



HUNGARIAN NATIONAL POLICE HEADQUARTERS
OFFICE

**RULES AND REGULATIONS OF SERVICE OF THE POLICE ON ELECTRONIC
ADMINISTRATION BY THE PROVISION OF ELECTRONIC FORMS**

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Change management

Version	Description of change	Applicable	Issued by
1.0	First draft version.	November 30, 2017	dr. Sándor Gömbös, Brigadier General (Pol.)
2.0	The transfer of experience resulting from the application of the act on the general Rules and Regulations for e-administration, and the results of the developments in this regard. Annex is the recording of the list of the currently available forms.	October 3, 2018	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0	Changes related to the introduction of the new e-administration inNOVA Portal (initiating cases online, preparing applications, completing forms)	January 7, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.1	8 new inNOVA forms go live and annex is updated	January 21, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.2	19 new inNOVA forms go live and annex is updated	February 11, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.3	51 new inNOVA forms go live and annex is updated	April 30, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.4	introduction of inNOVA forms for procedures concerning civilian firearms and annex is updated	June 13, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.5	35 new inNOVA forms go live and annex is updated	July 1, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.6	introduction of electronic invoice submission form and annex is updated	December 1, 2019	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.7	removing e-Papír form and removing 36 ÁNYK form and annex is updated	February 1, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.0.8	introduction of two ÁNYK forms for customers with official customer space availability and annex is updated	March 1, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.0	introduction of two more ÁNYK forms for customers with official customer space availability, introduction of 2 inNOVA forms related to coronavirus, introduction of a new inNOVA form for appealing against decisions taken by the administrative police department, updating and supplementing the annex with form identifiers	June 1, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.1	Introduction of 2 new inNOVA forms related to the epidemiological preparedness period, and	June 19, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)

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	supplementing the annex with form identifiers		
3.1.2	Removing 85 ANYK form, and merge 42 case type on inNOVA form, and annex is updated	June 30, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.3	Introduction of 1 new inNOVA forms related to the Application by an organization for permission to keep another firearm/ piece of firearm acquired on the basis of a permit, and supplementing the annex with form identifiers	August 3, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.4	Modification of authorities that can be addressed with forms 1 to 9 of the KKLO inNOVA, and updating the annex	October 5, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.5	Introduction of 3 new inNOVA forms related to the Application by Submissions related to the epidemic control measures, and supplementing the annex with form identifiers	October 28, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.6	Modification of the names of the forms RI-0631, RI-0612, RI-0646 inNOVA belonging to the The Administrative Police Department belongs to the Civil Firearms Administration case group, and updating of the annex	November 19, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.7	Introduction of 1 new inNOVA forms related to the Notification of the need to expand the code dictionary, modification of the names of the BNYO-01 and RI-0613 inNOVA forms belongs to the Economic Affairs belongs Records of payments case group, and the Administrative Police Department belongs to the Civil Firearms Administration case group, and updating of the annex	December 1, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.8	Standardization of the names of the forms IN-100010, RI-0637, RI-0205, RI-0207 inNOVA and updating of the annex	December 18, 2020	dr. Sándor Gömbös, Brigadier General (Pol.)
3.1.9	Introduction of 1 new inNOVA forms related to the Notification of a conversion of a firearm resulting in a change of category or subcategory to the Administrative Police Department belongs to the firearm distribution administration case group, and updating of the annex	January 18, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)

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3.2.0	Standardization of the name of the RI-0203 inNOVA form on the police.hu and ugyintezes.police.hu interfaces, and annex is updated	February 3, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.1	Introduction of 1 new inNOVA form for the notification of possession of a firearm belonging to category "C" for a case type, updating of the name of the form RI-0637 inNOVA and updating of the annex	February 26, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.2	Modification of authorities that can be addressed with forms 1 to 9 of the LKLO inNOVA, the RI-0606, RI-0619, RI-0627, and RI-0646 inNOVA forms names modification, and updating the annex	March 23, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.3	Introduction of 1 new inNOVA forms related to the Response to a police request to an economic organization, and removing of RI-0700, RI-0701, RI-0702 and RI-0800 and RI-0801 ÁNYK forms, and updating of the annex	April 28, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.4	Standardization of the name of the form RI-0629 inNOVA and updating of the annex	June 17, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.5	Modification of the name of the form RH-0104 inNOVA belonging to the Border control administration case group, and updating of the annex	July 1, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.6	Standardization of the name of the form LKKU1 inNOVA and updating of the annex	August 23, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.7	Introduction of 1 new inNOVA form for the Cancellation an application for assembly, governed by the act on the right of assembly, held in public places for a case type, and updating of the annex	September 7, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.8	Update the name of the form IN-100143 inNOVA belonging to the Armed Security Guard Service Procedure case group, and updating of the annex	September 15, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
3.2.9	Removing of RI-0217 ÁNYK forms, and updating of the annex	November 3, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)

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4.0.0	Introduction of the NOVA.PACK service, which enables the submission of electronic submissions to customers with a machine interface, as well as the inNOVA form NP-0001, and the update of the annex	December 1, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
5.0.0	Introduction of the inNOVA version of the EGYEB-02, EGYEB-03, EGYEB-04 and EGYEB-05 forms provided to cooperating organs and the PSZO-0001 ÁNYK forms available for the submission of the Electronic Invoice, and the updating of the annex	December 15, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
5.0.1	Introduction of 3 new inNOVA forms in the administration of persons seconded in proceedings case group with the identifiers KIREND-01, KIREND-02 and KIREND-03, and update of the annex	December 27, 2021	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.0	Removal of 21 ÁNYK and related updating of the provisions of the regulations, as well as modification of the names of the forms RI-0610, RI-0622 and RI-0623 inNOVA belonging to the Civil Firearms Administration case group, and updating of the annex	January 1, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.1	Addition of the list of authorities that can be addressed using form BE-0001 inNOVA and update the annex	February 18, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.2	Introduction of 1 new form in the Procedures concerning civilian firearms case group with the identifier RI-0652, and removing the Equity request for entry at the state border case group and the COVID-01 COVID-10 forms, and update of the annex	March 11, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.3	Update of the names of the forms LKLO-07 belonging to the case group Administrative Procedures related to Aviation, KKLO-07 belonging to the case group Administrative Procedures Related to Road Transport and OBJEKTIV-10 belonging to the case group related to Public Administration procedures concerning no-fault liabilities and updating the annex	March 18, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)

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6.0.4	Introduction of 2 new form, related to Civil Enforcement case group with the identifier EGYEB-0006, and Records of payments case group with BNYO-02 identifier, and update of the annex	April 4, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.5	Introduction of 1 new form, related to Administration related to the transport of explosives case group with the identifier RI-0404, and update of the annex	April 19, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.6	Introduction of 1 new form, related to Infringement case group with the identifier IN-100100, and update of the annex	June 16, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.7	Introduction of 4 new form related to General police administration case group with the identifier RI-0803 and related to Procedures concerning civilian firearms case group with the identifier RI-0632 and RI-0633 and related to Procedures concerning private security and private investigation (security procedures) case group with the identifier RI-0220, well as modification of the names of the forms RI-0655 inNOVA belonging to the Procedures concerning civilian firearms case group, and updating of the annex.	August 2, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.8	Introduction of 1 new inNOVA form to the Request for data in connection with road traffic accidents case group with identifier KBA-01, and updating the attachment	August 15, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.0.9	Update the names of the forms RI-0600 and RI-0606 belonging to Civil procedures concerning firearms case group, and update of the the annex	September 15, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
6.1.0	Introduction of 1 new inNOVA forms related to Criminal procedure concerning criminal offences case group with identifier IN-100017, and updating of the annex	November 15, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)

Version	Description of change	Applicable	Issued by
6.1.1	Update of the names of the forms RI-0300, RI-0301 and RI-0302 belonging to the Procedures concerning transport management case group, and updating the annex	November 17, 2022	dr. Sándor Gömbös, Brigadier General (Pol.)
7.0.0	On the basis of the 11th amendment of the Basic Law effective from January 1, 2023, the administrative division of Hungary has changed, thus updating the contents of the "addressable police bodies" column and the "abbreviation list" of the annex.	January 2, 2023	dr. Sándor Gömbös, Brigadier General (Pol.)

I. Introduction

1. The organization established to carry out general law enforcement tasks (hereinafter referred to as the Police) ensures the rights of Customers stipulated in Act CCXXII of 2015 on the General Rules and Regulations for Electronic Administration and Trust Services (hereinafter referred to as Act) and in accordance with its implementation regulations via an information system providing electronic administration..
2. The Rules and Regulations of service of the Police on electronic administration by the provision of electronic forms (hereinafter referred to as Rules and Regulations) is publicly available on the official website of the Police.

II. The scope of the Rules and Regulations

3. The personal scope of the Rules and Regulations shall be extended to the police authority providing electronic administration, and the customer entering into a relation with the authority when using the electronic forms.
4. The Rules and Regulations contain the general provisions related to the use of electronic forms during electronic administration, as well as the rights and liabilities between the Police and the customers arising out of the use of forms.
5. Irrespective of their location, the Customer could use the electronic administration service from anywhere in the world via Internet connection.

III. General provisions

1. Definitions and acronyms

6. The terms used in the Rules and Regulations are used in the generic meaning of the words, with the exception of the definitions listed under this present heading, which definitions are considered to have the meanings as described below.
7. *Customer*: a natural or legal person or a person authorized to represent, using electronic administration provided by the Police under the terms as described in the Rules and Regulations.
8. *Party/Parties*: as regards the application of the Rules and Regulations, they are either exclusively the Client or the Police, separately or in combination.
9. *Down time*: the time-period during which the possibility of the use of electronic administration falling within the scope of the Rules and Regulations is not provided. Down time excludes the planned maintenance of the information system ensuring electronic administration.
10. *Central Authentication Agent (KAŮ)*: a central electronic administration service (hereinafter referred to as: KEÜSZ), in the course of which the KEÜSZ service provider ensures the Police to allow the customer to freely choose their means of identification, and also ensures the implementation of the specific identification as required with the identification service provider selected by the individual to be identified.
11. *e-Papír*: a KEÜSZ service, in the course of which the service provider ensures that the Customer, upon being identified in accordance with paragraph 2 of section 18 of Act, can submit to the Police a free text application, if the legislation does not prevent the application being submitted in an electronic format, nor does the legislation establish any further formalism regarding the application being submitted in an electronic format.

12. *Police Administration Portal (Portal)*: an e-administration interface provided by the Police, which offers the Customers and the user's opportunities to fill in forms, submit applications, and follow up the processing status of applications online.
13. *Form*: a form that can be completed and submitted via the online interface available on the Portal interface.
14. *Secure Delivery Service (BKSZ)*: a KEÜSZ service that, regarding the delivery of the electronic message, ensures as follows:
 - a) the confirmation of the delivery of the message if the delivery system has received the message from the sender,
 - b) the integrity of the messages,
 - c) the authentication of the recipient (the recipient of the message can only be the addressed person or the authorized substitute recipient),
 - d) the confirmation of failed delivery.
15. *Disposition Register (RNY)*: a system that registers the customers' directions/orders/provisions as regards their electronic administration (including those related to contact and communication, as well as the legal acts on representation), and enables the entitled persons for query and search.
16. *Identification-Based Document Authentication (AVDH)*: a KEÜSZ service, in the course of which the service provider specified in the legislation assigns to the person authenticated by the service provider the declaration provided by the customer, then it credibly confirms the assignment to the person. By the help of AVDH, citizens not having a qualified electronic signature can also authenticate documents, thus they can fully participate in electronic administration.
17. *Malfunction*: the temporary or permanent failure or breakdown of the information system used by the Police as the tool for electronic administration, as a result of which the information systems are unable to properly ensure electronic communications and administration.
18. *NOVA.PACK service*: Provides the production of electronic forms systematized by the Police in an encrypted KRX container for those communicating via a machine interface.
19. *Machine interface*: system-to-system interface supported by authorization management.

2. Data of the organization providing electronic administration

20. The data of the police bodies providing the electronic administration of each type of case can be found on the official website of the Police, available at <http://www.police.hu>, in the menu item Administration / Organizational units.

3. Contact information of customer service in relation to electronic administration

21. As regards technical queries arising during electronic administration, the contact information of the customer service (hereinafter referred to as: Level 1 customer service) are as follows:

Telephone number:	1818
International:	+36 (1) 550-1859
E-mail address:	ekozig@1818.hu
Chat:	https://webchat.opennet.hu/ugyfelvonal/?ref=ekozig

22. As regards queries requiring special expertise, the specialty experts at the National Police Headquarters provide Level 1 customer service specialist support (hereinafter referred to

as: Level 2 customer service), which support is available during the business hours of the Police.

23. Official business hours: from Mondays to Thursdays: 0730-1600 hours; on Fridays: 0730-1330 hours.

4. Audio recording of telephone calls between customer service and Customer

24. An audio recording is made on the telephone communication between Customer and Level 1, and Level 2 customer service. The audio recordings are kept by the Police for 5 years.
25. Upon Customer's request, the Police shall, within 30 days upon being informed of Customer's such request, provide free of charge the customer an opportunity to listen to the audio recording, and additionally, it shall provide a one-time electronic copy of the audio recording on each audio recording.

IV. Detailed provisions

26. In respect of the case groups published on the website, the Police, unless the legislation provides otherwise, shall ensure electronic administration in accordance with the official work schedule, whose exhaustive list at the times of the Rules and Regulations being published can be found in annex 1.
27. Concurrently with using the electronic administration, the Customer shall accept and agree to be bound by the provisions of the Rules and Regulations, and shall acknowledge that, upon accepting the Rules and Regulations and upon the use of the system, he/she shall have incumbent obligations related to the use of electronic administration without concluding an individual contract on such use.
28. The Police provides electronic administration in accordance with the provisions of Government Decree 451/2016. (XII. 19.) on the detailed Rules and Regulations of electronic administration (hereinafter referred to as: Vhr.) and in accordance with the content of the Act.
29. If the legislation stipulates that, as an annex to be attached, a certified copy, either an original one or a properly certified duplicate, must be submitted by the Customer to the electronic administration, the customer must attach a document certified in accordance with the stipulations of document authentication in accordance with the Rules and Regulations established by the Act and Vhr.
30. The Police considers authentication service providers issuing certificates acceptable to the Police those authentication service providers issuing certificates that are listed on the websites <http://webpub-ext.nmhh.hu/esign/index.jsp>, as well as <https://ec.europa.eu/digital-single-market/en/eu-trusted-lists-trust-service-providers>.
31. The customer maintains electronic communication with the Police by using the access points (client gateway, corporate gateway, government gateway) serving as access to securing electronic communication.
32. During communications in relation to electronic administration, the occurrence of the presumption of delivery shall be governed by the laws in force.
- If in a certain case group the electronic administration is not mandatory, the natural person Customer's administrative provision excluding electronic administration fully or in relation to any procedural step therein shall also exclude the occurrence of the presumption of delivery in relation to the electronic declaration, unless the law provides otherwise.
33. As regards cases, for which forms have been established (Annex 1), unless the legislations provides otherwise, submitting the application in e-Papír format is considered "not

submitted” by the Police. The customer will be informed within 8 days as regards the application being 'not submitted' and on the possible solutions of submitting the application.

5. The procedure of electronic administration

34. The electronic administration of case groups listed in Annex 1 shall be carried out using the forms defined therein.
35. Submitting the forms by electronic means to the police authorities specified in the form shall be carried out using Portal services or e-Papír service via the government gateway of the Police in accordance with the following:
 - a) the current form is available and can be completed via the website of the Police Administration Portal (<https://ugyintezes.police.hu>),
 - b) The e-Papír can be filled in directly on the central e-Papír service interface: <https://epapir.gov.hu> website. The form inNOVA can be filled in directly on the Portal;
 - c) the e-Papír via the e-Papír service [the service provider is NISZ National Infocommunications Service Company Ltd. (hereinafter referred to as: NISZ Zrt.), contact information: www.nisz.hu], and the form can be submitted by the Customer authenticated by the KAÜ application using the Portal to the repository of the Police.
36. The completed form and its annexes will be forwarded to the repository of the Police via BKSZ, the reception of which will automatically be confirmed by sending confirmation to Customer's secure electronic communications repository:
 - a) in case of e-Papír, NISZ Zrt. will send an automatic confirmation (confirmation of receipt and download) which confirms that the e-Papír has been successfully submitted to and it has been downloaded by NISZ Zrt. NISZ Zrt. will forward the e-Papír to the government portal of the addressee selected by the Customer. Being the intermediate organization, NISZ Zrt. is indicated as the addressee in the automatic confirmations. The e-Papír filled in by the Customer can be downloaded from the address displayed during submission, which address contains the addressee selected by the Customer;
 - b) in case of submitting the forms directly from the government gateway of the Police. The electronic signature of the application is necessary to submit the inNOVA forms, and the Portal will use the AVDH service. The Portal forwards the authenticated application to the Customer's official repository, from where it will be forwarded to the official repository of the Police by using the BKSZ service. The Customer can monitor the status of the actual administration on the Portal.
37. The Police shall process the submitted form for administration in a format, whose data content can directly be displayed by widespread office or browser programs for human readable interpretation, and which contains the data content of the form in a structured way suitable for automated processing.
38. If the annexes to the submitted form cannot be identified (file format mismatch), the Customer will receive an automatic error message. The submitted electronic form will be processed, and the resubmission of the non-identifiable attached documents will be determined in accordance with the Rules and Regulations of administration.
39. Items sent to the official repository of the Police will be automatically be registered by the document management system of the Police and an automatic notification will then be sent to the Customer's official repository on the receipt of the form, its date of receipt, and the receipt identifier, of which the Customer will be served notice via the official communication channels.

40. In case of forms, if the Customer does not submit his/her application on the current form available on the website of the Police, but on an earlier repealed or invalid version, the Police will then send a notice on the refusal of admission via the official communication channel to the Customer's repository.
41. The administration is carried out in accordance with the laws in force, irrespective of the way of submission of the underlying application or request.
42. If the natural person submitting the form acts for the Customer as his/her proxy, he/she has the obligation to attach his/her authorization to the application in accordance with the sectoral legislation, or record it in the Official Register.

6. Technical requirements, information

43. The definition of the documents to be attached to the individual forms, and their requirements are available in the information section of the individual forms on the Portal.
44. The attachable file formats are specified in Annex 1 to Vhr., which formats can also be uploaded in the authenticated „asice” format. Additionally, the Police also accepts .doc and .xls file formats.
45. The parameters of the attachable files, in particular the resolution in cases of images or the sampling frequency in case of audio materials, must be selected in accordance with the intended use.
46. The technical conditions that can be used when filling in the forms are contained in the [Portal user manual](#).
47. Notifications and confirmations as regards electronic administration shall be stored for a limited time on Customer's repository in accordance with the service conditions of the service provider of the repository.
48. In case of e-Papír, the respective size limit regarding the attachments to be uploaded is available on the e-Papír website during completing the application.
49. Technical and administrative details of using the NOVA.PACK service are available in the [KKSZB Service Catalog](#).

7. General obligation of cooperation

50. Upon using electronic administration, the Police and the Customer consent and accept that, in order to complete the tasks contained in the Rules and Regulations, they shall cooperate with particular attention, and on the basis of the applicable legislation. In the course of the above, the Parties undertake to work actively to avoid and prevent any and all behavior, circumstances or conditions which are contrary to these present Rules and Regulations or which may hinder or thwart the content therein.
51. During the use of electronic administration, the Police and the Customer must act in constructive interaction taking into account each other's interests.

8. Modification of the Rules and Regulations

52. The Police reserves its right to unilaterally modify the Rules and Regulations in accordance with the requirements resulting from the principle of good faith and fair dealing, and in accordance with the principle of proper exercise of rights. The Police shall publish the

modification on its website at least 3 (three) days prior to the modification entering into force.

9. Availability

53. The availability of the use of the electronic administration of the Police shall be 7 days a week, and 24 hours a day, with the derogations set out in this chapter.
54. NISZ Zrt. is the operator of the e-Papír service. The availability of the e-Papír service is set out by the operator in the general terms and conditions ([e-Papír ÁSZF](#)) of the general purpose electronic request form (e-Papír).
55. The AVDH service, the KAÜ service and the BKSZ service are provided by NISZ Zrt. The availability of the services is set out by the general terms and conditions ([AVDH ÁSZF](#); [KAÜ ÁSZF](#); [BKSZ ÁSZF](#)).

10. Changes resulting from force majeure

56. Any and all fortuitous events that may temporarily prevent or restrict either Party or both Parties in respect of the fulfillment of the contract constitute a special situation. The events that constitute a special situation include, in particular, the malfunction or breakdown directly unavoidable by the Police in relation to the services set out in the Rules and Regulations, the shutdown of the support system for security reasons, the network failures, any and all technical errors falling outside the authority of the Police, or natural disasters preventing or restricting the operations of the services.
57. In case of extraordinary situations, the Police shall immediately take the necessary measures in order to provide the uninterrupted functioning of the electronic administration, and shall also immediately inform the public on the website of the Police on the extraordinary situation, and its effects caused in the availability of the electronic administration, as well as it shall communicate when the Police will be able to fulfill any and all obligations arising from the Rules and Regulations.
58. The events falling outside the authority of the Police are as follows:
 - a) any and all damages caused by force majeure, including in particular the damages caused by the shortfall of the SZEÜSZ and KEÜSZ services,
 - b) any and all damages caused by the shortfall of the services during the period of time of the announced suspension ,
 - c) any and all damages caused by the Customer's failure to cooperate.

11. The suspension of the service, maintenance

59. The Police, subject to prior notification of the Customer, may suspend the electronic administration for the purpose of carrying out maintenance, renovation, software change and enhancement, or any related activities in its network (hereinafter referred to as: maintenance works).
60. On its website, the Police informs the Customer on the planned maintenance works and the date and time period set out for it at least five days prior to its commencement. The Police shall carry out the planned maintenance works so that they restrict the availability of the electronic administration to the least extent possible or not at all.
61. The necessary downtime periods during the planned maintenance works, if maintenance is carried out in the maintenance window, will not reduce the time of availability.

12. Reporting and complaint handling procedures

62. Reports or complaints in relation to the electronic administration regulated by the Rules and Regulations are subject to a limitation period of 6 months from the date on which the conditions leading to such circumstances occurred, and they can be done via e-mail sent to panasz.orfk@orkf.police.hu. This limitation period shall not affect the Customer's right, provided by procedural law concerning the electronically administered case, to exercise his/her right to appeal provided in relation to the administration, which is governed by the underlying procedural law.
63. Conducting an investigation in relation to a complaint has a deadline 30 days following the submission of the complaint.
64. The Customer may initiate supervisory examinations with EÜF in case of the infringement of his/her rights provided for in the Act, or in cases when the authority providing the electronic administration fails to comply with its obligation that may affect the Customer's rights or legitimate interests.

13. Data protection and confidentiality

65. The Parties undertake that, during the activities carried out in relation to the provision of services, they shall treat and keep as confidential any and all data, facts and pieces of information that one Party has become aware of, or has come into its possession in regard to the other Party to the contract, furthermore neither Party shall disclose such information to the public or unauthorized third parties without the other Party's prior written consent and approval. The management of data relevant to the matter serving as the basis of electronic administration shall be governed by the law relevant to the specific procedure.
66. As a data management authority falling within the scope of Act L of 2013 on Electronic Security of State and Local Government Organizations (hereinafter referred to as: Ibtv.), the Police shall provide for the confidentiality, integrity and availability of the data it manages in accordance with the provisions of Ibtv.
67. Confidentiality has been concluded between the Parties for an indefinite period.
68. If any of the Parties breaches its obligation of confidentiality, it shall then be held liable to pay the other Party for the cost of the resulting damage.
69. The following do not constitute the breach of data protection and confidentiality:
 - a) disclosing data, facts and pieces of information that are public, those whose being public is required by the law, or those that have already been made public by the consent and approval of the other Party,
 - b) forwarding or transmitting data, facts and pieces of information on the basis of the obligation of law, decision or court ruling by simultaneously informing the other Party,
 - c) forwarding or transmitting data, facts and pieces of information to authorities authorized to obtain information on the basis of the existence of statutory conditions and with a request to that effect,
 - d) fulfilling reporting and disclosure requirements and obligations as imposed by law on the Police or the customer.
70. The obligations specified herein are imposed on the proxies of the Customer and the Police identically with those of the Parties.

14. Data processing requirements

71. The personnel authorized to process personal data shall be the Police personnel with defined responsibilities in relation to the administration of the cases.
72. In case of any and all complaints relating to the processing of personal data the Customer can contact the National Authority for Data Protection and Freedom of Information (1125 Budapest, Szilágyi Erzsébet fasor 22/c, e-mail: ugyfelszolgalat@naih.hu).
73. The information relating to the audio recording of the telephone conversation between the customer service and the Customer is contained in the case group 'Audio Recordings Related to Electronic Administration' in the menu item 'About the Police/Data Protection and Data Controller/General Case Groups' on the official website of the Police.

15. Final provisions

74. The Rules and Regulations enter into effect on January 2, 2023 and the Police must make it continuously available for the Clients of the Police on the official website of the Police.

List of case types and related information

Case group	Title of case	Addressable police bodies	Form ID
Requesting data	Application to access personal data with national classification (Access licence)	ORFK Hivatal, VMRFK, BRFK, RK, RRI, KR, HRK, NEBEK, ROKK, NOK	IN-100011
Requesting data	Application for information/rectification concerning the processing of personal data	ORFK Hivatal, VMRFK, BRFK, RK, RRI, KR, HRK, NEBEK, ROKK, NOK	IN-100141
Requesting data	Application for access to data of public interest and data public on grounds of public interest	ORFK Hivatal, VMRFK, BRFK, RK, RRI, KR, HRK, NEBEK, ROKK, NOK	IN-100142
General law enforcement administration	Deficiencies concerning applications submitted in the area of administrative policing	ORFK, VMRFK, BRFK, RK, RRI	RHIP-001
General law enforcement administration	Request for withdrawal of applications lodged in matters of law enforcement administration	ORFK, VMRFK, BRFK, RK, RRI	RI-0800
General law enforcement administration	Application to rectify a public administration decision in the field of law enforcement administration	ORFK, VMRFK, BRFK, RK, RRI	RI-0801
General law enforcement administration	Appeals against decisions made by the administration law enforcement	VMRFK, BRFK, RK	RI-0802
General law enforcement administration	Modification of data of requests lodged in police administration cases prior to taking the decision on the merit of the case	VMRFK, BRFK, RK	RI-0803
Records of payments	Proof of payment or submission of a request for reimbursement in case of incorrect payment / overpayment	ORFK	BNYO-01
Records of payments	Information form concerning the carrying out of picking up by the police	VMRFK, BRFK, KR, RRI	BNYO-02
Criminal administration	Providing data on criminal data request	ORFK, VMRFK, BRFK, KR, RK, RRI	BE-0001
Criminal procedure concerning criminal offences	Submissions related to criminal offences (criminal complaint, motion, complaint, announcement, submission)	ORFK BF, VMRFK, BRFK, RK, RRI, KR	IN-100016
Criminal procedure concerning criminal offences	Motion for reconsideration for procedures conducted in major crimes connected to exercising executive powers and managing public goods	ORFK, VMRFK, BRFK, HRK, RK, RRI, KR	IN-100017
Criminal procedure concerning criminal offences	Declaration of consent to electronic communication in the course of the criminal procedure	ORFK BF, VMRFK, BRFK, RK, RRI, KR	IN-893
Other law enforcement authority procedures	Application for a public safety permit for the use of nuclear energy	VMRFK, BRFK	RO-0002
Other law enforcement authority procedures	Application for revocation of a public security license	VMRFK, BRFK	RO-0003

Case group	Title of case	Addressable police bodies	Form ID
Other law enforcement authority procedures	Reporting an activity involving drugs and psychotropic substances	ORFK	RO-0006
Other law enforcement authority procedures	Report on the distribution and use of narcotic drugs and psychotropic substances to the retailer of veterinary medicinal products, the veterinary institution, the veterinary establishment, the zoo, the game park and the private veterinarian	VMRFK, BRFK	RO-0007
Submission of electronic invoice	Submission of electronic invoice	VMRFK, BRFK, KR, NEBEK, NOK, ORFK, ROKK, RRI	PSZO-0001
Notification of disappearance / Notification of whereabouts of a missing person	Notification of the disappearance	VMRFK, BRFK, RK	BU-0001
Notification of disappearance / Notification of whereabouts of a missing person	Reporting a missing person's location	VMRFK, BRFK, RK	BU-0002
Armed Security Guard Service Procedure	Initiating the establishment, termination or modification of the operation of an armed security guard, and the approval of the armed security guard's service documents	ORFK RF, VMRFK, BRFK	IN-100143
Reporting and administration related to assembly	Application for a reduction or unlimited reduction of a fine imposed by an assembly authority	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	IN-1233
Reporting and administration related to assembly	Submitting an application for assembly, governed by the act on the right of assembly, held in public places	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102
Reporting and administration related to assembly	Submitting a notification of change of the organizer of the assembly, governed by the act on the right of assembly, held in public places	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-A
Reporting and administration related to assembly	Submitting a report on security conditions endangering the assembly, governed by the act on the right of assembly, to be held in public places	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-B
Reporting and administration related to assembly	Submitting a notification on the new date and time of the assembly previously banned by authorities on the basis of judicial decision	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-C
Reporting and administration related to assembly	Review of decisions on assemblies	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-D

Case group	Title of case	Addressable police bodies	Form ID
Reporting and administration related to assembly	Completing the application for assembly, governed by the act on the right of assembly, held in public places	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-E
Reporting and administration related to assembly	Submitting an application for an urgent assembly, governed by the act on the right of assembly, to be held in public places	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-F
Reporting and administration related to assembly	Cancellation an application for assembly, governed by the act on the right of assembly, held in public places	BRFK, RK (BRFK kerületi kapitányságainak kivételével)	RK-0102-G
Investigating the circumstances of death	Relinquishing the right of appeal	ORFK BF, VMRFK, BRFK, RK	IN-63
Investigating the circumstances of death	Application for appeal	ORFK BF, VMRFK, BRFK, RK	IN-64
Investigating the circumstances of death	Withdrawal of appeal application	ORFK BF, VMRFK, BRFK, RK	IN-74
Investigating the circumstances of death	Application for a form to justify reasons for failure to lodge an appeal	ORFK BF, VMRFK, BRFK, RK	IN-77
Investigating the circumstances of death	Application for termination of seizure	ORFK BF, VMRFK, BRFK, RK	IN-78
Investigating the circumstances of death	Notification for investigation of unusual death	ORFK BF, VMRFK, BRFK, RK	IN-79
Border Control Administration	Deficiencies (in the field of border control for petitions for permits)	VMRFK, RK, HRK, RRI	IN-82
Border Control Administration	Revoking applications	VMRFK, RK, HRK, RRI	IN-83
Border Control Administration	Application for corrections of decisions by authorities	ORFK RF, VMRFK, RK, RRI	IN-84
border control administration	Application to open a temporary border crossing point	VMRFK, RRI	RH-0100
border control administration	Application for the occasional use of a border crossing point with restricted traffic for use other than its original use.	VMRFK	RH-0101
border control administration	Application for the use of a border crossing point with limited operating hours for use outside the operating hours	VMRFK	RH-0103
border control administration	Application for a permit to enter and stay in the territory of a border crossing point for non-border crossing purposes	VMRFK, RK, HRK, RRI	RH-0104
border control administration	Application for border control in transit (coaches, trains, watercraft)	VMRFK	RH-0105

Case group	Title of case	Addressable police bodies	Form ID
border control administration	Application for border crossing for the purpose of work at locations other than the border crossing point	VMRFK	RH-0107
border control administration	Application for trans-boundary waterway traffic	VMRFK	RH-0108
Personnel matters of call centres	Requests for information by former employees of the Call Centres	ORFK RF HKSZ, ORFK RF HKM	IN-81
Personnel matters of call centres	Job applications to Call Centres or requests for information	ORFK RF HKSZ, ORFK RF HKM	IN-88
Administrative proceedings (judicial review)	Application for judicial review / bringing administrative proceedings regarding fin(s) imposed by administrative decisions / orders or with information notes	ORFK, VMRFK, BRFK, RK, HRK	TK-120101
Procedures concerning transport management	Application for authorizing the installation and use of a warning device	RK	RI-0300
Procedures concerning transport management	Application for authorizing the installation and use of emergency response vehicles warning devices	ORFK, VMRFK, BRFK	RI-0301
Procedures concerning transport management	Reporting changes in facts, concerning the installation and use of emergency response vehicles warning devices or other warning devices, that do not extend the validity of the permit	ORFK, VMRFK, BRFK, RK	RI-0302
Request for data in connection with road traffic accidents	Data request concerning a road traffic accident	VMRFK, BRFK, RK	KBA-01
Public administration procedures related to road transport	Application for a probate in an authority administrative matter	VMRFK, BRFK, RK, HRK, RRI	KKLO-01
Public administration procedures related to road transport	Application for access to the file in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-02
Public administration procedures related to road transport	Certificate of delay of default in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-03
Public administration procedures related to road transport	Appeal in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-04
Public administration procedures related to road transport	Application for a discount in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-05

Case group	Title of case	Addressable police bodies	Form ID
Public administration procedures related to road transport	Application for reconsideration in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-06
Public administration procedures related to road transport	Objection to service in an administrative case	VMRFK, BRFK, RK, HRK, RRI	KKLO-07
Public administration procedures related to road transport	Application for exemption from costs in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-08
Public administration procedures related to road transport	Compliance with the obligation to pay costs which are liable due to an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	KKLO-09
Research application	Application to conduct research in the archives of the Police	ORFK Hivatal, VMRFK, BRFK, RK, RRI, KR, HRK, NEBEK, ROKK, NOK	IN-100010
Training of the air aviation personnel	Notification of persons participating in type rating training (training flight) for flying complex motor-powered aircraft.	VMRFK, BRFK	LKKU1
Administrative procedures related to aviation	Application for a probate in an authority administrative matter	VMRFK, BRFK, RK, HRK, RRI	LKLO-01
Administrative procedures related to aviation	Application for access to the file in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-02
Administrative procedures related to aviation	Certificate of delay of default in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-03
Administrative procedures related to aviation	Appeal in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-04
Administrative procedures related to aviation	Application for a discount in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-05
Administrative procedures related to aviation	Application for reconsideration in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-06
Administrative procedures related to aviation	Objection to service in an administrative case	VMRFK, BRFK, RK, HRK, RRI	LKLO-07

Case group	Title of case	Addressable police bodies	Form ID
Administrative procedures related to aviation	Application for exemption from costs in an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-08
Administrative procedures related to aviation	Compliance with the obligation to pay costs which are liable due to an administrative authority case	VMRFK, BRFK, RK, HRK, RRI	LKLO-09
firearm distribution administration	Firearm distributor's Registration report form	ORFK GF	RI-0100
firearm distribution administration	Firearm manufacturer's sale report form	ORFK GF	RI-0101
firearm distribution administration	firearm distributor's/repairer's reporting form	ORFK GF	RI-0102
firearm distribution administration	firearm distributor's/repairer's sale reporting form	ORFK GF	RI-0103
firearm distribution administration	Notification of a conversion of a firearm resulting in a change of category or subcategory	ORFK	RI-0104
firearm distribution administration	Notification of the need to expand the code dictionary	ORFK	RI-010T
public administration procedures concerning no-fault liabilities	Offer of evidence relating to public administration procedures concerning no-fault liabilities	Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-01
public administration procedures concerning no-fault liabilities	Request for access to the file relating to public administration procedures concerning no-fault liabilities	Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-02
public administration procedures concerning no-fault liabilities	Verification of failure to meet the deadline relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-03
public administration procedures concerning no-fault liabilities	Request to be excused relating to public administration procedures concerning no-fault liabilities	Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-04
public administration procedures concerning no-fault liabilities	Lodging an appeal relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-05
public administration procedures concerning no-fault liabilities	Waiver of payment relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-06

Case group	Title of case	Addressable police bodies	Form ID
public administration procedures concerning no-fault liabilities	Application for review relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-07
public administration procedures concerning no-fault liabilities	Application by the customer relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-08
public administration procedures concerning no-fault liabilities	Application for administrative proceedings relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-09
public administration procedures concerning no-fault liabilities	Objection to service in an administrative matter relating to strict liability	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-10
public administration procedures concerning no-fault liabilities	Application for legal aid relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-11
public administration procedures concerning no-fault liabilities	Deficiencies relating to public administration procedures concerning no-fault liabilities	BRFK, Vas VMRFK, Szabolcs VMRFK	OBJEKTIV-12
complaint handling	Complaints regarding public safety, reports to the police	ORFK, VMRFK, BRFK, RK, RRI, KR	IN-1248
complaint handling	Complaints against measures taken by the police (form)	ORFK, VMRFK, BRFK, RK, HRK, KR, RRI	RK-0101
Complaints/ public interest disclosures	Application for complaint regarding the use of coercive measures by a person performing law enforcement tasks	RK	IN-85
Complaints/ public interest disclosures	Application for complaint regarding measures and/or coercive measures used by an armed security guard	RK, RRI	IN-86
Complaints / public service announcements	Complaints or public interest disclosure regarding handling of emergency calls	ORFK RF	IN-87
Administration of pyrotechnic-related activities	License application concerning manufacturing pyrotechnic articles	VMRFK, BRFK	RI-0106
Administration of pyrotechnic-related activities	Licence application regarding the autonomous inspection of pyrotechnic articles	VMRFK, BRFK	RI-0107

Case group	Title of case	Addressable police bodies	Form ID
Administration of pyrotechnic-related activities	Licence application of distribution of pyrotechnic articles or storage of pyrotechnic articles in permanent or retail and distribution centre storage facilities (storage unit), respectively	VMRFK, BRFK	RI-0108
Administration of pyrotechnic-related activities	Submitting an application for sale of pyrotechnic articles	RK	RI-0109
Administration of pyrotechnic-related activities	Submitting an application for displaying and exhibiting pyrotechnic articles	VMRFK, BRFK	RI-0110
Management of pyrotechnics-related activities	Licence application for pyrotechnic product storage	VMRFK, BRFK	RI-0111
Administration of pyrotechnic-related activities	License application for the use of pyrotechnical article	VMRFK, BRFK	RI-0112
Administration of pyrotechnic-related activities	Notification for the use of pyrotechnic articles	RK	RI-0113
Management of pyrotechnics-related activities	License application for pyrotechnic product destruction	VMRFK, BRFK	RI-0114
Management of pyrotechnics-related activities	Informing the authority of the implementation of approved or notified fireworks	VMRFK, BRFK, RK	RI-0116
Management of pyrotechnics-related activities	application for a permit for the end of year marketing of pyrotechnical articles and the operation of a temporary storage facility for distribution	VMRFK, BRFK	RI-0117
Management of pyrotechnics-related activities	authorization application for the year-end marketing of pyrotechnic articles	VMRFK, BRFK	RI-0118
Administration of pyrotechnic-related activities	Notification of the change of data (business and responsible pyrotechnic data) that does not affect the technical data of a pyrotechnic license / certificate as well as the start /suspension of production / distribution / destruction / storage activities and of the termination of a licensed or previously declared activity (with the exception of use).	VMRFK, BRFK, RK	RI-0119

Case group	Title of case	Addressable police bodies	Form ID
Procedure concerning activities relating to pyrotechnical articles	Submitting a statement to the authority on pyrotechnical articles manufactured or distributed on the basis of an 'authorisation to manufacture or distribute pyrotechnical articles', in the year preceding the subject year	VMRFK, BRFK	RI-0120
Procedure concerning activities relating to pyrotechnical articles	Application for replacing a lost or damaged licence or certificate authorising pyrotechnic activities	VMRFK, BRFK, RK	RI-0121
Procedure concerning activities relating to pyrotechnical articles	Application for a licence to export pyrotechnic articles to a non-EEA state or import such articles from a non-EEA state	VMRFK, BRFK	RI-0122
Procedures concerning civilian firearms	License for natural persons to obtain, hold, wear and use firearms or piece of firearms excluding self-defence firearms (exchange, replacement)	RK, BRFK	RI-0600
Procedures concerning civilian firearms	Application for a licence for handloading and reloading ammunition	RK, BRFK	RI-0605
Procedures concerning civilian firearms	Application for natural persons to hold a piece of firearm, a silencer, or to keep a firearm for self-defense purposes and to extend the validity of a firearms permit for self-defense purposes	VMRFK, BRFK	RI-0606
Procedures concerning civilian firearms	Application for a shooting instructor licence	RK, BRFK	RI-0608
Procedures concerning civilian firearms	Application for a permit for the deactivation of a firearm, cartridge (ammunition), surrender of a weapon without value, destruction	VMRFK, BRFK	RI-0610
Procedures concerning civilian firearms	Submission of a weapon test certificate (except for firearms for self-defense)	RK, BRFK	RI-0612
Procedures concerning civilian firearms	Submission of a weapon inspection certificate and a certificate of the person's firing practice (in the case of a firearm for self-defense)	VMRFK, BRFK	RI-0613
Procedures concerning civilian firearms	Report by sport shooters on the transfer of firearms for sport shooting and their ammunition to and back from sports associations for the purpose of storage	RK, BRFK	RI-0615
Procedures concerning civilian firearms	Licence application for associations for possession a firearm - for work, education, sports and film production (publishing, replacement, replacement)	RK, BRFK	RI-0617
Procedures concerning civilian firearms	Application for requesting a licence for associations to possess a theater weapon (excluding firearms in category „A” and to keep a firearm with a pendulum energy of 7,5 joules or less for target practice (exchange, replacement)	RK, BRFK	RI-0619

Case group	Title of case	Addressable police bodies	Form ID
Procedures concerning civilian firearms	Application for requesting a licence to possess museum firearms for sport shooting (in the case of person or organization)	RK, BRFK	RI-0622
Procedures concerning civilian firearms	Application for the operation of a shooting range for civil purposes, for the amendment of the shooting range regulations	RK, BRFK	RI-0623
Procedures concerning civilian firearms	Application for a licence to kill wild game causing damage	RK, BRFK, RRI	RI-0624
Procedures concerning civilian firearms	Application for a licence to possess short firearms for personal and property protection (exchange, replacement, extension)	VMRFK, BRFK	RI-0625
Procedures concerning civilian firearms	Application for displaying firearms	VMRFK, BRFK	RI-0626
Procedures concerning civilian firearms	License submission by organizations for a possession of firearm, ammunition as well as suppressor falling under to category „A” (issue, exchange, replacement)	VMRFK, BRFK	RI-0627
Procedures concerning civilian firearms	Application for an organization to permission to keep another asset acquired under a license	VMRFK, BRFK, RK	RI-0629
Procedures concerning civilian firearms	Requesting a licence to operate a storage area for ammunition and ammunition components	VMRFK, BRFK	RI-0630
Procedures concerning civilian firearms	Application for the authorisation required for employee approval and employee change notification	VMRFK, BRFK, RK	RI-0631
Procedures concerning civilian firearms	Request for registering the change in the validity period of medical fitness (for natural persons)	VMRFK, BRFK, RK	RI-0632
Procedures concerning civilian firearms	Notification on the change of data appearing in the licence or application (name, home address, storing address, etc.) (for natural persons)	VMRFK, BRFK, RK	RI-0633
Procedures concerning civilian firearms	Application for a European licence to possess firearms	VMRFK, BRFK, RK	RI-0634
Procedures concerning civilian firearms	Report of change (in the person of an senior official / manager responsible for the activity)	VMRFK, BRFK, RK	RI-0636

Case group	Title of case	Addressable police bodies	Form ID
Procedures concerning civilian firearms	Requesting a licence to manufacture and distribution weapons, ammunition (cartridge) and ammunition components and a licence to carry out repairer's activities	VMRFK, BRFK, RK	RI-0637
Procedures concerning civilian firearms	Notification by manufacturer, distributor of changes to the stock (change in the recorded data of the licence)	VMRFK, BRFK	RI-0641
Procedures concerning civilian firearms	Notification by repairer, manufacturer or distributor (regarding changes of data, suspension or termination of an activity or on the resumption of an activity after suspension)	VMRFK, BRFK	RI-0642
Procedures concerning civilian firearms	Certification of shooting training (in case of organizations, regular training of staff authorized to use a firearm, but at least four times a year)	VMRFK, BRFK	RI-0643
Procedures concerning civilian firearms	Organization's request for withdrawal of a licence	VMRFK, BRFK, RK	RI-0644
Procedures concerning civilian firearms	Notification of the loss or theft of a permit or an official card certifying the existence of a permit and a weapon and silencer	RK, BRFK	RI-0646
Procedures concerning civilian firearms	Regulations concerning firearms, weapons, ammunition and cartridges held in storage	VMRFK, BRFK, RK	RI-0647
Procedures concerning civilian firearms	Reporting change in the company data	VMRFK, BRFK	RI-0648
Procedures concerning civilian firearms	Request for import, export, transfer of firearms, ammunition, ammunition elements and theatrical weapons	VMRFK, BRFK, RK	RI-0649
Procedures concerning civilian firearms	Notification of possession of a firearm classified in category „C”	BRFK, RK	RI-0650
Procedures concerning civilian firearms	Notification of alienation (sale, gift) of a weapon to natural persons and organizations	VMRFK, BRFK, RK	RI-0652
Procedures concerning civilian firearms	Notification by shooting range operator of target practice (in the case of a course necessary for obtaining a firearm, or a shotgun traineeship included in a professional training)	RK, BRFK	RI-0653
Procedures concerning civilian firearms	Notification by persons entitled to hunt of group hunting schedules and changes in the schedule	RK, BRFK	RI-0654
Procedures concerning civilian firearms	For applicants for an exam on weapon knowledge, arms distribution, home ammunition assembly and refilling and for	VMRFK, BRFK	RI-0655

Case group	Title of case	Addressable police bodies	Form ID
	those requesting a proof of a successful exam		
Procedures concerning persons performing law enforcement	Licence application by persons carrying out law enforcement tasks for the issue of service ID passes and service badges	VMRFK, BRFK	RI-0700
Procedures concerning persons performing law enforcement	ID Pass and/or badge change or replacement for persons performing law enforcement tasks	VMRFK, BRFK	RI-0701
Procedures concerning persons performing law enforcement	Withdrawal of service ID pass and service badge from a person performing law enforcement tasks	VMRFK, BRFK	RI-0702
Proceedings related to sporting events	Notification on organising sporting events	RK	RK-0104
Proceedings related to sporting events	Notification on conducting site inspection (safety inspection) related to the sports event to be held	RK	RK-0106
Procedure concerning transportation of explosives	Authorization of intra-community transportation of explosives for civilian use	ORFK	RI-0400
Procedure concerning transportation of explosives	Authorization of domestic delivery of explosives for civil use	VMRFK, BRFK	RI-0401
Procedure concerning transportation of explosives	Notification of transportation of explosives	ORFK	RI-0402
Procedure concerning transportation of explosives	Modification to or withdrawal of an application regarding the delivery/domestic transfer of explosives for civil use prior to a final decision	ORFK, VMRFK, BRFK	RI-0403
Procedure concerning transportation of explosives	Reporting suspicious transactions, deficiencies and thefts related to regulated explosives precursors	ORFK	RI-0404
Proceedings related to sporting events	Request for data from the registration database on policing sporting events	RK	RK-0105
Infringement	Withdrawal of a civil claim needed to initiate proceeding regarding a breach of the law.	RK, RRI, BRFK KP SZEO	IN-100
Infringement	Submitting a report required to initiate an infringement procedure	RK SZABS, BRFK KP SZB	IN-100100
Infringement	Response to a police request to an economic organization	RK SZABS, RRI SZABS	IN-100103

Case group	Title of case	Addressable police bodies	Form ID
Infringement	Declaration concerning a mediation procedure	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZEO	IN-100104
Infringement	Application for restitutio in integrum	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-100105
Infringement	Application to rebut a service presumption	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-100106
Infringement	Application for exemption of payment of costs and expenses due to a infringement	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB	IN-100107
Infringement	Application for the amendment or correction of a decision	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-100108
Infringement	Complaints	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-100109
Infringement	Complaints submitted regarding coercive measures	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-100110
Infringement	Application for the review of an on-the-spot fine	RK SZABS, RRI SZABS	IN-100111
Infringement	Application for organising a hearing	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100112
Infringement	Withdrawing an application for organising a hearing	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100113
Infringement	Objection	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100114
Infringement	Renewed objection	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100115
Infringement	Withdrawing an objection	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100116
Infringement	Claim for damages	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-100117
Infringement	Application for instalment payment	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100118
Infringement	Application for postponed payment	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100119
Infringement	Application for the postponement of the performance of community service imposed as a penalty	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100120
Infringement	Application for the suspension of the performance of community service imposed as a penalty	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100121
Infringement	Application for reconsideration of court decision due to mitigating circumstances	RK SZABS, RRI SZABS, BRFK KP SZB	IN-100122
Infringement	Notification of the recording of a lasting power of attorney in the official register.	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEO	IN-156

Case group	Title of case	Addressable police bodies	Form ID
Infringement	Request for the exclusion of an acting authority or person	ORFK SZABS, VMRFK SZABS, BRFK SZABS, RK SZABS (BRFK KP SZB, BRFK KP SZEÓ), RRI SZABS, VMRFK, BRFK, RRI, RK	IN-89
Infringement	Application for redress by the defendant and his representative	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-90
Infringement	Application for redress by the plaintiff and his representative	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-91
Infringement	Plaintiff's claim for damage compensation	RK SZABS, RRI SZABS, BRFK KP SZB, BRFK KP SZEÓ	IN-92
Infringement	Testimony in writing	RK SZABS, RRI SZABS, BRFK KP SZB, BRFK KP SZEÓ	IN-93
Infringement	Request for the secondment of an expert	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-94
Infringement	Request for the secondment of an expert to determine the value of damage caused by a breach	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-95
Infringement	Request for the secondment of another expert	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-96
Infringement	Application for exemption from payment of costs and expenses following arrest	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-97
Infringement	Complaints against a decision imposing a civil fine	RK SZABS, RRI SZABS, RK, RRI, BRFK KP SZB, BRFK KP SZEÓ	IN-98
Infringement	Civil claim needed to initiate proceeding regarding a breach of the law.	RK, RRI, BRFK KP SZEÓ	IN-99
Procedures concerning private security and private investigation (security procedures)	Applications by Hungarian citizens for the issue/extension of a licence to perform private security/ private investigation/ security system design and installation/ security system design activities (in the case of a professional qualification acquired or recognised in Hungary)	RK	RI-0200
Procedures concerning private security and private investigation (security procedures)	Application for the issue/extension of a licence to perform private security/ private investigation/ security system design and installation/ security system design activities in the case of citizens of other EEA member states who have passed their examination in Hungary	RK	RI-0201

Case group	Title of case	Addressable police bodies	Form ID
Procedures concerning private security and private investigation (security procedures)	Application for the exchange or replacement of a licence authorising private security/ private investigation/ security system design and installation/ security system installation activities by citizens of Hungary or other EEA member states	RK	RI-0202
Procedures concerning private security and private investigation (security procedures)	License application for the issuance and extension of a personal and property protection operating license for a sole proprietor and a business company registered in Hungary	RK	RI-0203
Procedures concerning private security and private investigation (security procedures)	Application for a permit for the issuance and extension of an operating license for a personal and property protection activity to be carried out in Hungary for a sole proprietor of another EEA Member State	RK	RI-0205
Procedures concerning private security and private investigation (security procedures)	Applications for private security corporate enterprises founded and holding operating licences in other EEA member states for authorising activities performed on the basis of residence in Hungary in the case of an activity which the undertaking in question wishes to have recognized in the decision	RK	RI-0206
Procedures concerning private security and private investigation (security procedures)	Applications for the registration of private investigation activities or activities concerning the design/installation of security systems performed by sole traders or a company or single member company	RK	RI-0207
Procedures concerning private security and private investigation (security procedures)	Declaration of the termination of private security activities, private investigation activities or activities concerning the installation or the design/installation of security systems	RK	RI-0209
Procedures concerning private security and private investigation (security procedures)	Application for the recognition of a document (licence, permit) issued in another EEA member state, equivalent to the licence authorising private security activities and the design/installation of security systems or the installation of security systems	RK	RI-0210
Procedures concerning private security and private investigation (security procedures)	Application for sole traders or companies and single-member companies registered in Hungary for the replacement or exchange of operating licences authorising private security activities (reporting change of name / registered office/ establishment/ branch)	RK	RI-0213

Case group	Title of case	Addressable police bodies	Form ID
Procedures concerning private security and private investigation (security procedures)	Application for sole traders for the replacement or exchange of operating licences authorising private security activities (reporting change of name / registered office/ establishment/ branch)	RK	RI-0215
Procedures concerning private security and private investigation (security procedures)	Reporting changes in the data of executive officers/employees regarding sole traders, single-member companies and companies performing private security activities, private investigation activities or activities concerning the design/installation of security systems	RK	RI-0217
Procedures concerning private security and private investigation (security procedures)	On changing the home address, place of residence or other data establishing jurisdiction of a Hungarian or EEA citizen	RK	RI-0220
Forms for the public space surveillances	Sending a report on a road traffic offence committed by an unknown person	RK SZABS, BRFK KP SZB, HRK	EGYEB-0002
Forms for the public space surveillances	Sending a final on-the-spot imposed fine for an offence for enforcement purposes	RK SZABS, HRK	EGYEB-0003
Forms for the public space surveillances	Infringement report against a known person	RK SZABS	EGYEB-0004
Forms for the public space surveillances	Infringement report against an unknown person for a non traffic offense	RK SZABS	EGYEB-0005
Forms for the public space surveillances	Initiation of administrative procedure	BRFK, RK	EGYEB-0006
NOVA.PACK service	Requesting a data owner's certificate in order to use the NOVA.PACK service	ORFK Hivatal	NP-0001
Application for authorizing events on water	Application for authorizing events on water	RK, HRK	VIZI-01
Administration of persons seconded in proceedings	Producing and lodging the fee catalogue of the expert, interpreter, professional translator and the seconded defence lawyer or lodging the document corresponding the reason of secondment (expert's opinion, translation etc.)	ORFK, VMRFK, BRFK, KR, RRI, HRK, RK	KIREND-01

Case group	Title of case	Addressable police bodies	Form ID
Administration of persons seconded in proceedings	Lodging a complaint against the decision determining the fee (expert, interpreter, translator and seconded defence lawyer)	ORFK, VMRFK, BRFK, KR, RRI, HRK, RK	KIREND-02
Administration of persons seconded in proceedings	Lodging a receipt connected to the secondment (expert, interpreter, translator and seconded defence lawyer)	ORFK, VMRFK, BRFK, KR, RRI, HRK, RK	KIREND-03

List of abbreviations of addressable police bodies

BRFK	Budapest Police Headquarters
BRFK SZABS	Budapest Police Headquarters, Infringement Authority
HRK	Border Police Office
KR	Rapid Response and Special Police Services
VMRFK	County Police Headquarters
VMRFK SZABS	County Police Headquarters, Infringement Authority
NEBEK	International Criminal Cooperation Center
NOK	International Training Center
ORFK	National Police Headquarters
ORFK BF	National Police Headquarters, DG for Criminal Investigation
ORFK GF	National Police Headquarters, DG for Economic Affairs
ORFK Hivatal	National Police Headquarters, Office
ORFK RF	National Police Headquarters, DG for Law Enforcement
ORFK RF HKM	National Police Headquarters DG for Law Enforcement Call Centre Miskolc
ORFK RF HKSZ	National Police Headquarters DG for Law Enforcement Call Centre Szombathely
ORFK SZABS	National Police Headquarters Infringement Authority
RK	Police Stations
RK SZABS	Police Stations, Infringement Authority
ROKK	Police Education and Training Centre
RRI	Airport Police Directorate
RRI SZABS	Airport Police Directorate, Infringement Authority
Szabolcs VMRFK	Szabolcs-Szatmár-Bereg County Police Headquarters
Vas VMRFK	Vas County Police Headquarters
BRFK KP SZB	Budapest Police Headquarters, VIII. District Police Headquarters Central Transport Infringement Division
BRFK KP SZEÓ	Budapest Police Headquarters VIII. District Police Headquarters Central Infringement Preparatory Department

ZÁRADÉK

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