European Commission

eGovernment in Hungary

ISA

Country Profile [1]

Basic data and indicators

Basic Data

Population (1 000): 9,879.000 inhabitants (2014)

GDP at market prices: 100,537 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 66.6 (2013)

GDP growth rate: 1.5% (2013)

Inflation rate: 0% (2014)

Unemployment rate: 10.2% (2013)

General government gross debt (Percentage of GDP): 77.3% (2013)

General government deficit/surplus (Percentage of GDP): -2.4 % (2013)

Area: 93,024 km^2

Capital city: Budapest

Official EU language: Hungarian

Currency: HUF

Source: Eurostat

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 the 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, by 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 mayor in villages, towns and districts, and the chairman in the 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 as 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 in what way. 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, the concept of a regional self-government has been undertaken by the Government; the adoption and implementation are still underway.

The Constitution of Hungary was until 2011 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
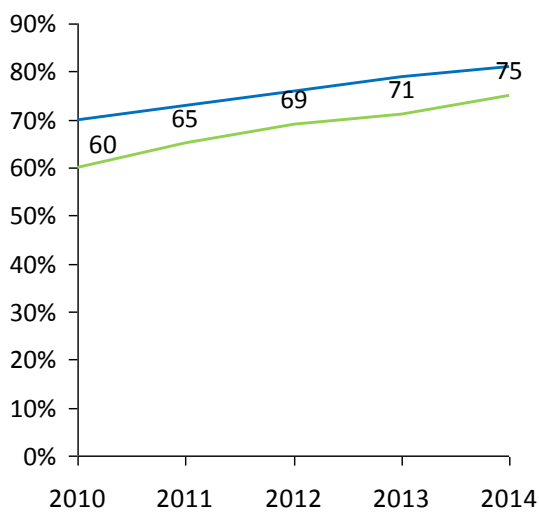
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_h&lang=en

Percentage of enterprises with Internet access in Hungary

Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_ci_in_en2&lang=en

Percentage of individuals using the internet at least once a week in Hungary
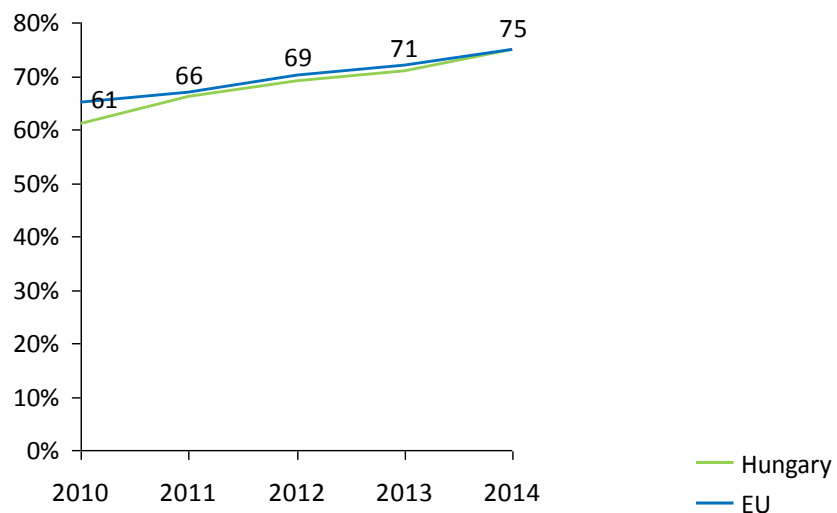
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bdek_di&lang=en

Percentage of households with a broadband connection in Hungary
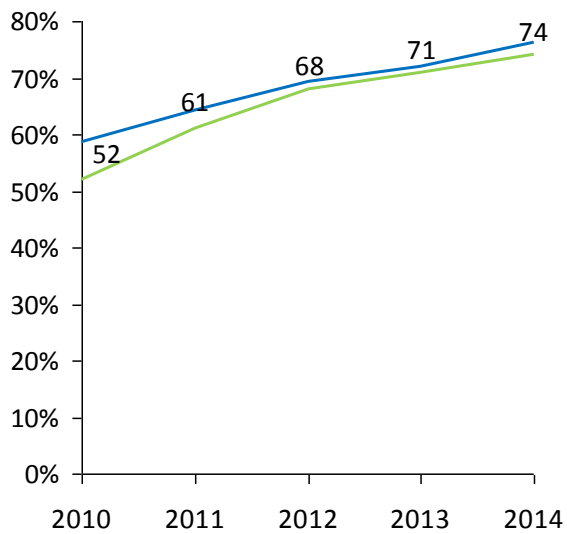
Source :
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=iso
c_r_broad_h&lang=en

Percentage of enterprises with a broadband connection in Hungary
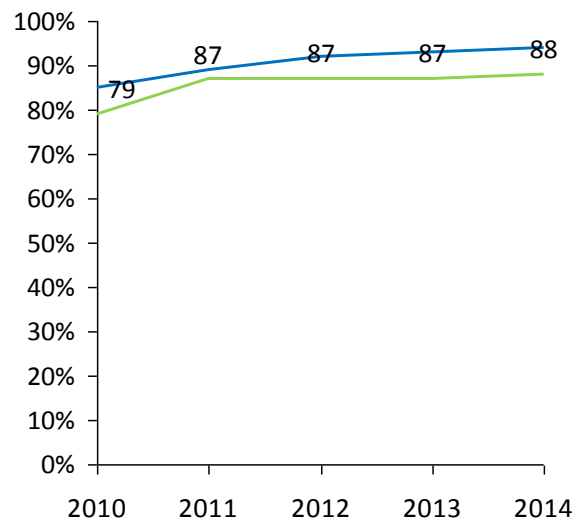
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=iso
c_bde15b_e&lang=en

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

Source:
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init
=1&language=en&pcode=tin00067&plugin=1
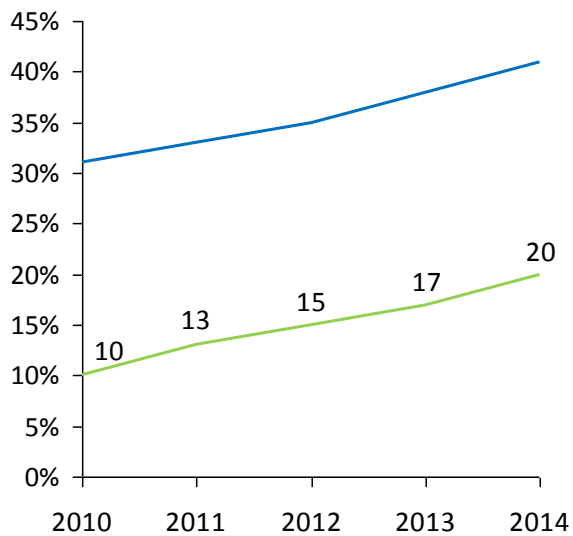
Percentage of enterprises having received orders online within the previous year in Hungary

Source :
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init
=1&language=en&pcode=tin00111&plugin=1
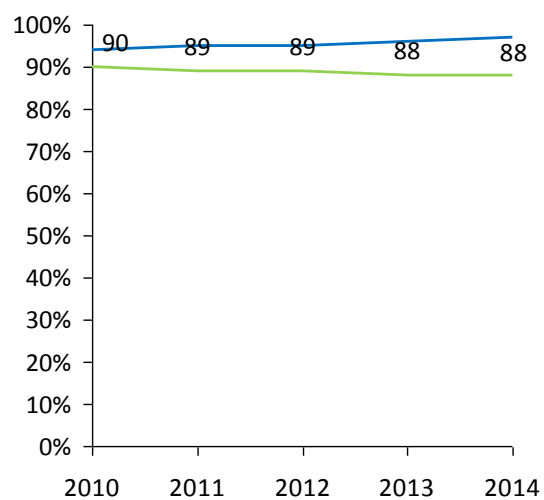
—— Hungary
—— EU

joinup

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
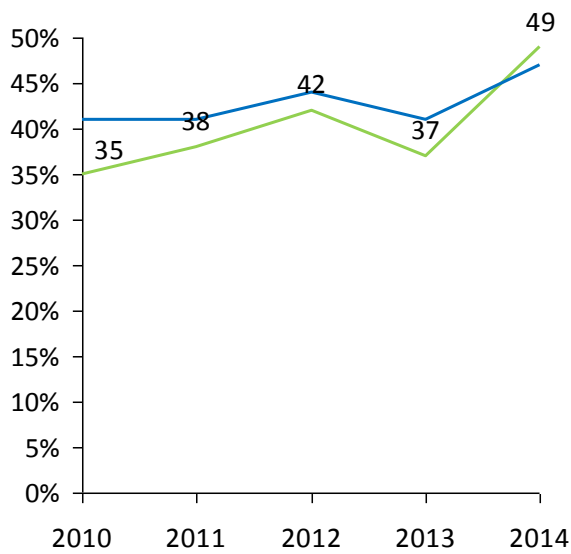
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

Percentage of individuals using the internet for obtaining information from public authorities in Hungary
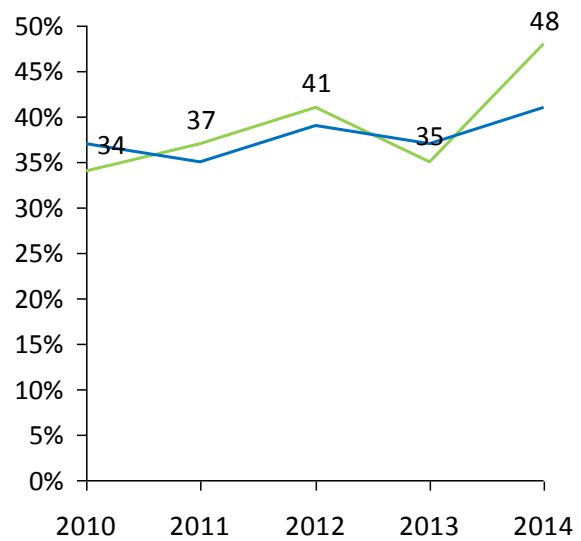
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

—— Hungary
—— EU

**Percentage of individuals using the internet for downloading official forms from public authorities in Hungary**
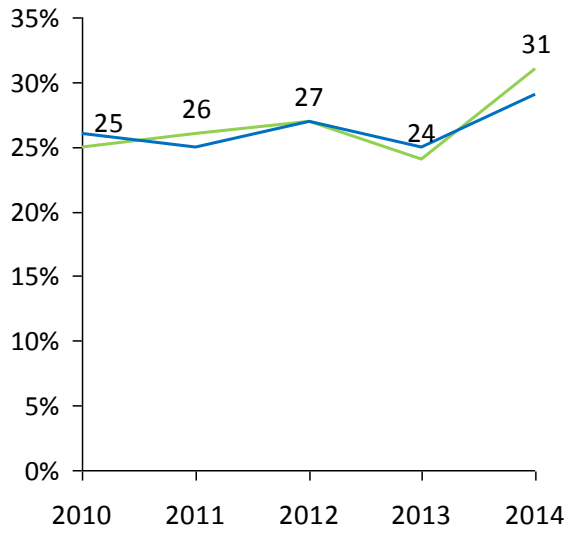
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en
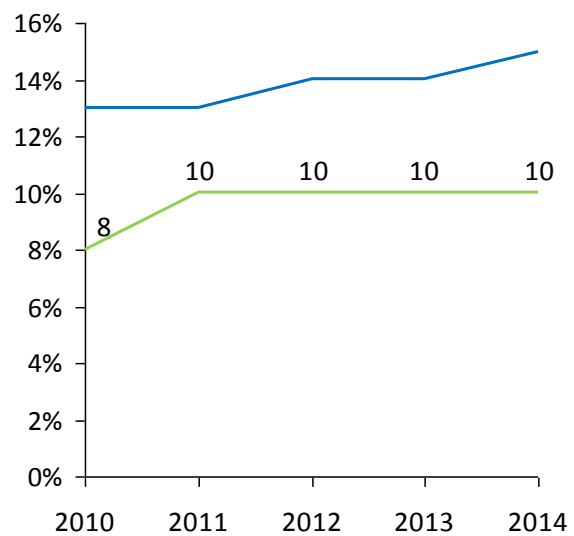
Percentage of individuals using the internet for sending filled forms to public authorities in Hungary
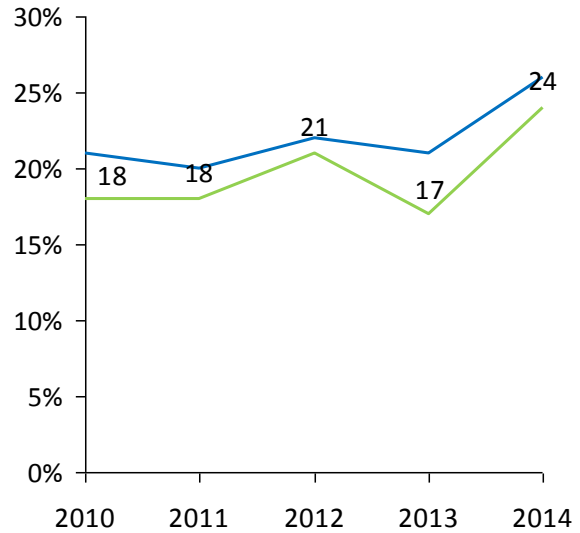
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

— Hungary
— EU

EGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark study, 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.
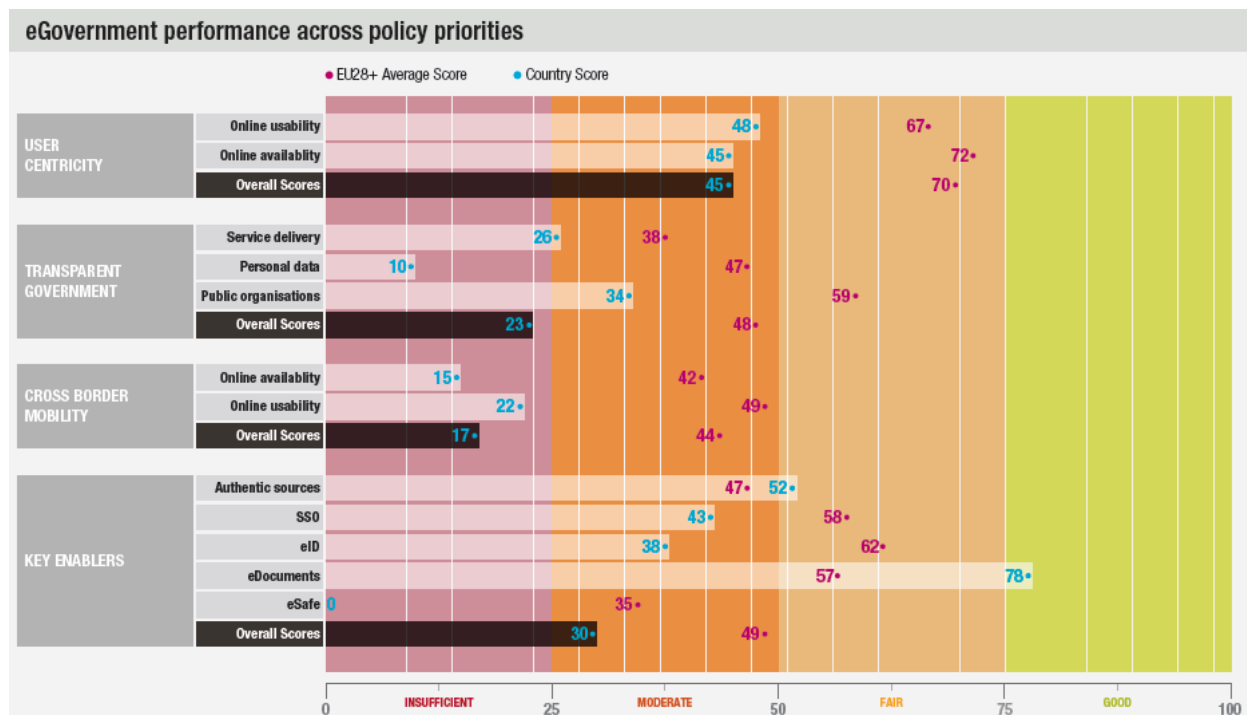
Source: http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5555

EGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: Joinup news.

Recent News

November 2014

▸ The Government adopted the 1631/2014. (XI.6.) Government Resolution on the implementation of the Digital Nation Development Program.

▸ The annual 'Infotér' conference is the largest gathering of the different stakeholders of the information society. The programme of the conference includes lectures, plenary sessions and round-table discussions on current ICT and eGovernment issues.

▸ The detailed planning of the Operational Programmes and the available funds for eGovernment development for the period between 2014 and 2020 is under its way.

June - September 2014

▸ After the April 2014 elections a new government structure has been formed. Within the new structure the Ministry of Interior became responsible for eGovernment related issues, and the two most important eGovernment implementing bodies, the Central Office for Administrative and Electronic Public Services and the state-owned National Info communication Service Provider Ltd. are now also supervised by the Ministry of Interior. Due to the strategic importance of the development of eGovernment, also the Prime Minister's Office has a coordinating role in this field now.

March 2014

▸ The Digital Nation Development Program has been adopted by the Government by the 1162/2014. (III.25.) Government Resolution. The Program consists of such elements as the development of broadband internet access (at least 30 Mbps at any point of the country), intelligent cities, and IT devices for the people living in deprived areas and the development of user-centric electronic administration services.

February 2014

▸ The new National Infocommunication Strategy for the period between 2014 and 2020 has been adopted by the Government in Government resolution No. 1069/2014. (II.19.).

December 2013

▸ As part of the implementation of strategic interoperability objectives of the European Union the Hungarian Parliament adopted the new law on interoperability. Act No. CCXX. of 2013. On the general rules of co-operation between registries of the national and local governments. The intention with this new law is to establish and increase co-operation between registries of national and local governments kept by bodies performing public duties, increase the competitiveness of the state, increase cost-efficiency of state operations and to promote co-operation between national and international bodies.

November 2013

▸ The annual 'Infotér' conference is the largest gathering of the different stakeholders of the information society. The programme of the conference includes lectures, plenary sessions and round-table discussions on current ICT and eGovernment issues.

▸ The Ministry of Public Administration and Justice announced in November 2012 that in the following months it will carry out a review of the legislative process, which is necessary for the implementation of electronic public services. This public administration development project will be launched by the end of April 2013 as part of the New Széchenyi Plan.

July 2013

▸ The National Electronic Information Security Authority was founded on 1 July 2013.

June 2013

▸ The third 'Parliament of the Information Society' (Infoparlament) was organised as the yearly forum for the different stakeholders of the ICT sector. The event is open for a wide range of stakeholders including government decision makers, civil organisations and key players of the ICT market.

April 2013

▸ The Hungarian Parliament adopted Act No. L. of 2013. on the Electronic Information Security of Central and Local Government Agencies for the protection of the confidentiality, integrity and availability of data and information managed in electronic information systems that are indispensable for the state and its citizens, as well as the integrity and availability of the relevant system elements on a comprehensive and continuous basis, in a closed system, and commensurately with risks, and hence the protection of the cyberspace.

News 2012-2001

2012

▸ The second 'Parliament of the Information Society' (Infoparlament) was organised as the yearly forum for the different stakeholders of the ICT sector. The event is open for a wide range of stakeholders including government decision makers, civil organisations and key players of the ICT market.

▸ On *21 April 2012* the Hungarian Parliament adopted the executive government decrees linked to previous year's amendment of <u>Act No. CXL. of 2004.</u> on general rules of the administrative procedures and services. With the adoption of these executive regulations the new legal framework for eGovernment services has been set. This new legal framework can adapt better to the changing conditions caused by the fast development of ICT technologies, and is a lot more flexible than the previous legal framework.

▸ Government ministers <u>agreed</u> that Hungary's public administrations will by default use open document standards for their electronic documents as of April 2012. Furthermore, all public organisations are encouraged to move to open source office tools

2011

▸ On *5 December 2011*, the Hungarian Parliament adopted the amendment of <u>Act No. CXL. of 2004.</u> on general rules of the administrative procedures and services. The amended new Chapter X on Electronic administration introduced the underlying principles for electronic administration, settled the role of the Electronic Administration Inspectorate (EÜF), and introduced the so called regulated electronic administration services. Further regulations to be found in the following government decrees.

▸ On *6 June 2011*, Hungary signed the European Union's Memorandum of Understanding (MoU) to implement<u>eCall</u>, the pan-European in-vehicle emergency call system. Deputy State Secretary for Transport Schváb confirmed that the leadership of Hungary's <u>Ministry of National Development</u> (*Nemzeti Fejlesztési Minisztérium*) is committed to the continuation of the comprehensive work which has started in the field of intelligent transport systems (ITS).

The in-vehicle eCall system allows emergency calls to be generated either manually by passengers, or automatically via activation of the in-vehicle sensors. The system establishes voice connection directly with the emergency service. At the same time, a minimum set of required data (time, location, vehicle ID, etc.) will be sent to the operator receiving the call. The system will reduce rescue times by 10-15 minutes, and eCall could be linked to the services of <u>112</u>, the common European emergency call service.

▸ On *1 June 2011*, the Hungarian State Secretary for ICT stated to the Parliament that the government wants to use the Open Document Format (ODF), a vendor independent format for electronic documents, as a default for its documents and that the relevant legislation is being prepared.

The Hungarian <u>Open Document Format Alliance</u> (*ODFA Magyarország*) welcomes the Government policy in a statement published on 14 June 2011. Referring to its 2008 study that showed that governmental use the ODF standard will result in significant cost savings, the organisation offered technical support to the government for the implementation of the vendor independent file format.

▶ At the conference, State Secretary Nyitrai also said that he wants to make educational resource material available in the open source format.

▶ The European Commission, Directorate-General Internal Market and Services, organised a [public consultation](#) on how to expand the use of eProcurement in Europe, based on a [Green Paper](#) it published in October 2010. On 25 November 2010, a conference is held in Brussels, with contributions from the Pan-European Public Procurement Online project ([PEPPOL](#)).

News 2010-2001

2010

▶ The development of the Hungarian [eGovernment Knowledge Portal](#) supported by the European Union is completed in *June 2010*. Besides the traditional homepage functions, the online platform offers interactive and web 2.0 services, including eLearning, online advice for the development of eGovernment services, navigation and user-friendly search possibilities on the multi-dimensional expert knowledge map. The project aims to provide and make available the information and knowledge bases relating to eGovernment that already exist in the central and local institutions of the Public Administration.

▶ The [TrafficPOINT](#) system, developed by Hungarian experts, is put into operation in *April 2010*. The system allows citizens who have committed **traffic offences** to have online access to the photos used by the police when imposing penalties. Elaborated by the Hungarian police with a private software company, the system also allows the offenders to easily obtain information on the circumstances and details of the offence. The system does not only receive photos of speeders, but also of drivers crossing a red traffic light or parking their car in a prohibited area.

On the occasion of the Hungarian parliamentary elections in April 2010, the [National Election Committee](#) **(**NEC**)** publishes on *16 February 2010* all documents related to the elections on its website. The site's visitors can also fill out online forms for related procedures. The NEC's homepage features all the official documents (**laws**, **regulations** and **deadlines**) of the parliamentary elections that are held every four years. Users can also find a calendar summarising all the important dates regarding the elections.

2009

▶ Open standards are made **mandatory** for the IT systems of Hungary's Public Administrations, after a vote of the Hungarian Parliament in favour of **amendments** regarding open standards resulting to the voting of the relative law on electronic government services, on *14 December 2009*. The changes to the law intend to make the public eServices **accessible to all**, by prescribing the use of IT standards that are publicly accessible and without any restrictions such as royalties.

▶ In *October 2009*, changes are announced on the legal rules governing the electronic management of government services and procedures making it easier for the Public Administration's institutions to use electronic interactions. In this context, the law on electronic public services and the law on the electronic delivery of official documents and on the electronic notice of receipt are adopted, and the regulation on Public Administration procedures and services is modified. Moreover, the Client Gate - the electronic client access and identification system accessible through the Hungarian

eGovernment portal offers the Public Administration a cheap and quick tool through which authentic and safe official communication can be conducted between the offices as well as clients.

▶ On *25 August 2009*, the Hungarian Government publishes a list of seven IT companies that will assist Public Administration and schools in applying **open source** and **open standard solutions**. The projects based on open source and open standards solutions constitute a new addition to the annual tender for software licenses. The now centralised price negotiations will make it easier for government bodies to purchase products and services, without having to organise separate tenders. The total value of the project is 24 billion HUF (approx. € 87 million).

During the same month, **crime reporting** by email acquires the same legal value as that performed by traditional means, as announced by the Parliamentary Commissioner for Civil Rights (Ombudsman). The Ombudsman stated that the documents communicated by electronic means have to be handled similarly to the traditional ones, thus doing away with the legal uncertainty associated to this reporting means and its processing by the police forces.

In *August 2009*, the 'Blue Book', the annual report on the development of Hungarian Information Society during the past year, is published for the fourth time. It analyses the broadband public utility development, the results of reducing the digital divide and community informatics. It moreover presents the importance of green IT and the Hungarian eGovernment's achievements. The report urges for immediate action in the fields of social innovation, broadband Internet access and the development of eGovernment.

▶ *Mid July 2009*, the Hungarian National Transport Authority (NTA) introduces new **software** which allows all the control centres taking part in vehicle technical controls, to gain access to an IT system, managing united, closed and secure data. The modular system, *'KÖKIR'*, provides more developed solutions for the technical control of vehicles on the one hand, and a closed and secure electronic data exchange for the NTA on the other hand.

▶ The Hungarian passports issued after *28 June 2009* contain one of their owner's fingerprints (index finger). This **new biometric** identifier comes in addition to the facial image which has already been stored in the chip of the current version of the passport. This is the result of a decision of the Hungarian Government made in compliance with the EU deadlines. The documents issued before 28 June 2009 will remain valid until their expiration date.

▶ A Task Force with the aim of facilitating the access to and the re-use of Public Sector Information (PSI) is established by the [Department of Land Administration and Geoinformation](#) (HUNAGI) in the Hungarian Ministry of Agriculture and Rural Development on *6 May 2009*. The Task Force activities will be mainly related to the geographic information (GI) which is produced, maintained and used in land management - including surveying, mapping, cadastre and land registration, remote sensing - and serviced by relevant spatial data infrastructures.

During the same month, expanded electronic payment possibilities bring about an increasing demand for enabling the online fulfilment of the citizens' financial obligations towards Administration. To meet this need, a **unified ePayment system** is currently being developed in Hungary, with the support of EU funding. The task of establishing the system has been delegated to the IT Service Centre of the Ministry of Finance, the Central Office for Administrative and Electronic Public Services, the Prime Minister's Office and the Customs and Finance Guard. The central electronic payment service is based on the following three principles: Case management and payment require separate client identification, payments can be made using the case identification

number which is generated by the present systems and the irrevocability of payments will be acknowledged by an electronic certificate.

At the same month, as part of the **New Hungary Development Plan**, the framework system for standardising eGovernment developments in Hungary is elaborated. Its aim is to **determine** the standards, requirements and regulations covering unified technical, semantic and IT-security aspects, methodological application development and project management, as well as the monitoring of the platform for the development and operation of eGovernment. The elaborated standards have been made available on the home page of the [Senior State Secretariat for Informatics](#) in a list of requirements accessible by all the developers.

▸ In *April 2009*, the planned **introduction of electronic solutions** in the Hungarian Customs and Finance Guard procedures is foreseen to make it easier for approximately 50 000 businesses to obtain the necessary licences. The project of establishment of an electronic contact between the nine concerned authorities and the introduction of the **one-window** management will enable businesses to submit their applications for licences through the **Client Gate**, the unified electronic client access and identification system accessible via the Hungarian eGovernment portal. Likewise, authorities will deliver the licences in electronic form.

Since the beginning of *April 2009*, the Hungarian budgetary and public institutions, as well as those in higher education, have been allowed to **acquire open source software** within public procurement frameworks. This may be of considerable effect on the development of the open source community in Hungary.

▸ In *March 2009*, the Hungarian Ministry of Agriculture and Rural Development set the target of **digitalising** all the title deed data and making them **accessible** on the Internet. With the help of the project entitled '**TakarNet24**', administration can significantly accelerate and the development can provide good ground to the fully electronic title deeds service system which has been introduced as the long-term target.

The **Client Gate** is the electronic client access and identification system accessible via the Hungarian eGovernment portal. The updated system, in *March 2009*, planned to facilitate the introduction of new public and healthcare services, and the adoption of even more user friendly applications. **Client Gate II** is implemented thanks to approximately € 16 million of full EU support in 2009.

▸ In *February 2009*, the Information and Communication Secretariat of the Prime Minister's Office urges on establishing a **National Digital Public Utility Infrastructure** in Hungary. To maintain Hungary's competitiveness and to ensure equal opportunities for all, there is a need to create a country-wide infrastructure that offers available, interactive and full-range communication access to this data for each citizen.

2008

▸ In *December 2008*, one of the **major**, most followed, eGovernment **measures** is the **electronic registration** of companies, **obligatory** since 1 July 2008. The new scheme brings about considerable changes for both the judges of the Courts of Registration and the lawyers. Regarding the judges, the task of actually registering the company has been replaced by that of legally supervising the registration process. On their side, lawyers are faced with entirely new methods which notably require the use of electronic signature.

At the same month, over a thousand types of forms are used in the Hungarian Public Administration within the framework of eGovernment services applications and for the management of civic affairs. According to a decision from the Government, the forms

will have been brought to a **standardised electronic format** by March 2009. Following the Government's decision, the standardisation of the forms will take place using a specific software system. Moreover, the future form of the submission system will be based on the updated version of the solution which is currently applied in electronic tax returns. In addition, as from March 2009, all these forms will be made available both on the ministries' homepages and on the eGovernment portal.

▸ Since *12 June 2008*, Hungarians enjoy access to the Hungarian Parliament's archives for the period dating from 1861 to 1918. Spanning 57 years, the original documents fill 769 volumes and are 321 670 pages in length. All facsimile documents of both the lower and upper houses are now available on a new website, run by the Library of the Hungarian Parliament. The library intends to continue its digitisation efforts and expand the Hungarian Parliamentary Collection to include all parliamentary documents up to 1990.

For the first time in *June 2008*, Hungarian farmers have the possibility to use the system (eSAPS) serving the **electronic submission** of their area-based support requests. This new service proved to be successful with 95 % of the applications submitted in an electronic way. The electronic application system, which was tested in a pilot operation by the largest farms in 2007, is now available to all Hungarian farmers.

▸ After the Hungarian Tax Authority (APEH), the Ministry of Justice, in *May 2008,* plans to introduce an **electronic auction sale**. The Ministry will apply the procedure proving suitable elsewhere in selling the sequestered real estates. The Hungarian Ministry of Justice is planning to sell the real estates offered for marketing in the course of authority procedures through an electronic auction sale. According to the plans, the system to be started on 1 January 2009 would help to eliminate the inconsistencies occurring in the present procedure.

At the same month, the Under-secretariat responsible for Minority and National Politics at the Hungarian Prime Minister's Office starts a new information system. The Regional Interactive Space Information System has been established to support the work of the politicians, decision makers and scientific experts dealing with these issues and being responsible for support and development. However, the online database is also available for all those interested. The system provides the most important data pertaining to the regions at national, regional and settlement levels.

In *April (and March) 2008,* the Electronic Government Centre (EGC) of the Hungarian Prime Minister's Office (PMO) conducts an online survey among Internet users regarding the **extension** of the **electronic public services** available to Hungarians. In the survey, Hungarian citizens were asked about solutions which have already been tested in Europe and could be used in Hungary in the future. In general, the respondents evaluated the possible new services positively. The online survey, available on the Burostop home page, was filled in by approx. 300 people.

Hungary launches an online database of non-governmental organisations, in a bid to enhance links between Government and civil society. This new civil society database went live on *8 April 2008*. Relying on data fed into the system by the courts, the database is updated on a daily basis.

Békéscsaba municipality, a county seat close to the Hungarian-Romanian border in south-eastern Hungary, becomes, on *15 April 2008,* the latest local authority to offer **round-the-clock wireless eAdministration services**. For the time being, this service covers the document office (ID cards, addresses, driving licences, vehicle registration and number plates, etc.), taxation and social policies.

▸ In *March 2008*, it is announced that as of 1 June 2008, it will become compulsory to register companies on-line. That will be preceded by the adoption of a Decree on the 'intelligent' eForm and a new **Act** on the **eAcknowledgement form**. In addition, company registration time will be shortened in Hungary. From 1 July 2008, a simplified

company procedure reduces the time necessary to have a company registered to only one hour, since electronic company procedure has become compulsory.

▶ A law adopted in *February 2008* will see the introduction of the 'ePost Office' for legal documents sent via electronic mail. The new bill introduces a novel independent agent to act as a go-between for judicial authorities and their clients – the **ePost Office**. E-mails of a legal nature will be delivered to the ePost Office which will then notify the recipient either via ordinary e-mail, or text message to a mobile phone. To consult the documents in question, the recipient must first use an official eSignature to send an acknowledgement of receipt to the sender.

▶ In *January 2008*, the Hungarian Central Office for Administration and Electronic Public Services announces a **new service** to provide citizens with **free e-mail alerts** reminding them of deadlines for the renewal of official documents. The service will be provided by **KEKKH**, a new government agency set up on 1 January 2007.

During the same month, a **one-stop job portal** for civil servants, a new on-line service in Hungary is launched aiming at centralising the recruitment of civil servants through an on-line 'one-stop' job portal – **Kozigallas**. The Human Resources Department of the Prime Minister's Office launched the **new website** at the beginning of January, announcing it as a real milestone in the modernisation of the Hungarian Public Administration.

[APEH](), the Hungarian Inland Revenue Office, introduces **eAuctions** allowing, to the highest bidder, the on-line sale of goods seized by the tax authorities. As of *1 January 2008*, an amendment to the Hungarian Act on Taxation makes it possible for the Tax Office to conduct auctions electronically.

2007

▶ In *October 2007*, the Hungarian Government launches a **new internet site** www.burostop.hu, aimed at gathering opinions on how to best reduce bureaucracy and **simplify administrative procedures**. The 'Burostop' site allows citizens to find information relating to the Government's bureaucracy-cutting programme, including legal texts, studies and expert proposals.

▶ In *July 2007*, the Hungarian Customs and Excise Authority introduces electronic export customs procedures which will significantly accelerate the movement of goods and should serve to **enhance** the **international standing** of **Hungarian businesses** (ECS/AES - Export Controlling System/Automated Export System).

At that same month, the first Hungarian eGovernment Cluster is formed on the initiative of Albacomp Zrt, with providers of various eGovernment activities co-operating together.

▶ In *January 2007*, Hungary sets up a **new central office** – the Public Administration and Central Electronic Public Services Office – which holds the responsibility for all tasks relating to the provision of eGovernment services, and the management of electronic records and documents.

2006

▶ In *December 2006*, the Hungarian conceptions concerning the Union's coming planning period of 2007-2013, are collected in the [New Hungary Development Programme]() (NHDP) as a part of which a separate action programme on electronic public administration was accepted at the end of 2006.

▸ In *August 2006,* the Hungarian Government wishes to **unify** the **State Administration**. The construction of this 'single window' system would take place over several years. Once completed, citizens would be able to apply for a national insurance card, arrange tax affairs and request copies of land register entries all at the same time.

▸ In *July 2006*, the Hungarian Government organises **eGovernment training courses** for some 4 500 civil servants from 700 different offices through 'A practical guide to eGovernment for municipal government employees'.

▸ In *June 2006*, the established, in 2002, Ministry of Informatics and Communications (IHM) is **abolished** and its tasks, mainly related to the area of the Information Society, with the exception of those relating to ePublic Administration, are transferred to the Ministry of Economy and Transport. Its tasks in connection to eGovernment are **transferred** to the Prime Minister's Office and have been merged with the eGovernment Centre (EGC), forming a **new Centre for Electronic Public Services**.

▸ In *February 2006*, a **report** on the home pages of the Hungarian Ministries is elaborated. The analysis of the web sites of the 15 ministries makes it clear that the governmental home pages have considerably improved both in number and in quality during the last two years.

2005

▸ In *July 2005*, the Hungarian Parliament adopts an Act on the freedom of information by electronic means, whose goal is the establishment of the legal environment required to create a transparent digital state.

▸ In *May 2005*, the 'Act on the general rules of public administration and services' is passed by Parliament. This act is aimed at removing obstacles to the development of eGovernment in Hungary and at ensuring that electronic procedures have the same legal value as paper-based administration. The Act would come into force in November 2005.

▸ Client Gate, which uses a **'single gate' solution** to identify those wishing to access public administration eServices, is set up on *1 April 2005*. Apart from tax and social insurance declarations, college and university applications are the most frequently used services.

2004

▸ In *November 2004*, the Government launches the Electronic Government Backbone (*Elektronikus Kormányzati Gerinchálózat* - EKG), a secure government-wide communication network together with a new version of its portal Magyarorszag.hu.

At the same time period, the Electronic Government Centre of the Prime Minister's Office introduces the eGovernment 2005 Action Plan and the programming of its strategy.

2003

▸ In *December 2003*, the Government adopts a resolution on the implementation of the Hungarian Information Society Strategy (MITS) which launches the eGovernment Operative Committee.

▸ In *November 2003*, the Government adopts the Hungarian Information Society Strategy (MITS) that identifies electronic public services and eDemocracy as key priority areas. One of the key parts of this Strategy is the new eGovernment 2005 Strategy.

▸ In *September 2003*, a new eGovernment portal, Magyarorszag.hu is launched. Replacing eKormanyzat.hu, the **new portal** is at the same time an institutional portal and a services platform. It is meant to provide, in the future, access to more than 40 interactive services including address notification, extension of driving licence validity and birth certificate amendments.

▸ In *July 2003*, an Electronic Government Centre (EGC) is created within the Prime Minister's Office. The Centre replaces the 'Office of Government Information Technology and Civil Relations, and takes over responsibility for IT matters concerning Central Public Administration.

2002

▸ In *December 2002*, the Government adopts a resolution providing a set of recommendations for the future Hungarian Information Society Strategy (MITS). The resolution also creates the **Inter-Departmental Coordinative Committee for the Information Society**, which will start to operate in February 2003 under the auspices of the **Ministry of Informatics and Communications**.

▸ In *October 2002*, in order to enable user identification, the Hungarian Government launches a range of initiatives aimed at setting up a smart card infrastructure for eServices provided by central and local administrations.

▸ The **Hungarian eParliament programme**, **launched** in *2002* to support the modernisation of parliamentary work, has been achieving increasingly tangible results.

▸ In *July 2002*, a Government decree establishes the **'Office of Government Information Technology and Civil Relations'** and the Inter-Departmental Conciliatory Committee for Government Information Technology (KIETB) on the basis of the Inter-Departmental Committee of Informatics launched in 1991.

2001

▸ In *December 2001*, the Hungarian Parliament adopts the Act on Electronic Commerce and Information Society Services.

At the same time period, the Prime Minister's Office launches Hungary's first eGovernment portal, *eKormanyzat.hu*.

▸ In *July 2001*, the Office of the Government Commissioner for Information and Communication Technology (IKB) introduces the **Electronic Government Programme**. Its two main objectives are to provide citizen-friendly services and to improve the efficiency of internal operations.

▸ In *May 2001*, the Office of the Government Commissioner for Information and Communication Technology (IKB) issues the first version of the National Information Society Strategy (NITS). One of the priority areas of NITS is the implementation of eGovernment.

eGovernment Strategy

Main strategic objectives and principles

National Infocommunication Strategy 2014-2020

Understanding that the info communications networks, tools, services and competences contribute increasingly to the improvement of the life quality 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 info communications for the same period as 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.
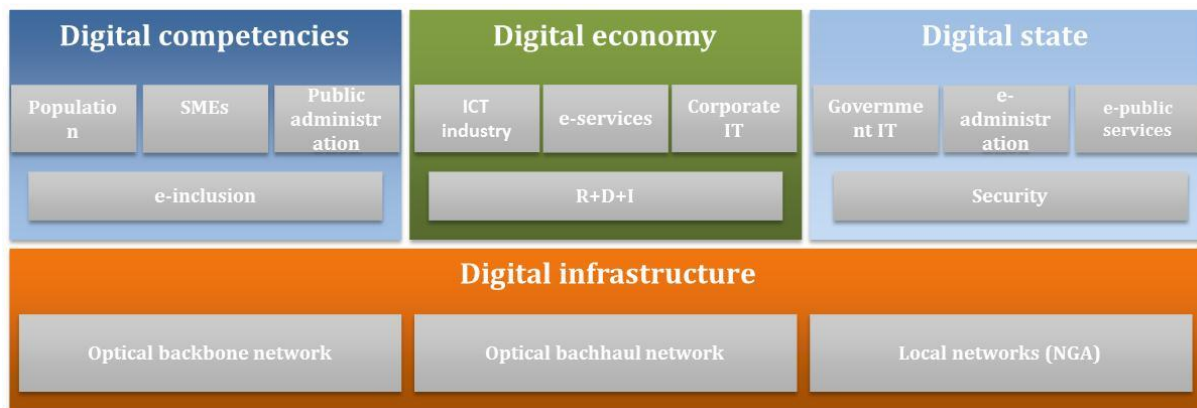
The Strategy prepares the status analysis, defines the targets and identifies the tools along the following pillars:

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.

Digital Competences: Development of the digital skills of citizens, enterprises (primarily SME's) and public administration employees. The major aspiration is that the rate of the digitally illiterate people among the adult population should 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.

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 tools for establishing the Digital State are providing the adequate info communication background, whereas developing e-services enables to improve citizens' quality of living. 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.

Digital competencies			Digital economy			Digital state		
Population	SMEs	Public administration	ICT industry	e-services	Corporate IT	Government IT	e-administration	e-public services
e-inclusion			R+D+I			Security		

Digital infrastructure		
Optical backbone network	Optical bachhaul network	Local networks (NGA)

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 concerns the development of public administration to conform to the demands of modern age. In order to achieve increased competitiveness – in line with the increasing expectations of the citizens and businesses – the institution-oriented approach will be replaced by the service-oriented and client-oriented approach.

The reorganisation and simplification of the government processes and their subsequent support by means of info-communication 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 info-communication technology. This overall objective is achieved by the implementation of the following two **specific objectives**:

▶ improving the effectiveness of public services by

- rendering public administration as a service provider
- providing three ways of access to the services (via the Internet, by telephone and face-to-face)

▶ increasing the efficiency of operation through

- rationalisation of the workflows
- developing central IT services
- 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 the internal procedures and the services of Public Administration.

▶ **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 the regions were finalised as a result of partnership negotiations carried out and in compliance with the relevant EU regulations.

'E-Public Administration 2010' Strategy (2008-2010)

The Hungarian Government took note on 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 and overall programmes that formed a foundation and/or fostered the systemic operation of the most important elements of eAdministration, as regards 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 spread of the professional eGovernment knowledge at leadership level and implementation.

▸ **Development** of the eGovernment adaptability especially of those disadvantaged enterprises and citizens in the area of IT.

The Strategy identified **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 sectors.

▸ **Integrated, shared services**: contribute to illuminate parallel processes and to further 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 derived 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
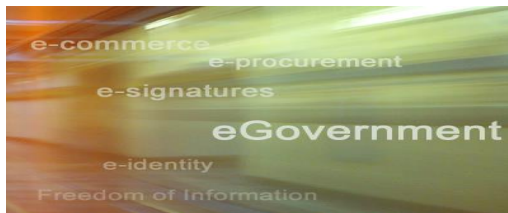
There is currently no specific overall eGovernment law in Hungary. However, most of the legal regulations concerning eGovernment have been changed since 2010. The most important regulations applying for eGovernment services are laid down in the following legal texts:

▸ 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.

▸ 82/2012. (IV.21.) Government decree on the amendment of Government regulations on electronic administration related to the Act No. CXL. of 2004.

▸ 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 Info communications Authority on the 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 Info communications 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.

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 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. XXXV. of 2001 on Electronic Signature

The Act on Electronic Signature was adopted on 29 May 2001 and entered into force on 1 September 2001. It creates a legal framework for the provision of certified electronic communication and data transmission in business, the public administration and other areas of life affected by the information society.

Government Decree 78/2010. (III. 25.)

Government Decree 78/2010. (III. 25.) on the requirements for the use of electronic signatures by the public administration and on the rules of electronic correspondence.

eCommerce Legislation

eCommerce Laws

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

Decree of the Ministry of Finance 46/2007. (XII. 29.) on electronic invoice.

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 taxameters 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

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

Deputy State Secretary for the Coordination of Infocommunication, Prime Minister's Office

The Deputy State Secretary for the Coordination of Info communication operates under the State Secretary for Strategic Issues of the Prime Minister's Office. The Deputy State Secretary for the Coordination of Info communication 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 Info communication 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 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.

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. One of the most important tasks of KEKKH is expanding the scope of e-government 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 the related safe and accurate data management.

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 the Hungarian governmental organizations and public administration. Apart from maintaining the governmental IT infrastructure and services, its strategic goals also include the development of e-government solutions.

Deputy State Secretary for Infocommunication , Ministry of National Development

The Deputy State Secretary for Infocommunication is responsible for the development of ICT infrastructure and the 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. The NIIF Program, in accordance with the international practice, at the same time plays a leading edge role in the development and introduction of most advanced networking technologies in Hungary. By this way, the Program fulfils a deterministic function in the nation-wide development of the information and communication technologies. While providing an up to date and competitive infrastructure for the academic and research community, the Program also serves by piloting new networking technologies and applications for the widest 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 with 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 the relevant legislation, the primary tasks of SOA are to audit and evaluate the operation of the financial system of public finances, as well as to promote 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 competency on 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 the culture and knowledge 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.

Deputy State Secretary for the Coordination of Infocommunication, Prime Minister's Office

The Deputy State Secretary for the Coordination of Infocommunication operates under the State Secretary for Strategic Issues of the Prime Minister's Office. The Deputy State Secretary for the Coordination of Infocommunication 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.

Deputy State Secretary for the Coordination of Infocommunication, Prime Minister's Office

The Deputy State Secretary for the Coordination of Infocommunication is responsible for the coordination of tasks related to e-government 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)

National Association of Intelligent Local Authorities (ITOSZ) is dedicated to promoting cooperation between the 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 with 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 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

Source: http://www.kormany.hu/en/ministry-of-interior/the-minister

Head of eGovernment

No photo available

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/download/3/58/00000/BM%20Hajzer%20K%C3%A1roly.pdf

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Magyarorszag.hu

Hungary's eGovernment portal, Magyarorszag.hu (Hungary.hu) was launched in September 2003. It is at the same time an **institutional portal** and **a services platform**. It generates and summarises contents from 46 government websites. On 1 April 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 a possibility of a secure 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 its help fill up the electronic forms of any public authority in offline mode. After completing the fill up, they 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 http://kormany.hu 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 the 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

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.

eProcurement

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 EU budget) and the Pulic Procurement Authority subordinate to the 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 the 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 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

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

Website: http://www.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.

2. Job search services by labour offices

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

Website: http://www.afsz.hu/ and http://vmp.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.

3. Social security benefits

a. Unemployment benefits

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

Website: http://www.afsz.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.

b. 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.

c. 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.

d. 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 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.

4. Personal documents: passport and driver's licence

a. Passport

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

Website: http://www.magyarorszag.hu/ and 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).

b. 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.

5. 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/ and 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)

6. Application for building permission

Responsibility: Central Government: Prime Minister's Office

Website: http://www.magyarorszag.hu/ and 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.

7. 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.

8. 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.

9. 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.

10. Enrolment in higher education/university

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

Website: http://www.felvi.hu/ and 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.

11. 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.

12. 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.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the <u>eEurope initiative of 2000</u>, to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. Customs declarations

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.

7. 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.

8. Public procurement

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.

European Commission

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

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Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

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More on the programme:

http://ec.europa.eu/isa/

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