



European  
Commission



# Digital Public Administration factsheet 2020

Turkey

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1

Country  
Profile

# 1 Country Profile

## 1.1 Basic data

**Population:** 82 003 882 inhabitants (2019)

**GDP at market prices:** EUR 652 520 million (2018)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100):** 65 (2018)

**GDP growth rate:** 2.83% (2018)\*

**Inflation rate:** 15.2% (2019)

**Unemployment rate:** 13.7% (2019)

**General government gross debt (Percentage of GDP):** 30.4% (2018)\*\*

**General government deficit/surplus (Percentage of GDP):** -2.77% (2017)\*\*\*

**Area:** 783 562 km<sup>2</sup>\*\*\*\*

**Capital city:** Ankara

**Official EU language:** Turkish

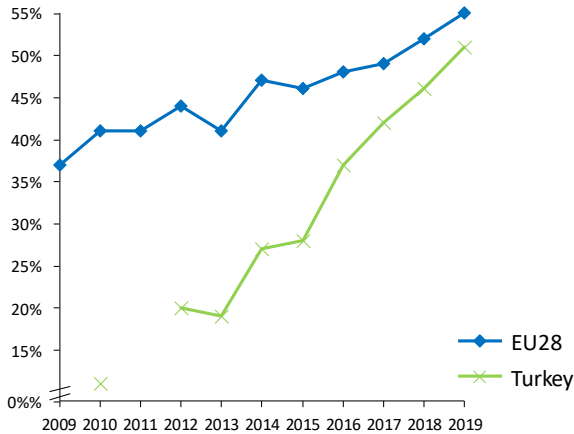
**Currency:** Turkish lira (TRY)

**Source:** Eurostat (last update: April 2020), World Bank\*, Trading Economics\*\*, Fiscal Balances and public debt - OECD\*\*\*, Worldatlas\*\*\*\*

## 1.2 Digital Public Administration Indicators

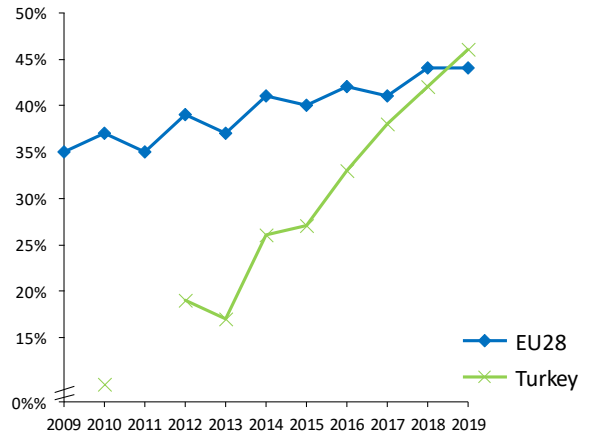
The following graphs present data for the latest Digital Public Administration Indicators for Turkey compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Turkey



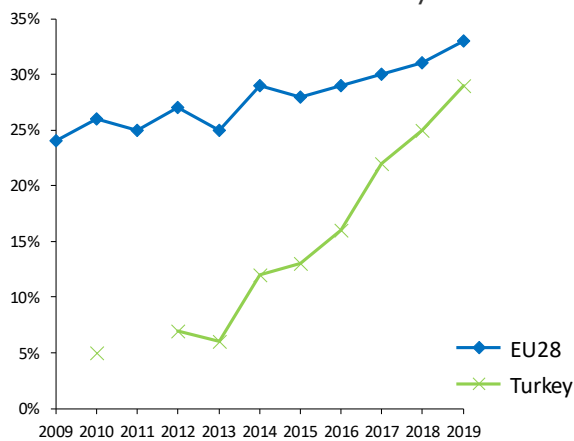
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Turkey



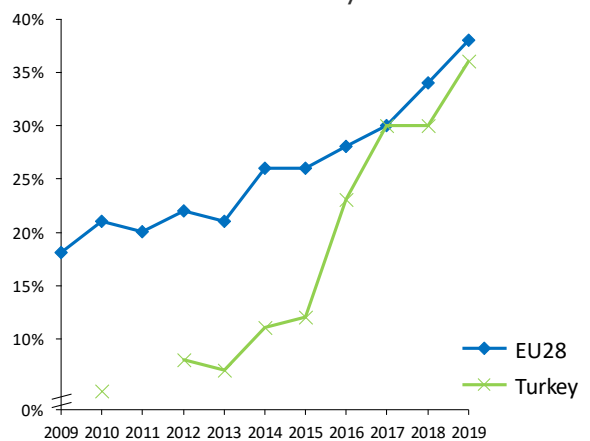
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Turkey



Source: Eurostat Information Society Indicators

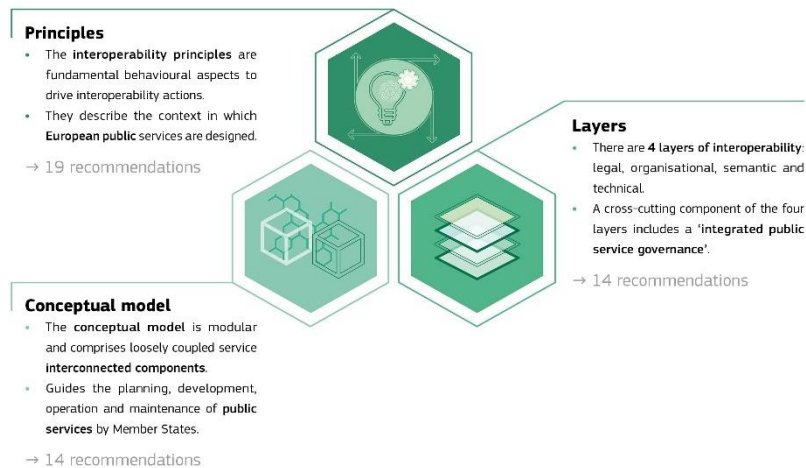
Percentage of individuals using the internet for sending filled forms to public authorities in Turkey



Source: Eurostat Information Society Indicators

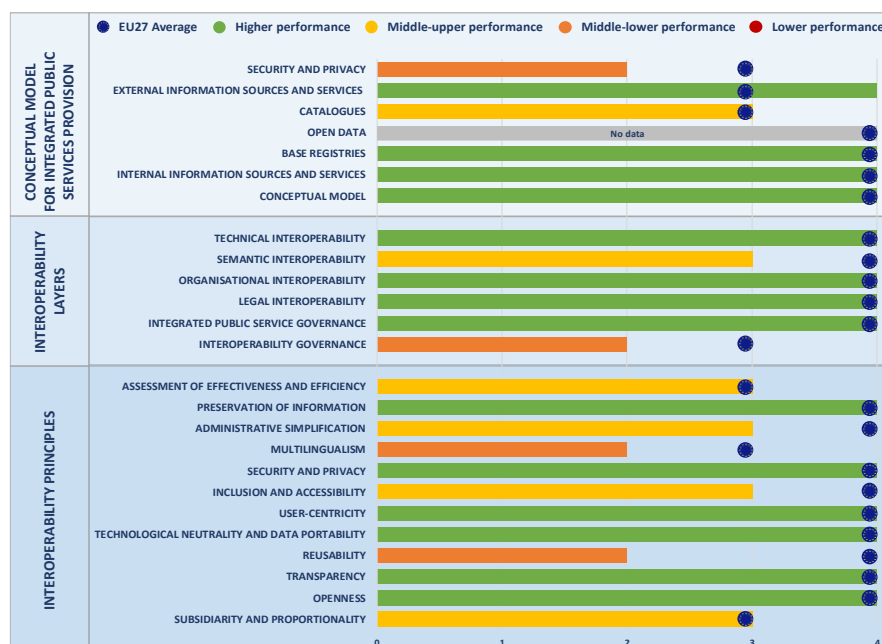
### 1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Turkey in 2019. It is possible to notice an overall good performance of the country. The areas of improvements are distributed in the three scoreboards and are related to security and privacy, interoperability governance, and the principles of multilingualism and usability. Not enough data was collected to measure the area related to open data.



Source: European Interoperability Framework Monitoring Mechanism 2019

## 1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (Losing and finding a job, Studying, Family life, all measured in 2012, 2014, 2016 and 2018, and Starting a small claim procedure, Moving, Owning a car, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (Business start-up, measured in 2012, 2014, 2016 and 2018, and Regular business operations, measured in 2013, 2015, 2017 and 2019).

eGovernment performance across policy priorities				
		EU27+ average [% 2018 2019]	Country average [% 2018 2019] (growth since 2016 2017)	
USER CENTRICITY	Overall scores	86.5		90 (+5) *
	Online availability	86.8		91 (+4) *
	Usability	90.5		100 (+4) *
	Mobile friendliness	76.3		68 (+17) *
TRANSPARENCY	Overall scores	65.6		62 (+6) *
	Service delivery	57.8		66 (+8) *
	Public organisations	74.4		69 (+1) *
	Personal data	64.8		50 (+8) *
CITIZEN CROSS BORDER MOBILITY	Overall scores	50.8		54 (+19) *
	Online availability	62.3		58 (+21) *
	Usability	65.0		92 (+25) *
	eID	9.3	6 (+6)	
	eDocuments	24.3	13 (+12) *	
BUSINESS CROSS BORDER MOBILITY	Overall scores	67.0		29 (+11) *
	Online availability	75.5		33 (+4) *
	Usability	75.5		50 (+34) *
	eID	36.0	+0 (0)	
	eDocuments	51.0	+0 (0)	
KEY ENABLERS	Overall scores	61.4		73 (+18) *
	eID	57.4		72 (+9) *
	eDocuments	68.4		67 (+12) *
	Authentic sources	56.9		60 (+2) *
	Digital post	67.3		94 (+50) *

Source: eGovernment Benchmark Report 2020 Country Factsheets

A blurred background of people in a meeting with a laptop in the foreground. The scene is brightly lit, suggesting an indoor office or meeting space. In the foreground, a silver laptop is open on a light-colored wooden table. In the background, several people are seated around a table, engaged in a discussion. The overall atmosphere is professional and collaborative.

# 2

## Digital Public Administration Highlights



## 2 Digital Public Administration Highlights

### Digital Public Administration Political Communications

On 18 July 2019, the [Eleventh Development Plan \(2019-2023\)](#) was approved by the Grand National Assembly of Turkey. The Eleventh Development Plan aims to digitalise Turkish public services by process modernisation and improvement. The digitalisation of public services will ensure effectiveness and interoperability while pursuing a user-oriented perspective based on an increased service delivery and usage. The plan aims to achieve 95% satisfaction rate towards eGovernment services by 2023 while raising the uptake of electronic services to 70% by the same year.

The Digital Transformation Office is preparing the National Artificial Intelligence Strategy in collaboration with universities, private sector and NGO's, under the leadership of the public sector. The National Artificial Intelligence Strategy is planned to be published in April 2020.

### Digital Public Administration Legislation

Following the [Presidential Decree No 48](#) published in the Official Gazette on 24 October 2019, the Digital Transformation Office has been authorized to increase the efficiency of the performance of all public services.

On 26 March 2020, the [Presidential Decree No 2303](#) relieved the Ministry of Transportation from the duties of establishing, operating and managing the eGovernment Gateway. Consequently, Digital Transformation Office has become the only authority of the duties related to eGovernment Gateway

The [Presidential Circular on Information Security Measures 2019/12](#) has been issued in order to reduce the security risks faced by public administrations and to ensure the security of critical types of data that may threaten national security or lead to deterioration of the public order.

### Digital Public Administration Governance

Following the [Presidential Decree No 48](#), the Digital Transformation Office has become the only authority in charge of the coordination activities in the field of digital public administration . While introducing the definition of Government Chief Digital Officer, the [Decree](#) assigned this role to President of the Digital Transformation Office.

### Digital Public Administration Infrastructure

As of the end of 2019, more than 45 million users have used the eGovernment Gateway where 5 170 public eServices are provided by 640 institutions.

After a pilot phase in 2017, the [eMunicipality Information System](#) has started being extensively used in 2019. The system is currently used by 658 out of 1 397 municipalities. Following a service-oriented local government policy, the eMunicipality Information System ensures fast, trustable and uninterrupted provision of municipality services to citizens.

In 2019, the [State Supply Office](#) launched the [Integrated eProcurement System](#). This system allows to electronically perform the whole public purchasing process, starting from online request of the supplier and ending with the eInvoice. The aim of this system is to provide an effective, productive, fast and sustainable central procurement service.



3

Digital Public  
Administration  
Political  
Communications

## 3 Digital Public Administration Political Communications

### 3.1 Specific political communications on digital public administration

#### Eleventh Development Plan (2019–2023)

On 18 July 2019, the Eleventh Development Plan (2019–2023) was approved by the Grand National Assembly of Turkey. Being the first Development Plan prepared after the adoption of the new Presidential Government System, the Plan was shaped with a long-term perspective to constitute the main roadmap for improving the international position of the country and the welfare of the society. The Plan was prepared during a period of rising geopolitical and economic uncertainties, and reshaping of global power balances. Therefore, the document is formulated in a way to control potential risks while trying to manage national resources as efficiently as possible to increase prosperity and ensure a fair sharing of economic gains.

The Eleventh Development Plan is a holistic and multi-dimensional national policy document covering the following development axes: sustainable environment and liveable cities; qualified people and strong society; rule of law, democratisation and good governance; competitive production and productivity; and stable and strong economy. eGovernment related policies are explained in the section of the Plan titled 'eGovernment Applications in Government Services'.

The Eleventh Development Plan aims to transfer public services to the electronic environment through modernisation actions and process improvements that will ensure effectiveness and interoperability with a user-oriented perspective, and increase service delivery and usage through the [eGovernment Gateway](#).

The Plan aims to achieve a 95% satisfaction rate for eGovernment services by 2023, while raising the uptake of electronic services to 70% with further services integrated in the eGovernment Gateway. The main actions of the Plan regarding eGovernment are:

- eGovernment efforts will be carried out aiming at a user-oriented service delivery and an effective public administration. Service delivery channels will be improved and channel diversity will be increased. The needs of disadvantaged groups will be prioritised;
- new technologies and trends will be used when providing eGovernment services to increase the efficiency, effectiveness, transparency and accountability of the public sector;
- the governance and coordination structure regarding eGovernment activities will be strengthened;
- by following international technological trends and developments, the capacity of public institutions to manage the digital transformation process will be improved and human resources in the departments of Information Technology will be strengthened;
- the development of the basic information systems, common infrastructure, services and standards needed for eGovernment service delivery will be

continued, and institutional information systems will reach a sustainable structure;

- open source software will be disseminated in public institutions and the institutional capacity in this regard will be improved;
- the mechanisms to protect public institutions against cybersecurity threats and to ensure the privacy of personal information in the delivery of public services will be strengthened;
- public data will be made available as open data respecting the privacy principles to increase transparency, accountability and participation, and to enable the production of new value-added services; and
- the cost effectiveness, innovation and national added value in the public procurement of ICT products and services will be increased.

### 2016–2019 National eGovernment Strategy and Action Plan

The 2016–2019 National eGovernment Strategy and Action Plan was Turkey's first comprehensive National eGovernment Strategy and Action Plan, compatible with the National Development Plan and the Information Society Strategy. The document coordinated different studies concerning the structuring of eGovernment with a holistic approach, taking Turkey's specific conditions, new technological developments and global trends into account.

In particular, the 2016–2019 National eGovernment Strategy and Action Plan aimed to provide the acceleration needed to guide Turkey's digital transformation, and achieve social, economic and environmental development. In the future, eGovernment will be more integrated, technological, participatory, innovative and qualified, focussing on providing an efficient eGovernment ecosystem taking a more competent and agile position as the enabler of the transition to an information society and a sustainable development. By implementing the eGovernment Strategy and Action Plan, the objective was to develop the capacity needed in line with the Turkey's 2023 Vision and to improve the welfare of the country. In line with this goal, the vision of the 2016-2019 National eGovernment Strategy and Action Plan was to improve the quality of life for the society thanks to an efficient eGovernment.

Four strategic aims, 13 objectives and 43 actions were determined in line with the vision of the document. More in detail, the following strategic aims were defined to achieve the vision of an eGovernment ecosystem:

- strategic aim one: ensuring the efficiency and sustainability of the eGovernment ecosystem;
- strategic aim two: implementing common systems for infrastructure and administrative services;
- strategic aim three: realising an eTransformation in public services; and
- strategic aim four: enhancing usage, participation and transparency.

The progress made in the framework of the 2016–2019 eGovernment Action Plan is summarised below:

- the institutions carried out the process and method transformation studies to provide all services as eGovernment services;
- the Electronic Document Management System is used in all central institutions;
- the Centralised Legal Persons Information System (MERSIS) was integrated into the eGovernment Gateway;
- data dictionary studies were started;
- services such as job search, and employment, unemployment and retirement applications are now provided via the eGovernment Gateway;
- the certificate of inheritance can now be obtained from the eGovernment Gateway;
- many service steps for vehicle acquisition and registration are now available on the eGovernment Gateway. Efforts are underway to provide services in a holistic manner;

- applications for the consumer arbitration committee can now be made via the eGovernment Gateway; and
  - a social media guide for public institutions was prepared and published in 2019.
- The Digital Transformation Office is responsible for the National eGovernment Strategy and Action Plan for the period after 2020. The eGovernment Portal offers a means for participating and monitoring the progress of the Action Plan, and allows users and authorities to share announcements.

## 3.2 Interoperability

No political communication has been adopted in this field to date.

## 3.3 Key enablers

### 3.3.1 Access to public information

#### Presidential Annual Programme

Following the [Presidential Annual Programme 2020](#), the Turkish government brought forward several eGovernment activities with the objective of increasing the effectiveness of the public administration and the variety of services provided, and prioritising the needs of the disadvantaged people. In this regard, the Programme provides for the launch of the National Open Data Portal, where public data will be shared to ensure more transparency, accountability, and participation of the citizens. Additionally, the Central Service Design Platform will be established to improve key public processes.

### 3.3.2 eID and Trust Services

#### Presidential Annual Programme

Following the [Presidential Annual Programme 2020](#), the Turkish government continued to develop the basic information systems necessary to provide eGovernment services. Additionally, the government aims to setup a joint infrastructure to ensure that these information systems operate in a sustainable manner. In this regard, the regulations concerning trust services (eStamp, SSL certificates, eSignature and registered email) will be harmonised with the EU Regulation on electronic identification and trust services (eIDAS). Once the regulations regarding the electronic identity card will be finalised, the government will guarantee the use of the card in all its possible applications.

### 3.3.3 Security aspects

#### The National Cybersecurity Strategy and Action Plan

The [National Cybersecurity Strategy and Action Plan](#) for the period 2016–2019 was put into force in 2016. Furthermore, in accordance with the By-Law on eGovernment Services, Standards of Web Service and Service Security, documents were shared with all stakeholders in 2018 to ensure an improved data exchange.

The National Cybersecurity Strategy and Action Plan had two main objectives. The first was for all stakeholders to acknowledge that cybersecurity represents an integral part of national security. The second objective was to acquire the competency necessary to take administrative and technological precautions for maintaining a significant security of all systems and stakeholders in the national cyberspace.

To achieve these objectives, the following targets were set:

- ensuring the security of all systems, services, transactions and information/data provided through information technologies;

- determining cybersecurity actions to minimise the effects of cybersecurity incidents, speed up the recovery to the normal functioning of the systems and guarantee higher efficiency in the assessment of incurred incidents; and
- developing national critical technologies and products for ensuring cybersecurity, confidentiality and privacy, or otherwise taking measures to ensure that technologies and products procured from abroad shall be solely and safely used for this purpose.

The Digital Transformation Office coordinates the work on updating the National Cybersecurity Strategy and Action Plan for the period 2020–2023. In this context, one of the main targets within the National Cybersecurity Strategy and Action Plan is the development of national cybersecurity solutions that can compete nationally and internationally by raising the cooperation and communication efficiency of all stakeholders in the field of cybersecurity, and improving the training of highly competent human resources.

### 3.3.4 Interconnection of base registries

No political communication has been adopted in this field to date.

### 3.3.5 eProcurement

#### Presidential Annual Programme 2020

Following the Presidential Annual Programme 2020, the Turkish government aims to introduce eProcurement in all types of purchasing procedure. The Programme intends to increase the efficiency of public procurement processes to improve the implementation of services and increase competition.

## 3.4 Domain-specific political communications

No political communication has been adopted in this field to date.

## 3.5 Emerging technologies

### National Artificial Intelligence Strategy

Following the Presidential Annual Program 2020, the Digital Transformation Office is preparing the National Artificial Intelligence Strategy in collaboration with universities, private sector actors and NGOs, under the leadership of the public sector. The Strategy is based on a human-centred approach in line with the policies identified, aiming to ensure the efficient use of big data and artificial intelligence applications in the public sector.

The National Artificial Intelligence Strategy draws up the Turkish roadmap in the field of artificial intelligence technologies and includes the steps to be taken in critical technological areas.

The National Artificial Intelligence Strategy is planned to be published in April 2020.

A person in a blue suit is standing at a desk. On the desk, there is a silver laptop, a stack of books, and a golden scale of justice. The person is holding an open book and a pen. The background is a plain wall.

# 4

## Digital Public Administration Legislation

## 4 Digital Public Administration Legislation

### 4.1 Specific legislation on digital public administration

#### eGovernment Legislation

Presidential Decree No 1 gave the Digital Transformation Office the responsibility of coordinating the digital transformation of the public sector.

On 24 October 2019, following Presidential Decree No 48, the eGovernment tasks performed by the Ministry of Transport and Infrastructure of the Republic of Turkey were assigned to the Digital Transformation Office. The Decree also introduced the position of Government Chief Digital Officer and assigned this role to the President of the Digital Transformation Office. The Digital Transformation Office coordinates all activities related to eGovernment, digital government, cybersecurity, critical infrastructures, big data and artificial intelligence.

On 26 March 2020, the Presidential Decree No 2303 relieved the Ministry of Transport also from the duty of establishing, operating and managing the eGovernment Gateway. Consequently, all tasks related to the eGovernment Gateway were entrusted to the Digital Transformation Office.

On 11 October 2018, the Presidential Circular No 2018/13 was published in the Official Gazette. According to this Circular, all public services, including those provided electronically, should be provided in line with the once-only principle, meaning that all applications by citizens shall be completed expeditiously at the point of application.

### 4.2 Interoperability

#### Interoperability Principles in Public Information Systems

Circular No. 2009/4 on Interoperability Principles in Public Information Systems has been in force since 2009.

### 4.3 Key enablers

#### 4.3.1 Access to public information

##### Removal of Wikipedia ban

Wikipedia had been banned in Turkey in April 2017, but the ban was lifted on 15 January 2020.

##### Freedom of Information Legislation

The Right to Information Act (Law No 4982) went into effect in April 2004. The Act was then supplemented by a Circular issued by the Prime Ministry titled 'The Exercise of the Right of Petition and Access to Information'.

The Law granted citizens and legal entities the right to information from public institutions and private organisations that qualify as public institutions. Following the enforcement of the Act in April 2004, all public institutions established Right to Information Units and started to accept information requests, including those made through the Internet. In November 2005, the Right to Information Act was amended to enable citizens to dispute all decisions by state agencies regarding denials of requests for information.

##### Re-use of Public Sector Information (PSI)

The re-use of Public Sector Information (PSI) is partly covered by the Right to Information Act (Law No 4982). The 2016–2019 National eGovernment Strategy and



Action Plan also provided for actions regarding the re-use and sharing of Public Sector Information, such as the reformation of public sector information and the establishment of the Open Data and Sharing Portal, and the Public Expenditure and Monitoring Portal.

### 4.3.2 eID and Trust Services

#### Regulation on Turkish National Electronic Identity Card

The Regulation on Turkish National Electronic Identity Card was published in the Official Gazette on 3 December 2019 and covers the procedures and principles regarding the design, procurement and production, application, personalization, distribution, delivery, cancellation, disposal and identity verification method of the identity card of the Republic of Turkey. The Regulation also regulates the receiving and processing of biometric data.

#### By-Law on the Procedures and Principles Pertaining to the Implementation of the Electronic Signature Law

Following the introduction of the By-Law on the Procedures and Principles Pertaining to the Implementation of the Electronic Signature Law, six Electronic Certificate Service Providers were authorised as of May 2019. The Public Certificate Centre is the body responsible to provide electronic certificate services to all public institutions. The Centre was established by a Prime Minister's Circular mandating that all public institutions needing electronic certificate services shall acquire the service from this body.

#### Law No 6661, Amending the Law on Military Service and Other Laws

Articles 8 and 12 of Law No 6661 allow for biometric data to be embedded into the new eID cards and those cards to be used for authentication purposes. Digital signature-ready eID cards also started to be distributed in 2018.

#### Law No 5070 on Electronic Signature

The Law on Electronic Signatures was enacted in 2004. The purpose of this Law was to define the principles applying to the legal and technical aspects and the application of electronic signatures. The Law covers the legal status of electronic signatures, the operations concerning electronic signatures and the activities of Electronic Certificate Service Providers (ECSPs). The Law ensures that qualified electronic signatures, produced according to the identified procedures, have the same legal effect as handwritten signatures. As of September 2019, almost 4.3 million qualified electronic certificates were in active use.

### 4.3.3 Security aspects

#### Presidential Circular on Information Security Measures 2019/12

The transfer of information to digital environments, the direct access to information, the digitalisation of infrastructures and the widespread use of information management systems bring serious security risks. In this context, the Presidential Circular on Information Security Measures 2019/12 was issued to reduce the security risks encountered and to ensure the security of critical types of data that may threaten national security or lead to the deterioration of the public order.

To guarantee data protection, the Presidential Circular aims to ensure that data owned by a country remains within the boundaries of that country. Additionally, the Presidential Circular highlights that the production and use of national cybersecurity solutions represents one of Turkey's main priorities.

Following the Circular, the drafting of the Information and Communication Security Guide was initiated under the coordination of the Presidency of the Digital Transformation Office of the Republic of Turkey. The Guide will identify different levels of security requirements that must be implemented in the IT systems of public

institutions and organizations operating critical infrastructures, in accordance with national and international information security standards. IT security represents one of the most important objectives for public institutions, companies providing critical public services, and individuals. Being the first national reference document in this area, the Guide will provide guidance to public institutions to secure their IT infrastructure providing critical public services. The Guide also aims to cover all aspects of information security, from network to Internet of Things (IoT) security, and will include measures to be taken in specific critical sectors, like eCommunication. The Guide will be a live document which will be regularly updated in accordance with the emerging security needs, developing technologies, and the National Cybersecurity Strategy and Action Plans.

### Regulation Regarding Electronic Notification

The [Regulation Regarding Electronic Notification](#) was published in the Official Gazette on 6 December 2018.

### Law on the Protection of Personal Data

The [Law on the Protection of Personal Data](#) was published in the Official Gazette on 7 April 2016, No 29677. This Law regulates the conditions for processing and transferring personal data, sets rights and obligations, in particular the obligations of the data controller and data processor, and provides for the establishment of the Data Protection Authority.

### By-Law on Network and Information Security in the Electronic Communications Sector

The [By-Law on Network and Information Security in the Electronic Communications Sector](#) was adopted on 13 July 2014 and identifies the obligations of operators with respect to network and information security in the electronic communications sector. In particular, the By-Law provides for the principles and basis for the measures to be taken to eliminate the risks stemming from threats and vulnerabilities with the aim of guaranteeing data, hardware-software and personnel security. Finally, the By-Law explicitly states that personal information processing and privacy protection are not under its scope.

### Law on Electronic Communications

[Law 5809/2008](#), Article 60, para 10, gives the Information and Communication Technologies Authority (ICTA) the power to take the necessary measures to fight against cyberattacks with the aim of ensuring national cybersecurity. Also, according to Article 60, para 11, of the same Law, the ICTA has the right to ask any kind of information, document, record and data from any legal private and public entity, and real person. In addition, according to the same paragraph, the ICTA enjoys the power to enforce and impose sanctions (resulting in a monetary penalty between EUR 155–1 550) on these entities in case they don't take the necessary measures to fight against cyberattacks. Finally, Article 51 of Law 5809/2008 regulates the protection of privacy and the processing of personal data in the electronic communications sector and stipulates the conditions under which cross-border flow of traffic and location data is allowed.

### Council of Europe's Convention on Cybercrime

Turkey ratified the Council of Europe's Convention on Cybercrime (ETS No 185), covering various crimes, such as those committed via the Internet and other computer networks, computer-related fraud, child pornography and violations of network security. As a result, all these cybercrimes are now incorporated within the national legislation of Turkey. The Turkish Criminal Code covers the unauthorised access of IT systems and the unauthorised interference/interception/modification/destruction of IT systems.

Persons committing these crimes are sentenced to prison for up to three years, or imposed fines.

### Law on Regulating Broadcast in Internet and Combating Crimes Committed through Such Broadcast

Law No 5651 was published in the [Official Gazette of 23 May 2007](#), Issue 26530, and aims to combat some specific crimes committed through the Internet. In particular, the Law fights nine catalogue criminal offences committed through Internet publications, i.e. committing suicide, carrying out sexual harassment of children, facilitating the use of drugs, supplying drugs which are dangerous for health, obscenity, prostitution, providing place and opportunity for gambling, and the crimes determined in [Law No 5816](#). Law No 5651 was amended in 2008, 2013, 2014 and 2016.

### Privacy and Protection of Private Life

Section five of the 1982 [Turkish Constitution](#) is entitled Privacy and Protection of Private Life. Article 20 of the Turkish Constitution addresses the issue of the privacy of the individual's life, stating that everyone has the right to demand respect for their private and family life. The Article continues by affirming that the privacy of the individual and family life cannot be violated. Additionally, the Article states that, unless there is a decision duly passed by a judge in cases explicitly defined by law, neither the person nor the private papers, nor the belongings of an individual shall be searched or seized. With the 2010 amendment of the Constitution, citizens were granted the right to request the protection of their personal data. More in detail, citizens have the right to be informed about their own personal data, to access this data, to request data to be corrected or deleted, and to learn whether the data has been used for the purposes that the data was obtained for in the first place. Thus, individual data can be processed only as foreseen by the law or with the consent of the person, as mentioned in Article 22.

### 4.3.4 Interconnection of base registries

#### By-Law on the Procedures for the Provision of Public Services

In the context of the once-only principle implementation, the Presidency is reviewing the By-Law on the Procedures for the Provision of Public Services, so that no document is required by a public institution if the data is already provided by another public institution.

Along these lines, the Digital Transformation Office coordinated the amendment of 42 by-laws and 13 communications, which was subsequently published in the [Official Gazette on 8 July 2019](#). The revision led to the streamlining of 111 processes with the objective of reducing the time spent on bureaucratic procedures both by citizens and the public sector. Furthermore, a wide range of applications in a variety of fields, such as jobs, scholarships, permits, licenses and certificates, can now be made through Digital Turkey (eGovernment). While the average number of documents required per service was 3.80 before the transition from eGovernment to Digital Turkey, this number is now down to 0.34.

#### Regulation regarding the Data Sharing of the Land Registry and Cadastre

The [Regulation regarding the Data Sharing of the Land Registry and Cadastre](#) was published in [Official Gazette on 1 November 2018](#). The purpose of the Regulation is to regulate the procedures and principles regarding the establishment, duties, powers and responsibilities of the General Directorate of Land Registry and Cadastre under the Ministry of Environment and Urbanisation to plan, execute and ensure the renewal and updating of cadastral work for immovable property, to create a land register, to ensure the archiving and protection of information, to carry out mapping activities, and to determine production standards.

### Regulation regarding the Principles of Implementation of the Integrated Public Financial Management Information System

The Regulation regarding the Principles of Implementation of the Integrated Public Financial Management Information System was published in the Official Gazette on 26 June 2018.

The purpose of this Regulation is to determine the procedures and principles regarding the obligations of the authorised data storage organisation, the manner in which the information is reported to the data storage organisation, and the tasks to be performed by this organisation.

### By-Law on Identity Registry System Sharing

The By-Law on Identity Registry System Sharing was published on 8 December 2006, providing the procedures for sharing the electronic information available in the Identity Registry with public organisations.

## 4.3.5 eProcurement

### Regulation regarding Change on Electronic Procurement Implementation

The Regulation regarding Change on Electronic Procurement Implementation was published in the Official Gazette on the 19 June 2018 and 16 March 2019.

The purpose of the Regulation is to regulate the procedures and principles regarding the realisation of the tenders within the scope of the Public Procurement Law on a partially or fully electronic platform.

### Public Procurement Law No 4734

Law No 4734, published on 22 January 2002, enabled the implementation of electronic public procurement. Further amendments were introduced to the Law in 2011 so as to regulate the procedures and principles for the conduct of tenders on the Electronic Public Procurement Platform. The amended Law introduces normative issues with regard to tenders, defines the preparation for the tender process, and lays the rules for the preparation, submission, opening and evaluation of eTenders.

## 4.4 Domain-specific legislation

### Authorisation for the Implementation of Investment Incentive Certificate Transactions in the Electronic Environment

The Authorisation for the Implementation of Investment Incentive Certificate Transactions in the Electronic Environment was published in the Official Gazette on 31 May 2018.

### Law regarding the Improvement of the Investment Environment

The Law regarding the Improvement of the Investment Environment was published in the Official Gazette on 15 February 2018, including several articles referring to the digitisation of public data and data exchange electronic platforms.

### Regulation regarding Service Providers and Agent Service Providers in Electronic Commerce

The Regulation regarding Service Providers and Agent Service Providers in Electronic Commerce was published in the Official Gazette on 15 February 2019. The purpose of the Regulation is to regulate the procedures and principles regarding the general information that service providers are obliged to keep on the network, the information

they need to provide to the buyers and other applications related to electronic commerce.

### Regulation regarding the Activities, Studies and Auditing Principles of the Data Storage Organisations

The Regulation regarding the Activities, Studies and Auditing Principles of the Data Storage Organisations was published in the Official Gazette on 19 September 2018. The purpose of this Regulation is to determine the procedures and principles regarding the obligations of the authorised data storage organisation, the manner in which the information is to be reported to the data storage organisation, and the tasks to be performed by this organisation.

### eCommerce Legislation

Law No 6563 on eCommerce was published on 23 October 2014. The Law regulates the principles and procedures regarding eCommerce, the liabilities of eCommerce service providers and intermediaries, electronic contracts, spam, disclosure responsibilities and penalties to be applied in case of breach.

### Law No 7194 on the Amendment of Certain Laws Including the Decree Law No 375

Following Law No 7194 dated 7 July 2019, a digital service tax was introduced on the income obtained from advertisements, and voice and visual digital contents presented by digital service providers on digital media, and the provision of digital media where users can communicate with each other. The **subject** of the digital service tax is the digital service providers.

## 4.5 Emerging technologies

No legislation has been adopted in this field to date.



5

Digital Public  
Administration  
Governance

## 5 Digital Public Administration Governance

### 5.1 National

#### 5.1.1 Policy

##### Digital Transformation Office of the Presidency

Presidential Decree No 1 gave the Digital Transformation Office the responsibility of coordinating the digital transformation of the public sector.

On 24 October 2019, following [Presidential Decree No 48](#), the eGovernment tasks performed by the Ministry of Transport and Infrastructure of the Republic of Turkey were assigned to the Digital Transformation Office. The [Decree](#) also introduced the position of Government Chief Digital Officer and assigned this role to the President of the Digital Transformation Office. The Digital Transformation Office coordinates all activities related to eGovernment, digital public administration, cybersecurity, critical infrastructures, big data and artificial intelligence.



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### 5.1.2 Coordination

#### Digital Transformation Office of the Presidency

Following Presidential Decree No 48, the Digital Transformation Office performs all coordination tasks in the field of the digital public administration .

### 5.1.3 Implementation

#### Digital Transformation Office of the Presidency

The decisions made by the Digital Transformation Office must be implemented by all relevant public institutions. The Office monitors the implementation and receives periodical reports from the relevant institutions.

### 5.1.4 Support

#### Scientific and Technological Research Council of Turkey (TÜBİTAK)

The Scientific and Technological Research Council of Turkey (Türkiye Bilimsel ve Teknolojik Araştırma Kurumu - TÜBİTAK) is the leading public agency for managing, funding and conducting research in Turkey. The Council reports to the Ministry of Industry and Technology. The Council is also involved in a series of other actions related to eGovernment, such as providing guidance on the public Internet sites standardisation.

#### TURKSAT Inc.

TURKSAT builds, develops and operates Turkey's eGovernment Gateway, providing citizens, enterprises and government agencies with a single point of access to eGovernment services. The company also supports the digital transformation of public agencies during the integration of their services into the eGovernment Gateway by providing technical know-how.





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### 5.1.5 Interoperability coordination

#### Digital Transformation Office of the Presidency

The governmental body in charge of interoperability activities in Turkey is the Digital Transformation Office of the Presidency.

### 5.1.6 Base registry coordination

#### Digital Transformation Office of the Presidency

Following Presidential Decree No 48, the Digital Transformation Office performs all coordination activities in the field of the digital public administration .

### 5.1.7 Audit

#### Turkish Court of Accounts

The Turkish Court of Accounts is responsible for auditing the revenues, expenditures and property of government offices operated under the general and annexed budgets on behalf of the Grand National Assembly of Turkey.

### 5.1.8 Data Protection

#### Data Protection Authority (DPA)

The Data Protection Authority (DPA) is responsible for the protection of personal data in all fields, including eGovernment related systems and services.

## 5.2 Subnational (federal, regional and local)

### 5.2.1 Policy

#### Local Administrations

Municipalities set their eGovernment policies in compliance with the 2016–2019 National eGovernment Strategy and Action Plan, within the limits of their respective competences. The eServices of municipalities were integrated into the eGovernment Gateway in June 2012. As of February 2020, 329 municipalities of 74 cities provided eGovernment services through the Gateway.

Following the Presidential Annual Programme 2020, the Turkish government aims to review and simplify the practices of local administrations regarding investment permissions, to eliminate coercive practices and to expand the use of the eMunicipality

application. Moreover, data exchange between local administrations and other public institutions will be ensured to increase the efficiency of the social assistance programmes.

### **5.2.2 Coordination**

#### **Digital Transformation Office of the Presidency**

Following **Presidential Decree No 48**, the Digital Transformation Office performs all coordination tasks in the field of the digital public administration .

### **5.2.3 Implementation**

#### **Digital Transformation Office of the Presidency**

The decisions made by the Digital Transformation Office must be implemented by all relevant public institutions. The Office monitors the implementation and receives periodical reports from the relevant institutions.

### **5.2.4 Support**

#### **Scientific and Technological Research Council of Turkey (TÜBİTAK)**

The Scientific and Technological Research Council of Turkey (Türkiye Bilimsel ve Teknolojik Araştırma Kurumu - TÜBİTAK) is the leading public agency for managing, funding and conducting research in Turkey. The Council reports to the Ministry of Industry and Technology. The Council is also involved in a series of other actions related to eGovernment, such as providing guidance on the public Internet sites standardisation.

#### **TURKSAT Inc.**

TURKSAT builds, develops and operates Turkey's eGovernment Gateway, providing citizens, enterprises and government agencies with a single point of access to eGovernment services. The company also supports the digital transformation of public agencies during the integration of their services into the eGovernment Gateway by providing technical know-how.

### **5.2.5 Interoperability coordination**

No responsible organisations have been reported to date.

### **5.2.6 Base registry coordination**

No responsible organisations have been reported to date.

### **5.2.7 Audit**

#### **Turkish Court of Accounts**

The **Turkish Court of Accounts** is responsible for auditing the revenues, expenditures and property of government offices operated under the general and annexed budgets on behalf of the Grand National Assembly of Turkey.

### 5.2.8 Data Protection

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6

Digital Public  
Administration  
Infrastructure

## 6 Digital Public Administration Infrastructure

### 6.1 Portals

#### 6.1.1 National Portals

##### eGovernment Gateway (e-Devlet Kapısı)

The e-Devlet Kapısı, Turkey's eGovernment Gateway, was launched on 18 December 2008. The Portal provides citizens and enterprises with a single point of access to eGovernment services. The Gateway also serves a third group of users, i.e. public sector agencies themselves, allowing them to interact with each other and exchange information. The contractor for the eGovernment Gateway is a governmental company called **Turksat**, Turkey's main provider of satellite services and one of the biggest providers of IT infrastructure services.

As of January 2020, the eGovernment Gateway had 641 integrated organisations, 5 183 services, and more than 45.7 million users. To ensure accessibility and user-friendliness, the eGovernment Gateway is also accessible through the eGovernment Gateway call centre. The call centre, specifically designed for disabled people, started to operate for eGovernment related requests in 2018. The accessibility of the eGovernment Gateway was accredited according to the [ISO 9241-151](#) and [ISO/IEC 40500](#) standards.

Several eServices are accessible to users through the eGovernment Gateway:

- Mobile eGovernment. Both iOS and Android applications have been developed for accessing eGovernment services in Turkey. At the end of 2018, the iOS application was declared one of the most popular apps of the year. The number of eGovernment services provided through the mobile app reached 2 465 in January 2020;
- Public Apps Centre. The eGovernment systems are used not only for G2C but also for G2G services, reducing the amount of official papers exchanged among public agencies. The number of G2G services reached 128 as of the end of 2019;
- SSO Service. The eGovernment Gateway provides an SSO (Single Sign-On) service to other public agencies so that a secure, reliable and single authentication can be used for many public services. The number of such services reached 1 489 in January 2020. The most used services in this category are job security monitoring, eHealth, eJustice and retirement monitoring;
- MERSIS. The Centralised Legal Persons Information System (MERSİS) has been integrated into the eGovernment portal. Through the portal, authorised employees can perform operations on behalf of a legal person;
- Natural Gas Subscription Application/Query/Subscription Agreement Termination Application. A household having a natural gas connection without an active subscription can be make a subscription application to the 72 natural gas distribution companies operating in Turkey through the eGovernment Gateway;
- Electricity Subscription Application/Query/Subscription Agreement Termination Application. Among the procedures performed by the 21 electricity distribution companies operating Turkey, the individual subscription application, the individual subscription agreement termination application, the queries about outstanding payments and the payment information procedure can be carried out through the eGovernment Gateway; and
- Mobile Line Application. Individuals can perform the subscription procedures through the eGovernment Gateway without contacting GSM operators.

##### National Judiciary Informatics System (UYAP)

The **National Judiciary Informatics System (UYAP)** is an eJustice system designed to ensure a fast, reliable, and accurate judicial system. Developed by the IT Department of the Ministry of Justice (MOJ) as a central information system, the UYAP covers the

judicial institutions and other governmental departments. All judicial units have been fully equipped with computers, case management software and other updated hardware. Each judicial unit is connected to the other units by a secure network and given access to legal sources such as legislation, case law, bulletins and circulars. With the online connection and correspondence in courts, all information is delivered or inserted digitally. Judges, prosecutors and lawyers can access all cases in Turkish courts online, provided that online approval has been granted by the judges dealing with the case.

Moreover, citizens can reach and check the information pertaining to their case through the Internet via the Citizen Portal of the UYAP and be informed of the date fixed for the trial or hearing via a website, without appearing in court. Citizens can also submit their claims to court by using their electronic signature and examine their files through the Internet.

Furthermore, lawyers can file a suit, submit any document to courts and pay case fees from their office through the Internet via the Lawyer Portal by using their electronic signature. Lawyers can also litigate a claim or dispute and review their cases through electronic means, and submit their petitions online via the UYAP.

Also, private and public institutions pursue their own related cases via the Institutional Portal, while experts working for any court can get information about their cases from their home or offices without going to court through the Expert Portal.

In addition, all UYAP users can access technical or personal training through the independent and non-spatial eLearning Portal.

Finally, information about cases is also provided via the SMS info system and thanks to advanced technology executive sales processes are now carried out in a transparent manner in electronic form through the eSales Portal.

### Presidential Communication Centre (CİMER)

The Presidential Communication Centre (Cumhurbaşkanlığı İletişim Merkezi - CİMER) is the channel allowing citizens to request documents and information online as well as make comments and proposals for public institutions. In other words, CİMER enables citizens to communicate their requests, suggestions and complaints to the public institutions.

The Centre can be cited as a best practice for citizen engagement and open government. The main aims of CİMER are strengthening the communication between the state and the citizen in the context of participatory democracy and contributing to a public management approach that provides transparency, accountability, and citizens satisfaction. In addition, it provides citizens with information about the judicial and legislative authorities in matters that are not related to administrative procedures.

### Automatic Pass Toll System

The Customer Information Service for users accessing toll roads deals with accesses to toll roads (e.g. by annual subscription, electronic means, and permits) using the HGS (Fast Transit System), and stores information about the transits and balance of the HGS Sticker Accounts. The following services are provided:

- information about how to register for access to toll roads;
- information on how to use toll roads and how to place HGS stickers on the windshields appropriately;
- queries on the account balance and tag account status (upon registration);
- queries on the past transits of the vehicle (upon registration); and
- queries on the violations and fines attributable to the plate number and related with transits on toll roads, if any (without registering).

### Saglik-Net Portal

The aim of the e-Saglik Portal is to present continuous information to different levels of users through a standard interface from a unique address. The Portal offers

announcements, data presenting interfaces, applications, a decision support system, forums and management interfaces. With the use of eID cards, the Portal will act as Personal Health Record (PHR) System and hence enable to access personal Electronic Health Records, online reservations and tele-consultations with family physicians.

### eHealth System (e-NABIZ)

The eHealth System (e-NABIZ) is an application allowing citizens and health professionals to access health data collected from health institutions via Internet and mobile devices. In other words, e-NABIZ is a Personal Health Record System where individuals can manage all their health information and access their medical background from a single location.

Importantly, e-NABIZ is one of the largest and most comprehensive health information infrastructures in the world that citizens can access safely on the Internet and where physicians can assess health records, thereby increasing both the quality and speed of the diagnosis and treatment process, and establishing a strong communication between patients and physicians.

### Uninterrupted Election Management Information System (SEÇSİS)

The Uninterrupted Election Management Information System (SECSIS) is a system in which domestic and international electoral registers containing data, information and documents about elections are produced, securely stored, and shared with citizens and political parties.

Since the updating of the electoral registers, the constitution of the ballot boxes where voters will cast their votes, the preparation of the ballot box voter lists and voter information sheets, the provision of data flows through public institutions, and the production of all information and documents related to elections and their usage by the provincial/district election boards are carried out via this network. In all these operations, the System guarantees the accuracy and reliability of the data.

### Movement for Enhancing Opportunities and Improving Technology (FATİH)

The Movement for Enhancing Opportunities and Improving Technology (FATİH) Project was launched with the purpose of providing equal opportunities in education and improving technologies in schools, using Information Technology to engage more senses in the educational process.

The Project emphasizes the importance of assessing students based not only on their achievements but also on their fields of interest, activities and disposition, as well as analysing data about the education history of students.

The FATİH Project will fund initiatives such as providing hardware and broadband Internet to all classrooms, providing eContent, establishing platforms for the participation of teachers in IT, and facilitating other activities, including project implementation support.

### Integrated Social Assistance System (ISAS)

Turkey's Integrated Social Assistance System (ISAS) is an eGovernment system that electronically facilitates all steps related to the management of social assistance, including application, identification of eligibility, disbursement of funds, and auditing. ISAS integrates data from 24 different public institutions and provides 112 web-based services in one easily accessible online portal.

ISAS was developed internally by the Turkish Government through cooperation among several government agencies in May 2010 and currently has 10 600 users. ISAS has 17 different modules and includes social, economic and demographic data concerning nearly 44 million people, approximately 12 million households across Turkey.

The Integrated Social Assistance System also provides services to foreigners living in Turkey. The Emergency Social Safety Net (ESSN), which is the greatest humanitarian assistance programme financed by the EU targeting foreigners living in Turkey, and the

Conditional Cash Transfer for Foreigners have started to be implemented. The beneficiaries of the ESSN are Syrians and all other foreigners that received an ID number generally starting with 99, living outside the temporary refugee centres and fulfilling at least one of the demographic criteria.

### Consumer Information System (TÜBİS)

The Consumer Information System (TÜBİS) was established in 2010 and renewed in 2017. TÜBİS provides consumers with the opportunity to submit their complaints to the Consumer Arbitration Committees electronically via the eGovernment Portal. Via TÜBİS, consumers are also able to track the applications and the decisions made by the Committees. The integration of TÜBİS into the National Judiciary Informatics System (UYAP) has been completed, enabling the exchange of application files and decisions between Consumer Arbitration Committees and Consumer Courts.

### Online Environmental Impact Assessment (ÇED) Management System

Environmental impact assessment reports are required for some investment projects, such as crude oil refineries, nuclear plants, metal industry plants, dams, and ports, before the projects can be approved. The Ministry of Environment and Urbanisation examines the reports and then approves or rejects them, or otherwise requires additional information from the applicants.

All these processes can be carried out electronically in an efficient, faster and more transparent manner through the Online Environmental Impact Assessment Management System (eÇED), which was deployed in 2012. After each stage of the assessment process, the investor (applicant) is informed by SMS and email. Since 2013, the applications for exemption from providing an environmental impact assessment report have also been possible via the eÇED. A mobile app version is also available. Thanks to this eÇED system, 300 tons of paper and 132 000 tons of water are saved on average annually.

### Tax Department Automation Project (VEDOP)

The Tax Department Automation Project (VEDOP) is the most important technical infrastructure of the Revenue Administration of the Ministry of Treasury and Finance. VEDOP was implemented in 1995 as a pilot project with the aim of moving all processes involving tax offices to a digital platform to increase the efficiency and effectiveness of those processes. After the pilot phase, between 1998 and 2004, VEDOP.v1 was implemented in 155 tax offices in 22 cities. Then, between 2004 and 2006, VEDOP.v2 was implemented with the aim of decreasing the informal economy, involving 283 more tax offices. During the same period, the eDeclaration (*e-beyanname*) and eCollection (*e-tahsilat*) applications were integrated into VEDOP. In 2007, VEDOP.v3 was started, covering all tax offices and fiscal directorates in Turkey. Besides, VDO (Internet based tax office automation) applications were also included. Since then, the system has been constantly enhanced. In 2016, MERSİS (Centralised Legal Persons Information Registry System) and VEDOP were integrated so that the business registration process could be completed easily. At the end of 2019, 260 data sharing protocols were signed with other public institutions to exchange data within the VDO.

### eDeclaration

eDeclaration is an application also provided by the Ministry of Treasury and Finance, enabling citizens to make or accept declarations, announcements and attachments via the Internet. The application is integrated with external systems, such as those of banks, allowing for data to be exchanged. As of the end of 2019, almost 99 120 621 million eDeclarations had been received.



## Single Window System

The **Single Window System** allows citizens and business to access the documents required for custom controls and follow-up custom applications through a single point. In other words, the Single Window System allows individuals who are liable to receive permission and approval for import and export transactions to fulfil this liability by applying to a single point and receiving the response to their application from the same single point.

## Spatial Address Registration System (MAKS)

The **Spatial Address Registration System (MAKS)** has been developed for the purpose of combining address information, stored in text form in the National Address Database (UAVT), with the infrastructure of other systems. The System allows citizens to access processes related to the address components and documents linked to buildings (i.e. building licenses and occupancy permits) faster and more accurately.

As of the end of 2019, MAKS was actively used in 44 provinces by 902 authorized administrations, with approximately 90 000 transactions on a daily basis. The system is expected to be extended to the whole of Turkey by the end of 2020.

### 6.1.2 Subnational Portals

#### eMunicipality

The **eMunicipality Information System** was implemented by the Ministry of Interior Affairs and is an application ensuring fast, trustable and uninterrupted provision of municipal services to the citizens, following a service-oriented local government policy. After a pilot phase in 2017, the **eMunicipality Information System** started being extensively used in 2019. The system is currently used by 658 municipalities out of 1 397 and currently work is underway to cover all municipalities.

The eMunicipality Information system is composed of 63 modules, including the Electronic Document Management System, Movables/Immovables, Performance Based Budget, Analytical Accounting, and modules for infrastructure and superstructure.

## 6.2 Networks

### PublicNET (KamuNET)

PublicNET is a virtual private network providing secure data exchange among public agencies in Turkey. According to Decision of the Council of Cybersecurity No 2012/1 dated 20 December 2012, the General Directorate of Communications (under the **Ministry of Transport and Infrastructure**) is responsible for the implementation of the network. In 2018, public agencies began to provide the data necessary for their services to the eGovernment Gateway through PublicNET, thereby enhancing the national cybersecurity. The number of public agencies connecting to PublicNET reached 138 at the end of 2019.

### eGovernment Gateway software and hardware

The maximum level of security in the domestic eGovernment Gateway was achieved with the installation of software and hardware enabling Turkish citizens to utilise electronic public services securely.

In particular, the eGovernment Gateway network equipment was renewed in September 2018. Thanks to the renewed devices, the network capacity of the eGovernment Gateway increased by approximately ten times, the number of processors and disks on the system by approximately two, and the RAM of the servers by 3.5. That way, the increasing demand has been met smoothly and the eGovernment Gateway continues to provide services to over 45 million registered citizens without any problem.

## eTax

The Ministry of Treasury and Finance implemented a nationwide communications network to streamline administrative workflows and allow citizens to submit their tax returns online. The system connects tax offices, regional finance offices and tax inspector offices of the Revenue Administration. Citizens can submit tax returns via the Internet and call up their tax file online whenever they want. All tax data is centrally stored in a data warehouse system, and access to the system is secured by the use of digital signatures and encrypted data transfer via a Public Key Infrastructure (PKI).

## 6.3 Data Exchange

### Integrated Public Service Platform (*Kamu Uygulamaları Merkezi*)

The eGovernment Gateway enables public institutions to share data via a secure infrastructure (VPN - Virtual Private Network). That way, an institution requiring data from other institutions benefits from a secure and single connection to the eGovernment Gateway, without having to connect with each institution one by one. The eGovernment Gateway consists of a web-based application and a service-based application. The web-based application, working on the Public Application Centre, provides a mechanism enabling civil servants to see only the permitted information within the authorisation given by the related public institution. With the service-based application, institutions can share data with each other without requiring any authorisation within specified rules. For example, by using the Public Service Platform (PSP), universities can check the military service status (information provided by Ministry of Defence) of the students online by utilising the national ID numbers of the students.

## 6.4 eID and Trust Services

### Identity Information Sharing System (KPS)

The Identity Information Sharing System (KPS) went into operation in 2005 as an extension of the Central Population Management System (MERNIS). Public institutions and agencies can access ID information stored in the MERNIS database via the KPS under the conditions strictly specified in the respective access protocols. In order for agencies to benefit from the KPS, an agreement must first be concluded with the General Directorate of Civil Registration and Nationality. The KPS works over a Virtual Private Network and every user is assigned a username and password. The System keeps logs of every user and every conducted enquiry.

The KPS offers the following enquiry services:

- web sites;
- enquiry about personal information using the Turkish Republic Identity Number (TR Identity Number);
- enquiry about the TR Identity Number using personal information;
- enquiry about identity information based on information on the place of registration;
- request of a copy of the civil status records using various criteria; and
- web services (XML Infrastructure).

Users of the System are able to conduct enquiries by accessing KPS web services using add-ons to their existing applications or by developing new applications, and then view the enquired data directly from their own applications and automatically update their own databases with the enquired information.

## Electronic Identity Management System Application

An **identification verification system** consisting of a user ID and a password is used in the framework of the eGovernment services provided by government agencies, with each agency producing its own IDs and passwords. Some government agencies meet their identification verification needs using the eSignature and mobile signature. Turksat is developing and offering agencies applications whereby identification verification systems like password, eSignature and mobile signature work in an integrated manner.

## Turkish National Electronic Identity Card Project

The Turkish National Electronic Identity Card is used by law as citizenship card in lieu of the birth certificate. The Electronic Identity Card allows the electronic identity verification at different security levels, offering the opportunity to safely access the services provided through electronic media.

The Electronic Identity Card is designed taking the national standards into consideration and contains the owner's identity information, a biometric photograph and other biometric information (fingerprint, finger vein patterns and palm print).

Upon request of the card owner, the Electronic Identity Card can also be used as an eSignature tool with the installation of eSignature certificates. Additionally, the Electronic Identity Card can be utilized as travel document with the information contained in the contactless chip and in the machine-readable zone (MRZ) in the back of the card.

Card owners can change PIN numbers via the KIOSKS available in the Provincial Directorates of Population and can perform actions such as removing the PIN block, changing the personal message and checking the card.

In addition, by using the PIN number through the Turkish National Electronic Identity Card, which is integrated into the eGovernment Gateway, card owners can also sign in to the e-Government.

Finally, the efforts for allowing the use of the Electronic Identity Card for drawing money from ATMs have reached the final phase.

The new chipped Electronic Identity Cards started to be distributed to all Provincial Governorates of Population in 2017 and are now used by almost 55 million people, with the distribution still ongoing.

## Address Registration System (AKS)

The **Address Registration System (AKS)** is a centrally administered system established by Law No 5490 on Civil Registration Services where up-to-date domicile and other address information of Turkish nationals and foreigners domiciled in Turkey is maintained electronically.

The System is integrated with the Central Population Management System (MERNIS) where records such as 'Name, Surname, Mother's and Father's Name, Place of Birth and Information on Civil Status Events' related to the person are stored and accessed using the Turkish Republic Identity Number (TR Identity Number).

In this context, a national address database was established using a standard address form set out by the municipalities and provincial special administrations, following which the address data held on this database was matched with the corresponding personal data using the TR Identity Numbers.

Pursuant to the provision contained in the Turkish Civil Code stating that 'change of a domicile address is subject to the acquirement of another one', the previous address of the person entered in the AKS is automatically deleted and archived following the declaration of a new domicile address.

As stated above, a declaration by the person is sufficient for the entry of the new address into the System. However, in case of a suspicious declaration, civil registration officials have the power to instigate an enquiry and file criminal complaints with the judicial

authorities for the imposition of the imprisonment and cash fines set out in the Civil Registration Services Law. The address change declaration can be done electronically by eSignature.

The System aims to reduce costs and provide faster and more efficient public services, reducing the bureaucratic problems faced by users.

## 6.5 eProcurement

### Electronic Public Procurement Platform (EKAP)

The Public Procurement Authority aims at utilising electronic means to conduct and improve the process of purchasing goods and services in the public sector. To that end, the **Electronic Public Procurement Platform** (*Elektronik Kamu Alımları Platformu - EKAP*), available since the end of 2010, is used. In the Information Society Strategy of Turkey, the establishment of the Platform, which is mandatory for all public authorities, is considered as one of the essential projects for the modernisation of public services. The development of the platform is continuing due to the newly emerging needs and technical innovations. In particular, the eProcurement infrastructure was updated according to the amendments to the procurement legislation published in the Official Gazette on the **19 June 2018** and **16 March 2019**.

All tender notices (covered by the Public Procurement Law) are published on the Electronic Public Procurement Platform, where tender documentation can be acquired by using the eSignature or mSignature, free of charge. The electronic contract notice and contract award notice are also prepared and published through EKAP. In addition, economic operators can also access other information and guidance via the Platform. Finally, a **Portal** is available to help users.

Public Procurement Monitoring Reports, containing all relevant data, are published by the Public Procurement Authority semi-annually. The Reports are publicly accessible on the Public Procurement Authority website.

### Integrated eProcurement System

The **State Supply Office** implemented in 2019 the **Integrated eProcurement System**, enabling to electronically perform the whole public purchasing process, from the online request of the supplier to the eInvoice. The aim of the System is to provide an effective, productive, fast and sustainable central procurement service.

Based on periodical contracts and protocols signed with the suppliers, almost 20 000 catalogue products have been put on the market through the eSales Portal. The whole tendering process is realized electronically thanks to the eTender module software included in the automation system of the State Supply Office and the eInvoices issued following the sales are immediately delivered to the parties.

### eInvoice

The eInvoice application was implemented in 2010. Thanks to a single format and standard, the system provides security, and time and cost savings to buyers and sellers. The eInvoice is XML based, in accordance with UBL-TR standards. The system allows users to send, get and submit invoices. As of 16 February 2020, the number of users was 224 759. The system is accessible both via **eFatura** and the **eGovernment Gateway**.

## 6.6 ePayment

### eGovernment Gateway

The eGovernment Gateway provides an infrastructure for electronic payment transactions. Payment is made to public institutions via credit card. In the last 12

months, seven municipalities were integrated into the ePayment infrastructure of the eGovernment Gateway.

Private ePayment organisations have been operating under the supervision of the **Central bank of the Republic of Turkey (TCMB)**. In 2019, the number of such organisations reached 18.

### eInvoice

The eInvoice application was implemented in 2010. Thanks to a single format and standard, the system provides security, and time and cost savings to buyers and sellers. The eInvoice is XML based, in accordance with UBL-TR standards. The system allows users to send, get and submit invoices. As of 16 February 2020, the number of users was 224 759. The system is accessible both via **eFatura** and the **eGovernment Gateway**.

## 6.7 Knowledge Management

### Digital Content

Digital Content is primarily kept in libraries. The **National Library** is currently transferring its collection into a digital environment, so that the content can be put into public service upon the completion of the digitisation. Additionally, visually impaired people can **request** the delivery of audiobooks by mail. The **Turkish Board of Higher Education (YOK)** has been collecting the theses completed in Turkish universities and hospitals since 1987. A web-based database is open to researchers for bibliographic information. In addition, to provide easy access to the full text of a thesis, YOK has carried out a project called '**National Digital Thesis Database**'. Almost 140 000 theses have been completely digitised and are now available through the Internet.

### Educational Informatics Network (EBA)

The **Educational Informatics Network (EBA)** is an online social education platform developed by the Ministry of National Education. EBA is developed based on artificial intelligence for ensuring the access of students to qualified education contents and the professional development of teachers. The contents for all levels and courses are available through EBA in line with the curriculum structure of the Ministry of National Education. All students can benefit from distance learning free of charge, with more than 37 000 complete, reliable and interactive contents and more than 1 600 courses presented to the use of students of all levels and teachers.

## 6.8 Cross-border platforms

### Cooperation with Azerbaijan

The development of a cross-border platform to facilitate the exchange of information and service provision between Turkey and Azerbaijan is ongoing.

## 6.9 Base registries

### System of Base Registries

There are five base registries in Turkey: the Centralised Legal Persons Information System (MERSIS), the Central Population Management System (MERNIS), the National Address Database (UAVT), the Land Registry and Cadastre Information System (TAKBIS), and the Vehicle Record and Registration System (ARTES).

### MERNIS

The Central Population Management System (MERNIS), operational since January 2003, assigns a unique ID-number to about 120 million Turkish citizens, both alive and

deceased, which can be used in many eServices. For instance, the System allows computerised birth certificates and transactions. Another function of MERNIS is the KPS (ID Information Sharing System), enabling public agencies having appropriate security authorisations to access ID information.

More in detail, MERNIS is a centrally administered system where any changes in civil status are registered electronically in real time over a secure network by the 966 civil registration offices spread throughout the country. The information kept in the central database is shared with the public and private agencies for administrative purposes. The aim of the System is to ensure the up-to-datedness and secure sharing of personal information and therefore increase the speed and efficiency of the public services provided to the citizens. The services provided by MERNIS are as follows:

- modernisation of civil registration services by transferring the civil registries into electronic form;
- assignment of a unique Turkish Republic Identity Number to every Turkish national;
- provision of online exchange of personal information using the identity numbers as identifiers;
- provision of better demographic statistics using information technologies; and
- easy, fast and secure delivery of public services to the users by sharing identity information with public sector institutions and agencies, thus reducing bureaucracy.

### Centralised Legal Persons Information System (MERSIS)

The Centralised Legal Persons Information System (MERSIS), developed by the Ministry of Trade, is a central information system designed for two basic functions. The first function is to provide businesses with the ability to complete commercial registry, update and cancellation procedures electronically. The second function is to assign to all legal persons and other economic entities (public agencies, chambers, traders, trade unions and associations) a unique number and register them in a single database so that information on the legal persons can be provided to public agencies requesting it. Nearly 50 institutions and organisations can access legal persons' information by using MERSIS. Besides, in 2018 MERSIS was integrated into the eGovernment Gateway, enabling legal persons to log in to the Gateway.

### National Address Database (UAVT)

The National Address Database (UAVT) has been developed to ensure that residence and other address information of individuals is kept in one place in accordance with the applying standards, and to share this information with public institutions and organizations within the framework of certain principles.

### Land Registry and Cadastre Information System (TAKBİS)

The Land Registry and Cadastre Information System (TAKBİS) is an integrated information system developed for the purpose of transferring all land registry and cadastre records across Turkey to the computers and carrying out the whole process over the system on computers, therefore ensuring the effective follow-up and control of immovables belonging to both the private and public sectors.

TAKBİS is one of the main eGovernment projects, aiming to transfer all ownership information across the country to computers and to allow to make any kind of query.

### Vehicle Record and Registration System (ARTES)

The Vehicle Record and Registration System (ARTES) has been developed to ensure that the services of vehicle sale, transfer and registration are reliable, up-to-date, and in line with the norms of the European Union and eGovernment. In addition, the System allows to finalize the procedures at a single application point through the extensive notary network.

More in detail, the services covered are as follows: first registration of the vehicle, technical changes in the vehicle (modification), follow-up of other institutions' rights claimed on the vehicle (deprivation of rights, pledge and distraint), vehicle handover (transfer and sale), and vehicle scrapping.



7

Cross-border  
Digital Public  
Administration  
Services



## 7 Cross-border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for SMEs, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### 7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### 7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Digital Transformation Office of the Presidency and the Ministry of Transport and Infrastructure, General Directorate of Communications, Department of eGovernment.



*The Digital Public Administration factsheets are prepared for the European Commission by [Wavestone](#).*

## An action supported by ISA<sup>2</sup>

ISA<sup>2</sup> is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## Contact ISA<sup>2</sup>

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