DigiD Machtigen — The Netherlands' Digital Proxy-Access Scheme Letting Citizens Act for Others Online, and the Ombudsman's Verdict on Its Gaps

Digital Inclusion · Good practice · Netherlands

Quality score: 88/100

Evidence strength: Strong

Summary

DigiD Machtigen lets Dutch citizens authorise a relative or adviser to use public e-services for them. Almost 3.7m authorisations were used in 2023 across 61 organisations, but the Ombudsman found legal representatives' access inadequate: 24 of 342 municipalities connected.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-15

Logius (Ministry of the Interior and Kingdom Relations) — accessed 2026-11-15

ICTU — Monitor Digitale Overheid 2024 (via Eerste Kamer) — accessed 2026-11-15

Binnenlands Bestuur — Ombudsman: plan nodig voor digitale toegang (Dec 2023) — accessed 2026-11-15

BIT advies Programma Machtigen (2019) — accessed 2026-11-15

VNG — Digitaal machtigen en vertegenwoordigen — accessed 2026-11-15

Kassa (BNNVARA) — Ombudsman: machtiging DigiD voor kwetsbaren gaat niet goed — accessed 2026-11-15

Cite this — Evidoria. *DigiD Machtigen — The Netherlands' Digital Proxy-Access Scheme Letting Citizens Act for Others Online, and the Ombudsman's Verdict on Its Gaps*. Persistent ID: ed6e4e95-aaa1-4134-85dd-a5f2e08c87bf.