



EUROPEAN COMMISSION  
Secretariat-General

The Deputy Secretary-General

Brussels, 09/10/2014  
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By registered letter with  
acknowledgement

Ms Helen Darbshire  
Executive Director  
Access Info Europe  
Calle Cava de San Miguel 8, 4c  
E-28005 Madrid

Dear Ms Darbshire,

By letter of 23/07/2014 - ARES (2014)2442087 - the European Commission drew your attention to a series of technical problems in the use of the AsktheEU.org website during the month of July 2014 (which had also been encountered previously in May, June and November 2013). We also explained the direct negative impact of these problems on the timely and correct handling of access-to-documents requests by European citizens under Regulation 1049/2001.

In your letter of 30 July 2014 to various Commission departments you recognised the existence of these problems and undertook to remedy the situation through a reconfiguration of the software and the server so that "*[a]s of September everything should be running smoothly*".

Nevertheless, for more than a week in September 2014, the Commission departments faced again similar serious technical difficulties in the handling of both initial and confirmatory requests. This meant, in particular, that documents could not be transmitted to the applicants, holding replies were delayed and the Commission was unable to agree fair solutions in the terms of Article 6 (3) of the Regulation with the applicants concerned. Several citizens turned to the European Commission to complain about the incorrect handling of their files.

You will agree with me that this is not acceptable.

Marianne Klingbeil