

COMISSÃO DE COORDENAÇÃO DA REGIÃO DO ALGARVE



EUROPEAN
COMMISSION

PROGRAMA OPERACIONAL REGIONAL 2014-2020





The One-Stop Shop

A service for citizens

DG COMM, European Commission



EUROPEAN
COMMISSION

The One-Stop Shop Concept



→ A **central contact point** for information on the EU



By phone, e-mail and chat:

Europe Direct Contact Centre (EDCC)

00 800 6 7 8 9 10 11



Locally:

Europe Direct Information Centres (EDICs)

http://europa.eu/europedirect/index_pt.htm



On the Net: Your Europe Portal

http://europa.eu/youreurope/advice/index_pt.htm



No wrong door

- Signposting between the networks
- Use of EDCC
- Minimum information services by all networks
- Enhanced cooperation



→ Whatever network citizens contact, they should get an answer- even if it's not the right door!



The EDCC can work with other networks by:

- Acting as a **front office** transferring enquiries falling **in their policy area**
- Handling enquiries falling **outside** the remit of their policy area
- Providing **feedback** on enquiries related to their policy area

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Thank you for your attention!
We work for you!

