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Cross-border Co-operation Programme

GOOD PRACTICE COMPENDIUM

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A cross-border region where rivers connect, not divide

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A cross-border region where rivers connect, not divide

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1. Name of the procedure/practice/innovation: Land Registry Office Online

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	National
Need(s), which the practice/procedure reflects	The service helps the client to find the competent authority for procedures in land registry office. The client has the opportunity to consult on lot number and property address, also to be provided with review copies and complete copies, thus be informed about significant property related data.

Description of the practice(content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

The land register contains the data determined by law on every property (technical term: parcel and other registered parcel of land) on settlement basis, the rights and significant facts from legal point related to property, and also data on identity and postal address defined by law, which is needed for the registry of a person. The single register system includes the followings: property sheets for showing properties, record on ceased registrations on property sheets, the country's land register cadastral map database, and the database of office records, analogue and digital archives of cadastral map data.

TakarNet system:
The first instance property authorities with function and competency, assigned - bearing a land registry department - district offices lead the land related registry (the land register and also the concerning cadastral map register and land use register).

TakarNet system is a closed computer network connecting the yet single databases. The safe data traffic is guaranteed by a multilevel encryption system, the access for administrators (users) is limited and every activity on data operations, query, and entry are strictly controlled.
TakarNet provides the following:
1. connects(in real estate authority function) the assigned district officesand the surveying and geospatial state administration body (BFKH - Government Office of the Capital City Budapest)
2. online access to external users (e.g.: state administration bodies, courts of justice, local governments, attorneys' departments, banks, etc.)
3. access to the customer portal for registered citizens

Services provided by the <u>land registry department's customer service </u>of district (capital city) offices:
1. The development of TakarNet system made **all district land registry offices capable of providing a certified copy of property sheet on any property of the country** (namely outside its own territory) since 10th June, 2002. The nationwide available data service of certified documents was improved on several stages, firstly with **copy of cadastral maps**, then **copy of land lease sheet**.

2. The administrative charges can be paid by cash transfer order (cheque), bank transfer or cash at the cashier's office. Debit card payments are also possible where technical conditions (POS terminal) are provided.
3. Giving a copy of property sheet: it is allowed to give an inspection or full copy of a certified property sheet. The claimed document should be indicated on the mandatory application form by the client.
4. In addition, a copy of cadastral map, land lease sheet and land use summary services are available via TakarNet system after giving the required identifying data and payment of a fee.

Supplying of data at <u>Government Customer Service</u>: supplying *certified property sheet* and *copy of cadastral map in paper* was introduced in January 2014 at the integrated customer services (**Government Customer Service**) with nationwide available service. The payment conditions of administration charges are identical with the conditions of customer services at real estate authorities (cheque, bank transfer, cash, and debit card).

Data sampling by <u>external users</u>(TakarNet users):

External ("institutional) users can join the database since April 2003. The use of a digital certificate renders the system's "operational" adaptation. The **registered TakarNet users** can use below on-line supplying of data after log in on **www.takarnet.hu**:

- *copy of property sheet serviced electronically* as a so-called non-authentic document (review or complete) – searched according to several features (e.g. parcel number, interval of parcel number, property's postal address, or on part of it);

- *copy of property sheet serviced as a so called e-authentic* (electronically authenticated) *document* (review or complete) – based on above searching criteria;

- *copy of cadastral map*– based on above searching criteria;

- *copy of land lease sheet serviced as a so called e-authentic* (electronically authenticated) *document* (review or complete)– based on different searching criteria;

- sending text messages and/or e-mails (on annual payment of a fee) about the changes of property sheet data, so called **change monitoring service**: side notes, change of title, recording of other rightsand legally significant data, property or recorded person considering data changes.

Prior official authorization (so called *access permit*) is needed to access services for external "institutional" users, thus individual service agreement is concluded. The administrative charges for claimed services are paid ex post by registered "institutional" TakarNet users.

<u>Land Registry Online (customer portal access)</u>:The newest online services are available since May 2011 for those citizens, who have registered at the customer portal. The so called **Land Registry Online**provides copy of non-authentic and authentic (e-authentic) property sheets as electronic documents, and also electronic copy of cadastral maps. Prior permit or contract are not needed for access (only a registration on customer portal), however, administrative charges have to be paid for claimed services in advance (via Internet with electronic payment).

Log in to TakarNet system: TakarNet system can be reached via www.takarnet.hu. Log in page appears after clicking on **Log in** on the right sided menu bar. The service can be reached via clicking on **Log in to TakarNet system** on the middle of the page.

About the digital certificate which is needed to access TakarNet services:

Internet access and administrator's (user's) identification is needed to access TakarNet for

colleagues working at customer services. In order to record queries a ***digital certificate*** is needed installed into the browser. The authentication related configurations belonging to digital certificate define the services for which the administrator is entitled to access. The same digital certificate can be used by more administrators (which is especially important in terms of shift customer service) and it can be installed to different computers, too, however, the certificate can be used on only one computer at the same time.

TAKARNET.HU: main menu, services:
- List on Land Registry: it is a so called search by settlement service.Type the name of the searched settlement into the search field, thus it can be concluded that the client claimed supplying of data belongs to which settlement district office. If the given district office is not available, the claim cannot be completed until breakdown recovery.
- Copy of property sheet: parcel number, postal address, copy of review and copy of complete sheet are available.
- Copy of cadastral map: it can be consulted based on parcel number and postal address.
- Error notification: submenus: new notification, answered notifications, notifications in progress, FAQ.
- Home page

Security labels:
The copy of property sheet from TakarNet system has to be issued via the use of security labels (security paper, security label seal and string label – in case of a document with more than one page). All pages of the copy of authentical property sheet have to be printed on watermarked **security paper** (both sides can be printed on). In case of a more than one page copy of property sheet the **string label** has to be fixed on the document's upper left corner with special care to cover both sides of the staple. It is important to check before printing whether enough and intact security paper is loaded in the printer. The **administrator's name** bearing issuing right has to be indicated (signature stamp) on the last page of the authentical copy of property sheet following the clause. The administrator has to **sign** it and stamp with **round rubber stamp** of the issuing office (in the government customer service), furthermore a numbered hologram **label seal** has to be placed on it. If any of the security labels are damaged, the whole process has to be started again and **invalidation** of the label is necessary. The production defective security label has to be **scrapped**. The invalidated or scrapped security labels have to be eliminated and officially reported.

The copy of cadastral maps is printed on non-watermarked security paper and it does not have to be security label sealed nor string labelled. The authorized administrator's name, signature and round rubber stamp of issuing bodyhave to be showed onthe bottom of the authentical copy of cadastral maps. In case of a copy of cadastral maps there are no reviews or complete copies. There is only one type of cadastral map copy and there is no possibility to modify the scales, because it is automatically generated by the system, placing it in the middle of the searched parcel.

Annulment: The annulment of the searched property sheet and copy of cadastral map can be done with the cooperation of customer service of BFKH. It can only be done if the client changes his mind and would not like to take the authentical property sheet, or copy of cadastral map or any of the security labels is damaged and it is noticed after placing the security labels, or the security paper is damaged (e.g. creased by the printer). In these cases the customer service of BFKH has to be looked up via phone or e-mail, providing the asked parcel number and its time, and also assigning the reasons. The employees at customer service will cancel the asked and registered item.

Further information sources about the practice, if any (web pages, studies etc.)	www.takarnet.hu

2. Name of the procedure/practice/innovation GLPI Helpdesk

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	County-level
Source(s) of funding of the implementation (national, EU funds etc.)	
Need(s), which the practice/procedure reflects	The KEK KH has issued the professional recommendation of 05/2011 in connection with the IT services in government offices in which it is considered necessary to set up a three-level IT service management. In this recommendation the functional and professional HelpDesk system of Government Office has been the Level 1, and we are briefly introducing its implementation in Somogy county.
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	

GLPI is a free, open source web system whose name means "free management of the IT park " (Gestion Libre de Parc Informatique, Google-Translate).

In order to solve the requests and notifications received in person, by phone or electronically, based on the available information, Level 1 HelpDesk system begins troubleshooting – provided the conditions are met locally - or forwards the request to a higher level.

In early May, 2012, the decision was made on choosing the GLPI application. This is free software within the frame of INDEPNET project that is "continuously" under construction, therefore it is not sponsored but it is free.

The system of the government office can be built up structurally in both general and specific aspects. It can be accessed on HTTPS platform from given IP-ranges. The authentication and access conditions can be defined and modified in it as well. It is easy to use from the user's point of view.

The system creates clearer relationships between IT and users: every modification is logged, thus the date of the notification can be easily determined, besides, a ticket, a notification is only closed if it is confirmed by the user.

It is based on the dictionary principle, that is, after the proper replenishment of the background information, is is possible to choose the item to be recorded from them which facilitates retrieval and making statistics/statements.

The GLPI web interface is available to everyone from all organizational units (everyone gets notification right automatically to his or her organizational unit when entering). It is also important to emphasize that we provide IT support not only to employees but also to external people (e.g. OTH, GINOP, SOMBER, etc.)

The Director General ordered its mandatory use; IT-related requests can only be submitted through the system. There is an automatic mail interface as well.
In case, for instance, a notifier calls, the dispatcher/technician is obliged to record the report, the ticket, but we strive to minimize this and only accept it in case of vis mayor.

There is a two-level monitoring system in the country: geographical and professional. This means that there is a regionally responsible technician group (including one or more IT specialist(s)), and a professionally responsible technical group (including one or more IT specialist(s)).
When a report is made, the system performs some basic assignments on the ticket created based on pre-set rules (for example, based on its place determined in the system it is assigned to the aforementioned regionally responsible technician group).
The tickets prepared this way are assigned to people by the dispatcher taking into account substitutions, workload, etc. In case there is a physical task to do (repairing), he or she chooses someone from the regionally responsible IT specialists (who, of course, is not necessarily on the spot), and if the task is professional (e.g. with any of the systems), he or she chooses someone from the professionally responsible technician group (as the solution of the issue requires authority). The support itself can be local or remote (e.g. with the help of ZenWorks remote control, remote desktop access.)

Following this, the report is performed in a task-oriented, planned (scheduled) manner. More than one IT specialist can be affected by a report (e.g. transfer of computer on site at entry, granting access permissions), and employees can also exchange tasks with one another.
It is important to state that the notifiers can keep track of their ticket in the system; they can comment them about which the dispatcher receives an email.

The documents created can be uploaded to the document archive attached to the ticket, and they can be connected to the file of other items (e.g. user, computer or program). We have reduced paper use with this as all real documents have only one copy and are uploaded to the system in scanned version, so they do not need to be sent. (This is also faster, as for instance, a user logged in in Barcs can receive the doc file in the system, it is printed and signed there, then it is uploaded, and the center can immediately see the result irrespective of the return of the paper by post.)

Further information sources about the practice, if any (web pages, studies etc.)	

3. Name of the procedure/practice/innovation **Tudástár**

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	The executive decree no. 66/2015 (30.03.) about governmental offices of the capital and comitats and the district offices, the executive decree no. 451/2016 (19.12.) about the detailed rules of electronic administration
Need(s), which the practice/procedure reflects	It facilitates the serving of clients for the administrators and the phone and online customer service employees; on the other hand it makes the case descriptions for clients also in plain form available.

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

Tudástár in legal definition is a digital database, which is operated by the secretary responsible for administration organization for the professional foundedness of the functions and competences related to the issues settled and requested to be settled in the Kormányablak (=Government windows) and preliminary information by the national client service hotline.

Purpose and content of Tudástár

The purpose of Tudástár is to establish the professional background of the new-type customer service, especially:

- the improvement of the client service quality and compliance with the requirements of the client-friendly administration;

- the promotion of the realization of the life situation-based administration;

- the support of the work of the employees of the integrated client service offices and municipality case assistants during their daily administration providing legal professional content service.

It is a two-way intention, because – helping in the orientation among more than two thousand case types – on the one hand it facilitates the servicing of clients for clerks and phone and online client service employees, on the other hand it makes the case descriptions available in clear form.

The content of Tudástár consists on the one hand of tables in predefined structure and filled with definitions, which contains every significant information required for administration related to the particular topic, on the other hand it also displays legal references as orientation among the rules of cases, therefore it is a basic expectation and practical challenge against Tudástár that it shall be executor, up-to-date and it shall contain exact information suitable for usage by the governmental windows clerks.

Regarding its structure Tudástár arranges relevant information of administration. In connection with each case approx. two hundred and twenty elementar information items are available. During the set-up of the case description structure the main principle was that the data shall be uploaded in accordance with the schedule of an administration process to be considered as average and the legal rules related to the individual cases contain significant quantity of information, which is displayed in the database.

The structural source of the build-up of Tudástár is the cadastre of the Hungarian administration task/competence. Due to the fact that the competence is between national organs, the case means division of labour according to the content, namely the scope of activity.

In this regard the Tudástár structure is as follows:
- Type of bodies (professional administrative bodies integrated into the Governmental office – professional administrative bodies not integrated into the Governmental office)
- Body (professional administrative body with competence in a certain case)
- Topic (breakdown adjusted to the task system of the authority)
- Case (exact case to settle) and information related to the case (denomination and brief description of the case, processing authority, costs of the process, due date, required documents, possibilities of e-administration, legal environment, etc.).

On the other hand it provides orientation also related to individual case levels – on which level a certain case can be settled (immediate administration; administration in own competence; forwarding of submissions; providing information exclusively; cases arrangeable ex officio in the government windows).

Individual case levels:

- Immediate administration: the authority arranges the authority case immediately and the client receives the requested decision or certificate.
- Administration: the government windows arrive at a decision processing in own competence within the normal administration period related to the particular case type.
- Forwarding: the government windows forward the application submitted to the competent and proper body, which finally makes the decision in the case.
- Information: the government windows give exclusively information in the particular case type.
- Ex officio cases: the government windows proceed ex officio.

There is another significant innovation in the Tudástár approach, which is the display of the life situation-based administration model. Life situation is a daily situation, in which a client (both natural and legal person) has to arrange one or several cases related to an event occurred in life, operation. Such life situation is among others: accident; illness; criminal act; construction, homemaking; vehicle operation; death; marriage; loss of certificates; start of industrial, commercial activities; start of school; performance of road traffic service; foreign work; settlement, acquisition of citizenship; search for job; name change; retirement; social needs; birth; travel; becoming entrepreneur.

It is reasonable to group and integrate every service related to the solution of a problem that the client can obtain them rapidly and comfortably, irrespective thereof, to the competence of which authority it belongs. It is called by the literature as life situation-based approach.

Search in the system

Examining the Tudástár structure the most important information, so called master data can be found at first place, then the information supporting in the identification of the case and the statement of entitlement for administration follows. Then the basic administration information (data, attachments, processes and the scope of data and documents to be attached for the acceptance of the case) shall follow, and then data related to the process costs and the deadline of the decision in connection with information related to legal remedy. The information on processing authorities is further important and useful information for the application users. The category of related cases and the links and attachments available from the database (e.g. forms) simplify the administration process.

The clerks can also search for the case code as well. Every case has an individual identification, which sooner or later becomes art of the daily knowledge, routine in the event of cases frequently searched for.

In addition keyword search is also possible, namely the contents can be discovered also applying optional search terms. It is a common service of web applications expected and sought-after by the users, which is provided also by Tudástár. The usable key word set shall be pre-defined and recommended by the branches handling the cases, based on the content and administration features of the individual cases. In order to reduce the search results it is also possible to combine the individual search options. The search fields are in a so called "and" relation with each other. In case there are values in several search fields, the system lists only the case descriptions, which comply with both search conditions.

Beyond above it is also possible to search on the basis of so called free text and legal reference search respectively.

The legal rules related to the individual cases contain several provisions in connection with the case and large amounts of elementar information concerns the individual cases; all information is connected to the information, which legal provision is the basis thereof.

In connection with each case more than two hundred elementar information items are available, however it may not be necessary to emphasize that it can be practically used in a structure adapted to the logics of the administration process during the limited period of an administration situation.

Access to the database

Tudástár has the ability and possibility of the determination of access control respectively. Only the authorized users can have access to certain interfaces and the content thereof and they can perform only operations, which are covered by their rights. So using the roles in the system it can be simply defined, what kind of operations a user can perform and which views the user be able to access. Regarding rights two categories can be distinguished:
- reading right and
- editing right.

The government windows clerks have the rights of the role "Clerk". The user logged in as clerk can have access to every case description in the system already approved, but cannot modify them. In order to enter the Tudástár application every user has a centrally generated, individual user name and password. Referring to the cases belonging to the line ministries the secretary (hereinafter referred as line secretary) competent and authorized for regulation regarding the modification of the Tudástár content based on modification of the legal rule shall be liable. Pursuant to this the line ministries have to perform the verification and validation of the cases in the attachments of the executive decree continuously.

Further information sources about the practice, if any (web pages, studies etc.)	Tudástár, which is the collective intellectual treasure of the Hungarian administration system, has come to being with the support of the European Union. The tasks related to the development of the government windows tudástár are recorded in the executive decree no. 2039/2013. (12. 30.) about individual tasks related to the government windows tudástár.

4. Name of the procedure/practice/innovation Ügyfélkapu

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	National

Source(s) of funding of the implementation (national, EU funds etc.)	Decree no. 150 of the year 2016 about general administration rules Decree no. 222 of the year 2015 about the general rules of electronic administration and trust services Decree no. 93 of the year 1990 about levies Executive decree no. 451/2016 (12.19.) about the detailed rules of electronic administration Executive decree no. 84/2012. (04.21.) about the appointment of individual organizations related to electronic administration
Need(s), which the practice/procedure reflects	The client portal ensures that the users can contact the bodies providing electronic administration and services in a safe way, after proof of identity, with one-time entry.

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

The Ügyfélkapu (client portal) is the electronic client entry and identification system of the Hungarian government. It ensures that the the users can contact the bodies providing electronic administration and services in a safe way, after proof of identity, with one-time entry.

During administration it is extremely important to ensure a unified, transparent process. It is realized by Ügyfélkapu as a kind of one-window administration place on the Internet, with the help of which the electronic services of different administration bodies can be availed of via the Governmental Portal.

There are services on the Governmental Portal, a part of which can be exclusively used with Ügyfélkapu registration, others without.

The system of ügyfélkapu (client portal) can be accessed via a classified, safe channel. The safety of the communication channel is guaranteed by a certificate, there are currently several certifying bodies in Hungary, which are supervised by the National Media and Communications Authority. On the Ügyfélkapu pages the certificates issued by the company Microsec Kft. are used, that is qualified by the authority as reliable organization.

In order to use the Ügyfélkapu a personal client portal identification is required, the acquisition of which consists of the following steps:

1. Registration should be initiated
2. The personal identity shall be proven (authorization)
3. The registration shall be activated with a single-use code upon the first entry

The client shall handle ID and the related password received upon registration confidentially.

Any natural person can initiate Ügyfélkapu registration at the registration organ (in any document office, governmental windows, in the client service of the tax authority or embassy) or electronically in the possession of a valid ID card issued after January 1, 2016 via Internet interface.

The user can prove the personal identity with:

1. ID card,
2. passport,

3. driving licence issued after January 1, 2001.

In case of foreigners not subject to the personal data and address registration the identification shall be performed on the basis of passport and – if there is any – Hungarian residence permit.

The identification of EEA member state citizens not subject to the personal data and address registration shall be performed on the basis of passport or other document suitable for proof of identity.

A person with an age of 14 -18 years is entitled - according to the general rules – to establish a client portal registration independently.

A person under the age of 18 and a person with limited capacity can only use a limited range of services that can be accessed through the Client portal.

The documents, notifications received from offices arrive in the personal client portal interface of Ügyfélkapu and the documents to be submitted to offices electronically can be uploaded here.

After registration the services subject to Ügyfélkapu and the usage of Ügyfélkapu are valid, until the client terminates his registration. However for the safety of administration the Central system maximizes the validity period of the password to Ügyfélkapu in two years.

In case the client changes his password, its validity period will be 2 years from the modification, if he does not fill in the date field, but upon password selection a shorter expiry can also be adjusted.

For the safety of the continuous and smooth administration the client will be notified 3-times prior to the expiry of the validity period of the password – 1 month, 1 week and 1 day prior to expiry – at the e-mail address managed by Ügyfélkapu.

On the Governmental portal there are several services, which pursuant to the safety of administration can be availed of only after identification in the client portal.
On the page of the electronically arrangeable cases the user can be informed on this continuously extended list. Clicking on the links of the list the individual services can be directly opened.
The client portal registration is free of charge. The user can initiate the establishment of several client portal registrations.

If you wish to establish a sole proprietorship, you are obliged to register in the client portal. In case you already have a client portal registration and you will be representative of a company, e.g. general manager, then the commercial court automatically assigns the client portal registration to the specific company.

Via the client portal it is possible to submit the personal income tax declaration, it can be checked, whether the employer has submitted the monthly contribution declaration for the employees, the client can check his tax current account, can buy at movable and immovable property auctions of NAV (National Tax and Customs Authority), can apply for European health insurance card and property sheet etc.
It is also possible to cancel a client portal registration.

Further information sources about the practice, if any (web pages, studies etc.)	https://ugyfelkapu.gov.hu/regisztracio#ancor

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5. Name of the procedure/practice/innovation Summer Stand-by

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Local
Source(s) of funding of the implementation (national, EU funds etc.)	
Need(s), which the practice/procedure reflects	The purpose of the stand-by duty is to provide the citizens not having a valid document suitable for proof of identity upon border crossing (ID card, passport or driving licence in card form) with temporary ID card.

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

Perhaps in a unique way in the country the Government Windows Department of the District Office of Barcs has a stand-by duty in the summer period (from June 15 to August 31) outside the working hours from Monday to Sunday from 7.00 am to 8.00 pm. The establishment of the stand-by duty was justified by the border situation of Barcs.

The purpose of the stand-by service is to provide the citizens not having a valid document suitable for proof of identity upon border crossing (ID card, passport or driving licence in card form) with temporary ID card. It is however important to know that a valid driving licence in card form is not suitable for the proof of identity in Croatia.

In the event the applicant does not have a valid permanent ID card or any other document for the proof of identity, the District Office issues a temporary ID card, the validity of which is 30 days. The passengers can enter Croatia with the temporary ID card issued.

So in the event, if the applicant has a valid passport or driving licence in card form, it is not possible to issue a temporary ID card.

It is important to know that in case of incapacitated minor applicants, if only one parent is appearing personally, the declaration of content to the issuance of the ID card by the other parent (legal representative) made in front of a notary public, the district office (district of the capital) of the government office of the capital and comitate proceeding in the function of child and welfare protection or issued by the parent, drawn up in private transfer instrument, or the effective decision confirming the termination and suspension of parental control respectively.

In case of an applicant subject to guardianship completely limiting capacity the legal representative shall confirm the guardianship, further the legal representation and also the personal identity of the legal representative. The confirmation can be performed especially with effective court or final guardianship authority decision.

For the administration:
- a valid document for proof of identity or a document expired within a year has to be presented.

In case the applicant does not have any of above documents:
- *the birth certificate and the marriage certificate suitable for the statement of name bearing can be presented (in case the client does not present the certificate, the proceeding authority arrange by contacting the competent registrar ex officio in order to reconciliate the required data, if the birth and marriage were registered in Hungary).*

In case the applicant does not have a valid ID card or any other document for the proof of personal

identity and cannot present the certificate, the proceeding authority arrange by contacting the competent registrar ex officio in order to reconciliate the required data, if the birth and marriage were registered in Hungary.

In case a temporary ID card was issued, the new permanent ID card can be requested only for reception in the document office.

The procedure is free of charge; the case can only be arranged personally.

Based on the experience of the past stand-by period temporary ID cards were issued in most cases, because the applicant had an ID card with an expired validity date and in case of children, who did not have any ID card or passport at all.

The temporary ID card could not be issued in most cases, because the client had a valid passport; or he has already initiated the issuance of a permanent ID card in another document office, governmental window. In above cases the Government windows could not issue a temporary ID card.

The issuance of the temporary ID card takes 15-20 minutes.

The stand-by service was claimed by the clients in almost every weekend during summer, but during the office hours the passangers returned from the border checkpoints almost everyday in order to apply for a document.

Based on the number of the clients of the stand-by service, the acknowledgments and positive feedbacks it can be stated that the unique initiation of the District Office of Barch was justified, which projects the well-foundedness of the future application of the stand-by system.

For work performance in stand-by service financial benefits (allowances) cannot be provided on the basis of the current legal regulation, due to above the excess work is compensated with free time.

Further information sources about the practice, if any (web pages, studies etc.)	

6. Name of the procedure/practice/innovation Web Case Aid

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	Executive decree no. 83/2012. (04. 21.) about regulated electronic administration services and services to be mandatorily provided by the state (Szeüszr.) Executive decree no. 84/2012. (04. 21.) about the appointment of certain organizations related to electronic administration Executive decree no. 85/2012. (04. 21.) about the detailed

	rules of electronic administration
Need(s), which the practice/procedure reflects	On the Webes Ügysegéd (Web Case Aid) interface it is possible to initiate and trace cases initiated electronically.

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

Most of the cases arrangeable in Webes Ügysegéd can be performed only after the identification of the user. The user identification is performed via the Központi Azonosítási Ügynökön (Central Identification Agent, abbreviated: KAÜ). KAÜ is a service, which collects the possible electronic identification methods on one interface. Owing to this it allows the clients to choose from the available electronic identification methods at their own discretion.

The system handles the personal data essentially required for the performance of the procedure initiated by the user and uses the exclusively for the arrangement of the case.

The individual personal data in the application shall be given by the user upon filling in the application and the data, which can be queried from the concerning registers of BM (Ministry of the Interior), are transferred as data content of the application.

The service can be utilized via the Central Identification Agent (abbr. KAÜ) service, namely

- either with Ügyfélkapu-registration,
- or registration concerning Phone Identification service,
- or e-Personal document.

You can apply for an Ügyfélkapu-registration personally at any document office and government window client service and on electronic way respectively – in case you have – a new ID card issued after January 1, 2016 on the web interface ugyfelkapu.gov.hu.
You can apply for a Phone Identification service registration at any document office and government window client service.
After successful identification for the first use of Web Case Aid you have to indicate your missing natural personal identification data and e-mail address as well.
After successful identification the blank belonging to the selected case type appears, the fields of which shall be filled in, where appropriate.
Web Caise Aid performs controls during filling, as result of which the eventual defects are displayed.
After the correct filling of the blank – in case the process is subject to duties or fees – the Web Case Aid displays the electronic payment interface. Two payment methods are supported by the system:
Bank transfer
Online bank card payment
On the Web Case Aid interface the following electronically initiated cases can be initiated and traced:

- Good-conduct certificate (application for authority good-conduct certificate, verification of the authentic issuance of the authority good-conduct certificate, information related to the data handled in the criminal register system)
- Vehicle (announcement of change of ownership, temporary withdrawal, return from

temporary withdrawal, query of vehicle data, replacement of register)
- Passport (private passport, service passport, announcement of loss, theft or destruction of the sea service passport and application for the replacement of such passport, application for a second private passport, acceleration of the passport application)
- Foreign settlement (announcement of the intention of foreign settlement, change of foreign address, announcement of change of foreign address of Hungarian citizen living abroad)
- Issuance of certificates (issuance of birth, marriage and registered partnership certificate)
- Announcement of host declaration on electronic way
- Information about own data stored in the personal data and address register (submission of application on electronic way)
- Matters related to sole proprietorship (start of sole proprietorship activity, announcement of data changes related to sole proprietorship, suspension of sole proprietorship activity, resumption of sole proprietorship activity after suspension, termination of sole proprietorship activity, application for sole proprietor certificate, announcement of events related to sole proprietor certificate, application for authority certificate about sole proprietorship)
- SZL data block
- Submission of notification about change of data
- Cancellation of ID card
- Parking certificate (substitution of parking certificate issued for private persons, replacement of parking certificate issued for private persons)
- Query of document status
- Verification of document validity
- Information from the register of authority certificates suitable for proof of identity (verification of document validity)
- Case(s) related to ePersonal documents (recording of phone number in case of emergency, installation of application belonging to the National Unified Card System (NEK application)
- Address for service (announcement, modification, renewal, cancellation, preliminary blocking of announcement or withdrawal of preliminary blocking, declaration related to announcement, withdrawal or modification thereof, creation, modification or withdrawal of the notification package).

Representing through a specific example:

Application of good-conduct certificate on electronic way – a good-conduct certificate is in most of the cases required for employment

The certificate requiring service via the Web Case Aid allows that the client can submit his application for good-conduct certificate on electronic way.

The service is available in Web Case Aid, where you have to fill in the application for certificate.

The Ministry of Interior issue a certificate in paper form within 8 days after receipt of the application completely filled in, which is delivered on postal way by the client, to the domestic addressee indicated on the application. The procedure for the issuance of the certificate starts after the submission of the application. During the procedure tha current status of the administration can be traced and queried on the Web Case Aid interface.

You can claim the service via the Central Identification Agent (abbr. KAÜ) service, namely you have to have

- either an Ügyfélkapu-registration,
- or registration for Phone Identification service,
- or ePersonal document.

Independent from citizenship any natural person with above registration can apply for good-conduct certificate on electronic way.

You can propose your application of good-conduct certificate exclusively in your own name and with your own registration (namely you cannot apply for a certificate electronically via mandatory)

The procedure for the issuance of the good-conduct certificate is free of duties four times a year. In case you initiate a procedure for the fith or more times in the current year, the general fee for the administration procedure (300 Forints) of first instance shall be paid.

The client can ask for notification to the e-mail address indicated in the application, which is submitted by the Ministry of Interior, when the certificate issued was handed over to the post for delivery.

The certificate is valid 90 days after issuance, unless it is withdrawn by the Ministry of Interior within the validity period, unless otherwise provided by the law. Everyone shall be obliged to accept the content thereof – until proof of contrary.

The Ministry of Interior issues the good-conduct certificate in paper form as security document in one single copy and forwards it to the addressee indicated in the application. Based on one application one certificate is issued. For the issuance of every further certificate a new application is required.

The good-conduct certificate includes:
- the following data of the applicant,
- the family and first name borne,
- the family and first name at birth,
- the place and date of birth,
- residence address
- the family and first name of mother at birth,
- the citizenship,
- the fact to be confirmed as requested by the applicant:
- corresponds with the conditions determined in the decree indicated in the application,
- has no criminal records and/or
- is not subject to deprivation of civil rights and
- is not subject to prohibition of employment or
- subject to prohibition of a particular employment,
- the number of the good-conduct certificate, the description and seal of the issuing authority, place and date of issuance and the sign of the authorized for issuance.

It is also possible to control the certificates issued online.

Further information sources about the practice, if any (web pages, studies etc.)	https://www.nyilvantarto.hu/ugyseged

7. Name of the procedure/practice/innovation Provision Register

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	Executive decree no. 83/2012. (04. 21.) about regulated electronic administration services and services to be mandatorily provided by the state (Szeüszr.) Executive decree no. 84/2012. (04. 21.) about the appointment of certain organizations related to electronic administration Executive decree no. 85/2012. (04. 21.) about the detailed

	rules of electronic administration
Need(s), which the practice/procedure reflects	The purpose of the service is to allow the citizens – and later gradually the organizations –to take actions, first of all related to identification and contact keeping methods and other electronic services respectively.

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

The Provision Register registers the provisions related to e-administration of persons and makes them available for the authorized. The purpose of the service is to allow the citizens – and later gradually the organizations –to take actions, first of all related to identification and contact keeping methods and other electronic services respectively.

Administration provision can be made exclusively by natural persons over 18 years of age, who are subjects of some kind of personal basic registry (personal data and address registry, central immigration policy register or personal register of natural persons availing of electronic administration with foreign residence).

Administration provision can be made exclusively personally for the first time (presenting a document suitable for proof of identity and with the assistance of an administrator):

- in every client service of the government windows and document offices of the country (http://kormanyablak.hu/hu),
- at specific postal service location defined in the General Contractual Conditions of the company Magyar Posta Zrt.,
- at priority client services of the National Tax and Customs Authority.

Personal registration is not required in the event, if the client has any type of client gate registration or Phone Identification with Partial Code (hereinafter referred as Phone Identification). In case of the existence of any of above the Provision register interface can be accessible after using above identification methods.

With the exception of the first administration provision provisions can be made also via the Governmental Client Hotline (phone 1818).

In every case a basic provision shall be made at first, further provisions cannot be made without that.

The declarations of the basic provision refer to:

- Internet administration;
- phone administration;
- electronic contact;
- postal contact.

After the basic provision further provisions can be made personally, electronically or by phone.

Why is RNY (Provision Register) useful?

- administration will be more rapid and effective;
- contact with authorities will be more calculable and foreseeable;
- the register stores the declarations related to permanent authorizations and provides authentic information without providing a paper-based document.

Providing and quering of authorization

If the personal process by the client is not required by the law, instead of him a legal representative or person authorized by him or his legal representative, further the client and his representative can proceed together. In case you make an authorization-type provision in the Provision Register related to the process in front of any authority, then later in a process in front of the authority indicated in the authorization it is **not necessary to prepare separate paper-based authorization.**

Determination of the identification requirements

You can order, how you can be identified by the authority in the future during your electronic administration. Such identification method can be the identification with the traditional **Ügyfélkapu (Client gate), the advanced Ügyfélkapu** or **Phone Identification**.

Official contact details

You can define, through which contact data the organizations joined the Provision Register (RNY) can contact you. You can indicate **electronic address, phone number, SMS and telefax and postal addresses respectively.**

Temporary notification about electronic administration

The primary purpose of the temporary notification service is that the client receives reliable information about the electronic (administrative) actions in his name and the electronic handling of his data. The notification can be compared mainly to the statement of accounts issued by bank service providers, by means of which you can trace your activities, cases on electronic way.

The essence of the service is that the client can define the scope of authorities and electronic administration acts in the Provision Register – within legal frames – for which he requests to receive notifications. Additionally in his provision he can define the period of submission of notification and the place of notification.

Approval of electronic contact

Approval of the electronic method of contact. It contains e-mail, phone, SMS and telefax.

Exclusion of Internet administration

After Internet blocking of administration you cannot claim the electronic administration on Internet way, so the further usage of RNY ist not possible anymore, except the case of administration services, where it is enforced by a legal rule or authority. The exclusion does not concern authorizations, the authorizations already issued can be further used and new authorizations can be made within the frame of personal or phone provision.

Exlusion of phone administration

In case of blocking the phone administration you cannot avail yourself of the phone method of electronic administration, so despite claiming phone identification you cannot arrange any case by phone (e.g. via the Governmental Client Hotline - 1818).

Further information sources about the practice, if any (web pages, studies etc.)	https://rendelkezes.gov.hu/rny-public/

8. Name of the procedure/practice/innovation Electronic Medical Service Room

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	Decree no. 39/2016. (12. 21.) EMMI about the detailed rules related to the Electronic Medical Service Room
Need(s), which the practice/procedure reflects	The main purpose of EESZT safe and personalized healthcare of patients, namely, if somebody gets into a stationary or ambulant healthcare institute, the handling physician shall have sufficient data about him, in order to be able to state the most appropriate treatment, therapy within the shortest possible time. The safety of healthcare depends also from the

	quantity of the medical data available for the physician. Repeated, excessive examinations can be avoided and the findings and X-ray examination results of the patient do not have to be obtained from previous healthcare service providers.
Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)	

The Electronic Medical Service Room (EESZT) is the e-health system of Hungary.

From November 1, 2017 every healthcare provider performing publicly financed service (medical practices, medical assistance institutes) and pharmacy and from November 1, 2018 the private medical service providers shall be obliged to use the EESZT system.

The service providers shall use the obligatory services from the date indicated:

- Recording of healthcare events in the event catalogue,

- Uploading of patient documents into e-Kórtörténet (e-case history) (the handling physician can query them),

- Uploading of medical prescriptions into the e-Recept (e-recipe) system and the possibility to query those,

- Query of doctor referrals from the e-Beutaló (e-referral) system,

- Uploading and query of the e-profile of the patient.

On the public portal interface (after client gate identification and providing the social insurance number) all data, documents can be viewed, which were prepared during the healthcare, every prescribed recipe and referral can be viewed anytime. The pharmacist in the pharmacy can see the prescribed products. On this interface the client can regulate anytime within the frame of digital autonomy, which providers can have access to his data.

The possibility of digital autonomy is allowed by the provisions of the decree no. 47 of the year 1997 about handling and protection of medical and related personal data as modified by the decree no. 224 of the year 2015. Within the frame of digital autonomy everyone has the possibility to trace via the portal or the clerk of any governmental windows, who and when has asked for access to his data recorded in EESZT. The client can adjust to receive notification about the entry of new data connected to his person and if he feels justified, he can define limitations and permissions related to the inquirer or individual data.

The usage of EESZT is prescribed by the decree no. 39/2016. (XII. 21.) EMMI about the detailed rules related to Electronic Medical Service Room.

With the system the process of medical healthcare will be more rapid, because the service providers can reach the patients' data, the findings, the imaging diagnostic photographs, the e-

referrals and e-recipes by one click. The data of the client will be transferred to a system of safety level 5 and he can trace anytime, who and when has quered from which institute and which data. The future direction of development that the patients' data will be stored in the system back to 5 years, so the case histories left or forgotten will also be available for the handling physician, so he can set up a more secure diagnosis and prescribe a more effective treatment. The National Rescue Service joins the system from 2018 and they can query the most important data of the patient already upon alarm and when the patient is delivered, the hospital physician can reach all treatment events, which were performed by the rescue team for the stabilization of the condition of the patient. Vaccination data, pregnancy and childcare data will be also available in the system, which further increases patient safety.

The e-Recept (e-recipe) system operates as part of the Electronic Medical Service Room from November 1, 2017.

The recipe can operate on a completely electronic way, as e-recipe, from prescription until redemption. Within the frame of publicly financed healthcare every physician writes e-recipes, from which a printed prescription confirmation is issued for the patient by the end of 2018 (same as the usual recipe, but there is also an e-recipe barcode thereon). The data content of the recipe will be stored in EESZT upon prescription, which can be queried in any Hungarian pharmacy based on the social insurance number of the patient or the e-recipe barcode on the prescription confirmation. In the event, if the physician does not reach the e-Recept system due lack of Internet-connection or outcalls, the data content of which shall be recorded in the EESZT system by the pharmacy upon redemption.

Owing to the EESZT system the family doctor can see, where and when the performance of a certain examination is possible, so by means of e-referral he can reserve a laboratory date in a particular hospital, where you can arrive without paper-based referral at the indicated date, saving for us to search for the place of a certain examination or intervention with a referral written on paper or printed. You can check your referrals anytime, this service allows simply and neatly that you always exactly know, where, when and for which examination or treatment we have a valid referral and you can see the contact details of the particular institute.

Further information sources about the practice, if any (web pages, studies etc.)	https://e-egeszsegugy.gov.hu/eeszt

*A cross-border region where rivers
connect, not divide*

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	Executive decree no. 66/2015.(03.30.) about governmental offices of the capital and comitats and the district offices (districts of the capital)
Need(s), which the practice/procedure reflects	The case aids provide professional, informatical support in cases belonging to the function and competence of the governmental office, further they provide informative help for the arrangement of other administration cases. The legal framework of the cooperation is recorded in a cooperation agreement. The case aids are present in every settlement belonging to the district offices, they have office hours and provide information and support locally for the habitants, and they take over their applications and forward those to the district office.

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

On January 1, 2013 the settlement case aid system has come to being as new legal institute, in order to ensure the performance of administrative tasks on local level, facilitating and simplifying the administration of the citizens.

The case aids of the district offices constitute a „bridge" between the clients and the district office. They help in administration at the residence of the client, bringing the office closer to the client.

In our experience the clients trust the case aids due to the office hours provided at their residence and to the personal direct relationship.

The assurance of the effective operation of the case aid system is an important task of the district office. More and more clients ask for the help and assistance of the case aids of the settlements. Regarding the applications taken over and forwarded by the settlement case aids an increasing tendency can be observed.

The applications taken over are mainly cases in connection with benefits of active aged people, public healthcare, claims of right for medical services. However our clients ask for information from our case aids in several other cases (e.g. family support and pension cases, application for social insurance card). The number of these applications and client information also increases. It is owing to the fact, that the function and competence of the district office and thereby the competence of the settlement case aids and the type of the applications, which can be taken over by them, was continuously extended during the years.

Our future purpose is to provide practical support for the local citizens in the administration of more and more cases through our settlement case aids. Our efforts are more and more emphasized by the legal regulation and the qualification of the governmental windows into general application collecting place. Additional to the forwarding of applications the settlement case aids – in cooperation with the governmental windows – can take part in the rapid fulfilment of remedy of deficiencies and in the feedback for the clients about the current status of their application and case.

The technical and objective conditions required for the office hours are ensured in every settlement. During 2015 we have performed the IT device development of the settlement case aids, within the frame of which multifunctional printer, docking equipment, laptop, mobile Internet was provided. As result of the objective conditions the office hours in the settlements have become high-standard, more efficient and smooth.

Our case aids have office hours in every settlement with weekly frequency. In case of absence representation is solved. The order of the office hours was established and if necessary, modified under consideration of the demands of the clients and the municipalities. We are waiting for the proposals of the municipalities regarding office hours in the future, so we can comply with the needs of the local citizens.

Our case aids participated in a special interim training, where they were informed about the type and process rules of the cases to be arranged mostly. Many of them have also performed the governmental windows clerk training.

Further information sources about the practice, if any (web pages, studies etc.)	

10. Name of the procedure/practice/innovation Performance evaluation system

Hosting country	Hungary
Level(s) of public administration, on which it is applied (central, county-level, local etc.)	Central
Source(s) of funding of the implementation (national, EU funds etc.)	Decree no. 52 of the year 2016 about state officials
Need(s), which the practice/procedure reflects	

Description of the practice (content and context; procedure, if relevant; implementation; good and bad experiences; why is it a good practice/recommended solution for a certain problem/challenge; further development possibilities etc.)

The basic purpose of the performance assessment system realized within the frame of the advanced project ÁROP 2.2.5 „Human resource management in central administration" is to effectively contribute to the attainment of the objectives of the organization by improving the performance of the public service officials, by developing the competences (knowledge, abilities, capabilities, social roles, self-image, personality traits, motivation) required for the performance of their work. The basic task is – applying both assessment factors and measurement and assessment methods – to state, to which extent and result the public service official has contributed to the attainment of the objectives of the organization.

The supervision and professional coordination of the performance evaluation is carried out by the Ministry of Interior. The Ministry of Interior shall be responsible for carrying out the performance assessments, monitoring activities, organization of the preparation of the experts of the involved branches and organizations, further for the IT background support service (TÉR Centrum). The system operation was taken over by the company Nemzeti Infokommunikációs Szolgáltató Zrt. (NISZ) after the integration of the Administration and Personal Development Directorate of the Public Service Personal Development Directorate-General. The public service individual performance evaluation is carried out in electronic form as defined in the Executive decree no. 10/2013 (01.21.) about public service individual performance evaluation, by means of a uniform and integrated public service IT-system based on collective methodology. The support of TÉR processes is realized by a web-system centre.

The system is continuously developed: the officials have the possibility yet, to join the evaluation process by completing a self-assessment. The evaluation can even allow a classification into a higher salary group.

The importance of the development of TÉR system, the establishment of the new Áttv. (decree about state officials) module is required by the § 28 art. (1) a) of the decree no. 52 of the year 2016 about state officials.

Further information sources about the practice, if any (web pages, studies etc.)	