

Access to Documents Workflows

According to the provisions laid down in Article 15(3) of the Treaty on the Functioning of the European Union, any citizen has a right of access to documents of the EU's institutions, bodies, offices and agencies. These provisions are further detailed in [Regulation \(EC\) N° 1049/2001](#) regarding public access to European Parliament, Council and Commission documents.

Any request for information involving access to a Commission or a third-party document should be dealt with according to the following procedure:

- Unit DG.01 CAD is the service in DG COMM responsible for managing all the requests for access to documents (**contact person:** [REDACTED], tel. [REDACTED]).
- All requests for access to documents should be sent, **as soon as possible**, to DG.01 CAD (COMM ACCESS DOCUMENTS mailbox) which will register them in GESTDEM (shared database for applications for access to documents) and will send an acknowledgement of receipt to the applicant. The requests are also registered in ARES to insure the traceability of assignments and follow-up the different open cases.



Unit DG.01 asks units/Reps to provide the requested documents.

After registration in ARES, **positive replies**, based on SG templates, are prepared and sent directly by DG.01 by e-mail to the person or body concerned with SG mailbox in copy.

"In the event of total or partial **refusal** the **negative replies** must be signed by the Director-General.

The draft reply based on SG templates, and the ARES e-signatory will be prepared and managed by DG.01. The workflows in ARES are as follow:

RED: [REDACTED]
VISA: [REDACTED]
VISA: [REDACTED]
VISA: [REDACTED]
SIGN : PESONEN Timo
EXP : [REDACTED]

	Finally, the negative reply as such is sent directly by DG.01 by registered mail with acknowledgement of receipt to the person or body concerned.
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Except the registration of the requests and formal assignments, most of the discussion with the units (to retrieve docs and agree on giving access) is done via outlook.

- [SG intranet site](#)
- [SG templates for access to documents](#)