

[eGovernment in]

The Netherlands

Nederland



eGovernment
eGovernment
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in the Netherlands. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000):16 779.6inhabitants (2013)

GDP at market prices:599 338.0 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100):128.0 (2012)

GDP growth rate:-1.2 % (2012)

Inflation rate:2.6 % (2013)

Unemployment rate:7.3 % (2014)

Government debt/GDP:71.3 % (2012)

Public balance (government deficit or surplus/GDP):-4.1 % (2012)

Source:[Eurostat](#)

Area:41 526 Km²

Capital city:Amsterdam

Official EU language:Dutch

Currency:Euro

Source:[Europa website](#)

Political Structure

The Netherlands is a **constitutional monarchy**. Legislative power is held by a bicameral [Parliament](#). The First House ([EersteKamer](#) or Senate) consists of 75 members, who are appointed for a four-year term by the 12 Provincial Councils. The Second House ([TweedeKamer](#) or House of Representatives) has greater legislative power and consists of 150 members elected every four years on the basis of a proportional system.

The Head of State is the [Monarch](#) (currently the King), whose function is largely ceremonial, though also influential. Executive power is exercised by the [Government](#). Based on parliamentary election results, the Monarch appoints the [Prime Minister](#), who then chooses the members of the Council of Ministers or the Cabinet. The Council of Ministers plans and implements the Government policy. The Ministers, collectively and individually, are responsible to the Parliament.

The local Government in the Netherlands consists of 12 provinces and 403 municipalities (as of 1 January 2014). Each province is formally headed by a King's Commissioner appointed by the Crown, but is governed by a locally elected provincial council and a provincial executive appointed by the members of the provincial council. The municipal council is the highest authority in the municipality. Its members are elected every four years. The day-to-day administration of the municipality is in the hands of the municipal executive (*college van burgemeester en wethouders*), made up of the mayor and aldermen.

The [Constitution](#) of the Netherlands was adopted in 1815 and has been amended several times since then (the last time was in 2002).

Head of State:King [Willem-Alexander](#) (since 30 April 2013).

Head of Government:Prime Minister [Mark Rutte](#)(since 14 October 2010).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access:95 % (2013)

Percentage of enterprises with Internet access:100 % (2013)

Percentage of individuals using the Internet at least once a week:92 % (2013)

Percentage of households with a broadband connection:87 % (2013)

Percentage of enterprises with a broadband connection:96 % (2013)

Percentage of individuals having purchased/ordered online in the last three months:59 % (2013)

Percentage of enterprises having received orders online within the previous year:13 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities:obtaining information 65 %, downloading forms 53 %, returning filled forms 57 %. (2013)

Percentage of enterprises using the Internet for interaction with public authorities:obtaining information 74 %, downloading forms 83 %, returning filled forms 85 % (2013)

Source:[Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

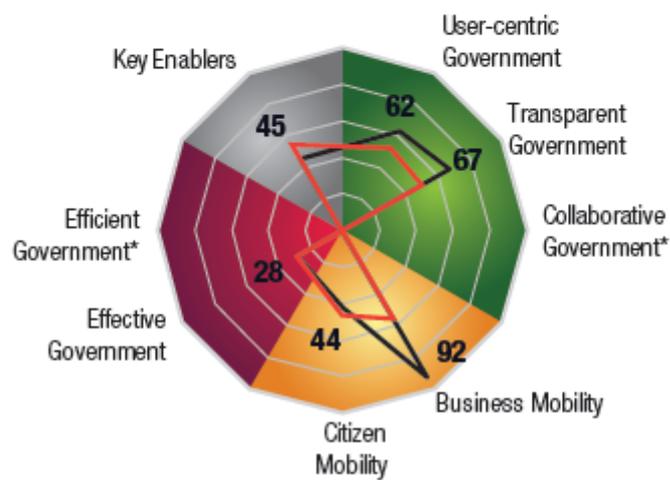
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 NL
 EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#).

A brief history of eGovernment in the Netherlands can also be found on the website of the [i-NUP programme](#) (mainly in Dutch).

Recent News

February 2014

- ▶ In February 2014 the public personalised services platform [MijnOverheid](#) welcomed its 1 millionth subscriber. MijnOverheid has grown tremendously in the recent period. However, although having reached one million subscribers is viewed as an interesting achievement, it is only a step along the way of reaching the 6 million expected users by the end of 2014. The tax agency has boosted take-up by sending messages about allowances and income tax via the message box, which is one of the functionalities of MijnOverheid.

January 2014

- ▶ On 20 January, the Minister of Economic Affairs, Mr. Kamp, officially opened '[Ondernemersplein](#)'. Ondernemersplein is a website on which entrepreneurs can find all kinds of government related information, which they need to run their business.
- ▶ In January 2014 the [BRP Law](#) (personal records base register) came into force, enabling a better registration of personal records. The high quality of the registration of personal records is considered of utmost importance, both for citizens and for governments. Public authorities need personal records to perform tasks, such as in the case of the tax agency and the [UWV](#) (Employees Insurance Agency) which use personal records to attribute grants and collect taxes. The BRP law replaces the GBA law. In parallel to the introduction of the law, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, has released a [tool](#) to enable citizens to view the usage of their personal records within government.

December 2013

- ▶ In December 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, and the Minister of Economic Affairs, Mr. Kamp, presented their [plans](#) to implement an operational eID system by 2015, thereby enabling governments and businesses to offer a trustworthy and secure access to e-services. The eID system will enable people to use the same eID for various organisations, both in the public and the private domain, and both the successful [DigiD](#) and eRecognition will be part of the eID system. Furthermore, a DigiD card is foreseen as an element of the eID system.

November 2013

- ▶ By the end of November 2013, the 100 millionth DigiD transaction had been performed for 2013, which implies a 33 percent increase compared to 2012. The website "[Rijksoverheid](#)" reported that almost 11 million citizens are using their DigiD to login to government websites, and that more than 600 organisations provide access to their e-services through DigiD.
- ▶ In November 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, [reported](#) to Parliament that the digital government is developing actively, indicating that 72% of the building

blocks foreseen under the [i-NUP programme](#) have been developed and that municipalities, and the large executive agencies, are on average connected to two thirds of the operational building blocks.

- ▶ In the end of October 2013, the Ministry of Economic Affairs started a [campaign](#) to increase entrepreneurs' acquaintance with eRecognition, the system of eID solutions for businesses. An increasing number of municipalities have connected to eRecognition.
- ▶ In mid-October 2013, the Ministry of Interior and Kingdom Relations started the campaign "[avoid hassle, check your data](#)". The aim of the public campaign is to further improve the quality of the Personal records base register (as 97.8% of the population is registered correctly). Citizens run the risk of missing out on specific services if they are not registered correctly. The campaign encourages citizens to check their data and to report any corrections to the local authorities.
- ▶ On 1 September 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, sent the Cabinet's [open government vision and action plan](#) to Parliament.
- ▶ In July 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, published the [framework](#) to apply accessibility standards. The framework explains how governments can comply with guidelines for accessibility. The Dutch accessibility standards ('webrichtlijnen') are a mandatory open standard. The framework describes which factors can (or cannot) be considered as substantial as to authorise the use of specific standards, or which alternatives can be created for certain exceptions.
- ▶ In June 2013, Logius' newsletter '[DigiInkoop and e-invoicing](#)' reported that, in 2012, 417.000 central government invoices were received digitally (i.e. 27%). A number of ministries are already processing digital invoices fully through digital means, while other ministries are in the process of doing so. More than half of the e-invoices were received via Digipoort
- ▶ In May 2013, the Minister for Housing and the Central Government Sector, Mr. Blok, sent the Cabinet's [Central Government Reform Agenda](#) to Parliament. The central government aims, among other goals, to digitalise services and accelerate the use of base registers. The central government reform agenda was developed in order to meet the challenge of working with less people and budget, on new public issues, whilst safeguarding the continuity and quality of the services which are provided.
- ▶ On 27 May 2014, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, sent the vision paper [Digital Government 2017](#) to Parliament.
- ▶ In the Central Government's 2012 [Annual Report on Operation management](#), released in May 2013, the Minister for Housing and Central government, Mr. Blok, reports progress on of the [I-strategy](#): information security measures have been implemented; 4 common data centres have been assigned and a migration path (from 64 to 4 data centres) has been established; and control over large scale ICT projects has been strengthened.
- ▶ In March 2013, the Tax Department fully prefilled the digital income tax return form of more than 4 million citizens. Prefilled fields have been extended to bank account data.
- ▶ In February 2013, the Minister of the Interior and Kingdom Relations installed the "[Taskforce Information Security Public Services](#)". In the past years, much has been done to improve information security in public administration, but information security can only to be achieved if everyone is convinced of its importance and of the risks. During the two next years, the Taskforce will focus on boosting awareness among governors and high level management of the different government levels, with the aim of producing adequate measures and stronger control. In this way, information security will be anchored and secured in the continuity of business processes.
- ▶ In February 2013, the Minister of Economic Affairs, Mr. Kamp, sent a letter to Parliament describing the actualisation of the Digital Agenda. One of the interesting issues is the progress on [standard business reporting](#) (SBR). In 2015, businesses should be able to exchange a considerable share of their financial reports to the tax agency, the chambers of commerce, CBS (statistics) and banks via SBR.2012

News 2012-2001

2012

- ▶ In *November 2012*, Logius started a [pilot](#) with energy saving software to reduce the carbon foot print of products. The pilot notably measures how software of two Logius products influences the energy use, or hardware, and how this can be improved.
- ▶ In *November 2012*, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, and the Minister of Security and Justice, Mr. Opstelten, sent a [letter](#) to parliament in response to the report of the Research Council for Security on the Diginotar incident. In the letter, measures, notably concerning prevention and resilience, were presented to cope with increasing security threats.
- ▶ On *29 October 2012*, the Rutte II government presented the coalition agreement "[Building bridges](#)" which highlights the Cabinets' ambition that businesses and citizens be able to deal with governments in a digital way by 2017.
- ▶ In *Mid-October 2012*, the [Standard Business Reporting Programme](#) was set up as a knowledge platform. SBR is an initiative of the government to simplify the composition and exchange of financial reports.
- ▶ In *July 2012*, the Chamber of Commerce started connecting governments to the national trade register. This enables governments to integrate data from the national trade register (base register for businesses) in their work processes. The aim is to connect all relevant government organisations by July 2014.
- ▶ In *June 2012*, the Minister of the Interior and Kingdom Relations, Ms. Liesbeth Spies, sent a [letter](#) to parliament announcing new measures to solve the bottlenecks citizens face in their interaction with government. ICT can help solving perceived administrative burden issues, however, having insight in the supply of services and the how they are registered is considered a prerequisite to simplification.

2011

- ▶ In *November 2011*, the Dutch Cabinet [launched](#) the ICT Strategy for central government as part of the 'Compact Central Government Implementation Programme'. The strategy intends to: enhance ICT within the government at national level; reinforce the monitoring of large-scale ICT-related projects; and increase the digital skills and competencies of management and public sector employees.
- ▶ On *15 September 2011*, Minister Donner of Interior and Kingdom Relations officially launched the open data portal of the Dutch Government, '[data.overheid.nl](#)', enabling citizens to locate and freely re-use Government data on the environment, buildings, the population and infrastructure. The portal is intended to be the gateway through which all public sector information can be easily and quickly accessed, freely or at low cost.
- ▶ On *12 August 2011*, [TenderNed](#), the national system for public eProcurement in the Netherlands, [launched](#) the Internet guide [eGids](#) to facilitate the tendering process. The aim of eGids is to enable the procurement process to proceed faster and more easily by providing reliable and user-friendly online support for the supplier for the entire tendering process. It includes functions which provide detailed information on using TenderNed and direct access to the relevant laws and glossary.
- ▶ On *30 May 2011* Minister Donner of the Interior and Kingdom Relations presented to Parliament the proposal for the government-wide implementation agenda for the provision of services and e-government (i-NUP). The proposal comprises of agreements with local and regional governments to implement building blocks of the information infrastructure in order to achieve a shared vision. In this vision municipalities, provinces, water authorities, implementing bodies and the Central Government express their shared ambition: one open and accessible government. For citizens and companies this means that they will increasingly be able to use the digital channel to do business

with the government. Other channels, like the central desk, telephone and mail will still exist and render support.

- ▶ As from *1 January 2011*, businesses can carry out electronic processing of invoices with all 78 Central Government bodies via the electronic post office [Digipoort](#). To enable the exchange of eInvoices, the Ministry of the Interior and Kingdom Relations eGovernment service [Logius](#) customised Digipoort and an open standard format is being used.
- ▶ eRecognition, the eID infrastructure for businesses, become [available](#). It is intended to be used for electronic communication between businesses and the government, as well as for Business-to-business (B2B) electronic communication. It is based on a network approach in which existing means for authentication (e.g. cards, mobile phones, tokens, passwords) can co-exist.

2010

- ▶ As from *January 2010*, all municipalities, provinces and water boards in the Netherlands have Internet access to information concerning [national spatial planning initiatives](#). The digitalisation aimed to increase planning transparency and to encourage the development of Government initiatives, is a mandatory requirement of the new Spatial Planning Act (WRO) of July 2008.

2008

- ▶ As of *October 2008*, public authorities, ministries, firms and other organisations in the Netherlands will no longer need to publish their decisions in paper format. The Dutch Cabinet's decision to permit such paper-free documentation extended from the new electronic disclosures law.

2007

- ▶ In *December 2007*, the Dutch Parliament embraced the action plan '[The Netherlands Open in Connection](#)', to promote open standards and open source software.
- ▶ In *December 2007*, the Dutch Parliament agreed to a plan by the Secretary of State for Employment that will force government organisations in the work and income domain to re-use the information provided by citizens.
- ▶ In *July 2007*, the Citizen Service Number (CSN) is given the go-ahead by the Dutch Parliament. The CSN will improve the delivery of Government services, facilitate data sharing and help fight fraudulent access to public services.

2006

- ▶ In *July 2006*, it is announced that all official websites in the Netherlands will need to be easily accessible by all groups of citizens, including the disabled, by 2010 particularly. From September 2006, all new Government websites will have to be constructed in compliance with the new guidelines and standards.

2005

- ▶ In *June 2005*, the follow-up of the national ICT Agenda 'Better performance with ICT' is released. It contains seven priorities: once-only data provision; electronic identification; faster on the Internet; trust and security; standardisation; consumer policy; and ICT in the (semi) public domain.
- ▶ In *January 2005*, the Dutch Digital Identity service [DigiD](#) was launched, providing citizens with a centralised online authentication solution for accessing eGovernment services, based on a user ID.

2004

- ▶ In *June 2004*, the Government published the policy statement '[Towards the Electronic Government](#)', a further elaboration of the main outlines laid down in the Modernising Government Programme and the national ICT Agenda.
- ▶ In *February 2004*, the Government publishes [the ICT Agenda of the Netherlands: 'Better performance with ICT'](#), which describes how to make better use of the possibilities offered by ICT and realise improved economic and social returns.

2003

- ▶ In *December 2003*, the Government adopted the '[Modernising Government's programme](#)', a wide-ranging modernisation programme that commits the Government to implementing eGovernment.
- ▶ In *January 2003*, the ICT and Administrative Burden (ICTAL) programme was launched. Its task is to develop and implement ICT tools to significantly reduce administrative burden for companies.

2002

- ▶ In *December 2002*, the 'Better Government for Citizens and Businesses' (B4 programme) was [launched](#) aiming at solving lingering social problems, reducing bureaucracy and Government spending.

2001

- ▶ In *April 2001*, the Ministry of Interior and Kingdom Relations created the [ICT Unit \(ICTU\)](#), a new body in charge of coordinating eGovernment development.

News 2000 and before

- ▶ In *1999*, a policy document for the further development of the Information Society in the Netherlands, '[Digital Delta – The Netherlands Online](#)', was published. It covers issues such as digital skills and competences, access, legislation, telecommunications infrastructure, knowledge and innovation.
- ▶ In 1999 the Government information and services portal '[Overheid.nl](#)' was launched.
- ▶ In *1998*, the launch of the '[Electronic Government Action Programme](#)' paved the way for the Dutch Government to use the potential of ICT to deliver better and more effective public services to citizens and businesses, while saving money on the provision of these services. This action programme aimed to make 25 % of public services available online by the end of 2002.
- ▶ In *1996*, the Public Counter 2000 project (*Overheidsloket 2000*) was launched. It aims to deliver a reference model for integrated public service delivery through an electronic counter providing a 'one stop shop' for citizen interactions with public administrations.
- ▶ In *1994*, the adoption of the 'National Action Programme on Electronic Highways' laid out a framework for several Government initiatives within a set of six lines of action – including example projects in the public sector – designed to give the Netherlands a leading position in the area of ICT.

eGovernment Strategy

Main strategic objectives and principles

eGovernment Policy in the Netherlands



In the coalition agreement of the Rutte II government, the ambition which has been set out is that businesses and citizens will be able to interact with governments in a digital way by 2017. This ambition has been elaborated in the [Digital government 2017 vision paper](#), which was presented to the House of Representatives in May 2013. With this new ambition, the government aims at improving digital government information and services, further reducing administrative burdens for citizens, and generating more efficiency.

The new policy implies a digital by default approach, in which citizens will gain the right to interact with government in a digital way. Change of legislation is announced to arrange this right. The general principle for the interaction is 'digital where possible and personal where needed'.

Another principle laid out in this vision paper is the strengthening of the position of citizens as a countervailing power to an increasingly interconnected e-government. By means of digital tools, citizens will be allowed to verify how they are registered, which organisations are using their data, and to correct their personal data if it is incorrect.

The vision paper builds on the results of the [National Implementation Programme \(i-NUP\)](#), with a timeframe that goes until 2015. This programme was presented to the Parliament in May 2011. The main objective of this programme is to achieve one digital government, for better service and greater convenience, by creating joint information infrastructure. The main deliverables of the programme are: a front office for citizens; a front office for businesses; completion and usage of the system of base registries; and implementation support.

The focus in the new policy has more or less shifted from the development and implementation of building blocks of the information infrastructure towards digital interaction of the government with business and citizens. However it is acknowledged that the potential of the information infrastructure has not yet been fully exploited, and that these building blocks have to be further integrated in the work processes of public service providers.

Closely interlinked with the 2017 Digital ambitions, the [open government vision and action plan](#) were presented to the Parliament on 1 September 2013. The vision paper describes different developments around the theme of open government, and underlines the importance of more openness from an economic, democratic and societal perspective. Three main themes are addressed in the vision paper: more transparency around government activities, government's responsiveness to initiatives from society, and government's accountability. The main principle is active disclosure of information.

In November 2011, the [ICT strategy](#) for central government was launched as part of the '[Compact Central Government Implementation Programme](#)'. It provides a long term view of the information infrastructure needed by the Central government and the implementation programmes that accompany it. The programme sets the framework for ministries to draw up their action plans for the implementation of cutbacks. The net savings achieved will all be directed to the departments that have suffered budget cuts.

In May 2011 the [Digital Agenda](#) was published, setting out the ICT strategy for the 2011-2015 timeframe. The focus of the agenda is on the contribution of ICT to economic growth in the Netherlands. The agenda has three themes: greater room for entrepreneurs to work in a smarter way; fast and open infrastructure; digital security and trust. Under the first theme the following issues are addressed:

simplified data exchange (standard business reporting, business client dossier); right to interact digitally; standardisation; cloud computing; open data.

Previous eGovernment Strategies

ICT Agenda 2008-2011

The '[ICT Agenda 2008-2011](#)' outlines the government's plans for ICT, among which eGovernment is a key priority area. The government has been working for several years to make information and services online available to the general public and to businesses. The services provided by the government need to be modern, professional and customised. Smartly deploying ICT will enable the government to tailor its services to the needs of the general public and businesses.

A sound basic infrastructure is essential to ensure a good level of electronic services. The government is also strengthening control over electronic services in order to achieve even better results. In addition, it is encouraging businesses and government agencies to exchange data. The government aims to improve its services and reduce the regulatory burden on businesses. It is important that all government agencies make the necessary preparations and apply the basic elements of the digital services infrastructure in their own organisation.

National Implementation Programme (NUP) until 2010

The '[National Implementation Programme](#)' (NUP), a joint priorities programme of municipal and provincial governments, water boards and central government, was concluded on 31 December 2010. It laid down a list of building blocks and six example projects. These facilities, which formed the basic infrastructure for the realisation of eGovernment, represented the prerequisites for adequate electronic communication between the government and the public, and for better service provision. The six projects have been realised and the basic facilities have been classified into five categories: eAccess; eAuthentication; numbers; common registers; and eInformation exchange.

In addition to the programme's contribution to improving government efficiency, the guiding principle in its realisation has been the perspective of business and citizens.

Key social objectives have been met with example projects, spread among the various policy fields:

- ▶ Citizens can apply for specific permits via an online service for environmental permits.
- ▶ Job seekers can register online for employment, apply for unemployment benefits or income support and check on their personal details via the online work and income client file.
- ▶ The national online school dropout reporting desk was introduced. Schools report their absenteeism data to a single point of contact which in turn informs the appropriate municipal authorities.
- ▶ Information on important care and social security provisions for people with disabilities, chronic illnesses and the elderly is provided by the special website '[regelhulp.nl](#)'.
- ▶ The Youth Risks Reference Index (VIR) brings together risk factors provided by youth workers, which concern youth from across the Netherlands, thus facilitating communication among them and at an early stage in order to provide better help to young people.
- ▶ National and international service providers may use the Services Desk for handling procedures and formalities with government agencies, such as applying for and obtaining permits.
- ▶ The construction and filling of five of the seven key registers (municipal personal records database, trade register, key register of addresses and buildings, topography and the cadastral register) is almost complete.
- ▶ The building blocks for electronic authentication offer citizens and businesses safe access to different eGovernment services. Digital identity (DigiD) is frequently used throughout the state as an

authentication facility. 'DigiDauthorisation' is used by the Tax & Customs Administration as from 1 January 2011, when DigiD for Business was replaced by eIdentity for Business.

Other facilities are available, but still have to be implemented by different government agencies. By the end of 2010, over 8 million people were able to reach their municipal government through the 14+ area code. Important steps forward with accompanying gains for citizens, businesses and government agencies need to be taken in the follow up to the NUP. This can only occur if the service organisations are connected to the different building blocks of the NUP, and these facilities are used in their work. This connection of the building blocks to the working processes has begun.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current Status

Currently, there is no overall eGovernment legislation in the Netherlands. A legal framework is however being created to provide for eGovernment infrastructure, products and services.

The framework consists of different types of acts, some of which are more conditional:

- ▶ legislation on public access to government information (mod. 2005). More information [available](#) at Overheid.nl;
- ▶ legislation on [Personal Data Protection](#) (2000). More information [available](#) at Overheid.nl;
- ▶ legislation on administrative law, in particular modification by the act on electronic administrative traffic (mod. 2004). More information [available](#) at Overheid.nl (chapter 2.3); legislation on electronic signatures (2003). More information [available](#) at Overheid.nl;

Acts that lay down the legal basis for common basic facilities:

- ▶ legislation on key registers (BRP Law (personal records base register)). More information [available](#) at Overheid.nl; new commercial register. More information [available](#) at Overheid.nl; buildings and addresses. More information [available](#) at Overheid.nl;
- ▶ legislation on unique identifying numbers (citizens service number). More information [available](#) at Overheid.nl;
- ▶ The Services Act (*Dienstenwet*) simplifies the business activities for service providers in all EU Member States. It implements the [EU Services Directive](#), which took effect on 28 December 2009, and incorporates the main rules from the EU Services Directive into Dutch law. Pursuant to the Services Directive, all EU Member States have created an online service counter for the owners of service companies. In the Netherlands, the 'Answers for Business' website (<http://www.antwoordvoorbedrijven.nl/>) was created to serve as the Dutch Service Counter. Information on all procedures subject to the Services Act is presented on this website. Requests/applications (e.g. applications for licences) can also be handled electronically via the Message Box.

Additional sectorial acts concerning electronic communication:

- ▶ Electronic Announcement Act (establishing the obligation for official publications to be published on the internet rather than on paper (in official journals, local papers etc). More information [available](#) at Overheid.nl.
- ▶ SUWI act, establishing the obligation for mandatory digital interactions with the Employee Insurance Agency (UWV). More information [available](#) at Overheid.nl
- ▶ Spatial Planning Act. More information [available](#) at Overheid.nl.

Freedom of Information Legislation

[Government Information \(Public Access\) Act \(1991\)](#)

Freedom of information legislation was first adopted in the Netherlands in 1978, which was replaced by the Act of 31 October 1991 on public access to Government information. Under the 1991 Act, any person can request information related to an administrative matter if it is contained in documents held by the public authorities or companies carrying out work on behalf of a public authority. The authority has two weeks to respond. Exceptions exist for documents that could endanger the unity of the Crown, the investigation of criminal offences, inspections by public authorities or personal privacy damage, the security of the State and international relations or the economic and financial interest of the State for documents related to information on companies and manufacturing processes that were provided in confidence. Appeals can be made to the administrative court, which makes the final decision.

Data Protection/Privacy Legislation

[Personal Data Protection Act \(2000\)](#)

The Personal Data Protection Act was adopted by the Dutch Parliament in July 2000 and came into force on 1 September 2001. It sets the rules for recording and using personal data, and furthermore implements the EU data protection legislation. The Act is overseen and enforced by the [Data Protection Authority \(DPA\)](#).

eSignatures Legislation

[Electronic Signature Act \(2003\)](#)

The Electronic Signature Act was published on 8 May 2003 and became effective on 21 May 2003. The act ensures the transposition in Dutch law of the European Directive [1999/93/EC](#) on a Community framework for electronic signatures, and provides a firm legal basis for the deployment and use of electronic signatures in eCommerce and eGovernment.

eCommerce Legislation

[eCommerce Act \(2004\)](#)

In May 2004, the Parliament passed a law on eCommerce implementing the EU eCommerce Directive ([2000/31/EC](#)). Unlike most other EU Member States, this transposition does not take the form of a horizontal eCommerce law, but rather the form of a series of amendments to existing laws and regulations.

eCommunications Legislation

[Telecommunications Act \(2004\)](#)

The Telecommunications Act entered into force on 19 May 2004. It transposes in Dutch law the five directives constituting the new EU regulatory framework for electronic communications: the framework directive, the access directive, the universal services directive, the authorisation directive and the privacy directive. Its application is overseen by the national regulatory authority [OPTA](#).

A [bill](#) to amend the Telecommunications Act was submitted to the House of Representatives on 21 June 2011. It guarantees free Internet access, thus making the Netherlands one of the world's first countries to guarantee free internet access by law.

eProcurement Legislation

Current status

As from 1 April 2013, the Procurement Act 2012 applies to all procurement conducted by (semi) public organisations in the Netherlands. More information is [available](#) on [overheid.nl](#)

Re-use of Public Sector Information (PSI)

Current status

The revised directive is in the stage of implementation.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of the Interior and Kingdom Relations

The Ministry of the Interior and Kingdom Relations is responsible for the overall development of eGovernment policy and strategy.

The Ministry of Economic Affairs is responsible for the policy for digital services for businesses and reduction of administrative burden for businesses.

The Ministry for Housing and the Central Government Sector is responsible for the reform of the central government, including ICT measures.

Sectorial ministers are responsible for ICT in their domains.

Coordination

Ministry of the Interior and Kingdom Relations

Political responsibility for the coordination of eGovernment lies with the Minister of the Interior and Kingdom Relations. He chairs the intergovernmental eGovernment Board, with representatives of the central government, the executive agencies (manifest group) and local and regional governments.

Currently proposals are being prepared for a stronger directing function under the responsibility of the Minister of the Interior.

Implementation

Implementation of eGovernment is a shared responsibility of all government organisations. The policy to develop and manage building blocks of the information infrastructure is generally implemented by ICTU and Logius.

Government ICT Unit (ICTU)

The objective of ICTU is to support governments with the development, introduction and implementation of innovative ICT applications (mainly government wide solutions) „ ICTU is a non-profit organisation which executes programmes under commission (mostly commissioned by central government).

Government Shared Services for ICT (Logius)

Logius is an agency of the Ministry of the Interior and Kingdom Relations. It manages government-wide ICT solutions and common standards. Logius supplies products relating to access, data exchange, standardization and information security. Examples include DigiD authentication service, Dutch government PKI, and Diginetwork. Logius also comprises the Secretariat of the Standardization Forum.

Audit/Assurance

Court of Audit

The Court of Audit has a legal mandate to carry out performance (or value-for-money) audits, which result in regular reports to Parliament on the efficiency and effectiveness of the governments'

management and activities. It is independent of the government, and its tasks, powers and legal status are laid down in the Constitution and the Government Accounts Act.

Data Protection

Data Protection Authority (DPA)

The DPA supervises the compliance with acts that regulate the use of personal data. As such, it oversees the compliance with and application of the Personal Data Protection Act, the Data Protection [Police Files] Act) and the BRP Law (personal records base register)

Regional & Local eGovernment

Policy/Strategy

In the Netherlands three levels of local and regional governments can be distinguished. At local level there are municipalities, which are considered as the government being most nearby citizens and offering most services. At regional level there are provinces and water boards, governments which have less direct interactions with citizens.

Municipalities

Local governments have large discretionary powers and thus considerable freedom to choose to implement their own solution, as there is no legal obligation. The majority of municipalities have implemented egovernment policies. With the intergovernmental agreements on the national implementation programme for eGovernment services (i-NUP), municipalities have committed themselves to implementing the building blocks of the information infrastructure.

Coordination

Association of Netherlands Municipalities (VNG)

VNG coordinates the involvement of the municipalities in i-NUP. The preparatory work in the Association is done by the Services and Information Policy Subcommittee.

In the provinces, coordination is organised by the Association of the Provinces of the Netherlands. The water boards are represented by both the Union of Water Boards and the *Waterschapshuis*.

Implementation& support

Quality Institute of Dutch Municipalities (KING)

KING, established by the Association of Netherlands Municipalities (VNG), is responsible for the development and management of municipal eGovernment standards. Furthermore, KING is commissioned with the support programme for the implementation of building block of the information infrastructure agreed in iNUP by the municipalities. Integration of the building blocks in the work processes of municipalities is their own responsibility.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



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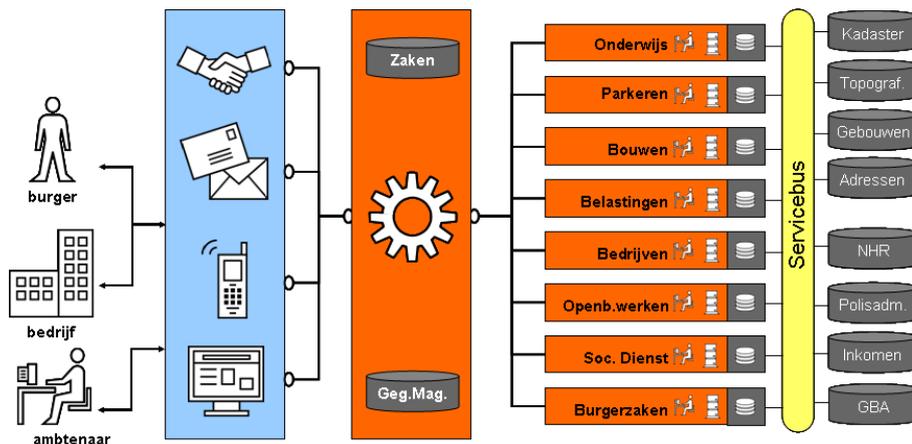
eGovernment Infrastructure

Main eGovernment infrastructure components

Under the i-NUP programme, components of the information infrastructure have been developed and implemented. At the current stage, in which more organisations use the infrastructure, and dependencies grow, there is a need for a new governance and financial framework for the common digital infrastructure. In line with this discussion, a process of adjustment of the components of the common digital infrastructure is currently taking place.

The components of the infrastructure agreed in the i-NUP programme are part of the main deliverables of the programme: a front office for citizens; a front office for businesses; completion and usage of the system of base registries. Most of the components are managed by Logius.

The infrastructure comprises of components fitting in the architecture below. The backbone of the eGovernment architecture is the Netherlands Government Reference Architecture ([NORA 3.0](#)). All government parties have endorsed NORA. Through NORA, they can coordinate developments within their own organisations. By adhering to the design principles and standards, IT solutions meet the cohesion and standardisation demands. NORA provides a framework for the eGovernment components that has been acknowledged by all stakeholders. The partners can use it to gear developments in their organisations to a common framework.



The Front office deliverables of i-NUP comprises of the following components: platform for personalised services, authentication, standards for accessibility of websites, a network of common telephone numbers. The government portal was developed prior to i-NUP programme, and is currently in the stage of management.

The system of base registries consists of 13 base registries and common information services & standards. The base registries are databases comprising data which are needed for a broad range of government services. The base registries are anchored in different laws. In these laws common principles are laid down:

- ▶ Once only data provision/ multiple reuse.
- ▶ Obligatory use by government bodies.
- ▶ Quality of data and an obligatory feed back mechanism in case of errors.
- ▶ Interoperability

- ▶ The common information services and standards enable secure and efficient data exchange between the base registries.

Portals

[Overheid.nl: government portal](#)

'Overheid.nl' was introduced in the first e-government action plan of 1999. It contributes to transparency of the public administration. Overheid.nl serves as the central access point to all information relating to government organisations. The portal provides information about services for persons and businesses by themes, life events and location. It provides consolidated national legislation, official publications, local and regional legislation and about internet consultations. The portal links to EU legislation, the open data portal data.overheid.nl and to the common website of the ministries rijksoverheid.nl, with documents and publications, news items on all domains. Overheid.nl also offers access to the personalised environment <https://mijn.overheid.nl/?r=1>

De wegwijzer naar informatie en diensten van alle overheden

Overheid.nl > Hoog contrast Tekstgrootte - +

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E-overheid bouwt mee aan betere dienstverlening met minder regeldruk. Overheid.nl werkt samen met: [Antwoord voor bedrijven](#) | [Rijksoverheid.nl](#)

[Antwoordvoorbedrijven: business portal](#)

'Answers for Business' is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided cover all levels of government. It is made

available through various channels (websites, email, telephone and chat) and focuses on the issues and needs of the business community.

The Ministry of Economic Affairs administers the [business forum](#), where entrepreneurs can discuss matters of direct concern.

'Cooperating Catalogues' provides citizens and businesses with a one-stop-shop entry for government products and services, wherever they start searching. 'Cooperating Catalogues' is a standard for publishing and exchanging metadata about products and services. The information from the 'Cooperating Catalogues' will also be disclosed on the portals [overheid.nl](#) and [antwoordvoorbedrijven.nl](#), as well as on the websites of the participating government organisations.

['mijnoverheid.nl': platform for personal services](#)

Mijnoverheid.nl is the portal on which citizens can access personalised services, after having logged in with DigiD. In February 2014, 1 million accounts have been activated. Mijnoverheid.nl offers the following functionalities:

- ▶ Citizens can access registries, and view their personal data registered by government, such as address and family data, work & income data, pension data, data on their real estate, and their vehicle. Through a link to the organization responsible for the personal records base register (BRP), citizens can also see which organizations are entitled to receiving data from that base register.
- ▶ Citizens can receive messages from different government organisations in their secure message box. The Tax department is one of the key customers of this service. Connected in 2013, the tax department had already sent 6.7 million decisions by February 2014 about allowances via the message box. Other executive agencies are also connected, and municipalities will soon follow.
- ▶ Citizens can follow the workflow, after having applied for services with participating municipalities. In February 2014, 54 municipalities had already been connected.

eIdentification/eAuthentication

The ministers of the Interior and Kingdom Relations and of Economic Affairs have informed the House of Representatives in December 2013 about the plans to introduce an eID system, including private and public solutions, as part of it a public eID card.

[DigiD](#)

DigiD is the digital authentication system for citizens with government and service providers with a public task. If a citizen logs onto a government website using his DigiD, DigiD will feed the Citizens Service Number (unique identifying number) back to the respective authority. Using this number, the authority is able to identify the citizen from its own administration or personal records base register, and the information which is already available. DigiD is available at two different levels: basic (user name and password: DigiD) and middle (DigiD + sms-authentication)), which represents a stork QAA level 2/3

Although not obligatory by law, the DigiD is the standard, and 9,8 million citizens have activated their account, whereas more than 600 government organisations or organisations with a public task have implemented DigiD and use it for one or more services. In 2013, more than 100 million DigiD transactions were conducted.

'DigiD Authorise' is the facility which makes it possible to authorise a third person to acquire online services provided by the government. Using the authorisation function prevents citizens from giving their DigiD identification code to others, or allowing other parties to gain access to pre-completed details. In 2012, more than 325.000 citizens used 'DigiD Authorise'.

The [Citizen Service Number](#) is a unique identification number that is automatically assigned to every citizen who is registered in the Personal Records base register. It is designed to improve the delivery of

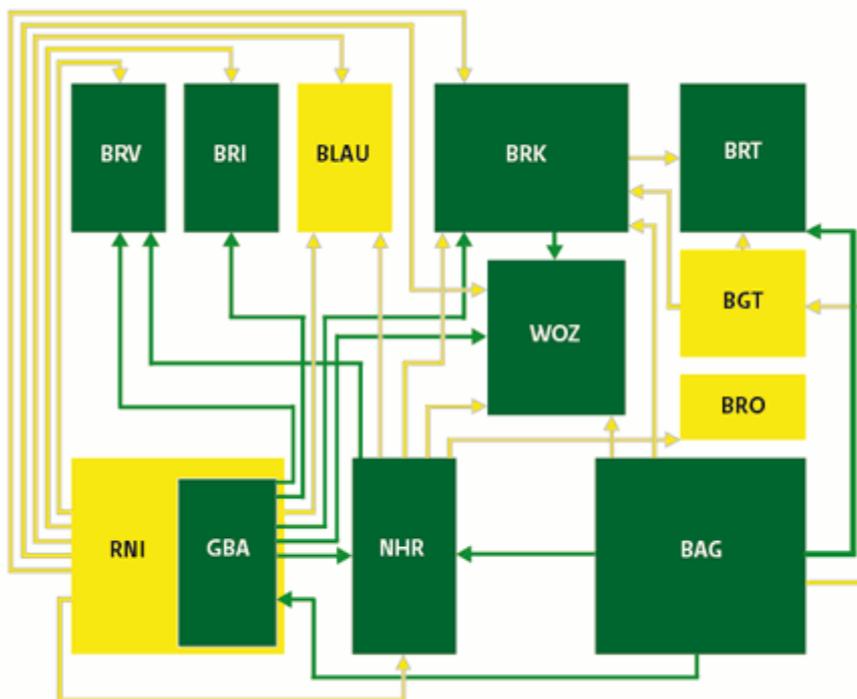
eGovernment services, facilitate data sharing and fight fraudulent access to public services. A CSN may only be used for exchange of information, when permitted by law.

eRecognition

eRecognition(Dutch: eHerkenning) is the e-identity Trust Framework in that enables authentication for government agencies and businesses. With an eHerkenning authentication token, users can login on the online services offered by government agencies and businesses. Authentication tokens are technology neutral, therefore a range of options are available for users (e.g., SMS, OTP, certificate, user name/password). The four assurance levels by STORK are reused within eHerkenning in combination with a registry of mandates: users have to be mandated by their organisation for the tasks they are allowed to perform.

The system of base registries

The system of base registries consists of [13 base registries](#) and common information services & standards. The base registries form the foundation of the 'once only' data provision and multiple use ambition.



The 13 base registries

Personal records base register (BRP)

The Municipal personal records register (GBA) and the register non-residents (RNI) together constitute the personal records base register (BRP). Every municipal authority updates and manages the data kept in its GBA with respect to its own residents. Persons not living in the Netherlands yet having a relationship with a Dutch government are also registered in the RNI. The BRP has a closed distribution regime, with a protocol arranging which organization is entitled to receive what data. Only public bodies requiring systematic data exchange from GBA for the execution of a public task are users of the BRP.

National Trade Register ([NHR](#))

All businesses and legal entities are registered in the NHR, as well as other organizations taking part in economic traffic. The Chamber of Commerce manages the NHR.

Base register for Addresses and Buildings ([BAG](#))

The BAG, which is managed by municipal authorities, contains details on addresses and buildings. All government authorities can retrieve data from this database. The data are provided by the Land Registry.

Base registers Topography ([BRT](#)), large scale topography ([BGT](#)) and Cadastral Records ([BRK](#))

The BRT is a unique source of information for all mid- and small-scale topographic maps (scale of 1:10.000 or smaller scale maps) with which government authorities can easily exchange geographic information. It is kept by the Land Registry. The BGT, which is still in the stage of preparation, based on the current [Large Scale Standard Map of the Netherlands \(GBKN\)](#), the most detailed topographic map in the country. Its main aim is to use the same large scale topographic map across government.

The BRK registers cadastral information on parcels, title, mortgage and independently limited rights such as ground lease, building and usufruct. It functions as a common register because many government authorities use the cadastral information as a basis for their own operational processes.

Base register Vehicle records ([BRV](#))

Vehicles and the owners are registered in the BRV records. The register is kept by RDW, which provides information to citizens and businesses. Government organizations (like the tax department) have access to the register.

Base register Income ([BRI](#))

The income (special base for income tax) of 13 million citizens is registered in the BRI. Government organizations use the BRI to define allowances, subsidies or grants. The register is kept by the tax department.

Base register Property Valuation ([WOZ](#))

The WOZ register comprises of records of real estate, subject to valuation by law.

Base register Netherlands Geological Information ([BRO](#))

BRO is still under construction and will comprise of information about the geological composition, the underground infrastructure and the usage rights.

Base register Pay, Working Conditions and Benefits ([BLAU](#))

BLAU is the intended base register of wages, benefits and of all insured people in the Netherlands.

Common information services & standards

By exchanging data from the system of base registries, the government can operate more efficiently and improve service delivery. Four system provisions enable the unambiguous disclosure of base registries' products and services to the users.

Digilevering

Digilevering is a generic subscription service for the delivery of messages after changes in the data. A user of data from the connected base registries can manage his subscriptions in Digilevering in order to be informed about the modified record in the base registries.

Digikoppeling

Digikoppeling is the government's "internal postman". Digikoppeling comprises a set of standards for electronic messaging between government organizations. With these standards, authorities can easily

exchange digital messages with other government organizations. This is done through the connectivity of Diginetwerk, the Internet or a different type of connection.

Digimelding

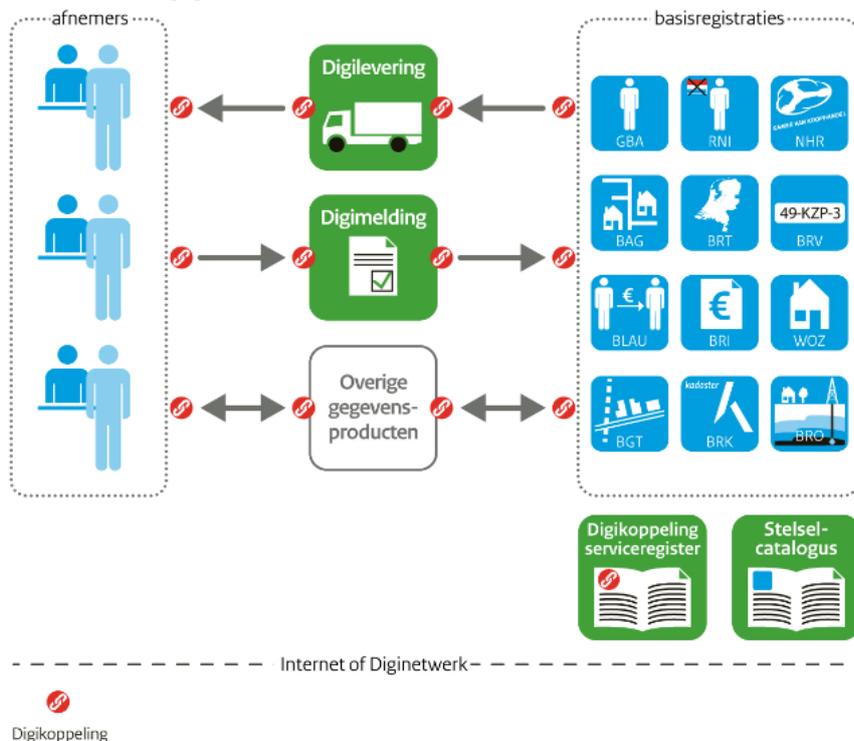
Data contained in base registries has to be as reliable as possible. If an official suspects that specific data contained within a base registry is incorrect, he has to be able to register that suspicion. That can be done using Digimelding. Digimelding is a central point for registering potential inaccuracies in base registries. By using Digimelding, the registered incident will arrive at the correct government body or bodies. The official will then receive a message about the outcome of his registered incident

The system catalogue

Users of base registries have to know precisely which data they are dealing with. The System Catalogue is an online catalogue that describes the structure of the base registries system and the definitions of types of objects, data and messages. With that information, users are able to easily take data from the basic registry or registries and apply this to their own work processes. The definitions in the System Catalogue have been taken from the various basic registries.

Stelselvoorzieningen

Slim delen van gegevens tussen overheden



eProcurement

Current status

The government procures around € 60 billion worth of work, services and supplies every year. PIANOo, the Dutch Public Procurement Expertise Centre, was set up to professionalise procurement and tendering in all government departments, with a view to improving efficiency and compliance with the rules. Professional procurement can contribute to successful policy and offers value for taxpayers' money. PIANOo brings procurement and tendering experts together, pools knowledge and experience and provides advice and practical tips. The Expertise Centre also fosters dialogue between public contracting authorities and private sector companies. PIANOo works for and with a network of around 3,500 public procurement and tendering professionals. PIANOo is part of the Dutch Ministry of Economic Affairs.

Tendered

Tendered is the online market place for public procurement in the Netherlands, Tendered supports the entire tender procedure for all contracting (central and local) authorities and suppliers. It is a key instrument in meeting the EU objectives for eprocurement and automatically publishes contract notices that exceed the EU threshold on Tenders Electronically Daily (TED). Tendered is administered by PIANOo.

Other Infrastructure

Digipoort

Through Digipoort, the electronic post office for businesses, government organisations and businesses can quickly and efficiently exchange digital information. Every business that is connected can exchange digital information with the government. The website ensures that a government organisation is able to receive information that, if required, can be verified and that any information sent is delivered to the correct business.

Diginetwerk

Diginetwerk connects (existing) physical government organization networks to one another. This results in a single closed virtual government network. Within that network, governments are able to securely exchange data. Diginetwerk provides connectivity and increases efficiency, because one organization requires just one connection to be able to exchange data with various government organizations.

Standard Business Reporting

Standard Business Reporting (SBR) is a Dutch Government initiative that has been developed and expanded in close cooperation with market parties. Essential in SBR is that information is labelled in the business administration in a way that makes it easy to compile and deliver different reports. Labelling information in a standard way in the administration results in unequivocalness and thus the data can be reused in different reports. SBR also ensures that the reports have been delivered and received. SBR is already operational. The following organisations accept or require SBR: Tax and Customs Administration (e.g. Value Added Tax, Corporation Tax Return), Chamber of Commerce (annual reports), Central Statistical Office (production and investment statistics), and banks (annual credit reports).

Standardisation

The Dutch government promotes open standards in order to ensure interoperability and supplier independency. In the Netherlands open standards are mandatory, on a 'comply or explain' basis.

The [Standardisation Forum](#) and the [Standardisation Board](#) support the Dutch government in the use, development and establishment of open standards for electronic exchange.

The Standardisation Forum promotes interoperability, not only within the government system itself, but also in the relations between government agencies on the one hand and citizens and businesses on the other. The Standardisation Forum, is supervised by the Standardisation Board, which consists of 16 senior officials from various government agencies involved in the development and implementation of policies on open standards.

The Forum has published a list of open standards, with a distinction between [mandatory](#) standards and [recommended](#) standards. Web accessibility standards are on the mandatory list. The Standardisation Forum is currently in the process of developing best practices in the form of example specification texts for inclusion in call for tender documentation by tendering authorisations, as part of their ICT-procurement processes.

Furthermore, the Forum offers a guide for setting up the management of open standards called BOMOS. The Standardisation Board recently started to assess the fitness for purpose and fitness for use of provisions/ building blocks. The goal is to create a list of provisions recommended for re-use within the public sector and in this way support interoperability and efficiency.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Tax Administration
Website:	http://www.belastingdienst.nl/
Description:	Online tax declaration, highly automated processing of returns. A user can get access to prefilled digital forms with DigiD, check the data and sign.

2. Job search services by labour offices

Responsibility:	Central Government, Employee Insurance Agency (UWV)
Website:	https://www.werk.nl/
Description:	All job seekers can make use of the UWV e-services via the website werk.nl. Registration and benefit applications take place digitally; clients create a CV and personal Work folder online. In the Work folder they can easily keep track of their job applications, and have access to thousands of vacancies and can communicate online with an employment adviser

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Employee Insurance Agency(UWV)

Website: <https://www.werk.nl/>

Description: All job seekers can make use of the UWV e-services via the website werk.nl. Registration and benefit applications take place digitally; Citizens do not apply for unemployment benefits independently; they are required to first register as job seeker. They need to login with DigiD.

b. Child allowances

Responsibility: Central Government, Social Insurance Bank (SVB)

Website: <http://www.svb.nl/>

Description: Child benefit is payable up to 18 years of age. The child allowance process starts the moment the authorities via the municipality are notified of a child's birth (which must currently be done in person). Municipalities electronically notify (SVB). SVB will contact 2 - 4 weeks after the registration of the child's birth. Citizens can then claim child benefit online via My SVB, using DigiD as login and fill in the claim form. If further children are born, the child benefit will be entitled automatically.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Ministry of Health, Welfare and Sport

Website: <http://www.rijksoverheid.nl/onderwerpen/zorgverzekering>

Description: Information purposes only. Citizens are insured by private health insurance companies.

d. Student grants

Responsibility: Central Government, DUO

Website: <http://www.duo.nl/>

Description: DUO is commissioned by the Ministry of Education, Culture and Science for administering student loans. Students can manage their own information and communicate changes in study and/or personal circumstances online. Monthly loan payments are an integrated service.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, (delivery by Municipalities)

Website: <http://www.rijksoverheid.nl/onderwerpen/paspoort-en-identificatie/paspoort-en-identiteitskaart>

Description: Citizens are required to apply for a passport at a local municipality. Information on the procedure is available on most municipal websites. Citizens have to personally visit a municipality office to obtain their passports and cannot apply online. In most municipalities the appointment can be booked online.

b. Driver's licence

Responsibility: Central Government, RDW (delivery by Municipalities)

Website: <http://www.rijbewijs.nl/>

Description: Citizens are required to visit their municipality office in person to obtain a driving licence after passing the required tests and obtaining the necessary certificates. Information on the procedure is provided on most municipality websites. In most municipalities the appointment can be booked online. Citizens get a notification when the driving license expires.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, RDW

Website: <http://www.rdw.nl/>

Description: Information only. Car dealers can be seen as a one-stop shop. Most such dealers have electronic access to RDW using tailor-made software and a Public Key Infrastructure (PKI) solution using certificates linked to an existing register of certified garage companies. Real-time checks are made with the Central Drivers Licenses Register (also maintained by the RDW) for verification purposes. Individuals buying cars from third parties require registration via a post office.

6. Application for building permission

Responsibility: Local Government

Website: <https://www.omgevingsloket.nl>

Description: Building permission applications are handled by local authorities. Via the municipal websites citizens are guided to the website [omgevingsloket](https://www.omgevingsloket.nl) where they can apply for a building permission. They login with Digid and can file their application digitally.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, regional Police branches

Website: <http://www.politie.nl/>

Description: Electronic notification of certain 'smaller' crimes possible.

8. Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government, Netherlands Association of Public Libraries (NBLC)

Website: <http://www.bibliotheek.nl/>

Description: Online catalogue of public libraries across the country. Online requests are possible in some cases.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: <http://www.overheid.nl/>

Description: Civil certificate requests are handled by the local authorities. Most provide information and forms to download and many offer online applications via DigiD. The policy is also to reduce the occasions for which they are requested.

10. Enrolment in higher education/university

Responsibility: Studielink (cooperation between higher education, ministry and DUO)

Website: <https://app.studielink.nl/front-office/>

Description: Students can enrol in a study programme at an institution of higher education via Studielink. Dutch students apply with their DigiD.

11. Announcement of moving (change of address)

Responsibility: Local Government

Website: <http://www.overheid.nl/>

Description: Change of address notifications are handled by individual local authorities. Citizens have to register a change of address with their local municipality. The majority provide information and forms to download on their websites and an increasing number of municipalities have online notification applications (mainly for intra municipal movements). DigiD is used for authentication

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N/A

Website: N/A

Description: This service is not relevant as an e-government service for the Netherlands.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Central Government, Tax Agency

Website: <http://www.belastingdienst.nl/>

Description: Employers have to register employees and report for pay roll taxes. Employees are obliged to report digitally. Data are exchanged between the tax agency and UWV (Employees Insurance Agency) and CBS (bureau for statistics).

2. Corporate tax: declaration, notification

Responsibility: Central Government, Tax Agency

Website: <http://www.belastingdienst.nl/>

Description: Entrepreneurs have the obligation to file corporate income tax declarations digitally. As from the 2012 tax year software must comply with the [Standard Business Reporting](#)

3. VAT: declaration, notification

Responsibility: Central Government, Tax Agency

Website: <http://www.belastingdienst.nl/>

Description: Entrepreneurs are obliged to file their VAT returns digitally. This can be done via website of the tax agency or via software. As from 1 January 2014 VAT returns filing may solely via [Standard Business Reporting \(SBR\)](#)

4. Registration of a new company

Responsibility: Central Government, Chambers of Commerce (supervised by the Ministry of Economic Affairs)

Website: <http://www.kvk.nl/>

Description: Information and forms to download. Forms then have to be printed out, filled in, signed and returned to the Chamber of Commerce by post.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistics Netherlands(CBS)

Website: <http://www.cbs.nl/>

Description: Submission of data to the statistical office can be made electronically.

6. Customs declarations

Responsibility: Central Government, Tax Administration

Website: <http://www.belastingdienst.nl/>

Description: Customs declarations can be performed online. Customs will respond electronically with information on the next step (which varies according to the particular declaration). Businesses are required to first contact the Customs department to obtain software (or information on suitable software), licences and a subscription to a network service (depending upon the type of software chosen).

7. Environment-related permits (incl. reporting)

Responsibility: Central Government/Local Government (depending on the type of permit required)

Website: <http://www.omgevingsloket.nl/>

Description: Entrepreneurs can apply for an environment related permit at the website 'omgevingsloket'. The application will automatically be processed to the competent authority(ies). For the authentication eHerkenning level 2 is needed.

8. Public procurement

Responsibility: Central Government

Website: tenderned.nl

Description: Tendered is the online market place for public procurement in the Netherlands, Tendered supports the entire tender procedure from award to award for all contracting (central and local) authorities and suppliers.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

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