

[ eGovernment in ]

# The Netherlands

Nederland



eGovernment  
eGovernment  
eGovernment  
eGovernment

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

**What's Inside**

## **Contents:**

Country Profile .....	1
eGovernment History .....	3
eGovernment Strategy .....	9
eGovernment Legal Framework .....	12
eGovernment Actors.....	15
eGovernment Who's Who.....	17
eGovernment Infrastructure.....	19
eGovernment Services for Citizens .....	25
eGovernment Services for Businesses .....	29

### **Disclaimer:**

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

## Country Profile

### Basic data and indicators

#### Basic Data

**Population (1 000):** 16 655.0 inhabitants (2011)\*

**GDP at market prices:** 588 414.0 million Euros (2010)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100):** 133.0 (2010)

**GDP growth rate:** 1.7 % (2010)

**Inflation rate:** 0.9 % (2010)

**Unemployment rate:** 4.5 % (2010)

**Government debt/GDP:** 62.9 % (2010)

**Public balance (government deficit or surplus/GDP):** -5.1 % (2010)

*Provisional value\**

Source: [Eurostat](#)

**Area:** 41 526 Km<sup>2</sup>

**Capital city:** Amsterdam

**Official EU language:** Dutch

**Currency:** Euro

Source: [Europa website](#)

#### Political Structure

The Netherlands is a **constitutional monarchy**. Legislative power is held by a bicameral [Parliament](#). The First House ([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 Queen), 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 418 municipalities (as of 1 January 2011). Each province is formally headed by a Queen'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:** [Queen Beatrix](#) (since 30 April 1980).

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

## Information Society Indicators

**Percentage of households with Internet access:** 91 % (2010)

**Percentage of enterprises with Internet access:** 98 % (2010)

**Percentage of individuals using the Internet at least once a week:** 88 % (2010)

**Percentage of households with a broadband connection:** 80 % (2010)

**Percentage of enterprises with a broadband connection:** 91 % (2010)

**Percentage of individuals having purchased/ordered online in the last three months:** 52 % (2010)

**Percentage of enterprises having received orders online within the previous year:** 22 % (2009)

**Percentage of individuals using the Internet for interaction with public authorities:** obtaining information 55 %, downloading forms 35.6 %, returning filled forms 34.6 %. (2010)

**Percentage of enterprises using the Internet for interaction with public authorities:** obtaining information 75 %, downloading forms 77 %, returning filled forms 74 % (2009)

Source: [Eurostat](#)

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

## eGovernment History

### Main developments and key milestones (in reverse chronological order)

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

A brief history of eGovernment in the Netherlands can also be found on the website of the [Dutch eGovernment Knowledge Centre](#).

### Recent News

#### November 2011

In November 2011, the Dutch Cabinet [launches](#) 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.

#### September 2011

On 15 September 2011, Minister Piet Hein Donner of the [Ministry of Interior and Kingdom Relations](#) officially [launches](#) the open data portal of the Dutch Government, '[data.overheid.nl](#)', enabling citizens to locate and freely re-use Government data on the environment, buildings, the population and infrastructure. The portal is intended to be the gateway through which all public sector information can be easily and quickly accessed, freely or at low cost. It guides the user in searches of the websites of all Governmental institutions, and of closely affiliated organisations such as libraries, schools and healthcare institutions.

#### August 2011

- ▶ On 12 August 2011, [TenderNed](#), the national system for public eProcurement in the Netherlands, [launches](#) 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.
- ▶ [MyGovernment](#) (*MijnOverheid*), the personalised eGovernment portal for Dutch citizens, [registers](#) its 100 000th user in early August 2011. The portal's services include a secure mailbox for **public sector communications**, information on the user's business with the Government and a record of the user's personal data held by the Government. The site is designed to save citizens' time and effort and the Government a substantial amount in postage costs. 'MyGovernment' intends to contribute to an improved eGovernment provision, with better service, greater convenience and fewer restrictions.
- ▶ The standards of electronic data exchange in Dutch public authorities are [updated](#), it is announced on 1 August 2011. The new standards are devised by Logius, the digital government service of the Ministry of the Interior and Kingdom Relations and the Quality Institute of Dutch Municipalities.

#### May 2011

According to a government [announcement](#) on 24 May 2011, residents of the Gelderland province are able to make appeals or objections to the provincial government's decisions electronically through the use of their [DigiD](#) (digital identity). The province envisages that this pioneering service will make it easier

for citizens to raise objections if they feel disadvantaged by a decision, or believe to be unfairly treated. Likewise, the process of filing an appeal will be faster and thus facilitate compliance with legal deadlines.

## March 2011

It is [announced](#) on 24 March 2011 that **geo-standards** have been added to the 'comply or explain' list of open standards of the Dutch Standardisation Board. From this date forward, all Dutch government organisations are required to incorporate and implement these standards, where applicable. Using geo-standards makes it easier for public sector parties to find, share and use geographical information.

## February 2011

On 28 February 2011, the government [introduces DigiD Authorise](#), a system which enables tighter privacy in the use of citizens' digital identity. Authorising DigiD aims to contribute to a more compact and efficient government with less bureaucracy. The Tax Administration became the first user of the system.

## January 2011

- ▶ 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.
- ▶ On 20 January 2011, the '[Data.overheid.nl](#)' web portal goes live. Launched by the Ministry of the Interior and Kingdom Relations, the data concerned is freely available to citizens and businesses.

## News 2010-2001

### 2010

- ▶ On *31 December 2010*, the '[National Implementation Programme](#)' (NUP), which laid down building blocks and six example projects with the overall objective to realise eGovernment, comes to an end.
- ▶ As of *28 November 2010*, entrepreneurs are able to [use](#) eRecognition to make use of the Message Box (the point of single contact based on the Services Act).
- ▶ eRecognition, the eID infrastructure for businesses, becomes [available](#). It is intended to be used for electronic communication between businesses and the government, as well as for Business-to-business (B2B) electronic communication. It is based on a network approach in which existing means for authentication (e.g. cards, mobile phones, tokens, passwords) can co-exist.
- ▶ Since the beginning of *April 2010*, 20 desktop PCs running the Ubuntu Linux distribution have been [used](#) to manage the services at a shared office building in The Hague for all Dutch ministries. The shared office building facilitates the ministries' joint work on temporary projects and offers them extra office space when needed.
- ▶ On *25 March 2010*, the Dutch Minister of Foreign Affairs, Maxime Verhagen, officially [presents](#) '[Trade2gether](#)', a new website whose main purpose is to create synergy between the Dutch providers of Private Sector Development (PSD) services in developing countries and in countries with economies in transition.
- ▶ As from *January 2010*, all municipalities, provinces and water boards in the Netherlands have Internet access to information concerning [national spatial planning initiatives](#). The digitalisation aimed to increase planning transparency and to encourage the development of eGovernment initiatives, is a mandatory requirement of the new Spatial Planning Act (WRO) of July 2008.

An initial version of '[ePetitions](#)', an open source tool to help manage electronic petitions, was [published](#) in 2010 on the Open Source Observatory and Repository for European public administrations (OSOR) website. The project aims to develop a web application that offers support for electronic petitions in many languages.

## 2009

- ▶ The eForms project, started in 2005, is terminated after having achieved the goal of establishing a standard to be used in the exchange of information among the Government, businesses and citizens.
- ▶ On 12 November 2009, the eDepot of the National Archives is put into use. The Ministry of Interior and Kingdom Relations for the first time archives a digitally created document in the eDepot.
- ▶ On 27 September 2009, the [Platform Communication on Climate Change \(PCCC\)](#) receives the 'Outreach & Communication Award 2009' from the European Meteorological Society for contributing to bridging the gap between science and society. The portal provides scientific, technical and socio-economic information relevant to the scientific basis of natural and human-induced climate change.

On 21 September 2009, State Secretary Ank Bijleveld receives the first passport bearing fingerprints, thus officially introducing the use of fingerprints in Dutch passports and ID cards.

- ▶ In May 2009, NOIV, the Dutch Government's resource centre on open source and open standards, recommends that public administrations, which publish open source applications, should use the European Union Public Licence (EUPL).
- ▶ As from March 2009, those declaring their income online to the Dutch Tax Administration will be able to access a pre-completed declaration (*Vooraf Ingevulde Aangifte - VIA*), by which the taxpayer can consult information held by the Tax Administration such as citizen service number, birth date, Valuation of Immovable Property Act (WOZ value) and wage data.

## 2008

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

Limburg becomes the first Dutch province to connect to [GovUnited](#), a Dutch public sector organisation aiming to improve and standardise both the public services and the internal administration of local governments in the Netherlands.

GovUnited connects five Dutch pilot municipalities to the transparency products of '*Overheid heeft Antwoord©*' (Government Answers©). Past the implementation of the content management system, these municipalities would be connected to four transparency products.

- ▶ On 24 September 2008, the [Netherlands Patent Office](#) launches its new website based on open source software. This action takes place within the framework of 'The Netherlands in Open Connection' action plan.
- ▶ In August 2008, it is announced that by the end of 2009, all child healthcare providers in the Netherlands will have to operate using electronic patient records.
- ▶ In May 2008, the Ministry for Internal Affairs launches a website that enables citizens to interact with local and (inter) national politicians. The website, '[maildepolitiek.nl](#)', is an initiative of the Dutch 'New Voting' foundation and aims to make politics more transparent.

Upon proposal of the State Secretary for the Interior and Kingdom Relations, the Cabinet banned electronic voting devices from future elections, due to eavesdropping risks.

- ▶ The Dutch Ministry of Defence introduces secure USB sticks for personnel use. From 1 April 2008, defence ministry staff is required to carry all work-related data on secured USBs only.

- ▶ The '[Regelhulp.nl](#)' website wins two national awards for the best innovation by a public authority.
- ▶ In *February 2008*, the '[eFormulieren](#)' website allowed public authorities in the Netherlands to order forms directly without having to go through an account manager. The programme manages, free of charge, electronic forms for local and regional authorities, ministries and other public bodies.

## 2007

- ▶ In *December 2007*, the Dutch Senate embraces the action plan '[The Netherlands Open in Connection](#)', to make open source and open standard software compulsory for all Government levels.  
In the same month, the Dutch Senate agrees to a plan by the Secretary of State for Employment that will force Government organisations to re-use the information provided by citizens.  
In the same month, the [Dutch Donor Register](#) goes live. All citizens over the age of 12 can register their preference for or against becoming a donor on the website.
- ▶ In *November 2007*, the Dutch Citizen Service Code, an instrument for Government agents to improve their service to citizens, wins the European eDemocracy Award 2007. Using the [Citizen Service Code](#) keeps civil servants aware of their duties towards citizens.  
In the same month, the then Ministry of Agriculture, Nature and Food Quality renews the Area Database on its [website](#), which makes available online all ecological and administrative information on the protected areas.
- ▶ As from *October 2007*, all Dutch public authorities are required to switch to Open Source.
- ▶ In *September 2007*, on the Dutch eGovernment website, [www.e-overheid.nl](#), a new search engine enables visitors to search within the collection of Dutch eGovernment websites.  
In the same month, the Dutch Government's [GovUnited](#) website launches a new service called '*Op Afspraak*' (By Appointment), which allows citizens to book appointments online to see civil servants.
- ▶ In *July 2007*, the Citizen Service Number (CSN) is given the go-ahead by the Dutch [Senate](#). The CSN would improve the delivery of Government services, facilitate data sharing and help fight fraudulent access to public services.
- ▶ In *May 2007*, the website '[Working on the Netherlands together](#)' ('*Samen werken aan Nederland*') is launched, aiming at receiving citizens' feedback on ways to improve Government performance.

## 2006

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

## 2005

- ▶ In *June 2005*, the Second progress report on the ICT and Administrative Burden ([ICTAL](#)) programme is submitted to Parliament, with two new initiatives: the eForms project, to facilitate management of electronic forms, and the establishment of a standardisation council.  
In the same month, the [follow-up of the national ICT Agenda 'Better performance with ICT'](#) is released. It contains seven priorities: once-only data provision; electronic identification; faster on the Internet; trust and security; standardisation; consumer policy; and ICT in the (semi) public domain.
- ▶ In *March 2005*, a release of the progress report on administrative burden for businesses indicates first and second phase proposals for reductions, inevitable increases and interdepartmental projects.

- ▶ In *February 2005*, the Dutch Government adopts a metadata standard for public sector websites. The ['Overheid.nl webmetadata'](#) intends to make it easier for users to spot the information they need across more than 1 200 separate Government websites in the Netherlands.
- ▶ In *January 2005*, the Dutch Digital Identity service [DigiD](#) is launched, providing citizens with a centralised online authentication solution for accessing eGovernment services, based on a user ID.

## 2004

- ▶ In *September 2004*, the Government [rolls out](#) biometric passports and ID card pilots in six municipalities.
- ▶ In *August 2004*, the Dutch Government launches a project to build the world's first Government-sponsored mobile alert system based on cell broadcast technology. The alert system will enable the Government to provide instructions (in case of natural disasters, etc) to citizens in a specific location.
- ▶ In *June 2004*, the Government publishes the policy statement ['Towards the Electronic Government'](#), a further elaboration of the main outlines laid down in the Modernising Government Programme and the national ICT Agenda.
- ▶ In *May 2004*, the Government approves plans for the creation of a unique identification number for Dutch residents by 2006. The [Citizen Service Number](#) will be assigned to every Dutch resident.
- ▶ In *February 2004*, the Government publishes [the ICT Agenda of the Netherlands: 'Better performance with ICT'](#), which describes how to make better use of the possibilities offered by ICT and realise improved economic and social returns.

## 2003

- ▶ In *December 2003*, the Government adopts the ['Modernising Government's programme'](#), a wide-ranging modernisation programme that commits the Government to implementing eGovernment.
- ▶ In *November 2003*, the Netherlands become one of the first countries in Europe where all local authorities have an Internet presence. To further advance eGovernment at local level, the Association of Dutch Communes (VNG) launches an 'eCommunes' project (*eGemeenten*, [Egem](#)).
- ▶ In *March 2003*, an updated version of the eGovernment portal ['Overheid.nl'](#) is launched. The website is revamped to provide easier access to an increasing amount of information and services.  
  
In the same month, the Government [establishes](#) an eGovernment Knowledge Centre, aimed at centralising information on the different programmes and projects related to eGovernment.
- ▶ In *January 2003*, the ICT and Administrative Burden (ICTAL) programme is [launched](#). Its task is to develop and implement ICT tools to significantly reduce administrative burden for companies.

## 2002

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

## 2001

In *April 2001*, the Ministry of Internal Affairs and Kingdom Relations created the [ICT Unit \(ICTU\)](#), a new body in charge of coordinating ICT developments in Government.

## News 2000 and before

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

## eGovernment Strategy

### Main strategic objectives and principles

### eGovernment Policy in the Netherlands



According to '[Europe's Digital Competitiveness Report 2010](#)', eGovernment is part of the country's wider ICT strategy with a focus on delivering new services in a more efficient manner and reducing administrative burden by investing in shared facilitating services and infrastructure, rather than pursuing eGovernment as an end in itself. Administrative burden reduction is a major political priority for the Netherlands and an important justification for eGovernment development.

### National Implementation Programme (i-NUP) until 2015

The eGovernment strategy is given shape through the '[i-NUP - the government-wide implementation agenda for eGovernment services until 2015](#)', which sets forth the government's ambitions for eGovernment development up to 2015. It was presented to the House of Representatives on 27 May 2011. It builds on the '[National Implementation Programme](#)' (NUP). Each individual government body (municipal and provincial authorities, water boards and central government) is responsible for implementing the agenda; municipalities receive additional implementation support.

#### Strategic areas

##### One-stop-shop for citizens

The overall aim is for a more accessible government, one which possesses public sector information (PSI) that is easily obtained and readily available, where the municipality serves as the government entry point.

##### Digital services for businesses

The focus for 2011 is on the implementation of basic eServices:

- ▶ provide widely available, comprehensive basic eServices for access, information and communication;
- ▶ stimulate (re) use of basic eServices by making them mandatory for government providers;
- ▶ explore eBusiness opportunities for enterprises;
- ▶ develop further basic eServices.

##### System of 13 basic key registers

The following measures are being taken during 2011 to achieve the overall goal of an integrated key registers system by 2015:

- ▶ full use of the Municipal Personal Records Database (GBA), the Key Registers of Addresses and Buildings (BAG) and the Trade Register (NHR);
- ▶ system-wide agreements on financing for development, implementation and use of the basic registers system;
- ▶ completion of common basic facilities and administrative preparation for their use.

## 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.

## ICT strategy for central government (2011-present)

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

## Previous eGovernment Strategies

### National Implementation Programme (NUP) until 2010

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

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

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

- ▶ Citizens can apply for specific permits via an online service for environmental permits.
- ▶ Job seekers can register online for employment, apply for unemployment benefits or income support and check on their personal details via the online work and income client file.
- ▶ The national online school dropout reporting desk was introduced. Schools report their absenteeism data to a single point of contact which in turn informs the appropriate municipal authorities.
- ▶ Information on important care and social security provisions for people with disabilities, chronic illnesses and the elderly is provided by the special website '[regelhulp.nl](#)'.
- ▶ The Youth Risks Reference Index (VIR) brings together risk factors provided by youth workers, which concern youth from across the Netherlands, thus facilitating communication among them and at an early stage in order to provide better help to young people.
- ▶ National and international service providers may use the Services Desk for handling procedures and formalities with government agencies, such as applying for and obtaining permits.

- ▶ The construction and filling of five of the seven key registers (municipal personal records database, trade register, key register of addresses and buildings, topography and the cadastral register) is almost complete.
- ▶ The building blocks for electronic authentication offer citizens and businesses safe access to different eGovernment services. Digital identity (DigiD) is frequently used throughout the state as an authentication facility. '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 building blocks to the working processes has begun.

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

#### Current Status

There is currently no overall eGovernment legislation in the Netherlands. A legal framework is however being constructed 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;
- ▶ 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 (e.g. Municipal Database Personal Records). 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 was created to serve as the Dutch Service Counter. Information on all procedures subject to the Services Act is presented here. Requests/applications (e.g. applications for licences) can also be handled electronically via the Message Box.

Additional sectoral acts that arrange electronic communication and build on the common basic facilities:

- ▶ Electronic Announcement Act (parliamentary scrutiny). More information available at House of Representatives, session 2006-2007, 31 084 Nos. 1-3.
- ▶ Spatial Planning Act. More information [available](#) at Overheid.nl.

### Freedom of Information Legislation

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

Freedom of information legislation was first adopted in the Netherlands in 1978, which was replaced by the Act of 31 October 1991 on public access to Government information. Under the 1991 Act, any person can request information related to an administrative matter if it is contained in documents held by the public authorities or companies carrying out work on behalf of a public authority. The authority has two

weeks to respond. Exceptions exist for documents that could endanger the unity of the Crown, the investigation of criminal offences, inspections by public authorities or personal privacy damage, the security of the State and international relations or the economic and financial interest of the State for documents related to information on companies and manufacturing processes that were provided in confidence. Appeals can be made to the administrative court, which makes the final decision.

## Data Protection/Privacy Legislation

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

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

## eSignatures Legislation

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

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

## eCommerce Legislation

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

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

## eCommunications Legislation

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

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

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

## eProcurement Legislation

### Current status

The use of electronic means in the public procurement process is presently regulated by national legislation. The EU Directives on Public Procurement ([2004/17/EC](#) and [2004/18/EC](#)), including their eProcurement provisions, were formally implemented on 1 February 2006.

On 19 February 2010, the [Act on the Implementation of Public Procurement Remedies Directives \(WIRA\)](#) came into force. The Act implements the EU Directive [2007/66/EC](#), and puts entrepreneurs in a better legal position with regard to certain irregularities in the public procurement process.

The Ministry of Economic Affairs, Agriculture and Innovation is currently developing a new Procurement Act. The draft bill seeks a clear and uniform framework for public procurement.

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

### Current status

The [existing legislation](#) has been amended through the respective [law](#) in order to implement the Public Sector Information (PSI) directive. The Netherlands has notified full transposition.

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

###### [Ministry of the Interior and Kingdom Relations](#)

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

##### 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, except for the eGovernment services for businesses which remain under the responsibility of the Minister of Economic Affairs, Agriculture and Innovation.

The Services and eGovernment Board of Directors within the Ministry coordinates joint strategies between the various levels.

##### Implementation

Implementation of eGovernment policy is divided between two entities that are commissioned by the Ministry of the Interior and Kingdom Relations: ICTU and Logius.

###### [Government ICT Unit \(ICTU\)](#)

The objective of ICTU is to contribute to the structural development of eGovernment. It executes programmes and projects implementing the eGovernment policy. Furthermore, it implements ICT solutions for government.

###### [Government Shared Services for ICT \(Logius\)](#)

Logius implements eGovernment policy with particular emphasis on ICT.

##### Support

###### [Government ICT Unit \(ICTU\)](#)

ICTU provides support to government organisations by developing concrete ICT solutions and both encourages and assists such organisations in implementing them.

###### [Government Shared Services for ICT \(Logius\)](#)

Logius maintains government-wide ICT solutions and common standards that simplify the communication between authorities, citizens and businesses, with a view to the cohesion of eGovernment networks.

## 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 Municipal Database [Personal Records] Act).

## Regional & Local eGovernment

## Policy/Strategy

### [Municipalities](#)

Municipalities are in charge of policy/strategy within the framework of their competencies. The majority of municipalities have now introduced interactive policy-making on various issues. Unlike open consultation, the public is no longer requested to comment on prepared plans, but to participate in the planning and draft process.

## Coordination

### [Association of Netherlands Municipalities \(VNG\)](#)

VNG coordinates the involvement of the municipalities in the 'i-NUP - the government-wide implementation agenda for eGovernment services'.

## Implementation

### [Municipalities](#)

Local governments and departments have large discretionary powers and thus considerable freedom to choose to implement their own solutions, or to participate in a national scheme. Integration of the shared building blocks in the service delivery process is the responsibility of the service providers. The preparatory work in the municipalities is carried out by the Municipal Services and Information Policy Subcommittee of the Association of Netherlands Municipalities (VNG). In the provinces, the consultations are organised by the Interprovincial Information Consultative Group. The water boards are represented by both the Union of Water Boards and the *Waterschapshuis*.

## Support

### [Quality Institute of Dutch Municipalities \(KING\)](#)

KING, established by the Association of Netherlands Municipalities (VNG), is responsible for the development and management of municipal eGovernment standards. Furthermore, it supports the implementation of eGovernment tools in the municipalities.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Minister responsible for eGovernment



**Piet Hein Donner**  
Minister of the Interior and Kingdom Relations

**Contact details:**

Ministry of the Interior and Kingdom Relations  
Schedeldoekshaven 200, The Hague  
Postbus 20011, 2511 EZ Den Haag  
Tel.: +31 70 426 63 02  
Fax: +31 70 363 91 53  
E-mail: [info@minbzk.nl](mailto:info@minbzk.nl)  
Source: <http://www.government.nl/>

### Head of eGovernment



**Bertine Steenbergen**  
Director of Citizenship and Information Policy

**Contact details:**

Ministry of the Interior and Kingdom Relations  
Schedeldoekshaven 200, The Hague  
Postbus 20011, 2511 EZ Den Haag  
Tel.: +31 70 426 63 02  
Fax: +31 70 363 91 53  
E-mail: [bertine.steenbergen@minbzk.nl](mailto:bertine.steenbergen@minbzk.nl)  
Source: <http://www.rijksoverheid.nl/>

### eGovernment executives



**Elly Y. Bogerman**  
Director, Government ICT Unit (ICTU)

**Contact details:**

ICTU  
Postbus 84011,  
2508 AA Den Haag  
Tel.: +31 70 888 77 77  
Fax : +31 70 888 78 88  
E-mail: [info@ictu.nl](mailto:info@ictu.nl)  
Source: <http://www.ictu.nl>



**Steven Luitjens**  
Managing Director, Government Shared Services for ICT (Logius)

**Contact details:**

Logius

Postbus 84011,  
2508 AA Den Haag

Tel.: +31 70 888 76 66

E-mail: [servicecentrum@logius.nl](mailto:servicecentrum@logius.nl)

Source: <http://www.logius.nl/>

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

##### ['Overheid.nl': main administration portal](#)

'Overheid.nl' serves as the central access point to all information about government organisations. The portal discloses information for persons and businesses by theme, life events and location. It offers consolidated legislation, as well as access to local decisions and a catalogue of services so that citizens can easily find an appropriate organisation. Furthermore, a catalogue of open data has been added. *e-Overheid voor Burgers* manages the portal.

##### ['e-Overheid.nl': eGovernment portal](#)

'e-Overheid.nl' provides news on eGovernment in the Netherlands and an overview of Dutch eGovernment services. It enables users to search a repository of Dutch eGovernment websites and offers external links where necessary.

##### ['Rijksoverheid.nl': citizens' portal](#)

The overall objective of 'Rijksoverheid.nl' is to improve the visibility and accessibility of government. It contains details on all government-related information, from ministries to documents and publications, in addition to updated news items on all domains. Personalised services are integrated into the portal. Citizens can login with their DigiD and access specific services, such as personal data, message receipt, tracking and tracing.

##### ['Antwoord voor bedrijven': business portal](#)

'Answers for Business' is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided 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, Agriculture and Innovation administers the [business forum](#), where entrepreneurs can discuss matters of direct concern.

#### Networks

##### ['Digipoort'](#)

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

### Digikoppeling

*Digikoppeling* enables large-scale electronic messaging between government organisations. This is accomplished through the connectivity of *Diginetwerk*, the Internet or a different type of connection.

### Diginetwerk

*Diginetwerk* connects existing physical government organisation networks to one another. This results in a single closed virtual government network.

### Digimelding

*Digimelding* is a single central point for registering inaccuracies in basic registries. Through its use, a registered incident arrives at the proper government body or bodies. A government official then receives a message about the outcome of the incident.

## eIdentification/eAuthentication

### Digital identification

Authorities can use a Government-wide authentication service for their electronic services, to electronically determine whether a particular identity is valid. DigiD is available in two different levels: basic (user name and password: DigiD) and middle (DigiD + sms-authentication).

#### DigiD for citizens

[DigiD](#) (Digital Identification) provides citizens with a centralised online authentication solution for accessing eGovernment services based on a user ID and password. It furthermore enables citizens and businesses to identify themselves with similar identification means to all the government agencies that provide electronic services. DigiD is only available to people who are registered in a municipality and possess a Citizen Service Number (CSN). It is currently only available in Dutch.

#### eRecognition

DigiD (Digital Identification) for businesses was replaced by [eRecognition](#) on 1 January 2011. It enables private citizens and businesses to identify themselves to government agencies that provide electronic services. This shared facility, provided by and for the Government, is able to recognise users of electronic government services.

#### DigiD Authorise

'[DigiD Authorise](#)' is a national, collective facility allowing businesses and citizens to use authorisations for electronic government service provision. This facility 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. It was [reported](#) in April 2011 that over 225 000 citizens (double the figure anticipated by authorities) used 'DigiD Authorise' to give permission to a third party in settling their 2011 tax return.

## Common authorisation and representation facilities

### Unique numbers for individuals and businesses

#### Citizen Service Number (CSN)

A [CSN](#) enables data interchange that requires personal ID numbers to take place reliably and efficiently. It is a unique identification number that is automatically assigned to every citizen who is registered in the population register (Municipal Personal Records Database). 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, as permitted by law. It is one of the tools designed to permit key data to be collected only once and then streamlined.

### Chamber of Commerce number (CCN)

The [Chamber of Commerce](#) uses unique numbers for businesses. In the case of groupings and legal entities governed by public law, the tax number of the Tax and Customs Administration is used. For businesses and social activities, a unique Chamber of Commerce number is employed (alphanumeric, eight characters). A unique Chamber of Commerce number is used for branches of businesses and social activities (alphanumeric, twelve characters).

## eProcurement

### Current status

The Netherlands has a decentralised eProcurement policy. The national non-mandatory eProcurement platform, [TenderNed](#), deals only with eNotices for all European tenders and for quite a number of national tenders. Furthermore, eProcurement services are offered through privately-owned platforms.

*Source: "[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)"*

### eTendering system '[TenderNed](#)'

The eTendering system 'TenderNed' is a web-based application that supports the entire tender procedure from notice to award for all contracting (central and local) authorities and suppliers. It is a key instrument in meeting the European Commission's objectives for eProcurement and automatically publishes contract notices that exceed the EU threshold on [Tenders Electronic Daily \(TED\)](#).

[PIANOo](#), the public procurement expertise centre under the Ministry of Economic Affairs, Agriculture and Innovation, administers TenderNet. The overall aim of PIANOo is to achieve better eProcurement within the government. It supports stakeholders who are involved in procurement on a daily basis, and offers a platform for all contracting authorities to share problems encountered and to discuss applied solutions.

## Knowledge Management

### ICTU programme '[RENOIR](#)'

The ICTU programme 'RENOIR' organises knowledge in the field of eGovernment. Its aim is to enable any given group to apply information and agreements by providing relevant, up-to-date and targeted information on the development of eGovernment, and of a set of agreements on joined-up, collaborative eGovernment that require widespread support.

## Other Infrastructure

### Electronic access to government

#### Official government information

The overall objective is to make official government information such as regulations, permits and public announcements available on the Internet. Interested individuals and businesses can obtain from the Internet timely, pro-active and detailed information on developments that affect them.

## Catalogue Collaboration

Catalogue Collaboration institutes full co-operation between the various online government points of contact. The national Catalogue Collaboration standard allows government agency points of contact on the Internet to work together so that users are no longer faced with barriers when trying to access electronic government.

## eForms

The eForms programme develops and manages electronic forms for other government agencies. The main objective is to maximise the amount of electronic government services available. The forms are centrally stored and presented on the related government agencies' sites in their own corporate styles. eForms also link up with national basic facilities such as DigiD.

## Digital exchange in planning processes

New spatial plans were made digitally available in 2009 following the Spatial Planning Act (WRO). In addition to a new and improved system of spatial planning processes in the Netherlands, the introduction of the Act also preserves the results of the DEPP (Digital Exchange in Planning Processes) programme in law; virtually all the tools in the Act are to be made digitally available by the source holders and local plans will be comparable to one another.

## Assistance with eGovernment implementation

### [GovUnited](#) and [Dimpact](#)

Two additional support programmes for municipalities are GovUnited and Dimpact, under which municipalities work together to develop and implement eGovernment services.

[GovUnited](#) is a public sector organisation managed by participating municipal and provincial authorities. The aim is to improve and standardise both the public services and the internal administration of local governments. It combines the expertise, experience and purchasing power of municipal authorities, and collaborates with departments, national programmes and interest groups in the implementation of new policies. Projects are all aimed at multi-channel delivery. The application of web technology makes it possible to use the same facilities whether they are accessed online, via telephone or from a physical information desk. GovUnited has progressed into a broad-based construct that is unique for the Netherlands, a large-scale roll-out of a standardised digital service desk and concrete collaborative projects. It is the first organisation to acquire a common ICT platform for a large number of local authorities. It has developed a number of products, such as offering new affiliates a comprehensive, standardised basic service desk, a contact management system (CMS) and a service which allows citizens to book appointments online with civil servants.

[Dimpact](#), a partnership by and for municipalities, develops and implements digital products and services. Municipalities serve as a first point of access in providing optimal digital services for citizens and companies.

## Interprovincial Consultative Council and *Waterschapshuis*

Provinces and water boards receive support not only from the Iteams, but also from the [Interprovincial Consultative Council](#) and the [Waterschapshuis](#), respectively. The next stages of development in the provinces are being supervised and supported by the Council, in collaboration with the Knowledge Centre. The *Waterschapshuis* is the management and implementation organisation for the water boards in the field of ICT. Its aim is to promote collaboration between water boards, improve the quality of service and cut costs. The work of the special Iteams for the water boards builds on what they have already achieved in the area of ICT.

## Standardisation

### Architecture and standards

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

### Open standards and open source software

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 Board, which is supervised by the Forum, consists of 16 senior officials from various government agencies involved in the development and implementation of policies on open standards.

'[The Netherlands Open in Connection](#)' (2008-2012) aimed to establish open source and open standard software in all levels of Government and intended to make the use of open standards software compulsory for government organisations. As a result of the action plan, all ministries now support open source OpenDocument Format (ODF) for reading, writing, sharing, publishing and receiving documents.

### Web guidelines

Municipalities, water boards, provinces and central government bodies that are subject to ministerial responsibility are obliged to comply with the 'Web Guidelines' as laid down in ministerial decisions and administrative agreements. In 2010, the Government published its findings on [WCAG 2.0](#), the current international accessibility standard. Based on this, '[Web Guidelines version 2](#)' was published in June 2011 by the Standardisation Board.

## Key Registers

To improve services and reduce the administrative burden by applying the 'collect data once' principle, whereby private citizens and businesses only have to supply their data to the Government once, a system of 13 basic registers is being developed.

### Municipal Personal Records Database ([GBA](#))

The GBA is the sole and unique source of personal details of persons registered in the Netherlands. Statutory regulations governing the GBA as a common register were introduced in 2010. Personal details and a properly functioning common register are necessary for effective operation of government tasks and a satisfactory level of government service provision. Every municipal authority updates and manages the data kept in its GBA with respect to its own residents.

### Trade Register ([NHR](#))

The Chamber of Commerce works on and manages the NHR. Registration is compulsory for every business and nearly every legal entity.. All government authorities are expected to be connected to the NHR by 2014. This connection results in a more efficient government and better service provision to businesses.

### Key Registers of Addresses and Buildings ([BAG](#))

The BAG is a common register kept by municipal authorities containing details on addresses and buildings. All government authorities can retrieve data from this database, and as of mid 2011 are obligated to use this information.

**Topography ([BRT](#)) and Cadastral Registry ([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 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.

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

Aim: to create a key register of vehicles.

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

Aim: to create a key register of pay, working conditions and benefits.

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

Aim: to create a key register of incomes.

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

Aim: to create a property valuation key register.

**Future Key Registers****Non-Residents ([RNI](#))**

The RNI is expected to be a single register of certain common key data on non-residents recorded in a standardised, uniform manner. The different government bodies each keep their own registration of these non-residents. A number of general details are bundled in the RNI to one set of data. Furthermore, the identifying details, the Citizen Service Number (CSN) and the foreign addresses of non-residents have been recorded. This data may be used – just as with the GBA – by all authorised government organisations. The RNI is expected to be in operation during 2012.

**Netherlands Large Scale Basic Map ([BGT](#))**

The BGT is based on the current [Large Scale Standard Map of the Netherlands \(GBKN\)](#), the most detailed topographic map in the country. Its main aim is to use the same large scale topographic map across government. The anticipated completion date is 2015.

**Netherlands Geological Information Database ([BRO](#))**

The feasibility study into designating the NGID (geological data) – possibly with the addition of soil data – as a key register is currently in progress, headed by the Minister of Housing, Spatial Planning and the Environment in consultation with the other ministries involved (Economic Affairs/Education, Culture and Science/Agriculture, Nature and Food Quality/Transport, Public Works and Water Management). The study has produced a clearer picture of the principles upon which a key register of Netherlands Geological Information could be based. A more informed picture of the social costs and benefits, based on these principles has been outlined. It is expected to be in service as from 1 January 2013.

**[The System Catalogue](#)**

The System Catalogue is an online catalogue that describes the structure of the basic registries system and the definitions of types of objects, data and messages. The definitions in the System Catalogue have been taken from the various basic registries.

## eGovernment Services for Citizens

### Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

#### The 12 services for citizens are as follows:

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

#### 1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Administration

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

Description: Online tax declaration, highly automated processing of returns. A user can download/receive a form that can be electronically filled in and returned either via the Internet, or disk through the postal system. Multi-channel service – paper forms are also accepted.

#### 2. Job search services by labour offices

Responsibility: Central Government, Centre for Work and Income

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

Description: National job search database. A user is able to set up a profile with a curriculum vitae and competences. The site proceeds to match the profile with available jobs in the database. A user is notified of opportunities.

### 3. Social security benefits

#### a. Unemployment benefits

Responsibility: Central Government, Social Insurance Benefits Agency (UWV)

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

Description: Information and downloadable forms. Citizens do not apply for unemployment benefits independently; they are required to first register with the Centre for Work and Income (CWI), which forwards the data to the UWV. The UWV then contacts the citizen. Employers can exchange data with UWV digitally. The unemployed are able to register through DigiD as jobseekers and apply for unemployment benefits.

#### b. Child allowances

Responsibility: Central Government, Social Insurance Bank

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 then electronically notify the Social Security Organisation (SVB), which contacts the parents. Notification forms are available online through the SVB Internet Service Counter, but have to be delivered in person. Calculation simulators are also available online.

#### c. Medical costs (reimbursement or direct settlement)

Responsibility: Ministry of Health, Welfare and Sport

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

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

#### d. Student grants

Responsibility: Central Government, *Informatiebeheer Groep*

Website: <http://www.ib-groep.nl/>

Description: The *Informatiebeheer Groep* is commissioned by the Ministry of Education, Culture and Science for administering student loans. Several study enrolment procedures are combined with the procedures for applying for a student loan. Students can manage their own information and communicate changes in study and/or personal circumstances online. Monthly loan payments are an integrated service.

### 4. Personal documents: passport and driver's licence

#### a. Passport

Responsibility: Central Government (delivery by Municipalities)

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

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, though in some cases the appointment can be booked online. Citizens abroad may also apply.

**b. Driver's licence**

Responsibility: Central Government (delivery by Municipalities)

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

Description: Information only. 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.

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

Responsibility: Central Government, Centre for Vehicle Technology and Information (RDW)

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

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

**6. Application for building permission**

Responsibility: Local Government

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

Description: Building permission applications are handled by local authorities. Most municipal websites provide information and forms for download.

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

Responsibility: Central Government, Local Police branches

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

Description: Electronic notification of certain crimes is available in some regions.

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

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

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

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

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

Responsibility: Local Government

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

Description: Civil certificate requests are handled by the local authorities. Most provide information and forms to download and some have online request applications.

### 10. Enrolment in higher education/university

Responsibility: Central Government, *Informatiebeheer Groep*

Website: <http://www.ib-groep.nl/>

Description: The IB Group can simultaneously take care of a students' place at university and their financing. The website offers a web programme allowing options for prospective students to search the database, locate courses and apply.

### 11. Announcement of moving (change of address)

Responsibility: Local Government

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

Description: Change of address notifications are handled by individual local authorities. Citizens have to register a change of address with their local municipality. The majority provide information and forms to download on their websites and some have online notification applications.

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

Responsibility: N/A

Website: N/A

Description: This service is not relevant for the Netherlands.

*Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.*

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

#### The 8 services for businesses are as follows:

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

#### 1. Social contributions for employees

Responsibility: Central Government, Social Insurance Benefits Agency (UWV)

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

Description: Online submission and payment of contributions for employees require prior registration. Employers have to register each new employee with the UWV. Forms are available for download from the UWV website. Once registration is complete, data can be exchanged electronically.

#### 2. Corporate tax: declaration, notification

Responsibility: Central Government, Tax Administration

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

Description: Electronic programme for submission of corporate tax returns can be downloaded from the Tax Agency website. Once businesses have selected the electronic option, they can no longer submit hardcopy versions. Electronic exchange is compulsory for employers.

### 3. VAT: declaration, notification

Responsibility:	Central Government, Tax Agency
Website:	<a href="http://www.belastingdienst.nl/">http://www.belastingdienst.nl/</a>
Description:	Information and forms to download. Electronic VAT returns are available.

### 4. Registration of a new company

Responsibility:	Central Government, Chambers of Commerce (supervised by the Ministry of Economic Affairs, Agriculture and Innovation)
Website:	<a href="http://www.kvk.nl/">http://www.kvk.nl/</a>
Description:	Information and forms to download. Forms then have to be printed out, filled in, signed and returned to the Chamber of Commerce by post.

### 5. Submission of data to statistical offices

Responsibility:	Central Government, Statistics Netherlands (CBS)
Website:	<a href="http://www.cbs.nl/">http://www.cbs.nl/</a>
Description:	Submission of data to the statistical office can be made electronically.

### 6. Customs declarations

Responsibility:	Central Government, Tax Administration
Website:	<a href="http://www.belastingdienst.nl/">http://www.belastingdienst.nl/</a>
Description:	Customs declarations can be performed online. Customs will respond electronically with information on the next step (which varies according to the particular declaration). Businesses are required to first contact the Customs department to obtain software (or information on suitable software), licences and a subscription to a network service (depending upon the type of software chosen).

### 7. Environment-related permits (incl. reporting)

Responsibility:	Central Government/Local Government (depending on the type of permit required)
Website:	<a href="http://www.milieuloket.nl/">http://www.milieuloket.nl/</a>
Description:	Environmental information is available through the Environment Counter, as well as links to relevant authorities for permits. The level of online service sophistication depends on the permit and the organisation issuing it.

## 8. Public procurement

Responsibility: Central Government

Website: N/A

Description: There is currently no central eProcurement infrastructure for the public sector in the Netherlands. The Government is currently preparing for the implementation of the new EU directives on public procurement. Following these preparations, the Government intends to develop a strategy for the introduction of operational electronic public procurement.

*Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.*

## **European Commission - eGovernment Practice**

eGovernment practice ([epractice.eu](http://epractice.eu)) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the [epractice.eu](http://epractice.eu) services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

Production/Publishing: eGovernment Practice Editorial Team, EUROPEAN DYNAMICS S.A.

