

Customer Information

Job applications to Call Centres or requests for information

inNOVA included in information

Case group: Personnel issues in call centres

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

The information is effective as of 1 March, 2020.

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 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) The electronic form available at www.police.hu shall be filled out as follows:

select "CALL CENTERS" in the menu bar on the right. On the following page, you can choose between " Personnel issues in call centres" and "Complaints / Notices of Public Interest". The " Personnel issues in call centres" contains two further sub-sections: " Requests for information by former employees of the Call Centres " and "Job applications to Call Centres or requests for information.

Once you have opened the sub-points, you can access the form by clicking on the "nova" icon below the valid "Link / Download" column in the table named "inNOVA".

Forms must be completed as follows:

- select the competent authority (“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” – The 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;
 - fill in the applicant's declaration on a selective basis (opening a new case or holding an ongoing case, permit);
 - fill in the title of the submission (text entry);
 - fill in the text of the submission (text entry),
 - adopt the Terms of Service for electronic administration at the prospectus (tick the box);
 - move on to the next chapter icon;
 - on the next page you will need to select the submission method;
 - the address and contact details of the applicant must be completed;
 - You can attach the documents you consider necessary at the bottom of the page;
 - click on the finalize icon to proceed.
- 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.