



Citizenlink
e-Citizen Charter



BurgerServiceCode

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1. **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.
2. **Transparent Public Sector** - As a citizen I know where to apply for official information and public services. Government guarantees one-stop-shop service delivery and acts as one seamless entity with no wrong doors.
3. **Overview of Rights and Duties** - As a citizen I know which services I am entitled to under which conditions. Government ensures that my rights and duties are at all times transparent.
4. **Personalised Information** - As a citizen I am entitled to information that is complete, up to date and consistent. Government supplies appropriate information tailored to my needs.
5. **Convenient Services** - As a citizen I can choose to provide personal data once and to be served in a proactive way. Government makes clear what records it keeps about me and does not use data without my consent.
6. **Comprehensive Procedures** - As a citizen I can easily get to know how government works and monitor progress. Government keeps me informed of procedures I am involved in by way of tracking and tracing.
7. **Trust and Reliability** - As a citizen I presume government to be electronically competent. Government guarantees secure identity management and reliable storage of electronic documents.
8. **Considerate Administration** - As a citizen I can file ideas for improvement and lodge complaints. Government compensates for mistakes and uses feedback information to improve its products and procedures.
9. **Accountability and Benchmarking** - As a citizen I am able to compare, check and measure government outcome. Government actively supplies benchmark information about its performance.
10. **Involvement and Empowerment** - As a citizen I am invited to participate in decision-making and to promote my interests. Government supports empowerment and ensures that the necessary information and instruments are available.