
STATUTORY INSTRUMENTS

2009 No. 2999

The Provision of Services Regulations 2009

PART 8

ELECTRONIC ASSISTANCE FACILITY

Duty to provide an electronic assistance facility

38.—(1) ^[F1]The Secretary of State, any other Minister of the Crown with responsibility for a government department, or any government department must provide a facility for—

- (a) the completion by electronic means of procedures and formalities relating to access to, or the exercise of, a service activity, and
- (b) the provision by electronic means of the information referred to in regulation 36(1) to providers and recipients of services.

(2) The facility referred to in paragraph (1) must include the provision of help and support (electronically or by telephone) for its users.

(3) The facility referred to in paragraph (1) may also be used for the following purposes—

- (a) the provision of information and guidance by governmental and regulatory authorities in the United Kingdom in relation to the matters specified in paragraph (4);
- (b) communications with those authorities in relation to those matters;
- (c) the completion of procedures and formalities relating to those matters.

(4) The matters referred to in paragraph (3) are—

- (a) regulatory matters affecting business, and
- (b) support for business.

(5) In this regulation, references to procedures or formalities do not include procedures or formalities consisting of—

- (a) the inspection of premises or equipment, or
- (b) physical examination of the capability or professional integrity of—
 - (i) a provider of the service, or
 - (ii) the staff of such a provider.

Textual Amendments

F1 Words in [reg. 38\(1\)](#) substituted (6.4.2016) by [The Provision of Services \(Amendment\) Regulations 2014 \(S.I. 2014/1937\)](#), regs. 1, **2(3)**

Changes to legislation:

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Provision of Services Regulations 2009. Any changes that have already been made by the team appear in the content and are referenced with annotations.

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Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- [reg. 2\(2\)\(1\)](#) inserted by [S.I. 2024/706 reg. 26](#)