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What's inside

eGovernment in



Hungary

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Joinup is a collaborative platform set up by the European Commission as part of the ISA<sup>2</sup> programme. ISA<sup>2</sup> supports the modernisation of the Public Administrations in Europe.

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- 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 more prominent than "up".

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):** 9,797,561 inhabitants (2017)

**GDP at market prices:** 123,494.6 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100):** 67 (2016)

**GDP growth rate:** 4.0% (2017)

**Inflation rate:** 2.4% (2017)

**Unemployment rate:** 4.2% (2017)

**General government gross debt (Percentage of GDP):** 73.6% (2017)

**General government deficit/surplus (Percentage of GDP):** -2.0% (2017)

**Area:** 93,030 km<sup>2</sup>

**Capital city:** Budapest

**Official EU language:** Hungarian

**Currency:** HUF

Source: [Eurostat](#) (last update: 7 February 2018)



## Political Structure

Hungary is a **parliamentary republic**. Its constitution grants legislative power to a unicameral parliament ([National Assembly](#)), made up of 199 members (since 2014) elected for a four-year term of office (uninominal voting, in part proportional, one round election system, ballot).

The [President of the Republic](#) is the Head of State, and executive power is held by the [Prime Minister](#), the Head of [Government](#). The President is elected, with a secret ballot by a two-third majority vote in the National Assembly, for a term of five years. The President has limited powers over policy-making and effective executive power - government functions and the highest-level control of Public Administration - is exercised by the Government, in which the Prime Minister plays a dominant part. The National Assembly elects the Prime Minister upon proposal of the President of the Republic, on the basis of the principle of parliamentary majority. The Prime Minister selects members of the Government, who are formally appointed by the President and confirmed by the National Assembly.

Local governments operate in municipalities and counties through an assembly of elected representatives headed by the mayors of villages, towns and districts, and the chairman in counties. It is stated in the Constitution that the fundamental rights of local governments are equal, but their obligations may be different. The tasks and competences of local governments may be divided into two groups: those that shall be fulfilled because they are compulsory and those that shall be undertaken on a voluntary basis. The compulsory duties include elementary education, the provision of basic health care and social welfare, the maintenance of local public roads, and the enforcement of the rights of national and ethnic minorities, among other duties. The Local Government may decide itself, based on the needs and depending on the financial means of the population, what kind of services it provides for the citizens, to what extent and through which means. On the basis of experience with the territorial development of institutional systems and measures with regard to the development of the tasks and responsibilities of local governments, a concept of regional self-government has been introduced and developed by the Government; the adoption and implementation of which are still underway.

Until 2011, the [Constitution of Hungary](#) was the Constitution of 1949, together with its amendments, in particular, the amendment proclaimed on 23 October 1989. The country's current Constitution, the [Fundamental Law of Hungary](#), was adopted on 18 April 2011, promulgated a week later and entered into force on 1 January 2012.

Hungary became a member of the European Union on 1 May 2004.

**Head of State:** President [Dr. János Áder](#)

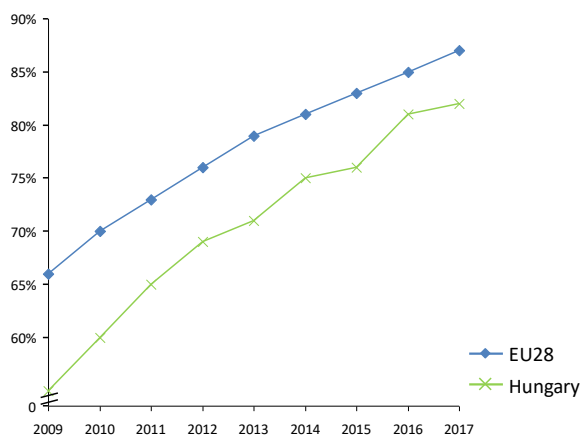
**Head of Government:** Prime Minister [Viktor Orbán](#)

## Information Society Indicators

### Generic Indicators

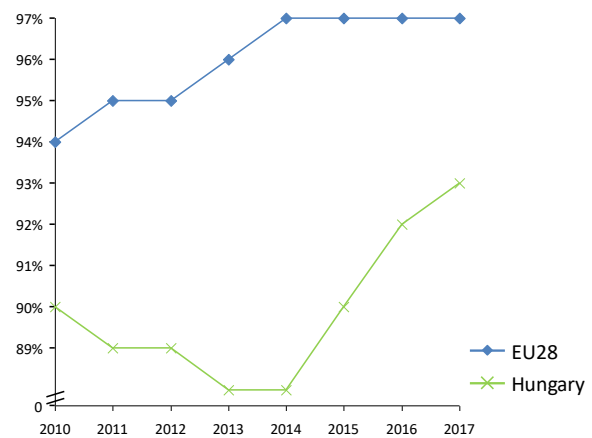
The following graphs present data for the latest Generic Information Society Indicators for Hungary compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



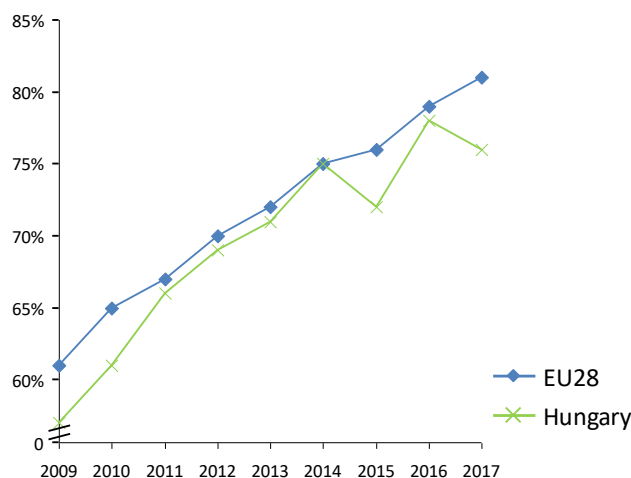
Source: [Eurostat Information Society Indicators](#)

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



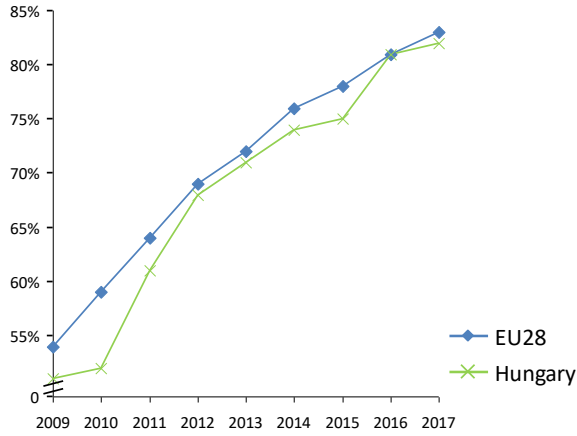
Source: [Eurostat Information Society Indicators](#)

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



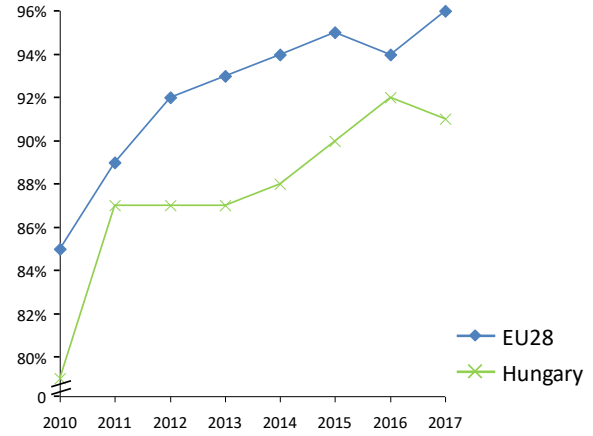
Source: [Eurostat Information Society Indicators](#)

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



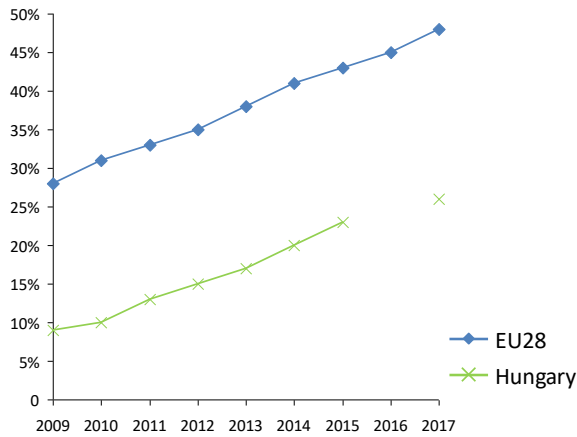
Source: [Eurostat Information Society Indicators](#)

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



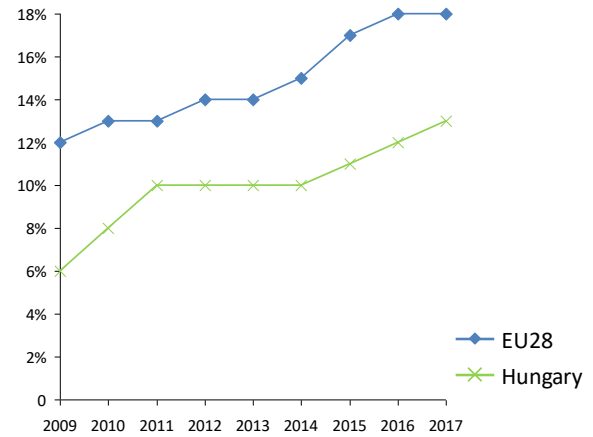
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals having purchased/ordered online in the last three months in Hungary**



Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises having received orders online within the previous year in Hungary**

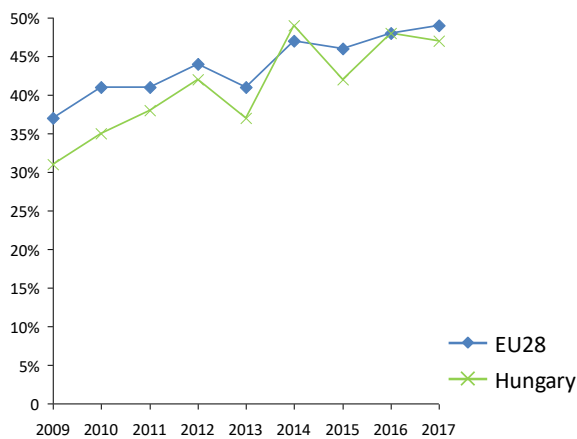


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

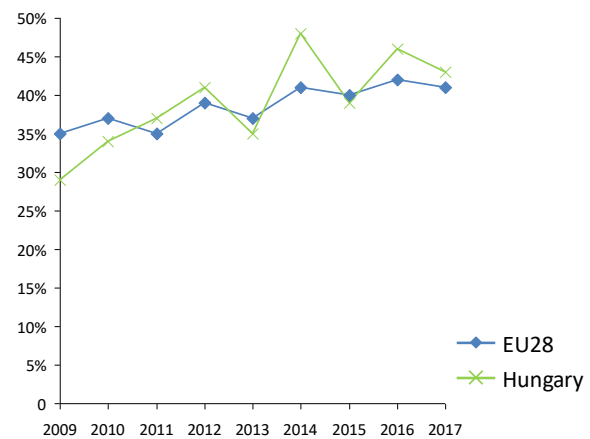
The following graphs present data for the latest eGovernment Indicators for Hungary compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



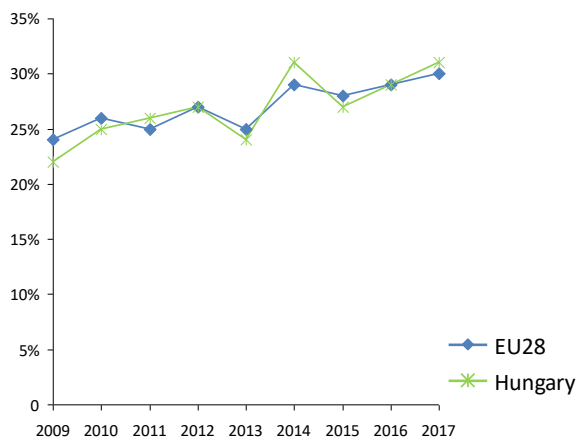
Source: [Eurostat Information Society Indicators](#)

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



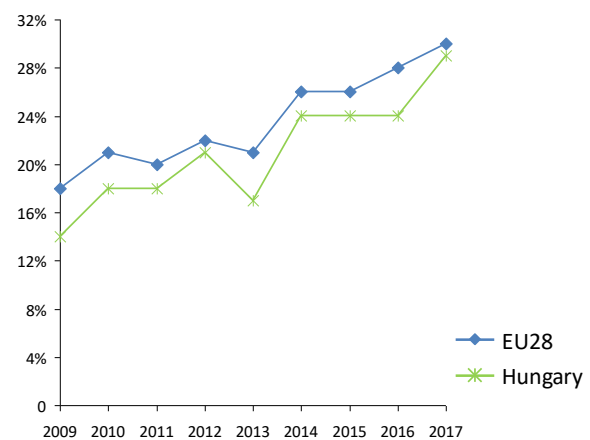
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for downloading official forms from public authorities in Hungary**



Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet for sending filled forms to public authorities in Hungary**



Source: [Eurostat Information Society Indicators](#)

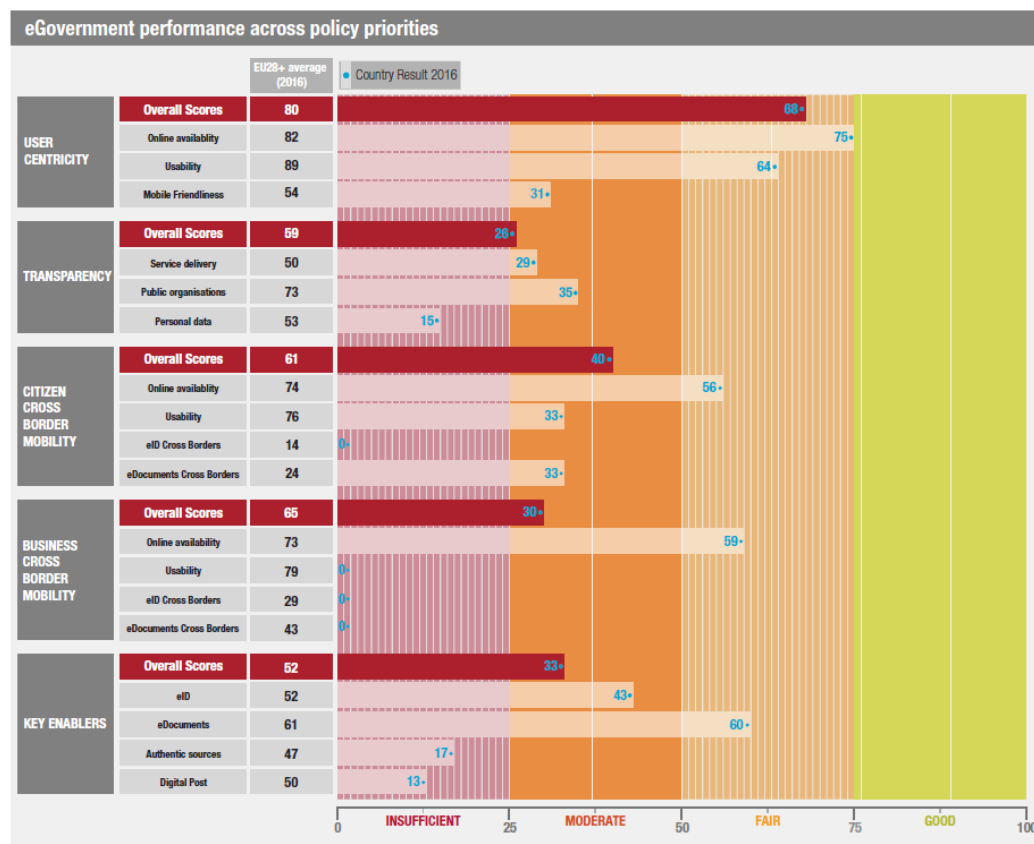


### eGovernment State of Play

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 or 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 Hungary 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

There were no new eGovernment strategies adopted in Hungary in the reporting year.

#### eGovernment Legal Framework

- ▶ On 1 January 2018, the [eAdministration Act](#) entered into force. The Act obliges almost all public administration bodies, as well as other institutions like courts and public prosecutor offices to provide electronic channels and services in compliance with the legal requirements set in the Act's implementing decree. In particular, this is related to the administration of all those cases, where personal appearance is not required by law. Citizens now have the right to decide whether they want to contact public administration online or in the traditional way (in person). However, for business organisations, use of the online channel is mandatory.

The eAdministration Act also states that the aforementioned public administration bodies are also considered cooperating bodies. This means that they have the right to obtain the necessary statements, decisions, data and information already available or collected by another cooperating body. The information exchange is secured by authentic electronic means. This is an important step towards the implementation of the once-only principle in Hungary.

The necessary building blocks for creating eGovernment services complying with the eAdministration Act are provided by the designated service providers, like the state-owned [NISZ National Infocommunications Service Provider Ltd. \(NISZ\)](#) and its subsidiary [IdomSoft Ltd.](#)

- ▶ Hungary has developed the [eProcurement system](#) throughout 2017, which came into function from 1 January 2018.
- ▶ In addition, the [Decree of the Ministry of Human Capacities 39/2016. \(XII. 21.\)](#), that makes the use of eHealth services compulsorily, has been adopted.

#### eGovernment Actors

Since the Central Office for Administrative and Electronic Public Services (KEKKH) has ceased to exist, its former activities such as data management and data processing have been taken over by the [Deputy State Secretary for Registries' Management of the Ministry of Interior](#). Other former activities such as IT infrastructure management and the delivery of eGovernment services have become the task of the [National Infocommunications Service Provider Ltd.](#)

#### eGovernment Infrastructure

- ▶ The new Public Sector Information portal is expected to be launched later in 2018.
- ▶ Following the successful Municipality ASP pilot project in 2015-2016 with approximately 100 municipalities involved, the countrywide expansion of the central

application service provider for municipalities and the further development of the available applications launched in 2016 (Municipality ASP 2.0 project) has continued in 2017. The goal of the central ASP for municipalities is to provide modern, integrated and cost-effective state of the art IT solutions for local governments based on the application service provider's central hardware and software infrastructure, fostering standardised internal operation of the local governments and a common platform-based provision of local eGovernment services to citizens and businesses.

- ▶ The Hungarian Central Governmental Service Bus ([Központi Kormányzati Szolgáltatás Busz – KKSzB](#)) is an interoperability platform that aims to ensure a service-oriented and standardised connection between the national base registries and the different specific public administration information systems. This is achieved through unification of the communication methods.

## eGovernment Services

There are three main new digital public service delivery changes for citizens:

- ▶ Firstly, there is a new [online service for personal income tax declaration](#). This service reduces the time needed for citizens to fill out online forms, as they need to upload their information online only once.
- ▶ Secondly, citizens now have the possibility to send electronic letters and initiate electronic administrative processes through the eDelivery service called [e-Papír](#).
- ▶ Thirdly, the government launched an [Electronic Health Cooperation Service Space \(EESZT\)](#), which enables information systems and health professionals in the sector to work together. Patients' medical history is regularly updated onto their eProfile.

There is one new important change in digital public service delivery for businesses in 2017, the launch of the [Company Gate](#). Businesses and the government can interact through this authentic official digital post service. It is also possible to connect the Company Gate service via an automated interface directly to an enterprise system software or a document management software used by the given business.

## Other highlights

A new customisable electronic administration user interface ([SZÜF](#)) has been launched from January 2018, that will shortly replace the former magyarorszag.hu portal as the point of single contact portal of Hungary. The new SZÜF portal has a more modern and pure design as well as a life-event based approach to publish existing eGovernment services.

## 2001 – 2017

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

# eGovernment Strategy

## Main strategic objectives and principles



### National Infocommunication Strategy 2014-2020

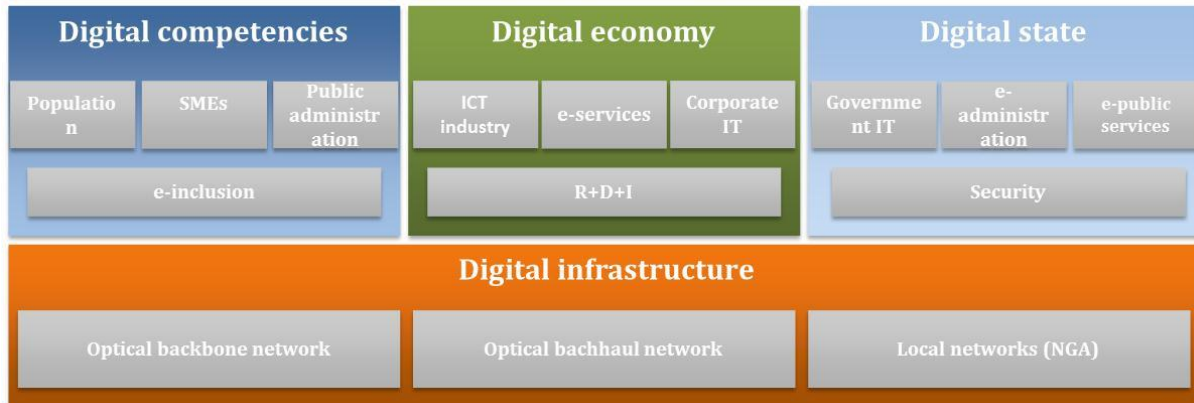
Infocommunication networks, tools, services and competences contribute increasingly to the improvement of the quality of life of citizens, the competitiveness of businesses and the efficiency of state operation. The recently adopted [National Infocommunication Strategy 2014-2020](#) intends to give a comprehensive overview on the situation of the Hungarian information society and the ICT market, to define the ideal target situation and to identify professional trends and development targets in infocommunication technology for the period corresponding to the 2014-2020 financial period. The strategy covers components of the digital ecosystem in which any task, backlog, market error or bottleneck can be clearly identified and may be handled more effectively by the state with the help of public policy, regulatory or support policy instruments than it would be possible through the organic development of the market. The Strategy prepares the status analysis, defines the targets and identifies the tools along the following pillars:

1. **Digital Infrastructure:** It is the government's firm intention that every household should have internet access of at least 30 Mbps and at least half of them of 100Mbps or faster by 2018. The full range of the National Telecommunication Backbone Network was established by 2016. Further goals were the mobile broadband coverage reaching 95% by 2016, and a broadband internet access of at least 20Mbps made accessible for all educational institutions.
2. **Digital Competences:** Development of the digital skills of citizens, enterprises (primarily SMEs) and public administration employees. The major objective is that the rate of the digitally illiterate people among the adult population be reduced to 30% by 2020, and that the indicator of regular internet usage should reach 65%. According to the target values set in the strategy, 99% of micro and small enterprises could have internet access by 2020.
3. **Digital Economy:** The development of the ICT sector in the narrower sense, electronic (commercial, bank, etc.) services and corporate IT systems as well as the stimulation of R&D and innovation activities. The intentions are to double the number of persons attending ICT trainings as well as to increase the value of Hungarian software and services exports by 2020, compared to the current indicators. If the strategic goals are met, one third of SMEs may administer their transactions online by the end of this decade.

The National Council for Telecommunications and Information Technology, in cooperation with the Ministry of Interior and the Prime Minister's Office, has published the new eGovernment service development guidelines consisting of the following documents, encompassing different projects on developing new eGovernment services:

- ▶ Services assessment guide;
- ▶ Criteria and guidelines for designing the order of digitising administrative processes;
- ▶ Guide for digitising;
- ▶ Communication guidelines.

The tool for establishing a Digital State is providing the adequate infocommunication background, whereas developing eServices enables the improvement of citizens' quality of life. As an effort towards these goals, the uniform governmental IT background to be set up by 2016 may enable citizens and enterprises to manage the full range of their public administration affairs online by 2018.



### Public Administration and Civil Service Development Operational Programme 2014 - 2020

The Public Administration and Civil Service Development Operational Programme (OP) will invest over EUR 935 million, including nearly EUR 795 million from EU funding (75.7% from the European Social Fund and 24.3% from the Cohesion Fund), to reinforce the services provided by the public authorities. It shall help Hungary increase the efficiency of its public administration through the development of quality public services that are essential to attain sustainable growth in line with the Europe 2020 Strategy. The following results are expected from the programme:

- ▶ 400 procedures will benefit from administrative services end-to-end time reduction;
- ▶ 250 new eGovernance procedures will be developed;
- ▶ 63,800 public servants will participate in competence development programmes;
- ▶ 1000 local municipalities will be connected to the integrated public administration information system.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

Electronic administration has been regulated for a wide range of administrative bodies according to unified principles by the [Act No. CCXXII of 2015](#), on the general rules of electronic administration and trust services (hereinafter: eAdministration Act). The Government decree 85/2012 (IV. 21.) on the detailed provisions regarding electronic administration and the Government decree 83/2012 (IV. 21.) on regulated electronic administration services and compulsory services provided by the State have been adopted through the authorisation of the Act No. CXL. of 2004 on the general rules of the administrative procedures and regulations concerning electronic administration and electronic administrative services.

In order to extend the regulation to all organisations concerned by the eAdministration Act, it became necessary to create a new implementing decree, which is currently awaiting approval by the Government. This decree contains the detailed rules of electronic administration and electronic communications, regulated electronic administrations services (SZEÜSZ) and central electronic administration services (KEÜSZ) as well as the rules concerning the digitisation of paper-based documents.

The revision of central offices and the strengthening of district offices affects the SZEÜSZ and KEÜSZ providers as well. Consequently, the Government decree 84/2012 (IV. 21.) on the assignment of certain organisations related to electronic administration is to be modified too, designating the new providers that succeed the dissolved organisations.

The aforementioned implementing decree annuls the Government decree 85/2012 (IV. 21.) on the detailed provisions regarding electronic administration. However, in the course of defining the detailed rules of electronic administration and electronic communications, it keeps those provisions that can be reconciled with the provisions of the eAdministration Act. Furthermore, the aforementioned decree replaces the Decree of the Ministry of Informatics and Telecommunication 13/2005 (X. 27.) on the rules for the digitisation of paper-based documents.

In the course of the definition of new rules, the application of electronic stamps becomes obligatory instead of organisational signatures. This is to be achieved in the context of the provisions of the regulation No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market, repealing Directive 1999/93/EC.

The regulation entered into force on 1 January 2017 but its provisions are to be applied from 1 January 2018. Any organisation that took upon itself the application of the eAdministration Act shall be obliged to apply the regulation as well. The contracting authorities are under a legal obligation to use the system from 15 April 2018. The most important laws regulating eGovernment are the following:

- ▶ [Act No. XL. of 2016](#) on the amendment of the Act No. III. of 1952 on the Code of Civil Procedure and the [Act No. CCXXII. of 2015](#) on general rules of electronic administration and trust services
- ▶ [Act No. CXXI. of 2016](#) on the amendment of certain acts necessary to develop a single electronic administration system



- ▶ [Government decree 123/2016. \(VI. 7.\)](#) on the amendment of government decrees necessary to introduce the E-Filing Portal Service and others related to electronic administration
- ▶ [Government decree 137/2016. \(VI. 13.\)](#) on the requirements concerning electronic signature and stamp for providing electronic administrative services
- ▶ [Government decree 228/2016. \(VII. 29.\)](#) on the coordination of IT development of administrative bodies
- ▶ [Government decree 257/2016. \(VIII. 31.\)](#) on the ASP system of local governments
- ▶ [Government decree 352/2016. \(XI. 18.\)](#) on certain amendments of government decrees regarding the European Union's regulations of trust services
- ▶ [Decree of the Ministry of Interior 24/2016. \(VI. 30.\)](#) on the detailed requirements concerning trust services and their providers
- ▶ [Decree of the Ministry of Interior 25/2016. \(VI. 30.\)](#) on the amount of administrative service fee to be paid to the trust authority
- ▶ [Decree of the Ministry of Interior 26/2016. \(VI. 30.\)](#) on the content of records kept by the trust authority and the declarations regarding trust service provision
- ▶ [Decree of the Ministry of Interior 41/2016. \(X. 13.\)](#) on the organisations certifying the compliance of tools creating qualified electronic signatures and qualified electronic stamps and the rules regarding their assignment
- ▶ [Act No. CCXXII. of 2015.](#) on general rules of electronic administration and trust services sets out the general rules for electronic administration, the relationship between citizens and public bodies providing eAdministration services, their contact, the renewal of interoperability rules, the legal provisions necessary to implement the eIDAS regulation (910/2014/EU), as well as the rules of authenticity of electronic and paper-based documents. The eAdministration Act introduces the underlying principles for electronic administration, settles the role of the Electronic Administration Inspectorate (EÜF), and also introduces the so-called regulated electronic administrative services – the building blocks for developing eGovernment services.
- ▶ [Act No. CL. of 2016.](#) on the Code of general administrative procedure.
- ▶ [84/2012. \(IV.21.\) Government decree](#) on assignment of certain organisations related to electronic administration.
- ▶ [13/2011. \(XII.27.\) Government decree](#) of the National Media and Infocommunications Authority on customer protection-related quality requirements of electronic communication services is applicable.
- ▶ [Government decree 335/2005. \(XII. 29.\)](#) on the common provisions of the document management in public administrative bodies.
- ▶ [346/2010. \(XII. 28.\) Government decree](#) on the networks for governmental purpose (National Telecommunications Backbone Network)
- ▶ [309/2011. \(XII.23.\) Government decree](#) on the centralised IT and electronic communication services (introduced the National Infocommunications Service Provider Ltd.)
- ▶ [Decree of the Ministry of Economy and Transport 114/2007. \(XII. 29.\)](#) on the rules of digital archiving.

- ▶ The amendment of [Government decree 84/2012. \(IV. 21.\)](#) on assignment of certain organisations related to electronic administration, contained by the Government decree 473/2016. on the amendment of certain government decrees related to the revision of central offices and the strengthening of district offices.
- ▶ [Government decree 451/2016. \(XII. 19.\)](#) on the detailed rules of electronic administration.
- ▶ Government decree 477/2016. (XII. 27.) on the amendments of government decrees necessary to develop a single electronic administration system.
- ▶ [Decree of the Ministry of Interior 48/2016. \(XI. 28.\)](#) on the administrative service fee to be paid for the declaration of regulated electronic administrative services.
- ▶ [Decree of the Ministry of Interior 58/2016. \(XII. 22.\)](#) on the amendment of certain ministerial decrees in the subject of home affairs related to the revision of central offices and the strengthening of district offices.
- ▶ [Decree of the Ministry of Human Capacities 39/2016. \(XII. 21.\)](#) on the obligatory usage of the Electronic Health Cooperation Service Space (EESZT).

## Data Protection/Privacy Legislation

### [Act on Informational Self-determination and Freedom of Information](#)

Act No. CXII of 2011. on Informational Self-determination and Freedom of Information (also [available in English](#)) is a combined Data Protection and Freedom of Information Act. This Act sets rules and safeguards the processing of personal data of public and private bodies. Its application is overseen by the National Data Protection and Freedom of Information Authority.

## eSignatures Legislation

### [Act No. CCXXII. of 2015. on general rules of electronic administration and trust services](#)

The eAdministration Act sets out the general rules on electronic signatures. The act was adopted to introduce the legal provisions necessary to implement the eIDAS regulation (910/2014/EU), as well as the rules of authenticity of electronic and paper-based documents. The new act effectively repeals previous legislation on electronic signatures. Further detailed provisions are to be found in several other decrees:

### [Government decree 137/2016. \(VI. 13.\)](#)

Requirements concerning electronic signature and stamp for providing electronic administration services.

### [Government decree 451/2016. \(XII. 19.\)](#)

Detailed rules of electronic administration.

### [Decree of the Ministry of Interior 24/2016. \(VI. 30.\)](#)

Detailed requirements concerning trust services and their providers.

## eCommerce Legislation

### eCommerce Laws

[Decree of the Ministry of Justice 25/2006. \(V. 18.\)](#) on the electronic payment of fees as for public notices in the administration of business processes.

[Decree of the Ministry of Finance 46/2007. \(XII. 29.\)](#) on electronic invoices.

[Act No. XCVII. of 2003](#) on the modification of the Act No. CVIII. of 2001 on certain legal aspects of information society services, in particular electronic commerce.

[Decree of the Ministry of Justice 24/2006. \(V. 18.\)](#) on certain aspects of the electronic business registration procedure and the electronic business register.

[Decree of the Ministry of Finance 24/1995. \(XI. 22.\)](#) on the identification of invoices, simplified invoices and receipts for tax administration, as well as on the application of cash registers and tax-meters ensuring the issuance of receipts.

[Act No. CVIII. of 2001 on Electronic Commerce and Information Society Services.](#) Adopted on 18 December 2001, the Act implements EU Directive [2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce. The Act governs the eCommerce legal relationships of individuals, legal entities and organisations without legal personhood, where the service is provided for, or from the territory of the Hungarian Republic.

## eCommunications Legislation

### [Act No. C. of 2003 on Electronic Communications](#)

This Act (adopted in 2003) implements the new EU Regulatory Framework for Electronic Communications.

## eProcurement Legislation

### [Government Decree on Electronic Public Procurement](#)

Regulations governing the use of electronic means in public procurement are laid down in Government decree 257/2007. (X. 4.) on public procurement sub-procedures which may be conducted in electronic ways, and in the [Decree of the Ministry of Justice 27/2008. \(XII. 10.\)](#) on detailed rules regarding the operation of the electronic public procurement system. This Decree complements the Act No. CVIII. of 2011 on Public Procurement.

### eInvoicing Legislation

There is no legislation mandating the use of eInvoicing in Hungary.

## Re-use of Public Sector Information (PSI)

### PSI Laws

#### [Act No. LXIII. of 2012. on the re-use of Public Data](#)

Act No. CXII of 2011. on Informational Self-determination and Freedom of Information is a combined Data Protection and Freedom of Information Act. This Act sets rules and safeguards the processing of personal data of public and private bodies. Its application is overseen by the National Data Protection and Freedom of Information Authority.

[Government decree 305/2005 \(XII. 25.\)](#) on specific provisions relating to the electronic publication of Public Sector Information (PSI), the single PSI search service on inventory and data integration.

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

##### [Deputy State Secretary for Informatics, Ministry of Interior](#)

The Deputy State Secretary for Informatics of the Ministry of Interior is responsible for tasks related to the policy and strategy making on public administration IT infrastructure, eGovernment services, modernising the public administration and the information society.



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**Source:** <http://www.kormany.hu/en/>

##### [Deputy State Secretary for Infocommunication, Ministry of National Development](#)

The Deputy State Secretary for Info communication of the Ministry of National Development is responsible for tasks related to the policy and strategy making on the IT infrastructure development and the information society.

## Coordination

### [State Secretary for Parliamentary Affairs, Department for the Coordination of Infocommunications, Prime Minister's Office](#)

The State Secretary for Parliamentary Affairs is responsible for the coordination of tasks related to eGovernment policy and strategy making.

### [Deputy State Secretary for Informatics, Ministry of Interior](#)

The Deputy State Secretary for Informatics of the Ministry of Interior is coordinating the policy and strategy making on public administration IT infrastructure, development of eGovernment services, modernising the public administration and the information society with implementing and spreading of eGovernment, and the codification of legal measures related to electronic means of public administration, the use of electronic signatures, the use of electronic administration services and the interoperability of state- and local-government owned registries.

### [Deputy State Secretary for Infocommunication, Ministry of National Development](#)

The Deputy State Secretary for Infocommunication of the Ministry of National Development is responsible for coordinating IT infrastructure development and information society related tasks.

### [Deputy State Secretary for Registries' Management of the Ministry of Interior](#)

The Deputy State Secretary for Registries' Management of the Ministry of Interior took over the Central Office for Administrative and Electronic Public Services' (KEKKH) activities related to data management and data processing, together with the maintenance of public registers.

## Implementation

### [Deputy State Secretary for Informatics, Ministry of Interior](#)

The Deputy State Secretary for Informatics of the Ministry of Interior is responsible for the development of public administration IT infrastructure, eGovernment services, modernising the public administration and the information society with the implementation and spreading of eGovernment, the use of electronic signatures, the implementation of regulated electronic administration services and the interoperability of state- and local-government owned registries.

### [National Infocommunication Service Provider Ltd. \(NISZ Zrt.\)](#)

Functioning under control of the Ministry of Interior, the fully state-owned National Infocommunication Service Provider Ltd. is the main IT service provider for Hungarian government organisations. Apart from maintaining the government's IT infrastructure and services, its strategic goals also include the development of e-government solutions.

Part of the former activities that used to be part of KEKKH, such as the IT infrastructure, the provision of regulated administrative services and the delivery of e-government services, have been merged into the fully state-owned National Infocommunications Service Provider Ltd. (NISZ Zrt.) functioning under the control of the Ministry of Interior.

### [Deputy State Secretary for Infocommunication, Ministry of National Development](#)

The Deputy State Secretary for Infocommunication is responsible for the development of ICT infrastructure and an information society in the country.



## Support

### [National Information Infrastructure Development Institute \(NIIF\)](#)

The National Information Infrastructure Development (NIIF) serves as a framework for the development and operation of the research network in Hungary. At the same time, the NIIF programme, in accordance with international practices, plays a leading role in the development and introduction of the most advanced networking technologies in Hungary. In this way, the programme fulfils a deterministic function in the nation-wide development of the infocommunication technologies. While providing an up to date and competitive infrastructure for the academic and research community, the programme also serves as a pilot for new networking technologies and applications for the wider development efforts in the country.

### [eHungary Network \(eMagyarország Hálózat\)](#)

The eHungary Network maintained by the National Information Infrastructure Development (NIIF) operates a network of 1600 eHungary Points and a website ([www.emagyarorszag.hu](http://www.emagyarorszag.hu)) to foster equality within the Hungarian society while promoting the spread of the use of internet for various everyday life purposes (e.g. the use of computers and peripherals, the use of electronic services, the use of e-government and electronic public services, finding a job on the internet, etc.).

## Audit/Assurance

### [State Audit Office of Hungary \(SAO\)](#)

The State Audit Office (SAO) is an independent audit organisation established by the Hungarian Parliament. Based on the Constitution and relevant legislation, the primary tasks of SOA are to audit and evaluate the operation of the public finances system and its development. Audits on public expenditures are performed according to the criteria of legality, effectiveness and efficiency. In particular, SAO is also responsible for performing audits on the development of eGovernment services. Thereby, focus is placed among other elements on: the strategic validity of developments, the harmony of the national development goals and EU regulations, as well as the regulatory, management and control environment of the operation of services.

## Data Protection

### [National Data Protection and Freedom of Information Authority](#)

The National Data Protection and Freedom of Information Authority is an independent institution with competencies over both the public and private sectors. It is responsible for overseeing and setting the rules, as well as safeguarding the processing of personal data by public and private bodies. The main tasks of the Parliamentary Commissioner include: investigations of petitions from citizens; supervision of data controlling; proposing relevant legislation and amendment of laws; and promoting a culture and knowledge in the respect of fundamental rights.

## Regional & Local eGovernment

## Policy/Strategy

### [Deputy State Secretary for Informatics, Ministry of Interior](#)

The Deputy State Secretary for Informatics of the Ministry of Interior is responsible for tasks related to the policy and strategy making on regional and local public administration IT infrastructure, eGovernment services.

#### [State Secretary for Regional Public Administration, Prime Minister's Office](#)

The State Secretary for Regional Public Administration is responsible for the strategy and policy making on the development of local public administration as well as the governmental one-stop-shops.

#### [State Secretary for Parliamentary Affairs, Department for the Coordination of Infocommunications, Prime Minister's Office](#)

The State Secretary for Parliamentary Affairs is responsible for the coordination of tasks related to eGovernment policy and strategy making.

### Coordination

#### [Deputy State Secretary for Informatics, Ministry of Interior](#)

The Deputy State Secretary for Informatics of the Ministry of Interior is responsible for the coordination of tasks related to regional and local public administration IT infrastructure and the development of eGovernment services.

#### [State Secretary for Regional Public Administration, Prime Minister's Office](#)

The State Secretary for Regional Public Administration is responsible for the coordination of the development of regional and local public administration as well as the functioning of governmental one-stop-shops.

#### [State Secretary for Parliamentary Affairs, Department for the Coordination of Infocommunications, Prime Minister's Office](#)

The State Secretary for Parliamentary Affairs is responsible for the coordination of tasks related to eGovernment policy and strategy making.

### Implementation

#### [Deputy State Secretary for Informatics, Ministry of Interior](#)

The Deputy State Secretary for Informatics of the Ministry of Interior is responsible for the development of public administration IT infrastructure, eGovernment services, modernising the public administration and the information society with implementing and spreading of eGovernment, the use of electronic signatures, the implementation of regulated electronic administration services and the interoperability of state and local government-owned registries.

### Support

#### [Hungarian National Association of Local Authorities](#) (TÖOSZ)

The National Association of Local Authorities (TÖOSZ) is the representative organisation of the majority of the Hungarian municipalities, promoting the interests of its members towards central government and providing them with support services.

#### [Association of Cities of County Rank](#) (MJVSZ)

The Association of Cities of County Rank (MJVSZ) aims at representing the collective rights of Hungary's largest cities (23 cities of county rank), protecting and promoting their interests, developing the operation of local self-governments, cooperating with other national and international associations of local governments in support of the Government's central eGovernance system and policy.

### [National Association of Intelligent Local Authorities](#) (ITOSZ)

The National Association of Intelligent Local Authorities (ITOSZ) is dedicated to promoting cooperation between local authorities in the field of ICT and information management stipulated and implemented centrally.

### [eHungary Network \(eMagyarország Hálózat\)](#)

The eHungary Network maintained by the National Information Infrastructure Development (NIIF) operates a network of 1600 eHungary Points and a website ([www.emagyarorszag.hu](http://www.emagyarorszag.hu)) to foster equality within the Hungarian society by promoting the spread of internet usage for various everyday life purposes (e.g. the use of computers and peripherals, the use of electronic services, the use of e-government and electronic public services, finding a job on the internet, etc.).

## Audit/Assurance

### [State Audit Office of Hungary](#) (SAO)

The audit mandates of SAO cover, among others, the financial management of social security and separated state funds, local governments and minority self-governments, regional development councils of the counties, economic chambers, public foundations, non-profit organisations, pension funds, credit institutions, institutions of higher education, political parties, their foundations and churches.

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [Magyarország.hu](#)

Hungary's eGovernment portal, [Magyarország.hu](#) (Hungary.hu) was launched in September 2003. It is at the same time an **institutional portal** and a **services catalogue**. It generates and summarises content from 46 government websites. On April 1 2005, the portal went fully transactional with the launch of a transactional gateway, called the '**Client Gate**' (*Ügyfélkapu*). This gateway allows users to securely identify themselves online and gain access to transactional eGovernment services through the portal. Since early 2007, there has also been the possibility to secure a bidirectional document-based communication between the public authorities and citizens on the Government portal through the Client Gate. Citizens can download a General Form Filler application from the Government portal and with it, help fill up the electronic forms of any public authority in offline mode. After completing any form, they can go online and sign in at the Client Gate. Through its Secure Electronic Document Transmission Service, they can send the form to the addressee authority in a secure and authentic way. As part of their Client Gate, citizens also have a notification storage where they can receive documents from public authorities and store the documents received for unlimited time.

#### [Customisable electronic administration user interface](#)

A new customisable electronic administration user interface ([SZÜF](#)) has been launched from January 2018, that will shortly replace the former magyarorszag.hu portal as the point of single contact portal of Hungary. The new SZÜF portal has a more modern and pure design as well as a life-event based approach to publish existing eGovernment services.

According to the [eAdministration Act](#), all public administration bodies providing eGovernment services are obliged to publish their services on the SZÜF portal. For this purpose, the portal has a specific content management solution available for all connected public administration bodies, and it provides online form editor functionalities as well.

From the client's side, the services of the portal can be used after electronic identification and authentication either by their Client Gate account or the national eID card. The clients can access their personal digital postbox, or if they are officially assigned to a Company Gate or Office Gate digital postbox, they can also access them from the SZÜF portal. The portal includes a personal calendar, and among the eGovernment services available on the portal, favourites can be saved separately.

For the connected service providers (the bodies obliged to provide eGovernment services by the eAdministration Act), the portal provides service management functionality as well as a built-in online form editing and management system.

#### [Open data portal](#)

As for the re-use of Public Sector Information, the specification of the data structure of a new data re-use portal was finished in December 2017. The launch of the portal is expected in the second quarter of 2018. However, there is no official decision yet.

[Kormany.hu](http://Kormany.hu)

The website is the official information homepage of the Government of Hungary, constantly updated with the latest news, events and multimedia coverage concerning the cabinet activity. In addition, the Documents' section contains information material that the government must publish according to law, and various other publications of interest to citizens. After registration, journalists can use further features under Press menu, enabling them to follow live press conferences and download high-resolution photos and videos.

The website's public test phase was launched on 14 January 2011. This phase will end upon completion of migrating data from ministries' websites and when the necessary corrections have been carried out.

[e-Egeszsegugy.gov.hu](http://e-Egeszsegugy.gov.hu)

The state of the art IT communication and collaboration platform, the Electronic Health Cooperation Service Space (EESZT) enables information systems and health professionals in the sector to work together. Its services are based on a cloud-based centralised platform and service-oriented architecture (SOA). The system can electronically store information about the patients (health status, treatments, etc.), provides access for doctors, pharmacists, therapists, nurses, etc. working in different institutions to use the same data. Since 1 November 2017, all publicly financed health care providers (general practitioners; specialist care institutions) and pharmacies are obliged to use EESZT services to provide faster, more convenient and more efficient patient care. From 1 November 2018, private healthcare providers will also be obliged to join the EESZT system. The National Ambulance Service is also joining the service by this date.

Examples of the service are:

- ▶ Record patient care events in the event catalogue;
- ▶ Upload patient documents to eHistory (so the doctor is able to consult them);
- ▶ Upload prescriptions to the ePrescription system so they can be consulted;
- ▶ Option of making queries concerning referrals from the eReferral system;
- ▶ Upload and consult the patient's eProfile.

Pharmacies can only access the ePrescription system, so they can only query the details of the patient's medical prescriptions.

Doctors, nurses and pharmacists using medical systems connected to the EESZT use its services through their own, regular IT systems. The previous IT systems have been updated to enable the communication with the new eHealth services. The EESZT services are only available to the employees of those institutions which are connected to the system, after authentication.

The connection must be initiated by the aforementioned institutions with respect to their deadlines set in the Decree of the Ministry of Human Capacities. The health care providers can upload and access patient data after the connection is established. (Previous patient data prior to the establishment of the connection is not yet available.)

From the middle of December 2017, after authentication on the Citizen Portal, everyone can access their eProfile data, their event catalogue (which is a list of the medical care services received in the institutions connected to the EESZT) and their patient records and documents, including eReferrals and ePrescriptions.

## Network

### National Telecommunications Backbone Network (NTG)

The National Telecommunications Backbone Network (NTG) is a **secure** and **extensive** country-wide broadband network forming the basic infrastructure of electronic government in Hungary. Launched in 2012 with the upgrade of the former Electronic Government Backbone (EKG - launched in 2004), this high speed network connects the 19 county seats with Budapest providing the central administration, as well as regional institutions with a secured and monitored communication infrastructure, supporting data communication, Internet access, electronic mail, government intranet and other services.

## eIdentification/eAuthentication

### Current status

Since April 2005, Hungary has a **comprehensive central identification solution** ([Client Gate](#)) for the identification of citizens for electronic transactions carried out between public authorities and citizens. However, there has not yet been a comprehensive solution for the identification of citizens in electronic transactions carried out between public authorities. The Client Gate is capable of identifying citizens for any public authority that connects to it.

In January 2016 a new central identification solution, the [Central Authentication Agent](#), was launched, supporting the use of different electronic identification and authentication services. It includes the already existing Client Gate, and the newly introduced national eID card, as well as the Partial Code Telephone Authentication. According to current plans, the eIDAS authentication will be also made available within the [Central Authentication Agent](#).

## eProcurement

### Current status

The control and management of public procurement and electronic procurement issues are divided in Hungary. The [public procurement law](#) is prepared by the Ministry of National Development. The Directorate of Central Public Procurement and Services is responsible for centralised public procurements. The monitoring of public procurement is carried out by the Ministry of National Development (in procurement procedures financed by domestic budget), the Prime Minister's Office (in procurement procedures financed by the EU budget) and the Public Procurement Authority subordinate to Parliament (monitoring of contract and award notices, ect.). As electronic procurement is a part of the development of electronic government, the Prime Minister's Office is also involved.

There is currently no central eProcurement infrastructure in Hungary. However, the government decree [257/2007. \(V.25.\)](#) on electronic procurement and electronic auctions has established a new system for [eProcurement infrastructure](#), which enables service providers from the market to provide several eProcurement services for the procuring public bodies. The decree also establishes the rules of electronic auctions, enabling eAuctioning in several procurement processes. The Government is currently examining further possibilities of eProcurement development, including the long-term possibility of establishing a central public procurement system for centralised procurements, which will support electronic catalogues, electronic auctions and dynamic purchasing for central government bodies (e.g. ministries, etc.). The development of the new website of the Directorate of Central Public Procurement and Services is currently in progress. Hungary also takes part in the PEPPOL project and in several EU workgroups.



The new eProcurement system (EKR system) will be opened with full functionalities from 1 January 2018, and every contracting authority will be obliged to use the system from 15 April 2018.

## Other Infrastructure

### Municipality ASP

Following the successful Municipality ASP pilot project in 2015-2016 with approximately 100 municipalities involved, the countrywide expansion of the central application service provider for municipalities and the further development of the available applications launched in 2016 (Municipality ASP 2.0 project) has continued in 2017. The goal of the central ASP for municipalities is to provide modern, integrated and cost-effective state of the art IT solutions for local governments, based on the application service provider's central hardware and software infrastructure, fostering standardised internal operation of the local governments and a common platform-based provision of local e-government services to citizens and businesses.

After the first phase of the country-wide expansion, more than 1700 municipalities have been connected to the system in January 2017, and another almost 1300 municipalities acquired access to the service from January 2018, thus since January 2018, 2994 local municipalities are using the integrated application portfolio (financial management software, municipal tax software, document management software, industrial and commercial management software, property cadastre, e-administration web portal and the online form management). This means that from January 2018 more than 93% of the Hungarian local municipalities and 20,000 users a day use the same centrally managed software during their daily work, also meaning a great step ahead regarding the interoperability between local governments.

Based on the centrally provided integrated back-office software, through the local eAdministration portal (<https://ohp.asp.lgov.hu/>) it is possible to provide the local eGovernment services on a single platform. For this purpose, the ASP Centre provides more than 50 online form templates for different kinds of services that can be locally customised and published on the Municipality ASP's eAdministration portal. (If there is no online form, the portal links the user directly to the [e-Papír](#) eDelivery service.)

The user can log into the local eAdministration portal with the official Hungarian eID methods like the Client Gate account or the national eID card and then the chosen online forms are automatically prefilled with personal data, addresses, personal tax ID number, health insurance number, personal e-mail address and telephone number from the respective base registries – a great advance in the application of the once-only principle as well as an improvement of data quality on the local government level.

According to the plans for the next phase of the project, the remaining approximately 200 local municipalities (bigger towns, towns with county rights, districts of the capital, counties) and another 20,000 civil servants will be connected to the central Municipality ASP from January 2019. Functional developments, data warehouse development, new connections with further base registries using the Governmental Central Service Bus, and the introduction of more than 20 new online form templates are also scheduled for the next year.

### [KKSzB Central Governmental Service Bus](#)

The Hungarian Central Governmental Service Bus ([Központi Kormányzati Szolgáltatás Busz – KKSzB](#)) is an interoperability platform that aims to ensure a service-oriented and standardised connection between the national base registries and the different specific

public administration information systems. This is achieved through unification of the communication methods.

KKSzB makes it possible to connect systems with different technological, operational and integrational levels, as well as to reduce redundant data storage and data-integrity errors resulting from this practice. KKSzB ensures the electronic communication, interoperability and secure data exchange of authentic data among the public administrative authorities.

It is possible to join KKSzB "as a service" or using a more classic "client oriented application", which makes it technically possible for the applications targeted to citizens and businesses connected to the KKSzB to reach all those services that are also provided by the connected service providers via KKSzB, when having the required permission to do so.

The pilot period started on 31 March 2017 by publishing two already existing eGovernment services on KKSzB (the registry of private entrepreneurs and the registry of parking permits). The trial was successful for both services.

Another ten main base registries maintained by the Ministry of Interior were connected to the KKSzB in October 2017 and were available for testing until the end of December 2017, after which they were published as live services on the KKSzB.

The KKSzB is online since 1 January 2018, creating the possibility to replace today's "spiderweb-like" architecture in the domain of communication between base registries and specific sectoral systems, and the possibility to establish such kind of new connections in a much easier way. The registries connected are available through the KKSzB technical interoperability platform since January 2018. Most of the Public Administration stakeholders are expected to connect to the KKSzB throughout 2018 according to their own ongoing development 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**

### 1. Travel

Passenger rights, documents you need

#### Passport

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarország.hu/>; <https://www.nyilvantarto.hu/ugyseged/>

Description: Information is available on the websites. Citizens can set an appointment date online for personal administration, but in some cases it is possible to initiate the administration online (for example the replacement of passport in case of loss/theft/perish, or applying for a second passport).

### 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

#### Job search services by labour offices

Responsibility: Central Government: Ministry for National Economy, National Employment Service

Website: <https://www.munka.hu/>;

Description: The website of the National Employment Service makes it possible to search amongst and apply for the positions that can be found in the database of the National Employment Service and its regional and local divisions. There is also a new integrated Virtual Job market Portal for the same purpose with a more user-friendly interface.

## Public Administration

**eDelivery service**

Responsibility: Central Government

Website: <https://epapir.gov.hu/>

Description: A general purpose registered eDelivery service (e- Papír), which provides a possibility to send authenticated electronic letters to Public Administration bodies, or to initiate an electronic administrative process in such cases that do not have a specific electronic form. It is possible to attach other documents to the letter and to electronically sign the file. The service has been online and working since May 2017 as a pilot with the Public Administration bodies under the Ministry of Interior, and from January 2018 practically all other Public Administration bodies will appear on the service.

## Taxes, unemployment and benefits

**Client Gate**

Responsibility: Central Government. Government Windows (PSC), National Tax and Customs Administration

Website: <https://ugyfelkapu.magyarorszag.hu/>

Description: The most important eGovernment application in Hungary is the Client Gate which is the official central electronic administration web service of the country. It provides access to the following services: services for employers and employees; personal annual tax declaration and company tax declaration; VAT declaration; company registration (via an attorney-at-law) Statistical data provision; customs declaration; e-Procurement; permissions related to environment protection. Several forms are available online for download such as tax declaration, notification, account services, healthcare and social status, or company registry.

**Income tax**

Responsibility: Central Government: Ministry for National Economy, Tax and Financial Control Administration

Website: <http://en.nav.gov.hu/>

Description: The publicly accessible website managed by the service provider, or by the administrative competent level offers the possibility to completely treat the declaration of income taxes of an employee via the website. No paperwork is necessary by the applicant for the completion of any other formal procedure. Furthermore, the online platform complies with the once-only principle, and uses intelligent online forms where information is already prefilled for the user by the National Tax and Customs Administration based on the official data by the employers. The goals is that citizens only have to validate the pre-filled form online; based on information already submitted. In case the citizen had other economic activities, the relevant fields can be added easily by the user

**Unemployment benefits**

Responsibility: Central Government: Ministry for National Economy, National Employment Service

Website: <https://www.munka.hu/>

Description: The information necessary to start the procedure to obtain unemployment benefits is available on a publicly accessible website managed by the service provider, or by the administrative competent level.

### 3. Vehicles

#### Driving licence

##### Driver's licence

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarorszag.hu/>

Description: Information is available upon request, and citizens can set an appointment date online for personal administration. There is also a notification service available for alerting the citizens when their driving licence is about to expire.

#### Registration

##### Car registration (new, used, imported cars)

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarorszag.hu/>; <https://www.nyilvantarto.hu/ugyseged/>

Description: Information is available on the websites. Citizens can set an appointment date online for personal administration, but in some cases it is possible to initiate the administration online (for example temporary withdrawal from registration).

### 4. Residence (and other) formalities

#### Documents and formalities

##### Announcement of moving (change of address)

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarorszag.hu/>

Description: Requests for annexes and changes, as well as appointments with the document office or governmental one-stop-shop can be initiated online.

##### Certificates (birth, marriage): request and delivery

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarorszag.hu/>

Description: Requests for certificates, as well as a set of appointment date for the agency (document office) may be initiated online.

##### Client Gate

Responsibility: Central Government. Government Windows (PSC), National Tax and Customs Administration

Website: <https://ugyfelkapu.magyarorszag.hu/>

Description: The most important eGovernment application in Hungary is the Client

Gate which is the official central electronic administration web service of the country. It provides access to the following services: services for employers and employees; personal annual tax declaration and company tax declaration; VAT declaration; company registration (via an attorney-at-law)

Statistical data provision; customs declaration; e-Procurement; permissions related to environment protection. Several forms are available online for download such as tax declaration, notification, account services, healthcare and social status, or company registry.

### **Criminal Record Certificate**

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <https://www.nyilvantarto.hu/ugyseged/>

Description: Request for a Criminal Record Certificate may be initiated online at the above-mentioned website and since January 2016 it is free of charge. It contains information about any convictions that were entered into the register, or states that no entries were found if the person has a clean record.

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

Responsibility: Central Government: Ministry of Interior, Hungarian Police

Website: <http://www.police.hu/>

Description: The website of the Hungarian Police offers the possibility of an electronic intake using an official electronic form to be submitted in order to make an official declaration to the local police.

### **Housing (building and housing, environment)**

Responsibility: Central Government: Prime Minister's Office

Website: <http://www.magyarorszag.hu/>; <https://www.etr.gov.hu/>

Description: Since 2013 the building permissions can only be obtained in a fully online way, no paper-based or personal administration is available anymore.

### **Passport**

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarorszag.hu/>; <https://www.nyilvantarto.hu/ugyseged/>

Description: Information is available on the websites. Citizens can set an appointment date online for personal administration, but in some cases it is possible to initiate the administration online (for example the replacement of passport in case of loss/theft/perish, or applying for a second passport).

### **Waste**

Responsibility: National Environment Protection and Nature Conservation Inspectorate General

Website: <http://orszagoszoldhatosag.gov.hu/>

Description: Subject-specific materials and information relating to waste reporting may be found on the above-mentioned website.



## Elections abroad

**Registration for voting from abroad**

Responsibility: National Election Office

Website: <http://www.valasztas.hu/>

Description: In order to vote on the Hungarian elections from abroad at a Hungarian Consulate, the citizen has to register at the National Election Office, which can be done online with a Client Gate account at the above-mentioned website.

**5. Education and youth**

## School, university

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government: Ministry of Human Resources, and the National Electronic Library

Website: <http://www.mek.iif.hu/>; <http://www.ki.oszk.hu/>

Description: Online information is available on most public libraries, but interactive services are not generalised. The website of the Hungarian Electronic Library (MEK) provides the possibility of a two-way interaction.

**Enrolment in higher education/university**

Responsibility: Central Government: Ministry of Human Resources, Educational Authority

Website: <http://www.felvi.hu/>; <http://www.oktatas.hu>

Description: The application for admission to higher education/university can be done fully online on the website [www.felvi.hu](http://www.felvi.hu). After a successful application the enrolment is managed by the higher education institutions themselves.

**Student grants**

Responsibility: Central Government: Ministry of Human Resources, Hungarian Scholarship Board, Universities

Website: <http://www.scholarship.hu/>

Description: General information is available on the website. The universities generally transfer students' grants electronically, but no procedure can be initiated online. In the case of grants and scholarships for studies in other countries abroad and grants and scholarships for incoming students who want to study in Hungary, these can be applied for with an online application procedure on the [www.scholarship.hu](http://www.scholarship.hu) website.

## Researchers

**Information and assistance to researchers**

Responsibility: EURAXESS Hungary

Website: <http://euraxess.hu/en/>

Description: EURAXESS Hungary 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: Ministry of Human Resources, and the National Electronic Library

Website: <http://www.mek.iif.hu/>; <http://www.ki.oszk.hu/>

Description: Online information is available on most public libraries, but interactive services are not generalised. The website of the Hungarian Electronic Library (MEK) provides the possibility of a two-way interaction.

**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 Human Resources, National Health Insurance Fund

Website: <http://www.oep.hu/>

Description: The publicly accessible website offers information on the health-related services, and certain cases can be administered online.

eHealth

**Collaboration platform for health services**

Responsibility: Central Government

Website: <https://e-egeszsegugy.gov.hu/ekapu>

Description: The state of the art IT communication and collaboration platform, the Electronic Health Cooperation Service Space (EESZT) enables information systems and health professionals in the sector to work together.

Examples of the service are:

- ▶ Record patient care events in the event catalogue;
- ▶ Upload patient documents to eHistory (so the doctor is able to consult them);
- ▶ Upload prescriptions to the ePrescription system so they can be consulted;
- ▶ Option of making queries concerning referrals from the eReferral system;
- ▶ Upload and consult the patient's eProfile.

**Medical costs (reimbursement or direct settlement)**

Responsibility: Central Government, National Health Insurance Fund

Website: <http://www.oep.hu/>

Description: General information is available on the services. Downloadable forms should be submitted online.

## When living abroad

**Healthcare abroad**

Responsibility: National Health Insurance Fund

Website: [http://www.oep.hu/felso\\_menu/lakossagnak/eugyintezes\\_enyomtatvany\\_ok](http://www.oep.hu/felso_menu/lakossagnak/eugyintezes_enyomtatvany_ok)

Description: The publicly accessible website offers information on the health-related services, and certain cases can be administered online, including some for Hungarian citizens living abroad

**7. Family**

## Children, couples

**Child allowances**

Responsibility: Central Government: Ministry for National Economy, Hungarian State Treasury

Website: <http://www.allamkincstar.gov.hu/>

Description: Information is generally available on the services. Downloadable forms should be submitted online.

**Certificates (birth, marriage): request and delivery**

Responsibility: Central Government: Ministry of Interior, Central Office for Administrative and Electronic Public Services

Website: <http://www.magyarorszag.hu/>

Description: Requests for certificates, as well as a set of appointment date for the agency (document office) may be initiated online.

# 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. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Registration of a new company

Responsibility: Central Government: Ministry of Justice, National Office of Judicature Council

Website: <http://www.magyarorszag.hu/>

Description: Case handling, decision and delivery of a standard procedure to register a new company can be treated via the web. No paperwork is necessary by the applicant for the completion of any other formal procedure. For setting up a company a Hungarian attorney-at-law is necessary. The procedure is electronic. A sole trader may set up a sole trader business, which is a taxpayer without legal personality and which is created upon registration in the companies register in accordance with the company registration rules. Setting up a sole trader business can be done online.

Intellectual property rights

#### eRegister of industrial property applications

Responsibility: Hungarian Intellectual Property Office

Website: <http://www.hipo.gov.hu/en>

Description: The eRegister is an electronic register of the industrial property applications filed with the Hungarian Intellectual Property Office (HIPO) and of the industrial property rights granted/registered by the HIPO, as well as a register of the licences granted for orphan works of copyright. It is available without charge or prior registration - only accessible in Hungarian. Intellectual property search is available also in English language.

## Annual accounts

**Submission of data to statistical offices**

Responsibility: Central Government: Central Statistical Office

Website: <http://www.ksh.hu/>

Description: Data can be submitted electronically to the Statistical Office.

## Business-Government interactions

**Company Gate**

Responsibility: Central Government

Website: <https://tarhely.gov.hu/ckp-regisztracio/tajekoztato.html>

Description: The new authentic online mailbox service for businesses and other organisations provided by law has been introduced for interacting with the government, called Company Gate. For these organisations; the use of the Company Gate is obligatory by law since January 2018. The setup and the registration of the Company Gate accounts and users are open and ongoing since 1 July 2017. The service provision started on 1 January 2018. When the user uses eGovernment services in which there is an interaction with the public administrative body concerned will officially reply for the user through this authentic and safe electronic channel.

The most important provisions related to the Company Gate are:

- ▶ One organisation can only have one Company Gate account;
- ▶ The registration of the Company Gate account shall be made by one of the authorised representatives of the company;
- ▶ For every Company Gate account one Company Gate Representative must be appointed;
- ▶ The Company Gate Representative and those persons with access to the Company Gate account are registered into the Company Gate Registry;
- ▶ The persons entitled to act as the business (Company Gate Administrators) are registered by the Representative; the number of Company Gate Administrators assigned to one Company Gate account is not limited;
- ▶ The authorised representatives of the company automatically have access to the Company Gate;
- ▶ The Company Gate representatives and administrators must have some form of electronic identification provided by the Hungarian government (for example eID card or Client Gate account).

**2. VAT and customs**

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

**Client Gate**

Responsibility: Central Government. Government Windows (PSC), National Tax and Customs Administration

Website: <https://ugyfelkapu.magyarorszag.hu/>

Description: The most important eGovernment application in Hungary is the Client Gate which is the official central electronic administration web service of the country. It provides access to the following services: services for employers and employees; personal annual tax declaration and company tax declaration; VAT declaration; company registration (via an attorney-

at-law)

Statistical data provision; customs declaration; e-Procurement; permissions related to environment protection. Several forms are available online for download such as tax declaration, notification, account services, healthcare and social status, or company registry.

### Electronic Payments

Responsibility: Competence of notaries (submission to National Chamber of Notaries)

Website: [N/A](#)

Description: Order for payment procedures fall under the competence of notaries in Hungary and these claims can be presented orally, on paper or electronically. If electronic claims are submitted, this is done directly by entering of the data to the system of National Chamber of Notaries, with qualified electronic signature and time stamp.

### VAT: declaration, notification

Responsibility: Central Government: Ministry for National Economy, National Tax and Customs Administration

Website: <http://www.nav.gov.hu/>

Description: The publicly accessible website offers the possibility to completely treat the declaration of corporate tax via the website.

### Excise duties

#### Corporate tax: declaration, notification

Responsibility: Central Government: Ministry for National Economy, National Tax and Customs Administration

Website: <http://www.nav.gov.hu/>

Description: The process online and relies on PKI-based chip technology with increased security. The required tools (chip card, reader) are provided by the Tax Office.

### Reporting imports/exports

#### Import, export and re-export licences for industrial explosives for civilian use I

Responsibility: Central Government: Ministry for National Economy, National Tax and Customs Administration

Website: <http://www.nav.gov.hu/>

Description: There are basic interactive tools and information available online on the website. Certain forms with permission can be returned online.

#### Import, export and re-export licences for industrial explosives for civilian use II

Responsibility: Hungarian State Licensing Office

Website: <http://mkeh.gov.hu/>

Description: Information on the submission of the application for import, export, and re-export of the industrial explosive for civilian use is available on the website of the Hungarian State Licensing Office.

### 3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

#### Legal information system

Responsibility: National Legislative Database

Website: <http://www.njt.hu/njt.php?igenyles>

Description: The National Legislative Database is an open and free service for searching for pieces of legislation.

### 4. Staff

Terms of employment, social security, equal treatment, redundancies

#### Social contributions for employees

Responsibility: Central Government: Central Administration of National Pension Insurance of the Ministry for National Economy

Website: <http://www.onyf.hu/>

Description: There are downloadable forms that have to be submitted online.

### 5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

#### Commercial and industrial norms in Hungary

Responsibility: Hungarian Trade Licensing Office, Hungarian Standards Institution

Website: <http://mkeh.gov.hu/>, <http://mszt.hu/homepage>

Description: The regulations are available for consultation and submissions are available as an eService at the website of the Hungarian Trade Licensing Office, as well as several other required documentations for compliance with the regulations are available for download (in the Hungarian version of the website only).



## Chemicals (REACH)

**Hungarian REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Information point(s)**

Responsibility: National Public Health and Medical Officer Service (ÁNTSZ), National Institute of Chemical Safety (OKBI), Hungarian National Public Health and Medical Officer Service (ÁNTSZ), The Hungarian REACH National Competent Authority

Website: <http://www.okbi.hu/reach/>, <https://www.antsz.hu/reach>

Description: Useful information materials and the text of the national enforcement legislation are available on the website of the National Institute of Chemical Safety. Furthermore, a Hungarian REACH Helpdesk Service is available to provide further information.

**6. Public contracts**

Rules and procedures, tools and databases, reporting irregularities

**Public procurement / eProcurement**

Responsibility: Central Government: Public Procurement Authority

Website: <http://www.kozbeszerzes.hu/>

Description: The website of the Public Procurement Authority provides access to public procurement information and to the tender notices published in the Hungarian Official Journal. Some cases can be administered online.

**7. Environment**

EMAS certification, energy labels, eco-design, EU eco-label

**Environment-related permits (incl. reporting)**

Responsibility: Central Government: Ministry of Agriculture, Ministry of National Development

Website: <http://www.magyarorszag.hu/>

Description: There are basic information available on the website. Certain forms can be returned online.

### **European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

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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)

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