



This report is filtered

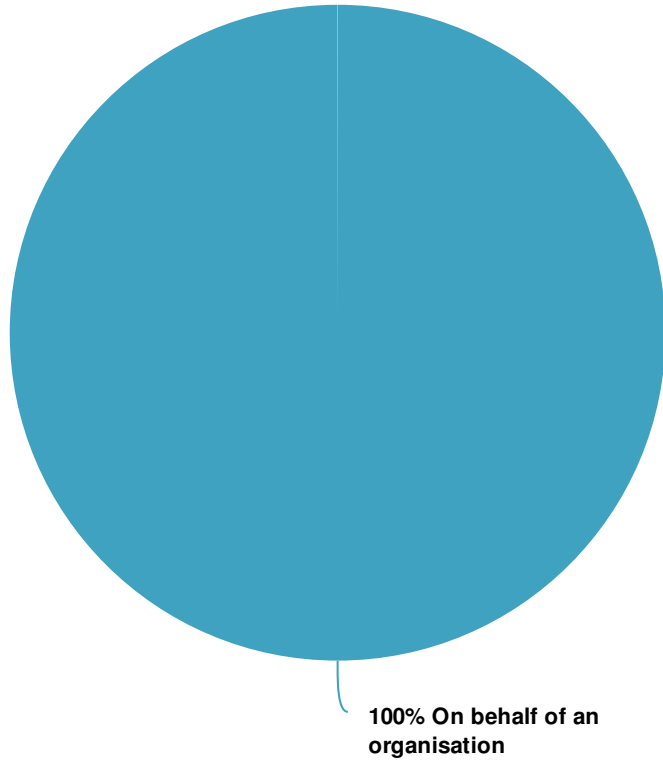
Only show: #1 Question "You are replying:" is one of the following answers ("On behalf of an organisation") and #18 Question "Please choose from one of the following options concerning the use of your contribution:" is one of the following answers ("My/our contribution can be published directly provided that I/my organisation remain(s) anonymous (I consent to publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that this is done anonymously. 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. I am aware that I am solely responsible if my answer accidentally reveals my identity.")


Report for European Parliament - public consultation

Response Counts

Completion Rate:	100%		
	Complete		1
			Totals: 1

1. You are replying:



Value		Percent	Responses
On behalf of an organisation		100.0%	1
			Totals: 1

2. How old are you?

No data to display

3. What is your gender?

No data to display

4. What is your nationality

No data to display

5. What is your highest level of education?

No data to display

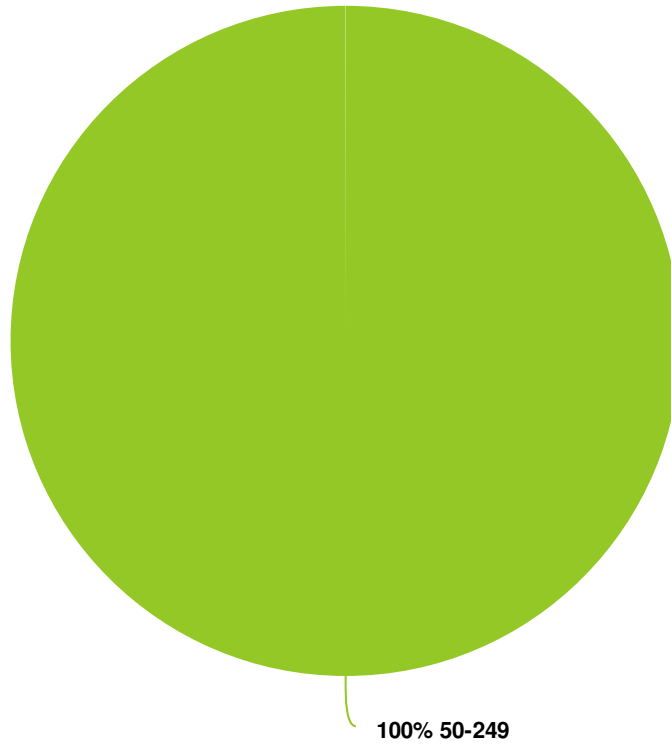
6. What is your current occupation?

No data to display

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

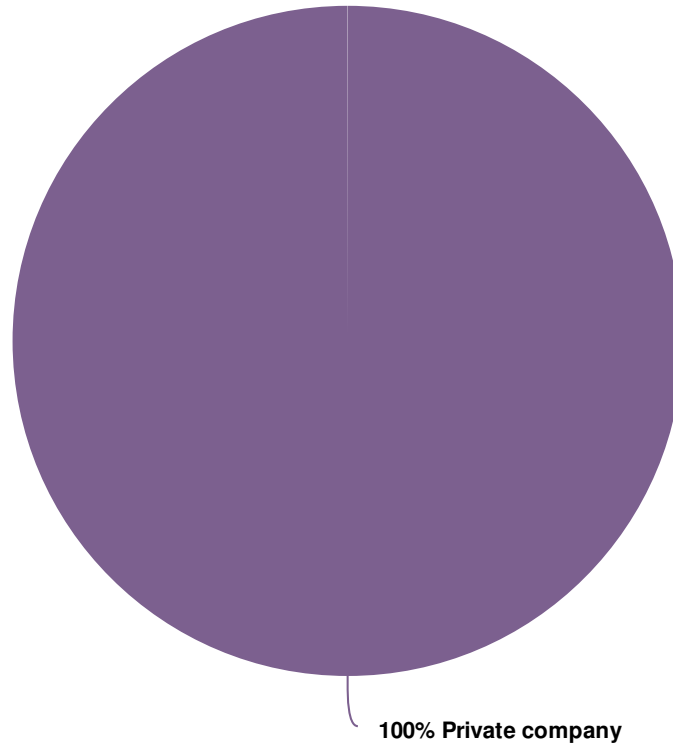
No data to display


8. How many employees does your organisation have?



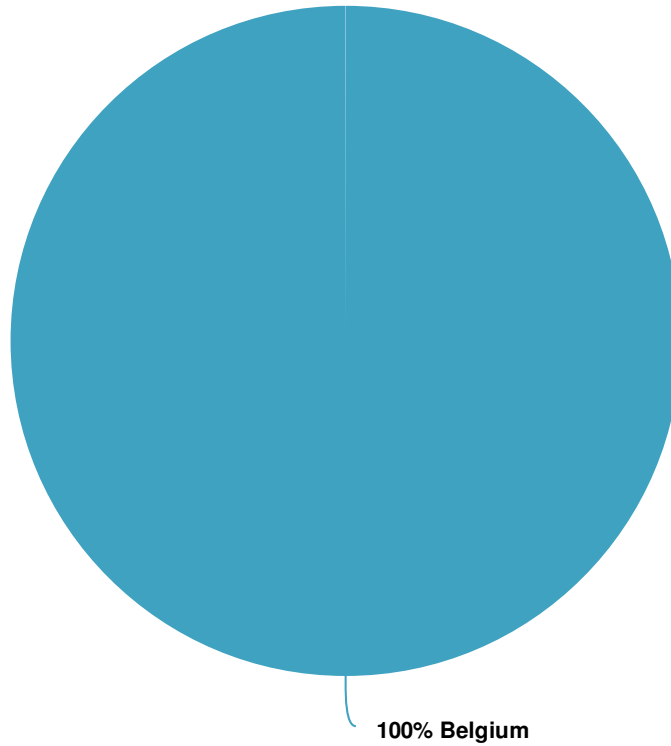
Value		Percent	Responses
50-249		100.0%	1
			Totals: 1


9. Please indicate the type of organisation



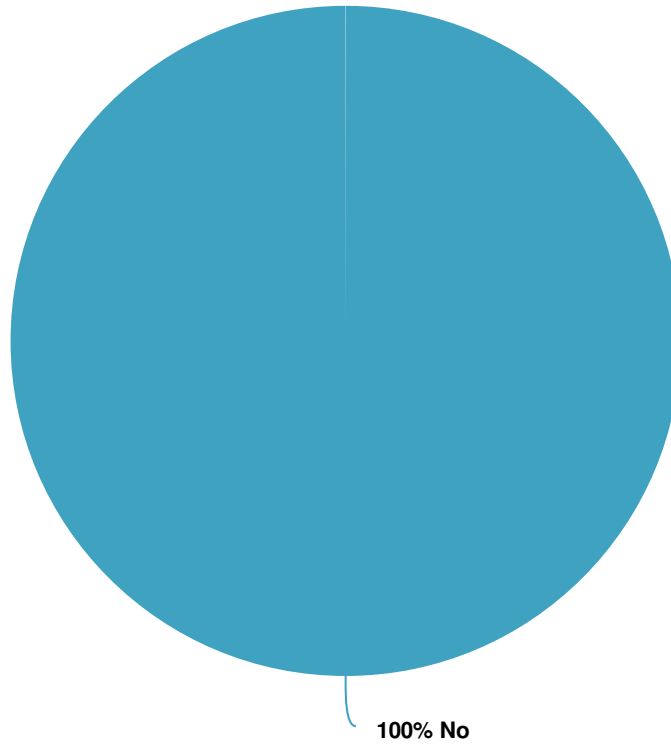
Value		Percent	Responses
Private company		100.0%	1
			Totals: 1

10. Where is your organisation primarily based?



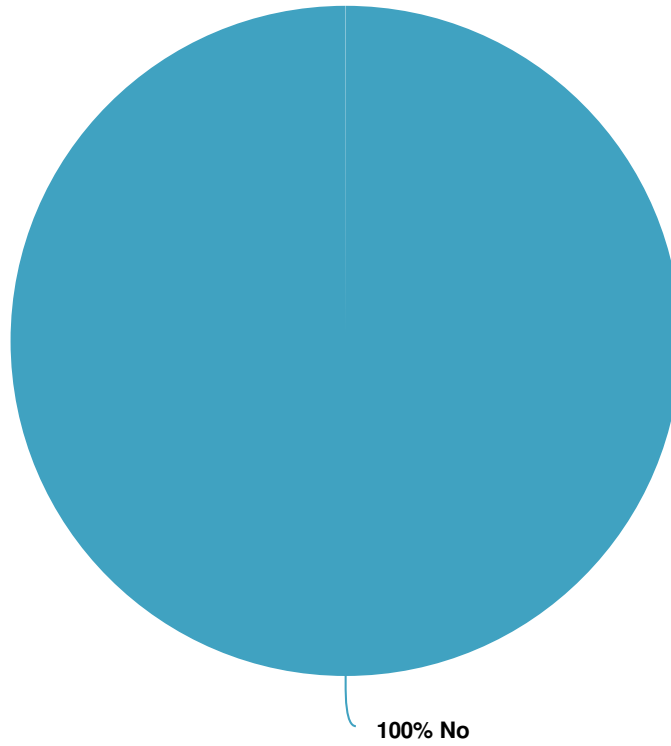
Value		Percent	Responses
Belgium		100.0%	1
			Totals: 1

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



Value		Percent	Responses
No		100.0%	1
			Totals: 1

12. Is your organisation included in the Transparency Register?



Value		Percent	Responses
No		100.0%	1
			Totals: 1

13. Field of activity or sector (optional)

Count

Response

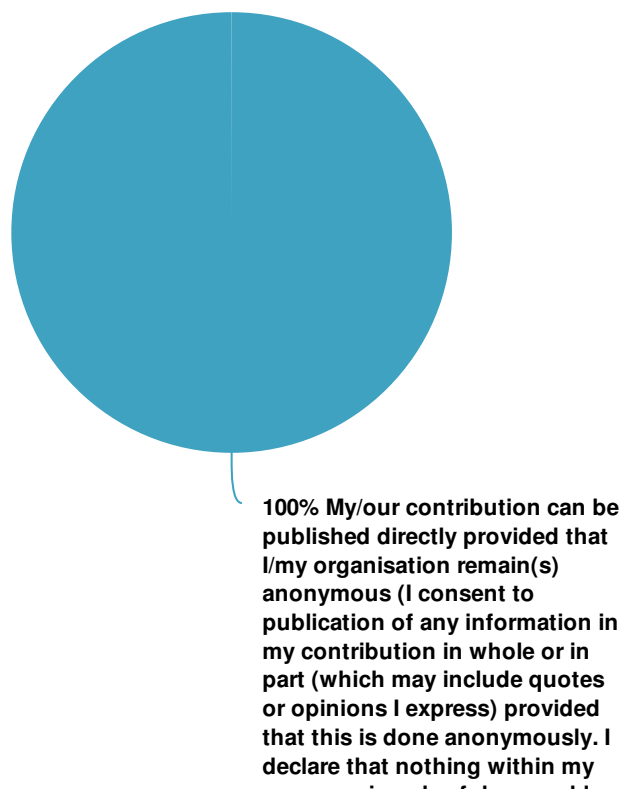
1

Consulting

14. Name of the organisation (optional)

Count	Response
1	Milieu Ltd

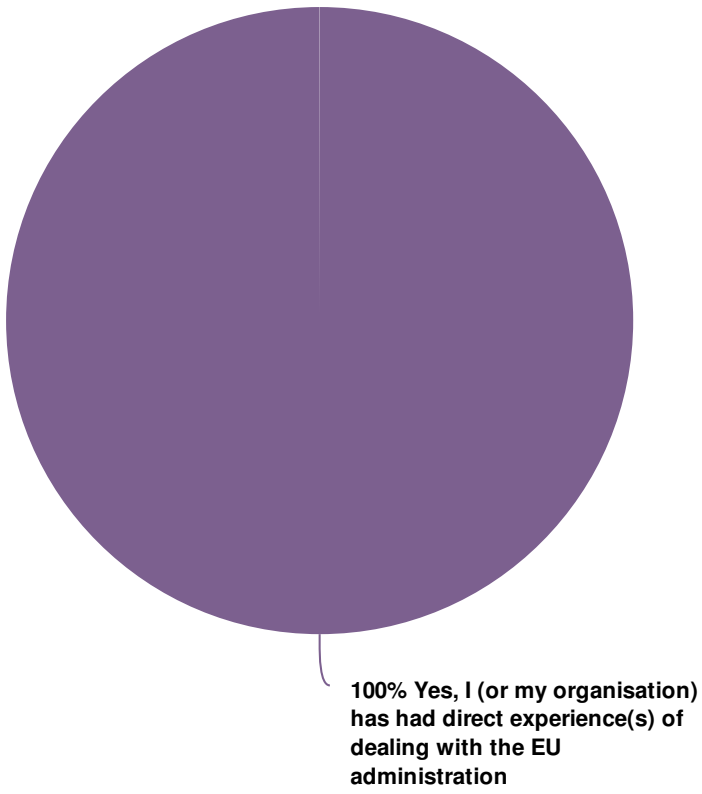
15. Please choose from one of the following options concerning the use of your contribution:



Value	Percent	Responses
My/our contribution can be published directly provided that I/my organisation remain(s) anonymous (I consent to publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that this is done anonymously. 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. I am aware that I am solely responsible if my answer accidentally reveals my identity.	100.0%	1

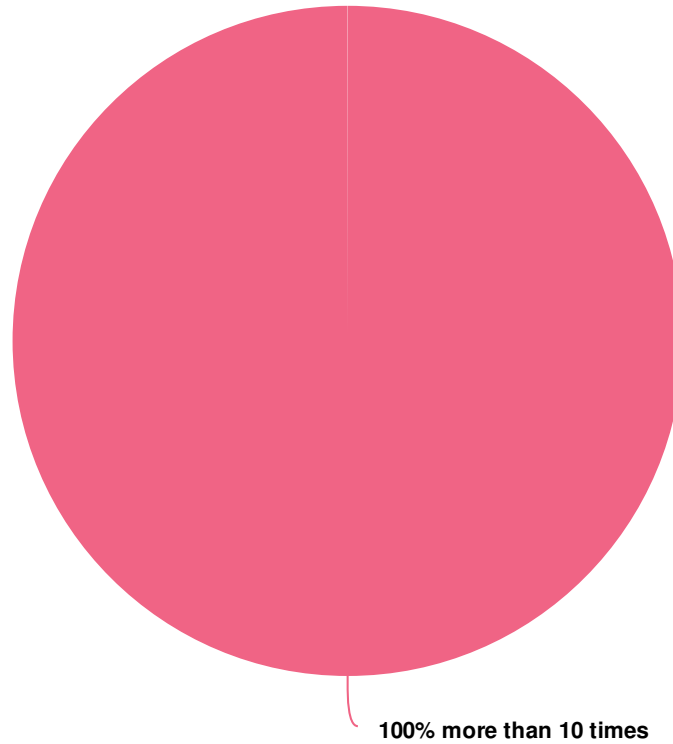
Totals: 1

16. 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	100.0%	1
		Totals: 1

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



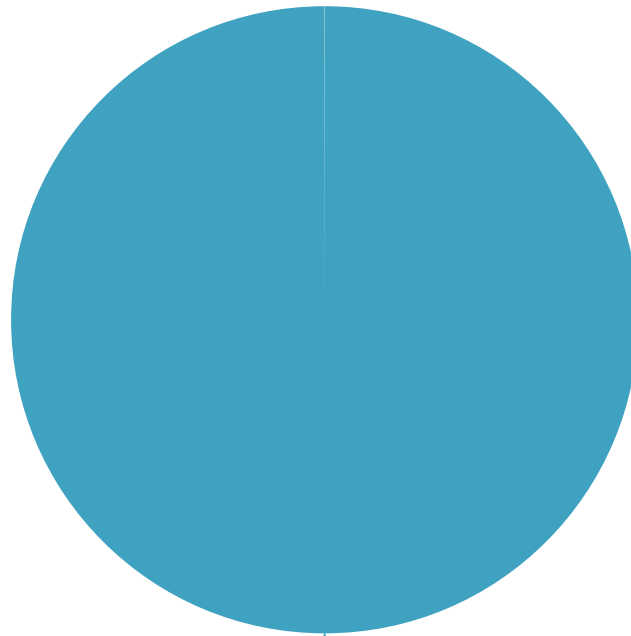
Value	Percent	Responses
more than 10 times	100.0%	1
		Totals: 1

18. 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	0	0	0	0	1	1
Count	0.0%	0.0%	0.0%	0.0%	100.0%	
Row %						

	Very positive	Positive	Negative	Very Negative	No direct experience	Responses
European Anti-Fraud Office Count Row %	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1
European Commission Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
European External Action Service Count Row %	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1
European Ombudsman Count Row %	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1
European Parliament Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
European Personnel Selection Office Count Row %	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1
EU Agency Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
Totals Total Responses						1

19. 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.)?



100% No, there were no differences in how different institutions dealt with requests/complaints

Value	Percent	Responses
No, there were no differences in how different institutions dealt with requests/complaints	100.0%	1
		Totals: 1

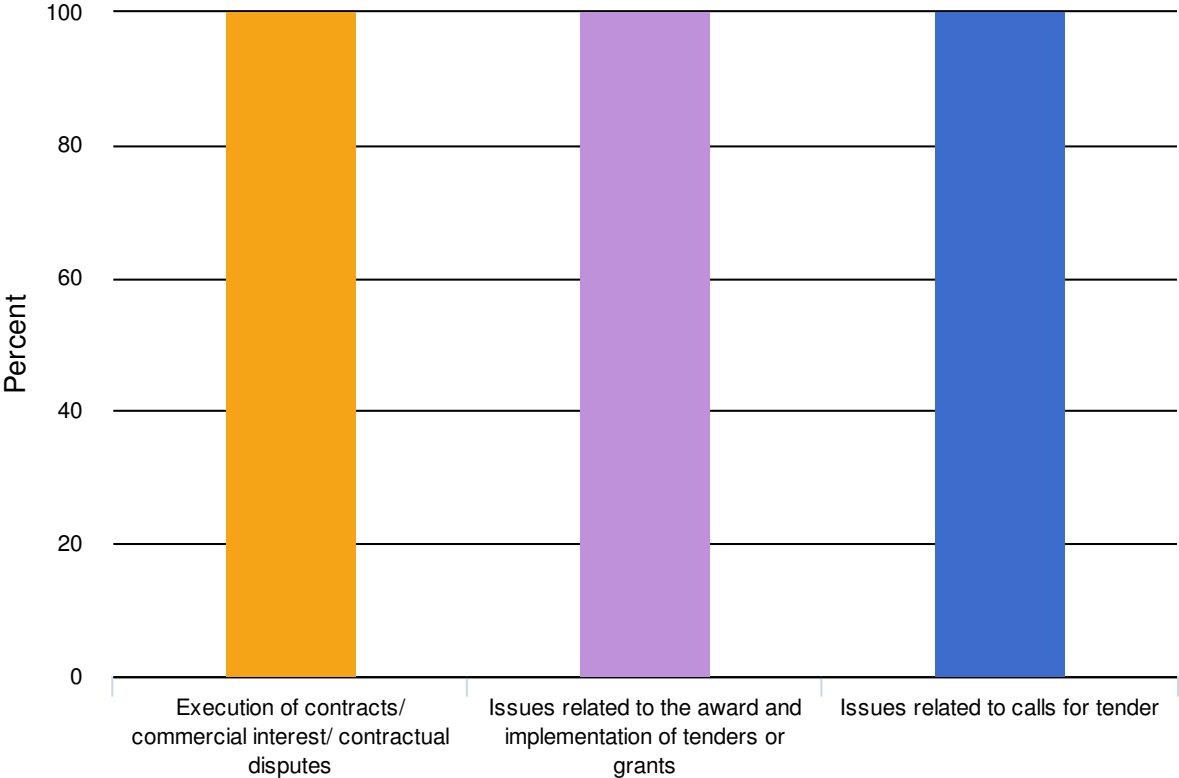
20. If yes, please explain

No data: No responses found for this question.

ResponseID

Response




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



Value

Percent

Responses

Execution of contracts/ commercial interest/ contractual disputes		100.0%	1
Issues related to the award and implementation of tenders or grants		100.0%	1
Issues related to calls for tender		100.0%	1

22. If other, please specify

No data: No responses found for this question.

ResponseID

Response

23. 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).

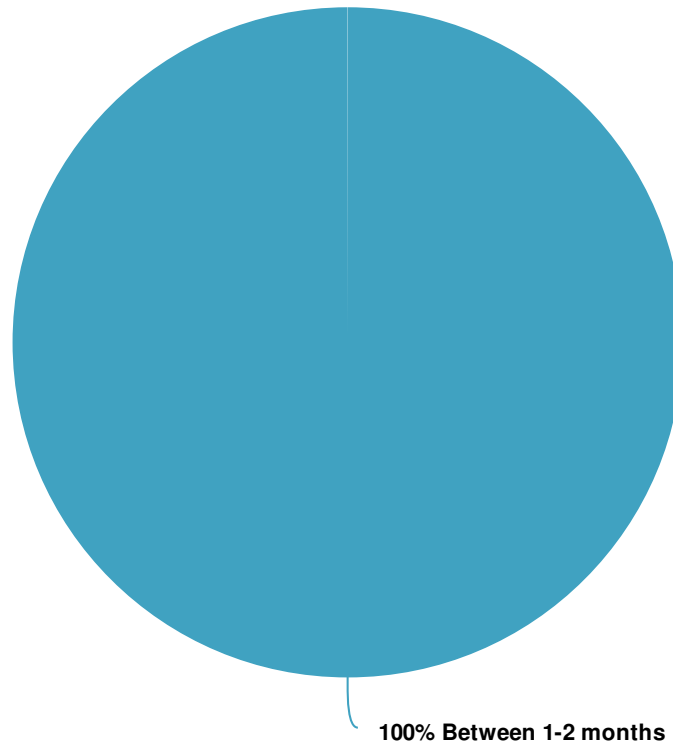
public
fundamental
rights financial
osh health
services

ResponseID Response

388

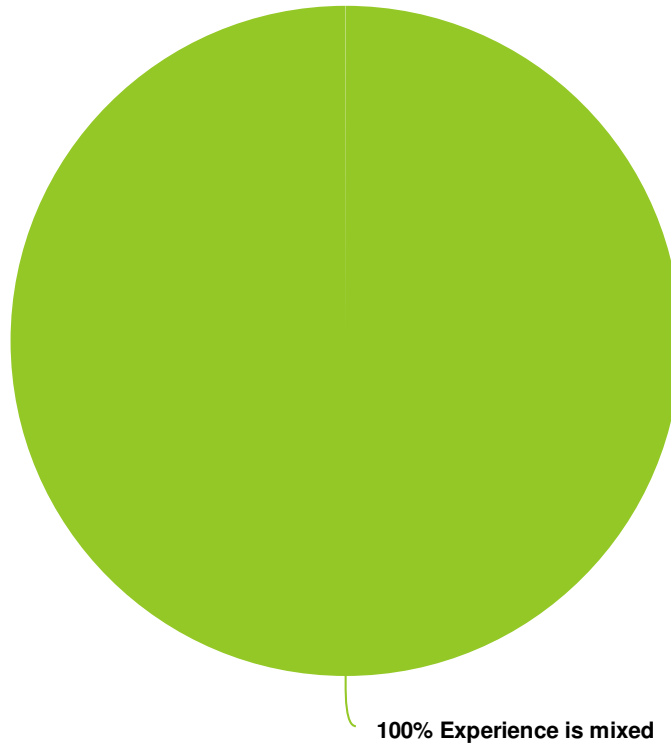
Environment, Financial Services, Fundamental Rights, Public Health, OSH, Energy

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



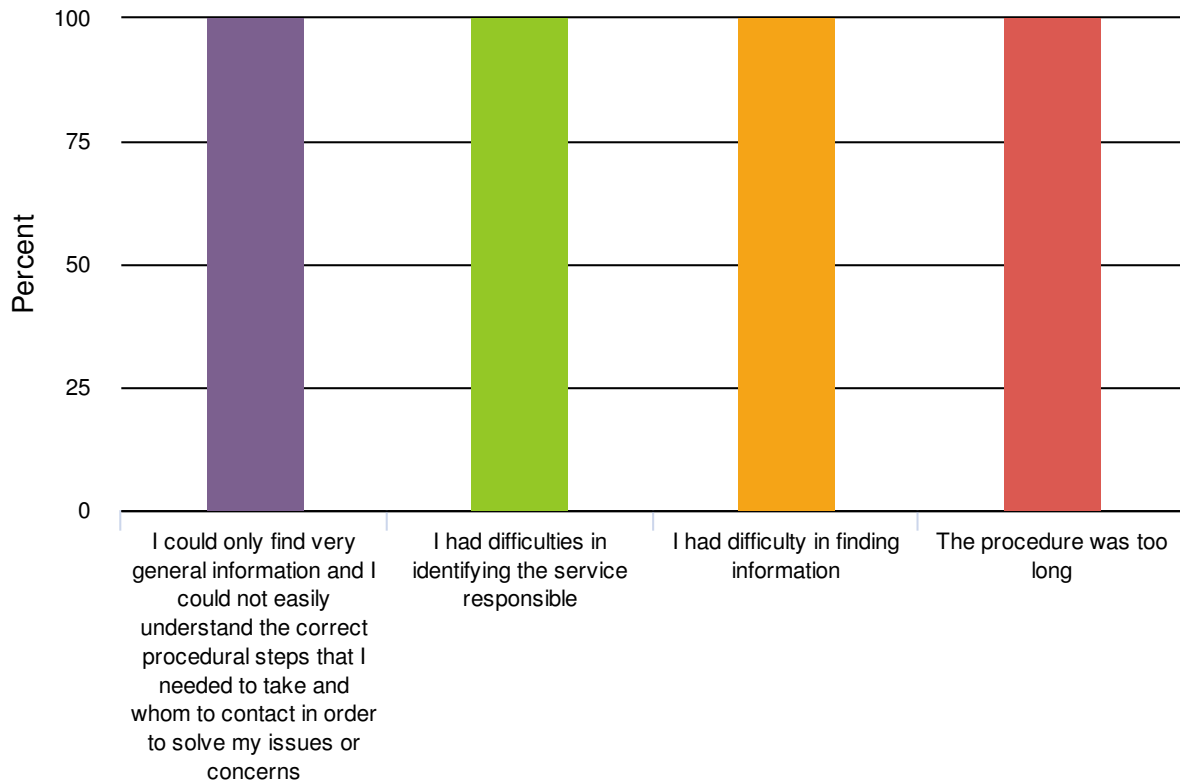
Value		Percent	Responses
Between 1-2 months		100.0%	1
			Totals: 1

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



Value		Percent	Responses
Experience is mixed	<div style="width: 100%; height: 15px; background-color: #76b82a;"></div>	100.0%	1
			Totals: 1

26. 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	100.0%	1
I had difficulties in identifying the service responsible	100.0%	1
I had difficulty in finding information	100.0%	1
The procedure was too long	100.0%	1

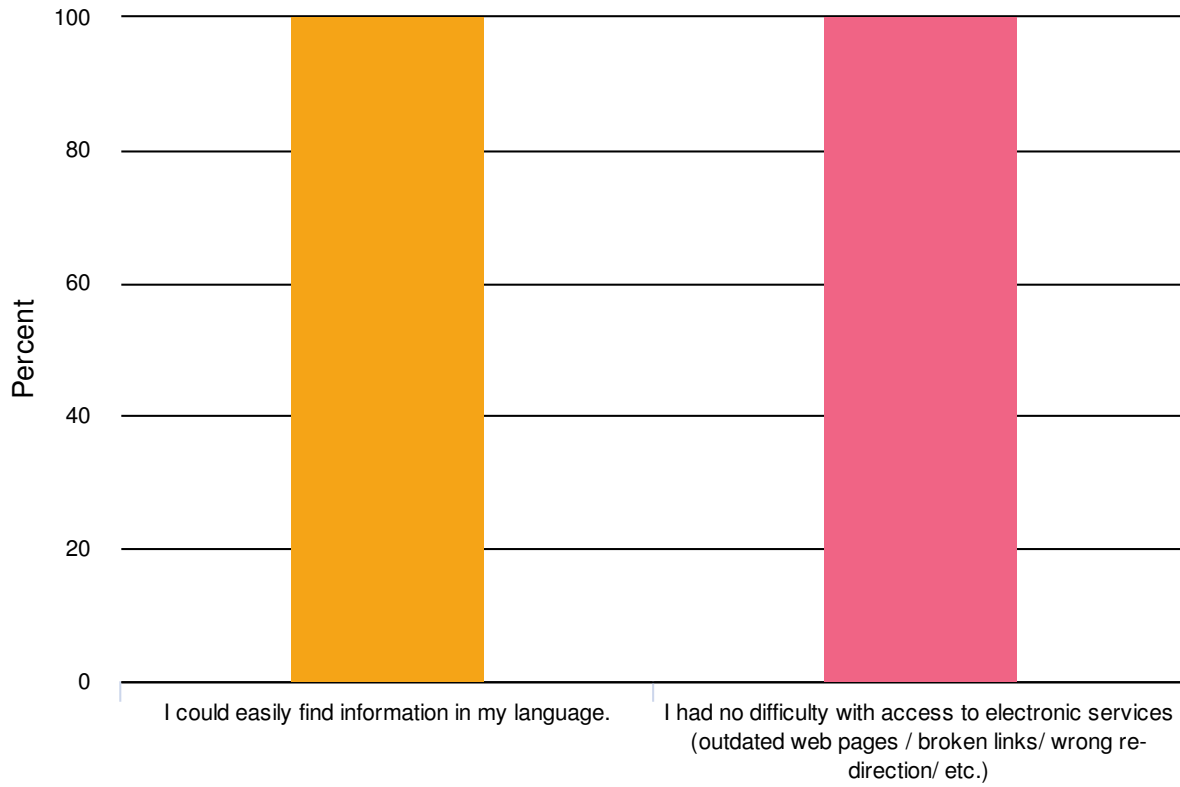
27. If other, please specify



No data: No responses found for this question.

ResponseID

Response

28. 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 in my language.		100.0%	1
I had no difficulty with access to electronic services (outdated web pages / broken links/ wrong re-direction/ etc.)		100.0%	1

29. If other, please specify

No data: No responses found for this question.

ResponseID

Response

30. 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 %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1
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 %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1
Delay costs: costs for citizens or companies related to the length or delay in providing an administrative service Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1

	1	2	3	4	5	6	Responses
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)	0	0	0	1	0	0	1
Count	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	
Row %							
Totals							
Total Responses							1

31. 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'.

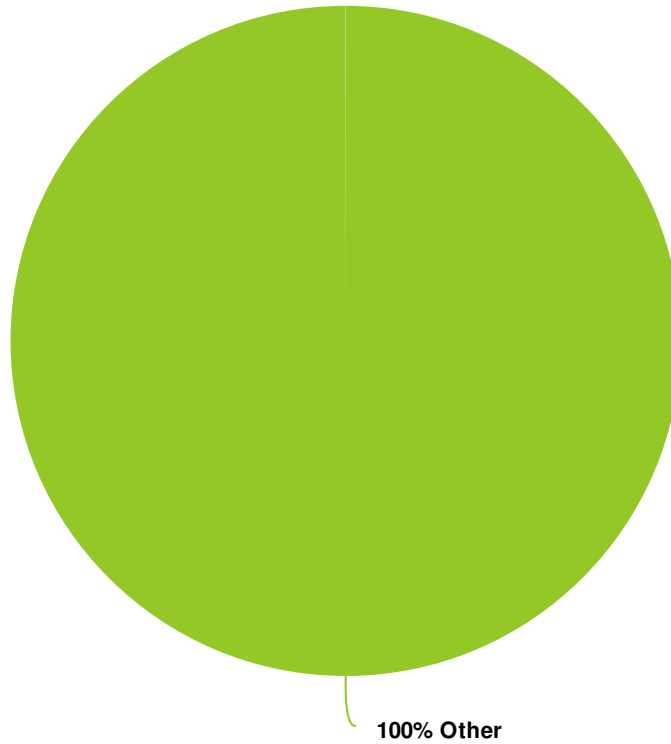
32. Optional: please explain or provide additional details about your direct experience at the different stages of administrative proceedings.

meanings
explanations
contacted
institution^{or}

ResponseID	Response
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388	Explanations and meanings not always clear. Not clear which institution or area should be contacted.
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33. 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
Other	100.0%	1
		Totals: 1

34. If other, please specify

No data: No responses found for this question.

ResponseID	Response
388	Don't know what they are??

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, please mark the most important rights or principles that, in your opinion, require further reinforcement at the EU level (max. 5 issues).

Percent

No data to display

36. If other, please specify

No data: No responses found for this question.

ResponseID

Response

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

No data: No responses found for this question.

ResponseID	Response
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38. You have indicated that you have had no contact with the EU administration. Why?

No data to display

39. If other, please specify

No data: No responses found for this question.

ResponseID

Response

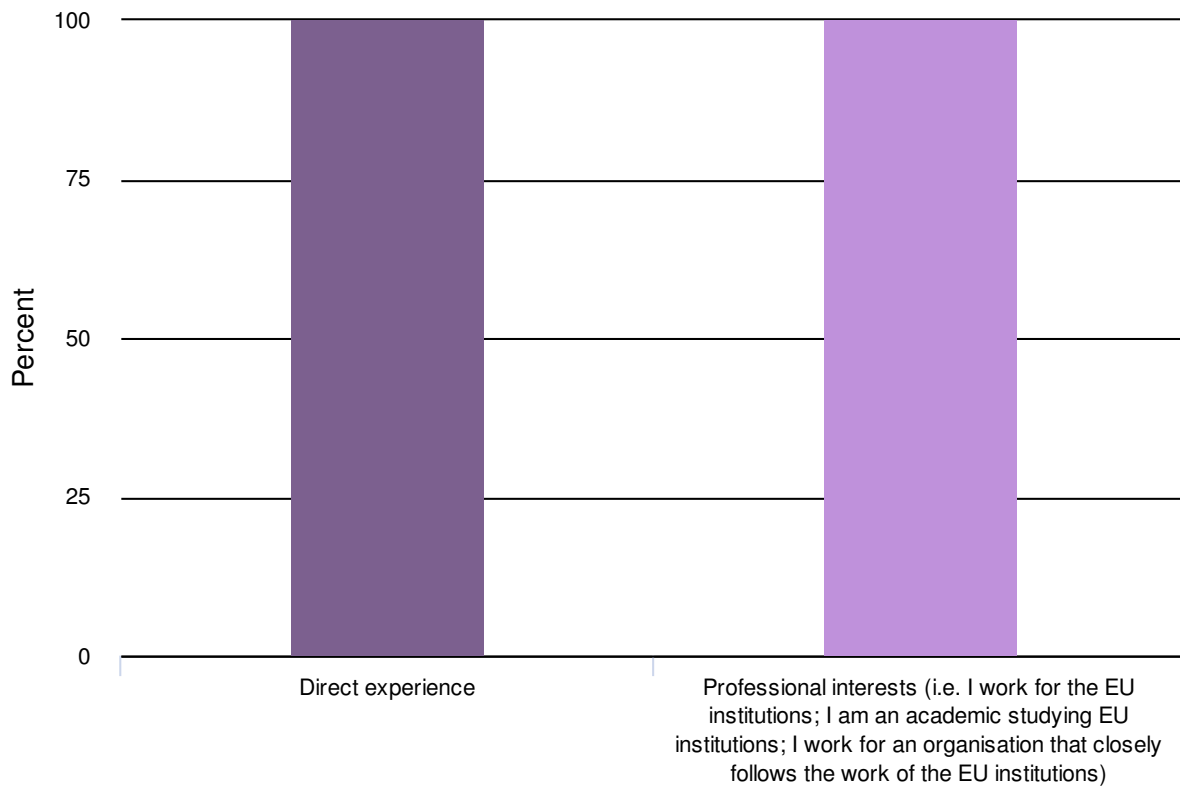
40. Optional: This is the end of section I on direct experience. If you would like to share any further details or observations on your direct experience with the EU services or provide more detailed explanations to the answers to the questions above, please provide it here

No data: No responses found for this question.

ResponseID

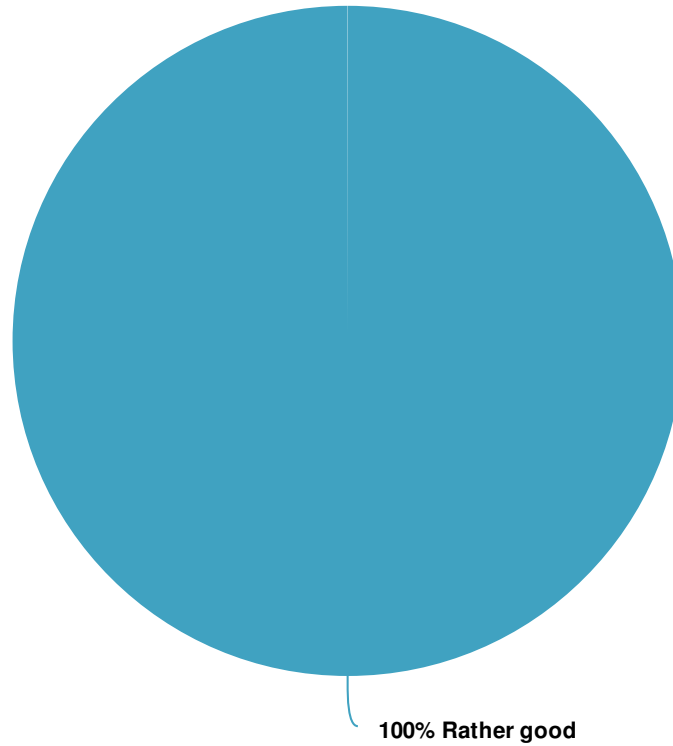
Response

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



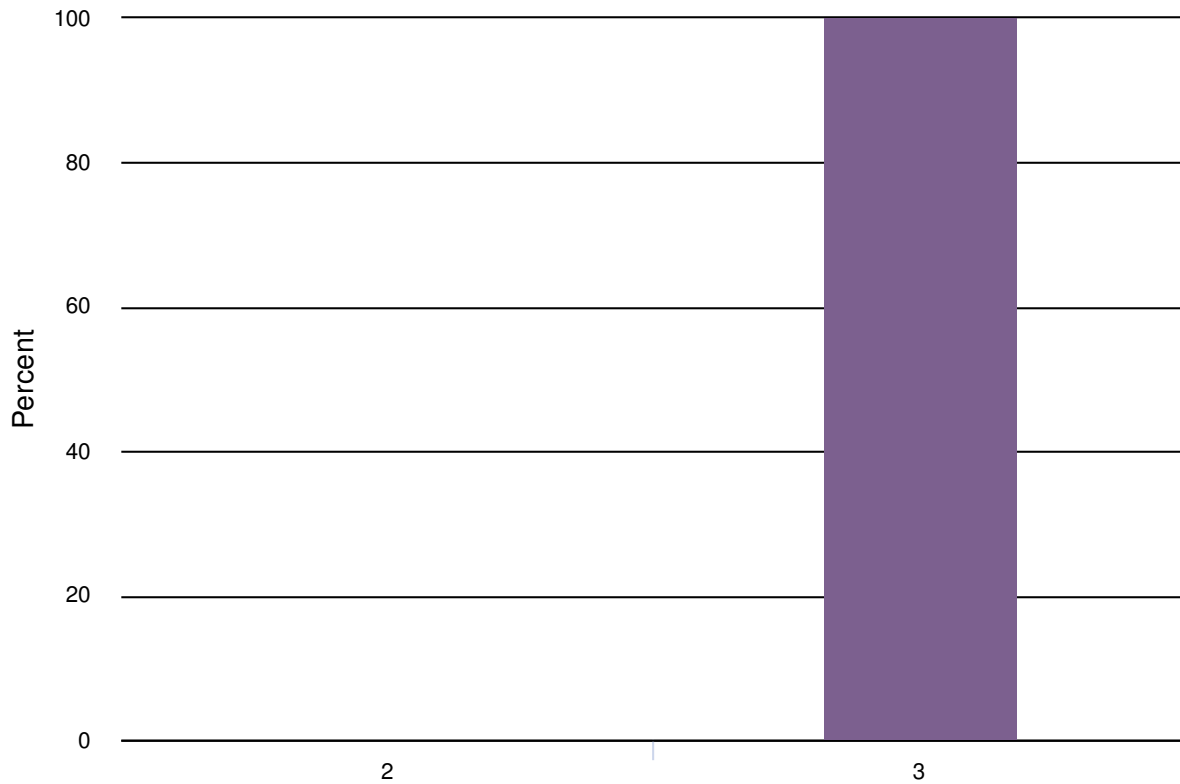
Value	Percent	Responses
Direct experience	100.0%	1
Professional interests (i.e. I work for the EU institutions; I am an academic studying EU institutions; I work for an organisation that closely follows the work of the EU institutions)	100.0%	1

42. 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?

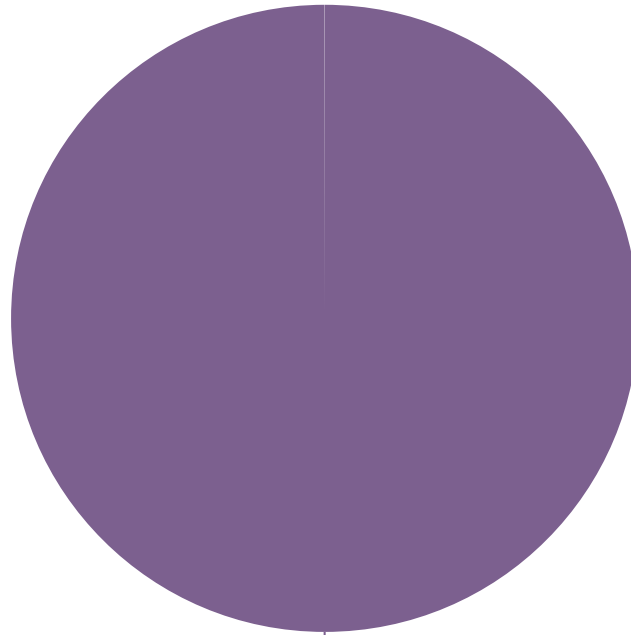


Value	Percent	Responses
Rather good	100.0%	1
		Totals: 1

43. 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)



44. 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?



100% Yes, I think all EU institutions and agencies have similar standards and procedural guarantees

Value	Percent	Responses
Yes, I think all EU institutions and agencies have similar standards and procedural guarantees	100.0%	1

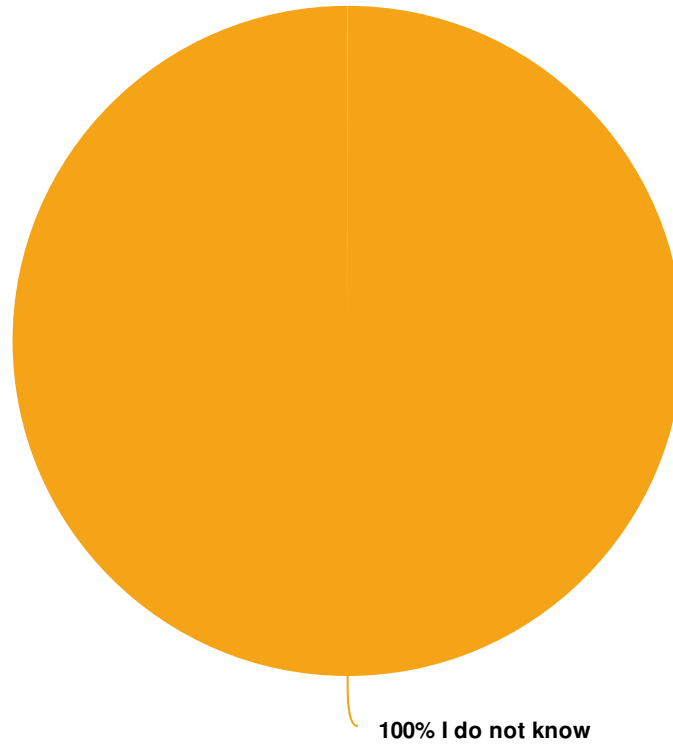
Totals: 1


45. 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
Culture of service	1		11	1
Respect for procedural rights, such as, for example the duty to state grounds for a decision	2		10	1
Transparency	3		9	1
Respect for fundamental rights	4		8	1
Sound financial management	5		7	1
Ethics	6		6	1
Accountability	7		5	1
Public participation in EU decision-making	8		4	1
Proper use of discretion (including in infringement procedures)	9		3	1
Responsiveness	10		2	1
Good management of personnel issues, including recruitment	11		1	1

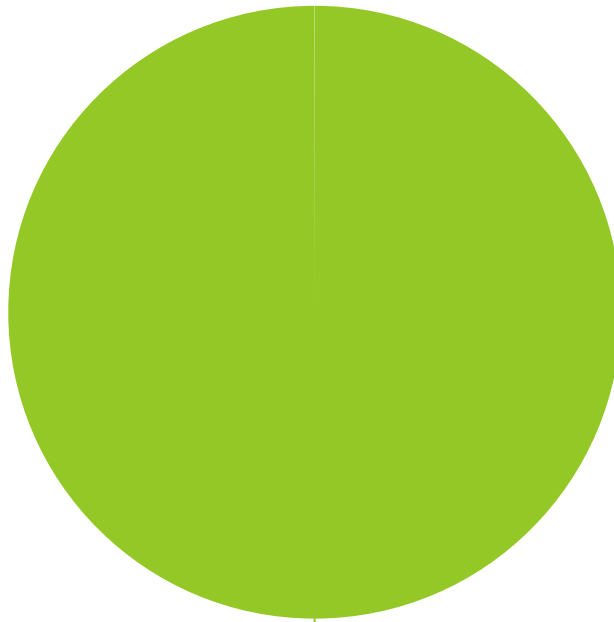
Low Rank High Rank

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



Value		Percent	Responses
I do not know		100.0%	1
			Totals: 1

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



100% No, I have only a very vague idea of when citizens or companies may come into contact with EU institutions or agencies

Value	Percent	Responses
No, I have only a very vague idea of when citizens or companies may come into contact with EU institutions or agencies	100.0%	1
		Totals: 1

48. If other, please specify

No data: No responses found for this question.

ResponseID	Response
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49. 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 %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
European Code of Good Administrative Behaviour Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
European Parliament Resolution of 9 June 2016 on an open, efficient and independent European Union administration Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
The right to lodge a complaint with the European Ombudsman Count Row %	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1
The right to submit a petition to the European Parliament Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
Totals Total Responses						1

50. 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>	0 0.0%	0 0.0%	1 100.0%	1
<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>	0 0.0%	0 0.0%	1 100.0%	1
<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>	0 0.0%	0 0.0%	1 100.0%	1
<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>	0 0.0%	0 0.0%	1 100.0%	1

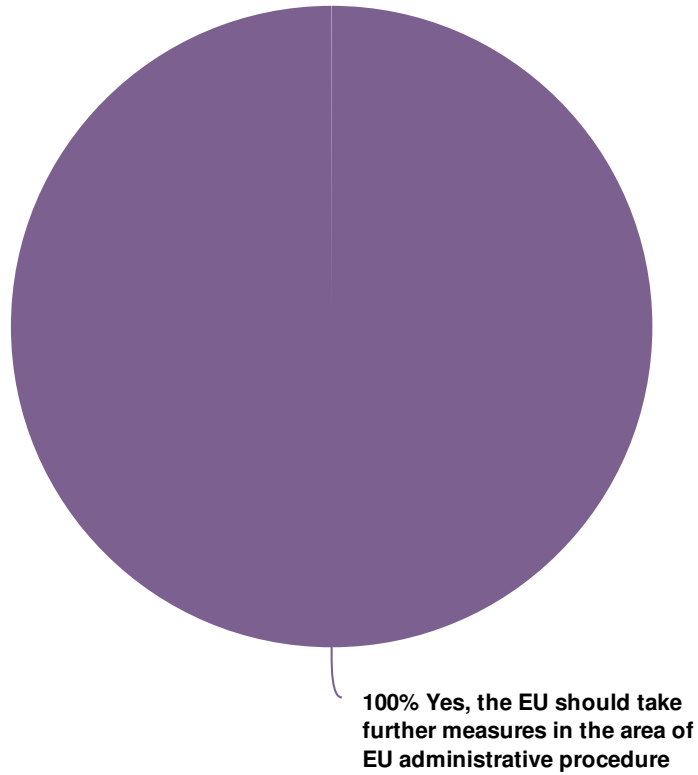
	Correct	Not correct	Don't know	Responses
The Charter of Fundamental Rights of the European Union provides a fundamental right to good administration. Count Row %	1 100.0%	0 0.0%	0 0.0%	1
The European Ombudsman is the main non-judicial EU body charged with the task of addressing possible instances of maladministration by the EU administration. Count Row %	0 0.0%	0 0.0%	1 100.0%	1
Totals Total Responses				1

51. 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.

No data: No responses found for this question.

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

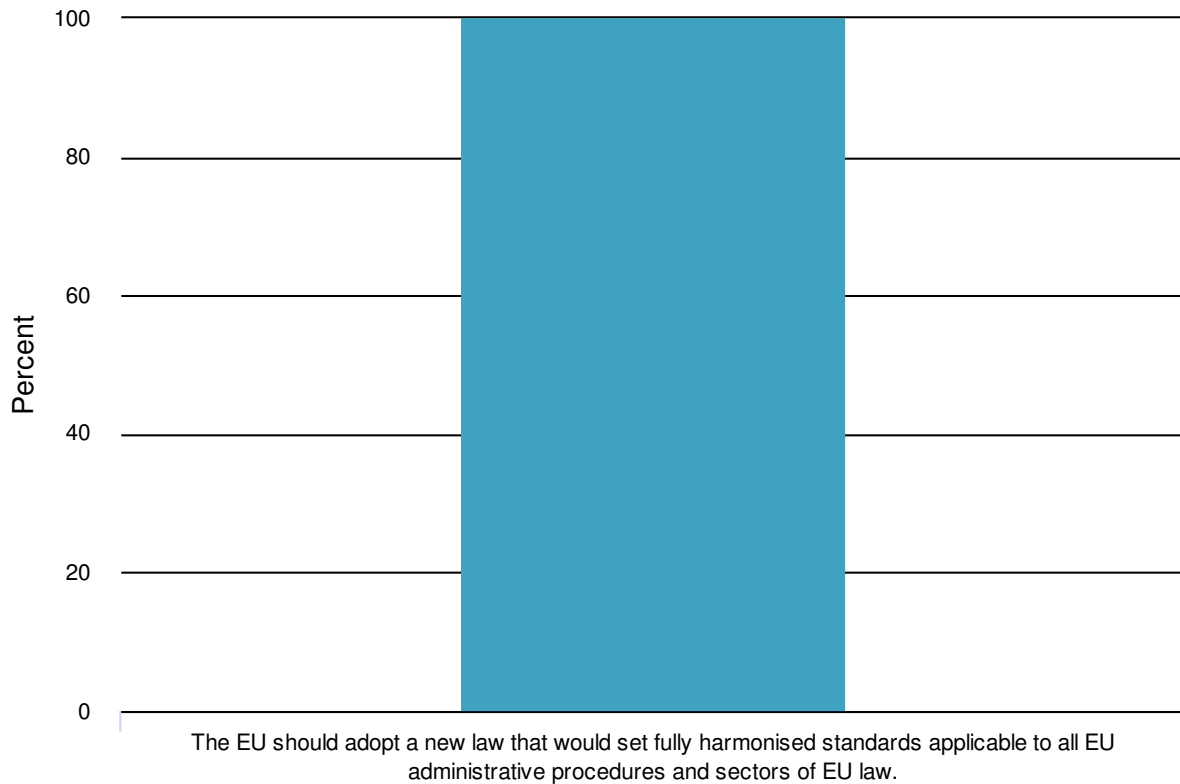


Value	Percent	Responses
Yes, the EU should take further measures in the area of EU administrative procedure	100.0%	1
		Totals: 1

53. 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 %	1 100.0%	0 0.0%	0 0.0%	1
Measures to guarantee minimum procedural standards equally applicable across all EU institutions Count Row %	1 100.0%	0 0.0%	0 0.0%	1
Measures to simplify EU administrative rules and procedures Count Row %	1 100.0%	0 0.0%	0 0.0%	1
Totals Total Responses				1

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



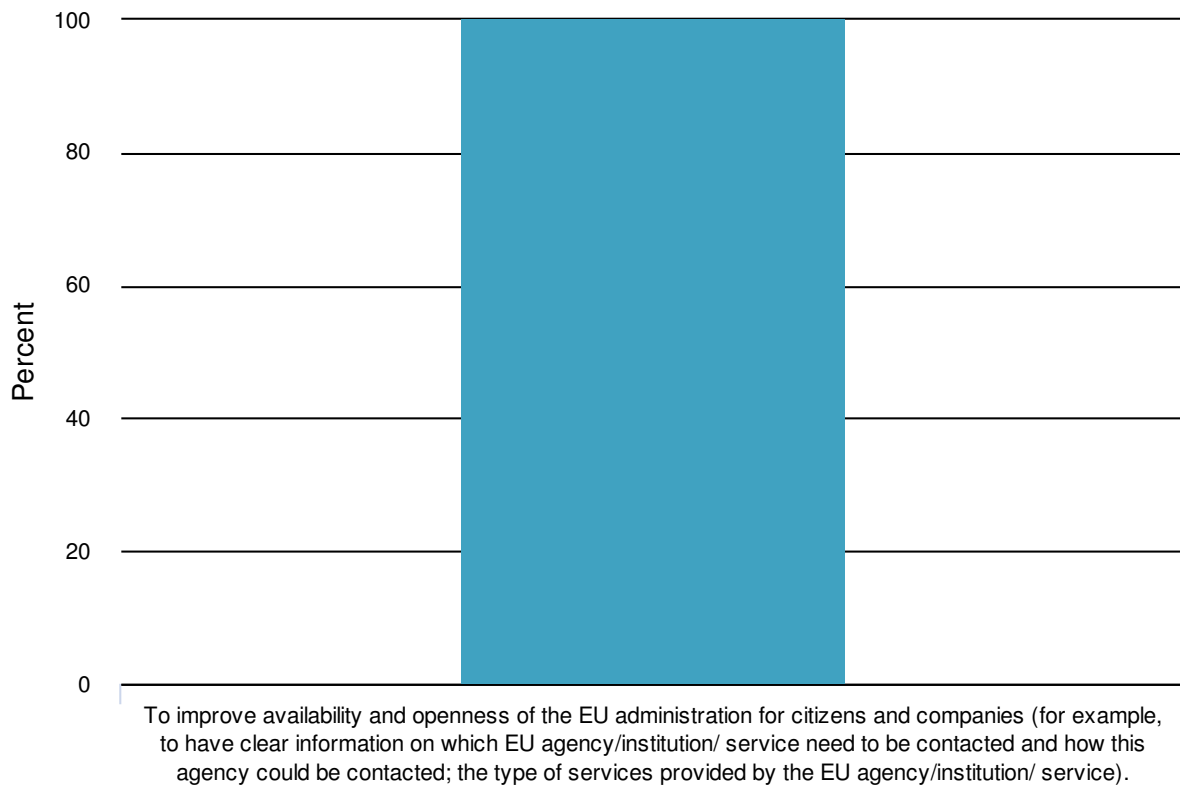
Value	Percent	Responses
The EU should adopt a new law that would set fully harmonised standards applicable to all EU administrative procedures and sectors of EU law.	100.0%	1

55. If other, please specify

No data: No responses found for this question.

ResponseID	Response
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56. 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 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).	100.0%	1

57. If other, please specify

No data: No responses found for this question.

ResponseID	Response
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58. 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.

No data: No responses found for this question.

ResponseID

Response
