

SOLVIT

Effective problem
solving in Europe

ec.europa.eu/solvit

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Main principles

- Aim : to solve individual problems caused by bad application of EU law by national public authorities
- Network of 30 SOLVIT Centres
- Transparent on-line case handling database
- Informal and pragmatic approach
- Free of charge
- Short deadline of 10 weeks

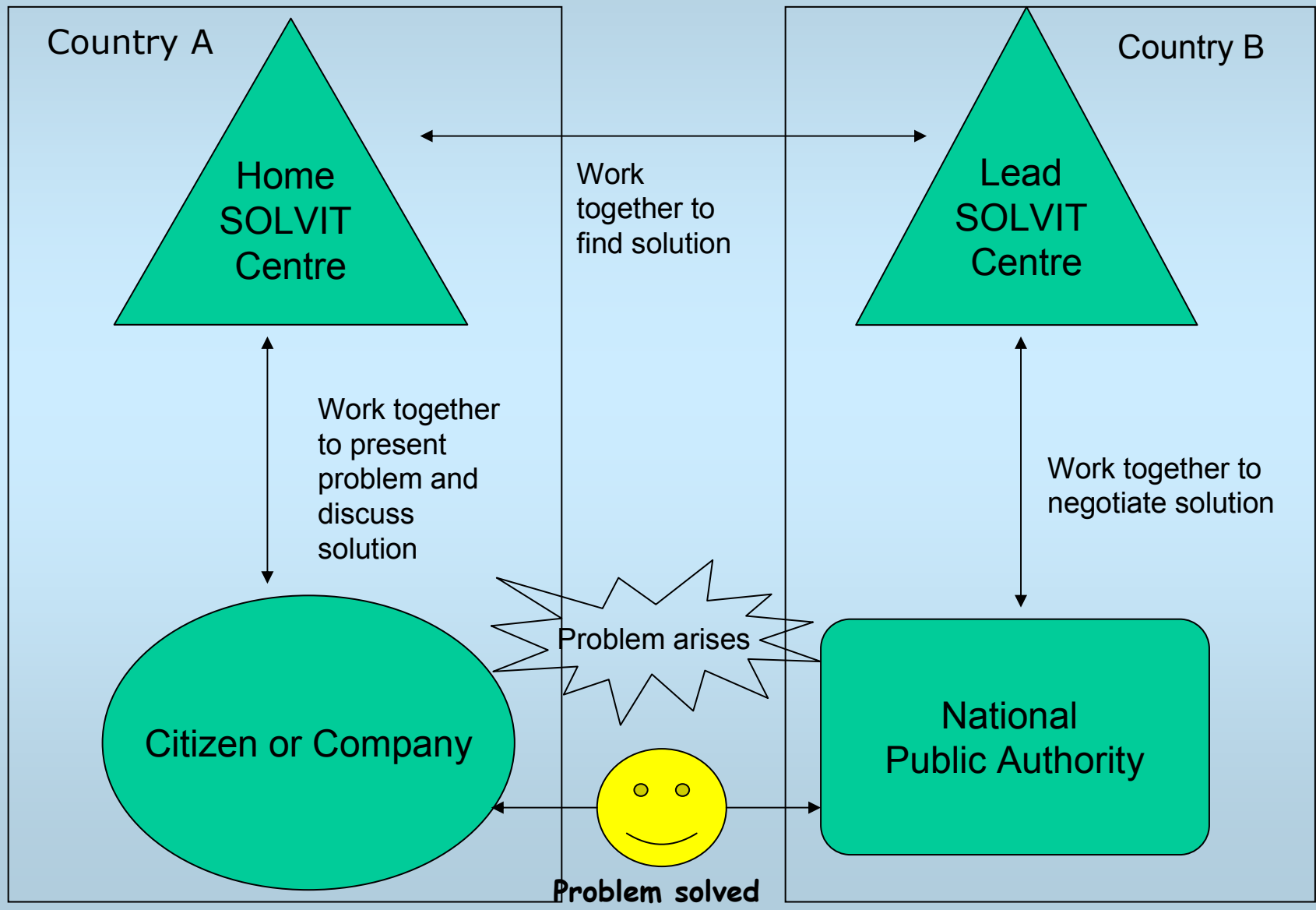
SOLVIT description

SOLVIT record

- Operational since July 2002
- More than 2000 cases handled
- Current case flow +/- 70 cases per month
- 4 out of 5 cases are resolved
- Average time to handle a case: 60 days

SOLVIT Description

How it works



SOLVIT description

SOLVIT database



EUROPA - Internal Market - SOLVIT - Microsoft Internet Explorer provided by European Commission

File Edit View Favorites Back Search Favorites IntraComm Intranet DG MARKT - HomePage

Address: https://webgate.cec.eu.int/solvit/index.cfm?method=cases.showHomeList

Links: EUROPA - Internal Market - Homepage EUROPA - SOLVIT IMAC_Contact IntraComm Intranet DG MARKT - HomePage

Important legal notice English

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Welcome GRUBBEN Marian

<< 3 / 2006 >>

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- Enter a case relating to a citizen's problem
- Enter a case relating to a business problem
- Manage open cases
- Search for a case
- Statistics
- Manage Associated Bodies
- Emails
- Inside SOLVIT
- Change password
- Change my 12 digit pass

Home

21782/06/BE Date opened 23/02/2006 Brzozowski	BE >>> PL
Motor Vehicle Registration Wnioskujący zakupił w Belgii samochód Mazda 323f. Nie posiada on tzw. II części dowodu rejestracyjnego samochodu, ponieważ dokument ten został wcześniej zagubiony. Posiada za to zaświadczenie ... Go to case	Solution accepted - case closed within the deadline ⌚ 17*
21882/06/UK Date opened 01/03/2006 WALSH	UK >>> IE
Recognition of Professional Qualifications My client holds BSc Sport Science Honours (3 years), a PGCE in Physical Education and Science, a Postgraduate Certificate in Education- Primary retraining (1 year), and has taught ... Go to case	Draft case ⌚ -
20323/05/DE Date opened 06/12/2005 Caravan-Schneiders	DE >>> NL
Other Die niederländischen Behörden (RDW) haben seit etwa 2 Jahren ein komplett neues System der KFZ-Anmeldung, Ummeldung und Ausfuhr. Für niederländische Händler wurde ein Online-System ... Go to case	Solution proposed within 14 week deadline - awaiting acceptance by Home SC ⌚ 1
21361/06/SK Date opened 09/02/2006 Zima	SK >>> IE
Recognition of Professional Qualifications Slovenský občan, farmaceut s potrebným vzdelaním a odbornou praxou na Slovensku chce pracovať vo svojej profesii v Írsku. Jednou z podmienok vykonávania jeho povolania je registrácia ... Go to case	Solution accepted - case closed within the deadline ⌚ 8*
21081/06/BE Date opened 30/01/2006 CORNELISSEN	BE >>> NL
Access to Education De moeder van belanghebbende is docent in Nederland, waardoor haar zoon een studiefinanciering ontvangt. Hij wil zich aanmelden voor de studies geneeskunde in Nederland. Nederlanders ... Go to case	Case open and within ten week deadline ⌚ 28

Local intranet

start | EUROPA - Int... | 3 Microsoft ... | Microsoft Word | Microsoft Pow... | Microsoft Exce... | FR | 11:51

Functions of the SOLVIT database

- Intake of complaints
- Case handling
- Archive
- Search
- Statistics & reports
- Communication

Added value of the « e- » aspect

- Imposes procedural discipline & deadlines
- Provides transparency & measurable results
- Allows quality control
- Encourages peer pressure
- Enables a harmonised approach

Challenges of the SOLVIT approach

Requires administrative culture change at national and EC level , in particular a willingness to :

- work on an informal basis within a short deadline
- accept intervention of national SOLVIT centre
- adopt a client and result oriented approach
- accept a high degree of transparency

Sharing best practices - examples

- SOLVIT database used as model by European Consumer Centre network (ECC) and Internal Market Information system (IMI)
- SOLVIT approach inspires other areas of administrative cooperation
- Closer cooperation with other assistance services to share experience

Sharing best practices - obstacles

- Lack of knowledge, time consuming to gather information
- Not invented here
- No culture in sharing expertise
- Organisational barriers
- Procedural barriers
- Legal barriers