Digital Public Administration Infographic 2020

Belgium

Political Communications

In January 2019, the *Conférence interministérielle Santé publique* approved the eHealth Action Plan for 2019-2021.
In December 2019, the Belgian Data Protection Authority released its Strategic Plan for the period 2019-2025.

Legislation

In February 2019, the eBox law introduced an electronic mailbox that can be used by public actors for electronic communications with Belgian citizens, registered companies and organisations.

Governance

The responsibility for Belgium's eGovernment strategy/policy lies within the Directorate-General Digital Transformation (BOSA). The BOSA is also the body responsible for interoperability activities.

Infrastructure

eInvoice has been launched by BOSA to guide users through the concept of electronic invoicing, its future applications and implications for Belgium. The website uses the PEPPOL model of eInvoicing to support both B2G and the B2B eInvoicing.

Digital Public Administration indicators

Percentage of individuals using the internet for

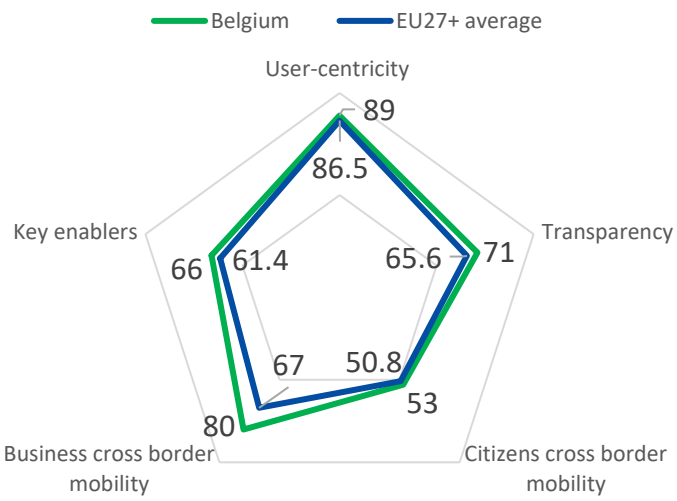
		Belgium	EU28 average
Interacting with public authorities	+3%* ↑	59%	55%
Obtaining information	-1%* ↓	45%	44%
Downloading official forms	+4%* ↑	35%	33%
Sending filled forms	+3%* ↑	40%	38%

* This is the trend evolution compared data from Eurostat in 2018.

Source: Eurostat 2019

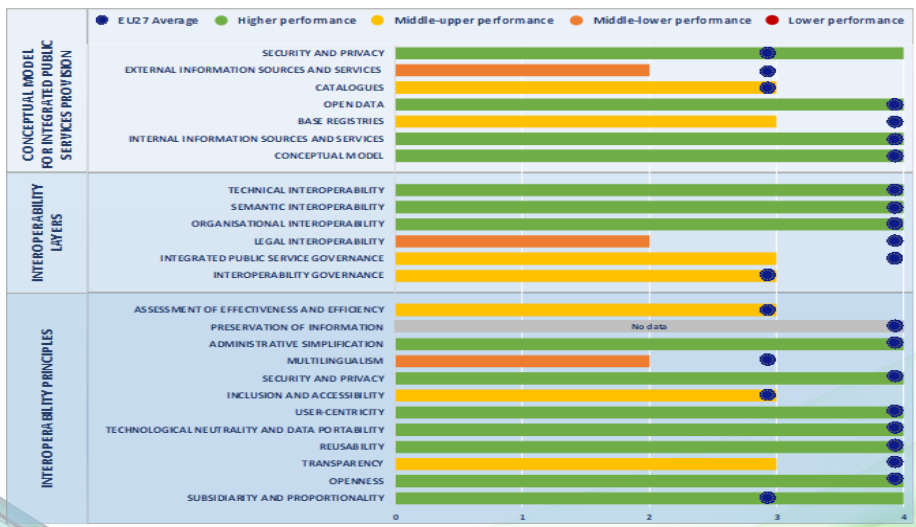
eGovernment indicators

eGovernment performance across policy priorities



Source: eGovernment Benchmark report 2020

State-of-Play of Interoperability



Source: European Interoperability Framework Monitoring Mechanism 2019