

Single Market Scoreboard

Internal Market Information System (IMI)

Reporting period: 01/2018 – 12/2018

About

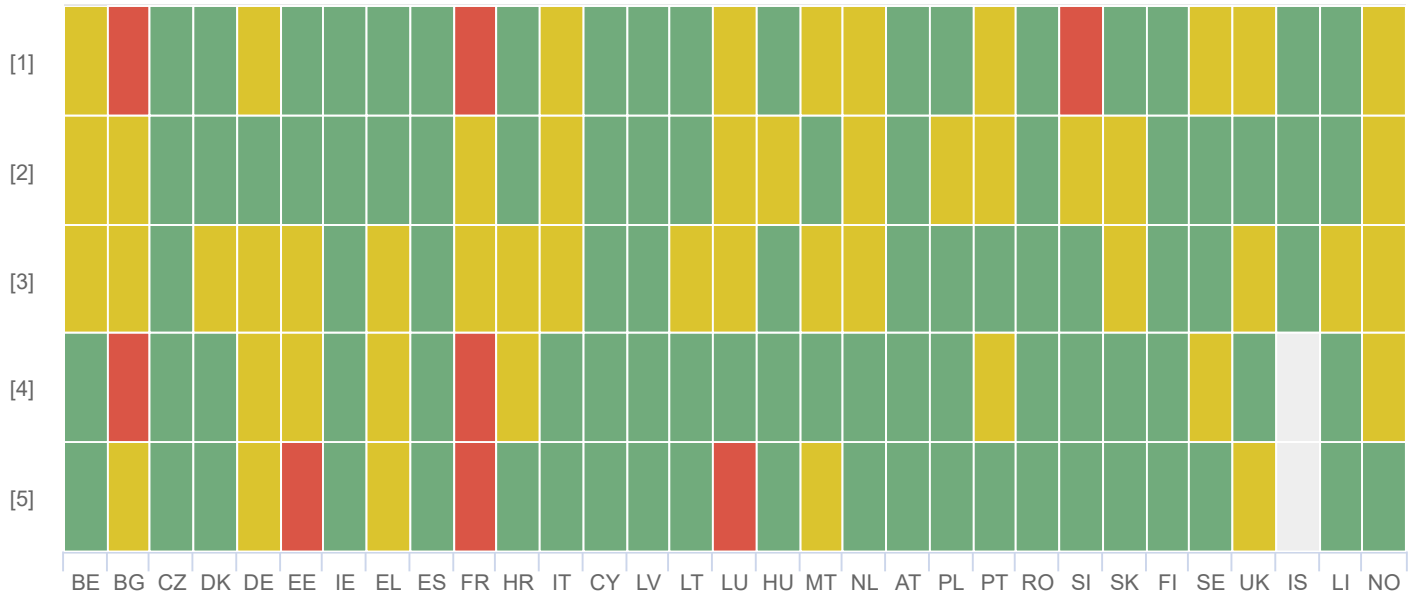
The [Internal Market Information system](#) (IMI) is an IT-based information network that links up national, regional and local authorities across borders. It enables them to communicate quickly and easily with their counterparts abroad.

IMI's main features are:

- a multilingual search function that helps competent authorities identify their counterparts in another country,
- pre-translated questions, answers and forms for all cases where they are likely to need information from abroad or where they should be sharing information with other EEA countries,
- a tracking mechanism allowing users to follow the progress of their information requests and communications, which also enables IMI coordinators at national or regional level to intervene if there are problems.

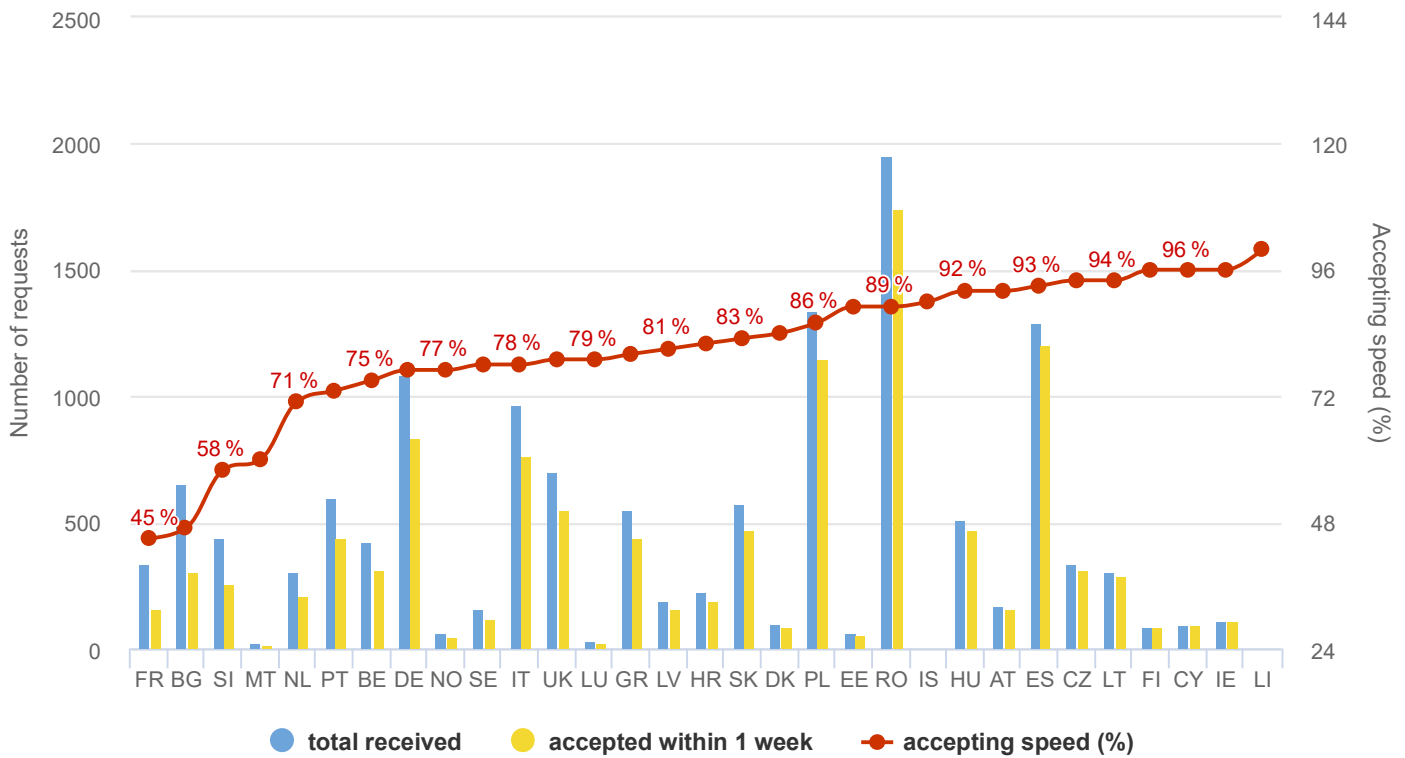
Performance

1. By indicator



[1] Speed in accepting requests (% accepted within 7 days)	≥ 80	60 – 79	< 60
[2] Speed in answering requests (avg. no. of days taken to answer)	< 16	16 – 25	> 25
[3] Requests answered by the date agreed in IMI (%)	≥ 80	60 – 79	< 60
[4] Timeliness of replies as rated by counterparts (% of negative evaluations)	< 5	5 – 14	≥ 15
[5] Efforts made as rated by counterparts (% of negative evaluations)	< 5	5 – 14	≥ 15

Indicator [1]: Speed in accepting incoming requests (within one week)



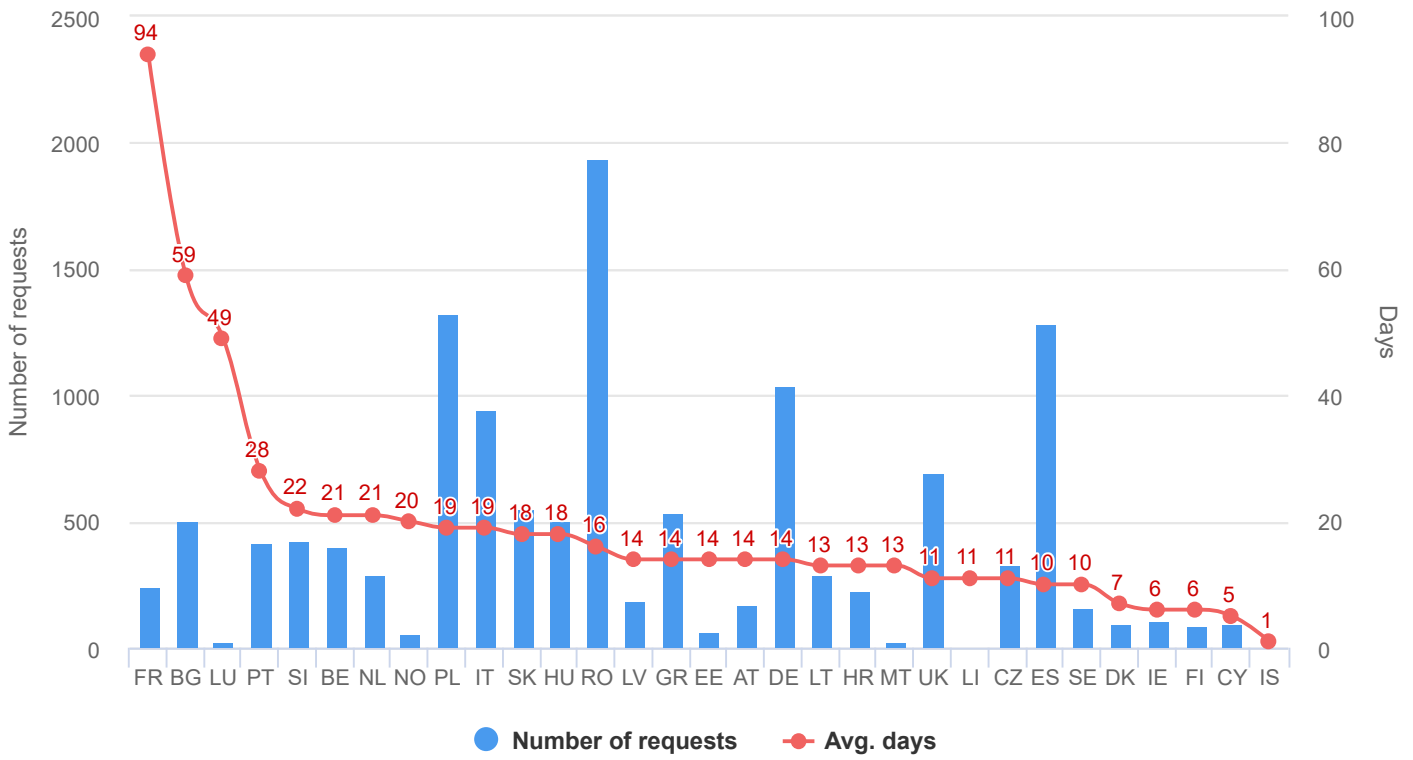
This chart shows:

- **total information requests received** by authorities
- **total information requests accepted within one week** by authorities
- **accepting speed: percentage of requests accepted within one week**

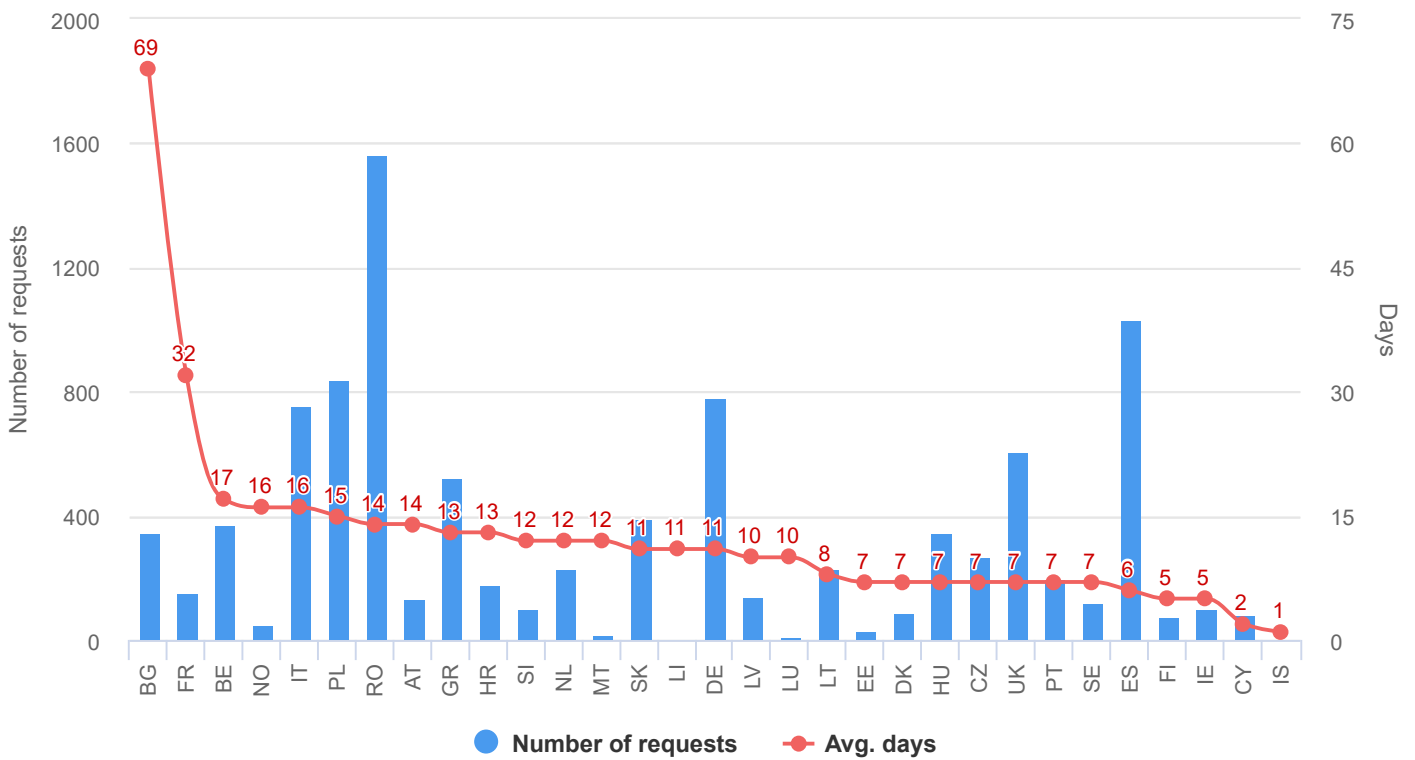
Figures are based on requests sent in 2018, in the following IMI modules: *Professional Qualifications – Information Request*, *Services – Information Request*, *Patients’ Rights – Information Request* and *Posting of Workers – Information Request*. In the posting module, only requests concerning posting, health and safety, working conditions and establishment are included. Not accepted requests, which were withdrawn in 7 days or less are excluded.

Indicator [2]: Speed in answering requests

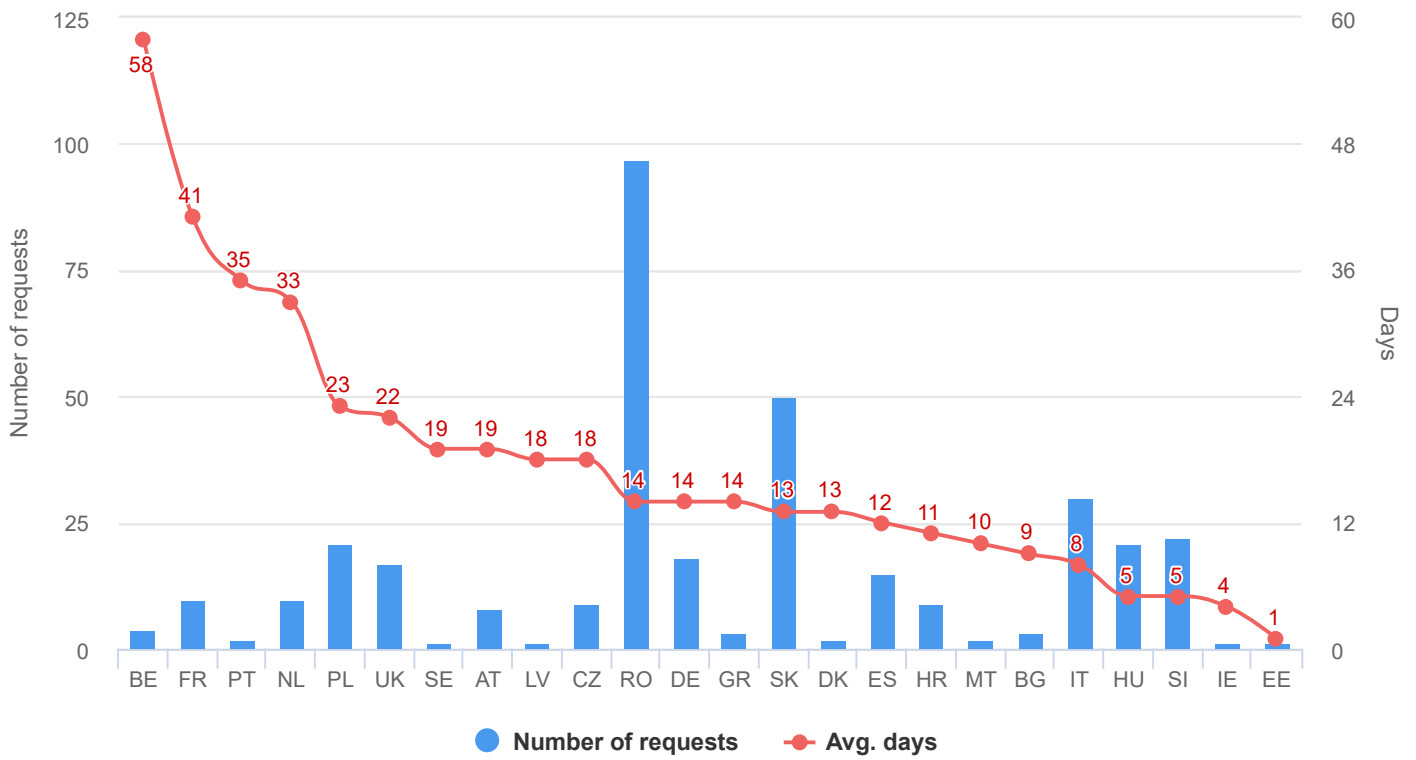
Answering Speed



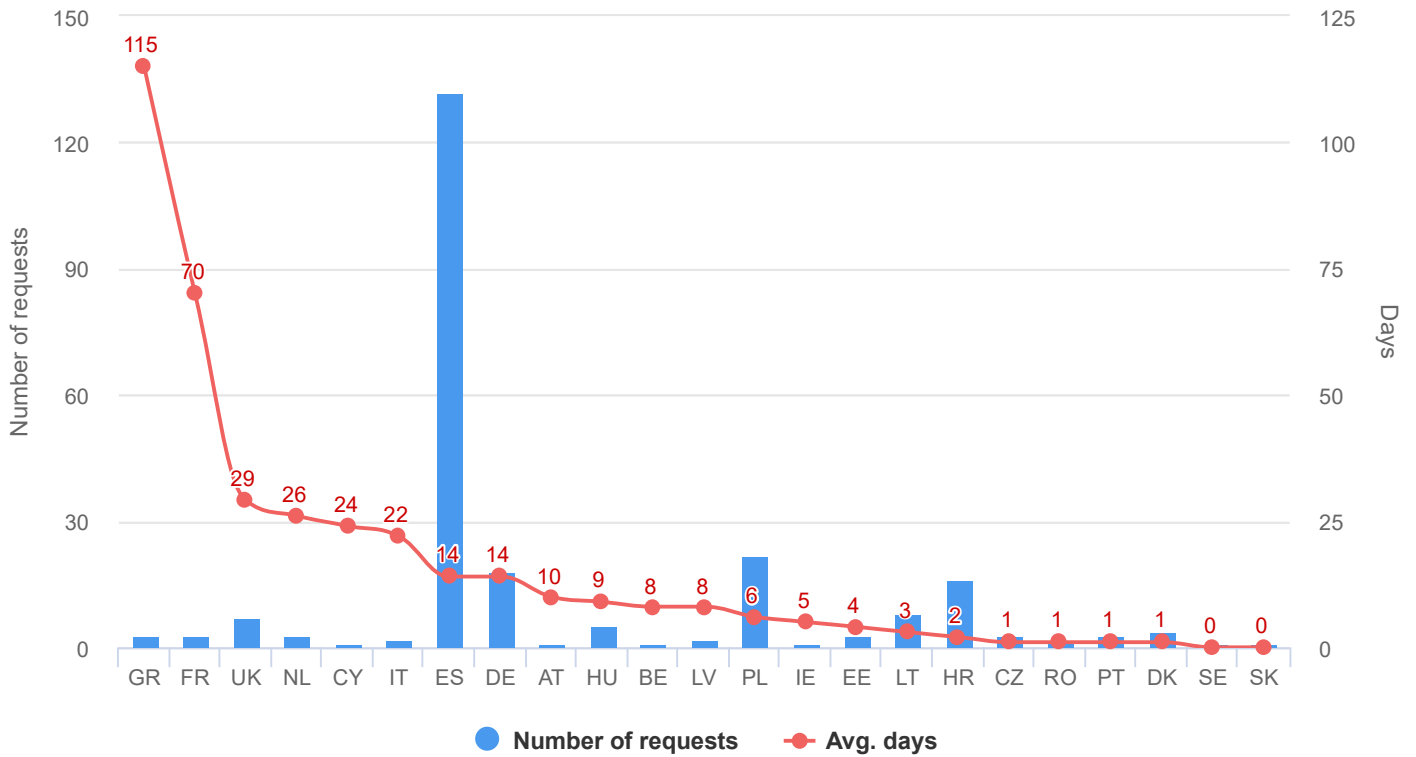
Answering Speed – Professional Qualifications



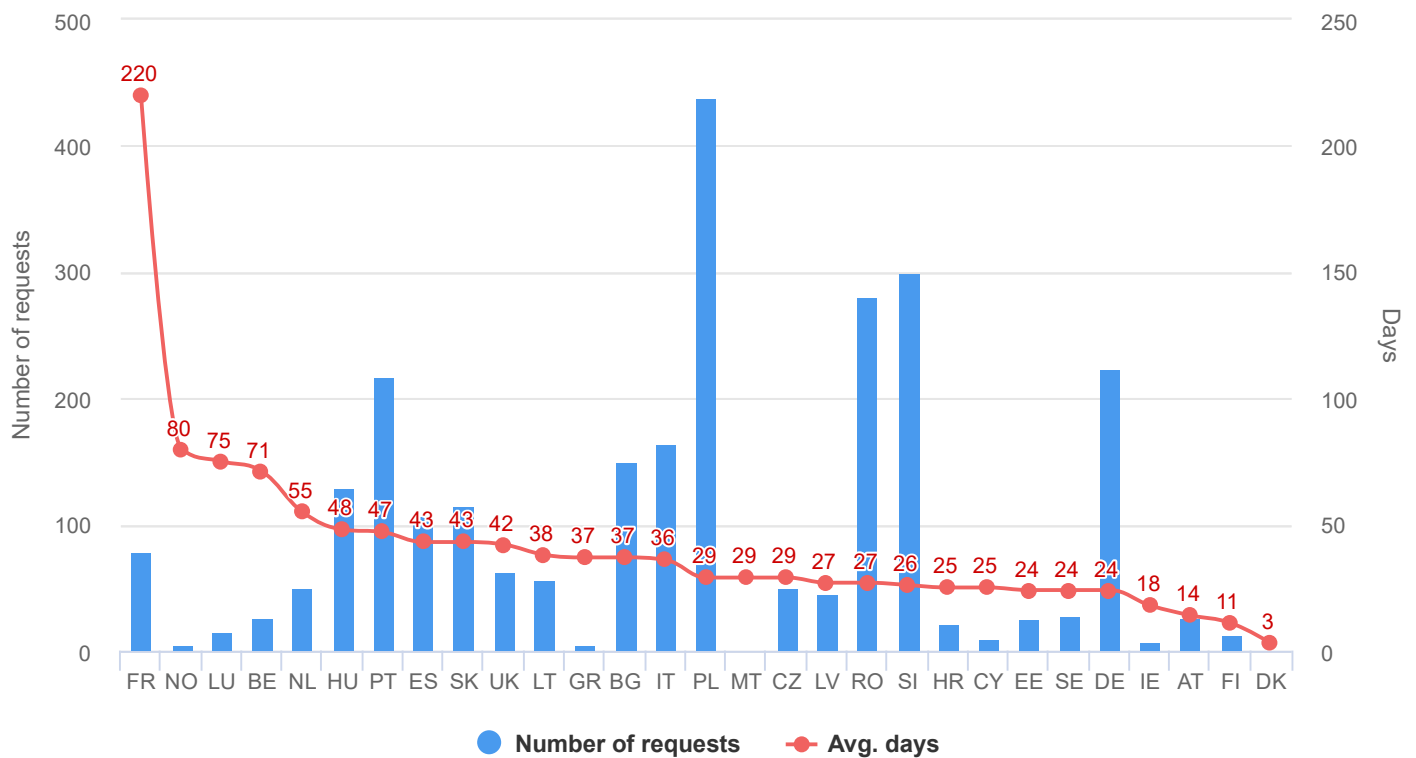
Answering Speed – Services Directive



Answering Speed – Patients' Rights



Answering Speed – Posting of Workers



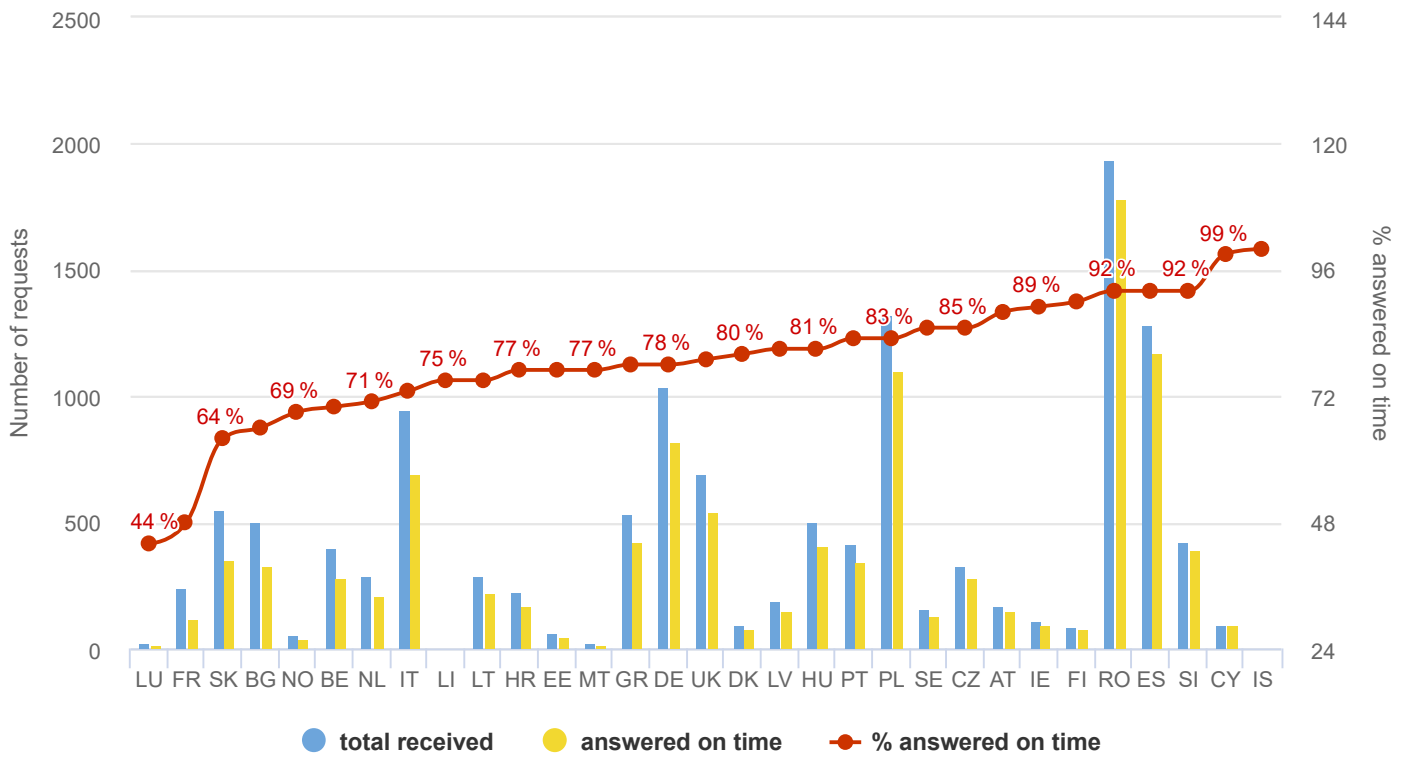
This chart shows, for all areas:

- **total information requests** received by authorities
- average number of **days taken to reply**

Figures are based on requests sent in 2018, in the following IMI modules: *Professional Qualifications – Information Request*, *Services – Information Request*, *Patients’ Rights – Information Request* and *Posting of Workers – Information Request*. In the posting module, only requests concerning posting, health and safety, working conditions and establishment are included.

Figures only include requests, for which a response date was recorded.

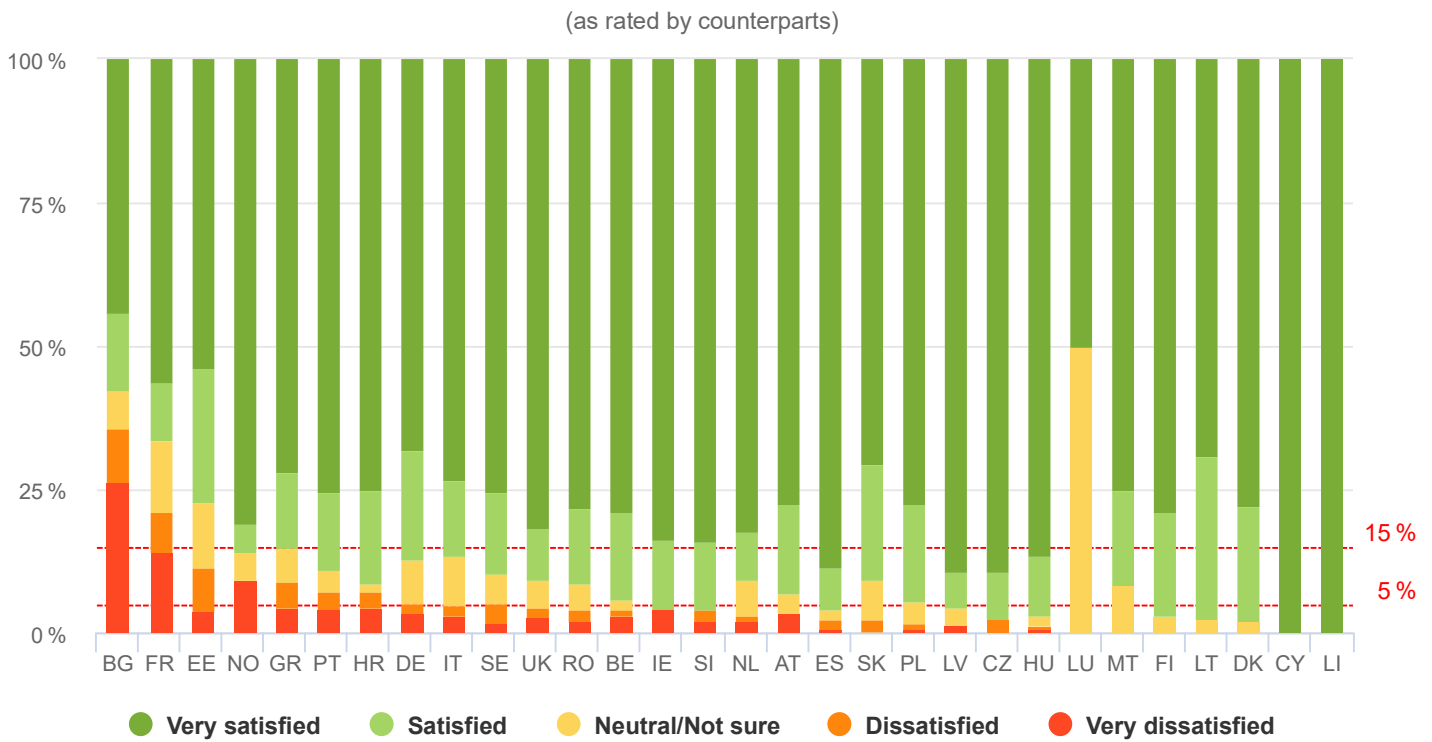
Indicator [3]: Requests answered by the date agreed in IMI



When sending a request, the authority gives the date by which it needs an answer. The replying authority can either accept this date or propose a new one.

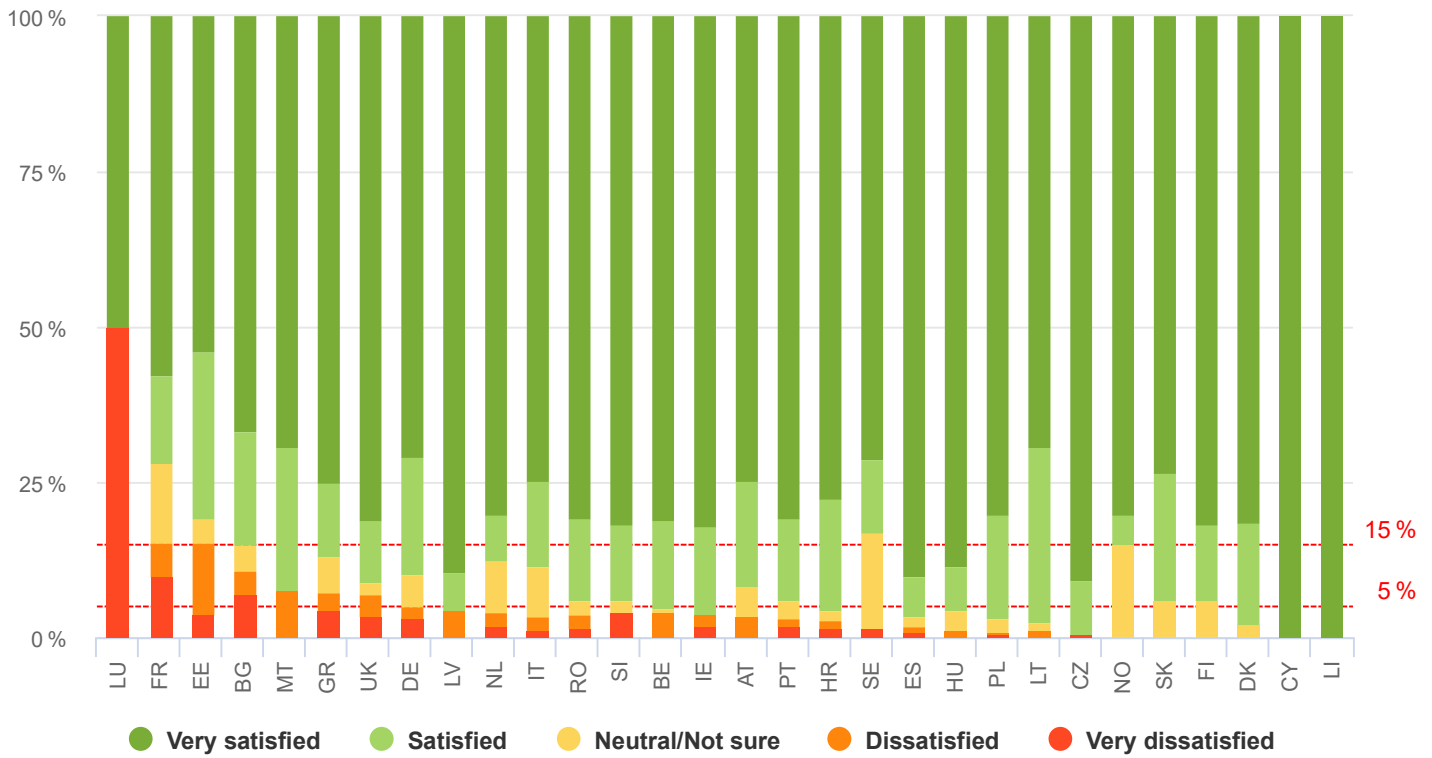
Figures are based on requests sent in 2018, in the following IMI modules: *Professional Qualifications – Information Request*, *Services – Information Request*, *Patients’ Rights – Information Request* and *Posting of Workers – Information Request*. In the posting module, only requests concerning posting, health and safety, working conditions and establishment are included. Figures only include requests, for which a response date was recorded.

Indicator [4]: Timeliness of replies (as rated by counterparts)



Figures based on an optional survey completed by the sender; on responses given to the survey in 2018, for all requests, which were sent in the following IMI modules: *Professional Qualifications – Information Request*, *Services – Information Request*, *Patients’ Rights – Information Request* and *Posting of Workers – Information Request*. In the posting module responses for all exchanges are taken into account, including requests to send documents.

Indicator [5]: Efforts made (as rated by counterparts)



Figures based on an optional survey completed by the sender; on responses given to the survey in 2018, for all requests, which were sent in the following IMI modules: *Professional Qualifications – Information Request*, *Services – Information Request*, *Patients’ Rights – Information Request* and *Posting of Workers – Information Request*. In the posting module responses for all exchanges are taken into account, including requests to send documents.

Achievements

- **IMI now supports 50 cross-border procedures in 14 legal areas**, effectively replacing the need for at least 14 different IT systems.
- **More than 8 000 public officials used IMI in 2017.**
- **2018 was the 10th year in which IMI was used for information exchanges:**
 - By the end of the year, the total number of exchanges exceeded 150 000
 - The total number of exchanges in 2018 almost reached 37 000, showing a 10 % increase on 2017
 - Compared to the first year of operation, requests in IMI show a 43 fold increase (in 2008: 374, in 2018: 16 257)
- **Professional Card (EPC): increasing use of the first fully online EU-wide procedure continued.** At the end of 2018, the total number of applications for an EPC exceeded 7 500 showing a 35 % increase on 2018.
- On 25th May 2018, Member States actively started to use **the IMI modules implemented for administrative cooperation under the General Data Protection Regulation** (Regulation (EU) 2016/679), where by the end of 2018 more than 1 400 communications were entered in IMI.



In which areas is IMI now used?

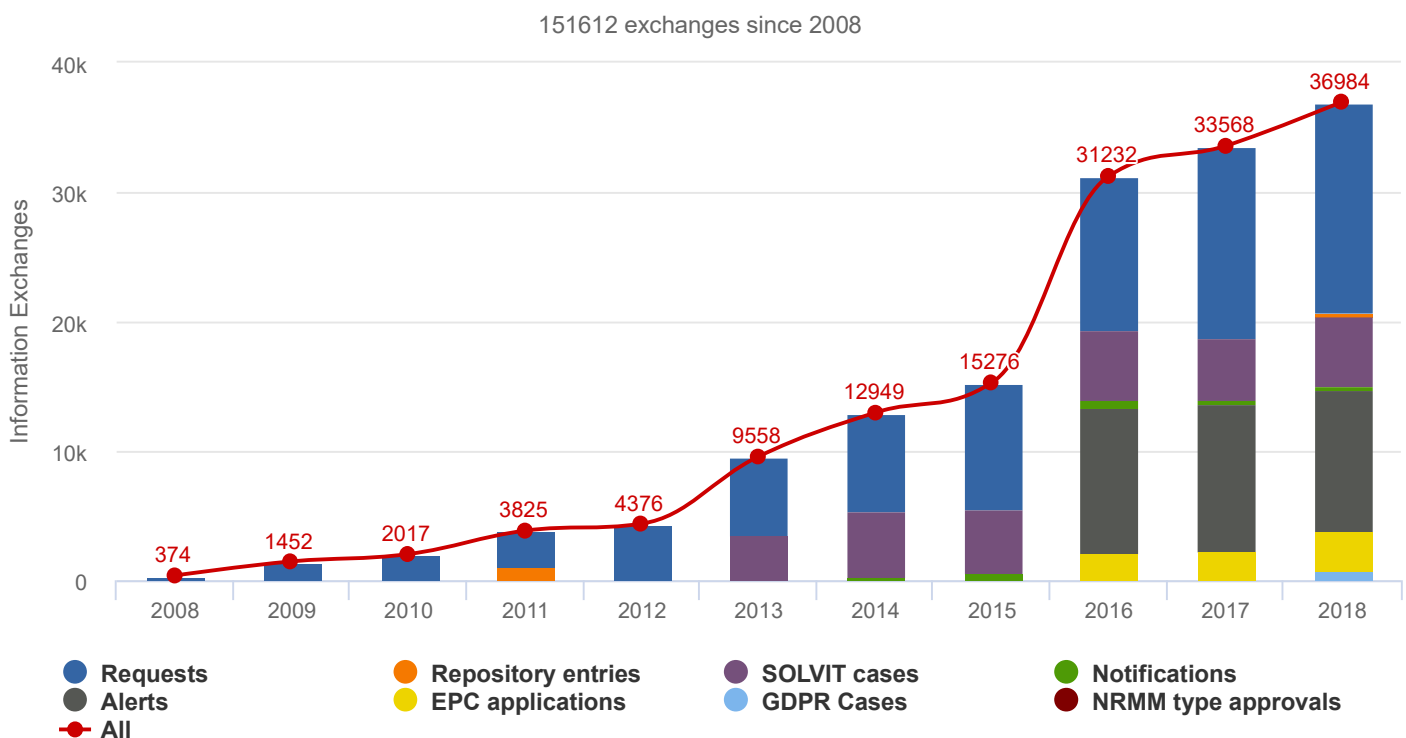
- Professional Qualifications
- Services
- Posted Workers (see also)
- Cross-border road transport of Euro cash
- SOLVIT
- Patients' Rights in cross-border healthcare
- E-commerce (pilot project)
- Train Driving Licences (pilot project)
- Public Procurement (pilot project)
- Cultural objects
- European Professional Card
- Non-road Mobile Machinery
- General Data Protection Regulation
- Public Documents Regulation

Facts and Figures

- **Registered authorities: 8 414.**
- **Information requests – up 10 % on last year.**
- With the 16 275 requests sent in 2018, the **total number of information requests** sent through IMI reached 76 980.
- With the 36 988 exchanges sent in 2018, the **total number of exchanges** sent through IMI reached 151 815.
- The **European Professional Card** procedure continued to deliver high results, despite being only available for just 5 professions (pharmacists, nurses, physiotherapists, real estate agents and mountain guides) **2 120 decisions were taken on EPC application in 2018** – 75 % more than the year before and 2.5 times more than in 2016.
- A total of **10 956 alerts have been sent in IMI** in the different alert modules in the area of Professional Qualifications.
- In the course of the year **204 notifications were sent** through IMI.

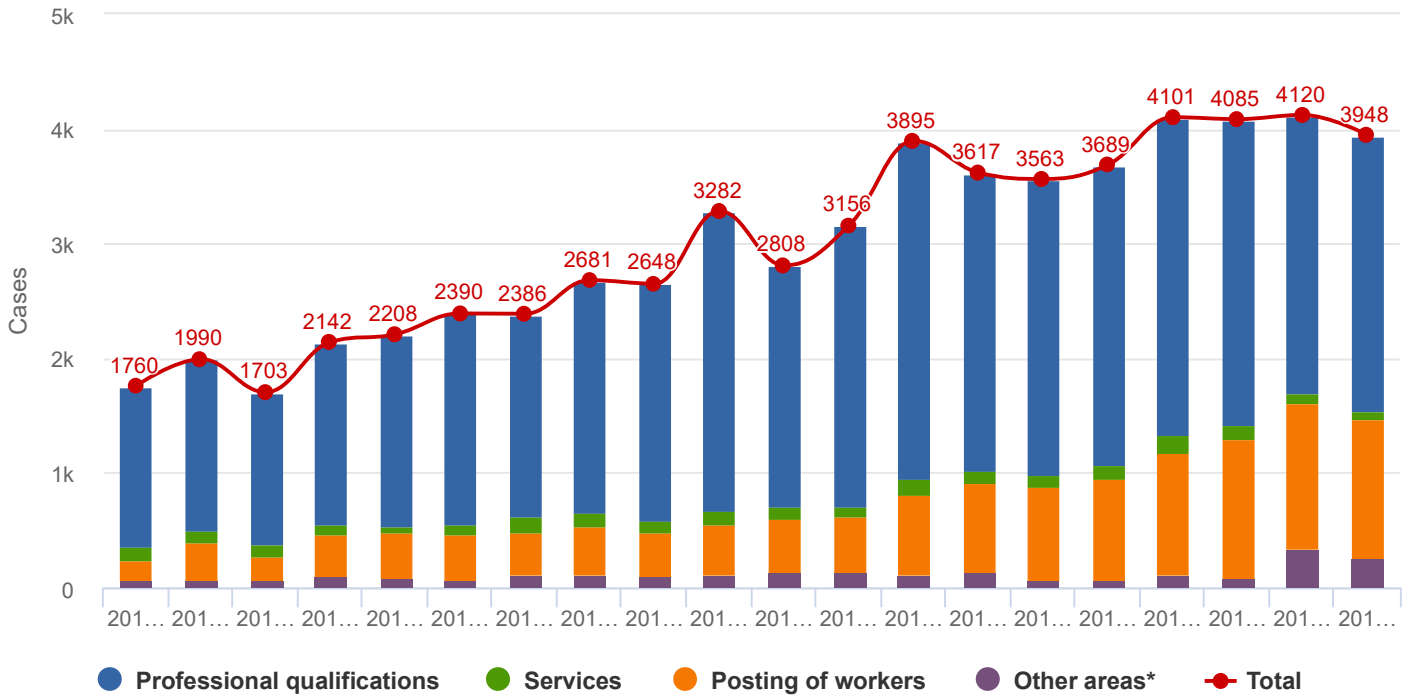
Statistics on the use of IMI

Information exchanges in IMI 2008–2018



IMI requests per quarter 2014 – 2018

(76980 requests since 2008)

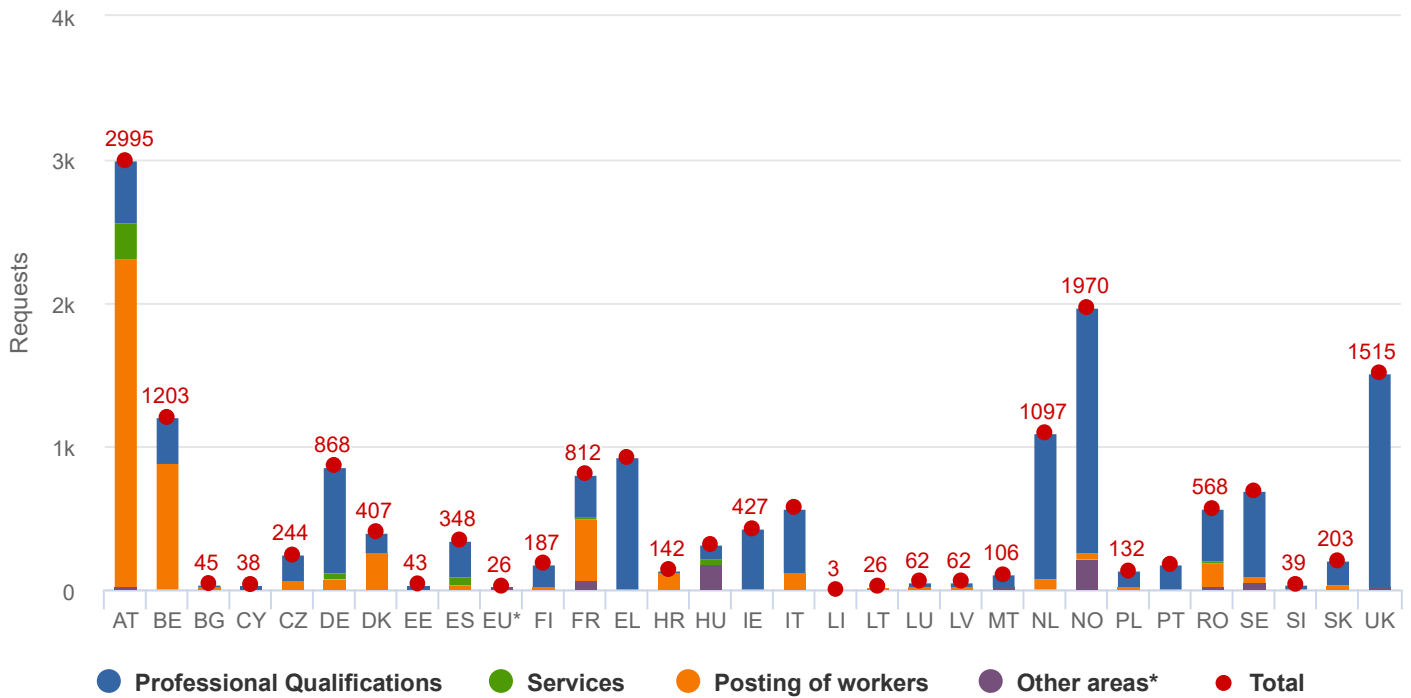


* Other areas: Public Procurement, Patients' rights, E-Commerce, Train Driving Licences, Cultural objects, GDPR.

In the area of posting, figures include all requests, which were sent in the *Posting of Workers – Information Request* module.

IMI requests in 2018 by sending Member State

(16257 Requests - PQ: 10251, Services: 424, Posting: 4007, Other areas: 1575)



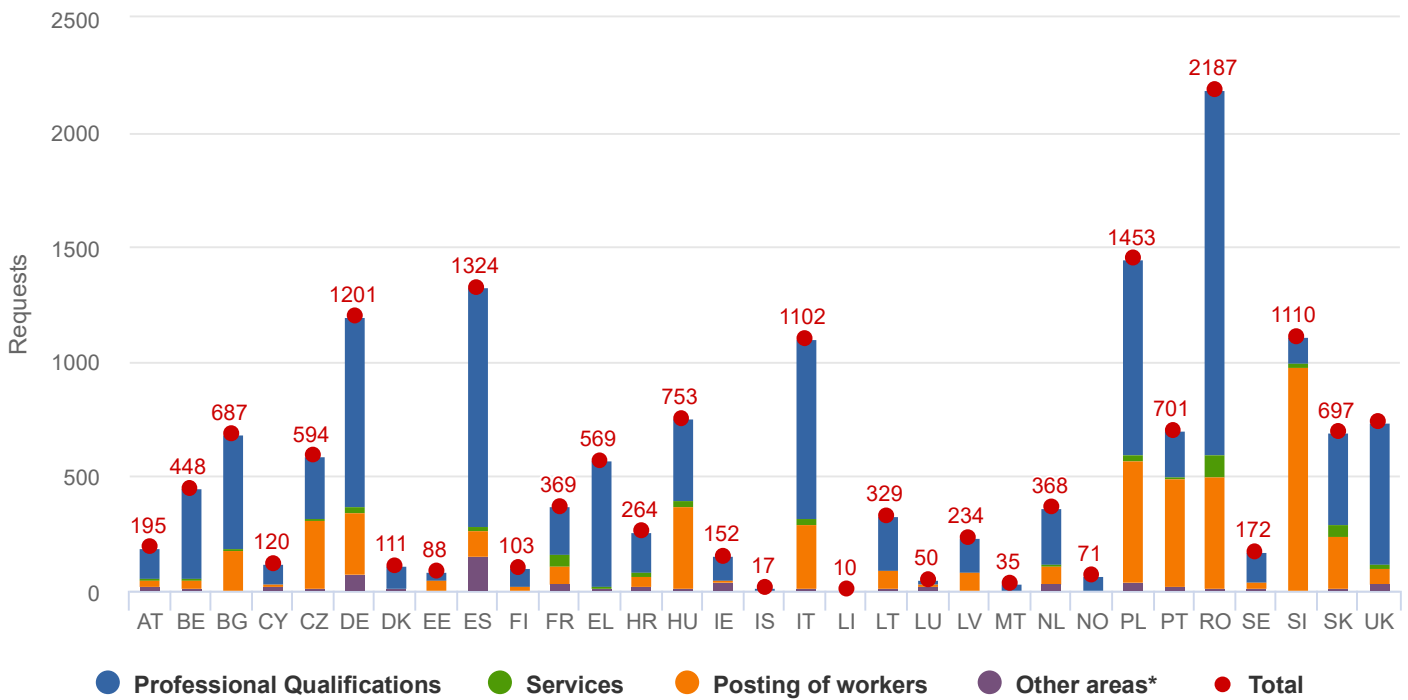
* Other areas: Public Procurement, Patients' rights, E-Commerce, Train Driving Licences, Cultural objects, GDPR.

* EU = European institutions/bodies.

In the area of posting, figures include all requests, which were sent in the *Posting of Workers – Information Request* module.

IMI requests in 2018 by recipient Member State

(16254 Requests - PQ: 10251, Services: 424, Posting: 4773, Other areas: 806)



* Other areas: Public Procurement, Patients' rights, E-Commerce, Train Driving Licences, Cultural objects, GDPR.

In the area of posting, figures include all requests, which were sent in the *Posting of Workers – Information Request* module.

For more statistics, see the [IMI website](#).

Priorities

The Commission aims to:

- implement IMI for:
 - requests to verify the authenticity of Public documents covered by Regulation (EU) 2016/1191,
 - the Firearms Directive (certain administrative cooperation provisions set out in Council Directive 91/477/EEC,
 - cooperation between national authorities responsible for the enforcement of consumer protection laws as set out in Regulation (EU) 2017/2394;
- implement the “new look” IMI information request forms for existing legal areas.
- deliver a general improvement to the user interface of IMI.
- consolidate the use of IMI modules;
- further reinforce user support.