

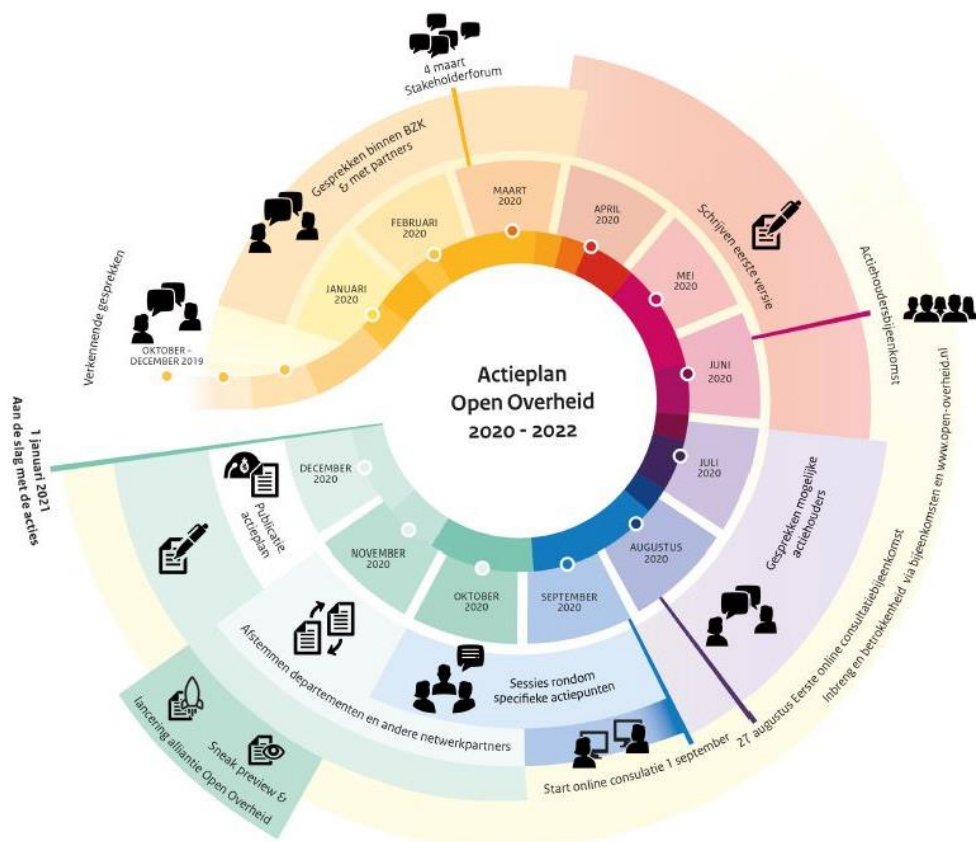
Open Government, Open Democracy

The Netherlands

Open Government Action Plan 2020-2022

Ministry of the Interior and Kingdom Relations

December 2020



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Introduction

The Dutch government is taking steps to open up the relationship between government and citizens, based on the conviction that relations between government and citizens can and must become more open. We do this by actively collecting ideas and opinions, showing what is happening within government organizations, communicating fittingly and clearly and making data available for reuse. Openness is and will remain a core value of the Dutch democratic constitutional state. Openness promotes confidence in democracy.

In this fourth Open Government Action Plan (2020-2022), the focus is therefore on open organizations for an open democracy, both at the local and national level. Democracy is not a quiet possession. It requires work and maintenance, openness is one of the means to achieve this. We can only achieve an open democracy if there is openness within government organizations and from government organizations to society.

The Netherlands scores high on international measurements on Open Government. In the Open Government Index¹ of the World Justice Project, the Netherlands even ranks 5th out of 102 countries. This index looks at the number of published laws, open government data, the degree of participation and how the government deals with complaints.

This is no reason to sit still; there is always room for improvement. We live in an information and network society. The relationship between government and citizens is changing due to the possibilities and social developments. Inhabitants are articulate, authority is questioned and trust in the government is not a given. That is why it is important to continue to work on more openness.

Open Government Action Plan 2020-2022 contains commitments by governments and civil society network partners to promote openness in the Netherlands. A broad range of parties was involved in designing the Open Government Action Plan 2020-2022. The action plan is created based on the ideas, suggestions and lessons learned from stakeholder meetings, discussions with partners inside and outside government, the experiences from previous action plans and the reviews of the Independent Review Mechanism (IRM).

¹ <http://data.worldjusticeproject.org/opengov/>

Open government efforts to date

Building on previous action plans

The Netherlands has been affiliated with the Open Government Partnership (OGP) since 2011. As part of this membership, the Netherlands draws up an Open Government Action Plan every two years. With the third Open Government Action Plan (2018-2020), the Netherlands continued to build on the successes achieved in the first two Open Government Action Plans. We gladly continue the movement towards a more open government in the fourth action plan.

For the fourth National Open Government Action Plan, we will include the lessons learned from the first three action plans, stakeholder feedback and IRM-reports. The most important next steps are:

1. We ensure more cohesion and a more societal approach by means of a thematic approach.
2. In addition to the commitments, the fourth action plan also contains a shared ambition to connect the commitment holders and other stakeholders and network partners.
3. From the realization that the change to a more open government must mainly take place within government, in consultation with civil society partners, for the greater purpose, the theme of the new action plan is: Open Government, Open Democracy.
4. The [Open Government Alliance](#) is set up for the fourth action plan to anchor knowledge sharing between commitment holders, the stakeholder forum, government organizations, civil society organizations and involved citizens even more firmly. A network for sharing knowledge, experience, opportunities and dilemmas in the field of Open Government. The alliance was launched on December 1, 2020, during the sneak preview of the fourth action plan.

Open Government Community

Around the various Open Government themes and topics, a lively community has emerged. This mainly took off after the establishment of the Open Government Learning and Expertise Center (Leer- en Expertisepunt Open Overheid) in 2014. This small and decisive team has become involved in the implementation of the action plan and the community management around it since the second action plan. Since the third action plan, the involvement of the center has intensified and the center is since then closely involved in the development of the action plans, organizing the consultation phase and commitment holder meetings.

We use the website open-overheid.nl continuously to inform anyone interested in the action plan and serves as a repository where everything related to the action plan is documented. Broader than just the action plan, the website also contains news about Open Government, such as meetings and (guest) blogs. We also sent out a newsletter about Open Government about once every quarter to over 2.000 recipients, including news about the action plan.

Multi-stakeholderforum

That action plan cannot be made without the involvement of many partners. Therefore, the Ministry of the Interior and Kingdom Relations (IKR) has formed this in a more structured and sustainable way via a multi-stakeholder forum. In 2017, the Ministry of IKR set up a multi-stakeholder forum to guide the OGP action plan.

The aim of the Stakeholder Forum is to create a broad and sustainable network on Open Government, to make connections between activities that take place at different levels of government and at social partners and to promote substantive reinforcement of actions of the Open Government Action Plan 2018-2020. This is done by:

- Contributing to and advising on the development, implementation and evaluations of the Open Government Action Plan 2018-2020 and the 2020-2022 action plan.
- Make networks and knowledge available in support of the Open Government Action Plan and the commitments in the action plans.

In addition, the stakeholder forum has an auditing role, by keeping commitment holders and the Ministry of the Interior and Kingdom Relations sharp on the agreements made within the action plan.

Open Government Alliance

As mentioned before: to take knowledge sharing to a higher level and strengthen the ties with civil society, we launched the [Open Government Alliance](#) on December 1, 2020. A network for sharing knowledge, experience and dilemmas in the field of open government.

Action plan development process

Exploratory conversations

In October 2019, we started developing the action plan through exploratory discussions within the Ministry of IKR and with partners. Thereafter, in the first quarter of 2020, we started discussing the development of the new action plan with the multi-stakeholderforum and part of the open government community, especially those responsible for commitments in the 2018-2020 action plan. [On March 4 there was a stakeholderforum meeting](#), where the 2020-2022 action plan was discussed with the stakeholders and [on June 9, we held a commitment holders meeting](#) where the action plan was on the agenda.

The consultation phase

From March on, COVID-19 forced us to be flexible and creative in the co-creation process, and to convert our offline co-creation plans into online ones. In the meantime, the conversations about the action plan continued online, both one-on-one and in groups. From August on, we had an extensive online consultation phase. For example, we organized various consultation sessions on the various themes that emerged from the exploratory phase and throughout September, there was an opportunity to submit ideas via an online form. [Here you can read more about the results of the consultation process.](#)

Writing the plan and the finishing touches

After gathering input for an extensive period, it was time to start writing the plan, in accordance with the requirements of Open Government Partnership (OGP). The new commitment holders were actively involved: for their commitments they filled out the templates in which they describe the commitments and the intended results. The multi-stakeholder was also involved, with stakeholder meetings in September and November, and the opportunity to give feedback on draft versions.

On December 1 it was time for a [sneak preview of the action plan](#), a large part of the commitment holders presented their action point here. It was also the last opportunity to provide public input to improve and sharpen the commitments, for the finishing touches. During this meeting, we also launched the [Open Government Alliance](#), which anyone who works on or is interested in Open Government can join.

Submit to the Open Government Partnership (OGP)

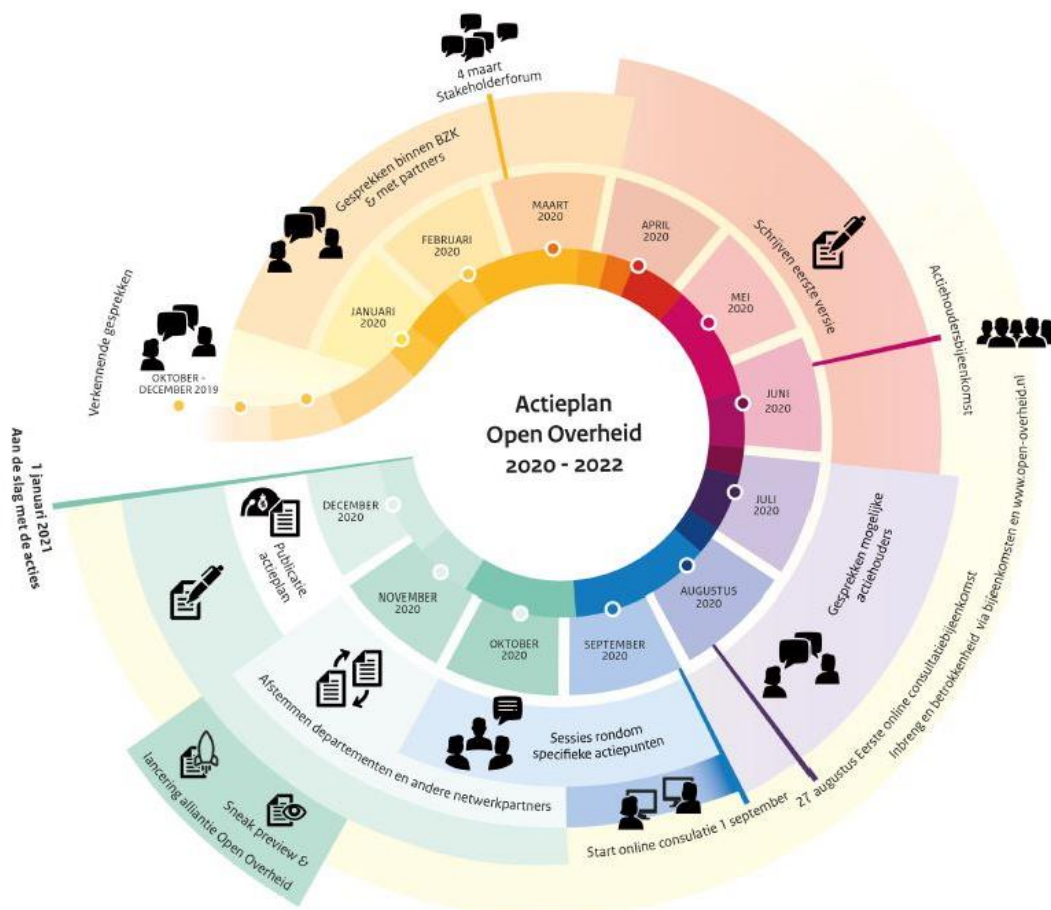
By the end of December 2021 the time has come: after more than a year of cooperation on the plan between the stakeholder forum, the commitment holders, civil society organizations, citizens and the Ministry of the Interior and Kingdom Relations, we submit the fourth national Open Government Action Plan to OGP. This is the English version that meets all OGP requirements. A nicely designed public version (in both Dutch and English) is being worked on a little longer.

Publishing and launching

At the beginning of 2021 the public version of the Open Government Action Plan 2020-2022 will be published on open-overheid.nl. Subsequently, the action plan will be launched with a festive online meeting planned on February 11th 2021.

Joint exercise

In addition to the commitments, it was discussed with a number of commitment holders and in consultation sessions that it would be good for the connection between the various commitments and commitment holders to set a joint, overarching goal in addition to the commitments. The idea is to design an "organization scan". Which aspects within an organization (or unit) are in order when it comes to openness, and which stand in the way of openness? How open is an organization at the time of the scan, and what do they want to achieve? The most important aspects will be highlighted: organizational culture, implementation of and compliance with legislation, information management, etc.



Infographic on the action plan development process

Commitments

I. Open Democracy

1. Transparency in the political parties act (Wpp)

Commitment Template			
Transparency in the Political Parties Act (Wpp)			
Commitment Start and End Date: 1 January 2020 - 31 December 2022			
Lead implementing agency/actor	Ministry of the Interior and Kingdom Relations (BZK)		
Commitment description			
What is the public problem that the commitment will address?	The Political Parties Act (Wet op de politieke partijen, Wpp, in dutch) will further increase transparency about the financing of political parties and political campaigns.		
What is the commitment?	The proposal for the Wpp will be presented to the House of Representatives.		
How will the commitment contribute to solving the public problem?	If the parliament adopts the proposal for the Wpp, transparency about the funding of national parties will be increased. Binding rules on (digital) political campaigns and the funding of decentralized political parties will be introduced.		
Why is this commitment relevant to OGP values?	With this commitment, the functioning of political parties is being made more transparent for citizens. This contributes to increasing accountability of the political parties and to increasing confidence in the government and strengthens democracy.		
Additional information	-		
Milestone Activity with a verifiable deliverable		Start Date:	End Date:
The bill for the Wpp will be presented to the House of Representatives.		01-01-2021	31-12-2021
Contact information			
Other Actors Involved	State actors involved	The parties involved in each legislative process (ministries, Council of State).	

	CSOs, private sector, multilate rals, working groups	-
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2. Transparency of the electoral process

Commitment Template	
Transparency of the electoral process	
Commitment Start and End Date: 1 January 2020 - 31 December 2022	
Lead implementing agency/actor	Ministry of the Interior and Kingdom Relations (BZK)
Commitment description	
What is the public problem that the commitment will address?	Interested parties have insufficient insight into the way in which the results of elections are determined. As a result, they are often unable to address any errors in the counting of votes or in the calculation of the result (before the result of the election is determined). As a result, errors can no longer be corrected.
What is the commitment?	The electoral act will be changed in three parts to solve this problem: <ol style="list-style-type: none"> 1) All (approximately 9,500) polling stations in the Netherlands record the results of an election in their polling station on an official report. All these official reports are scanned by the 355 municipalities and published on the websites of the municipalities (implementation: realized on 1 January 2019). 2) The municipalities aggregate the results of all polling stations using digital tools. The central electoral committee totals the results of all municipalities with the help of digital tools. The resulting digital files are published on the website of the municipalities or the central electoral committee (implementation expected on 1 January 2022). 3) The national government will provide a portal on the internet with links to the websites of all municipalities that contain the digital files. For example, interested parties can consult all the aforementioned files via one website, which prevents them from having to look up the websites of all individual municipalities (implementation expected on 1 January 2022).
How will the commitment contribute to solving the public problem?	By publishing the aforementioned files on the internet, interested parties can check the calculation of the result of an election. They can also check whether mistakes have been made. They can raise any errors (before the result becomes final) with the responsible

	authorities, so that the results can be corrected before the result is determined.		
Why is this commitment relevant to OGP values?	The measures increase the accessibility of information about the formation of the results of an election. Leading to transparency and more accountability. Before 2019, the official reports of the polling stations were only available for inspection at the town hall for a short time. By prescribing that the scanned official reports are published on the internet, interested parties can check the development of the election results from home, instead of having to go to all individual town halls for this.		
Additional information	-		
Milestone Activity with a verifiable deliverable		Start Date:	End Date:
All municipalities aggregate the results of all polling stations using digital tools.		Jan 2021	Jan 2022
The central electoral committee aggregates the results of all municipalities with the help of digital tools.		Jan 2021	Jan 2022
The aggregated results are published on the website of the municipalities or the central electoral committee.		Jan 2021	Jan 2022
The national government will provide a portal on the Internet with links to the websites of all municipalities that contain the digital files with the results of the elections.		Jan 2021	Jan 2022
Contact information			
Other Actors Involved	State actors involved	The parties involved in each legislative process (ministries, Council of State).	
	CSOs, private sector, multilaterals, working groups	-	

3. Digital Democracy

Commitment Template	
Digital Democracy*	
Commitment Start and End Date: 1 September 2020 - 31 August 2021	
Lead implementing agency/actor	Ministry of the Interior and Kingdom Relations (BZK)
Commitment description	
What is the public problem that the commitment will address?	<ul style="list-style-type: none"> ▪ Better quality of decision-making processes. Studies by the Netherlands Institute for Social Research (SCP), the Netherlands Scientific Council for Government Policy (WRR) and others have revealed that there is a dissatisfaction with the responsiveness of authorities and politicians and that there is an urgent need for more direct involvement in policy-making and decision-making. Progress in digital technology is creating more and more opportunities to shape the desired influence using digital means. The Rathenau Instituut and other parties have concluded that, so far, governments have only made scant use of digital applications. ▪ An international comparative study 'Democracy rapport 2020' by the V-Dem institute also revealed Dutch public administration to still be insufficiently open to public consultation and participation and forms of direct democracy. The Netherlands is in 42rd position <i>overall</i> (out of 170) when it comes to participation options (including direct forms of democracy). This study compared both national, regional and local levels. ▪ The development of platforms such as digital deliberative forums which enable the easy exchange of ideas and opinions has several advantages, including: <ul style="list-style-type: none"> ○ Enhanced legitimacy of decisions; ○ Shifting the focus to the general interest; ○ Mutual respect among actors; ▪ This development can be designated as 'Digital Democracy' which focuses on supporting current democratic processes by means of digital tools as well as on the challenges surrounding the implementation of such tools. (B. Mulder and M. Hartog, Applied e-democracy: the need for an information framework to support development, 2013).
What is the commitment?	<ul style="list-style-type: none"> ▪ The commitment will lead to a network approach of the Ministry of the Interior and Kingdom Relations with the Association of Netherlands Municipalities (VNG) to promote the possibilities of digital participation platforms and facilitate the use of it by local authorities. This will be done with research partners such as the Rathenau institute, advocates for digital participation such as 'Netwerk Democratie' and local authorities. This will serve the following objectives: <ul style="list-style-type: none"> ○ To vitalise democracy by demonstrably increasing the responsiveness of local authorities. ○ To explore the question of how to effectively add a digital channel to the existing participation approach. ○ To study to which criteria successful participation tools should comply with.

	<ul style="list-style-type: none"> ○ To increase awareness among authorities of the risks and opportunities of digital democracy. To promote open source as the programming standard. ○ To promote and increase the use of digital participation tools by local authorities. ○ To foster the collaboration between local governments in developing and improving open source and shared public tools for citizen participation. 		
<p>How will the commitment contribute to solving the public problem?</p>	<p>The use of participation tools by local authorities by several partnerships called 'provinciedeals' will contribute to the strengthening of local representative democracy with participative elements. Support will take shape in facilitating knowledge and supplies to use the tools. This will be organized with an agreement and partnership with Provinces in the Netherland so they can equip the municipalities in that province. This will promote the use of these tools and thereby strengthen te representative democracy with participatory elements. On a national scale the Ministry of The Interior and Kingdom Relations (BZK) and the Association of Netherlands Municipalities (VNG) will be the helpdesk for implementing and using digital participations tools.</p>		
<p>Why is this commitment relevant to OGP values?</p>	<p>The use of digital applications enables government organizations and residents to quickly exchange large volumes of information and to consult with each other without having to meet physically. The government's service provision can be optimised further by means of these digital applications. This leads to the conclusion that the action point will contribute to more information being released and also that the action point is relevant as regards transparency.</p> <p>The action point will also create wide-ranging opportunities for participation in public matters. This makes this action point relevant as regards social participation. Aspects which demonstrate this include: opportunities for citizens to contribute to policy-making, decision-making and implementation at local level, through the use of innovative digital instruments.</p> <p>With the attention for shared open source tools the commitment also contributes to the development of participatory technology which citizens can trust. By enhancing the open and collaborative development of the tools this action point increases the quality and accountability of public participation tools.</p> <p>The action point offers democratically legitimized actors an extra channel for involving citizens in, and informing them about, the different aspects of public accountability – information phase, debate phase and evaluation phase. This justifies the conclusion that the action point is also relevant for public accountability.</p>		
<p>Additional information</p>	<p>The actions in 2020 and 2021 will be done within the program of 'Democratie in Actie' ('Democracy in Action') by the Ministry of the Interior and Kingdom Relations (BZK) and the Association of Netherlands Municipalities (VNG). The publications and helpdesk for local authorities can be found on: https://lokale-democratie.nl/cms/view/57979766/lokale-burgerparticipatie</p>		
<p>Milestone Activity with a verifiable deliverable</p>		<p>Start Date:</p>	<p>End Date:</p>

<p>There will be at least three partnerships (Provinciedeals, 'Province deals') with Provinces in the Netherland to promote the use of digital participation platforms by municipalities. Two of those partnerships have already started.</p> <ul style="list-style-type: none"> - Zuid - Holland/South-Holland (okt '20 – april '21) - Groningen (sept '20 – april '21) 		Sept 2020	Dec 2021
<p>Maintaining and improving the helpdesk for digital participation with up-to-date publications and research. This helpdesk can now be found within the program 'Democratie in Actie'. After this program ends (dec 2021) the helpdesk can be found at the Association of Netherlands Municipalities.</p>		Sept 2020	Dec 2021
<p>Every quarter in 2021 there will be a networking event surrounding digital participation. During these events there will be update concerning the latest trends and publications. There will also be the opportunity for local municipalities to discover the possibilities of digital participation tools and meet partners to implement them.</p>		Jan 2021	Dec 2021
<p>Piloting the open source digital tool and AI powered consensus platform pol.is (cooperation between Groningen, Amsterdam, Netwerk Democratie, Democratie in Actie).</p>		Nov 2020	Aug 2021
<p>Further developing the open source participation platforms such as Open Stad and Consul and making it available for municipalities.</p>		Sept 2020	Dec 2021
Contact information			
Other Actors Involved	State actors involved	<ul style="list-style-type: none"> ▪ Ministry of the Interior and Kingdom Relations (BZK) <ul style="list-style-type: none"> ▪ Provinces of South-Holland and Groningen 	
	CSOs, private sector, multilaterals, working groups	<ul style="list-style-type: none"> ▪ Netwerk Democratie ▪ Rathenau Institute ▪ Association of Netherlands Municipalities (VNG) 	

II. Open Information

4. Continuation of Open Wob (Open FOIA)

Commitment Template	
Continuation of Open Wob (Open FOIA)	
Commitment Start and End Date: 1 January 2020 - 31 December 2022	
Lead implementing agency/actor	Province of North-Holland
Commitment description	
What is the public problem that the commitment will address?	<p>FOIA information often lacks accessibility and transparency, both in terms of content and procedures. Promoting public access and a more transparent government by making the Wob (FOIA) information more transparent when it is published, will solve this issue. The Wob, which has so far been the most important instrument for obtaining government information, is expected to be transferred to the Open Government Act (Woo) in 2021. The Woo has a broader scope and aims to move from passive disclosure to active disclosure of government information. Furthermore, the Woo requires a transparency register. An anti-abuse provision is included for the information requests themselves. With the introduction of the Woo, the Wob will lapse. In addition to active disclosure of information, the Woo asks government organizations to put their information management in order. This action point offers government organizations the opportunity to prepare for this. With this, the introduction of the Woo offers governments an opportunity to organize this at inter-administrative level.</p>
What is the commitment?	<p>The proposed commitment is a sequel to the Open Wob commitment from the third Open Government action plan (2018-2020) (commitment 5). From the start, the working group has expressed a clear commitment to scaling up the results:</p> <ol style="list-style-type: none"> 1. Making sure more authorities are making available FOIA information in standardized open formats. So that they become public in an interchangeable and comparable manner; 2. The results are developed into a widely applicable information model; 3. Information is made available on a national platform for open government information.

How will the commitment contribute to solving the public problem?	The main objective is to promote public access and a transparent government by providing more insight into FOIA information, both in terms of content and procedure. A number of standards have been established for this, on the basis of which governments can publish public government information in the form of open data in a simple and standardized way.	
Why is this commitment relevant to OGP values?	Improvement of accountability by applying the internationally applicable FAIR principles. This allows citizens and civil society to see whether the actions of public administration are in line with the general interest. Coupled with this is accountability by the public administration. The FOIA-process is the most important instrument in the Netherlands for obtaining information from the Public Administration. When this process improves, it automatically becomes easier to account for the administration. In addition, this contributes to transparency : insight into the actions of the government.	
Additional information	The participating government organizations that are going to apply the Open FOIA will provide the required budget and personnel capacity. ² The Ministry of the Interior and Kingdom Relations will contribute €15.000.	
Milestone Activity with a verifiable deliverable	Start date:	End date:
Drawing up a standard to be able to publish Wob information (requests, decisions and appendices) in a comparable manner. This standard includes: <ul style="list-style-type: none"> - The development of the semantic standard into an information model; - A message standard to exchange in a technically similar way, API. 	January 1 2021	February 2021
The FOIA information is made available as open data as much as possible. The PLOOI platform is the preferred platform.	Q2, Q3 2021	Q4 2021
A track to recruit a diverse group of at least twenty government organizations and to help them in making their FOIA documents available as open data in accordance with the standard.	Q3 2021	Q4 2021

² The implementation of the commitment depends on these contributions. In any case, budget is available up to and including Q1 2021.

With the help of online manuals, stakeholder group and a number of information sessions.		
Exploring how management of the standard and the availability of information can be guaranteed.		December 2022
Tracking changes of the standard, with VNG Realisatie and others		On going
Contact information		
Other actors involved	State actors involved	Province of South-Holland Association of Netherlands Municipalities (VNG) Regional Water Authorities (intended) Several municipalities National Police Other provinces (intended)
	CSOs, private sector, multi-laterals, working groups	Open State Foundation (OSF) VNG Realisatie

5. Active disclosure of central government information

Commitment Template	
Active disclosure of central government information	
Commitment Start and End Date 1 January 2021 – 31 December 2022	
Lead implementing agency/actor	Rijksprogramma Duurzaam Digitale Informatiehuishouding (RDDI) (Central Government Program for Sustainable Digital Information Management)
Commitment description	
What is the public problem that the commitment will address?	Following the ever growing call for transparency in society, the Dutch parliament is currently addressing the Open Government Law (Wet open overheid), which will require government organizations to actively disclose 11 categories of information. A multi-year plan for the improvement of the information management provides the national government with a mandatory planning for the implementation.

	<p>However, in general we see that government organizations adopt a “wait-and-see attitude”. Although active disclosure of government information is not new, the implementation that is now required is broader than ever. Furthermore, the current uncertainty about the timely availability of the platform on which information should be disclosed and the status of the Open Government Law contributes to a rather passive attitude within public organizations.</p>	
What is the commitment?	<ul style="list-style-type: none"> ▪ This commitment supports national government organizations in proactively implementing ‘Active disclosure of government information’. This is done by: <ul style="list-style-type: none"> ○ Promoting ownership and ambition at the top; ○ Monitoring the progress of their implementation; ○ Facilitating organizations in sharing their knowledge and experience concerning the implementation; ○ Supporting pilot programs within government organizations and sharing the lessons learned within the broader national government. 	
How will the commitment contribute to solving the public problem?	<ul style="list-style-type: none"> ▪ Through agenda setting and the facilitation of knowledge sharing, this commitment supports government organizations to proactively implement “Active disclosure of government information”. By monitoring the progress, the project team will be able to support the implementation process through targeted interventions. 	
Why is this commitment relevant to OGP values?	<ul style="list-style-type: none"> ▪ Transparency: a successful implementation will ensure that more information is disclosed within a central and accessible platform. 	
Additional information	<p>Information categories mentioned below (in Dutch):</p> <div style="display: flex; flex-direction: column; gap: 10px;"> <div style="display: flex; align-items: center;"> <div style="background-color: #4a86e8; color: white; border-radius: 15px; padding: 10px; text-align: center; width: 150px;"> <p style="font-size: 24px; margin: 0;">Categorie A</p> </div> <div style="margin-left: 10px;"> <ul style="list-style-type: none"> Wetten en algemeen verbindende voorschriften Besluiten van algemene strekking Organisatie- en mandaatregeling Bereikbaarheidsgegevens Informatieverzoeken </div> </div> <div style="display: flex; align-items: center;"> <div style="background-color: #4a86e8; color: white; border-radius: 15px; padding: 10px; text-align: center; width: 150px;"> <p style="font-size: 24px; margin: 0;">Categorie B</p> </div> <div style="margin-left: 10px;"> <ul style="list-style-type: none"> Wetsonderwerpen en ontwerpen van besluiten Adviezen van adviescolleges en -commissies Jaarplannen en jaarverslagen </div> </div> <div style="display: flex; align-items: center;"> <div style="background-color: #4a86e8; color: white; border-radius: 15px; padding: 10px; text-align: center; width: 150px;"> <p style="font-size: 24px; margin: 0;">Categorie C</p> </div> <div style="margin-left: 10px;"> <ul style="list-style-type: none"> Convenanten Rapporten van onderzoeken: <ul style="list-style-type: none"> Naar het functioneren van de organisatie; Ter voorbereiding of evaluatie van beleid; Klachten (schriftelijke oordelen in klachtenprocedures) Beschikkingen </div> </div> </div>	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Support all government organizations in the implementation of information category A	2020	2021
Support all government organizations in the implementation of	2020	2022

information category B			
Support in the implementation of information category C for Ministries		2021	2023
Implementation of information category C, for Services, Agencies and independent governing bodies.		2021	2025
Promoting ownership and ambition at the top by: <ul style="list-style-type: none"> ▪ Organizing panel discussions ▪ Organizing dialogues with relevant stakeholders within government organizations, ▪ Publication of interviews with directors 		2020	2022
Facilitating sharing of knowledge by: <ul style="list-style-type: none"> ▪ Organizing knowledge sessions and implementation workshops to support and promote the implementation ▪ Connecting organizations 		2020	2022
Contact information			
Other Actors Involved	State actors involved	All ministries	
	CSOs, private sector, multi-laterals, working groups	-	

III. Open Communication

6. Direct Duidelijk Brigade (Plain Language Brigade)

Commitment Template	
Direct Duidelijk Brigade (Plain Language Brigade)	
Commitment Start and End Date: 1 January 2021 - 1 June 2022	
Lead implementing agency/actor	Ministry of Internal Affairs of the Netherlands (hereafter BZK)

Commitment description		
What is the public problem that the commitment will address?	<p>Society is becoming increasingly complex, particularly due to digitization. Many people have trouble keeping up. The government has the responsibility to ensure that everyone can continue to participate. That starts with understanding the government.</p> <p>Too many people no longer understand the language of the government. As a result, they participate less in society, for example, they cannot make use of certain help to which they are entitled or do not know what the government expects from them.</p> <p>Because many people do not fully understand the government, (a lot of) extra money and effort is needed from government organizations to explain uncertainties or solve problems.</p>	
What is the commitment?	<p>As Plain Language Brigade we are focused on governments and therefore have an indirect social effect. We have three types of activities:</p> <ol style="list-style-type: none"> 1. We ensure that the people who can (largely) solve the problem (civil servants) <u>are aware of it</u>. 2. When officials are aware of it and want to do something about it, we <u>support</u> them to do something about it. 3. We <u>measure</u> whether and what is happening to address and resolve the problem. Does what we do have an effect? 	
How will the commitment contribute to solving the public problem?	<p>The Plain Language Brigade makes government communication and services at all levels (municipalities, provinces, regional water authorities, central government and implementing organizations) more comprehensible for a larger part of the population.</p>	
Why is this commitment relevant to OGP values?	<p>It is abundantly clear that the basis of open government is that as many Dutch people as possible understand the government. This contributes to public participation and transparency.</p>	
Additional information	<p>The program is part of the Digital inclusion approach and the regulatory burden approach. The program is linked to the current cabinet (until 2021).</p> <p>We work together with various partners such as the Dutch Language Union and social interest foundations such as 'Lezen en Schrijven' ('Reading and Writing').</p>	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Implementing the 'Plain Language Brigade' offer: a helpline, training, language application, citizen panels	02-11-2020	01-12-2021
Awarding three 'Plain Language Awards' for ambassador, civil servant and organization	02-11-2020	01-02-2021
Developing a database with reliable plain language text formats	01-02-2021	01-12-2021
Contact information		

Other Actors Involved	State actors involved	Several municipalities, provinces, regional water authorities, central government and implementing organizations.
	CSOs, private sector, multilaterals, working groups	We work together with various partners such as the Dutch Language Union and social interest foundations such as 'Lezen en Schrijven' ('Reading and Writing').

IV. Open Organization

7. The Future of 'Policy Intimacy'

Commitment Template	
The Future of 'Policy Intimacy'	
Commitment Start and End Date: 1 January 2021 - 31 December 2022.	
Lead implementing agency/actor	Instituut Maatschappelijke Innovatie (IMI) (Institute for Social Innovation)
Commitment description	
What is the public problem that the commitment will address?	<ul style="list-style-type: none"> There's a tension between the so called 'deliberative process privilege' on the one hand whereby internal agency memorandums are not disclosed, and on the other hand the public call for more transparency on the arguments and scenario's which are developed by civil servants.
What is the commitment?	<ul style="list-style-type: none"> Organizing a dialogue and a document with various actors about solving this tension.
How will the commitment contribute to solving the public problem?	<ul style="list-style-type: none"> Find a way to accommodate the need for confidential deliberations within government agencies and accommodate at the same time the public need for adequate information. Organizing meetings with civil servants, FOIA experts, top civil servants and representatives of the civil society.

<p>Why is this commitment relevant to OGP values?</p>	<ul style="list-style-type: none"> ▪ The commitment will ideally lead to disclosing more information, improving the quality of the information disclosed, improving accessibility of information to the public, or enabling the right to information. The commitment is relevant to transparency. ▪ The commitment is creating or improving opportunities, or capabilities for the public to inform or influence decisions. The commitment is creating or improving the enabling environment for civil society. The commitment is relevant to civic participation. 		
<p>Additional information</p>	<ul style="list-style-type: none"> ▪ Commitment budget made available by the Ministry of the Interior and Kingdom Relations: 20.000 euro. ▪ Links to other government programs: Fits in the ambition of Wet open overheid (Woo) ▪ Links to the National development plan or other sectoral / local plans: Meerjarenplan Informatiehuishouding (Multi-year information management plan). 		
<p>Milestone Activity with a verifiable deliverable</p>		<p>Start Date:</p>	<p>End Date:</p>
<p>Meeting civil servants</p>		<p>1-1-2021</p>	<p>31-12-2021</p>
<p>Meeting FOIA experts</p>		<p>1-1-2021</p>	<p>31-12-2021</p>
<p>Meeting civil society</p>		<p>1-1-2021</p>	<p>31-12-2021</p>
<p>Meeting top civil servants</p>		<p>1-1-2022</p>	<p>31-12-2022</p>
<p>Document with new balance in Policy Intimacy</p>		<p>1-1-2021</p>	<p>31-12-2022</p>
<p>Contact information</p>			
<p>Other Actors Involved</p>	<p>State actors involved</p>	<p>Ministries, General Affairs (AZ), Internal Affairs (BZK), several others.</p>	
	<p>CSOs, private sector, multilaterals, working groups</p>	<p>NGO's as Open State Foundation, several others.</p>	

8. Investing in craftsmanship

Commitment Template		
Investing in craftsmanship*		
Commitment Start and End Date: 1 January 2020 - 31 December 2022		
Lead implementing agency/actor	Ministry of General Affairs; Government Information Council	
Commitment description		
What is the public problem that the commitment will address?	Various incidents and major events have shed light on the knowledge and skills of public servants in active public action. The perceived fairness, justness and the assigned legitimacy are under pressure and require more and targeted awareness and training of employees in dealing with information in all phases of the policy cycle. Much profit can be achieved because it is not so much about "wanting" (or motivations) but about "ability" (or capabilities) for many employees. You can learn from - living - practice and contribute to the civil servants passion and pride.	
What is the commitment?	The aim of this program is to strengthen the official craftsmanship of civil servants in the field of active public access and disclosure of information, by linking up with the recognition of possibilities for expanding the professional repertoire in this field.	
How will the commitment contribute to solving the public problem?	By investing in putting active disclosure on the agenda at important moments such as the start of the career, employment, project start-ups and systematic reflection (interviews, among others), an incentive can be given that is also experienced as encouraging and appreciative.	
Why is this commitment relevant to OGP values?	Active disclosure is first and foremost human work, and therefore a matter of craftsmanship. Organizations can enable their employees to qualify themselves for this and to make better use of the working methods and instruments that have developed further from this action plan. With the ultimate goal to achieve more openness and therefore more transparency, accountability and possibilities to participate.	
Additional information	<p>This part of the action plan is closely related to the specific commitment about dealing with policy intimacy. There is also a relationship with internal communication activities at departments. In addition, this program can strengthen the deployment of the so-called Broad Dialogue (Brede Dialoog) that arises from the report by the Cabinet on the advice of the Council of State on ministerial responsibility (June 2020). This also applies to efforts of the Information Council in the field of dilemma logic and network communication in which the active handling of information and networks is pursued.</p> <p>For this program, a budget of €15,000 is made available by the Ministry of the Interior and Kingdom Relations.</p>	
Milestone Activity with a verifiable deliverable		Start Date: End Date:

Assessment: Updating knowledge, attitudes, dilemmas and interventions for official action in the context of active disclosure. Using a flash panel (survey).		01-03-21	01-06-21
Analysis: Clarification of knowledge, attitudes and skills. Using 2 meetings with civil servants, administrators and stakeholders.		01-06-21	01-10-21
Embedding: Practical guidelines in the form of modules in – preferably existing – channels and platforms. (introduction and training programs, manuals and others)		01-10-21	01-06-22
Contact information			
Other Actors Involved	State actors involved	Several, to be determined	
	CSOs, private sector, multilaterals, working groups	To be determined	

V. Open Procurement

9. Contract Register

Commitment Template	
Contract Register in the Netherlands*	
Commitment Start and End Date (1 December 2020 - 1 June 2022)	
Lead implementing agency/actor	Ministry of Internal Affairs of the Netherlands (hereafter BZK)
Commitment description	
What is the public problem that the	Transparency on public procurement results in more efficient public spending, prevents corruption and gives every company a fair chance to win a government contract. The Netherlands publishes about 20.000

<p>commitment will address?</p>	<p>tenders and contracts on TenderNed.nl every year and several other procurement related datasets can be found on data.overheid.nl and the European Data Portal.</p> <p>However, transparency on procurement is only effective if data is being re-used by the government, companies, journalists and civil society. At this moment, the data is not used to the full potential.</p>	
<p>What is the commitment?</p>	<p>The development of the contract register and stakeholders' ability to access and analyse all publicly available information about public procurement in the Netherlands in a one-stop-shop information and engagement platform.</p>	
<p>How will the commitment contribute to solving the public problem?</p>	<p>The Dutch Ministry of Interior Affairs will improve the accessibility of Dutch procurement data by developing a contract register in cooperation with a variety of stakeholders and promote the re-use of this data with these stakeholders.</p> <p>This will lead to:</p> <ul style="list-style-type: none"> a. Increased capacities of the Dutch and foreign business to participate in the public procurement in the Netherlands by gaining new intelligence from the existing data and tools b. Increased intelligence capacity of the Dutch government to analyze the performance of public procurement in the Netherlands c. Increased capacity of the Dutch non-governmental actors, including CSOs and academia to monitor public procurement in the Netherlands. 	
<p>Why is this commitment relevant to OGP values?</p>	<p>The policy of the Dutch government resulting from the Open Government Partnership Action Plan is not only to publish the data, but also actively start a dialogue with stakeholders and re-users about the data. By doing so opportunities are created and improved for the public and companies to participate in the way the state buys. And afterwards to hold the state officials accountable to their actions</p> <p>When the Dutch contract register is ready based on the wishes of re-users the register will be launched at an official event where we will also organize a European conference to share experiences with other EU member states. In this way the Dutch government wants to share best practices on building a contract register outside of the national borders, but also wants to learn from other EU members states which have a different or better approach.</p>	
<p>Additional information</p>	<p>The project is linked to "Inkopen met Impact" ("Procurement with Impact"), the strategy of the Dutch Government to ensure government procurement is social, sustainable and innovative.</p> <p>BZK is working together with the Open State Foundation on this project.</p> <p>The estimated budget of the project Contract Register is € 265,795. The Innovation and Networks Executive Agency (INEA) has awarded a grant of € 199,346 under the Connections Europe Facility (CEF) Telecommunications Sector.</p>	
<p>Milestone Activity with a verifiable deliverable</p>	<p>Start Date:</p>	<p>End Date:</p>

Analysis of the requirements and preparation of specifications of the Contract Register		01-12-2020	01-05-2021
Development of the contract register and testing		01-05-2021	01-05-2022
Communication and dissemination activities		01-03-2022	01-06-2022
Contact information			
Other Actors Involved	State actors involved	Formal representative: Chief Procurement Officer of the Dutch National Government (André Weimar)	
	CSOs, private sector, multilaterals, working groups	Open State Foundation	

VI. Open Technology

10. Open Data Communities

Commitment Template	
Open Data Communities	
Commitment Start and End Date: 1 January 2020 - 31 December 2022	
Lead implementing agency/actor	KOOP Data.overheid.nl Ministerie van Binnenlandse Zaken (BZK)
Commitment description	
What is the public problem that the commitment will address?	Data is a production tool for every organization. A production tool that plays an increasingly important role in providing added value to both inside and outside the organization. It is essential to improve the findability of data and to make it easier to conclude "data deals" in collaboration with private and public parties. That is why we started data communities on data.overheid.nl in 2019.

	<p>It is important to follow up the course that has been set. We now need to take next steps in supporting the communities. We also want to gain generic insight into the impact of making data available. In this way, data policy in the Netherlands can contribute to the promised development of economic and social value.</p> <p>The data.overheid.nl portal is thus catching up to keep up with European developments. To be able to manage our activities, a yardstick is needed to measure the impact of data.overheid.nl and our activities. A framework to measure the impact of making data available with KPIs.</p> <p>We also see that data.overheid.nl is being asked to play a role in supporting AI initiatives and sharing data. The Corona crisis reinforces the need to share data better and easier.</p> <p>Being able to share data makes it possible to utilize the value. However, a lot of data is not shared because the conditions are not clear under which it can be shared. Most open data on data.overheid.nl has an open license of which it is reasonably clear what the condition for reuse is. Data that is not open and for which, for example, must be logged in or an agreement signed, is now not shared. There is a lack of a proper description of the conditions and a way of checking the conditions for reuse.</p> <p>Data.overheid.nl now plays a natural role in providing startups and scale-ups with easy access to government data. Not only by handling data requests that lead to efficient contact between startups and data owners, but mainly by ensuring more and better findable datasets, even if they are not initially available as open data.</p>
<p>What is the commitment?</p>	<p>We are starting a process in which we facilitate 5 data communities. A data community consists of a combination of data owners, re-users and experts in a specific domain. The community offers in-depth information, specific data, reference data, applications and an opportunity to ask experts directly about data.</p> <p>In addition, we will provide more information with datasets about how the datasets can be reused. Currently, many re-users are still confused about how they can re-use data. In the coming period, we will improve this and show how data can be reused for each dataset.</p> <p>Finally, we are developing a framework to actually measure the impact of the data that is made available. Indicators are drawn up and these are made visible on the data portal. In this way, more insight is provided into the impact of government data. With these activities we are able to:</p> <ul style="list-style-type: none"> ▪ Provide better insight into the impact of making data available. ▪ To have clear conditions and conditions for sharing data in a selection of datasets. ▪ Create a structural effect on bringing together supply and demand for open data with the help of the data communities.
<p>How will the commitment contribute to solving the public problem?</p>	<p>In other countries, the focus on communities is successfully used to initiate demand articulation and in this way bring supply and demand for government data closer together. In order to make more data of better quality available for public use. That is why we also want to apply this in the Netherlands.</p>

	<p>We are conducting a pilot in which we are investigating a number of datasets whether it is possible to share more information about the data. Most datasets lack insight into the structure of the data. For example:</p> <ul style="list-style-type: none"> ▪ Which columns does the data contain? ▪ Which concepts can be found in the data? ▪ What is the underlying data model? ▪ What is the relationship with other data sources? 	
Why is this commitment relevant to OGP values?	<p>The data community revolves around the interaction between the supply of data by data owners, the use of the data in applications and the insight into the impact of the use of the data on processes, business operations and services to customers. The essence of a community is the feedback and interaction that arises. It contributes to the improvement of the quality and continuity of the data for data owners. At the same time, employees are directly involved in the data management process.</p> <p>The examples from France and Spain, and the first insights from our own Education and Mobility data communities show that the focus on specific domains gives a boost to:</p> <ul style="list-style-type: none"> ▪ Gain more insight into the impact of data; ▪ Get more data available; ▪ Make this more attuned to demand; ▪ Contribute to more shareable data. <p>This benefits transparency and the possibility of participation. This also stimulates technological innovation.</p>	
Additional information	The implementation and further development on data.overheid.nl stems directly from the National Data Agenda drawn up by Min. BZK.	
Milestone Activity with a verifiable deliverable		Start Date:
		End Date:
Pilot from the data communities		01-01-20
Pilots on the subject of data sharing		01-01-21
Developing an impact framework		01-08-20
Contact information		
Other Actors Involved	State actors involved	The communities consist of many organizations
	CSOs, private sector, multilaterals,	The communities consist of many (public, private and civil society) organizations: link

	working groups	
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11. Open Source

Commitment Template	
Open Source	
Commitment Start and End Date: 1 January 2020 - 31 December 2022	
Lead implementing agency/actor	Ministry of the Interior and Kingdom Relations (BZK)
Commitment description	
What is the public problem that the commitment will address?	BZK supports the principle that software developed with public funds is shared with society as much as possible. Publishing the source code benefits general interests, such as less waste, innovation, more economic activity, transparency and information security. At the same time, there is still little practical experience with the release of the source code. It is also not always clear to a government organization what costs are involved in the release and whether the benefits as mentioned above actually manifest themselves.
What is the commitment?	<p>The commitment contains various activities to stimulate the availability of open source software:</p> <ol style="list-style-type: none"> 1. Wiki BZK is developing a Wiki "publishing source code". This template states what government employees should consider when publishing code. When (and how) do you publish open source? This includes practical aids such as a financial checklist, a guide to determine the optimal location and a step-by-step plan for management after the first publication. This Wiki is primarily intended for policymakers and procurator of ICT solutions. 2. Community formation The Ministry of the Interior and Kingdom Relations is committed to increasing the quality of open source code so that the code remains well-maintained and attractive for reuse. BZK also wants to stimulate knowledge sharing in this area. A strong (online) community is indispensable for this. That is why BZK is investigating what characterizes open source communities and what their strengths are (a.). BZK also offers a Pleio environment for sharing knowledge and experience (b.). 3. Research good examples of open source The Ministry of the Interior and Kingdom Relations, together with other ministries and local authorities, provides good examples showing the effects of the release (and use) of open source. 4. Decision-making on follow-up At the end of Q1 2021, the minister will inform the House of the outcomes of the open source action plan and will be pre-sorted according to the policy commitment in the next government term. In due time it is therefore determined whether the current approach with regard

	to this policy line has sufficient effect, or whether it should be made more binding.	
How will the commitment contribute to solving the public problem?	Unknown makes unloved, which is why a large part of the activities are aimed at increasing awareness of the open source way of working. By expanding the knowledge base, by means of commissioning research and bundling existing research in the online Pleio environment (online platform) and in the wiki, this provides public professionals with tools to make informed choices about choosing open source.	
Why is this commitment relevant to OGP values?	Making open source source codes available increases the transparency of public digital services. Because interested parties can watch, make suggestions for changes and participate in communities, the degree of participation is increased. Because the government shows more how work is done and source codes become transparent, the commitment contributes to public accountability . The above values are supported by technology and innovation .	
Additional information	<p>Letter to Parliament about the release of source code for government software: https://www.rijksoverheid.nl/documenten/kamerstukken/2020/04/17/kamerbrief-inzake-vrijgeven-broncode-overheidssoftware</p> <p>For a comprehensive overview, including effects, limitations, costs and possible risks, see 'Considerations for 'Open by default...' and the open source approach': https://www.rijksoverheid.nl/documenten/publicaties/2020/04/17/overwegingen-bij-open-tenzij-en-aanpak-open-source</p>	
Milestone Activity with a verifiable deliverable		Start Date:
		End Date:
1. Wiki on 'publishing source code'	1-1-2021	1-3-2021
2. Building a Community	1-1-2021	31-12-2022
a. Research on Open Source Communities	1-1-2021	1-3-2021
b. Pleio environment (online platform) for sharing knowledge and experience	1-1-2021	31-12-2022
3. Research on good examples of open source	1-1-2021	31-12-2022
4. Decision-making about follow-up	1-1-2021	31-3-2021
Contact information		
Other Actors Involved	State actors involved	Several ministries and other government organisations

	CSOs, private sector, multilaterals, working groups	ICTU, Foundation for Public Code, Open State Foundation, Code for NL, EMMA Communicatie

12. Open Algorithms

Commitment Template	
Open Algorithms*	
Commitment Start and End Date January 1 2021 – December 31 2022	
Lead implementing agency/actor	Ministry of the Interior and Kingdom Relations (BZK)
Commitment description	
What is the public problem that the commitment will address?	More and more government management and policy decisions are based on data and algorithms. Decisions based on algorithms are often not transparent to citizens and companies, while the consequences of applying these algorithms can be of great significance for society.
What is the commitment?	In summary, the following activities are carried out for improving the supervision of the use of algorithms by the government: <ul style="list-style-type: none"> ▪ Development of an algorithm and human rights impact assessment in which connection is sought as much as possible with existing assessments; ▪ Improvements to purchasing conditions for government purchasing algorithms from companies. ▪ Exploration with government organizations and scientists whether and how to arrive at joint definitions in the field of AI and algorithms. ▪ An overview of available tools for the development and use of more complex algorithms.
How will the commitment contribute to solving the public problem?	Providing government organizations with tools for dealing with algorithms and making them transparent and purchasing them ensures that governments can make more conscious choices and be more transparent about their actions. This makes the government's use of algorithms more understandable for residents.
Why is this commitment relevant to OGP values?	The instruments that are being developed ensure that governments can be more transparent about the use of algorithms and the trade-offs that are made. In that sense, it is also a form of accountability for the use of algorithms, because it is easier for citizens to trace what happens and how (automated) decisions are made.

Additional information	<ul style="list-style-type: none"> ▪ In 2019, research was conducted into the supervision of the use of algorithms in the government: https://www.rijksoverheid.nl/documenten/rapporten/2019/11/25/rapport-toezicht-op-gebruik-van-algoritmen-door-de-overheid ▪ A letter to parliament was published in 2019 about guarantees against risks of algorithms and data analyzes by the government. The focus is on transparency, verifiability and legal protection, BZK has tested the guidelines in practice: https://www.rijksoverheid.nl/documenten/kamerstukken/2019/10/08/tk-waarborgen-tegen-risico-s-van-data-analyses-door-de-overheid ▪ The Court of Audit has been investigating the use of algorithms in the public sector since February 2020: https://www.rekenkamer.nl/actueel/lopend-onderzoek/zicht-op-algoritmes ▪ The existing Guidelines for the application of algorithms by governments are being evaluated and a further legal obligation of these guidelines is being explored. 		
Milestone Activity with a verifiable deliverable		Start Date:	End Date:
Development of an algorithm and human rights impact assessment in which connection is sought as much as possible with existing assessments.		1-1-2021	1-4-2021
Improvements in procurement conditions for procurements of algorithms from companies by the government.		1-1-2021	1-9-2021
Exploration with government organizations and scientists whether and how to arrive at joint definitions and supported solutions in the field of AI and algorithms.		1-1-2021	1-5-2021
An overview of available tools for the development and use of more complex algorithms.		1-1-2021	1-4-2021
Contact information			
Other Actors Involved	State actors involved	Ministry of Justice and Safety, Chamber of Audit	
	CSOs, private sector, multilaterals, working groups	-	

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VII. Open Justice

13. Building better public services for all with open justice data standards

Commitment Template	
Building better public services for all with open justice data standards	
Commitment Start and End Date (1 January 2020 - 31 December 2022)	
Lead implementing agency/actor	Open State Foundation
Commitment description	
What is the public problem that the commitment will address?	<p>Global data shows that one in five justice problems that people face relates to accessing public services (Justice for All report). In the Netherlands, this led to a total of 30.775 complaints received by the Dutch National Ombudsman in 2019. Since these are second line complaints, this number represents the tip of the iceberg of the everyday problems that people encounter in their interactions with public services.</p> <p>Common issues include difficulty obtaining identification documents or permits, accessing education or health care; problems with the police, immigration services, tax authorities and the provision of social benefits. The most prominent recent case in the Netherlands is the child benefits scandal, in which a group of parents were wrongly ordered to pay back thousands of euros in benefits. Most of the families affected had ethnic minority backgrounds, suffered grave financial and emotional consequences and had to wait years for a solution.</p> <p>To resolve problems related to accessing public services, It is important to establish effective complaints mechanisms. This provides meaningful access to justice and it enables the authorities to address grievances and resolve problems early on rather than letting them fester. As a feedback mechanism, it also provides valuable insights about how people experience procedures and interactions and what works to solve their justice problems. With the complexity of bureaucracy continually increasing, complaints give information that helps identify bottlenecks and obstacles that people face in real life. Addressing these can help deliver fair outcomes, both at the individual level and for society as a whole.</p> <p>Open access to complaints data can ensure that public systems and institutions work for people and are equipped to respond to their needs and problems. It can help systems and institutions improve their operations, and compare their own performance with results of others to spark learning and exchange. In addition journalists, academics, interest groups and civil society organisations can better play their role as public watchdogs and help identify and solve issues. They can also analyse patterns of exclusion and structural injustices. In short, public</p>

	<p>data on complaints can provide a powerful mechanism for feedback and learning to build better public services for all.</p>
<p>What is the commitment?</p>	<p>Long term objective: The long term goal of this project is to realise 100% publication, by 2025, of complaints about public services as open data and based on a common standard, throughout the Netherlands, by the Dutch National Ombudsman, local Ombuds institutes and all other public entities that have complaints mechanisms, in line with the new Open Government Act.</p> <p>Commitments (detailed in next section): Within the 2 year lifespan of this project all involved stakeholders commit to:</p> <ol style="list-style-type: none"> 1. Creating an inclusive consortium that commits to realising the long term objective; 2. Developing an semantic 'Complaints Open Data Standard' for the publication of data about complaints; 3. Testing and applying the 'Complaints Open Data Standard' on complaints received by the National Ombudsman and three local Ombuds institutes (to be confirmed but ideally the Ombudsman of The Hague, Rotterdam and Amsterdam), as well as one or two public entities that deal with first line complaints. 4. Conduct at least one pilot exercise, focused on a specific and relevant common justice problem that people face, to analyse and learn from the data and develop and implement improvements in public service delivery based on the insights achieved. <p>Expected results: Through the publication of complaints as open data, this project will help public authorities to better understand what justice problems people have and how they are best resolved. Through open data on complaints, governments are in the position to learn and take measures to prevent new justice problems from occurring. Outside actors, such as academics, journalists and interest groups, will be able to contribute with analysis and propositions for improvements based on the publicly available data.</p> <p>Per commitment we expect the following results:</p> <ol style="list-style-type: none"> 1. Structural collaboration between all relevant stakeholders, required to realise the long term objective. 2. Harmonised and standardised publication of open data on complaints all over the Netherlands. 3. Publication of complaints as open data during the project. 4. Create measurable improvement in people's access to public services in at least one specific area. 5. Development of concrete best practices, cases and examples that can be used to showcase the need and benefits of the publication of complaints as open data.
<p>How will the commitment contribute to solving the public problem?</p>	<p>Establishment of the Consortium and Public Commitment to publishing complaints as open data By bringing the National Ombudsman, three local Ombuds institutes, Pathfinders for Justice, NYU-CIC and the Open State Foundation</p>

	<p>together, this project ensures that all required parties are involved to realise this objective. Through the public statement we ensure commitment and public attention for the action.</p> <p>It will be investigated how the Association of Netherlands Municipalities Realisation can best be involved in the process, for example as an active participant or as a silent partner.</p> <p>Definition of the 'Complaints Open Data Standard and Technical Requirements'</p> <p>This standard focuses on the disclosure of procedural information (is the complaint being treated), metadata (definition of complaints, categorisation of topic area and type of complaint, etc.) and demographic data. Through this Standard, complaints can be analyzed and compared and used to create solutions. The standard will be created in such a way that both meaningful quantitative and qualitative analysis of complaints is possible. Civil society can play a better role as a watchdog and public authorities can structurally learn and take measures to build better public services for all.</p> <p>This Standard will be aligned with the requirements of the PLOOI platform (a central government-owned Platform for Open Government Information). This platform will be used to publish open data about complaints in the Netherlands.</p> <p>Complaints published as open data by the National Ombudsman and 3 local Ombuds institutes</p> <p>The actual process of publishing complaints as open data helps us to address the tension between standardisation and the need for customization. Standardisation of data about complaints will have to be done in such a way to allow for proper inclusion of exceptional cases and should allow for analysis of exclusions, for example of marginalized groups. As described earlier, through the publication this project will also create best practices, lessons learnt, cases and examples that can be used to showcase the need for and benefits of publishing complaints as open data.</p> <p>Pilot exercise from data to better public services</p> <p>Early on the project will work on the identification and analysis of one specific and relevant common justice problem that people face, and using the complaints data to drive improvement. This will provide early learning opportunities to tweak the data standard and better understand how to structure data to support learning and actual improvements. It will encourage others to start using the data and the pilot will also serve as an illustrative example to win over other partners / complaint handlers and share experiences internationally.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>This commitment will disclose significantly more information about complaints than is currently available in the public domain. By developing a standard that can be applied throughout the Netherlands and across public entities, the commitment also contributes to improving the quality of the information available. The commitment therefore greatly contributes to transparency.</p> <p>The commitment creates new opportunities for the public to inform or influence decisions. It enables academics, journalists, interest groups and civil society organisations to identify bottlenecks and obstacles as</p>

	<p>well as patterns of exclusion and/or discrimination. In that sense the commitment is relevant to civic participation.</p> <p>Lastly the commitment targets structural improvements of public services and therefore the prevention of people's justice problems. Better understanding the issues people face and analysis of the complaints data will inform public debate based on the evidence of people's lived experience. This is a basis for influencing government officials and ultimately holding them accountable for their actions. In that sense the commitment is relevant to public accountability.</p>	
Additional information	<p>Commitment budget:</p> <ul style="list-style-type: none"> ▪ The National Ombudsman already committed to participation in the project at own costs ▪ The Pathfinders for Justice team at NYU-CIC will have an advisory role, also at own costs. <p>Links to other Dutch government programs:</p> <ul style="list-style-type: none"> ▪ Realisation of the The Open Government Act (Wet Open Overheid or WOO) that succeeds the Freedom of Information Action (Wet Openbaarheid Bestuur or WOB) <p>Links to the National development plan or other sectoral / local plans:</p> <ul style="list-style-type: none"> ▪ all public entities in the Netherlands are expected to soon be confronted with the legal obligation of publishing data about complaints <p><i>Links to other relevant plans, such as a National Development Plan or an Anti-Corruption Strategy</i></p> <p>Link to the Sustainable Development Goals: This commitment has a direct link with and makes an important contribution to SDG16 and the goal of providing equal access to justice for all. The Netherlands was a co-chair of the Task Force on Justice, which set out an agenda for action to achieve equal access to justice for all. This commitment seeks to contribute to resolving and preventing justice problems, one fifth of which are related to accessing public services as global data shows. The agenda for action includes efforts to empower people and communities, provide people-centered justice services and achieve fair outcomes, all of which will be supported by this commitment.</p>	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Establishment of the Consortium (at project start)	05-01-2021	28-02-2021
Public Commitment to publish complaints as open data (after 3 months)	05-01-2021	28-02-2021
Definition of the Complaints Open Data Standard (after year 1)	28-02-2021	31-12-2021
Sharing of experiences in international fora such as: - the HLPF in New York in July 2021 (review of SDG16) - the UN Global Data Forum in October 2021 in Bern - the OGP Summit in Seoul in December 2021 - the IOI world conference 2021/2022.	01-05-2021	31-12-2022

Technical Requirements for the PLOOI Platform (after year 1)		05-01-2022	31-12-2022
Application of the Complaints Open Data Standard with 3 local governments (project end)		05-01-2022	31-12-2022
Contact information			
Other Actors Involved	State actors involved	National and Local Ombudsmannen Local municipalities the Association of Netherlands Municipalities Realisation Ministry of the Interior and Kingdom Relations	
	CSOs, private sector, multilaterals, working groups	Open State Foundation Pathfinders for Justice, NYU-CIC	

*Commitments marked with a * directly build upon the results and lessons learned from commitments from the 2018-2020 action plan, formalizing their next steps in this 2020-2022 action plan.*