

European e-Government Award for Dutch Cadastre

1.8 Million Requests per Month

Every two years the European Commission presents the e-Europe Awards for e-Government.

The Dutch Cadastre has won the award for the theme "Service use: Citizens and

Businesses". The other three awards were granted to the Social Insurance Institution in

Poland, the Agency of Governmental Management in Denmark and the Revenue

Commissioners in Ireland. Arco Groothedde, executive board member of the Dutch Cadastre,

shares his views with us.



Arco Groothedde: "From the moment Kadaster-online was introduced we have seen an exponential decrease in the number of information requests by phone or at the desk".

The jury qualified the project as : "A very good case regarding innovation in the application area. Integration and collaboration of different systems and entities is convincingly elaborated. It offers high potential for a large group of users and for replication in different regions and European countries."

By Robin Wevers



The e-Government award.

Kadaster-on-line

Until the turn of the century the Dutch Cadastre had a specific type of software that customers used to order and retrieve information from. This application was not based on Internet-technology, relatively complex to use and built on stand-alone systems. It did not live up to the demands of our time. In 2001 the Dutch Cadastre introduced Kadaster-online. This new application offers up-to-date information, is immediately available and provides a user-friendly Internet-interface. Initially Kadaster-on-line was built for house-brokers and notaries. These professional customers have subscriptions that allow them to selectively retrieve the required information. Groothedde: "'Innovative' may not be the first word coming to mind when hearing the name 'Cadastre', but when asked most of our customers will undoubtedly qualify us as innovative." From 2003 onwards private citizens also have access to Kadaster-on-line. Groothedde says: "It is the Cadastre's task to make information available easily and at limited costs. The electronic highway is an important means for us to bring real estate-information into people's homes and offices."

Verdict of the Jury

The jury's short description of Kadaster-on-line is: "The project delivers online access to land registry products through national up-to-date land registry information. It has 6,000 (Note: this should be 12,000) registered clients and 45,000 users, and provides significant value-adding service extensions."

Take-off

Kadaster-on-line has taken off in a way that even the people involved could never dream of. In 2001 175 thousand requests for information were received every month. In 2005 this number increased to 1.8 million per month. The number of professional subscribers has grown from 6,000 to 12,000. Considering that most subscriptions apply to more than one user, the actual number of users is estimated at 45,000. What makes Kadaster-on-line different from most applications? Groothedde: "It is different due to the fact that the starting point has not been the products the Cadastre can offer, but the demand of the customers. We truly offer what the customer wants." To support this statement he says: "From the moment Kadaster-on-line was introduced, we have seen an exponential decrease in the number of information requests by phone or at the desk". Kadaster-on-line has a nice front-end, but most impressive must be the part you can't see: the systems and data behind the front-end such as cartographic information, alphanumeric information, realising the quality of the data, and logging and billing all transactions. Kadaster-on-line is the spider in the web. A nice front-end can only work if the back-office systems are up to their tasks.

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Four Different Themes

The aim of the e-Europe awards is to promote best practices within the EU so that the corresponding know-how can subsequently be shared. The e-Europe Awards are organized by the EIPA, the European Institute of Public Administration. In 2005 they received 234 submissions for four different themes: Enabling e-Government, Transformation, Businesses and Citizens, and Impact. The European Commission has granted the 'Good Practice Label' to 76 projects, 52 have been selected as finalists. The finalists presented their applications at the e-Government Conference in November 2005 in Manchester.