

September 2006

# eGovernment in

# Hungary



Country Profile

History

Strategy

Legal Framework

Actors

Who's Who

Infrastructure

Services for Citizens

Services for Businesses

**What's Inside**

## Contents:

|  |    |
|--|----|
| Country Profile.....                     | 1  |
| eGovernment History.....                 | 3  |
| eGovernment Strategy.....                | 7  |
| eGovernment Legal Framework.....         | 10 |
| eGovernment Actors.....                  | 12 |
| eGovernment Who's Who.....               | 14 |
| eGovernment Infrastructure.....          | 16 |
| eGovernment Services for Citizens.....   | 18 |
| eGovernment Services for Businesses..... | 24 |

### Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Hungary. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

## Country Profile

### Basic Data and Indicators

#### Basic data.....

**Population (1.000):** 10.097,5 inhabitants (2005)

**GDP at market prices:** 87.894,4 billion Euro (2005)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100):** 61,4 (2005)

**GDP growth rate:** 4,1% (2005)

**Inflation rate:** 3,6% (2005)

**Unemployment rate:** 7,1% (2005)

**Government debt/GDP:** 58,4% (2005)

**Public balance (government deficit or surplus/GDP):** -6,1% (2005)

*Source:* [Numerical data provided by Eurostat](#)

**Area:** 93.029 km<sup>2</sup>

**Capital city:** Budapest

**EU Official Languages:** Hungarian

**Currency:** Forint (HUF)

*Source:* [Europa website](#)

#### Political Structure.....

Hungary is a Parliamentary Republic. Its constitution gives legislative power to a unicameral parliament ([National Assembly](#)), made up of 386 members elected for a four-year term of office (uninominal voting, in part proportional, two-round election system, ballot).

Executive power is held by the [President of the Republic](#), who is the Head of State, and the Government, headed by the [Prime Minister](#). 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 role. The National Assembly elects the Prime Minister upon proposal of the President of the Republic, on the basis of the principle of parliamentary majority, concurrently approving the government programme. The Prime Minister selects members of his government, who are formally appointed by the President and confirmed by the National Assembly.

Local government operates in municipalities (in 2.868 villages, 267 towns, 1 capital city, 23 districts of the capital city and 19 counties) through an assembly of elected representatives headed by a mayor in villages,

towns and districts, and a president in the counties. The obligations of municipalities include elementary education, the provision of health care and basic social benefits, the enforcement of the rights of national and ethnic minorities, establishment of local titles and awards, etc. The mayor is elected directly by the voters. Based on the new regional development concept approved in 1998, the development of a second tier of local government, consisting of seven administrative regions, is still underway.

The [Constitution of Hungary](#) is the Constitution of 1949 together with its amendments, in particular the amendment proclaimed on 23 October 1989.

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

**Current Head of State:** President László Sólyom (elected on 7 June 2005)

**Current Head of Government:** Prime Minister Ferenc Gyurcsány (since 9 June 2006).

## Information Society indicators.....

**Percentage of households with Internet access:** 22% (2005)

**Percentage of enterprises with Internet access:** 78% (2005)

**Percentage of individuals using the Internet at least once a week:** 34% (2005)

**Percentage of households with a broadband connection:** 11% (2005)

**Percentage of enterprises with a broadband connection:** 48% (2005)

**Percentage of individuals having purchased/ordered online in the last three months:** 14% (2005)

**Percentage of enterprises having received orders online within the previous year:** 4% (2005)

**Percentage of individuals using the Internet for interacting with public authorities:**

obtaining information 15,1%, downloading forms 12,3%, returning filled forms 47,3% (2005)

**Percentage of enterprises using the Internet for interacting with public authorities:**

obtaining information 63%, downloading forms 61%, returning filled forms 35% (2004)

Source: [Eurostat](#)

# eGovernment History

## Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Hungary](#)



### June 2006.....

The established in 2002 Ministry of Informatics and Communications (IHM) has been abolished, and its tasks, mainly related to the area of the Information Society, with the exception of those relating to ePublic administration, have been transferred to the Ministry of Economy and Transport. Its tasks in connection to eGovernment have been transferred to the Prime Minister's Office where they will be merged with the eGovernment Centre (EGC) and form a new Centre for Electronic Public Services to be formally established by 1 January 2007.

### November 2005.....

The **'act on the general rules of public administration and services'** comes into force. Modifying more than 50 previous legal texts, 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 new legislation introduces a number of important obligations for the

Hungarian public administration, such as the obligation to make services available online and the obligation for each government department to make a specific set of information – including downloadable forms – available both on its own website and on the Government Portal [Magyarország.hu](#). The legislation also states that government bodies will no longer have the right to ask citizens to provide them with certificates, documents or any other data that are already available in a government database.

### 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. The law defines the list of specific data of public interest that must be published on the Internet, makes the publication of draft bills, laws, and - partially - the anonymous form of court decisions mandatory, and provides for the creation of a search system that makes the published data easy to find and retrieve. The law also puts an obligation on ministries and municipalities to provide a forum on their websites where users can express their opinion regarding the draft bills published on the Internet, thus allowing citizens to participate in the legislative process in an immediate manner.

### April 2005.....

The Government unveils a **transactional gateway, called 'Client Gate' (Ügyfélkapu)**. This gateway allows users to securely identify themselves online and gain access to transactional eGovernment services. Any user who completes a temporary registration procedure online can access a number of services

made available through the Client Gate, but an authenticated registration is needed to access fully transactional services such as those provided by the Hungarian [Tax and Financial Control Administration](#) (APEH).

### November 2004.....

- ▶ The Government launches the **Electronic Government Backbone** (EGB, or, in Hungarian: *'Elektronikus Kormányzati Gerinchálózat', EKG*), a secure government-wide communication network, together with a new version of its portal [Magyarország.hu](#). A secured, monitored broadband communication infrastructure, the EGB provides an extensive countrywide IP network for the Hungarian public sector, regional operational centres and a government intranet.
- ▶ The Electronic Government Centre of the Prime Minister's Office introduces the [eGovernment 2005 Action Plan](#), and the programming of its strategy.

### December 2003.....

- ▶ The Government adopts a resolution on the implementation of the [Hungarian Information Society Strategy \(MITS\)](#), which launches the eGovernment Operative Committee.
- ▶ The Government adopts a resolution on the realisation of eGovernment goals.

### 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](#).

### September 2003.....

Launch of a new eGovernment portal, [Magyarország.hu](#). 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.

### 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.

### 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](#).
- ▶ The Government approves the principles of a new Information Society Strategy, setting a number of orientations and future tasks and measures. A medium-term action plan for the years 2004 to 2006 and an annual plan for 2003 are also approved. The annual plans for subsequent years will then be prepared annually.

### October 2002.....

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 [Ministry of Interior](#), jointly with the [Ministry of Informatics and Communications](#) is responsible for creating a certification centre to manage the smart card technology.

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.
- ▶ Establishment of the [Ministry of Informatics and Communications \(IHM\)](#), which takes over responsibility for the Information Society from the Office of the Government Commissioner for Information and Communication Technology (IKB). Responsibility for eGovernment nevertheless remains at the Prime Minister's Office through a new "Office of Government Information Technology and Civil Relations".

December 2001.....

- ▶ The Hungarian Parliament adopts the Act on Electronic Commerce and Information Society Services.
- ▶ The Prime Minister's Office launches Hungary's first **eGovernment portal**, [eKormanyzat.hu](http://eKormanyzat.hu), providing citizens and businesses with a user-friendly entry point to government information and services.

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.

June 2001.....

The [eEurope+ Action Plan](#) is published by the European Commission in conjunction with the Central and East European accession countries. The goal of this plan is to foster the development of an

information society in the accession countries, including Hungary.

May 2001.....

- ▶ The Hungarian Parliament adopts the [Act on Digital Signatures](#).
- ▶ 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.

2000 and before.....

In **2000**, the Office of the Government Commissioner for Information and Communication Technology (IKB) unveils its 'Information Society and Economic Development Programme', which is closely related to the Government's overall plan for economic development, known as the Széchenyi Plan. This Programme spells out specific tasks that need to be completed in the field of eGovernment and eDemocracy.

The Government adopts a resolution on the concept of the system of electronic public procurement and on the measures required to establish this system. This resolution foresees the gradual implementation of eProcurement starting in 2001.

A Government decree establishes the proposed objectives of the upcoming National Information Society Strategy (NITS).

Establishment of the **Office of the Government Commissioner for Information and Communication Technology (IKB)**. Part of the Prime Minister's Office, its mission is to improve the government's service provision capabilities and satisfy the requirements of citizens. A separate organisational unit is established within the Office, under the name 'Division of Electronic Government', to co-ordinate developments of government information systems.

In **1999**, The Government publishes the document [Hungarian Reply to the Challenges of the Information Society](#).

The Government publishes the document '**Thesis on the Information Society**'.

In **1995**, The Government approves a Strategy for Informatics for 1995-1997.

In **1991**, The Government establishes the [Inter-Departmental Committee of Informatics](#) and its Coordination Office at the Prime Minister's Office.

# eGovernment Strategy

## Main strategic objectives and principles

In November 2003, the Hungarian Government adopted a new **Hungarian Information Society Strategy (MITS)**. Creating a modern ePublic administration is one of the top priorities of the Strategy. Efficient and useful ePublic services can indeed demonstrate the benefits of the Information Society to the whole of the country and speed up its development in a manifold and effective way.

The implementation of this priority is based on the eGovernment Strategy and Programme (**eKormányzat Strategia 2005**), prepared by the Electronic Government Centre of the Prime Minister's Office. This strategy establishes that the Hungarian system of public administration, public services and the administration of justice should operate on the basis of modern principles, focusing upon the needs and requirements of citizens. This should result in better quality services and a more sensible use of available resources. Serving as both an example and a model, a modern system of public administration and government action could become a force promoting the modernisation of society and the fulfilment of democracy.

### Objectives.....

The Hungarian strategy for electronic government seeks to realise the following principal objectives in the medium and long term:

- ▶ Electronic government should help to make public administration and the working of the state **more efficient, transparent and - in the longer term - cheaper**.
- ▶ A more efficient central public administration providing better services should permit a **broadening of participatory democracy**, an increase in the confidence of citizens and business actors, and **greater participation** by people in political life. Efforts should be made to develop



more open and substantial relationships between representatives of public authority and citizens.

- ▶ By providing new public forums and easier access to public services oriented towards the needs of citizens, an environment can be created in which public administrative bodies and communities can share their experiences and influence the realisation of the local and national eGovernment programmes. The **relationship between the state, citizens and their communities** will be laid on new foundations that meet the requirements of citizens and businesses.
- ▶ Increasingly, the state as service provider and creator of opportunities will only be able to accomplish its tasks by ensuring the **free flow of information**. The system of public administration must lead the process of consultation and of creating opportunities, and it must be able to assume an initiating role in every respect.
- ▶ The opportunities provided by electronic government are some of the most important means (but not the only means) at the disposal of the service-provider state and for the construction of such a state. Exploiting these means, Hungary could **catch up with the countries that are currently at the forefront of the development and use of electronic government services**

(irrespective of whether these countries are Hungary's neighbours or lie elsewhere in the EU).

- ▶ If the state can play a leading role in the application, use and dissemination of the modern means of information and communication technology (ICT), it will be able, in addition to the success of government activities, to support the process of constructing and **developing a knowledge-based society and increase the competitiveness of society and the economy.**

The determining factors are interdependent and mutually reinforcing. The strategy complies with European standards, but is based on circumstances in Hungary and seeks to apply the findings of scientists, experts and administrators working in Hungary.

## Programmes and Actions.....

The eGovernment 2005 Strategy includes 6 overall programmes (with 19 action plans):

### 1. Construction of Basic Infrastructure

- ▶ Establishing the physical infrastructure through which eGovernment services can be accessed and institutions communicate. Including:
  - Creating the Government Backbone and connecting up government bodies.
  - Providing government electronic signature system (PKI).
  - Creating a standard government directory and mail system.
- ▶ Establishing necessary regulations.
- ▶ Training government workers in information technology.

### 2. Expansion of eRegulation

- ▶ Drafting and publication of eGovernment guidelines, recommendations and standards.
- ▶ Review of the procedural and data protection rules and their amendment if necessary.

### 3. eEfficiency Construction

- ▶ Developing the systems, contents and services supporting the operation of government.
- ▶ Integration of systems and applications within government (data-sound integration VoIP, joining up of sector systems, separating organisational independent systems from central applications).
- ▶ Support for open source developments.
- ▶ Establishing an electronic public procurement system

### 4. eServices

- ▶ Continued development of electronic public utility.
- ▶ Development of infrastructure of Customer Management Centre.
- ▶ Development of electronic payment system.
- ▶ Providing society with an electronic signature facility for eGovernment administration and services.
- ▶ Services guaranteeing equal opportunities and the development of supportive systems.
- ▶ Development of systems supporting the democratic participation of citizens and government transparency.

### 5. eCulture

- ▶ Administering motivation programme, improving knowledge of customer management.
- ▶ Administering programmes (formation of groups) enhancing co-operation between government institutions.
- ▶ Forming institutional base of Customer Management Centre.

### 6. EU Integration

- ▶ Connecting the government mainframe network backbone to the EU's TESTA network.
- ▶ Participating in the eGovernment programmes and organisations of the EU.

- ▶ Adopting the relevant EU regulations and guidelines on eGovernment.
- ▶ Providing information within the government system.

## 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, a number of eGovernment regulations are laid down in Government decrees passed in 2004 and 2005: [Government decree 184/2004 \(VI. 3.\)](#) on the electronic public administration and on related services; and [Government decree 44/2005 \(III. 11.\)](#) on the coordination of government informatics and related order of procedures.

#### Freedom of Information legislation.....

##### [Act on Protection of Personal Data and Disclosure of Data of Public Interest \(1992\)](#)

##### [Act on the freedom of information by electronic means \(2005\)](#)

Act No. LXIII of 1992 on the Protection of Personal Data and Disclosure of Data of Public Interest is a combined Data Protection and Freedom of Information Act. The Act guarantees that all persons should have access to information of public interest which is defined as any information being processed by government authorities except for personal information. The [Parliamentary Commissioner for Data Protection and Freedom of Information](#) oversees the application of the 1992 Act. In July 2005, the Hungarian Parliament adopted the Act on the freedom of information by electronic means, which establishes the legal environment required to create a transparent digital state. The law defines the list of specific data of public interest that must be published on the Internet, makes the publication of draft bills, laws, and - partially - the anonymous form of court decisions mandatory, and provides for the creation of a search system that makes the published data easy to find and retrieve.

#### Data Protection/Privacy legislation.....

##### [Act on Protection of Personal Data and Disclosure of Data of Public Interest \(1992\)](#)

Act No. LXIII of 1992 on the Protection of Personal Data and Disclosure of Data of Public Interest is a combined Data Protection and Freedom of Information Act. The Act sets rules and safeguards regarding the processing of personal data by public and private bodies. Its application is overseen by the [Parliamentary Commissioner for Data Protection and Freedom of Information](#).

#### eCommerce legislation.....

##### [Act on Electronic Commerce and Information Society Services \(2001\)](#)

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 persons and organisations without legal personality, where the service is provided for or from the territory of the Hungarian Republic.

#### eCommunications legislation.....

##### [Act on Electronic Communications \(2003\)](#)

This Act implements the new EU Regulatory Framework for Electronic Communications.

#### eSignatures/eIdentity legislation.....

##### [Act on Electronic Signature \(2001\)](#)

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, public administration and other areas of life affected by the information society.

### eProcurement legislation.....

#### Government Decree on Electronic Public Procurement (2004)

Regulations governing the use of electronic means in public procurement are laid down in Government decree 167/2004 (V. 25.) "on the rules governing procedural acts performable electronically in public procurement procedures and on the Electronic Public Procurement System". This decree complements the [Act on Public Procurement](#) passed on 28 December 2003, which only provides for the electronic transmission of tender notices. The Hungarian Government expects full implementation of the new EU-public procurement directives, including their eProcurement provisions.

### Re-use of Public Sector Information

#### Act on the freedom of information by electronic means (2005)

Article 7 of the Act on the freedom of information by electronic means (which defines the Central Electronic List of Public Information and the Single Public Information Retrieval System) and its Annex (General Publication Scheme) serves the purpose of complying with Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI).

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment.....

#### Policy/Strategy

1. [Electronic Government Centre at the Prime Minister's Office](#)

Part of the Prime Minister's Office. The Electronic Government Centre has responsibility for IT matters concerning central public administrations.

2. [Inter-Departmental Conciliatory Committee for Government Information Technology \(KIETB\)](#)
3. [Ministry of Economics and Transport](#)
4. [Inter-Departmental Coordination Committee for the Information Society](#)

An Inter-Departmental Coordination Committee for the Information Society has been formed to provide a forum for preparing the country's Information Society and eGovernment policies. Responsibility for implementing these policies lies with the Ministry of Informatics and Communications, except in central government where the 'Electronic Government Centre' at the Prime Minister's Office is in charge of providing leadership for eGovernment efforts. The Inter-Departmental Conciliatory Committee for Government Information Technology provides forum for discussing ICT issues – including strategic issues – in central government.

#### Coordination

1. [Electronic Government Centre at the Prime Minister's Office](#)
2. [Inter-Departmental Conciliatory Committee for Government Information Technology \(KIETB\)](#)
3. [Ministry of Economics and Transport](#)



4. [Inter-Departmental Coordination Committee for the Information Society](#)

The Inter-Departmental Coordination Committee for the Information Society relays the agreed policies in the different government departments. The Ministry of Informatics and Communications coordinates efforts related to ICT implementation projects, except in central government where the Electronic Government Centre at the Prime Minister's Office is in charge.

#### Implementation

1. [Electronic Government Centre at the Prime Minister's Office](#)
2. [Ministry of Economics and Transport](#)

#### Support

1. [Electronic Government Centre at the Prime Minister's Office](#)
2. [Ministry of Economics and Transport](#)

Audit/Assurance

**Hungarian State Audit Office**

The State Audit Office is an independent audit organisation established by the Hungarian Parliament. It performs its audits or public expenditure according to the criteria of legality, effectiveness and efficiency.

Data Protection

**Parliamentary Commissioner for Data Protection and Freedom of Information**

The Parliamentary Commissioner oversees the application of the 1992 Act on Protection of Personal Data and Disclosure of Data of Public Interest, which sets rules and safeguards regarding the processing of personal data by public and private bodies.

Regional & Local eGovernment.....

Strategy

1. **Electronic Government Centre at the Prime Minister's Office**
2. **Ministry of Economics and Transport**
3. **Inter-Departmental Coordination Committee for the Information Society**

Coordination

1. **Electronic Government Centre at the Prime Minister's Office**
2. **Ministry of Informatics and Communications**
3. **eAdministration Subcommittee of Inter-Departmental Coordination Committee for the Information Society**

Implementation

1. **Regional and local authorities**
2. **Electronic Government Centre at the Prime Minister's Office**

3. **Ministry of Local Governments and Territorial Development**

4. **eAdministration Subcommittee of Inter-Departmental Coordination Committee for the Information Society**

Support

**Electronic Government Centre at the Prime Minister's Office**

Audit/Assurance

**Hungarian State Audit Office**

Other

1. **Hungarian National Association of Local Authorities (TÖOSZ)**

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

2. **National Association of Intelligent Local Authorities (ITOSZ)**

Association dedicated to the promotion of cooperation between local authorities in the field of ICT and information management.

3. **Association of Cities of County Rank (MJVSZ)**

The Association of Cities of County Rank aims at representing the collective rights of Hungary's largest cities (cities of county rank), protecting and promoting their interests, developing the operation of local self-governments, co-operating with other national and international associations of local governments.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Ministers responsible for eGovernment.....

**Name:** Dr. Szilvásy György

**Job title:** Minister in charge of the Prime Minister's Office

**Picture:**



**Contact details:**

Office Building of the Prime Minister's Office

Kossuth Lajos tér 4.

1055 Budapest V.

Hungary

Tel.: +36 1 441-3000

Email: [szilvasy@meh.hu](mailto:szilvasy@meh.hu)

Head of eGovernment (i.e. head of eGovernment agency/directorate).....

**Name:** Simon Géza

**Job title:** Government Commissioner in charge of eGovernment

**Picture:**



**Contact details:**

Electronic Government Centre, Prime Minister's Office

Szilagyi Erzsébet fasor 11/b

1024 Budapest

Hungary

Tel.: +36 1 441-2400

Email: [kormany megbizott@ekk.gov.hu](mailto:kormany megbizott@ekk.gov.hu)

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portal.....

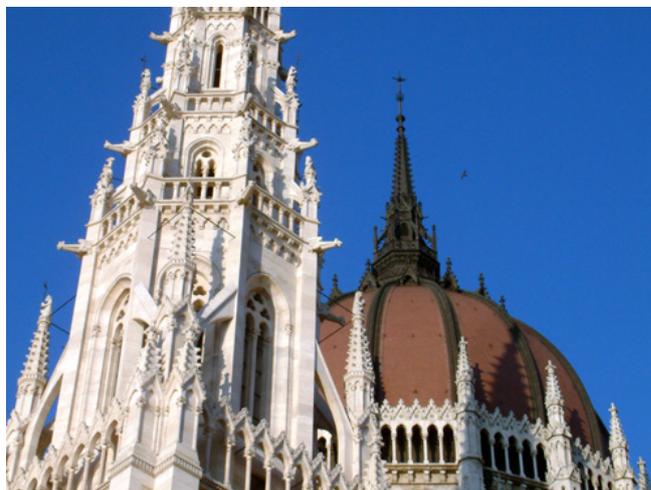
##### [Magyarország.hu](http://Magyarország.hu)

Hungary's eGovernment portal, **Magyarország.hu** (Hungary.hu) was launched in September 2003 in replacement of the former **eKormányzat.hu** (eGovernment.hu). It is at the same time an institutional portal and a services platform. It generates and summaries contents from 46 government web-sites. As of 31 May 2006 description of more than 1.000 public administration cases were found on the portal and more than 2.000 types of documents were downloadable. The number of information gaining and searching services provided through the portal has grown from three in 2003 to 264. (As of in May 2006.) The averages number of visitors in 2006 was 1.600 per day. On 1 April 2005, the portal went fully transactional with the launch of a **transactional gateway, called 'Client Gate' (Ügyfélkapu)**. This gateway allows users to securely identify themselves online and gain access to transactional e-Government services through the portal. Any user who completes a temporary registration procedure online can access a number of services made available through the Client Gate, but an authenticated registration is needed to access fully transactional services such as those provided by the Hungarian [Tax and Financial Control Administration](#) (APEH). The number of registered users of the Client Gate was 300.000 in 2006.

#### Network.....

##### Electronic Government Backbone (EGB)

The Electronic Government Backbone (EGB, or, in Hungarian: 'Elektronikus Kormányzati Gerinchálózat', EKG) was launched in November 2004. It is a secure country-wide IP network for the Hungarian public sector, providing a secured and monitored broadband communication infrastructure and supporting the



government Intranet. The EGB is connected to the EU's TESTA network.

#### e-Identification infrastructure.....

There is currently no central eIdentification infrastructure in Hungary, but the Government has plans for an electronic ID card. In October 2002, a project to identify "Detailed requirement specification for the usage of electronic signatures and smart cards in order to ensure IT security of public administration" was launched. Requirements and [specifications](#) for the development of the Hungarian electronic ID card (HUNEID) and its prototype implementation were published in late 2004.

#### eProcurement infrastructure.....

There is currently no central eProcurement infrastructure in Hungary. Government decree 167/2004 (V. 25.) on electronic procurement foresees the implementation of an Electronic Public Procurement System. The Government's plan is to set up a fully automated electronic public procurement system within the next years. The system will cover all procurement phases: notification of tenders,

publication of tenders, management of receipts/submission of tenders, evaluation of tenders and ordering, invoicing. It will support electronic catalogues, electronic auctions and dynamic purchasing in compliance with the new EU Public Procurement Directives. The responsible institution for the project is the [Council for Public Procurement](#). At the moment its website already provides access to public procurement information and to the tender notices published in the Hungarian Official Journal.

## Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Hungary.

## eGovernment Services for Citizens

### Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

**1. Income taxes (declaration, notification of assessment)**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of Finance, Tax and Financial Control Administration  |
| <b>Website:</b>              | <a href="http://www.afeh.hu/">http://www.afeh.hu/</a>  |
| <b>Sophistication stage:</b> | 4/4  |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of income taxes of an employee via the website. The complete income tax declaration and notification of assessment can be treated via the website. No other formal procedure is necessary for the applicant via "paperwork". |

**2. Job search services by labour offices**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of Employment and Labour, National Employment Service   |
| <b>Website:</b>              | <a href="http://www.afsz.hu/">http://www.afsz.hu/</a>  |
| <b>Sophistication stage:</b> | 2/3  |
| <b>Description:</b>          | The website of the National Employment Service makes it possible to search amongst and apply to the positions on offer, as well as to ask for notification of the offers fitting to the applicant's needs. |

**3. Social security benefits****a. Unemployment benefits**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of Employment and Labour, National Employment Service   |
| <b>Website:</b>              | <a href="http://www.afsz.hu/">http://www.afsz.hu/</a>  |
| <b>Sophistication stage:</b> | 2/4  |
| <b>Description:</b>          | 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 responsible level. |

**b. Family allowances**

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government, Hungarian State Treasury                                    |
| <b>Website:</b>              | <a href="http://www.allamkincstar.gov.hu/">http://www.allamkincstar.gov.hu/</a> |
| <b>Sophistication stage:</b> | 2/4   |

**Description:** Information is generally available about the services. Downloadable forms should be submitted offline.

#### c. Medical costs (reimbursement or direct settlement)

**Responsibility:** Central Government, National Health Insurance Fund

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

**Sophistication stage:** 2/4

**Description:** Information is generally available about the services. Downloadable forms should be submitted offline.

#### d. Student grants

**Responsibility:** Central Government, Universities and the Ministry of Education, Hungarian Scholarships' Committee.

**Website:** <http://www.om.hu/>

**Sophistication stage:** 1-2/4

**Description:** Information only. The universities generally transfer students' grants electronically, but no procedure can be initiated online.

### 4. Personal documents (passport and driving licence)

#### a. Passport

**Responsibility:** Central Government, Ministry of the Interior, [Central Office](#)

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

**Sophistication stage:** 2/3

**Description:** Information is available on the request procedure. In case of having registered, citizens can set an appointment date online and even can initiate the procedure at the agency (document office) online.

#### b. Driving license

**Responsibility:** Central Government, Ministry of the Interior, [Central Office](#)

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

**Sophistication stage:** 2/3

**Description:** Information is available on the request procedure. In case of having registered, citizens can set an appointment date online and even can initiate the procedure at the agency (document office) online.

**5. Car registration (new, used and imported cars)**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of the Interior, <a href="#">Central Office</a>   |
| <b>Website:</b>              | <a href="http://www.magyarorszag.hu/">http://www.magyarorszag.hu/</a>  |
| <b>Sophistication stage:</b> | 3/4  |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to register a new, used or imported car. |

**6. Application for building/planning permission**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, National Home and Construction Office  |
| <b>Website:</b>              | <a href="http://www.magyarorszag.hu/">http://www.magyarorszag.hu/</a>  |
| <b>Sophistication stage:</b> | 2/4  |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain a building or renovation permission in a non electronic way. |

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

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of the Interior, Hungarian Police   |
| <b>Website:</b>              | <a href="http://www.bm.hu/police">http://www.bm.hu/police</a>  |
| <b>Sophistication stage:</b> | 3/3  |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to make an official declaration to the local police. |

**8. Public libraries (availability of catalogues and search tools)**

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government, Ministry of Cultural Heritage and the National Szechenyi Library  |
| <b>Website:</b>              | <a href="http://www.mek.iif.hu/">http://www.mek.iif.hu/</a> and <a href="http://www.ki.oszk.hu/">http://www.ki.oszk.hu/</a>   |
| <b>Sophistication stage:</b> | 0-2/3   |
| <b>Description:</b>          | Online information is available about most public libraries, but interactive services are not generalised. The website of the Hungarian Electronic Library (MEK) provides a possibility of two way interaction. |

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

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of the Interior, <a href="#">Central Office</a>   |
| <b>Website:</b>              | <a href="http://www.magyarorszag.hu/">http://www.magyarorszag.hu/</a>  |
| <b>Sophistication stage:</b> | 3/3  |
| <b>Description:</b>          | Requests for certificates, as well as a set of appointment date for the agency (document office) may be initiated online, after having registered into the system – with personal visit. Case handling is offline. |

**10. Enrolment in higher education/university**

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government, Ministry of Education, National Office for the Enrolment in Higher Education  |
| <b>Website:</b>              | <a href="http://www.felvi.hu/">http://www.felvi.hu/</a>   |
| <b>Sophistication stage:</b> | 4/4   |
| <b>Description:</b>          | There are personalised interactive services and information available on the website (via postal letters, telephone, e-mail, Internet and SMS). Enrolment remains managed by higher education institutions. |

**11. Announcement of moving (change of address)**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of the Interior, <a href="#">Central Office</a>   |
| <b>Website:</b>              | <a href="http://www.magyarorszag.hu/">http://www.magyarorszag.hu/</a>  |
| <b>Sophistication stage:</b> | 3/3  |
| <b>Description:</b>          | Requests for annexes and change, also a set of appointment date to the agency (document office) can be initiated online. Case handling is offline, and procedure needs personal registration in advance. |

**12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government, Ministry of Health  |
| <b>Website:</b>              | <a href="http://www.eum.hu/">http://www.eum.hu/</a>   |
| <b>Sophistication stage:</b> | 2/4   |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain an appointment at a hospital in a non-electronic way. |

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Social contribution for employees

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government: Retirement Insurance Directorate General of the Ministry of Finance |
| <b>Website:</b>              | <a href="http://www.onyf.hu/">http://www.onyf.hu/</a>                                   |
| <b>Sophistication stage:</b> | 2/4   |
| <b>Description:</b>          | There are downloadable forms that have to be submitted offline.                         |

### 2. Corporation tax: declaration, notification

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of Finance, Tax and Financial Control Administration  |
| <b>Website:</b>              | <a href="http://www.afeh.hu/">http://www.afeh.hu/</a>  |
| <b>Sophistication stage:</b> | 4/4  |
| <b>Description:</b>          | The process relies on PKI-based chip technology with increased security. The required tools (chip card, reader) are provided by the Tax Office. There is a special emphasis on the 10.000 largest corporate taxpayers. |

### 3. VAT: declaration, notification

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government, Ministry of Finance, Tax and Financial Control Administration   |
| <b>Website:</b>              | <a href="http://www.afeh.hu/">http://www.afeh.hu/</a>   |
| <b>Sophistication stage:</b> | 4/4   |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of corporate tax via the website. Case handling, decision and delivery of a standard procedure to declare corporate tax can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork". |

#### 4. Registration of a new company

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government: Ministry of Justice, National Office of Judicature Council   |
| <b>Website:</b>              | <a href="http://www.magyarorszag.hu/ugyfelkapu/">http://www.magyarorszag.hu/ugyfelkapu/</a>  |
| <b>Sophistication stage:</b> | 4/4  |
| <b>Description:</b>          | Case handling, decision and delivery of a standard procedure to register a new company can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork". |

#### 5. Submission of data to statistical offices

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government: Central Statistical Office                  |
| <b>Website:</b>              | <a href="http://www.ksh.hu/">http://www.ksh.hu/</a>             |
| <b>Sophistication stage:</b> | 3/3   |
| <b>Description:</b>          | Data can be submitted electronically to the Statistical Office. |

#### 6. Customs declarations

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of Finance, Hungarian Customs and Finance Guard   |
| <b>Website:</b>              | <a href="http://www.vam.hu/">http://www.vam.hu/</a>  |
| <b>Sophistication stage:</b> | 2/4  |
| <b>Description:</b>          | 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)**

|                              |  |
|------------------------------|--|
| <b>Responsibility:</b>       | Central Government, Ministry of Environment and Water Management   |
| <b>Websites:</b>             | <a href="http://www.kvvm.hu/">http://www.kvvm.hu/</a>  |
| <b>Sophistication stage:</b> | 3/4  |
| <b>Description:</b>          | The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain an environment-related permit. |

**8. Public procurement**

|                              |   |
|------------------------------|---|
| <b>Responsibility:</b>       | Central Government, Council of Public Procurement of the Prime Minister's Office  |
| <b>Website:</b>              | <a href="http://www.kozbeszerzes.hu/">http://www.kozbeszerzes.hu/</a>   |
| <b>Sophistication stage:</b> | 2/4   |
| <b>Description:</b>          | The website of the Council for Public Procurement provides access to public procurement information and to the tender notices published in the Hungarian Official Journal. Registered institutions may publish their calls online and can monitor the state of the tender. Notifications work via emailing. |

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

<http://ec.europa.eu/idabc/egovo>

abc/egovo  
eu/idabc/egovo http://  
abc/egovo http://ec.europa.eu/idabc/  
ec.europa.eu/idabc/egovo http://ec.europa.  
o http://ec.europa.eu/idabc/egovo http://ec.europa.  
o http://ec.europa.eu/idabc/egovo http://ec.europa.eu/  
http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo  
pa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.  
vo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://  
/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo  
opa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/  
o://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/  
://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo  
ropa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://  
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.  
govo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo  
uropa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.  
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/  
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/  
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.  
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://  
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo  
http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.eu  
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo ht  
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo ht  
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa  
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/eg  
http://ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo ht  
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.eu  
eu/idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa  
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
egovo http://ec.europa.eu/idabc/egovo http://ec.europa.eu/id  
idabc/egovo http://ec.europa.eu/idabc/egovo http://ec.europa  
eu/idabc/egovo http://ec.europa.eu/idabc/egovo ht  
ec.europa.eu/idabc/egovo http://ec.europa.eu/idabc/eg

