

Expert Workshop on

THE IMPLEMENTATION OF THE SERVICES DIRECTIVE

A Joint Initiative of the OECD and EIPA

11-12 June 2009, Maastricht (NL)

The purpose of the workshop is to bring together European and national officials who are involved in the implementation of Directive 2006/123 EC on services in the internal market. The workshop will take place on 11-12 June 2009 at the European Institute of Public Administration in Maastricht (NL).

Press reports indicate that a number of EU Member States are experiencing difficulties in the transposition of the Directive. As the deadline for the implementation of the Directive is December 2009, the workshop aims to help EU Member States by examining how public authorities are finalising their preparations, what kind of difficulties they have encountered, whether there are any indications of regulatory and administrative convergence or divergence and, finally, whether good practices can already be identified.

Each session will start with a short presentation of the main issues to be followed by plenary discussion with input from participating European and national experts. The main points of each session will be included in the overall minutes of the workshop that will be prepared by EIPA and subsequently distributed to participants and public authorities.

The workshop will be conducted in English.

DRAFT PROGRAMME

Day 1: Thursday, 11 June 2009

9.00 **Welcome**

Prof Dr Marga Pröhl, Director-General, EIPA and Edwin Lau, Senior Co-ordinator, OECD

9.15 **Introduction and explanation of the purpose of the Workshop**

Dr Phedon Nicolaidis, Professor, EIPA

9.30 **Legal requirements**

One of the main provisions of the Directive is that Member States have to screen their legislation and assess their administrative procedures. This session considers how public authorities have determined whether their procedures and formalities are “sufficiently simple” and whether there exist “overriding reasons relating to the public interest” that can justify the imposition of extra regulatory requirements on service providers.

Key points to be examined are:

- How the screening of legislation has been performed. How the various public authorities have cooperated in the screening.
- What methods have been used to define the public interest and the necessity and proportionality of national measures.
- What kind of authorisation schemes have been identified.
- How Regulatory Impact Analysis (RIA) or other cost-benefit methods have been used.
- The relationships between the various ex ante and ex post screenings and reviews.

11.00 Coffee break

11.30 **Administrative / institutional implications**

How to establish “points of single contact” for service providers.

Key points to be examined are:

- Mechanisms for and institutionalisation of co-ordination of different actors.
- Identification of problems and solutions in effective co-ordination between ministries and within single ministries.
- Identification of problems and solutions in the integration of back-office systems.
- Identification of problems and solutions in formalising a system through which “back-office” agencies enable / permit the “point of single contact” to take decisions on their behalf.
- Criteria that have been used to choose the best-equipped agency as the single point of contact for service providers. Different considerations for implementation at the central and local government level.

13.00 Lunch

14.30 **Delivery of public services**

How public authorities can measure and deliver high quality services.

Key points to be examined are:

- Methodologies and processes for measuring quality.
- Mechanisms / methods (*e.g.* surveys, etc.) to measure the reduction of administrative burden and costs for businesses resulting from the simplification of administrative procedures.
- Mechanisms / methods to measure the efficiency of new procedures in terms of reduction of administrative burden and costs for business.
- Mechanisms for consultation with stakeholders.
- Feedback mechanisms for improving services delivered.

16.00 Coffee break

16.30 **Presentation of the OECD working papers on “Business Start-up” and “Improving the Quality of public services to citizens and enterprises”**

Barbara-Chiara Ubaldi, Policy Analyst, OECD

Day 2: Friday, 12 June 2009

9.00 **Electronic procedures for delivering public services**

How “electronic procedures” have been adopted in compliance with the Services Directive.

Key points to be examined are:

- Main challenges encountered in the transformation of the administrative procedures from manual to electronic.
- Measures for reinforcing the administrative environment for the development of electronic procedures.
- Solutions for providing a secure and interoperable environment for service delivery including: form and verification of digital signatures, systems' interoperability, digital signature, Trusted List of verification service providers, etc.

10.30 Coffee break

11.00 **Case studies**

Analysis of successful examples of establishing “points of single contact”.

12.30 Summary, main conclusions and identification of possible themes for future workshops.

13.00 Lunch

14.00 End of Workshop

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GENERAL INFORMATION

Programme

The workshop will begin on Thursday 11 June at 9.00 hrs and finish on Friday 12 June at 14.00 hrs after lunch.

Venue

The workshop will take place in the Green Conference Room (1.45) at the European Institute of Public Administration, O.L. Vrouweplein 22, NL-6211 HE Maastricht, tel.: +31.43.329.6222, fax: +31.43.329.6296.

Working language

The workshop will be conducted in English.

Accommodation

The European Institute of Public Administration will be pleased to make reservations for you at a hotel in Maastricht. We have made a block booking at the two following hotels in Maastricht:

*Hotel Beaumont***** (www.beaumont.nl), at a rate of **€ 100 p.p.p.n.** (incl. breakfast and tourist tax)

*Hotel Mabi***** (www.hotel-mabi.nl), at a rate of **€ 99 p.p.p.n.** (incl. breakfast and tourist tax)

Should you wish to make use of this possibility, please indicate the name of the hotel and the dates of arrival and departure on the registration form. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register after the closing date, hotel reservations cannot be guaranteed.

Meals/Reception

Lunches will be served at the Institute's restaurant. Should you require a special menu (*e.g.* vegetarian, diabetic, etc.), please inform the Programme Organiser so that this can be arranged.

Registration

Kindly complete and return the registration form **before 15 May 2009** to Ms Winny Curfs, Programme Organiser, European Institute of Public Administration, P.O. Box 1229, NL-6201 BE Maastricht, tel.: +31.43.3296320, fax: +31.43.3296296, e-mail: w.curfs@eipa.eu.

For further information visit:

<http://www.oecd.org/gov/egov/servicedirective>

REGISTRATION FORM

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Surname: Title:
First name: M / F
Current position:
Organisation:
Department:
Work address:
Postal code & town: Country:
Tel. (work) : Fax :
E-mail :

HOTEL RESERVATION

Please reserve hotel accommodation for me at Hotel: *BEAUMONT* or *MABI*

Date of arrival: *Date of departure:* *No. of nights:*

No hotel reservation required

MEALS

Lunch Day 1: will attend will not attend

Lunch Day 2: will attend will not attend

**Vegetarian (fish)* yes / *Vegetarian (no fish/no meat)* yes

*Other:

Please return the completed registration form **before 15 May 2009** to:

Ms. Winny Curfs
European Institute of Public Administration
P.O. Box 1229, NL-6201 BE MAASTRICHT

Tel.: +31.43.3296 320
Fax: +31.43.3296 296
E-mail: w.curfs@eipa.eu

**“Expert Workshop on the Implementation of the EU Services Directive”
11-12 June 2009, Maastricht (NL)**

Name and position	Institution	Session of interest	Specific questions

Please send the completed forms to both Ms. Winny Curfs (e-mail: w.curfs@eipa.eu) and to Barbara Ubaldi (e-mail: barbara.ubaldi@oecd.org).