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# Legal & Financial network NCP meeting

**Brussels, 10-11 February 2010**

## *Agenda*

- Who operates the Research Enquiry Service (RES)?
- How does it work in practice?
- Response time
- Some figures
- Share of Legal & financial enquiries in 2007 – 2009
- NCPs requests by country
- What can RES do for you?

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## *Who operates the RES?*

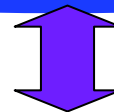
- External service provider (European Service Network);
- Back-office at REA.A1

*How does it work in practice?*

**Research Community submits questions**



*Research Enquiry Service  
Single Entry Point*



**1 back-office and  
29 local helpdesks  
receive the complex  
questions**

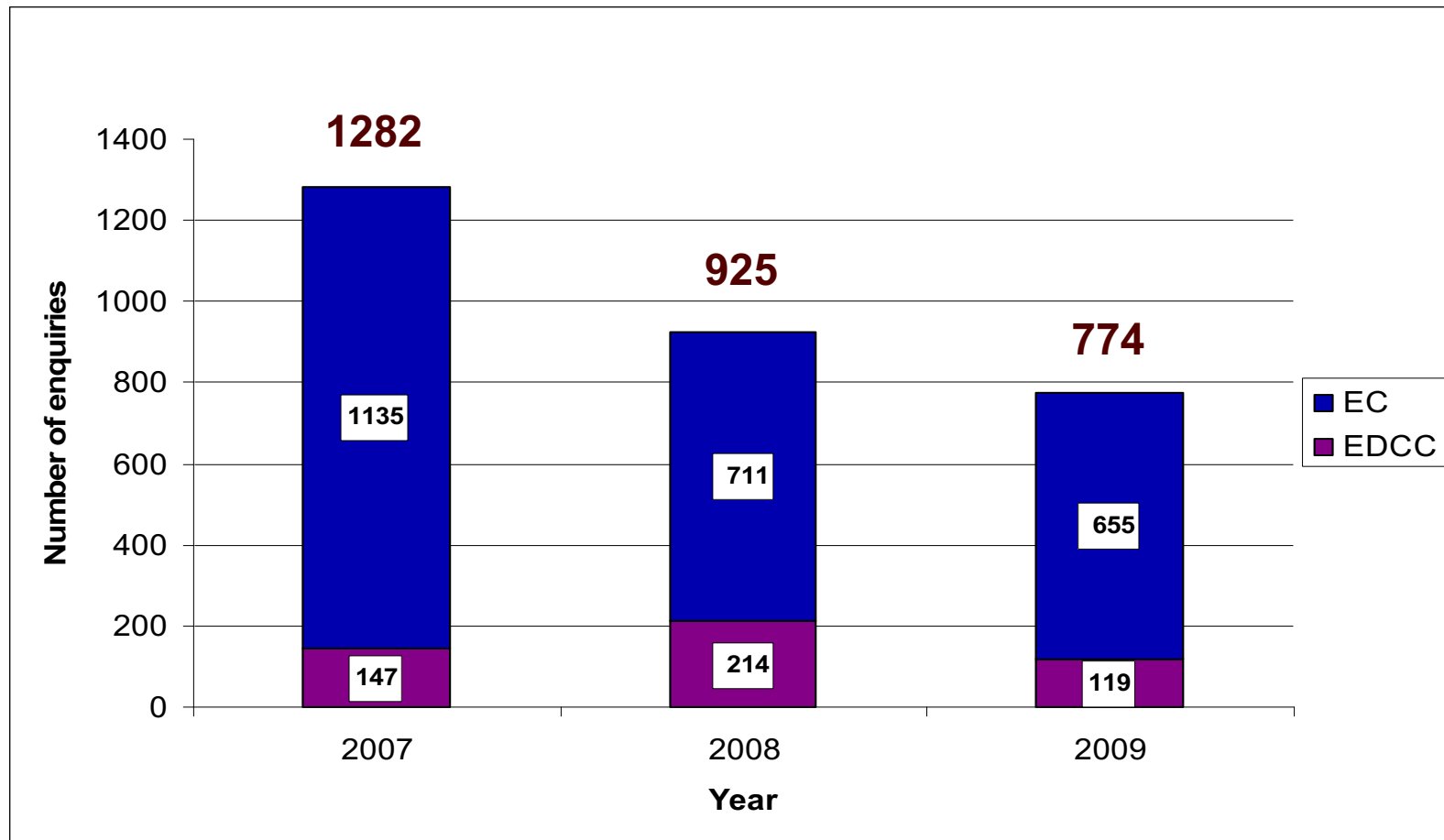
## *Response time*

- Straight forward questions answered directly by EDCC: time to respond = average of 3 working days;
- More complex questions answered by specialised help-desks: time to respond = average of 15 working days

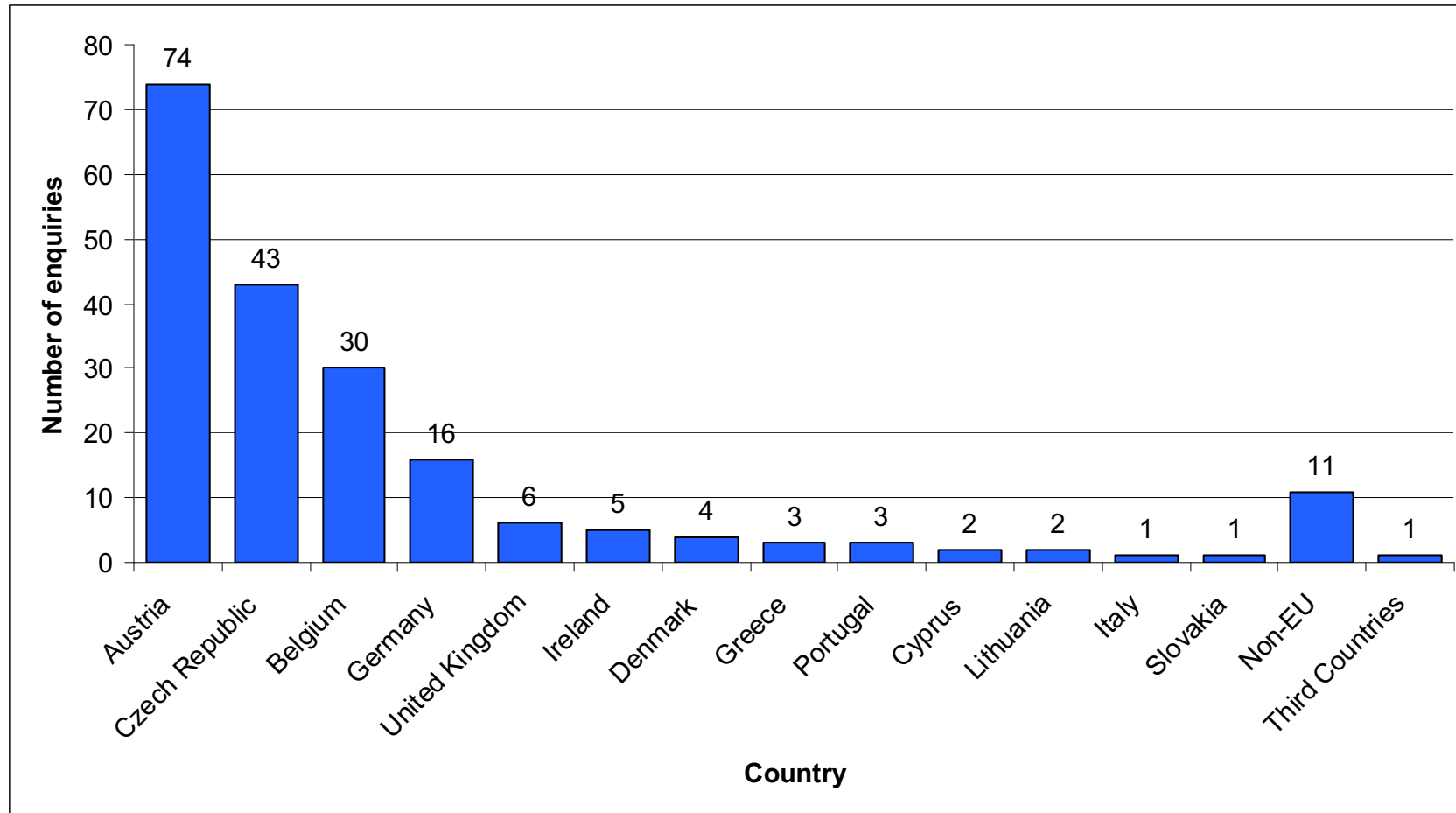
## *Some figures*

Year	Total number of enquiries	Total number of legal and financial enquiries	Percentage of legal and financial enquiries
2007	7.671	1282	16.7%
2008	7.009	925	13.2%
2009	7.302	774	10.6%

## Share of Legal & financial enquiries 2007-2009



## NCPs escalated requests by country



## ***What can RES do for you?***

- Raise the understanding of FP7 legal procedures;
- Support proposals and projects as direct contact point;
- Promote the role of National Contact Points (NCPs) among enquirers;
- Distribute RES promotional material.

Thank you for your attention!

**Research Enquiry Service website:**

<http://ec.europa.eu/research/index.cfm?pg=enquiries>