

MBB Position Paper

The Malta Business Bureau is the EU-Business advisory office of the Malta Chamber of Commerce, Enterprise and Industry, and the Malta Hotels and Restaurants Association.

Compliance Package - Single Digital Gateway (SDG) (2017/0086(COD))

The Malta Business Bureau welcomes the Commission's aim to streamline a number of online information and problem-solving tools as well as online procedures pertaining to the single market. As such, we support the establishment of the SDG, as we believe that it has the potential to make the single market more transparent, and in turn more certain and predictable, which will in turn encourage more businesses to operate across borders.

It is crucial that the SDG offers all the information and assistance companies need in order to do business more easily across borders, including market information, problem-solving and dispute resolution mechanisms, and electronic procedures for companies wishing to develop cross-border activities.

We would support expanding the ambition of the proposal, in particular by increasing the number of procedures that would become available online, such as possibilities for establishing a company abroad and declaring business tax. The absence of these elements weakens the benefits that the SDG would offer to businesses.

It is of crucial importance that information remains relevant and up-to-date in order to guarantee the quality of the SDG. It is key that structures are in place to ensure the continuous updating of information. For example, in Chapter 3, it should be made clearer how broken links will be dealt with. Structures should be put in place to oblige Member States to review links submitted to the SDG regularly. One way to facilitate this is by putting in place an alert system which would alert the relevant national coordinator that an update is required.

It is also imperative that in Article 23, which provides for the reporting mechanism on the functioning of the internal market, is made user friendly, while ensuring that the user interface allows for in-depth reporting on problems encountered. The interface should be centered around the possibility to provide free text, allowing users the flexibility to be able to submit the necessary feedback without hitting a brick wall.

In Article 22, It is understood (despite not being clear in the legal text) that the COM will not provide a framework of free-text for the benefit of the user, and will rather provide something like "did you find this helpful", with one or two follow up questions with set answers. A free-text option, while potentially burdensome on the COM, would certainly allow users the flexibility to be able to submit the necessary feedback without hitting a brick wall.

ENDS

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