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Commission



**SEMIC 2018**

# The Single Digital Gateway

**#SEMIC2018**

**@EU\_isa2**

Initiative supported by the ISA<sup>2</sup> Programme

## Purpose

To achieve easy, online navigation of the Single Market for EU citizens and businesses...

By offering them easy and non-discriminatory online access to

Information

Procedures

Assistance  
services

# 1 – Online information

## Availability

- Minimum coverage of info about rules / rights
- Translation

## Quality

- Quality criteria
- Monitored through user feedback + stats

## Findability

- Search engine, restricted to notified links

Work

Education

Healthcare

Consumers

Start / run  
a business

Staff

Taxes

# What the user will see...

Contact | Sitemap | About this site | Legal notice | English (en)

 **Your Europe**  
europa.eu

EUROPA > Your Europe

## Single Digital Gateway for EU businesses and citizens



ouvrir entreprise lampes de cristal Malte

Examples: Paying VAT in Denmark, Company registration in Germany, Product requirements for France, ...

### Start & grow

[Start-ups](#) - [European Company](#) - [Intellectual property rights](#) - [Annual accounts](#) - [Mergers with foreign companies](#)

### Finance & funding

[EU funding programmes](#) - [Access to finance](#) - [Exchanges for new entrepreneurs](#)

### Taxation

[VAT rules and rates](#) - [Cross-border VAT](#) - [Check a VAT number \(VIES\)](#) - [VAT refunds](#) - [Excise duties](#) - [Parent companies and their subsidiaries](#)

### Travel

[Documents you need](#) - [Passenger rights](#) - [What can you take with you?](#) - [Money & Charges](#) - [Safety](#) - [Package travel & timeshare](#)

### Work & Retirement

[Unemployment & benefits](#) - [Retiring abroad](#) - [Working abroad](#) - [Taxes](#) - [Finding a job abroad](#) - [Professional qualifications](#)

### Vehicles

[Cars](#) - [Driving licence](#) - [Insurance](#) - [Registration](#)



# Results from SDG search engine

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Search

Related searches: Paying VAT in Malta, Company registration in Malta, Moving from Belgium to Malta, ...



## Maltese rules you need to comply with



## Check your EU rights

### BUSINESS FORMATION



businessfirst.com.mt

When setting up a new business you will need to decide what legal format you want to operate under. This is one of the most important decisions you need to take at an early stage as this will determine how you will operate your business in the future....

### Création d'entreprise



europa.eu

13 juin 2017 ... Si vous avez le projet de créer une **entreprise** ou d'étendre vos activités dans un autre pays de l'UE, vous pouvez vous adresser au point de ...

### Technical regulation division



mcaa.org.mt

The Technical Regulations Division is responsible for all legislation issued by virtue of the Product Safety Act (Cap. 427), the Pesticides Control Act

### Sécurité sociale - L'Europe est à vous - Entreprises



europa.eu

28 févr. 2017 ... Chaque État membre possède sa propre législation en matière de **sécurité sociale**. Les obligations et droits qui en découlent sont les mêmes ...

### Application for a Social Security Number



www.gov.mt

The social security contributions paid will entitle you for the social security benefits provided under the Social Security Act (Cap. 318), subject to the entitlement conditions...

### Register your business

e-Procedure

www.gov.mt

### Business1st

assistance

https://businessfirst.com.mt/en/Pages/default.aspx

## 2 – Online procedures

For 21 most frequently used procedures

- Provide them online
- Evidence in digital format (eSeal, IMI, once only)

For procedures already online

- Ensure cross-border accessibility

Apply for a study grant

Submit tax declaration

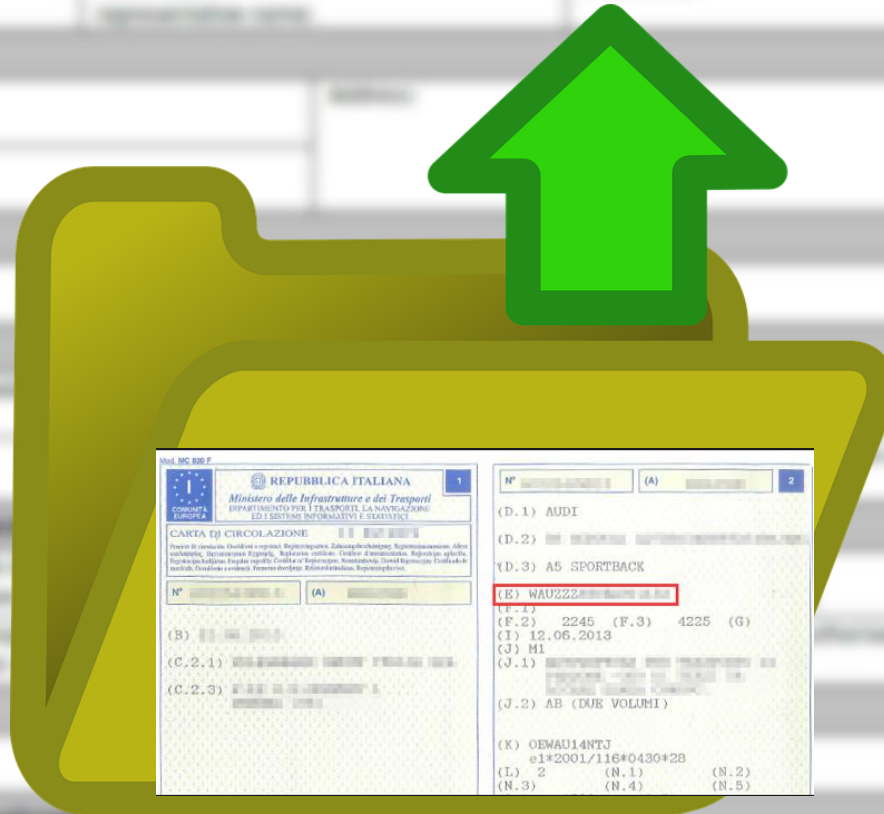
Pay social contributions


Register with pension schemes / claim pension benefits

Apply for EHIC

Register a car

# Uploading supporting documents issued by an authority from another Member State



<p>0000</p> <p>Application form to register a new or used vehicle</p>	<p>Transport Malta and Transport Directorate</p> <p>Headline: 0800 010 000/001 Website: www.transport.gov.mt</p>	 <p>Transport Malta</p>
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**Where once-only is implemented**



Please get the certificate directly from the French authority

<p>01. Applicant details - Personal Applicant - Vehicle</p>			
Name		Address	
Title			
<p>02. Applicant details - Individual</p>			
Name & surname		Address	
Title			
<p>03. Applicant details - All</p>			
Type of vehicle		Type of registration	
<p>04. Vehicle details</p>			
Year	Make	Model	Vehicle identification number
Colour	Registration	Registration	Registration
Number of seats	Engine	Number of seats	Maximum authorized weight
Power output	Power output	Power output	Power output
<p>05. Rights holder</p>			
Name		Address	
<p>06. Rights holder of vehicles of community or non-EU countries</p>			
Category	Vehicle	Type	Year
<p>07. Registration fees</p>			
Registration fee		Vehicle tax	
Total		Total	



## 3 – Assistance services

### Quality

- Quality criteria
- Monitored through user feedback + stats

### Findability

- Common assistance finder

PSCs

PCPs

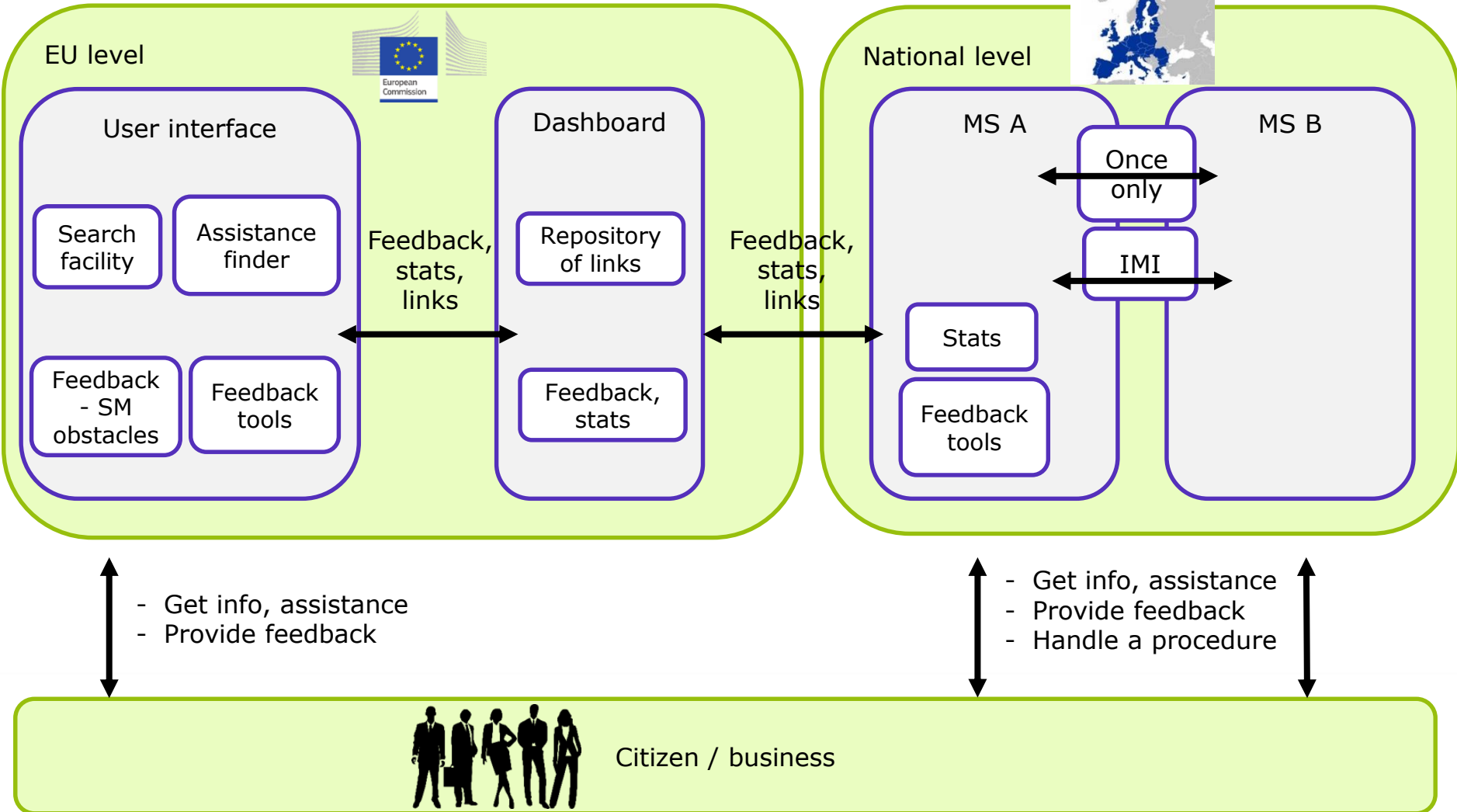
Assistance  
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EURES

Health  
Contact  
Points

ODR

# IT tools required





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# Interoperability – once-only

EU level



National level



MS A

- Data elements
- Discovery service

MS B



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# Interoperability- providing links to the repository

EU level



National level



- A common taxonomy, at least to provide a data model in all languages against which national data models / databases can be mapped ?
- CPSV?

Member State	Category(ies)	Information or procedure	url
MT	Business registration; Recognition of qualifications	Information	<a href="http://businessfirst.com.mt">http://businessfirst.com.mt</a>
EU	Recognition of qualifications; Car registration	Information	<a href="http://europa.eu/youreurope/business">http://europa.eu/youreurope/business</a>
FR	Business registration	Information	<a href="https://www.guichet-entreprises.fr/">https://www.guichet-entreprises.fr/</a>
MT	Products	Information	<a href="http://mccaa.org.mt/en/regulatory-affairs-directorate">http://mccaa.org.mt/en/regulatory-affairs-directorate</a>
MT	Business registration	Procedure	<a href="https://registry.mfsa.com.mt/ROC/index.jsp#editRegistration.do?action=Create&amp;fKey=true">https://registry.mfsa.com.mt/ROC/index.jsp#editRegistration.do?action=Create&amp;fKey=true</a>
MT	Car registration	Procedure	<a href="https://secure2.gov.mt/vehicleregistration/page2.aspx?p=30">https://secure2.gov.mt/vehicleregistration/page2.aspx?p=30</a>



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# Interoperability- reporting feedback / statistics

EU level



- Defining data categories and indicators + formats
- A variety of existing tools (e.g. Piwic, Google Analytics)

National level



## User satisfaction

Average score of satisfied responses



## Average time to complete a booking



## Completion rate



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# Interoperability – IMI

EU level



National level



MS A

- Existing directory of authorities
- Existing pre-translated questions, answers and forms
- SDG module

MS B

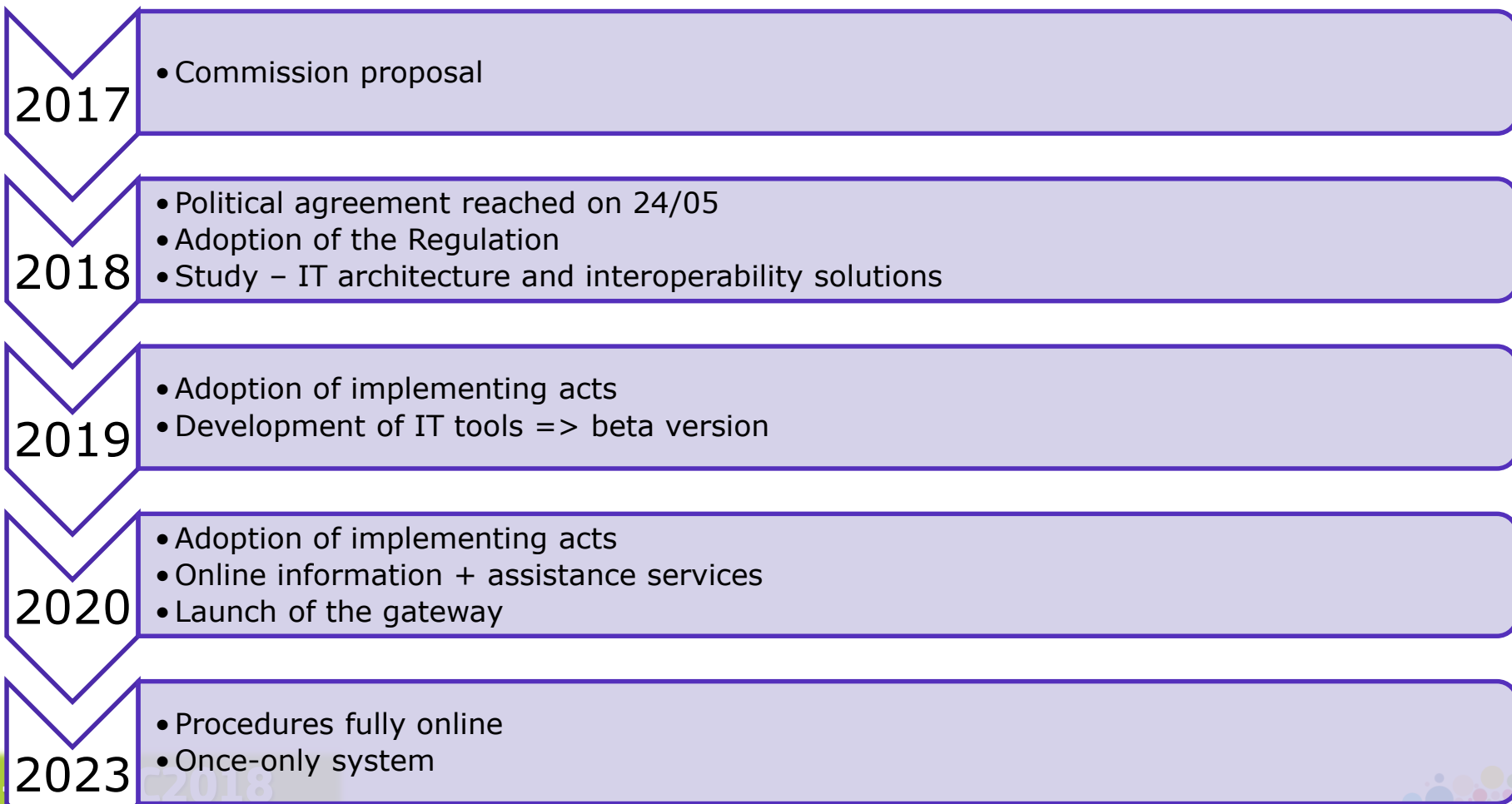


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# State of play and next steps



## Who will be involved?



### Member States

- Group of national coordinators



### EC colleagues

- Inter-services group



### Stakeholders

- Stakeholders group to gather feedback





**Questions?**



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