

# The system of Basic Registrations

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**Organisation:** Ministry of the Interior and Kingdom Relations

**Country:** Netherlands

**Level of government:** Central government

**Sector:** Economic affairs, Education, Environmental protection, General public services, Health, Housing and community amenities, Public order and safety, Recreation, culture and religion

**Type:**

**Launched in:** 2006

**Overall development time:** 9 years

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# Description

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The system of Basic Registrations contains different basic registrations that together hold frequently by the government used data like addresses, personal data, company names and geo-information.

The data are updated by the source data holders and used by all other governments when required. The joint services enable the data exchange between basic registrations and ensure the accuracy of the data.

The system is based on a comprehensive system of laws for the most important registrations and arrangements about exchange and between governments aiming at the reduction of costs (both financial and administrative) for citizens and companies in their contact with the government.

In fact, for all key registrations a law has been defined in which is laid down that:

- Using specific (authentic) data from that registration is mandatory for governmental organisations.
- When authentic data are suspected to be wrong, the governmental organisation using that data is required to report that suspicion.
- The registrations are obliged to investigate whether that suspicion is right or wrong.
- The citizen has the right not to supply authentic data to governmental organisation when that organisation can get these data from a registration.

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## Why the innovation was developed

1) The need to reduce administrative and financial costs of citizens and businesses in their relations with the government. 2) The need to exchange information between government organisations in a more efficient way.

- Reducing administrative costs of citizens and companies.
- Improving government efficiency.
- Meet the political priorities of open government and transparency.
- In principle, all citizens and businesses in the Netherlands.
- The government.

# Results

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## Efficiency

- Benefits of at least EUR 100 million per year for the government as a whole according to a conservative estimation but probably much more.
  - Data is collected by one organisation instead of many.
  - Derived benefit: because key data is located in one registration, data exchange is drastically improved.
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## Service quality

### Accessibility:

All key personal data is available in one registration.

### Responsiveness:

Prefilled-in forms for tax, social security and house rent have become a standard way of helping users fill in forms for the government.

### Reliability:

- A citizen needs to change its address only once and all government organisations have the correct address. This principle is used to report to citizens the information already known by, for example the tax office and social security office. Recently a judge ruled that the fact that citizen's data are known in the persons register is sufficient, even when wrongly registered in other registrations.
  - Quality improvement methods are being implemented as a measure to keep the basic registrations updated and in order to facilitate wrong data reports.
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## User satisfaction

Reducing administrative costs of citizens and companies.

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## Other improvements

Meeting policy goals like: open government and transparency.

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## Evaluation

A gateway review was done in 2009. The most important conclusion was that in order to have a good result, a programme board should be instituted of sufficient high level (directors). This board should report to the e-government board that is being chaired by the home secretary. The board should be independent with an independent chairman and the ministry of Interior (the instigator of this programme) should be just one of the participants.

These recommendations have been implemented in 2010.

Based on a cost benefit analysis a conservative estimation of the benefits is about EUR 100 million per year for the government as a whole. Because of the methodology used, we think the estimation is a conservative one. We have not measured that organisations can abolish processes because they are no longer responsible for data acquisition for some or most of their data. This is much harder to measure because organisations have no incentive to report that they need less money because they operate more efficiently.

# Development

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## Design

the Idea originates from a brainstorm in 1997 by policy planning staff.

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## Implementation

### Tools used:

Development:

- Needs assessment resulted in a blueprint what the outcome should be. A system of 13 basic registrations that were to abide to some legal principles.
- Agreement sought with parliament.
- Institution of an operational board (Stelseloverleg) to discuss measures needed. The board contained representatives of basic registrations and users. Participation was open to all organisations. Level of participants was policy advisor.
- Board of legal policy advisors: advised about the principles that the laws for each basic registration should contain.

Implementation:

- Institution of an agenda agreed with parliament.
- Institution of an additional high level programme board (PSB) to implement the agenda.
- Creating awareness in all levels of government (information architects, policy advisors, directors general, and ministers) and government layers: state, quasi-autonomous non-governmental organisations (“quangos”), municipal, and provinces.
- Ministerial support.
- Parliamentary support.

### Resources used:

Major components of direct cost:

- New laws.
- New standards (for example for the exchange of information).
- New processes, redesigned processes Software to support some new generic functions, as for reporting errors in the data to basic registrations and delivery on demand software.

Indirect costs:

- 1997-2002    0.5 person
  - 2002-2006    1 person
  - 2007-2009    2 persons
  - 2010-2013    5 persons
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## Diffusion

- The principle of mandatory use of authentic data implies the use of these data within the public sector. More and more public sector organisations become aware that they shouldn't collect data themselves but use them from the appropriate basic registrations. Communication and convincing. Ultimately the law because the law forced the users to use certain data.
  - The system of Basic Registrations must be implemented by a large number of organisations before it becomes effective. It was started from the Home department. Currently the concept starts being effective because it is implemented by more than 100 organisations (including municipalities).
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## Partnerships

### Broad public sector

Other Public Sector

- The 13 basic registrations are kept by national, municipal and provincial governments, as well as by quasi-autonomous non-governmental organisations (“quangos”).
  - All organisations in the public sector are obliged to use authentic data and report back in case of doubt. And all of them are not allowed to request authentic data from citizens and companies residing in basic registrations.
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# Lessons Learned

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## Lessons Learned

- The system of basic registrations has a huge impact on government. It affects the whole government at all levels. Nobody is able to oversee all its consequences.
  - Take care and time to organise the communication of this camel nose in an appropriate manner. When consequences are divulged all at once, chances are that leaders and politicians concerned start to panic.
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## Conditions for success

- Political agreement.
- Endorsement by higher management.
- A board of all key registrations for the supply side.
- A board of all users for the demand side.

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