European Commission

The Single Digital Gateway

A proposal for easy, online navigation of
the Single Market for EU citizens and businesses

What is the origin of the proposal for a single digital gateway?

Urgent need for a more coherent, streamlined approach flagged by:

- Business organisations
- European Parliament
- Letter of 17 Member States
- REFIT platform
- Public consultation on EU citizenship

European Commission

EUROCHAMBRES

Main OBSTACLES

complex administrative procedures **83%**

inaccessibility of information on rules and requirements **81%**

different national rules on products/services **81%**

Possible SOLUTIONS

single online portal

where businesses can:

access information on all necessary procedures and formalities to operate in any EU country **93%**

complete all the formalities and procedures **92%**

prove product compliance with EU legislation **88%**

# Why do we need a single digital gateway?

To address a lack of:

- Coverage of information about national rules
- Quality of information and assistance services
- Findability of information, assistance services and procedures
- Accessibility for cross-border users of information and procedures
- Knowledge of real single market obstacles

Where are the gaps in online information and cross-border accessibility?
(for subjects to be covered by the single digital gateway)

How accessible are existing online procedures
for cross-border users/non-residents?
(for 20 sample procedures)
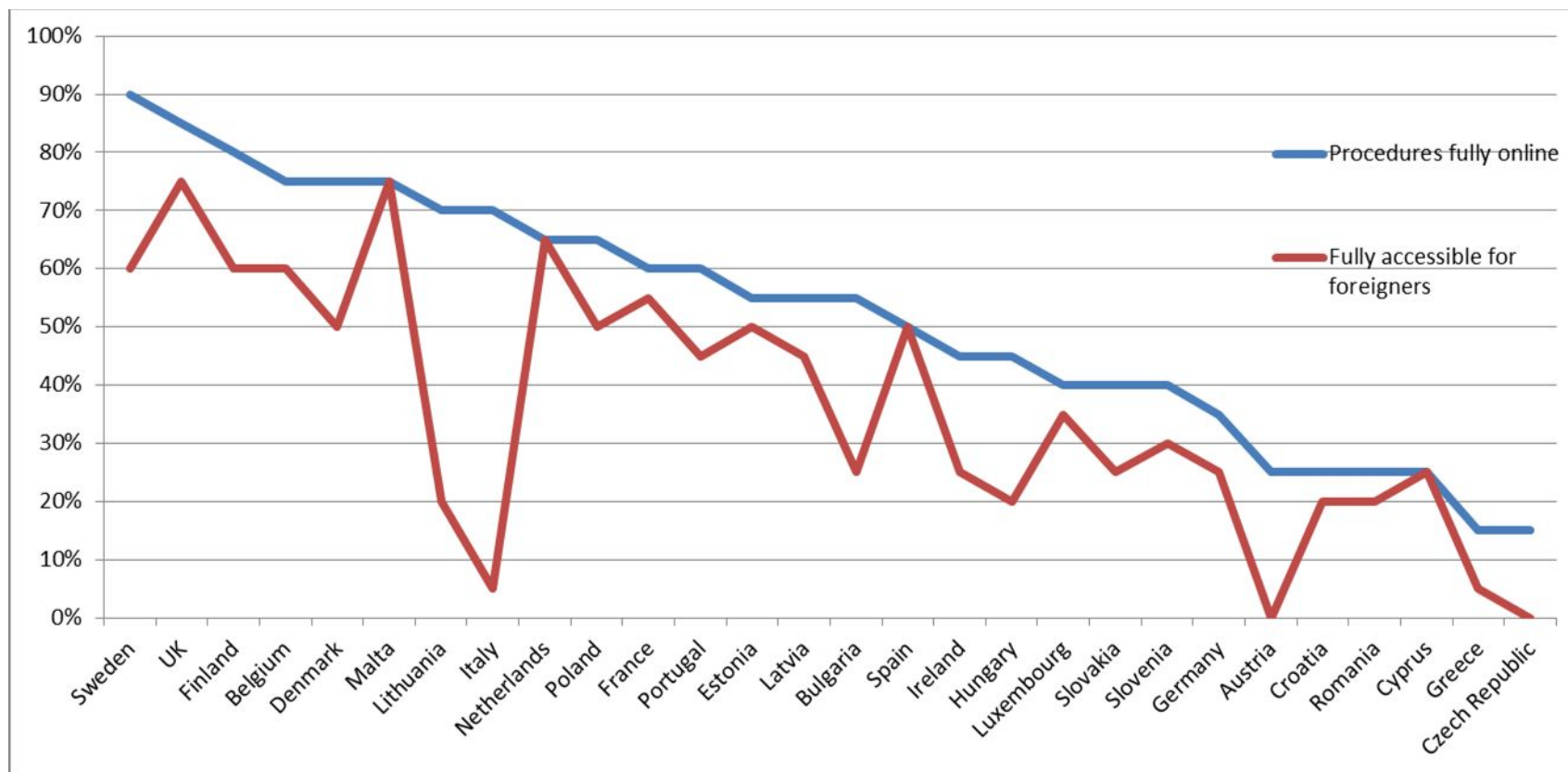
How big are the gaps in digitisation of the 13 key procedures?
(for procedures to be covered by the single digital gateway)
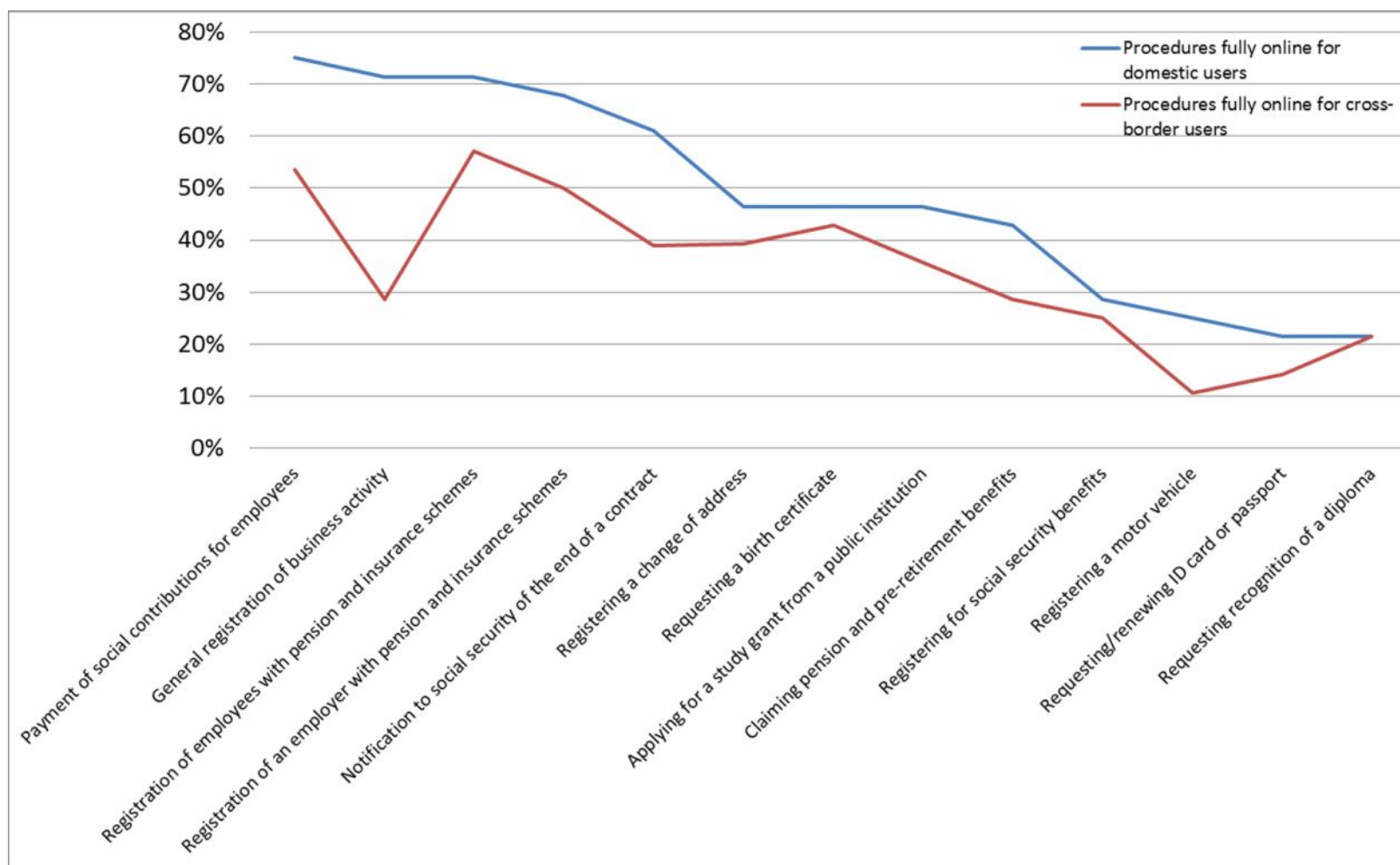
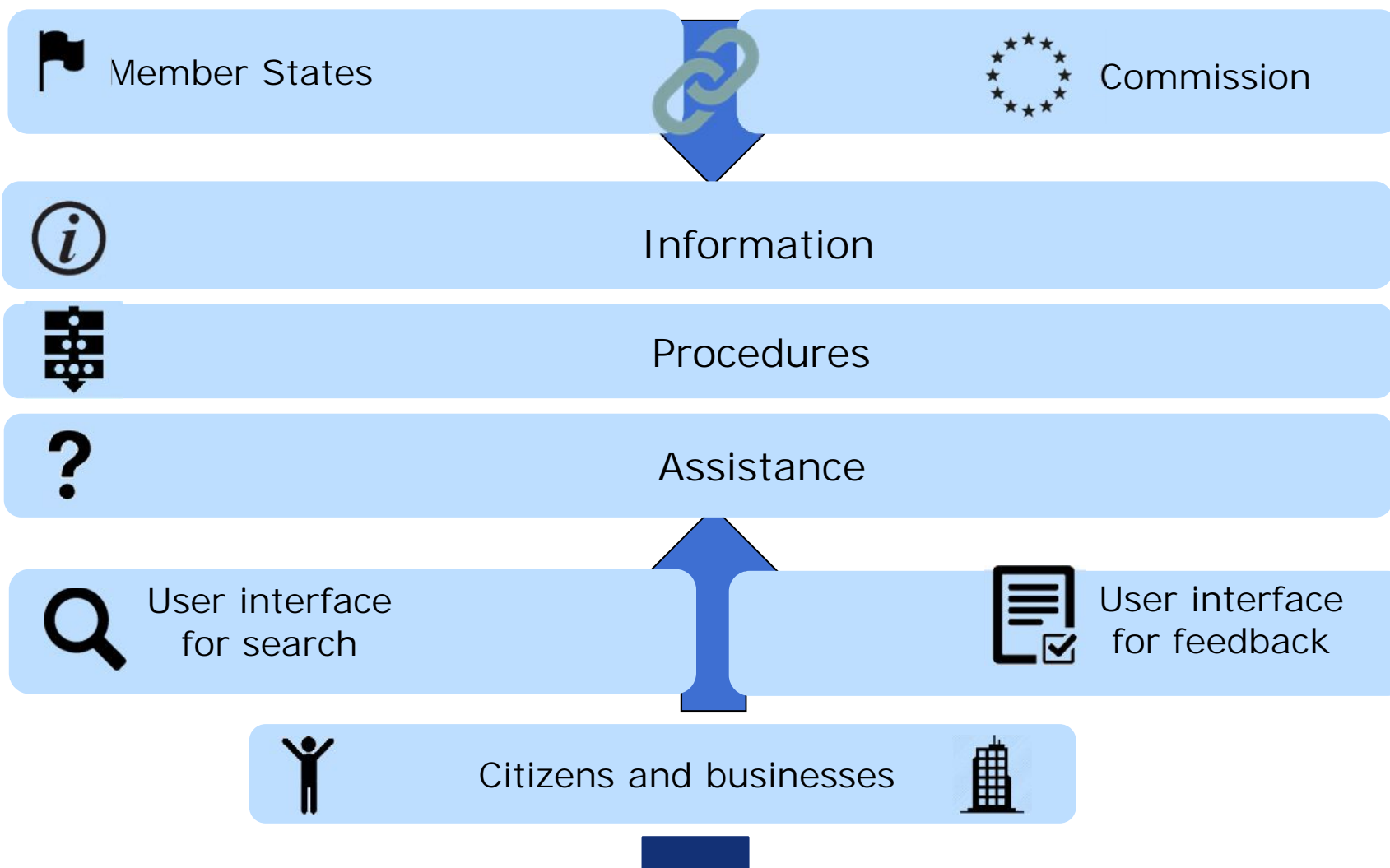# What is the purpose of the single digital gateway?

To offer EU citizens and businesses easy and non-discriminatory online access to:

- information about EU and national rules,

- national procedures for compliance with these rules and

- EU and national assistance services,

in order to help them in exercising their internal market rights.

What is the outline of the single digital gateway?

Member States

Commission

Information

Procedures

Assistance

User interface for search

User interface for feedback

Citizens and businesses

What is the added value
of a single digital gateway?

Compared with existing binding and non-binding EU acts, the gateway aims to:

- Offer a cross-silo approach

- Be fully user-centric

- Encourage non-duplication

- Fill gaps in online information

- Fill quality gaps

- Improve findability

- Get the most used procedures online

- Ensure full cross-border accessibility.

What is the legal basis for the single digital gateway?

Article 114(1)	to achieve objectives set out in Article 26 TFEU - free movement of goods, persons, services and capital to contribute to the establishment and functioning of the internal market	covering information on requirements, procedures, assistance services and provisions not covered by Art. 21(2) and 48
Article 21(2)	to facilitate exercise of the rights of the citizens of the Union to move and reside freely within the territory of the Member States	covering procedures related to free movement of citizens
Article 48	to provide freedom of movement for workers (measures in the field of social security)	covering procedures related to social security

How does the single digital gateway respect subsidiarity?

The single digital gateway:

- Only targets administrative obstacles to the internal market;
- Addresses problems that remained unsolved by existing EU law and practices;
- Leaves MS free to:
  - Develop and manage their own information architecture;
  - Structure their own national procedures;
  - Decide on the best IT solutions for e-government.

How does the single digital gateway respect proportionality?

The single digital gateway:

- Builds on existing EU and national webportals and assistance services;

- Does <u>not</u> propose harmonisation of procedures nor a common information architecture;

- Requires digitisation of the user experience (front office only) for 13 procedures;

- Will enable the users to influence coverage and quality to ensure that efforts are focussed on the most important issues.

What are the technical support tools for the single digital gateway?

- Search engine with repository of links (structured and non-structured information);

- Assistance service finder (structured information);

- User feedback tool to monitor service coverage and quality;

- User feedback tool to report Single Market obstacles;

- Once-only solution;

- IMI workflow to check authenticity of evidence digitalised by the user.
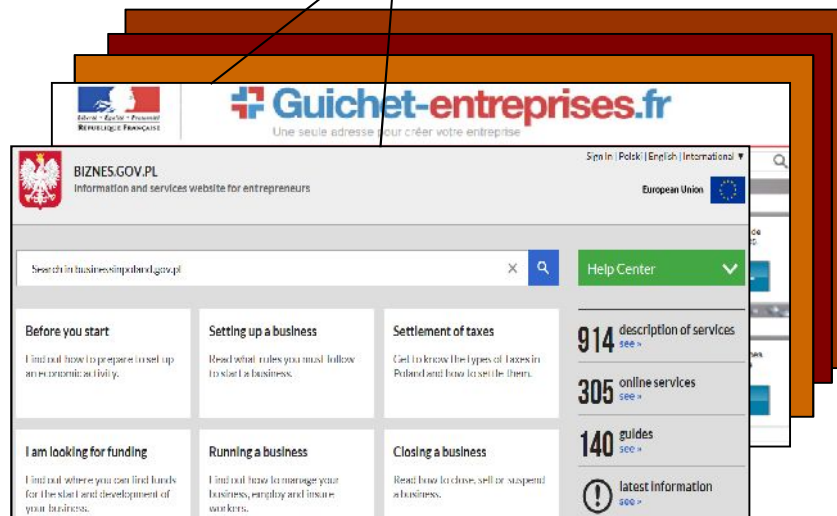
What the users will see?

User interface
- Text search
- Thematic navigation

EU level
- EU information
- Links to EU assistance

National level x28
- National portals
- Links to assistance
- Links to procedures

What are the main requirements of the single digital gateway about information?

What	Who	Where
Provide agreed minimum coverage of information about EU and national rules online	MS, EC	Art.4, Annex I
Meet agreed quality criteria	MS, EC	Art.7, 8, 9
Provide links to information for search engine	MS, EC	Art.16
Provide information on national rules in at least one other language than the national ones	MS	Art.7.2
Provide information on EU rules in all EU languages	EC	Art.2(3)

What are the main requirements of the single digital gateway about procedures?

What	Who	Where
Ensure full non-discriminatory cross-border access for existing online procedures	MS	Art.5(1), 11
Provide the front office of 13 most frequently used procedures online	MS	Art.5(2), Annex II
Provide information about all relevant procedures online	MS, EC	Art.8
Use once-only for selected procedures, as soon as a technical solution becomes available	MS	Art.12
Respect indicated deadlines	MS	Art.10

What are the main requirements of the single digital gateway about assistance services?

What	Who	Where
Relevant services created under existing binding EU acts are covered	MS, EC	Annex III
Other assistance services within the remit of the SDG can be opted in	MS, EC	Art.6
Meet agreed quality criteria and use user feedback tool	MS, EC	Art.9, 13, 22
Collect statistics on cases/queries	MS, EC	Art.21(2)
Provide links and basic information for a common assistance service finder	MS, EC	Art.17

How will the single digital gateway be managed?

What	Who	Where
National coordinators in each MS with specific tasks related to the gateway	MS	Art. 24
Gateway coordination group as a main governance structure for the SDG	MS, EC	Art. 25, 26
Cooperation with other information and assistance services	EC	Art. 30
Joint quality monitoring based on user feedback and statistics	EC, MS	Art.14, 21, 22
Joint promotion of the SDG	MS, EC	Art.20
Setting up internal EC coordination structure	EC	-

How will the Member States be supported in implementing the single digital gateway?

What	Who	Where
Gateway coordination group as main a EC-MS forum for cooperation	MS, EC	Art. 25, 26
Annual work programme specifying actions to ensure compliance with the Regulation	MS, EC	Art. 27
Financial support for translation of information and instructions how to complete procedures	EC	Art. 28
Development of common IT tools	EC	Art. 28
Financial support for e-procedures through available EU level funds	MS, EU	

What is the envisaged timetable for the single digital gateway?

What	Who	When
Adoption of the Regulation	Council, EP	2018
Adoption of implementing and delegated acts	EC	2019 onwards
Development of IT tools supporting the gateway	EC	2019
Translations, restructuring websites tagging, work on e-procedures	MS	2019-2020
Beta-version of the gateway tested online	MS, EC	2019, Q4
Launch of the gateway	MS, EC	2020

What are the initial investment costs for the single digital gateway?

Who	Amount
Maximum cost for Member States (based on MS with the <u>fewest</u> procedures online)	EUR 6.6 million
Commission	EUR 4.8 million
Total 28 MS + EC	EUR 109 million

What are the annual costs and benefits of the single digital gateway?

Who	Costs	Benefits
All Member States	EUR 5.9 million	
Commission	EUR 2.2 million	
Citizens		855 000 hours
Businesses		EUR 11-55 billion