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Version 2.0

eGovernment in

Liechtenstein

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

What's Inside

eGovernment
eGovernment
eGovernment
eGovernment
eGovernment

European Commission

Contents:

Country Profile

Basic Data Indicators

Basic data...

Population (1.000): 34.905 inhabitants (2005)

GDP at market prices: --

GDP in local currency: 4.100 Mio Swiss Francs (CHF) (2003)

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

GDP growth rate: --

Inflation rate: 1,2 % (2005)

Unemployment rate: 2,4%(2005)

Government debt/GDP: --

Public balance (government deficit or surplus/GDP): --

Source: "Liechtenstein in Figures 2006", Office of Economic Affairs, 9490 Vaduz

Area: 160 km^2

Capital: Vaduz

EU Official Languages: German

Currency: Swiss Franc

Source: Portal of the Principality of Liechtenstein

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

The **Principality of Liechtenstein** (German: *Fürstentum Liechtenstein*) is a small, doubly landlocked country in Western Europe, bordered by Switzerland to its west and by Austria to its east. It was established within the Holy Roman Empire in 1719; it became a sovereign state in 1806. Until the end of World War I, it was closely tied to Austria, but the economic devastation caused by that conflict forced Liechtenstein to enter into a customs and monetary union with Switzerland. Since World War II (in which Liechtenstein remained neutral), the country's low taxes have spurred outstanding economic growth.

Liechtenstein is a constitutional monarchy headed by its ruling prince or Fürst. The current prince is Hans-Adam II of Liechtenstein, who succeeded upon his father's death in 1989. The unicameral parliament of Liechtenstein, the Landtag, consists of 25 seats with members elected by direct, popular vote under proportional representation to serve four-year terms). A cabinet of five members is responsible for daily political matters. The Government of Liechtenstein is based on the principle of collegiality; namely, of colleagues collaborating with each other. The

government consists of the head of government and four Councilors. The members of the government are proposed by the Parliament and are appointed by the Prince. Only men or women born in Liechtenstein, and who are eligible to be elected to Parliament, may be elected to the government committee. The two electoral areas of the country, the highlands and the lowlands, are entitled to at least two members of the government, and their respective deputies must come from the same area.

The Prince's involvement in legislation consists in a right to take initiatives in the form of government bills and in the right to veto parliamentary proposals. The Prince has the power to enact princely decrees. Emergency princely decrees are possible when the security and welfare of the country is at stake. A countersignature by the head of government is, nevertheless, required. The Prince has the right to convene and adjourn parliament and, for serious reasons, to adjourn it for 3 months or to dissolve it.

The **Diet** (*Landtag*) has 25 members, elected for a four year term by proportional representation in two multi-seat constituencies. Until 1989, 15 members represented the population of the two constituencies (six for the lowland area and nine for the highland area). Since 1989 the lowland constituency has been entitled to have 10 members and the highland area 15. The Parliament's main task is to discuss and adopt resolutions on constitutional proposals and draft government bills. It has the additional duties of giving its assent to important international treaties; of electing members of the government, judges, and board members of the Principality's institutions; setting the annual budget and approving taxes and other public charges; and supervising the administration of the state. The Parliament observes its rights and duties in the course of sessions of the whole Parliament and through the parliamentary commissions that it elects. All members of Parliament exercise their mandates in addition to their normal

professions or occupations. The president of Parliament and his deputy are both elected at the opening meeting for the current year. The president convenes the individual meetings during the session, leads them, and represents Parliament externally. During the parliamentary recess--normally from January to February/March--a "state committee" assumes Parliament's duties, and such a committee must also be elected in the case of any adjournment or dissolution of Parliament. A "state committee" consists of the president of Parliament and four other members. The duties and working procedures of Parliament are laid down in the constitution and in Parliament's standing orders.

In a referendum on July 1, 1984, male voters granted women the right to vote in national (though not local) elections, a victory for Prince Hans-Adam who had supported the legislation. Unlike many other constitutional monarchies, the constitution of Liechtenstein gives many important powers to the Prince, some of which have caused controversy in recent years. Critics were, however, largely discredited when in March 2003, a popular referendum bolstered the Liechtenstein dynasty's constitutional position. Prior to the referendum, Prince Hans-Adam had announced that he and his family would relocate to Vienna, Austria if the House's constitutional prerogatives were curbed. The referendum confirmed the broad popularity of the Liechtenstein dynasty and underscored the populace's faith in Prince Hans-Adam as leader.

The parliamentary elections of March 11 and 13th, 2005 resulted in the government of **Otmar Hasler** losing its general majority in the Landtag. By April he had formed a coalition government with the main opposition party. Liechtenstein was admitted to the United Nations in 1990. It has since been an active member of the UN.

Information Society indicators..

eGovernment readiness ranking (Europe): 0,1789 (2005) *[Highest: 0,9058 (Denmark), lowest: 0,1789 (Liechtenstein)]*

Global eGovernment readiness ranking: 161 (2005) *[Highest: 1 (US), lowest: 191 (Zambia)]*

Internet users index: 0.876 *[per 100 persons]*

(Source: International Telecommunication Union, accessed 19 July 2005)

Telecommunication infrastructure index: 0,364 (2005)

eParticipation index / ranking: 0,0794 / 39 (2005) *[Highest global ranking: 1,00 / 1 (UK)]*

Web measure assessment: 0,1731 (2005)

[An assessment of all UN member states' online presence through their national site, as well as five predetermined ministries along with associated and integrated portals. Highest: 1.00 (US)]

*Source: Liechtenstein, although a member of the EEA, is not required to supply complete data to Eurostat due to special circumstances related to its small size and population. As a result there are no values for the usual indicators contained in this factsheets. Instead, we quote similar indicators from the latest "*UN Global eGovernment Readiness Report*" (2005).*

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Other European countries

October 2006...................................

On 26 October 2006 Liechtenstein starts issuing **biometric passports** (ePass). The new passports look the same as the conventional ones and contain in addition an extra thin electronic microchip chip inclusive antenna. The owner's personal data printed on the passport are also stored on the microchip, including in particular a passport photograph in digital format.

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

The country's **Data Protection Act** is supplemented by a regulation (register number 235.111) on the use of personal data by the police for cases related to terrorism, national security and crime prevention.

September 2004...................................

The substantially revised **National Administration Portal of Liechtenstein (LLV eGovernment Portal)** becomes operational. Its new structure facilitates the clear presentation and convenient retrieval of information. The portal is divided into the four main areas of "Life topics", "Online counter",

"Authorities" and "Portal Services". Further highlights include a sitemap enabling a quick overview over the entire portal as well as a special section where administration relevant vocabulary is coherent explained.

July 2004...................................

Liechtenstein unveils its new national logo. The symbol - a so called "**democratic crown**" on an aubergine-coloured background - will feature on government and official documents as well as material from private sector bodies.

January 2003...................................

The official **National Administration Portal of Liechtenstein (LLV eGovernment Portal)** becomes operational. The portal covers all matters of citizens-state and businesses-state interaction. Besides others, it provides public access to geographic information declared as public by law.

January 2002...................................

Public launch of the **Portal of the Principality of Liechtenstein**. Site goes online.

November 2001...................................

Liechtenstein develops a special "**eLiechtenstein Plan**", as part of a strategic report on eGovernment published by the government. The plan foresees the realisation of an internet portal, aiming at presenting the principality in a comprehensive manner and providing political, economical, cultural, historical and touristical information.

July 2001...

The government decides to participate in a **project for an Internet portal** (www.liechtenstein.li) launched by the Prince of Liechtenstein. The government also provides a legal framework for eCommerce.

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

Liechtenstein joined the European Economic Area (EEA) and the World Trade Organisation (WTO) in 1995 and the European Free Trade Association (EFTA) in 1991.

eGovernment Strategy

Main strategic objectives and principles

The development of eGovernment in Liechtenstein has been affected by its campaign to enhance its image, which started in 2001. To this end, the Image Liechtenstein Foundation group was set up in March 2002, drawn from government, state agencies and leading trade associations and chaired by Otmar Hasler, the prime minister. The foundation proceeded on two parallel tracks: assessing domestic and foreign attitudes to Liechtenstein to pinpoint weaknesses, and defining what messages should be pushed. By May 2003, recommendations were ready. Some of these were obvious. The principality's internet site, previously a dull assemblage of administrative data, was relaunched as an attractive illustrated source on everything from finance to tourism, culture and history.

In November 2004, the foundation held a competition to select a consultancy to translate its new positive messages into graphic form, thereby creating a "brand" defining Liechtenstein. Wolff Olins won and the new national logo was unveiled in July 2004. The symbol is called the "democratic crown" and features

on government and official documents as well as material from private sector bodies. In the words of a government spokesperson: "Liechtenstein is like a globally operating company, and people think in pictures. We wanted to put our message in a picture that, when people looked at it, they'd think: that's Liechtenstein".

The National Administration Portal of Liechtenstein (LLV eGovernment Portal) is the main carrier of eGovernment in the country. Four stages in the development of its services are envisaged:

1. Information - supply of static content (e.g. texts, pictures)

2. Interaction - supply of dynamic content (e.g. contact information), which the citizen can use for electronic communication

3. Transaction - correspondence between citizen and administration in a standardised form (e.g. forms) and electronic transmission

4. Integration – comprehensive illustration and treatment of administrative processes

At present (November 2006), Stage 1 "Information" is, in principle, completed and nearly all government offices and departments have been integrated. Stage 2 "Interaction" is partly complete, as most of the downloadable forms and instruction cards are electronically available, including some electronic check lists which can be though of as part of Stage 3. This stage will proceed in parallel with the definition and/or standardisation of further operating procedures and business processes.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

The **Liechtenstein Collection of Laws** is compiled and published by the Government Legal Services. The Collection is structured as follows:

- **Chronological (official) Collection.** The Chronological Collection (green volumes) encompasses all Liechtenstein Legal Gazette (Landesgesetzblatt, LGBl.) entries in the chronological order of their publication. The LGBl numbers are also assigned in chronological order of publication. The Chronological Collection is authoritative in cases of legal uncertainty, it has the power of law and therefore takes priority over the Systematic Collection. All Liechtenstein Legal Gazette entries can be obtained from the day of their publication at the Office of Cabinet Affairs. The chronological versions of the laws are currently available for the years 1863 to 2001, i.e., until LGBl. 2001 No. 202.

- **Systematic Collection of Liechtenstein Legal Provisions.** The Systematic Collection (blue folders) contains all enactments of Liechtenstein national law (Landesrecht, LR) and of treaty law (Staatsvertragsrecht, SV) in updated form, i.e., in the currently valid version. The Systematic Collection is structured according to areas of the law. Each enactment is given a multi-digit LR number (in addition to the LGBl. number), which defines the exact area of law to which the enactment belongs. The Collection is **updated on the Internet** every two months, in print every three months.

- **Register of National Law (Landesrecht, LR) and Treaty Law (Staatsvertragsrecht, SV).** The Register (blue book) provides a reliable overview of the legal provisions valid as of the effective date, structured according to the areas of law, including all amendments and annulments. The distribution of areas in the Register corresponds to the distribution in the Systematic Collection. The Register appears in print twice a year, as of 1 January and 1 July, but is regularly **updated online** every two months.

Sources are:

- **Princely House of Liechtenstein.** In English and German. Links to the constitution, history, the family, titles, orders, and more.

- **Portal of the Principality of Liechtenstein - State**. In English and German. Click on government, parliament, structure, law, justice, and more for information about the law in Liechtenstein.

- **Principality of Liechtenstein**. From the Law Library of Congress. The Guide to Law Online is an annotated compendium of sources accessible through the Internet. Links provide access to primary documents, legal commentary and more.

- **National Administration Portal of Liechtenstein** (LLV eGovernment Portal). In German.

- **Law database LILEX**. The constitution and the entire volume of Liechtenstein legislation are available for downloading free of charge from the law data base LILEX. The data base allows simple and combined full text search of the National Law Gazette. The data base is monthly updated.

Other data bases are available, such as government reports, parliament minutes and judicial rulings, which offer access to various issues of legal interest between 2000 and 2005. It is planned that these data bases are fully integrated.

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

There is no specific eGovernment legislation, although eGovernment is indirectly supported by a variety of laws as mentioned below.

Freedom of Information legislation......

The Information Act (1999)

This Information Act (Informationsgesetz) was adopted in May 1999 and entered into force in January 2000. It allows any person to obtain files from state and municipal organs and from private individuals who are conducting public tasks. Responses must be responded to in a "timely" manner. It does not apply to documents under preparation. There are exemptions for protecting decision-making, public security, disproportionate expenditures, privacy, and professional secrets. Documents are released based on a balance of interests test. Appeals can be made to a court. The law also sets rules on the openness of meetings of the Parliament, commissions and municipalities.

Data Protection/Privacy legislation......

Data protection Act (2002)

Data security and the right of self-determination are guaranteed by the Data Protection Act of 14th March 2002 (unofficial translation). The act covers both for private individuals and state authorities regarding their rights and obligations. The Data Protection Act was enforced in March 2002 (register number 235.1) and was supplemented by two regulations in July 2002 (register number 235.11) and February 2006 (register number 235.111). The latter concerns use of personal data by the police for cases related to terrorism, national security and crime prevention.

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

Law on E-Commerce (2003)

The law on E-Commerce (E-Commerce-Gesetz; ECG, register no. 215.211.7) came into effect in June 2003. Among other things, this law implements the European Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

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

The Law of Telecommunications of 20 June 1996 is the centrepiece of the country's legal framework in this area. In 1998 important steps towards deregulation were initiated along the same lines as in other European Countries. In 1999 the postal contract between Liechtenstein and Switzerland covering regulatory aspects of telecommunication was replaced by a new contract with the Swiss OFCOM (Office of Communication). Furthermore, a new Office of Communication (Amt für Kommunikation) was instituted in Liechtenstein, now constituting the regulatory office for telecommunications services. The legislation for communications was updated in September 2004, by the regulations for mobile telecommunications. On the 6th of June 2006 came into force the **Law on Electronic Communication** (Kommunikationsgesetz; KomG, registry number 784.10) implementing the pertinent EU legislation. The new legal framework concerns the provision of broadcasting services as well as of services of the Information society, i.e. Online services.

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

Law on electronic Signatures (2003)

The current legislation on eSignatures (Signaturgesetz; SigG, registry number 784.11) has been in force since September 2003. It was supplemented by a regulation in June 2004 (SigV, registry number 784.111).

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

eProcurement regulations

There is full set of public procurement regulations, supported by full online information and forms to be used concerning nearly all kinds of public contracts. There is no online tender submission system.

Re-use of Public Sector Information legislation (PSI)...............................

In 1998 a new Law of Information was introduced in Parliament and published in the National Law Gazette as the **Law on Information** (July 1999) and the **Regulation on Information** (November 1999). The main objective is to promote an open information policy for the public administration.

eGovernment Actors

Main roles and responsibilities

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

Policy/Strategy

Policy and strategy on eGovernamt are drawn by the Prime Minister and the **Ministry of General Government Affairs** under his responsibility. The Office of Human and Administrative Resources described below, which is directly under the Prime Minister, is responsible for realisation of eGovernment policy.

Coordination, Implementation, Support

The **Office of Human and Administrative Resources** called "Querschnittsamt" offers services to the government and all its offices. It also provides Information Technology support to all government Offices and departments with the broad mission to enable them to achieve their targets in the most efficient way. The Office is responsible for coordination, implementation and support of all eGovernment activities inclusive the National Administration Portal of Liechtenstein (LLV eGovernment Portal).

Audit/Assurance

The **National Audit Office** provides independent auditing services for all government and private sector organisations.

Data Protection

The **Data Protection Unit** is the responsible authority for the safeguard and the application of the provisions of the Data Protection Act and the accompanying legislative framework. It also monitors and provides registration of relevant data collections and data communications.

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

Regional Administrations

Municipalities

As the union of its two regions of Vaduz and Schellenberg, the Principality of Liechtenstein constitutes an indivisible and inalienable whole. The region of Vaduz (Oberland, Upper Country) consists of the municipalities of Vaduz, Balzers, Planken, Schaan, Triesen, and Triesenberg; the region of Schellenberg (Unterland, Lower Country) consists of the municipalities of Eschen, Gamprin, Mauren, Ruggell, and Schellenberg.

Vaduz is the capital and the seat of the national authorities. The Constitution specifies the autonomous scope of action of the municipalities. The eligible voters of each municipality elect a municipal council and a mayor, who exercises the functions of the office either full-time or part-time, depending on the size of the municipality. One sixth of the eligible voters of a municipality may submit a call for an initiative or referendum in municipal affairs to the municipal authorities.

By means of a municipal code, the municipalities specify the rights and duties of their inhabitants, the organization of the authorities, and the procedure for interacting with authorities. Since 1998, all municipalities have a municipal code tailored to their needs.

As far as eGovernment is concerned, and due to the small size of the country, all administration and realisation is provided centrally.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment...

Name: Otmar Hasler

Job title: Prime Minister

Picture:

Contact details:

Office for Cabinet Affairs (Regierungskanzlei)

Städtle 49

9490 Vaduz

Telephone: +423 236 60 30

Fax: +423 236 65 97

Source: Office for Cabinet Affairs

Other persons responsible for eGovernment...

Name: Sven Lässer [13]

Job title: LLV Project Director

Picture:

Contact details:

Office of Human and Administrative Resources

Kirchstrasse 9

9490 Vaduz

Telephone: +423 236 66 57

Fax: +423 236 66 70

E-Mail (info): info@apo.llv.li

Source: LLV eGovernment Portal

Name: Rebekka Grassmayr

Job title: Content management

Picture: No picture available.

Contact details:

Office for personnel and organization

Kirchstrasse 9

9490 Vaduz

Telephone: +423 236 66 26

Fax: +423 236 66 70

E-Mail (info): info@apo.llv.li

Source: LLV eGovernment Portal

eGovernment Infrastructure

Main eGovernment infrastructure components

eGovernment Service Delivery............

Following the UN classification of eServices into five stages, Liechtenstein appears as having the following utilisation rates for 2005 (ref: United Nations: "Global eGovernment Readiness Report 2005"):

Stage of eService	Percent utilisation (%)
I: Emerging	100
II: Enhanced	16
III: Interactive	25
IV: Transactional	0
V: Networked	4
TOTAL	**16.42**

These rates amount to a global rank of 129 out of a total of 191 countries, placing it behind countries such as the US (1), Singapore (2), UK (3) and all the European countries excluding Albania.

Portal...

National Administration Portal of Liechtenstein (LLV eGovernment Portal)

The starting point for the administrative portal was in 2002, with the first online service on 1 January 2003. On 4 September 2004 the totally revised portal became operational. Technical and administrative responsibility lies with the Office of Human and Administrative Resources, while content responsibility lies with the relevant government offices.

The portal has been operational for three years and is also called the National Administration portal. It covers all matters related to citizens-state and businesses-state interaction. Topics the portal refers to include legal matters and legislation texts, employment, taxation, all forms of declaration towards the state (births, marriages, etc) and others. As an example of its use, the most popular applications in October 2006 were:

▸ Geospatial data infrastructure GDI

▸ Laws

▸ Trails

▸ Reports and requests

▸ Forename-service

The online services section of the portal contains forms to be completed some of which can also be submitted electronically. Its structure is based on clearly separated prime subject areas such as:

Main subject	Short description
Life topics	Important topics simply and understandably represented
Authorities	Purposeful information to the services of the individual authorities
On-line counter	Forms, instruction cards and check lists simply found and easily uses
Portal services	Central one services on a view

Structure of information

Information is presented in an "authority-independent" form by the so called "life topics". Typical examples are marriage, passport, stay, etc. Next to each topic, the relevant government authorities are available. They present themselves, their services and general information such as partner, layout plan, etc. and make available forms, instruction cards, check lists as well as relevant laws.

The portal design follows international standards by:

▸ The World Wide Web Consortium (W3C)

▸ The Web Accessibility Initiative (WAI)

▸ Standards and Architectures for eGovernment Applications (SAGA)

Access statistics show a current rate of 35000 visitors per month within a country population of 34600. Most frequently used contents are forms, instruction cards, check-lists and legal texts.

Another portal which provides general information on Liechtenstein in areas such as: government, economy, education, tourism. Pages can also be viewed in English and French.

eIdentification infrastructure...............

There is no specific infrastructure. Legal framework on e-signatures is covered by the SigG and SigV laws.

In October 2006 Liechtenstein launched the issuance of biometric passports. The cover pages are imprinted with a special international symbol indicating that the passport contains electronic media. An integrated microchip (including antenna) is used to hold owner's data, such as height, signature and a passport photograph in JPEG format. It is expected that future European standards will demand also digital fingerprints to be stored on the microchip. The stored data can be accessed through special reading devices implementing the "Basic Access Control" infrastructure.

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

There is no specific infrastructure apart from online information and some downloadable forms. There is no online submission system for tenders.

Knowledge Management infrastructure

There is a National Archives collection which provides facilities to search online and obtain documents related to the principality's history and documentation.

eGovernment Services for Citizens

Availability and sophistication of e-Services 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: *General Secretariat of Commerce*).

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, Fiscal Authority
Website:	http://www.llv.li/amtsstellen/llv-stv-home.htm
Sophistication stage:	3/4
Description:	There is full information on all types of tax for which declaration is needed and forms which can be submitted electronically through the "Online counter" service.

2. Job search services by labour offices

Responsibility:	Central Government, Office for Economic Affairs, Employment Agency
Website:	http://www.llv.li/llv-lebensthemen/llv-lebensthemen-arbeitslosigkeit-home.htm
Sophistication stage:	2/3
Description:	Online job search service in cooperation with four employment agencies

3. Social security benefits

a. Unemployment Benefits

Responsibility:	Central Government, Office for Economic Affairs
Website:	http://www.llv.li/llv-lebensthemen/llv-lebensthemen-arbeitslosigkeit-home.htm
Sophistication stage:	2/4
Description:	Information and forms to download.

b. Family allowances

Responsibility:	Central Government, Office for Social Affairs
Website:	http://www.llv.li/amtsstellen/llv-asd-home.htm
Sophistication stage:	1/4
Description:	Information to start the procedure of requesting family allowances.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Central Government, Office for Social Affairs
Website:	http://www.llv.li/amtsstellen/llv-asd-home.htm
Sophistication stage:	1/4
Description:	Information only.

d. Student grants

Responsibility:	Central Government, Office of Education
Website:	http://www.llv.li/amtstellen/llv-sa/llv-sa-home.htm
Sophistication stage:	2/4
Description:	Information and forms to apply for grants and interest-free loans to download.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility:	Central Government, Immigration and Passport Office
Website:	http://www.llv.li/amtsstellen/llv-apa-home.htm
Sophistication stage:	2/3
Description:	Information and forms to download, enabling citizens to start the procedure to obtain a passport.

b. Driving license

Responsibility:	Central Government, Office of Motor Vehicles
Website:	http://www.llv.li/amtstellen/llv_mfk/llv-mfk-home.htm
Sophistication stage:	1/3
Description:	Information enabling citizens to start the procedure to obtain a driving licence.

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

Responsibility:	Central Government, Office of Motor Vehicles
Website:	http://www.llv.li/amtstellen/llv_mfk/llv-mfk-home.htm
Sophistication stage:	1/4
Description:	Information enabling citizens to start the procedure to register a motor vehicle.

6. Application for building/planning permission

Responsibility:	Central Government, Office of Construction and Public Property Administration, with applications submitted to the municipalities
Website:	http://www.llv.li/amtsstellen/llv-ba-home.htm
Sophistication stage:	2/4
Description:	Information and forms to start the procedure to obtain a building permission.

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

Responsibility:	Central Government, Office of National Police
Website:	http://www.llv.li/amtsstellen/llv-lp-home.htm
Sophistication stage:	1/3
Description:	Information only.

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

Responsibility:	Central Government, National Archives
Website:	http://www.llv.li/amtstellen/llv-la/llv-la-home.htm
Sophistication stage:	2/3
Description:	Information regarding the process of obtaining data from the archives as well as search facilities.

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

Responsibility:	Central Government, Office of Civil Registration
Website:	http://www.llv.li/amtsstellen/llv-zsa-home.htm
Sophistication stage:	1/3
Description:	Provides information on the necessary procedures to obtain a birth or marriage certificate.

10. Enrolment in higher Education/University

Responsibility:	Central Government, Office of Education
Website:	http://www.llv.li/amtstellen/llv-sa/llv-sa-home.htm
Sophistication stage:	1/4
Description:	Provides general information for enrolment in higher education and universities.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Office for Civil Protection and Emergency Management
Website:	http://www.llv.li/amtsstellen/llv-azslv-home.htm
Sophistication stage:	2/3
Description:	The obligation exists for persons involved in rescue and emergency services and organisations. Forms can be filled online through the "Online counter".

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

Responsibility:	Central Government, Public Health Department
Website:	http://www.llv.li/amtsstellen/llv-agd-home.htm
Sophistication stage:	1/4
Description:	Provides basic information on the organisation of the ministry and the availability of hospitals.

Source: With the exception of Service no. 11, 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 in June 2006.

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, Office for Economic Affairs, Department of Social Security
Website:	http://www.llv.li/amtsstellen/llv-avw-home.htm
Sophistication stage:	2/4
Description:	Information and forms to be downloaded and submitted manually.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Fiscal Authority
Website:	http://www.llv.li/amtsstellen/llv-stv-home.htm
Sophistication stage:	2/4
Description:	Information and forms to download but no online submission.

3. VAT: declaration, notification

Responsibility:	Central Government, Fiscal Authority
Website:	http://www.llv.li/amtsstellen/llv-stv-home.htm
Sophistication stage:	2/4
Description:	Information and forms to download but no online submission.

4. Registration of a new company

Responsibility:	Central Government, Office of Land and Property Registration
Website:	http://www.llv.li/amtsstellen/llv-slp-home.htm
Sophistication stage:	2/4
Description:	General information and forms to download to start the procedure to register a company in the public registry.

5. Submission of data to statistical offices

Responsibility:	Central Government, Office of Economic Affairs, Statistics Office
Website:	http://www.llv.li/amtsstellen/llv-avw-statistik.htm
Sophistication stage:	1/3
Description:	Information only.

6. Customs declarations

Responsibility:	Central Government, Office of Customs Affairs
Website:	http://www.llv.li/amtsstellen/llv-azw-home.htm
Sophistication stage:	1/4
Description:	Information on the customs procedures but no forms to download.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Office of Environmental Protection
Websites:	http://www.llv.li/amtsstellen/llv-aus-home.htm
Sophistication stage:	1/4
Description:	Detailed information on procedures to be used.

8. Public procurement

Responsibility:	Central Government, Public Procurement Unit
Website:	http://www.llv.li/amtsstellen/llv-saw-home.htm
Sophistication stage:	2/4
Description:	The website provides information and forms to download regarding public procurement requirements.

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 in June 2006.

European Commission