



European  
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Country Profile  
History  
Strategy  
Legal Framework  
Actors  
Who's Who  
Infrastructure  
Services for Citizens  
Services for Businesses

WHAT'S INSIDE

# eGovernment in the Netherlands

## Visit the e-Government factsheets online on [Joinup.eu](http://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

The logo for Joinup, featuring the word "joinup" in a lowercase, blue, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned at the bottom right of the text box.

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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**Country Profile ..... 1**

**eGovernment History ..... 7**

**eGovernment Strategy ..... 15**

**eGovernment Legal Framework ..... 18**

**eGovernment Actors ..... 21**

**eGovernment Who’s Who ..... 23**

**eGovernment Infrastructure ..... 25**

**eGovernment Services for Citizens..... 37**

**eGovernment Services for Businesses..... 44**

# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 16, 829, 289 inhabitants (2014)

**GDP at market prices:** 662, 770 million Euros (2014)

**GDP per inhabitant in PPS (purchasing Power Standards EU 28=100):** 131 (2014)

**GDP growth rate:** 1% (2014)

**Inflation rate:** 0.3 % (2014)

**Unemployment rate:** 7.4% (2014)

**General government gross debt (Percentage of GDP):** 68.2% (2014)

**General government deficit/surplus (Percentage of GDP):** - 2.4% (2014)

**Area:** 41.542 km<sup>2</sup>

**Capital city:** Amsterdam

**Official EU language:** Dutch

**Currency:** EUR

**Source:** [Eurostat](#) (last update: 19 January 2016)

## Political Structure

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

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

The local Government in the Netherlands consists of 12 provinces and 390 municipalities (as of 1 January 2016). Each province is formally headed by a King's Commissioner appointed by the Crown, but is governed by a locally elected provincial council and a provincial executive appointed by the members of the provincial council. The municipal council is the highest authority in the municipality. Its members are elected every four years. The day-to-day administration of the municipality is in the hands of the municipal executive (*college van burgemeester en wethouders*), made up of the mayor and aldermen.

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

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

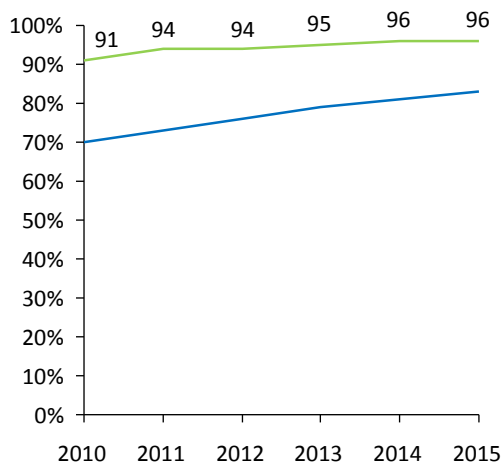
**Head of Government:** Prime Minister [Mark Rutte](#) (since 14 October 2010).

## Information Society Indicators

### Generic Indicators

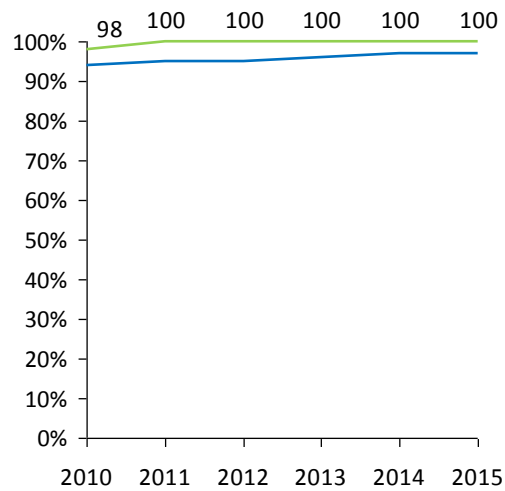
The following graphs present data for the latest Generic Information Society Indicators for the Netherlands compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

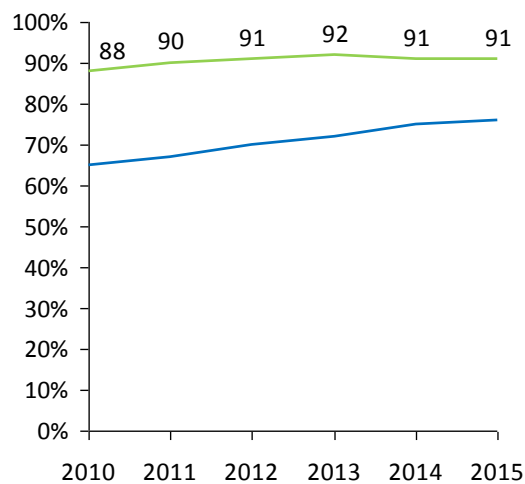
**Percentage of enterprises with Internet access in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

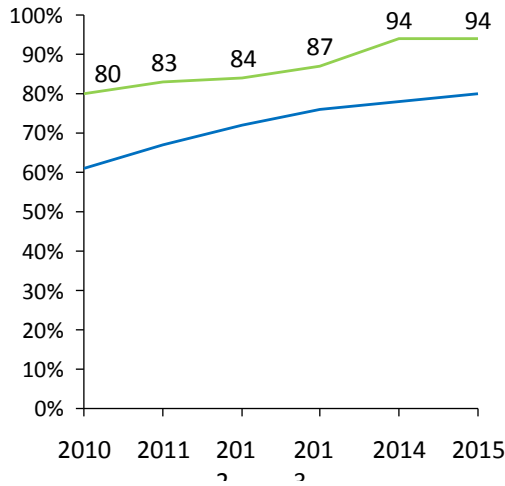
— Netherlands  
— EU

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



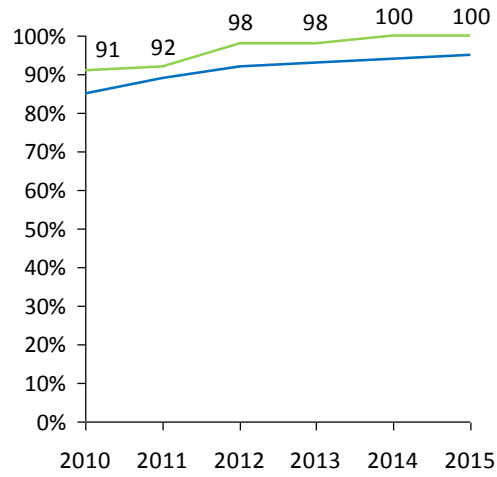
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

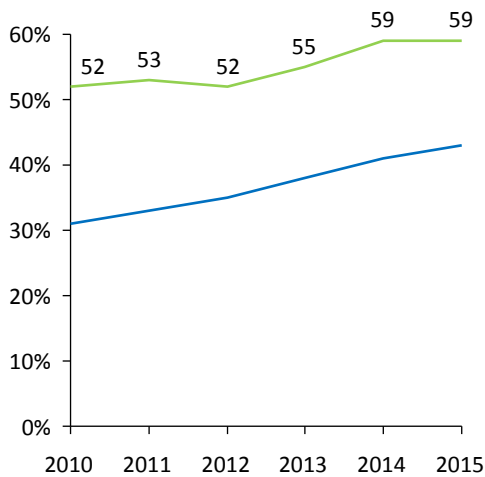
**Percentage of enterprises with a broadband connection in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

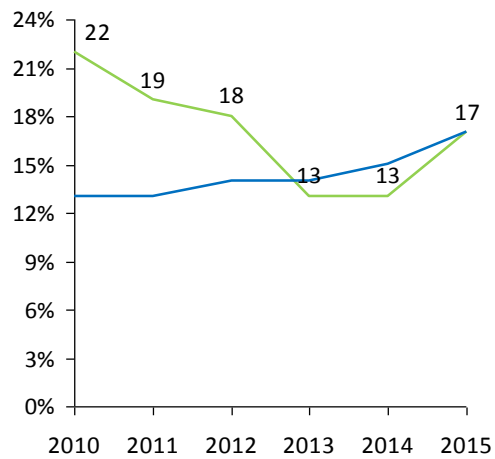
— Netherlands  
— EU

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



Source: [Eurostat Information Society Indicators](#)

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

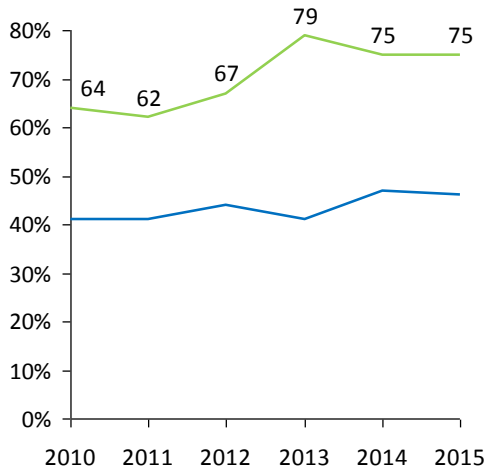


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

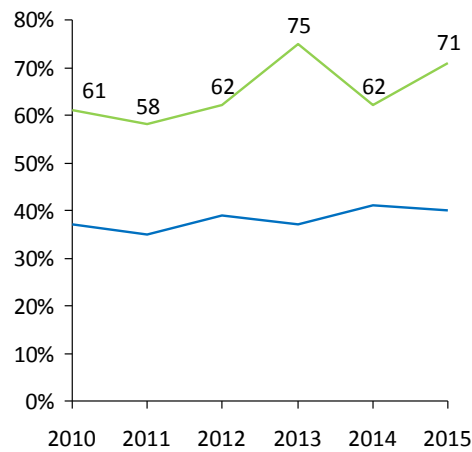
The following graphs present data for the latest eGovernment Indicators for The Netherlands compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



Source: [Eurostat Information Society Indicators](#)

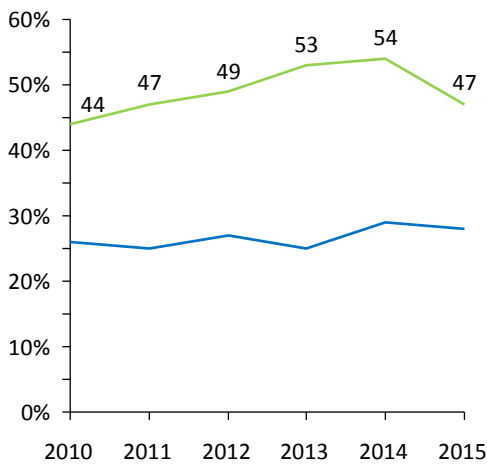
**Percentage of individuals using the internet for obtaining information from public authorities in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

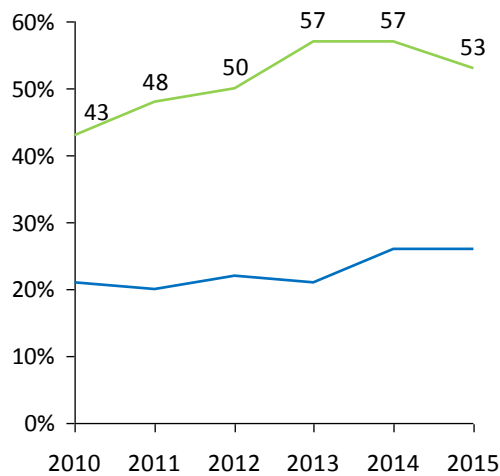
— Netherlands  
— EU

**Percentage of individuals using the internet for downloading official forms from public authorities in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for sending filled forms to public authorities in the Netherlands**



Source: [Eurostat Information Society Indicators](#)

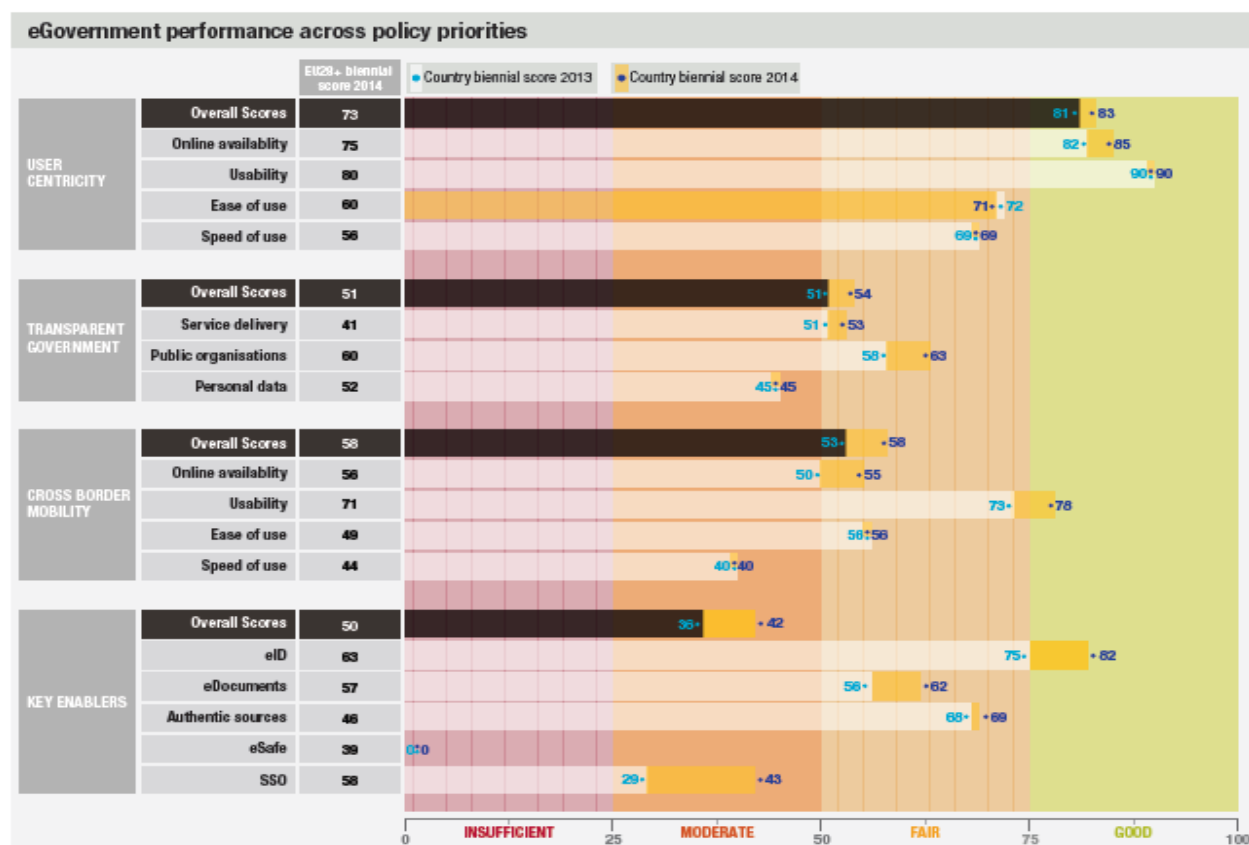


eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)<sup>1</sup> 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 the Netherlands compared to the EU average score.



Source: [eGovernment Benchmark Report 2015<sup>2</sup> Country Factsheet of the Netherlands](#)

<sup>1</sup> [eGovernment Benchmark Insight Report](#)

<sup>2</sup> The latest version of country factsheet 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

#### November 2015

The number of people who activate their account on the website [MijnOverheid](#) is steadily growing with around 12.000 subscriptions per day, as reported on [11 November 2015](#). From the beginning of the campaign for the abandonment of the blue envelop (the envelop, used by tax authorities) in favour of online communication, the amount of registered people has increased twofold. Almost 2 million people now receive their messages from the government in the Message box (Berichtenbox).

The Joint implementation agenda for the Digital 2017 has been adopted on 3 November 2015. It aims at contributing to better digital services. The agenda outlines what needs to be done to accomplish an accessible e-government in 2017, and how can be achieved by the collaboration between the different public administrations. More about Digital 2017 can be found [here](#).

#### October 2015

The Dutch Minister of the Interior, Ronald Plasterk in a [letter to the Dutch parliament](#) from 12 October 2015 has made several commitments to open data. Most notably, the Dutch central government is to publish its procurement information on the national open data portal [data.overheid.nl](#) next month. Later in 2015, election results per polling station will be added as well.

On 14 October 2015, the [city of Utrecht has signed a collaboration agreement](#) for the Company File (Ondernemingsdossier) with Koninklijke Horeca Netherlands. This makes Utrecht the last G4<sup>3</sup> to adopt this enterprise file. It is now used nationwide by 7500 companies, 50 municipalities, three provinces, two national inspectorates and a water board. It allows horeca businesses to apply online for permits and make notifications. In addition, with the introduction of the Company file, Utrecht municipality has also launched a test with a number of entrepreneurs to digitally monitor environmental and fire safety. This means that the Utrecht municipality will move as much as possible to digital over physical monitoring of the entrepreneurs.

The Senate has voted on 13 October 2015 the bill on Electronic messages. This bill sets that [tax authorities should abolish the blue envelop](#), traditionally used for communication between them and citizens and businesses and move to digital communication. The tax authorities have 2 years to implement this plan.

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<sup>3</sup> G4 consist of the 4 biggest cities in the Netherlands, that is Amsterdam, Den Haag, Rotterdam and Utrecht.

It was announced in October, that [soon vehicle owners will be able to register their vehicles](#) online, rather than going in person to the respective registration authority. This registration online is possible when the new car owner has a digital online identity DigiD for authentication, as well as driving licence issued after 14 November 2014, which contains special chip.

### September 2015

The implementation agenda for the Digital 2017 has been adopted on [1 September 2015](#) by the State Council on services (Regieraad Dienstverlening). It aims at contributing to better digital services. More about [Digital 2017](#) can be found here.

### August 2015

In August 2015 it was reported that [municipalities are investing in a signing services](#), which allows for electronic signatures on documents exchanged between companies and the government, such as grant or licence application. Thus, a public authority knows thanks to the services eHerkenning that the person signing the document has been authorised to do so. More information on this topic can be found [here](#).

### July 2015

In July 2015 it was [reported](#) that the “System Architecture of the present” (Stelselarchitectuur van het heden) has been updated. It describes the structure of System Base registration (Stelsel van Basisregistraties).

In July the website [Mijnoverheid](#) has been [updated](#) to include more features, such as having new easier and accessible design, compatibility with mobile and other electronic devices, et cetera.

### June 2015

On 1 June 2015, the Open Government Learning and Expertise Centre organised a first learning session on topics related to Open Government.

An annual competition for innovative open data applications – the Stuivering Open Data Award was announced. The first competition is to be held next year and shall be awarded to a public or private body that deploys, promotes or enables open data in the manner that resolves social issues.

Minister Plasterk [informed](#) the House of Representatives on 30 June 2015 that the [eID system is now called Idensys](#), as well as over the pilot terms and pilot criteria in the eID system. Idensys will become the standard for online identification and exchange of personal information. It builds on the current eHerkenning. The minister also announced that pilots to test Idensys will be launched.

On 26 June 2016, the Ministry of the Interior and Kingdom Relations (BZK) and the international company CKSource showed for the first time the [Accessibility Wizard \(Accessibility Checker\)](#) to website designers and developers at the supplier meeting of the Quality Institute of Dutch Municipalities (KING). It will be available for free from 1 July 2015 for the websites of the Dutch government, and will support web designers active in continuously maintaining the accessibility level of their websites.

## May 2015

On 12 May 2015 the [updated reference framework from the Dutch Government NORA](#) (Nederlandse Overheid Referentie Architectuur) was presented. The changes include actualisation of the [wiki](#), as well as the accessibility of NORA's content on the [government website](#) has been improved.

## April 2015

During the busy annual tax period in April 2015, [DigiD has broken several records](#). DigiD processed without interference 45 million authentications, reached the milestone of 12 million users and the number of licenses increased fivefold. More on the topic can be read [here](#).

## March 2015

In March 2015, the Open State Foundation published the annual and quarterly financial information on the budgets and spending of data of Dutch local governments in the years 2012 - 2013 as collected by the Statistics Netherlands Agency on behalf of the Dutch Ministry of the Interior and Kingdom Relations. The financial information was published as based on the Iv3 data set. The Open State Foundation promotes democratic transparency, accountability and participation with the development of online platforms, and promotes unlocking and re-use of open (government) data in the Netherlands.

## February 2015

The Dutch government published as open source a catalogue of data and concepts used in the its 'System of Base Registrations' that contains data such as addresses, personal data, company names and geo-information. The aim is to provide users and suppliers with a comprehensive view of the system, and to make it available for reuse.

On 24 February 2015 Minister Plasterk [has presented](#) the "Final Report i-NUP 'presented to the House of representatives. The report describes how the NUP and i-NUP have contributed to a digital basic infrastructure thought which governments can exchange data with each other and offer digital, reliable and secure services to citizens and businesses. The full text can be found [here](#).

The digital commissioner Bas Eindhoven [has presented the multiannual program Digital Government](#) for the National Consultation on 10 February 2015. The Digiprogramme fulfils the mission of the Digital Government: to enable citizens and businesses to do business with the government in a safe, reliable and simple digital way. The Digital Commissioner is working with local authorities, implementing organisations and the State.

## January 2015

The government [plans to implement](#) stricter scrutiny over ICT projects, undertaken in the government public administrations. It is following recommendations published from the report "[Grip on ICT](#)" More information can be found [here](#).

## December 2014

i-NUP has been completed by the end of 2014. The central government, executive organizations, municipalities and suppliers have created the digital infrastructure, which is an integral part to enhance (digital) public services. The digital infrastructure can be used to exchange data and information with other government institutions and provide digital, trustworthy, and safe services.

## November 2014

The Ministry for the Interior and the Ministry for Economic Affairs have started working on an overall legal framework for eGovernment.

## October 2014

The [UN eGovernment Survey 2014](#) shows that the Netherlands is placed fifth, world-wide, for best digital government. On the subject of e-Participation, the Netherlands placed first and won the eGovernment Survey Award.

Companies are only able to send messages via the 'Berichtenbox' (Message Box) for companies if they are logged in via eHerkenning. Citizens can use a special Message Box for citizens to receive messages from the government. They log in via DigiD.

## September 2014

It has become easier for inhabitants of the city of Amsterdam to view to which organizations and institutions personal data is provided. [In the pilot](#), inhabitants are able to request to see an overview of their data in the Personal Records Base Register digitally and will receive the overview digitally as well. This pilot is a step towards a more transparent government.

'Antwoord voor bedrijven' has been fully integrated in the new 'Ondernemersplein' per 15 September. The target of 500.000 visits per month has been reached.

The Standardisation Board has decided that eHerkenning is suitable to use as online identificationsystem for the entire government.

## July 2014

The Netherlands Enterprise Agency has started using eHerkenning as its default login for entrepreneurs.

## June 2014

In a letter to the House of Representatives, Minister Plasterk informs about the [on the progress made](#) with regards to establishing a Digital Government. As a result of a many different efforts, citizens and companies are able to find information relating to the government or its services online and are able to handle their affairs with the government online. However, there still remains plenty to do, he reminds the parliament.

Bas Eenhoorn has been named Digital Commissioner (NCDO) per 1 August 2014. The NCDO will create a programme focused on a government-wide infrastructural foundation for the

digital government. The programme will apply to all levels of government and needs to lay the foundation for a governance and financial structure.

### May 2014

The public personalised services platform [MijnOverheid](#) has been redesigned to match the style of all governmental websites. Aside from design improvements, the website is more accessible due to adjustments in usability features.

### April 2014

The production chain for the Base register large scale topography (BGT) has gone [live](#). Data holders are now able to deliver their data to the central supply service which makes them available for users to view.

Electronic deposits of the annual statements of small businesses can only be done via Standard Business Reporting or the online service.

### March 2014

In March 2014, the 200th municipality disclosed the information of the Base register Property Valuation (WOZ) via the public personalised services platform [MijnOverheid](#).

### February 2014

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

### January 2014

On 20 January 2014, the Minister of Economic Affairs, Mr. Kamp, officially opened '[Ondernemersplein](#)'. Ondernemersplein is a website on which entrepreneurs can find all kinds of government related information, which they need to, run their business.

In January 2014 the [BRP Law](#) (personal records base register) came into force, enabling better registration of personal records. The high quality of the registration of personal records is considered of utmost importance, both for citizens and for governments. Public authorities need personal records to perform tasks, such as in the case of the tax agency and the [UWV](#) (Employees Insurance Agency) which use personal records to attribute grants and collect taxes. The BRP law replaces the GBA law. In parallel to the introduction of the law, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, has released a [tool](#) to enable citizens them to view the usage of their personal records within government.

### December 2013

In December 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, and the Minister of Economic Affairs, Mr. Kamp, presented their [plans](#) to implement an

operational eID system by 2015, thereby enabling governments and businesses to offer a trustworthy and secure access to e-services. The eID system will enable people to use the same eID for various organisations, both in the public and the private domain, and both the successful [DigiD](#) and eRecognition will be part of the eID system. Furthermore, a DigiD card is foreseen as an element of the eID system.

### November 2013

By the end of November 2013, the 100 million DigiD transactions had been performed for 2013, which implies a 33 percent increase compared to 2012. The website "[Rijksoverheid](#)" reported that almost 11 million citizens are using their DigiD to login to government websites, and that more than 600 organisations provide access to their e-services through DigiD.

In November 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, [reported](#) to Parliament that the digital government is developing actively, indicating that 72% of the building blocks foreseen under the [i-NUP programme](#) have been developed and that municipalities, and the large executive agencies, are on average connected to two thirds of the operational building blocks.

In the end of October 2013, the Ministry of Economic Affairs started a [campaign](#) to increase entrepreneurs' acquaintance with eRecognition, the system of eID solutions for businesses. An increasing number of municipalities have connected to eRecognition.

In mid-October 2013, the Ministry of Interior and Kingdom Relations started the campaign "[avoid hassle, check your data](#)". The aim of the public campaign is to further improve the quality of the Personal records base register (as 97.8% of the population is registered correctly). Citizens run the risk of missing out on specific services if they are not registered correctly. The campaign encourages citizens to check their data and to report any corrections to the local authorities.

On 1 September 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, sent the Cabinet's [open government vision and action plan](#) to Parliament.

In July 2013, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, published the [framework](#) to apply accessibility standards. The framework explains how governments can comply with guidelines for accessibility. The Dutch accessibility standards ('webrichtlijnen') are a mandatory open standard. The framework describes which factors can (or cannot) be considered as substantial as to authorise the use of specific standards, or which alternatives can be created for certain exceptions.

In June 2013, Logius' newsletter '[DigiInkoop and e-invoicing](#)' reported that, in 2012, 417.000 central government invoices were received digitally (i.e. 27%). A number of ministries are already processing digital invoices fully through digital means, while other ministries are in the process of doing so. More than half of the e-invoices were received via Digipoort

In May 2013, the Minister for Housing and the Central Government Sector, Mr. Blok, sent the Cabinet's [Central Government Reform Agenda](#) to Parliament. The central government aims, among other goals, to digitalise services and accelerate the use of base registers. The central government reform agenda was developed in order to meet the challenge of working with less people and budget, on new public issues, whilst safeguarding the continuity and quality of the services which are provided.

On 27 May 2014, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, sent the vision paper [Digital Government 2017](#) to Parliament.

In the Central Government's 2012 [Annual Report on Operation management](#), released in May 2013, the Minister for Housing and Central government, Mr. Blok, reports progress on of the [I-strategy](#): information security measures have been implemented; 4 common data

centres have been assigned and a migration path (from 64 to 4 data centres) has been established; and control over large scale ICT projects has been strengthened.

In March 2013, the Tax Department fully prefilled the digital income tax return form of more than 4 million citizens. Prefilled fields have been extended to bank account data.

In February 2013, the Minister of the Interior and Kingdom Relations installed the "[Taskforce Information Security Public Services](#)". In the past years, much has been done to improve information security in public administration, but information security can only be achieved if everyone is convinced of its importance and of the risks. During the two next years, the Taskforce will focus on boosting awareness among governors and high level management of the different government levels, with the aim of producing adequate measures and stronger control. In this way, information security will be anchored and secured in the continuity of business processes.

In February 2013, the Minister of Economic Affairs, Mr. Kamp, sent a letter to Parliament describing the actualisation of the Digital Agenda. One of the interesting issues is the progress on [standard business reporting](#) (SBR). In 2015, businesses should be able to exchange a considerable share of their financial reports to the tax agency, the chambers of commerce, CBS (statistics) and banks via SBR.2012

## 2012

In November 2012, Logius started a pilot with energy saving software to reduce the carbon foot print of products. The pilot notably measures how software of two Logius products influences the energy use, or hardware, and how this can be improved.

In November 2012, the Minister of the Interior and Kingdom Relations, Mr. Plasterk, and the Minister of Security and Justice, Mr. Opstelten, sent a [letter](#) to parliament in response to the report of the Research Council for Security on the Diginotar incident. In the letter, measures, notably concerning prevention and resilience, were presented to cope with increasing security threats.

On 29 October 2012, the Rutte II government presented the coalition agreement "[Building bridges](#)" which highlights the Cabinets' ambition for businesses and citizens to be able to deal with governments in a digital way by 2017.

In mid-October 2012, the [Standard Business Reporting Programme](#) was set up as a knowledge platform. SBR is an initiative of the government to simplify the composition and exchange of financial reports.

In July 2012, the Chamber of Commerce started connecting governments to the national trade register. This enables governments to integrate data from the national trade register (base register for businesses) in their work processes. The aim is to connect all relevant government organisations by July 2014.

In June 2012, the Minister of the Interior and Kingdom Relations, Ms. Liesbeth Spies, sent a [letter](#) to parliament announcing new measures to solve the bottlenecks citizens face in their interaction with government. ICT can help solving perceived administrative burden issues, however, having insight in the supply of services and the how they are registered is considered a prerequisite to simplification.

## 2011

In November 2011, the Dutch Cabinet [launched](#) the ICT Strategy for central government as part of the 'Compact Central Government Implementation Programme'. The strategy intends to: enhance ICT within the government at national level; reinforce the monitoring



of large-scale ICT-related projects; and increase the digital skills and competencies of management and public sector employees.

On 15 September 2011, Minister Donner of Interior and Kingdom Relations officially launched the open data portal of the Dutch Government, '[data.overheid.nl](http://data.overheid.nl)', enabling citizens to locate and freely re-use Government data on the environment, buildings, the population and infrastructure. The portal is intended to be the gateway through which all public sector information can be easily and quickly accessed, freely or at low cost.

On 12 August 2011, [TenderNed](#) the national system for public eProcurement in the Netherlands launched the Internet guide [eGids](#) to facilitate the tendering process. The aim of eGids is to enable the procurement process to proceed faster and more easily by providing reliable and user-friendly online support for the supplier for the entire tendering process. It includes functions which provide detailed information on using TenderNed and direct access to the relevant laws and glossary.

On 30 May 2011, Minister Donner of the Interior and Kingdom Relations presented to Parliament the proposal for the government-wide implementation agenda for the provision of services and eGovernment (i-NUP). The proposal comprises of agreements with local and regional governments to implement building blocks of the information infrastructure in order to achieve a shared vision. In this vision, municipalities, provinces, water authorities, implementing bodies and the Central Government express their shared ambition: one open and accessible government. For citizens and companies this means that they will increasingly be able to use the digital channel to do business with the government. Other channels, like the central desk, telephone and mail will still exist and render support.

As from 1 January 2011, businesses can carry out electronic processing of invoices with all 78 Central Government bodies via the electronic post office [Digipoort](#). To enable the exchange of eInvoices, the Ministry of the Interior and Kingdom Relations eGovernment service [Logius](#) customised Digipoort and an open standard format is being used.

eRecognition, the eID infrastructure for businesses, become available. It is intended to be used for electronic communication between businesses and the government, as well as for Business-to-business (B2B) electronic communication. It is based on a network approach in which existing means for authentication (e.g. cards, mobile phones, tokens, and passwords) can co-exist.

## 2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

# eGovernment Strategy

## Main strategic objectives and principles

### eGovernment Policy in the Netherlands

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



The new policy implies a digital by default approach, in which citizens will gain the right to interact with government in a digital way. Change of legislation is announced to arrange this right. The general principle for the interaction is 'digital where possible and in person where needed'. In addition to the vision paper a joint implementation agenda has been agreed by the different government levels, describing the actions government organisations take in order to help realising the

ambitions. Actions comprise digitalisation from a user point of view (user centricity), improvement of accessibility and usability of digital services, connection to and use of the generic digital infrastructure.

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

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

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

In November 2011, the [ICT strategy](#) for central government was launched as part of the '[Compact Central Government Implementation Programme](#)'. It provides a long term view of the information infrastructure needed by the Central government and the implementation programmes that accompanies it. The programme sets the framework for ministries to

draw up their action plans for the implementation of cutbacks. The net savings achieved will all be directed to the departments that have suffered budget cuts.

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

## Previous eGovernment Strategies

### ICT Agenda 2008-2011

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

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

### National Implementation Programme (NUP) until 2010

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

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

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

- Citizens can apply for specific permits via an online service for environmental permits.
- Job seekers can register online for employment, apply for unemployment benefits or income support and check on their personal details via the online work and income client file.
- The national online school dropout reporting desk was introduced. Schools report their absenteeism data to a single point of contact which in turn informs the appropriate municipal authorities.

- Information on important care and social security provisions for people with disabilities, chronic illnesses and the elderly is provided by the special website '[regelhulp.nl](http://regelhulp.nl)'.
- The Youth Risks Reference Index (VIR) brings together risk factors provided by youth workers, which concern youth from across the Netherlands, thus facilitating communication among them and at an early stage in order to provide better help to young people.
- National and international service providers may use the Services Desk for handling procedures and formalities with government agencies, such as applying for and obtaining permits.
- The construction and filling of five of the seven key registers (municipal personal records database, trade register, key register of addresses and buildings, topography and the cadastral register) is almost complete.
- The building blocks for electronic authentication offer citizens and businesses safe access to different eGovernment services. Digital identity (DigiD) is frequently used throughout the state as an authentication facility. 'DigiD authorisation' is used by the Tax & Customs Administration as from 1 January 2011, when DigiD for Business was replaced by eIdentity for Business.

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

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

#### Current Status

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

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

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

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

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

Additional sectorial acts concerning electronic communication:

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

- ▶ Electronic tax messaging act, establishing the foundation for digital interaction between citizens and the tax administration (by means of messages box, DigiD) with the aim to shift to digital interaction solely in longer term. More information [available](#) at Overheid.nl
- ▶ Spatial Planning Act. More information [available](#) at Overheid.nl.

## Freedom of Information Legislation

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

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

## Data Protection/Privacy Legislation

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

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

## eSignatures Legislation

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

The Electronic Signature Act was published on 8 May 2003 and became effective on 21 May 2003. The act ensures the transposition in Dutch law of the European Directive [1999/93/EC](#) on a Community framework for electronic signatures, and provides a firm legal basis for the deployment and use of electronic signatures in eCommerce and eGovernment. The Regulation electronic identification and trusted services EC/910/2014 is the successor. Summer 2015 the [internet consultation](#) has taken place.

## eCommerce Legislation

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

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

## eCommunications Legislation

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

The Telecommunications Act entered into force on 19 May 2004. It transposes in Dutch law the five directives constituting the new EU regulatory framework for electronic communications: the framework directive, the access directive, the universal services directive, the authorisation directive and the privacy directive. Its application is overseen by the national regulatory authority ([Authority for Consumers & Markets \(ACM\)](#)). A [bill](#) to amend the Telecommunications Act was submitted to the House of Representatives on 21 June 2011. It guarantees free Internet access, thus making the Netherlands one of the world's first countries to guarantee free internet access by law.

## eProcurement Legislation

### Current status

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

## Re-use of Public Sector Information (PSI)

### Current status

The revised legislation containing rules on the re-use of public sector information was adopted on 24 June 2015. It can be found under [here](#).

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

##### **Ministry of the Interior and Kingdom Relations**

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

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

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

Sectorial ministers are responsible for ICT in their domains.

#### Coordination

##### **Ministry of the Interior and Kingdom Relations**

Political responsibility for the coordination of eGovernment lies with the Minister of the Interior and Kingdom Relations. .

The Digital Commissioner has been assigned for a two year period, with the aim to strengthen the coordination of the Generic Digital Infrastructure, as foundation for the digital government. His responsibility is proposing the GDI's joint governance and financial arrangements.

#### Implementation

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

##### **Government ICT Unit (ICTU)**

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

##### **Government Shared Services for ICT (Logius)**

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



## Audit/Assurance

### **Court of Audit**

The Court of Audit has a legal mandate to carry out performance (or value-for-money) audits, which result in regular reports to Parliament on the efficiency and effectiveness of the governments' management and activities. It is independent of the government, and its tasks, powers and legal status are laid down in the Constitution and the Government Accounts Act.

## Data Protection

### **Data Protection Authority (DPA)**

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

## Regional & Local eGovernment

## Policy/Strategy

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

### **Municipalities**

Local governments have large discretionary powers and thus considerable freedom to choose to implement their own solution, as there is no legal obligation. The majority of municipalities have implemented eGovernment policies. With the intergovernmental agreements on the national implementation agenda for Digital Government, municipalities have committed themselves to the national policies.

## Coordination

### **Association of Netherlands Municipalities (VNG)**

Association of Netherlands Municipalities (VNG) has developed the Digital Agenda 2020 for municipalities. Increasing transparency, efficiency and functioning as one government are the main ambitions of this programme, in which attention is given to standardising (where possible) and tailor made local services. The preparatory work in the Association is done by the Services and Information Policy Subcommittee.

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

## Implementation& support

### **Quality Institute of Dutch Municipalities (KING)**

KING, established by the Association of Netherlands Municipalities (VNG), is responsible for the development and management of municipal eGovernment standards. KING acts as a partner of municipalities regarding information management.

## eGovernment Who's Who

### Main eGovernment decision-makers and executives

#### Minister responsible for eGovernment



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# eGovernment Infrastructure

## Main eGovernment infrastructure components

Under the i-NUP programme, components of the information infrastructure were developed and implemented. As next stage the Generic Digital Infrastructure (GDI) was agreed upon as basic foundation for the different government organisations to be integrated in their services. The GDI comprises standards, products and facilities enabling secure communication with the government. Most of the components are managed by Logius.

The clusters of the GDI infrastructure components are:

- services delivery (including general and personalised portals for citizens and businesses and standards for structured data exchange)
- authentication (Idensys , DigiD and e-recognition)
- data (system of base registries)
- interconnectivity (Facilities in the cluster Interconnectivity, including physical networks, standards, architecture and information exchange, constitute the basis for the digital government.

The underlying eGovernment architecture is the Netherlands Government Reference Architecture ([NORA 3.0](#)). All government parties have endorsed NORA. Through NORA, their organisations know the relevant agreements needed for cooperation and improvement of their services. By adhering to the design principles and standards, IT solutions meet the cohesion and standardisation demands. NORA provides a framework for the eGovernment components that has been acknowledged by all stakeholders. The partners can use it to accelerate developments in their organisations to a common framework. For the use of mandatory and recommended open standards, NORA maintains a persistent link to the standards lists of the Standardisation Forum.

The service delivery cluster of the GDI comprises of the portals allowing citizens and businesses to find public sector information easily and in a coherent manner.

### Portals

#### [Overheid.nl': government portal](#)

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

The screenshot shows the Overheid.nl website. At the top, there is a navigation bar with 'Home', 'Particulieren', 'Ondernemers', and 'Overheidsinformatie'. Below this, there are sections for 'Producten', 'Overheidsinformatie', 'Particulieren', 'Ondernemers', and 'Direct naar'. A 'Blijf op de hoogte!' (Stay up to date!) box is also visible, along with a 'Post van de overheid digitaal ontvangen?' (Receive government mail digitally?) section.

['Ondernemersplein': business portal](#)

Ondernemersplein' is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided covers all levels of government. It is made available through various channels (websites, email, telephone and chat) and focuses on the issues and needs of the business community.

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



Alle informatie van de overheid voor ondernemers

- ✓ Eén centrale plek
- ✓ Makkelijk, snel, overzichtelijk
- ✓ Meer tijd om te ondernemen
- 🔗 Meer over ondernemersplein

U krijgt informatie van (semi-)overheidspartijen zoals:



Waar bent u naar op zoek?

vind

Wat de meeste ondernemers willen weten

- |                                  |  |                                |
|----------------------------------|--|--------------------------------|
| → Maatregelen Prinsjesdag 2015   | → In 10 stappen naar een eigen bedrijf | → Btw-aangifte doen            |
| → Een rechtsvorm kiezen          | → Financiering vinden                  | → Aangiftehulp Belastingdienst |
| → De VAR: onmisbaar voor zzp'ers | → Een ondernemingsplan maken           |                                |

🔗 Nuttige informatie over ondernemen

- |                   |                                    |                               |
|-------------------|------------------------------------|-------------------------------|
| > Personeel       | > Geldzaken                        | > Freelance en zzp            |
| > Bedrijf starten | > Huisvesting                      | > Bedrijf stoppen of verkopen |
| > Handelsregister | > Innovatie en productontwikkeling | > Duurzaam ondernemen         |
| > Administratie   | > Internationaal ondernemen        | > Bedrijf beschermen          |
| > Belastingen     | > Marketing                        | > Bedrijf organiseren         |

🔗 Bekijk alle onderwerpen

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

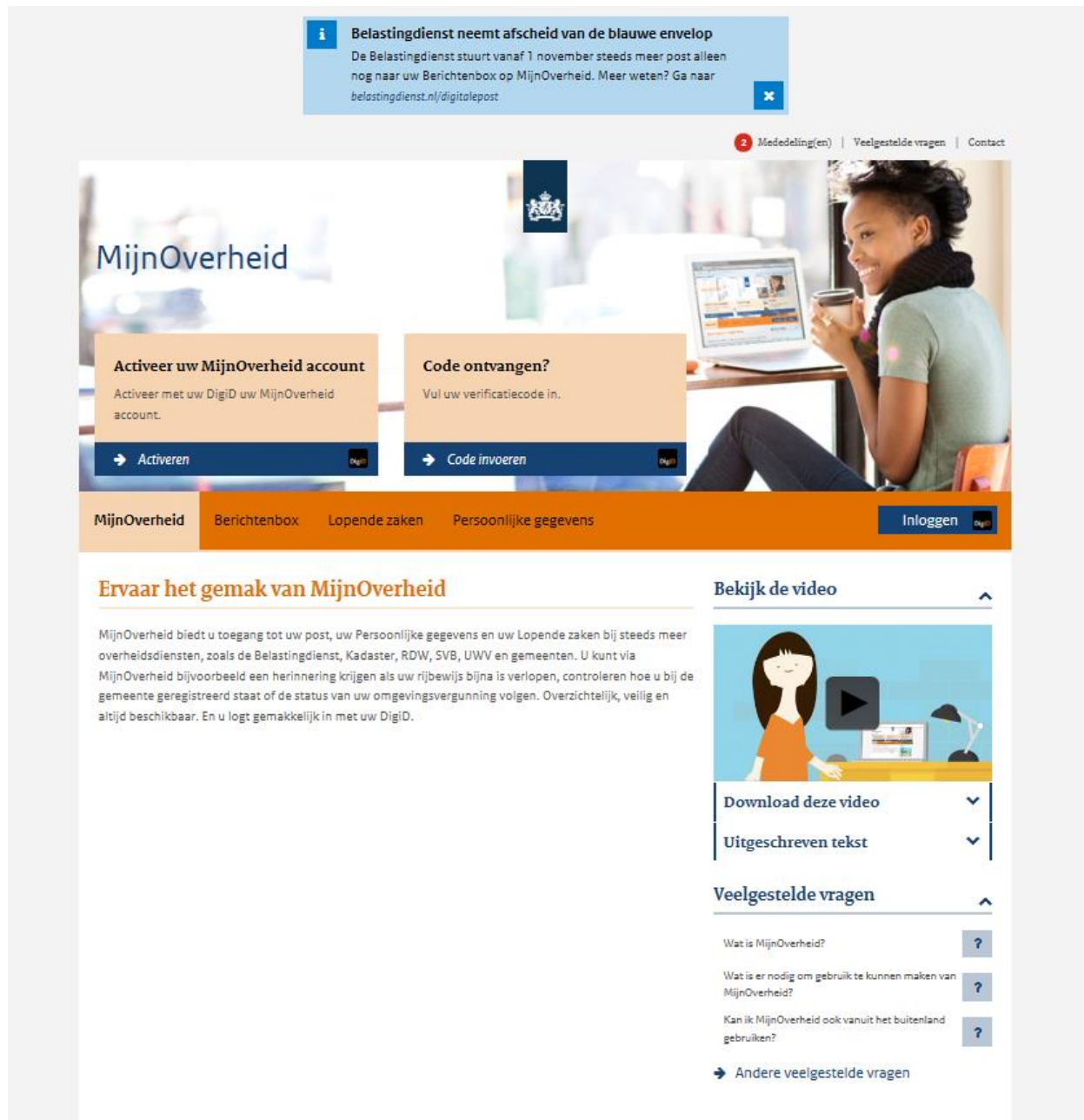
[mijnoverheid.nl](http://mijnoverheid.nl): platform for personal services

Mijnoverheid.nl is the portal on which citizens can access personalised information and digital messages from the government, after having logged in with DigiD. In November 2015, 2 million accounts have been activated. Mijnoverheid.nl offers the following functionalities:

- ▶ Citizens can access registries, and view their personal data registered by government, such as address and family data, work & income data, pension data, data on their real estate, and their vehicle. Through a link to the organization responsible for the personal records base register (BRP), citizens can also see which organizations are entitled to receiving data from that base register.
- ▶ Citizens can receive messages from different government organisations in their secure message box. The Tax department is one of the key customers of this service. In Q2

period 2015 more than 9 mln messages were sent, like allowances via the message box. Other executive agencies are also connected, and municipalities will soon follow.

- ▶ Citizens can follow the workflow, after having applied for services with participating municipalities. In February 2014, 54 municipalities had already been connected.



'Company dossier

The Company Dossier is a new way of collaborating and sharing information between businesses and governments with the aim of reducing the regulatory burden. The Company Dossier enables a company to record certain information about its operations just once and provide that same information to government bodies such as regulators and licensing authorities as often as necessary. The company itself determines which authorities have access to the Company Dossier

## Standard Business Reporting

Standard Business Reporting (SBR) is a widely supported solution for the Dutch (business) society. Standard Business Reporting (SBR) provides governments and businesses with an unequivocal, cost-effective, secure and adaptable method for the exchange of business information between organisations in a reporting chain. With Standard Business Reporting (SBR), the Dutch Government and the businesses in the Netherlands have come to an agreement regarding the way accountability information is being reported. This leads to an undisputed set of financial information.

SBR is already operational. The following organisations accept or require SBR: Tax and Customs Administration (e.g. Value Added Tax, Corporation Tax Return), Chamber of Commerce (annual reports), Central Statistical Office (production and investment statistics), and banks (annual credit reports). In the first half of 2015 more than 10 mln messages were exchanged. SBR has received the certificate of European Best Practice by EPSA.

## eIdentification/eAuthentication

The ministers of the Interior and Kingdom Relations and of Economic Affairs have informed the House of Representatives in December 2013 about the plans to introduce an eID system, called Idensys. Idensys enables citizens and organisations to conduct transactions online with both government and business, using one or more login sources, including private and public solutions. As part of the system a public eID mean is foreseen, in addition to the current DigiD solution.

## DigiD

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

Although not mandatory by law, DigiD is the standard. 12,2 million citizens have activated their account, whereas more than 725 connections are in production with government organisations or organisations with a public task. In the first half year of 2015, more than 114 million DigiD authentications were made.

'DigiD Authorise' is the facility which makes it possible to authorise a third person to acquire online services provided by the government. Using the authorisation function prevents citizens from giving their DigiD identification code to others, or allowing other parties to gain access to pre-completed details. Currently more than 0,7 mln authorisations are active.

The [Citizen Service Number](#) is a unique identification number that is automatically assigned to every citizen who is registered in the Personal Records base register. It is designed to improve the delivery of eGovernment services, facilitate data sharing and fight fraudulent access to public services. A CSN may only be used for exchange of information, when permitted by law.



## eRecognition

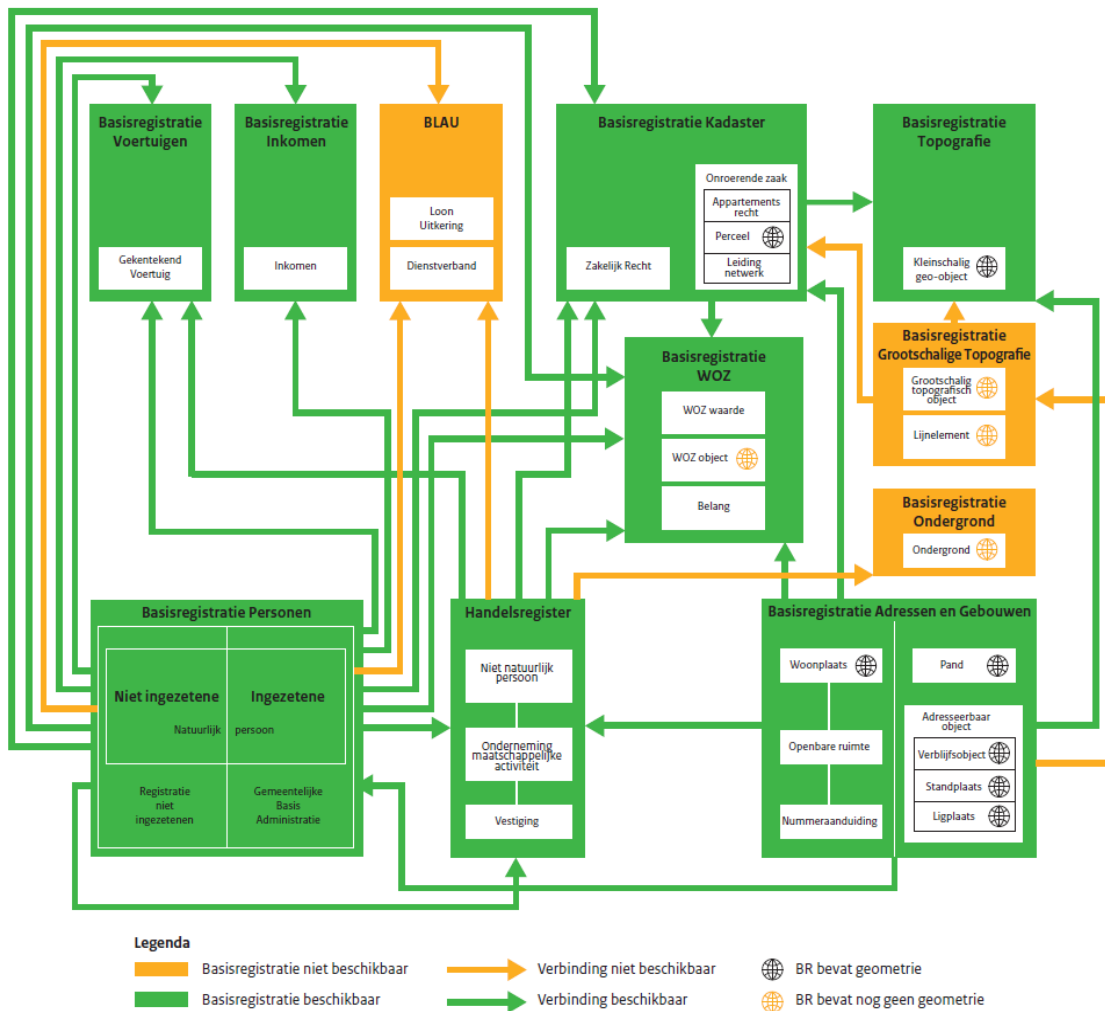
eRecognition (Dutch: eHerkenning) is the e-identity Trust Framework in that enables authentication for government agencies and businesses. With an eHerkenning authentication token, users can login on the online services offered by government agencies and businesses. Authentication tokens are technology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

## Data

### The system of base registries

The system of base registries consists of 13 base registries and common information services & standards. The base registries are databases comprising data which are needed for a broad range of government services. The base registries form the foundation of the 'once only' data provision and multiple use ambition. The base registries are anchored in different laws. In these laws common principles are laid down:

- Once only data provision/ multiple reuse;
- Obligatory use by government bodies;
- Quality of data and an obligatory feedback mechanism in case of errors;
- Interoperability; and
- The common information services and standards enable secure and efficient data exchange between the base registries.



### 13 base registries

#### Personal records base register (BRP)

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

#### National Trade Register (NHR)

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

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

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

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

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

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

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

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

#### **Base register Income ([BRI](#))**

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

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

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

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

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

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

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

### Common information services & standards

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

#### **Digi levering**

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

#### **Digikoppeling**

Digikoppeling is the government's "internal postman". Digikoppeling comprises a set of standards for electronic messaging between government organizations. With these standards, authorities can easily exchange digital messages with other government organizations. This is done through the connectivity of Diginetwerk, the Internet or a different type of connection.

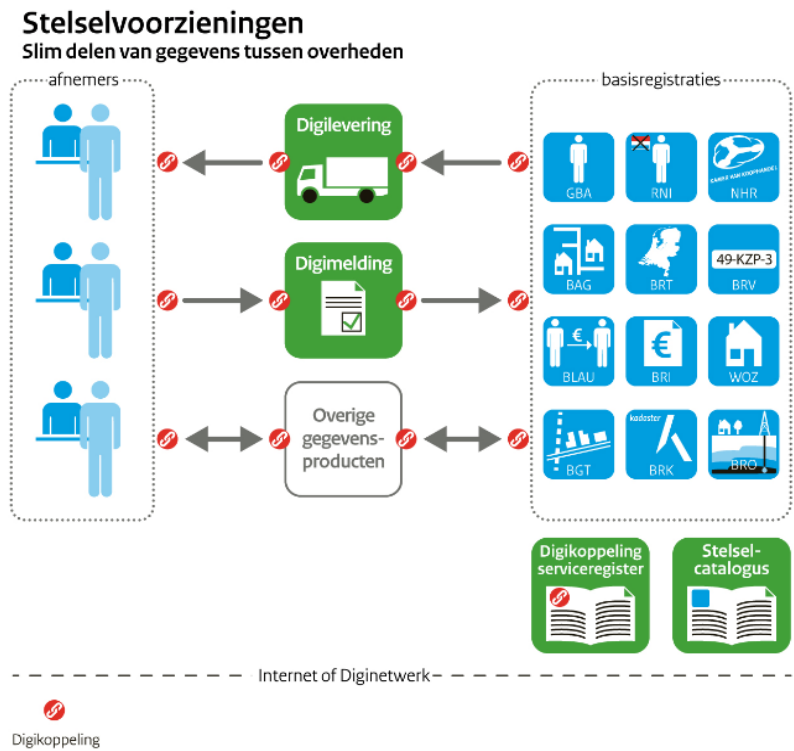
#### **Digimelding**

Data contained in base registries has to be as reliable as possible. If an official suspects that specific data contained within a base registry is incorrect, he has to be able to register that suspicion. That can be done using Digi melding. Digi melding is a central point for registering potential inaccuracies in base registries. By using Digi melding, the registered

incident will arrive at the correct government body or bodies. The official will then receive a message about the outcome of his registered incident

### The system catalogue

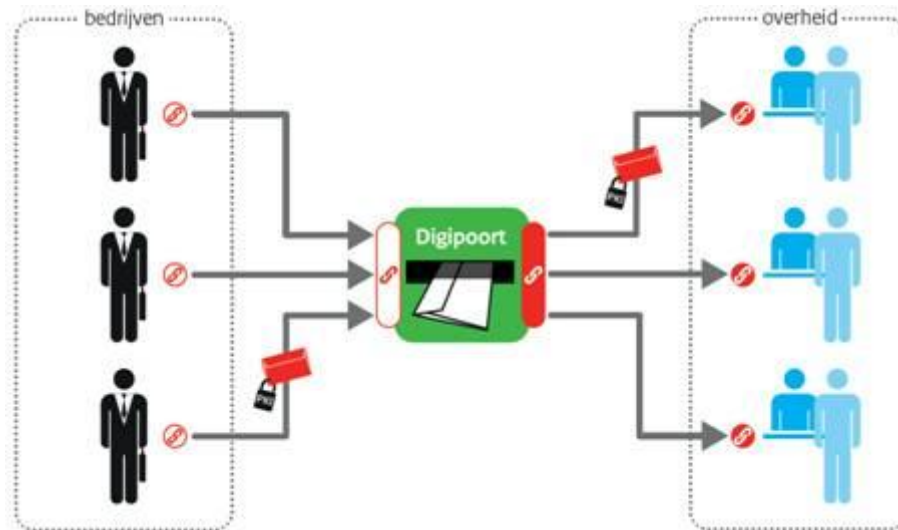
Users of base registries have to know precisely which data they are dealing with. The System Catalogue is an online catalogue that describes the structure of the base registries system and the definitions of types of objects, data and messages. With that information, users are able to easily take data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



## Interconnectivity

### Digipoort

Through Digipoort, the electronic post office for businesses, government organisations and businesses can quickly and efficiently exchange structured digital information. Every business that is connected can exchange digital information with the government.



Digipoort complies to the highest criteria for trust, availability and security. Messaging over Digipoort is secured by a government certificate. This is how the authenticity of messages is secured and that public bodies and businesses know where messages origin from and are delivered. The certificate also secures that messages cannot be altered.

Digipoort is a messaging hub which supports large messages. Standards like eDelivery are being used to make sure the message will arrive as intended.

At the moment over 1000 (inter)national businesses use Digipoort in their digital communication with Dutch public bodies. Millions of messages are sent each year. Thanks to Digipoort, the administrative burdens for businesses and governments have decreased significantly. Digipoort is used in a variety of environments, like finance, logistics, transport, social security, etc.

### Diginetwerk

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

### Open standards

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

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

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

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

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

## Standardisation

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

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The Standardisation Forum promotes interoperability, not only within the government system itself, but also in the relations between government agencies on the one hand and citizens and businesses on the other. Decisions of the Standardisation Forum are ratified by the the eGovernment Board.

The Forum has published a list of open standards, with a distinction between [mandatory](#) standards and [recommended](#) standards. Web accessibility standards are on the mandatory list. The Standardisation Forum currently invests heavily in adoption instruments like implementation guidelines, best practices, testing, monitoring and so on..

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

## eProcurement

### Current status

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

### [Tenderned](#)

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

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

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

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

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

Money and charges

#### VAT refunds and excise duties

Responsibility: Central Government, Tax Agency

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

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



## 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

### Job search services by labour offices

Responsibility: Central Government, Employee Insurance Agency (UWV)

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

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

Professional qualifications

### Legal information system (incl. information on the regulated professions)

Responsibility: Ministry of the Interior and Kingdom Relations

Website: <https://www.nuffic.nl/en/diploma-recognition/recognition-of-your-profession-in-the-netherlands/recognition-of-your-profession-in-the-netherlands>

Description: The website of the Ministry of Interior included information on the regulated professions and professional qualifications.

Taxes, unemployment and benefits

### Unemployment benefits

Responsibility: Central Government, Employee Insurance Agency(UWV)

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

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

### Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Administration

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

Description: Online tax declaration, highly automated processing of returns. A user can get access to prefilled digital forms with DigiD, check the data and sign. The tax administration has also developed an app for simple returns. Messages will be delivered in the message box.

## 3. Vehicles

Driving licence

### Driver's licence

Responsibility: Central Government, RDW (delivery by Municipalities)

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

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

booked online. Citizens get a notification when the driving license expires.

## Registration

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

Responsibility: Central Government, RDW

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

Description: Information only. Car dealers can be seen as a one-stop shop. Most such dealers have electronic access to RDW using tailor-made software and a Public Key Infrastructure (PKI) solution using certificates linked to an existing register of certified garage companies. Real-time checks are made with the Central Drivers Licenses Register (also maintained by the RDW) for verification purposes. Individuals buying cars from third parties require registration via a post office. Since autumn 2015 an online service for registration is available.

## **4. Residence (and other) formalities**

### Documents and formalities

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

Responsibility: Local Government

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

Description: Change of address notifications are handled by individual local authorities. Citizens have to register a change of address with their local municipality. The majority provide information and forms to download on their websites and an increasing number of municipalities have online notification applications (mainly for intra municipal movements). DigiD is used for authentication. The change of address is automatically reported to other public organisations. The aforementioned portal provides links to the websites of the responsible municipal bodies and does not provide this eService itself.

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

Responsibility: Local Government

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

Description: Civil certificate requests are handled by the local authorities. Most provide information and forms to download and many offer online applications via DigiD. The policy is also to reduce the occasions for which they are requested. The aforementioned portal provides links to the websites of the responsible municipal bodies and does not provide this eService itself.

#### **Certificate of good conduct**

Responsibility: Population Affairs Department (Burgerzaken/Publiekszaken) of the municipality where you are registered in the Municipal Personal Records Database (BRP)

Website: <https://www.justis.nl/producten/vog/certificate-of-conduct/>

Description: A certificate of conduct (Verklaring Omtrent het Gedrag, VOG) is a document by which declares that the applicant did not commit any criminal offences that are relevant to the performance of his or her duties. For example, a taxi driver who has been convicted several times of drunken driving, or an accountant convicted of fraud are unlikely to be issued with a certificate. Obviously, an accountant who has been

convicted of drunken driving may well be granted a certificate.

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

Responsibility: Central Government, regional Police branches

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

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

#### **Housing (rental housing)**

Responsibility: Central Government

Website: <https://www.rijksoverheid.nl/onderwerpen/huurwoning>

Description: The government wants citizens to live in affordable, safe, healthy and energy-efficient homes. Therefore, both the tenant and the landlord of a rented property are subject to regulations. The rules included in the website include topics like rents, rent control, rent increases, maintenance and service.

#### **Passport**

Responsibility: Central Government, (delivery by Municipalities)

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

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

### Elections abroad

#### **Participation in Dutch elections**

Responsibility: Dutch Electoral Council

Website: <https://www.kiesraad.nl/artikel/ps-vanuit-het-buitenland>;  
<https://www.kiesraad.nl/en>

Description: Dutch voter who is residing abroad can only vote for the provincial council election if he is registered in the Personal records base register ([BRP](#)).

## 5. Education and youth

### School, university

#### **Public libraries (availability of catalogues, search tools)**

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

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

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

#### **Enrolment in higher education/university**

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

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

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

### Student grants

Responsibility: Central Government, Ministry of Education, Culture and Science

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

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

### Traineeship, volunteering

#### Internships

Responsibility: Stageplaza

Website: <https://stageplaza.nl/>

Description: Stageplaza permits interns and employers to find each other quickly and efficiently. The website has offers for new internship offers graduation assignments for interns daily.

#### Internships

Responsibility: Association of Dutch Voluntary Effort Organisations (NOV)

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

Description: Association of Dutch Voluntary Effort Organisations (NOV) is the interest group for volunteering in the Netherlands. NOV association acts as a spokesman and lobbyist of volunteering and is a partner of politics and government.

### Researchers

#### Funding support

Responsibility: Enterprise Agency

Website: <http://www.rvo.nl/subsidies-regelingen>

Description: Information on available funding opportunities from various ministries and the European union.

#### Information and assistance to researchers

Responsibility: EURAXESS Netherlands

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

Description: EURAXESS Netherlands 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.

**Public libraries (availability of catalogues, search tools)**

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

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

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

**6. Health**

Planned and unplanned healthcare

**Disabilities, chronic diseases and elderly**

Responsibility: Dutch government

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

Description: Information on important care and social security provisions for people with disabilities, chronic illnesses and the elderly is provided by the special website.

**Medical costs (reimbursement or direct settlement)**

Responsibility: Ministry of Health, Welfare and Sport

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

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

When living abroad

**Healthcare abroad**

Responsibility: National Health Care Institute (Zorginstituut Nederland)

Website: <https://www.zorginstituutnederland.nl/verzekering/buitenland/een+ehic+van+zorginstituut+nederland>; <https://www.ehic.nl/Default.aspx>

Description: The European Health Insurance Card (EHIC) is almost always printed on the reverse side of the holder's local health insurance card. For anyone who falls outside of the usual categories, an application can be made to a person's primary health insurer (Basisverzekering zorgverzekeraar) or via the [website](#) of the Dutch EHIC, which distributes the card. Applications can be made on line, and the non-electronic card will be posted within four working days.

The EHIC is used to claim health insurance entitlements while temporarily outside the Netherlands (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. Dutch residents using an EHIC card when out of the country must make sure that their insurance is valid. It is valid for one year and each member of a family, including children under 16, must have their own card.

## 7. Family

Children, couples

### Child allowances

Responsibility: Central Government, Social Insurance Bank (SVB)

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

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

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

Responsibility: Local Government

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

Description: Civil certificate requests are handled by the local authorities. Most provide information and forms to download and many offer online applications via DigiD. The policy is also to reduce the occasions for which they are requested. The aforementioned portal provides links to the websites of the responsible municipal bodies and does not provide this eService itself.

## 8. Consumers

Shopping (your rights), unfair treatment

### Consumer protection

Responsibility: Dutch government

Website: <https://www.rijksoverheid.nl/onderwerpen/bescherming-van-consumenten>

Description: The portal gives information on what are the consumer's rights, who can one complain to, what regulations are in place, et cetera. Regulators such as the Authority for Consumers and Markets, ensure that companies adhere to the rules.

### Consumer protection (cross-border)

Responsibility: ECC-Net Netherlands

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

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

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. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

#### 1. Start and grow

Start-ups, European Company

##### Registration of a new company

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

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

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

##### Business portal I

Responsibility: Ministry of Economic Affairs

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

Description: "Answers for Business" helps businesses to navigate the large amount of information provided by the Dutch government. At a glance, you can see which laws, rules and regulations, licences and taxes apply. You can also find information on [subsidies](#) you may be eligible for. "Answers for Business" is the Point of Single Contact for the Netherlands. It is Partner of Ondernemersplein.nl (see below)

##### Business portal II

Responsibility: Ministry of Economic Affairs

Website: <http://www.ondernemersplein.nl/> (NL)

Description: Ondernemersplein' is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided cover all levels of government. It is made available through various channels (websites, email, telephone and chat) and focuses on the issues and needs of the business community.

**Business forum**

Responsibility: Ministry of Economic Affairs

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

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

## Intellectual property rights

**Patents**

Responsibility: Enterprise Agency

Website: <http://mijnoctrooi.rvo.nl/bpp-portal/home>

Description: The Benelux Patent Platform is a large-scale project implemented for the Benelux countries (Belgium, the Netherlands and Luxemburg) in the field of patents. It constitutes a set of IT applications and infrastructure for supporting the establishment, processing and tracking of each of the key patent elements throughout all the stages of the patent life-cycle.

## Annual accounts

**e-Identity (EID) token for Businesses**

Responsibility: Ministry of Economic Affairs, Agriculture and Innovation

Website: <https://www.eherkenning.nl/erecognition/>

Description: With eRecognition, each business is issued with a single e-Identity (EID) token that can be used for various government services. When a legal (or designated) representative of a business logs on to the website of a government organisation, he (or she) uses the EID token issued by the EID service provider of his (or her) choice. EID tokens may include user name/password, texting, bank card, phone, one time password (OPT), or public key certificate.

**Submission of data to statistical offices**

Responsibility: Central Government, Statistics Netherlands(CBS)

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

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

**2. VAT and customs**

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

**Electronic Payments**

Responsibility: Currence

Website: <https://www.ideal.nl/en/>

Description: iDEAL is a method of payment that enables consumers to pay online through their own bank. In addition to webshops, other online organisations that are not part of the e-commerce market also offer iDEAL. iDEAL is increasingly used to pay energy bills, make donations to charities, buy mobile credits, pay local taxes, traffic fines, et cetera.



**VAT: declaration, notification**

Responsibility: Central Government, Tax Agency

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

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

**Excise duties****Corporate tax: declaration, notification**

Responsibility: Central Government, Tax Agency

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

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

**Reporting imports/exports****Customs declarations (e-Customs)**

Responsibility: Central Government, Tax Administration

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

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

**3. Selling abroad****Competition rules, unfair contract terms, consumer guarantees, defective products****Dutch law**

Responsibility: Ministry of the Interior and Kingdom Relations

Website: <http://wetten.overheid.nl/zoeken/>

Description: The website allows to search through laws, Council orders and other Royal decrees, ministerial regulations, and other legislation.

**4. Staff****Terms of employment, social security, equal treatment, redundancies****Social contributions for employees**

Responsibility: Central Government, Tax Agency

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

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

## Health and safety

**Labour Inspectorate Portal**

Responsibility: Inspectorate SZW (Ministry of Social Affairs and Employment)

Website: <http://www.inspectieszw.nl/english/index.aspx>

Description: The website of the Labour Inspectorate contains all necessary information related to the safety and health at work.

**5. Product requirements**

## Chemicals (REACH)

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

Responsibility: National Institute for Public Health and the Environment, RIVM

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

Description: The [website](#) (Dutch only) offers ample information particularly for small and medium-scale enterprises.

**6. Finance and funding**

## Access to funding, EU funding programmes

**Subsidies and financing**

Responsibility: Enterprise Agency

Website: <http://www.rvo.nl/subsidies-regelingen>

Description: Information on available funding opportunities from various ministries and the European union.

**7. Public contracts**

## Rules and procedures, tools and databases, reporting irregularities

**Public procurement / eProcurement**

Responsibility: Central Government

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

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

**8. Environment****EMAS certification, energy labels, eco-design, EU eco-label****Environment-related permits (incl. reporting)**

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

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

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

**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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### **An action supported by ISA**

This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

### **Why ISA?**

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

### **More on the programme:**

<http://ec.europa.eu/isa/>

Contact ISA:  
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