

Single Market Scoreboard

Performance per Member State

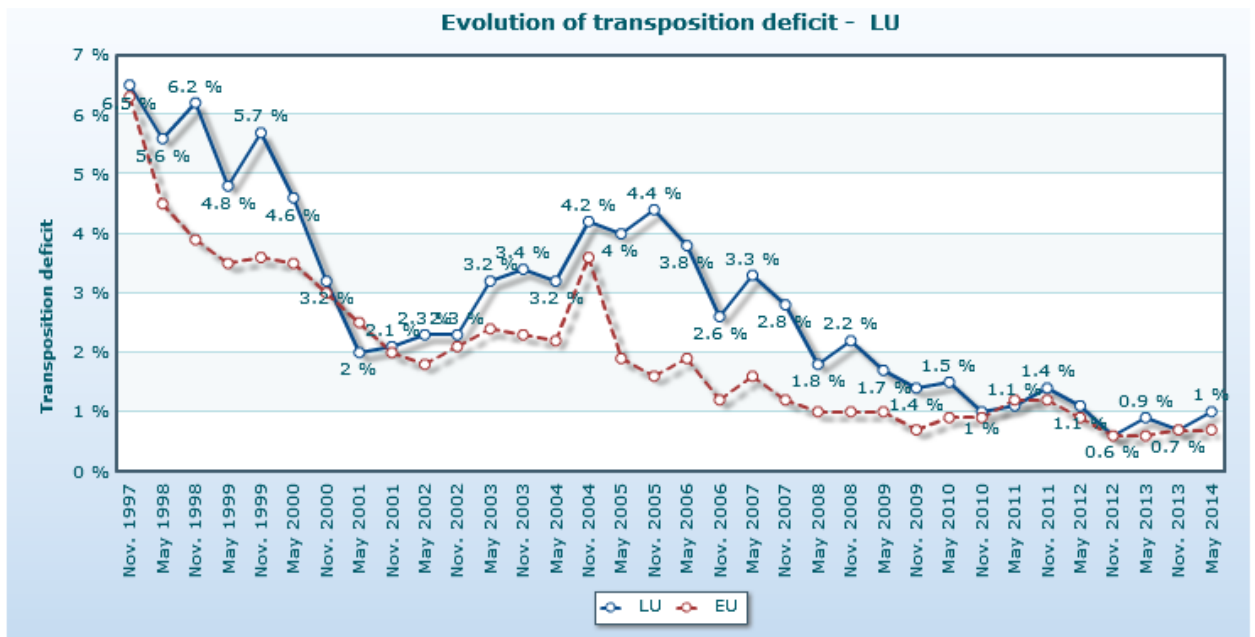
Luxembourg

(Reporting period: 2013 - 2014)

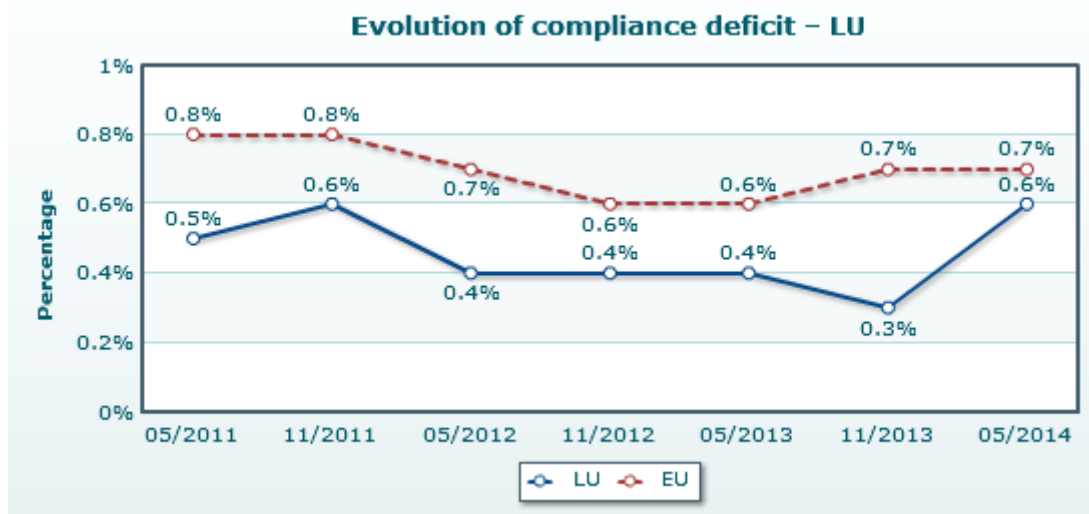


Transposition of law

Luxembourg’s transposition deficit relating to the Single Market is at 1 %, which constitutes an upward trend and is significantly above the EU average of 0.7 %, but still in line with the deficit target set by the Member States (1 %). Two directives each relate to energy, environment and financial services. Luxembourg does not meet the “zero tolerance target”, as the “Directive on Community Action to Achieve the Sustainable Use of Pesticides” has been overdue for more than two years. The transposition delay for Luxembourg is 10.4 months, which is three months above the EU average of 7.5 months and equally 2.6 months above its previous performance.



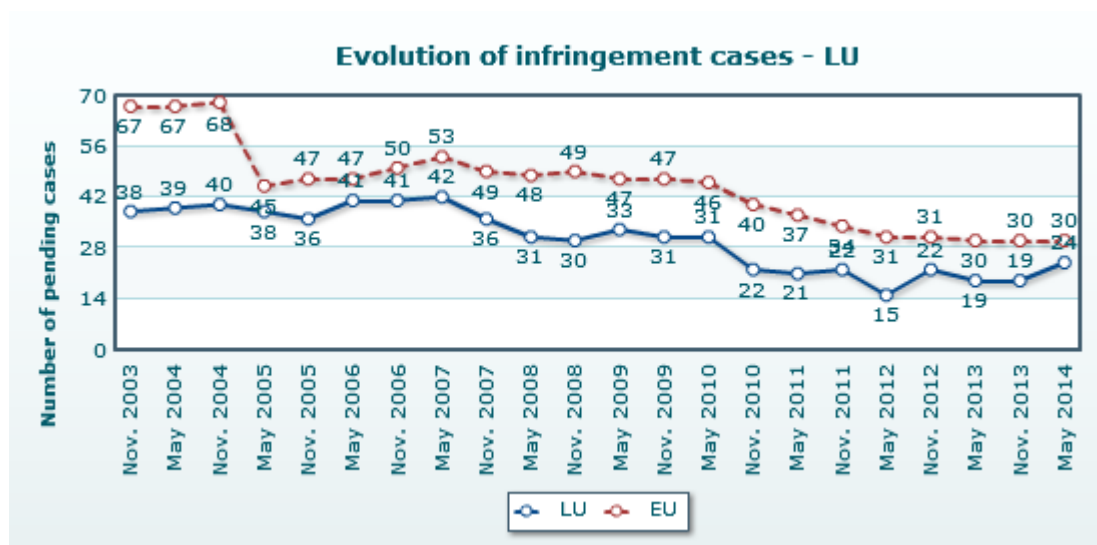
The compliance deficit for Luxembourg, i.e. the number of directives alleged as being incorrectly transposed, is at 0.6 %, which is still below the EU average of 0.7 %, but above the deficit target proposed by the Single Market Act (0.5 %) and twice as much as six months ago.



Infringements

In Luxembourg, the number of pending cases relating to Single Market legislation has increased by five cases and is now at 24 pending cases, which is still below the EU average of 30. Nevertheless, in comparison with previous years where a downwards trend was noticed, Luxembourg exceeded its number of cases of November 2010. The single most important sector is direct taxation with 21 % of the cases.

The average duration of pending cases is currently 19 months, which is well below the EU average of 27.7 months, but slightly more than Luxembourg's previous performance. Luxembourg's lag of time between a court ruling and the resolution of an infringement is 12.3 months on average, which is below the EU average of 18.3 months, but slightly above its last performance.



EU Pilot

The average response time of Luxembourg respects the 70-day benchmark in EU Pilot.

Internal Market Information System

- The performance of IMI in Luxembourg could be improved. Even though Luxembourg receives very few requests, the speed in accepting them is well below the EU average.
- The time to answer to requests is around the EU average. The proportion of requests answered in the deadline slightly improved since the last Scoreboard. However there is still room for improvement.
- Nevertheless, the few counterparts (five) that rated the timeliness of replies and the efforts made by Luxembourg seemed to be very satisfied.



EURES

ADEM (Agence pour le développement de l'emploi) is the EURES member organisation responsible for providing EURES services in Luxembourg. There are currently 14 EURES Advisers in Luxembourg. The overall performance is relatively good, but could be improved by increasing the contacts with jobseekers and employers, which may result in a higher placement ratio.

Your Europe

Luxembourg provides information to citizens and enterprises on a multilingual national portal. The country participated in the meetings of the Editorial Board, shared experience with peers, promoted Your Europe and was responsive to requests for the citizens part. However there was no contribution to the business part of Your Europe and no further reported promotional activities.

Luxembourg should continue to invest in and promote Your Europe by:

- providing information on how Luxembourg applies single market rules when requested via the Editorial Board member, in particular for the business section;
- attending the Editorial Board meetings organised twice a year;
- raising awareness about Your Europe within the national administrations and among potential end users;
- linking national websites to Your Europe.

SOLVIT

- **Caseload – medium**
Submitted cases – 13 (25 in 2012)
Received cases – 20 (30 in 2012)
- **Resolution rate – 85 %**
- **Handling time (Home centre) mixed**
Reply in 7 days – 50 % - needs improving
Cases prepared in 30 days – 92 % – good
- **Handling time (Lead centre)**
Cases closed in 10 weeks – 67 % – needs improving

- **Staffing**
Continuity– good
Sufficient for current caseload? NO
- **More promotion needed? YES**

Points of Single Contact

Point of Single Contact – Guichet.lu

Performance level – high (among the best in the EU).

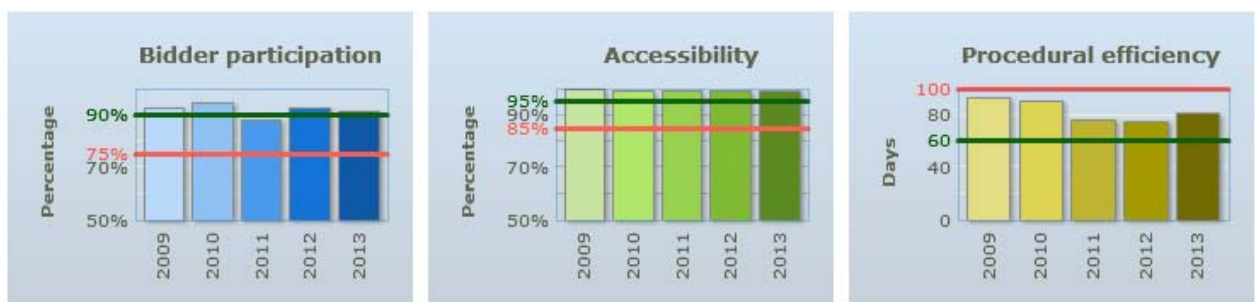
Results from 2013 user testing

- *Information* – well structured, comprehensive and multilingual
- *Online procedures* – good – although foreign businesses expressed concerns about the requirement to have a 'LuxTrust' for this.

Public procurement

In 2013, the reporting year,

- the **bidder participation** score was satisfactory. Overall, between 2009 and 2013, the score was also satisfactory.
- the **accessibility** score was satisfactory. Overall, between 2009 and 2013, the score was also satisfactory.
- the **procedural efficiency** score was average. Overall, between 2009 and 2013, the score was also average.



The colored lines mark the thresholds for **satisfactory** performance (green) and **unsatisfactory** performance (red). The scores in between are regarded as an **average** performance.

Postal Services

In the Study on the Main developments in the postal sector (2010 - 2013) carried out by WIK Consult, the European countries are grouped into three clusters. Criteria for this categorisation are the absolute gross domestic product (GDP) per capita and the accession date to the European Union:

- Western Member States: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, The Netherlands, Sweden and UK;
- Southern Member States: Cyprus, Greece, Italy, Malta, Portugal and Spain;
- Eastern Member States: Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia and Croatia.

This methodology was also followed in the Scoreboard.

Evolution of domestic prices in PPPs

Purchasing power parity (PPP) prices in Luxembourg increased only once in the reporting period (from 0.42 PPPs to 0.44 PPPs in 2011) and are now the lowest in the Western Member States.

Cross-border price developments in PPPs

Cross-border prices increased from 0.58 PPPs in 2009 to 0.62 PPPs in 2012. Cross-border prices are below average for the Western Member States.

Transit time performance:

In Luxembourg, transit time performance levels of above 97 % were achieved throughout the observed period. Performance further improved from 97.93 % (2009) to 98.43 % (2012). As with most of the Western Member States, performance was above 90 % in all years of reference.