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

- 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."

- ICT is an important tool to be able to reduce administrative burdens and to improve the quality of public services

- Therefore, Programme Reduction Administrative Burdens is closely linked to the e-government programme
Approach and framework

- Solutions that matter: we want the compliments of the citizen!
- Focus on the top ten annoyances of citizens regarding public services.
- Focus on target groups that are confronted with many administrative burdens; chronically ill and handicapped, elderly, benefit claimants and volunteers
- 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?

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

- 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.
- Is a platform on which citizens and entrepreneurs will receive personalised government information.
- Shows all personal information in key registries (i.e. home address).
- The user owns the information and can manage it.
- It is a transaction portal which will in the end encompass all services of all government organisations.
- Is organised according to life events (marriage, birth, etc.)
Thank you for your attention!

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Programme reducing administrative burdens for citizens
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