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Delegations will find attached the declassified version of the above document.

The text of this document is identical to the previous version.

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THE EUROPEAN UNION

Brussels, 30 October 2006

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## REPORT

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from : the Evaluation Committee  
to: the Schengen Evaluation Working Party  
Subject : Report on the Evaluation Committee's mission to the Consular Department of the Embassy of the Republic of **Hungary in Belgrade** in the context of the New Member States' preparations for the full implementation of the Schengen acquis

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Delegations will find attached the draft report of the Schengen Evaluation mission to the Consular Department of the Hungarian Embassy in Belgrade, drafted by the Evaluation Committee (cf Annex) (hereinafter *EvalCom*). It is presented to the Sch-Eval Working Party for discussion and adoption, allowing for its eventual submission to the Council.

The comments of the Hungarian authorities are set out in footnotes.

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### *Acknowledgements:*

*The members of the Evaluation Committee (EvalCom) wish to thank the Hungarian authorities and the the staff of the Consular Department in Belgrade for the good organization of the visit, the co-operation and assistance by the staff on the spot in helping Evalcom to carry out its task during its visit.*

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## 1. INTRODUCTION

Based on the mandate of the Schengen Evaluation Group (SCH/Com-ex (98) 26 def) and the programme of evaluations adopted by the Council (15275/04 SCH-EVAL 70 COMIX 718, and 7638/2/05 SCH-EVAL 20 COMIX 200), an Expert Committee (*EvalCom*) visited the Consular Department of the Embassy of the Republic of Hungary in Belgrade, whose consular jurisdiction also covers Montenegro, on 18 September 2006.

The Republic of Serbia became an independent state after separation from Montenegro in June 2006. It is located in south eastern Europe, bordering Hungary, Romania, Bulgaria, Macedonia, Albania, Montenegro, Bosnia-Herzegovina and Croatia. Serbia has a population of approx. 9 500 000 including Kosovo and Voivodina. Kosovo is administrated by the UN through UNMIK (United Interim Administration Mission in Kosovo).

A variety of ethnic minorities are represented in Serbia. 83% of the Serbian population claim to be ethnic Serbians. Minority groups include the Hungarians, Slovaks, Bosnians, Roma, Croats and Albanians. There are still about 300 000 refugees in Serbia. They are mainly ethnic Serbians from Croatia, Kosovo and Bosnia-Herzegovina.

The minorities situation in Serbia has improved considerably after Milosevic's resignation. A proposal for a new law on the protection of minorities is under scrutiny.

The socio-economic situation in the country is very difficult, after almost 10 years of war and sanctions. Public services like health and education suffer from lack of resources. Unemployment - especially among young people- is high: officially about 28%, in reality however allegedly close to 40%. Poverty is a large problem. The black/grey economy is considerable, as is corruption.

The Hungarian authorities introduced the visa obligation for Serbian citizens in November 2003. Upon introduction of the new regime, the historically close relationship with the neighbouring Republic was taken into consideration: special attention was paid to people living in the border areas and in particular to the mobility of minorities inhabiting both countries. (Hungarians represent 3,9% of the population of Serbia and more than 293.000 ethnic Hungarians live in Voivodina, which represents 1/6 of the population in this region.)

Besides the one in Belgrade, Hungary has a Consulate in Subotica (Voivodina). According to the statistics for 2005, the two Consulates issue more than 30% of the total number of short term visas (visas A, B and C) issued by Hungary worldwide: in particular, the Consulate in Subotica (Voivodina) issued 118.859 visas and the one in Belgrade 83.141 (18,28% and 12,79% respectively). In Belgrade, an important part of the visas issued are B/transit visas (in 2005, 16.979 "B" visas were issued in Belgrade, which represents 13,27% of the total number of "B"/transit visas issued by Hungary).

Taking the above into consideration, the immigration potential in Serbia is huge as a whole, especially in Kosovo, and the risk of illegal immigration is considerable. This calls for a thorough examination of visa applicants / applications, bearing in mind the very low rejection rate of visa decisions of the evaluated Consular department in Belgrade in 2005 (0,77%).

In light of joining Schengen and thereby becoming responsible in due course for the issuance of visas with access to all Schengen Member States, the new Member States should be aware of and prepared for a considerable increase in visa applications. It is therefore of great importance to harmonize the decision-making process regarding visas.

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## 2. MANAGEMENT SUMMARY

Evalcom considers that, on the basis of the checks carried out and the information gathered, Hungary, as far as its Consular Department in Belgrade is concerned, may be in a position to implement the Schengen acquis in full in due course. No significant failings or chronic errors were noted in the daily work of the Consular department General.

***Positive practices worth a particular mention, included :***

*Access, which appeared to be generally well-managed and flexible, the electronical monitoring of the life-cycle of visa stickers, the thorough, continuous and up to date training, and the availability and use of equipment.*

***Issues requiring special attention or reviewing by the Hungarian authorities in order for Hungary to join Schengen in full related mainly to :***

- *the low number of in-depth interviews held in relation to the large total number of applications submitted, as well as the low rejection rate, which Evalcom considered to be a matter of concern. Awareness of the risk of illegal immigration and other forms of misuse of visas should increase, since this will become a key issue when Hungary starts to issue Schengen visas;*
- *exemptions from the rule of personal appearance and waiver of the handling fee;*
- *security risks concerning the checking of applicants, parts of the premises and some windows and doors;*
- *the issuing of visas on a separate official paper in certain cases;*
- *travel agencies: the need to improve the accreditation procedure and introduce monitoring;*
- *procedural rights of family members of EU nationals ( exemption from TMI, possibility to appeal a decision to refuse a visa).*

**These issues are dealt with in depth in the following chapters and the resulting general conclusions and recommendations can be found in chapter 13.**

## 3. ACCESS TO THE EMBASSY AND CONSULAR SERVICES

### 3.1 Location; entrances

The Consular Department of the Hungarian Embassy is located in a residential house at 3. Vladete Kovacevica Street in the Senjak district, separate from the Embassy, which is located in a different part of the city.

The 4-storey building accommodates the Consular Department on the first two floors and the flats of the head of the consular department and that of the caretaker on the 3rd and 4th.

There are five entrances: one for staff, one for the parking/garage, one for disabled applicants (all three accessing the left courtyard in front of the building), one for applicants entering and another for applicants leaving (both accessing the courtyard to the right of the building); those who have an appointment may also enter through this door. There is an additional garden door, which is however not accessible for visitors; it can be opened only from the inside.

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## 3.2 Information

Information on applications, types of visa, fees, opening hours etc. is provided in Serbian on notice boards both inside and outside the Consular department. Limited information is available outside in English (fees, opening hours, processing time, supporting documents), and more extensively in the waiting room. Examples of correctly filled-in application forms can be found in the waiting room.

Visa information can be found on the homepage of the Hungarian Embassy/Consular department in Hungarian, English and Serbian: [www.mfa.gov.hu/emb/balgrade](http://www.mfa.gov.hu/emb/balgrade), on the website of the General Consular department in Subotica: [www.hukonzulat.org.yu](http://www.hukonzulat.org.yu) and (in Hungarian and English) on the website of the Hungarian Ministry of Foreign Affairs (MFA): [www.mfa.gov.hu](http://www.mfa.gov.hu).

Information can be obtained by e-mail and by phone (Monday - Thursday 8h30-16h00 and Friday 8h30-13h30). Outside office hours, an automatic answering machine provides detailed information in Hungarian, English and Serbian.

Evalcom was informed that the address and opening hours of the Consular department are provided in Hungarian, Serbian and English outside the gates of the Embassy also.

Finally, Evalcom was informed that information on Hungarian visa regulations and application forms are available at the accredited travel agencies and, since the day of the evaluation (18 September), also from the Telekom call centre (see below).

No information was available yet outside or inside on the (very) recently introduced services of the Telekom call center<sup>1</sup>.

## 3.3 Application forms

The application forms for short term (A, B and C -type) visas are available (in Hungarian and Serbian) in the waiting room and, on request, in English, German, French, Spanish, Greek, Russian and Ukrainian. They can also be downloaded from the website of the MFA; the Hungarian and Serbian versions also from the (Belgrade) Embassy's homepage and at the accredited travel agencies.

The content and lay-out of the visa application form correspond to the uniform application form set out in Annex 16 of the CCI.

## 3.4 Access management

The visa section is open from Monday to Thursday 8h30 - 15h30 and Fridays from 8h30 -13h30. Visa applications can be submitted Monday-Thursday 8h30 - 14h00, and Fridays 8h30 -12h00 whereas issued visas are handed out Monday-Thursday 14h30-15h30 and Friday 12h30 -13h30. .

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<sup>1</sup> Comments HU: Information on the services of the call center is available in 3 languages on Internet since 14/9/06, on the information board inside and outside the Consulate in Serbian, and since Evalcom's visit also on the answering machine.

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On average, +/- a dozen people are waiting in front of the gates before working hours. During seasonal peaks, there may be up to +/- 250 applications per day (+/- 40% of which organised tours) and queues form in the courtyard during working hours. Only very recently (i.e. on the day of the evaluation: 18 September '06) the Consular department started using the services of the call centre of Telekom Serbia, whose operators provide information regarding "B" and "C" type visa and book appointments for submission of applications, the use of which is optional. The costs are +/- 21 CSD p/min (€ 0,25); average costs of a call are +/-€ 2,50 max.) On this first day, 8 applicants received an appointment through the call center. The maximum number has been established at 27 appointments p/day for the time being, based on an average expected duration/slot of 10 min. per applicant. The call centre provides similar services to the Embassies of France, Belgium, Sweden, Italy, Greece and Hungary.

The Embassy's private company security guard is in contact with the Serbian police officer on the street; before opening the entrance for applicants to enter the courtyard, he tells the police officer how many people to let in. Both have a copy of the list of people (names only) with an appointment. Usually, +/- 30 people are let into the courtyard through one of the designated doors where they proceed through a fenced-in, labyrinth-like queuing line towards the private security guard who gives them a number and ushers them up a staircase into the waiting room. The door to the waiting room can be opened by the counter staff (remote opening) or the security guard. The capacity of the waiting room is +/- 15, approx. 6 of whom may be seated. There are also stands to fill in application forms.

The counter staff receiving the applications call out the numbers, which are displayed electronically, and let the applicant into the counter area by remote opening of a separation door. In case an in-depth interview is necessary, the applicant is ushered into a separate interview room via the waiting room. The door to the waiting room and the door from the waiting room to the counter area cannot be opened at the same time.

There are 4 counters (3 for individual applicants and 1 for travel agencies and call centre appointments) and 1 separate interview room with 2 counters.

There is a separate entrance for the disabled, who may contact the security guard through the police officer, and are escorted into the building by a member of the staff. The guard can also assist other applicants requiring special attention and if necessary lets them in before their turn. Representatives of accredited travel agencies need not queue either. In case of VIP applicants, the consul, according to a previous appointment, tells the guard whom to let in.

Expatriate staff enters the Consular department through the main entrance; local staff enters through the car-park's entrance.

## ***EvalCom comments and recommendations:***

*As far as Evalcom could judge on the day of the evaluation, access appeared to be generally well-managed and flexible, although Evalcom did not consider the fenced-in queuing line to be very customer-friendly.<sup>2</sup>*

*Following the recent introduction of the services of the call center, it is recommended that both the functioning of the call-center and its services be closely monitored. It would be useful to provide information on its existence on the notice boards and the automatic answering service.*

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<sup>2</sup> Comments HU: Fenced in queuing not only manages larger groups better and safer (instead of queuing up on the street with a lot of traffic) but also much better ensures safety of individuals in a crowded location.

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## 4. SECURITY (PREMISES)

### *Outside:*

The Consular department is guarded by a police officer from the Serbian Ministry of Interior. He is posted in front of the building on workdays from 8h00 - 17h00. In case of an emergency, he can call for assistance and the police patrol car arrives in 3-4 minutes. He cooperates closely with the private company-security guard inside (see below), regulates the flow of applicants on the street and has a list with names of people who have an appointment.

The Consular department has a private company security guard whose tasks include handing out numbers to applicants and regulating their entry into the courtyard and waiting room from just before +/- 8h00 -17h00. In case of problems, the local staff can contact him by radio. He is equipped with a hand-held metal detector which is however rarely used (and never on women, allegedly of Serbian custom)<sup>3</sup>; bags however are said to be checked.

The premises used by the visa applicants are monitored by cameras both inside and outside. The main entrance and the street are also under camera surveillance. Images are monitored on 6 PC's inside the building (Consul General's office and secretariat, security guard's office, counter area and private apartments). Digital records are stored on HDD for 12 days . The rest of the premises, i.e. the backyard and garden left (Consul's office) and right of the building, are not under camera surveillance; +/- 2m high walls separate them from a school on the left side and other houses/gardens on the back and right side); only those adjacent to the applicant area have spikes on them.

The gates used by the applicants are opened and closed by remote control by the security guard; only the 4 diplomatic staff members have keys to the gates and the main entrance of the building. The local staff has to ring the bell of the staff entrance after which they are let in by the guard or an expatriate staff member by remote control.

The visa section's windows as well as those of the offices of the General Consul and the Consuls are provided with bomb blast foil; they are not barred and can be opened normally (horizontally and vertically). The office where the processing and visa printing takes place has a balcony looking out on the street/front courtyard whose door can be opened normally. The windows left and right of the main entrance are unprotected and the main entrance door itself did not close properly and jammed.

### *Inside:*

There is an alarm system with motion detectors covering the whole building. Only the residents and the Consuls know its code.

All inside doorlocks are operated by key-cards. Movement of all staff is regulated by an access control system with card identification, i.e. staff can move inside the building only by using key-cards specified according to each individual's competencies. The server registers all access and movement.

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<sup>3</sup> Comments HU: The guard will be instructed to use the metal detector systematically.



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The entrance to the waiting room is locked and can be operated from the counters by remote opening and by the private security guard. The door from the waiting room to the counters is operated likewise; they cannot be opened simultaneously.

There is a marked discretion zone in front of the counters and sound absorbing partitions between them. Counters are fitted with bullet-proof glass and walls; staff communicates through intercom with the applicant. All counters are fitted with panic buttons. All are connected to the central alarm system of the consular department and a mobile phone alert is given when the panic button is used. Documents are handed over through a drawer without physical contact.

In case an in-depth interview is needed, the applicant enters a separate room via the waiting room, with 2 counters (also equipped with panic buttons), which can be opened by remote control. Access to this interview room for staff is through a metal door from the consular offices, which can be opened by magnetic card only.

Cameras monitor the counters from behind the staff to help avoid misuse of official position and deal with possible complaints of customers towards staff. There are also cameras in the waiting room and in the counter area.

## ***EvalCom comments and recommendations:***

*The internal security situation was considered satisfactory.*

*Concerning external security, with the exception of the security situation of areas used by applicants as well as outside in front of the building, Evalcom recommends that a systematic security check is performed by the private security guard before applicants are let into the building<sup>4</sup>.*

*Evalcom further considers that the rest of the premises (garden) are insufficiently protected since there is no camera surveillance and the walls, which are low, can be easily overcome/climbed from the adjacent premises. Since the offices of the General Consul -where the bulk of visa stickers is located- and those of the Consuls are located in these parts, and their windows are neither barred nor under camera surveillance or equipped with a separate alarm (and can be opened normally), Evalcom considers that the security threat this poses should be remedied by the time Hungary joins Schengen.*

*The situation is the same as regards the balcony overlooking the street/front courtyard in the 'back-office' where the processing and visa printing takes place.*

*Finally, the main entrance door of the building, which is next to the back-office (visa processing) and to the Consuls' offices, did not close properly (jammed), and the windows to the left and right thereof are unprotected<sup>5</sup>.*

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<sup>4</sup> Comments HU: see footnote 3.

<sup>5</sup> Camera surveillance in the back yard, protection of the window of the Consul General's office, of the balcony window and of the glass panels at the front entrance will be installed by the MFA. In the meantime, the main entrance door has been repaired.

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## 5. SUBMISSION OF APPLICATIONS

### *- Pre-checking of applications*

A first preliminary check is performed by one staff member assisting applicants queuing outside to avoid, Evalcom was told, unnecessary waiting and provide assistance.

The local counter staff members (joined sometimes by an expatriate), all of whom speak Serbian and Hungarian (some also English, French or German), receive the visa applications and carry out the pre-check by asking some questions (mini interviews), checking whether the application is complete and supported by the required documents and checking whether the passport is valid.

The application is rejected at the counter if :

- the applicant is not in possession of a (Serbian) residence permit and is resident in a country where there is a Hungarian visa issuing consulate;
- the applicant not appearing in person is not properly represented or his/her family status is unclear <sup>6</sup> or if it can't be verified that family members are traveling together;
- the application form is incompletely filled in or is not signed by the applicant and if after a call from the staff/consul the applicant fails to make the necessary corrections;
- the passport is not valid, has no space for the sticker <sup>7</sup> or is damaged.

In all other cases, as a general rule the application is taken in. If the case is problematic, the staff turn to the Consul on duty for help.

In case of suspicion, the counter staff can pose additional questions and earmark the application form. Before the decision is taken, the Consul discusses the case with the colleague who marked the form. If the situation so requires, the staff member may call for the Consul right away who may then interview the applicant.

### *- Handling fee*

Since the beginning of September '06, the applicant can no longer pay in cash but must pay the non-refundable handling fee at the bank and submit the receipt to the counter staff upon submission of the application. At the end of every day, the Consular department receives a confirmation from the bank of all capital movements of that day.

“B” and “C” visas for Serbians-Montenegrins and Ukrainians are currently issued free of charge according to the bilateral visa-agreements, also under the urgent procedure. Visas are also issued free of charge to accredited diplomats from countries subject to a visa obligation.

“B” and “C” visas for all other applicants cost € 35 with an additional € 10 charge for urgent procedures.

### *- Stamping of the passport*

Upon receipt of the application, the staff at the counter puts the application stamp on the first available page of the passport; in some cases the type of visa is specified manually.

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<sup>6</sup> Comment HU: Rejection in case of unclear family status is applicable only if the applicant wishes to hand in the application of alleged family members.

<sup>7</sup> In exceptional cases, visas may be issued on a separate official paper containing all the necessary security features.

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## *- Personal appearance*

As a main rule applicants must appear in person but there are exceptions: applications submitted through travel agencies (which account for +/- 25% during the low season and up to +/- 40% during the peak season), handicapped people, VIPs, officials of ministries and official institutions having verbal notes submitted by couriers, family members of the applicant (children, siblings, parents, spouse) or participants in organised trips to cultural or sport events<sup>8</sup>.

Exceptions are also made for applicants who are known to the Consular department and for those who live considerably far from Belgrade.

Where necessary, a Consul may ask any applicant to appear in person for an interview.

Evalcom was told this occurred rarely.

## *- Representation*

The Hungarian Consular Department does not represent any other country in visa matters.

## *- Nationality of applicants*

The vast majority of applicants are Serbian and/or Montenegrin. (98%)

Other significant groups of applicants include Ukrainians (second larger group with 0.55%), Macedonians, Russians, Bosnians and Turks.

The Consular department accepts visa applications also from foreigners with a Serbian residence permit.

Non-residents can apply for a visa if there is no Hungarian visa-issuing consulate in their country of origin or permanent residence, or if they are staying in Serbia legally.

## ***EvalCom comments and recommendations:***

*EvalCom recalls that bilateral agreements on waiver of the handling fee must be denounced upon application of the Schengen acquis in full.*<sup>9</sup>

*Despite the main rule that applicants must appear in person, a large number of applicants (travel agencies and family members/minors) seem to be systematically exempted from this requirement; this is not in line with the general rule that each applicant should appear in person, as laid down in the CCI ch. III.4 and the Best Practices.*

*The practice of issuing visas on a separate official paper in case there is no available space in the passport, even if only done in exceptional cases, should be abandoned (CCI ch. VI 5.3).*<sup>10</sup>

*According to the Acquis, family members of EU citizens should be able to apply for a visa at any Hungarian consulate.*

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<sup>8</sup> Comments HU: Travellers to cultural and sports events often appear in person.

<sup>9</sup> Comment HU: As of Hungary's accession to Schengen, visas will no longer be issued free of charge and the practice will be in line with the Acquis.

<sup>10</sup> Comment HU: The use of a separate sheet is regulated very strictly. Since the introduction of the visa regime with Serbia, i.e. in three years, only one was issued.

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## 6. PROCESSING THE APPLICATION

### 6.1 Lodging an application, and Examination of an application

After the pre-check, the applications received at the counters together with the supporting documents, which are kept in baskets behind the counters, are collected every hour by the expatriate administrators who process them, i.e. scan the photo, register the personal data into the CIS (Consular Information System) and add any additional relevant information or comments. The ID of the staff entering the data, date and time is automatically registered (electronically) providing the possibility to trace an application during all stages of the process.

At this stage, an automatic check against the national black list is carried out.

Applications are then passed to the Consuls who verify the documents, decide whether they are sufficient or need further checking or an in-depth interview and take a decision (to refuse, to approve or to consult central authorities). Incomplete applications are returned to the counter staff, who notify the applicant to bring the missing documents within max. 15 days following submission of the application.

All those involved in visa processing must check and verify the data and the documents and call the Consuls' attention to anything suspicious or unusual. A manual/file containing examples of fake/falsified docs is available for checking at the counter.

In-depth interviews are held by Consuls if the administrator responsible so suggests or if the supporting documents / circumstances of the application are questionable.

Evalcom was informed that on average, about 3 interviews are conducted per day per Consul.

Consultation of the central authorities is carried out for third country nationals, holders of diplomatic and service passports, and other cases considered necessary. Co-ordination with other authorities take place through the MFA.

If the applicant appears on the national black list, the Consul double-checks the applicant's ID before taking a decision.

On occasion, information on mala-fide applicants is exchanged between some consular departments; this information may be forwarded to the central authorities.

After the decision is taken by a Consul or the central authority, expatriate staff print the sticker.

In case of Serbians, Montenegrins and some other citizens, the Consul can decide on the issuance or the refusal of the "B" and "C" visa applications without getting approval from the central authorities.

Processing time differs depending on the type of visa and nationality of the applicant. A decision must be taken within max. 30 days from receipt of the application; on average one is taken within 2 working days. An express B or C type visa can be issued in 1 working day to nationals whose application does not require consultation with the central authorities.

If applicants are unable to collect their passport in person this can be done by somebody else having the queue number and a letter of (power of) attorney. At the end of the working day, passports which remain at the Consular department are stored in locked cupboards in the back office.

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## 6.2 Supporting documents

Following introduction of the visa-obligation for Serbian and Montenegrin nationals in November 2003, supporting documents were only rarely requested. Since 2005 however, all supporting documents must be submitted upon applying for a visa.

The number of supporting documents to be submitted depends on the type of visa and the reasons for travelling. In addition to the general requirements, the applicant must provide:

- proof of the purpose of the visit, and
- the availability of financial means (e.g. through an original income certificate of the employer, a bank account statement covering the past three months, a pension slip etc.).

Concerning the purpose of the visit, this varies according to the type of visa:

- for a transit visa: e.g. a valid ticket or a certification of an insured transport vehicle and/or a visa to the target country, if necessary;
- for a short term stay documents are specified according to the type of visit: tourist visit, study tour or visit with a scientific or training purpose, visit to friends or relatives, business trip, medical treatment, carriers, visiting of graves of relatives, or other purposes (regular shopping, entertainment, etc.).

A detailed list of all documents required, specified according to category, is provided in the annex.

The Consul can request any other additional documentation pertaining to the purpose of travel from the applicant; the applicant is notified to bring the missing documents. In case of doubts, documentation is forwarded to a colleague to check the authenticity and validity of the supporting documents (bank accounts, vouchers, the different certificates, invitation letters, registrations etc.) To this end and because of the rising number of falsified documents, the Consular department employed a local administrator in autumn 2005 whose job it is to check supporting documents marked by the consuls (i.e. checking of authenticity and validity of locally issued supporting documents, background of Hungarian partners and invitation letters furnished by them, by consulting Internet, telephone, fax etc. and contacts with relevant local bodies to verify locally issued documents). The documents previously proved to be falsified are collected and made available to all members of the staff.

## 6.3 Co-operation with travel agencies

Evalcom was told that in the first quarter of 2006 the Consular department revised its policy towards travel agencies and introduced a new accreditation system. The share of visas submitted through tourist bureaus is between 25% in low season up to 40% in peak periods.

An open-ended list of 24 accredited travel agencies was recently established, who had had to present the documents listed below in order to be accredited:

- company registration
- bank account number
- certificate of payment of taxes
- insurance policy for their clients
- license for dealing with international tourism
- picture and signature of couriers (sometimes ID)

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There was no standard list available specifying which documents are required in order for a travel agency to be accredited <sup>11</sup>.

After presentation of these documents, travel agencies receive a letter confirming their accreditation without however specifying the duration.

Evalcom was told that the Consular section intends to request updated documents from accredited travel agencies on a yearly basis to allow for a better monitoring of the accreditation system <sup>12</sup>.

The Consulate does not work exclusively with the accredited travel agencies, since Evalcom was told that non-accredited agencies may also submit applications if they can provide the documents listed above.

Evalcom was told that in case of any illegal or suspicious activities engaged in by an agency, the accreditation, depending on the seriousness of the activity, might be suspended or withdrawn after one warning. Two travel agencies had been sanctioned in 2006.

The designated representatives / couriers (who have no special identification badge and in one case numbered 5) can submit applications, bring the passports together with the list of passengers and the complete documentation of the trip, and pick up the issued visas. The attitude towards travel agencies and the number of applications submitted by them is said to be flexible (e.g. individual applications could also be lodged by travel agencies) <sup>13</sup>.

## 6.4 Medical Insurance (TMI)

On the basis of a bilateral social agreement between Serbia-Montenegro and Hungary, which provides for the financing of urgent medical treatment reciprocally, the Consular department does not require insurance from these applicants.

In case no TMI is required, a special remark to this end is printed on the visa sticker in accordance with the *Guidelines on the application of the TMI requirements* (doc. 9654/06 VISA 137 COMIX 482 of 24/5/2006, > Council decision 2004/17/CE).

In case of applications from third country nationals not covered by similar bilateral social agreements, the applicant has to attach an insurance policy valid for the whole duration of the planned travel, when submitting the application. In case a multiple visa is issued, the TMI has to be valid for the first trip. The applicant is asked to sign a statement declaring that he is aware of the rules concerning TMI and at every further entry he has to have a valid TMI.

The minimum insurance liability has been established at €30 000.

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<sup>11</sup> Comment HU: A common list of required documents for the accreditation of travel agencies has, since Evalcom's visit, been established.

<sup>12</sup> Comment HU: Each year, travel agencies will have to renew their accreditation by submitting up-to-date documents.

<sup>13</sup> Comment HU: The couriers have to identify themselves with their Serbian identification card. Travel agencies cannot, in principle, lodge individual applications. A group should consist of at least 5 applicants. We would like to note that the Consulate has years of experience of cooperation with prestigious travel agencies which organize the chunk of tourism to Hungary, thus relevant part of CCI ch. III 4. (stating that "in case of group trips, a reputable and trustworthy body is able to vouch for the good faith of those persons concerned") may be applicable to most of these applications.

# RESTREINT UE

## 6.5 Types of visa issued / Simplification of transit

Hungary issues A, B and C type visas according to the CCI (NB Serbians and Montenegrins do not need an A visa).

As of 1 September '06, Hungary recognises, for the purpose of transit: short and long term visa and residence permits issued by Schengen Member States, similar documents issued by new Member States and residence permits issued by Switzerland and Liechtenstein.

### ***EvalCom comments and recommendations:***

*Evalcom considered the number of applicants being interviewed low in relation to the relatively large total number of applications submitted; Evalcom recalls that interviews are essential to the risk-analysis related to illegal immigration and other forms of misuse of visas.*

*Evalcom recommends that the recently introduced accreditation procedure for travel agencies be improved: a common list of required documents should be provided and a proper monitoring system should be put in place. Only accredited travel agencies should be allowed to submit applications<sup>14</sup>.*

*Family members of EU nationals should be exempted from the requirement of having TMI in accordance with the provisions of Council Directive 2004/38/EC.*

## 7. VISA STICKER, SIGNATURE, STAMP

Visa stickers (corresponding to Schengen requirements) are printed by expatriate administrative or diplomatic staff (on Canon S750 and Epson Stylus C86 printers). The sticker is placed on the first free page of the passport (upon the application stamp placed earlier), with the machine readable zone (MRZ) on the edge of the page.

Since May 2004, the photo is integrated in the sticker of Council Regulation 1683/95/EC.

The data in the machine readable zone currently do not fully match the requirements of the CCI (annex 10).

Numbered, wet stamps of the consular department are used to stamp the stickers. This is done by those who print the stickers. The visa stickers are stamped on the middle right edge in a way that half of the stamp falls on the sticker, the other half on the page of the passport.

Before stamping a final check is performed.

The ministry registers every stamp according to its number. Stamps are stored in metal containers that are kept in the safe in the printing area.

After printing, the stickers are returned together with the applications and annexes to the counter staff delivering the documents or locked in cupboards in the counter area.

If a mistake is made, the consular assistant registers the mistake in his/her so-called „Visa registry book”. It also has to be registered in the Consular Information System (CIS). A red cross is drawn across the sticker and a wet stamp “cancelled without prejudice” is stamped on the sticker. Spoiled stickers are returned to the financial manager on a regular basis.

If the spoiled sticker was already placed in the passport, the above mentioned procedure is followed after which the sticker is photocopied and put into the file of the applicant.

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<sup>14</sup> Comment HU: see footnote 11.

# RESTREINT UE

According to Hungarian legislation visas have to be signed. This can be done exclusively by the Consuls, who use an indelible ink pen. Half of the signature is on the sticker, the other half on the page of the passport. Specimens of these signatures are kept in the MFA and shared with the Ministry of Interior.

***EvalCom comments and recommendations:***

*The data in the machine readable zone should be adapted to fully match the requirements of the CCI (annex 10) by the time Hungary joins Schengen in full.*<sup>15</sup>

## 8. REFUSAL OF VISA / REJECTION

The refusals of short term visas are communicated verbally to the applicant when he comes to pick up the passport. A written confirmation of the refusal is provided upon applicant's request, containing a short explanation of the reason for the refusal.

The decision cannot be appealed, but the applicant has the right to submit a complaint (as stated on the written decision) or lodge a new application.

Reasons for refusal are given based on the Hungarian Alien's Act which for this part is in accordance with Article 5 of the Schengen Convention.

The average monthly rejection rate in 2005 was 0,7%.<sup>16</sup>

***EvalCom comments and recommendations:***

*As a consequence of procedural safeguards enjoyed by family members of EU nationals under Directive 2004/38/EC, refusals must be notified in writing, detailed motivation must be given and this category of persons also enjoys a right of appeal of such decisions. Hungarian legislation must be adapted accordingly without delay since this directive applied from the date of accession*<sup>17</sup>.

*The rejection rate is very low; given the fact that few interviews are held, Evalcom considers this to be a matter of concern. Awareness of the risk of illegal immigration and other forms of misuse of visas should increase, since this will become a key issue when Hungary starts to issue Schengen visas.*<sup>18</sup>

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<sup>15</sup> Comment HU: Consultations have been started with the Homeland Security Service, the Border Guard and the Office for Immigration and Nationality to adapt the machine readable zone.

<sup>16</sup> Comment HU: Since the beginning of 2006 until the end of August, the average monthly refusal rate has more than doubled, reaching 1,68%.

<sup>17</sup> Comment HU: The Hungarian Visa Manual contains all the referred facilitations for family members of EEA citizens. As regards concrete cases in Belgrade, only one such person was refused until EVALCOM's mission. Refusal was communicated in writing and the decision was taken in consultation with the mission concerned (whose national was the EEA citizen).

<sup>18</sup> Comment HU: Hungary is aware of the increased risk of illegal immigration and is ready to adapt its visa-issuing procedures accordingly.



# RESTREINT UE

## 9. SECURITY (STAFF AND MATERIAL)

### 9.1 Staff

The Consular Department has 18 staff members: 4 diplomatic staff (consuls), 7 Hungarian administrative expatriate staff and 7 local staff members. A Serbian police officer is posted in front of the building between 08h00 - 17h00 and there is a security guard from a private company who is also present between 8h00 and 17h00.

*Local staff* may work at the counter and have contact with the applicants (with random supervision by an expatriate), check whether the documents presented are complete, prepare the electronic processing of the application (sometimes also insert data into database), and hand out the visas but may **not** examine the application in detail or print the sticker.

*The expatriate administrative staff* may also process the application and print the stickers.

*Only diplomatic staff* may decide whether a visa is granted or refused (only Consuls) and have contacts with local partners, if necessary, in particular cases.

Concerning checks upon recruitment, the Consul General recruits new local staff often on recommendation of existing staff / by word of mouth, by drawing up a shortlist. Candidates are screened by the MFA and other relevant authorities before their contract is signed; in the meantime, i.e. after a first check has been made and preliminary permission given, they may be temporarily employed during a test period of approx. one month. A personal security file is created on local staff.

Concerning the potential for misuse of professional position: local staff is rotated regularly between counters. Thanks to the use of a number system, applicants are randomly directed to counters, reducing the risk of calculable contacts between applicants and staff. Staff at the counters is supervised both by a Consul (randomly) and by video cameras.

Local staff can be present in the consular section area only during working hours. They cannot enter offices they are not authorized to enter (see also chapter 4).

Evalcom was told that due to continuous control and preventive measures, the Consular department has not yet experienced any security breaches or misuse of position.

### 9.2 Documents

Visa stickers are sent by diplomatic pouch to the Embassy, where the main stock of stickers (73%) are kept (16 000). Visa stickers are registered electronically in the CIS by a Consul upon arrival. Approx. 5000 are kept in the Consul General's office where they are stored in an anchored safe with a combination lock and a separate alarm system, next to the window. A further +/- 800 are kept in another anchored safe with a combination lock in the secretariat, next to the Consul General's office; from this safe a daily number is handed out to individual printing staff members (max. 100 p/person). Visa stickers given to printing staff are stored in small metal boxes. Each person authorized to print has his/her own box. During the day, when printing staff leave the office, the boxes are put in a safe in the office where the printing takes place. Visa stamps are stored in the same way. At the end of the working day the boxes are put in the safe in the printing office. Access to this safe is limited to the administrative staff and the Consuls.

# RESTREINT UE

When asking for new stickers, staff have to account for the used stickers. This is done in the visa registry book and electronically in the CIS. The CIS records the whereabouts and status of visa stickers from the moment it leaves Hungary until the moment it is issued / refused / destroyed. Spoiled visa stickers are registered both manually and electronically in the CIS which transmits the relevant data on these stickers to the MFA.

Files of approved applications are stored in the archive in the basement of the Consular department for 2 years. They are tied up and marked according to the day of the visa issuance.

Refused applications are filed separately in boxes according to the date of refusal and stored for 5 years.

Destruction of old files is done once per 3 weeks in a paper factory where they are shredded under the supervision of a Consul.

## 9.3 IT

Workstations and servers are protected by screensavers with passwords.

Every user has his/her own individual login name and password. Passwords must be changed every three months. Workstations automatically block after 3 minutes if unused.

Access to CIS is managed by the local system administrator located at the Embassy.

The MFA prescribes how wide an access different types of users can have: locals can only register applications, expatriate administrators can register and print stickers, consuls can register, print, consult central authorities and take decisions. The local system administrator technically installs the access rights in the CIS.

The exchange of data through the CIS database takes place four times a day. Backups are made once a day, to the other HDD (hard disk drive) of the CIS server and to the BDC (additional backup drive). UPS (uninterrupted power supply) allows for a controlled shutdown and saving of all documents. Data are encrypted during transmission. The data links for transfers between the Consular Department and the MFA appeared to be secure.

IT devices are located in the Consuls' offices and in the visa processing office behind the counter area.

### ***EvalCom comments and recommendations:***

*Evalcom noted that the number system seems to work well towards reducing the risk of misuse of position etc..*

*Evalcom noted that the life-cycle of visa stickers (i.e. their whereabouts and status prior to, during and after processing) appears to be well monitored electronically.*

# RESTREINT UE

## 10. EDUCATION AND TRAINING

Every expatriate staff member must participate in a comprehensive 2-week training course on consular and visa affairs and pass an exam before being posted. This training course and exam is obligatory before a new posting even if the person worked in a consular job before and/or already had normal training for diplomatic staff in the MFA.

Evalcom was told that:

- the Ministry continuously informs consular staff abroad of any modifications of relevant legal instruments
- administrative staff is educated about these new rules and regulations and trained by the Consuls at regular (monthly) staff meetings.
- newly posted Consuls and administrative assistants are informed in detail on local conditions and specifics.

Every expatriate staff member receives instruction on identifying false documents as part of the consular training. Detected falsifications are documented and made know/available to all staff members.

Tendencies, risks, cases of falsifications or dubious applications, aspects of visa processing and client management are also discussed regularly in staff meetings which include the local staff.

In summer 2005 a consular training on the issuing of Schengen visas was held in Budapest for all Hungarian Consuls posted abroad, including the Consuls posted in Belgrade.

Trainings are also organized by the Ministry at regional level pulling together colleagues posted in different countries of a region who face similar challenges. A regional training program was held in Belgrade in September 2006.

There was a consular exchange with the Austrian Consular department general early 2006 and there is cooperation with the German Consular department general, which recently recruited 2 document experts.

The two new Consuls posted to Belgrade in December 2005 paid a series of visits to a number of consular departments of EU Member-States to study their practices thoroughly.

Concerning EU/CCI knowledge, Hungarian manuals based on the Common Consular Instructions (CCI) were available in the Consuls' offices and in the visa processing office.

### ***EvalCom comments and recommendations***

*Training seems to be thorough, continuous and up to date, also on EU/Schengen related matters.*

# RESTREINT UE

## 11. EQUIPMENT FOR DETECTING FALSE DOCUMENTS

The offices are equipped with technical means for identifying/detecting false documents (UV lamp/magnifier lens/Retro-viewer). These are accessible to all staff members and passports are checked regularly.

Samples / specimens of local travel documents are available both in paper copy and electronically. Detected falsification is documented and made known/available to all staff members.

In case of suspicion, the central authorities in Serbia and Montenegro can be asked to confirm whether a document was actually issued or not. Also the document experts at the German Consular department and the newly recruited staff member responsible for checking documents may be called to assist.

### *EvalCom comments and recommendations:*

*Equipment seems to be sufficient and to be used.*

## 12. LOCAL CONSULAR CO-OPERATION (LCC)

*Hungary participates in EU Member States' meetings, whose Consuls meet on initiative of the local EU presidency.*

Since the beginning of 2006 a consul from the Consular Department in Subotica participates in LCC meetings in Belgrade. The Consular department is instructed to report on LCC meetings.

The Consular department has developed good cooperation with the Consular departments of Germany, the Slovak Republic and Slovenia; Hungarian consuls also visited a number of EU Consular departments with the aim of getting acquainted in detail with their procedures and practices also with a view to harmonizing visa issuance.

# RESTREINT UE

## 13. GENERAL CONCLUSIONS AND RECOMMENDATIONS <sup>19</sup>

*At the end of its mission, Evalcom considers, on the basis of the checks carried out and the information gathered, that Hungary, as far as its Embassy's Consular Department in Belgrade is concerned, may be in a position to implement the Schengen acquis in full in due course. No significant failings or chronic errors were noted in the daily work of the Consular department.*

*On a positive note, access appeared to be generally well-managed and flexible.*

*The internal security situation was considered satisfactory and the number system seemed to work well towards reducing the risk of misuse of position etc..*

*The life-cycle of visa stickers appeared to be well monitored electronically and training seemed to be thorough, continuous and up to date, also on EU/Schengen related matters.*

*Finally, equipment seemed to be sufficient and to be used.*

***Evalcom wishes to comment on some points which, to its mind, merit special attention or reviewing by the Hungarian authorities in order for Hungary to join Schengen in full:***

*Evalcom considered the low number of in-depth interviews held in relation to the large total number of applications submitted, as well as the low rejection rate, to be a matter of concern. Awareness of the risk of illegal immigration and other forms of misuse of visas should increase, since this will become a key issue when Hungary starts to issue Schengen visas, and interviews are an essential part of this risk analysis.*

*Evalcom recalls that the systematic exemption from the rule of personal appearance of e.g. travel agencies and family members/minors is not in line with the general rule that each applicant should appear in person, as laid down in the CCI ch. III 4. and in the Best Practices; this should be remedied.*

*Concerning security, Evalcom considers that a security risk exists at present regarding the following points and recommends that*

- *a systematic security check is performed by the private security guard before applicants are let into the building;*
- *the part of the premises not facing the street (i.e. the garden) and the windows of the Consul's office (containing the bulk of visa stickers) and of the other consuls be properly secured;*
- *the balcony and its door overlooking the street/front courtyard in the 'back-office' where the processing and visa printing takes place, be properly secured;*
- *the main entrance door of the building, which did not close properly (jammed), be repaired and the windows to the left and right thereof are secured).*

*Bilateral agreements on waiver of the handling fee, must be denounced upon application of the Schengen acquis in full.*

*The practice of issuing visas on a separate official paper in case there is no available space in the passport, even if only done in exceptional cases, should be abandoned (CCI ch. VI 5.3).*

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<sup>19</sup> Comment HU: see our footnotes in the preceding chapters.

## RESTREINT UE

*Evalcom recommends that the accreditation procedure for travel agencies be improved through the provision of a common list of required documents, the introduction of a proper monitoring system and the acceptance of applications only from accredited travel agencies.*

*Finally, Evalcom reminds Hungary that upon joining Schengen in full, family members of EU nationals should be exempted from the requirement of having TMI in accordance with the provisions of Council Directive 2004/38/EC and they must be allowed to appeal the decision to refuse a visa, in compliance with Directive 2004/38/EC (which was applicable from the date of accession).*

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ANNEX I

VISAS ISSUED BY THE HUNGARIAN CONSULAR DEPARTMENT IN BELGRADE									
IN 2005									
	Visas A	Visas B	Visas C	Total Visas A+B +C	Visas D	Total Visas A+B+C+ D	Visas Not Issued	Re- jection Rate	Rejection Rate in %
January	1	549	2817	3366	8	3374	0	14	0,41
February	0	751	4277	5028	5	5033	0	28	0,55
March	0	1137	6242	7379	10	7389	0	32	0,43
April	0	2134	9437	11571	7	11578	0	50	0,43
May	0	1561	6480	8041	10	8051	0	32	0,41
June	0	1528	4498	6026	2	6028	0	18	0,29
July	0	1461	4547	6008	23	6031	0	68	1,12
August	2	1582	4571	6153	23	6176	0	89	1,44
September	2	2079	6154	8233	42	8275	0	60	0,72
October	0	1340	8426	9766	20	9786	0	81	0,82
November	0	1741	5329	7070	35	7105	0	115	1,61
December	0	1388	4647	6035	20	6055	0	74	1,22
<b>Total</b>	<b>5</b>	<b>17251</b>	<b>67425</b>	<b>84676</b>	<b>205</b>	<b>84881</b>	<b>0</b>	<b>661</b>	<b>0,77</b>

VISAS ISSUED BY THE HUNGARIAN CONSULAR DEPARTMENT IN BELGRADE									
IN 2006									
	Visas A	Visas B	Visas C	Total Visas A+B +C	Visas D	Total Visas A+B+C+ D	Re- jection Rate/ visas not issued	Rejection Rate in %	
January	0	543	1809	2352	18	2370	72	3,16	
February	0	570	2436	3006	23	3029	97	3,2	
March	0	868	4033	4901	18	4919	83	1,68	
April	1	2065	4121	6187	15	6202	38	0,61	
May	0	1823	3732	5555	17	5572	35	0,63	
June	1	1150	2265	3416	62	3478	55	1,58	
July	0	1243	2162	3405	49	3454	56	1,62	
August	0	1240	2472	3712	6	3718	37	1	
<b>Total</b>	<b>2</b>	<b>9502</b>	<b>23030</b>	<b>32534</b>	<b>208</b>	<b>32742</b>	<b>476</b>	<b>1,68</b>	

# RESTREINT UE

ANNEX II

## VISAS ISSUED BY "SCHENGEN" CONSULATES IN BELGRADE IN 2005

UE / Schengen Country	A visas issued	B visas issued	C visas issued (ADS included)	C visas applied for	ADS visas issued	Total A,B,C visas issued	Total A,B,C visas applied for	Total A,B,C visas not issued	Not issued rate for A,B,C visas	Total LTV visas issued	D visas issued	"D+C" visas issued	Total A,B,C,LTV, D,"D+C" visas issued
GREECE		108	40036			40144				276	245		40665
SLOVAKIA	0	10792	10646	10727	0	21438	21519	81	0,38%	0	3	0	21441
POLAND	0	121	4211	4216	0	4332	4337	5	0,12%	0	58	0	4390
ITALY	4	325	26780	27789		27109	28131	1022	3,63%	346	3635	24	31114
NETHERLANDS	0	40	7328	8057		7368	8098	471	5,82%	7	16	155	7546
SWEDEN		7	5745			5752	7403	1468	19,83%				5752
CYPRUS	0	29	0	4179	0	29	4257	2	0,05%	4206	49	0	4284
HUNGARY	2	16979	66160	66809		83141	83819	678	0,81%		153		83294
FRANCE	2	559	19766	20811		20327	21444	1077	5,02%	40	449		20816
BELGIUM	0	25	4579	5689	0	4604	5719	1139	19,92%	0	261	26	4891
PORTUGAL	0	18	1605	1703		1623	1722	69	4,01%	1	44	0	1668
NORWAY			1626			1626		111			24		1650
AUSTRIA	2	3244	38219			41465	42608	1143	2,68%	5	293	138	41901
GERMANY	8	594	48442	56248		49044	56881	7837	13,78%	47	3368		52459
CZECH REPUBLIC	0	729	15536	15599	0	16265	16336	53	0,32%		274		16539
FINLAND		8	868			876	991	115	11,60%	81			957
DENMARK		9	2772	3009		2781	3018	228	7,55%	3			2784
SPAIN	1	118	5434	5535		5553	5656	133	2,35%		144		5697
SLOVENIA		591	28927	29672		29518	30309	791	2,61%				29518

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ANNEX II

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# RESTREINT UE

## VISAS ISSUED BY "SCHENGEN" CONSULATES IN BELGRADE in 2006

VISAS ISSUED BY SCHENGEN CONSULATES IN BELGRADE IN 2006 (January-May)											
	Visas A	Visas B	Visas LTV B	Visas C	Visas LTV C	Total Visas A+B+C	Visas D	Visas D+C**	Total Visas A+B+C+D	Visas Not Issued	Rejection Rate
AUSTRIA	2	1347		15993	11	17353	650		17992	721	4,83%
<i>BELGIUM ?</i>											
DENMARK		4		791		795	28		823	90	10,2%
FINLAND				13	271	284				37	13,6%
<i>FRANCE ?</i>											
GERMANY	1	178		23601		23780	2765		26545	5866	20,5%
ITALY *	1	134		4164	14	4313	743		5056	239	5,3%
THE NETHERLANDS		5		3007		3012				216	6,3%
PORTUGAL		13		573		586				5	3,3%
SWEDEN **				1379	251	1630				292	15,6%
NORWAY	0	0	0	582	0	582	76	0	658	54	9,4% <sup>0</sup>
<b>Total</b>	<b>4</b>	<b>1681</b>		<b>50103</b>	<b>547</b>	<b>52335</b>	<b>4262</b>		<b>51074</b>	<b>7520</b>	<b>9,8%</b>

\* Italy : Statistics for January/February 2006

\*\* Sweden: Statistics for January until April 2006

## Participants

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## List of supporting documents

### **General requirements:**

- the applicant's passport, the validity of which shall exceed the validity of the requested visa by at least 6 months;
- a photocopy of the data page of the passport;
- a passport-size colour photo, not older than 6 months;
- a legibly filled in and signed application form;
- a travel medical insurance (Financing of urgent health services of Serbian-Montenegerins are covered by an intergovernmental agreement. They are not obliged to have a travel medical insurance, but that is advisable as it covers a wider range of services than the bilateral agreement.)
- proof of legal stay, if the applicant is not the citizen of Serbia-Montenegro and there is a visa issuing Hungarian consular department in his/her country of residence
- Documents shall be annexed to the applications in original, if possible. If the client needs the original document later on, then a photocopy shall also be annexed besides presenting the original document.

In addition to the above

- the purpose of the visit and
- the availability of financial means have to be proved.

**Proof of financial means** can primarily be one or more of the following documents:

- an original income certificate of the employer or
- a bank account statement on the account turnover during the last three months or
- a pension slip or
- a certificate of registration in the case of an individual entrepreneur or one-man firm or
- a valid ticket, a certificate of a reserved and prepaid journey, accommodation or
- in the case of minors, a declaration by the legal representative on the coverage of the costs and on the existence of the financial coverage or
- a letter of invitation issued and endorsed by the Office of Immigration and Nationality.

**What may be used to certify the purpose of visit?**

***When applying for a transit visa:***

- a valid ticket; or a certification of a transport vehicle to be used with appropriate insurance,
- a visa to the target country, if necessary

***When applying for a visa for a short term stay:***

- Tourist visit: a tourist voucher; or in case of an individual visit: the prepaid reservation of accommodation.
- Study tour or a visit with a scientific or training purpose: the certificate of the receiving institution.

# RESTREINT UE

- Visit (friends): a letter of invitation issued and endorsed by the Office of Immigration and Nationality or the letter of invitation in the form of a notary public document and a photocopy of the personal identification document/passport of the inviting party in Hungary.
- Visit (relatives): the same as for visiting friends; or a statement given by the applicant on the existence of family relations, indicating the degree of it, giving the name, address and phone number of the family member to be visited and documentary proof of the stated relation.
- Business trip: in case there is a business partner in Hungary: a letter of invitation from the business partner and proof of existing commercial-business relations; or a certificate of the local chamber of commerce on the registration of the company whom the applicant represents
- Medical treatment: the certificate of the receiving health institution
- In case of carriers: written request of the carrier company
- Visiting graves of relatives: a document certifying the existence of the grave and proof of the degree of relationship.
- Other purposes (regular shopping, entertainment, etc.) any document to credibly prove the purpose of visit; or a declaration by the applicant on the purpose of the entry and stay, made in full awareness of the his/her criminal liability.

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