Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform created by the European Commission under the ISA programme. ISA supports the modernization of Public administrations in Europe through the development of interoperable services, frameworks and tools. Joinup provides numerous services around 3 main functionalities:
1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions
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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 11,258,434 inhabitants (2015)
GDP at market prices: 400,643 million Euros (2014)
GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 119 (2014)
GDP growth rate: 1.3 % (2014)
Inflation rate: 0.6 % (2015)
Unemployment rate: 8.3 % (2015)
General government gross debt (Percentage of GDP): 106.7 % (2014)
General government deficit/surplus (Percentage of GDP): - 3.1 % (2014)
Area: 30,527 km² (2012)
Capital city: Brussels
Official EU language: Dutch, French, German
Currency: EUR

Source: Eurostat (last update: 08 February 2016)
eGovernment in Belgium

Political Structure

Belgium is a federal constitutional monarchy, where executive and legislative powers are divided among the Federal Government, three Regions (Flanders, Wallonia and Brussels-Capital) and three Communities (Dutch, French and German-speaking).

Regions are competent for matters such as town and country planning, nature conservation, housing, water policy, environment, economics, energy policy, local authorities, employment policy, public works and transport. Communities are competent for personal matters (health, welfare), cultural matters, education and training, and co-operation between the Communities and the Regions.

Each Region and Community has its own legislative and executive powers in its respective fields of competence, as well as its own Parliament and Government that exercise these powers. However, the Flemish Region and Community merged their executive and legislative powers, creating one single Flemish Parliament, one single Flemish Government and one single Public Administration, competent for Community and Regional matters.

Legislative power at federal level is held by a bicameral Parliament consisting of a Lower House (House of Representatives) and an Upper House (Senate), who now has become a representation of Regions and Communities. The House of Representatives has 150 members, directly elected by popular vote on the basis of proportional representation, and who serve a four-year term. The Senate comprises 60 members (50 elected by the Community Parliaments and 10 elected by the 50 others), serving four-year terms.

Executive power at federal level is held by the Federal Government, headed by the Prime Minister, comprising ministers and State secretaries (deputy ministers) drawn from the political parties which form the Government coalition. The number of Ministers is limited to 18 and they have no seat in Parliament. Ministers head executive departments of the Government.

The King is the official Head of State and plays a ceremonial and symbolic role. His main political function is to nominate a political leader to attempt to form a new cabinet after an election or the resignation of a cabinet, and to formally appoint ministers.

The current Belgian Constitution was adopted in 2012.

Belgium was a founding member of the European Economic Community in 1957.

Head of State: King Philippe (since 21 July 2013).
Head of Government: Prime Minister Charles Michel
Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Belgium compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of households with Internet access in Belgium**

**Percentage of enterprises with Internet access in Belgium**

**Percentage of individuals using the internet at least once a week in Belgium**

Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

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**Eurostat**
eGovernment in Belgium

February 2016

Percentage of households with a broadband connection in Belgium

Percentage of enterprises with a broadband connection in Belgium

Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Belgium

Percentage of enterprises having received orders online within the previous year in Belgium

Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators
eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Belgium compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

**Percentage of individuals using the internet for interacting with public authorities in Belgium**

![Graph 1](image)

Source: Eurostat Information Society Indicators

**Percentage of individuals using the internet for obtaining information from public authorities in Belgium**

![Graph 2](image)

Source: Eurostat Information Society Indicators

**Percentage of individuals using the Internet for downloading official forms from public authorities in Belgium**

![Graph 3](image)

Source: Eurostat Information Society Indicators

**Percentage of individuals using the Internet for sending filled forms to public authorities in Belgium**

![Graph 4](image)

Source: Eurostat Information Society Indicators
eGovernment State of Play

The 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 four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Belgium compared to the EU average score.


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1. eGovernment Benchmark Insight Report
2. The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).
eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

2015

- On 23 November 2015, Flanders’ newly created Flanders Information Agency (Agentschap Informatie Vlaanderen) announced that one of its first tasks will be to promote the use of open data standards by public administrations in the Flemish region by aligning the existing and future business processes involving open data with European linked open data standards, and with advances foreseen in the use of these standards. The agency’s long-term vision is to support the European Commission’s actions on spatial data infrastructure standards (INSPIRE) and on semantic interoperability for eGovernment systems. The agency will officially start on 1 January 2016 and is the result of a merger between the Flanders Geographical Information Agency (AGIV), Infoline (1700), the Coordination Cell Flemish eGovernment (Corve) and several services from the Chancellery and Governance Department (DKB).

- In August 2015, new federal open data strategy was adopted by the Belgian Council of Ministers with a five-year long plan of actions aimed to strengthen the Belgian digital ecosystem and to evolve towards a leaner, more efficient and more modern government. The key part is to make open by default all government data except data with privacy or security information. This information shall be available for use to non-profit as well as commercial applications, without attribution.

- As of April 2015, all 19 communes of Brussels are active members of Fix My Street, a web and mobile platform that allows citizens and the administration to report incidents in the public space. The website and mobile app was developed and is maintained by the informatics Centre for the Brussels Region (CIRB). It enables localization and description of the damage, as well as it comprises an update tool that informs citizens and administration at each stage of the handling of the incident.

- In March 2015, the Flemish government adopted the “Vlaanderen Radicaal Digitaal” (Flanders radically digital) programme. This programme aims to digitally transform regional (and local) government, by using innovative ICT technology to improve existing service delivery and streamline government operations, turning the government into a “data-driven” government. By 2020, all transactional services provided to citizens and enterprises will be delivered electronically, and government operations will be simplified. The goal is to transform the Flemish government into a truly digital government.

- In March 2015, the electronic prescription Recip-e was launched as a result of the Recip-e project that started in early 2007. The project is based on a previous study done by and under the supervision of the federal Public Service of Health.

- Earlier in the year 2015, Digital Agenda for Belgium was launched by the Belgian Deputy Prime Minister and Minister of Digital Agenda and Telecom Alexander De Croo. This Action plan aims at getting the country in the digital top three, and for the digital revolution to deliver 50 000 new jobs in a variety of sectors. The Agenda has defined its focus on 5 areas: digital infrastructure, digital confidence and digital security, digital economy, digital government, and digital skills and jobs; that will serve as an umbrella for about 20
so-called priority projects. The launch and roll-out of the strategy will be supported by 'Digital minds for Belgium’, a group of mostly business people, but also academics, venture capitalists and opinion-makers.

2014

- On the 12th of July 2013, the Flemish government has decided that by the 1st of January 2015 it must be possible for private enterprises to send their invoices in an electronic form to all the Flemish government organisations. The ultimate goal is that by the 1st of January 2017 every invoice sent to the Flemish administration can be received and processed fully electronically. For the exchange of these e-invoices the Flemish administration has started to use Mercurius in 2014. This is the e-invoicing platform provided by the Belgian federal government. This platform reuses Open e-PRIOR, the open source e-invoicing platform developed by the EC, as part of the Connecting Europe Facility (CEF).

- On June 6th, 2014 the Brussels Parliament published an ordinance to create an institution in charge of organizing and streamlining electronic data exchanges to and from regional public bodies (the so-called "regional services integrator").

- On Friday, 3 October 2014, the third edition of the Open Data Day took place, organized by the Flemish government in cooperation with the Flemish ICT Organization (V-ICT -OR) and the Open Knowledge Foundation (OKFN). During the "Data dive" and the "Entrepreneur Start-up" the focus was this time on the actual use of available open government data to develop innovative services.

- In April 2014, version 2.0 of the Flemish OSLO (Open Standards for Local Administrations) standard was completed. This project is the result of a public-private partnership initiated by V-ICT-OR, the Flemish Organization for ICT in Local Government, and funded by Flemish ICT service providers (BCT, CEVI, Infront, Remmicom and Schaubroeck), CORVE and Digipolis. Started in February 2012, the OSLO project facilitates a working group with ICT experts from local, regional and federal public administrations and ICT service providers to build a consensus on standards for information exchange, with a guarantee to attain cross-border and cross-sector interoperability. The standards of the Flemish’s OSLO project are local extensions of the core Person, Regorg, Location, and Public Service vocabularies created at European level in the context of the ISA Programme (Interoperability Solutions for European Public Administrations) of the European Union.

- On March 5th, 2014 the Brussels Parliament published an ordinance to ensure that electronic procedures are equivalent to procedures using paper documents.

- Open source for Flanders’ Open Data Platform: the government of the Flanders region in Belgium is using open source for its new open data forum. The site host is running Linux, web server Apache and content management system Joomla for the open data knowledge exchange website.

- In February the European Project "Open Transport Net" was launched. OTN will create collaborative virtual hubs aggregating, harmonizing and visualizing transport-related data in order to make it easier for innovators to create new services and applications. Corve is project coordinator of this project with 14 partners in 6 different Member States.

- The Citadel on the Move project produced a convertor to turn csv files into JSON while checking if all data are correctly formatted. And there is an App Generator tool that turns this JSON in a Mobile Application ready for use. Both tools are open source and free for use. This allowed the creation of an application "Open Vlaanderen" that combines data from the Crossroadsbank Enterprises with a database listing all events in Flanders. This allows citizens to find an event near the place where they are, or search for a restaurant or hotel near the event they plan to visit.
2013

- CSAM: in 2013 several public entities started to work together in view of offering a common service around secure access to online public sector applications for citizens and enterprises. This service offering is targeted to all levels of public sector. The most important advantages are: cost reduction, better security and ease of use for the end user.
- In 2013, Brussels Mobility and the Brussels Regional Informatics Centre jointly designed an Open Data license that currently only applies only to their own data sets and specifically to the Brussels UrbIS geodata.
- In November 2013, the Flemish service integrator was founded following the Decree, 1st of August 2012, concerning the organization of a Flemish Service Integrator.
- More Citadel on the Move templates were created. Development released included also a 'converter' enabling local government to convert in a simple way a classical database (e.g. Excel) into the format used by Apps developers (JSON), and offering a checklist which can be used to check whether the generated data was correctly described (nature of the object, location, etc.). An 'app generator' was also built in April 2013, that allows one to build a simple mobile app oneself without having any knowledge of IT.
- In September 2013, the Flemish government redesigned the user interface of the identity management (IDM) application. Key features were added: enhanced reporting, assigning rights to groups of employees and granting of rights similar to those of an existing user. Also, the method for charging users’ data based on uploaded files was refined.
- The platform for access control management of the Flemish government has been thoroughly renewed in September 2013. It is now easier to give new users access to applications and services (partly thanks to support for 'federation' technology). Thanks to this technology, the Flemish government realised integration with the federal e-health platform, allowing care providers access to DOMINO (hosted by the Flemish government) and Flemish government officials access to INSISTO (hosted by eHealth).
- In August 2013, a new cooperation agreement was concluded, focusing on the coordination between the different Belgian service integrators: the Crossroads Bank for Social Security, Fedict and the Flemish and Walloon service integrators.
- The intergovernmental products and services catalog, simply 'the product catalog', is a platform through which governments can work together to create, manage and use descriptions about government services. The product catalog was developed in May 2013, by the Flemish government in collaboration with the Vlaamse Infolijn contact center, the Association of Flemish Cities and Municipalities (VVSG), the Flemish ICT organization (V-ICT-OR), the Association of Flemish Provinces (VVP), the Association for government communication and a consortium of cities, municipalities and their suppliers.
- In March, a call was launched to the Flemish administrations and local authorities for VIP projects (Flemish Innovation Projects) with the aim to stimulate the use of Open Government Data to unlock or build applications. A total of 24 project proposals were submitted, of which 10 projects were selected and were supported financially.
- In February, the application 'Loket bedrijven en bedrijventerreinen online' (Online window of companies and businesses) from the Flemish government shows for each company up to date information about the business, the annual accounts and the number of staff employed, visible on a map.

2012

- In 2012 a law was approved that grants Fedict the role of Federal service integrator and crossroads bank. This is an entity that, by law, is charged with the organization of
electronic exchange of data as well as the integrated unlocking of data. This way Fedict has become the most important partner of the Public Sector services, especially after the law in 2014 that obliges public entities to store in an authoritative source those data that have already been asked to the citizens or enterprises, and to put it available to the whole public sector. By doing so all data will be asked “only once”.

- In December 2012, the Flemish Energy Agency (VEA) started to integrate data from LED (Diploma and vocational training database) in its Energy Database (SPD). Energy Reporters should have the right qualifications in order to be able to fulfill their function. Also in 2012 all data from the Education and Training department was being fed into LED.

- As of April 2012, the various entities of the Flemish government can consult directly the data from the National Register. Previously this was only possible either through the network of the Crossroads Bank for Social Security or through a web application offered by Cipal.

- In May, an application that allows automatic publishing of data from authentic data sources was developed: the 'MAGDA publication framework'. The MAGDA platform enables a smoother distribution of more sophisticated data publications to a wider group of data-customers.

- Citadel on the Move is a European Commission funded (CIP PSP) project which aims to make it easier for citizens and application developers from across Europe to use Open Data to create the type of innovative mobile applications they want and need. Citadel on the Move solution components will be available for use by anyone in a city to create a new mobile smart service. Mobile apps and access to open data will be available (a) on the Citadel project website, (b) through Living Lab infrastructures and (c) on any existing innovation platform chosen by the pilot City. The templates and Living Lab support will provide a simplified route to smart service development for non-developers who have great service ideas. In 2012 templates were made to create mobile applications for displaying parking, events and attractions in a city. These templates are usable in all cities. Furthermore, there was a development of norms and standards, a legal study and the drafting of the necessary strategic documents.

2011

- The European Union approved, in December 2011, the financing of 'Citadel on the Move', a project led by the Coordination Cell Flemish eGovernment (CORVE) with 15 partners in Europe and the cities of Athens, Manchester, Issy-les-Moulineaux and Gent as pilots.

- Since November 17th, 2011 all Brussels-Capital Region public bodies must make their forms available electronically via the Irisbox one-stop-shop.

- 'Citadel on the Move' will unite all of Europe’s leading local government organisations with Living Lab experts, specialist technology researchers and expert SMEs in a common effort to harness the power of user-driven open innovation systems to develop citizen-generated 'smart city' mobile applications that can be potentially used and shared in any European city – large or small.

- The project aims to make it easier for citizens and application developers from across Europe to use Open Data to create the type of innovative mobile applications that they want and need. At present, Open Government Data is often difficult to access and use even by the developer community, let alone the average citizen. 'Citadel on the Move' aims to fulfil this need by:
  - creating formats that make it easier for local government to release data in useable, interoperable formats;
  - creating templates that make it easier for citizens to produce mobile applications that can be potentially used and shared across Europe.
Since November 2011, all Belgian public institutions and their partners, whose users must be able to place legally valid eSignatures on electronic documents through their eIDs, can use the 'Digital Signature Service' (eID DSS). eID DSS is a web service that enables its users to place signatures on all common file formats such as XML, ODF and OOXML as well as to validate signed files. The web service integrates with (existing) online workflows; it also makes it possible to display a summary of the data to the end-user by means of style sheets, before signing. For instance, Users can add a logo, the name of the application, the commune and the department.

'Coming2Belgium' is a newly available eGovernment service intended to help anyone moving to Belgium in order to reside, work or study to find their way around the Belgian social insurance system. Coming2Belgium also aims to help Belgian citizens returning to their home country after residing abroad for a long time. 'Coming2Belgium' is very simple to use as one only needs to select a number of pertinent data and the topic of their interest from four drop-down lists, namely:

- nationality;
- country of origin: this list only shows the countries Belgium has concluded an international agreement in the field of social security;
- status: employee; civil servant; self-employed; frontier worker (working in Belgium); frontier worker (residing in Belgium); seconded worker; unemployed; pensioner; invalid; and student;
- desired topic: annual holidays, family allowances, incapacity for work, occupational accidents, occupational diseases, pension, reimbursement of medical expenses, social security contributions, unemployment and pre-pension.

'Student@work' is a newly available eGovernment service intended to help students to find their way around the Belgian social insurance system, specifically destined to students that work. (e.g. checking their social security status, etc.). The site also has a mobile version and uses social media. The project was the winner of the Agoria eGovernment Awards as best project.

The federal government departments and institutions make open data available on 'Data.gov.be', the government's open data portal. The federal public service made a list of data sets accessible as open data on the portal, aimed at enabling developers to create useful applications for businesses or citizens by using the information provided. Specifically, the site mostly contains links to data supplied by authorities, public bodies and organisations targeting developers and open data researchers. Each federal department or federal government institution itself determines the terms and conditions governing access to and use of the data. Developers are able to submit ideas through a form. In September 2011, the Flemish Government had adopted its own open data strategy. One of the key principles in this Flemish strategy is close co-operation with the federal open data initiatives, to provide a rich collection of open government data sets, regardless of government level.

The initial WeGov toolbox is presented at the 1st WeGov workshop within the eChallenges e-2011 conference, from 26 to 28 October 2011 in Florence, Italy. At the same time a first evaluation of the WeGov project and toolbox is made, taking into consideration the GESIS field Trial and the Gov2u field trial. The aim of the WeGov project is to improve the engagement between governments and citizens via popular social networking sites (SNSs).

The Federal Public Service (FPS) Social Security, in collaboration with FPS Employment, Labour and Social Dialogue and the Information and Social Research Service, carry out tests on the effectiveness of a new tool for the detection of social security fraud. FPS Social Security ensures coordination of the Social Inspection Services Anti-fraud Organisation, a data warehouse which contains extensive data on the targeted examination of employers, as well as information regarding social security tax data.
The new test tool analyses relational data and examines possible evidence of fraud
committed by an employer, such as a large increase or decrease in turnover and sudden
hiring or mass dismissals. Employers that match a specific combination of criteria are
identified as a high-risk factor by the system. The tool can also detect a wide range of
offences.

In June 2011, the very first Flemish Authentic source of Information went on-line. The
‘LED’ (Leer- en Ervaringsbewijzen Databank - learning experience and evidence database)
is an authentic source of information on diplomas and certificates awarded by all Flemish
Schools, Universities and Professional Training organisations, accessible to all public
services. The diploma data is never accessible directly from the database, consistently
with the privacy legislation; a check to confirm that the user has the necessary access
permission is necessary. LED provides citizens with an interface, accessible by using their
eID, where they can visualize their own diplomas digitally.

The exchange of this diploma data is made possible by the MAGDA platform of CORVE.
LED (the Flemish diploma and vocational training certificate database) is an excellent
example of the beneficial effects of streamlining and harmonising the existing processes
with the authorities in the educational field, including the internal exchange of data for a
more efficient and effective service delivery towards citizens. At the same time, the old
paperwork related to the use of a diploma or a vocational training certificate is now fully
digitised.

Employees and self-employed workers can now file a claim for pension benefits via
www.demandepension.be. This new online service is launched on 7 March 2011 by Belgium's National Institute for the Social Security of the Self-employed (‘Institut national d'assurances sociales pour travailleurs indépendants’ - INASTI) and the National Pensions Office (Office National des Pensions - ONP). The new online application process is available to any citizen who works or has worked as a wage earner (employee, contract worker or contractual public sector employee), and/or on a self-employed basis. The application is available in all three official languages. Access via the eID card requires a smart card reader compatible with the eID card.

Philippe Muyters, the Flemish Minister for Finance, Budget, Work, Town and Country
Planning and Sport, announced in March 2011 that the project Digital Planning Application
(‘Digitale Bouwaanvraag’) will launch a field trial in conjunction with the City of Antwerp.
Digital Planning Application is a project of the Flemish Government which aims to digitise
the application for the granting of permission for building construction works in the
Flanders region by making it possible over the Internet. The aim of the project is to create
a one-stop shop that enables the safe and reliable digital processing of an application,
thus enabling the different agencies to provide their input quickly, cheaply and easily.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in
the latest version of the eGovernment country factsheet. Nevertheless, the information for
years 2001 – 2010 can be fully retrieved here.
**eGovernment Strategy**

**Main strategic objectives and principles**

**Digital Belgium (2015 - present)**

**Vision, objectives and actions**

On 20 April 2015, the action plan Digital Belgium was introduced by Deputy Prime Minister and Minister of Digital Agenda and Telecom, Alexander De Croo, and the ‘Digital Minds for Belgium’ (a group of approximately 20 leading digital-world professionals) with the key objective to achieve growth and create jobs through digital innovation over the next years. Furthermore, the programme has three ambitions to be achieved by 2020: Belgium to be among the European top three in digital terms, to generate 1000 new start-ups, and to create 50,000 jobs in the whole economy.

**Five priorities**

Digital Belgium is an action plan that outlines the digital long-term vision for our country and translates this into clear ambitions. Belgium aims to reaffirm its place on the digital map as based upon following five priorities with three to six priority projects each:

1. **Digital economy**;
2. **Digital infrastructure**;
3. **Digital skills and jobs**;
4. **Digital trust and digital security**; and
5. **Digital government**.

A number of initiatives has already started, for example the Start-up Plan (a concrete first step to encourage young and beginning entrepreneurs to set up new businesses in innovative sectors via initiatives such as tax shelters for start-ups and fiscal incentives for crowdfunding) was launched by the government as well as an initiative to roll-out the e-invoicing for suppliers. Further initiatives are to be launched – such as ‘National Alliance for digital skills and jobs’, a plan for a roll-out of high-speed internet, a ‘digital health valley’, ‘Digital Act’ (a series of legal propositions enabling the use of electronic signatures, digital archiving, and similar, to replace paper), deployment of the federal cloud, mobile authentication for eGovernment applications, multi-directional digital communication platform and the open data strategy.

**Federal Open Data Strategy (2015 - 2020)**

**Vision and objectives**

In July 2015, the Deputy Prime Minister and Minister of the Digital Agenda and Telecoms Alexander De Croo announced the adoption of the open data strategy for Belgium in order to strengthen the digital ecosystem and the evolution towards leaner, more efficient and modern administration. The most important part of the plan is to create the default for all government data, except for information with privacy or security implications.
**Federal eGovernment Strategy (2009 - present)**

**Vision, objectives and actions**

The Federal eGovernment strategy for social sector aims to create a single virtual Public Administration while respecting the privacy of users, as well as the specificities and competences of all Government bodies and administrative layers.

Its main **objective** is to improve the delivery of public services for citizens and businesses by rendering it faster, more convenient, less constraining and more open.

The current strategy is outlined around the following **axes**:

- the formulation of specific objectives, like the optimal service delivery to citizens, the limitation of administrative burden and the optimisation of the efficiency and effectiveness of public services;
- the explicit choice of a collaboration among all stakeholders in order to create added value for users of eGovernment services;
- the use of a common vision for the use of information in terms of modelling information, mandatory reporting of supposed errors, electronic exchange of information, unique collection of information;
- the use of a common vision for information security and protection of privacy;
- the maximum use of common elements for networks, eID, middleware interconnected and related basic services;
- the role of the Crossroads Bank for Social Security (CBSS) as a driver for the development of eGovernment in the social sector;
- the establishment of a strong partnership among all social security institutions.

**Four strategic streams**

To meet the objectives stated above, the Belgian eGovernment strategy has been based in the past on four main strategic **streams**:

1st stream – **Re-engineering and integrating service delivery**

This first stream focuses on users' needs, life events and simplification of all administrative procedure.

2nd stream – **Cooperation among all levels of Government so as to provide integrated services across organisational boundaries and administrative layers**

The second stream was based on two documents. First, the eGovernment cooperation agreement, signed in March 2001 by the Federal, Regional and Community authorities, which laid down a framework of cooperation, according to which all layers of Government committed to use the same standards, the same identification infrastructure and the same eSignature. Second, the cooperation agreement on the principles of a seamless eGovernment, signed in April 2006, with the objective to use ICTs that provide information to all citizens, businesses and public institutions in a user-friendly way.

3rd stream – **Simplification of administrative procedures for citizens and businesses**

This requires an increased exchange and sharing of both data and information among Government Departments and Agencies.
4th stream – Back office integration and protection of personal data

The Department or Agency that requires specific data will be considered most frequently as a trusted source by other Administrations that may need such data. Hence, the Department or Agency in question will be responsible for maintaining a personal data repository.

Previous eGovernment Strategies

eGovernment Programme of the Belgian Social Sector (2009-2014)

The Programme, as developed by the Crossroads Bank for Social Security (CBSS), presents the different realisations of the eGovernment strategy within the framework of the Belgian social security.

The overall goals of the eGovernment programme of the Belgian social sector are to:

- grant efficient and effective services with a minimum of administrative formalities and costs;
- improve and reorganise radically the service delivery processes amongst the actors in the social sector;
- promote information security and privacy protection by the actors so that all the involved actors, citizens and employers can have justified confidence in the system;
- deliver integrated statistical information to the politicians and the researchers in order to support the social policy.


In line with the provisions of the 2009 action plan of the Agency for Administrative Simplification (ASA), a Federal Plan for Administrative Simplification has been established, upon the request of the Minister for Enterprise and Administrative Simplification, in collaboration with all the Federal Government Departments. The Federal Plan for Administrative Simplification is made up of a list of ongoing or achieved projects that are structured by responsible Government Department. Most of the projects listed consist of the implementation of eGovernment-related measures, applications or services in a very wide range of fields, including:

- eProcurement
- Paperless Customs
- Electronic road-fund license
- 'My Rent' electronic application
- Tax returns’ submission online
- eInvoicing
- Electronic exchange of data among the insurance companies and the hospitals
- eHealth (e.g. ePrescribing).

The Plan was proposed to the Council of Ministers of 17 July 2009. It is the counterpart of the Kafka Plan adopted during the previous legislature. The ASA reports twice per year on the state of implementation of the Plan.

In the aim to make sure that eGovernment services are accessible to all and do not widen the digital divide, the Government developed a strategy to train and stimulate citizens to use the Internet ('Computerisation of the society' or eSociety policy), while encouraging private or voluntary organisations to act as intermediaries by providing value-added public services.

In line with this strategy, the year 2007 marked the upgrade of the Federal eGovernment portal Belgium.be both in terms of content and functionalities. A thorough two-year review had given way to the release of a renewed version in May 2008. A major section of the portal is linked to all the available public services online (eServices), some of which are fully transactional. More information on this portal is available in the Infrastructure section of the present factsheet.

Various projects and services were implemented within the same context:

- The ePolice office or ‘Police-on-Web’ service: It allows Belgian citizens to report online a number of crimes to the police 24 hours a day.
- The Front Office Employment: A specific application, allows the job seeker to know which financial support s/he is entitled to receive in order to help him/her to find a job.
- The electronic birth declaration: In the Brussels-Capital Region, the secure electronic counter system IRISbox, a digital service platform, enables citizens to securely request and pay for civil certificates online (birth, marriage, death, residence, nationality, etc.).
- The project of Belgian eID cards for children under 12 (Kids-ID): In addition to the classic ID functions, it can provide access to children-only Internet chat rooms and to a cascade of phone numbers should the child be in danger.
- The Tax-on-Web: an online service where the Belgian taxpayers may fill in their tax returns online via the dedicated online application.

Regional eGovernment Strategies

Non-federal Belgian administrative entities have developed their own eGovernment strategies within their respective areas of competence. Wallonia (including the French Community) and Flanders Regional Governments have created dedicated structures to implement their respective strategies.

eGovernment Strategy of Wallonia and the Wallonia-Brussels Federation

In the Region of Wallonia and the Wallonia-Brussels Federation (WBF), the eGovernment strategy is managed by eWallonie-Bruxelles Simplification (eWBS). Created in February 2013, this service is the first common administration for both Wallonia and the Wallonia-Brussels Federation.

eWBS acts as an internal consultant for the administration and coordinates all measures aiming at reducing the complexity and administrative burdens imposed to public service users. Its actions run on 4 levels: advice, production/management, data exchange and innovation/methodologies.

The current strategy of Wallonia and the Wallonia-Brussels Federation is outlined in the 'Plan for Administrative Simplification and eGovernment (2010-2014)', adopted in February 2010 by the Walloon Government and the French Community. Its aim is the reduction of the administrative burden, firstly for the administration users and secondly for the administration itself.
Along with the creation of eWBS, the Governments approved in May 2013 the reorganization of this Plan into 47 priority projects. At the end of 2014, yearly administrative cost reduction thanks to this plan is **estimated to 52 million euros** for users of public services. The idea of this plan is to engage the administrations as simplification actors so that they actively participate in the implementation and the simplification of the current projects.

One of the important areas of eWBS is the setup of a network of simplification correspondents in public service. Created end 2013, it is used as a gateway between administration services and eWBS, ensuring coordination and consistency among simplification projects. The network gathers 24 General Directions and 20 Public Interest Organisms (PIO).

According to the decision of the Governments (Wallonia/WBF), this current Plan will still be the reference till the end of 2015. In parallel, a new 'Plan for Administrative Simplification and eGovernment (2016-2020)' is under development to be implemented as of 2016. This plan will be closely intergrated with other plans set or to be set by the Walloon and WBF Governements (Plan Marshall 4.0, Plan Wallon du Numérique, contrats d’administration).

### Progress in regulation

- **February 2013**: Cooperation agreements between Wallonia and Wallonia-Brussels Federation set up eWBS as a common department serving both entities, and define the correspondents network for simplification and eGovernment;
- **May - July 2013**: Cooperation agreements between Wallonia and Wallonia-Brussels Federation set up the Crossroad Bank for Data Exchange;
- **2014**: Decree project on Electronic Communications between end users and public authorities to be adopted within the year;
- **March 2014**: Decree of the Walloon Parliament setting up a data register for employment in the non-profit sector. (Doc. 1002 (2013-2014)).

### Main eGovernment projects for the Walloon region and WBF

**Crossroad Bank for Data Exchange** (BCED - Banque Carrefour d’échange de données): 357 data exchange projects, 81 of which have been completed. Yearly administrative cost reduction is approaching 65 million euros (estimation). A gain of 35 million euros has already been achieved. Total cost of the Crossroad Bank is 2.5 million euros.

**"ABC des démarches"**: A user-oriented information tool on public services, with access to electronic forms, is visible on the wallonie.be, federation-wallonie-bruxelles.be and infos-entreprises.be portals. This tool offers 5 target groups, 18 themes, some 96 life events triggering a contact with public authorities. As of January 2015, this tool includes more than 1,400 pieces of information.

Espace personnel: A single entry point for all contacts with public authorities featuring access to electronic forms with auto-fill of personal data, digital signature, etc. - It gives access to 158 electronic forms which are the most popular feature of the wallonie.be portal. Its constant development is driven by administration’s needs. For example, an interactive mapping system has been made available to allow the development of forms related to environmental obligations, and back-office integration has been pursued to fit the needs of tax departments.

In 2015, a roadmap for a complete refactoring has been issued, in order to better serve the administrations and users’ growing needs. The refactoring will take place progressively in 2016-2018.

The Espace Personnel front-office and the Crossroad Bank for Data Exchange (BCED) converge into common projects that fully benefit from both systems, such as the Walloon Non-Profit Employment Register (CENM). This project is completed and will allow, in the course of 2016, non-profit sector companies to view and interact online with their employment data within their private space.
In addition, there are projects mainly related to the Wallonia-Brussels Federation that fall outside of the transversal scope of eWBS:

- **SUBSIDE** (Development of a generic software common to the Management of subsidies awarded by the Ministry of the French Community)
- **GED** (Electronic Management of Documents)
- **CERBERE** (Secured Management of the Access to Computer Resource)
- **MIMESIS** (Management of Data of third persons)
- **DATAWAREHOUSE** (Storing and Exploiting data)
- **CADASTRE** (Non-profit Sectorial jobs register).

**eGovernment Strategy of Flanders**

In the Flemish Region, the eGovernment strategy is placed under the responsibility of the Deputy Minister-President of the Flemish Government. It is managed by the new Flanders Information Agency which was created in 2015 as the fusion of the Coordination Cell Flemish eGovernment (CORVE), the Vlaamse Infolijn (the Flemish government callcenter), the Flanders Geographical Information Agency (AGIV) and part of the Department Administrative Affairs. This new agency is responsible for the new eGovernment programme "Vlaanderen Radicaal Digitaal" (Flanders radically digital), which aims to have all of the Flemish government's services delivered fully digitally by 2020. It will also ensure that the principle of the "only once" collection of data (known as the "MAGDA principle") is fully respected by the whole of the Flemish administration.

The main responsibility of the Flanders Information Agency is to determine the strategic aims and priorities for the transformation of the Flemish government into a data-driven government, while taking part in eGovernment projects in an advisory and supportive role. The agency is also in charge of developing eGovernment-related knowledge and skills, coordinating and providing incentives, and creating a generic eGovernment infrastructure to facilitate cooperation among the different entities within Flanders administration. This generic eGovernment infrastructure consists of a number of eGovernment building blocks (electronic identification and trust services, electronic documents, e-procurement, authentic sources, ...) that can be used as shared systems to improve existing (electronic) service delivery & streamline government operations. The agency also provides additional funding for cross-departmental eGovernment projects ("Vlaanderen Radicaal Digitaal" projects).

A key policy element in this eGovernment policy is the development of **authentic sources** of information. These are databases that can be used to obtain complete, correct and up-to-date data on businesses, natural persons, addresses, plots, buildings, maps, etc. A comprehensive system of Flemish authentic data sources and related services is now being built. In parallel to that, a SOA-based infrastructure called the MAGDA platform was introduced in February 2006, to enable the integration of government data exchange services and facilitate both the access to authentic data sources and the data exchange among public bodies. In the past eight years, more than €10 million has been invested in this platform. In 2013, the roll-out of the MAGDA 2.0 platform was completed, a new version of the platform which provides additional data exchange facilities (web services, file transfer etc.), while at the same time requiring lower operational costs. In 2017, the migration of this very successful platform to a cloud-based environment will start.

In the Flemish eGovernment strategy 2009-2014, the Flemish Minister responsible for eGovernment, Geert Bourgeois, called upon eGovernment to focus its efforts on developing integrated solutions, contributing to administrative simplification and increasing government efficiency. This included renewed attention to the creation of authentic data sources, and specific attention towards eParticipation, green ICT and the use of open data. A key challenge during this period was extending the back-end eGovernment services provided by the MAGDA platform towards all the local government organisations.
In the new Flemish eGovernment strategy 2014-2019, the Flemish Minister responsible for eGovernment, Liesbeth Homans, aims to "radically digitally" transform the Flemish administration, by going for a "digital first" approach in the (increasingly mobile) delivery of new (or existing) Flemish government services. In this transformation, the focus will be put on a customer-centered approach in the design of these digital government services, and on the development of new eGovernment building blocks (such as a personalized portal page for citizens and enterprises, with single sign-on and secure electronic document delivery) that will also be made available for integrated eGovernment use by the local government organisations. Open data will be the norm as far as the availability and possible re-use of government data is concerned.

**eGovernment Strategy of the Brussels-Capital Region**

In May 2014, after the elections, the new government unveiled its policy. Some paragraphs give indications about the e-Government projects, namely:

- Brussels Smart City: make Brussels Digital Capital
- Go as far as possible in the online administrative management
- Hotspots in every public transport stop
- Extend and simplify Irisbox, the regional one-stop-shop

Before to start that ambitious project to make Brussels Digital Capital, Mrs Bianca Debaets, State Secretary of the Brussels-Capital Region, responsible for the Digital Transition, decided to organize large-scale consultations of the civil society. A first event held on June 3rd, 2015 brought together technological, political and economic decision makers to think about Brussels Smart City. A second event to be held on November 24th, 2015 will gather inspiring innovators and ordinary citizens to look for creative solutions that improve the life of all citizens of Brussels. A Smart City manager was recruited to design a plan for Brussels, namely taking the results of the two events into account.
eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

**eGovernment Legislation**

**Current status**

There is currently no overall eGovernment legislation in Belgium.

**Freedom of Information Legislation**

**Law on the right of access to administrative documents** (1994)

The right of access to documents held by the public sector is guaranteed by Article 32 of the Belgian Constitution. It was amended in 1994 to provide everyone with the right to consult any administrative document and have a copy made, except in the cases and conditions stipulated by the laws, decrees or rulings referred to in Articles 39 and 134. Government Agencies must respond immediately, or within thirty days in case the request is delayed or rejected.

The 1997 Law relative to publication of information by Provinces and Municipalities provides for the same type of transparency obligations for provinces and municipalities. Furthermore, the Flanders Region/Community (lastly amended in 2007), the French Community (lastly amended in 2007) and the Brussels-Capital Region (lastly amended in 2010) have also adopted their own legal acts on the right of access to administrative documents.

**Data Protection/Privacy Legislation**

**Law on the protection of private life with regard to the processing of personal data** (1992)

The 'Privacy Law' of December 1992 is intended to protect citizens against the abusive use of personal data. The law defines the rights and duties of both the data subject and the processor. It moreover provides legal basis for the creation of an independent body in charge of overseeing the correct use of personal data, namely the Commission for the Protection of Privacy. Since its promulgation, this law has been significantly modified in 1998 in order to transpose the EU Directive on the protection of individuals with regard to the processing of personal data and on the free movement of such data (95/46/EC). This law is now available in its 'consolidated version' dated August 2007.

In addition, it is worth noting that a specific law containing provisions relating to spamming was adopted on 24 August 2005, so as to transpose the related article of the EU Directive 2002/58/EC on privacy and electronic communications (the 'ePrivacy Directive').

**eSignatures Legislation**


This law of 20 October 2000 introduced the use of the electronic signature within judicial and extra-judicial proceedings. It has been the first law to address the eSignature issue in Belgium. The law was lastly amended in September 2006.
eSignature Act (2001) and legal framework on electronic identification (2001)

Adopted on 9 July 2001, the ‘eSignature Act’ transposes into Belgian Law the EU Directive 1999/93/EC on a Community framework for electronic signatures. It gives legal value to electronic signatures and electronically signed documents while setting up a legal framework for certification services.

It is worth mentioning that on a regional level, a law on electronic forms signed with the eID card of December 2006 and two related decrees of July 2008 have been adopted by the Walloon Parliament and the Walloon Government respectively. These decrees give the same legal value to electronic forms as those of paper forms.

Moreover, the legal framework for the use of electronic identity cards is set in a series of Royal and Ministerial Decrees, namely: the Royal Decree of 25 March 2003 on the legal framework of electronic ID cards, the Ministerial Decree on the format of electronic ID cards of 26 March 2003, the Royal Decree on the generalisation of electronic ID cards of 1 September 2004 and Royal Decree on the eID document for Belgian children under 12 of 18 October 2006.

eCommerce Legislation

'eCommerce Laws' (2003)

Two laws on certain legal aspects of information society services were adopted on 11 March 2003. Both texts define the essential concepts underpinning electronic commerce. The ‘eCommerce Laws’ transposed the EU Directive on certain legal aspects of information society services, in particular electronic commerce in the Internal Market (the ‘eCommerce Directive' - 2000/31/EC) into Belgian Law.

In addition, it is worth noting that a specific law containing provisions relating to spamming was adopted on 24 August 2005, so as to transpose the related article of the EU Directive 2002/58/EC on privacy and electronic communications (the ‘ePrivacy Directive’).

eCommunications Legislation

Law on electronic communications (2005)

The Law on electronic communications was adopted on 13 June 2005. It was intended to transpose the EU regulatory framework for electronic communications into Belgian law.

eProcurement Legislation

Law on public procurement and several public works contracts, public supply contracts and public service contracts (2006)

This law of 15 June 2006 was modified on 12 January 2007 and published in the Belgian Monitor of 15 February 2007.
Law on the acceptance of bids, information to candidates and tenderers, and time limits on public procurement and several public works contracts, public supply contracts and public service contracts (2010)

This law of 16 June 2006 was lastly amended on 23 July 2009 and finally adapted by the Royal Decree of 10 February 2010.

These laws transpose into Belgian Law the EU Directives on public procurement, namely: the Directive coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors (2004/17/EC); and the Directive on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts (2004/18/EC). They grant electronic means of procurement with the same legal value as that of traditional means. In addition, they define new concepts based on the above-mentioned public procurement directives, namely, the electronic auctions and the Dynamic Purchasing System.

Re-use of Public Sector Information (PSI)

Law on the re-use of public sector information (2007)

This law of 7 March 2007, adopted at federal level, transposes into Belgian Law the general principles governing the re-use of public sector information in line with the provisions of the relevant EU Directive 2003/98/EC.

Royal Decree establishing the procedures and time limits for the handling of requests for public sector information re-use (2007)

This Royal Decree of 29 October 2007 regulates formal aspects related to the procedure and timelines for handling requests for public sector information re-use. It is worth adding that Regional and Community Governments had to equally transpose the Directive on the re-use of public sector information. Flanders, the Brussels-Capital Region and the French and German-speaking Communities also have their own decrees which are greatly inspired from the relevant federal legislation.
eGovernment Actors
Main roles and responsibilities

National eGovernment

Policy/Strategy

**Fedict - Federal Department for ICT**
Fedict was created in May 2001. It plays an active part in the definition and development of a common eGovernment strategy. More specifically, it develops cross-government standards, frameworks, projects and services which are necessary in order to deliver the eGovernment strategy. It develops certain elements of the national infrastructure itself, such as the federal portal ‘Belgium.be’, the network FedMAN (Federal Metropolitan Area Network) and the Federal Service Bus (FSB) middleware.

**Agency for Administrative Simplification**
The Agency for Administrative Simplification is responsible for drafting strategic measures for the simplification of all administrative actions imposed by the State in everyday business exchanges.

**Crossroads Bank for Social Security (CBSS)**
The Crossroads Bank for Social Security elaborates the eGovernment strategy within the Belgian social sector and oversees its realisation.

Coordination

**Fedict - Federal Department for ICT**
Fedict helps Government Departments and Agencies to elaborate and initiate their eGovernment projects, and furthermore coordinates their implementation.

**Crossroads Bank for Social Security (CBSS)**
The Crossroads Bank for Social Security elaborates the eGovernment strategy within the Belgian social sector and coordinates the implementation of the eGovernment projects in this sector.

Implementation

**Fedict - Federal Department for ICT**
Fedict is in charge of the implementation of parts of the eGovernment strategy pertaining to several elements of the common infrastructure (e.g. federal portal ‘Belgium.be’, FedMAN network, Universal Messaging Engine middleware).

**Federal Departments and Agencies**
Federal Departments, Ministries and Agencies are responsible for the implementation of individual or joint eGovernment projects falling within their respective areas of competence.
Support

Fedict - Federal Department for ICT
Fedict provides assistance to all entities in the public sector by supporting their ICT projects.

Agency for Administrative Simplification
Created in December 1998, the Agency for Administrative Simplification assists Government departments and bodies in their endeavours to simplify their administrative internal and external procedures. More specifically, it is in charge of simplifying administrative procedures for businesses, especially small and medium-sized enterprises and the self-employed.

Crossroads Bank for Social Security (CBSS)
The CBSS supports the implementation of eGovernment services in the social sector. In particular, it supports the implementation of integrated services across all public institutions in dealing with social security aspects. The CBSS also manages the ‘Register bis’ which contains a database of persons who do not have the Belgian nationality, but who are located in Belgium and are registered with the Belgian Social Security.

BELNET
The Government Agency BELNET, part of the Federal Science Policy Office, supplies secure Internet access with very high bandwidth to end users in education institutions, research centres and public administrations. In addition, BELNET is in charge of the operation of the federal network FedMAN.

Audit/Assurance

Court of Audit
The Court of Audit is a body of the Belgian Parliament. It exerts an external control on the budgetary, accounting and financial operations of the Federal State, the Regions, the Communities, the Provinces (but not the municipalities), as well as the institutions depending upon them. It can therefore scrutinise ICT and eGovernment-related projects.

Parliamentary Committees
At federal level, the ICT and eGovernment-related projects can also be examined by the Committee for General and Home Affairs, the Civil Service of the House of Representatives and the Committee for Home and Administrative affairs of the Senate.

Data Protection

Commission for the Protection of Privacy
The Commission for the Protection of Privacy monitors the adequate application of legislation relating to privacy and data protection for electronic systems containing, handling or transporting personal data.

Other

Federal Planning Bureau (FPB)
The FPB is a Public Agency in charge of performing research and studies on issues of economic, socio-economic and environmental policies. Its scientific expertise in areas as ICT policy and eGovernment is available to the Government, Parliament, social partners, and national and international institutions.

Internet Rights Observatory
The Internet Rights Observatory is in charge of advising the Government on the economic, social and political impact of new technologies. It also enables all citizens and businesses to
freely express their views on ICT-related issues and to receive information on their rights and duties in this respect.

Regional & Local eGovernment

Policy/Strategy

Regional and Community Authorities

The political responsibility for eGovernment in Belgium's Regions is held directly by the 'Minister-Presidents' (Prime Ministers) of the three Regions: Flemish Region, Walloon Region and Brussels-Capital Region. Within their own areas of competence, the Wallonia-Brussels French Community (WBF), in charge of education and culture policies for the French Community in Belgium, and the German-speaking Community are also working on eEnabling some of their services. The institutions of the Flemish Community were merged with those of the Flemish Region in 1980.

Local Authorities

Local eGovernment initiatives are organised by local authorities, mostly municipalities, which are responsible for the organisation of the local eGovernment status.

Coordination

Regional Units/Bodies

Regional eGovernment efforts are coordinated by dedicated units or bodies set up by the regional executives: the Flanders Information Agency in Flanders, the eAdministration and Simplification Unit (eWBS) in Wallonia and WBF and the Brussels Regional Informatics Centre (BRIC) in the Brussels-Capital Region.

Local Authorities

Local eGovernment initiatives are coordinated by local authorities who are solely responsible for the organisation of eGovernment on a regional level.

Implementation

Regional Units/Bodies

Individual Administrations in Flanders, Wallonia and the Brussels-Capital Region are responsible for the implementation of their own ICT projects. The Flanders Information Agency in Flanders, the eAdministration and Simplification Unit (eWBS) in Wallonia and WBF, in close collaboration with ETNIC (WBF) and DTIC (Wallonia), and the Brussels Regional Informatics Centre (BRIC) in the Brussels-Capital Region play a leading role in the implementation of Regional eGovernment.

Local Authorities

Local eGovernment initiatives are implemented by local authorities, mostly municipalities using their own mechanisms and time schedules, solely under their responsibility.
Support

Regional Units/Bodies

The Flanders Information Agency in Flanders, the eAdministration and Simplification Unit (eWBS) in Wallonia and WBF, and the Brussels Regional Informatics Centre (BRIC) in the Brussels-Capital Region provide support and advice to individual administrations, as well as to municipalities located within their respective regional area for their eGovernment projects.

Wallonia Digital Agency

At the end of 2014, the Walloon Agency of Telecommunications became the 'Walloon Digital Agency' (Agence du numérique), a subsidiary of the Enterprise and Innovation Agency (AEI), which is in charge of promoting the development of ICT in the Region while providing operational and expert support to Walloon Administrations and communes.

Audit/Assurance

Court of Audit

The Court of Audit exerts an external control on the budgetary, accounting and financial operations of the Regions, Communities and Provinces (not of the municipalities). It can therefore scrutinise their ICT and eGovernment-related projects.

Regional/Community Parliaments

The ICT and eGovernment-related projects can also be examined by the Parliaments of the three Regions (Flemish Parliament, Walloon Parliament and Brussels Parliament), as well as the Community Parliaments for the French and German-speaking Communities (Flanders has one single Parliament for both the Region and the Community).
eGovernment in Belgium

February 2016

eGovernment Who’s Who
Main eGovernment decision-makers and executives

Ministers responsible for eGovernment (Federal Government)

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Head of eGovernment (Federal Government)

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Minister responsible for eGovernment (Flanders)

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Minister responsible for eGovernment (Brussels-Capital Region)

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Main eGovernment infrastructure components

Portals

Federal portal 'Belgium.be'

The federal portal www.belgium.be was first launched in November 2002. Originally, it was both the institutional site of the Federal Government and an eGovernment portal providing a single and multilingual entry point to information and services provided by the Federal Government to citizens, businesses and civil servants.

A new version of the portal was released in May 2008, following resulting from a review of the entire system, aimed at simplifying the way citizens and businesses communicate and interact with the Administration. The information, available in Dutch, English, French and German, is displayed in a more user-friendly manner, according to the main life-events of both citizens and businesses. Apart from this new user-centric presentation, a powerful search engine allows performing searches not only within the portal, but also outside of it. A major section of the new portal links to all the available public services online (eServices). Users looking for a specific eService can refine their search by theme, target group and/or level of Government involved. Several of these eServices are secured and thus require authentication (site token or electronic ID card).

The upgrade process has technically been managed by the Federal Government Department for Information and Communication Technology (Fedict). On the other hand, the external communication service of the Chancellery of the Prime Minister has provided the content, in close collaboration with other Federal Government Departments.

FedWeb portal

FedWeb, primarily aimed at the staff of the government and administrations, offers general information about working condition, news, regulations, publications, online services, etc. FedWeb Light, the newsletter of FedWeb, offers regular information providing news regarding Personnel and Organisation.

Social Security portal

The social security portal offers citizens an extensive, completely updated website structured around three main themes: private life, professional life and health. Every page provides easy navigation to related subjects, external organisations and institutions. The website is the result of collaboration between all public social security institutions and the Federal Public Service Social Security.

Regional portals

Flemish regional portal

The eGovernment portal of the Flemish Regional Government – www.vlaanderen.be - was launched in February 2003. Built around its users’ life events to best meet their needs, this portal provides easy access to information and regional public services for citizens and businesses, in Dutch.
**Walloon regional portal**

The eGovernment portal of the Walloon Regional Government – [www.wallonie.be](http://www.wallonie.be) – provides thematic information and regional online services organised around the respective life events of citizens and businesses, in French.

**Brussels regional ‘be home’ portal**

The eGovernment portal of the Brussels-Capital Region – [www.brussels.irisnet.be](http://www.brussels.irisnet.be) – provides a range of information in Dutch, English, French, German and Spanish, as well as regional online services arranged by theme; it is available in Dutch and French.

Many on-line forms and procedures can be processed electronically via the Irisbox one-stop-shop. On November 17th, 2011 the Brussels government decided that all forms should be available through that platform.

**‘Accueil des enfants’ portal**

The portal was launched by the Brabant Walloon Province in Belgium, in line with the broader context of social and professional mobility and equal opportunities' framework, as well as the support of childcare and family policies. It is supported by more than 25 regional communities and offers valuable information on day-care centres, nurseries, youth centres, homework aid schools, youth camps, youth associations, traineeships, cultural and sport centres or other forms of childcare within the borders of the province.

**Business support portal for the Walloon region**

The portal, managed by the Enterprise and Innovation Agency (ex- ASE - Economic Stimulation Agency), which offers information for businesses and entrepreneurs of all kinds, about management, financing, development, and support by public authorities.

**Fédération Wallonie – Bruxelles**

The new portal of the French Community has been launched in September 2014 and provides information about the competences included in the scope of the WBF.

**German-speaking Community of Belgians portal**

The eGovernment portal of the German-speaking Community provides a range of information relating to the community’s administrative procedures and services, as well as administrative forms to download.

**Networks**

**'Belnet' network**

The 'Belnet' network operates a full optical fibre network with connections of more than 10 Gbit/s, offering virtually unlimited bandwidth for Internet access.

The network is mainly open to researchers, academics and students at nearly 200 Research and Education institutions, government/public services and research centres. 'Belnet' connectivity includes access to the pan-European research network 'Géant' and the American 'Internet2'.

'Belnet' also operates a central infrastructure for exchanging internet traffic for internet service and content providers and large private companies, called the Belgian National
Internet Exchange or BNIX. Other activities are the Federal Metropolitan Area Network (FedMAN), the supercomputing network GRID and the Belgian National Computer Emergency Response Team, CERT.be.

**FedMAN**

'FedMAN', launched by the Federal Department for ICT (Fedict) in September 2002, is the Federal Metropolitan Area Network which connects the Administrations of 15 federal ministries and Government service buildings in Brussels. 'FedMAN' offers 80,000 federal civil servants with a shared high-speed network and a number of related services supporting the delivery of eGovernment, including access to the TESTA (Trans European Services for Telematics between Administrations) network of the European Union. The first level of 'FedMAN' is a central platform while the second level enables the creation of virtual networks for each Federal Administration. It is to be noted that the Federal Departments have the right to use the central platform to create their own security environments.

An upgraded version of 'FedMAN' – 'FedMAN II' – whose capacities are 10 times superior to the original version – has been operational since March 2006. It is intended to allow for the launch of new services, such as the 'Voice over IP' and the infrastructure sharing between different Federal Departments.

**Federal Service Bus (FSB)**

The Federal Service Bus (FSB), which started in 2006, is service-oriented and allows a simplified connection among the various applications and the Federal Administration’s IT data files. At the same time, FSB is set to ensure the follow-up of specific processes. Access to such facility should also be open to private companies by means of authorisation.

Together with the newly available Database Centre of Fedict, the FSB is intended to contribute to the achievement of the 'Connected Government' architecture of Fedict. Fedict thus foresees a sound basic structure for eGovernment as, via a unique contact point, users can access all the web services of the various Government Departments.

**IRISnet**

'IRISnet' is the name of the Brussels-Capital Region broadband network, designed to simplify the telecommunications among regional public bodies. It is built upon fibre optic cables and uses the latest technologies to support data, voice and video streaming flows. Version 2.0 of the 'IRISnet' network has been approved by the Belgian Government and will be operational during the first semester of 2012.

**Urbizone**

Complementary to 'IRISnet' and designed to close the digital divide, a Wi-Fi network called 'Urbizone' has been deployed on several Brussels university campuses, in several town halls, in meeting rooms of several public administrations and in six ministerial cabinets. An Access Point is available for refugees who are lining up in front of the windows of the administration in charge of welcoming them.

**eIdentification/eAuthentication**

**Belgian eID card**

The Belgian eID card contains all the information included on the traditional identity card and serves as an identification and travel document. It is a smart card containing two certificates: one for authentication and another one for generating digital signatures. The Belgian eID
thus gives access to **restricted online services**, making the Internet use safer by providing an online means of identification, the electronic submission of official documents, and other related services. The **national register number**, the unique identification number for Belgian citizens, appears on the eID card and its microchip. It is used as the unique identifier in the certificate of the eID card.

It is to be noted that almost all **electronic signature applications** in the Belgian eGovernment sector make use of the Belgian eID card. On the federal eGovernment portal **'MyBelgium.be'**, multiple levels of security exist, depending on the type of eService delivered: (1) no password required; (2) password required; (3) password and token required; (4) eID only; (5) unconnected eID; (6) mobile authorisation (timebased one-time password (TOTP)). The eID card can only be issued for **natural persons**.

On 16 March 2009, Belgium introduced an electronic ID card for the under-12s (**Kids-ID**), which apart from the classic ID functions, can provide access to children-only Internet chat rooms and to a range of emergency phone numbers, should the child be in danger. Furthermore, since July 2008, **foreign nationals** living in Belgium are entitled to replace their old paper identity with versatile and ‘smart’ electronic identity cards. These cards come in two varieties: for EU and non-EU citizens.

The federal administration approves wireless alternatives to the wired eID reader. A first solution has been approved in 2015 and integrated in the Federal Authentication Service (FAS). eGov applications that make use of the FAS can benefit from that new wireless authentication service. This is already the case for the Irisbox one-stop-shop of the Brussels Region.

**Federal Signing Box**

This application will allow person to electronically sign files and verify signed files, by means of your electronic identity card (eID).

**eSignBox**

This tool, created by Walloon public authorities, allows easy digital signing of electronic documents and files. In practice, users can sign a file but also check an existing signed file and its certificate.

**Digital signature platform of Flanders**

The **digital signature platform of Flanders** was launched on 20 September 2010 by the Flemish eGovernment and ICT-Management Unit (**'Entiteit eGovernment en ICT-Beheer (e-IB)**). Since then, all the public authorities of the regional government of Flanders have been able to digitally sign documents in a legal way via the platform. More specifically, the platform converts the files it receives into ready-to-sign PDF documents which can be distributed to and signed by the various parties using their Belgian electronic identity cards (eID). Citizens, businesses and the external partners of the Flemish Government will benefit from many advantages like legal validity, user friendliness, the possibility of signing by multiple parties, support for different document formats, open standards and a Greener ICT.

**Digital certificates**

The 'commercial certification authorities' certificates can be used in a number of eGovernment applications, as an **alternative** to eID card signatures. As of 2007, the Federal Government had recognised three private certification authorities complying with the required standards regarding qualified certificates defined in the Belgian eSignatures Act. Their certificates can be used for certain eGovernment applications, in particular tax and social security eServices. Like the eID, these digital certificates contain certain identity data,
the public key connected with the certificate holder, the public key usage, the validity and the category of the certificate. They can be issued to natural persons and legal entities.

**Biometric passports**

In November 2004, Belgium scored a world first by becoming the first country to start issuing electronic passports complying with the recommendations of the International Civil Aviation Organisation (ICAO). These passports feature a contact-less microchip storing personal identification data and biometric information (facial image of the holder). Fingerprints were added at a later stage.

**eProcurement**

**Public Procurement portal**

Launched at the beginning of 2008, the Belgian public procurement portal provides links to portals and platforms which currently cover three of the main aspects of the procurement process, namely, eNotification, eTendering and eCatalogue.

**eNotification platform**

Launched in 2002 as the instrument used by the Federal Government for the electronic publication of calls for tender, the platform presents all federal and non-federal entities calls for tender. The platform assists public bodies in drafting their calls for tender and submitting them electronically to the official publication organisations, enabling them to notify invitations to tender, contract awards, as well as other documents such as minutes of clarification meetings or technical notes. On the other hand, it allows businesses to browse and search tender opportunities and related documentation. This platform communicates with the eTendering platform in order to communicate all notices published to everyone.

**eTendering platform**

eTendering is an open, secure, interoperable and re-configurable eProcurement platform based on open European standards and EC directives. Via the platform, contracting authorities and economic operators can perform some of their daily eProcurement activities.

**eCatalogue platform**

The eCatalogue platform offers a collaborative environment for businesses to upload their catalogues and manage their dossiers while furthermore enabling the reception of electronic orders and the modification of the status of the orders.

**Regional eTendering portal of the Walloon Region and the French Community**

Some Regional, Community and Local authorities have developed their own eTendering portals. For instance, the Walloon Region and the French Community share the same portal.

**Knowledge Management**

**Databases / Authentic sources system**

The Belgian eGovernment strategies notably rests on the 'authentic sources system' under which Federal Public Departments gather and manage their own databases with information provided by citizens, businesses and civil servants. These databases, known as 'authentic
sources’, can be referred to by other federal services in need of this type of information. This way, citizens and businesses will be asked to convey data once only. The following can be found among the operational authentic sources:

- **National Register**: managed by the Interior Department, the National Register gathers basic data relating to all persons holding the Belgian nationality.

- **Crossroads Bank for Enterprises**: managed by the Economy Department, the Crossroads Bank for Enterprises is an integrated business register that contains all authentic sources of all Belgian enterprises such as: company name, company number, postal and email address, legal type, activities performed within the company, professional skills of the company staff etc.

Similar infrastructure elements are implemented at regional level. For instance, in February 2006, the Coordination Cell Flemish eGovernment (CORVE) launched [VKBO-GO](#), the online application of the Flemish Crossroads Bank for Enterprises.

In Wallonia and Wallonia-Brussels Federation, a [Crossroad Bank for Data Exchange](#) (BCED - Banque Carrefour d’échange de données) has been launched in May 2013. This is an exchange platform facilitating data sharing among administrations of Wallonia and WBF. The Bank follows the rules regarding protection of privacy and computer security in general. The staff is composed of members of eWBS, Etnic and DTIC.

Brussels region is also rolling out a similar exchange platform called fidus. First exchanges are planned in late 2015.

### eCommunities

'eCommunities' is a groupware application that has been made accessible to civil servants since April 2003 through the [federal eGovernment portal 'Belgium.be'](https://www.belgium.be). It aims to enable communication, cooperation, knowledge management and sharing within cross-departmental networks of expertise. Functionalities of the system include: document management, simple and advanced search capabilities, content management and joint working tools. There are currently over 36 eCommunities.

### Other Infrastructure

### eLearning platform

The eLearning platform was created by the Provincial Training Institute ([Institut Provincial de Formation - IPF](#)) of the Belgian Province of Hainaut. The platform aimed at all provincial and municipal employees as well as those of Public Centres of Social Assistance ([CPAS-Centres Publics d’Assistance Sociale](#)) and public hospitals. The medium term objective of the platform focuses on general courses, common to all profiles of public administration employees but also on other types of courses for alternative training profiles. The long term objective is to provide students with all the courses that could adapt to the remote learning module of training. This initiative was launched in collaboration with the Education Technologies Unit ([l'Unité des Technologies d' Education - UTE](#)) of the University of Mons Hainaut.
The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

### 1. Travel

**Passenger rights, documents you need**

**Passport**

Responsibility: Central Government (Federal), Federal Department Foreign Affairs


Description: Information only. Passport applications are handled by local authorities (communes).

**Belgian Customs App**

Responsibility: Federal Ministry of Finance

Website: Download the Belgian Customs app for free from the App Store, Google Play or the Windows Store.

Description: Provides a quick overview of what one can bring back from holidays. This app provides information about: tobacco, alcohol, cash, protected animals and plants, counterfeit goods, travelling with pets and duties and taxes.

### VAT refunds and excise duties

Responsibility: Federal Ministry of Finance

Website: [http://www.bmf.gv.at/](http://www.bmf.gv.at/)

Description: Information on the online submission of VAT return and the registration necessary to do is available on the dedicated webpage of the Federal Ministry of Finance. Registration to pursue these services is also part of the website.
2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services

Responsibility: Regional Government, Regional Employment Offices
Website: [http://www.leforem.be (Wallonia)], [http://www.vdab.be (Flanders)], [http://www.actiris.be (Brussels-Capital Region)]
Description: The websites of the Regional Employment Offices allow users to post their CVs online, browse and search job ads; obtain information on companies and on professional training programmes. All websites provide a link to a specific application, the ‘Front Office Employment’, ([www.autravail.be](http://www.autravail.be) in FR, [www.aandeslag.be](http://www.aandeslag.be) in NL), the support jobseekers are entitled to in order to find a job.

Job search services abroad

Responsibility: The international service of Actiris
Website: [http://www.actirisinternational.be/Accueil.aspx](http://www.actirisinternational.be/Accueil.aspx)
Description: Actiris is the Public Employment Service acting within the Brussels-Capital Region. To meet the increasing demand of jobseekers willing to gain a professional experience abroad, Actiris has created the department « Actiris International ». Actiris International’s main mission is the promotion of the international mobility from and towards the Brussels Region.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government (Federal), Federal Department Finance
Website: [http://www.taxonweb.be](http://www.taxonweb.be)
Description: Tax-on-web allows Belgian residents to file their tax returns online, by enabling taxpayers to calculate the amount of their income tax, validate and save their data, submit their returns and receive receipts from the Tax Administration.

Unemployment benefits

Responsibility: Central Government (Federal), National Office for Employment
Website: [http://www.onem.be](http://www.onem.be)
Description: Information on unemployment benefits. Enrolment must take place in person with the organisations in charge of managing unemployment benefits payments: either the public body CAPAC-HVW (Auxiliary Fund for the Payment of Unemployment Benefits), or the accredited trade-unions (CSC-ACV, FGTB-ABVV and CGSLB-ACLVB).
3. Vehicles

Driving licence

**Driver’s licence**

**Responsibility:** Central Government (Federal), Federal Department Mobility and Transport

**Website:** [http://www.belgium.be/fr/mobilite/permis_de_conduire/](http://www.belgium.be/fr/mobilite/permis_de_conduire/)

**Description:** Information only. Driving licence applications and renewals are handled by local authorities.

Registration

**Car registration (new, used, imported cars)**

**Responsibility:** Central Government (Federal), Federal Department Mobility and Transport, Vehicles Registration Directorate

**Website:** [http://www.belgium.be/fr/mobilite/vehicules/immatriculation/](http://www.belgium.be/fr/mobilite/vehicules/immatriculation/)

**Description:** The service has been fully integrated through the WebDIV application that allows insurance companies and car dealers to register cars online.

4. Residence (and other) formalities

Documents and formalities

**Announcement of moving (change of address)**

**Responsibility:** Municipal (Brussels Region)

**Website:** [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/)

**Description:** On-Line delivery of several certificates among which criminal records

**Certificates (birth, marriage): request and delivery**

**Responsibility:** Municipal (Brussels Region)

**Website:** [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/)

**Description:** On-Line delivery of several certificates among which birth, death and marriage certificate, family composition and many others

**Criminal Record Certificate**

**Responsibility:** Municipal (Brussels Region)

**Website:** [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/)

**Description:** On-Line delivery of several certificates among which criminal records

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

**Responsibility:** Central Government (Federal)

**Website:** [https://policeonweb.belgium.be/eloket/selectComplaintTypeAndAuthentication.action?lang=fr](https://policeonweb.belgium.be/eloket/selectComplaintTypeAndAuthentication.action?lang=fr)

**Description:** Police-on-web is a joint initiative of police and Fedict under leadership of the responsible ministers. Police-on-web allows citizens to pursue several types of claims/statements to the police and to register an alarm system by which it increases the availability of the police’s services. The list of statements is available online and is subject to regular additions.
Housing (building and housing, environment)
Responsibility: Regional and Municipal
Website: https://nova.irisnet.be/
Description: NOVA is the Brussels Region portal for building and environment permits. It is used by the 19 municipalities of the Brussels region and by the regional public service dedicated to urban planning. Applicants can follow the permit application processing on-line. Applicants can however not yet apply on-line for a permit because of legal obstacles, although the related functions are already developed.

Passport
Responsibility: Central Government (Federal), Federal Department Foreign Affairs
Website: http://diplomatie.belgium.be/en/
Description: Information only. Passport applications are handled by local authorities (communes).

5. Education and youth

School, university
Enrolment in higher education/university
Responsibility: Community Government
Website: http://www.ond.vlaanderen.be/hogeronderwijs (Flanders)
http://www.enseignement.be (French Community)
http://www.bildungsserver.be/desktopdefault.aspx (German speaking Community)
Description: Information only.

Public libraries (availability of catalogues, search tools)
Responsibility: Central Government, Community/Regional Government
Website: http://www.bibliotheek.be (Flanders)
http://www.bibliotheques.be (French Community)
http://www.mediatd.be (German-speaking Community)
http://www.bib.belgium.be (Federal Department Libraries)
Description: Information and online catalogue for all three Communities' libraries. A common online catalogue of the Libraries of the Federal Department Libraries is available at http://www.bib.belgium.be.

Student grants
Website: http://www.ond.vlaanderen.be/studietoelagen (Flanders)
https://www.enseignement.cfwb.be/BURS_WEB/faces/Accueil/index.jsp (French-speaking Community)
Description: The scholarships website of the Flanders Region/Community offers information and downloadable forms, while the other websites provide information only.
Researchers

**Information and assistance to researchers**
Responsibility: EURAXESS Belgium
Website: [http://www.euraxess.be/](http://www.euraxess.be/)
Description: EURAXESS Belgium provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

6. Health

Planned and unplanned healthcare

**Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**
Responsibility: Central Government (Federal Department Health, Food Security and Environment) and Regional Government
Website: [http://www.belgium.be/fr/sante/index.jsp](http://www.belgium.be/fr/sante/index.jsp)
Description: The federal portal ‘Belgium.be’ provides general healthcare information online, as well as Internet links to websites of hospitals.

**Medical costs (reimbursement or direct settlement)**
Responsibility: Central Government (Federal), Federal Department Social Security, National Institute of Medical and Invalidity Insurance (RIZIV-INAMI)
Website: [http://inami.fgov.be](http://inami.fgov.be)
Description: The website of the National Institute of Medical and Invalidity Insurance (RIZIV-INAMI) provides information on the reimbursement of medical costs. Belgium introduced a smart social insurance card (SIS card) that enables direct settlement of certain medical costs, while other costs are reimbursed through mandatory/complementary private social insurances (relevant websites).

7. Family

Children, couples

**Certificates (birth, marriage): request and delivery**
Responsibility: Municipal (Brussels Region)
Website: [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/)
Description: On-Line delivery of several certificates among which birth, death and marriage certificate, family composition and many others

**Child allowances**
Responsibility: Central Government (Federal), Federal Department Social Security, National Office for Family Allowances for Employed Workers (ONAFTS-RKW)
Website: [http://www.rkw.be](http://www.rkw.be)
Description: This service is fully automated in Belgium.
8. Consumers

Shopping (your rights), unfair treatment

**Consumer protection: Belmed**
Responsibility:  Belgian Federal Government
Website:  [http://www.sozialministerium.at/siteEN/](http://www.sozialministerium.at/siteEN/)
Description:  Belmed is an online Mediation service that aids to solve problems quickly and at a lower cost. The sectors that are covered are the following: energy, travel, financial services, second-hand cars, furniture, and building sector.

**Consumer protection: Safeonweb**
Responsibility:  Belgian Federal Government
Website:  [http://www.sozialministerium.at/siteEN/](http://www.sozialministerium.at/siteEN/)
Description:  Safeonweb.be aims to quickly and effectively inform Belgian citizens in computer security, and inform the about the latest and most important digital threats and Internet security.
The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Product requirements**
5. **Public contracts**

### 1. Start and grow

**Registration of a new company**

**Responsibility:** Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Crossroads Bank for Enterprises

**Website:** [http://economie.fgov.be/fr/entreprises/BCE/index.jsp](http://economie.fgov.be/fr/entreprises/BCE/index.jsp)

**Description:** Since June 2006, a company can be created within 3 days (instead of 67 days originally) thanks to the electronic registration desk through which the data required for the company registration can be electronically exchanged at the notary’s.

**Annual accounts**

**Submission of data to statistical offices**

**Responsibility:** Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Statistics Division

**Website:** [http://www.statbel.fgov.be](http://www.statbel.fgov.be)

**Description:** Data concerning company revenues and data related to employees already declared to the Tax Administration do not need to be re-submitted separately to the Statistics Division.

### 2. VAT and customs

**VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds**

**VAT: declaration, notification**

**Responsibility:** Central Government (Federal), Federal Department Finance

**Website:** [http://economie.fgov.be/fr/entreprises/bce/contenu/#.VgFxJ9-qqko](http://economie.fgov.be/fr/entreprises/bce/contenu/#.VgFxJ9-qqko)

**Description:** Apart from the Federal Government official website, two other websites allow online submission of VAT. 'InterVAT' enables electronic submission of VAT declarations, and 'EdiVAT' allows submission based on the EDI (Electronic Data Interchange).
## Excise duties

**Corporate tax: declaration, notification**

**Responsibility:** Central Government (Federal), Federal Department Finance


**Description:** Corporate income tax declarations can be submitted online via the application VENSOC, now Biztax, using an eID card or a digital certificate.

### Reporting imports/exports

**Customs declarations (e-Customs)**

**Responsibility:** Central Government (Federal), Federal Department Finance, Customs and Excise Administration

**Website:** [http://plda.fgov.be](http://plda.fgov.be)

**Description:** The application 'Paperless Customs and Excise' (PDLA) has been operational since 4 February 2008. PDLA allows for the electronic introduction and processing of customs and excise declarations. The electronic filing of customs' declarations became mandatory in July 2009. Moreover, the Customs and Excise Administration has also developed a web-based application called WEB - N.C.T.S. for managing transit operations, based on the EU's New Computerised Transit System (NCTS).

## 3. Staff

### Terms of employment, social security, equal treatment, redundancies

**Legislation in regard to working conditions, remuneration and employment**

**Responsibility:** Federal Public Service (SPF) Employment, Labour and Social Dialogue


**Description:** An employer who employs workers in Belgium is required to respect working conditions, remuneration and employment laid down by the legal provisions. You will find all legal provisions work in Belgium on the website of the Federal Public Service (FPS) Employment, Labour and Social Dialogue.

**Social contributions for employees**

**Responsibility:** Central Government (Federal), Federal Department Social Security

**Website:** [https://www.socialsecurity.be](https://www.socialsecurity.be)

**Description:** Belgian companies can carry out 42 electronic transactions online, via the Social Security portal. Since January 2003, employers must submit their quarterly declaration of wages and working times electronically to the National Office for Social Security.

### Training

**Responsibility:** Bruxelles Economie et Emploi, Impulse.Brussels, Actiris

**Website:** [http://be.brussels/enseignement-formation/formation-continue/trouver-une-formation](http://be.brussels/enseignement-formation/formation-continue/trouver-une-formation)

**Description:** A wide range of support measures and subsidies to companies in the field of training. Personnel training organizations and information on training aid are listed on the "Train the staff" of this website.
Health and safety

**Web portal of Labour Inspectorate**

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<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.employment.belgium.be/home.aspx">http://www.employment.belgium.be/home.aspx</a></td>
</tr>
<tr>
<td>Description:</td>
<td>The labour inspectorate in Belgium depends on the Federal Public Service Employment, Labour and Social Dialogue (FPS) Division and comprises several federal departments. eService is not available.</td>
</tr>
</tbody>
</table>

### 4. Product requirements

- CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

**Commercial and industrial norms**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Belgian Federal Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>The aforementioned website lists information for several items where information about safety of these products and services might be requested, for example in regards to the general regulations related to the law on the safety of products and services, or in regards to more specific information on the safety of active entertainment, attractions, cable installations, childcare articles and toy, extreme entertainments, food imitating products, lifts, lighters, machinery, and other items. The extensive list can be found on the website.</td>
</tr>
</tbody>
</table>

**Chemicals (REACH)**

**REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Belgium**

<table>
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<tr>
<th>Responsibility:</th>
<th>FPS Economy, S.M.E.s, Self-employed and Energy</th>
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<tbody>
<tr>
<td>Description:</td>
<td>The website offers ample information particularly for small and medium-scale enterprises.</td>
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</tbody>
</table>

### 5. Public contracts

- Rules and procedures, tools and databases, reporting irregularities

**Public procurement / eProcurement**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government (Federal), Federal eProcurement Service within the Federal Department Staff and Organisation, Directorate of the Official Journal (Belgian Monitor), Bulletin of Adjudications (BDA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.publicprocurement.be/portal/page/portal/pubproc">http://www.publicprocurement.be/portal/page/portal/pubproc</a></td>
</tr>
<tr>
<td>Description:</td>
<td>The Belgian public procurement portal brings together links to: (1) the eNotification portal; (2) the eTendering platform; and (3) the eCatalogue platform.</td>
</tr>
</tbody>
</table>
**Public procurement / e-Tendering**

**Responsibility:** Service Public Federal Personnel et Organisation (SPF P&O)

**Website:** [https://eten.publicprocurement.be/etendering/home.do](https://eten.publicprocurement.be/etendering/home.do)

**Description:** The e-Procurement platform offers contracting authorities (federal, regional and local) and companies quick and easy access to the different applications to have public procurements take place electronically. With e-Tendering contracting authorities can electronically open tenders/requests for participation, electronically generate the report of opening and make it available. Companies can electronically submit their tenders/requests to participate and digitally sign them.
European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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