

# Legal Aspects of One-Stop Government: The Case of Applying for a Building Permission

Michael Sonntag<sup>\*)</sup>, Maria Wimmer<sup>+)</sup>

<sup>\*)</sup>Institute for Information Processing and Microprocessor Technology, University Linz

<sup>+)</sup>Institute for Applied Computer Science, University Linz  
sonntag@fim.uni-linz.ac.at, mw@ifs.uni-linz.ac.at

**Abstract.** Online one-stop government is a current development of public administrations for offering services and information through a single point of access in cyberspace. Current developments implement initial information and download of forms as well as delivery service and associated payments. Since the legal frame is the basis for governmental activity, legal regulations have to be thoroughly studied for online service delivery. In this paper, we investigate the Austrian laws for the case of online one-stop government service provision in general, especially in the area of electronic service of official documents (when allowed, how, what remedies are available in case of errors, etc.). We detail the legal aspects with the official proceeding of a building permission.

**Keywords:** one-stop government, e-government, electronic proceedings, building permissions