



European
Commission

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

WHAT'S INSIDE

eGovernment in Hungary

Visit the e-Government factsheets online on Joinup.eu

[Joinup](#) is a collaborative platform set up by the European Commission as part of the [ISA² programme](#). ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.



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.

Cover picture © Fotolia

Content © European Commission

© European Union, 2017

Reuse is authorised, provided the source is acknowledged.

Country Profile	2
eGovernment Recent Developments	8
eGovernment Strategy	11
eGovernment Legal Framework	15
eGovernment Actors	19
eGovernment Who's Who	23
eGovernment Infrastructure	24
eGovernment Services for Citizens.....	26
eGovernment Services for Businesses.....	32

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 9,830,485 inhabitants (2016)

GDP at market prices: 112,398.7 million Euros (2016)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 68 (2015)

GDP growth rate: 2.0% (2016)

Inflation rate: 0.1% (2016)

Unemployment rate: 5.1% (2016)

General government gross debt (Percentage of GDP): 74.4% (2015)

General government deficit/surplus (Percentage of GDP): -1.6% (2015)

Area: 93,030 km²

Capital city: Budapest

Official EU language: Hungarian

Currency: HUF

Source: [Eurostat](#) (last update: 13 March 2017)

Political Structure

Hungary is a **parliamentary republic**. Its constitution grants legislative power to a unicameral parliament ([National Assembly](#)), made up of 199 members (after the 2014 elections) 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 Government operates 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, which services it will provide 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](#) (elected on 2 May 2012).

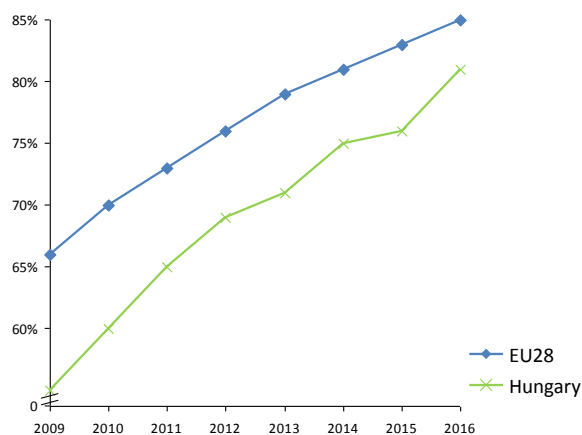
Head of Government: Prime Minister [Viktor Orbán](#) (since 29 May 2010).

Information Society Indicators

Generic Indicators

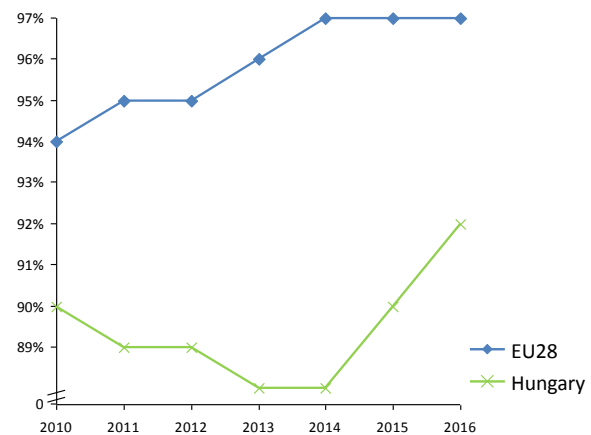
The following graphs present data for the latest Generic Information Society Indicators for Hungary compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Hungary



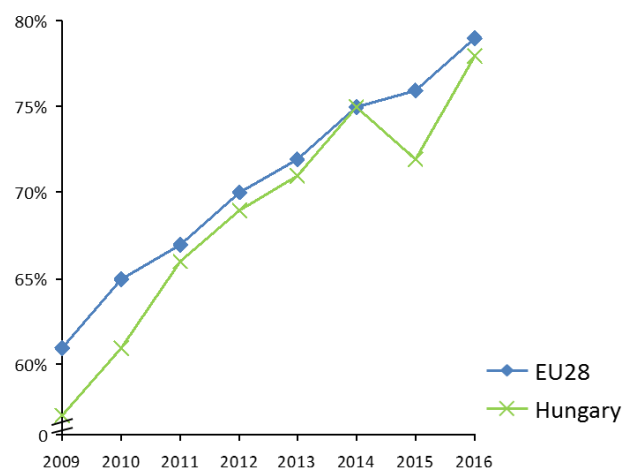
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Hungary

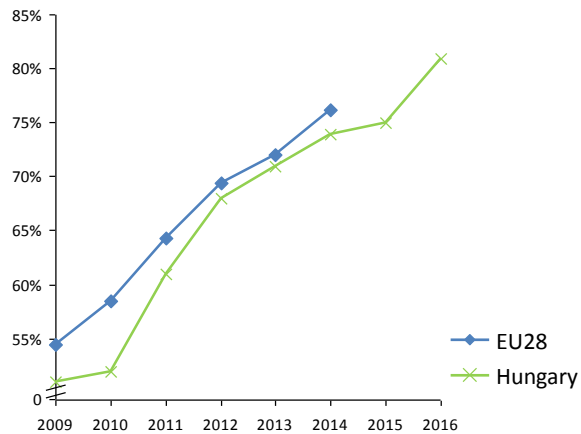
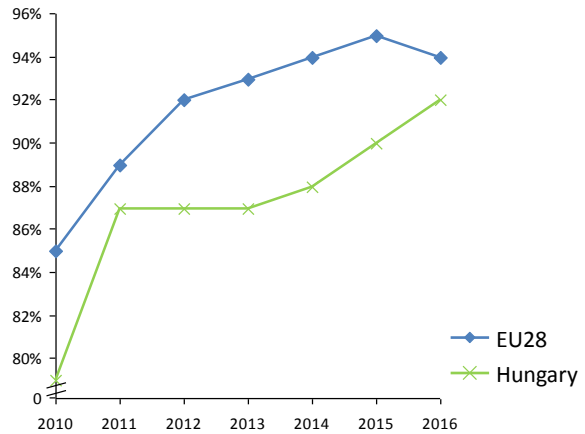
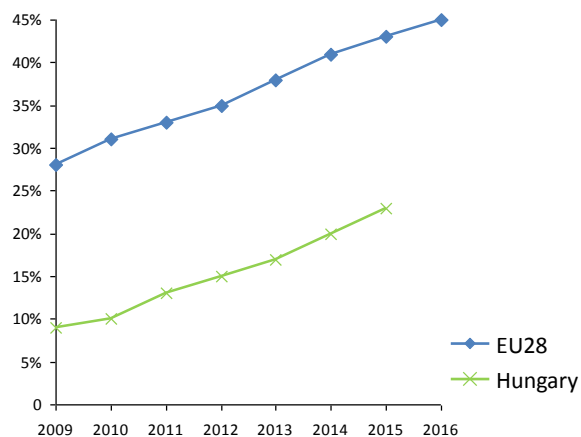
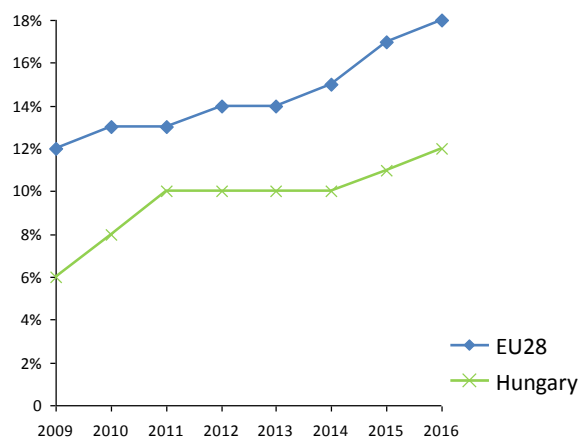


Source: [Eurostat Information Society Indicators](#)

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



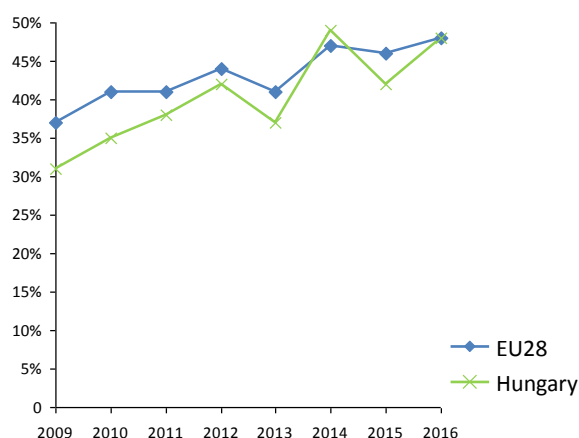
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in HungarySource: [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

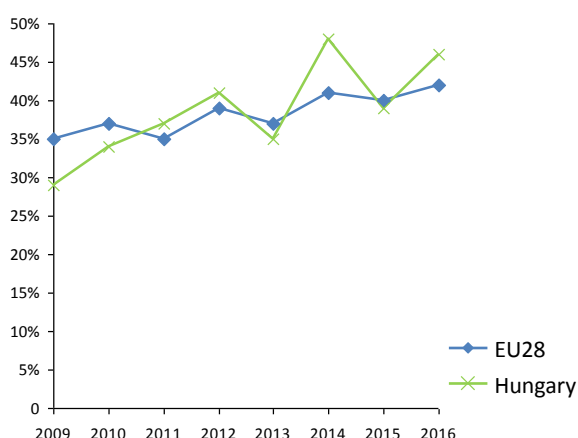
The following graphs present data for the latest eGovernment Indicators for Hungary compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



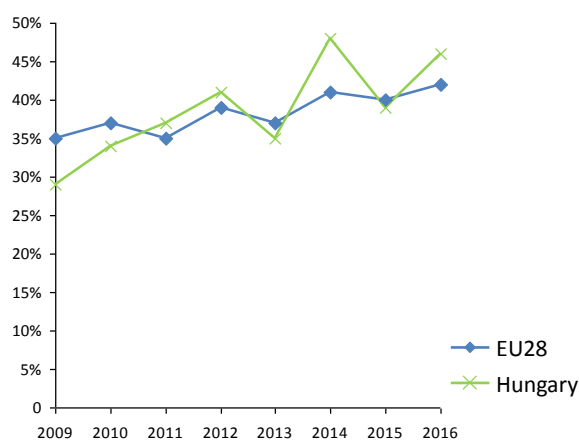
Source: [Eurostat Information Society Indicators](#)

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



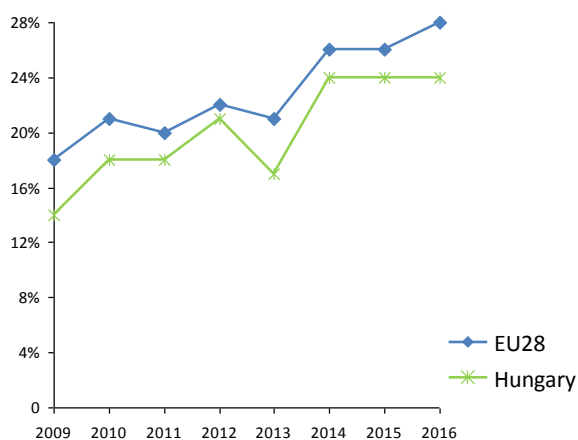
Source: [Eurostat Information Society Indicators](#)

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



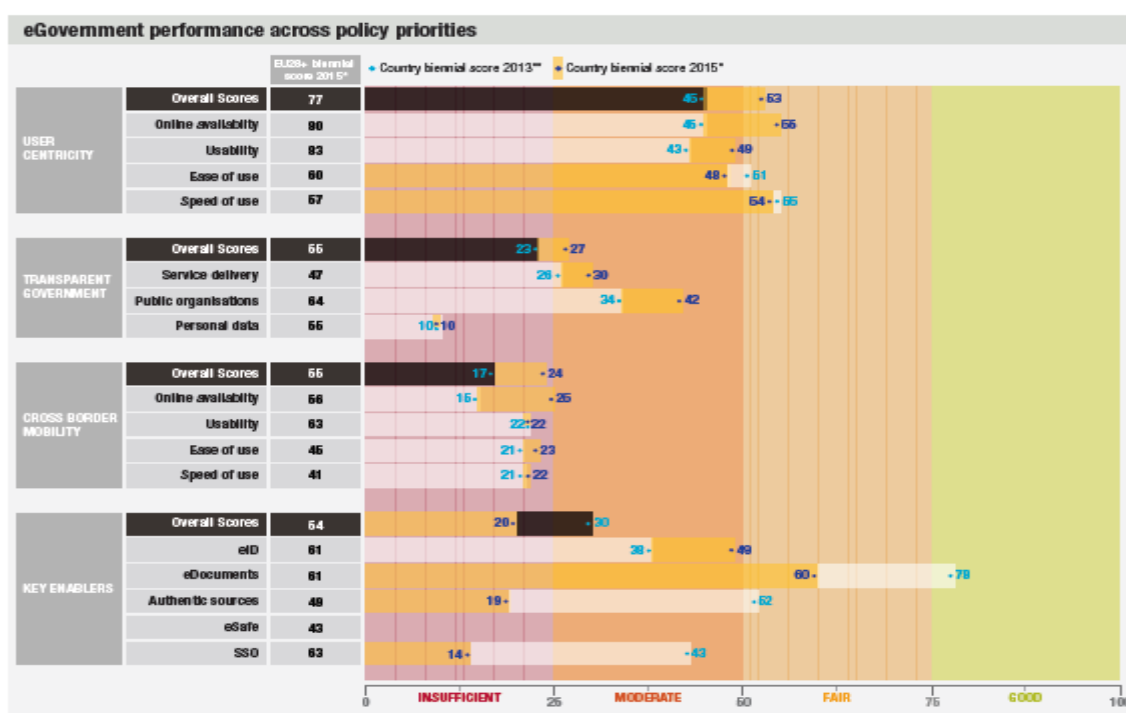
Source: [Eurostat Information Society Indicators](#)

Government State of Play

The graph below is the result of the latest [eGovernment Benchmark study](#)¹, 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 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), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business Start-up and Early Trading Operations, Losing and Finding a Job, Studying, Regular Business Operations, Moving, Owning and Driving a Car, and Starting a Small Claims Procedure. The figure below presents the development of eGovernment in Hungary compared to the EU average score.



Source: [eGovernment Benchmark Report 2016² Country Factsheet Hungary](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country's benchmark report was published in October 2016, however it shall be noted that it summarizes the country's biennial score of the preceding year (2015).

eGovernment Recent Developments

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

October 2016

In October 2016, a service that makes the immediate query of key data relating to motor vehicles on a Web Assistant Application possible was introduced. This service has been available on [OkmányApp](#) since 12 October 2016. Through the use of this service customers can get information on certain technical data of one or more vehicles based on the authentic vehicle registration maintained by KEKKH (data application), as well enabling individual examination and data control of the concerned data (data reconciliation).

A government customer line was introduced in 2016. The main task of the Government Customer Line is to provide quick, accurate and updated public administration information, assistance over the phone and electronically. In order to ensure greater freedom for the customers in 2016, a new service named ‘periodical notifications on electronic administration for customers’ was introduced. As well as from 1 October 2016, it is possible to apply for Official Certification of Good Conduct by phone for those who have registered for the Phone Identification Service. By the end of October 2016, a total of 1,267,653 inquiries had been received through seven service channels (telephone calls, email, VoIP, webchat, SMS, fax, forum).

July 2016

An electronic lawsuit system ([ePerkapu](#)) was introduced in 1 July 2016, in line with the amended Act III of 1952 on the Code of Civil Procedure, which now prescribes compulsory electronic communication with the court of justice for all parties represented by a legal counsellor, all domestic business entities and all public authorities. The main result of this measure has been the speeding-up of the delivery of documents in civil proceedings.

February 2016

In February 2016, KEKKH’s Mobilised Customer Service was launched, which further facilitates services for citizens, as it is able to reach any part of the country and, thus, eliminates temporal and spatial obstacles. The Mobilised Customer Service has taken part in several events in twelve locations, where nearly 2,000 pieces of administrative affairs have been launched.

January 2016

On 1 January 2016 a new eID card was introduced, which is suitable for visual and electronic identification, electronic signature and in addition it stores social security and tax identification numbers as well. The new eID card contains an electronic data carrier unit, storage element (chip) where all personal and document data are displayed.

The renewed eID card with an NFC chip provides the following functions:

1. Electronic travel document function (ePass)
2. Electronic identification function (eID)
3. Electronic signature function (eSign)
4. Public transport function (eNEK)

The eID function of the card is secured with a 6 digit PIN, and the optional e-Signature function with a 7 digit PIN. The eSignature function of the card is provided free of charge to citizens with the digital certificate required by the state-owned NISZ National Infocommunications Services Ltd. Until October 2016 the number of eID card applications was approximately 1.16 million, meaning that it is very popular among citizens. 5.2% of the applied documents contain eSign function and 43.8% contain fingerprint data. The addition of these two extra features is not compulsory, it is up to the citizens to opt for them.

The main services currently ensured by eID are as follows:

- ▶ Electronic identification and authentication;
- ▶ Client Gate registration without personal appearance (until October 2016 more than 5,500 registrations have been performed);
- ▶ PIN activation;
- ▶ Border crossing through sluice-gate access control systems;
- ▶ Use of electronic signature;
- ▶ Timestamp service;
- ▶ Mobile application for law enforcement use;
- ▶ Electronic validity control of documents.

The necessary card readers are officially distributed by the Hungarian Post, the cheapest available from HUF 13,000 (approximately EUR 40).

In January 2016, a new central identification solution, the [Central Authentication Agent](#) has been launched. This solution supports the use of different electronic identification and authentication services, including the already existing Client Gate and the newly introduced national eID card, as well as the Partial Code Telephone Authentication. According to the planned timeline, the eIDAS authentication will be also made available within the [Central Authentication Agent](#). With the new electronic identification tool and the gradual introduction of the new legal framework, the digital state pillar of the National Infocommunications Strategy 2014-2020 has made significant progress.

In 2016, the OkmányApp added several other administrative services that were already available on the Web Assistant Application, e.g. validity control of the documents and vehicle data query service. A total of 12 services are now available on the mobile application. The OkmányApp intends to eventually incorporate all other administrative procedures and services, which are already available electronically on the Web Assistant

Application. Between January to October 2016, 5,311 customers downloaded the application on their smartphones, through Android or iOS.

December 2015

An overall eGovernment law, the Act No. CCXXII. of 2015 on general rules of electronic administration and trust services, has been adopted by Parliament. This new eGovernment law sets out the general rules of electronic administration, the relationship between the citizens and public administration bodies providing e-administration services, their contacts, the renewal of interoperability rules, the legal provisions necessary to implement the eIDAS regulation (910/2014/EU), as well as the rules on authenticity of electronic and paper-based documents. It entered into force on 1 January 2017.

June 2015

A central ASP service providing pilot, the Municipality ASP 1.0 has been launched in 55 smaller municipalities in the Central Hungary Region. The goal of the project is to allow the municipalities to use modern, integrated and cost-effective IT services. Based on the Application Service Provider's central hardware and software infrastructure, the municipalities can use the following services within an integrated framework: financial management system, property cadastre, municipal tax system, document management system, industrial and commercial management system, municipality web portal and e-administration web portal. Another 34 municipalities are expected to start using the Municipality ASP's services from 1 January 2016, and plans to further develop the Municipality ASP and its extension to the rest of the country within the next years are already in the pipeline. Through the use of ASP services, operational costs can be lowered, while productivity and interoperability will improve within local administrative level, as well as across the different levels of public administration.

February 2015

Hungary published its [first progress report](#) on the implementation of its Open Government Partnership (OGP) Action Plans, providing information on how the government focused on initiatives that complemented its existing anti-corruption programmes over the last two years. As a result of spring 2013's problems with freedom of information and public procurement scandals, the author Petra Edina Reszkető from the Budapest Institute for Policy Analysis recommended to the stakeholders to rethink how government and civil society collaborate and develop the OGP process.

Secondly, a Budapest-based ICT firm that developed EuroOffice, signed a licence and support contract for 34,000 copies of EuroOffice to two Hungarian universities (Eötvös University and Szeged University) that are continually increasing their use of EuroOffice as well as the Open Document Format (ODF).

2001-2014

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

eGovernment Strategy

Main strategic objectives and principles



National Infocommunication Strategy 2014-2020

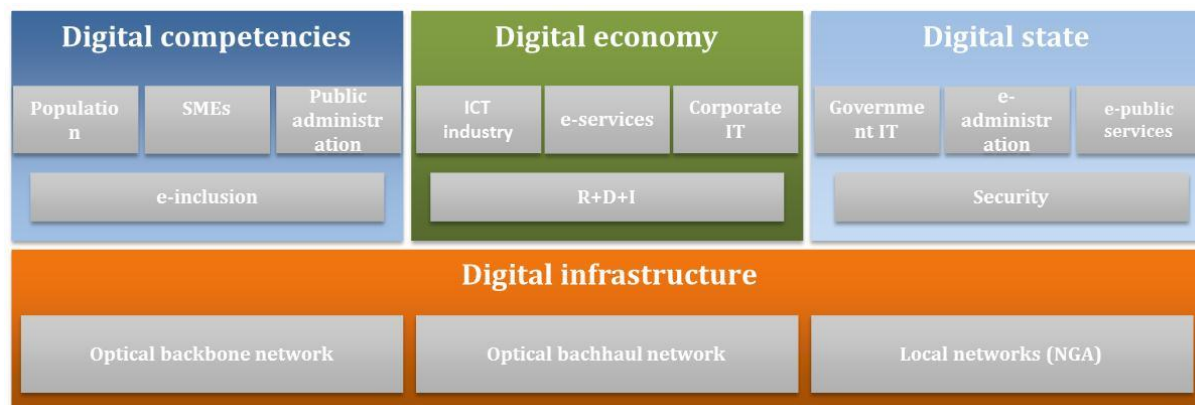
Infocommunication networks, tools, services and competences contribute increasingly to the improvement of the quality of life of citizens, the competitiveness of businesses and the efficiency of state operation. The recently adopted [National Infocommunication Strategy 2014-2020](#) intends to give a 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 those components of the digital ecosystem in the case in which any task, backlog, market error or bottleneck can be clearly identified which 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. According to the plans, the full range of the National Telecommunication Backbone Network is to be established by 2016. Further goals are that the mobile broadband coverage should reach 95% by 2016, by which date broadband internet access of at least 20Mbps should be accessible for all educational institutions.
2. **Digital Competences:** Development of the digital skills of citizens, enterprises (primarily SME's) and public administration employees. The major objective is that the rate of the digitally illiterate people among the adult population be reduced to 40% by 2016 and 30% by 2020, and that the indicator of regular internet usage should reach 65% by 2016. According to the target values set in the strategy, 90% of micro and small enterprises could have internet access by 2016 and 99% 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 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 e-government 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 electronising administrative processes;
- ▶ Guide for electronisation;
- ▶ Communication guidelines;

The tools for establishing a Digital State are 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.

Previous eGovernment Strategies

Electronic Administration Operational Programme 2007 - 2013

The **overall strategic objective** of the [Operational Programme](#) is to improve efficiency in the public administration. The programme supports the development of public administration to satisfy the demands of modern age. In order to achieve increased competitiveness – in line with the increasing expectations of citizens and businesses – the institution-oriented approach will be replaced by the service-oriented and client-oriented approaches.

The reorganisation and simplification of the government processes and their subsequent support by means of infocommunication are intended to render the operation of the State more efficient and to provide the same amount of services with the use of fewer resources. The Operational Programme comprises the modernisation of the procedures, processes and services of public administration and of the judiciary system with the use of

infocommunication technology. This overall objective is achieved through the implementation of the following two **specific objectives**:

- ▶ **Improving the effectiveness of public services by:** transforming public administration into a service provider, providing of three sources of access to the services (via Internet, telephone and face-to-face);
- ▶ **Increasing the efficiency of operations through:** the rationalisation of workflows, the development central IT services, and underpinning good governance.

The fulfilment of these objectives will be measured by the citizens'/businesses' satisfaction with public administration at the national level. The **priority axes** of the programme are:

- ▶ **Priority 1:** Renewal of internal procedures and Public Administration services.
- ▶ **Priority 2:** Developments aimed at improving access to public services.
- ▶ **Priority 3:** Preferential developments.
- ▶ **Priority 4-5:** Technical assistance (both Convergence and Regional Competitiveness and Employment Objectives).

The strategy of the Electronic Administration Operational Programme and the distribution of financial resources among regions were finalised as a result of partnership negotiations carried out and in compliance with the relevant EU regulations.

ePublic Administration 2010' Strategy (2008-2010)

The Hungarian Government took note of the '[E-Public Administration 2010](#)' Strategy on 2 July 2008. It covered the period of 2008-2010 and was implemented through action plans reviewed on an annual basis.

The objective of the Strategy was to define a general vision of future eAdministration for all stakeholders and provide a **uniform framework** for the detailed objectives of developments for the years to come. In addition, the document defines the most important strategic factors influencing the realisation of the objectives and encompasses all those substantive areas that institutions must take into consideration when developing their own services. This strategy also defined horizontally and vertically integrated programmes that acted as a foundation and/or fostered the systemic operation of the most important elements of eAdministration with regard to the Government as a whole.

The strategy contained **4 strategic fields**:

- ▶ **Modernisation** of the public services for the citizens, enterprises and the Public Administration.
- ▶ **Introduction** of integrated services for the governmental institutions, back offices in order to promote a transparent and effective Public Administration.
- ▶ **Contribution** to the spreading of professional eGovernment knowledge at leadership level and its implementation.
- ▶ **Development** of eGovernment adaptability, especially for those disadvantaged enterprises and citizens in the IT domain.

The Strategy identified the **main programmes**, which should be followed by the institutions while providing their own services:

- ▶ **Horizontal programmes:** set up guidelines and framework for the institutional service developments, including the content, process development and technological implementation of those services.
- ▶ **Vertical programmes:** EU 20 services' development by sector.

- ▶ **Integrated, shared services:** contribute to illuminate parallel processes and to further enable cost-efficient developments and functions. Investments related to the reforms can be implemented and time-management can be improved.
- ▶ **Overall programmes 1-7:** The ePublic Administration matrix and these overall programmes derive from the eGovernment concept. These programmes have their own objectives and their implementation will be managed through the actions set up in each programme.

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 only 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. Until the new SZEÜSZ and KEÜSZ services are developed the old SZEÜSZ regulation is to be applied with the stipulation that the introduction of new SZEÜSZ and KEÜSZ services are to be announced in the Official Gazette. The new laws regulating eGovernment approved in 2016 were:

- ▶ [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 administration 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 e-administration 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.
- ▶ [Act No. CXL. of 2004.](#) on general rules of the administrative procedures and services, especially its Chapter X on Electronic administration, amended in 2011. This chapter introduces the underlying principles for electronic administration, settles the role of the newly established Electronic Administration Inspectorate (EÜF), and also introduces the so called regulated electronic administration services. Further regulations are to be found in the following government regulations.
- ▶ 83/2012. (IV.21.) Government decree on regulated electronic administration services and the services compulsorily provided by the State.
- ▶ [84/2012. \(IV.21.\) Government decree](#) on assignment of certain organisations related to electronic administration.
- ▶ [85/2012. \(IV.21.\) Government decree](#) on the detailed provisions regarding 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 80/2008. (IV. 4.) on electronic application submission related to agricultural and rural development supports.

- ▶ [Government decree 276/2006. \(XII. 23.\)](#) on the Central Office for Administrative and Electronic Public Services.
- ▶ [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.
- ▶ [2055/2008. \(V.9.\) Government decree](#) on the tasks arising from the implementation of the Directive on services in the internal market [2006/123/EC](#).
- ▶ 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.

(The above listed legislative decrees are currently under coordination, they will only receive their numbers when they are adopted until the end of the year.)

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 new act adopted on 3 January 2016 and entered into force on 29 June 2016, 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.

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.

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.

[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 e-government 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.

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.

[Central Office for Administrative and Electronic Public Services \(KEKKH\)](#)

Functioning under control of the Ministry of Interior, KEKKH is the data managing and data-processing authority of the central and authentic national registries and is an integral

organisation of the Hungarian public administration until 31 December 2016. One of the most important tasks of KEKKH is expanding the scope of eGovernment services and improving their quality. Key objectives are to strengthen customer-centricity, to provide quick and reliable information as well as high quality legislation-compliant customer services and also safe and accurate data management.

As part of the Government's intention to reduce bureaucracy, from January 1 2017, several central public administration bodies and offices ceased their operations or merged into other public administration bodies, including the Central Office for Administrative and Electronic Public Services (KEKKH). Part of the KEKKH merged with its previous supervisory body, the Ministry of Interior, which now owns the activities related to data management and the data processing authority, together with maintenance of public registers.

[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) 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 e-government 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](#) (TÖÖSZ)

The National Association of Local Authorities (TÖÖSZ) 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) 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 Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Sándor Pintér
Minister of Interior

Contact details:
Ministry of Interior
József Attila utca 2-4.
1051 Budapest

Phone: +36-1-441-1717
Fax: +36-1-441-1720
E-mail: miniszter@bm.gov.hu
Source: <http://www.kormany.hu/en/>

Head of eGovernment



Károly Hajzer
Deputy State Secretary for Informatics, Ministry of Interior

Contact details:
Ministry of Interior
József Attila utca 2-4.
1051 Budapest
E-mail: karoly.hajzer@bm.gov.hu
Source: <http://www.kormany.hu/en/>

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.

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.

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.

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.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).

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.

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.

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.etdr.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. 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 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 our 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.

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

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.

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 documentation 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.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Contributor: Mr. Mihály DÁN, eGovernment Desk officer, Department for e-Government, Ministry of Interior; Nagy Tünde, Project Officer for international affairs, Unit of International Affairs and Space Policy, Ministry of National Development;

Production/Publishing: ISA Editorial Team, Wavestone Luxembourg S.A.

An action supported by ISA²

ISA² 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.

ISA² 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.

ISA² solutions can be used free of charge and are [open source](#) when related to IT.

More on the programme

ec.europa.eu/isa/isa2

Contact ISA²

isa@ec.europa.eu

Follow us

[@EU_ISA2](https://twitter.com/EU_ISA2)

[@Joinup_eu](https://twitter.com/Joinup_eu)