



European
Commission

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WHAT'S INSIDE

eGovernment in Luxembourg

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 562, 958 inhabitants (2015)

GDP at market prices: 48, 898 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 266 (2014)

GDP growth rate: 4.1% (2014)

Inflation rate: 0.7% (2014)

Unemployment rate: 6.0% (2014)

General government gross debt (Percentage of GDP): 23.0% (2014)

General government deficit/surplus (Percentage of GDP): 1.4% (2014)

Area: 2.586 km²

Capital city: Luxembourg

Official EU language: French, German, Luxembourgish

Currency: EUR

Source: [Eurostat](#) (last update: 18 January 2016)

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 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).

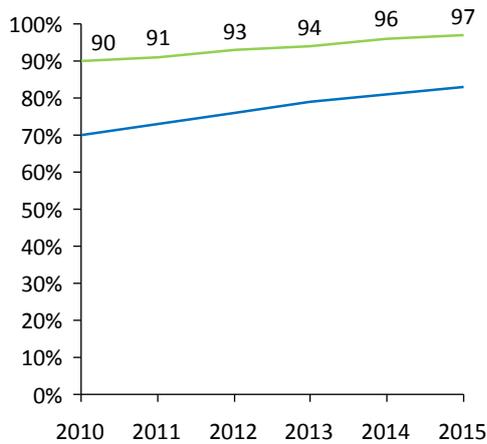
Head of Government: Prime Minister [Xavier Bettel](#) (since 4 December 2013).

Information Society Indicators

Generic Indicators

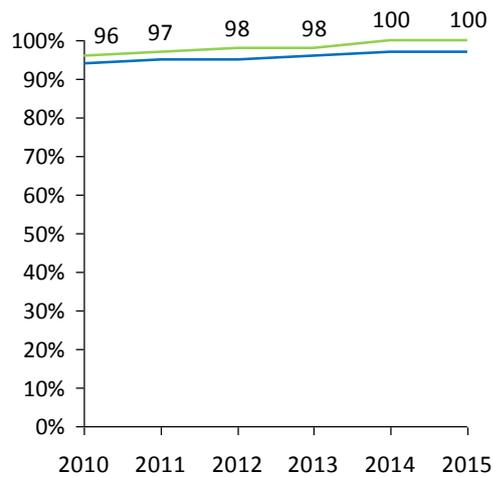
The following graphs present data for the latest Generic Information Society Indicators for Luxembourg compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Luxembourg



Source: [Eurostat Information Society Indicators](#)

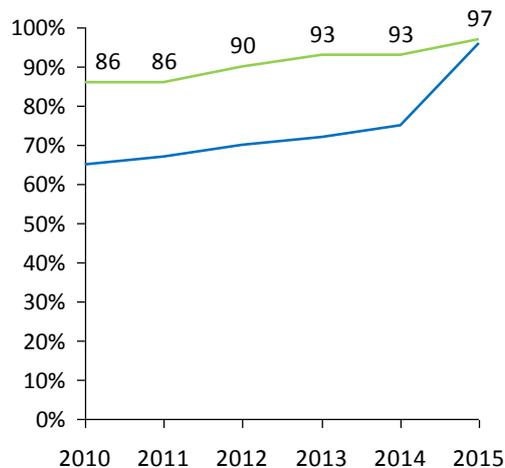
Percentage of enterprises with Internet access in Luxembourg



Source: [Eurostat Information Society Indicators](#)

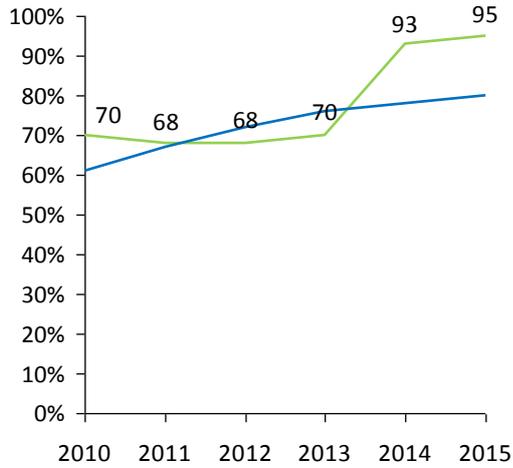
— Luxembourg
— EU

Percentage of individuals using the internet at least once a week in Luxembourg



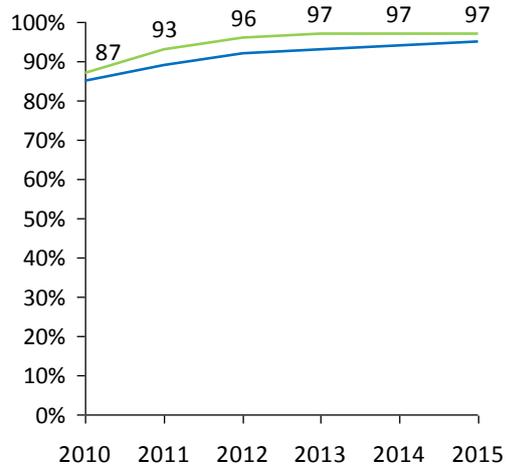
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Luxembourg



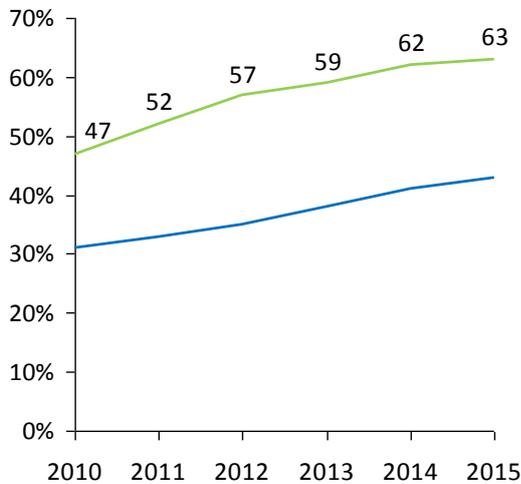
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Luxembourg



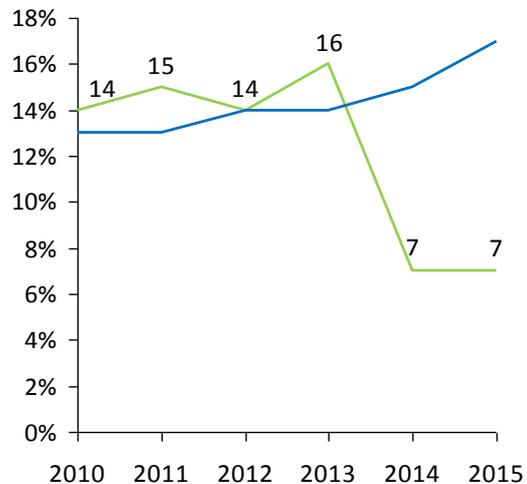
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals having purchased/ordered online in the last three months in Luxembourg



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Luxembourg



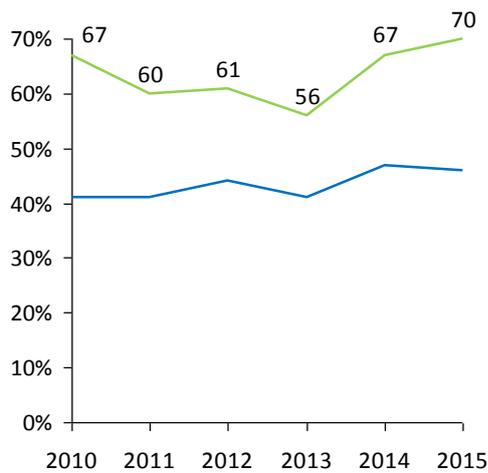
Source: [Eurostat Information Society Indicators](#)

— Luxembourg
— EU

eGovernment Indicators

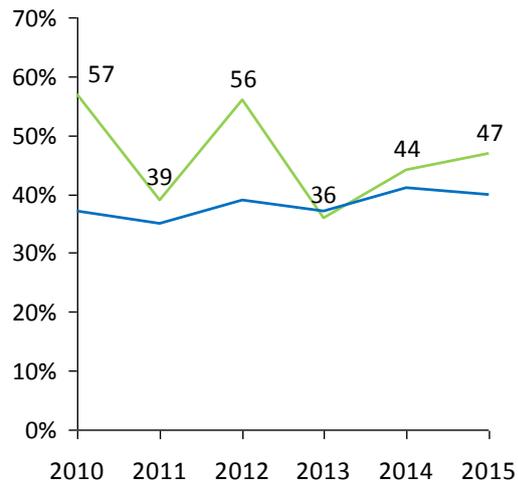
The following graphs present data for the latest eGovernment Indicators for Luxembourg compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Luxembourg



Source: [Eurostat Information Society Indicators](#)

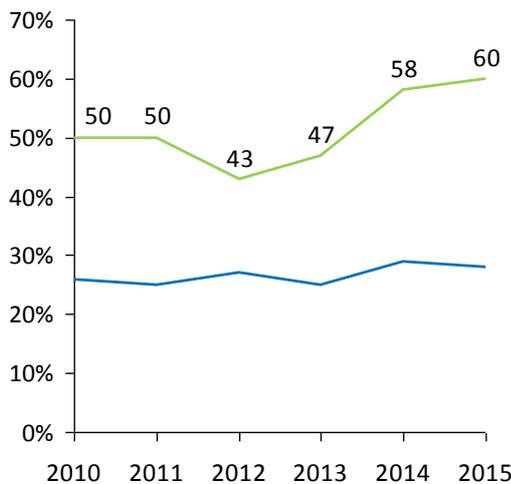
Percentage of individuals using the internet for obtaining information from public authorities in Luxembourg



Source: [Eurostat Information Society Indicators](#)

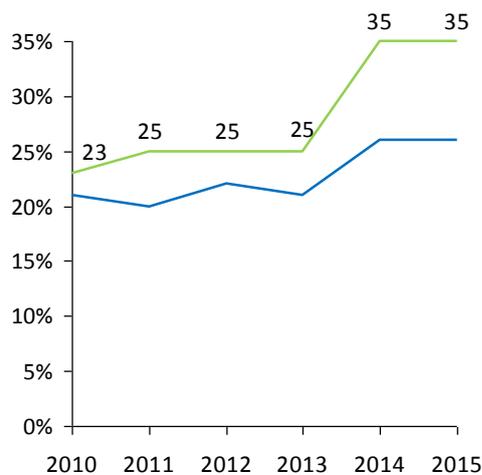
— Luxembourg
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Luxembourg



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for sending filled forms to public authorities in Luxembourg



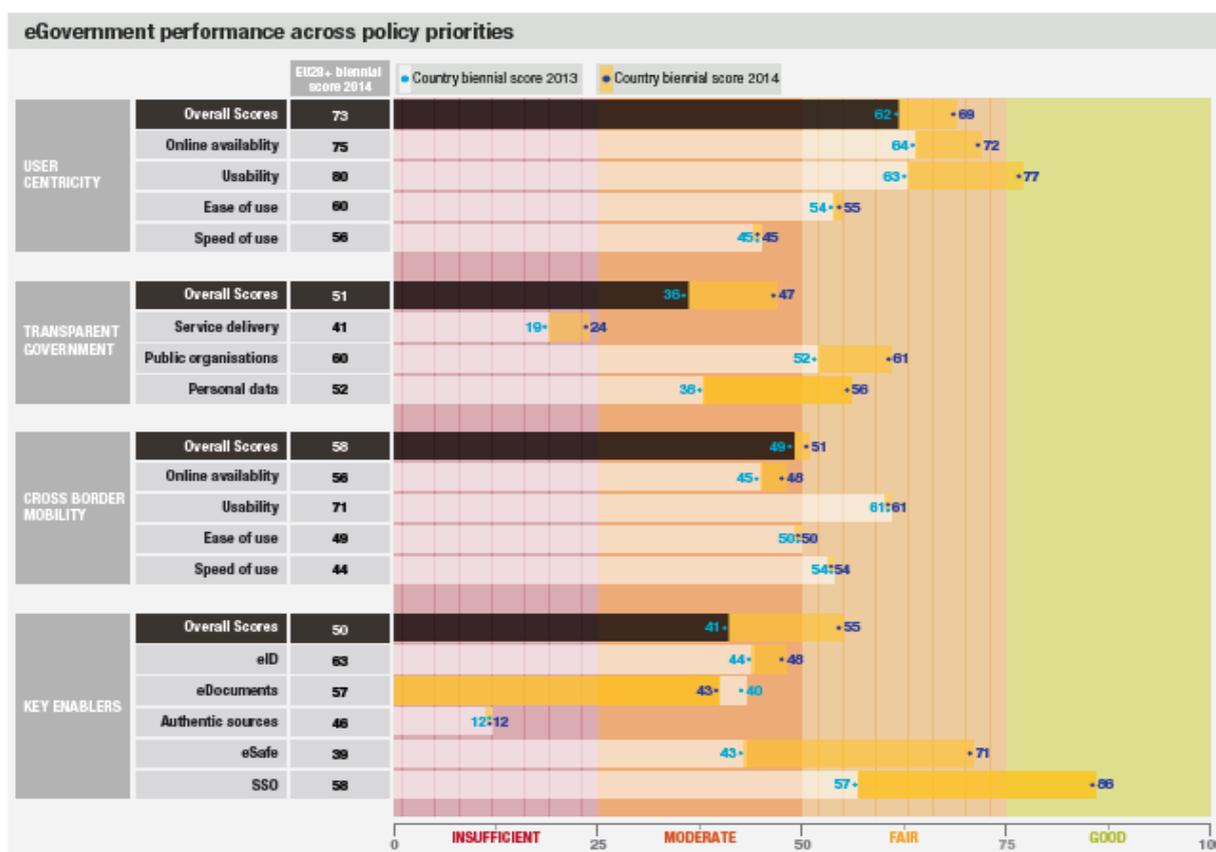
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)¹ study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Luxembourg compared to the EU average score.



Source: [eGovernment Benchmark Report 2015](#)² Country Factsheet Luxembourg

¹[eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

2015

From 1st to 2nd December 2015, Luxembourg was a host to the European eGovernment Conference. Under the theme "Simple, secure and transparent public services", the conference brought together eGovernment professionals from very diverse backgrounds and from all over Europe, along with representatives of the Commission and Vice-President for the Digital Single Market, Andrus Ansip. The conference is built around the following main themes:

- **Digital strategies and policies**
- **Once only principle (OOP)**
- **Citizen engagement in the design of public services and policy making**
- **Cross-border public services and interoperability**
- **Open data**
- **Electronic identification and trust services (eIDAS).**

The conference was streamed live and the archived video footage can be found on the [site of the Luxembourg presidency](#). All the presentations can be found [there](#) as well.

On November 30st, Luxembourg hosted, in the context of its Presidency of the Council of the European Union, the European CIO Network Meeting. During this meeting the CIOs of the Member States, in presence of Vice-President Andrus Ansip, discussed the future direction of eGovernment in the EU.

On October 16th, the Luxembourg government IT centre (CTIE) presented a [study](#) on "Security and data protection measures in the context of 'Once Only' and reuse of existing data approaches" at the [EUPAN HRWG/IPSG](#) meeting.

On September 14th, M. Gilles Feith, Luxembourg's government CIO, presented the principles of an efficient and effective eGovernment policy to the members of the government. They are:

- "Digital by Default" – every new law establishing a new administrative procedure must ensure that that procedure can be completed digitally
- "Once Only" – public bodies will have to reuse information they already have on citizens (with their consent) rather than forcing them to providing the same data over and over again
- Transparency

On 31st August 2015 at the 64th [EUPAN DG](#) – TUNED Meeting, the government of Luxembourg announced an initiative to inventory IT security and data protection policies in the EU Member States. This initiative became one of [the priorities under Luxembourg's presidency](#) of the EUPAN network (informal network of European public administration representatives). The inventory will provide an overview of the challenges encountered in the delivery of eGovernment services, and show ways to tackle these issues in the Member States. The study will be conducted by Luxembourg's Government IT Centre (CTIE).

On 14th July 2015, the Secretary of State for Higher Education and Research, Marc Hansen, [presented](#) a new service that enables students to apply for grants online. The service is operational as of August 1st, 2015.

On 20th May 2015, the Minister of Education, Mr Claude Meisch, [presented the Digital Strategy for Education](#). The strategy has two key objectives:

- to prepare young people for work in a complex and constantly changing environment (under the “digital education” umbrella)
- to promote new learning strategies, software, and innovate educational projects (under the “digital for education” umbrella).

In keeping with the government’s policy of steady evolution of the “myGuichet” platform, a number of new features have been added in 2015:

- Certified professional secure e-spaces for businesses
- Electronic payments
- Follow-up on administrative procedures
- New trusted sources (such as civil service paystubs)
- New interactive online procedures:
 - Tax declaration for moral persons
 - Request for bills submitted for VAT purposes
 - Student financial support application
 - Business permit application
 - Ordering and paying for a new passport
 - Radioprotection
 - Food safety declaration
 - Protection of minors declaration

In the course of 2015, the following new sites were put on line by the government:

- Luxembourg.lu: www.luxembourg.lu (complete redesign, with responsive design for tablets and smartphones)
- Presidency of the Council of the European Union/Luxembourg 2015: www.eu2015lu.eu (new site, responsive design for tablets and smartphones)
- Health Portal: www.sante.lu (complete redesign, with responsive design for tablets and smartphones)
- National Council for Public Finances: www.cnfp.lu (new site, with responsive design for tablets and smartphones)
- Luxembourg Innovation and Research Portal: www.innovation.public.lu (complete redesign, with responsive design for tablets and smartphones)
- Quality Portal: www.portail-qualite.lu (complete redesign, with responsive design for tablets and smartphones)
- Budget 2015/2016: www.budget.public.lu (complete redesign of the public information site about the annual state budget, with responsive design for tablets and smartphones)
- Referendum 2015: <http://www.referendum.lu/> (new site for public referenda, with responsive design for tablets and smartphones)
- European Funds Portal : www.fonds-europeens.public.lu (new public information site about European funds and their uses, with responsive design for tablets and smartphones)
- Weather Portal: www.meteolux.lu (complete redesign, with responsive design for tablets and smartphones)
- Public Service Portal: www.fonction-publique.public.lu (complete redesign, with responsive design for tablets and smartphones)
- Luxembourg Highways Department: www.pch.public.lu (complete redesign, with responsive design for tablets and smartphones)
- Digital Luxembourg: www.digital-luxembourg.public.lu (public information site for the “Digital Lëtzebuerg” programme, with responsive design for tablets and smartphones)
- National Jobs and Employment Portal : www.adem.lu (complete redesign, with responsive design for tablets and smartphones)

2014

One of the most significant developments in the IT - and, by extension, eGovernment - field was the announcement and presentation on the government's "[Digital Lëtzebuerg](#)" (Digital Luxembourg) initiative in October 2014. "Digital Lëtzebuerg" takes into account that IT has become both a vital sector of the economy and an important influence on all other socio-economic sectors, which makes it a vital component of the government's policy of rationalisation, efficiency, modernisation and "doing more with less". Therefore, the government has decided to reinforce and consolidate Luxembourg's position as an IT and high tech centre of excellence and as an open and connected society, starting with a coherent and generalised strategic framework. This strategy covers eGovernment services as much as the establishment of a solid financial foundation for innovation, teaching and training of new competences, creating new markets (big data, smart grids, health IT, financial technology, virtual currencies...). In order to maximise the impact of this strategy, it will be applied horizontally and will become a key consideration in every political decision.

Beyond this political milestone, several new features have been added to the guichet.lu portal:

- The "myGuichet" secure personal e-space now enables users to access, re-use, and, if necessary, demand the amendment of personal data from trusted official sources. For citizens, data is retrieved from the Register National des Personnes Physiques (National Physical Persons Register), while businesses have access to their VAT balance.
- Audit professionals can now carry out all administrative procedures pertaining to their profession online via guichet.lu
- Certain services offered by the City of Luxembourg are now also available on guichet.lu, and vice-versa. This is the first step of a longer term project that will enable citizens and businesses to use both national and local services from whatever single point of access (guichet.lu or the portal of their local administration) they choose.
- In parallel with the continual evolution of the guichet.lu portal outlined above, a number new government sites went online in 2014:
- The completely redesigned and expanded site of the police (www.police.public.lu) which now also features thematic spaces for seniors and adolescents;
- The "Guide Urbanisme" (urban planning guide, www.guide-urbanisme.lu), a site aimed at citizens and companies wishing to obtain information on permits and authorisations in relation to urban planning;
- The "Vos Idées" site (<http://www.vosidees.lu/>), an internet platform dedicated to administrative reform and simplification that allows citizens and businesses to actively contribute to the improvement of public services. Users are invited to share their ideas and comments on public services and can track the follow-up given to their submission;
- The "Single Window for Logistics" (www.swl.public.lu), which provides a national information and transaction platform for international trade promotion and facilitation; This platform aims to promote the Luxembourgish logistics sector, but also to facilitate information flow and enhance operational efficiency of global supply chain operations;
- The "Infocrise" portal (www.infocrise.public.lu), which aims to provide information and raise public awareness about existing or potential crisis situations, such as nuclear emergencies or epidemics;
- The official government corporate identity information site (www.logo.public.lu), which aims to inform any interested parties that wish to use official government logos (press, graphic designers) on how to do so correctly;

- The "Portail Qualité" (Quality Portal, www.portail-qualite.lu) aims to facilitate access to the main services and latest information in relation with quality and safety standards, along with information about their implementation in Luxembourg. Its target audience is interested citizens, government institutions, trade federations and businesses.
- The "Elections Européennes" site (www.elections.public.lu) was implemented in May 2014 to inform the public about the European elections and to provide live polling results when the elections were taking place. The site also provided up-to-date information to the local media.
- The redesigned "Equal Opportunities for Men and Women" portal (<http://www.mega.public.lu/>) replaces the Ministry of Equal Opportunity's web site and aims to inform the public as well as the media about the latest policies and actions the ministry is implementing.

As a result of the coming into force of the European Union's "Mini One Stop Shop" regulation in matters of VAT, Luxembourg has implemented its own MOSS platform, VATMOSS (<http://www.aed.public.lu/tva/commerce-electronique/commerce-electronique-en/index.html>), in late 2014.

2013

The most visible development in 2013 was the complete redesign of the '[guichet.lu](http://www.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](http://www.myguichet.lu)') 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.

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.

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'Integration, 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-publique.public.lu now has an e-recruitment section;

www.renow.public.lu, the site of Renow, the CTIE's quality assurance framework (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](#).

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles



Digital Lëtzebuerg

"Digital Lëtzebuerg" takes into account that IT has become both a vital sector of the economy and an important influence on all other socio-economic sectors, which makes it a vital component of the government's policy of rationalisation, efficiency, modernisation and "doing more with less".

Therefore, the government has decided in [October 2014](#) to reinforce and consolidate Luxembourg's position as an IT and high tech centre of excellence and as an open and connected society, starting with a coherent and generalised strategic framework. This strategy covers eGovernment services but goes beyond that narrow scope to establish a solid financial foundation for innovation, provide teaching and training of new competences and help create new markets (big data, smart grids, health IT, financial technology, virtual currencies...) for Luxembourg's rapidly growing IT sector. In order to maximise the impact of this strategy, it will be applied horizontally and will become a key component of every political decision.

Digital (4) Education Strategy

On 20th May 2015, the Minister of Education, Children and Youth, presented the [Digital Strategy for Education](#). The strategy has two key objectives:

- **Digital education:** to prepare young people to work in a complex and constantly changing environment; and
- **Digital for education:** to promote new learning strategies, software and innovate educational projects.

One of the projects initiated by this strategy are the free computing classes being introduced to the youngsters in Luxembourg by a launch of "Maker Spaces" at three secondary schools starting in the school year 2015/2016. The Maker Spaces will be open to the schools which host them as well as other schools, after-school clubs, youth clubs, parents and associations. Another pilot scheme aim to introduce tablet devices to students at five secondary schools over to be used in their daily lives.

Other projects under the Digital Education Strategy will include training teaching staff and offering access to digital teaching resources as part of eduSphere, the introduction of a maths teaching software (for cycle 4) to be used at home and at school as part of MathemaTIC and Digital Classroom Lëtzebuerg, providing comprehensive computer literacy training to enable students to better manage their lives through digital tools.

Previous eGovernment Strategies

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 named [RENOW](#) 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 using [QUAPTIAL-Hermes](#), an adaptation of the Swiss Hermes methodology, and the systematic use of project managers in public sector IT projects.

The CTIE Project Management Office (PMO) ensures 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).

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, which implements Directive [95/46/EC](#) regarding the protection of personal data of 2 August 2002 and which was amended by the law of [27th July 2007](#) governs the processing and use of personal data in Luxembourg.

The Data Protection Act of 2002 governs the processing and use of personal data, and goes 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) 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 also provided for an online public data processing register, 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 they have declared as much 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', which was adopted on July 28th, 2011 and which entered into force on August 1st, 2011, transposes the EU Directive on privacy and electronic communications (Directive [2009/136/EC](#)) into Luxembourgish law and 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 added value services, such as GPS. The [National Commission for Data Protection](#) (CNPD), which was created by the

2002 Data Protection Act, is competent for checking the legality of personal data processing.

eSignatures Legislation

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

The eCommerce Act of August 14th, 2000, complemented by a [regulation](#) of June 1st, 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) a 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 can only issue certificates with the approval of the National Accreditation and Supervision Authority. Approved (qualified) certificates 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 void all laws and regulations that challenged the validity of a contract because it was electronically signed.

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 \(2009\)](#)

The Public Procurement Act of June 25th 2009 (which transposes the EU public procurement directives [2004/17/EC](#) and [2004/18/EC](#)), and the implementing [regulation of August 27, 2013](#) allow for the use of electronic means in the public procurement process (electronic publication of calls for tender and electronic submission of offers).

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 State - Media and Communications Service

The Service Médias et Communication of the [Ministry of State](#) is responsible for the coordination and development of the national communications infrastructure (national and international connectivity, wired and wireless networks, data centres).

Ministry of the Economy

The Ministry of the Economy is responsible for creating a business environment that will foster innovation in the IT sector by granting public aid to start-ups, implementing a seed funding and venture capital framework, and simplifying and improving the relationship between IT innovators and the public sector.

Ministry of Finance

The Ministry of Finance is responsible for supporting the development of innovative IT tools for the financial sector, such as electronic and/or mobile payment solutions, virtual currencies and financial data analytics tools and services.

Ministry of Higher Education and Research

The Ministry of Higher Education and Research is in charge of promoting e-skills, IT training and R&D programmes in IT.

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

Contact details:

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E-mail: Cabinet.Ministre@mfp.etat.lu
Source: <http://www.gouvernement.lu/>

Head of eGovernment



Gilles Feith
Director, State Information Technology Centre

Contact details:

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Fax: +352 48 23 88
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 information - 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 basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

- 1. Travel**
- 2. Work and retirement**
- 3. Vehicles**
- 4. Residence formalities**
- 5. Education and youth**
- 6. Health**
- 7. Family**
- 8. Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of Foreign Affairs

Website: <http://www.mae.lu/Site-MAE/Passeports;>
<http://www.guichet.public.lu/>

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

Money and charges

Income tax as a non-resident

Responsibility: Administration des contributions directes

Website: <https://www.services-publics.lu/>

Description: Non-resident taxpayers in Luxembourg subject to taxation are required to declare their income each year by filing their tax return forms. It is available as an eService on MyGuichet portal, as well as a formulary (in [French](#) and [German](#)) is available for download.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Immigration

Responsibility: Direction de l'immigration (Ministère des Affaires étrangères et européennes)

Website: <http://www.guichet.public.lu/>

Description: Information and multiple relevant forms to download are available on the 'De Guichet' portal, for example a form for authorisation of secondment and authorisation to stay - third-country national in view of a salaried activity as a posted worker or other authorisations to stay and work permits.

Job search services by labour offices

Responsibility: Central Government, Employment Administration (ADEM)

Website: <http://www.adem.public.lu/>;
<http://www.guichet.public.lu/>

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 'De Guichet' portal.

Professional qualifications

Individual training leave

Responsibility: Central Government, Tax Administration

Website: <http://www.guichet.public.lu/entreprises>

Description: Persons who wish to develop their professional skills through training may benefit from leave in order to: participate in training courses; prepare for and take exams; write a thesis; complete any work in relation to an eligible training course. Depending on the form of employment (employed, self-employed), an eService or a formulary to download is available on the website of MyGuichet.

Legal information system - the Grand Duchy's judicial portal (in French)

Responsibility: Central Government

Website: <http://www.legilux.public.lu/>

Description: Legilux, the Grand Duchy's judicial portal, allows every citizen to access the country's laws online and free of charge (in French).

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Administration

Website: <http://www.impotsdirects.public.lu/>;
<http://www.guichet.public.lu/>

Description: Information and forms to download. As of February 2009, income tax declarations can be submitted online on the 'De Guichet' portal.

Unemployment benefits

Responsibility: Central Government, Employment Administration (ADEM)

Website: <http://www.adem.public.lu/>;
<http://www.guichet.public.lu>

Description: Information and forms to download.

Unemployment benefits (frontaliers)

Responsibility: Central Government, Employment Administration (ADEM)

Website: <https://www.services-publics.lu/>

Description: In case of involuntary termination of a working contract, the unemployed workers are entitled to be granted unemployment benefits (under certain conditions). An eService of applying for the unemployment benefits is available for the workers resident outside of Luxembourg having lost their employment in Luxembourg.

3. Vehicles

Driving licence

Driver's licence

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

Website: <http://www.guichet.public.lu/>

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

Registration

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/>

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

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government/Local Government

Website: <http://www.guichet.public.lu/>

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.

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.

Criminal Record Certificate

Responsibility: Local Government (Municipalities) – Criminal Records Authority

Website: <http://www.guichet.public.lu/>

Description: A criminal record is a copy of the national criminal record, used to check the criminal history of a person (natural or legal). It is possible to request a criminal record certificate only through 'MyGuichet' via an eService, as well as an application form is available for download from the portal.

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.

Housing (building and housing, environment)

Responsibility: Local Government

Website: <http://www.guichet.public.lu/>

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.

Passport

Responsibility: Central Government, Ministry of Foreign Affairs

Website: <http://www.mae.lu/Site-MAE/Passeports;>
<http://www.guichet.public.lu/>

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

Waste

Responsibility: Administration de l'environnement (Ministère du Développement Durable et des Infrastructures)

Website: <http://www.guichet.public.lu/>

Description: Several online services are available at the MyGuichet portal related to the collection of waste, as well as multiple forms available to download.

5. Education and youth

School, university

Enrolment in higher education/university

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

Website: [http://www.cedies.public.lu/;](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.

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.

Student grants

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

Website: <http://www.cedies.public.lu/fr/aides-financieres/>

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.

Researchers

Information and assistance to researchers / Research funding support

Responsibility: EURAXESS Luxembourg

Website: <http://www.euraxess.lu/>

Description: EURAXESS Luxembourg provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

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.

6. Health

Planned and unplanned healthcare

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.

7. Family

Children, couples

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.

Child allowances

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

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

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

8. Consumers

Energy supply

Production of electricity from renewable energy sources

Responsibility: Institut luxembourgeois de régulation (ILR)

Website: <https://www.services-publics.lu/>

Description: In order to encourage investment projects aimed at electricity production from renewable energy sources, the State may incentivize by a premium granted to private individuals and legal entities, provided that the energy produced is injected into the network of a national operators (list available on the Institute website Luxembourg regulator (ILR)). The form necessary to apply for the premium can be completed online, or downloaded from the MyGuichet portal, signed and returned electronically to the competent authority.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

- 1. Start and grow**
- 2. VAT and customs**
- 3. Staff**
- 4. Product requirements**
- 5. Public contracts**
- 6. Environment**

1. Start and grow

Start-ups, European Company

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.

Business permit application

Responsibility: General Directorate for SMEs and Entrepreneurship

Website: <https://www.services-publics.lu/login/>

Description: Applications for a business permit must be submitted to the General Directorate for SMEs and Entrepreneurship by standard mail or online.

Business mentee application

Responsibility: Chambre de Commerce Luxembourg, in partnership with the Ministry of Economy and the Ministry for Equal Opportunities, and in collaboration with the Luxembourg Trade Confederation (clc), the Business Federation Luxembourg (FEDIL), Luxinnovation, the National Federation of Women Business Owners Luxembourg (FFCEL), the Federation of Young Leaders Luxembourg (FJD), the The Mutual for Loan Guarantees (MCAC), the LBAN Network, the Tremplin Fondation, the Technoport and Horesca

Website: <http://www.businessmentoring.lu/manager/mod/businessmentoring/mentee/register/lang/en/type/startup>

Description: In February 2010, the Luxembourg Chamber of Commerce launched the BusinessMentoring programme as part of its policy to support small and medium-sized enterprises. Applications for a participation in the Business Mentoring programme can be submitted online.

Intellectual property rights

Benelux Intellectual Property

Responsibility: Office for Intellectual Property (Ministère de l'Économie (Ministry of the Economy)), Benelux Office for Intellectual Property (BOIP)

Website: <https://www.boip.int/wps/portal/site/home>

Description: In terms of trademarks and designs, the protection is at the level of Benelux, because Luxembourg is part of the Benelux Intellectual Property Organization. Applications can be made online at the Benelux Office for Intellectual Property (BOIP), the official body responsible for registering trademarks and designs in the Benelux.

Patent

Responsibility: Office for Intellectual Property (Ministère de l'Économie (Ministry of the Economy))

Website: <http://www.guichet.public.lu/>

Description: A drawing or design may be registered at national level, European level or at international level. Several related forms can be downloaded from the MyGuichet web portal in relation to the registration of a patent at a national level, whilst an eService for a registration of a patent at a European and international level is available to be accessed for online filling via the MyGuichet web portal. A documents with further instructions are also [available for download](#) in English, German and French.

Registering a drawing or a design

Responsibility: Office for Intellectual Property (Ministère de l'Économie (Ministry of the Economy))

Website: <http://www.guichet.public.lu/>

Description: A drawing or design may be registered at Benelux level, European level or at international level. Several related forms can be downloaded from the MyGuichet webportal, and an online form is available to be filled in oline for the registration of a community design as well as of a registration of an industrial design under the Hague Agreement.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Central Statistics Service

Website: <http://www.statec.public.lu/>

Description: Information and forms to download.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

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.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Tax Administration

Website: <http://www.impotsdirects.public.lu/>

Description: Information and forms to download.

Reporting imports/exports

Customs declarations (e-Customs)

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](#) (*Paperless Douanes et Accises*); 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.

3. Staff

Terms of employment, social security, equal treatment, redundancies

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.

Posting abroad

e-Posting

Responsibility: Inspection du Travail et des Mines

Website: <https://guichet.itm.lu/edetach/>

Description: e-Posting services available at the portal of Inspectorate of Labour and Mines.

Health and safety

Declaration of an accident at work

Responsibility: Inspection du Travail et des Mines

Website: <http://www.guichet.public.lu/entreprises/en/sante-securite>

Description: MyGuichet portal provides access to the forms needed for the declaration of the accident at work for download in [French](#) and [German](#) language.

Web portal of Inspection du Travail et des Mines

Responsibility: Inspection du Travail et des Mines

Website: <http://www.itm.lu/home/securite---sante.html>

Description: The website contains all necessary information in regards to the legislation related to the safety and health at work.

4. Product requirements

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Institute of Science and Technology of Luxembourg under Ministry of Sustainable Development and Technology, and Ministry of Economy

Website: <http://www.reach.lu/>

Description: The Institute of Science and Technology of Luxembourg is responsible for the helpdesk for REACH and CLP. Manufacturers, importers, exporters, distributors, downstream users and others should be able to get key information regarding the chemicals legislation in Luxembourg on this webpage or via their e-mail/ telephone contacts as enlisted on the portal.

5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

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.

6. Environment

EMAS certification, energy labels, eco-design, EU eco-label

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.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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