



EUROPEAN PARLIAMENT

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*Committee on Petitions*

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**2012/2044(INI)**

3.5.2012

## **OPINION**

of the Committee on Petitions

for the Committee on the Internal Market and Consumer Protection

on the 20 main concerns of European citizens and business with the functioning of the Single Market (2012/2044(INI))

Rapporteur: Simon Busuttil

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## SUGGESTIONS

The Committee on Petitions calls on the Committee on the Internal Market and Consumer Protection, as the committee responsible, to incorporate the following suggestions in its motion for a resolution:

1. Welcomes the Commission report entitled ‘The Single Market through the lens of the people’ (SEC(2011)1003), as a useful tool both for communicating citizens’ main concerns to policy-makers and for informing citizens and businesses about the problems they are likely to encounter in the internal market;
2. Welcomes the activity of the ‘Points of Single Contact’ (PSCs), which simplify access to information on conducting business in the Member States, centralising, in a single national point of contact, all necessary formalities and administrative requirements for establishing or expanding a business across borders;
3. Welcomes the positive role played by SOLVIT, Your Europe Advice, the Enterprise Europe Network, the European Consumer Centres, the Europe Direct Contact Centre and the European Employment Service in providing information and assistance to citizens, consumers and entrepreneurs in the internal market; calls on the Commission to find ways to improve coordination between these services and avoid duplication of efforts and resources;
4. Calls on the Commission to focus on delivering, through its representative offices in each Member State, a single online and live point of contact for citizens and consumers, which would carry out its work in close cooperation with Parliament’s information offices in order to ensure a comprehensive one-stop shop for every citizen; takes the view that such a single online and live point of contact in each Member State would truly help make the internal market more accessible, with a view to providing a user-friendly and more efficient service which does not merely give information but also communicates to the public, in an easily understandable way, the nature of the concrete opportunities offered by the internal market; believes this would avoid creating confusion among the general public, consumers and businesses;
5. Stresses that the mobility of workers in different Member States must be a voluntary act always combined with full respect of labour rights;
6. Notes the large number of petitions received by Parliament’s Committee on Petitions relating to the problems citizens face within the internal market, particularly as regards incorrect transposition or implementation of EU law; calls on the Commission to incorporate in its report the findings and results of the petitions submitted to the Committee on Petitions; stresses that the petitions process should be better utilised so as to improve the EU’s legislative process, particularly as regards legislative remedies concerning barriers to crossborder trade and enforcement of consumer rights;
7. Calls on the Commission to identify the main relevant EU legislation for each of the highlighted concerns, in order to provide citizens, consumers and businesses with useful and more accessible information on their rights in the single market;

8. Calls on the Commission, in future reports, to highlight corresponding actions for which it is clearly responsible, such as taking timely and appropriate action in the event of incorrect transposition of EU legislation by Member States, ensuring adequate implementation of EU law, and reviewing inadequate legislation;
9. Calls on the Commission to draw up a table for each of the concerns highlighted, indicating which actors are responsible for solutions to each of the root causes identified;
10. Encourages the Commission and the Member States to focus their information campaigns during the European Year of Citizens 2013 on the areas of concern that relate to rights based on EU citizenship insofar as they, on the basis of the selection methodology of the report, truly reflect what matters most to EU citizens in their everyday life in the internal market;
11. Calls on the Commission to find means of amalgamating the EU Citizenship Report with the report entitled 'The Single Market through the lens of the people' in future, so as to avoid duplication and confusion and guard against the risk of decoupling problems from solutions;

## RESULT OF FINAL VOTE IN COMMITTEE

<b>Date adopted</b>	24.4.2012
<b>Result of final vote</b>	+: 18 -: 0 0: 0
<b>Members present for the final vote</b>	Margrete Auken, Elena Băsescu, Philippe Boulland, Simon Busuttil, Giles Chichester, Lidia Joanna Geringer de Oedenberg, Roger Helmer, Carlos José Iturgaiz Angulo, Peter Jahr, Lena Kolarska-Bobińska, Erminia Mazzoni, Jarosław Leszek Wałęsa, Rainer Wieland
<b>Substitute(s) present for the final vote</b>	Zoltán Bagó, Birgit Collin-Langen, Kinga Göncz, Phil Prendergast
<b>Substitute(s) under Rule 187(2) present for the final vote</b>	Kyriacos Triantaphyllides