



Citizen Centric E-government services

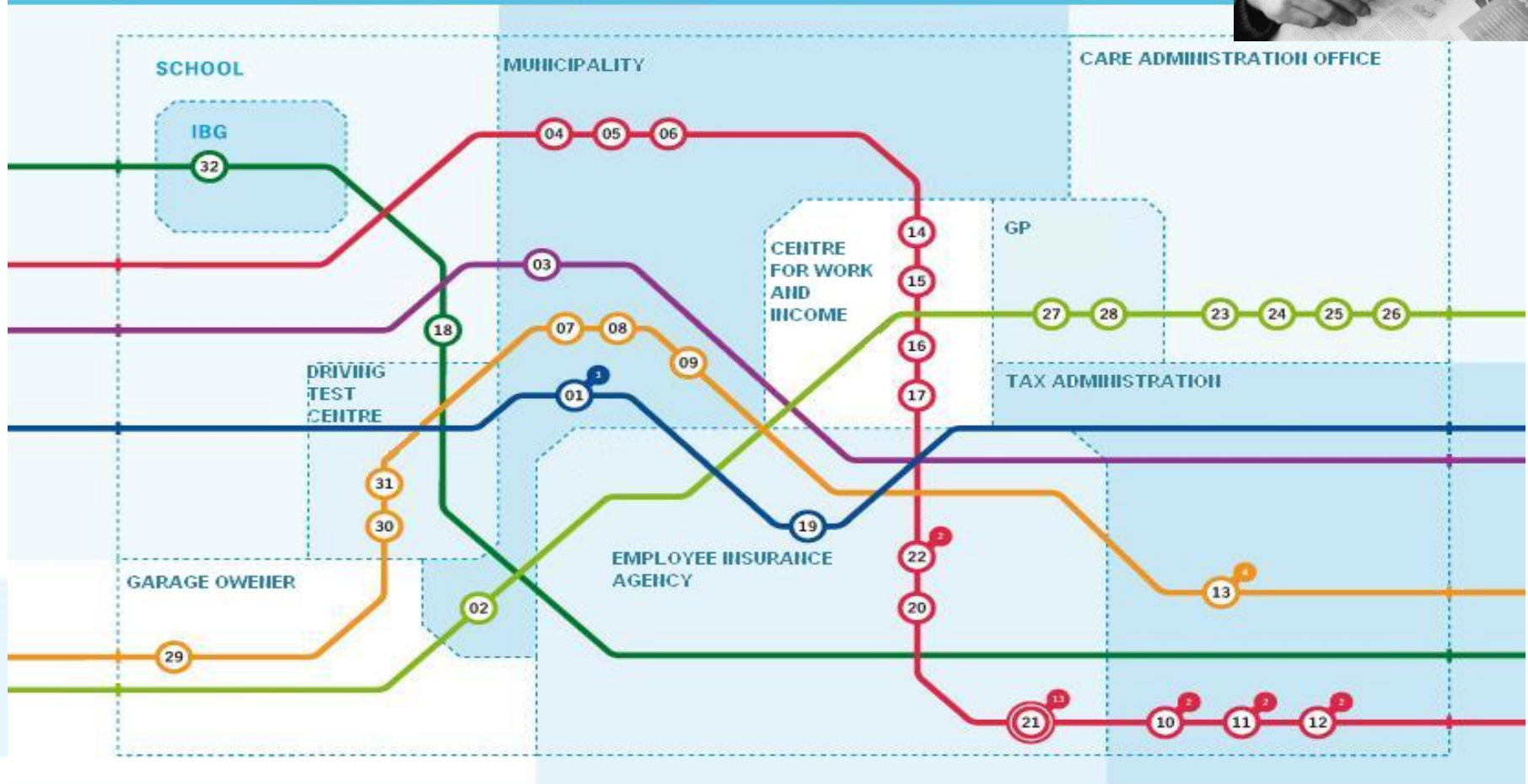
A Dutch example

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Example: Gert, disability benefit claimant



TOTAL TIME: 74 hours 11min.



Framework and approach

- ① New government Coalition agreement states that:
“ A serving government is a government that puts the citizens and companies in the central position. For this, less rules and bureaucratic burdens and a high quality of public services are necessary.”
- ① ICT is an important tool to be able to reduce administrative burdens and to improve the quality of public services
- ① Therefore, Programme Reduction Administrative Burdens is closely linked to the e-government programme

Approach and framework

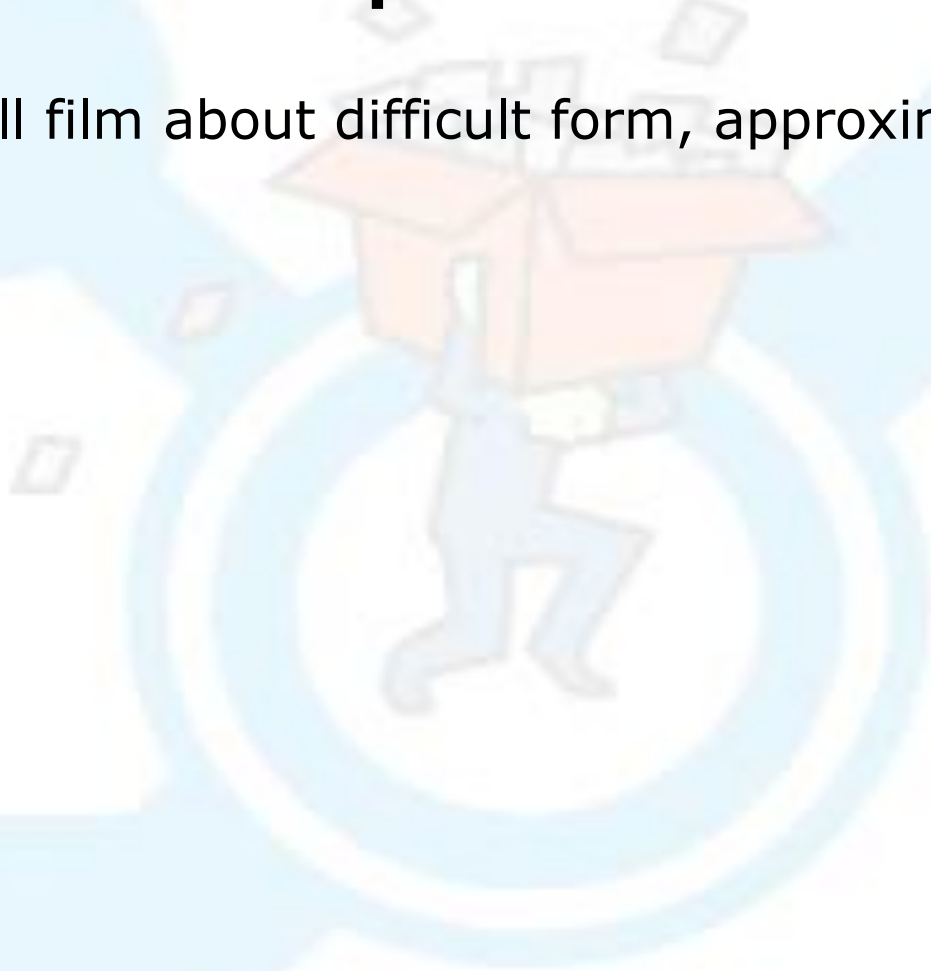
- ① Solutions that matter: we want the compliments of the citizen!
- ① Focus on the top ten annoyances of citizens regarding public services.
- ① Focus on target groups that are confronted with many administrative burdens; chronically ill and handicapped, elderly, benefit claimants and volunteers
- ① E-citizen charter: Code of Conduct with ten quality standards for the relation between government in a modern (digital) society

What do citizens and companies want?

- ① One front office (no wrong door)
- ① Easy access to the right information
- ① One-off data delivery
- ① An “easy” relationship while interacting
- ① Good treatment by government (trust and to be taken serious)
- ① Fast and secure service
- ① Simple application and accountability of social security
- ① Reduction of permits, towards general rules
- ① Comprehensible language in (digital) forms

Example of difficult form:

Small film about difficult form, approximately 3 minutes



E-government infrastructure

Coherence and principles laid down in
Netherlands Government Reference Architecture (NORA)

- ⊙ Electronic access: personal internet page PIP
- ⊙ Electronic authentication (DigiD and eID)
- ⊙ Uniform numbers for persons (BSN) / companies (BIN)
- ⊙ Key-registers which are connected and communicating
- ⊙ Shared services for development/implementation (ICTU) and for exploitation (GBO)
- ⊙ Electronic information exchange (standards, exchange facility)

One example: *The Personal Internet Page (PIP)*

- ① Is a safe, reliable and personalised environment on the internet in which the user can make transactions with government in a simple way 24 hours a day 7 days a week
- ① Is a platform on which citizens and entrepreneurs will receive personalised government information
- ① Shows all personal information in key registries (i.e. home address)
- ① The user owns the information and can manage it
- ① It is a transaction portal which will in the end encompass all services of all government organisations
- ① Is organised according to life events (marriage, birth, etc.)

Thank you for you attention!



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Programme reducing administrative burdens
for citizens

www.whatarelief.eu