

Customer Information

Job applications to Call Centres or requests for information

e-Papír included in information

Case group: Personnel matters of call centres

Identifier	Title of form
88	Hívásfogadó Központokba történő jelentkezés vagy tájékoztatás kérés
88	Job applications to Call Centres or requests for information
81	Hívásfogadó Központok korábbi munkatársainak tájékoztatás kérése
81	Requests for information by former employees of the Call Centres

The information is effective as of 1 January, 2018.

1. Regulations concerning electronic administration, procedure

- a) Electronic administration may only be accessed and initiated after the customer's prior registration with the Central Customer Registration System, on the <https://epapir.gov.hu> or www.police.hu sites.
- b) The use of other electronic interfaces or applications (e.g. e-mail) has no legal effect, and thus in such cases no substantive administration shall be done.
- c) Electronic administration may be initiated at any time, but substantive arrangements shall only be made on workdays, during working hours (Mo-Thu: 07:30-16:00, Fr: 07:30-13:30).
- d) Documents submitted by the Customer by electronic means shall be considered as received in the hours specified in subsection c).
- e) Concerning submissions arriving after the hours specified in subsection c), the Police shall do substantive administration on the following workday at the earliest.
- f) e-Forms available on the <https://epapir.gov.hu> or www.police.hu sites are to be completed as follows:
 - **legal name, name at birth, mother's name, place of birth, date of birth** – generated automatically;
 - when selecting the **case group**, choose "Personnel matters of call centres" from the drop-down menu;
 - when selecting the **case type**, choose the following from the drop-down menu:
 - if you are not yet an employee of the Call Centre and the purpose of your enquiry is a request for information or a job application, select "Job application to Call Centres or request for information"

- if you are a former employee of the Call Centre and you are making an enquiry on any unresolved personnel matter, select Request for information by former employees of the Call Centres;
 - when selecting the **addressee**, choose **“ORFK Rendészeti Főigazgatóság Ügyeleti Főosztály Hívásfogadó Központ Miskolc”**“(The Call Centre for the Duty Department of the Policing Directorate of the National Police Headquarters, Miskolc”) or **“ORFK Rendészeti Főigazgatóság Ügyeleti Főosztály Hívásfogadó Központ Szombathely”** (“Call Centre for the Duty Department of the Policing Directorate of the National Police Headquarters, Szombathely”) from the drop-down menu, depending on at which call centre you initiate the procedure;
 - if there is an earlier procedure number available for a case in the same subject category, the number is to be entered in the **“hivatkozási szám (hivatali)”** (“**reference number (official)**”) field;
 - any free-input messages or data provided by the customer are to be entered in the **“level szövege”** (“**message text**”) field;
 - the upload of file attachments can be initiated by clicking on the **“tovább a csatolmányokhoz”** (“**go to attachments**”) button.
- g) Within the subject category, the Customer may initiate electronic administration primarily in the cases below (the list gives examples):
- request for information concerning a job application to the Call Centre (hereinafter: CC);
 - job application to the CC (CV to be attached);
 - request for information or for a certificate following the termination of employment at the CC;
 - administration related to the “cafeteria” flexible benefit plan, following a termination of employment;
 - administration concerning the employee’s tax return prepared by the employer following a termination of employment
 - etc.

2. Tasks, obligations and responsibilities of the Police

- a) The Police shall take measures concerning the electronic submissions within 21 days of the day after the day of receipt as specified in section 1. d).
- b) The Police shall not examine the truthfulness of the data submitted by the Customer on the electronic form, and shall take no responsibility therefor.
- c) If the call centre in question has no power or jurisdiction to conduct administration concerning the submission made by the Customer on an electronic form, within 8 days of establishing that fact, it shall forward the documents submitted to the body having power and jurisdiction and shall at the same time notify the Customer.
- d) The Police are obliged to act in good faith during the procedure.

3. Tasks, obligations and responsibilities of the Customer

- a) The Customer needs to be registered on the “Central Customer Registration System”.

- b) In order to use the service, the Customer has to fill in the form appropriately, with relevant and genuine data.
- c) The Customer shall take responsibility for the truthfulness of the data submitted on the electronic form, and is liable for any false data provided.
- d) The Customer is obliged to act in good faith during the procedure.
- e) If the Customer has submitted an application in a case other than his own, he has to provide an authentic certificate of the lawfulness of the representation. In accordance with the legislation concerning electronic administration, you can make provisions for representation in the Rendelkezési Nyilvántartás (Deposition Register) or attach a certified electronic copy of an authorisation made on paper to the application. You can initiate the upload of the attachment by clicking the “Go to attachments” button.