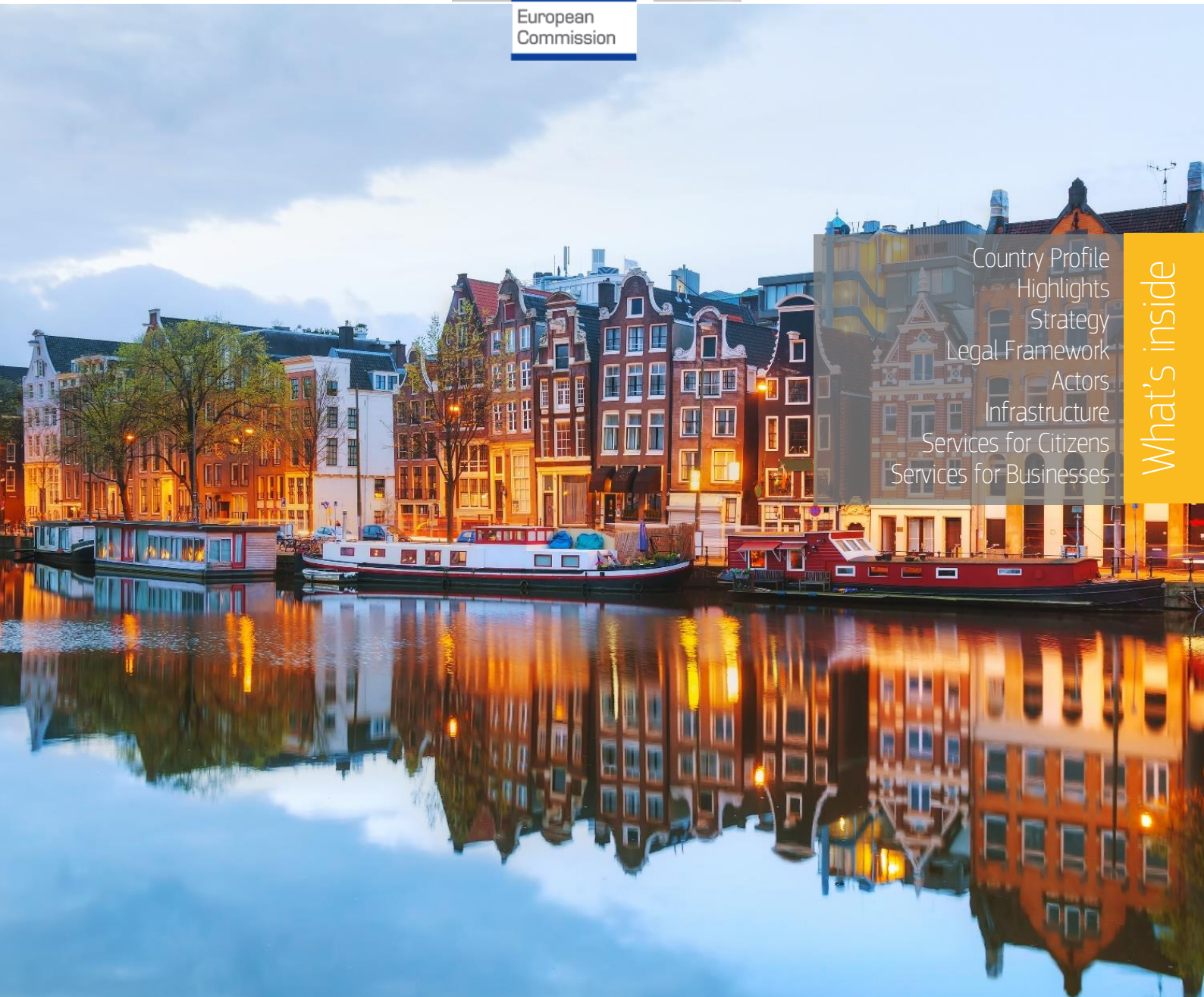




European  
Commission



Country Profile  
Highlights  
Strategy  
Legal Framework  
Actors  
Infrastructure  
Services for Citizens  
Services for Businesses

What's inside

eGovernment in



Netherlands

ISA<sup>2</sup>

## Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA<sup>2</sup> programme. ISA<sup>2</sup> supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

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 Highlights.....7**

**eGovernment Strategy .....9**

**eGovernment Legal Framework .....12**

**eGovernment Actors .....16**

**eGovernment Infrastructure .....19**

**eGovernment Services for Citizens.....29**

**eGovernment Services for Businesses.....37**

# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 17,081,507 inhabitants (2017)

**GDP at market prices:** 733,168.0 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 128 (2016)

**GDP growth rate:** 23.2% (2017)

**Inflation rate:** 1.3% (2017)

**Unemployment rate:** 4.9% (2017)

**General government gross debt (Percentage of GDP):** 56.7% (2017)

**General government deficit/surplus (Percentage of GDP):** 1.1% (2017)

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

**Capital city:** Amsterdam

**Official EU language:** Dutch

**Currency:** EUR

**Source:** [Eurostat](#) (last update: 23 January 2018)

## Political Structure

The Netherlands is a **constitutional monarchy**. Legislative power is held by a bicameral [Parliament, called States General](#). 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 regional and local governments in the Netherlands consist of 12 provinces and 380 municipalities (as of 1 January 2018). Each province is formally headed by a King's Commissioner appointed by the Crown, but is governed by an 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).

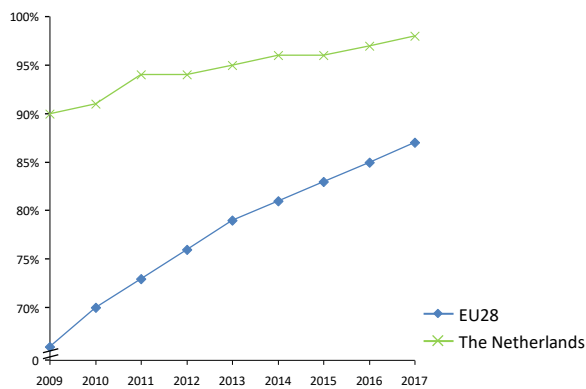
**Head of Government:** Prime Minister [Mark Rutte](#) (since 14 October 2010).

## Information Society Indicators

### Generic Indicators

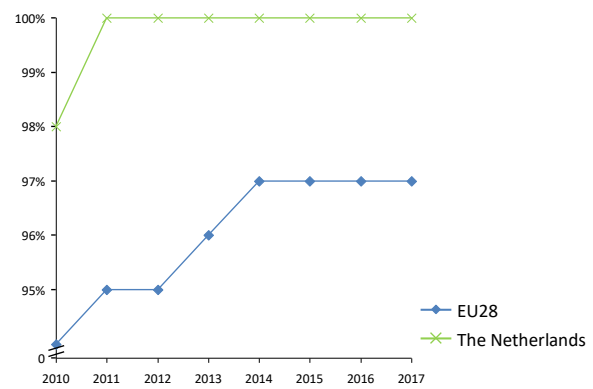
The following graphs present data for the latest Generic Information Society Indicators for the Netherlands compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



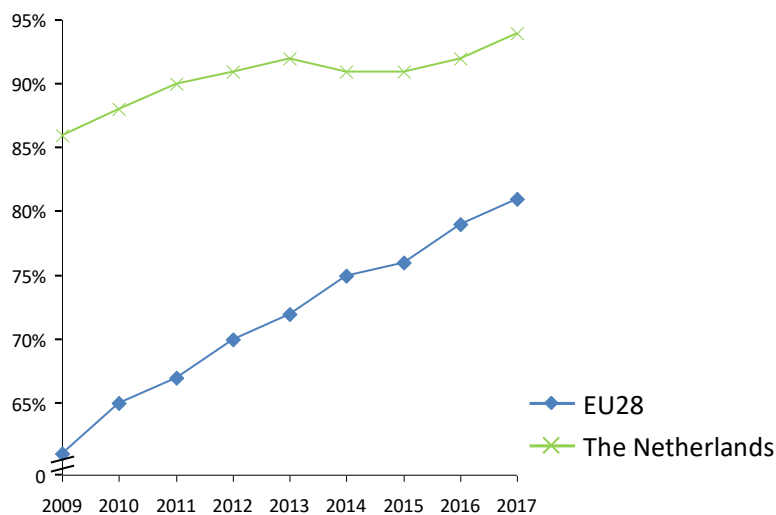
Source: [Eurostat Information Society Indicators](#)

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



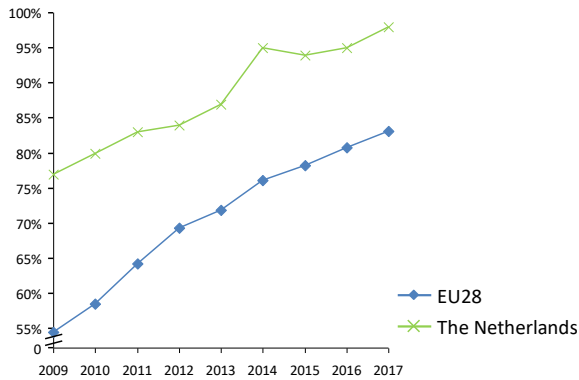
Source: [Eurostat Information Society Indicators](#)

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



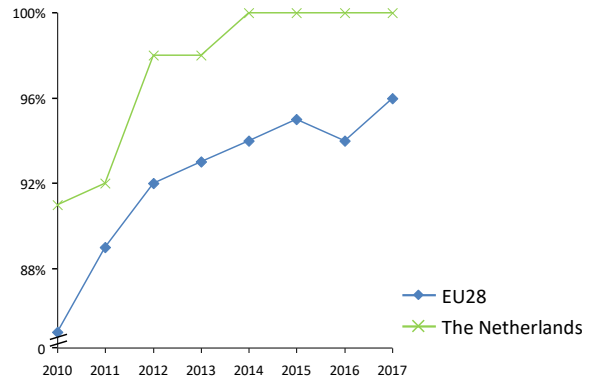
Source: [Eurostat Information Society Indicators](#)

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



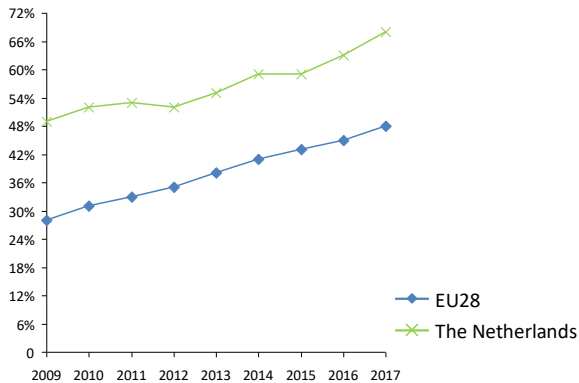
Source: [Eurostat Information Society Indicators](#)

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



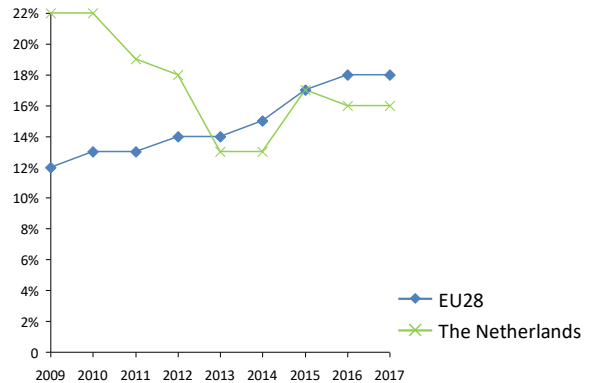
Source: [Eurostat Information Society Indicators](#)

**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**

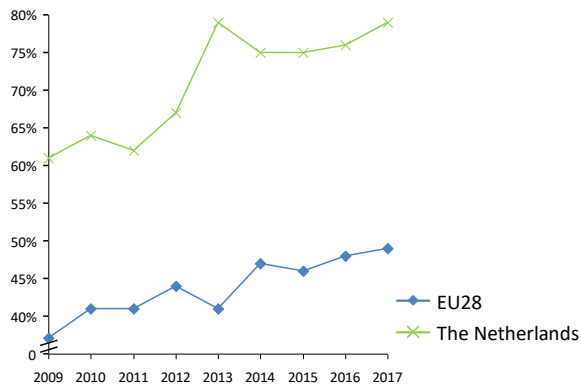


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

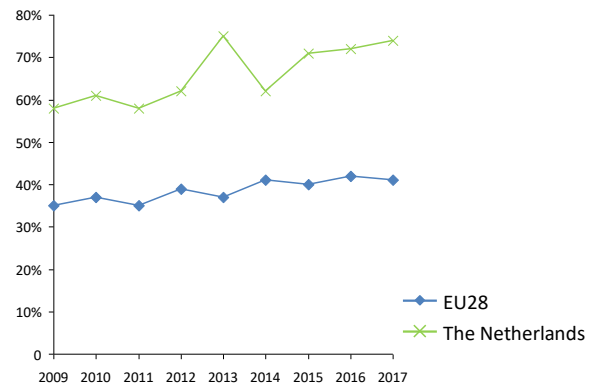
The following graphs present data for the latest eGovernment Indicators for The Netherlands compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



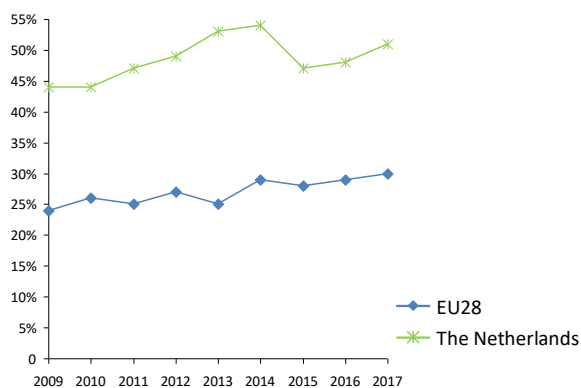
Source: [Eurostat Information Society Indicators](#)

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



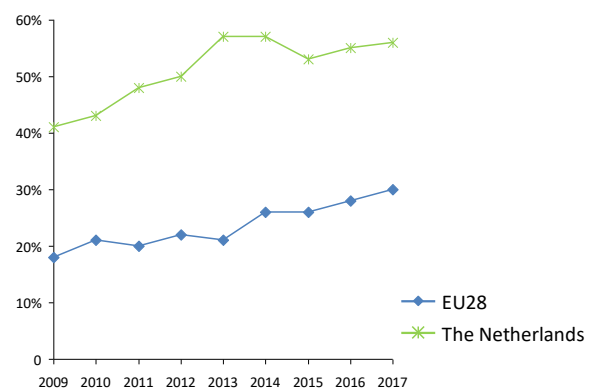
Source: [Eurostat Information Society Indicators](#)

**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](#)

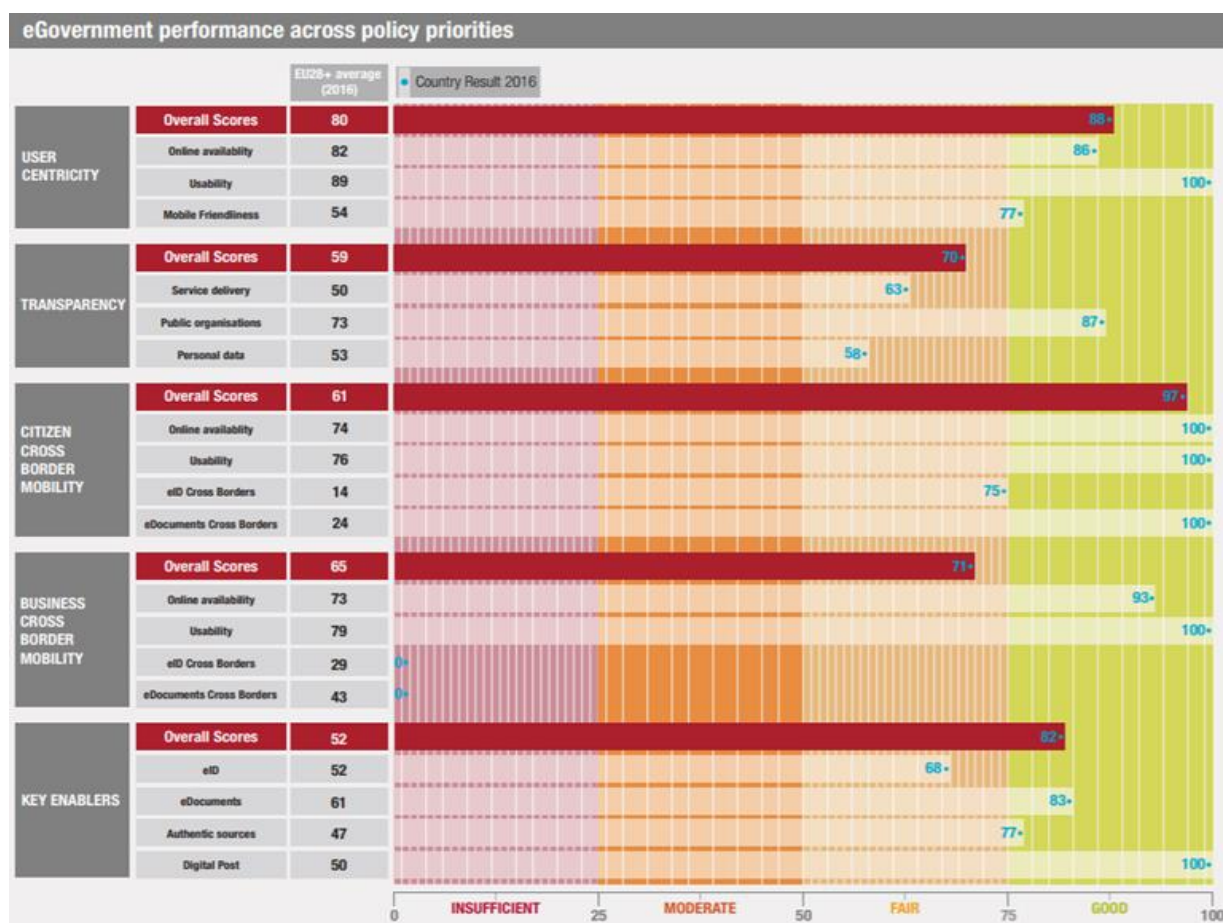


eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, 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 and businesses 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), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in the Netherlands compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

# eGovernment Highlights

## Main eGovernment changes and key milestones in 2017

### eGovernment Strategy

In spring 2017, the study group 'Information Society and Government' published the report '[Make it happen](#)' as prelude for the new policy agenda announced for 2018. The report describes main trends and challenges to be addressed and calls for urgency of action

### eGovernment Legal Framework

Legislation has been prepared to arrange secure digital access and the competence to appoint mandatory open standards (Digital Government Law), as well as to arrange the right to digital interaction with government (Revision of the Administrative Law).

### eGovernment Actors

A new government was established in the Netherlands in October 2017. [Raymond Knops](#) has been appointed as State Secretary of the Interior and Kingdom Relations, with responsibility for digital government.

Responsibility for digital governments services to companies has shifted from the Ministry of Economic Affairs and Climate Policy to the Ministry of the Interior and Kingdom Relations (BZK). This includes framework policies, as well as the development of digital government infrastructural services for companies. With the transfer of these responsibilities a step has been taken towards greater coherence in digital government infrastructure and services for both citizens and businesses.

### eGovernment Infrastructure

A [DigiD app](#) was released, which allows citizens to always have the possibility to access eServices related to government, healthcare and pension funds.

The use of Generic Digital Infrastructure (GDI) services has significantly increased over the year. The latest results of the GDI can be found online [here](#).

### eGovernment Services

The availability of digital services in the Netherlands [has reached 90%](#) in 2017. Four life events have been added to the digital services: turning [18 years old](#), getting a [divorce](#), registering as [unemployed](#), and registering a [deceased](#) person. The life events comprise digital checklists, which help citizens, based on their personal characteristics, to get administrative procedures related to the life events executed more efficiently.

### Other highlights

There has been no major other highlight in the field of eGovernment in the Netherlands in the course of the last year,

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

# eGovernment Strategy

## Main strategic objectives and principles



### Digital Government

In the Rutte III coalition agreement '[Confidence in the future](#)' of October 2017, it was announced that the government will develop an ambitious, broad agenda for further digitisation of the public administration at various levels. As part of this agenda, the central government aims to be more

proactive in deciding which products and services to develop itself and which to turn over to the private sector for development.

The new agenda announced for 2018 will be successive to the [Digital Government 2017 Vision Paper](#), presented to the House of Representatives in May 2013. As prelude for the new agenda, in spring 2017 a top-level study group published the report '[Make it happen](#)'. The report describes main trends and challenges to be addressed and calls for urgency of action.

The Digital Government 2017 Vision Paper employed a digital-by-default approach, implementing one of the main eGovernment principles<sup>1</sup>. The Dutch law will reinforce the implementation of the digital-by-default principle as well. According to that, citizens gain the right to interact with government in a digital way. Substantial progress was made in terms of digital supply of digital services at different governmental levels and of the connection to and use of the generic digital infrastructure. The Programme derived from the Vision Paper was successfully concluded with the 90% availability of high-value services and legislative proposals advanced in the field of eID and the right for digital interaction.

The Digital Government 2017 strategy built on the results of the [National Implementation Programme \(i-NUP\)](#), which ended in 2015. The main objective of this programme was to create a national digital infrastructure in order to provide better services to citizens in an easier and more efficient way. 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.

### Open government

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 December 2015 the new [Action Plan for Open Government](#) 2016-2017 was published, which focuses on making available as much government data as possible to citizens and

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<sup>1</sup> <https://ec.europa.eu/digital-single-market/en/news/communication-eu-egovernment-action-plan-2016-2020-accelerating-digital-transformation>

businesses, and also on promoting open attitude and behaviour in public administrations. This is based on the belief that open data is not enough; in order to make the most use of open government, the right attitude and behaviour need to be in place. The Action Plan comprises the key actions and activities that should be adopted by all public administration bodies. The successful implementation of the Action Plan should make the Government more transparent and accessible to citizens and will allow private businesses to seamlessly develop new applications. In January 2018, an open consultation was running for the action plan 2018-2020.

In summer 2015 the Dutch Minister of Interior also sent the Government's [National Open Data Agenda](#) to the Dutch Parliament. The aim of the agenda for the year 2016 is to make as many high-value datasets as possible available for re-use by citizens, businesses and other institutions. The successful implementation of the agenda will provide necessary tools to keep track of progress and quality, and support data managers in the processes of opening up their data sets<sup>2</sup>.

## Digital Agenda

In July 2016, the Minister of Economic Affairs sent a letter to the Parliament presenting the new Digital Agenda. The new Digital Agenda for the Netherlands covers six key areas:

- ▶ Education;
- ▶ Knowledge and innovation;
- ▶ Fast and open infrastructure;
- ▶ Security and trust;
- ▶ Room for entrepreneurs;
- ▶ Digitalisation of domains.

Under the 4<sup>th</sup> action line of the Digital Agenda, new plans and actions are set out for the achievement of the Digital Government, such as further plans for the business portal (ondernemersplein) and 'government for entrepreneurs' (mijnoverheid voor ondernemers), the latter as merger company dossier and the message box for entrepreneurs.

This Agenda builds on [Digital Agenda](#) published in May 2011, setting out the overall ICT strategy for the 2011-2015 timeframe. The focus of the previous agenda was 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 were addressed: simplified data exchange (standard business reporting, business client dossier); right to interact digitally; standardisation; cloud computing; and open data.

## Central Government iStrategy

In December 2016, the Minister for Central Government Sector sent the revised iStrategy to Parliament. The iStrategy is based on principles set out in the Government's overall programme for downsizing the Central Government and making it more efficient; Compact Central Government. The iStrategy fleshes out the role to be played by ICT and IM in that programme. The new iStrategy will have five key priorities:

- ▶ Strengthening the iFunction and positioning 'i' in the heart of policy;

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<sup>2</sup> <https://joinup.ec.europa.eu/community/opengov/news/dutch-national-open-data-agenda-facilitate-open-data-publication>

- ▶ Digitalisation of primary processes and the implementation of the Generic Digital Infrastructure (GDI);
- ▶ Concern thinking – central government as a ‘connected enterprise’;
- ▶ Sensible attention to information security, continuity and privacy;
- ▶ Optimal use of internal and external suppliers.

The new Strategy builds on the strategy published on November 2011, and implemented between 2012 and 2015. It 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 set a 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.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

#### Current Status

Although no formal change occurred since last year, steps have been taken to advance the eGovernment legislation of the Netherlands. This 'preparatory process' refers in particular to:

- ▶ The Digital Government Law, which was accepted by Council of Ministers in December 2017 and sent for advice to the Council of State before Parliamentary scrutiny. This law will arrange secure access (eID) of citizens and businesses to online government services. The law also provides rules on information security, and arranges the competence to appoint mandatory open standards;
- ▶ The revision of the Administrative law, meant to arrange the right to digital interaction with government, which was also sent for advice to Council of State in 2017.

Additionally, the legal 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).

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 website <http://www.ondernemersplein.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](#).

## 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 EU Data Protection Directive ([95/46/EC](#)) adopted in 1995 regulates the processing of personal data within the European Union. The Dutch 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 ensured the transposition in Dutch law of the European Directive. The Act is overseen and enforced by the [Data Protection Authority \(DPA\)](#).

The EU General Data Protection Regulation ([EU 2016/679](#)) of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data better known as the General Data Protection Regulation is repealing the Directive 95/46/EC. The regulation will enter into force on 25 May 2018.

## eSignatures Legislation

### [The Electronic Signature Act](#)

The Regulation on electronic identification and trust services for electronic transactions in the internal market ([EU Regulation 910/2014](#)) entered into force on 1 July 2016 and sets standards for electronic identification and trust services for electronic transactions in the Single Market. The articles pertaining to eID will become effective as from 29 September 2018. In the Netherlands, the national [eIDAS Implementation Act](#) has passed both Chambers of Parliament in December 2016. The act implements parts of the eIDAS Regulation, by means of changes in existing Dutch laws, such as the Telecommunications Law, Civil Law and General Administrative Law. Currently, eIDAS applications are being



implemented in the Netherlands and national public bodies are working to connect to the eIDAS node. This will be integrated within the existing Dutch eID ecosystem to enable Dutch public entities to support eIDs issued from any other Member State. Dutch public service providers require the use of the personal identification repository number, [BSN](#) (Citizen Service Number) for the identification of users. The BSN is registered in the [BRP](#) (Municipal Personal Records Database). The Dutch government intends to build a BRP Matching Service (BRPk), which makes an automatic match between incoming eID attributes from another Member State and the corresponding BSN registered in the BRP, finally delivering this to the service provider.

Moreover, the national eID-scheme providers are considering of notifying their scheme to the European Commission.

## 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](#)). 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](#).

### eInvoicing Legislation

The [eInvoicing legislation](#) (amendment on the above procurement act) makes reference to the [Implementation of e-Invoicing Directive 2014/55/EU](#)

Despite that, in the Netherlands B2G eInvoicing is mandatory since January 2017 for central government agencies and voluntary for sub-central government.

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

### Current status

The Directive on the re-use of public sector information (Directive 2003/98/EC, known as the 'PSI Directive') entered into force on 31 December 2003. It was revised by Directive 2013/37/EU which entered into force on 17 July 2013. On 24 June 2015, the Dutch re-use of public sector information act was published. The act ensures the transposition in Dutch law of the European Directive 2013/37/EU. More information is [available](#) on [overheid.nl](#).

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

#### Ministry of the Interior and Kingdom Relations

Political responsibility for digital government lies with the State Secretary for the Interior and Kingdom Relations.



**Raymond Knops**  
**State Secretary for the Interior and Kingdom Relation**

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Source: <https://www.government.nl/>



**Steven Luitjens**  
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Source: <https://www.rijksoverheid.nl/>

Sectorial ministers are responsible for ICT in their domains.

#### 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).



**André Regtop**  
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Source: <http://www.ictu.nl>

### **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, standardisation and information security. Examples include DigiD authentication service, Dutch government PKI, and Digi network. Logius also comprises the Secretariat of the Standardisation Forum.



**Yvonne van der Brugge-Wolring**  
**General Director Logius**

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E-mail: [yvonne.vander.brugge@logius.nl](mailto:yvonne.vander.brugge@logius.nl)  
Source: <https://www.logius.nl/>

## 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 their own responsibilities regarding digitalisation. 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.

At the regional level, coordination is organised by the Association of the Provinces of the Netherlands and the Waterschapshuis.

### Implementation & support

#### **VNG Realisatie**

VNG Realisatie is responsible for the development and management of municipal eGovernment standards. It acts as a partner of municipalities regarding information management.

## eGovernment Infrastructure

### Main eGovernment infrastructure components

Under the iNUP programme, components of the information infrastructure were developed and implemented. As the 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 eRecognition);
- ▶ 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](#). In 2017, there were a total of 32.5 million visits to the portal, a 16% increase in comparison to the previous year.

De wegwijzer naar informatie en diensten van alle overheden

**Overheid.nl** > Hoog contrast Tekstgrootte - +

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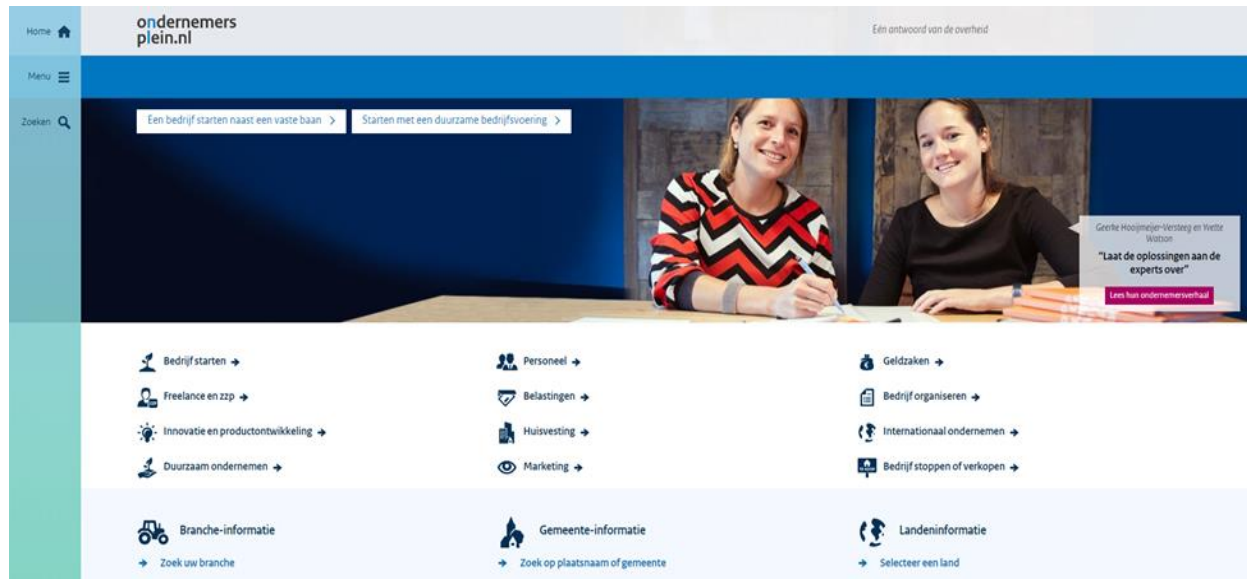
- Europese wet- en regelgeving [↗](#)
- Landelijke wet- en regelgeving >
- Verdragenbank >
- Internetconsultatie >
- Lokale wet- en regelgeving >
- Ruimtelijkeplannen.nl [↗](#)
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- Nationale ombudsman [↗](#)
- Lokale vergunningen >
- Vergunningen >
- Natuurbeschermingswet >
- Alle informatie op Overheid.nl >

[Toegankelijkheid](#) Overheid.nl werkt samen met: [Ondernemersplein.nl](#) | [Rijksoverheid.nl](#)

### [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. In 2017, the website [business.gov.nl](#) was launched and improved to assist English speaking entrepreneurs in the Netherlands and abroad. Around 20,000 users use this English version of the 'ondernemersplein' portal. More than 80 'customer journeys' have been created last year, the content of which is being loaded on other websites, like the website of the Enterprise Agency or the Chamber of Commerce. Examples of customer journeys are starting a new business or exporting goods abroad.

The Ministry of Interior and Kingdom Relations administers the [business forum](#), where entrepreneurs can discuss matters of direct concern.



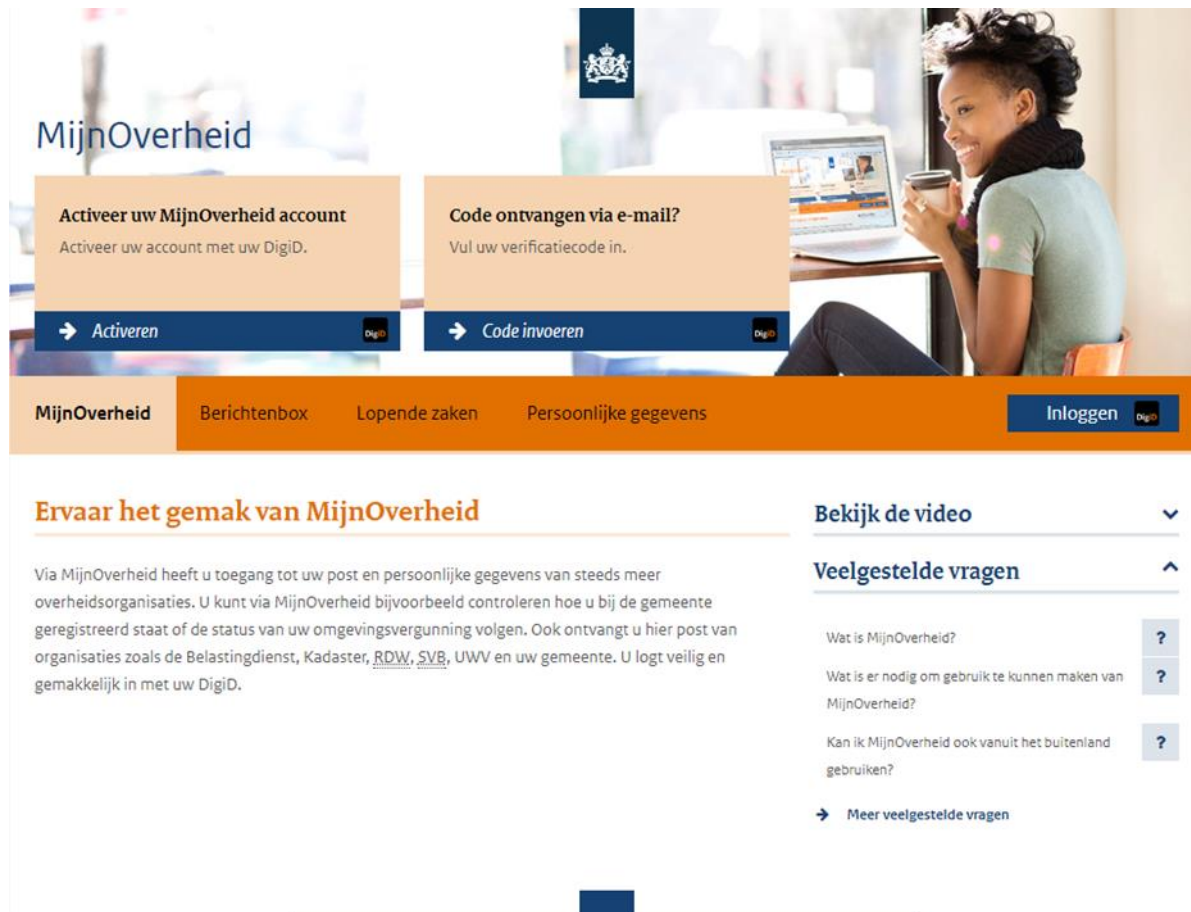
'Cooperating Catalogues' provides citizens and businesses with a one-stop-shop entry for government products and services, wherever they start searching. 'Cooperating Catalogues' is a standard for publishing and exchanging metadata about products and services. The information from 'Cooperating Catalogues' 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. As of end of 2017, 6.9 million accounts have been activated, a twofold increase in comparison to the previous year. 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 organisation responsible for the personal records base register (BRP), citizens can also see which organisations 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 2017, a total of 75.4 million messages were sent to the message box; 16% more than in the previous year.
- ▶ Citizens can follow the workflow, after having applied for services with participating municipalities. A total of 21 organisations were connected to the workflow functionality at the end of 2017.





[MijnOverheid voor Ondernemers: My Government for Entrepreneurs](#)

[MijnOverheid voor Ondernemers](#) offers a digital environment for entrepreneurs to do easier business with the government. It will offer entrepreneurs the functionalities to check how they are registered with various authorities, to get customised information, and to communicate digitally with the government. The platform will be developed with a demand-driven approach, based on the needs of entrepreneurs and tested in an online pilot environment. In the future, services should also be added, both from local and regional authorities and private parties.

[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 2017, a total of 35.4 million SBR messages were exchanged. SBR has received the certificate of European Best Practice by EPSA.

## eIdentification/eAuthentication

The eID approach is having a scheme, in which public and private authentication solutions coexist. The public solution for citizens (DigiD) is reserved for G2C authentications. The policy aims at strengthening DigiD in two ways: on the one hand by introducing new certificates on ID cards and drivers licences to have a higher level of trust (high); on the other hand by accepting under strict conditions a private authentication solution in order to promote resilience.

### 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 three different levels: basic (user name and password: DigiD) and middle (DigiD + sms-authentication or using the [DigiD app](#)), which both represent a stork QAA level 2, and substantial (the DigiD app upgraded with an ID verification), stork QAA level 3.

Although not mandatory by law, DigiD has become the main authentication system for citizens. There was a total of 13.5 million active accounts in 2017. In 2017, the platform was connected to 871 web-services provided by 623 public institutions. In 2017, more than 280 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. In 2017, there were more than 2.5 million active authorisations used.

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 eIdentity Trust Framework in that it enables authentication for government agencies and businesses. With an eHerkenning authentication token, users can log in to 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. At the end of 2017, a total of 0.28 million eRecognition means were issued, accepted by 332 public organisations where 6.0 million authentications were made.

## Data

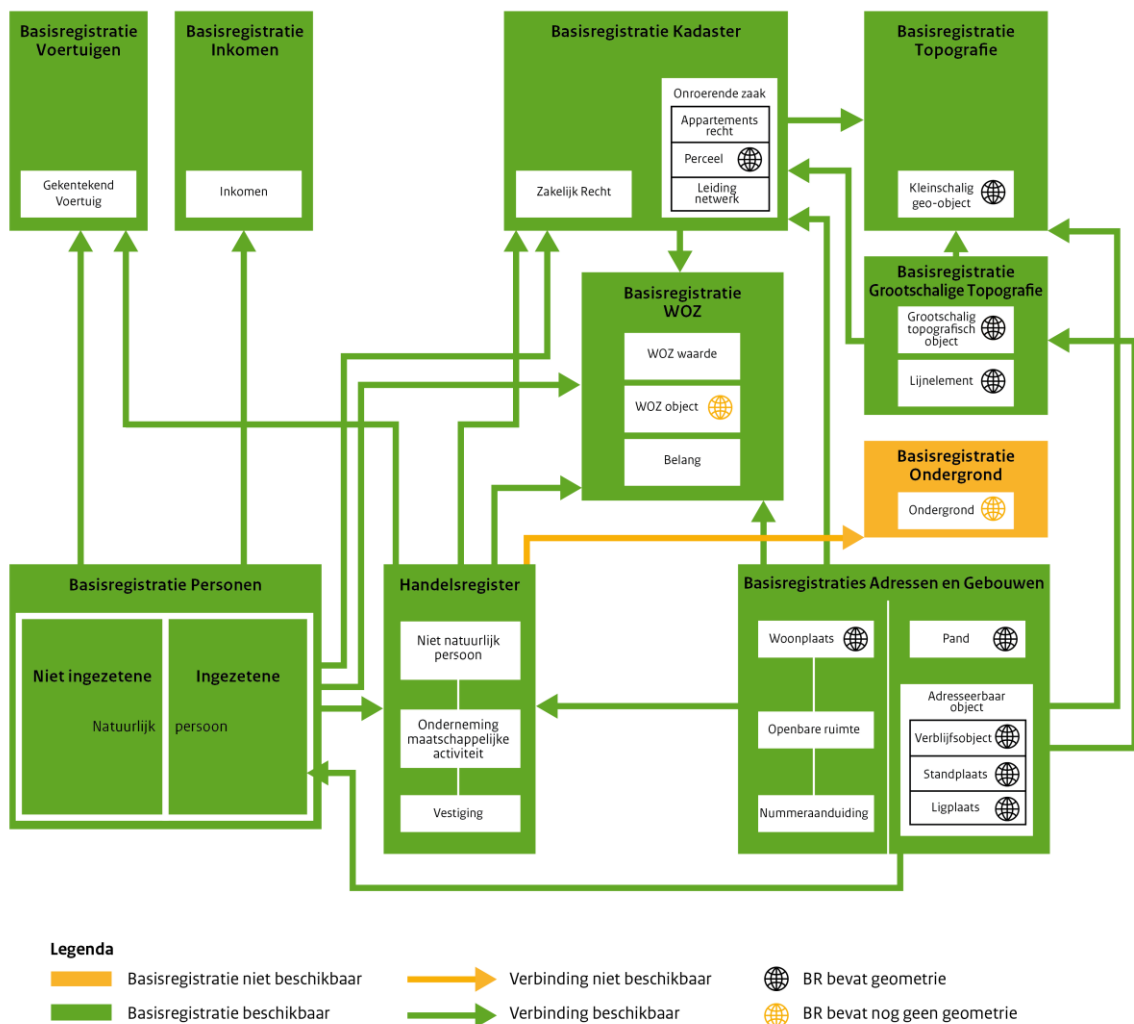
### The system of base registries

The system of base registries consists of 11 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 the following 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;
- ▶ The common information services and standards enable secure and efficient data exchange between the base registries.

Stand 31-12-2017



## 11 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 organisation 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.

### **Trade Register ([HR](#))**

All businesses and legal entities are registered in the NHR, as well as other organisations 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. BAG is in effect considered as two separate base registries.

### **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 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 organisations (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 organisations 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 comprises information about the geological composition, the underground infrastructure and the usage rights.

The policy administration (formerly the base register BLAU about wages, benefits and of all insured people in the Netherlands) has been appointed a sector registration. A description of the data from the Policy Administration is available as Linked Open Data in the System Catalogue.

## **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

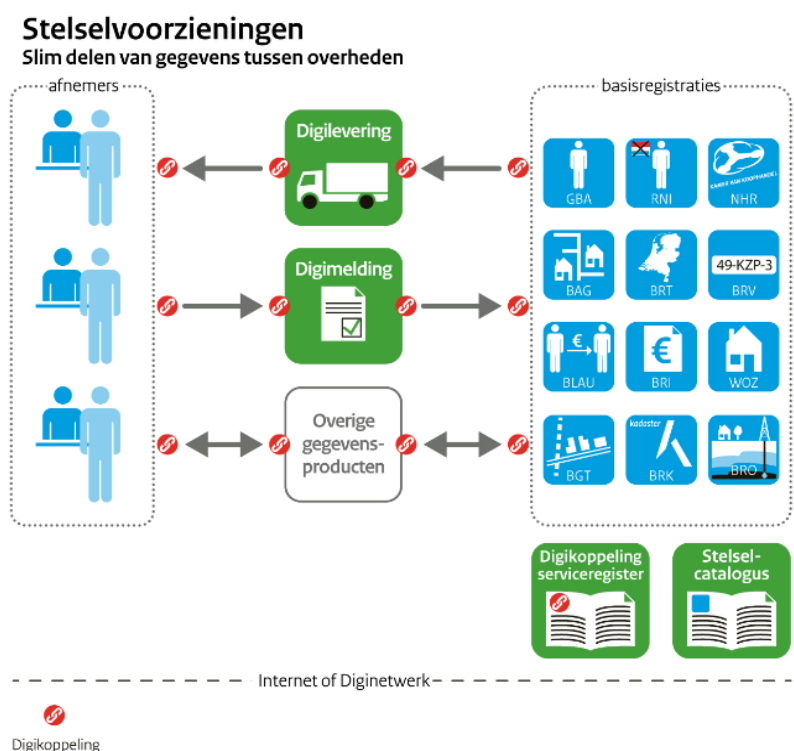
[Digikoppeling](#) is the government's 'internal postman'. Digikoppeling comprises a set of standards for electronic messaging between government organisations. With these standards, authorities can easily exchange digital messages with other government organisations. This is done through the connectivity 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, it must be able to register that suspicion. That can be done using Digi melding. Digi melding is a focal 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

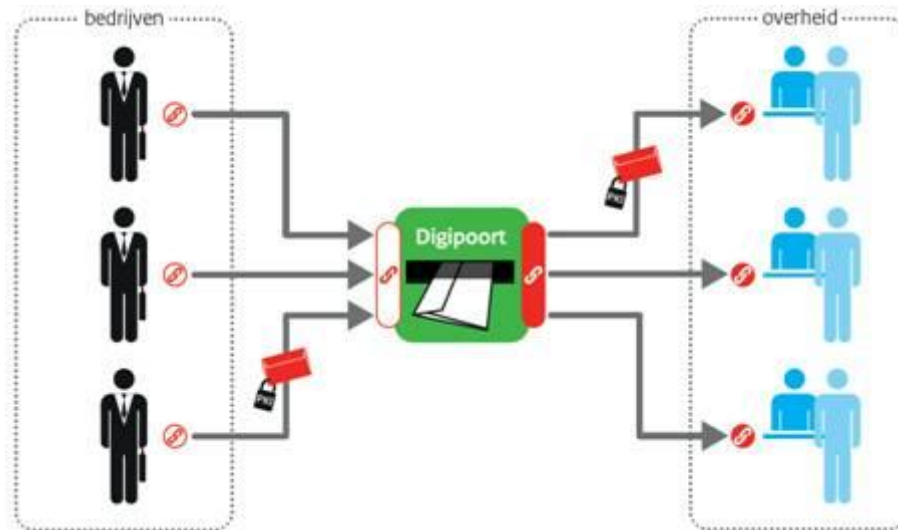
Users of base registries have to know precisely which data they are dealing with. The System Catalogue is an online catalogue that describes the structure of the base registries system and the definitions of types of objects, data and messages. With that information, users can easily take data from the 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 originate 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 end of 2017, over 19,000 (inter)national businesses and intermediaries used Digipoort for sending messages to 163 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 organisation 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 organisation requires just one connection to be able to exchange data with various government organisations.

### 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

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

## eProcurement

### Current status

The government procures around EUR 73 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 of 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 and Climate Policy.

### Tendered

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

# 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 (delivery by municipalities)

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

#### Reporting a missing travel document

Responsibility: Central Government, (delivery by municipalities)

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

Description: Citizens who have misplaced or lost a travel document, such as their passport or ID card can now fill in a form online and report the lost document



## 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 the website of the tax agency or via software. As from 1 January 2014, VAT returns filing are done 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](http://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

**Information on the regulated professions**

Responsibility: Central Government and Nuffic

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 Social Affairs included information on the [regulated professions and professional qualifications](#). NGO Nuffic serves as the assistance centre (AC) in the Netherlands. Nuffic issues AC-declarations for Dutch citizens. These can be applied online.

## 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 eServices via the website [werk.nl](http://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 licence 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: Central Government (service delivery by municipalities)

Website: <https://www.rijksoverheid.nl/onderwerpen/gemeenten/vraag-en-antwoord/hoe-kan-ik-mijn-verhuizing-doorgeven-aan-de-gemeente>  
<https://www.overheid.nl>

Description: Dutch citizens are obliged to report changes of their personal data (including home address) to their local authority, which manages the data in the base registry of persons (BRP). The change of address is automatically reported to other public organisations. The majority of municipalities 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 aforementioned portal [overheid.nl](http://overheid.nl) provides links to the websites of the responsible municipal bodies and does not provide this eService itself.

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

Responsibility: Central Government (service delivery by municipalities)

Website: <https://www.rijksoverheid.nl/onderwerpen/gemeenten/vraag-en-antwoord/uittreksel-burgerlijke-stand-aanvragen>  
<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.

### **Turning 18 years old**

Responsibility: Central Government

Website: <https://www.rijksoverheid.nl/onderwerpen/achttien-jaar-worden>

Description: On the website it is possible to find all relevant information for individuals turning 18 years old, including information related to health care allowance, driving licence, voting for elections, requesting the DigiD. A personal checklist can also be filled in.

### **Separation or divorce**

Responsibility: Central Government

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

Description: The webpage provides information in case of separation or divorce, giving also the opportunity to fill in a personal checklist to better meet the persons' needs.

### **Declaring a deceased person**

Responsibility: Local Government

Website: <http://www.overheid.nl>  
<http://www.ondernemersplein.nl/regel/aangifte-akte-overlijden/>

Description: After decease the local authorities must be informed. Relatives can do it themselves or leave it to funeral undertakers. Funeral undertaker can register a person 'deceased' online and also check the relevant procedures and regulations in their municipality. The aforementioned portals provide links to the websites of the responsible municipal bodies and does not provide this eService itself.

### **Certificate of good conduct**

Responsibility: Central Government, Justis

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

Description: A certificate of conduct (Verklaring Omtrent het Gedrag, VOG) is a document which declares that the applicant did not commit any criminal offences that are relevant to the performance of his or her duties. The declaration can be applied for online at Justis, once the requesting organisation has done their preparations.

#### **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.

#### **Passport**

Responsibility: Central Government, (delivery by Municipalities)

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

#### **Checking the real estate value**

Responsibility: Central government and local governments

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

Description: This real-property value box allows citizens to view the real-property value of homes. The WOZ value box is designed for individual consultation of particular dwellings. The central government provides tools, municipalities the WOZ data.

## **5. Education and youth**

School, university

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

Responsibility: Netherlands Association of Public Libraries (VOB)

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, DUO

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

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

#### Researchers

##### **Funding support**

Responsibility: Central Government, Enterprise Agency

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

Description: Netherlands Enterprise Agency (RVO.nl) encourages entrepreneurs in sustainable, agrarian, innovative and international business. RVO publishes information for entrepreneurs in different branches including researchers on available funding opportunities from various ministries and the European union. Subsidies and permits managed by RVO can often be applied for online.

##### **Information and assistance to researchers**

Responsibility: Nuffic, universities

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 the 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: Netherlands Association of Public Libraries (VOB)

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: Central 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: Central Government, health insurance companies

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: Central Government, CAK and National Health Care Institute (Zorginstituut Nederland)

Website: <http://www.cbhc.nl/nl-nl/>;  
<https://www.zorginstituutnederland.nl/Verzekerde+zorg/z/zvw-zorg-in-het-buitenland>

Description: In the Netherlands the CAK implements tasks for the National Contact Point (NCP) for cross-border healthcare. CAK has been commissioned to do this by the Ministry of Health, Welfare and Sport (VWS). CAK provides general information for patients who want to undergo medical treatment in another EU-country. On our website you will find information about what you have to do in such cases and how you can obtain reimbursement of such treatment.

**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: Central Government

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

Description: The portal gives information on what consumers' rights are, who one can 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: Central Government, Juridisch loket

Website: <https://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

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 II

Responsibility: Central Government

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: Central Government

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

Description: The Ministry of Interior and Kingdom Relations administers the [business forum](#), where entrepreneurs can discuss matters of direct concern.



## Intellectual property rights

**Patents**

Responsibility: Central Government, Netherlands Enterprise Agency (RVO)

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 Luxembourg) 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

**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

**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: Central Government

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

Description: This dedicated webpage offers a comprehensive overview of the different information and sources relating to competition, offering also the possibility to search through relevant documents, such as regulations, directives and policy notes.

### 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: Central Government, Inspectorate SZW

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

Description: The website of the Labour Inspectorate contains all necessary information related to 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: Central Government, 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: Central Government, Netherlands Enterprise Agency (RVO)

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, PIANOo

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/regional and 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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ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## More on the programme

[ec.europa.eu/isa2](http://ec.europa.eu/isa2)

## Contact ISA<sup>2</sup>

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