

[eGovernment in]

Luxembourg

Luxemburg



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- Country Profile
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Luxembourg. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 537 inhabitants (2013)

GDP at market prices: 45478.2 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 263 (2012)

GDP growth rate: 2.1% (2013)

Inflation rate: 1.7% (2013)

Unemployment rate: 6.1 % (2013)

Government debt/GDP: 23.1% (2013)

Public balance (government deficit or surplus/GDP): 0.1 (2013)

Source: [Eurostat](#)

Area: 2 586 km²

Capital city: Luxembourg

Official EU language: French, German

Currency: Euro

Source: [Europa website](#)

Political Structure

The Grand Duchy of Luxembourg is a **constitutional monarchy**. The [Grand Duke](#) is the Head of State. Legislative power is in the hands of the unicameral Parliament ([Chamber of Deputies](#)), with 60 members elected for a period of five (5) years. The Parliament approves bills put forward by its legislative body or by the [Government](#) following consultations with the [Council of State](#), an advisory body and judicial committee comprising 21 members.

The [Constitution](#) of Luxembourg was adopted on 17 October 1868 and has been amended numerous times since then. The latest constitutional revision was made in 2009.

Luxembourg became a founding member of the European Economic Community in 1957.

Head of State: [Grand Duke Henri](#) (since 7 October 2000).

Head of Government: Prime Minister [Xavier Bettel](#) (since 4 December 2013).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 94% (2013)

Percentage of enterprises with Internet access: 98% (2013)

Percentage of individuals using the Internet at least once a week: 93% (2013)

Percentage of households with a broadband connection: 70% (2013)

Percentage of enterprises with a broadband connection: 96% (2013)

Percentage of individuals having purchased/ordered online in the last three months: 59% (2013)

Percentage of enterprises having received orders online within the previous year: 16% (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 36%, downloading forms 47%, returning filled forms 25% (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 83%, downloading forms 84%, returning filled forms 65% (2012)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

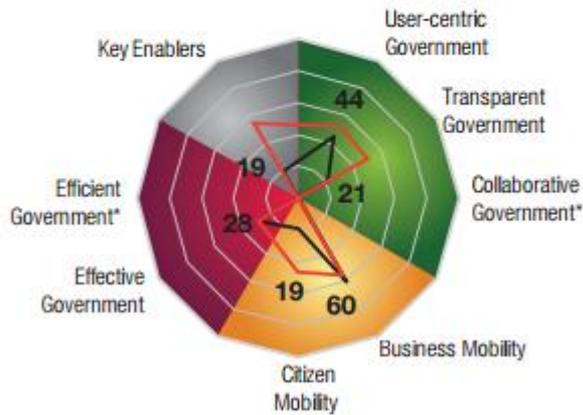
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

EGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 LU
 EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#).

Recent News

February 2013

- ▶ The most visible development in 2013 was the [complete redesign](#) of the '[guichet.lu](#)' portal. Beyond the new graphical presentation, which was also optimised for better usability on smartphones and tablets, the portal's informational content was given an extensive overhaul, a process started in 2012. More than 800 pages were completely restructured and updated, and two entirely new sections, dedicated to information on leisure activities, and voluntary and charity work. This, along with the implementation of an improved search engine, was done in order to make it even easier for users to quickly find precisely the information they need.
- ▶ There has also been a major overhaul of the transactional part of the 'de Guichet' platform ('[myGuichet](#)') in both its citizens' and business version. For all available online administrative procedures, a pre-filling function is now offered which takes the personal data saved in the user's secure personal myGuichet space - both by the user in prior transaction and from trusted government sources - to pre-fill forms as much as possible, thus minimising the work necessary for a given procedure. Also, the electronic signature mechanism was aligned with the government's overall policy on eIDs and the same eID serves to both secure the user's personal space and sign documents and transactions. Given that both the citizens' and business e-space have been migrated to the same platform, users can now access both their personal and professional transactions with the same eID.
- ▶ A number of new interactive administrative procedures have also been added to 'myGuichet':
 - Businesses can consult and update the company information held by the Land Registration and Estates Department;
 - Businesses can check their VAT balance online;
 - Citizens and businesses can request a certificate of good conduct from the Ministry of Justice;
 - Administrative procedures concerning pleasure craft and navigation permits involving the Navigation Registry;
 - Administrative procedures involving the Maritime Affairs Commissariat;
 - In line with the current EU eGovernment Action Plan's demands, citizens have the possibility to view and, if necessary, request amendment of the data that the government has stored about them in the National Registry of Physical Persons.
- ▶ A number of other features have also been implemented in the new version of 'myGuichet':
 - Front office web services enabling non-governmental agencies to interface their services with the 'de Guichet' platform;
 - Back office web services enabling all government agencies to interface with the 'de Guichet' platform.
- ▶ Other features that have been improved are the built-in tools to communicate with government services, along with the user notification features in order to give users better and timelier feedback on the status of their transactions.

- ▶ April 2013 also saw the opening of a [physical 'de Guichet'](#), in keeping with the government's commitment to multichannel service delivery, in order to enable citizens to be personally assisted in any administrative procedure they have to complete.
- ▶ Along with the complete overhaul of 'de Guichet', the Luxembourg government portal, www.gouvernement.lu, was completely redesigned in December 2013. Beyond the graphical redesign, the site was completely renewed and provided a new set of functionalities, such as completely customisable newsletters, freely configurable RSS feeds, a shopping module for publications and an extremely powerful search engine. At the same time, one of the major advantages of the previous site - its vast content archive that goes back all the way to 1999 and which contains some 23.000 articles, press releases, speeches and interviews, and 1050 downloadable publications going back to 1944 - was maintained.

In order to facilitate the archive navigation, the content was re-indexed by adding metadata, giving the user the possibility to search the content in a much more targeted fashion. To further enhance the portal's usability its information architecture was completely overhauled and now uses innovative features like targeted navigation through the use of content filters.

- ▶ Gouvernement.lu is also a key part of the CTIE's 2010-2014 strategy to reduce dramatically the number of government sites in the interest of increased transparency and reduced complexity. Up until the portal's launch, every ministry and administration had its own web presence (some 450 sites), which have now been integrated into the www.gouvernement.lu portal.
- ▶ While the redesigns of 'de Guichet' and 'gouvernement.lu' took centre stage in 2013, a number of other sites went online as well:
 - The Ministry of education's site, www.men.public.lu, was completely redesigned in September, along with the teachers' and education staff's portal, education.lu;
 - The site of the Competition Council (Conseil de la Concurrence), concurrence.public.lu, which went online in July;
 - The site of the 2013 parliamentary elections, elections.lu, which went online in November and also provided poll results in real time to the media.
- ▶ Furthermore, the State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat* - [CTIE](#)) continued its technical support activities for users of the 'de Guichet' platform, the maintenance of the platform's modules along with its business process modelling and project management activities.
- ▶ The CTIE, in conjunction with the [Henri Tudor Public Research Centre](#) (Centre de recherche Public Henri Tudor, CRP-HT) and [Luxtrust](#), took part in the European Commission's STORK II eID interoperability pilot project. The CTIE also took part in the STORK pilot, the EPSOS project (in conjunction with the Ministry of Health) and in, in collaboration with the Ministry of Justice, the elaboration of the ELI and ECLI identifiers.

News 2012-2001

2012

- ▶ In response to user feedback and -testing done in 2011, the content of the 'guichet.lu' portal was updated to be in line with legislative and regulatory changes, and restructured to facilitate the users' task of finding the information they need and ensure that it is as timely and accurate as possible. In parallel, 'de ' (the portal's informational part) and 'myGuichet' (the transactional part) were migrated to a new platform in order to provide added functionalities for citizens and businesses along with new front- and back office tools. This migration was finalised in early 2013.
- ▶ Beyond the work done on 'de Guichet', a number of new government sites also went online in 2012:

- www.cere.public.lu, the site of the Robert Schuman European Research Centre (Centre de recherches européennes Robert Schuman) (February);
- www.marches.public.lu, a new version of the public procurement portal (May);
- www.m3e.public.lu, the site of the "Musée Dräi Eechelen", the museum of the fortress of Luxembourg (May);
- www.olai.public.lu, the site of the Luxembourg Reception and Integration Office (Office Luxembourgeois de l'Accueil et de l'Intégration, OLAI) (July).
- www.ana.public.lu, the site of the Aviation Administration (Administration de la navigation aérienne) was also translated into English (July);
- www.cna.public.lu, an entirely new site for the National Audio-visual Centre (Centre National de l'Audiovisuel, CNA) (September);
- www.luxembourg.public.lu, the national portal, was made available in English;
- The civil service portal, www.fonction-public.public.lu now has an e-recruitment section;
- www.renow.public.lu, the site of Renow, the CTIE's quality assurance framework (December);
- www.extractie.lu, the CTIE's extranet and intranet (December);

To meet users' increased need for connectivity and interactivity, the State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat - CTIE*) [launches](#) its smartphone application for Luxembourg's eGovernment portal '[de Guichet](#)' in *September 2011*.

This interactive directory lists over 600 competent State and municipal bodies for the various administrative procedures, including full contact details, opening hours, direct contact with organisations from the application, the use of geo-location with route suggestions, a reference to the [mobile version](#) of the '[de Guichet](#)' portal and a direct link to the news section of '[de Guichet](#)'.

- ▶ [Luxinnovation](#), the National Agency for Innovation and Research and the State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat - CTIE*), [presents](#) the second generation of the Luxembourg [portal](#) for Innovation and Research during the Luxinnovation Forum 'Business meets Research' held on 26 May 2011.

The portal has been completely revamped and modernised to meet the needs and expectations of its target audiences. It features navigation, ergonomics and a complete design overhaul to facilitate its use, as well as new innovative features which will gradually improve all of the State's official websites. Built in true portal fashion, the site provides complete yet general information; it then navigates the user to actors and resources that can offer further support.

The portal is rich in innovative features for which it has served as both pilot and sponsor. These features represent the new generation of State portals as defined by the strategy document '[Master Plan for Electronic Governance](#)'.

- ▶ The national [geoportal](#), which acts as a single entry point for all official geodata in Luxembourg, [launches](#) several new features in *May 2011*: a mobile version, route planning, a third dimension (altitude) display and advanced printing.

Initially launched on *10 February 2011* by the Cadastre and Topography Administration of the Grand-Duchy of Luxembourg, the geoportal provides access to the general public mapping window, free access to various thematic mapping windows and an eShop for online ordering of geodata and related products. A [mobile version](#) of the geoportal has been available since late-*May 2011*, which meets international standards and is compatible with most modern devices.

The geoportal and the data it contains are managed by the Cadastre and Topography Administration, which was appointed by the government to make spatial data and geographic services of Luxembourg public bodies accessible centrally as part of the [INSPIRE Directive](#).

- ▶ In *February 2011*, the Water Management Administration (*Administration de la gestion de l'eau - WMA*) [launches](#) the inondations.lu website in an effort to inform the public in real time on the progress of floods in Luxembourg. WMA provides hourly updates on the water levels of the Sûre, Moselle and Meuse rivers on its website. When warranted, flood risk analysis, forecasting and flood control measures are made available on the portal. Furthermore, WMA disseminates flood risk and flood hazard scenarios via the national [geoportal](#), and provides a [map](#) of flood zones. In the same context, the government decides to grant solidarity aid to households, family farms and associations affected by the flood. Applications for obtaining social relief are available in [municipal secretariats](#).

2010

- ▶ The main administrative procedures of Luxembourg's Commission for Maritime Affairs (*Commissariat aux Affaires Maritimes - CAM*), aimed at maritime businesses established in Luxembourg, [are](#) made available online in *November 2010*. A pilot project has already made it possible to go through the relevant formalities online, assisted by online service wizards (*assistants de service*) in the business section of *'de Guichet'* and by the CAM's electronic data processing interface.

This marks an additional step towards the dematerialisation and administrative simplification of the exchanges between the State and the citizens/businesses; it has been initiated under the responsibility of the Ministry of the Civil Service and Administrative Reform, in close collaboration with the Ministry of the Economy and Foreign Trade and the Ministry of Small and Medium-Sized Businesses and Tourism. The CAM's online service wizards, which were designed by the State Information Technology Centre (*Centre des technologies de l'information de l'Etat - CTIE*) are being used as pilots in the frame of the development of a transactional platform between public bodies and businesses on *'de Guichet'*.

- ▶ A mobile version of *'de Guichet'*, Luxembourg's online one-stop shop to administrative information and online services [is made](#) available in *July 2010* in order to respond to user demand. This version (<http://m.guichet.lu>) has been completely redesigned and optimised for mobile use and is accessible free of charge via most smartphones. The mobile version of *'de Guichet'*'s features are: summaries of all administrative formalities for both citizens and businesses; the possibility to contact the public agencies directly, and, continuous updates on administrative procedures.

'de Guichet' now also issues regular [newsletters](#), which inform on the latest developments, provide explanations with practical examples and notify of major events, as well as newly available online services.

- ▶ New government sites go live and important developments in eGovernance occur in the first *half of 2010*:
 - The site of the [Land register and topography administration](#) (*Administration du cadastre et topographie*, ACT) was substantially updated and brought in line with the ReNo guidelines. This geoportal provides access to all publicly available geographic, geological and topographic data.
 - The site of the newly-created Ministry for Sustainable Development and Infrastructure (*Ministère du Développement durable et des Infrastructures*) offers a [single access point](#) to information on the topics of territorial planning, environment, transportation and public works.
 - The [eTVA](#) portal enables businesses to file and follow up on their VAT returns using a secure online service. VAT returns can be filed either in PDF, or – should the user's accounting software permit it – in XML format. Users can also verify EU VAT numbers using the site.
 - The [Public research directory](#) enables users, whether corporate or active in research to find information (axes of research, projects, equipment, partnerships, staff etc.) on more than 100 research units and teams belonging to seven public research organisations in Luxembourg. The information can be accessed thematically by research domain, or by research organisation.
 - Another noteworthy new site is the site of the [Department of Tourism](#), offering valuable information on the sector.

- The new version of the eGovernment Action Plan is adopted. The Plan consolidates the government's strategy to move towards portals, integrating, for instance, the descriptions of the different ministries and administrations into the gouvernement.lu portal, which is in the process of being redesigned. In addition, an internal audit/benchmark of the government's Internet presence as a whole (*'Baromètre de la qualité des presences Internet de l'Etat'*) is in its final stage.
- A helpdesk, which can be reached, either by phone or by e-mail, has been set up for the users of the *'de Guichet'*, one-stop shop portal.

2009

- ▶ In *November 2009*, the former Business Portal is integrated with the *'de Guichet'*. In addition to the various administrative procedures and online forms already available for citizens, the portal now offers general business information and advice for each of the phases of a company's lifecycle, as well as downloadable forms.

During the same month, *'de Guichet'* is selected as 'Good practice' in the domain of 'Performance Improvement in Public Service Delivery' by the European Institute of Public Administration (EIPA) during the European Public Sector Award (EPSA) 2009, in Maastricht (NL).

- ▶ In *November 2009*, the [Mobility Centre](#) provides its users with a new portal *'PendlerPortal'*, which facilitates carpooling and **provides** information on travel planning. This free online platform enables commuters to submit bids or requests for carpooling in both French and German. The portal offers commuters a quick overview of available journeys as well as direct contact with other commuters. The main objective of the portal is to **assist** people in **commuting** between their workplace and their home. Commuters who cannot find a suitable carpooling solution may use the portal to obtain information on other travel opportunities via public transport.
- ▶ On *9 September 2009*, the www.anelo.lu portal [goes](#) online, having as a main objective to facilitate the transition of young Luxembourgian graduates of schools and of higher education institutions into the workforce. Designed and powered in a concerted effort of the [National Youth Service](#) (*Service national de la jeunesse - SNJ*), the [Employment Administration](#) (*l'Administration de l'emploi - ADEM*), the [Centre for Documentation and Information on Higher Education](#) (*Le Centre de documentation et d'information sur l'enseignement supérieur - CEDIES*) and the [Ministry of National Education and Professional Training](#), this website aims to **centralise information, contacts** and **useful links** that will guide young people while searching for a job, continuing their education, doing voluntary services, or their internship.
- ▶ As of *1 June 2009*, a new version of the biometric passport is officially launched, including fingerprints and digital imaging.
- ▶ To meet the **new challenges** of the information society and to **better support** the **electronic exchanges** within the public administrations, the Government of Luxembourg [establishes](#) in *May 2009* the [State Information Technology Center \(CTIE\)](#). The new administration merges the State Computer Centre (CIE) - established in 1974 - and the eLuxembourg Service (SEL) - formed in 2004.

Apart from the technical support, the CTIE is a **service provider** for the entire government. It provides coordination, planning and assistance to government bodies. It is also responsible for implementing the Government Programme and the Master Plan for Electronic Governance. These comprise the preparation and updating of a normative framework for IT projects and the modernisation of the State.

- ▶ On *26 May 2009*, the State Secretary for Culture, Higher Education and Research, Ms Octavie Modert, and the Director of the National Library of Luxembourg (BnL), Ms Monique Kieffer, [present](#) the **new 'eLuxemburgensia' web portal** which will eventually gather all the documents that will be digitised by the National Library. The launch of 'eluxemburgensia' puts the BnL on track to digitise its collections. Over 100 000 pages and 800 000 articles, images, obituaries and ads from two daily newspapers have already been made accessible via the portal.

- ▶ As of *2 February 2009*, a new online service enables citizens to submit their income tax declaration on line. To use this service, users have to download the interactive declaration form available on the [Tax Administration](#) website or the ['De Guichet'](#) portal. After having entered the required information, this form can be submitted electronically to the Tax Administration. The data exchange is secured by [LuxTrust](#), the **Luxembourgish certification authority**, to ensure security and privacy of the transmitted information.

2008

- ▶ On *17 November 2008*, the government [launches](#) the ['De Guichet' portal](#). This platform aims to improve the quality of electronic services by **integrating** various administrative formalities in a **single Internet portal** that gathers all relevant procedures, forms and information made available by the State. This portal offers up-to-date information on various themes and on the administrative procedures connected to them, grouped by category, namely taxes, employment, family, education, accommodation, citizenship and transport. It allows citizens to accomplish their administrative formalities online in a simple and transparent manner.
- ▶ In *September 2008*, the Minister for Transport, Lucien Lux, [launches](#) the **new 'eGo' electronic payment system** for public transport. The 'eGo' system allows public transport users to pay for public transport using a rechargeable **chip card**. This mode of payment is intended to replace conventional tickets for regular transport users completely. Occasional users will still be able to buy paper tickets on buses or at ticket distribution booths.
- ▶ In *August 2008*, [CEDIES](#), Luxembourg's Higher Education Information & Documentation Centre, [sets up](#) a new [electronic assistant](#) aimed at helping students to apply for student grants online. Launched within the framework of the ['De Guichet'](#) portal, the new electronic assistant provides students with an interactive guide on how to authenticate, submit and sign their application for financial aid. The new service is a part of the 'SAFE-e' project launched by the eLuxembourg Service and CEDIES in 2007, as part of the implementation of Luxembourg's new 'Governmental Action Plan for the Information Society'.
- ▶ Video content, events calendars and maps are among the features [added](#) to official sites in *March 2008*. A user will be able to complete an **administrative procedure online** and various administrations will be encouraged to merge their sites into portals. Electronic signatures will play a greater role in eGovernment applications, following the recent introduction of **certified 'LuxTrust' signatures**. Accessibility for people with disabilities is strongly emphasised in the updated reference framework. Official sites will be expected to conform to the international [W3C accessibility standards](#).
- ▶ In *January 2008*, the **National Fund for Family Allowances (CNPF)** launches a new online service, giving parents the opportunity to claim their childbirth allowances electronically.

2007

- ▶ In *December 2007*, the Minister of Sports, Jeannot Krecké, officially presents Luxembourg's **new sports portal**. The new website, [www.sports.lu](#), offers a multitude of information and has been conceived according to the standards of the new [ReNo framework](#), laying particular emphasis on accessibility.
- ▶ In *March 2007*, the Minister of Justice, Luc Frieden, [presents](#) the new Internet platform of Luxembourg's [Registry of Trade and Commerce](#). Initially, the **electronic access** to the Registry will make it possible, among other services, to consult documents registered after 1 January 2006 and to order copies of documents that have been registered since 1 January 1997.

2006

- ▶ In *September 2006*, [Luxconnect](#) is created in order to improve international connectivity in Luxembourg by installing a state of the art broadband network which connects Luxembourg with the primary Internet access centres abroad.
- ▶ In *September 2006*, a project and portfolio management tool is introduced as part of the [QUAPITAL programme](#), which aims to professionalise the management of public sector ICT projects. This tool is intended to help both project managers during the planning and follow-up of their projects, as well as the centralised Project Management Office (PMO). It is expected to enable the PMO to follow the complete portfolio of the electronic governance projects in terms of budget, percentage of work completed, risks and quality. It also provides greater transparency for decision makers.
- ▶ In *August 2006*, the [biometric passport](#) is officially launched, including in its first stage, digital images placed on a contactless chip.
- ▶ In *July 2006*, **LuxTrust S.A.**, a public/private partnership created, in 2003, to manage the development of a common Public Key Infrastructure (PKI) in order to secure eCommerce and eGovernment in Luxembourg, presents the consortium that awarded the contract for the setting up of a PKI. This consortium, called [u-trust](#), was expected to set up the PKI within the months to come.
- ▶ In *June 2006*, Luxembourg's [Business Portal](#) is selected as 'Good practice 2006' during a conference on the 'European Charter for small enterprises' which was jointly organised in Vienna by the European Commission and the Austrian Presidency of the EU.
- ▶ In *May 2006*, Luxembourg's new 'Let's-talk-Europe' blog website is [launched](#) on the European day (9 May). It was intended to encourage an informal exchange of views between policy-makers and Luxembourg's citizens on the issues facing Europe.

The '[Repères 2006](#)' Report on the penetration of Information technologies in Luxembourg is published in *May 2006*. This report gathered the latest facts and figures regarding the information society in the country and addressed the state eGovernment policy, as well as ongoing eGovernment-related key projects.

- ▶ In *February 2006*, the Minister for public works, Mr Wiseler, presents the [Public Procurement portal](#). This portal is designed to serve as an eProcurement information and communication platform. Its main functionality resides in the publication of the various advertisements for bids from all contracting authorities (government, municipalities and cities) to allow enterprises to be informed on new opportunities emanating from the public sector.
- ▶ In *January 2006*, the [MySchool!](#) website is [launched](#). This **government-sponsored portal** is dedicated to the **educational needs** of primary school children and teachers in Luxembourg.

2005

- ▶ In *June 2005*, the government [presents](#) a new [eGovernment Master Plan](#), whose purpose is to accelerate eGovernment progress in the country.
- ▶ In *February 2005*, the government decides [to adopt Hermes](#), an **ICT project management methodology** developed and used by the Swiss federal Public Administration as part of the [QUAPITAL](#) project. The purpose of **QUAPITAL** is to professionalise the management of public sector ICT projects to improve both project efficiency and quality. QUAPITAL integrates a number of standards, rules, guidelines and good practices to be followed by all government ICT actors.

2004

- ▶ In *November 2004*, the government [launches](#) a [Business Portal](#) aimed at making life easier for companies and entrepreneurs by progressively delivering a range of information and services through a single and convenient one-stop online shop. The portal has offered general business

information, advice for each of the phases of a company's lifecycle and details on a number of relevant procedures and downloadable forms.

2003

- ▶ In *March 2003*, **LuxTrust** is [created](#). LuxTrust is a public/private partnership tasked with managing the development of a common Public Key Infrastructure (PKI) to secure eCommerce and eGovernment in Luxembourg. Its partners include the State (through the Ministry of Economy) and several major banks.

2002

- ▶ In *May 2002*, the National Commission for the Information Society (CNSI) [publishes](#) a **Standardisation Charter** for the government's Internet presence. Due to the growing prevalence of online public services in the state-citizen relationship, this document includes rules and procedures to regulate this field in order to improve the efficiency of public online services.

2001

- ▶ In *February 2001*, the **eLuxembourg Action plan** presents a national plan whose goal was to reach the eEurope objectives, approved by the European Council in June 2000.

News 2000 and before

- ▶ The **National Commission for the Information Society (CNSI)** is created in *2000* and was responsible for devising and driving the implementation of the Government's policy for the information society.
- ▶ The '**Info 2000 Committee**' is created in *1995*, tasked with identifying the challenges of the information society in Luxembourg and the government's role in addressing them. A report on '[The Role of the State in the Information Society](#)' was published in *1996*, along with a parliamentary report on '[The Information Society in Luxembourg](#)'.

eGovernment Strategy

Main strategic objectives and principles

Master Plan for the Implementation of Information Technology within the State (2010-2014)



The current eGovernment Strategy of Luxembourg mainly lies on the effort to ensure effective implementation of new Information and Communication Technologies through the [Master Plan for the Implementation of Information Technology within the State](#).

The State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat* - [CTIE](#)), the entity responsible for tracing the country's eGovernment

Strategy, has articulated its action plan around three complementary lines: services to the public; services to government and public partners; optimisation and standardisation of practices.

Services to the public

To provide efficient public services for citizens and contractors, substantial resources have been made available in order to respond to the new needs and expectations, and promote electronic exchange. The aim is to ensure accessibility to all public sites and deliver customised and user-centric services. In this context, the State Information Technology Centre (CTIE) is implementing a **multi-channel communication** in order to develop the overall effectiveness of public information systems, namely:

- ▶ an Internet presence to disseminate all relevant information to preserve transparency;
- ▶ interactive access through *'de Guichet'*, Luxembourg's online one-stop shop;
- ▶ a 'Helpdesk' accessible by telephone and email;
- ▶ a physical 'de Guichet', in keeping with the government's commitment to multichannel service delivery, which enables citizens to be personally assisted in any administrative procedure they have to complete.

The **first** phase of deployment of eGovernment is over. *'de Guichet'*, the virtual guide of Governmental Administrations in Luxembourg, has been operable since November 2008. The portal centralises and consolidates into a single point of contact the main administrative procedures, both for citizens and for companies (since 2009). The **second** phase, already underway, aims to diversify the content and to enhance the interactive component of remote services so that almost all administrative services would be offered online in the long-run.

Services to government and public partners

The dematerialisation of procedures provides an opportunity for governments to analyse their organisation and work processes in order to restructure them. One of the roles of CTIE consists in assisting agencies in their efforts to optimise processes through its Centre of excellence dedicated to this task. In the context of digitisation, the responsibility lies with the State to define a normative framework for the exchange and archiving of the documents concerned. Moreover, the State must guarantee the implementation of systems to protect citizens and businesses against any abuse that may result from such exchanges. The related projects will focus on **strategies** aiming at:

- ▶ securely exchanging sensitive data;
- ▶ ensuring the long-term preservation of electronic documents;

- ▶ maintaining the evidential value of electronic signatures;
- ▶ ensuring the protection of personal data;
- ▶ strengthening the quality and security of identity documents;
- ▶ ensuring interoperability between the Government and economic stakeholders at national and European levels.

Optimisation and standardisation of practices

The implementation of Information Technology is a **transversal** procedure, involving all Ministries, Departments and State services. The launch of new services is accompanied by the introduction of new **quality** standards that aim to standardise the delivery of public services.

In terms of Internet presence, a reference standard has been developed by the CTIE to provide a consistent framework for application development. Sites and public portals are to be structured along the same lines, contain identical features and offer users a standardised service with maximum efficiency. At the same time, great efforts are devoted to securing administrative sites and the electronic services offered through them. A central and strategic role, in this context, also concerns the management of projects, the role of project manager being in the process of professionalisation within State mechanisms.

In conclusion, the Planning Core (PMO) of CTIE will ensure that the Master Plan for the Implementation of Information Technology within the State reflects at all times the **policy priorities** and that the various programmes and projects conform to this Plan. Finally, the CTIE intends to implement a package of measures for a more ecological approach in the field of ICT (Green IT).

Previous eGovernment Strategies

eGovernment Master Plan (2005-2010)

The Government IT strategy during the years 2005 to 2010 was based upon the eGovernment [Master Plan](#) for the period. The main **strategic objectives** were: government transparency, inclusion and participation of citizens, public sector efficiency, economic competitiveness in the public and private sectors, Increased know-how and knowledge within society and, full alignment with the major eGovernment objectives set in the European [i2010](#) programme.

This strategy designed by the eGovernment [Master Plan](#) creates a coherent framework for the different aspects of IT use, which implies taking actions in six complementary **action fields**:

- ▶ **Organisation and Management**, i.e. simplification of procedures, use of norms and standards;
- ▶ **Content and Services**, i.e. State presence on the Internet, citizen portal, horizontal portals, thematic portals, institutional sites, digitalisation and availability of content;
- ▶ **Technologies & Infrastructure** to ensure interoperability between the State's information systems;
- ▶ **Education & Training**;
- ▶ **Security & Privacy**; and
- ▶ **Legislative Framework**.

In this respect, the strategy and action plan in question make a distinction among three main **categories** of projects:

- ▶ **Short term Internet projects**, such as the creation of an online service for VAT returns, or the development of an eProcurement platform.

- ▶ **Short term administrative management projects**, such as the setting up of an integrated system for the management of housing grants.
- ▶ **Medium and long term strategic projects**, such as infrastructure, interoperability and service integration projects, as well as initiatives for the organisational reform of public administration.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Luxembourg.

Freedom of Information Legislation

Current status

There is currently no specific freedom of information legislation in Luxembourg.

Data Protection/Privacy Legislation

[Data Protection Act \(2007\)](#)

The Data Protection Act constituting the implementation of Directive [95/46/EC](#) regarding the protection of personal data of 2 August 2002 and amended by the law of [27th July 2007](#) is governing the processing and use of personal data in Luxembourg.

The Data Protection Act of 2002 governs the processing and use of personal data, going beyond the framework of the EU Directive by covering not only natural, but also moral, persons. It contains specific provisions on the processing of medical data by health services, the processing of personal data for surveillance purposes, and in the workplace.

The Data Protection Act applies to "data controllers" ("a natural or legal person, public authority, agency, or any other body which solely or jointly with others determines the purposes and methods of processing personal data") and "data processors" ("any natural or legal person, public authority, administrative body or other entity that processes personal data on behalf of the controller" excluding any of the data controller's employees).

The law also created a new data protection authority, the "[Commission nationale pour la protection des données](#)" (CNPD). Created in December 2002 the CNPD is an independent agency whose task is to regulate the processing of personal data in Luxembourg and ensure compliance with data protection regulations. The Data Protection Act has provided for a public data processing register online, which makes it possible to check if an authority, company, association, professional, or self-employed worker is likely to hold information about an individual and if it has declared such processing to the CNPD.

[Processing of Personal Data in the Electronic Communications Sector Act \(2011\)](#)

The 'Processing of Personal Data in the Electronic Communications Sector Act', adopted on [28 July 2011](#) and entered into force on 1 August 2011, transposes the EU Directive on privacy and electronic communications (Directive [2009/136/EC](#)). This Act forms part of Luxembourg's legislative 'telecom package' (cf. below). It aims at protecting the privacy of Internet users (including protection against unsolicited commercial communications or 'spam') and users of services with added value such as the

GPS. The data protection authority, [National Commission for Data Protection](#) (CNPD) created by the 2002 Data Protection Act, is competent for checking the legality of the processing of personal data.

eSignatures Legislation

[eCommerce Act \(2000\)](#)

The eCommerce Act of 14 August 2000 complemented by a [regulation](#) of 1 June 2001 on electronic signatures and electronic payments, transposes the EU Directive on Electronic Signatures ([1999/93/EC](#)).

The eCommerce Act explicitly mentions two types of eSignatures: 1) the basic type, which consists of a "set of data which is linked to the deed in a non-dissociable way and warrants the integrity of the deed [...] The electronic signature must also ensure the signatory is identified and show the latter's obvious consent to the content of the deed", and 2) an eSignature "supported by a qualified certificate, which must be created with a secure signature creation device under the sole control of the subscriber".

Certification service providers planning to issue certificates must inform the National Accreditation and Supervision Authority. Certificates thus qualified are valid for a maximum duration of 3 years and must be archived by the certification service provider for at least 10 years. Also, the certification providers have to submit to periodic external security audits.

ESignatures supported by a qualified certificate have the same legal validity as a handwritten signature, and the eCommerce Act has rendered all laws and regulations that challenged the validity of a contract because it was electronically signed void.

eCommerce Legislation

[eCommerce Act \(2000\)](#)

The eCommerce Act of 14 August 2000 (modified on 5 July 2004) transposes the EU eCommerce Directive ([2000/31/EC](#)).

The Act's primary importance lies in the recognition of eSignatures and eContracts. Unlike the Directive it is based on, it does not use the term "advanced" eSignature but rather recognises a "qualified" level of eSignature. It also differs from the Directive and similar legislation in other Member States insofar that it legally recognises electronic wills and electronic deeds, and that it implements a customer's right to withdraw from an electronic contract within 7 days after its creations, no questions asked, no penalties, and the full reimbursement of any money paid to the seller.

The Act closely follows the directive in terms of information requirements from seller to customer, the seller's obligation to acknowledge reception of an order, the rules governing the liability and confidentiality requirements for certificate issuers (domestic and foreign), and provisions concerning the auditing and accreditation of certificate issuers.

eCommunications Legislation

[eCommunications Act \(2005\)](#)

The new eCommunications Act of 30 May 2005 transposes the EU regulatory framework for electronic communications (Directives [2002/19/EC](#), [2002/20/EC](#), [2002/21/EC](#), [2002/22/EC](#)). This act forms part of Luxembourg's legislative 'telecom package' which also includes a specific law on the [processing of personal data in the electronic communications sector](#). The Act regulates access to electronic communication networks and their interconnection to create a sustainable, competitive environment in

this sector, and ensure the interoperability of eCommunications services. It defines the rights of users and the obligations of services and network providers, thereby defining the 'universal service' notion for eCommunications.

eProcurement Legislation

[Public Procurement Act \(2003\)](#)

The Public Procurement Act of 30 June 2003 and the implementing [regulation of 7 July 2003](#) allow for the use of electronic means in the public procurement process: electronic publication of calls for tender and electronic submission of offers.

The transposition of the EU public procurement directives ([2004/17/EC](#) and [2004/18/EC](#)), including their provisions related to eProcurement, was undertaken with the [Law on Procurement](#) of 25 June 2009.

Re-use of Public Sector Information (PSI)

[Law on the re-use of Public Sector Information \(2007\)](#)

The transposition of the EU Directive [2003/98/EC](#) of 17 November 2003 on the re-use of public sector information (PSI) took place in Luxembourg on 4 December 2007.

The law explicitly states that it represents a minimal set of rules for PSI re-use. As such, it lists which documents are not eligible for re-use (documents that have been published elsewhere, documents to which a third party owns IP rights, documents that are classified, documents detained by public broadcasters, public research establishments and cultural institutes). It sets out minimal rules concerning response times to document requests, data formats, licensing and pricing. It also outlines a basic "fair use" policy concerning the reproduction of government documents by third parties (not for commercial purposes). Finally, the law states that no exclusive re-use rights will be granted to any third party other than in the case of the third party having been contracted by the government to provide a public service.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of the Civil Service and Administrative Reform

The Ministry of the Civil Service and Administrative Reform is responsible for eGovernment policy/strategy in Luxembourg.

State Information Technology Centre (CTIE)

The Government of Luxembourg established in 2009 the State Information Technology Centre (*Centre des technologies de l'information de l'Etat*, CTIE), with the merger of the State Computer Centre (CIE) - established in 1974 - and the eLuxembourg Service (SEL) - formed in 2004. The Centre constitutes an active part of the Ministry of the Civil Service and Administrative Reform and is in charge of the development and updating of a normative framework for IT projects and the modernisation of the state.

Coordination

Ministry of the Civil Service and Administrative Reform

The Ministry of the Civil Service and Administrative Reform coordinates eGovernment developments in the Public Administration.

State Information Technology Centre (CTIE)

The State Information Technology Centre provides coordination and planning of services to government bodies, and assists those bodies in the reorganisation and optimisation of their tasks. To this end, the Centre coordinates the following activities:

- ▶ Organisation of the automation of government departments regarding the collection, transmission and processing of data;
- ▶ Development and maintenance of administrative processes' mapping and their interoperability status;
- ▶ Provision of organisational support to state administrations and assistance in their reorganisation efforts; and
- ▶ Identification of synergies between the various state administrations and optimisation of the information exchange among them.

The Centre is furthermore responsible for specific tasks such as the management of the '*De Guichet*' portal.

Implementation

State Information Technology Centre (CTIE)

The CTIE is responsible for implementing the provisions that originate directly from the Government programme and the eGovernment Master Plan. The production and personalisation of secure administrative documents together with the processing of biometric data (e-passport) are also part of the Centre's tasks. The Centre is furthermore responsible for the establishment of an electronic document management system (GED).

Government ministries and administrations

Government ministries and administrations are responsible for the implementation of the eGovernment projects falling within their respective fields of competence.

Support

State Information Technology Centre (CTIE)

The State Information Technology Centre is an IT services provider for the various state administrations, providing them with:

- ▶ assistance in the implementation of regular IT works;
- ▶ management of security, IT and electronic equipment necessary for the execution of their mandate;
- ▶ purchase and management of IT and office equipment;
- ▶ administration of the IT network and the government's electronic messaging facilities;
- ▶ secure IT infrastructure;
- ▶ compliance with the provisions of the Law on the Protection of Individuals with regard to the Processing of Personal Data; and
- ▶ management of a support centre (helpdesk) for the internal and external users of the systems operated by the CTIE.

Audit/Assurance

Court of Auditors

The Court of Auditors monitors the legality and regularity of the State income and expenditure; it furthermore controls the use of public funds.

Data Protection

National Data Protection Commission

The National Data Protection Commission (CNPD), created in December 2002, is an independent agency whose task is to control the processing of personal data in Luxembourg and ensure compliance with data protection regulations.

Regional & Local eGovernment

Policy/Strategy

Association of Luxembourg's cities and communes (Syvicol)

The Municipalities of Luxembourg are the interlocutor of the Government on matters of opinion giving on future eGovernment strategies and laws at a local/municipal level.

Coordination

Inter-Communal IT Management Association (SIGI)

The Inter-Communal IT Management Association (SIGI) is a service provider set up by Luxembourg's municipalities to coordinate the development of common systems and the promotion of the exchange and re-use of solutions and good practices. 103 out of the 116 local authorities in Luxembourg are

members of SIGI and benefit from its IT services related to citizenship (population records, births, deaths and marriages, electoral registers, tax cards, etc.), invoicing and administrative accounting.

Support

Association of Luxembourg's cities and communes (Syvicol)

The Association of Luxembourg's cities and communes (Syvicol) is the representative body of Luxembourg's municipalities. It promotes their interests and provides them with technical support in a number of areas, including public management and reform.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Dan Kersch
Minister for the Civil Service and Administrative Reform

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Source: <http://www.gouvernement.lu/>

Head of eGovernment



Gilles Feith
Director, State Information Technology Centre

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E-mail: N/A

Source: <http://www.fonction-publique.public.lu/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

www.luxembourg.lu

The www.luxembourg.lu portal is an official site offering general information on various aspects of the Grand Duchy of Luxembourg, together with a **thematic directory** of links that guide users to sites that offer detailed information on their topic(s) of interest. This site is of interest not only for the inhabitants of Luxembourg, but also for any foreigners who wish to find pertinent information on Luxembourg.

['De Guichet'](#)

The Government of Luxembourg launched, on 17 November 2008, the new *'De Guichet'* portal which targets both citizens and enterprises.

The portal comprises information on various themes and related administrative procedures, grouped by theme (taxes, employment, family, education, accommodation, citizenship and transport). This interactive platform allows citizens to accomplish their administrative formalities online in a simple and transparent manner. The platform is regularly enriched with new elements such as the interactive tax return (introduced in January 2009) and the content of the [Business portal](#), which has been entirely restructured, and integrated in this website. Both the citizens' and business parts of 'de Guichet' were completely redesigned in 2013 in order to improve ergonomics and accessibility, and to integrate applications for mobile devices (smartphones and tablets). Beyond the visual makeover and the restructuring and updating of the content, 'de Guichet' was also migrated to a new technical platform in order to provide a more user-friendly transactional service (the 'myGuichet' e-safe) on the user side, and better back- and front office tools on the provider side.

'de Guichet's primary objective is to **improve** the **value** and **quality** of electronic services integrating various administrative formalities in a single Internet portal that gathers all relevant procedures, forms and information made available by the State.

In addition, this portal guides the user through the several stages thanks to online **service wizards** (*'assistants de service'*). Users have access to them when equipped with an electronic authentication certificate (Smartcard, Signing Stick, Token or via SMS). Those certificates guarantee highly secure information exchanges and personal data confidentiality along with an electronic signature.

Exchanges between the State and citizens, through this portal are mandated by the Ministry of Civil Service and Administrative Reform in collaboration with the competent ministries. Thanks to the active participation of all concerned actors, the administration has progressed towards a faster, simpler and lower-budget relation with citizens and businesses.

www.gouvernement.lu

The [gouvernement.lu](http://www.gouvernement.lu) website is the information portal of the government press and information office. It federates all informations - news, press releases, and so on - concerning the Luxembourg government.

[eDouane](#)

[eDouane](#) is an interactive platform for online services that enables businesses to accomplish online all customs-related paperwork regarding the Grand Duchy of Luxembourg.

Network

RACINE

RACINE is the name of the network connecting all government institutions in Luxembourg. It is set up and maintained by the [State Information Technology Centre \(CTIE\)](#).

eIdentification/eAuthentication

Current status

There is currently a central eIdentity infrastructure in Luxembourg that provides an **electronic ID card**, [LuxTrust S.A.](#), a public/private partnership, created in 2003, to manage the development of a common Public Key Infrastructure (PKI) in order to **secure eCommerce** and **eGovernment** in Luxembourg. The consortium that was awarded the PKI contract was presented in July 2006.

Furthermore, the progressive introduction of biometric documents in Europe forces the Member States to have highly secure certification services in order to protect their official documents. Consequently, LuxTrust will adhere to the relevant international standards in order to be in a position to protect the biometric documents issued in Luxembourg. This will at first apply to the new [biometric passports](#).

eProcurement

Public Procurement portal

A central public procurement portal was created in February 2006. This portal includes an informational part on legal issues related to eProcurement as well as a platform for publication of calls for tender, tender documents and terms of reference, electronic submission of tenders, electronic catalogues and electronic auctions. This platform provides businesses with a one-stop **research** and **notification tool** on opportunities arising from the public sector. The portal is currently in its first implementation phase and only allows electronic publication of tender notices. The **next implementation steps** require the setting up of a legal, organisational and technical framework allowing for the transmission, the receipt and the digital opening of tenders, as well as the use of new electronic purchase techniques, as set out in the EU public procurement directives.

Knowledge Management

DMS programme (GED)

A [DMS programme](#) (GED), was launched in May 2006 in the context of the General [eLuxembourg project](#). This project aims at defining and setting up an electronic document management system for the entire public administration.

The control of the life cycle of all documents is the cornerstone of any administration aiming at new forms of eGovernment. A pragmatic approach was chosen to deploy the GED programme, which currently comprises two closely related projects.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Tax Administration
Website:	http://www.impotsdirects.public.lu/ ; http://www.guichet.public.lu/fr/citoyens/impots-taxes/index.html
Description:	Information and forms to download. As of February 2009, income tax declarations can be submitted online on the ' <i>De Guichet</i> ' portal.

2. Job search services by labour offices

Responsibility:	Central Government, Employment Administration (ADEM)
Website:	http://www.adem.public.lu/ ; http://www.guichet.public.lu/fr/citoyens/travail-emploi/index.html
Description:	The website of the Employment Administration includes a search facility for employers (researching in the jobseekers' database) and downloadable forms. Information and forms to download are also available on the ' <i>De Guichet</i> ' portal.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Employment Administration (ADEM)

Website: <http://www.adem.public.lu/demandeur/indemnites/index.html>;
<http://www.quichet.public.lu/fr/citoyens/travail-emploi/chomage/index.html>

Description: Information and forms to download.

b. Child allowances

Responsibility: Central Government, National Fund for Family Allowances (CNPF)

Website: <http://www.cnpf.lu/>;
<http://www.quichet.public.lu/fr/citoyens/famille/parents/index.html>

Description: Information and forms to download. Since January 2008, childbirth allowances can be claimed electronically.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Funds

Website: <http://www.cns.lu/assures/?m=56-0-0>

Description: Information and forms to download.

d. Student grants

Responsibility: Central Government, Documentation and Information Centre on Higher Education (CEDIES)

Website: <http://www.cedies.public.lu/fr/aides-financieres/pret-bourses/index.html>

Description: Online application system for student grants. The inserted data is transmitted to the back office of the Documentation and Information Centre on Higher Education (CEDIES). To guarantee the authenticity of the requestor, the Government will offer a LuxTrust signing stick to students, allowing authenticity proof by eSignature. The application of CEDIES allows follow-up by the requestor.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of Foreign Affairs

Website: <http://www.mae.lu/Site-MAE/Passeports>;
<http://www.quichet.public.lu/fr/citoyens/citoyennete/papiers-identite/titre-voyage>

Description: Information and downloadable forms. Applications are handled by local authorities.

b. Driver's licence

Responsibility: Central Government, Ministry of Sustainable Development and Infrastructure, Department of Transport

Website: <http://www.quichet.public.lu/fr/citoyens/transports-mobilite/transports-individuels/index.html>

Description: Information and forms to download are available on the 'De Guichet' portal.

5. Car registration (new, used, imported cars)

Responsibility:	Central Government, National Society for Technical Control (SNCT)
Website:	http://www.snct.lu/ ; http://www.guichet.public.lu/fr/citoyens/transports-mobilite/transports-individuels/vehicule-motorise/numero-immatriculation-personnalise/index.html
Description:	Information and forms to download are also available on the 'De Guichet' portal.

6. Application for building permission

Responsibility:	Local Government
Website:	http://www.guichet.public.lu/fr/citoyens/logement/construction/index.html
Description:	Building permission requests are handled by local authorities. Most municipalities offer information on their websites. Information and forms to download are also available on the 'De Guichet' portal.

7. Declaration to the police (e.g. in case of theft)

Responsibility:	Central Government, National Police
Website:	http://www.police.public.lu/
Description:	Information and electronic forms.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government/Local Government, National Library
Website:	http://www.bibnet.lu/
Description:	Online catalogue of 20 public libraries across the country, with online request facility.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Local Government
Website:	http://www.guichet.public.lu/citoyens/fr/citoyennete/index.html
Description:	Information only. Certificate requests are handled by local authorities, most of which offer the possibility to download forms on their website.

10. Enrolment in higher education/university

Responsibility:	Central Government, Documentation and Information Centre on Higher Education (CEDIES)
Website:	http://www.cedies.public.lu/ ; http://www.guichet.public.lu/fr/citoyens/enseignement-formation/etudes
Description:	Information on enrolment in the University of Luxembourg (which was established in 2003) and in higher education institutions abroad.

11. Announcement of moving (change of address)

Responsibility:	Central Government/Local Government
Website:	http://www.guichet.public.lu/citoyens/fr/citoyennete/installation-demenagement-luxembourg/index.html
Description:	Change of address notifications are handled by individual government bodies and local authorities. Most municipalities provide information on the procedure used on their websites. Information and forms to download are also available on the 'De Guichet' portal.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government, Ministry of Health
Website:	http://www.sante.public.lu/fr/index.html
Description:	Information and forms to download.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Social Security Common Centre (CCSS)
Website:	http://www.ccss.lu/cotisations/ http://www.ccss.lu/seculine/
Description:	The SecuLine system enables all communications with the Central Social Security Office to take place in a secure environment. This includes payment of social contributions.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	http://www.impotsdirects.public.lu/resident/index.html
Description:	Information and forms to download.

3. VAT: declaration, notification

Responsibility:	Central Government, Registration and Estate Administration
Website:	https://saturn.etat.lu/etva/forward.do?path=index
Description:	Online declaration and payment of VAT.

4. Registration of a new company

Responsibility:	Central Government, Commercial and Companies' Register
Website:	http://www.rcsl.lu/
Description:	Information and forms to download - transactional procedures.

5. Submission of data to statistical offices

Responsibility:	Central Government, Central Statistics Service
Website:	http://www.statec.public.lu/
Description:	Information and forms to download.

6. Customs declarations

Responsibility:	Central Government, Customs Administration
Website:	http://www.do.etat.lu/ ; http://www.do.etat.lu/edouanes/Accueil/EMCS/eDouane_Accueil_EMCS.htm
Description:	Luxembourg has initiated its own project PLDA (<i>Paperless Douanes et Accises</i>); electronic procedures are available. Moreover, eDouane is an interactive platform for online services that enable businesses to accomplish online all customs related paperwork regarding the Grand Duchy of Luxembourg.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Sustainable Development and Infrastructure, Department of the Environment
Website:	http://www.environnement.public.lu/
Description:	Information and forms to download.

8. Public procurement

Responsibility:	Central Government
Website:	http://www.marches.public.lu/
Description:	The new central ePublic procurement portal was launched in February 2006. Being currently run under its first implementation phase, the portal includes an informational part on legal issues and serves as a platform for the electronic publication of tender notices. The next implementation phases will notably imply the electronic submission of tenders, as well as of electronic catalogues and auctions.

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is an initiative by the Directorate General for Communications Networks, Content and Technology.

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