

PC.33 OneStopGovernment

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For citizens and businesses, it can sometimes be difficult to find the right agency or authority for the desired administrative service. The idea of "One-Stop-Government" is to make it easier to find the administrative service in the sense of user-centricity.

"One-stop government", "one-stop shop" or also "one-stop" are different terms for this digitisation concern. Information and services of the administration should be offered electronically bundled in one place. While central portals create a uniform and central interface in the front office, everything basically remains the same in the back office. The administrative authorities communicate in the background and check on their own responsibility.

In implementation of the "one-stop government" principle, [§ 1 Onlinezugangsgesetz](#) (i.e. the German Act to Improve Online Access to Administrative Services) obliges the Federation and the Länder to offer their administrative services electronically via administrative portals by the end of 2022 and to link these to form a portal network. For this purpose, the Federal Government put the Federal Administration Portal, also known as the *Bundesportal*, online at www.verwaltung.bund.de at the end of 2020. It offers information on all administrative services of the Federation, the Länder and the municipalities in Germany and the first federal online services. At the state level, Bavaria, for example, offers a central information platform with the *BayernPortal* at www.freistaat.bayern/.