

SINGLE DIGITAL GATEWAY

WHAT IS THE SITUATION NOW?

A lot of information is available online these days, and some "paperwork" can be done online. But finding your way through the jungle of existing websites, finding reliable information and getting administrative procedures sorted can be daunting - especially for citizens and businesses from another EU country who are faced with requirements such as national IDs or don't understand the host country's language.

92%

of users are **not aware of online services** at EU level that they could contact when facing a problem

60%

of start-ups and 2/3 of SMEs are **held back from doing business** cross-border in another EU country

WHAT IS THE SINGLE DIGITAL GATEWAY?

The **Single Digital Gateway** aims to help citizens and businesses to make the most out of the opportunities offered by the Single Market.

It is a single online entry point to access to in a safe, central and user-friendly manner:

- **high quality information** on travel, work, retirement, use of transportation, access to education and youth services, health services, on starting a business, accessing finance and environmental rules, employment rules, taxation rules
- **online administrative procedures:** Any procedure currently available online for domestic users will be accessible to users from other EU countries and in one additional EU language. 13 key administrative procedures will have to be made available online. According to the "**once-only**" principle, important documents will only need to be submitted once and then available to be reused in other national procedures at the request of the user
- **assistance services** in case of problems

Procedures that are proposed for digitising in all EU countries are:

Life events	Procedures
Birth	<ul style="list-style-type: none"> Requesting a birth certificate
Studying	<ul style="list-style-type: none"> Applying for a study grant from a public institution
Working	<ul style="list-style-type: none"> Registering for social security benefits Requesting recognition of diploma
Moving	<ul style="list-style-type: none"> Registering a change of address Requesting/renewing ID card or passport Registering a motor vehicle
Retiring	<ul style="list-style-type: none"> Claiming pension and pre-retirement benefits from public or semi-public schemes
Starting a business	<ul style="list-style-type: none"> General registration of business activity Registration of an employer (a natural person) with public or semi-public pension and insurance schemes Registration of employees with public or semi-public pension and insurance schemes
Doing business	<ul style="list-style-type: none"> Notification to the social security schemes of the end of contract with an employee Payment of social contributions for employees

ADVANTAGES

- The Single Digital Gateway **responds to users' needs** in a digital world
- It will benefit those moving to or **doing business in another EU country**, but also the many people and companies who decide to stay **in their home country**
- It also incentivises EU countries to **adopt e-government strategies** to offer modern and efficient public service

Businesses could save more than
€ 11 billion per year

EU citizens would save an estimated
855 000 hours per year