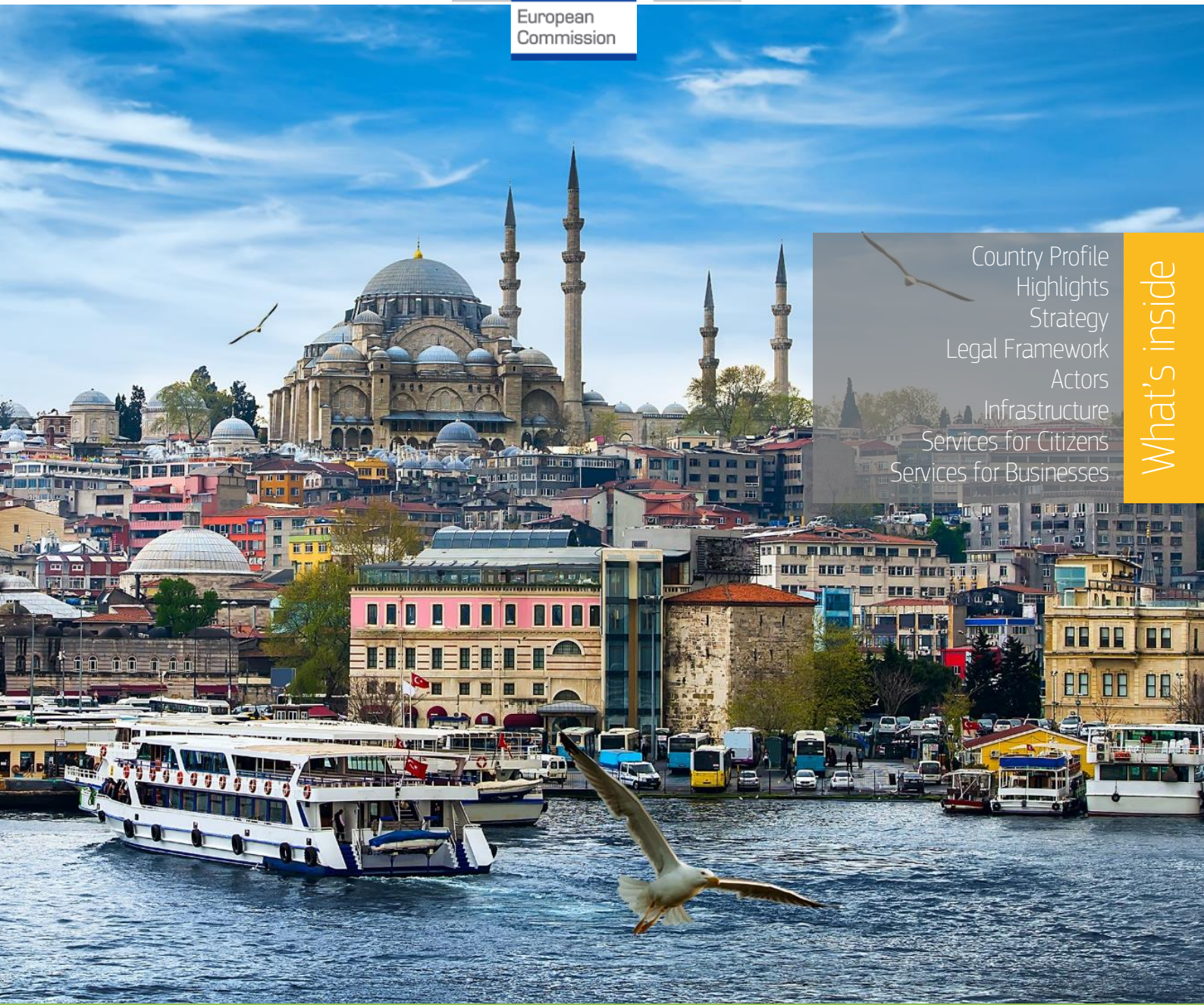




European
Commission



Country Profile
Highlights
Strategy
Legal Framework
Actors
Infrastructure
Services for Citizens
Services for Businesses

What's inside

eGovernment in



Turkey

ISA²

Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being more prominent than "up".

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 80,810,525 inhabitants (2017)*

GDP at market prices: 780,224.9 billion Euros (2016)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 64 (2016)

GDP growth rate: 11.1% (3Q 2017)*

Inflation rate: 11.1% (2017)

Unemployment rate: 10.3% (2017)*

General government gross debt (Percentage of GDP): Not available

General government deficit/surplus (Percentage of GDP): Not available

Area: 783,562 km²

Capital city: Ankara

Official language: Turkish

Currency: TRY

Source: [Eurostat](#), [Turkstat](#)* (last update 12 February 2018)

Political Structure

The Republic of Turkey is a **democratic, secular** and **social state** governed by rule of law, whose political system was established in 1923. Turkey is a Member State of the United Nations, NATO, OSCE, OECD, OIC, and the Council of Europe. It is also a candidate country to join the European Union.

Sovereignty is vested fully and unconditionally in the nation. The Turkish Nation shall exercise its sovereignty through the authorised institutions as prescribed by the principles laid down in the Constitution. Executive power is exercised by the President of the Republic and the Council of Ministers. Legislative power is vested in Grand National Assembly. The Judicial power is exercised by independent courts on behalf of the Turkish Nation.

The function of Head of State is performed by the [President](#) (*Cumhurbaşkanı*). Executive power rests with the President and the [Council of Ministers](#) (*Bakanlar Kurulu*). The Council of Ministers consists of the Prime Minister and the ministers. The Prime Minister shall be appointed from among the members of the Turkish Grand National Assembly by the President of the Republic.

The ministers shall be nominated by the Prime Minister and appointed by the President from Members of the Parliament (TGNA) or from among those eligible for election as deputies. They can be dismissed by the President, upon proposal of the Prime Minister, when deemed necessary.

Legislative power is vested in the 550-seat [Turkey Grand National Assembly](#) (*Türkiye Büyük Millet Meclisi*) which represents 81 provinces. Members are currently elected for a four-year term by mitigated proportional representation with an election threshold of 10%.

The freedom and independence of the judicial system is protected by the Constitution. There shall be no organisation, person, or institution which can interfere in the running of the courts, and the executive and legislative structures have to obey the courts' decisions. The Judicial system is highly structured. Turkish courts have no jury system; judges render decisions after establishing the facts in each case based on evidence presented by lawyers and prosecutors.

Head of State: President [Recep Tayyip Erdogan](#) (since 28 August 2014).

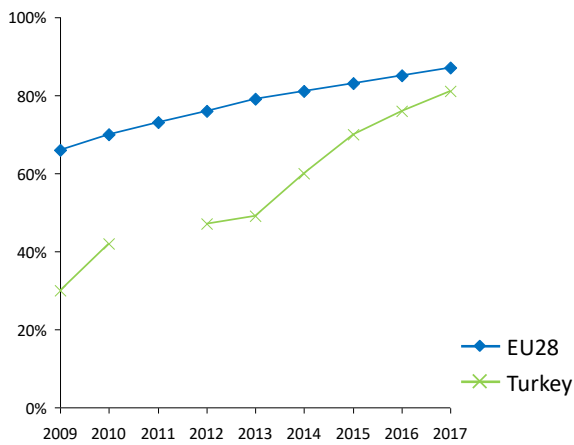
Head of Government: Prime Minister [Binali Yıldırım](#) (since 24 May 2016).

Information Society Indicators

Generic Indicators

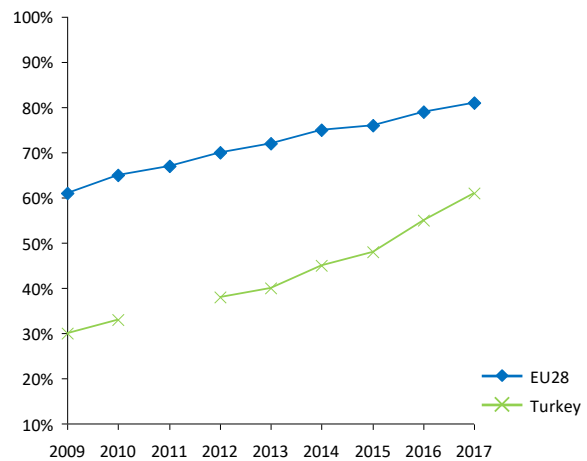
The following graphs present data for the latest Generic Information Society Indicators for Turkey compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Turkey



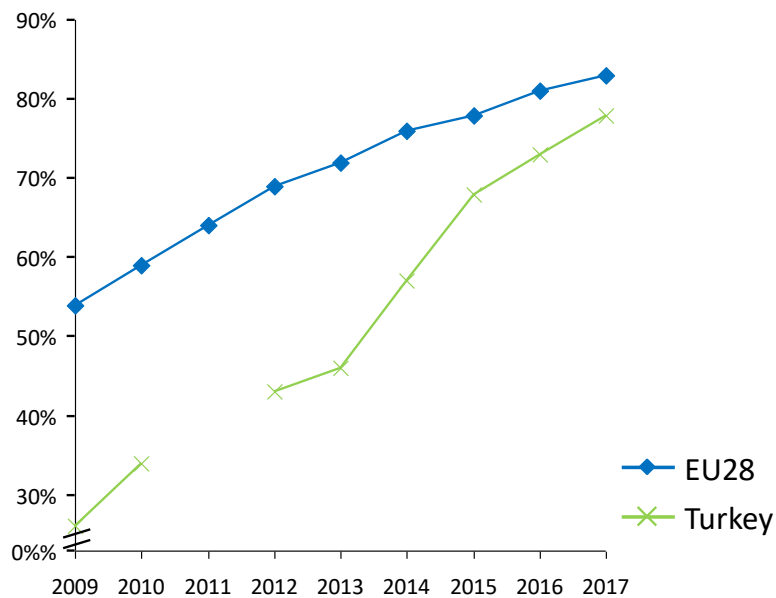
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in Turkey



Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Turkey

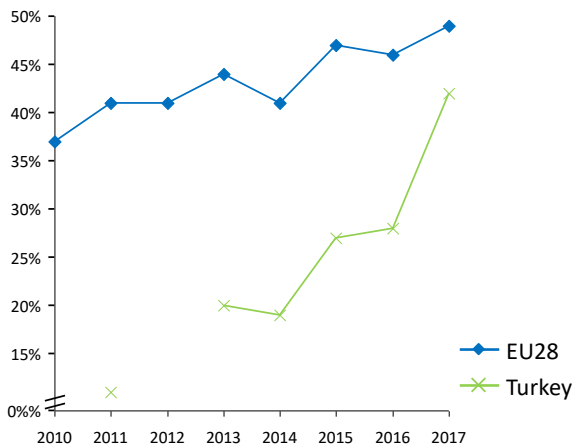


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

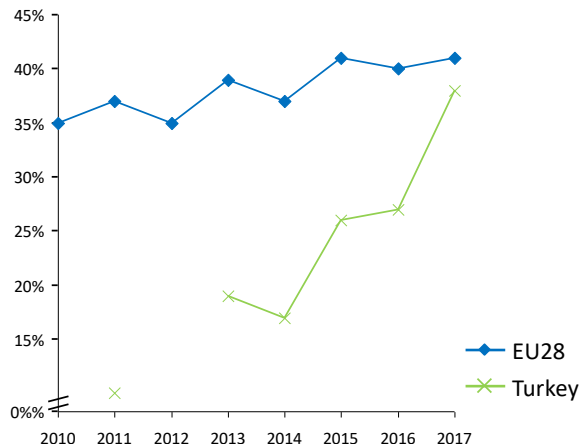
The following graphs present data for the latest eGovernment Indicators for Turkey compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



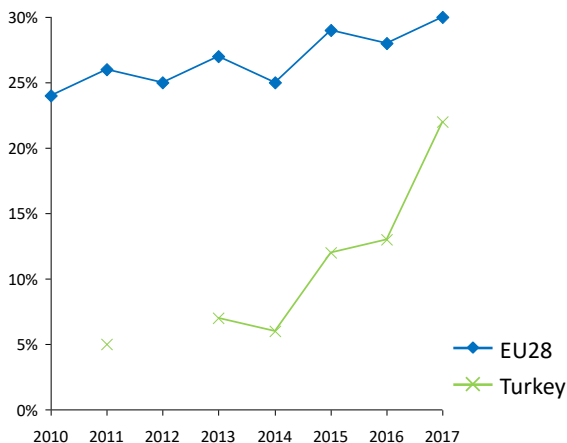
Source: [Eurostat Information Society Indicators](#)

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



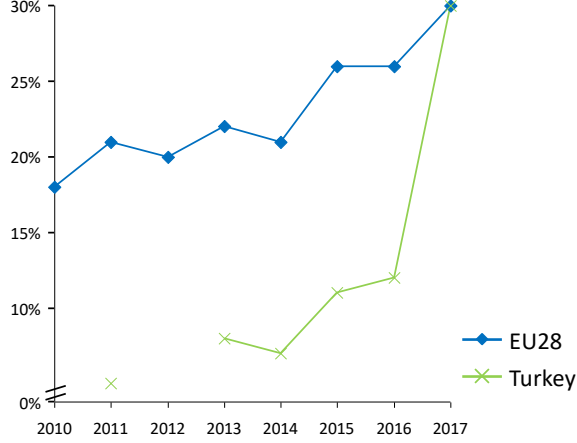
Source: [Eurostat Information Society Indicators](#)

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



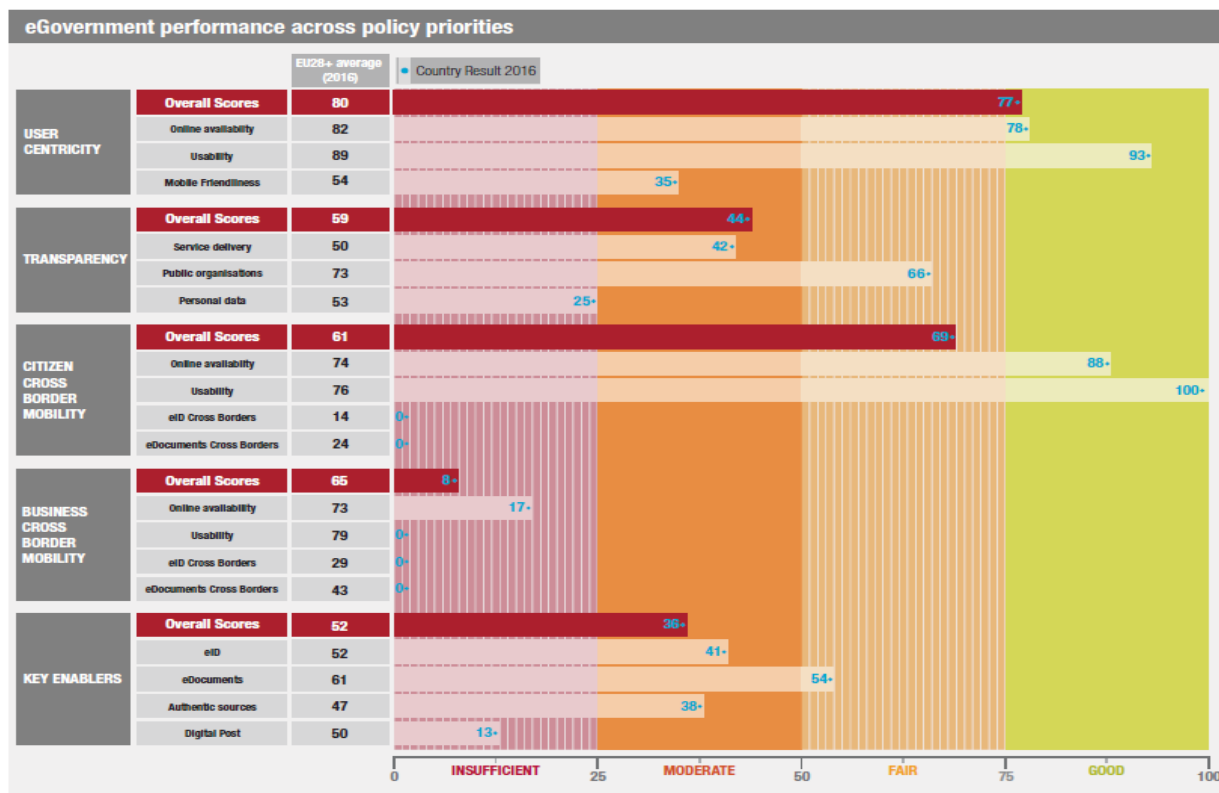
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Turkey compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

There have been no new eGovernment strategies adopted in Turkey in the reporting year. The [2016-2019 eGovernment Strategy and Action Plan](#) are still the main guiding documents for eGovernment.

eGovernment Legal Framework

There were no changes in the eGovernment Legal Framework in Turkey in the reporting year.

eGovernment Actors

The head of eGovernment Services Department, Ensar Kılıç, has been replaced by Sevil Ayça Taşçı. Ensar Kılıç was appointed to eGovernment executive in addition to his function as the General Manager of Communication.

eGovernment Infrastructure

There has been no major change and developments in the sphere of eGovernment and digital public administration solutions in Turkey in the reporting year.

eGovernment Services

The services provided through the eGovernment portal have increased significantly since January 2017. The number of services increased by 73% and reached to 3,027 services.

The main services for businesses and citizens integrated into the eGovernment portal during the reporting year are the following:

- ▶ Non-formal Education Certificate Information Questioning;
- ▶ GSB applications;
- ▶ TCDD transportation online ticket;
- ▶ e-Notification application process;
- ▶ Commercial Business and Company Interrogation.

Other highlights

There are no other highlights related to eGovernment that have occurred in Turkey during the recording year.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles



Turkey has a centralised national approach to eGovernment. Once the general policy and strategies are set, implementation is left, besides the responsible central authorities, to individual administrations within the Central Government. This approach creates a common understanding which can lead to an interoperable and secure information system. However, stand-alone eApplications of different public institutions have

been underway for years. An integrated eGovernment approach to incorporate those applications has been added to the government's agenda.

2016 - 2019 National eGovernment Strategy and Action Plan

Following a recent reorganisation related to eGovernment, the Ministry of Transport, Maritime Affairs and Communication is responsible for the eGovernment Strategy and the Action Plan, whereas the Ministry of Development is responsible for the Information Society Strategy and Action Plan.

The preparatory work for the eGovernment Strategy and Action Plan are implemented within the Ministry of Transport, Maritime Affairs and Communication, by the Directorate General of Communications. For the provision of the Strategy and Action Plan, a procurement contract is signed with TUBITAK (The Scientific and Technological Research Council of Turkey).

The project consists of two phases; the preparation and implementation of the Strategy and Action Plan and its monitoring. The portal www.edevlet.gov.tr is planned to offer a means for participation and monitoring of the progress of the project and allow users and authorities to share announcements. The authorised representatives of the public institutions responsible for the actions, will log the progress of each action on the portal after their implementation. The performance reports of the action plan will also be available on the portal.

The 2016-2019 National eGovernment Strategy and Action Plan is Turkey's first comprehensive national eGovernment Strategy and Action Plan that coordinates different studies concerning the structuring of an eGovernment in a holistic approach, taking Turkey's specific conditions, new technological developments and global trends into account and is compatible with the National Development Plan and Information Society Strategy.

While the Strategy is being prepared, the studies covering current status analysis, review of national strategies, plans and programmes, review of relevant legislation, international best practices, meetings and workshops and surveys are being undertaken in parallel.

The initial draft of the 2016 - 2019 National eGovernment Strategy and Action Plan was published on the eGovernment portal. After taking into account the views and the opinions of the public organisations and institutions, the draft Strategy and Action Plan were revised and sent to the High Planning Council for approval. After approval, the 2016 - 2019 National eGovernment and Action Plan was published in the second duplicate print of the Official Gazette on 19 July 2016 No. 29775.

The 2016-2019 National eGovernment Strategy and Action Plan aims to provide the acceleration needed to guide Turkey's digital transformation and achieve social, economic and environmental development. In the new term, eGovernment will be more Integrated

(Entegre), Technological (Teknolojik), Participatory (Katılımcı), Innovative (İnovatif) and Qualified (Nitelikli) with its focus on being an '**ETKİN (EFFICIENT) eGovernment Ecosystem**' with a more competent and agile position as the enabler of transition to an information society and sustainable development. With the implementation of the eGovernment Strategy and Action Plan, the objective is to develop the necessary capacity in line with Turkey's 2023 vision, and create an elevating effect for the welfare of the country. In line with this objective, the vision of the 2016-2019 National eGovernment Strategy and Action Plan has been defined as '**Improving the quality of life for society with ETKİN (EFFICIENT) eGovernment**'.

Four strategic aims, 13 objectives and 43 actions have been determined in line with the vision of 2016-2019 National eGovernment Strategy and Action Plan. The following strategic aims have been determined to achieve the vision an eGovernment ecosystem:

- ▶ Strategic Aim 1: Ensuring Efficiency and Sustainability of the eGovernment Ecosystem;
- ▶ Strategic Aim 2: Implementing Common Systems for Infrastructure and Administrative Services;
- ▶ Strategic Aim 3: Realising eTransformation in Public Services;
- ▶ Strategic Aim 4: Enhancing Usage, Participation and Transparency.

2015 - 2018 Information Society Strategy and Action Plan of Turkey

On 6 March 2015, the [Information Society Strategy and Action Plan](#) for years 2015 - 2018 was approved by the High Planning Council and published in the Official Gazette. The implementation of the strategy is under the responsibility of 26 institutions in coordination with the Ministry of Development.

The Ministry of Economy, Ministry of Development and Ministry of Science, Industry and Technology will work closely with nongovernmental organisations, the ODTÜ Teknokent A.Ş., Ankara Development Agency, universities and the Federation of Developing Sport Branches.

As part of the strategy, Turkey will aim to launch new initiatives, in order to attract foreign investors, to improve effectiveness of communication with universities, to create necessary human resources for the implementation of the strategy and to perform changes in related legislation.

The 'User Centricity and Efficiency in Public Services' axis in the 2015 - 2018 ISS also determines the general scope of the eGovernment policy. The actions defined in this axis will help to achieve the aim of providing efficiency and adopting the principle of user centricity when designing and delivering eServices. The 'User Centricity and Efficiency in Public Services' axis was taken into account when preparing the eGovernment Strategy and the Action Plan. Actions under the 8th axis will also be monitored on the SEPSIS (monitoring and evaluation system of the 2016 - 2019 eGovernment Strategy and Action Plan).

The other axes of the 2015 - 2018 ISS are Information Technologies Sector, Broadband Infrastructure and Sectoral Competition, Qualified Human Resources and Employment, Effects of the ICT on the population, Information Security and User Reliability, Innovative Solutions aided with ICT, Internet Entrepreneurship and eCommerce.

Tenth Development Plan (2014 - 2018)

[Tenth Development Plan \(2014 - 2018\)](#) was approved at the 127th plenary session of The Grand National Assembly of Turkey, on 1 July 2013, in accordance with the Law No. 3067, dated 30 October 1984. The Tenth Development Plan, covering the 2014 - 2018 period, will be a milestone in advancing the society to high prosperity levels, in line with the 2023

targets. The Plan was prepared in a global economic environment with protracted risks, uncertainties, changes and transformations, with emerging and reshaping power balances among developed and developing economies.

The Tenth Development Plan is designed to include not only high, stable and inclusive economic growth, but also issues such as the rule of law, information society, international competitiveness, human development, environmental protection and sustainable use of resources. In the Plan, economic and social development processes of Turkey are discussed with a holistic and multi-dimensional view, and a participatory approach has been adopted within the human-oriented development framework.

One of the objectives and policies of the plan is 'Qualified People, Strong Society', which includes the title 'eGovernment Applications in Public Services'.

The main aim of the Plan is to establish an eGovernment structure that provides services designed in accordance with user needs, including disadvantaged groups, in a user-oriented, collaborative, integrated and reliable manner through various platforms by ensuring personal data privacy and information security in order to contribute to an effective, participative, transparent and accountable public administration.

eGovernment activities will be executed with an effective public management approach, and by a powerful coordinator authority, which will ensure strong management and coordination.

The required basic information systems for eGovernment service delivery will be completed. The efforts of establishing shared infrastructure and setting common standards will continue. Common applications will be expanded in the public sector, including local authorities. In this context, the completion of MERSİS, TAKBİS, Spatial Address Registration System (MAKS), EKAP, the National Geographical Information System Infrastructure and Information Systems Disaster Management Centre projects will be prioritized. Institutional eGovernment projects will continue to be created within the framework of common action plans.

eGovernment applications and services will continue to be developed and integrated to the eGovernment Gateway. The distribution of the new eID card to all citizens will be completed and the widespread use of eGovernment services will be ensured. eCorrespondence Project, which provides electronic environment for official correspondence among public agencies, will be expanded. There are also issues regarding interoperability, mobile applications, eParticipation, sharing and re-using of public data.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Specific framework legislation on eGovernment does not currently exist in the Turkish legal system. However, from the adoption of the Statutory Decree No. 655 in 2011, the Ministry of Transport, Maritime Affairs and Communication is responsible for the preparation and implementation of the principles and procedures of eGovernment. The consultation phase of draft by-law on principles and procedures regarding the implementation of eGovernment between the Prime Ministry and the other Ministries has finished and the draft by-law is revised following this consultation. In July 2014, the draft by-law has sent to the Prime Ministry for publication, and published in the official Gazette on 3 September 2016 numbered 29820. The by-law includes the responsibilities of Ministry, public institutions, the contractor of the operator of e-government gateway, principles and monitoring procedures parts.

After 'The by-law principles and procedures concerning implementing eGovernment services' is published, public institutions will implement SSO over the [eGovernment portal](#) within 12 months, and will develop mobile application within 18 months, mandatorily. Also, public institutions and organisations are obliged to integrate their eServices, which serve large mass and have huge added value within 24 months.

Furthermore, ministries or institutions have legal arrangements in their legislations relevant to institutional requirements.

Freedom of Information Legislation

[Right to Information Act \(2003\)](#)

Right to Information Act (Law No. 4982) went into effect in April 2004. It was initially prepared by the Ministry of Justice and was introduced to the Parliament on 25 June 2003. The Act was supplemented by a [circular](#) on '**The exercise of the right of petition and access to information**', issued by the Prime Ministry. The law gives 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 have established their freedom of information units and started to accept access to information requests including those through the Internet. In November 2005, the Right to Information Act was amended to enable citizens to dispute all decisions of state agencies regarding denials of requests for information.

Data Protection/Privacy Legislation

[Turkish Constitution \(1982\)](#)

Section 5 of the 1982 Turkish Constitution is entitled, 'Privacy and Protection of Private Life'. **Article 20** of the **Turkish Constitution** addresses the issue of 'Privacy of the Individual's Life', and states: "Everyone has the right to demand respect for their private and family life. Privacy of individual and family life cannot be violated. Unless there exists a decision duly passed by a judge in cases explicitly defined by law...neither the person nor the private papers, nor belongings of an individual shall be searched nor shall they be

seized". With the 2010 amendment of the Constitution, citizens are granted the right to request the protection of their personal data. They have the right to be informed about their own personal data, accessing these data, requesting to be corrected or deleted and learning whether it has been used for the purposes that the data were obtained 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.

[Law on the Protection of Personal Data \(2016\)](#)

After the 2010 amendment of the Constitution, citizens are granted the right to request protection of their personal data. Hereinafter, individual data can be processed only in the circumstances envisaged in the law or with the express consent of the person. According to the regulation, relevant procedures and principles will be codified by law, namely the 'Law on Protection of Personal Data', which was published in the Official Gazette on 7 April 2016 numbered 29677.

This law regulates the conditions of processing and transfer of the personal data, rights and obligations, obligations of the data supervisor or the related person regarding data security to the institution and the board of the protection of the personal data.

[By-Law on Electronic Communication Security \(2008\)](#)

The [By-Law](#), which was adopted on 5 November 2008, identifies the obligations of operators with respect to ensuring security of electronic communications networks. It covers the principles and basis of measures to be taken in order to eliminate the risks stemming from threats and vulnerabilities with the aim of ensuring physical data, hardware-software and personnel security. It explicitly states that personal information processing and protection of privacy are not under its scope.

[By-Law on the Personal Information Processing and Privacy in the Telecommunications Sector \(2004\)](#)

The By-Law on the Personal Information Processing and Privacy in the Telecommunications Sector was adopted on 6 February 2004 to define the procedures and principles related to guaranteeing personal information processing and protection of privacy in the telecommunications sector.

[Council of Europe's Convention on Cybercrime](#)

Turkey became party to the Council of Europe Convention on Cybercrime (CETS No. 185), adopted in order to ensure international cooperation combating with cybercrimes efficiently. Subsequent to making legislation for the protection of personal data, approval studies of Conventions No. 108 and 181 aiming at the protection of individuals in case of processing these data to an automatic operation, will be launched.

eSignatures Legislation

[Law No. 5070 on Electronic Signatures \(2004\)](#)

The Law on electronic signatures was enacted in 2004. The purpose of this law is to define the principles for the legal and technical aspects and application of electronic signatures. The law covers the legal status of electronic signatures, operations concerning electronic signatures and the activities of Electronic Certificate Service Providers (ECSPs). This establishes that qualified electronic signatures, produced according to the identified procedures, have the same legal impact as that of handwritten signatures.

[Ordinance on the Procedures and Principles Pertaining to the Implementation of Electronic Signature Law](#) (2005)

Secondary legislation, such as the 'Ordinance on the Procedures and Principles Pertaining to the Implementation of Electronic Signature Law', has also been introduced. Three electronic certificate service providers have been authorised as of November 2005. Of those, the 'Public Certificate Centre' is the responsible body to provide electronic certificate services to all public institutions. The Centre was established by a Prime Minister's circular and it is mandated that all public institutions needing electronic certificate services will acquire this service from this body. The number of electronic certificate providers increased to four with the authorisation of a new certificate provider in September 2006.

eCommerce Legislation

[Law No. 4822 on Consumer Protection](#) (2003)

Due to recent expansion in the global trend towards electronic commerce, new means for supporting eCommerce have been introduced in Turkey. Particular arrangements regarding eCommerce have been introduced within Law No. 4822 ('**Law on Consumer Protection**'), which came into force on 23 June 2003. This law has enlarged the definition of 'goods' for the purpose of Turkish Consumer Law to cover electronic products, and added distance-selling contracts (concluded through electronic means) into the scope of the [Consumer Protection Law](#) (Law No. 4077).

eCommunications Legislation

[Electronic Communications Act](#) (2008)

The new **Electronic Communications Act**, put into force on 10 November 2008, replaced most of the provisions in the previous laws regarding electronic communications. The law provides the basis for alignment with the EU framework. According to this law, the former '[Telecommunication Authority](#)', which is responsible for issuing licences, supervising operators and taking the necessary technical measures against violations of the rules, has been renamed as 'Information Technologies and Communication Authority'. The Turkish telecommunications market was fully liberalised in 2004 by [Law No. 4502](#), which separated policy making, administrative authorities and operational functions. The Telecommunications Authority, besides monitoring for competition, has already prepared several regulations concerning authorisation, access and interconnection, user rights, tariffs, etc. which are also in line with the corresponding EU directives.

eProcurement Legislation

[Public Procurement Law No. 4734](#) (2002, 2008)

In accordance with Turkey's Information Society Strategy, the **Public Procurement Agency** has been granted the responsibility for establishing electronic public procurement and purchasing systems. Law No. 4734, published on 22 January 2002, amends Procurement Public Contracts Law No. 4735 (of 2002), thus enabling 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 Electronic Public Procurement Platform tenders. The amended Law introduces normative issues of tenders, sets the preparation for the tender process and, on Section 6, lays the groundwork for the preparation, submission, opening and evaluation of eTenders.

Re-use of Public Sector Information (PSI)

[Right to Information Act \(2003\)](#)

Re-use of Public Sector Information (PSI) is partly covered by the Right to Information Act (Law No. 4982). In addition, the [eTransformation Turkey 2005 Action Plan](#) has aimed at facilitating the reuse of public sector information. A document, identifying eGovernment metadata standards enabling access to information kept in public agencies is to be prepared and become available on the web. Moreover, data elements and data structures used in providing public services and necessary mechanisms for sharing this data are to be formed. There is a further attempt in this regard in the Information Society Strategy Action Plan relating Determination of Principles for the Exchange and Reuse of Digital Information in the Public Sector. Following the 2016 – 2019 National eGovernment Strategy and Action Plan, there are actions regarding reuse and sharing of Public Sector Information like reformation of public sector information and establishment of the Open Data and Sharing Portal, Public Expenditure and Monitoring Portal.

Other Legislation

[Law on Regulating Broadcast in Internet and Combating Crimes Committed through Such Broadcast \(2007\)](#)

The law No.5651, which aims to combat some specific crimes committed through Internet, came into force with promulgation in the Official Gazette of 23 May 2007, issue 26530. The law aims to fight nine catalogue criminal offences committed through Internet publications. These offences concern committing suicide, sexual harassment of children, facilitating the use of drugs, supplying drugs which are dangerous for health, obscenity, prostitution, providing place and opportunity for gambling, crimes determined in [Law No. 5816](#).

The Law [No. 5651](#) was amended in 2008, 2013 and 2014.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Development

The Ministry of Development, among other competencies, is responsible for 'preparing Information Society Policies' objectives and strategies'. The Ministry of Development is the responsible government institution for preparing public investment programmes and for allocating funds to projects of the central administration institutions. The Ministry of Development is also responsible for drafting guidelines on assessment and evaluation of public ICT projects made mandatory for all supervised activities.



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Ministry of Transport, Maritime Affairs and Communications

The Department of Communications within the Ministry of Transport, Maritime Affairs and Communications is tasked with the coordination and supervision of the information society strategy prepared by the Ministry of Development, the preparation and the implementation of the eGovernment Action Plan. The duty of the Ministry is to make the necessary coordination and monitoring procedures relating to the implementation of rules and regulations about eGovernment and the eGovernment Action Plan.

eTransformation Turkey Executive Committee

The eTransformation Turkey Executive Committee consists of the Minister of Development, the Minister of Science, Industry and Technology, the Minister of Transportation, Maritime Affairs and Communications, the Minister of Education, the Undersecretary of Prime Ministry, the Undersecretary of Ministry of Interior, the Undersecretary of Ministry of Finance, the Undersecretary of the Ministry of Development and the Chief Advisor to the Prime Minister. Representatives from a number of government agencies and NGOs also participate in the Committee's meetings, to be held four times a year. The Committee is the highest-level policy and decision-making, assessment and steering body in the information society Strategy implementation process.



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<http://www.edevlet.gov.tr>

Information Society Department, Ministry of Development

After the launch of the eTransformation Turkey project, responsibility for policy formulation was delegated to the Information Society Department within the Ministry of Development in February 2003.



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Coordination

Ministry of Transport, Maritime Affairs and Communications

The Department of Communications within the Ministry of Transport, Maritime Affairs and Communications is tasked with the coordination and supervision of the objectives and strategies of the relevant public authorities, in the field of eGovernment. The duty of the Ministry is to ensure the coordination of services and implementation of the principles and procedures relating to eGovernment, as bestowed to the Ministry by the Statutory Decree No. 655.

Ministry of Development

The Ministry of Development is responsible for ensuring coordination between public institutions and private sector organisations in the fields of eGovernment and ICT.

Council of Transformation Leaders

The Council of Transformation Leaders, established in April 2007, includes a group of selected 'eTransformation leaders' (the heads of the strategic planning departments of relevant public agencies), assigned to steer and coordinate eTransformation efforts at the policy level in each of the respective agencies. The main task of the Council is to coordinate principles and standards to ensure inter-agency cooperation in the process of transformation of the information society.

eTransformation Turkey Executive Committee

Besides its role in policy-making, decision-making, assessment and steering, the Committee holds the responsibility for the general coordination of the eTransformation Turkey Project.

TURKSAT Inc.

TURKSAT Inc., a publicly owned international satellite and cable operator which is managed under private law, is responsible for establishing and operating the eGovernment Gateway that requires coordination at technical level.

Implementation

Council of Transformation Leaders

The Council of Transformation Leaders, besides its crucial role in coordination, is also responsible for implementing the process of transformation towards the information society. In fact, the Council is the main actor in the implementation process.

Ministry of Development

The Ministry of Development is responsible for directing the implementation of the eTransformation project in general.

Ministry of Transportation, Maritime Affairs and Communications

The Ministry of Transportation, Maritime Affairs and Communications is responsible for the implementation of eGovernment within public agencies.

Individual Government Agencies

Even though Turkey's national approach to eGovernment can be characterised as centralised, eGovernment applications are carried out by government agencies and local governments.

Support

eTransformation Turkey Advisory Board

The Advisory Council has been reshaped with the involvement of high level participants from NGOs, universities and private sector organisations. The board's role is defined as ensuring effective participation and support of all segments of the society in the process of transition to information society, benefiting from their knowledge and experience, thus establishing the necessary solidarity and cooperation environment.

Scientific and Technological Research Council of Turkey (TÜBİTAK)

TÜBİTAK (*Türkiye Bilimsel ve Teknolojik Araştırma Kurumu*) is the leading public agency for management, funding and conduct of research in Turkey. The Council reports to the Ministry of Science, Industry and Technology. The Council is also involved in a series of further actions related to eGovernment and the information society which are specified in Information Society Strategy Action Plan (2006 - 2010), namely: the national information systems security program, the public Internet sites standardisation; and the deployment and installation of a Public Secure Network.

TURKSAT Inc.

Turksat builds, develops and operates Turkey's eGovernment gateway that provides citizens, enterprises and government agencies with a single point of access to eGovernment services. Turksat has also been assigned with the responsibility of the deployment and installation of a Public Secure Network that will connect various government agencies within a secure communication gateway.



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Audit/Assurance

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.

Data Protection

Public Certificate Centre

The Public Certificate Centre is responsible for the provision of electronic certificate services to all public institutions.

Regional & Local eGovernment

Policy/Strategy

Local Administrations

Local governments are independent administrative units with their own legal personality. Each administration decides on its policy priorities, strategies and their implementation. Accordingly, they have not been assigned a specific role in eGovernment in Turkey, due to the centralised nature of this approach. However, a new department has been foreseen and established at the Ministry of Interior for the coordination of local eGovernment issues in the IS strategy, thus bridging local priorities with those of the strategy. The Action Plan annexed to the strategy furthermore involves actions aimed at developing and promoting local eGovernment.

The operator of the eGovernment gateway 'turkiye.gov.tr' began integrating the eServices of the municipalities to the gateway in April 2014. Since then, 84 municipalities of 34 cities began to provide eGovernment services on the gateway.

Furthermore, according to the project plan, local administrations will be involved in the preparation and the implementation of the new 2016-2019 National eGovernment Strategy and Action Plan.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[eGovernment Gateway](#) (eDevlet Kapısı)

'eDevlet Kapısı', Turkey's eGovernment gateway (portal), was launched on 18 December 2008. The portal aims to provide citizens and enterprises with a single point of access to eGovernment services. The gateway will also serve a third group of users – the public sector agencies themselves, allowing them to interact with each other and exchange information. The contractor of the eGovernment Gateway is a governmental company [Turksat](#), Turkey's main provider of Satellite and one of the biggest providers of IT infrastructure services.

As of March 2018, the eGovernment Gateway includes more than 3,027 eServices of 423 different agencies, as well as information about administrative procedures and links to the services provided directly through websites of each public agency. There was a total of 36,688,014 registered users on the platform. Secure transaction is currently provided through electronic signature, mobile electronic signature, password given to users upon request, internet banking and eID. As eID is given to Turkish Citizens since 2017, the eGovernment Gateway infrastructure is being prepared to be suitable for eID for authentication.

Barcoded Documents: With the barcoded document service provided by the eGovernment Gateway, users can take the required documents without going to the related institutions (criminal record certificate, military service document, student certificate etc.) as the barcode will be officially valid. The institutions to which users will submit such documents can confirm the accuracy of the document through the eGovernment Gateway by using the 'Confirming Documents Service'.

eGovernment Gateway Mobile Applications: The mGovernment application aims to enable citizens to access the required information in places where there is no computer with wide mobile phone support. The eGovernment Gateway mobile application (m-Government) has been designed in order to enable the citizens access and benefit from the services of public institutions and organisations at anytime and anywhere they need without time and place limitations. Citizens can use the mGovernment application by downloading it from Apple and Android Stores free of charge. Citizens can sign into the Government application by using their mobile signature or their eGovernment password.

Active Information System: eGovernment Gateway users are informed about the developments in the services that they are interested in via active informing system (SMS, email or via smart phones). This service is provided to users whose mobile phone or email information is identified in their eGovernment Gateway profile. The users are informed about the developments related to them via SMS, email or the application that they downloaded in their mobile devices so they do not have to query information one by one. In the event that there is a development, the system informs the users. This way, it is possible to enable the users to be informed about the latest developments more quickly and more easily. The substructure that eGovernment Gateway provides can also be used by institutions. Institutions can convey information related with their services to the users through this substructure via SMS and/or email.

Integrated Public Service Platform (Kamu Uygulamaları Merkezi)

Inter-Enterprise Data Sharing: The eGovernment Gateway provides data sharing via a secure substructure among public institutions. In this way, an institution, which requires data sharing, enjoys a secure connection to the eGovernment Gateway with any institution integrated to the gateway without having to connect with the other institutions one by one. There is a web-based application (kamu.turkiye.gov.tr) that works on the eGovernment Gateway and, also, a service-based application. In the web-based application, working on kamu.turkiye.gov.tr, there is a mechanism that public institution workers have been appointed to use. In this way, public officers can only see the permitted information within the authorisation given by the related public institution. With service-based application, institutions can share data with each other without requiring any authorisation within specified rules.

For example, by using Public Service Platform (PSP), universities can check the military status of the students online. For this task, an officer at student affair units of a university is authorised to enter Integrated Public Service Platform (<https://kamu.turkiye.gov.tr>) via eGovernment password & national ID, mobile signature or electronic signature. Once entering the system, military status of students can be checked by utilising the national ID of students.

Technically, Integrated Public Service Platform enables transferring secure data among government agencies by utilising Virtual Private Networks (VPN). Authorised and authenticated users of government agencies are able to access necessary information through existing VPNs between Turksat and Ministry of National Defence.

Networks

Current Status

The country's infrastructure is undergoing rapid modernisation and expansion, especially with cellular telephones. Additional digital exchanges allow rapid increase in subscribers, while the construction of a network of technically advanced intercity trunk lines, using both **fibre-optic cable** and **digital microwave radio relays** facilitates communication between urban centres. Remote areas are reached by a **domestic satellite system**. International service is provided by three submarine fibre-optic cables in the Mediterranean and the Black Sea, linking Turkey with Italy, Greece, Israel, Bulgaria, Romania, and Russia; also by Intelsat earth stations and mobile satellite terminals in the Inmarsat and Eutelsat systems.

Public Secure Network

Rather than investing on institutional wide area network infrastructures, a common secure communication infrastructure will be installed to meet the needs of public institutions and will thus constitute the backbone of the country's Government architecture.

The General Directorate of Communications (under the [Ministry of Transport Maritime Affairs and Communications](#)) is responsible for the implementation of this network according to the Decision of the Council of Cyber Security Dated 20 December 2012 and No. 2012/1. In this context, to provide a secure environment for the transaction of data between public institutions and organisations, to minimise the threats of cyber space, to provide standardisation over existing or future closed-circuit solutions, to provide the suitable infrastructure for future common applications and to integrate the future common data centres, studies have been initiated within the General Directorate of Communications.

This service is based on a Virtual Private Network (VPN), on IP MPLS backbone of operator, using encrypted network bridges for facilitating secure data transfer in both directions between the individual government offices. Public institutions and organisations can use the infrastructure by now.

[xDSL, Ethernet, Fiber, Cable Internet and Interactive Services](#)

Türksat provides high-speed broadband internet access service as well as interactive services such as tele-shopping, tele-education and pay-TV, through its cable infrastructure and systems. Users can have access to these services via a single TV cable extended to subscribers from Türksat's fibre optical cable infrastructure, without any need for telephone cables and telephone subscription.

Also, the other [authorised infrastructure operators](#) provide copper-wire or fibre optic based ADSL, vDSL, metro-Ethernet, FTTC, FTTH and other [services](#), with a growing number of lines day by day.

[Secure Network Applications](#)

Maximum level of security has been achieved in the domestic eGovernment Gateway with the installation of software and hardware that enables Turkish citizens to utilise electronic public services securely.

eIdentification/eAuthentication

[MERNIS](#)

The 'MERNIS' Central Population Management System, operational since January 2003 assigns a unique ID-number for about 120 million Turkish citizens, both alive and deceased, which can be used in many eServices. It allows computerised birth certificates and transactions on them. KPS (ID Information Sharing System) is another function of MERNIS, which enables public agencies having appropriate security authorisations to access ID information.

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. MERNIS has become the backbone of the eGovernment infrastructure in Turkey. Currently, the MERNIS database houses more than 130 million personal data files and (as of January 2009) more than 2,000 public bodies are using the up-to-date data from the MERNIS database. 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 on-line exchange of personal information using the identity numbers as identifiers;
- ▶ Provision of better demographic statistics using information technologies;
- ▶ Enabling easy, fast and secure delivery of public services to the users by sharing identity information with public sector institutions and agencies, thus reducing bureaucracy.

[KPS \(Kimlik Paylaşımı Sistemi - The Identity Information Sharing System\)](#)

The Identity Information Sharing System (abbreviated KPS in Turkish) went into operation in 2005 as an extension of MERNIS. Public institutions and agencies can access ID information stored in MERNIS database via the KPS under strictly specified conditions in the

respective access protocols. KPS works over a Virtual Private Network and every user is assigned with a username and password. The system keeps logs of every user and the conducted enquiries.

KPS offers the following enquiry services:

- ▶ Web Sites;
- ▶ Enquiry of personal information using the TR Identity Number;
- ▶ Enquiry of TR Identity Number using personal information;
- ▶ Enquiry of identity information based on information of the place of registration;
- ▶ Enquiry of copy of civil status records using various criteria;
- ▶ Web services (XML Infrastructure).

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

In order for the agencies to benefit from KPS, an agreement must first be concluded with the General Directorate of Civil Registration and Nationality.

[Electronic Identity Management System Application](#)

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

[Electronic Citizenship Card](#)

According to a Prime Ministry Circular, issued on 4 July 2007 on an [electronic citizenship card pilot project](#), **electronic citizenship card** will be exclusively used for ID verification purposes. The Circular specifies both the characteristics of the card as well as the project's implementation process.

The citizenship card, which is actually a **smart card**, will exclusively contain static information necessary to perform ID verification, but no dynamic data namely health information, address, among other such data. The card will enable ID verification with different credentials such as visual security elements, pin code and biometric data (fingerprint). The biometric data will be held exclusively on the card and will not be stored in a central database. The card is going to replace the currently used national identity cards. In addition, the characteristics of the card enable its usage in any service requiring secure ID verification, such as online eGovernment services, financial transactions, among other services.

In accordance with the Circular, a **three-stage pilot project** has already been implemented in the area of social security and health. Completed pilots were redesigned once again and another pilot implementation of the eIDs is underway.

The integration of new generation Citizen Cards with eGovernment Gateway has finished. It was presented at the CEBIT Euroasia Exhibition on 11-14 September 2013. With this application, citizens can use these cards for authentication and connection to the eGovernment Gateway.

At the demonstration the TC Citizen cards were integrated into the Keçiören Municipality city information system software. Whereby, citizens within the border of Keçiören

Municipality, can remotely connect to city information system software or via kiosks to get municipality services.

Applications of the new ID cards have started on 14 March 2016 in Kırıkkale. Further application began in 10 pilot cities in October 2016. Since 2017, the new eID cards are available throughout the country. The new eID cards include a built-in eSignature feature and if the owner gets the certified eSignature, it can be used for access to eGovernment services.

[AKS \(Adres Kayıt Sistemi – Address Registration System\)](#)

The Address Registration System, abbreviated AKS in Turkish, is a centrally administered system established by the Civil Registration Services Law No. 5490 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 Civil Registration System (MERNIS) where records such as the 'Name, Surname, Mother's and Father's Name, Place of Birth and Information on Civil Status Events' related to the identity of the person are stored and accessed using the Turkish Republic Identity Number (TR Identity Number).

In this scope, 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.

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

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, declaration by the person is sufficient for the entry of the new addresses into the system. However, in cases of 'a suspicious declaration', civil registration officials have the power to instigate enquiry and file criminal complaints with the judicial authorities for the imposition of imprisonment and cash fines set out in the Civil Registration Services Law. The address change declaration can be done electronically by eSignature.

eProcurement

[Electronic Public Procurement Platform \(EKAP\)](#)

The Public Procurement Authority aims at utilising electronic means to conduct and to improve the process of purchasing goods and services in the public sector through the use of the Electronic Public Procurement Platform (*Elektronik Kamu Alımları Platformu*), available since the end of 2010. In the Information Society Strategy of Turkey, the establishment of this platform is considered as one of the essential projects for modern public service transformation, while its usage is mandatory for all public authorities. The development of the platform is continuing for the newly emerging needs and technical innovations. There is also a [portal](#) to help the user of the platform.

[Electronic Sale Project \(eSale\)](#)

The [State Supply Office](#) (DMO) has been serving with its 22 regional offices as a centralised public purchase institution in Turkey. DMO has more than 1,100 supply types in 203 different categories. With the Electronic Sale Project (eSale), an important step has been

taken, by transforming all the catalogue purchase services to a web environment. DMO, which has the largest sale portfolio in the country, aims to become a model user in the Government sector.

With the Electronic Sales Project, all sales services are transformed to electronic media and available through internet.

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. The [Turkish Board of Higher Education \(YOK\)](#) has been collecting theses completed in Turkish universities and hospitals since 1987. A web-based database is open to researchers for bibliographic information. To extend the scope of the service and provide easy access to the full text of a thesis, a project called 'National Digital Thesis Database' was carried out by YOK and digitisation of almost 140 000 theses has been completed and are available through the Internet.

eTaxation

eTax infrastructure

The [Ministry of Finance](#) has 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.

[Tax Department Automation Project \(VEDOP – Vergi Dairesi Otomasyon Sistemi\)](#)

The Revenue Administration under the Ministry of Finance is the owner of the project that proposes to move all processes to a digital platform in tax offices. VEDOP applications, like document entry, registration, car registration etc., provide that tax office processes are done through a digital platform, and all reports and documents which are used in the application are prepared digitally.

[eDeclaration application](#)

Other infrastructure related to the Ministry of Finance includes the eDeclaration application, which provides acceptance of declarations, announcements and appendices via the Internet. Integration and data exchange with external systems such as banks is also provided.

Internet Tax Office application

Another application is the [Internet Tax Office](#) of the [Revenue Administration](#), which enables taxpayers to follow their tax transactions such as accrual tax and payments-in. These applications are all parts of the Tax Offices Automation Project (VEDOP).

eLegislation

[National Judiciary Informatics System \(UYAP\)](#)

UYAP is an eJustice system which has been developed 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, it covers all of 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 other units by a secure network and is given access to legal sources such as legislation, case law, bulletins and circulars. With the online connection and correspondence in courts, all information is digitally delivered or inserted among them. All cases in Turkey's courts can be accessible online by judges, prosecutors and lawyers provided that online approval has been granted by the judges who deal with the case.

Citizens can reach and check on their case information via the Internet, citizen portal of UYAP, and be informed of the day fixed for the trial without appearing in court. They can be informed via a website about their cases or hearing dates. They can submit their claims to court by using their electronic signature and examine their files through the Internet. Lawyers can file a suit, submit any document to courts and pay case fee from their office by using their electronic signature through the Internet by the lawyer portal. They can litigate a claim or dispute to court through electronic means; review their cases via electronic means; submit their petition online via UYAP. Online cases are tried in Turkey, as some lawyers have begun to submit their claims online by using their eSignature.

Also, private and public institutions pursue their own related cases via institutional portals. Experts, working as an expert for any court, can get their information about their cases from their home or offices without going to court through the expert portal.

All UYAP users can access technical or personal training times with the independent and non-spatial eLearning portal.

Furthermore, it is possible to be informed about cases via SMS info system.

Thanks to the advancing technology, executive sales processes are carried out in a transparent manner in electronic form through the eSales portal.

eBusiness

[Centralised Corporate Body Information System \(MERSIS\)](#)

MERSIS is an eBusiness system which has been developed to monitor corporate bodies with a unique ID number, and to enable to make and record all business procedures and transactions electronically. The system will also affect many other procedures and will make many other eGovernment services available indirectly through MERSIS, such as tax payment, municipality services, etc. Developed by the IT Department of the Ministry of Customs and Trade (MOCT) as a central information system, it covers all of the trade registry offices of the 81 cities and the system data is adjusted with data of the Ministry of Interior Address Registration System and the Data of the Directorate General of Income. Furthermore, the system has connection with the Ministry of Environment and Urban Planning.

Since 1 January 2014, one of the phases of the MERSIS project has been active and corporate bodies were able to make new registrations over the system electronically throughout the country. In 2016, MERSIS launched a web service pool, which allows the receiving side to access millions of records, after a protocol is assigned. Nearly 50 institutions and organisations can access corporate body information, partnership info, etc. by using MERSIS. In the first quarter of 2017, a new version of MERSIS was deployed and MERSIS will be compatible with new generation browsers and mobile devices.

eEnvironment

[Republic Of Turkey Ministry Of Environment and Urbanisation - Online Environmental Impact Assessment \(ÇED\) Management System](#)

In Environmental Impact Assessments, in order to make decisions based on real data and to standardise these decisions of workers that are working on the environment, collecting all the required data from related sites, instantly reaching these data, processing and reporting data requirements come up throughout certain criteria. For this purpose, in 2012, Online Environmental Impact Assessment Management System (eÇED) Project was started and put to use for the purpose of moving Environmental Impact Assessment works to information systems. Besides benefits of decision support, composing electronic ÇED archive and making faster, easier, more transparent processes is proposed.

eStatistic

The Programme gives information on the definitions, methods, contents, classifications, and the publication periodicity/schedule of the data and the institutions responsible for compilation and publication.

Official statistics are produced and issued by TurkStat and the responsible institutions and organisations specified in the Programme. Data compilation, evaluation and dissemination responsibilities of the institutions and organisations are defined in the Programme. TurkStat; the responsible body for the coordination of production and publication of official statistics, is authorised to publish and disseminate the official statistics compiled by related institutions and organisations. These institutions and organisations are obliged to submit any compiled data to TurkStat on time, upon request. The principle of confidentiality is duly observed in the maintenance and protection of data and information submitted to the Institute by determining the confidentiality principles in other legislative arrangements.

The Official Statistical Programme is prepared every 5 years in order to define the principles and standards regarding official statistics production and dissemination; and in order to ensure the production of up-to-date, reliable, timely and unbiased statistical data at national or international level based on Turkish Statistical Law numbered as 5429. With 2007 – 2011 Official Statistical Programme, a new systematical era is started at Turkish Statistical System. The Second Official Statistical Programme covers the time period between 2012 and 2016.

With Official Statistical Programme, duplication encountered in production and dissemination of official statistics is avoided, respondent load is reduced and trust towards official statistics is promoted by provision of labour force and fund saving. Besides, while standardisation is ensured, with the identification of responsible and related organisations, some issues are clarified such as which data will be gathered by which method, by which institution, for which period and when it will be published.

Within the second systematical era, all the official statistics are served to users with metadata and indicator lists.

As the programme came into effect, the statistical data which is foreseen to be produced by participating organisations are also accepted as official statistics, alongside the data published by Turkish Statistical Institute (TurkStat). By this way, it is guaranteed that only one reliable official statistics is produced on every necessary domain.

Land and Cadastre

Ministry of Interior of Turkish Republic, Directorate General of Land and Cadastre applies the deed and Cadastre Information System which standardises the procedures within the offices, align with legislation in a geographical information system manner.

Associations Information System (DERBIS)

Ministry of Interior of Turkish Republic – Department of Associations gives the ability to do the procedures about associations online. Also, there is information systems for Unions (SENBIS) and political parties (PROIDES, PARBIS).

Social Aid Information System (SOYBIS)

It is the project of Family and Social Policies Ministry, Directorate General for Social Aids which aims to determine the needs of the poor people and prevent the repeated aids.

BIMER (Prime Ministry Communication Center)

BIMER (Başbakanlık İletişim Merkezi – Prime Ministry Communication Center) is the channel for the citizen to require any information, make commands etc. for public institutions.

UUP (National Transportation Portal - Ulusal Ulaştırma Portalı)

Developed under the Ministry of Transport, Maritime Affairs and Communication, the [UUP portal](#) is aimed to give multi location transportation information centrally.

Automatic Pass Toll System

[Customer Information Service for users accessing toll roads](#) (HGS (Fast Transit System))

HGS Customer Service Site

This service deals with getting access to toll roads (e.g. by annual subscription, electronic access, permits) using HGS (Fast Transit System) and trace the transitions and balance of HGS Sticker Account. The following information can be requested:

- ▶ Information about how to register for access to toll roads;
- ▶ Procedures how to register for access to toll roads;
- ▶ Procedures how to use toll roads and how to place HGS stickers on the windshields appropriately;
- ▶ Query the account balance and tag account status (by registering);
- ▶ Query the past transitions of the vehicle (by registering);
- ▶ Query the violations and fines of the plate number related with the transitions on toll roads if exists (without registering the customer service site).

Other Infrastructure

Shared Call Centre

Implemented by [Türksat](#), this project is intended to provide call centre services and functionality for the Government and its branches. All services offered by the **eGovernment gateway** will also be offered through this call centre. In addition, citizens will be able to do follow-ups, check the stages of the services and access other relevant information about the gateway. Türksat will also provide assistance to government agencies to create their own call centres and connect them to the main government call centre. The necessary education, software and hardware support will also be provided through the duration of the project.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, General Directorate of Security

Website: <https://epasaport.egm.gov.tr/>

Description: Information and online application for appointment facilities.

Money and charges

VAT refunds and excise duties

Responsibility: [The Revenue Administration](#) (Internet Tax Office)

Website: <https://intvrg.gib.gov.tr/>

Description: Information and [online application](#) after authentication.

TCDD Transportation Including Online Ticket

Responsibility: General Directorate of Turkish State Railways Transportation

Website: <https://ebilet.tcddtasimacilik.gov.tr/view/eybis/tnmGenel/tcddWebContent.jsf>

Description: The company carries passenger & freight transportation, logistics services, and ferry. It is an e-ticket sale service.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Turkish Labour Institution, Social security Institute.

Website: <http://www.iskur.gov.tr/>, www.sgk.gov.tr

Description: Public and private sector job and employee search transactions, as well as job applications, can be made online.

Professional qualifications

Professional Competence Institute

Responsibility: Professional Competence Institute

Website: <http://www.myk.gov.tr/>

Description: Info is available online.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Revenue Administration, Ministry of Finance

Website: <http://www.gib.gov.tr/>

Description: Information on all types of tax for which declaration is needed; forms can be submitted electronically. The eDeclaration application provides acceptance of declarations, announcements and appendices via the Internet, along with integration and data exchange with external systems. The [Internet Tax Office](#) of the Revenue Administration enables taxpayers to follow their tax transactions.

Unemployment benefits

Responsibility: Central Government, Turkish Labour Institution

Website: <http://www.iskur.gov.tr/>; <http://www.aile.gov.tr/> and <https://www.turkiye.gov.tr/hizmetler>

Description: Online information and application for unemployment insurance.

Integrated Social Assistance Information System

Responsibility: Ministry of Family and Social Policies

Website: <https://www.turkiye.gov.tr/aile-bakanligi-sosyal-yardim-bilgileri-sorgulama>; <http://www.sosyalyardimlar.gov.tr/>

Description: Turkey's Integrated Social Assistance Information System (ISAS) is an e-government system that electronically facilitates all steps related to the management of social assistance, including the application, identification of eligibility, disbursement of funds, and auditing. ISAS integrates data from 22 different public institutions and provides 112 web-based services in one easily accessible online portal.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, General Directorate of Security

Website: <https://surucurandevu.egm.gov.tr/>

Description: Information and online application appointment facilities are available in 81 provinces.

Bar Code Vehicle Inspection Report Inquiry and Verification

Responsibility: Ministry of Transport, Maritime Affairs and Communication

Website: <https://www.turkiye.gov.tr/udhb-barkodlu-arac-muayene-raporu->

[sorgulama](#) and <http://www.tuvturk.com.tr/plaka-sorgulama.aspx>

Description: Periodic Vehicle Inspection is the examination of the technical competence of vehicles. Users can see their inspection result with this service.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, General Directorate of Security

Website: <http://www.egm.gov.tr/>
<http://www.asbis.gov.tr/index.asp>

Description: Sales transfer, and registration transactions of second-hand vehicles are carried out and electronically completed by Notaries; personal applications are made to Notaries. Information is available for the registration of new cars.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, General Directorate of Census and Citizenship

Website: <http://www.nvi.gov.tr/>

Description: Change of address transaction can be completed online.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, General Directorate of Census and Citizenship

Website: <http://www.nvi.gov.tr/>

Description: Provides information and application.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Turkish National Police

Website: <https://www.turkiye.gov.tr/mahalle-polisi>

Description: Online application is available.

Housing (building and housing, environment)

Responsibility: Local Governments, Municipalities

Website: www.ankara.bel.tr/ (example)

Description: Relevant information is provided by some of the municipalities.

Passport

Responsibility: Central Government, Directorate general of Migration Management

Website: http://www.goc.gov.tr/main/Tr_1; http://www.goc.gov.tr/main/Eng_3
<https://e-ikamet.goc.gov.tr/>

Description: Information application is available.

Settlement (Residential) and Other Addresses and Inquiry Document Verification

Responsibility: General Directorate of Civil Registration and Nationality

Website: <https://www.turkiye.gov.tr/nufus-ve-vatandaslik-isleri-genel-mudurlugu>

Description: By using this service, you can inquire settlement address information,

get the barcoded document and verify the document.

E-Notification Application Process

Responsibility: Revenue Administration

Website: <https://ebeyanname.gib.gov.tr/index.html>

Description: It is an e-government service where taxpayers can make tax declarations electronically.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, The Council of Higher Education, Universities and Institutes

Website: <http://www.yok.gov.tr/>; <http://www.metu.edu.tr/> (example)

Description: Electronic pre-registration transactions can be completed online by some universities.

Information in higher education/university (GSB applications)

Responsibility: The Ministry of Youth and Sports

Website: <https://www.turkiye.gov.tr/yuksekogretim-mezun-belgesi-sorgulama>
(<https://www.turkiye.gov.tr/yuksekogretim-kurulu-baskanligi>)

Description: With this service, you can view your university graduation information and create a barcoded university graduate document.

e-School (MEBBIS)

Responsibility: Ministry of Education

Website: <https://www.turkiye.gov.tr/ogrenci-bilgi-sistemi>;
<https://e-okul.meb.gov.tr/>

Description: It is a system that includes all the processes from the beginning of a student to the graduation of a student. State and private primary schools, kindergartens, special education institutions, secondary education institutions use the e-school system.

Non-formal Education Certificate Information Questioning

Responsibility: Ministry of National Education

Website: http://www.unevoc.unesco.org/wtdb/worldvetdatabase_tur_en.pdf

Description: These certificates are different to those awarded through the formal education and training system and can currently only be provided via a process of validation. This is because the process of aligning the formal and non-formal curricula in relation to the standards is still ongoing. Non-formal education is provided primarily through short courses, public training, apprenticeship training and distance learning in public and private schools which operate under the coordination of the Ministry of National Education. It provides educational services in line with the general aims and basic principles of national education to citizens who have never entered or who are at a certain level of the formal education system or who have left formal education.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture and Tourism, National Library of Turkey

Website: <http://www.kultur.gov.tr/>; <http://www.mkutup.gov.tr/>;
<http://www.toplukatalog.gov.tr/>

Description: Catalogue browsing and book reservation transactions can be completed via the website of the National Library. Collective catalogue browsing service has started to be provided under the Integrated eLibrary System. Bibliographic record browsing can be done in around 1 132 automated libraries through the website of the General Directorate of Libraries and Publications.

Student grants

Responsibility: Central Government, General Directorate of Higher Education Credit and Hostels Institution (Kredi Yurtlar Kurumu)

Website: <http://www.kyk.gov.tr/>; <https://www.turkiye.gov.tr/hizmetler>

Description: Student grants, credit and hostel applications can be completed online and information related to the results and debt status can also be accessed online.

Culture support

Cinema Support Application Services

Responsibility: Ministry of Culture and Tourism

Website: <http://www.sinema.gov.tr/TR,143929/basvurular.html> and <https://www.turkiye.gov.tr/kultur-ve-turizm-bakanligi>

Description: You can apply for Cinema Support on the following topics: Animation Film Production Support, Research and Development Support, Documentary Film Production Support, Director Support to Perform the First Movie, Short Film Production Support, Scenario and Dialogue Writing Support, Long Feature Film Production Support, Post-Build Support.

Researchers

Information and assistance to researchers, research funding support

Responsibility: EURAXESS Turkey

Website: <https://euraxess.ec.europa.eu/information/search/country/turkey-1051>

Description: EURAXESS Turkey provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities for researchers. The [Turkish website](#) is currently under construction.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture and Tourism, National Library of Turkey

Website: <http://www.kultur.gov.tr/>; <http://www.toplukatalog.gov.tr/>

Description: Catalogue browsing and book reservation transactions can be completed via the website of the National Library. Collective catalogue browsing service has started to be provided under the Integrated eLibrary System. Bibliographic record browsing can be done in around 1,132 automated libraries through the website of the General Directorate of Libraries and Publications.

6. Health

Planned and unplanned healthcare

Family Medicine Information System (FMIS)

Responsibility: Ministry of Health

Website: <http://www.saglik.gov.tr/EN/>

Description: FMIS application is based on the principle that each individual has a family physician to take care of his health. Thus, everybody shall have a physician whom he addresses directly in every issue concerning his health problems. The data concerning the processes carried out by Family Physicians can be delivered to the Ministry electronically and securely by FMIS. The application of FMIS is one of the concrete eHealth applications, which will find the possibility of the most common usage in the entire country.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: <http://www.saglik.gov.tr/EN/>; <http://sivasnumunedh.saglik.gov.tr/> (example); <https://www.mhrs.gov.tr/Vatandas/>

Description: Online information is provided by hospitals through their websites. But the main website for appointments from public hospitals is 'central hospital appointment system' portal (mhrs). Also, appointments for all hospitals through a central call centre are possible. Furthermore, online appointments are available at certain hospitals.

National Health Data Dictionary (NHDD)

Responsibility: Ministry of Health

Website: <http://www.saglik.gov.tr/EN/>

Description: NHDD as published in 2007 under the e-Health Strategy of Turkey consists of 46 data sets and 261 data elements. NHDD is a dictionary which is a reference on the issue of health in the entire country. The Meta data definitions and format determined within the NHDD will establish an online reference for the information systems used at health care institutions. Complementary to the NHDD is the provision of the Health Coding Reference Server (HCRS) that provides a reference to a common coding/classification system that shall be used through the country for this type of data to support standardisation of this data.

National Health Information System (NHIS)

Responsibility: Ministry of Health

Website: <http://www.saglik.gov.tr/EN/>

Description: National Health Information System (NHIS) is in fact a compilation of Saglik-Net, the National Health Data Dictionary, Minimum Health Data

Sets and the Health Coding Reference Server (as illustrated below) together with some other technologies such as digital security mechanisms in order to provide a nation-wide infrastructure for easy and efficient sharing of electronic health records in the form of minimum health data sets. The aim is to collect health data from all healthcare institutions scattered over the country.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Social Security Institution

Website: <http://www.sgk.gov.tr/>

Description: Online information about health insurance and application forms are available. Pharmacy automation system allows online transactions between pharmacies and the Social Security Institution.

Saglik-Net Portal

Responsibility: Ministry of Health

Website: <http://www.saglik.gov.tr/EN/>

Description: The aim is to present continuous information to different levels of users through a standard interface from a unique address. The components of the portal are: announcements, data presenting interfaces, applications, decision support system, forums and the management interfaces. With the use of eID cards, it will act as a Personal Health Record (PHR) System and hence enable to access personal Electronic Health Records, enable online reservations and Tele-consultation with the family physicians.

eNabız Project (ePulse Project)

Responsibility: Ministry of Health

Website: <http://www.saglik.gov.tr/EN/>

Description: The aim of the project is to present continuous information in one portal to different types of patients. The components of the portal are: announcements, data presenting interfaces, applications, decision support system, forums and management interfaces. With the use of eID cards, it will act as a Personal Health Record (PHR) System and hence enable patients to access personal Electronic Health Records, online reservations and tele-consultation with family physicians.

Dynamic – Sport Information System (National Sports Application)

Responsibility: Ministry of Youth and Sports

Website: <https://www.turkiye.gov.tr/gsb-spor-bilgi-sistemi>;
<https://dinamik.sgm.gov.tr>

Description: Dynamic – Sport Information System provides digitalisation of all sports-related workflows and data. In this context, individuals are able to view self-information, can obtain verifiable documents and can fill out applications throughout the E-Government gateway.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, General Directorate of Census and Citizenship

Website: <http://www.nvi.gov.tr/>

Description: Provides information on the necessary procedures to obtain a birth or marriage certificate but will soon be able to provide more advanced services through the [MERNIS](#) system.

Child allowances

Responsibility: Central Government, Social Security Institution

Website: <http://www.sgk.gov.tr/>

Description: Information only.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection (National Judiciary Informatics System (UYAP))

Responsibility: Ministry of Justice

Website: <http://www.e-justice.gov.tr/>

Description: UYAP is an eJustice system which has been developed to ensure a fast, reliable, and accurate judicial system. Each judicial unit is connected to other units by a secure network and is given access to legal sources such as legislation, case law, bulletins and circulars. Citizens can reach and check on their case information via the Internet, and be informed of the day fixed for the trial without appearing in court. They can be informed via a website about their cases or hearing dates. They can submit their claims to court by using their electronic signature and examine their files through the Internet. Lawyers can file a suit, submit any document to courts and pay case fee from their office by using their electronic signature through the Internet, etc.

Mobile applications

e-tender (T. C. Customs and Ministry of Commerce e-Procurement Mobile App)

Responsibility: Ministry of Customs and Trade

Website: <https://apkgk.com/com.gumrukveticaret.eihale>

Description: Official app for mobile devices which allows users to perform the following operations mobile devices:

- ▶ The date and the resulting goods and vehicle auctions examination;
- ▶ Tender-specific information, detailed and easy access
- ▶ Expert reports and the tender for fast and detailed access;
- ▶ Ability to bid for the tender;
- ▶ Pay for bidding;
- ▶ Accounts at no time requested to follow the details of the tender;
- ▶ Be able to follow history.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Public contracts**
5. **Environment**

1. Start and grow

Start-ups, European Company

Centralised Corporate Body Information System (MERSIS)

Responsibility: IT Department of the Ministry of Customs and Trade (MOCT)

Website: <https://english.gtb.gov.tr/commerce/domestic-trade/central-trade-registry-system-mersis>

Description: Merkezi Sicil Kayıt Sistemi (MERSIS) is a new electronic trade registry which was incorporated for lawyers and legal entities following the enactment of the new Turkish Commercial Code (TCC). The purpose of the system is to modernise filing procedures in Turkey and replace the manual filing process previously in place. MERSIS will provide online access to basic company information as well as details relating to transactions such as incorporations, liquidations and amendments to Articles of Association.

Registration of a new company

Responsibility: Central Government, Ministry of Customs and Trade

Website: <https://www.companyformationturkey.com/register-company-turkey>

Description: Since 1 January 2014 one of the phases of the MERSIS project is active and corporate bodies are able to make new registration over the system electronically, all over the country. MERSIS launched a web service pool in 2016. After a protocol is assigned, the receiving side can reach millions of records. Nearly 50 institutions and organisations can get corporate body info, partnership info, etc. by using MERSIS. In the first quarter of 2017, a new version MERSIS will be deployed and MERSIS will be compatible with new generation browsers and mobile devices.

Owner / Partner / Authorised Commercial Business or Companies

Responsibility: Central Government, Ministry of Customs and Trade

Website: <https://www.turkiye.gov.tr/gtb-mersis-sahibi-ortagi-yetkilisi-oldugum-ticari-isletme-veya-sirketler> (<https://www.turkiye.gov.tr/gumruk-ve-ticaret-bakanligi>)

Description: By using this service, users can access your business or company information registered in the Central Registry System with your owner / partner / authority.

Commercial Business and Company Interrogation

Responsibility: Central Government, Ministry of Customs and Trade

Website: <https://www.turkiye.gov.tr/gtb-ticari-isletme-ve-sirket-sorgulama> (<https://www.turkiye.gov.tr/gumruk-ve-ticaret-bakanligi>)

Description: By using this service, users can search among the companies registered in the Central Registry System.

Intellectual property rights

Intellectual property

Responsibility: Turkish Patent Institute

Website: <https://www.ip-coster.com/IPGuides/c/intellectual-property-turkey>

Description: The following services are available online: patent search and file tracking, trademark search and file tracking, industrial design search and file tracking.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Turkish Statistical Institute

Website: <http://www.tuik.gov.tr/>

Description: Businesses are able to send statistical data for some of the questionnaires through the Internet.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government, Revenue Administration

Website: <http://www.gib.gov.tr/>

Description: Statement, accrual, and payment transactions can be done online within the scope of eDeclaration.

Electronic Payments

Responsibility: Central Government, Revenue Administration

Website: <https://intvrg.gib.gov.tr/>

Description: Available as an online service.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Revenue Administration

Website: <http://www.gib.gov.tr/>

Description: Online submission of tax forms and payment are available through the eDeclaration and the [Internet Tax Office](#) of the Revenue Administration as part of the Tax Offices Automation Project (VEDOP).

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Customs and Trade

Website: <https://www.gtb.gov.tr/>

Description: Custom declarations can be fully submitted in electronic environment.

3. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Social Insurance Institution

Website: <http://www.sgk.gov.tr/>

Description: The [eBildirge](#) portal enables employers to send the insurance premium documents of employees via the Internet and to make accrued cost payments via automatic payment or Internet banking.

Health and safety

National Council on Occupational Safety and Health Web Portal

Responsibility: Ministry of Labour and Social Security, National Council on Occupational Safety and Health

Website: <https://buyukanne.csqb.gov.tr/>

Description: The website of the Ministry of Labour and Social Security contains the necessary information in regard to the legislation related to the safety and health at work.

4. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Public Procurement Authority

Website: <http://www.ihale.gov.tr/> and <https://ekap.kik.gov.tr/EKAP/Default.aspx?ReturnUrl=%2fEKAP%2f>

Description: The Electronic Public Procurement Platform (EKAP) has been created. The first electronic tender was accomplished on 7 March 2011. The Public Procurement Bulletin is being published in an electronic environment.

5. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Ministry of Environment and Urbanisation

Website: <http://online.cevre.gov.tr/>

Description: The service for online applications for environment-related permits is available.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

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