

EUROPE DIRECT Network in Portugal

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Using the cost free electronic media made available by our Centre you can have free access to the **Europe Direct Calling Centre** that will allow the clarification of your queries about the European Union, using the following services:

- ✓ Access to the **Web Assistance** that facilitates the on-line search on the EUROPA site;
- ✓ **Electronic mail** by filling in the mailbox form;
- ✓ **Telephone – Toll-free number** from the 27 Member States.

Web Assistance
to facilitate on-line research on the EUROPA site

By e-mail
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EUROPE DIRECT Information Network

By telephone
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00 800 6 7 8 9 10 11
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Or the chargeable number
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The **EUROPE DIRECT Information Centre in Bragança** started its activities in the beginning of 2005 aiming the **dissemination of the European information.**

MISSION:

To supply information about the EU policies and programmes in its own area of action.

Located in *Escola Superior Agrária* of the *Instituto Politécnico de Bragança*, it provides a public space



where European information is available.

Being part of the “**EUROPE DIRECT Information Network**” belonging to the EU, the **EUROPE DIRECT Information Centre in Bragança** will primarily provide information in *Trás-os-Montes* (the Portuguese Northeastern region).

AIMS:

To facilitate access to the information on the EU action and, above all, the way it influences the citizens’ daily life.

FUNCTIONS:

To achieve its aims this centre presents the following functions:

- ✓ **Providing the population with useful information on the EU activities;**
- ✓ **Collaborating with several regional institutions;**
- ✓ **Guaranteeing that the citizens questions and suggestions reach the rightful European institutions.**

SERVICES PROVIDED:

- ✓ Personalized technical support available in the public facility to answer the citizens queries, to facilitate the consultation of European documents both printed and on-line as well as the European data banks;
- ✓ Production and dissemination of European information material by:
 - **e-mail –Monthly Information Service**, that includes the regular sending of National and Communitarian Legislation and Invitations to the submission of Communitarian Projects Information Service; **Bi-monthly Electronic Newsletter** (featuring present communitarian issues); **Weekly Press Releases**;
 - **Post –Four Monthly Newsletter.**
- ✓ Promotion and support of information events of various nature, targeted at specific groups, together with schools, local authorities, associations, etc;
- ✓ Europe *Direct* Service access point – tollfree telephone service allowing citizens the opportunity to speak directly to Brussels and put their questions on the EU;
- ✓ The setting up of partnerships with diverse institutions aiming a more efficient dissemination of the European information.