



The single digital gateway

Making the Single Market easier for
citizens and businesses

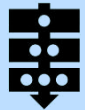
*Marian Grubben
Head of Unit, European Commission, DG GROW E 3
Digitalisation of the Single Market*

What is the single digital gateway?

 Member States   Commission



Information



Procedures



Assistance



User interface
for search



User interface
for feedback



Citizens and businesses

Fully online

Easy to understand

User centric

Easy to find

No cross-border barriers

Less red tape



Information to be provided online

for Citizens

Travel within the Union

Work and retirement within the Union

Vehicles in the Union

Residence in another Member State

Education or traineeship in another Member State

Healthcare

Citizens' and family rights

Consumer rights

Protection of personal data

for Businesses

Starting, running and closing a business

Employees

Taxes

Goods

Services

Funding a business

Public contracts

Health and safety at work



Procedures to be offered fully online

for Businesses

Notify business activity and subsequent changes and termination

Request permission for business activity

Register as employer for pension and social security

Register employees for pension and social security

Notify end-of-contract of employees for social security

Pay social contributions for employees

Declare corporate tax

FULLY ONLINE

for Citizens

Register change of address

Request proof of residence

Request birth certificate

Request for determination of social security legislation

Notify change in personal circumstances for social security purposes

Applying for European Health Insurance Card (EHIC)

Claim a pension

Request information on acquired pension rights

Declare income tax

Register motor vehicles

Obtain motor vehicle toll or emission stickers

Enroll in a university

Apply for study financing

Request recognition of academic diplomas

Assistance services to be included

With binding EU legal basis	Without binding EU legal basis
Points of Single Contact	SOLVIT
Product Contact Points	Your Europe Advice
Construction Product Contact Points	Enterprise Europe Network
Professional Qualifications Assistance Centres	European Consumer Centres
National Contact Points for cross-border healthcare	Europe Direct
EURES	IPR Help Desk
Online Dispute Resolution	





Main achievements

- ✓ Cross-silo coverage
- ✓ National information in English
- ✓ Quality monitoring via web statistics and user feedback
- ✓ Collection and analysis of data on single market obstacles
- ✓ No cross-border obstacles to national online procedures
- ✓ Once-only system for cross-border exchange of data and documents
- ✓ 21 key procedures to be offered fully online across the EU

What is the timetable?

**APPLICABLE
SINCE DEC 2018**

2018

- Date of application of SDG Regulation (EU) 2018/1724 : 12 December
- Search engine pilot

2019

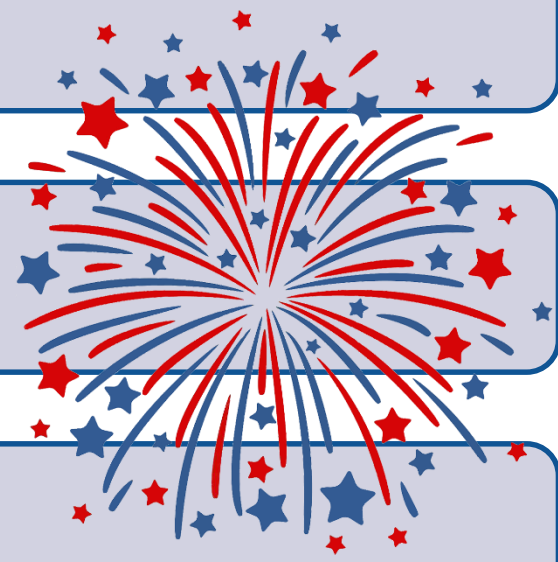
- Coordination group started working
- First annual work program
- Development of IT tools

2020

- Translation of information in English
- Quality checks of information and assistance services
- **Launch of the gateway on 12 December**

2023

- 21 procedures fully online
- All online procedures fully cross-border accessible
- Once-only system implemented



Watch the [video](#) on how we are building the gateway

