



Point of Single Contact

Estonian experience

(PSC)

Andres Ruubas

Goals



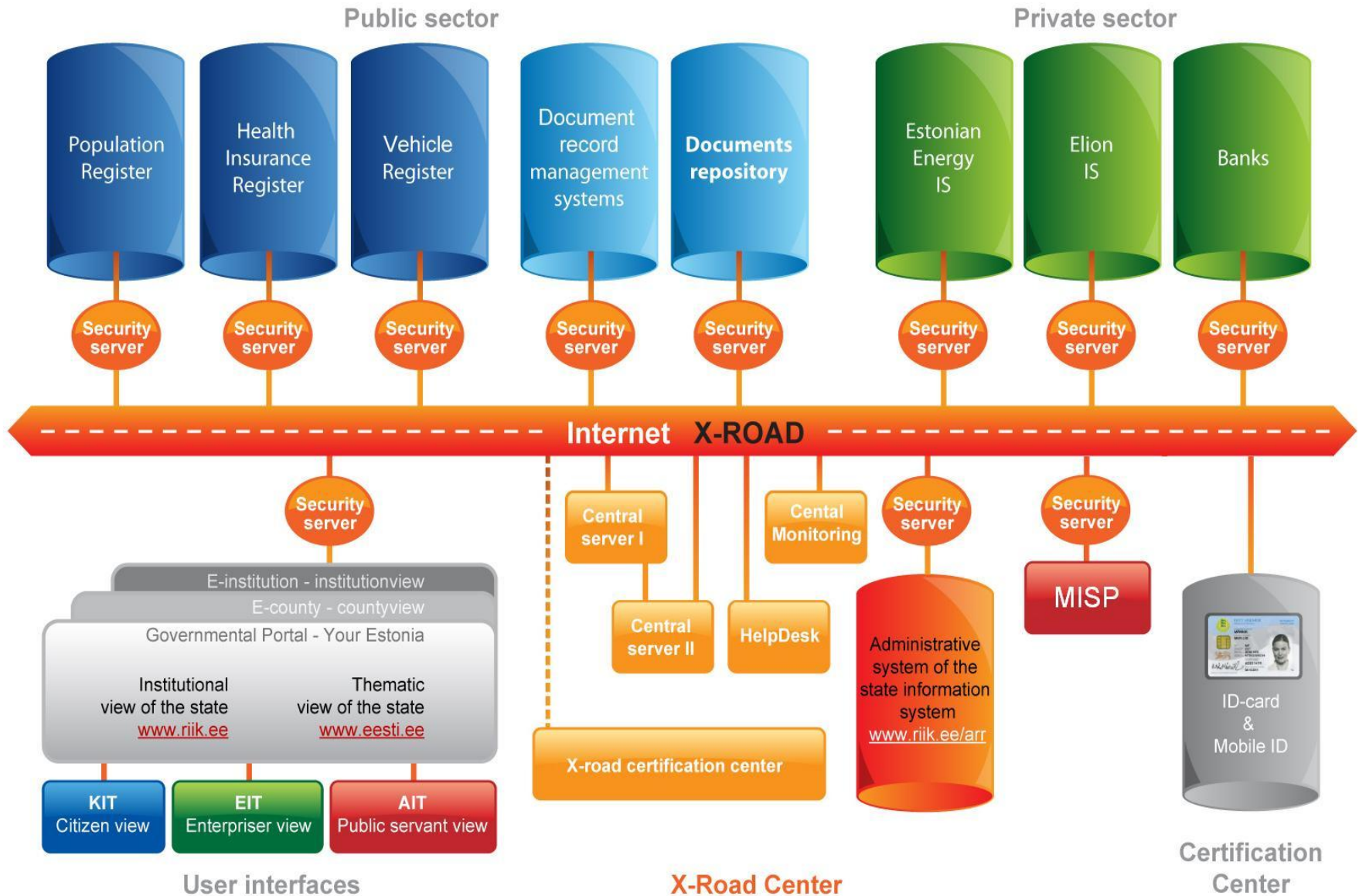
- To lead the entrepreneur to the desired service through PSC
- To improve the quality and access to services offered by the state
- To set up a structure, which guarantees the availability of basic information about service activities and ensures the continuous updating of that information

Goals



- To aggregate information into the single point so that the users can reach information quickly
- Service providers get a consistent overview of their ongoing applications or requests
- The purpose was not to establish a central information system, but that the public sector websites are interoperable with the state portal as a single unit

Estonian information system



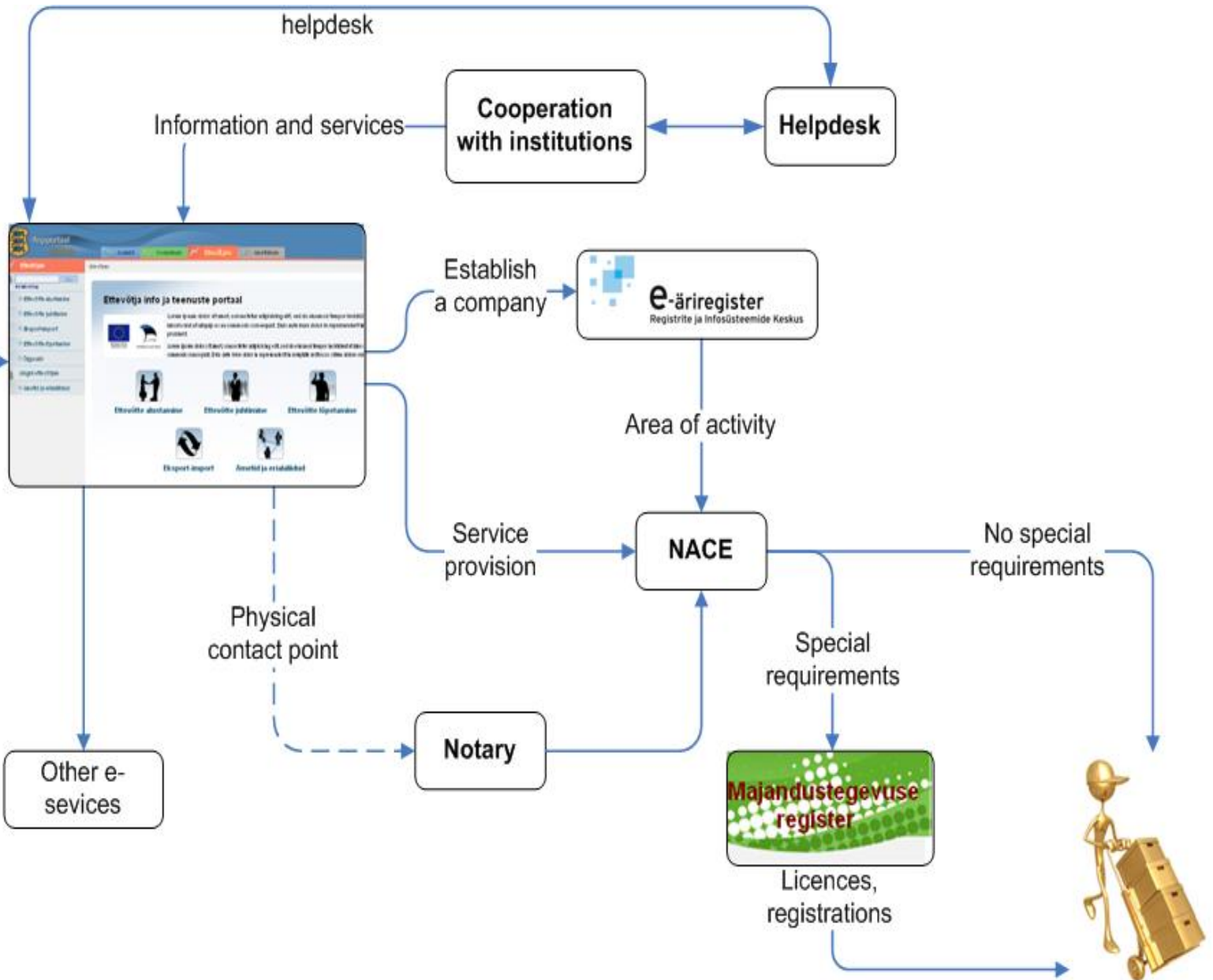
Setting up



- The Estonian point of single contact can be accessed through the state portal eesti.ee (sub-portal for entrepreneurs), but also through the portal estonia.eu



Searching information about entrepreneurship



Realisation



1. Information the entrepreneurs need
2. Procedures and formalities

Information



1. Requirements concerning the procedures and formalities to be completed in order to access and exercise a service activity
2. Contact details of competent authorities
3. Contact details of associations and organisations
4. Public registers and databases
5. Means of redress, which are generally available

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Licences and permits

From this page you will find here descriptions of the areas of economic activity and the information on the requirements of a particular area is established.

Please select a business area below the options will appear more detailed description of the business area. Continue this action until the area is added to the letter "description" and the button "select"



- ⊕ **A AGRICULTURE, FORESTRY AND FISHING**
- ⊕ **B MINING AND QUARRYING**
 - 05 Mining of coal and lignite**
 - 6611 Administration of financial markets**
 - 66109 Mining of hard coal** [\[Description\]](#)
 - 66110 Mining of hard coal** [\[Description\]](#)
 - 66111 Mining of hard coal** [\[Description\]](#)
 - 66112 Mining of lignite** [\[Description\]](#)
 - ⊕ **6612 Extraction of crude petroleum and natural gas**
 - ⊕ **6613 Extraction of natural gas**
 - ⊕ **65 Mining of metal ores**
 - ⊕ **66 Activities auxiliary to financial services and insurance activities**

Business activities:

70221 Business and other management consultancy activities

This class includes the provision of advice, guidance and operational assistance to businesses and other organisations on management issues, such as corporate strategic and organisational planning, business process reengineering, change management, cost reduction and other financial issues; marketing objectives and policies; human resource policies, practices and planning; compensation and retirement strategies; production scheduling and control planning.

Special requirements: **No**

Acts: [§ Financial Supervision Authority Act](#)

Related authorities (competent authorities): [§ Financial Supervision Authority](#)

Links: [Estonian Chamber of Commerce and Industry](#)

56211 Event catering activities

This class includes the provision of food services based on contractual arrangements with the customer, at the location specified by the customer, for a specific event.

Special requirements: [Special permission for operating in the area of catering](#)

Application: [§ Registration application for operating in the area of catering](#)

Acts: [§ Trading Act](#), [§ Food Act](#)

Related authorities (competent authorities): [Veterinary and Food Board](#), [Estonian Consumer Protection Board](#)

Links: [Estonian Hotel and Restaurant Association](#)

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For an entrepreneur

Search bar with magnifying glass icon and 'Detailed search' link

Add Send to e-mail address Write and ask

Professional associations

Information

- For Entrepreneur
Ettevõtte loomine
Contacts

Links for the entrepreneur

Services

- X-road
Official forms
Official e-mail
Digital signature
Structural support
Notification calendar

Description of road works

Transport permits information system



ASSOCIATION OF CONSTRUCTION MATERIAL PRODUCERS OF ESTONIA
Address: Kiriku 6, 10130 Tallinn
Phone: +372 648 1918
E-mail: eeti@hot.ee
Fax: +372 648 9062

ASSOCIATION OF ESTONIAN FOOD INDUSTRY
Address: Saku 15, 11314 Tallinn
Phone: +372 648 4978
E-mail: info@toiduliit.ee
Fax: +372 631 2718

ASSOCIATION OF ESTONIAN INTERNATIONAL ROAD CARRIERS
Address: Narva mnt 91, 10127 Tallinn, Harju Maakond
Phone: +372 606 2040
E-mail: info@eraa.ee
Fax: +372 606 2041

ASSOCIATION OF ESTONIAN PRINTING INDUSTRY
Address: Gonsiori 21, 10147 Tallinn
Phone: +372 510 0978
E-mail: trykiliit@trykiliit.ee
Fax: -

ASSOCIATION OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS
Address: Lõõtsa 6, 11415 Tallinn
Phone: +372 617 7145
E-mail: info@itl.ee
Fax: +372 611 7146

ASSOCIATION OF PHARMACEUTICAL MANUFACTURERS IN ESTONIA
Address: J. Poska 51a, 10150 Tallinn
Phone: +372 600 8418
E-mail: info@rtl.ee
Fax: -

EESTI KAITSETÖÖSTUSE LIIT
Address: Tatari 8/22-B, 10141 Tallinn
Phone: +372 5621 1093
E-mail: jyrilynx@hotmail.ee
Fax: -

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Procedures and formalities that can be completed through PSC



1. Sending declarations, notifications and requests to competent authorities
2. All procedures required for accessing service activities
3. Any application for authorisation required to exercise service activities

Procedures and formalities



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CENTRAL COMMERCIAL REGISTER

[eesti keeles](#)
[auf deutsch](#)

[Company registration portal](#)
[Land register](#)

[Information system](#) |
 [Simple inquiries](#) |
 [Detailed inquiry](#) |
 [Name inquiry](#) |
 [Political parties](#) |
 [Trade bans](#)



Search from the Commercial Register:

Central Commercial Register is an online service based on the central database of Estonian registration departments of the courts. This central database includes digital data from the commercial register, the register of non-profit associations and foundations and the commercial pledge register.

Check on your company information FOR FREE!

All users of the Commercial Register can search for the companies, NGO-s and foundations related to them for free. The information about all related companies and the correspondence between these companies and Registry Department of the Court is available. To access the information, user must authenticate with the Estonian ID-card.

[Authenticate here](#)



What contractual users get?

- Unlimited access to the e-commercial register
- More searching criteria's. Searches can be made by:
 - general information
 - location
 - field of activity
 - person
- If you sign a contract with e-commercial register then you will receive bonus access to e-land register.

[Read more about e-land register](#)
- If you sign a contract with e-commercial register, you can also get an access to European Business Register

[Read more about European Business Register](#)

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[» Detailed search](#)**Information**[For Entrepreneur](#)[Links for the entrepreneur](#)**Services**[X-road](#)[Official forms](#)[Official e-mail](#)[Digital signature](#)[Structural support](#)[Notification calendar](#)[Description of road works](#)[Transport permits information system](#)

Tasutis Euroopa Liit

RAK
Rahvusvaheline Aruandevõrk

The page contains important information and access to **e-services**. for the entrepreneurs. E-services may only be accessed by persons, who possess enterprise representation rights according to the Commercial Register. The service environment is in Estonian language.

**State portal services for an entrepreneur**

- ▶ [Official e-mail address](#) - activating and forwarding of a company's @eesti.ee address.
- ▶ [Official forms](#) - filling in and submitting electronic forms to various state institutions.

Registry services**Alcohol registry**

- ▶ [Submitting an alcohol movement report](#)

Estonian Health Insurance Fund

- ▶ [Entrepreneur data](#)
- ▶ [Submitting insurance data](#)

Land Information System

- ▶ [Query of a cadastre unit by location](#)
- ▶ [Query of a cadastre unit by identification](#)

Registry of Economic Activities

- ▶ [Entrepreneur search](#)
- ▶ [Registration search. Logging into the Registry of Economic Activities as an business user.](#)
- ▶ [Activity license search](#)
- ▶ [Logging into the Registry of Economic Activities](#)

Tallinn Land Tax Registry

- ▶ [Ordering an electronic taxable value act](#)
- ▶ [Taxable value acts of land plots in Tallinn](#)

Helpdesk and users



- The specific e-mail address: help@ria.ee
- Approximately 100 requests have been directed to the helpdesk since January 2010
- 400 000 users have visited the state portal
- The most popular topics are accounting, reporting and licensing information. As for foreign countries, most questions have come from Lithuania.

Experience



- Setting up PSC was a complicated task of coordination
- Requirements for service activities were identified through a screening process
- Service area systematisation. To find an appropriate classification for sectors, so that the entrepreneurs can easily locate the desired field of activity
- Integration and interoperability for different databases and registers

Future challenges



- There is still lot of work to do:
 - Translating a lot of articles
 - Classification of service areas (easier to find service area and relevant description) by the end of this year
 - Achieving integration and interoperability with different databases and registers
 - Changing portal more user friendly

Raising awareness and Baltic Sea strategy



- For raising awareness we are going to publish informational materials through notaries, Enterprise Estonia, local governments, professional associations and embassies. Also by press releases, articles in the media and seminars to the authorities
- In May 2011 we are planning to carry out a targeted campaign, and in September an all-Estonian campaign in various channels, which include all target groups of the state portal eesti.ee
- The Baltic Sea Strategy flagship project “Remove remaining Single Market barriers” is also helping us distribute better information to citizens and businesses

Thank you for your attention!



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