**Political Communications**

In July 2019, the Eleventh Development Plan (2019-2023) was approved by the Grand National Assembly of Turkey.

**Governance**

The responsibility for Turkey’s eGovernment strategy/policy lies within the Digital Transformation Office (DTO). The DTO is also the body responsible for interoperability activities.

**Infrastructure**

After a pilot phase in 2017, the eMunicipality Information System has started being extensively used in 2019. The State Supply Office launched the Integrated eProcurement System. This system allows to electronically perform the whole public purchasing process.

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**Digital Public Administration indicators**

Percentage of individuals using the internet for

<table>
<thead>
<tr>
<th></th>
<th>Turkey</th>
<th>EU28 average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>51%</td>
<td>55%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>46%</td>
<td>44%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>29%</td>
<td>33%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>36%</td>
<td>38%</td>
</tr>
</tbody>
</table>

**eGovernment indicators**

eGovernment performance across policy priorities

**User-centricity**

- Key enablers
  - Business cross border mobility
  - Citizens cross border mobility
  - Transparency

**State-of-Play of Interoperability**

Source: European Interoperability Framework Monitoring Mechanism 2019

Source: Eurostat 2019

Source: eGovernment Benchmark report 2020