



### It is your choice

It is of course up to you if you want to make use of the assistance of the PSC. You can process your procedures and formalities via the PSC or deal directly with the responsible authorities as before. And you can switch at any time during the procedure from the PSC to dealing directly with the authority and vice versa.

### Direct access to your PSC

The PSC is at your service in person, by phone or online.

At [www.dienstleisterportal.niedersachsen.de](http://www.dienstleisterportal.niedersachsen.de) you can process your administrative errands around the clock, and if necessary request assistance for generating the documents from your PSC.

Test the services offered by the PSC in Lower Saxony.  
– We look forward to hearing from you.



### More than 500 authorities at one click!

If you do not know which authority is responsible for your concerns, you can find more than 500 authorities simply and comfortably via our Internet platform: [www.dienstleisterportal.niedersachsen.de](http://www.dienstleisterportal.niedersachsen.de).

Simply click on a county or a municipality on the depicted map to find your Point of Single Contact.

On this Internet platform you will not only find the Points of Single Contact, but are also able to online process all necessary formalities and procedures within the scope of application of the European Services Directive.



# No one loves your business as much as you. But we're a close second.



**Niedersachsen**

German for Business.

Publisher:  
Lower Saxony Ministry  
for Economics, Labour and Traffic  
Friedrichswall 1  
30159 Hannover  
[www.dienstleisterportal.niedersachsen.de](http://www.dienstleisterportal.niedersachsen.de)

Lower Saxony Ministry  
for Economics, Labour and Traffic



### Point of Single Contact in Lower Saxony

Support for businesses in regard  
to formalities and procedures



**Niedersachsen**



## From which PSC services can you benefit?

Persons who take up or carry out entrepreneurial activities must often go through procedures and formalities. Furthermore, in many cases different institutions need to be contacted for these procedures and formalities.

In Lower Saxony, too, we provide a service to facilitate these procedures and formalities. [Your Point of Single Contact \(PSC\) – Supporting businesses in formalities and procedures.](#)

The PSC provides individual advice about the procedures and formalities that you must follow and observe in connection with your entrepreneurial activities. The Point of Single Contact will inform you about the necessary forms and documents. Moreover, the PSC can run administrative errands for you.

With this service, the State of Lower Saxony implements an important aspect of the European Services Directive. It seeks to ensure that unclear bureaucratic procedures will not prevent entrepreneurs from expanding or setting up their business activities.

You can access this service also from abroad via the service platform: [www.dienstleisterportal.niedersachsen.de](http://www.dienstleisterportal.niedersachsen.de)

The Point of Single Contact (PSC) provides individual and personalised information and advice. If so requested, the PSC will expeditiously transmit communications and applications for the required administrative procedures and formalities to the competent authorities. The respective competent authorities cooperate closely with the PSC.

### Information and advice

The PSC provides general information in connection with your entrepreneurial activities. If necessary, competent authorities will provide further in-depth advice.

The PSC will inform you about the necessary requirements, procedures and formalities for setting up and carrying out your entrepreneurial activities.

The PSC will provide the contact data of the competent authorities and can thus spare you the need to conduct a potentially time-consuming research.

The PSC will tell you how to access public registers and databases, for example, to register as a craftsman.

The PSC will inform you about associations and organisations that can provide supplementary advice and support, e.g. the chambers of commerce and business incubators in Lower Saxony.



### Coordination of procedures and formalities

The PSC can coordinate many of the procedures and formalities on your behalf. In this case, the PSC will be the sole point of contact between you and the competent authorities. These procedures include, e.g. licences or notices pursuant to

- the Trade Code or
- the Crafts Code or
- the Lower Saxony Act on Restaurants.

Via the PSC you can register a trade, apply for registration as a craftsman, or notify the operation of a restaurant.

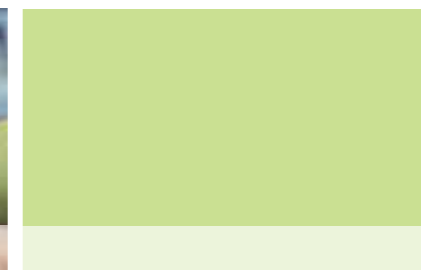


## The time-limit is running ...

Many licence procedures are subject to a waiver of notice. This means that the authority must process the application within a set time-limit. This period begins to run as soon as an application has been submitted in full and with all necessary documents. If the authority does not take a decision in this period, the licence is deemed to have been granted.

The time-limit not only begins to run when the competent authority receives the complete application documents, but also as soon as you hand these papers to the PSC. Upon receipt, the PSC will transmit the documents without delay to the competent authorities. In any event, you will receive a confirmation of receipt, which will also indicate if the documents submitted are complete or need to be supplemented.

[The Point of Single Contact means for you: no lengthy search, thus enabling you to achieve your goals faster and simpler!](#)





## Einheitlicher Ansprechpartner

Support for businesses in regard to formalities and procedures

Do you want to offer services or establish a business in Lower Saxony? Here you will find the Points of Single Contact and can process online all necessary formalities and procedures within the scope of application of the European Services Directive.

Phone (08 00) – 81 88 100 (toll-free)  
[www.dienstleisterportal.niedersachsen.de](http://www.dienstleisterportal.niedersachsen.de)

Point of Single Contact of  
Lower Saxony at the Lower Saxon Ministry  
for Economics, Labour and Traffic  
Friedrichswall 1 | D-30159 Hannover

### Point of contact:

Andrea Bergmann

Phone: (0800) – 81 88 100 (toll-free)

Email: [ea@niedersachsen.de](mailto:ea@niedersachsen.de)

### Office hours:

Monday to Thursday – 9:00 to 15:00 and

Friday – 9:00 to 12:00

or by appointment

# Finding a Point of Single Contact

This map indicates where you can directly contact Points of Single Contact.



- 1 Landkreis Ammerland, Westerstede
- 2 Landkreis Aurich
- 3 Landkreis Celle
- 4 Landkreis Cloppenburg
- 5 Landkreis Cuxhaven
- 6 Landkreis Diepholz
- 7 Landkreis Emsland, Meppen
- 8 Landkreis Friesland, Jever
- 9 Landkreis Gifhorn
- 10 Landkreis Goslar
- 11 Landkreis Göttingen
- 12 Landkreis Grafschaft Bentheim, Nordhorn
- 13 Landkreis Hameln-Pyrmont, Hameln
- 14 Landkreis Harburg, Winsen (Luhe)
- 15 Landkreis Heidekreis, Soltau
- 16 Landkreis Helmstedt
- 17 Landkreis Hildesheim
- 18 Landkreis Holz Minden
- 19 Landkreis Leer
- 20 Landkreis Lüchow-Dannenberg, Lüchow
- 21 Landkreis Lüneburg
- 22 Landkreis Nienburg (Weser)
- 23 Landkreis Northeim
- 24 Landkreis Oldenburg
- 25 Landkreis Osterholz
- 26 Landkreis Osterode am Harz
- 27 Landkreis Peine
- 28 Landkreis Rotenburg (Wümme)
- 29 Landkreis Schaumburg, Stadthagen
- 30 Landkreis Stade
- 31 Landkreis Uelzen
- 32 Landkreis und Stadt Osnabrück
- 33 Landkreis Vechta
- 34 Landkreis Verden
- 35 Landkreis Wesermarsch, Brake
- 36 Landkreis Wittmund
- 37 Landkreis Wolfenbüttel
- 38 Region Hannover
- 39 Niedersächsisches Ministerium für Wirtschaft, Arbeit und Verkehr, Hannover
- 40 Stadt Braunschweig
- 41 Stadt Celle
- 42 Stadt Cuxhaven
- 43 Stadt Delmenhorst
- 44 Stadt Emden
- 45 Stadt Goslar
- 46 Stadt Göttingen
- 47 Stadt Hameln
- 48 Landeshauptstadt Hannover
- 49 Stadt Hildesheim
- 50 Stadt Lingen (Ems)
- 51 Hansestadt Lüneburg
- 52 Stadt Oldenburg
- 53 Stadt Salzgitter
- 54 Stadt Wilhelmshaven
- 55 Stadt Wolfsburg