



Country Profile  
Highlights  
Strategy  
Legal Framework  
Actors  
Infrastructure  
Services for Citizens  
Services for Businesses

What's inside

eGovernment in



Luxembourg

ISA<sup>2</sup>

## Visit the e-Government factsheets online on Joinup.eu

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Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

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):** 590,667 inhabitants (2017)

**GDP at market prices:** 55,377.6 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 258 (2016)

**GDP growth rate:** 2.3% (2017)

**Inflation rate:** 2.1% (2017)

**Unemployment rate:** 5.7% (2017)

**General government gross debt (Percentage of GDP):** 23.0% (2017)

**General government deficit/surplus (Percentage of GDP):** 1.5% (2017)

**Area:** 2,586 km<sup>2</sup>

**Capital city:** Luxembourg

**Official EU language:** Luxembourgish, French, German

**Currency:** EUR

Source: [Eurostat](#) (last update: 15 February 2018)

## Political Structure

The Grand Duchy of Luxembourg is a **representative democracy in the form of a constitutional monarchy**, with hereditary succession in the Nassau family.

The **legislative power** lays in the hands of the [Chamber of Deputies](#), i.e. the Parliament. It votes laws according to the procedural forms provided for by the Constitution and specified by its internal regulations. The Chamber is composed of 60 deputies elected for five years by universal suffrage. All Luxembourgers, if they meet the conditions laid down by law, are allowed to participate in the elections of deputies.

The [Grand Duke](#) is the Head of State, he has **executive power** together with the government and its responsible members.

The [courts and tribunals](#) are responsible for exercising the **judicial power**. They carry out their duties independently.

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).

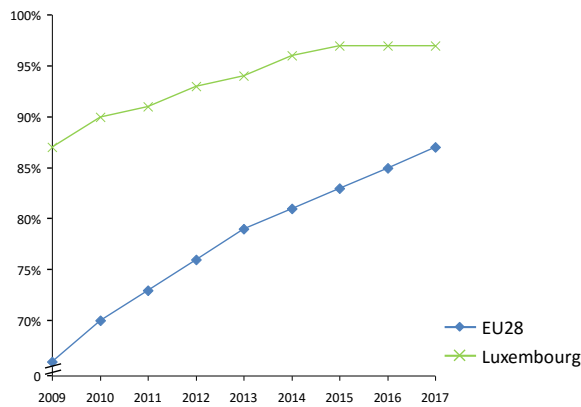
**Head of Government:** Prime Minister [Xavier Bettel](#) (since 4 December 2013).

## Information Society Indicators

### Generic Indicators

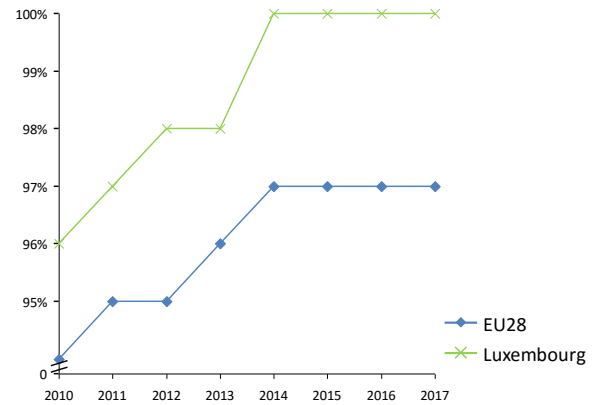
The following graphs present data for the latest Generic Information Society Indicators for Luxembourg compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in Luxembourg**



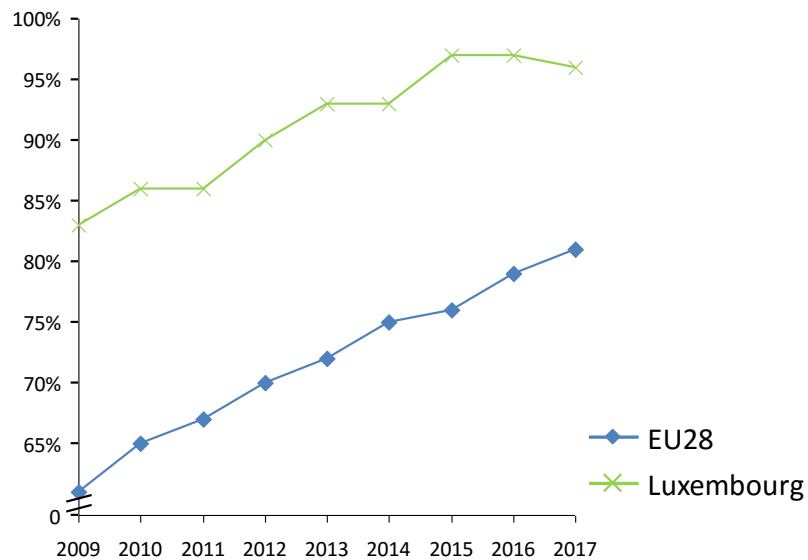
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with Internet access in Luxembourg**



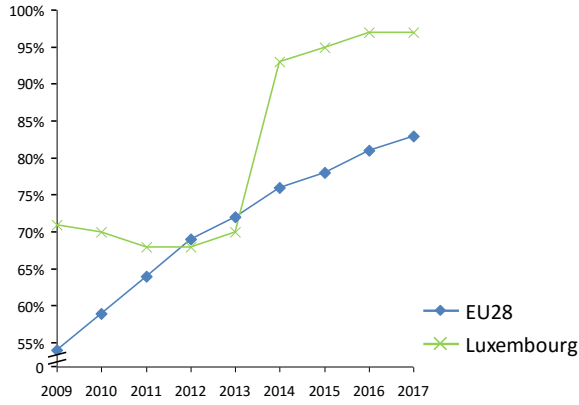
Source: [Eurostat Information Society Indicators](#)

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



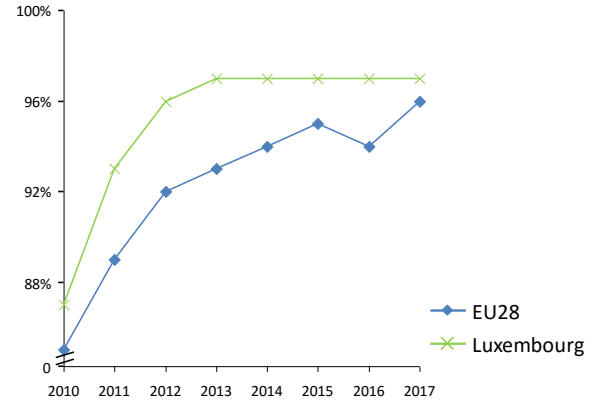
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Luxembourg**



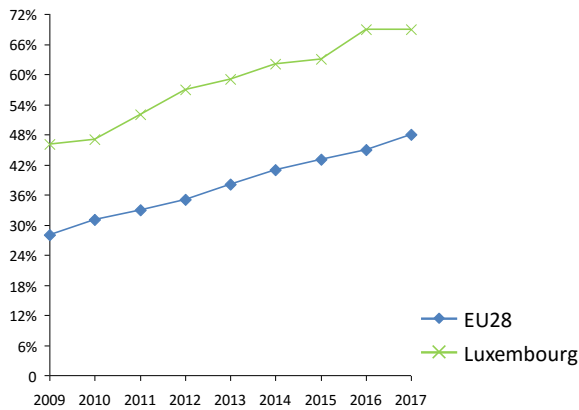
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with a broadband connection in Luxembourg**



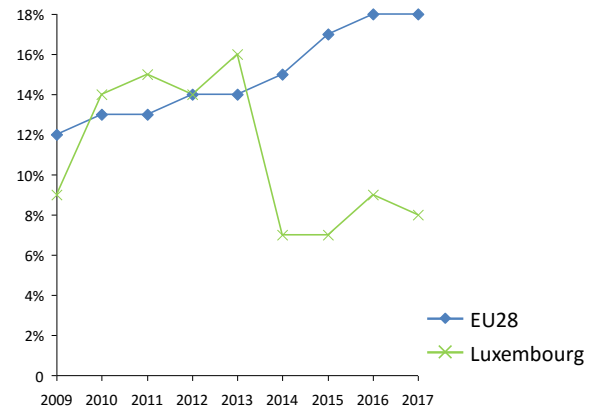
Source: [Eurostat Information Society Indicators](#)

**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**

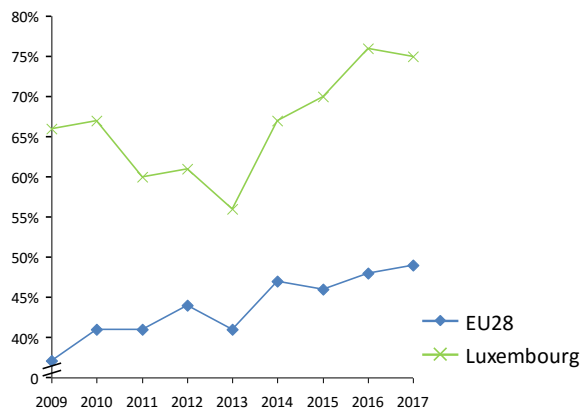


Source: [Eurostat Information Society Indicators](#)

**eGovernment Indicators**

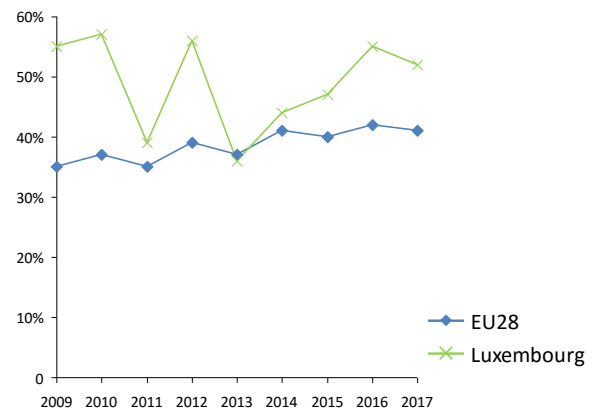
The following graphs present data for the latest eGovernment Indicators for Luxembourg compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



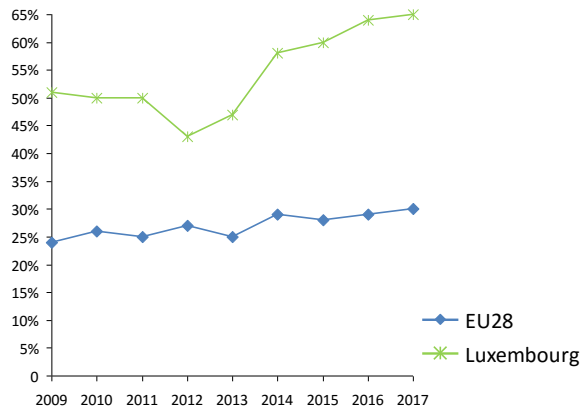
Source: [Eurostat Information Society Indicators](#)

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



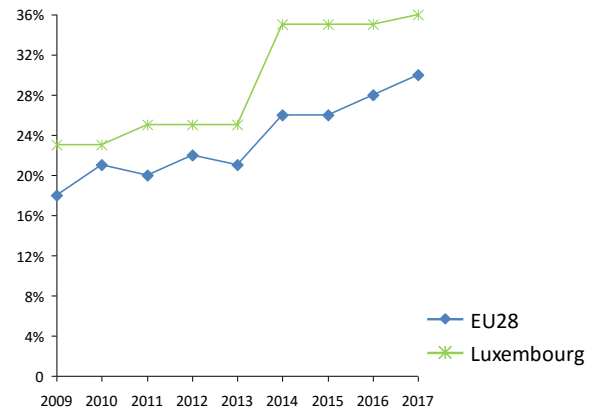
Source: [Eurostat Information Society Indicators](#)

**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](#)

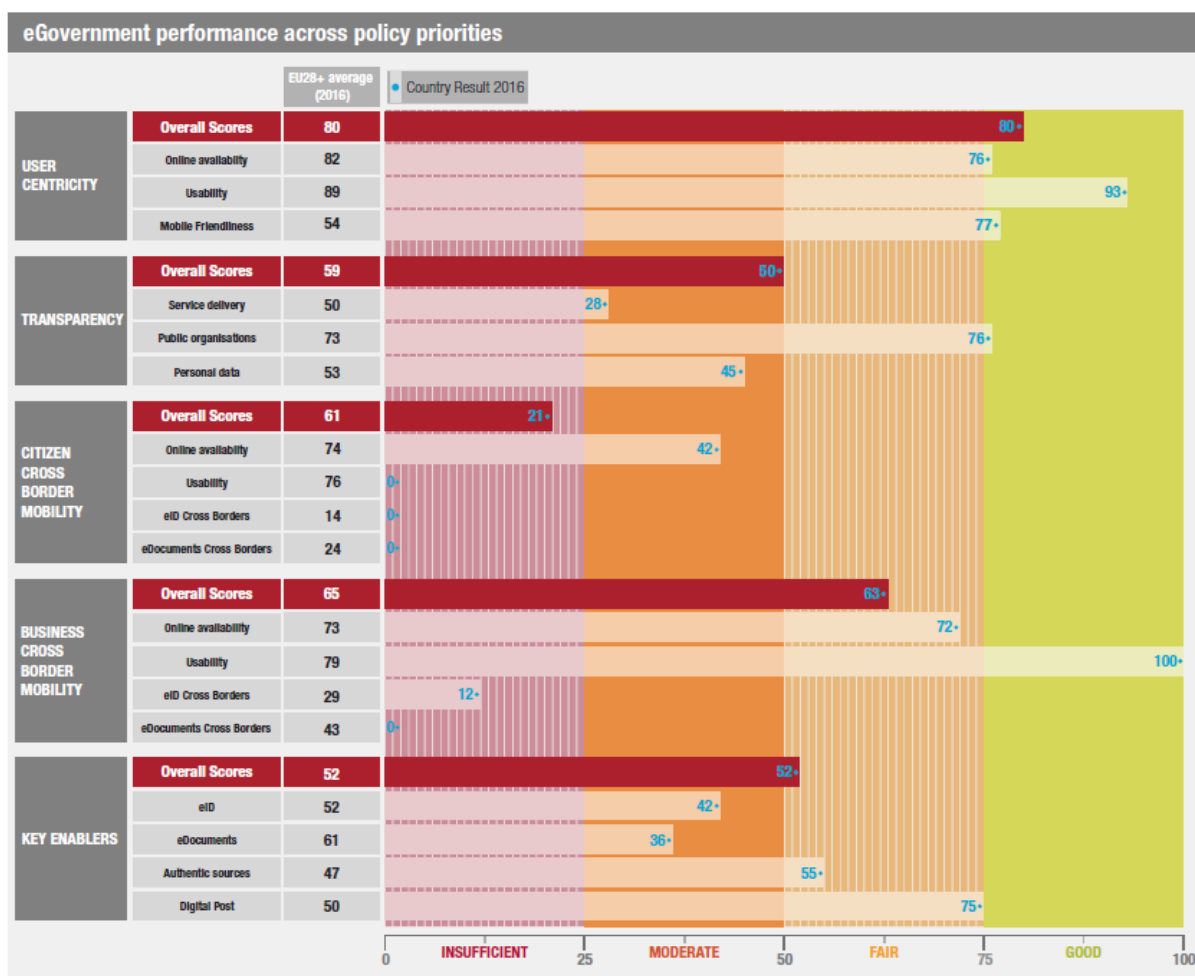


### eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, 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 and businesses 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), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens and entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Luxembourg compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

# eGovernment Highlights

## Main eGovernment changes and key milestones in 2017

### eGovernment Strategy

[Einfach Lëtzebuerg](#) is a programme adopted in 2016, dedicated to the modernisation of public administration. It aims to:

- ▶ Actively involve the citizen in the discussion process;
- ▶ Reduce administrative and regulatory burdens;
- ▶ Simplify and improve the design and quality of legislation and processes.

From a total of 89 projects within the programme, 39 are finalised, 31 are current projects and 19 projects are being studied.

### eGovernment Legal Framework

- ▶ A new [Act on eProcurement](#) has been adopted in March 2018. It has four main objectives: enabling public markets to become an instrument of political strategy; introduction of measures of simplification; prevention of conflicts of interest, favouritism and corruption; and clarification of certain rules.
- ▶ Luxembourg is to adopt into national law the [EU General Data Protection Regulation](#) in May 2018.

### eGovernment Actors

There are no changes linked to actors or contact points related to digital public administration in Luxembourg.

### eGovernment Infrastructure

- ▶ The [My Guichet](#) portal is constantly improving and widening its services. For example, citizens can now follow the procedures of their [health insurance online](#), furthermore, the website is now also available in English (in addition to French and German).
- ▶ A significant relaunch of the important government.lu portal has been done and the [new version](#) of the portal has been published on 22 February 2018. The main innovation is that the portal is now also available (in addition to French) in English, German and Luxembourgish.

### eGovernment Services

The [Administration of Land Register and Topography](#) announced the launch of a new [service](#) for citizens. This allows online consultation of property rights (parcels and private lots). This private data is accessible on [MyGuichet.lu](#). By connecting to his personal space, any owner has a clear view of his own real estate and other land, as listed by the land register services.

## Other highlights

In May 2017, [Infracchain](#) was launched as a non-profit organisation created by the emerging blockchain-related industry and supported by the Luxembourg government. Its missions are to:

- ▶ Leapfrog the adoption curve of blockchain by creating a compliant-ready community and permissioned node blockchain infrastructure;
- ▶ Provide disintermediation services to all aspects of the economy;
- ▶ Create a vibrant European community of blockchain professionals driving and shaping the future blockchain industry.

Luxembourg is to host the world's first [data embassy](#), the headquarter of [EuroHPC](#) (High Performance Computing), and the [digital pole](#) of the European Commission.

The European Commission's 2017 [analysis](#) of the state of play of European Union countries in the field of open data placed Luxembourg in the 6<sup>th</sup> place, making the country a trendsetter.

## 2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

# 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, providing for the teaching and training for 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.

### Einfach Lëtzebuerg

In line with the administrative simplification efforts of recent years, the government has decided to further develop the areas of activity contributing to achieving the ambition of a quality public service, meeting the expectations of users, citizens and companies. [Einfach Lëtzebuerg](#) is a programme adopted in 2016, dedicated to the modernisation of public administration. It aims to:

- ▶ Actively involve the citizen in the discussion process;
- ▶ Reduce administrative and regulatory burdens;
- ▶ Simplify and improve the design and quality of legislation and processes.

To achieve these objectives, the programme is structured around the following elements:

- ▶ A selective and strategic review of existing legislation;
- ▶ Pragmatic and effective quality control;
- ▶ More transparency and consultation;
- ▶ A strategic and intelligent digitisation of procedures;
- ▶ Alignment with the principles pursued at the international level, especially the EU level.

The platform [www.vosidees.lu](http://www.vosidees.lu), created in 2014 allows the government to collect propositions and suggestions from anybody.

### Tallinn eGovernment Declaration

In 2017, European Union Member States and EFTA Countries (Iceland, Liechtenstein, Norway, and Switzerland) approved the [Tallinn eGovernment Declaration](#).

Luxembourg thus engages with the [EU eGovernment Action Plan](#) and its objectives to be fulfilled by 2020. The principles discussed in the declaration of, for instance, 'digital-by-default' and 'once only', are key components of the [Einfach Lëtzebuerg](#) programme, aiming

to modernise public administration. More details on the implementation of the 'once only' principle (OOP) in Luxembourg and the strategy behind it can be found in the following Joinup article: [The OOP in Luxembourg](#).

Minister Dan Kersch is working on developing a bill that anchors, beyond what is already defined in the [Law of 25 June 2013](#), the 'once only' principle into legislation in an even stronger manner.

Luxembourg also engages in the reliability and security of its digital services, ensuring data security and respect for privacy.

The joint declaration reinforces the government's strategic choices regarding the simplification of formalities and administrative procedures. The State continues its digitisation efforts at the service of users, citizens and businesses, building on the solid framework common to all European countries.

### Digital (4) Education Strategy

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

1. To prepare young people for work in a complex and constantly changing environment (under the "digital education" umbrella);
2. To promote new learning strategies, software, and innovate educational projects (under the "digital for education" umbrella).

One of the projects initiated by this strategy are the free computing classes being introduced to young Luxembourgers through a launch of "Maker Spaces" at secondary schools since the 2015/2016 school year. 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. There are currently more than 20 Maker Spaces. Another pilot scheme aims to introduce tablet devices to students in five secondary schools for daily activities.

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 enabling students to better manage their lives through digital tools.

# 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 legislation on freedom of information 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 [27 July 2007](#) governs the processing and use of personal data in Luxembourg.

The Act 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 and 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 28 July 2011 and entered into force on 1 August 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 to protect 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.

### [EU General Data Protection Regulation \(GDPR\)](#)

As GDPR is a Regulation, it is directly applicable to Luxembourgish law from May 2018.

In Luxembourg, the National Commission for Data Protection is an independent authority for the protection of individuals with regard to the processing of personal data. The authority acts as data controller to fulfil certain requirements regarding the form and the content.

## 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) 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 seven days after its creations, free of questions and 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 25 June 2009 (which transposes the EU public procurement Directives [2004/17/EC](#) and [2004/18/EC](#)), and the implementing regulation of 27 August 2013 allow for the use of electronic means in the public procurement process (electronic publication of calls for tender and electronic submission of offers).

### [Public Procurement Act project](#)

The upcoming Public Procurement Act has been in the working since May 2016. It has four main objectives: enabling public markets to become an instrument of political strategy; measures of simplification; prevention of conflicts of interest, favouritism and corruption; clarification of certain rules. [The law](#) was published in April 2018.

### eInvoicing Legislation

Luxembourg does not have legislation in place for eInvoicing. It is used on a voluntary basis in B2G public procurement.

The transposition of the eInvoicing [Directive 2014/55/EU](#) is expected in 2018.

## Re-use of Public Sector Information

### [Re-use of Public Sector Information \(PSI\) Law of 23 May](#)

The [Law of 23 May 2016](#) on the re-use of Public Sector Information amends the law of 4 December 2007.

## eArchiving Legislation

### [Electronic archiving](#)

[Law on electronic archiving of 25 July 2015](#) (Law of 25 July 2015 relating to electronic archiving and amending: 1. Article 1334 of the Civil Code; 2. Article 16 of the Commercial Code; 3. the amended law of 5 April 1993 on the financial sector.)



# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

##### [Ministry of State - Media and Communications Service](#)

The “Media and Communications services” 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.

##### [Government IT Centre](#)

The Government IT Centre was established in 2009 (*Centre des technologies de l'information de l'État*, CTIE). The Centre constitutes an active part of the Ministry of the Civil Service and Administrative Reform, and is the main actor of the Government in the fields of eGovernment, IT and modernisation of the state through information and communication technologies.



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

## 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.

### **Government IT Centre (CTIE)**

The Government IT 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;
- ▶ 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 'My Guichet' portal.

## Implementation

### **Government IT 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 (ePassport) 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

**Government IT Centre (CTIE)**

The Government IT Centre is an IT services provider for 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;
- ▶ 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 interlocutors of the Government on matters of opinion-giving concerning future eGovernment strategies and laws at a local/municipal level.

## Coordination

**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, controlled by the SIGI. It promotes their interests and is the government's interlocutor for issues of general municipal interest and to advise on legislative and regulatory projects that have an impact at the local level.

## Support

**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. 101 out of the 102 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 is a key element of the service offered by the SIGI. This includes incident management and change management. It is often the first point of contact of communes with the SIGI, either to solve a problem or simply to receive advice.

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [luxembourg.lu](http://luxembourg.lu)

The official portal of the Grand Duchy of Luxembourg, offering general information on various aspects, 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' \(guichet.lu\)](http://deguichet.lu)

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'](#) eSafe) 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 (LuxTrust Token, Smartcard, Signing Stick, or ID Card). 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.

#### [etat.public.lu](http://etat.public.lu)

The website is a directory of all Luxembourgish public websites. These are grouped by theme into state affairs, online portals, and different ministries. It also provides all phone numbers to ministries and administrations. Furthermore, the newly launched websites are also highlighted.

[gouvernement.lu](http://gouvernement.lu)

Information portal of the government press and information office. It federates all information - news, press releases, and so on - concerning the Luxembourg government.

[legilux.lu](http://legilux.lu)

Official journal of the Grand-Duchy of Luxembourg: i.e. the portal where all laws and other legal norms are officially published.

[data.public.lu](http://data.public.lu)

The official portal for open data of the Government.

[sante.lu](http://sante.lu)

The official portal for all health-related topics.

[justice.lu](http://justice.lu)

The official portal of the courts and of the judicial system for all topics related to the judiciary.

[chd.lu](http://chd.lu)

The website of the Parliament. All Parliamentary work is available for public consultation, including law projects and sessions. Public petitions can also be signed online.

[eDouane](http://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 [Government IT Centre \(CTIE\)](#).

## eIdentification/eAuthentication

### Current status

[LuxTrust S.A.](#) is the central eIdentity infrastructure in Luxembourg that provides several products connected to a person such as a token, smartcard or signing stick. It is 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 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. The Luxembourg Parliament just has adopted in March 2018 the [new law](#) on public procurement.

## 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: <http://www.guichet.public.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 the MyGuichet portal, as well as a form (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 (Ministry of Foreign and European Affairs)

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 for a third-country national in view of a salaried activity as a posted worker or other authorisations to stay and work permits.

### Job search services

Responsibility: Central Government, Employment Administration (ADEM)

Website: <http://www.adem.public.lu/fr/demandeurs-demploi/consulter-offres-demploi/index.html>

Description: The website of the Employment Administration includes a search facility for candidates (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/>

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

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

Responsibility: Central Government

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

Description: Official journal of the Grand-Duchy of Luxembourg: i.e. the portal where all laws and other legal norms are officially published.

Taxes, unemployment and benefits

### Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Administration

Website: <http://www.impotsdirects.public.lu/fr.html>; <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/fr/demandeurs-demploi/demander-indemnites-chomage/residents/salaries/index.html>

Description: Information and forms to download.

### Unemployment benefits (frontaliers)

Responsibility: Central Government, Employment Administration (ADEM)

Website: <http://www.adem.public.lu/fr/demandeurs-demploi/demander-indemnites-chomage/frontaliers/index.html>

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 residing 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://snct.lu/>; <http://www.guichet.public.lu/>;  
<http://www.do.etat.lu/vehaut/achatvoiture.htm>

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/>

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.guichet.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.

**Land register**

Responsibility: Administration of Land Register and Topography

Website: <https://act.public.lu/fr/index.html>; <http://www.guichet.public.lu/>

Description: The Administration of Land Register and Topography announced the launch of a new service. This allows online consultation of property rights (parcels and private lots). This private data is accessible on MyGuichet.lu. By connecting to his personal space, any owner has a clear view of his own real estate and other land, as listed by the land register services.

**Passport**

Responsibility: Central Government, Ministry of Foreign Affairs

Website: <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: <https://cedies.public.lu/fr/index.html>; <http://www.quichet.public.lu/>

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/blog/>

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://portal.education.lu/etudes/>

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: <https://www.euraxess.lu/>

Description: EURAXESS Luxembourg provides information and assistance to mobile researchers – by means of the web portal and with the support of the 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/blog/>

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.php>

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/>

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, Caisse pour l'avenir des enfants (CAE)

Website: <http://www.guichet.public.lu/>; <http://www.cae.public.lu/fr.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: Energy Saving Department of the Environment Agency

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

Description: In order to encourage investment projects aimed at electricity production from renewable energy sources, the State may incentivise by a premium granted to private individuals and legal entities, provided that the energy produced is injected into the network of national operators. 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: [www.rcsl.lu](http://www.rcsl.lu)

Description: Information and forms to download - transactional procedures.

#### Business permit application

Responsibility: General Directorate for SMEs and Entrepreneurship

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

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

#### Business mentoring 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 Business Mentoring programme as part of its policy to support small and medium-sized enterprises. Applications for 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: <http://www.luxembourg.public.lu/en/investir/proprieete-intellectuelle/index.html>

Description: In terms of trademarks and designs, the protection is at the level of Benelux, because Luxembourg is part of the Benelux Intellectual Property Organisation. 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 European and international level is available to be accessed for online filling via the MyGuichet web portal. 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 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.statistiques.public.lu/fr/index.html>

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: <http://www.guichet.public.lu/entreprises/en/fiscalite/tva/inscriptions-declarations/declaration-tva/index.html>

Description: Online declaration and payment of VAT.

## Excise duties

**Corporate tax: declaration, notification**

Responsibility: Central Government, Tax Administration

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

Description: Information and forms to download.

## Reporting imports/exports

**Customs declarations (eCustoms)**

Responsibility: Central Government, Customs Administration

Website: [www.do.etat.lu/edouanes/Accueil/EMCS/eDouane\\_Accueil\\_EMCS.htm](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/>

Description: ePosting 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 regard 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: [www.reach.lu/](http://www.reach.lu/)

Description: The Institute of Science and Technology of Luxembourg is responsible for the helpdesk of 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/fr.html>

Description: The central public eProcurement portal was launched in February 2006. The portal includes an informational part on legal issues and serves as a platform for the electronic publication of tender notices, 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.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## More on the programme

[ec.europa.eu/isa2](http://ec.europa.eu/isa2)

## Contact ISA<sup>2</sup>

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