eGovernment in Luxembourg

September 2006

eGovernment
eGovernment
eGovernment
eGovernment
eGovernment

What's Inside

Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

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Contents:

Disclaimer:

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

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Country Profile

Basic Data and Indicators

Basic data...

Population (1.000): 455.000 inhabitants (2005)

GDP at market prices: 29.324,5 million Euros (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 247,4 (2005, forecast)

GDP growth rate: 4,0% (2005)

Inflation rate: 3,8% (2005)

Unemployment rate: 4,5% (2005)

Government debt/GDP: 6,2% (2005)

Public balance (government deficit or surplus/GDP): -1,9% (2005)

Source: [Numerical data provided by Eurostat](#)

Area: 2.586 km^2

Capital city: Luxembourg

EU Official Languages: German, French

Currency: Euro

Source: [Europa Website](#)

Political Structure................................

The Grand Duchy of Luxembourg is a Constitutional Monarchy. The Head of State, the **Grand Duke**, has no political or institutional powers. Legislative power is in the hands of the unicameral Parliament (**Chamber of Deputies**), with 60 members elected for 5 years. Parliament's task is to approve bills put forward by the **Government** after consultations with the **Council of State**, an advisory body and judicial committee comprising 21 members appointed by the Grand Duke.

The **Constitution of Luxembourg** was adopted on 17 October 1868 and was amended around ten times since then. The latest constitutional revision was made in 1999.

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

Current Head of State: Grand Duke Henri (since 7 October 2000)

Current Head of Government: Prime Minister Jean-Claude Juncker (since 20 January 1995)

Information Society indicators..

Percentage of households with Internet access: 65% (2005)

Percentage of enterprises with Internet access: 90% (2004)

Percentage of individuals using the Internet at least once a week: 63% (2005)

Percentage of households with a broadband connection: 33% (2005)

Percentage of enterprises with a broadband connection: 64% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 31% (2005)

Percentage of enterprises having received orders online within the previous year: 10% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 38,2%, downloading forms 32,0%, returning filled forms 18,7% (2005)

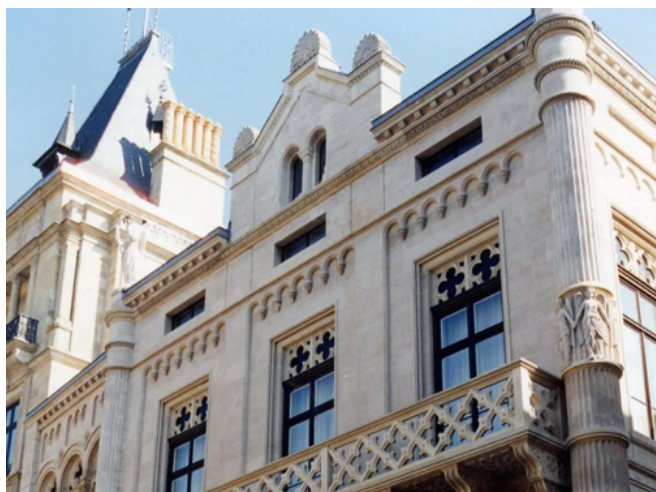**Percentage of enterprises using the Internet for interacting with public authorities:**

obtaining information 64%, downloading forms 63%, returning filled forms 26% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Luxembourg

August 2006...

Official launch of the **biometric passport**.

July 2006...

▸ LuxTrust S.A., the public-private partnership that had been created in 2003 to manage the development of a common Public Key Infrastructure (PKI) in order to secure e-commerce and e-government in Luxembourg, presents the consortium which is awarded the contract concerning the setting up of a PKI. This consortium, called **u-trust**, is expected to set up the PKI within the coming months.

▸ The '**emergency portal**' goes live. It provides users with information on emergency services telephone number and contacts, emergency care trainings, volunteering and civil protection.

June 2006...

Luxembourg's **Business Portal** is selected as 'Good practice 2006' during a conference on the 'European Charter for small enterprises' which was jointly organised in Vienna by the European Commission and the Austrian presidency of the EU (13-14 June).

May 2006...

▸ Launch of Luxembourg's new '**Let's-talk-Europe**' blog website on the European day (9 May). It is intended to encourage an informal exchange of views between policy-makers and Luxembourg's citizens on the issues facing Europe.

▸ Publication of the '**_Repères 2006_' Report on the penetration of Information technologies in Luxembourg**. This report gathers the latest fact and figures regarding the information society in the country and notably addresses the state eGovernment policy as well as ongoing eGovernment-related key projects.

February 2006.....................................

Official presentation of a **Public Procurement portal** by the minister for public works, Mr Wiseler. This portal is designed to serve as an e-Procurement information and communication platform. Its main functionality resides in the publication of the various advertisements for bids from all contracting authorities (States, municipalities, cities) so as to allow enterprises to be informed about new opportunities emanating from the public sector.

January 2006..

Launch of the **_MySchool!_** web site. This government-sponsored portal is dedicated to the educational needs of primary school children and teachers in Luxembourg. It offers everything from chat rooms and educational games for youngsters, to electronic bulletin boards and research resources for teachers.

June 2005..

The Luxembourg government presents a new **eGovernment Master Plan**, aimed at accelerating e-government progress in the country.

February 2005.......................................

As part of its project **QUAPITAL**, the Luxembourg government decides to adopt **Hermes**, an ICT project management methodology developed and used by the Swiss federal public administration. The QUAPITAL project aims at professionalizing the management of public sector ICT projects in order to improve both project efficiency and the quality of outcomes. QUAPITAL integrates a number of standards, rules, guidelines and good practices to be followed by all the actors of government ICT projects.

November 2004.....................................

The Luxembourg government launches a **Business Portal** aimed at making life easier for companies and entrepreneurs by progressively delivering a range of information and services through a single and convenient one-stop online shop. The portal offers general business information, advice for each of the phases of a company's lifecycle, details about a number of relevant procedures, and downloadable forms.

March 2003...

Creation of the Economic Interest Grouping **LuxTrust**, a public-private partnership tasked with managing the development of a common Public Key Infrastructure (PKI) to secure e-commerce and e-government in Luxembourg. Partners include the State (through the Ministry of Economy) and several banks.

May 2002...

The National Commission for the Information Society (CNSI) publishes a **Standardisation Charter for the presence of the State on the Internet**. Due to the growing prevalence of online public services in the state-citizen relationship, this document includes rules and procedures to regulate this field, so as to give the best efficiency to public services online.

February 2001.......................................

Presentation of the **eLuxembourg Action plan**, a national plan for reaching the objectives of eEurope approved by the European Council in June 2000. eGovernment is one of the axes of the eLuxembourg programme.

2000 and before...................................

▸ The **National Commission for the Information Society (CNSI)** is created in 2000. It is charged with devising and driving the implementation of the government's policy for the Information Society.

▸ The **'Info 2000 Committee'** is created in 1995, tasked with identifying the challenges of the Information Society in Luxembourg and the role the State shall play to address them. It publishes a report on '**The Role of the State in the Information Society**' in 1996. A parliamentary report on '**The Information Society in Luxembourg**' is issued during the same year.

eGovernment Strategy

Main strategic objectives and principles

The Luxembourg e-government strategy is built upon the eGovernment Master Plan. Presented in June 2005 by the government, it is aimed at accelerating e-government progress in the country.

The document sets out the strategic objectives of "eGovernance", which are government transparency, citizen inclusion and participation, public sector efficiency, increased competitiveness of both the public and private sectors, as well as an increase of the general level of knowledge and know-how in Luxembourg.

With the new Master Plan, the government intends to create a coherent framework for the different aspects of state computerisation, which implies to take actions in six complementary fields:

▸ **Organisation and management** (simplification of procedures, use of norms and standards)

▸ **Contents and services** (state presence on the internet, citizen portal, horizontal portals, thematic portals, institutional sites, digitalisation and availability of contents)

▸ **Education and training**

▸ **Technologies and Infrastructure** (to ensure interoperability between the state's information systems)

▸ **Security and privacy**

▸ **Legislative Framework**

In this respect, the new strategy and action plan make a distinction between three main categories of projects:

▸ **Short term Internet projects**, such as for example 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.

The eGovernment Master Plan will be implemented according to a **"step-by-step" approach**, according to which new electronic services will be presented and put online as soon as possible, even if the project is not entirely completed. Among other services, the action plan foresees the launch of an e-health portal in two phases, a cultural portal, a sports portal, and a **citizen portal**, i.e. an online one-stop shop providing citizens with centralised access to all relevant government services.

The coherence of the multiple government websites will be ensured by a **"Public Service Framework"** initiative, which will include a number of projects related to standards and functional architecture. In the context of the growing prevalence of online public services in the state-citizen relationship, the eGovernment strategy in Luxembourg is partly based on the **Standardisation Charter for the presence of the State on the Internet**. The first version of the Charter, published in May 2002, aims at serving as a good practice guide for public entities planning to create an Internet site. The second version of this Charter, which will emphasise the accessibility issue, is due to be published by the end of 2006.

Other important infrastructure initiatives will include for instance cross-departmental workflow management and identity management projects.

Among other initiatives, the action plan also calls for the development of a **pilot Internet voting project** for the legislative elections of 2009.

In order to ensure that the challenges of e-government implementation are tackled in a coherent and efficient way, **the government has established**

a renewed management structure for its eGovernment drive. The [Ministry of the Civil Service and Administrative Reform](#), which is in charge of coordinating Luxembourg's eGovernment policy, has created a [Coordination Committee for State Modernisation](#). The Committee, chaired by the Minister for the Civil Service and Administrative Reform and composed of representatives from different ministries, reports directly to the council of ministers. Drawing both on the technical expertise of the [Informatics Centre of the State](#) and on the conceptual and administrative work developed by the [eLuxembourg Service](#), the Committee works closely with ministries and other government bodies that manage specific e-government projects.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.......................

There is currently no overall eGovernment legislation in Luxembourg.

Freedom of Information legislation......

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

Data Protection/Privacy legislation......

Data Protection Act (2002) / Processing of Personal Data in the Electronic Communications Sector Act (2005)

The Data Protection Act of 2 August 2002, which was governing the processing and use of personal data in Luxembourg (implementation of the EU Data Protection Directive 95/46/EC) had to be adapted and complemented so as to transpose the EU Directive on privacy and electronic communications (2002/58/EC). So does the '**Processing of Personal Data in the Electronic Communications Sector' Act**, adopted on 30 May 2005 and entered into force on 1 July 2005. This Act forms part of Luxembourg's legislative 'Paquet Telecom' (See E-Comunications legislation subsection of the present section). It aims at protecting the privacy of Internet users (including protection against unsolicited commercial communications or 'spam') and users of services with added value such as the GPS.The data protection authority, National Commission for Data Protection (CNPD) created by the 2002 Data Protection Act, remains competent for checking the legality of the processing of personal data.

eCommerce legislation.......................

eCommerce Act (2000)

The E-Commerce Act of 14 August 2000 transposes the EU e-commerce Directive (2000/31/EC).

eCommunications legislation.................

eCommunications Act (2005)

The new e-Communications 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 '*Paquet Telecom*' which also includes a specific law on the processing of personal data in the electronic communications sector (see Data Protection/Privacy legislation subsection of the present section).

The eCommunications Act notably regulates access to electronic communications networks as well as their interconnection, so as to allow a long-lasting competitive environment in this sector and an interoperability of e-communications services while bringing benefits to consumers. It also sets out the rights of the services' users and the obligations of the services and networks providers and defines the 'universal service' notion as regards e-communications.

eSignatures legislation...........................

eCommerce Act (2000)

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

eProcurement legislation.....................

Public Procurement Act (2003)

The Public Procurement Act of 30 June 2003 and the implementing regulation of 7 July 2003 allow for the use of electronic means in the public procurement process: electronic publication of call for tenders, electronic submission of offers. The transposition of the EU public procurement directives (2004/17/EC and 2004/18/EC), including their provisions related to e-procurement, is currently under preparation and a bill is expected to be presented before the legislative authority by the end of 2007.

Re-use of Public Sector Information.........

Transposition of the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) is expected to take place by secondary legislation (*règlement grand- ducal*). A draft regulation is currently being prepared.

eGovernment Actors

Main roles and responsibilities

National eGovernment...........................

Policy/Strategy

Ministry of the Civil Service and Administrative Reform

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

Coordination

1. **Ministry of the Civil Service and Administrative Reform**

The Ministry of the Civil Service and Administrative Reform coordinates eGovernment developments across government. To this end, it is assisted by a **Coordination Committee for the Modernisation of the State**, composed of several ministers and chaired by the Minister for the Civil Service.

2. **eLuxembourg Service**

The eLuxembourg Service is in charge of the conceptual and administrative work supporting Luxembourg's e-government and Information Society drive.

Implementation

1. **Informatics Centre of the State**

The Informatics Centre of the State is in charge of developing and maintaining Luxembourg's national e-government infrastructure, such as the RACINE network connecting government entities.

2. **Government ministries and administrations**

Support

1. **eLuxembourg Service**

2. **Informatics Centre of the State**

Audit/Assurance

Court of Accounts

The Court of Accounts monitors the legality and regularity of the State income and spending, and controls the use of public funds.

Data Protection

National Commission for Data Protection

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

Regional & Local eGovernment............

Strategy

Municipalities of Luxembourg

The Municipalities of Luxembourg are placed under the Ministry of Interior's authority.

Coordination

Inter-Communal Informatics Management Association (SIGI)

The Inter-Communal Informatics Management Association is an IT services provider set up by Luxembourg municipalities to develop common systems and promote the exchange and re-use of solutions and good practices. 103 out of the 116 local authorities is Luxembourg are members of the SIGI and benefit from its IT services related to: management of persons (population records, birth, death and marriages, electoral registers, tax cards, etc), invoicing and administrative accounting.

Implementation

Municipalities of Luxembourg

Support

1. **Inter-Communal Informatics Management Association**
2. **Association of Luxembourg cities and communes**

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

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment..

Name: Claude Wiseler

Job title: Minister for the Civil Service and Administrative Reform

Picture:

Contact details:

Ministère de la Fonction publique et de la Réforme administrative

B.P. 1807

L-1018 Luxembourg

Tel.: +352 478 31 01

E-mail: info@mfpra.public.lu

Head of eGovernment (i.e. head of eGovernment agency/directorate)... ....

Name: Pierre Schilling

Job title: Director of the eLuxembourg Service, Ministry for the Civil Service and Administrative Reform

Picture:

Contact details:

Service eLuxembourg

67, rue Verte

L-2667 Luxembourg

Tel.: +352 478 20 60

Fax: +352 478 20 72

E-mail: Pierre.Schilling@sel.etat.lu

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal..

There is currently no eGovernment services portal for citizens in Luxembourg. The '**Single Window government**', a one-stop portal for citizens based on life-cycle events that will offer access online to administrative forms, procedures and public services is however under development. It is due to go live by the end of 2007. A **Business Portal** already exists, aimed at providing a single and convenient one-stop online shop for delivering a range of information and services for companies and entrepreneurs. The portal offers general business information, advice for each of the phases of a company's lifecycle, details about a number of relevant procedures, and downloadable forms. The Business Portal will merge with the Single Window government once the latter is created. Moreover, the first phase of an **eHealth portal** is expected to be launched in Spring 2007.

Network..

RACINE

RACINE is the name of the network connecting all State institutions in Luxembourg. It is set up and maintained by the Informatics Centre of the State.

e-Identification infrastructure..............

There is currently no central eIdentity infrastructure in Luxembourg or plans for the establishment of a national electronic ID card in the near future. LuxTrust S.A., the public-private partnership that had been created in 2003 to manage the development of a common Public Key Infrastructure (PKI) in order to secure eCommerce and eGovernment in Luxembourg, has presented in July 2006 the consortium which is awarded the contract concerning the setting up of a

PKI. This consortium, called **u-trust**, is expected to set up the PKI within the coming months.

eProcurement infrastructure...............

A central **ePublic Procurement portal** has been created in February 2006. This portal includes an informational part on legal issues related to e-procurement as well as a platform for publication of calls for tenders, tender documents and terms of reference, electronic submission of tenders, electronic catalogues, electronic auctions, etc. This information and communication platform on public procurement provides enterprises with a one-stop research and notification tool about new opportunities arising from the public sector. The portal is currently under 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 infrastructure

There is currently no central knowledge management infrastructure in Luxembourg. However, the eLuxembourg Service has launched in 2006 the GED programme, which is aimed at defining and setting up a **document e-management system applicable to the whole administration** of Luxembourg. Based on two inter-related projects (a standards and norms definition project that is currently being tested and validated by a pilot project led in the Ministry for Civil Service and the Administrative Reform), the introduction of GED is expected to occur by mid-2007.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: *eGovernment indicators for benchmarking eEurope*).

The 12 services for citizens are as follows:

1. Income Tax Declaration

2. Job Searches by labour Offices

3. Social Security Contributions

4. Personal Documents

5. Car Registration

6. Application for Building Permission

7. Declaration to the Police

8. Public Libraries

9. Certificates (birth, marriage) Request and Delivery

10. Enrolment in Higher Education

11. Announcement of moving (change of address)

12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▸ Stage 1 - Information: online information about public services

▸ Stage 2 - Interaction: downloading of forms

▸ Stage 3 - Two-way interaction: processing of forms, including authentication

▸ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1.　Income taxes (declaration, notification of assessment)

Responsibility:　　　Central Government, Tax Administration

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

Sophistication stage:　2/4

Description:　　　Information and forms to download.

2.　Job search services by labour offices

Responsibility:　　　Central Government, Employment Administration (ADEM)

Website:　　　http://www.adem.public.lu/

Sophistication stage:　2/4

Description:　　　The website of the Employment Administration includes a search facility for employers (researching in the jobseekers database).

3.　Social security benefits

a. Unemployment benefits

Responsibility:　　　Central Government, Employment Administration (ADEM)

Website:　　　http://www.adem.public.lu/

Sophistication stage:　2/4

Description:　　　Information and forms to download.

b. Family allowances

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

Website:　　　http://www.cnpf.lu/

Sophistication stage:　2/4

Description:　　　Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility:　　　Central Government, Health Insurance Funds

Website:　　　http://www.secu.lu/

Sophistication stage:　4/4

Description:　　　Reimbursement claims can be filed and processed electronically.

d. Student grants

Responsibility:	Central Government, Documentation and Information Centre on Higher Education (CEDIES)
Website:	https://e-aidefi.cedies.lu/
Sophistication stage:	2/4
Description:	Online application system for student grants. The inserted data is transmitted to the backoffice of the Documentation and Information Centre on Higher Education (CEDIES). To guarantee the authenticity of the requestor, the system generates a letter with a reference, which needs to be signed and sent through the post, including the justifying items. By enabling Luxtrust (PKI), the authenticity proof can be simplified (e-signature).The application of CEDIES allows follow-up by the requestor.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility:	Central Government, Ministry of Foreign Affairs
Website:	http://www.mae.lu/MAE.taf?IdNav=329
Sophistication stage:	1/3
Description:	Information only. Applications are handled by local authorities.

b. Driving license

Responsibility:	Central Government, Ministry of Transport
Website:	http://www.tr.etat.lu/
Sophistication stage:	1/3
Description:	Information only.

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

Responsibility:	Central Government, National Society for Technical Control (SNCT)
Website:	http://www.snct.lu/
Sophistication stage:	2/4
Description:	Information and forms to download.

6.   Application for building/planning permission

Responsibility:	Local Government
Website:	N/A
Sophistication stage:	2/4
Description:	Building permission requests are handled by local authorities. Most municipalities offer information on their websites.

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

Responsibility:	Central Government, National Police
Website:	http://www.police.public.lu/
Sophistication stage:	1/3
Description:	Information only.

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

Responsibility:	Central Government/Local Government, National Library
Website:	http://www.bibnet.lu/
Sophistication stage:	4/4
Description:	Online catalogue of 20 public libraries across the country, with online request facility.

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

Responsibility:	Local Government
Website:	http://www.ecp.public.lu/
Sophistication stage:	1/3
Description:	Information only. Certificates requests are handled by local authorities. In the future, citizens will be offered the possibility to download forms on the websites of all municipalities which are responsible in the matter.

10. Enrolment in higher education/university

Responsibility:	Central Government, Documentation and Information Centre on Higher Education (CEDIES)
Website:	http://www.cedies.public.lu/
Sophistication stage:	1-2/4
Description:	Information on enrolment in the University of Luxembourg (which was established in 2003) and in higher education institutions abroad.

11. Announcement of moving (change of address)

Responsibility:	Central Government/Local Government
Website:	N/A
Sophistication stage:	0-1/3
Description:	Change of address notifications are handled by individual government bodies and local authorities. Most municipalities provide information about the procedure on their websites.

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

Responsibility:	Central Government, Ministry of Health
Website:	http://www.ms.etat.lu/
Sophistication stage:	1/4
Description:	Information only. The launch of an integrated and interactive health portal is foreseen in the course of 2007. Its services will be based on the HealthNet secure telematic network for healthcare professionals in Luxembourg.

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: *eGovernment indicators for benchmarking eEurope*).

The 8 services for businesses are as follows:

1. Social security contributions for employees

2. Corporation Tax: declaration, notification

3. VAT: declaration, notification

4. Registration of a new company

5. Submission of data to statistical offices

6. Customs declaration

7. Environment-related permits

8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1.   Social contribution for employees

Responsibility:	Central Government, Social Security Common Centre (CCSS)
Website:	http://www.ccss.lu/
Sophistication stage:	4/4
Description:	The SecuLine system enables all communications with the Social Security Common Centre (CCSS) to be made electronically in a secure environment, including for the payment of social contributions.

2.   Corporation tax: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	http://www.impotsdirects.public.lu/
Sophistication stage:	2/4
Description:	Information and forms to download.

3.   VAT: declaration, notification

Responsibility:	Central Government, Registration and Estate Administration
Website:	https://saturn.etat.lu/etva/
Sophistication stage:	4/4
Description:	Online declaration and payment of VAT.

4. Registration of a new company

Responsibility: Central Government, Commercial and Companies' Register

Website: http://www.rcsl.lu/

Sophistication stage: 2/4

Description: Information and forms to download. A project is ongoing that aim to propose a transactional procedure.

5. Submission of data to statistical offices

Responsibility: Central Government, Central Statistics Service

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

Sophistication stage: 2/3

Description: Information and forms to download.

6. Customs declarations

Responsibility: Central Government, Customs Administration

Website: http://www.do.etat.lu/

Sophistication stage: 4/4

Description: An electronic Customs Declaration system has been in operation in Belgium for several years, called SADBEL (*Système Automatisé de Dédouanement pour la BElgique et le Luxembourg*). The system enables businesses to submit their declarations by communicating directly with the central computer of the Customs Administration by modem/telephone line. The Customs Administration has also implemented a web-based application called WEB-NCTS for managing transit operations, based on the EU's New Computerised Transit System (NCTS).

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

Websites: http://www.environnement.public.lu/

Sophistication stage: 2/4

Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government

Website: http://www.marches.public.lu/

Sophistication stage: 2/4

Description: The new central e-public procurement portal has been 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 electronic publication of tender notices. The next implementation phases will notably imply the electronic submission of tenders as well as electronic catalogues and auctions.

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission

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