



Federal Ministry
of Economics
and Technology



You can find out about your point of single contact in Germany on-line at

www.point-of-single-contact.de
(in English)

or

www.Einheitlicher-Ansprechpartner-Deutschland.de
(in German)

You can find your point of single contact in other European countries via the European Commission's website:
www.eu-go.eu



General economic policy

Germany's Point of Single Contact

A Guide through the Administration for
Service Providers

www.point-of-single-contact.de

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Points of single contact at a glance:

- ▶ Reliable, single-source help with state agencies
- ▶ Individualised assistance
- ▶ Comprehensible and easily accessible information
- ▶ Electronic processing on request

As a service provider, you deserve good service. And that includes matters involving government agencies. To ensure that your interactions with these agencies run as efficiently as possible, “points of single contact” have now been set up throughout Europe. In Germany, the Länder are responsible for establishing PSCs.

Your guide through the administration

Do you have a commercial project but need to find out if any permits, registrations or official certificates are required?

Your point of single contact will act as your intermediary and take the necessary steps so that you can soon be up and running. It can handle all the bureaucracy and provide updates on progress if necessary.

Years of experience or just starting out?

No matter whether this is your first experience as a service provider, or whether you have been in the business for years: your point of single contact will be able to help you with a wide range of tasks. The websites on the back of this brochure tell you about the services offered by your PSC and about any further regional support.

Easy to reach

The new PSCs are easy to find. The information they provide is relevant and well prepared, and is available not only online but also directly from staff members in many regions. On request, applications and decisions can be processed entirely electronically.

Neutral and reliable

Points of single contact are supervised by the state and bear legal responsibility for their actions. They offer reliable information and expert handling of administrative procedures. For this reason, fees may be charged for some of their services. Whether or not you take advantage of the new PSCs is of course entirely up to you.