

Basic information

2017/0086(COD)

COD - Ordinary legislative procedure (ex-codecision procedure)
Regulation

Single digital gateway to provide information, procedures, assistance and problem solving services

Amending Regulation (EU) No 1024/2012 [2011/0226\(COD\)](#)

Amended by [2022/0358\(COD\)](#)

Amended by [2023/0053\(COD\)](#)

Amended by [2023/0079\(COD\)](#)

Amended by [2023/0081\(COD\)](#)

Amended by [2023/0375\(COD\)](#)

Subject

1.20.05 Public access to information and documents, administrative practice

2.80 Cooperation between administrations

3.30.06 Information and communication technologies, digital technologies

Procedure completed

Key players

European Parliament

Committee responsible	Rapporteur	Appointed
IMCO Internal Market and Consumer Protection	MIZZI Marlene (S&D)	30/05/2017
	Shadow rapporteur KARAS Othmar (PPE) MOBARIK Baroness Nosheena (ECR) CHARANZOVÁ Dita (ALDE) DE JONG Dennis (GUE /NGL) REDA Felix (Verts/ALE) PRETZELL Marcus (ENF)	
Committee for opinion	Rapporteur for opinion	Appointed
ITRE Industry, Research and Energy	The committee decided not to give an opinion.	
LIBE Civil Liberties, Justice and Home Affairs	The committee decided not to give an opinion.	
Committee for opinion on the legal basis	Rapporteur for opinion	Appointed

	JURI Legal Affairs	VOSS Axel (PPE)	05/07/2018
Council of the European Union	Council configuration	Meetings	Date
	Competitiveness (Internal Market, Industry, Research and Space)	3638	2018-09-27
	Competitiveness (Internal Market, Industry, Research and Space)	3580	2017-11-30
European Commission	Commission DG	Commissioner	
	Internal Market, Industry, Entrepreneurship and SMEs	ANSIP Andrus	
European Economic and Social Committee			

Key events			
Date	Event	Reference	Summary
02/05/2017	Legislative proposal published	COM(2017)0256 	Summary
12/06/2017	Committee referral announced in Parliament, 1st reading		
22/02/2018	Vote in committee, 1st reading		
22/02/2018	Committee decision to open interinstitutional negotiations with report adopted in committee		
08/03/2018	Committee report tabled for plenary, 1st reading	A8-0054/2018	Summary
12/03/2018	Committee decision to enter into interinstitutional negotiations announced in plenary (Rule 71)		
14/03/2018	Committee decision to enter into interinstitutional negotiations confirmed by plenary (Rule 71)		
12/07/2018	Approval in committee of the text agreed at 1st reading interinstitutional negotiations		
12/09/2018	Debate in Parliament		
13/09/2018	Decision by Parliament, 1st reading	T8-0349/2018	Summary
13/09/2018	Results of vote in Parliament		
27/09/2018	Act adopted by Council after Parliament's 1st reading		
02/10/2018	Final act signed		
03/10/2018	End of procedure in Parliament		
21/11/2018	Final act published in Official Journal		

Technical information	
Procedure reference	2017/0086(COD)

Procedure type	COD - Ordinary legislative procedure (ex-codecision procedure)
Procedure subtype	Legislation
Legislative instrument	Regulation
Amendments and repeals	Amending Regulation (EU) No 1024/2012 2011/0226(COD) Amended by 2022/0358(COD) Amended by 2023/0053(COD) Amended by 2023/0079(COD) Amended by 2023/0081(COD) Amended by 2023/0375(COD)
Legal basis	Treaty on the Functioning of the European Union TFEU 048 Treaty on the Functioning of the European Union TFEU 021-p2 Treaty on the Functioning of the European Union TFEU 114-p1
Other legal basis	Rules of Procedure EP 165
Mandatory consultation of other institutions	European Economic and Social Committee
Stage reached in procedure	Procedure completed
Committee dossier	IMCO/8/09874

Documentation gateway				
European Parliament				
Document type	Committee	Reference	Date	Summary
Committee draft report		PE612.231	24/10/2017	
Amendments tabled in committee		PE613.510	30/11/2017	
Amendments tabled in committee		PE613.511	30/11/2017	
Committee report tabled for plenary, 1st reading/single reading		A8-0054/2018	08/03/2018	Summary
Specific opinion	JURI	PE625.482	17/07/2018	
Text adopted by Parliament, 1st reading/single reading		T8-0349/2018	13/09/2018	Summary
Council of the EU				
Document type	Reference	Date	Summary	
Draft final act	00041/2018/LEX	03/10/2018		
European Commission				
Document type	Reference	Date	Summary	
Legislative proposal	COM(2017)0256 	02/05/2017	Summary	
Document attached to the procedure	SWD(2017)0211 	02/05/2017		
Document attached to the procedure	SWD(2017)0212 	02/05/2017		
Document attached to the procedure	SWD(2017)0213	02/05/2017		

Document attached to the procedure	SWD(2017)0214 	02/05/2017	
Commission response to text adopted in plenary	SP(2018)724	13/11/2018	
Follow-up document	COM(2023)0534 	12/09/2023	

National parliaments

Document type	Parliament /Chamber	Reference	Date	Summary
Contribution	DE_BUNDESRAT	COM(2017)0256	10/07/2017	
Contribution	PT_PARLIAMENT	COM(2017)0256	13/07/2017	
Contribution	CZ_SENATE	COM(2017)0256	24/08/2017	

Other institutions and bodies

Institution/body	Document type	Reference	Date	Summary
EDPS	Document attached to the procedure	N8-0060/2017 OJ C 340 11.10.2017, p. 0006	01/08/2017	Summary
EESC	Economic and Social Committee: opinion, report	CES2781/2017	18/10/2017	

Additional information

Source	Document	Date
EP Research Service	Briefing	
European Commission	EUR-Lex	

Final act

Regulation 2018/1724 OJ L 295 21.11.2018, p. 0001	Summary
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Single digital gateway to provide information, procedures, assistance and problem solving services

2017/0086(COD) - 01/08/2017 - Document attached to the procedure

OPINION of the European Data Protection Supervisor (EDPS) on the proposal for a Regulation establishing a single digital gateway and on the 'once-only' principle.

In this opinion, formulated at the request of the Commission and the Parliament, **the EDPS welcomed the Commission's proposal** to modernise administrative services and appreciated the fact that the latter is concerned about the impact of the proposal on the protection of personal data.

As a reminder, the proposal aims to facilitate citizens' and businesses' cross-border activities by offering them user-friendly access, through a single digital gateway, to information, procedures and assistance and problem-solving services they need for exercising their internal market rights.

It is among one of the first EU instruments that explicitly refers to and implements the 'once-only' principle and implements it.

The EDPS takes this opportunity to give an **introductory overview of the key issues related to the 'once-only' principle** in general. These issues concern, in particular, the legal basis for the processing; the purpose limitation; data subject rights. Of the three gateway services listed above, this opinion focused on '**access to procedures**' and in particular, the provisions relating to the '**cross-border exchange of evidence between competent authorities**'.

The EDPS stressed that in order to ensure successful implementation of EU-wide 'once-only', and enable lawful cross-border exchange of data, once-only must be implemented in line with relevant data protection principles.

With regard to the proposal itself, the EDPS supported the following points:

Legal basis of the processing, the EDPS recommended that one or more recitals be added to clarify that:

- the proposal itself does not provide a legal basis for exchanging evidence, and that any exchange of evidence must have an appropriate legal basis;
- the proposal itself does not provide a legal basis for the use of the technical system for exchanging information for purposes other than those provided for in the four directives listed or otherwise foreseen under applicable EU or national law;
- the proposal is not intended to restrict the principle of purpose limitation under the General Data Protection Regulation (GDPR);
- that users have the right to object to the processing of their personal data in the technical system, pursuant to the GDPR.

Explicit request of the user before any transfer of evidence between competent authorities: the EDPS recommended that the proposal clarifies (preferably in a substantive provision):

- what makes the request 'explicit' and how specific the request must be;
- whether the request can be submitted via the technical system;
- what are the consequences if the user chooses not to make an 'explicit request', and whether such request can be withdrawn.

Preview of the data to be exchanged: the proposal should clarify:

- the choices for the user who avails herself of the possibility to 'preview' the data to be exchanged;
- that the user is offered a possibility of preview in a timely manner before the evidence is made accessible to the recipient; and can withdraw the request for the exchange of the evidence.

Lastly, as regards the amendments to the Regulation on administrative cooperation through the Internal Market Information System (IMI), the EDPS recommended **adding the GDPR to the Annex of the IMI Regulation** to allow the potential use of IMI for the purposes of data protection.

Single digital gateway to provide information, procedures, assistance and problem solving services

2017/0086(COD) - 02/05/2017 - Legislative proposal

PURPOSE: to establish a single digital gateway to ensure that citizens and businesses have easy online access to the information, procedures and assistance and problem solving services they need for the exercise of their rights in the internal market.

PROPOSED ACT: Regulation of the European Parliament and of the Council.

ROLE OF THE EUROPEAN PARLIAMENT: the European Parliament decides in accordance with the ordinary legislative procedure and on an equal footing with the Council.

BACKGROUND: the Single Market is one of Europe's key achievements making it possible for people, goods, services and capital to move more freely. However, significant obstacles exist for both citizens and businesses interested in moving to, selling products or providing services in another EU country. Finding relevant, accurate and understandable information online is crucial for those willing to use the advantages of the Single Market, but often remains complicated.

The European Parliament and the Council have repeatedly called for a more comprehensive, more user friendly package of information and assistance to help businesses navigate the single market and to strengthen and streamline single market tools in order to better meet the needs of citizens and businesses in their cross-border activities.

Against the background of the [Services Directive](#), the [Digital Single Market](#) and the [e-Government action plan](#), the proposal builds on these existing services with a view to further improving the functioning of the Single Market for all EU citizens and businesses.

IMPACT ASSESSMENT: the chosen option is the EU-coordinated approach which leaves Member States free as to where they provide the required information online. They would only need to provide the links of the relevant websites to a central Commission repository, from which a common search facility would pick them up and present them to the user in reply to a search. This option is considered to be most likely to achieve the objectives efficiently and in a proportionate way, while maximising the benefits for stakeholders.

CONTENT: the proposed Regulation responds to calls by offering citizens and businesses easy access to information, procedures and assistance and problem solving services they need for the exercise of their rights in the internal market. It seeks to establish a single digital gateway in the context of which the Commission and competent authorities would play an important role in achieving those objectives.

The proposal, *inter alia*:

- establishes the single digital gateway and defines its scope;
- establishes obligations on Member States and the Commission in relation to the provision of information;
- reaffirms the principle on non-discrimination in relation to online procedures by requiring Member States to make existing online procedures accessible to users from other Member States;
- allows Member States to extend the offer of assistance and problem solving services by including in the gateway services offered by private or semi-private entities;
- clarifies the conditions which the online procedures should meet in order to be accessible by non-national users (such as the availability of instructions in another language, recognition of e-ID, esignatures and e-seals);
- establishes the mechanism for the monitoring of the quality of the information, procedures and assistance services to which the gateway links;
- requires Member States to appoint national coordinators and entrusts them with specific responsibilities related to the gateway;
- establishes the gateway coordination group.

BUDGETARY IMPLICATIONS: the costs of implementing this Regulation would be EUR 109 million of initial investment costs and around EUR 8 million of annual running costs for all Member States and the Commission together. The initial investment costs would be partially offset in one year by savings of cross-border businesses in additional translation and certification fees and consultancy costs of an estimated EUR 86 million. For the countries that have the fewest procedures online, digitalising the remaining procedures would cost EUR 6.6 million. To put this expense in context, this is about 2 to 4% of the 2014-2020 ESIF funding they have allocated to e-government.

Single digital gateway to provide information, procedures, assistance and problem solving services

2017/0086(COD) - 13/09/2018 - Text adopted by Parliament, 1st reading/single reading

The European Parliament adopted by 539 votes to 61 with 17 abstentions a legislative resolution on the proposal for a regulation of the European Parliament and of the Council on establishing a single digital gateway to provide information, procedures, assistance and problem solving services and amending Regulation (EU) No 1024/2012.

The European Parliament's position adopted at first reading under the ordinary legislative procedure amended the Commission proposal as follows:

Aims: the Regulation shall establish a **user-friendly, interactive gateway** which, based on users' needs, should guide them to the most appropriate services. In that context, the Commission and Member States should play an important role in achieving those objectives.

The gateway shall contribute to the **greater transparency of rules and regulations** relating to different business and life events, in areas such as travel, retirement, education, employment, healthcare, consumer rights and family rights. Furthermore, it shall help improve consumers' confidence, address the lack of knowledge about consumer protection and internal market rules and reduce compliance costs for businesses.

The gateway set up by the Commission and the Member States shall include a **common user interface integrated into the existing Your Europe portal**, to be managed by the Commission. The gateway shall provide access and links to relevant national and Union websites and webpages.

The gateway shall be easily findable through the related portals for which they are responsible and that clear links to the gateway are included through search facilities accessible to the public and in all relevant websites and webpages at Union and national level.

The logo of the gateway and a link to the gateway shall be made visible and available on the relevant Union-level and national-level websites that are connected to the gateway.

Once-only principle and data protection: the Regulation shall facilitate the use of online procedures, including by users from other Member States, and facilitate the **exchange of supporting documents** for the procedures listed in Annex II to the proposed Regulation and for the procedures provided for in [Directives 2005/36/EC](#), [2006/123/EC](#), [2014/24/EU](#) and [2014/25/EU](#) by applying the 'once-only' principle which aims at ensuring that citizens and business are requested to supply the same information only once to a public administration, which can then be re-used.

The Regulation shall fully respect the fundamental right to the protection of personal data, for the purpose of the exchange of evidence between competent authorities in different Member States.

Procedures to be offered fully online: each Member State shall ensure that users can access and complete any of the procedures listed in Annex II fully online, provided that the relevant procedure has been established in the Member State concerned.

Annex II shall cover, *inter alia*, the application for a certificate of registration of a birth, the application for proof of residence, the submission of a first application for admission to a higher education institution, an application for academic recognition of diplomas, a European Health Insurance Card (EHIC), a confirmation of receipt of the income or corporation tax return or a proof of registration of a motor vehicle.

Quality requirements: in order to ensure that the single digital portal meets the needs of users, Parliament has proposed to establish **standards for the quality of information**. Thus, the information shall: (i) be user-friendly, (ii) enable users to easily find and understand the information, (iii) be accurate and sufficiently comprehensive, (iv) mention the name of the competent authority responsible for its content, (v) be accessible in an official language of the Union that is broadly understood by the largest possible number of cross-border users.

In addition, in the event of a **deterioration in the quality of the information**, procedures and assistance and problem-solving services provided by the competent authorities, the Commission may: (i) inform the national coordinator concerned and request remedial action; (ii) submit for discussion within the coordination group of the portal recommended actions to improve compliance with quality requirements; (iii) temporarily disconnect the information, procedures or services providing assistance or problem-solving from the gateway.

Translation of information: where a Member State does not provide the information, explanations and instructions, in an official language of the Union broadly understood by the largest possible number of cross-border users, that Member State shall **request the Commission to provide translations** into that language, within the limits of the available Union budget. Translation may be limited to the information that users need in order to understand the basic rules and requirements that apply to their situation.

Cross-border access to online procedures: the amended text ensures that, if Member States provide certain procedures to their nationals, they should also provide them in a non-discriminatory manner to cross-border users so that they can exercise their rights in the internal market deriving from Union law and comply with these obligations and rules.

Entry into force: municipal authorities shall have a maximum of **4 years** from the entry into force of the Regulation to implement the requirement to provide information on rules, procedures and services for assistance and problem solving under their responsibility.

The provisions of the Regulation relating to procedures to be offered in full online, cross-border access to online procedures and the technical system for the automated cross-border exchange of supporting documents in accordance with the 'once only' principle shall be implemented at the latest **5 years** after the entry into force of the Regulation.

Single digital gateway to provide information, procedures, assistance and problem solving services

2017/0086(COD) - 21/11/2018 - Final act

PURPOSE: to establish a single digital gateway to ensure that citizens and businesses have easy online access to the information, procedures and assistance and problem solving services they need for the exercise of their rights in the internal market.

LEGISLATIVE ACT: Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012.

CONTENT: the Regulation establishes a single digital gateway which shall enable EU citizens and businesses to access all the information necessary to exercise their right to free movement within the Union.

On several occasions, the European Parliament and the Council have called for a more comprehensive and user-friendly offer for information and assistance to help citizens and businesses orient themselves in the internal market.

Purposes of the single digital portal

The single digital gateway ('the gateway') shall be established by the Commission and the Member States in accordance with this Regulation. The gateway shall consist of a common user interface managed by the Commission ('the common user interface'), which shall be integrated into the Your Europe portal and shall give access to relevant Union and national webpages.

The gateway shall act as the single entry point through which citizens and businesses are able to access information about the rules and requirements that they have to comply with, by virtue of Union or national law. It shall contribute to the greater transparency of rules and regulations relating to different business and life events, in areas such as travel, retirement, education, employment, healthcare, consumer rights and family rights.

Furthermore, it shall facilitate interactions between citizens and businesses, on the one hand, and competent authorities, on the other hand, by providing access to online solutions, facilitating the day-to-day activities of citizens and businesses and minimising the obstacles encountered in the internal market.

Procedures to be offered fully online

The main principle of the portal is that any procedure available to nationals of a given Member State shall be equally accessible to those of other Member States.

Some basic administrative procedures shall be available online for both nationals and cross-border users, such as: (i) applying for a certificate of birth registration or proof of residence, (ii) applying for proof of residence, (ii) applying for loans and study grants, (iv) applying for recognition of training

qualifications, (v) obtaining a European Health Insurance Card, (vi) submitting an income tax return, (vii) registering a vehicle, (viii) applying for a pension and registering employees with pension and insurance schemes.

Once-only principle

The new portal shall help to reduce the administrative burden on citizens and businesses wishing to exercise their rights. It shall facilitate the use of online procedures, including by users from other Member States, and shall facilitate the exchange of supporting documents for the procedures listed in Annex II to the Regulation by applying the 'once-only' principle, which aims at ensuring that citizens and business are requested to supply the same information only once to a public administration.

The Regulation shall fully respect the fundamental right to the protection of personal data for the purpose of exchanging supporting documents between competent authorities of different Member States.

Quality requirements

In order to ensure that the single digital portal meets users' needs, the Regulation sets standards for the quality of information. To be readable, the single digital portal shall provide clear, accurate and up-to-date information, the use of complex terminology shall be minimised and the use of acronyms shall be limited to those which provide simplified and easily understandable terms that do not require a pre-existing knowledge of the issue or area of law.

The national and EU web pages falling within the scope of the Regulation shall also have to be accessible to persons with disabilities.

The Commission shall ensure that the common user interface complies with those requirements, and the interface should in particular be available and accessible online through various channels, as well as being easy to use.

ENTRY INTO FORCE: 11.12.2018

Single digital gateway to provide information, procedures, assistance and problem solving services

2017/0086(COD) - 08/03/2018 - Committee report tabled for plenary, 1st reading/single reading

The Internal Market and Consumer Protection Committee adopted the report by Marlene MIZZI (S&D, MT) on the proposal for a regulation of the European Parliament and of the Council on establishing a single digital gateway to provide information, procedures, assistance and problem solving services and amending Regulation (EU) No 1024/2012.

As a reminder, the Regulation puts forward a centralised single entry point, a 'Single Digital Gateway' which will provide access for EU citizens and businesses to all the information necessary when enjoying their rights to free movement in the EU.

The committee recommended that the European Parliament's position adopted at first reading under the ordinary legislative procedure should amend the Commission proposal as follows:

Aims: the gateway shall consist of a **common user interface integrated in the single portal 'Your Europe'** managed by the Commission. The gateway shall provide access and links to relevant national and Union websites and webpages.

The Union level online service logo of the gateway and link shall be made available on the national and Union level websites and webpages linked to the gateway

The gateway shall be **easily findable** through the related portals for which they are responsible and that clear links to the gateway are included through search facilities accessible to the public and in all relevant websites and webpages at Union and national level.

The proposed Regulation establishes a user-friendly, interactive single digital gateway which, based on users' needs, shall guide them to the most appropriate services. The single digital gateway could help contribute to the greater transparency of rules and regulations in areas such as travel within the Union, work and retirement in the Union, residence by citizens in Member States other than their Member States of origin, access to education in other Member States, access to healthcare, exercise of family rights, residence rights, citizens' rights and consumer rights.

Once-only principle and data protection: the Regulation shall facilitate the use of online procedures, including by users from other Member States, and **facilitate the exchange of supporting documents** for the procedures listed in Annex II to the proposed Regulation and for the procedures provided for in [Directives 2005/36/EC](#), [2006/123/EC](#), [2014/24/EU](#) and [2014/25/EU](#) by applying the 'once-only' principle which aims at ensuring that citizens and business are requested to supply the same information only once to a public administration, which can then be re-used.

The Regulation shall **fully respect the fundamental right to the protection of personal data**, for the purpose of the exchange of evidence between competent authorities in different Member States.

Quality requirements: in order to ensure the clarity of the single digital gateway, the information provided through that gateway should be clear, accurate and up-to-date, the use of complex terminology should be minimised and the use of acronyms should be limited to those which provide simplified and **easily understandable** terms that do not require a pre-existing knowledge of the issue or area of law.

In this regard, Members proposed a series of amendments to ensure that both the national and the Union webpages within the scope of the proposal are ensured to be accessible also for users with disabilities.

The Commission shall **ensure that the common user interface complies with those requirements** and in particular it should be available and accessible online through various channels, be easy to navigate and use clear information. To ensure that users are aware of the common user interface, it should be easily recognisable on both national and Union level websites and webpages.

Where an assistance or problem solving service to which links are provided no longer meets the needs of the users, the Commission may **disconnect it** from the gateway after consultation with the national coordinator of the Member State or Member States concerned and, where necessary, with the gateway coordination group. The Commission and the national coordinator or coordinators concerned shall adopt a joint action plan proposing measures to improve the service and to connect it back to the gateway.

Access to online procedures: the online procedures listed in Annex II in relation to Article 5 will be obligatory for Member States. Consequently, Member States need to ensure that the procedures in Article 5 are **fully online** and accessible to all users.

Furthermore, the amended text ensures that, if Member States provide certain procedures to their nationals, they shall **provide them in a non-discriminatory manner to cross-border users** so that they can exercise their rights in the internal market derived from Union law and comply with those obligations and rules.