**Services directive survey to PSCs**

Fields marked with \* are mandatory.

# **Introduction**

As part of its [2025+ work programme](https://www.eca.europa.eu/en/publications?ref=WP-2025), the European Court of Auditors (ECA) is conducting an independent performance audit to assess the effectiveness of the European Commission’s enforcement and other EU actions to further strengthen the integration of the single market for services.

In the framework of this audit, we are examining the role of the points of single contact (PSC) in supporting businesses, under Article 6 of Directive 2006/123/EC. This survey aims to obtain information on the services that your PSC provides to companies in the services sector from other EU member states, seeking to engage in business activities in your country.

Your responses will help us to assess how effectively the PSC supports the integration of the single market for services.

The questionnaire should take no more than 15 minutes to complete.

Please provide your responses **by 19 August 2025** and do not hesitate to contact us at

***ECA-singlemarketforservices@eca.europa.eu***if you have questions.

# **Your role as PSC**

## \* 1. In what capacity does your PSC assist service providers from other EU member states?

[ ] In direct capacity as the authority competent for administrative formalities

[x] As an intermediary between the service providers and the competent authority for administrative formalities

[ ] Both

## 2. Has your PSC been designated to also assist service recipients (natural or legal persons)?

[x] Yes

[ ] No

## 3. Does your PSC charge a fee for its services?

[ ] Yes

[x] No

## If ‘Yes’, please indicate the amount and the currency

|  |
| --- |
|  |

* **If ‘Yes’, are the domestic and non-domestic users charged the same fee(s)?**

[ ] Yes

[ ] No

# **Administrative formalities**

## 4. Can service providers complete all administrative formalities needed for their cross-border activities through your PSC?

[ ] Yes

[x] No

## If ‘Yes’, can service providers complete all formalities by electronic means?

[ ] Yes

[ ] No

## If ‘Yes’, do service providers need to fulfil other conditions before submitting (required/relevant) documents:

[ ] Requirement of eSignatures / e-IDs

[ ] (User) account

[ ] Other

## 5. Our PSC:

*(multiple answers possible)*

[ ] Informs service providers about the requirements in our member state

[x] Provides contact details of competent authorities, including details of responsible authorities concerning the exercise of service activities

[x] Advises on how to access public registers and databases of service providers and services

[ ] Informs service providers of the means of redress in case of a dispute between the competent authorities and the service provider or the recipient, or between a service provider and a recipient, or between service providers

[x] Provides contact details of entities, other than the competent authorities, from which service providers or recipients may obtain practical assistance

## 6. In which EU language(s) does your PSC provide information?

[ ] The official language(s) of the member state

[x] English

[ ] Other EU official languages

## If ‘English’, what kind of information on the PSC website is available in English ?

[x] Main information

[x] Procedure description

[ ] National legislation

[x] Application forms

[x] Entire PSC content

## 7. Can service providers submit documents to your PSC in:

[ ] The official language(s) of the member state

[x] English

[ ] Other EU official languages

## 8. Do you explain on your website the applicable rules and procedures for:

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| **\*** Temporary or occasional cross-border provision of services | [x]  | [ ]  |
| **\*** The need for establishment of service providers in your member state | [x]  | [ ]  |

* **9. Which of the following options can be completed electronically?**

*(multiple answers possible)*

[x] Registration of a company in our member state

[x] Submission of electronic documents instead of scanned copies

[x] Filling application forms online

[x] Delivery notice of successful completion of the process sent

[ ] Wizard responding to simple questions and guiding users

[x] Access to the relevant national or regional registers

[ ] Repository of documents

**10. Is the following information provided on your website?**

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| **\*** Information on available legal forms and their requirements | [x]  | [ ]  |
| **\*** Information on which economic activities require licenses or permits, including for services provided temporarily or occasionally | [x]  | [ ]  |
| **\*** Information on regulated professions and required qualifications | [ ]  | [x]  |
| **\*** Information on the applicable corporate taxation, personal income tax, value-added tax, activity-specific tax, and related administrative requirements | [x]  | [ ]  |
| **\*** Explanations of specific legal and administrative terms | [ ]  | [x]  |
| **\*** Explanations on the applicable rules for wages, labour law, wages, social security and specific requirements applying to the posting of workers under Directive 96/71/EC, which service providers must fulfil | [x]  | [ ]  |

# **Statistics on requests received by the PSC**

## 11. Approximately, how many requests for information/assistance do you receive annually from businesses established in another member state, in relation to activities covered by the Services Directive?

[ ] 0-10

[ ] More than 10 but less than 50 [x] 50 or more

[ ] We do not have such information

## 12. What are the most common requests for information/assistance?

*(multiple answers possible)*

[x] Additional information

[ ] Interpretation of the national law

[ ] Sector specific requirements

[ ] Issues concerning the documents requested under the applicable national or regional legislation

[x] Other

[ ] We do not have such information

## If ‘Other’, please specify

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| --- |
| mandates |

* **13. What are the most frequent economic sectors for which you have received requests for information/assistance?**

*(multiple answers possible)*

[ ] Construction, craft, and industry related services

[ ] Liberal professions

[ ] Business services

[ ] Tourism

[ ] Retail

[ ] Other

[x] We do not have such information

## If ‘Other’, please specify

|  |
| --- |
|  |

# **Electronic identification and European Single Digital Gateway**

## 14. Can service providers from other member states complete procedures online by using the electronic identification means established in their country?

[x] Yes

[ ] No

## 15. Is your PSC accessible via the European Single Digital Gateway?

[x] Yes

[ ] No