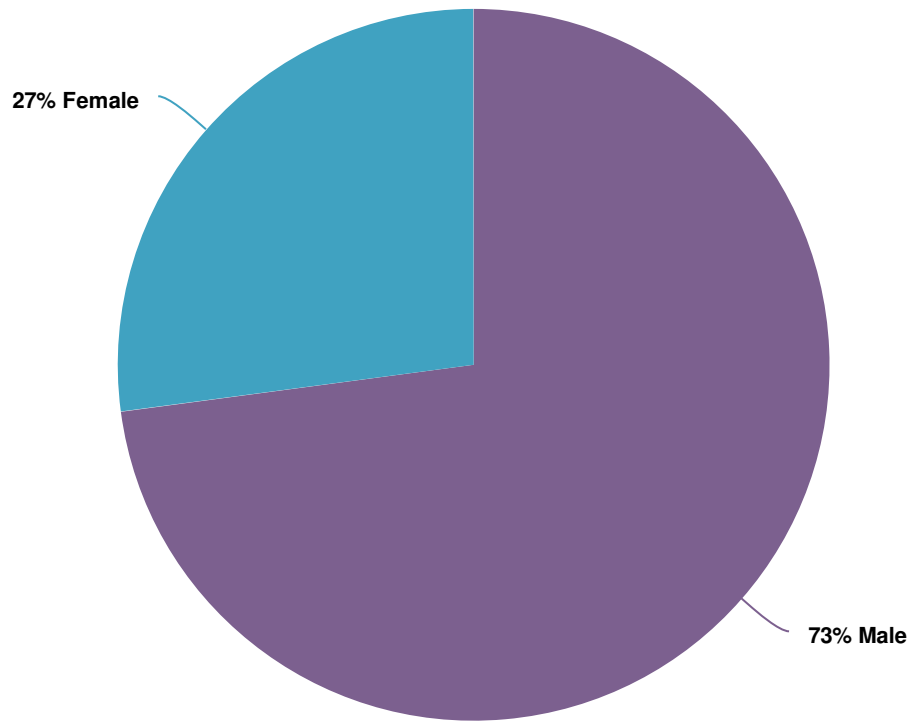
2. How old are you?


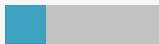


Value		Percent	Responses
15-24		4.2%	2
25-39		14.6%	7
40-54		39.6%	19
55-64		31.3%	15
65+		10.4%	5

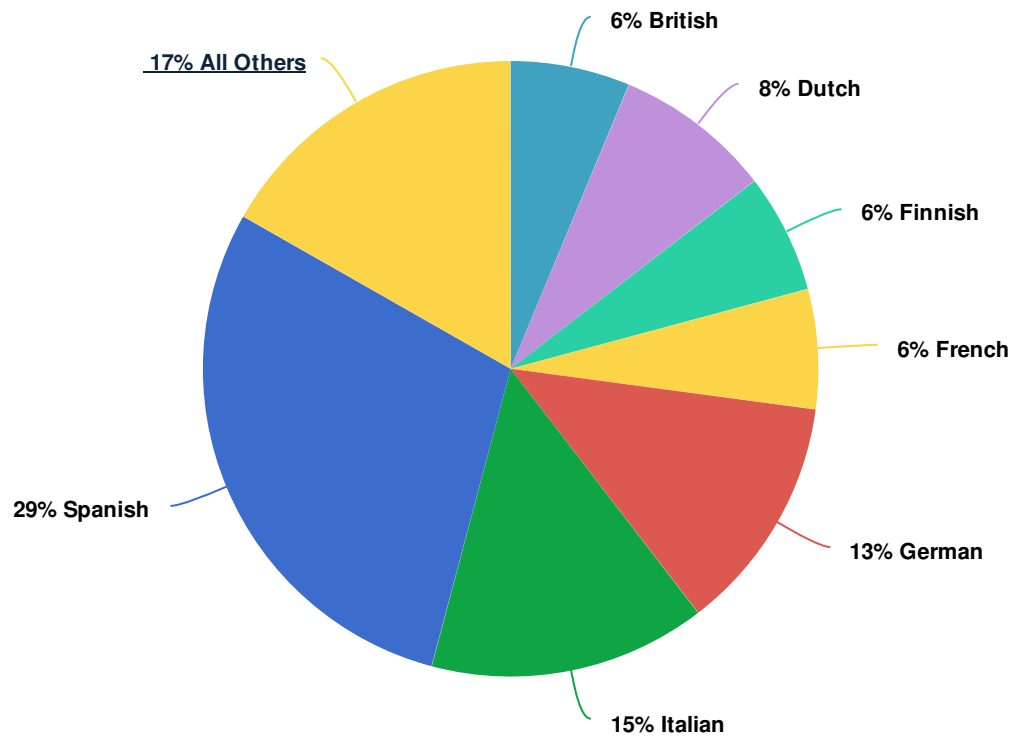
Totals: 48

3. What is your gender?



Value		Percent	Responses
Male		72.9%	35
Female		27.1%	13
Totals:			48

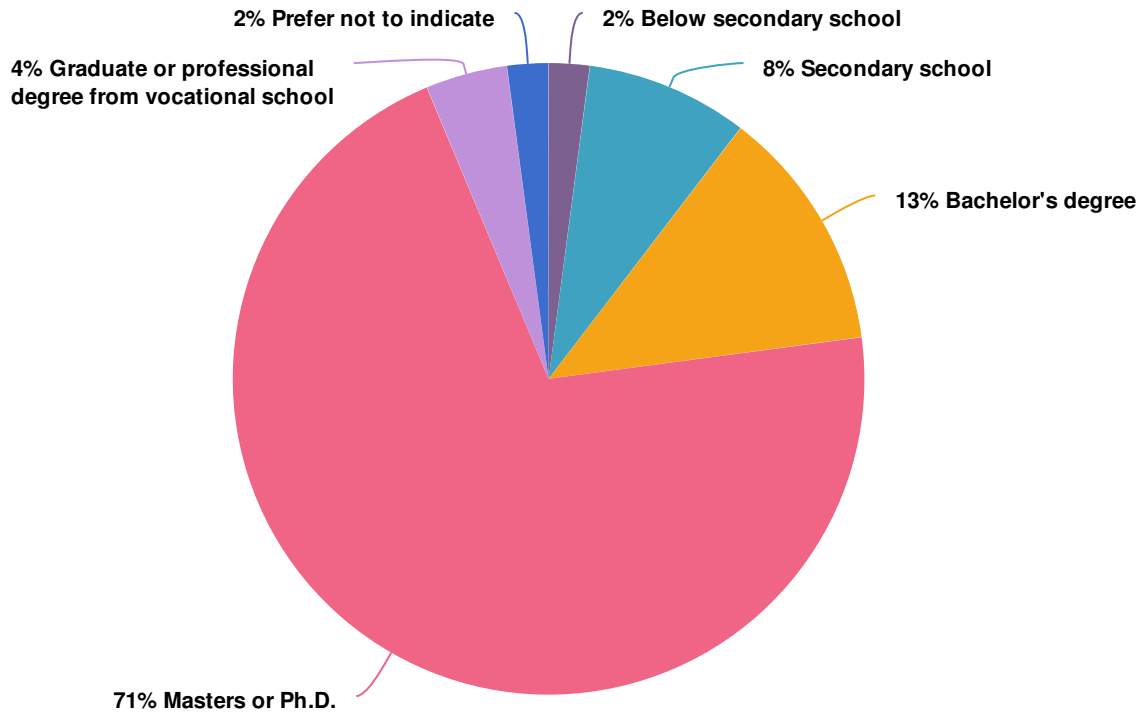
4. What is your nationality



Value		Percent	Responses
British		6.3%	3
Dutch		8.3%	4
Finnish		6.3%	3
French		6.3%	3
German		12.5%	6
Italian		14.6%	7
Spanish		29.2%	14
Belgian		2.1%	1
Croatian		2.1%	1
Czech		2.1%	1
Greek		2.1%	1
Hungarian		2.1%	1
Polish		2.1%	1
Portuguese		2.1%	1
Other		2.1%	1

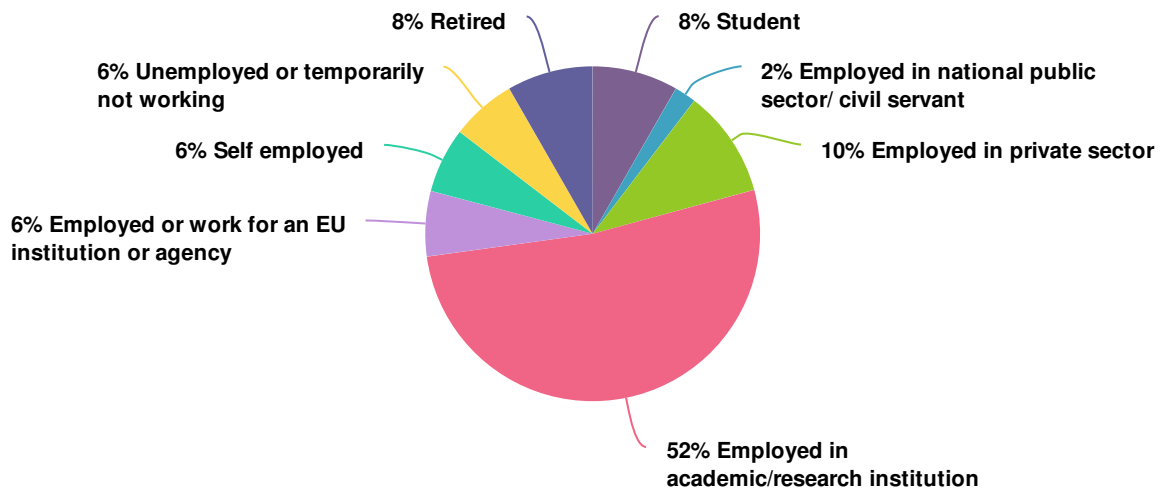
Totals: 48

5. What is your highest level of education?



Value	Percent	Responses
Below secondary school	2.1%	1
Secondary school	8.3%	4
Bachelor's degree	12.5%	6
Masters or Ph.D.	70.8%	34
Graduate or professional degree from vocational school	4.2%	2
Prefer not to indicate	2.1%	1
Totals: 48		

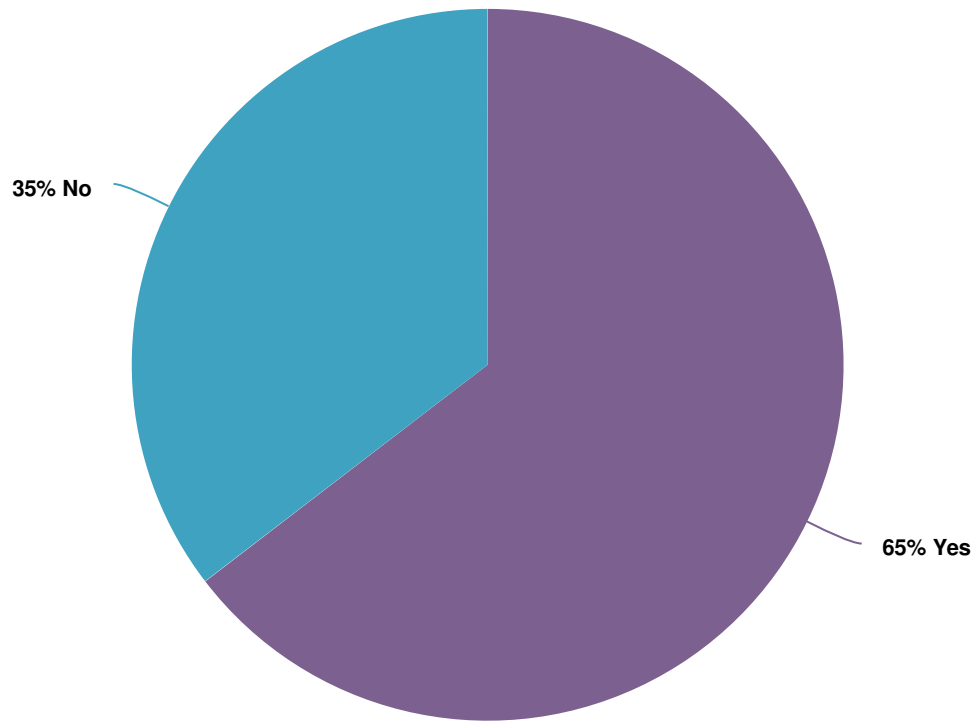
6. What is your current occupation?



Value	Percent	Responses
Student	8.3%	4
Employed in national public sector/ civil servant	2.1%	1
Employed in private sector	10.4%	5
Employed in academic/research institution	52.1%	25
Employed or work for an EU institution or agency	6.3%	3
Self employed	6.3%	3
Unemployed or temporarily not working	6.3%	3
Retired	8.3%	4

Totals: 48

7. Have you studied, worked or lived in an EU Member State other than your country of origin?



Value		Percent	Responses
Yes		64.6%	31
No		35.4%	17
			Totals: 48

8. Full name (optional)



Count	Response
1	ABOULIN Agnès
1	André van der Leest
1	Carla Zanoni Lo Piccolo
1	Carlos F. Molina del Pozo
1	Dale Hopkins
1	Dolors Canals Ametller
1	Dr Melanie Smith
1	Dr. josep Ramon Fuentes i Gasó
1	Eduardo GAMERO
1	Eelze Hof
1	Eva Nieto Garrido
1	Francesco Dicorato
1	Gregory KALFLECHE

Count	Response
1	Ian Harden
1	Iva Bata Poduska
1	JOSÉ EUGENIO SORIANO GARCÍA
1	Jacques Ziller
1	Jae-Hoon Lee
1	Jaime Royo Olid
1	Javier Barnes
1	Jiri Mucha
1	Juan Manuel Campo Cabal
1	Martijn Hendrik Berk
1	Mathias Lucas
1	Oliver Hinte
1	Oriol Mir
1	Pedro T. Nevado-Batalla Moreno
1	Peter Cornelius
1	Pilar Eugenia Lima Otal
1	Prof. Dr. Andras Zs. VARGA
1	Prof. Dr. Jens-Peter Schneider
1	Päivi Leino-Sandberg
1	Robert Siuciński
1	Roberta Colotta
1	Rui Lanceiro

Count	Response
1	SUSANA GALERA RODRIGO
1	Salvatore
1	Sulo Ilmari Suhonen
1	Thomas Gross
1	fabrizio
1	hanneke haverlach
1	Αργύρης Πασσάς

9. How many employees does your organisation have?

No data to display

10. Please indicate the type of organisation

No data to display

11. Where is your organisation primarily based?

No data to display

12. Does your organisation operate in more than one country?

No data to display

13. Is your organisation included in the Transparency Register?

No data to display

14. Field of activity or sector (optional)

No data: No responses found for this question.

Count

Response

15. e-mail address (optional) (if you give your consent to receive the results of the public consultation, and/or to be contacted)

Count

Response

16. Name of the organisation (optional)

No data: No responses found for this question.

Count

Response

17. Please choose from one of the following options concerning the use of your contribution:

Value

Percent

Responses

My/our contribution can be published directly with my personal/organisation information (I consent to publication of all information in my contribution in whole or in part including my name/the name of my organisation, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication). Note that your answers may be subject to a request for public access to documents under Regulation (EC) No 1049/2001.



100.0%

48

Totals: 48

18. Have you or your organisation had direct experience of dealing with the administration of the European Union?

Value		Percent	Responses
Yes, I (or my organisation) has had direct experience(s) of dealing with the EU administration		60.4%	29
No, I (or my organisation) has never had direct experience of dealing with the EU administration		39.6%	19
Totals: 48			

19. How many times have you (or your organisation) dealt directly with the EU administration?




Value		Percent	Responses
1		6.9%	2
2-5		6.9%	2
6-7		6.9%	2
8-10		10.3%	3
more than 10 times		69.0%	20
Totals: 29			

20. Please indicate with which EU institutions, bodies or agencies you had contact(s) and what is your general evaluation of this specific direct experience? (More than one choice of institution is possible; please indicate, however, only institutions with which you have had direct experience. If you have not had direct experience, please mark 'No direct experience')

	Very positive	Positive	Negative	Very Negative	No direct experience	Responses
Council of the EU Count Row %	3 10.3%	8 27.6%	3 10.3%	0 0.0%	15 51.7%	29
European Anti-Fraud Office Count Row %	1 3.4%	3 10.3%	2 6.9%	0 0.0%	23 79.3%	29
European Commission Count Row %	6 20.7%	13 44.8%	6 20.7%	1 3.4%	3 10.3%	29
European External Action Service Count Row %	0 0.0%	3 10.3%	1 3.4%	1 3.4%	24 82.8%	29
European Ombudsman Count Row %	7 24.1%	2 6.9%	2 6.9%	2 6.9%	16 55.2%	29
European Parliament Count Row %	7 24.1%	14 48.3%	2 6.9%	3 10.3%	3 10.3%	29
European Personnel Selection Office Count Row %	0 0.0%	5 17.2%	1 3.4%	3 10.3%	20 69.0%	29
EU Agency Count Row %	4 13.8%	9 31.0%	2 6.9%	0 0.0%	14 48.3%	29

	Very positive	Positive	Negative	Very Negative	No direct experience	Responses
Comité de las Regiones y Comité Económico y Social Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
Committee of the Regions Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
ESF, ACVT Count Row %	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1
Eurojust Count Row %	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1
European Economic and Social Committee Count Row %	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1
PETI Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
Totals Total Responses						29

21. If you have had contact with the administration of more than one EU institution, body or agency, did you experience any substantial differences in how different institutions handle citizens' / companies' requests (including timeframe, procedural rights, etc.)?


Value		Percent	Responses
Not applicable, I have had contact with only one institution		17.2%	5
No, there were no differences in how different institutions dealt with requests/complaints		37.9%	11
Yes, there were differences in how different institutions dealt with requests/complaints		44.8%	13

Totals: 29

22. If yes, please explain

ResponseID	Response
93	The Commission worked more efficient than the Parliament
126	Mucha mayor facilidad y ayuda en el Parlamento
165	In the EU Commission there are also differences between DG's and services. The main difference is in the precision and individualisation of responses.
238	The Ombudsman and Parliament were very open an responsive. The Commission was difficult to navigate, but once you had the right person they too were also very responsive.
306	Most of my contacts have been requests for information. Some of them were promptly replied, others not at all, some after a substantial delay and many reminders. I have a Court case pending against the EP concerning the application of Reg 1049/2001 and a number of complaints with the European Ombudsman.
341	EP reageert helemaal niet EC (DG Justice) reageert met verdraaing van de vraagstelling, geeft dus antwoord maar zonder te antwoorden. EU Ombudsman steekt idem de kop in het zand voor problemen
342	The main difference is the way they approach the request or complaint: The Commission has a more technocratic approach while parliamentarians use their political skills. However, both have the tendency to lose the contact to the citizens (bubble-effect).
374	Το ΕΚ είναι πάντοτε πιο ανοικτό. Το Συμβούλιο παραμένει όργανο αδιαφάνες και απροσπέλαστο. Για την Επιτροπή τα πράγματα είναι πιο σύνθετα διότι η συμπεριφορά διαφοροποιείται ανά ΓΔ!
385	Se denota falta de homogenización en los trámites
418	En cada Institución, incluso dentro de la Comisión, el procedimiento y los plazos son distintos en función de las Direcciones Generales correspondientes de que se trate.
459	Por razón de la materia. La diversidad en sí no es un problema. La cuestión reside en que cada sector tenga la regulación apropiada, actualizada y clara.

23. Why did you contact an EU institution, body, office or agency?

Value		Percent	Responses
Access to documents		37.9%	11
EU competition law including state aid, cartels, mergers or any other anticompetitive behaviour of undertakings		17.2%	5
EU Staff Regulations		13.8%	4
Execution of contracts/ commercial interest/ contractual disputes		10.3%	3
Infringement proceedings (other than competition law)		27.6%	8
Issues related to the award and implementation of tenders or grants		20.7%	6
Issues related to calls for tender		17.2%	5
Personnel selection procedures, including EPSO competitions		27.6%	8
Request concerning transparency register		6.9%	2
Request for authorisation or a certificate		6.9%	2
Request for general information		48.3%	14
Violation of fundamental rights		10.3%	3
Other		44.8%	13

24. If other, please specify

ResponseID	Response
72	statut des MPE
137	I did have contacts in the last years with a department of DG MOVE of the European Commission in relation to the passenger rights in trains and busses.
158	Advisering inzake ontwikkeling EU-instrumentarium zoals EQF, EUQ passport. Verdere advisering inzake ESF-programma's, Uitzwisselingsprogramma's zoals Perta etc..
171	Gestión de fondos comunitarios
177	Via CEPS
238	Research related interviews.
239	Cooperation in lawmaking.
287	Organisation of workshops and conferences
290	the contacts were made to discuss projects and co-operation.
374	Έγγραφα συνεδριάσεων Ομάδων Εργασίας του Συμβουλίου, Επιτροπών Εμπειρογνομόνων της Επιτροπής.
382	Kansalaisen kulttajasuoja.
418	Escrito de Queja presentado a la Comisión Europea
459	En materia de proyectos de investigación, de movilidad del profesorado y de estudiantes.

25. Please specify the EU policy area concerned by your contact with the EU institution (e.g. environment, health and food safety, consumer protection, agriculture, budget).

ResponseID Response

72 ressources humaines / gestion du personnel

93 Copyright Law

126 Derecho de la Cinoetebcua

ResponseID Response

136	minimum qualification and access to the list of experts in civil construction in fire prevention as defined in Art. 11 EU Order 765/2008/EG is not granted of the given fact and confirmation that public and private systems are considered equal. Hans Ingels contacted several times with examples of barriers to enter national implementation for personal qualification restrictions. Limitedness of EU Commission to execute citizen rights and unwillingness to enable with nations in the states. www.eqavet.eu/Equavet2017/media/Policy-Documents/Revised-Recommendation-on-the-European-Qualifications-Framework-for-Lifelong-Learning.pdf?ext=.pdf shows that process of implementation imposes national barriers on EU Commission levels in terms of Copenhagen and Lisboa agreements. Shows the need of a slow national work up of qualification acceptance via industry chambers and engineering chambers. And this is in contrast to Art. 11 national interpretation only to be a product and not services related rule.
137	Public transport
158	Onderwijs
165	Commission: internal market Parliament: services contracts Council: legal issues
171	Política regional comunitaria Lucha contra la corrupción
177	Internet in de EU
238	JIRI Committee - Good administration Ombudsman - Good administration Commission: Fisheries, Internal Market, Environment, Employment, consumer protection, Justice and Home Affairs, Sec General.
239	Law enforcement, investigation, prosecution, lawmaking
255	Single Market, Justice, Public Sector Best Practices (EIPA)
259	Public procurement law, environmental law, 2020 strategy
262	Competition law
287	EU administrative law in general
290	Systems, reforms.
304	employment
310	1-International cooperation for development 2-Staff regulation negotiations 3-EPSC: selection procedures 4-OLAF reporting of corruption

ResponseID Response

320	Recruitment
341	Justitie. T sjechië stelt alimentatie vast ZONDER BEREKENING. Dikke duim dus. Vervolgens wordt het niet voldoen aan een onmogelijke alimentatie bestraft met 1 jaar gevangenisstraf. Hier rest slechts 1 middel : inbreukprocedure.
374	Συνήθως για θέματα διαδικασίας και λήψης αποφάσεων
382	Pankkia koskeva sääntely ja kuluttajasuoja.
385	Seguridad Medi Ambiente
418	Competencia, Protección de Consumidores y Medio Ambiente
459	educación, investigación

26. In general, how long did it take from the first contact with the EU administration until you received a final answer?

Value		Percent	Responses
Less than 1 month		27.6%	8
Between 1-2 months		27.6%	8
3-5 months		13.8%	4
More than 1 year		13.8%	4
I have never received an answer		10.3%	3
I do not remember		6.9%	2















Totals: 29

27. How would you in general evaluate your direct experience with the EU administration?

Value		Percent	Responses
Very positive		20.7%	6
Rather positive		31.0%	9
Experience is mixed		27.6%	8
Rather negative		10.3%	3
Very negative		10.3%	3
			Totals: 29

28. You have indicated that you have had contact with the EU administration but your experience was negative or mixed. Why? What were the main problem(s) you directly experienced? (max. 5 choices)

Value		Percent	Responses
I could only find very general information and I could not easily understand the correct procedural steps that I needed to take and whom to contact in order to solve my issues or concerns		21.4%	3
I could not find or easily locate information in my language or there were language inconsistencies		21.4%	3
I had difficulties in identifying the service responsible		21.4%	3
I had difficulty in finding information		42.9%	6
I had difficulty in reaching the responsible service and/or finding contact data for my type of concern		35.7%	5
I had difficulty with the access to electronic services (outdated web pages/ broken links/ wrong re-direction/ etc.)		28.6%	4

Value		Percent	Responses
I did not receive any reply		42.9%	6
I felt that my specific questions were not answered by the responsible service		14.3%	2
I received only a very general reply which did not answer my question/request/concern		35.7%	5
The procedure was too long		35.7%	5
I felt that my right to be heard was not respected by the responsible service handling the case		7.1%	1
I felt that the responsible service dealing with my issue was not knowledgeable/competent		14.3%	2
I felt that the responsible service dealing with my issues was not impartial and fair		28.6%	4
I felt that the whole procedure was not objective because I received inconsistent information and advice from a responsible service		7.1%	1
I have received conflicting information from different services dealing with my file		7.1%	1
I was not sufficiently informed about each procedural step and the timeframe for handling my file		7.1%	1
I did not receive an acknowledgement of receipt and indication of the responsible service which would deal with my request.		14.3%	2
I did not receive any information on the possibilities of appealing the decision received.		7.1%	1
I find the procedure applicable to my request/ concern/ issue excessively complex. For example, too many procedural steps, too many documents required, etc.		14.3%	2
Other		7.1%	1

29. If other, please specify

ResponseID









Response

262

Lack of reasons of the decision

30. You have indicated that you have had direct contact with the EU administration and your experience was positive or mixed (max. 5 choices).

Value		Percent	Responses
I could easily find information about the responsible service and the procedural steps to take.		17.4%	4
I could easily reach the responsible service and/or find contact data for my type of concern.		34.8%	8
I could easily understand the correct procedural steps I needed to take and whom to contact in order to solve my issues or concern.		17.4%	4
I could easily find information in my language.		21.7%	5
I had no difficulty with access to electronic services (outdated web pages / broken links/ wrong re-direction/ etc.)		26.1%	6
I received a timely reply and was informed about each procedural step.		13.0%	3
I received a sufficiently detailed answer to my question/request/concern.		21.7%	5
The reply I received answered the specific questions I had asked and/or provided the specific information I had requested.		17.4%	4
The procedure was concluded within a reasonable time.		34.8%	8
I felt that my procedural rights were fully respected by the responsible service handling the case.		4.3%	1
I felt that the procedure was objective because I received detailed information and advice from the responsible service.		4.3%	1
I felt that the service dealing with my issue was impartial and fair.		13.0%	3
I felt that the service(s) dealing with my issue was knowledgeable/ competent.		30.4%	7
I received clear and consistent information from different services dealing with my file.		4.3%	1

Value		Percent	Responses
I was sufficiently informed about each procedural step and the approximate timeframe for handling my file.		4.3%	1
I felt that communication with the responsible service(s) dealing with my issue was easy and polite.		26.1%	6
I found the procedure applicable to my request/ concern/ issue simple and well explained.		8.7%	2
I received a reply that my request/complaint had been sent to the wrong EU service and I received information about which service was competent to deal with my issue.		4.3%	1
I received a reply to my request in the EU official language of my choice		13.0%	3
I received an acknowledgement of receipt and indication of the responsible service that would deal with my request.		13.0%	3
I received information on the possibilities of appealing the decision received.		4.3%	1
Other		13.0%	3

31. If other, please specify

ResponseID Response

72 la procédure ne prévoyait pas le dispositif nécessaire pour assurer un véritable droit de recours

382 EU:ssa kieltäydyttiin asiani käsittelystä ja kehoitettiin kääntymään kansallisen viranomaisen puoleen. Kansallinen viranomainen on kieltäytynyt asian käsittelystä.

418 No recibí en ningún momento ninguna indicación de ningún servicio, alertándome del procedimiento y de los plazos. Cuando lo recibí extemporaneamente, fue para decir que se archivaba la queja. Una vez que me opuse a dicho archivo se me dio un plazo y se reabrió el procedimiento.

32. Based on your direct experience how would you evaluate on a scale of 1 (very problematic) to 6 (not problematic) the following elements of the provision of services by the EU administration?

	1	2	3	4	5	6	Responses
Administrative burden: costs for citizens or companies to obtain the service (i.e. number of procedural steps, time spend by a person on the total procedure) Count Row %	5 17.2%	5 17.2%	7 24.1%	2 6.9%	5 17.2%	5 17.2%	29
Costs incurred for obtaining information: costs for citizens or companies related to obtaining information concerning the procedure necessary to obtain the service (i.e. time spent on searching the information or hiring help for finding the correct information) Count Row %	1 3.4%	5 17.2%	7 24.1%	5 17.2%	5 17.2%	6 20.7%	29

	1	2	3	4	5	6	Responses
Delay costs: costs for citizens or companies related to the length or delay in providing an administrative service Count Row %	6 20.7%	2 6.9%	7 24.1%	6 20.7%	6 20.7%	2 6.9%	29
Operational incoherence costs: costs for citizens or companies related to the operational or regulatory inefficiencies of EU administration in providing the service (i.e. multiple agencies, institutions or bodies responsible for the same/similar type of inquiry that provide potential conflicting outcomes; necessity to submit the same/similar documents/papers numerous times) Count Row %	7 24.1%	4 13.8%	8 27.6%	1 3.4%	6 20.7%	3 10.3%	29
Totals Total Responses							29

33. Based on your direct experience, on the scale 1 to 6 (1 very difficult - 6 very easy) How easy/difficult were the following 4 stages of the EU's administrative proceedings? Please mark each stage on the scale of 1 to 6. If your interaction did not cover all four stages of administrative proceedings please mark, 'not applicable'.

34. Optional: please explain or provide additional details about your direct experience at the different stages of administrative proceedings.

ResponseID	Response
-------------------	-----------------

126

Falta de normas que aclaren anticipadamente los derechos y garantías del administrado europeo.

ResponseID Response

136	VG München to check the legal aspects is running on national case for 1,5 years. Reference to PET I is made. Same applies on preparation to a national case at VG Sigmaringen. More information Pfeil, Kanzlei Pfeil und Wolf, Haßloch, Deutschland
158	Antwoorden hebben betrekking op de aangegeven specifieke gebieden binnen het domein onderwijs: beroepspaspoort, ESF-projecten met name.
177	Ook advies gegeven aan de heer Juncker
255	In general terms, relations with EU institutions and bodies is quite satisfying and efficient. However, relating some call for experts is not easy to fulfill all the requested information -which is likely to be at the EU files from previous calls.
306	As noted above, I have made requests to which I never received any reply. I have appeals pending following unsuccessful applications. A key issue I'd like to stress is that the way the Ombudsman currently operates somewhat paradoxically also fails to fulfil the standards of good administration. My complaints have been pending for an extensive period of time, little updating on the procedure has taken place during the process and next to none without me contacting the institution first and requesting an update on the progress of the file. Lack of comprehensive public registers is a cause of unnecessary or unnecessarily broad requests, because identification of information is impossible. Finally, a particular problem are the procedures that are initiated through a web based form and that do not give you a confirmation of submission. In the case of an appeal or time limits not respected (as is usually the case), the applicant has no way of showing when the procedure was initiated.
310	EPSO: makes pre-selection tests which include wrongly formulated questions. But citizens cannot see these after tests. Appealing is therefore very difficult because the detailed question is necessary to prove they are wrong. As a result staff pre-selection is random, non-transparent and hugely discouraging. OLAF is way too slow, needs more staff and rules which make it easier for them to penalise corrupt practices. In general: an increasing share of EU civil servants work on issues they have no sufficient qualification to deal with professionally.

ResponseID Response

341	CZ bepaalt alimentatie zonder berekening. Uitkomst is onmogelijk hoog. Niet voldoen aan deze civiele uitspraak levert een gevangenisstraf op wegens "opzettelijk niet voldoen aan" terwijl het gewoon onmogelijk was. Overigens heeft CZ geen rechtsbevoegdheid, ik woonde in NL.....waar niet voldoen aan alimentatie niet strafbaar is. Geen berekening : EG4/2009 verwijst naar Haags Protocol, uit zowel het protocol als de toelichting blijkt dat er een berekening dient te zijn. Echter CZ rechtbanken weigeren deze te verstrekken. Dus : inbreukprocedure via DG Justitie.... Veel heen en weer geschrijf. Men weigert. Uiteindelijk stel ik : lever mij of de berekening die mij geweigerd wordt, of start een inbreukprocedure. Antwoord : "een gedetailleerde berekening is niet nodig" DAT VROEG IK OOK NIETIk vroeg "de" gebruikte berekening. In zelfde antwoord stelt men verder communicatie hierover te weigeren.
382	EU-viranomainen kieltäytyi asiani käsittelystä.
459	La pregunta 22 la he respondido en esa forma porque es obligatorio para continuar la encuesta. Creo criticable esta fórmula porque resulta en su conjunto muy cerrada para expresar las opiniones.

35. A number of EU legal acts and policy documents guarantee certain procedural rights to citizens and companies in EU administrative proceedings. Based on your experience, do you see any problems/shortcomings related to the functioning of the EU administration and/or application/enforcement of EU rights and principles?

Value	Percent	Responses
Yes, I think certain right(s) or principle(s) requires further reinforcement at EU level	82.8%	24
No, I do not see any issues with the current functioning of the EU administration, and therefore nothing needs to be reinforced	10.3%	3
Other	6.9%	2

Totals: 29

36. If other, please specify















ResponseID Response

382 Mitä vahvistamisella tarkoitetaan. EU:n on vahvistettava ja valvottava nykyistenkin oikeuksien ja periaatteiden soveltaminen. EU:n pitäisi harkita "rajat ylittävien oikeussuhteiden" poistamista ainoanan edellytyksenä ja sitouduttava, että myös kansalliset asiat tapahtuvat perusoikeuskirjan mukaisesti.

418 Falta coordinación entre las distintas direcciones generales

37. A number of EU legal acts and policy documents guarantee certain procedural rights to citizens and companies in EU administrative proceedings. Based on your experience, please mark the most important rights or principles that, in your opinion, require further reinforcement at the EU level (max. 5 issues).

Value	Percent	Responses
Anti-discrimination	12.5%	3
Data protection rules (including the obligation to grant access to one's file)	20.8%	5
Impartiality, independence and objectivity	45.8%	11
Obligation to act with objectivity	16.7%	4
Obligation to be proactively transparent in EU decision making	54.2%	13
Obligation to comply with contractual rights	8.3%	2
Obligation to deal properly with issues related to lobbying	16.7%	4
Obligation to deal properly with requests for information	12.5%	3
Obligation to deal properly with requests for public access to documents	20.8%	5
Obligation to give reasons for decisions	41.7%	10
Obligation to make an appeal available	25.0%	6

Value		Percent	Responses
Obligation to make full and timely payments		4.2%	1
Obligation to properly deal with revolving door situations		12.5%	3
Obligation to properly deal with whistleblowing situations		8.3%	2
Obligation to properly deal with issues of conflicts of interest		4.2%	1
Obligation to respect language rights		16.7%	4
Obligation to respect legitimate expectations		25.0%	6
Obligation to respect other rights and duties resulting from the Charter of Fundamental Rights and not covered by the above list		12.5%	3
Obligation to respect the right to be heard		12.5%	3
Obligation to take a timely decision		16.7%	4
Obligation to transfer to the competent service		8.3%	2
Obligation to transmit a decision to interested parties		4.2%	1
Respect of fairness		20.8%	5
Respect for the principle of proportionality		8.3%	2
Other		4.2%	1

38. If other, please specify

ResponseID

Response

290

And what about self-realization.

39. Optional - Please explain why in your opinion those issues require reinforcement?

ResponseID **Response**

ResponseID Response

72 - lanceur d'alerte sur le statut des assistants parlementaires / 1999 licenciement abusif par groupe de MPE - sans recours pas de contact direct OLAF - candidatures rejetées et sans recours postes groupe politique et PE - travail citoyen associatif sur information européenne entravé par l'obstacle de la langue (trop de documents n'existent pas en FR - impossible de les partager - impossible de tous les résumer en FR pour les diffuser) - une question citoyenne sur site PE entre 2005 et 2007 sur la question linguistique restée sans réponse - proposition de travaux sur les archives PE sans suite -

93 The process of decision making sometimes does not seem objective

126 La carencia de normas anticipadas de un procedimiento común, supone negociar caso por caso de forma alegal, sin clara determinación de los procesos, fases, garantías, plazos, etc

136 EU Law in Art. 11 EU Order 765/2008/EG is broken because german national officials interpret the lawful implementation wrong and without obligation to follow as a state superior agency in the EU. Misuse of concept by public lawmakers in nation Germany on an independant EU law for experts within the NLF as private and official systems are equal and person competence is to be enlistet on equal competence if no professional profile is against it on the "can" or "may" level of the written law. Lawful interpretations of chambers are to be marked doubtful and political incorrect in Germany because of own advantage and improper housekeeping within the states and the german federal system. Pyramide of lawful implementations is not given in services acts whereby chambers hold an official rubber stamp to issue rights to name persons on lists as experts or where civil construction lists enable to prepare, motivate and lay an expertise for technical deviations on an equal or higher level of safety

165 the first and foremost issue is that of languages, as too often only a limited language versions are available, above all for information that is supposed to be available on the internet. I have to add that being myself lawyer, there are a high numbers of issues I'm able to deal with that are too complicated for persons without legal education/assistance

171 Está en juego la credibilidad y legitimidad de las instituciones.








177 Waarom niet

238 These specific issues require specific reinforcement because they are (a) hard to litigate and protect currently and (b) are a constant source of complaint about the administration to the Ombudsman. Other issues, whilst also very important, relate to regulation of lobbying and are discrete and separate to the general administrative culture in the EU.

ResponseID Response

255	<p>1. Access to the European _Courts for individuals is an old iussue requiring a broad access -as the Aarhus Compliance Committe has just stated recently. 2. Public Information requested is sometime provided in a too sumarized manner 3. Case-law and official criteria relating access to to public information and participation - general and specific for environmental issues- is not clear enough; I would prefer persistent assertions to general principles in these matters instead of very specific rationale and solutions which are not able to be easily replicated.</p>
262	<p>To have the same procedural guarantees as an european citizen has before its national public Administration</p>
290	<p>Because.</p>
306	<p>WHy only five from the list above? I think there would bee room for improvement almost everywhere.</p>
310	<p>The EU civil service has turned into a caste system. Nationality and year of recruitment have become disproportionately decisive for staff's career. AD Officials recruited before 2004 rule and exploit the other staff categories. Contract Agents do Officials work at all levels, yet get half or even a third of their benefits. It is not a matter of more but of fairness. Human Resources Management in the EU is the world upside down, unfair, not transparent, not meritocratic and dominated by gangs of friends.</p>
341	<p>Gewoon ballen tonen, en daar waar nodig besluiten nemen die mogelijk de EU ondermijnen omdat niet langer de wederzijdse en blindelinge erkenning van rechtspraak in m.n. corrupte CEE landen te accepteren, het fundament onder een deel van de EU regels wegtrekt, maar eigenlijk is dat niet waar. Het zal de burger tonen dat de EU ingrijpt en opkomt voor de belangen van de burger waar nodig, dit zal juist extra vertrouwen geven !</p>
374	<p>Διαφάνεια, Λογοδοσία</p>
459	<p>Creo que la encuesta resulta en exceso cerrada e impide hacer comentarios y sugerencias de interés que no están en la lista. La cuestión a efectos de una consulta pública no se agota en expresar la experiencia individual y personal, sino que habría de permitir hacer propuestas. En ese sentido, resulta insuficiente esta consulta.</p>

40. You have indicated that you have had no contact with the EU administration. Why?

Value		Percent	Responses
I am not aware of what the EU administration actually does		5.3%	1
I do not trust the EU administration		10.5%	2
I had a situation where I wanted to contact EU services but I did not know how to do it		15.8%	3
I had a situation where I wanted to contact EU services but I was discouraged by colleagues or friends because of a negative experience they had had. I felt it would be a waste of time		5.3%	1
There was no need, but if such a situation occurs I do not know how to contact the EU administration		26.3%	5
There was no need, but if such a situation occurs I know how to contact EU administration		31.6%	6
Other		5.3%	1

Totals: 19

41. If other, please specify

ResponseID	Response
------------	----------

438

I worked for the European Ombudsman 1996-2015 and had direct experience dealing with all the institutions mentioned on a wide variety of subjects. However, the questionnaire does not seem to be intended to apply in this situation.

42. Optional: This is the end of section I on direct experience. If you would like to share any further details or observations on your direct experience with the EU services or provide more detailed explanations to the answers to the questions above, please provide it here

ResponseID **Response**

ResponseID Response

72 des expérimentations de pratiques de démocratie participative pour faire remonter en permanence ces observations / critiques/demandes citoyennes y compris pour le traitement de ces données afin de ne pas augmenter la charge administrative

126 Si aceptamos la posibilidad de un procedimiento administrativo común, sin perjuicio de especialidades, para todas las tramitaciones administrativas ante la UE, especialmente la Comisión, el resultado puede mejorarse en el orden de la confianza depositada en la UE. La certeza y previsibilidad, y las garantías que aportaría un procedimiento administrativo común, servirán de ayuda para generar seguridad, base de una renovada apuesta por las instituciones europeas. Hoy simplemente parece el reino de la arbitrariedad, del caso por caso, lo que genera probables discriminaciones de todo tipo en la defensa de los derechos. Falta estabilidad básica en la norma que permite la relación con la Comisión, y ello, aunque suponga para los funcionarios comunitarios tener que sujetarse a reglas anticipadas, desde luego ayuda a considerar a la UE como un Estado de Derecho y no como una simple plataforma de negociación indefinida.

136 Hans Ingels used his papers to sit and stare and leisure about JC Junckers remarks about serious analysis of reported barriers in access since 2012. Martin Selmayr was contacted several times to enable EU Court to check, but did not manage to respond. German parliament petition was not supported by PETI. A response by Wikstroem only showed that a lot of professors seen to block with their insight to do more. EU has no red line to keep and stick to the rules it has agreed upon to defend based upon nations wishing to set it up. EU Order 765/2008/EG Art. 11 in Germany for fire prevention experts based on EN 17024 with Dakks is a perfect match to show. Kopenhagen agreement, Maastricht and Lisboa agreements provide a massive room of barriers to enable the citizen rights to become true. Germany is a land of barriers, neglects of freedom of services and since 2014 a country without a framework of services agreements that match the NLF. National law courts may not be able to interpret EU Order

137 I did have one case some years ago at the European Ombudsman against a European Agency, which was not following the right way of publication in the area of public procurement and I did win the case.

171 No se trabaja suficientemente, más allá de meras declaraciones sin auténtica virtualidad práctica, los problemas de conflictos de intereses y puertas giratorias. No son, únicamente, problemas nacionales.

177 Ik advies meestal via denktanks en soms direct

ResponseID Response

218 There have been many times I have asked questions on the legality of the EU actions during Brexit such as changing the laws on Euro clearing despite it being clearly aimed to prejudice against the UK alone and being done during Brexit negotiations so the timing making it even more illicit but whenever trying to contact the EU by Facebook, British MEP emails or even Europa.EU I felt neither option resulted in any satisfactory response. As a UK citizen I feel the EU simply can act maliciously and hypocritically (like when saying people cannot divide and conquer but then chose to single out Gibraltar) and against their own laws of not prejudicing against members (as we are still paying into the EU and not leaving or allowed to change until all negotiations are concluded) when they changed laws mid negotiation. The EU also said it would not act punitively but its actions have all been punitive and no goodwill has been shown at any stage. Contacting the EU seems to never help either.

255 General Principles should currently be in the very centre of the Global Administrative Law, and specifically of the European Law. Setting aside some exceptions, the European Institutions, and particularly the ECJ, provide for specific solutions instead of deriving such solutions from general principles previous and clearly referred to. Dealing with such complex legal system requires the most clarity and simplicity as possible

290 I was expecting anything, but not such level of ignorance.

310 The EU institutions ought to lead by example. They cannot solve the EU's social cohesion problems when itself operates in a fashion that is incoherent such as paying astronomical salaries for civil servants with no assigned tasks while exploiting much better qualified Contract Agents who do their job.

341 Het EP reageert helemaal niet. 0,0 reactie, mailinglijst met 751 EP'ers. 4x aangeschreven. Geen enkel antwoord. Conclusie : EP is er niet voor de burger maar voor het pluche en de eigen centen.

374 Το Συμβούλιο όταν λειτουργεί ως νομοθετικό σώμα θα πρέπει να εγγυάται τη διαφάνεια στη λήψη των αποφάσεων σε όλα τα επίπεδά του, πράγμα το οποίο δεν συμβαίνει και έχει πολλαπλές επιπτώσεις (πολιτική ευθύνη, έλεγχος κλπ)








382 Omassa asiassani oikeussuojaksi koskeva asia on jäänyt kansallisesti ratkaisematta, joten pyrin etsimään EU:n taholta toimivaltaista viranomaista edelleen.

384 El Parlamento Europeo me ha contratado como experto en dos ocasiones, pero nunca me he dirigido a las instituciones de la Unión como solicitante, denunciante o peticionario






ResponseID Response

403	<p>Huolestuttavaa on, kuninka suomen luontojärjestöt muuttivat suden EU suojelun sanelupolitiikakseen. Metsästyksestä päättävät hallintopaikat vallanneet vihreät sitovat kansanedustajat EU susidirektiivi käsirautoihin. Virkamiesten toimet mahdollistavat luotoaktivisteille tehdä EU tuella sudesta kansan kustannuksella hyödyke. Tarkoituksena tukahduttaa kansan ääni, hämärretään tarkoitushakuisella EU tuomioistuimella uhkailulla päättäjien toimet vääristellyllä "totuudella". Luonnonsuojelijoina itsään pitävät FEIKKI järjestöt hyökkäävät häikäilemättömästi EU tuin kansaa vastaan, soraäänit vaiennetaan uhkauksin ja valituksin. Kakki metsästykseseen vaikuttavat virkamies- ja johtavat tutkimuslaitospaikat ovat viheraktivistien miehittämiä joiden kumileimaisimina demokraattisesti valitut ministerit toimivat. Järjestelyt muistuttaa organisoitua piiriä, jotka EU tuin suojelevat maailman ainoiden vain suomessa olevien 750 metsäpeuran kustannuksella mailman laajuisesti elinvoimaista 250,000 su</p>
420	<p>Las respuestas a estos apartados son a título estrictamente personal y no en nombre de la organización académica en la que trabajo que sí ha tenido, como es lógico, contacto con la Administración de la Unión Europea.</p>
438	<p>Both professionally and personally, my experience of dealing with the EU administration is overwhelmingly positive.</p>
459	<p>Creo que la encuesta resulta en exceso cerrada e impide hacer comentarios y sugerencias de interés que no están en la lista. La cuestión a efectos de una consulta pública no se agota en expresar la experiencia individual y personal, sino que habría de permitir hacer propuestas. En ese sentido, resulta insuficiente esta consulta.</p>

43. Based on what sources of information do you form your opinion regarding EU services/administration? (max. 3 options)

Value		Percent	Responses
Direct experience		62.5%	30
Experience of friends or colleagues		18.8%	9
Information from mass media (newspapers, TV, etc.)		29.2%	14
Information from social media		14.6%	7
Information from various internet sources		29.2%	14
Professional interests (i.e. I work for the EU institutions; I am an academic studying EU institutions; I work for an organisation that closely follows the work of the EU institutions)		66.7%	32
Other		8.3%	4




44. Generally speaking, what is your impression of the functioning of the EU services/administration in relation to the provision of services to citizens and companies?

Value		Percent	Responses
Very good		8.3%	4
Rather good		54.2%	26
Rather bad		14.6%	7
Very bad		12.5%	6
Don't know		10.4%	5

Totals: 48

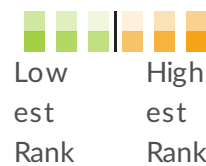
45. In your opinion, how easy or difficult is it to contact and receive information from the EU administration? Scale (1 very difficult; 2 difficult; 3 neither difficult nor easy; 4 easy; 5 very easy)

46. In your opinion, do citizens and companies have the same/similar standards of protection of rights and administrative procedural guarantees (for example, time limits to request information or submit a complaint; right to access to the file, type of remedies available) across all EU institutions/agencies?

Value		Percent	Responses
Yes, I think all EU institutions and agencies have similar standards and procedural guarantees		25.0%	12
No, I think each EU institution and agency has established different standards and procedural guarantees		54.2%	26
I do not know		20.8%	10
			Totals: 48

47. Based on your view on how the EU administration should work, please rank in the order of importance the following 11 rights and principles(1 most important - 11 less important)

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Respect for fundamental rights	1		439	48
Transparency	2		388	48
Respect for procedural rights, such as, for example the duty to state grounds for a decision	3		335	47
Accountability	4		325	47
Ethics	5		286	47
Public participation in EU decision-making	6		280	48
Culture of service	7		261	48
Proper use of discretion (including in infringement procedures)	8		242	47
Responsiveness	9		231	48
Sound financial management	10		192	47
Good management of personnel issues, including recruitment	11		168	47



48. In your opinion, has the function of the EU administration improved in the last 5 years?

Value		Percent	Responses
Completely disagree/ rather disagree		22.9%	11
Neutral		27.1%	13
Completely agree/ rather agree		35.4%	17
I do not know		14.6%	7

Totals: 48

49. In general, do you know what services the administration of EU institutions and agencies provide to citizens and companies?

Value		Percent	Responses
Yes, I know very well (professionally involved) what services are provided to citizens and companies		45.8%	22
Yes, I have a general idea of what services are provided to citizens and companies		31.3%	15
No, I have only a very vague idea of when citizens or companies may come into contact with EU institutions or agencies		16.7%	8
No, I do not know what EU institutions or agencies do for citizens or companies		6.3%	3

Totals: 48

50. If other, please specify

ResponseID

Response

51. In general, how familiar do you feel with each of the following instruments and rights related to the EU administrative procedure?

	extremely familiar	very familiar	not very familiar	not at all familiar	don't know	Responses
Access to European Parliament, Council and Commission documents by the general public (Regulation 49/2001) Count Row %	17 35.4%	16 33.3%	8 16.7%	4 8.3%	3 6.3%	48
European Code of Good Administrative Behaviour Count Row %	17 35.4%	13 27.1%	9 18.8%	6 12.5%	3 6.3%	48
European Parliament Resolution of 9 June 2016 on an open, efficient and independent European Union administration Count Row %	17 35.4%	12 25.0%	10 20.8%	5 10.4%	4 8.3%	48
The right to lodge a complaint with the European Ombudsman Count Row %	15 31.3%	15 31.3%	10 20.8%	5 10.4%	3 6.3%	48
The right to submit a petition to the European Parliament Count Row %	14 29.2%	11 22.9%	17 35.4%	4 8.3%	2 4.2%	48
Totals Total Responses						48

52. Please read the statements below related to the EU administration and EU administrative procedure and, based on your knowledge, indicate whether you think it is correct or not correct. If you do not know, please mark accordingly.

	Correct	Not correct	Don't know	Responses
<p>Any citizen or resident of the European Union, as well as any company, organisation or association with its headquarters in the European Union may submit a petition to the European Parliament on a subject which comes within the European Union's fields of activity and which affects them directly.</p> <p>Count Row %</p>	<p>39 81.3%</p>	<p>4 8.3%</p>	<p>5 10.4%</p>	48
<p>Currently, in the EU there is no legally binding code of administrative procedure applicable to all EU institutions, bodies, offices and agencies</p> <p>Count Row %</p>	<p>25 52.1%</p>	<p>11 22.9%</p>	<p>12 25.0%</p>	48
<p>EU administrative procedural rights and applicable rules are included in a variety of EU binding and non-binding legal instruments.</p> <p>Count Row %</p>	<p>33 68.8%</p>	<p>2 4.2%</p>	<p>13 27.1%</p>	48
<p>The 'European Code of Good Administrative Behaviour' developed by the European Ombudsman and endorsed by the European Parliament is binding on European institutions.</p> <p>Count Row %</p>	<p>21 43.8%</p>	<p>17 35.4%</p>	<p>10 20.8%</p>	48
<p>The Charter of Fundamental Rights of the European Union provides a fundamental right to good administration.</p> <p>Count Row %</p>	<p>36 75.0%</p>	<p>4 8.3%</p>	<p>8 16.7%</p>	48

	Correct	Not correct	Don't know	Responses
The European Ombudsman is the main non-judicial EU body charged with the task of addressing possible instances of maladministration by the EU administration.	38 79.2%	1 2.1%	9 18.8%	48
Count				
Row %				
Totals				
Total Responses				48

53. Optional: This is the end of section II on general attitudes, perceptions and knowledge about EU administrative law and procedures. Please provide here any other observations, comments or suggestions or explain in more detail the answers you gave to the questions in this section.

ResponseID Response

72

entre médiateur européen et PE commission des pétitions, je ne sais pas si il y a un organe plus ou moins efficace je peux seulement dire qu'il me semble que le droit de pétition a gagné en reconnaissance indépendamment ou non (?) de l'apparition d'une nouvelle voie avec la création du médiateur (véritable potentiel dans la diversité des voies)

ResponseID Response

126	El Parlamento y el Defensor del Pueblo Europeo van en línea y de la mano para lograr esta regulación de un procedimiento común, pero la Comisión y el Consejo son, hasta ahora, enemigos naturales de toda regla de sujeción a normas, prefiriendo la negociación concreta a costa de la desigualdad, incertidumbre y al final falta de creencia en dicha Comisión
136	Check the integrity of Your words and process loaded system
171	Resulta absolutamente necesario positivizar (formalizar) en un único texto todo el sistema de instituciones y reglas jurídico-administrativas de la UE
186	Creazione di video pillole su YouTube che spiegano in maniera semplice e intuitiva tutti questi strumenti. Ho fatto diritto dell'un Europea all' università, ma ho trovato molto difficile la materia, essendo un continuo "sentenze della corte di giustizia" e un groviglio di norme. Essendo anche dislessico, ho trovato molta difficoltà a studiare i libri, se vi fossero stati dei video, delle infografiche etc, oggi avrei le idee più chiare e non cancellate dall'aver studiato a memoria
218	I believe education on understanding the EU in the UK is limited, as was seen with the progressive events of when the UK triggered article 50 the European Union called many rushed negotiations together as it had never truly underlined it's principles in that regard and chose vague wording. This was then allowed to retroactively be interpreted in punitive ways with the EU allowed to even stop and slow down any ability to discuss a new deal with the EU until they had the divorce bill and Irish issues resolved first. When the EU can change it's interpretation of laws such as these and prejudicing against member states then I am not sure there is any clear cut and well administrated. The laws can be quite convoluted and not understood well by regular people, even our politicians struggled to explain this during debates which was quite sad. I feel the EU lacks any real attempt to discuss the nature of their work and even during the referendum they only issued threats and no explanations.
238	The Code of Good Administrative Behaviour is binding in the sense that there is a political but not legal obligation to follow it.
255	Too many exceptions in the Regulation 49/2001 Accountability directly relates to access to the ECJ; both issues cannot be considered and regulated separately
287	My answer to question 36 a is based on Article 24 TFEU which provides the right to lodge a petition to citizens only
290	Frustrating.

ResponseID Response

306 I must say two of the questions above are somewhat ridiculous. You can't rank transparency, fundamental rights or participation!

382 Haluaisin moittia puutetta suomenkielisestä EU-oikeudellisesta aineistosta. Erityisesti EU-tuomioistuinten ja niiden päätöksistä tehdyn oikeuskirjallisuuden puuttuminen aiheuttaa Suomessa oikeussuojassa valtavan aukon.

403 Cityvihreä liike näyttää vallanneen EU pääntävällän, ettei maaseutua asuttavilla ole asioissaan enää päätösvaltaa. "Viherarvot" muokkaavat perinteitä kunnioittavien suhdetta luontoon ja sen monimuotoisuuteen. Vaikka toidistettaisiin ettei Cityvihreiden linjaukset ole kestävän talouden tie totuus ja elämä, oikeuttaa valheilla ylläpidetty petomania vastustamaan muita ekologisesti kestäviä vaihtoehtolinjauksia. Maaseutu jo sinällään on ekologisesti luonnollinen arvo, on kaupunkikeskeisten vihreiden ekologisuus hömpötyksen tarkoituksena syödä maaseutua asuttavien uskottavuutta kestävän kulttuuriperimän säilyttämisestä. Maaseudun asuttamisen elivoimaisuus tietoutta tulisi vääristelyn sijaan jakaa oikeana, esim. kuinka metsätysmatkailu on ekologisesti ja sosiaalisesti susimatkailua kestävämpi vaihtoehto. Maaseudun elinvoimaisuutta syödään kenotekoisella hybridisusien suojelulla, luodaan vaikutelma luonnollisesta tilasta jossa ihmiset pelotta voivat asua kesyjien pihamaasusien

433 W kilku pytaniach warianty odpowiedzi zostały mocno ograniczone. W odpowiedzi na pytanie nr 17 uważam, że wszystkie instytucje i agencje UE stosują podobne, niemniej jednak niejednorodne, a w niektórych przypadkach poważnie zróżnicowane standardy i gwarancje proceduralne. Takie różnice uważam za nieuzasadnione. W odpowiedzi na pytanie nr 18 uważam, że przestrzeganie praw podstawowych przez administrację realizuje się przede wszystkim w art. 41 Karty Praw Podstawowych i w takim ujęciu jest konsumowane przez odpowiedzialność administracji i przestrzeganie praw procesowych. Idee good governance oraz new public management powinny być realizowane nie tylko w odniesieniu do zarządzania sprawami personalnymi. Należy je wdrażać w szczególności w relacjach pomiędzy władzą publiczną a prywatnymi podmiotami administrowanymi poprzez zaangażowanie szerokiego kręgu interesariuszy w proces decyzyjny. W odpowiedzi na pytanie nr 19 uważam, że, co do zasady, funkcje administracji UE nie uległy zmianie.

438 Question 19: All the rights and principles listed are important. I have ranked them as requested, but none could properly be described as "less important". Question 23: I understand the question as asking whether the European Code of Good Administrative Behaviour is legally binding as such.

54. Generally speaking, do you think that the EU should take additional measures to reinforce EU admin procedure?

Value	Percent	Responses
Yes, the EU should take further measures in the area of EU administrative procedure	79.2%	38
No, the EU should not take any further measures in the area of EU administrative procedure	12.5%	6
I do not know	8.3%	4
		Totals: 48







55. You have indicated that you support further additional measures in the area of EU administrative law. In your opinion, what additional measures should be taken by the EU to help citizens and organisations?

	Yes	No	I do not know	Responses
Measures to enforce citizens' right to good administration Count Row %	37 100.0%	0 0.0%	0 0.0%	37
Measures to guarantee minimum procedural standards equally applicable across all EU institutions Count Row %	31 86.1%	3 8.3%	2 5.6%	36
Measures to simplify EU administrative rules and procedures Count Row %	36 97.3%	0 0.0%	1 2.7%	37

	Yes	No	I do not know	Responses
A single and short code of general principles with a selection of related case-law in Annex. However, I understand the "right of good administration" as directly linked to the access to justice -may be Administrative Courts?-	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				
Coherence is needed between ECJ and ECtHR.	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				
Kerntakendiscussie: EU wil zich met teveel thema's bezighouden	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				
Measures to ensure EU civil servants appointed to a task are competent and qualified to handle it	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				
Medidas para fomentar la transparencia y el logro de mayor eficacia administrativa	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				
Sistema y técnicas directas para exigir a los Estados miembros el cumplimiento de las normas sobre buena administración cuando por subsidiariedad están gestionando fondos o asuntos de la UE.	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				
Toimet, joilla voidaan muuttaa EU:n liittyäessä tehdyt ja myöhemmin kansakunnan hallintoa vaikeuttavat virheet.	1 100.0%	0 0.0%	0 0.0%	1
Count				
Row %				

	Yes	No	I do not know	Responses
Zdecydowanie popierać przyjęcie rozporządzenia Parlamentu Europejskiego i Rady dotyczącego postępowania administracyjnego przed instytucjami, organami i jednostkami administracyjnymi UE, do którego podstawę daje art. 298 TFUE. Count Row %	1 100.0%	0 0.0%	0 0.0%	1
further development of language rights with the use of proper IT tools Count Row %	1 100.0%	0 0.0%	0 0.0%	1
implication du citoyen via la démocratie participative Count Row %	1 100.0%	0 0.0%	0 0.0%	1
Totals Total Responses				37

56. In your opinion, how can the EU best reinforce the functioning of the EU administration?

Value		Percent	Responses
The EU should adopt a new law that would provide minimum general standards applicable to all EU administrative procedures. Those general standards may be complemented by sectorial standards/rules as and when needed (for example, in the area of competition law or public procurement).		63.2%	24
The EU should adopt a new law that would set fully harmonised standards applicable to all EU administrative procedures and sectors of EU law.		23.7%	9
The EU should adopt a non-binding code of conduct applicable to all EU institutions and agencies.		5.3%	2
The EU should not adopt any new rules but rather focus on technical solutions simplifying access of citizens and companies to the EU-administration, i.e. for example introduce more e-services.		18.4%	7
The EU should not adopt any new rules but try to improve already existing legislation.		23.7%	9
Other		5.3%	2










57. If other, please specify

ResponseID Response

72 place à la valeur ajoutée issue de la citoyenneté active place aussi au contact humain (dialogue citoyen) face à l'invasion d'internet et du virtuel

459 Una ley de procedimiento administrativo contemporánea no puede agotarse en actos administrativos de unas ciertas características y ha de extenderse a otras muchas actividades relevantes (normas, derecho blando, informes, evaluaciones, intercambio de información...). Ello no significa que todo haya de "formalizarse" en una serie de actos encadenados, como si fuera un "proceso judicial", sujetos a formalidades rígidas y a plazos cerrados, puesto que muchas de esas actividades pueden ordenarse mediante criterios y principios generales (así, p.ej., la elaboración de derecho blando puede sujetarse a principios generales, como transparencia y motivación, aunque sin concretar un cauce cerrado para toda clase de instrumentos). Por otro lado, la función de una ley de procedimiento no es reducir a la unidad todos los procedimientos imaginables, ni siquiera con normas mínimas (salvo, claro está, que la ley, como hace el proyecto, se reduzca a una pequeña proporción de actuaciones administrativa

58. Why do you think the EU should take action in the area of EU administrative law? (Please select max. 3 issues that you consider most urgent/ important)

Value		Percent	Responses
To improve accessibility of the EU administration for the most vulnerable groups of citizens (i.e. citizens with reduced mobility, citizens with impaired hearing or vision, older people).		23.7%	9
To improve availability and openness of the EU administration for citizens and companies (for example, to have clear information on which EU agency/institution/ service need to be contacted and how this agency could be contacted; the type of services provided by the EU agency/institution/ service).		28.9%	11
To improve linguistic accessibility of the EU administration for citizens and companies (to receive a reply or information in one of the EU official languages).		23.7%	9
To improve the efficiency of the EU administration (time limits, quality of answers, etc.) in providing services to citizens and companies.		60.5%	23
To improve the level of protection of citizens' and companies' rights, including rights related to access to information and enforcement rights.		52.6%	20
To improve transparency of the EU administration (for example, clarity of the basis on which a decision by an EU institution is adopted, or of the procedural steps necessary to obtain information or submit a complaint) in the context of contacts between citizens/companies and EU institutions in the provision of services.		52.6%	20
To reduce the costs (monetary and non-monetary) for citizens and companies to request information from, or to submit a complaint to, the EU administration.		7.9%	3
To reduce the costs for EU administration (for example simplify procedures, introduce more e-services and advanced technological solutions).		13.2%	5
Other		5.3%	2

59. If other, please specify

ResponseID Response

255 To improve effects coming from individuals' complains relating national infringements or bad implementation of the EU Law.

459 La pregunta es muy abstracta. En principio, las dos grandes finalidades a las que ha de dar respuesta el Derecho Administrativo son, de un lado, la protección y satisfacción de los derechos, y, de otro, la adecuada gestión o salvaguarda de los intereses generales (a través de las correspondientes políticas públicas en las que tiene competencias). La defensa y promoción de los derechos y la procura de la eficacia en la persecución de los intereses generales o del bien común no son términos opuestos, aunque deban conciliarse en cada caso. En ese contexto, el Derecho Administrativo de la Unión ha de coadyuvar a los retos de la sociedad de la información, que exceden en mucho de las cuestiones relativas a la prestación de servicios de la sociedad de la información, la protección de datos y el acceso a la información. En otro orden de consideraciones, la adecuada explicación de las actividades de la Unión Europea ha de llegar al ciudadano directamente, debe transmitirse una mejor imagen

60. Optional: This is the end of section III on possible actions by the EU. If you would like to share any further details, observations, recommendations or suggestions on the actions or policy options that the EU should adopt to improve EU administrative law, please provide them here. Here you could also provide any other comments, recommendations, references to publications or other material related to the problems and solutions concerning the EU administrative procedure.

ResponseID Response

72 expérimentation d'un sondage direct pour des propositions de citoyenneté active

93 It would be more transparent, If citizens could follow the Stage of any request via internet

ResponseID Response

122 Falta mayor difusión entre todos los ciudadanos y empresas de la Unión Europea, cursos en los Colegios y por supuesto en las Universidades y empresas a sus directivos y empleados

126 En la cuestión anterior (42) debería ampliarse un poco más ya que la transparencia tiene asimismo importancia, unida a la facilidad de acceso general a la Comisión, respuestas por escrito y con asunción de obligaciones y sujeción de los funcionarios a tales procedimientos.

136 EU administrative procedures are not in line with the words, take to impact on nations to fulfill the obligations are policy maker sensitive and not citizen rights of implementaion strong and require more consequence to non-compliance. Nations have to stick to the rules and get their heads down to follow their former say in Brussels. A referendum e.g. Brexit was taken by national politicians that caused accidents in Europe. Who does the clean up ? Stupid national politicians continue to design their concepts on national agenda, but not on a common approach to get a complex system to a system which works across the nations, states and for citizens. Politicians like easy recepies which communicate to a diverse public. All evil is from Brussels and all solutions are made at home. No, all problems taken to Brussels get a fair solution which has problems to be communicated to a nation of citizens. And, lobby of chambers are supporters of more of past than inclusion of modern new players.

145 stop het geld verslinden

152 There is no instrument in the EU of a direct, emergency measure/s to be taken (at least not one that I am aware of). It is great to have a well regulated administration but its efficiency becomes auestionable when you have 500 people including women and children that need to find a home quickly as otherwise they will freeze to death. This is happening currently at our borders with Bosnia and Serbia. It is clear what the intention of these people is and we as citizenry of EU cannot pretend that we are deaf and blind to their pleas. There is a protest of these people curently ongoing in Tovarnik. What is the EU administration doing to help these women, children and men? Also, how is the spending of EU money in Greece being monitored when it comes to immigrant camps and conditions therein?

177 U kunt me mailen .

ResponseID Response

218 I respect the work of the EU and their stated goal of empowering the European area but I feel they have lost sight of this during a tug of war for power and blind prejudice against member states they disagree with. I feel there would be a lot more respect to the EU if they was willing to negotiate fairly and give everyone a chance to follow the majority of rules but (as juncker said) set up a 2 speed Europe where not everyone has to be full throttle. Even as Canada, Japan, Norway and Switzerland were setting up their own personalised deals it seems the EU was misrepresenting this and saying that there is no chance to have a personalised deal (despite technically wanting a personalised approach to how the irish situation and financial bills are settled) and there was no cherry picking. It seems there is administrative manipulation whenever it benefits one side. For me though I feel the EU does a good job administratively but can be overbearing against sovereignty and flexibilit

238 An codified law on administrative standards is not a universal panacea. The problem is cultural and law can only ever be starting point in making those cultural changes. Better training within institutions would be much more important.

262 To improve interoperability

290 Or do you think there is missing anything?

341 De EU functioneert niet, meer procedures helpt daar niet tegen. Schaf eerst eens een aantal regels af, en voer ze pas weer in als duidelijk geborgd is dat de EU lidstaten ieder voor zich aan de randvoorwaarden voldoen. Concreet : Haags Protocol (EG4/2009) stelt indirect maar duidelijk dat er een berekening van alimentatie dient te zijn. "het toe te passen recht bepaalt o.a de grondslag van de berekening" In een aantal landen is dit niet geborgd in de nationale wetgeving. Hoe kan dan hier een verdrag over bestaan ?????

382 Kaikki Euroopan maallikko kansalaiset ovat heikossa asemassa sekä kansallisissa oikeushallinnoissa että myös EU:n hallinnossa. Kohtien 40 ja 41 parannusajatukset ovat hyviä eli ongelmat ovat jo Teillä EU:ssa havaittu.

ResponseID Response

384 Como experto en materia de Derecho Administrativo europeo considero que las Resoluciones del Parlamento Europeo de 15 de enero de 2013 y 9 de junio de 2016 merecen pleno apoyo. Como he señalado en distintos trabajos que he dedicado a esta cuestión, un Reglamento vinculante en materia de procedimiento administrativo aplicable a la Administración de la Unión tendría, entre otros, los siguientes efectos positivos: incrementaría enormemente la claridad y seguridad jurídicas, reduciría la fragmentación y las diferencias de régimen no justificadas, permitiría colmar las lagunas existentes, aseguraría unas garantías procedimentales uniformes en las relaciones de los ciudadanos con la Administración de la Unión, conferiría estabilidad a la regulación de la Unión, orientaría futuros desarrollos sectoriales y serviría de modelo susceptible de exportación a otras regiones del mundo. Así lo demuestran las leyes generales de procedimiento existentes en muchos países de la Unión y de fuera de ella.

403 Samojen tahojen tarkoitushakuisesti prosessia pitkittävät, vaikeuttavat toistuvat kantelut tulisi huomioida vahingotekona.

420 Como profesora de Derecho administrativo en España, doy pleno apoyo a las Resoluciones de Parlamento Europeo de 15 de enero de 2013 y 9 de junio de 2016 por las que se solicita formalmente a la Comisión Europea, al amparo del artículo 225 TFUE, la presentación de una propuesta de Reglamento vinculante en materia de procedimiento administrativo, aplicable a la Administración de la Unión Europea, que desarrolle el artículo 298 TFUE.

433 Jak w odpowiedzi na pytanie nr 25 uważam, że UE powinna przyjąć stosowane rozporządzenie. Opieszałość Komisji Europejskiej w zakresie inicjatywy prawodawczej w tym zakresie uważam za szkodliwą. Takie rozporządzenie powinno być ograniczone do instytucji, organów i jednostek administracyjnych UE, tj. z wyłączeniem organów administracyjnych państw członkowskich. Z moich badań wynika, że 23 spośród 28 państw członkowskich posiada już własne ustawy o ogólnym postępowaniu administracyjnym. W moim kraju tradycja takiej regulacji ma już ponad dziewięćdziesiąt lat i jest oceniana jednoznacznie pozytywnie.

ResponseID Response

459

Es bienvenida siempre una norma que sirva a un tiempo de garantía de acierto de la autoridad pública y de tutela de los derechos. No obstante, se hace notar, primero, que la norma proyectada cubre un porcentaje menor de toda la actividad administrativa (solo actos administrativos y de unas determinadas características), actividad ésta que ya cuenta con numerosos referentes en el propio Derecho de la Unión. No es en ese sentido una norma representativa de nuestro tiempo, puesto que deja muchas cosas fuera, y muy relevantes (normas, derecho blando; actividades que no desembocan en actos jurídicos formales...). En segundo término, una ley de esta naturaleza no puede aspirar a establecer criterios mínimos y uniformes para TODA clase de procedimientos, sino es por grandes clases o grupos, habida cuenta su heterogeneidad. Tercero, sólo entiende por procedimiento relaciones formalizadas. Finalmente, hubiera sido deseable una consulta pública más abierta, y no una encuesta.