

Member States' bodies in charge of monitoring the Web Accessibility Directive

Member States have to inform the Commission of the bodies that monitor, report and enforce the implementation of the Web Accessibility Directive.



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The main **monitoring functions** are to:

- periodically monitor the accessibility of websites and mobile applications of public sector bodies;
- provide information on compliance to the public sector bodies.

The main **reporting function** is to submit a report to the Commission for the whole Member State every three years on the outcome of the monitoring and on the enforcement activities.

The main **enforcement functions** are to:

- guarantee compliance of websites and mobile applications with the accessibility requirements;
- look into disproportionate burden cases (when a public sector body claims that making certain contents accessible would be an excessive requirement for them);
- review the accessibility statements of public sector bodies' websites and mobile apps;
- guarantee the effective handling of feed-back given by users (both when it is a notification regarding a content that should be accessible and when it is a request for content that is

excluded from the accessibility obligations).

The list of the bodies below reflects the information received officially from the Member States. The list will be updated periodically with new information as the European Commission receives further notifications from the Member States.

The Member States are listed below in the official protocol order (alphabetical order in Member States' own languages).

If you find any incorrect information, please, provide your feedback by writing to CNECT-WAD@ec.europa.eu.

Belgium

- Monitoring: *Service Public Fédéral Stratégie et Appui, Direction Générale Transformation digitale / Federale Overheidsdienst Beleid en Ondersteuning, Directoraat-generaal Digitale Transformatie / Föderale Öffentliche Dienst Politik und Unterstützung, Generaldirektion Digitale Transformation* (Federal Public Service Policy and Support, Directorate-General Digital Transformation); monitoring bodies for the regions and the communities are listed on the website of the Belgian Web Accessibility Office
- Reporting and enforcement: *Service Public Fédéral Stratégie et Appui, Direction Générale Transformation digitale / Federale Overheidsdienst Beleid en Ondersteuning, Directoraat-generaal Digitale Transformatie / Föderale Öffentliche Dienst Politik und Unterstützung, Generaldirektion Digitale Transformation* (Federal Public Service Policy and Support, Directorate-General Digital Transformation)

Bulgaria

- Monitoring and enforcement: *Председателят на Държавна агенция "Електронно управление"* (Chairperson of the State e-Government Agency, SeGA)
- Reporting: *Министърът на транспорта, информационните технологии и съобщенията* (Minister of Transport, Information Technology and Communications)

Czechia

- Monitoring, reporting and enforcement: *Ministerstvo vnitra* (Ministry of the Interior)

Denmark

- Monitoring, reporting and enforcement: *Digitaliseringsstyrelsen* (Agency for Digitisation)

Germany

Federal level

- Monitoring: *Überwachungsstelle des Bundes für Barrierefreiheit von Informationstechnik bei der Deutschen Rentenversicherung Knappschaft/Bahn/See* (Federal Monitoring Body for Accessibility of Information Technology)
- Reporting: *Bundesministerium für Arbeit und Soziales, BMAS* (Federal Ministry of Labour and Social Affairs)
- Enforcement: *Beauftragte(r) der Bundesregierung für die Belange von Menschen mit*

Behinderungen - Schlichtungsstelle nach § 16 BGG (Federal Arbitration Board at the Federal Government Commissioner for matters relating of Persons with Disabilities - Arbitration Service according to the German Act on Equal Opportunities for Persons with Disabilities)

Baden-Württemberg

- Monitoring: *Überwachungsstelle für mediale Barrierefreiheit Baden-Württemberg* (Monitoring body of Land Baden-Württemberg for media accessibility)
- Enforcement: *Beauftragte(r) der Landesregierung für die Belange von Menschen mit Behinderungen / Landes-Behindertenbeauftragte(r)* (Commissioner of Land Baden-Württemberg for Matters relating to Persons with Disabilities)

Bayern (Bavaria)

- Monitoring and enforcement: *Landesamt für Digitalisierung, Breitband und Vermessung* (Agency for Digitisation, High-Speed Internet and Surveying)

Berlin

- Monitoring: *Überwachungsstelle für Barrierefreiheit in der Informations- und Kommunikationstechnik der öffentlichen Stellen des Landes Berlin / Überwachungsstelle für digitale Barrierefreiheit* (Monitoring office for accessibility in the information and communication technology of the public authorities of the State of Berlin)
- Enforcement: *Beauftragte(r) für barrierefreie Informations- und Kommunikationstechnik / Landesbeauftragte(r) für digitale Barrierefreiheit* (Commissioner of Land Berlin for accessible Information and Communication Technology)

Brandenburg

- Monitoring: *Landesamt für Soziales und Versorgung Brandenburg* (State Office for Social Affairs and Supply, Brandenburg)
- Enforcement: *Durchsetzungsstelle bei der beauftragten Person der Landesregierung für die Belange der Menschen mit Behinderungen* (Enforcement body at the person commissioned by the state government to enforce the interests of people with disabilities)

Bremen

- Monitoring and enforcement: *Zentralstelle für barrierefreie Informationstechnik beim Landesbehindertenbeauftragten Bremen* (Central office for accessible information technology at the Commissioner for Matters relating to Persons with Disabilities for the Free Hanseatic City of Bremen)

Hamburg

- Monitoring: *Überwachungsstelle für barrierefreie Informationstechnik - Amt für IT und Digitalisierung, Datenschutz, IT-Richtlinien, IT-Mitbestimmung & Barrierefreiheit beim Senat der Freien und Hansestadt Hamburg* (Monitoring Centre for Accessible Information Technology - Office for IT and Digitisation, Data Protection, IT Guidelines, IT Co-Determination & Accessibility at the Senate of the Free and Hanseatic City of Hamburg)
- Enforcement: *Ombudsstelle für barrierefreie Informationstechnik - Amt für IT und Digitalisierung, Datenschutz, IT-Richtlinien, IT-Mitbestimmung & Barrierefreiheit beim Senat der Freien und Hansestadt Hamburg* (Ombudsperson's Office for Accessible Information Technology - Office for IT and Digitisation, Data Protection, IT Guidelines, IT Co-Determination &

Hessen (Hesse)

- Monitoring and enforcement: *Durchsetzungs- und Überwachungsstelle Barrierefreie Informationstechnik beim Regierungspräsidium in Gießen* (Enforcement and Monitoring Centre for Barrier-Free Information Technology at the Regional Council of the City of Gießen)

Mecklenburg-Vorpommern (Mecklenburg-Western Pomerania)

- Monitoring and enforcement: *Ministerium für Soziales, Integration und Gleichstellung des Landes Mecklenburg-Vorpommern* (Ministry of Social Affairs, Integration and Equality of the State of Mecklenburg-Western Pomerania)

Niedersachsen (Lower Saxony)

- Monitoring: *Überwachungsstelle des Landes für die Barrierefreiheit von Informationstechnik bei dem Niedersächsischen Ministerium für Soziales, Gesundheit und Gleichstellung* (State Monitoring Body for the Accessibility of Information Technology at the Ministry of Social Affairs, Health and Equality of Lower Saxony)
- Enforcement: *Schlichtungsstelle bei der Landesbeauftragten für Menschen mit Behinderungen* (Conciliation office at the State Commissioner for People with Disabilities)

Nordrhein-Westfalen (North Rhine-Westphalia)

- Monitoring: *Überwachungsstelle für barrierefreie Informationstechnik des Landes Nordrhein-Westfalen beim Kompetenzzentrum Barrierefreie IT, KBIT* (Monitoring Centre for Accessible Information Technology of the State of North Rhine-Westphalia at the Competence Centre for Accessible IT)
- Enforcement: *Ombudsstelle für barrierefreie Informationstechnik des Landes Nordrhein-Westfalen* (Ombudsperson's Office for Accessible Information Technology in North Rhine-Westphalia)

Rheinland-Pfalz (Rhineland-Palatinate)

- Monitoring: *Landesamt für Steuern – Zentrale Datenverarbeitung der Finanzverwaltung, ZDFin* (State Tax Office - Central Data Processing of the Financial Administration)
- Enforcement: *Durchsetzungsstelle bei der oder dem Landesbeauftragten für die Belange behinderter Menschen* (Enforcement body at the State Commissioner for the Interests of Disabled Persons)

Saarland

- Monitoring: *Überwachungsstelle Digitale Barrierefreiheit Saarland beim Deutschen Institut für Menschenrechte – Monitoring-Stelle UN-Behindertenrechtskonvention* (Monitoring Body for Digital Accessibility of the Saarland at the National Monitoring Mechanism for the UN Convention on the Rights of Persons with Disabilities at the German Institute for Human Rights)
- Enforcement: *Beauftragte(r) für die Belange von Menschen mit Behinderungen des Landes Saarlands* (Commissioner for the interests of people with disabilities in the State of Saarland)

Sachsen (Saxony)

- Monitoring: *Überwachungsstelle für Barrierefreiheit von Informationstechnik beim Deutschen Zentrum für barrierefreies Lesen in Leipzig* (Monitoring Body for Accessibility of Information

Technology at the German Centre for Accessible Reading in Leipzig)

- Enforcement: *Geschäftsstelle des Beauftragten der Staatsregierung für die Belange von Menschen mit Behinderungen* (Office of the Commissioner of the State Government for the Affairs of Persons with Disabilities)

Sachsen-Anhalt (Saxony-Anhalt)

- Monitoring: *Überwachungsstelle des Landes für die Barrierefreiheit von Informationstechnik bei der Landesfachstelle für Barrierefreiheit - bei der Unfallkasse Sachsen-Anhalt* (Monitoring Centre for the Accessibility of Information Technology at the State Office for Accessibility - at the Unfallkasse Sachsen-Anhalt)
- Enforcement: *Ombudsstelle bei der Landesfachstelle für Barrierefreiheit - bei der Unfallkasse Sachsen-Anhalt* (Ombudsperson's Office at the State Office for Accessibility - at the Unfallkasse Sachsen-Anhalt)

Schleswig-Holstein

- Monitoring: *Prüfstelle für barrierefreie Informationstechnik beim Chief Information Officer Schleswig-Holstein* (Monitoring body for accessible information technology associated with the chief information officer of Schleswig-Holstein)
- Enforcement: *Beschwerdestelle für barrierefreie Informationstechnik Schleswig-Holstein* (Complaints office for accessible information technology Schleswig-Holstein)

Thüringen (Thuringia)

- Monitoring: *Zentrale Überwachungsstelle für digitale Barrierefreiheit beim Thüringer Ministerium für Finanzen* (Central monitoring body for accessible IT at the Thuringian Ministry of Finance)
- Enforcement: *Durchsetzungsstelle beim Beauftragten für Menschen mit Behinderungen* (Enforcement Body at the State Commissioner for People with Disabilities)

Estonia

- Monitoring, reporting and enforcement: *Andmekaitse Inspeksiioon* (Data Protection Inspectorate)

Ireland

- Monitoring: *Údarás Náisiúnta Míchumais* (The National Disability Authority, NDA)
- Reporting: *An Roinn Comhshaoil, Aeráide & Cumarsáide* (Department of Environment, Climate & Communications, DECC)
- Enforcement: *An Choimisiún um Chaidreamh san Áit Oibre* (Director of the Workplace Relations Commission)

Greece

- Monitoring and reporting: *Υπουργείο Ψηφιακής Διακυβέρνησης, Γενική Γραμματεία Ψηφιακής Διακυβέρνησης και Απλούστευσης Διαδικασιών, Διεύθυνση Ψηφιακής Στρατηγικής, Τμήμα Ψηφιακής Προσβασιμότητας & Κοινωνικών Υποθέσεων* (Ministry of Digital Governance, General Secretariat of Digital Governance and Simplification of Procedures, Directorate of Digital Strategy, Department of eAccessibility and Social Affairs)

- Enforcement: *Υπουργείο Ψηφιακής Διακυβέρνησης, Γενική Γραμματεία Ψηφιακής Διακυβέρνησης και Απλούστευσης Διαδικασιών, Διεύθυνση Ψηφιακής Στρατηγικής* (Ministry of Digital Governance, General Secretariat of Digital Governance and Simplification of Procedures, Directorate of Digital Strategy)

Spain

- Monitoring and reporting: *Ministerio de Política Territorial y Función Pública* (Ministry of Territorial Policy and Civil Service)
- Enforcement: *Unidades responsables de accesibilidad distribuidas en los diferentes ámbitos administrativos* (Units responsible for accessibility in the different levels of administration)

France

- Monitoring and reporting: *Direction générale de la cohésion sociale, DGCS* (Directorate General for Social Cohesion)
- Enforcement: *Défenseur des droits* (Defender of Rights)

Croatia

- Monitoring and enforcement: *Povjerenik za informiranje* (Information Commissioner)
- Reporting: *Središnji državni ured za razvoj digitalnog društva* (Central State Office for Development of Digital Society)

Italy

- Monitoring and reporting: *Agenzia per l'Italia Digitale, AgID* (Agency for Digital Italy)
- Enforcement: *Il difensore civico per il digitale* (Digital Ombudsman)

Cyprus

- Monitoring and reporting: *Επιτροπή Παρακολούθησης* (Monitoring Committee)
- Enforcement: *Τμήμα Υπηρεσιών Πληροφορικής, Υφυπουργείο Έρευνας, Καινοτομίας και Ψηφιακής Πολιτικής* (Department of Information Technology Services, Deputy Ministry of Research, Innovation and Digital Policy)

Latvia

- Monitoring and reporting: *Vides aizsardzības un reģionālās attīstības ministrija, VARAM* (Ministry of Environmental Protection and Regional Development)
- Enforcement: *Latvijas Republikas Tiesībsargs* (Ombudsman of Latvia)

Lithuania

- Monitoring, reporting and enforcement: *Informacinės visuomenės plėtros komitetas* (Information Society Development Committee)

Luxembourg

- Monitoring and reporting: *Service information et presse, SIP / Informations- und Presseamt / Informatiouns- a Pressedéngscht* (Information and Press Service)
- Enforcement: *Service information et presse, SIP / Informations- und Presseamt / Informatiouns- a Pressedéngscht* (Information and Press Service), apart from the reply in the feedback mechanism; *Médiateur / Ombudsmann / Ombudsman* (Ombudsman) in relation to the reply in the feedback mechanism

Hungary

- Monitoring, reporting and enforcement: *Kormányzati Informatikai Fejlesztési Ügynökség, KIFÜ* (Governmental Agency for IT Development)

Malta

- Monitoring, reporting and enforcement: Malta Communications Authority, MCA

Netherlands

- Monitoring and reporting: *Minister van Binnenlandse Zaken en Koninkrijksrelaties* (Minister of the Interior and Kingdom Relations)
- Enforcement: *gedeputeerde staten: Drenthe, Flevoland, Fryslân, Gelderland, Groningen, Limburg, Noord-Brabant, Noord-Holland, Overijssel, Utrecht, Zeeland, Zuid-Holland* (provincial executive) for municipalities and water authorities; *Minister van Binnenlandse Zaken en Koninkrijksrelaties* (Minister of the Interior and Kingdom Relations) for provinces; *nationale Ombudsman* (national ombudsman) or *gemeentelijke Ombudsman: Ombudsvoorzieningen G and Ombudsvoorzieningen O* (municipal ombudsman) in relation to the reply in the feedback mechanism; complaints may also be submitted to the *College voor de rechten van de mens* (The Netherlands Institute for Human Rights)

Austria

Federal level

- Monitoring, reporting and enforcement: *Österreichische Forschungsförderungsgesellschaft, FFG* (Austrian Research Promotion Agency)

Burgenland

- Monitoring and enforcement: *Antidiskriminierungsbeauftragte(r), Burgenland* (Anti-discrimination Coordinator)

Kärnten (Carinthia)

- Monitoring: *Österreichische Forschungsförderungsgesellschaft, FFG* (Austrian Research Promotion Agency), authorised by the *Antidiskriminierungsstelle, Kärnten* (Anti-discrimination Office)
- Enforcement: *Antidiskriminierungsstelle, Kärnten* (Anti-discrimination Office)

Niederösterreich (Lower Austria)

- Monitoring: *Abteilung Allgemeine Förderung und Stiftungsverwaltung, Amt der Niederösterreichischen Landesregierung* (Department of General Subsidies and Endowments Administration, Office of the Lower Austrian Federal State Government)
- Enforcement: *Niederösterreichische Antidiskriminierungsstelle* (Lower Austrian Anti-discrimination Agency)

Oberösterreich (Upper Austria)

- Monitoring: *Amt der Oberösterreichischen Landesregierung, Abteilung Personal* (Office of the Provincial Government, Human Resources Department)
- Enforcement: *Antidiskriminierungsstelle, Oberösterreich* (Anti-discrimination Office)

Salzburg

- Monitoring: *Dienststelle für Internetauftritte des Landes Salzburg, Amt der Salzburger Landesregierung* (Division for internet sites of the regional administration of Salzburg)
- Enforcement: *Behinderung und Inklusion zuständige Abteilung des Amtes der Salzburger Landesregierung, Ombudsstelle* (Department for disability and inclusion of the regional administration of Salzburg)

Steiermark (Styria)

- Monitoring: *LAD – Referat Kommunikation Land Steiermark* (Office of the Provincial Government, Communication Department)
- Enforcement: *Gleichbehandlungsbeauftragte(r) des Landes und der Gemeinden, Steiermark, L-GBG* (Equal Treatment Officer of the federal state of Styria and municipalities of Styria)

Tirol (Tyrol)

- Monitoring and enforcement: *Antidiskriminierungsbeauftragte(r), Tirol* (Anti-discrimination Officer)

Vorarlberg

- Monitoring: *Österreichische Forschungsförderungsgesellschaft, FFG* (Austrian Research Promotion Agency), commissioned by the Vorarlberg provincial government
- Enforcement: *Landesvolksanwalt von Vorarlberg* (Regional Ombudsman of Vorarlberg)

Wien (Vienna)

- Monitoring and enforcement: *Stelle zur Bekämpfung von Diskriminierungen* (Anti-discrimination Office)

Poland

- Monitoring, reporting and enforcement: *Minister właściwy do spraw informatyzacji: Minister Cyfryzacji* (Minister responsible for informatisation: currently the Minister of Digital Affairs)

Portugal

- Monitoring and reporting: *Agência para a Modernização Administrativa I.P., AMA* (Administrative Modernization Agency, Public Agency)
- Enforcement: *Instituto Nacional para a Reabilitação I.P., INR* (National Institute for the Rehabilitation, Public Agency)

Romania

- Monitoring: *Agenția pentru Agenda Digitală a României, AADR* (Romanian Agency for Digital Agenda)
- Reporting: *Ministerul Comunicațiilor și Societății Informaționale* (Ministry of Communications and Information Society)
- Enforcement: *Avocatul Poporului* (People's Advocate)

Slovenia

- Monitoring, reporting and enforcement: *Uprava Republike Slovenije za informacijsko varnost, UIV* (Information Security Administration of the Republic of Slovenia)

Slovakia

- Monitoring, reporting and enforcement: *Úrad podpredsedu vlády Slovenskej republiky pre investície a informatizáciu: Sekcia informačných technológií verejnej správy, Odbor architektúry e-Governmentu* (Office of the Deputy Prime Minister of the Slovak Republic for Investments and Informatization: Government and Public Sector IT Division, Architecture and eGovernment Department)

Finland

- Monitoring, reporting and enforcement: *Etelä-Suomen aluehallintovirasto / Regionförvaltningsverket i Södra Finland* (Regional State Administrative Agency for Southern Finland)

Åland

- Monitoring and enforcement: *Ålands landskapsregering* (The Government of Åland)

Sweden

- Monitoring, reporting and enforcement: *Myndigheten för digital förvaltning* (Agency for Digital Government)

Latest

PRESS RELEASE | 19 July 2021

Commission seeks feedback to improve public sector website and mobile apps accessibility

The Commission launches today a public consultation on the review of the Web Accessibility Directive.

PRESS RELEASE | 22 September 2020

Web Accessibility Directive: websites of public sector bodies must be accessible as of now

23 September 2020 marked an important milestone for internet users with disabilities. The Web Accessibility Directive has to be implemented by the public sector across the EU, so public website are accessible for persons with disabilities.

DIGIBYTE | 08 June 2017

European Commission announces a €3 million Horizon Prize to develop a tactile display for the visually impaired

The European Commission launches a new Horizon Prize, challenging innovators to develop the most affordable, internet-enabled, full-page tactile display. The €3 million prize will go to the best solution able to convey digital information -text and graphics- for blind and visually impaired people.

PRESS RELEASE | 03 March 2017

Digital Economy and Society Index (DESI) 2017 - FAQs

Frequently Asked Questions (FAQs) on what is the Digital Economy and Society Index and the DESI methodology.

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Related Content

Big Picture

Web Accessibility in Member States

Member States need to promote web accessibility through training programmes, awareness raising, and measures to facilitate accessibility.

Source URL: <https://digital-strategy.ec.europa.eu/policies/web-accessibility-monitoring>