

The Netherlands

Nederland



eGovernment
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European Commission

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in The Netherlands. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

Country Profile

Basic Data and Indicators

Basic data.....

Population (1.000): 16.334,2 inhabitants (2006)

GDP at market prices: 505.646,0 million Euros (2005)

GDP per inhabitant in PPS (purchasing Power Standards, EU-25=100): 125,6 (2005)

GDP growth rate: 1,5% (2005)

Inflation rate: 1,5% (2005)

Unemployment rate: 4,7% (2005)

Government debt/GDP: 52,7% (2005)

Public balance (government deficit or surplus/GDP): -0,3% (2005)

Source: [Eurostat](#)

Area: 41.864 Km²

Capital city: Amsterdam

EU Official Languages: Dutch (Frisian in some areas)

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) has 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 is made up 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 Cabinet. The Council of Ministers plans and implements the government policy. The Ministers, collectively and individually, are responsible to Parliament.

Local government in the Netherlands consists of 12 provinces and 467 municipalities. 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 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, abbreviated to B en W*), made up of the mayor and aldermen.

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

The Kingdom of the Netherlands was a founding member of the European Community in 1957.

Current Head of State: Queen Beatrix (since 30 April 1980)

Current Head of Government: [Prime Minister](#) Jan Peter Balkenende (since 22 July 2002). He was appointed to the same posts in the second Balkenende government on 27 May 2003.

Information Society indicators.....

Percentage of households with Internet access: 80% (2006)

Percentage of enterprises with Internet access: 88% (2004)

Percentage of individuals using the Internet at least once a week: 76% (2006)

Percentage of households with a broadband connection: 66% (2006)

Percentage of enterprises with a broadband connection: 82% (2006)

Percentage of individuals having purchased/ordered online in the last three months: 36% (2006)

Percentage of enterprises having received orders online within the previous year: 23% (2006)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 46%, downloading forms 27,3%, returning filled forms 29,7 (2006)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 63%, downloading forms 64%, returning filled forms 61% (2006)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - The Netherlands](#)

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



January 2007.....

The Dutch city of Amsterdam has announced plans to spend €300.000 on testing Linux desktop and OpenOffice in its housing department and in the Zeeburg borough office. The test is scheduled to run during the first half of 2007, after which, depending on the result, other city offices may follow suit and switch to open source.

Amsterdam joins nine other cities in The Netherlands that are also evaluating open source software and which have, together with Amsterdam, signed a manifesto on the implementation of the pilot projects. The cities include The Hague, Eindhoven and Groningen. The Dutch government is funding the research through a three-year programme aimed at supporting supplier independence and interoperability.

The cities are not necessarily intending to stop using Microsoft software entirely but are hoping to cut down on IT expenses and increase their independence from proprietary software vendors.

October 2006.....

'Bekendmakingen' (Disclosures), a new project providing made-to-measure eGovernment information to Dutch citizens, has been awarded the [ISOC](#) (Internet Society of the Netherlands) 'Best government initiative 2006 award'.

ISOC – which is a member of the Burger@Overheid (Citizen@Government) Forum – described Bekendmakingen as a project which channels resources in such a way as to make eGovernment more useful and relevant to citizens by customising information.

Bekendmakingen will soon enable citizens to set their own search criteria and receive results matching it every week. For instance, citizens who would like to be informed of all building permits issued in their area, can define a search which will alert them of the latest authorisations.

July 2006.....

All official websites in the Netherlands will need to be easily accessible by all groups of citizens, including the handicapped, and particularly the visually impaired, by 2010.

Ten official websites have received priority in the switchover. These include <http://www.kennisnet.nl/> which is the Government's education portal. From September 2006, all new Government websites will have to be constructed in compliance with the new guidelines and standards.

This accessibility drive is not just occurring at the national level. In April, local authorities and provincial Governments signed a declaration of intent on the subject.

June 2006.....

Next year, the Netherlands plan to roll out a system that will enable Dutch citizens to file their social security benefit claims on-line.

Dutch citizens can already register for a job and sign up for certain types of unemployment benefit on-line. Now the Minister of Social Affairs and Employment plans to extend the service to cover the entire range of government benefits.

May 2006.....

The central government and local authorities in the Netherlands have pledged to invest €55,5 million in improving eGovernment services targeted at citizens and businesses.

Dutch Minister of Administrative Modernisation, Alexander Pechtold, and other top government officials hope that the planned investment will help to reduce the administrative load borne by citizens and enterprises.

April 2006.....

- ▶ The eGovernment 'WebWise' Awards are organised by the Dutch government to promote smarter, more functional web development practices within public administration, but also to improve its eGovernance and services. The public are asked to choose from a list of ten nominees and to comment on the sites' various features and overall user-friendliness. "The Award stimulates government institutions to continuously improve their website," notes Burger@overheid in a statement.
- ▶ The Dutch government is looking to pip many other European administrations to the eInclusion post with its proposed integrated 'personal internet page' (PIP) project, set to start later this year, **Reuters** reports. Dutch citizens and companies will soon be offered a personalised internet page providing access to their own public records. The idea behind the project, announced in March 2006 by the Interior Ministry, is to give citizens and companies transparent access to their data which,

it is hoped, will also reduce administrative costs. A notification service is also envisaged to remind people when documents, such as driving licenses or building permits, need to be renewed. A pilot scheme to test PIP is scheduled later in the year in which a dozen or so government organisations are expected to take part, providing access to such personal details as social security data, tax information and licenses.

September 2005.....

The Dutch Government announces the creation of an '**Electronic Child File**' for all children in the Netherlands. From 1 January 2007 each baby born in the country will be assigned a unique identifying number and an electronic file. The file will initially contain information about the child's health and domestic situation, but as the child grows a number of institutions will be able to add information to the eRecord, including school, social services and the police. Once the system is in operation, all previously issued paper files relating to Dutch children will be digitised. The initiative is aimed at improving the effectiveness of the country's youth policy.

June 2005.....

- ▶ The Second progress report on the ICT and Administrative Burden ([ICTAL](#)) programme is submitted to Parliament. Two new initiatives are started: the **eForms project**, which has the aim to create a coherent approach for developing, processing and managing electronic forms; and the establishment of a **standardisation council and forum** which will decide on standards to be used in the exchange of information between government, businesses and citizens.
- ▶ 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 Internet, trust and security, standardisation, consumer policy and ICT in the (semi) public domain.

May 2005.....

A progress report on electronic government is sent to Parliament, providing an insight into the situation concerning the realisation of the cabinet's objectives.

March 2005.....

Release of the progress report on administrative burden for businesses indicating first and second phase proposals for reductions (including eGovernment solutions), inevitable increases and interdepartmental projects, as well as involvement of businesses.

February 2005.....

The Dutch government adopts a [metadata standard for public sector websites](#). The 'Overheid.nl webmetadata', based on the Dublin Core metadata standard, is aimed at making it easier for users to find and access the information they need across the more than 1.200 separate government websites in the Netherlands.

January 2005.....

Launch of the Dutch **Digital Identity service DigiD**. DigiD provides citizens with a centralised online authentication solution for accessing eGovernment services, based on user ID and password. To obtain a user ID and a password, citizens need to register with the service online. After completing a form with their personal details (including name, national insurance number, and street address), users receive a user ID and an activation code by postal mail. This code allows them to activate their registration online and to choose a personal password. The move towards a common, cross-government eAuthentication system is aimed at **boosting the take-up of eServices** and thus contributing to the country's goal of eEnabling at least 65% of all central, provincial and local government services by 2007.

October 2004.....

The public water management authorities of two Dutch provinces conduct the **world's largest Internet election** so far 2,2 million citizens were called to elect the boards of the public water management authorities by either postal voting or Internet voting and. A total of 403.279 votes were cast, of which 70% were received by postal mail and 30% were cast through the Rijnland Internet Election System ([RIES](#)). According to its promoters, use of RIES for other types of elections, including political elections, could be envisaged at reasonable terms. This would however require changes to the Dutch electoral legislation, to which the water management authorities are not submitted and that does not permit distance voting.

September 2004.....

- ▶ With the launch of the **C2000 digital radio network**, the Netherlands becomes the first country in the world to have a single encrypted digital radio network connecting all its public order and safety authorities.
- ▶ The Dutch Government starts [biometric passports and ID cards pilots](#) in 6 municipalities. Trials will last for six months, during which the adequacy of the prototype documents - featuring facial and fingerprint digital scans as biometric identifiers - will be tested. In addition to technical issues, the trials will assess the impact of the biometric elements in the lifecycle of passports and ID cards, from document request to delivery and use by the holder.

August 2004.....

The Dutch Government launches a project to build the world's first government-sponsored **mobile alert system** based on cell broadcast (CB) technology, an existing functionality of the GSM technology. The mobile alert system will allow the Government to provide instructions (in case of natural disasters, accidents, smog alerts, etc) to citizens in a specific location or area.

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. The statement offers an overview of the joint agenda for electronic government covering the coming years. It sets out seven domains, listing the essential components of these domains and the action required to proceed to their full implementation.

May 2004.....

- ▶ The First progress report on the ICT and Administrative Burden (ICTAL) programme is submitted to Parliament.
- ▶ The Government approves plans for the creation of a **unique identification number for Dutch residents**. The '[Citizen Service Number](#)', to be introduced in 2006, will be assigned to each individual resident in the Netherlands. The introduction of this new identifier is aimed at simplifying the identification of individuals in their dealings with public bodies, including for accessing eGovernment services. This will improve the delivery of government services, facilitate data sharing and help fight fraudulent access to public services.

February 2004.....

The Government publishes [The ICT Agenda of the Netherlands: Better performance with ICT](#). This nationwide ICT agenda describes how to make better use of the possibilities offered by ICT and realise improved economic and social returns. ICT can boost productivity growth, improve access to government services, enhance quality in the healthcare sector, help to create a safer living environment and make the learning process more attractive in education. This Dutch ICT agenda is based on the European ICT agenda, with specific national additions and adaptations. The ambition of the Dutch Government is to be among the frontrunners in Europe.

December 2003.....

The Government adopts the '[Modernising Government programme](#)' a wide-ranging government modernisation programme that follows up from the previous B4 programme and increases the government's commitment to implementing eGovernment. The action plan, covering the period 2003-2007, involves central government working in cooperation with provinces and municipalities and aims at creating a more effective and efficient system of government. Key priorities are making smart use of ICT, diminishing administrative burden for citizens and businesses, improving quality of services, reducing the amount of regulations and reconsidering government tasks.

November 2003.....

The Netherlands becomes one of the first countries in Europe where all local authorities (communes) have Internet presence. To further advance eGovernment at local level, the Association of Dutch Communes (VNG) launched an '**eCommunes**' project (*eGemeenten, Egem*), which aims to encourage the exchange of best practices as well as the development of common local eGovernment standards and projects.

June 2003.....

The Dutch Government unveils an **open source software exchange platform**, enabling public sector bodies to access, share and exchange open source software programmes. It forms part of the programme for Open Standards and Open Source Software in Government ([OSOSS](#)), designed to stimulate the adoption and use of open source software in the Dutch public sector.

March 2003.....

- ▶ Launch of a new version of the **eGovernment portal** [Overheid.nl](#). The site has been completely re-vamped in order to provide citizens, businesses and public administrations with an easier and more convenient access to an increased amount of information and services. Amongst the new

features is an electronic counter ([Overheidsloket](#)), meant to become a one-stop shop for interactive and transactional services organised around citizen's needs.

- ▶ The Government establishes an [eGovernment Knowledge Centre](#), aimed at centralising information on the different programmes and projects related to e-government running in the country. The Knowledge Centre will provide insight, advice and guidance to government bodies and local authorities on eGovernment issues. It will also organise eGovernment training and events.

January 2003.....

Launch of the [ICT and Administrative Burden \(ICTAL\) programme](#). The task of the ICTAL programme, which is the organisational responsibility of the Ministry of Economic Affairs, is to develop and implement ICT tools and instruments with the aim to significantly reduce administrative burdens for companies. The programme will end in 2006.

December 2002.....

Launch of the [B4 programme \(Beter Bestuur voor Burger en Bedrijf or 'Better Government for Citizens and Businesses'\)](#) in line with the new policy objectives of solving lingering social problems, reducing bureaucracy and decreasing government spending. The new programme no longer sees eGovernment as a purpose in itself, but as a means to achieve a more efficient government capable of effectively tackling economic and social challenges.

April 2001.....

The Ministry of Internal Affairs and Kingdom Relations creates the [ICT Unit \(ICTU\)](#), a new body in charge of coordination ICT developments in Government. ICTU's goal is to contribute to the structural development of eGovernment. ICTU executes [programmes and projects](#) which implement eGovernment policy.

2000 and before.....

- ▶ In **2000**, the publication of '[Contract with the future: A vision on the electronic relationship between government and citizen](#)', sets out the Dutch Government's vision of eGovernment and of the new relationship between government and citizens in the digital age.
- ▶ 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 issues like skills and competences, access, legislation, telecommunications infrastructure, knowledge and innovation. The use of ICT in the public sector is one of the key priorities of the policy.
- ▶ Launch of the **government information and services portal** [Overheid.nl](#).
- ▶ In **1998**, the launch of the [Electronic Government Action Programme](#), sets the way the Dutch government intends 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 sets the objective of making 25% of public services available on the Internet by the end of 2002.
- ▶ In **1996**, the launch of the **Public Counter 2000 project** ([Overheidsloket 2000](#) or OL2000). OL2000 aims to deliver a reference model and toolkit 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 action lines – including example projects in the public sector – designed to give the Netherlands a leading position in the area of Information and Communication Technology (ICT).

eGovernment Strategy

Main strategic objectives and principles

The Dutch Cabinet wishes to take advantage of the opportunities offered by Information and Communications Technology (ICT) to improve the standard of service to the business community and the general public. The use of ICT for such public administration purposes is often referred to as 'the Electronic Government' or simply 'eGovernment'.

The outlook for eGovernment is now extremely favourable. There have been strong political impulses such as the 'Modernising Government' programme, various pilot schemes to reduce administrative requirements for companies and citizens, and a full ICT policy agenda has been published.

A number of spearheads have been formulated:

- ▶ Companies and citizens should be required to submit certain information to the government only once.
- ▶ There is to be an electronic system which enables all companies and citizens to be uniquely identified for official purposes.
- ▶ In its communication, both internal and external, the government is to use open standards thus decreasing reliance on any one supplier or platform.
- ▶ By the year 2007, sixty-five per cent of all public services (at national, regional and local authority level) should be provided via the Internet.

Considerations.....

Effective use of new technologies – between government organisations as well as between government, citizens, and businesses - will enable improvements to be made in the enforcement of legislation and will (markedly) improve the efficiency of government at all levels. It will strengthen the Netherlands' competitive position and will help to



achieve the Cabinet's ambitious objectives further to the European Union's [Lisbon Strategy](#).

The Internet and other web-based technologies will also provide new opportunities for citizens, groups, companies and social organisations to assume greater personal responsibility. There will be greater openness, transparency, responsiveness and public sector accountability.

The use of ICT offers superb opportunities to simplify the requirements for the submission of certain types of information. There are many potential benefits to be gained. All stakeholders recognise the importance of cooperation in providing the main government services. Moreover, many useful projects have been implemented (or are in preparation) in several subsidiary areas. The full realisation of Electronic Government requires efficient and proper use of ICT facilities, from both a technical and an organisational perspective.

The current Dutch eGovernment vision and policy is a key component of the Government's wide-ranging [Modernising Government programme](#), launched in December 2003, and of the national ICT Agenda '**Better performance with ICT**', launched in February 2004. Electronic service delivery is seen as one of the main pillars of modernisation, besides

legislative changes and new arrangements between national and local government levels. Improving performance means that the service provision to citizens will ameliorate. Improving services is driven by the political target of 25% administrative burden reduction by 2006 and the fact that 65% of the public service provision shall be provided over the Internet by 2007. eGovernment is seen as the key driver to achieve this. Municipal councils and implementing bodies would play an important part as the government's "front office". The Cabinet will assist these organisations in implementing the "one-off data provision", which in addition is an important principle.

Ultimately, that will mean that citizens may no longer be asked for information which is already available within the Government. Binding agreements will be made to ensure the smooth electronic exchange of data with and between government organisations. An authentication facility available across the levels of government was created in 2004 in order to confirm the identity of the person to whom services are being provided.

The '**Modernising Government**' programme sets out the lines along which the government should be modernised, and serves as the starting point for dramatic changes in the relationship between government and civil society, as well as the way in which government carries out its tasks. The main objective of the programme is to make government and public services simpler, more effective and more efficient for the benefit of citizens and businesses, by focusing on core competences and re-organising service delivery around customer needs.

To reach this objective, the programme has four action lines:

1. Improve service provision to the citizen

- ▶ 65% of public services should be provided over the Internet by 2007
- ▶ Create suitable conditions so that people can easily participate
- ▶ Encourage Demand-led control
- ▶ Find better methods of working through innovation

2. Regulate less and better

- ▶ The rationalisation of departmental regulations
- ▶ Reduce the administrative burden on the citizen by 25%, by 2006
- ▶ Assess new regulations
- ▶ Develop and apply new legislation concepts
- ▶ Allow Self-Regulation in appropriate areas
- ▶ Introduce the subject of the European Regulatory Burden at an EU level

3. Re-organise government to make it more efficient by improving

- ▶ Policy Formation
- ▶ Implementation
- ▶ Operations

4. Reform relations among central government, provinces and municipalities

- ▶ Rationalise specific grants and the associated allocation of responsibilities between central and local governments
- ▶ Improve service provision, social performance, efficient collaboration, and innovation through function-based "chain-management".
- ▶ Compare the performance of government organisations through Cross-government benchmarking exercises.

The main eGovernment elements of the 'Modernising Government' programme are set out in [The ICT Agenda of The Netherlands](#) (February 2004) and are further detailed in the policy statement '[Towards the Electronic Government](#)' published in September 2004. The statement provides an overview of the joint agenda for e-government over the coming few years. It sets out seven domains, and lists the essential components of those domains and the actions required achieving their complete implementation:

1. Electronic access to government.
2. Electronic authentication.
3. Unique identification numbers for citizens and businesses.

4. Key registers.
5. Electronic personal identification (chip cards).
6. Electronic information exchange.
7. Fast connections between government organisations.

In addition to improving electronic service provision, the domains and relevant resources will help to reduce

the administrative burdens for both citizens and businesses. The action proposed is primarily concerned with those measures that can be implemented jointly and centrally, and furthermore addresses the implementation of a number of basic services and systems.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment legislation.....

There is currently no overall eGovernment legislation in the Netherlands. Specific legislation is under preparation concerning certain eGovernment building blocks, e.g the Citizen Service Number, the key registers on Natural Persons, Companies, and Plots, and the eNIK electronic Identity card (for further information see section on eGovernment Infrastructure).

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 demand 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 would endanger the unity of the Crown, damage the security of the state, 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, or documents that would endanger the investigation of criminal offences, inspections by public authorities or personal privacy. Appeals can be made to an administrative court, which reaches 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 implements the EU data protection legislation. The Act is overseen and enforced by the [Data Protection Authority \(CBP\)](#).

eCommerce legislation.....

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

In May 2004 the Parliament passed a law on e-commerce 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 of a series of amendments to existing laws and regulations.

eCommunications legislation.....

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

The new Telecommunications Act entered into force on 19 May 2004. This Act 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.

eSignatures legislation.....

Electronic Signature Act (2003)

The Electronic Signature Act was published on 8 May 2003 and became effective on 21 May 2003. The new 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.

eProcurement legislation.....

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

eProcurement provisions, were formally implemented in 1 February 2006.

Re-use of Public Sector Information.....

Work is in progress to implement the EU Directive [2003/98/EC](#) of 17 November 2003 on the re-use of Public Sector Information (PSI) into national law. The draft implementing legislation was approved by the Cabinet in July 2005 and was sent to Parliament for ratification.

Status of transposition of PSI-directive....

The Netherlands have notified full transposition.

Existing legislation.....

Act to promote open government; Various acts with specific provisions on government information.

eGovernment Actors

Main roles and responsibilities for eGovernment development

Within the state, political-administrative co-ordination takes place in the eGovernment minister's consultation (Government Reform and Kingdom Relations, Economic Affairs, Finance, Social Affairs and Employment).

To ensure that the State, municipalities, provinces and waterboards bring their particular administrative responsibilities, agendas and priorities together in a shared implementation agenda, the ICT and a government management committee has been set up.

Two support programmes have been set up by the Ministry of the Interior and Kingdom Relations, together with the Association of Netherlands Municipalities and the provinces, to support the municipalities and provinces in realising their part in electronic government: [EGEM](#) (Electronic Municipalities) and [eProvinces](#) (Electronic Provinces).

An [eGovernment planning review](#) has been developed to safeguard the cohesion of the key services and to clarify for organisations when they can connect to these services. In order to be able to ensure cohesion, as well as give organisations direction for their own activities, the [Ministry of the Interior and Kingdom Relations](#) will monitor the results of the government's electronic services. Following on the developments in the field of electronic services, a new monitor is being developed in which the realisation of once-only data



provision (including via eGovernment building blocks) in the services will be measured.

In order to increase government bodies' knowledge of the possibilities of ICT, a number of departments and implementing bodies have set up the academy for information management, which provides both basic courses in administration and customised courses for management. The [Electronic Government Knowledge Centre](#) will also provide information on electronic government in a systematic way.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: [Mr. A. \(Atzo\) Nicolai](#)

Job title: Minister for Government Reform and Kingdom Relations

Picture:



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Source: <http://www.government.nl/bewindslieden/cabinet/minnicolai.jsp>

Head of eGovernment (i.e. head of eGovernment agency/directorate).....

Name: Harry van Zon

Job title: Director Innovation and Information Policy for the Public Sector (DIIOS)

Picture:



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E-mail: info@minbzk.nl

Sources: <http://www.minbzk.nl/actueel?ActItmlDt=9895>; <http://www.minbzk.nl/bzk2006uk/>

Other eGovernment executives.....

Name: Cor Van Tilborg

Job title: Interim Director of the Government ICT Unit (ICTU)

Picture:



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Source : <http://www.ictu.nl/actueel8.html>

eGovernment Infrastructure

Main eGovernment infrastructure components

For details on the progress see [eGovernment planning review](#)

Portal.....

[Overheid.nl](#)

The Dutch eGovernment portal provides citizens, businesses and public administrations with an easy and convenient access to an increasing amount of information and services. Amongst its features, there is a search engine allowing users to search in the more than 1.200 existing government websites. It also provides an eCounter (*Overheidsloket*), acting as a one-stop shop for a number of interactive and transactional services organised around citizen's needs.

Network.....

The Hague Ring

The Secretary-General of Defence, through the Council of Secretaries-General, is the puller of the Modernising Government programme project bundle for an ICT (network) infrastructure. The part that is being tackled as a priority concerns the realisation of the communication infrastructure between the departments' (main) locations, the so-called 'Hague Ring'. It became operational in January 2006.

RYX

[RYX](#) ([Rijksoverheidsintranet](#)) is the Dutch Government's Intranet, complementary to departmental systems. RYX connects 14 ministries and provides 150.000 government employees with internetworking and knowledge sharing tools.

eIdentification infrastructure.....

[DigiD](#) and [eNIK](#)

Authorities can use a government-wide authentication service (DigiD) for their electronic services, to determine electronically whether a particular identity is valid. The Postbus 51 (*public information service*) campaign in January 2006 raised awareness of DigiD among the public and businesses and increased the number of DigiD users (*the millionth DigiD was issued at the beginning of April 2006*). Private individuals were able to use their DigiD user names when submitting their income tax returns for 2005. The second quarter of 2006 sees the launch of an SMS authentication pilot (*reliability level: medium*).

Apart from a user name/password for citizens, a DigiD authentication method for businesses is being worked out in co-operation with the Chambers of Commerce. Further, in a trial project, Internet banking methods (medium level) is used for electronic identification and signature. It has been concluded that a start can be made on introducing the electronic identity card (eNIK). The creation of the technical and organizational facilities is going according to plan, but the legislative process is behind schedule, owing partly to the need to submit an amendment not only to the Passports Act but also to the Compulsory Identification Act to the House before the eID can be introduced. The organizational facilities required, including certifications, will be completed in March 2007. The aim is to submit the bill to the House in January 2007.

eProcurement infrastructure.....

There is currently no central eProcurement infrastructure for the public sector in the Netherlands. The government intends to develop a strategy for the introduction of operational electronic public procurement. In this respect, full migration in public procurement to electronic means is considered a realistic and desirable goal within a timeframe of 10 years.

Knowledge Management Infrastructure

The eGovernment knowledge center plays an important role in the cohesive disclosure key information in the field of eGovernment. It's site is primarily aimed towards leading officials, decision makers, and (policy-level) civil servants who wish to learn more about eGovernment. Moreover, the Atlas and reference architecture section of the website, which contains details of the interoperability and infrastructure of eGovernment, may also be of interest to ICT specialists.

Other.....

The [ATLAS](#): Information on the structural development of eGovernment

The 'Atlas' offers information about the structure (or landscape) of electronic government in the Netherlands and forms the basis for development of the eGovernment reference architecture. The Atlas was developed for leaders/policy makers and ICT architects in government organisations but is also of interest to everyone who is concerned with the eGovernment landscape.

The Atlas contains information on the following issues:

- ▶ [eGovernment Building Blocks](#)
- ▶ [Overview cards](#)
- ▶ [Reference architecture \(or interoperability framework\)](#)
- ▶ [Architecture projects](#)
- ▶ [International Architectures](#)

eFile: customised electronic services

The aim is to create facilities for doing business and exchanging information with the whole of government in a personalized manner, at any time and any place, as quickly and cheaply as possible minimizing the administrative burden.

The fact-finding study announced for 2005 has been completed, and the House of Representatives was recently informed about this in the PIP policy

statement. A working pilot is to be set up at the end of 2006 / beginning of 2007.

eForms

Create a national facility enabling members of the public and businesses to fill in forms on line. A single set of questions (eForm) from one or more administering bodies will suffice to serve a number of information chains. Members of the public and businesses will be able to reuse their old data, and the organizations in the information chain will be able to pre-enter the information already known to them (MPRD, KRCO) on the eForm. The forms machine is built based on the experience in Denmark.

A provisional production environment is up and running, and the European Tender for the final environment has been completed successfully. The first eForms are available to the general public and businesses, and 500 of them will be available in the final environment by the end of 2006 if all goes according to plan.

Business Service Point

The aim is to improve electronic services to businesses by providing demand-led access to information from government agencies.

As a result of a change of policy the project has been extended to the end of 2006. The government has decided that the Business Service Point will play a pivotal role in informing businesses of central government policy and communicating with them.

The enhanced BSP, with more information and professional search facilities, went live in January 2006. Various new functions such as electronic forms are to be added in 2006 and the number of participating authorities (municipalities and provinces) is to be increased. As well as providing digital services via the web site, the BSP aims to provide multi-channel access: the decision on linking up with other channels is to be taken in 2006.

Uniform numbers for individuals and companies

The aim is for government to use just one unique number in its communications with individuals and businesses, also when exchanging information between government agencies: the Citizen Service Number (CSN) for individuals and the Business/Organization Number (BON) for businesses.

The introduction of the CSN has not been brought forward from 1 January 2006 to 1 January 2007 as requested by the Government. The bill was presented to the House of Representatives in September 2005, and approved by the House of Representatives recently. The introduction is expected no later than 1 January 2007 and depending on the debate in Senate.

Key registers

Aim is to introduce a system of key registers as a prerequisite for implementing the 'collect once' principle for data. The timetable for the legislation and the creation of the first six key registers has been laid down in the Key Registers Legislation White Paper. These six registers are Persons, Business and Buildings; Addresses, Landregistry and Topography.

Three new key registers were initiated in early July 2005: register for Income and Wealth (Tax and Customs Administration), register for vehicles (RDW Centre for Vehicle Technology and Information), and register for Social Security Records (UWV employee insurance schemes implementation body), and three additional were indicated as potential registers: registration of Non-residents, Large-scale Basic Map of the Netherlands (HSPE) and Data and Information on Netherlands Underground (TNO/NITG Netherlands Institute of Applied Geo sciences). For detailed information on the planning, press [here](#).

Electronic information exchange

Data routing: Government Transaction Portal

To create a single data route for the whole of government by merging the Government Transaction Portal and RINIS (*Institute for the Routing of (Inter)National Information Streams*). The Government Transaction Portal (GTP) has been part of the Government Shared Services for ICT management

organization since 1 January 2006. GSSI has been supplying RINIS services since 1 January 2006. The aim is to integrate the RINIS organization in GSSI as of 1 January 2007.

Standardisation

Aim is to use open standards as far as possible for data interchange between government agencies, members of the public and businesses, and to agree how data are to be used by multiple users, e.g. in electronic planning permission applications and financial reports by businesses to government.

To promote standardization in this area, Economic Affairs and Governmental Reform and Kingdom Relations are working on setting up a Government Standards Board on which government bodies will be represented. A Standardization Forum including representatives from industry will play an advisory role. An implementation plan for the setting-up of the Board and the Forum has been drawn up. An office has been set up to support the Forum and the Board as part of GSSI. The Forum and the Board were launched in April 2006 with the publication in the Government Gazette of the constitutive decree.

Government Shared Services for ICT

GBO.Overheid (referred to below as GSSI), is a management organization, responsible for running a number of basic electronic government facilities, and was established in spring 2006.

As the basic facilities have to be used by all government agencies and administering bodies, control over their management has been entrusted to a programming council for GSSI, chaired by a member from the administering bodies, on which all sectors of government are represented. The eGovernment ministers have agreed to this approach to managing GSSI. Data routing, DigiD, PKI government, Govcert and Standards are the first basic facilities that fall under GSSI as of 1 January 2006; eventually it will take over running other facilities.

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 (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Tax Agency
Website:	http://www.belastingdienst.nl/
Sophistication stage:	4/4
Description:	Online tax declaration, highly automated processing of returns. The user can download/receive a form that can be electronically filled in and returned either via Internet or diskette through the postal system. Multi-channel service – paper forms also accepted.

2. Job search services by labour offices

Responsibility:	Central Government, Centre for Work and Income
Website:	https://www.werk.nl/
Sophistication stage:	4/4
Description:	National database for job search. The user is able to set up a profile with curriculum vitae and competences. After that the site matches the profile with the available jobs in the database. The user is notified of opportunities.

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, Social Insurance Benefits Agency
Website:	http://www.uwv.nl/
Sophistication stage:	2/4
Description:	Information and downloadable forms are available from the website. Citizens do not apply for unemployment benefit independently; they must first register with the CWI (Centre for Work and Income), which passes the data on to the UWV. The UWV then contacts the citizen. Employers can exchange data with UWV digitally. The previous year the DigiD (national authentication mechanism) was introduced. As a consequence unemployed can register through DigiD as jobseeker and apply for unemployment benefits: https://intake.werk.nl/eintake/

b. Family allowances

Responsibility:	Central Government, Social Insurance Bank
Website:	http://www.svb.nl/
Sophistication stage:	4/4
Description:	Child benefit is payable for people up to 18 years old. Child allowance process is started the moment the Authorities (via the Municipality) are notified of the 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 must be delivered in person. Calculation simulators are also available online.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Ministry of Health and Care
Website:	http://www.minvws.nl/en/
Sophistication stage:	1/4
Description:	Information only. There is a new health insurance system as of January 2006. People are insured by private health insurance companies. Therefore it is not considered an eGovernment service.

d. Student grants

Responsibility:	Central Government, Informatiebeheer Groep
Website:	http://www.ib-groep.nl/
Sophistication stage:	3/4
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 situation online. Monthly payment of the loan is an integrated service.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility: Central Government (delivery by Municipalities)

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

Sophistication stage: 1-2/3

Description: Citizens must apply for a passport from at local Municipality. Information about the procedure is available on most Municipal websites. Citizens must personally visit an office of the Municipality to obtain their passports and cannot apply online, though in some cases the appointment can be booked online. For citizens abroad an application form is available.

b. Driving license

Responsibility: Central Government (delivery by Municipalities)

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

Sophistication stage: 1/3

Description: Information only. Citizens must visit the office of their Municipality in person to obtain a driving license, after passing the required tests and obtaining the required certificates. Information about the process is supplied on most Municipality websites.

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

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

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

Sophistication stage: 1/4

Description: Information only. Car dealers can be seen as one-stop-shop. Most car dealers have electronic access to RDW using tailor-made software and a 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 purposes of verification. Individuals buying cars from other individuals need to require registration by post office.

6. Application for building/planning permission

Responsibility:	Local Government
Website:	http://overheidsloket.overheid.nl/index.php?p=product&product_id=1000077
Sophistication stage:	2/4
Description:	Building permission applications are handled by local authorities. Most municipal websites provide information and forms to download.

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

Responsibility:	Central Government, Local Police branches
Website:	http://www.politie.nl/
Sophistication stage:	3/3
Description:	Electronic notification of certain crimes is available in some regions.

8. Public libraries (availability of catalogues and search tools)

Responsibility:	Central Government/Local Government, Netherlands Association of Public Libraries (NBLC)
Website:	http://www.bibliotheek.nl/
Sophistication stage:	4/4
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://overheidsloket.overheid.nl/index.php?p=product&product_id=1000314
Sophistication stage:	1-2/3
Description:	Civil certificates requests are handled by local authorities. Most of them provide information and forms to download and some even have online request applications.

10. Enrolment in higher education/university

Responsibility:	Central Government, Informatiebeheer Groep
Website:	http://www.ib-groep.nl/
Sophistication stage:	3/4
Description:	The IB Group can take care of a students place at University and their financing at the same time. Their website offers a web-programme allowing prospective students options for searching their database, finding courses, and applying for some of them.

11. Announcement of moving (change of address)

Responsibility:	Local Government
Website:	http://overheidsloket.overheid.nl/index.php?p=product&product_id=1789
Sophistication stage:	1-2/3
Description:	Change of address notifications are handled by individual local authorities. Citizens must register a change of address with their local municipality. Most of them provide information and forms to download on their websites, and some even 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
Sophistication stage:	N/A
Description:	This service is not relevant for the Netherlands.

Sources: Sophistication ratings quoted in "[Online Availability of Public Services: How Is Europe Progressing?](#)", Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006.

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 (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, Social Insurance Benefits Agency
Website:	http://www.uvw.nl/
Sophistication stage:	4/4
Description:	Online submission and payment of contributions for employees, requiring prior registration. Employers must register each new employee with the Social Insurance Benefits Agency (UWV). Forms are available for download from the UWV website. Once registration is complete, data can be exchanged electronically.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Tax Agency
Website:	http://www.belastingdienst.nl/
Sophistication stage:	4/4
Description:	Electronic program for submission of corporate tax returns can be downloaded from the Tax Agency website. Once companies have selected the electronic option, they cannot submit anything by paper. From 2005, electronic exchange will be compulsory for employers.

3. VAT: declaration, notification

Responsibility:	Central Government, Tax Agency
Website:	http://www.belastingdienst.nl/
Sophistication stage:	4/4
Description:	Information and forms to download. Electronic VAT returns are due to be launched in 2005.

4. Registration of a new company

Responsibility:	Central Government, Chambers of Commerce (supervised by the Ministry of Economic Affairs)
Website:	http://www.kvk.nl/
Sophistication stage:	2/4
Description:	Information and forms to download. Forms must then 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, Central Bureau for Statistics (CBS)
Website:	http://www.cbs.nl/
Sophistication stage:	3/3
Description:	Submission of data to the statistical office can be made electronically.

6. Customs declarations

Responsibility:	Central Government, Tax Agency
Website:	http://www.belastingdienst.nl/
Sophistication stage:	4/4
Description:	Customs declarations can be made online. Customs will respond electronically with information about the next step (which varies according to the particular declaration). Businesses must first contact the Customs department to obtain software (or information about suitable software), licences, and maybe 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)
Websites:	http://www.milieuloket.nl/
Sophistication stage:	1-2/4
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

Sophistication stage: 4/4

Description: There is currently no central e-procurement infrastructure for the public sector in the Netherlands. The Dutch 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. In this respect, full migration in public procurement to electronic means is considered a realistic and desirable goal within a timeframe of 10 years.

Sources: Sophistication ratings quoted in "[Online Availability of Public Services: How Is Europe Progressing?](#)", Web Based Survey on Electronic Public Services, by Capgemini, funded by the European Commission, June 2006

European Commission - IDABC eGovernment Observatory

The eGovernment Observatory is an information tool on eGovernment developments across Europe. It provides decision-makers and professionals with information resources and insight into strategies, initiatives and projects in Europe and beyond.

The eGovernment Observatory is an IDABC project. IDABC is the European Commission programme that promotes the delivery of e-government services in the EU

The eGovernment factsheets are one of the observatory services. They present an overview of the eGovernment situation and progress in European countries. The factsheets are updated every six months.

<http://ec.europa.eu/idabc/egovo>

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