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The e-Citizen Charter as an Instrument to boost e-Government and stimulate e- Inclusion

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e-Citizen Programme (1)

Aims & Tasks

- Independent Platform
- Stimulate e-Government from citizens' point of view
- Initiative of Minister of Government Reform

- Involve citizens
- Advise government
- Monitor progress

e-Citizen Programme (2)

Instruments & Results

- e-Citizen Panel
- e-Government Awards
- e-Citizen Charter

- Panel evaluation on building blocks
- Naming & shaming
- Express citizens' expectations

e-Citizen Charter (1)

What is it?

- General standard for quality requirements
- For information, services and participation
- 10 expectations and obligations

Empowers citizens and helps government

e-Citizen Charter (2)

Why is it necessary?

- Shift focus from supply to demand
- Stimulates cooperation between agencies
- Supports design and measurement

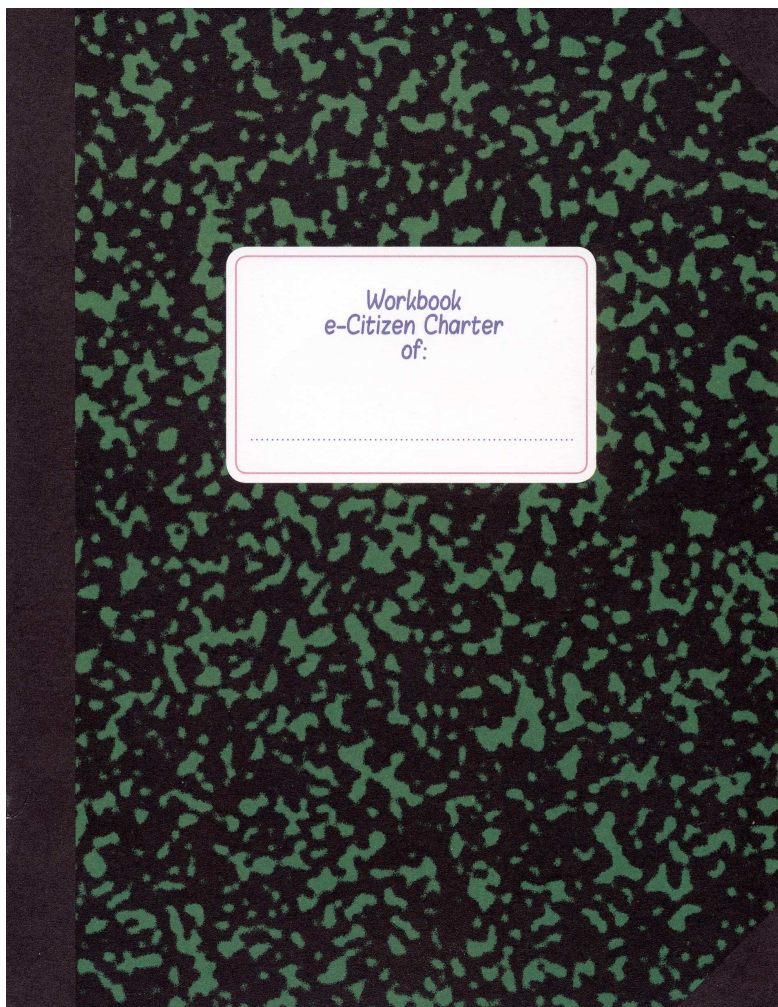
Facilitates take up and stimulates inclusion

e-Citizen Charter (3)

How was it developed?

- As part of interoperability framework
- Principles adopted by National convention between all tiers of Dutch government
- Used as guideline for measurement of citizen satisfaction

Comply or Explain



10 quality standards

1. Choice of Channel
2. Transparent Public Sector
3. Overview of rights and duties
4. Personalised Information
5. Convenient Services
6. Comprehensive Procedures
7. Trust & Reliability
8. Considerate Administration
9. Accountability & Benchmarking
10. Involvement & Empowerment

e-Citizen Programme / e-Citizen Charter

Summary

- Independent forum: external pressure to stimulate internal innovation
- Charter developed in three stages: design, pilots, adoption (Workbook in several languages)
- Citizen centricity helps e-Inclusion

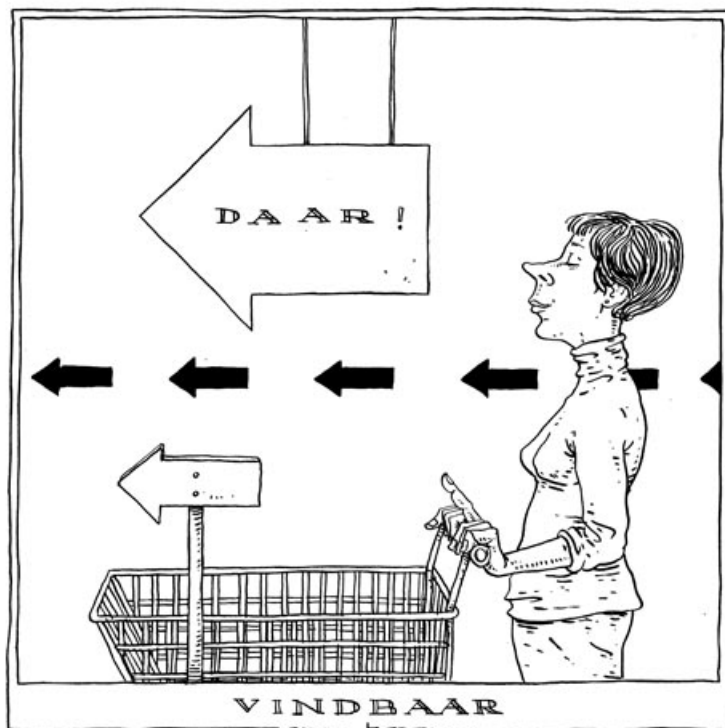
European Standard?



Choice of channel

As a citizen I can choose for myself in which way to interact with government.

Government ensures multi-channel service delivery, i.e. the availability of all communication channels (counter, letter, phone, e-mail, internet).



Transparent Public Sector

As a citizen I know where to apply for official information and services.

Government guarantees one-stop-service delivery and acts as one entity with no wrong doors.



Comprehensive Procedures

As a citizen I can easily get to know how government works and monitor progress.

Government keeps me informed about procedures I am involved in by way of tracking and tracing.



Trust & Reliability

As a citizen I presume government to be electronically competent.

Government guarantees secure identity management and reliable storage of electronic documents.

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