

THE “BIERGER-CENTER”: UNWAVERING COMMITMENT TO SERVING THE PUBLIC

The “Bierger-Center” (Municipal administration office or citizens’ centre) in the Municipality of Betzdorf brings together the municipal departments of “Civil Status”, “Population” and “Reception”. While Nadine WEBER, Jerry HENSEL and Nathalie RIBEIRO are responsible for the first two departments, Manuel FREY is in charge of reception.

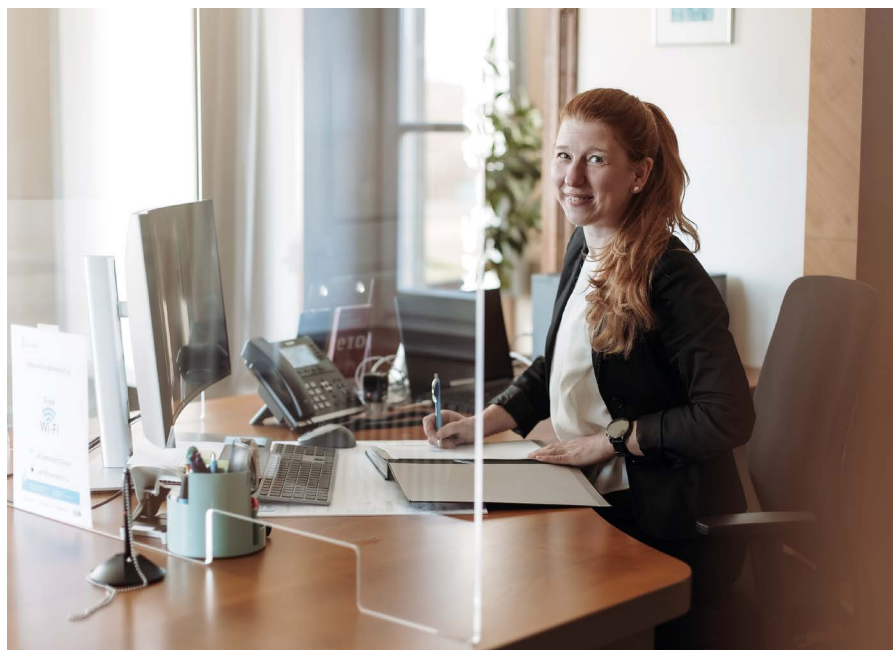
EN “Civil Status”

“The “Civil Status” department is responsible for issuing official documents such as birth, marriage, death and divorce certificates, as well as PACS (civil partnership) certificates. The transcription and certification of these documents also fall within our area of expertise,” explains the head of the department, Nadine WEBER. “We also deal with applications for Luxembourg nationality. We provide applicants with information with regard to the necessary documents and draw up the naturalisation certificate once all the documents have been gathered.”

Municipal life is documented

“We also organise weddings and civil partnership ceremonies in the town hall,” adds Jerry HENSEL. “We take care of the administrative procedures, gather the necessary documents and organise the entire wedding ceremony. We no longer issue as many birth certificates as we used to because there is no longer a maternity ward in the Municipality. On the other hand, the department has an extensive register of birth, marriage and death certificates dating back to 1802.”

The department is also responsible for the various elections, for which the team is in charge of the administrative



organisation and the management of the electoral rolls.

“Population” Department: registrations, departures, municipal services and identity documents

The “Population” department is responsible for registrations, removals in the event of moving abroad, requests for service vouchers or meals on wheels, as well as the issuing of personal certificates, passports, identity cards and life

certificates. It also legalises signatures, issues parental authorisations and helps foreign citizens obtain the documents necessary for their residence permits to be issued.

More people register than deregister. “Removals to another Luxembourg municipality are taken care of by the municipality in question. Our register is updated automatically. However, any citizen who moves abroad must go to the “Population” department before leaving



Municipality, we work with the Technical Department to organise the burial with the citizens in question.”

As Joe UGEN of the Technical Department mentioned during the interview, the Municipality of Betzdorf is expanding, and this leads to an increase in the population, the services requested and the challenges faced by the department.

“Even in complex cases, we remain attentive and never let a citizen leave without answers. We settle the majority of requests in the interest of the citizen, while of course respecting the legal framework. We always do our best to avoid bureaucratic obstacles as much as possible. Good contact with citizens is a real priority for us!” says Nadine WEBER.

“Reception”: much more than just a simple welcome

Manuel FREY is responsible for the tasks of the “Reception” department. This wide range of duties includes welcoming visitors to the town hall, answering calls, directing people to the relevant offices, preparing the room for meetings of the Municipal Council, managing registrations for municipal events and the “Betzmobil” service, as well as organising the sale of firewood and orders for equipment.



in order to deregister. If they do not take this step, the department may request a police investigation to proceed with the deregistration. Relations with the municipalities, the responsible ministries, the police and other partners – such as funeral directors in the event of death – are excellent.”

The work of the “Bierger-Service” is sometimes literally a matter of life and death. “In order to issue a “life certificate”, which is a document often required by insurance companies for the payment of a pension, the person concerned must come to us with a valid identity card so that we can be sure that they are actually alive.”

At an administrative level, the department also manages the five municipal cemeteries in Betzdorf, Mensdorf, Ollingen and Roodt-sur-Syre, as well as the forest cemetery. “When a death occurs in the family, citizens should contact our department. We will assist them with the administrative procedures. If necessary, we will draw up the death certificate and issue the transport certificate. If the deceased is to be buried in our

