

The Netherlands

General Aspects

The Netherlands is a decentralized unitary state, with a surface of 34.000 sq. Km.
The population is 16.000.000 inhabitants.

Diffusion of ICT

PC penetration in the country (number of PCs/population) is estimated 68%. There is 1 access to internet each 2 persons; approximately, telephone services diffusion covers all the population; the users of mobile telephones represent, instead, 77% of the population.

Application of ICT to Public Administration

Almost the totality of the Central Public Administration employees have a PC and an Internet access (99%).

Governmental offices of the Central and the Local Public Administration can communicate each other through Intranet/Extranet networks.

Public Administration on line

All governmental bodies of the Central Public Administration have their own internet website, but the percentage decreases to 44% for Local Public Administrations.

On the government's websites it is possible to send requests for information through e-mail, and to consult press releases, official documents, Government and Legislative acts.

E-government

Several services are already delivered on-line: citizens can elaborate tax declaration, download health information and official documents, formulate applications for jobs, study grants, subsidies. The companies can formulate tax declarations and consult commercial registers.

The government has started an action program to promote the application of ICT to the Public Administrations and to provide on-line services; the indicated targets concern the implementation of web sites for all the Local Public Administrations and the delivery of the 25% electronic service in 2002.

The e-government program is formalized in an *Action Plan* (www.overheid.nl), a *White Book* (www.minbrk.nl) and a *Progress Report* is also available on the Internet.

The efforts are concentrated on specific projects: Voting on distance, Authentic Registers, Digital Longevity, Expertise Centre for Innovative Policy Making, Central Government Intranet, e-procurement.

Future issues

For the future, the Netherlands foresees to realise the Electronic Identity Card, the League for Internet Consumers, the Digital Playgrounds, the free accessibility of all legislation files, the Commission on ICT & Government.