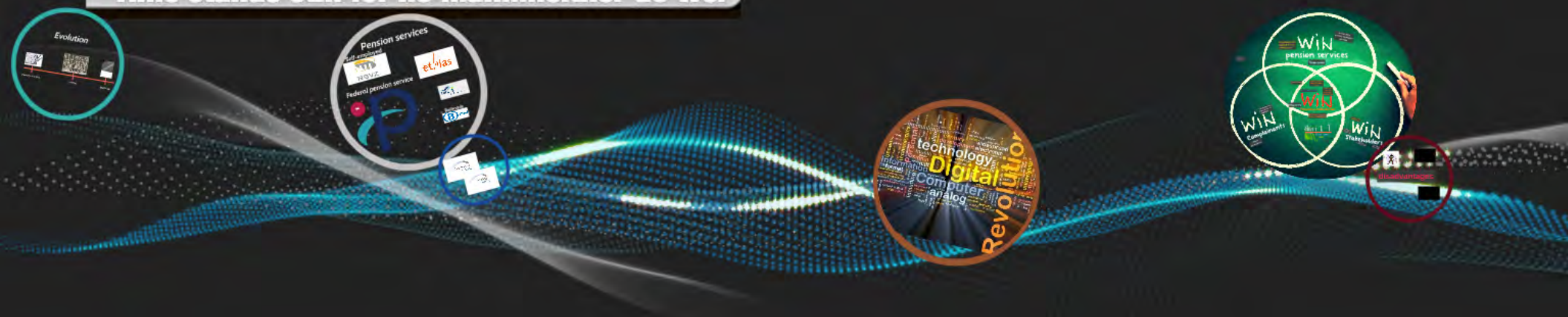
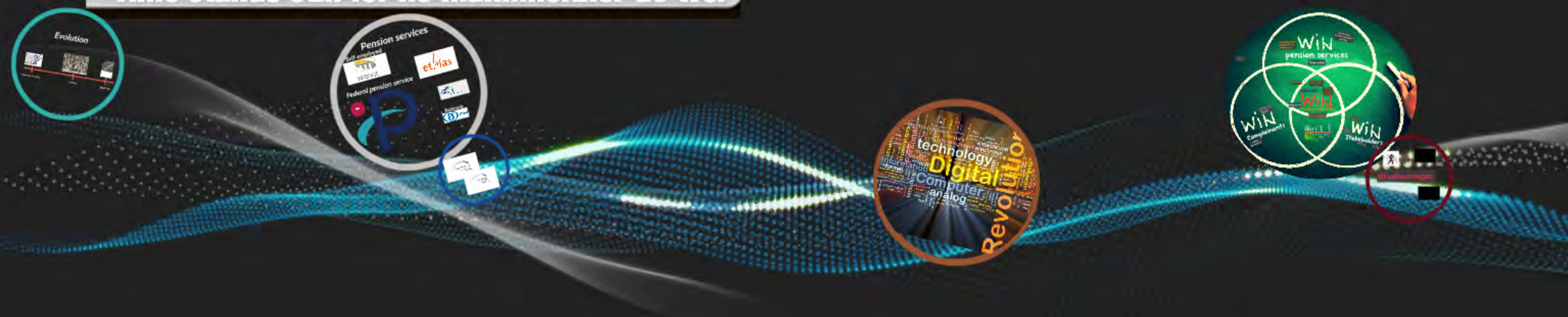


# A new Belgian Pensions Ombudsman !?



# A new Belgian Pensions Ombudsman !?



# Evolution



discovery of writing



printing



Digital age





discovery of writing



IMPRESSIO LIBRORVM.  
*Potest vt vna vox capi aures plurima: Linunt ita vna scripta mille paginas.*

printing



Digital age



# Evolution



discovery of writing



printing



Digital age

# Pension services

*Self-employed*



*Federal pension service*





# *Digital pension file*

 my pension.be



Ombudsdienst  
Pensioenen



Médiation  
Pensions



# Pension services

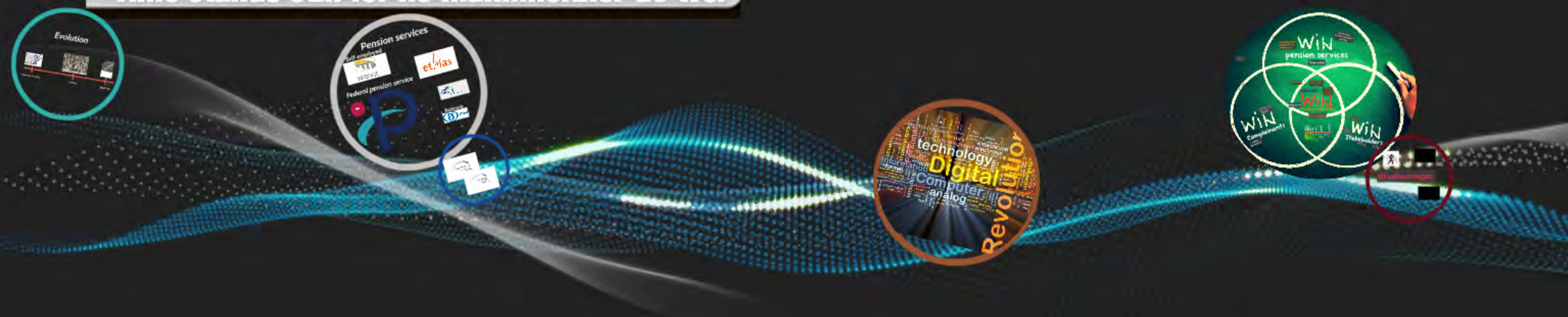
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Federal pension service



# A new Belgian Pensions Ombudsman !?








**transparency**



# Open Government Partnership



# GOVERNMENT Partners



ACCOUNTABILITY

RESPONSIBILITY



# Civilian

access to information



reactive

unique individual

accessibility







*only-once*

more information

# Administration

e-file

proactive

my pension.be



*more precisely formulated complaints*  
**new media**

# Pensions Ombudsmen

*vision*

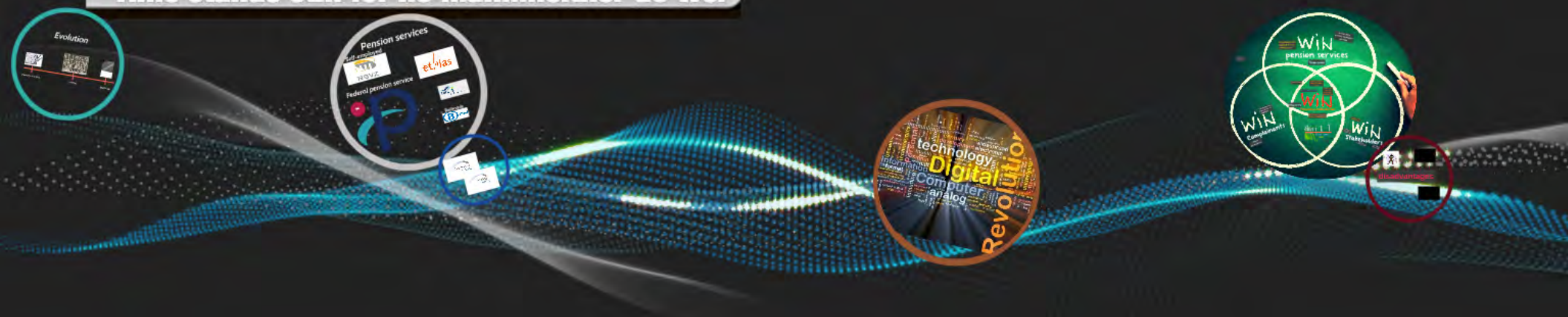
**professionalism**

access to data files

**partnership**



# A new Belgian Pensions Ombudsman !?







## Complaint :

*"Dear Ombudsman,  
My name is Jeff Peeters, I live in Brussels.  
My pension for self-employed persons  
diminished this month with 100 euro's.  
I hope sincerely that you can help me.  
Kind regards  
Jeff "*

How it was :

# TIME-saver

Solution

Nature of the problem

Discussion

identification

previous contact more information

Instruction re-examination

mixed career !

orientation transfer

Start Inquiry

Day 1

5

10

15

20

1 month

Day 40

2 months

3 months

Now :

# quality

# transparenc

# reliability

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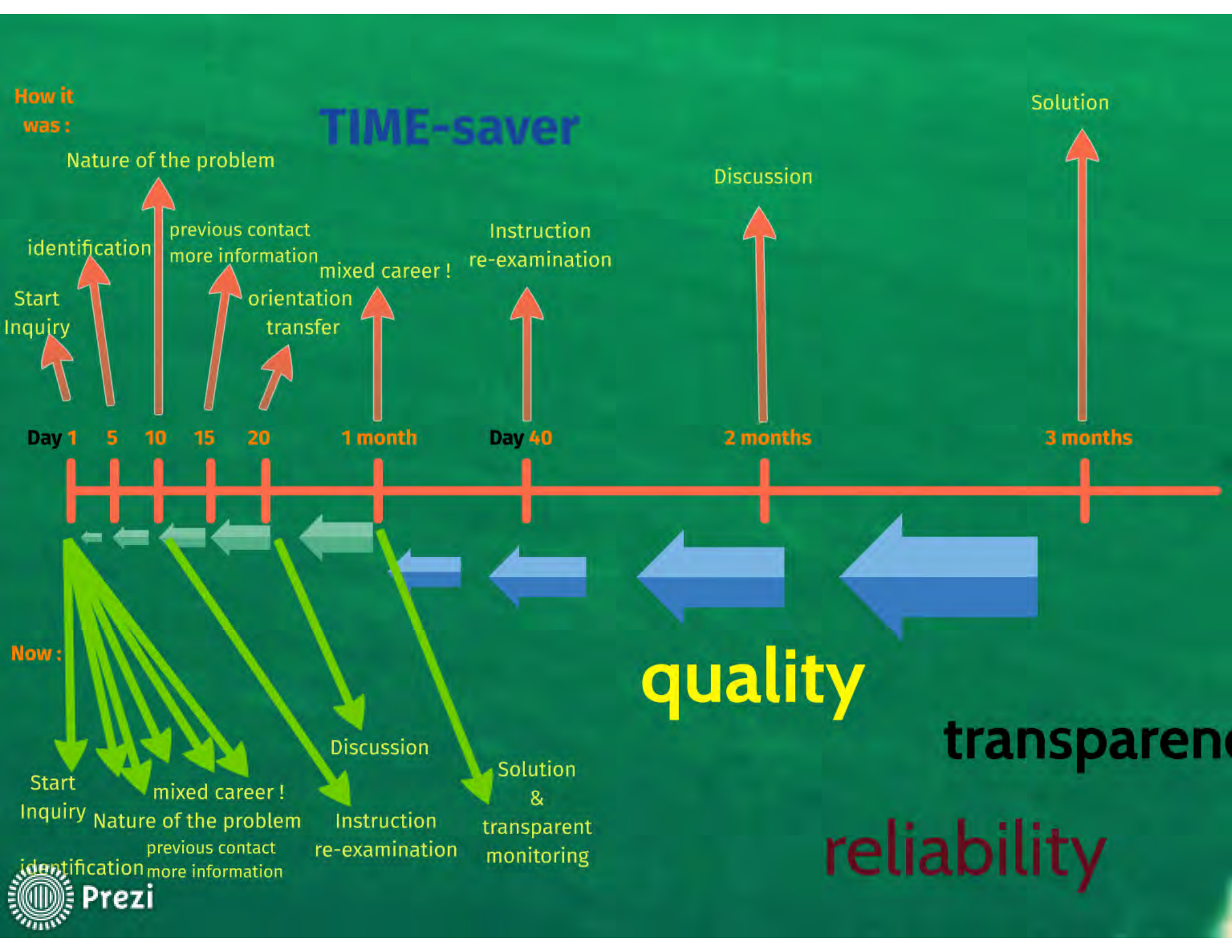
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Instruction re-examination

Solution & transparent monitoring



Prezi





TIME-saver

Less administrative  
rigmarole for the  
complainant

WIN

Complainants

citizen  
participation

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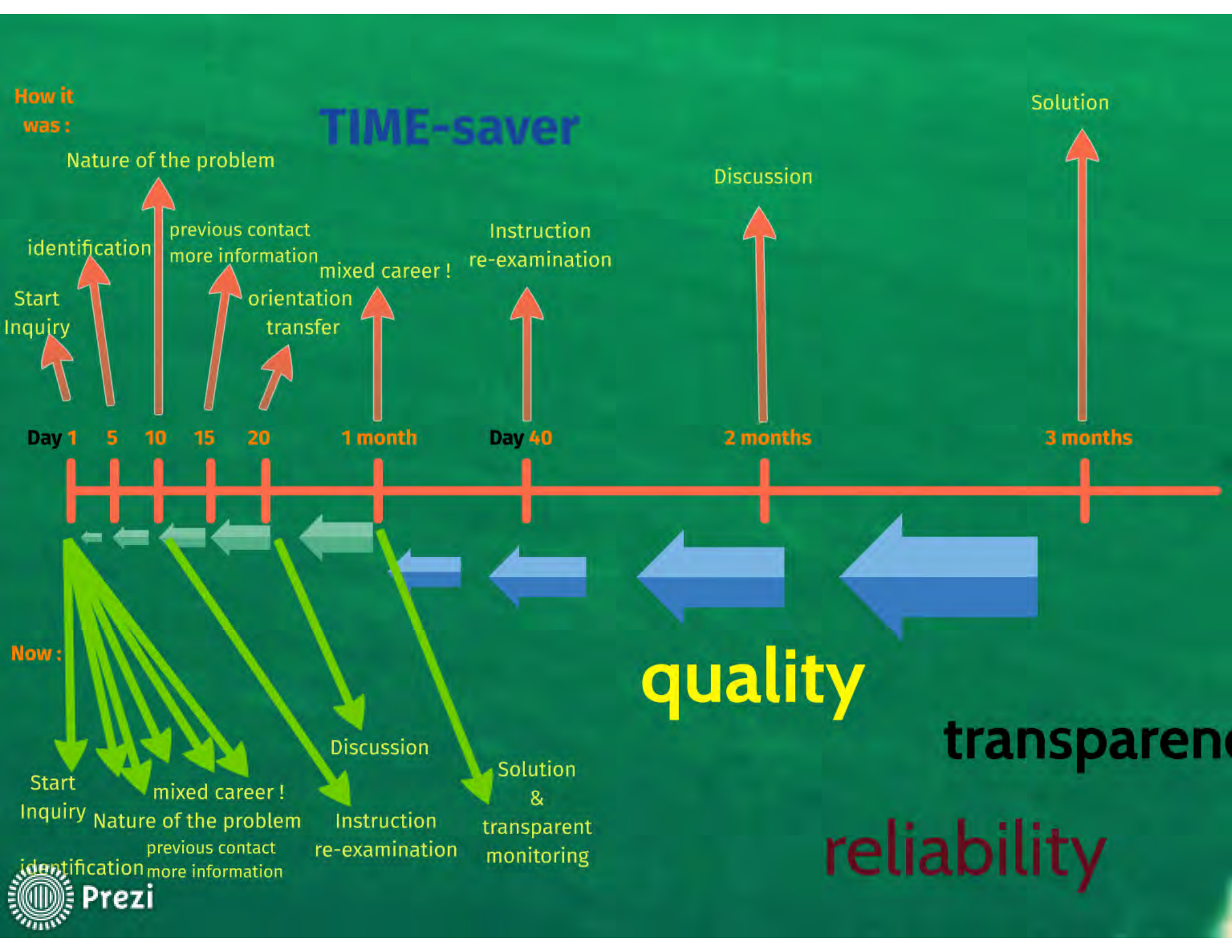
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**TIME-saver**

monitoring the actions  
taken by the pensions  
services

meeting the reactivity

transversal  
analysis of  
mixed careers -  
helicopter's view

WINU

**Pensions Ombudsman**

**Singularity**

increasing the pensions  
services' accountability



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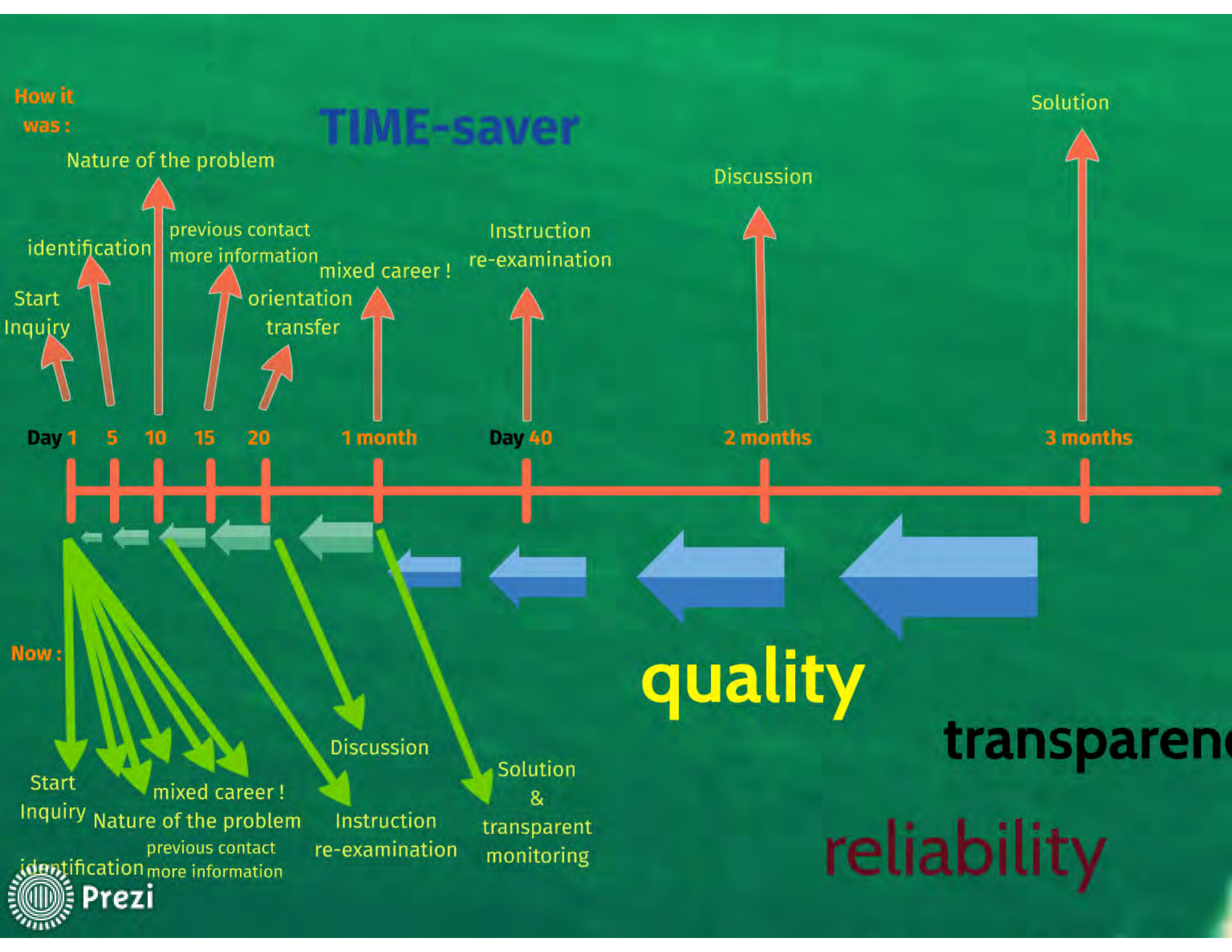
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Administrative  
role for the  
administration

WIN

less but more  
precisely formulated  
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pension services

Time-saver



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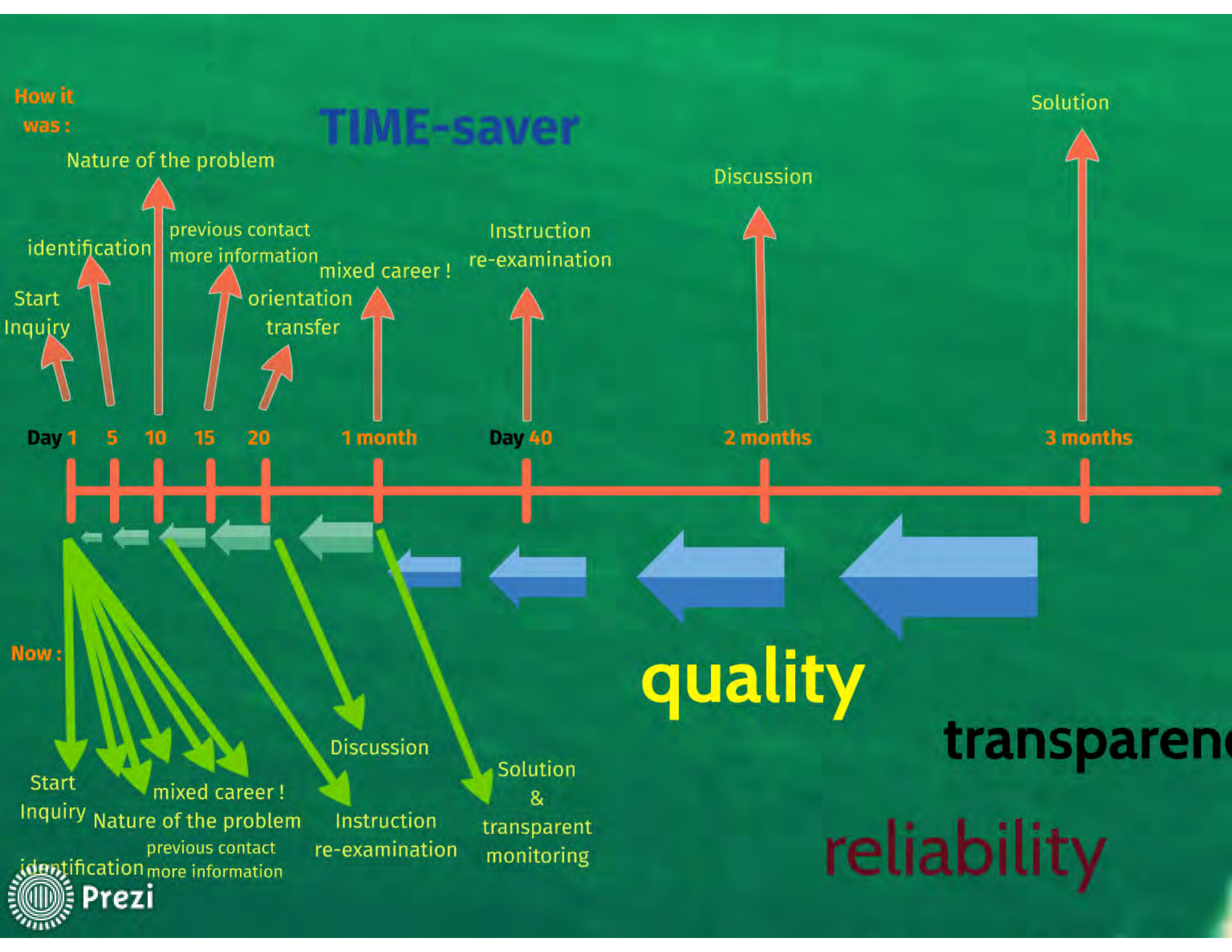
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WIN

More influence on  
the analysis of  
the bodies of control

# Stakeholders

More influence on  
parliamentary questions

More influence  
on memoranda



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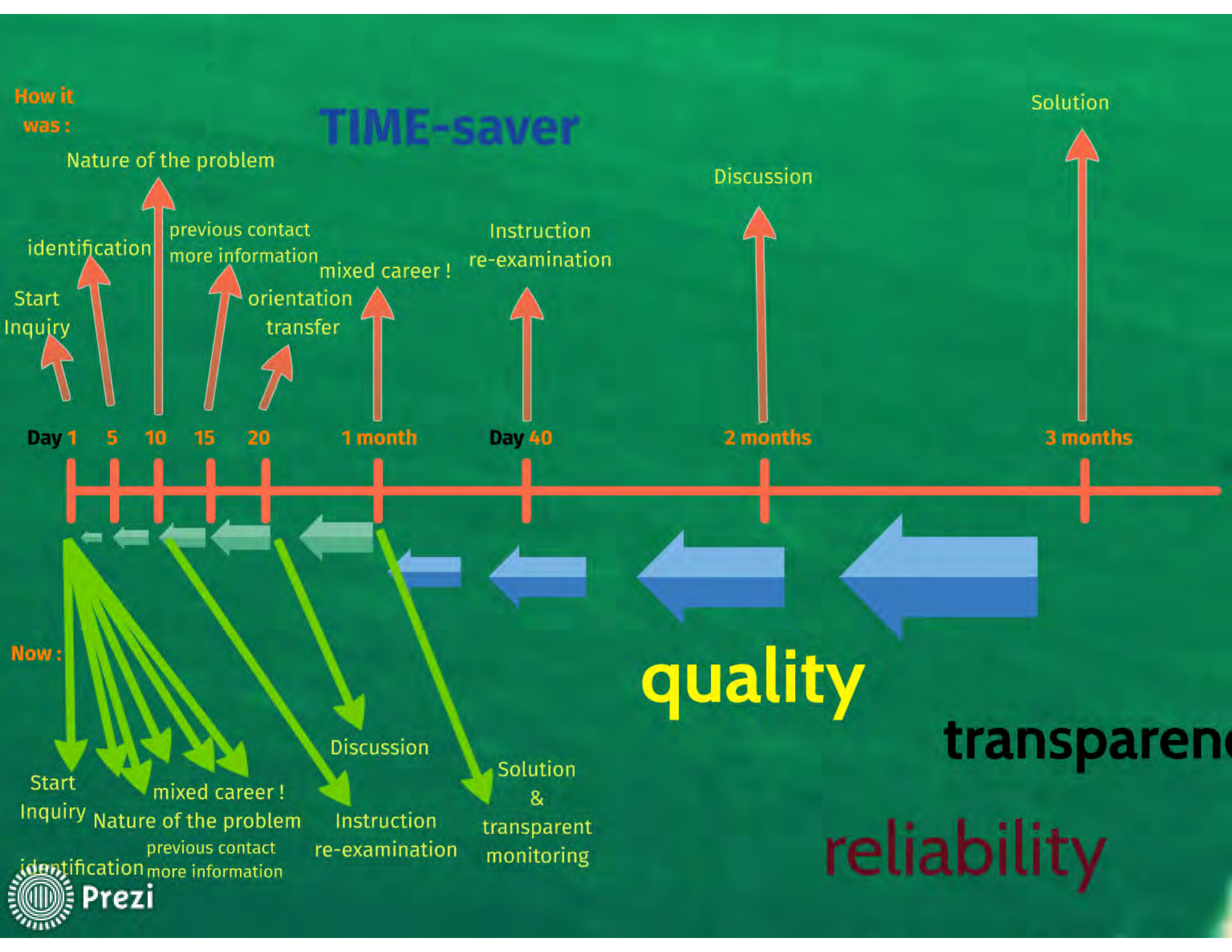
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**STOCKHOLM SYNDROME**

**disadvantages**

more goal-oriented  
recommendations

WIN

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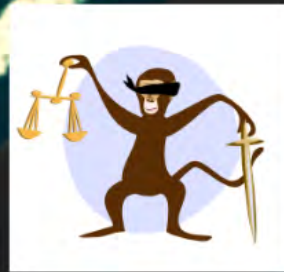
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# stakeholders

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More influence  
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## disadvantages



# Big Brother





1

0

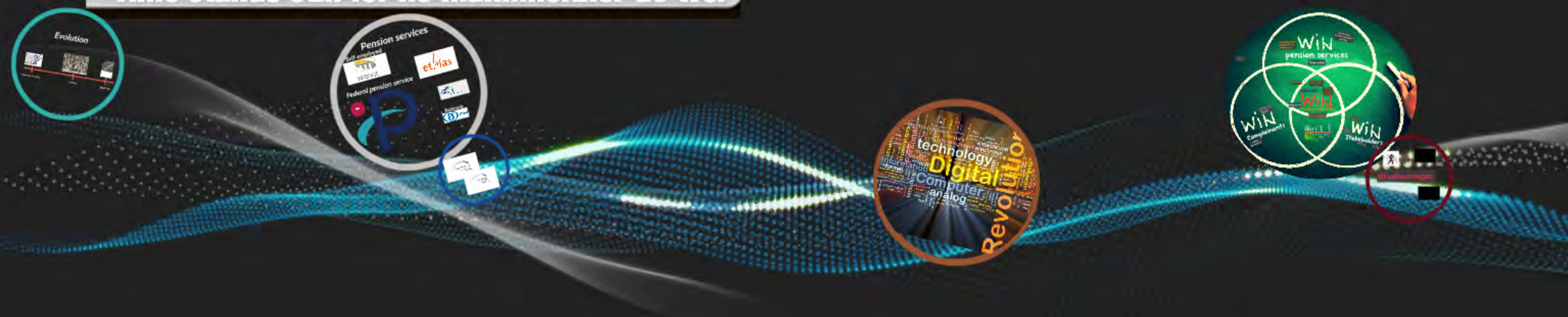
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STOCKHOLM  
SYNDROME

# A new Belgian Pensions Ombudsman !?





*Ombudsman*

al society





# A new Belgian Pensions Ombudsman !?

