

PRIME MINISTER'S OFFICE

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„Administrative reform in Hungary:
One-Stop-Shop Government Windows as the
Initiation of Equal Access to Public Services”



Synopsis

1. Government Windows Network
2. GW Knowledge Base
3. Township Agents Network
4. Digital Hungary



KORMÁNYABLAK
INTEGRÁLT KORMÁNYZATI ÜGYFÉLSZOLGÁLAT



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Introduction



Prime Minister's Office
State Secretariat for Territorial Public Administration
Vice State Secretariat for Development of Territorial Public Administration

GW Administration

Main portfolio:

- legal framework,
- management of the implementation,
- coordination,
- supervision,
- operation of some of the services.

An overall structural reform requires a strong governmental commitment; also stakeholders – especially those directly involved – should be involved in both the preparation and the implementation/feedback phase.



Stakeholder Involvement

- Metropolitan and County Government Offices
- *Office of Public Administration and Justice (KIH)*
- National University of Public Service (**NKE**)

- *Central Office for Administrative and Electronic Public Services (KEK KH)* → Vice Secretariat in the Ministry of Interior
- National Infocommunications Service Provider Ltd. (**NISZ Zrt.**)

- Ministry of Interior
- Ministry of National Development
- Ministry of National Economy
- Ministry of Human Capacities
- The National Council for Telecommunications and Informatics (NHIT)



1. Government Windows Network



2011 Structural Reform Programme

The **main goals** of the reform were the appropriate, reasonable and efficient operation of the state by means of a client-oriented, integrated and efficient territorial public administration – that is to say one that performs its tasks successfully and uses its resources economically – which is simpler and more transparent and more accountable to the citizens, thereby reaching the idea of the „Good State”.

The **Magyary Programme** focusing on the renewal of territorial public administration, claimed that *“the objective of the Magyary Programme is to create a customer oriented [...] service, the simplification of administrative procedures, the reduction of administrative burdens and the creation of a uniformly high quality and generally accessible platform of administrative services. To this end we create a multi-channel (personal, electronic and phone based) governmental customer service system capable of offering its clients one-stop services available at a single location”*.



Underlying Rationale

- Improve the client/customer oriented character of administrative services
- Increase the efficiency of service provision by means of achieving economies of scale
- Ensure uniform service standards across service areas and geographical regions



Results

Administration that is client-oriented, transparent, accessible and effective

- ✓ Arrange a multitude administrative procedures in one place and at the same time
- ✓ Inform and advise customers on the process of administrative procedures
- ✓ Administer and forward client's requests and attached documents
- ✓ Help clients fill in electronic forms
- ✓ Provide access to the central e-government platform (Client Gate)

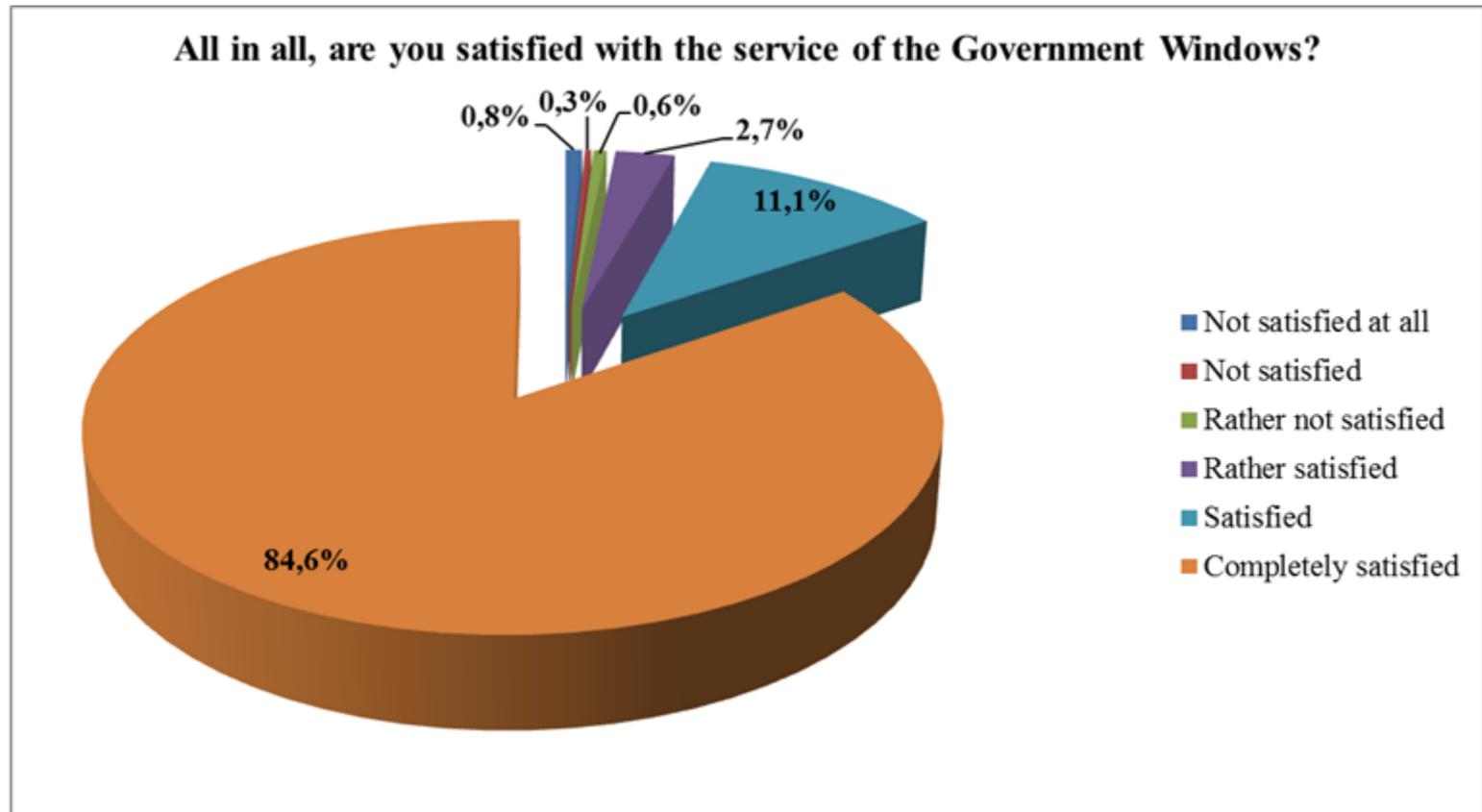
Cost reduction by rationalizing and integrating IT policies, HR management and accounting systems

Constantly growing task portfolio is extremely broad, embracing almost all public sector services (personal document services – passport, ID card, driving licence, official certificate of good conduct – vehicle administration, employment and welfare benefits, customer protection, construction activities, etc.)

Customer satisfaction above 95% for GW services



Customer Satisfaction Survey





First Generation Government Windows

January 3, 2011: the first 29 Government Windows

- county towns, county-level towns, Budapest Capital City and Pest County venues
- 30 administrative procedures



Second Generation Government Windows

October 1, 2013: District XII, Capital City of Budapest

April 1, 2017: 263 Government Windows

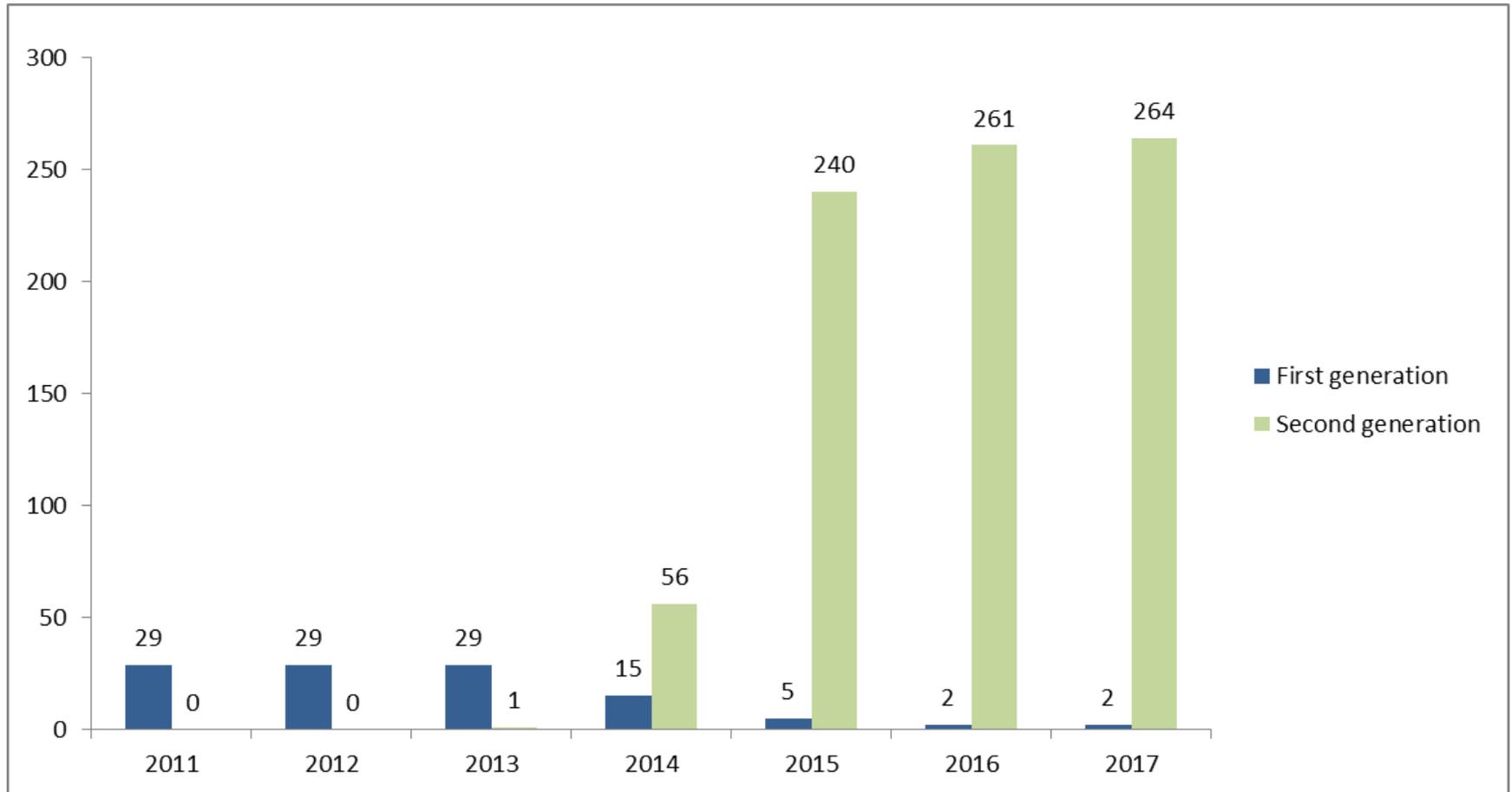
- metropolitan and county districts within the organization of metropolitan and county government offices, joint employment office branches, also multilevel junctions such as railway stations and malls
- 1575 administrative procedures (10 complimentary services – e.g. Client Gate registration – within)

September 1, 2017: 266 Government Windows

2017-2018: 20+ new Government Windows

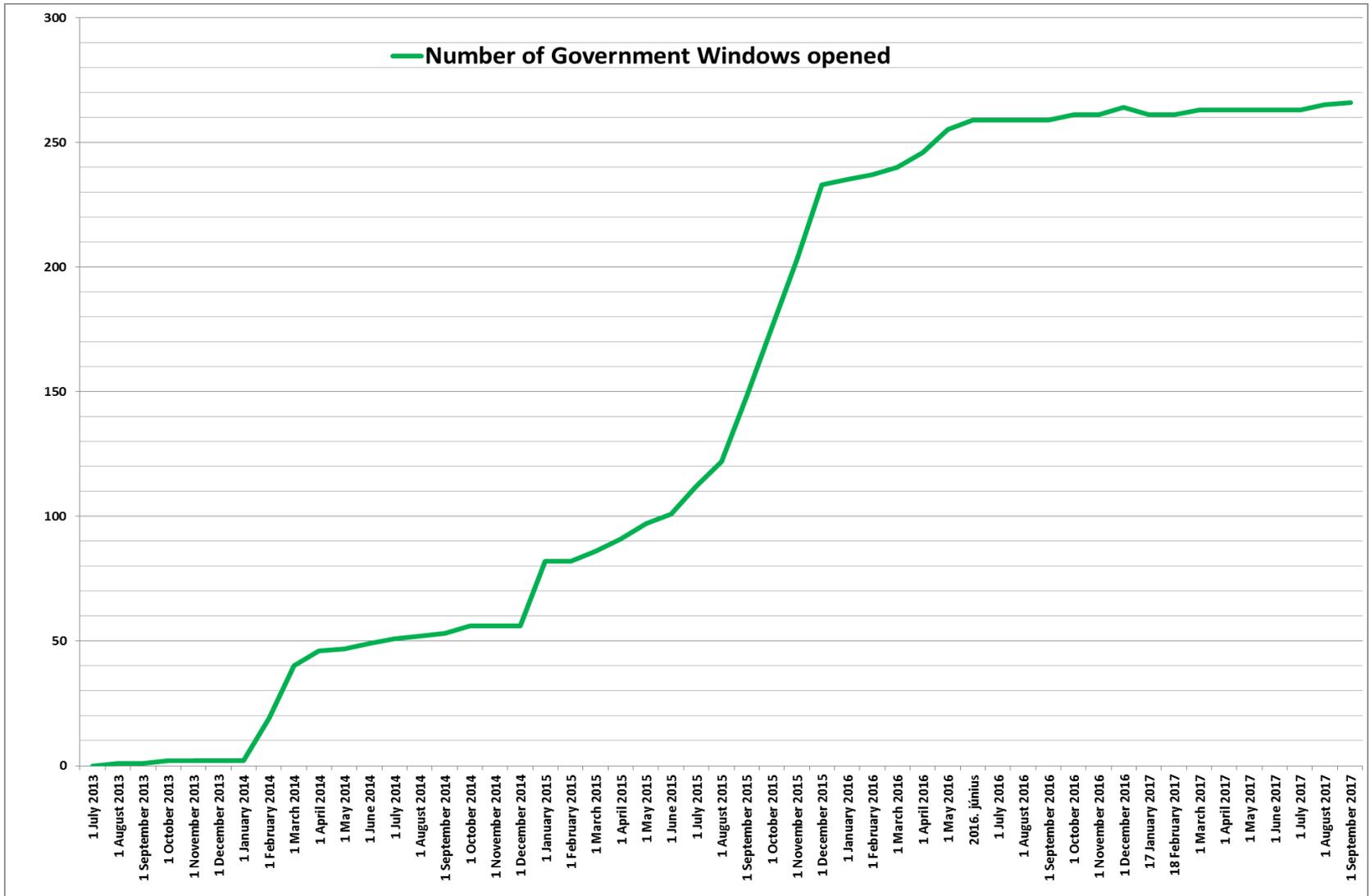


Number of Government Windows





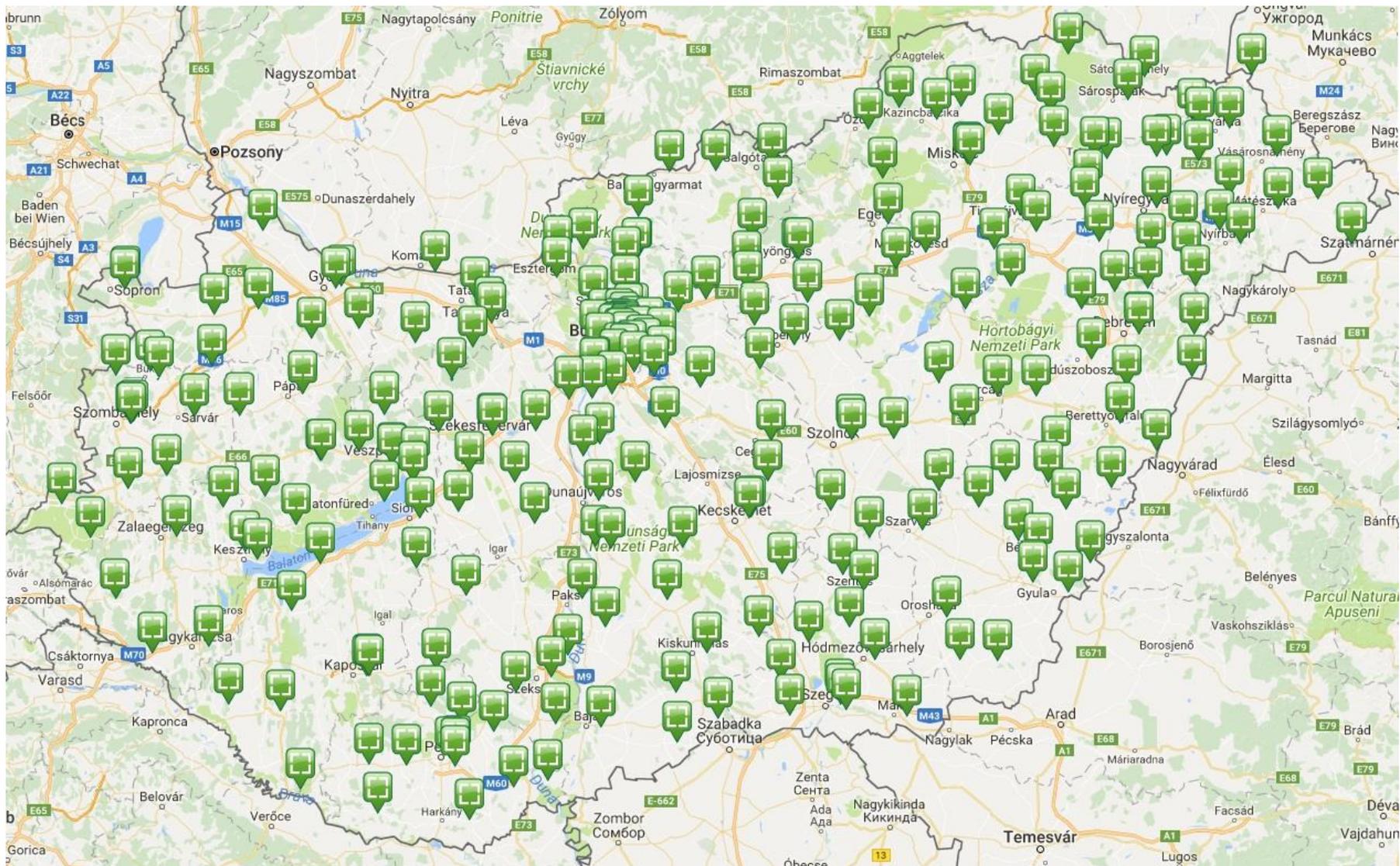
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Government Windows Network





Input/resources utilized/allocated to the programme

PHYSICAL PILLAR

EU funds: Social Infrastructure Operational Programme (SIOP) 3.3.1.
„Accessibility – the initiation of equal access to public services”

- ✓ mobility access
- ✓ hearing access
- ✓ sight access
- ✓ general accessibility

Child-friendly environment: award-winning ability-strengthening toys (e.g. Corner-Contact Dice)

GW related joint locations:

SIOP 3.2.1: 12 employment office branches

TOP-2.5.0 (Transport Operational Programme) : 15 railway stations, 6 malls

National budget: Extraordinary Governmental Frame and yearly budget



ICT PILLAR

EU funds: Electronic Administration Operational Programmes:

(EAOP) 1.2.26 „*Development of the IT infrastructure of District Offices*” and

(EAOP) 2.1.23 „*The integration of District Office into the Customer Service System of Metropolitan and Country Offices*”

Accessibility: self-information desk and totem-pole both touch-screen complex barrier-free devices (e.g. loud map for the blind and visually impaired)

National budget:

Mobile Government Windows with motto “Public Administration on the Right Road”

Township Agent Network as Government Windows outplaced to smaller townships within the county



INTELLECTUAL PILLAR

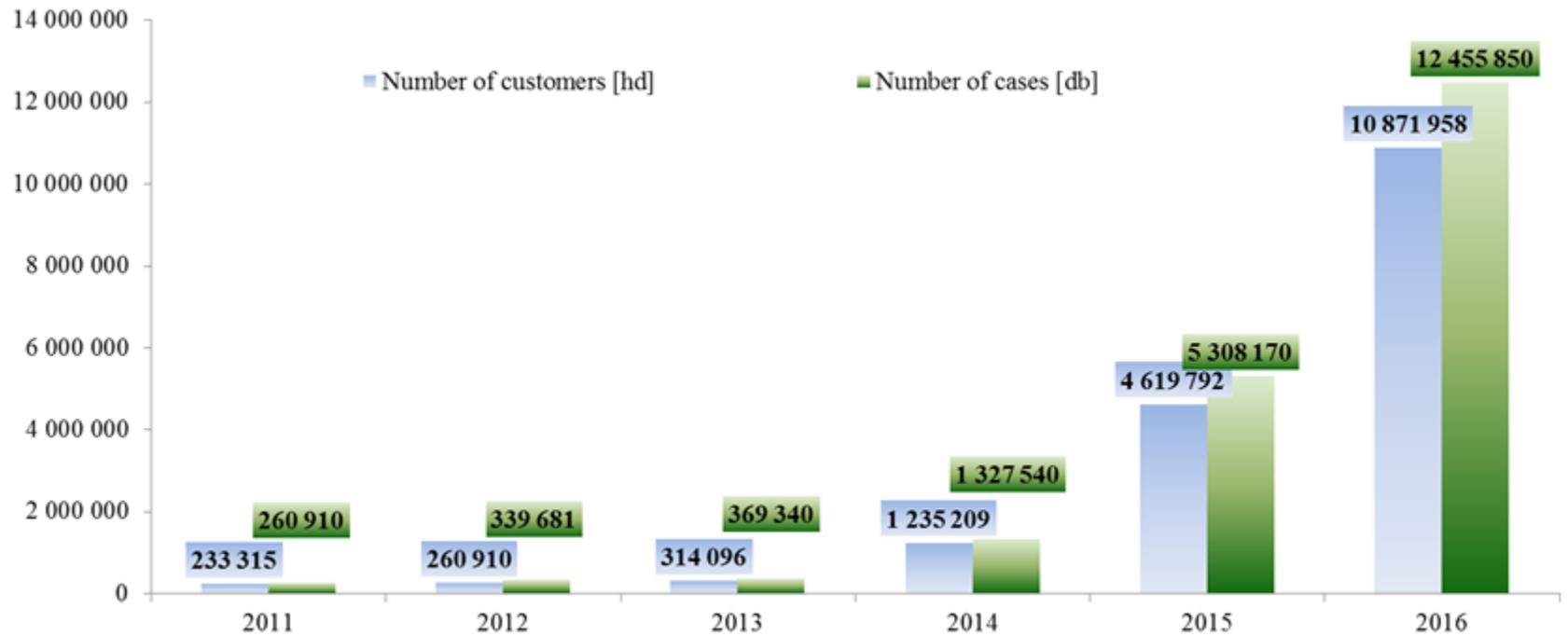
EU funds: State Reform Operational Programme (**SROP**) 2.2.20 „*Vocational Training of Government Window Officers*” in cooperation of the National University of Public Service rendering education for more than 7300 participants

National budget: Government Offices provide “train the trainers” courses

New Public Administration and Services Operational Programme (PASOP) to improve quality of service and improve customer satisfaction – training for 20 000 public servants until the end of 2018



Client and case turnover statistics





2. GW Knowledge Base



The Government Window Knowledge Base

- Common intellectual treasure of the Hungarian public administration system (up-to-date database of administrative procedures)
- based on Government Decree 515/2013 (XII. 30.) upon Government Windows

June 25, 2015: 265

April 15, 2015: 338

July 1, 2015: 378

August 15, 2015: 423

December 9, 2015: 509

January 15, 2016: 623

April 1, 2016: 1131

June 15, 2016: 1133

September 1, 2016: 1431

October 15, 2016: 1474

January 1, 2017: 1540

April 1, 2017: 1575

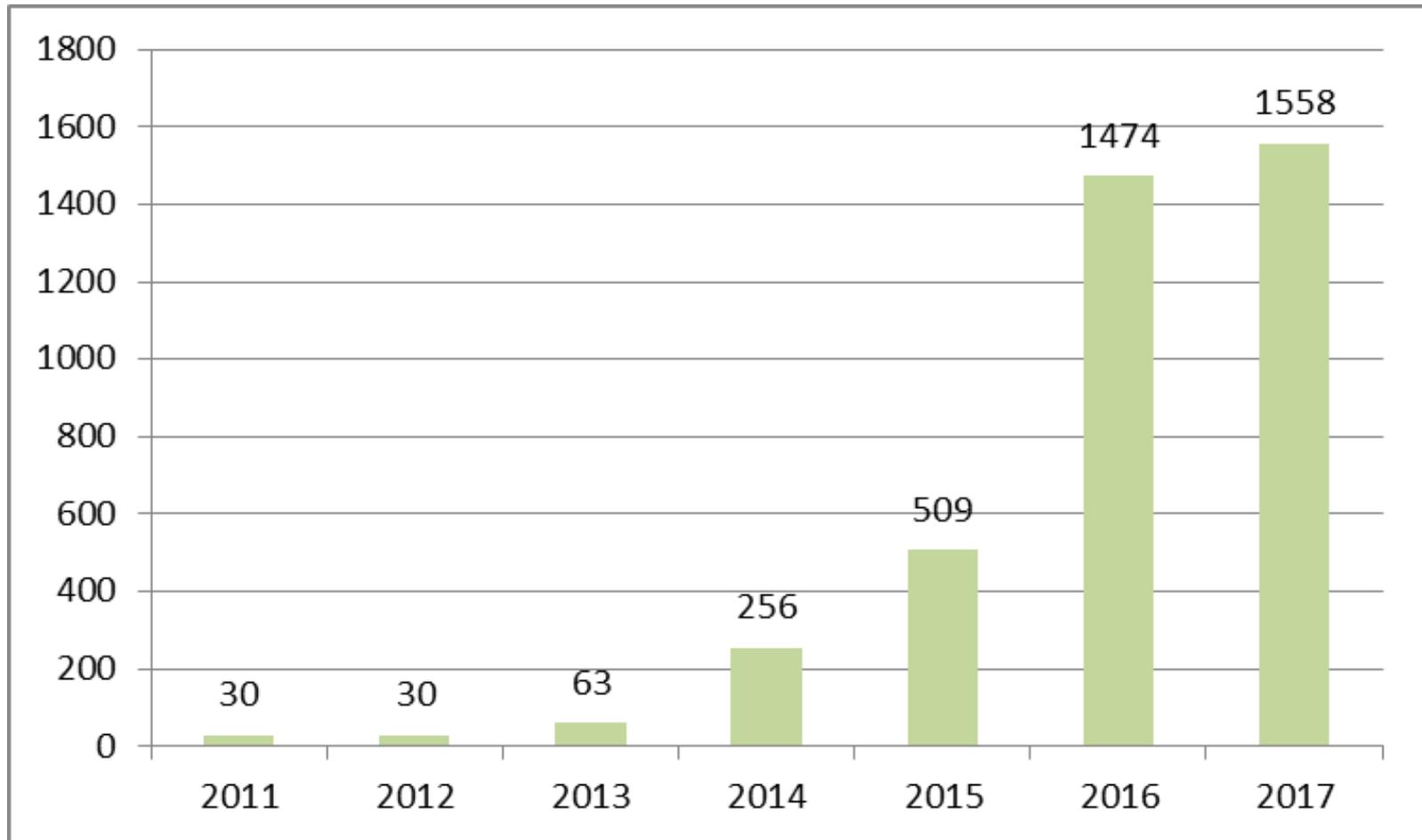
September 1, 2017: 1558 administrative procedures available.

Also relevant:

- Government Resolution 1498/2015. (VII. 23.) and
- Government Resolution 2039/2013. (XII. 30.)



Number of Active Cases





3. Township Agents



Township Agent Network

Main objectives/tasks of the Township Agent Network:

- Bringing public administration closer to citizens
- Establish equal access to services in minor townships
- Providing services as the outplacement of Government Windows
- Provide information and necessary forms, help fill and forward them toward authorities

Network expansion and development:

Forms: permanent and temporary township agents

January 2015: 753 agents covering 1960 townships

September 2017: 820 agents covering more than 2400 townships, task portfolio also expanded with integration

ICT development: national budget

Data available through www.kormanyablak.hu



4. Digital Hungary



Digital Hungary

European Digital Agenda

National Info-Communication Strategy 2014-2020: defines the Government's aims for a 7-year period in the field of info-communication in 4 areas and investigates the possibility / necessity of governmental intervention. The 4 areas are the following:

1. Digital infrastructure
2. Digital competences
3. Digital economy
4. **Digital state**

Digital Nation Development Programme / Digital Wellness Programme

(Nyíregyháza pilot project)

Foundation of e-governance/e-public administration

2018: available Internet to 3.5 million households

June 30, 2016: 10 (+10) new electronically administered cases

Harmonizing the tasks of GWs, Township Agents, e-Hungary Points, Post Agora, village- and farm agents



Sustainability/Transferability

Costs of any sort of reform – both in the reform's implementation phase and in the course of the regular operations of the reformed organizations afterwards – shall explicitly be taken into consideration

Increasing number of available procedures / widening portfolio creates diverse progress by enhancing the costs of administration

E-governance and digitalization

Social conditions: material resources / societal needs

The final goal in respect of creating the Good State and modernizing territorial public administration is to have satisfied citizens and clients.



Ongoing and upcoming developments

Strategy behind the development of Public Administration and Development Operative Programmes

- Improving administrative operations (indirect effect on citizens)
 - improving operations
 - consolidating systems
 - improving education
- Direct effect on citizens
 - customer centered view
 - reduction of administrative burden
 - general official inspector system



Ongoing and upcoming developments

Expansion and overhaul of the Government Windows Knowledge Base

- Thousands of new cases added
 - application cases (from state level to local level)
- AI functionality
- Access through Client Gate
- Forms downloadable from the case description, forms also can be filled online (linked to relevant e-service)

Infrastructure development

- Electronic signature pads
- Bandwidth expansion



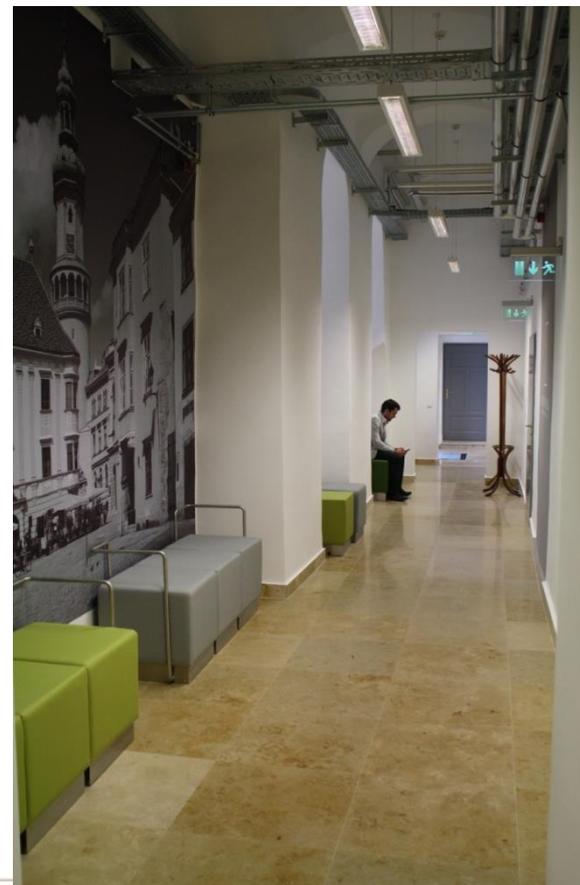
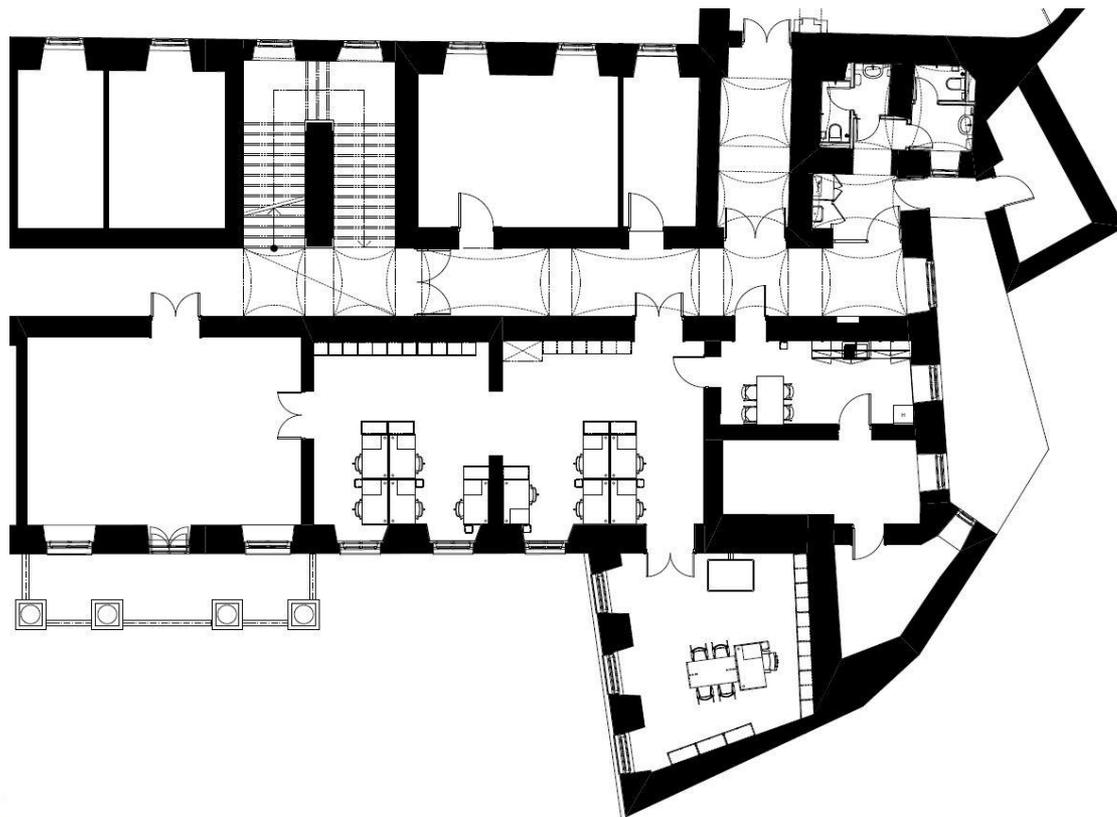
Sopron város Kormányablaka

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Az átadott irodahelyiségek összesen 200,06 m²-es emeleti területén 10db háttér munkahely, 1 db vezetői iroda tárgyalóval, valamint egy teakonyhával került kialakításra.





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THANK YOU FOR YOUR KIND ATTENTION!