

Dear IMI users,

We hope everyone had a good break in August and have returned refreshed and ready to go! This is the second dedicated IMI newsletter which we hope will build on the information and advice contained in the first and provide users with a platform for both receiving information and also sharing experiences.

In this issue we shall be looking at the latest UK registration details, an update from another Member State coordinator, user feedback and training materials and events available.

Many thanks to all who provided their feedback and views about the first newsletter, these have been collated and passed onto the Commission for further consideration and action. We hope that such feedback continues and we can continue to positively influence the Commission to ensure the views of UK authorities are at the forefront of future IMI developments.

If you have any feedback please feel free to contact us at [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

We hope you continue to find this newsletter a valuable source of information and if there is anything that you would like add please contact us,

Best Regards

UK IMI team

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## User Registration Update

### Over **400 UK Competent Authorities** now registered for the IMI system for the Services Directive!!!

The UK has now registered over 400 Competent and Local Authorities for the Services Directive legislative area on the IMI system. This is a fantastic achievement so congratulations to all who have registered. Of all Member States the UK has now registered the **fifth** highest number of authorities, reflecting the hard work and proactive approach taken by all.

Although such a high number of authorities have registered for the IMI system there is still much valuable work that remains to be done.

**Update your authority's users:** As a result of last months newsletter we have been alerted to a number of authorities where the 'first user' has left and not handed over responsibility to a colleague. If you think this is the case with your authority contact [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk) and we will assist you change users and make the necessary adjustments.

Please remember that should your authority receive a request on the IMI system it is important that it is responded to in the timescale provided. Should your authority not have access to the system this will delay the response time. For this reason we highly recommend that all authorities register now.

**Update your authority's details:** A new feature of Version 2.1 of the IMI system allows authorities to update the details of their Service Activities. We recommend that authorities do this to increase their visibility and information for other authorities when searching.

#### Latest Registrations:

Congratulations to **Capita Gas Registration and Ancillary Services Ltd (Gas Safe Register)** who last week became the 400th UK Authority to register on the IMI system.

To assist you in maximising the benefits of the system there are plenty of useful guides and information on both the BIS IMI webpage and the European Commission IMI website.

<http://www.berr.gov.uk/policies/europe/eu-services-directive/internal-market-information-system>

[http://ec.europa.eu/internal\\_market/imi-net/index\\_en.html](http://ec.europa.eu/internal_market/imi-net/index_en.html)



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## Reaction to last month's newsletter

Many thanks to everyone who provided feedback about the August issue of the newsletter. Your feedback is gratefully received and will be passed onto the Commission to influence future versions of the system.

Once again we encourage anyone who has any feedback about the system, no matter how large or small to pass it onto us and help influence future versions of the system.

The UK National Liaison Point (NLP) is available at:  
[sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

## Importance of responding to requests ASAP!

To ensure that requests are responded to within the timeframe called for, IMI coordinators in each Member State closely supervise the flow of requests. In addition, the European Commission also keep a track of how quickly requests are responded to. It is therefore extremely important that UK authorities respond to requests as quickly as possible. To date, UK authorities have been extremely diligent and answered requests well within the allotted times, setting a good example to other Member States. If you have any problems responding to a request please contact [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk) (but do not disclose any sensitive information!)

## Registers

To assist authorities in other Member States access information that is already made available and therefore reduce the number unnecessary requests that are sent and received, existing registers should be submitted to BIS. These only need cover service providers in scope of the Services Directive and there is no need to create new registers or transfer paper registers online. Registers should be accessible to authorities in other Member States in the same way as they are for UK authorities.

BIS is therefore asking that the information be put in one place on your authority website and the URL sent to [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

Further information: <http://elmsportal.businesslink.gov.uk/authority/tasks/13>

## Your Feedback

If you have any experiences or best practices that you wish to share please email them to [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

**Companies House** say:

*'We have recently received a couple of requests on the IMI system which we managed to respond to within the time frame specified. Fortunately for us, we had previously registered on the system and taken the time the get to grips with the processes involved and what was required. This made responding a lot easier and less time consuming.*

*We would definitely recommend that other authorities take the time to get prepared. It is also good to be able to assist UK service providers expand into other markets.'*

**A word from Poland.....**

*"Hello UK IMI users!!*

*My name is Magdalena and I am the National IMI Coordinator in Poland.*

*In Poland we have been busy registering our competent authorities to use the IMI system and ensure that they are prepared to respond to any requests that are received. To date we have 353 authorities registered and that number is successfully growing. Please feel free to contact any Polish authority if you need. If you have any problems contacting an authority you can contact the relevant IMI coordinator (please find contact details in the system) or Polish IMI Help-desk at: [imi@mg.gov.pl](mailto:imi@mg.gov.pl)*

*From our experiences so far, Polish Authorities have been very positive about signing up to the IMI system, realising the benefits and potential savings that can be made. Having one relationship with the IMI system is a lot easier and more efficient to manage than having many individual relationships. There haven't been many requests sent or received by Poland so far, but we can definitely expect it will change. Nevertheless, authorities which have already used the system really enjoyed being able to communicate with other authorities, who speak completely different languages so easily.*

*Logging in and using the system regularly has meant that Polish authorities are aware of the processes involved and which question sets are most valid to them. As time goes on and more requests are sent and received, the benefits of the system will increase and it will become second nature to think of IMI first.*

*We look forward to receiving your requests and making the most of the IMI system."*



**Poland facts:**

**Area:** 312,000 km<sup>2</sup>

**Location:** Central Europe. Poland borders on Germany, the Czech Republic, the Slovak Republic, Ukraine, Belarus, Lithuania and Russia. Its northern border - 500 km long - runs along the Baltic Sea coast.

**Population:** 38,000,000

**IMI contact:** [imi@mg.gov.pl](mailto:imi@mg.gov.pl)

**IMI Internal Structure:**

[http://ec.europa.eu/internal\\_market/imi-net/docs/IMI\\_structure\\_pl.pdf](http://ec.europa.eu/internal_market/imi-net/docs/IMI_structure_pl.pdf)

**Training and Awareness**

The European Commission has a number of training and awareness opportunities coming up that we would highly recommend. These will not only provide a greater knowledge of the system but also an opportunity to meet other users from different Member States and share experiences.

**8th European week of Regions and Cities**



Since 5th July, online registration for the OPEN DAYS 2010 seminars has been open and already 1,000 people have registered. Organisers advise registering as soon as possible! Registration will close on 22 September.

This is an annual key event at which cities and regions showcase their capacity for creating growth and jobs, implementing European Union cohesion policy, and proving the importance of local involvement for good European governance.

In this years event there is a programmed workshop by DG MARKT on IMI and 'Your Europe' during the morning of 6th October (11:15 to 13:00, Making Europe easy for citizens and businesses - Practical tools for regional authorities).

The complete program can be found at:  
[http://ec.europa.eu/regional\\_policy/conferences/od2010/index.cfm?nmenu=1&sub=100](http://ec.europa.eu/regional_policy/conferences/od2010/index.cfm?nmenu=1&sub=100)

**IMI Conference – 'One year on'**

The Commission is organising a conference on the 27th January 2011 in Brussels with the working title 'IMI and the Services Directive – One year on.' This will be a fantastic opportunity to meet the Commission face to face as well as authorities from other Member States to share ideas and experiences. With 400 participants expected this event is highly recommended. We will keep you updated of any developments.

Unfortunately, the Commission is unable to provide financial assistance for this event but please contact us for further details.

**UK regional events**

BIS is planning a number of UK regional events this winter/early 2011 where we hope to have a member of the Commission IMI team in attendance. We will let you know the exact times and locations as well as publishing them on the BIS IMI webpage and the Communities of Practice forum as soon as we have firmed up details.

**SOLVIT**

SOLVIT is an on-line problem solving network in which EU Member States work together to solve legal proceedings without legal problems caused by the misapplication of Internal Market law by public authorities. There is a SOLVIT centre in every European Union Member State (as well as in Norway, Iceland and Liechtenstein). SOLVIT Centres can help with handling complaints from both citizens and businesses. They are part of the national administration and are committed to providing real solutions to problems within ten weeks. Using SOLVIT is free of charge.

If a business or citizen in your territory needs assistance in the Internal Market please feel free to contact:  
[solvit@bis.gsi.gov.uk](mailto:solvit@bis.gsi.gov.uk)

