

The Applications Helpdesk

1. What is **the Applications Helpdesk**?
2. What do we mean by **regulated products**?

3. How can **the Applications Helpdesk** help you?

4. How to **contact** us?
5. How we **reply** to questions

6. Info Session on Applications – **technical** meetings

1. What is **the Applications Helpdesk**?

- The Applications Helpdesk is EFSA's front office and support desk for applicants, Member States, EU institutions, non-governmental organisations and other stakeholders who have questions about applications for the scientific evaluation of regulated products.
- The service handles the initial administrative and scientific steps of all these applications – including reception, registration and verifying the completeness of the information in the submitted application.

2. What do we mean by **regulated products**?

Regulated products require scientific risk assessment by EFSA before they can be permitted by the risk managers (such as the European Commission and the National Competent Authority) for use on the EU market. They include substances used in feed and food (such as additives, enzymes and flavourings),

food contact materials and pesticides, GMOs, food processes and processing aids. The scientific substantiation of nutrition and health claims is also assessed by EFSA prior to their authorisation by the risk managers for use on the EU market.

3. How can **the Applications Helpdesk** help you?

The Applications Helpdesk is the first point of contact within EFSA for applicants, Member States and any stakeholder regarding applications for regulated products. The Helpdesk team and the extensive section on EFSA's website provide information on:

- The legal framework for each application type; i.e. food contact materials, feed additives, nutrition etc.
- Procedures for submission of technical dossiers
- EFSA's guidance documents per scientific area
- Administrative and scientific data requirements
- Information on the processing and status of applications
- Frequently Asked Questions (FAQs) by scientific area
- The Register of Questions database that collects all information about all EFSA's work, including supporting documents and current status of applications.



4. How to **contact** us?

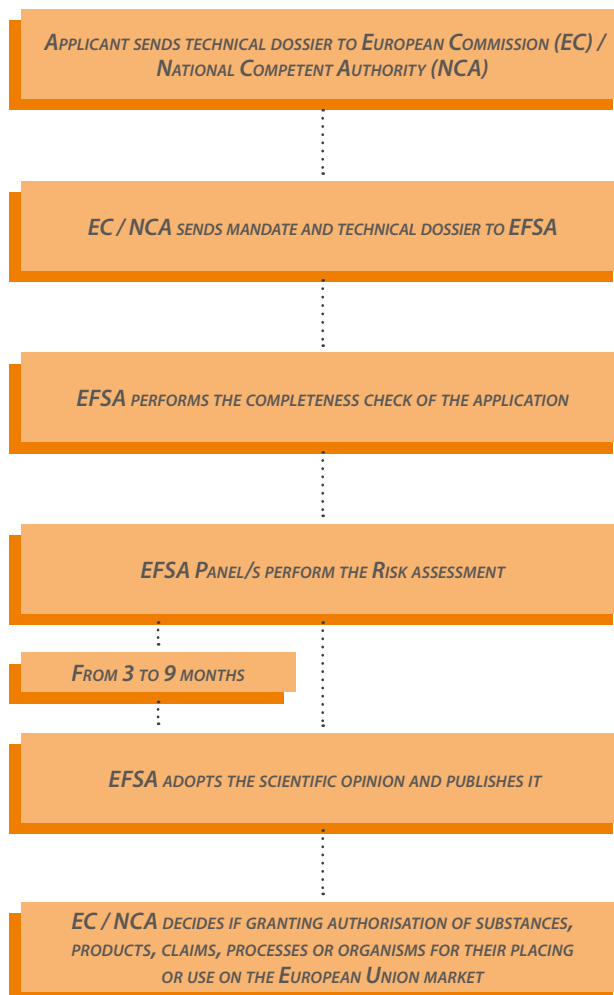
Send an enquiry to the Applications Helpdesk via the dedicated web form. For more information, please see:
<http://www.efsa.europa.eu/en/applicationshelpdesk/askaquestion.htm>

5. How we **reply** to questions

Applications Helpdesk staff will either answer questions directly, liaising as needed with the scientific unit, or guide the applicant to an appropriate contact point. The Helpdesk supports requestors by guiding them through the relevant legislative framework, the available guidance documents and by providing updates on the processing and status of applications.

6. Info Session on Applications – **technical** meetings

The Applications Helpdesk, in partnership with EFSA's scientific units, regularly organises technical meetings with stakeholder groups. These 'Info Sessions on Applications' aim to increase understanding of EFSA's guidance documents, improve the overall quality of submitted applications and to encourage dialogue and communication between EFSA and all interested parties.



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Did you know?

- **EFSA does not grant market authorisation** but provides independent scientific advice and a solid scientific foundation to underpin the market authorisation decisions taken by EU Member States and the European Commission.
- Under EU law, **organisations or companies** set to profit from regulated substances or products **must provide the evidence to prove that these substances are safe** or, in the case of health claims, that these are backed by sound science.
- **60 % of EFSA's outputs and some 40 % of its resources** concern the evaluation of substances, products and claims intended to be used in the food chain in order to protect public, plant and animal health as well as the environment.
- In the areas within EFSA's remit, there are **34 different applicable EU directives and regulations**, with around **40 different workflows**. Information on all these procedures can be found in the Applications Helpdesk section on EFSA's website.