



Fragen und Antworten zum „Einheitlichen Ansprechpartner“

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What is the aim of the European Services Directive?

The European Services Directive is intended to simplify services and the founding of service branches across state borders.

This is to be achieved by introducing simplified application assessment and approval by means of electronic procedures. Via your 'Point of Single Contact', you can find your way through government agencies.

The guidelines are designed to make it possible for all procedures and formalities involved in setting up or running a service business to be dealt with simply and electronically online.

Which areas of business and professions are covered by the Service Directive?

The Service Directive applies to a wide range of business activities, whether they are provided for companies or individuals, for example:

- legal and tax advisers, architects, engineers, accountants, surveyors
- business services such as office furnishing and maintenance, management consultancy, event organisation, debt recovery, advertising and recruitment agencies
- trade (including retail and wholesale trade in goods and services)
- travel, tourism and leisure services such as travel agencies, hotels, restaurants, catering, sports centres and leisure parks
- construction services such as technicians, installation and maintenance of equipment
- information services such as web design and programming, news agencies, publishing and computer programming
- services in the field of vocational training and education
- hire (including vehicle hire) and leasing services, property services
- training and education services
- support services in households such as cleaning services, private nannies or gardening

What is a service provider?

A service provider is someone who works on a self-employed basis for a fee i.e., as a business.

Service providers can be freelancers, one-person businesses or enterprises registered as a Plc, Joint Stock Corporation or other form of capitalised company.

Who do I contact if I don't get a reply from the responsible government body?

If you hear nothing from the responsible office, inform your Point of Single Contact.

Where can I get information about other German federal states?

At www.dienstleistungsrichtlinie.de and then to 'Länderinformation' you will find all the single contact partners in other states, along with further information about the states themselves.

Where can I get information about other EU countries?

At the European Union Portal http://ec.europa.eu/internal_market/services/services-dir/index_en.htm, the EU Commission's link http://ec.europa.eu/internal_market/eu-go/ provides information for enterprises looking for business opportunities in other EU countries.

What services are offered by the Points of Single Contact?

The Points of Single Contact can provide information about the respective administrative procedures and support your business project by making sure that you collect all the necessary documentation, and forwarding all documents to the responsible government agency for you.

You yourself do not have to determine this responsibility.

The Point of Single Contact will, for example, invite you to start the online application procedure and collect all the necessary forms there, and help if you have problems with the application or if you would like to make the electronic declaration of intent including the application in collaboration with your Point of Single Contact partner.

If a responsible government agency is of the opinion that amendments to the procedure are necessary, your Point of Single Contact partner will support and advise you, make the necessary documents available and explain the formalities.

What will the use of a Single Point of Contact cost me?

For making use of a Single Point of Contact to complete an application procedure or for extensive information (needing more than 15 minutes of their time) the Single Point of Contact partner will charge a fee according to the time needed.

For processing an application, this fee will not exceed 15% of the fee charged by the responsible government agency.

Fees are oriented on a standardised chargeable act in the tariff of costs, general fee regulations, tariff 36.

What do I do if my Single Point of Contact officer is not responsible for my case?

As Single Point of Contact, generally the local district authority ('Landkreis') or independent city authority ('kreisfreie Stadt') is responsible.

If you are unsure which Single Point of Contact is responsible you should contact the Single Point of Contact for the State of Niedersachsen (the 'Landes-EA'), which will also deal with your enquiry or application if no local authority Single Point of Contact declares itself to be responsible.

What happens to my application once I have sent it to a Single Point of Contact?

The application will be checked for completeness (for instance, is all the necessary information provided, are all enclosures attached?) and forwarded, legally and protected, to the responsible government authority or agency.

You will also receive the corresponding notification via your Single Point of Contact.

Who may submit an application via a Single Point of Contact?

Anyone who is a service provider in the sense of the European Services Directive, i.e., people or enterprises who wish to establish a branch and/or offer a service.

They can be freelancers, one-person businesses or companies registered as Plc, Corporate Stock Company or other business forms.

The following groups are not considered service providers in the sense of the European Services Directive:

Social services, financial services such as banking, credit, insurance and reinsurance, transport services, taxis and other transport providers, electronic communications services and networks (mobile phone, internet, telephone etc.), temporary work agencies, healthcare services and associated services (e.g., pharmacies), cinemas, film-makers, radio and television, gambling activities including lotteries, gambling in casinos and betting transactions, social services relating to social housing, childcare and support of families and persons in need, security services and services provided by notaries and bailiffs.