European Commission

eGovernment in Turkey

ISA

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2. A collaborative platform of open communities
3. A repository of interoperability solutions

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 78, 741, 053 inhabitants (2015)*

GDP at market prices: 601,587 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 53 (2014)

GDP growth rate: 4% (3Q 2015)*

Inflation rate: 7.7% (2015)

Unemployment rate: 10.5% (October 2015)*

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 EU language: Turkish

Currency: TRY

Source: Eurostat, Turkstat* (last update: 29 January 2016)

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 Ahmet Davutoğlu (since 28 August 2014).

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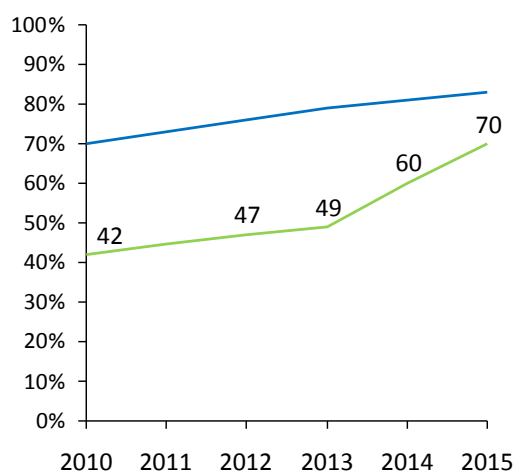
Percentage of individuals using the internet at least once a week in Turkey

Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

── Turkey
── EU

Percentage of households with a broadband connection in Turkey

Source: Eurostat Information Society Indicators

eGovernment Indicators

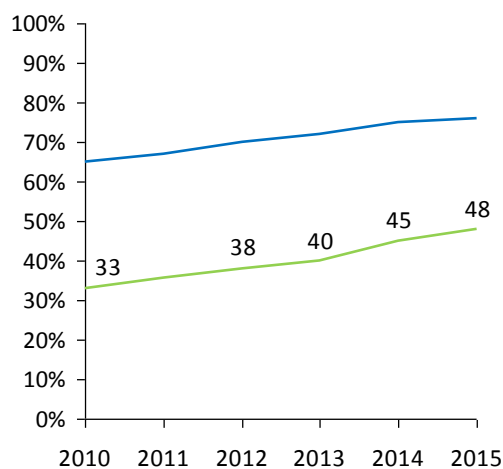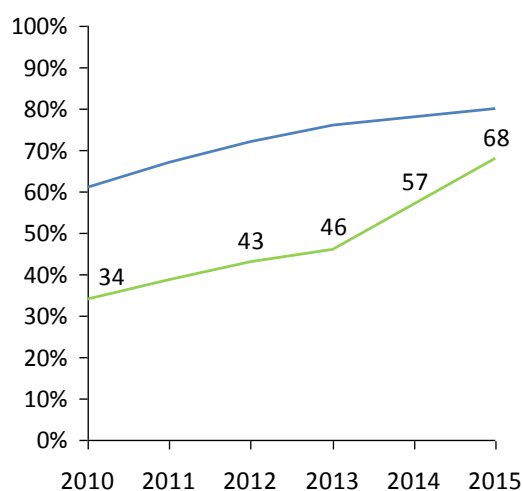The following graphs present data for the latest eGovernment Indicators for Austria compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Austria
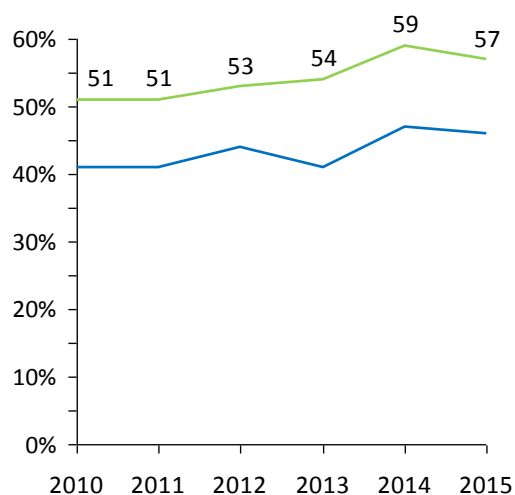
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for obtaining information from public authorities in Austria
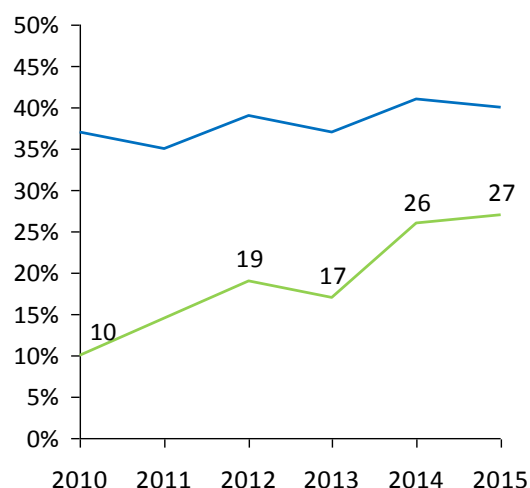
Source: [Eurostat Information Society Indicators](#)

Turkey
EU

Percentage of individuals using the internet for downloading official forms from public authorities in Austria
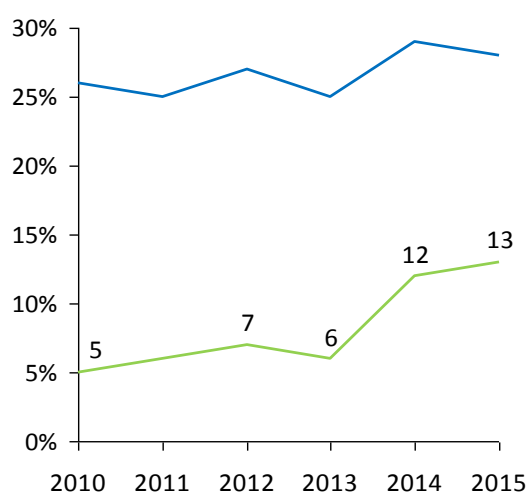
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for sending filled forms to public authorities in Austria
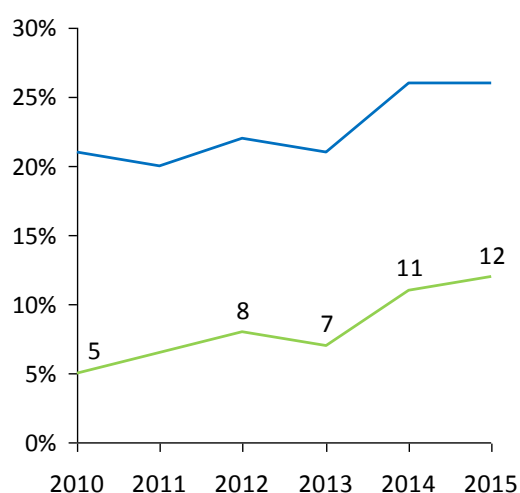
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)[1] study, 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 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), Authentic Sources, Electronic Safe (eSafe), and Single Sign on (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Turkey compared to the EU average score.
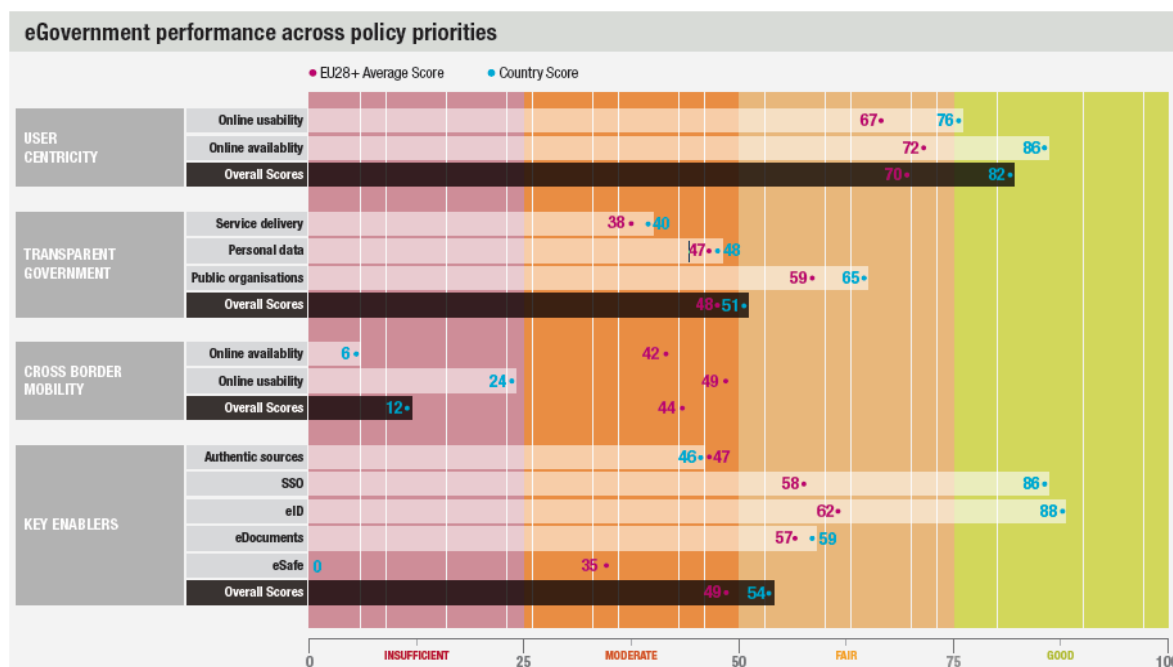
Source: [eGovernment Benchmark Report 2014[2] Country Factsheet](#)

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[1] [eGovernment Benchmark Insight Report](#)
[2] The latest version of country factsheet was published in June 2014, however it shall be noted that it summarizes the country's score of the preceding year (2013).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

February 2016

By February 2016, 216 public institutions provide 1.411 e-services to 26.546.787 registered users of the e-government gateway (portal) "https://www.turkiye.gov.tr/" that is the single contact point for many public institutions' e-services besides the institutions own website.

November 2015

e-Government gateway operator took part in the secure identity across borders linked 2.0 (Stork 2.0) project that contributes to the realisation of a single European electronic identification and authentication area. It is co-funded by European Union with 19 participating countries and 58 partners. This project involves pilots in e-learning and academic qualifications, e-banking, public services for business and e-health. The project was completed in November 2015.

September 2015

e-Government gateway operator has been involved in the European EMYNOS project co-funded by European Union with 11 partners with complementary expertise (telecom/satellite operators, VoIP provider, eCall testers, end users).

The main objective of the EMYNOS project is to design and implement the Next Generation platform capable of accommodating rich-media emergency calls that combine voice, text, and video, thus constituting a powerful tool for coordinating communication among citizens, call centres and first responders. The project starts at September 2015.

In September 2015, Turkstat revealed the results of the annual research "[Information and Communication Technology (ICT) Usage in entrepreneurs](#)". It is the primary information and statistics source about the ICT usage of the entrepreneurs in Turkey. According to the results of the 2015 research, for the entrepreneurs with 10 or more employer the percentage of entrepreneurs that has access to the internet is 92.5 %, and 99.5 % for the entrepreneurs with 250 employer and above. 92, 4 % of that access is wideband internet. For the entrepreneurs with 10 or more employer the percentage of the usage of computer is 95.2 % and the ownership of a web page is 65.5 %. The percentage of entrepreneurs which prefer to sell over internet is 12.4 %.

August 2015

In August 2015, Turkstat revealed the results of the annual research "Information and Communication Technology (ICT) Usage in Households and by Individuals". It is the primary information source about the ICT usage of the individuals in Turkey. According to the results of the 2015 research, the percentage of individuals that use computers and internet within the age of 16-74 is respectively 54.8 % and 55.9 %, the percentage of households which have internet connection is 69.5 %, this ratio is 67.8 % for the wideband internet. The percentage of households which have mobile phone is 96.8 % while for fixed phone the ratio is 29.6 %. 53.2 % is the percentage of individuals that use internet which prefer to interact with public administrations throughout eGovernment services. The percentage of individuals who prefer to buy over internet is 33.1 %.

July 2015

The European IPv6 project is the last level of the internet protocol (IP). Turksat (the operator of the e-government gateway), Ulakbim (Turkish Academic Network and Information Centre) and ICTA (Information and Communication Technologies Authority) agreed on enabling IPv6 on e-Government gateway of Turkey. A part of the funding comes from the European Union.

This project aims at raising awareness and enthusiasm for IPv6 within IT professionals in both public and government institution. It also aims to achieve security and capacity growth within the European Union. The project is completed is by July 2015.

May 2015

Turkish government has decided to reinitialise its process of the participation in the Open Government Partnership after having failed to comply with some of the principles of Open Government. Turkey joined the OGP initiative in 2012, but for example failed to update its engagements on its National Action Plan, that was furthermore submitted with four months of delay. Internal talks were held in order to deal with the arising situation, and as a result Turkey has decided to commit itself to the initiative, as well as to the consultations with 'experts on public management, transparency, accountability, and integrity and public participation'.

March 2015

E- Nabız (e-pulse) is a health information platform where citizen reach and manage access to his/her own health records whenever or wherever the examination was done, since March 2015. It is one of the most comprehensive health information systems of the world which develops a strong and secure internet connection infrastructure between patients and doctors and increase the quality and speed of the examinations by enabling doctors to see health records of the patient. The records are managed and restrictions are determined by the citizen himself/herself. E-Nabız (e-pulse) is integrated with the Turkish Organ and Tissue Donation System.

June 2014

Since June 2014, students using the e-government Portal (turkiye.gov.tr) are able to get their certificate of enrolment barcoded and can give it to public institutions when needed.

In addition, all citizens are able to verify the certificates of enrolment given to them. The document verification e-service is open to all citizens without the need to enter the e-Government Portal with a password.

Turksat (technical contractor of e-government gateway project of Turkey) organised e-Innovative Government Competition Program as a social responsibility project with the support of Ministry of Transportation, Maritime and Communication and Bilkent University.

The Competition Program aimed at drawing attention to e-transformation process of Turkey. In accordance with this purpose, Turksat called for projects for developing innovative and entrepreneurial projects on e-Government within universities. The award ceremony was held on 6th June.

Successful Projects and Candidates are listed below:

Rewards	Successful Candidates	Successful Projects
Gold Medal	Istanbul Commerce University	Sustainable and accessible e-School
Silver Medal	Erciyes University	e-Consumer Courts Software for Disabled People
Silver Medal	Erciyes University	e-Payment and e-Billing
Silver Medal	Fatih Sultan Mehmet University	e-Problem Reporting
Bronze Medal	Istanbul University	e-Turkish Employment
Bronze Medal	İstanbul Technical University	e-Immediate Blood Need
Bronze Medal	Yalova University	e-Announcement
Bronze Medal	Gazi University	e-Suggestion and e-Complaints for Public Institutions

March 2014

On 12 March 2014, the e-Government Gateway "turkiye.gov.tr" was qualified for ISO 9241-151 and ISO/IEC 40500 certificates:

"TS ISO/IEC 40500:2012 Web Content Accessibility Guidelines" defines the criteria of accessibility of web content.

"TS EN ISO 9241-151 Ergonomics of Human - System Interaction" is a guideline for making easily accessible web interfaces. The e-Government Gateway is the first in Turkey to qualify for these Certificates.

The e-Government Portal provides users with the opportunity to access traffic, health and life insurance policy e-Services.

From March 2014, the e-government portal "www.turkiye.gov.tr" opened to young citizens, aged between 15 and 18.

December 2013

Via the e-government portal (e-government gateway) "https://www.turkiye.gov.tr/", 16.528.386 registered users could reach 122 public institution and organizations and 889 e-government services at the end of December 2013. For the year 2013, 52 public institutions and organizations integrated their services onto the portal and number of users registered increase by 2.620.709.

The FATIH Project (Movement to Increase Opportunities and Technology in Education Project), launched in 2010, can be considered in 2013 as one of the most important projects among ICT projects in Turkey. The aim of the Project is to create equal opportunities, enable students to gain IT skills, and to design education programmes supported by ICT. The components of the FATİH project are: Hardware and software infrastructure, Providing and management of e-content, Effective use of IT in education programmes, Safe, manageable and measurable use of IT and Internet, In-service education of teachers.

The objectives of the project are for tablet computers to be provided to 10.6 million students, smart boards to 432.288 class, 1 multifunctional printer and 1 document camera for each of the 45.653 schools, one million end points for schools, in-service education of 705 000 teachers, and to develop e-content for 1050 high schools and 37 middle school lessons. The procurement of 84.921 smart boards, 3657 multifunctional printers and document cameras and 110 in-service education classes was provided by the Ministry of Transport Maritime Affairs and Communication and 62 000 tablet computers and cabling of the 16500 school were provided by the Ministry of National Education by the end of 2013.

Since 2 December 2013, it is no longer necessary for citizens to go to the Military Office to get the their military status document, as registered male users can use the military status document query and verification service over the e-Government Gateway "www.turkiye.gov.tr", thanks to the studies done in coordination with the Ministry of Defence. The document verification e-service is open to all citizens with no need to enter the e-Government Portal with a password etc.

November 2013

At the meeting, held on 8 November 2013 in Ankara, the e-Correspondence Project was presented and the results of the pilot phase and the next steps were discussed. The Project was launched in April 2011. The e-Correspondence Project developed a common set of rules for the implementation of the secure exchange of electronic documents between state institutions, entailing the use of electronic signature and encryption mechanisms.

Six public authorities took part in the pilot: The Turkish Presidency, The Prime Minister's Office, The Ministry of Justice, The Ministry of Interior, The Ministry of Foreign Affairs and the General Directorate of State Archives. The administrations have tested the specifications and the e-Correspondence Package.

The first pilot e-correspondences have recently been realised between the Ministry of Interior and the Turkish Presidency, as well as the Ministry of Foreign Affairs. Furthermore, A legal framework is currently under development. The e-Correspondence Project is linked to the e-Interior Project from the Ministry of Interior, Turkey's e-Transformation programme, initiated in 2005.

The e-correspondence Project has generated the following outputs:

- The Analysis Report of e-Correspondence Packet Standard, which provides the analysis of the international standards that can be used in forming packet structures of e-correspondence.

- The e-correspondence Technical Guide, which provides details about top-data of the official letters that will be delivered electronically, packet formats, APIs, and the mechanisms of electronic signature and encryption.

- API-Application Programming Interface that is open source interface software that includes all the technical specifications within e-correspondence Technical guide. Public administrations can integrate this API with their own electronic paper management.

On 6 November, Turkstat revealed the results of the annual research "Information and Communication Technology (ICT) Usage in Enterprises". It is the primary information source regarding the use of ICT by enterprises in Turkey. According to the results of the 2013 research, 92%, of companies with more than 10 employees use computers. Furthermore, 90.8 % of companies have an internet connection, 53.8 % have a website, and 26.7 % use social media.

September 2013

The 11th Transportation, Maritime Affairs and Communication Forum 2013 was held on 5-7 September 2013. On the Forum, objectives and policies relating to transportation, maritime affairs, aviation and communication sectors were evaluated and 2013 objectives were determined. Final reports of the forum can be found on the following link: "www.ulastirmasurasi.gov.tr".

August 2013

On 22 August 2013, Turkstat revealed the results of the annual research "Information and Communication Technology (ICT) Usage in Households and by Individuals". It is the primary information source about the ICT usage of the individuals in Turkey. According to the results of the 2013 research, the proportion of individuals that use computers and internet within the age of 16-74 is respectively 49.9 % and 48.9 %, the proportion of households which have internet connection is 49.1 %, the proportion of individuals in this segment that use internet to interact with public administrations is of 41.3%.

July 2013

After a preparation period of 2 years, the 10th Development Plan (2014-2018) was agreed upon by the General Council of Grand National Assembly of Turkey. It came into effect after being published the official gazette on 6 July 2013. The plan's scope includes policies relating to information society transformation, in particular ICTs and implementation of e-government initiatives in Government Services.

June 2013

The Ministry of Development published the Public IT Investment Report. According to the report, 3.6 billion Turkish Lira were used to fund 224 ICT projects, which were carried out by public institutions and organizations. This represents a 37 % increase compared to the previous year. The FATİH project accounted for 1.4 billion of the total budget. The top 3

organizations which made the greatest ICT related investments are the Ministry of Education, the Ministry of Interior and the Ministry of Justice. You can find the report under the link.

Since 12 June 2013, all e-government Portal (e-Government Gateway) users are able to query their own record of conviction document and all citizens are able to verify the record of conviction document given to them. The document verification e-service is open to all citizens with no need to enter the e-Government Portal with a password etc.

May 2013

The final workshop on the renewal of the Information Society Strategy Project, was held on 28 May 2013 at JW Mariott Hotel. The Project is carried out by the Ministry of Development. The workshop was held under the chairmanship of Mr Cevdet Yılmaz, the Minister of Development. The undersecretary of the Ministry of Development, Mr. Kemal Madenoğlu, the Deputy Undersecretary of the Ministry of Development Mr. Cüneyd Düzyol, the Deputy Minister of Foreign Affairs, Mr Naci Koru, and undersecretaries and deputy undersecretaries from 21 Ministry and senior executives from 10 important institutions for the information society ecosystem attended the workshop.

The evaluation and success level of the studies about the information society in Turkey, the status of the Information Society Renewal Project, the studies of the public institutions about information society and e-government, the evaluations about the strategy and action plan study were discussed during the meeting. Detailed workshop reports can be found on the portal "Project and Participation".

March 2013

To present the "Turkey Internet Economy Report" which has been commissioned by Google Turkey a meeting was organised on 6 March 2013 between public institutions, private sector and NGOs. The minister of Development Mr. Cevdet Yılmaz declared that the economy of internet has a great importance for the development of Turkey and it is evaluated in the information society strategy renewal study. The Turkish version of the report can be found on the following link.

February 2013

With the organ and tissue transplantation info system (TODS) the available organs are integrated and distributed digitally and with active data collection system since February 2011. But in addition to TODS, by February 2013 "Turkish Organ and Tissue Donation System" has the data of the donators centrally and securily in a testament format.

January 2013

The 25th meeting of the Supreme Council for Science and Technology of Turkey was held on 15 January 2013 under the chairmanship of the Prime Minister. The Supreme Council for Science and Technology (SCST) is the highest ranking STI policy-making body in Turkey chaired by the Prime Minister with the decision-making power for national S&T and innovation policy. The agenda of the 25th meeting was about e-government and highly skilled individuals. The meeting resulted in 6 decisions, 4 of which concern e-government,

and for three of which the responsibility was given to the Ministry of Transport Maritime Affairs and Communication. These are:

- Decision No 2013/102: "Preparation of the e-Government Organization Model Studies": Development of the organization model for the implementation and coordination of the e-government studies.

- Decision No 2013/103: "Preparation of company certification system for e-government procurements" is the Ministry of Science, Industry and Technology.

- Decision No 2013/104: "Implementation of the national government integrated data centre": Development of the legal, technical and administrational structure of the model to integrate public data centres. Implementation of the national government integrated data centre.

- Decision No 2013/105: "Providing the needs of public institutions about packet programs with volume licensing": Preparation of the inventory about the packet program solutions of the public institutions and organizations. Development of the legal, technical and administrational structure of the model to implement volume licensing.

June 2012

In June 2012, services provided by municipalities (Local administrations) began to be integrated into the e-government gateway, in addition to central public organisations and institutions. After this integration, services such as declaration, query and payment of environment tax, property tax, etc. became available in most of the municipalities. Some of municipalities provide extra e-services like marriage application, homeless pet owning etc.

November 2011

The [Government Decree-Law on Organisation and Duties of the Ministry of Transportation, Maritime Affairs and Communication](#) is published in the Official Gazette of 1 November 2011. Among other new responsibilities laid down in the Decree-Law, the [Ministry of Transportation, Maritime Affairs and Communications](#) will be tasked with the coordination and supervision of the objectives and strategies of the relevant public authorities in the field of eGovernment. To fulfil this mission, the Ministry will oversee the cooperation between public authorities and make the necessary arrangements, determine principles and procedures, as well as action plans for eGovernment services, coordinate the implementation of eGovernment services, and supervise and monitor the activities conducted.

October 2011

In October 2011, the first phase of the [eCorrespondance project](#), which is aimed at exchanging official documents online among public authorities, is completed. The outcome of the first phase is the common set of rules for the implementation of the **secure exchange** of electronic documents among public institutions through the use of electronic signature and encryption mechanisms. The report explaining the common set of rules will be published on the project's [website](#).

The State Planning Organisation, which was responsible for information society and eGovernment policies, has been re-organised as part of the [Ministry of Development](#). The Ministry of Development is now responsible for the formation of policies, aims and

strategies regarding the information society. It ensures the coordination among public institutions and organisations, non-governmental organisations and the private sector. Furthermore, it orientates implementation efficiently, based on Art. 2/j entitled "Missions" of the "Decree-Law on the Establishment and Duties of the Ministry of Development", which is dated 3 June 2011 and numbered KHK/641, published in the reiterated Official Gazette on 8 June 2011 and numbered 27958.

The 'Public Information and Communication Technologies Investment Report' for 2011, is published. According to the report, annual allowance assigned to projects carried out on information and communication technologies is more than 2 billion Turkish Lira (TRY) in 2011. The total project amount of 210 projects included in the 2011 Investment Programme is TL 4.9 billion. While the education and other public services sectors took the largest share from the 2011 ICT investment allocations, transportation, communication, and health sectors constituted the sectors to which the largest amounts of ICT investment allowance were allocated.

April 2011

On 15 April 2011*,* the website of the 'eCorrespondence' project, which aims at making official **communications** between Turkish public authorities **electronic**, was launched at www.e-yazisma.gov.tr. The eCorrespondence project (*e-Yazışma*, in Turkish), which is currently in the pilot stage, is intended to develop a common set of rules for the implementation of the secure exchange of electronic documents between state institutions, thus entailing the use of electronic signature and encryption mechanisms. Six public authorities take part in the pilot to date. The project's steps comprise of the following:

For the purpose of secure exchange of electronic documents between state institutions, a common set of rules, an electronic signature and an encryption mechanism will be defined in detail in a technical specification document.

This technical specification will then have to be implemented by all public institutions and organisations willing to participate.

A software API for Java and .NET platforms implementing the eCorrespondence Package will be developed for organisations wishing to integrate their electronic document management system.

The API system will be tested under pilot implementation.

Legal regulation will be drafted to support the resulting solution.

The Survey on eGovernment Practices in Local Governments was published in *April 2011*. It was conducted during 2011 by the Ministry of Interior, General Directorate of Local Administrations, aiming at assessing the ICT usage and the current state of local administrations in Turkey in eGovernment service provision, as well as local demands. The survey revealed that the percentage of local administrations operating websites is 97 %. An **Interactive City Guide** is operated in 80 % of municipalities' websites. Furthermore, 36 municipalities and 70 special provincial administrations use electronic signature in their transactions and service provision, while 73 municipalities and 2 special provincial administrations use mobile electronic signatures. Both electronic and mobile electronic signatures are used in 6 municipalities. Electronic signature is used in such transactions as debt inquiry and payment, business license application, zoning status application, marriage application, sanitation tax declaration, announcement and advertisement declaration, and declaration of real estate, submission of proposals in tenders, application process stage inquiry, and current value inquiry.

March 2011

On 7 March 2011, the first public eProcurement was performed as a pilot application in the health sector (medical equipments) by Hacettepe University Faculty of Medicine Hospital, through version 1.2 of EKAP, which aims to build and serve as the eProcurement platform for Turkish public agencies.

The [Working Report on the Share and Re-use of Public Sector Information](#) was published. The report scrutinises the possibilities for **re-use** of the digital information possessed by the public sector and puts forward a proposal on the development of the content industry and on making public institutions more transparent and participative.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles

Turkey's national approach to eGovernment can be characterised as **centralised**. 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.

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 organizations, 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 initiate 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 title of the 8th axis of the strategy is User Centricity and Activeness in the İnformation Society Strategy in the area of the Information Society and eGovernment common area. The other axis 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 e-Commerce.

2016 - 2019 National e-Government Strategy and Action Plan' (2016-2019)

Following the rearrangement of duties and responsibilities regarding e-government, the Ministry of Transport, Maritime Affairs and Communication is responsible for the 'e-Government 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 e-Government 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 TUBİTAK (The scientific and technological research council of Turkey).

The draft "2016 - 2019 National e-Government Strategy and Action Plan" is published on the portal www.edevlet.gov.tr . And planned to be published officially on February 2016.The aim of the e-government strategy and action plan is to cover all the needs of the all relevant stakeholders in a holistic way, based on the state of play of the country, global experiences, good practices and current trends.

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 that already established to show the progress of the project and to make announcements. The authorized representatives of the public institutions responsible for the actions will enter the progress of the actions via portal after the strategy and action plan is published. The performance reports of the action plan will also be available on the portal.

The vision of the strategy and action plan is "increasing of the quality of living with the active e-government".

The strategy and action plan covers four strategic objectives, under those objectives there are 13 targets and under those targets there are 43 actions to reach these strategic objectives. Furthermore, the actions under different plans and programmes related to these objectives will be monitored under the eGovernment strategy and action plan to provide holistic approach.

The Strategic Objectives are listed below:

1. **Provision of activeness and sustainability of the e-government ecosystem.**
2. **Realisation of common systems for infrastructures an administrative processes.**
3. **Provision of e-transformation of public services.**
4. **Increase in usage, participation and transparency.**

Action plans of 'e-Transformation Turkey' project

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 Qualitifed People, Strong Society which includes the title e-Government Applications in Public Services.

The main aim is to establish an e-government structure that provides services designed in accordance with user needs, including disadvantaged groups, in a useroriented, 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.

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

The required basic information systems for e-government service delivery will be completed. The efforts of establishing shared infrastructure and setting common standards will continue; in the public sector, including local authorities, common applications will be expanded. 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 e-government projects will continue to be created within the framework of common action plans.

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

Ninth Development Plan (2007–2013)

The [Ninth Development Plan (2007-2013)](#) has been approved by the Turkish Grand National Assembly by Law No. 877 on 28 July 2006. This plan constitutes Turkey's fundamental policy document for the upcoming years, setting forth the transformations that the country will realise in economic, social, and cultural areas in an integrated approach.

In the section 'Ensuring the Dissemination and Effectiveness of eGovernment Applications', the plan sets out Turkey's high-level eGovernment policy approach, emphasising that information and communication technologies will be used to the maximum to ensure the provision of public services to citizens in a fast, continuous and widely available manner. Thus, an effective, interoperable, integrated and secure eGovernment structure is targeted and the basic public services will be provided electronically. Information systems will be created for legal and non-legal entities based on a **unique** ID number.

An **integrated eGovernment structure** will also be built to allow sharing of information in the digital environment. In provision of electronic public services, business processes will be redesigned and tailored according to the user needs to ensure effective service provision, while frequently used; high return services will be given priority and be provided from a single portal.

Policy objectives of the Ninth Development Plan have been concretised in the rolling three year Mid-term Programmes and Annual Programmes. These objectives can be summarised as follows: increasing Competitiveness; increasing Employment; strengthening Human Development and Social Solidarity; ensuring Regional Development; increasing Quality and Effectiveness in Public Services.

'e-Transformation Turkey' project (e-DTr) (2003 - 2010)

The 'e-Transformation Turkey' project, included in and initiated by the **58th Government Urgent Action Plans**, and launched in 2003, aims to carry out the process of transformation into an information society of a harmonious and integrated structure throughout society, for all citizens, enterprises and public segments. The project set out three main **goals**:

▸ achieving efficiency and effectiveness in eGovernment projects;

▸ coordinate information society activities;

▸ align its related policies with EU standards in ICT.

The project's goals are in line with the „Document of Policy of Transformation into the information society", adopted by the e-Transformation Turkey Executive Committee. The document has been prepared by collective studies of public institutions and NGOs with contributions from the project's Advisory Board and depicts Turkey's vision of transformation into an information society.

Policy responsibility and high level coordination of the 'e-Transformation Turkey' project is delegated to the State Planning Organisation (SPO), re-organised in June 2011 as part of the Information Society Department (established in February 2003) of the Ministry of Development. Under the project, formulation of policies and strategies, technical infrastructure and information security, education and human resources, legal infrastructure, standardisation, eGovernment, eHealth and eCommerce are acknowledged as the basic components of the process of transformation into an information society. The project embodies various other ICT strategies, as for example those of the strategic document of Technological Research Council of Turkey's (*TÜBİTAK*) 'Vision 2023', which aims at creating an 'affluent society' in Turkey by 2023.

The **objectives** of the 'e-Transformation Turkey' project are officially defined in a circular issued by the Prime Minister's office on 27 February 2003, and are summarised as follows:

▸ policies, laws and regulations regarding ICT are to be re-examined and changed, if necessary, so as to comply with those of the EU;

▸ the eEurope + Action Plan, initiated for candidate countries, to be adopted by Turkey;

▸ mechanisms that facilitate participation of citizens in the decision-making process via ICT are to be developed;

▸ transparency and accountability for public management to be enhanced;

▸ good governance principles to be applied in government services through increased use of ICT;

▸ widespread use of ICT to be supported;

▸ public IT projects to be coordinated, monitored, evaluated and consolidated, if necessary, so as to avoid duplication or overlaps;

▸ private sector guidance to be provided in accordance with those principles.

▸ Since the inception of 'e-Transformation Turkey' project, two action plans covering the years 2003 - 2005 were launched and implemented successfully, placing special

emphasis on achieving effective information sharing in an electronic environment and creating the appropriate legal infrastructures.

Short Term Action Plan 2003 - 2004

The first one, named Short Term Action Plan 2003-2004, was approved and published as a Prime Minister Circular in December 2003. It contained 23 eGovernment related actions to be carried out in collaboration with public institutions and NGOs. The plan primarily focused on the preparation of a strategy for the provision of public services through a portal and the enhancement of services.

e-Transformation Turkey 2005 Action Plan

The follow-up of the Short Term Action Plan, entitled e-Transformation Turkey 2005 Action Plan, was presented in March 2005. Various activities on IT were proposed and/or monitored for progress.

Medium Term Programme (2012 - 2014)

The Medium Term Programme for 2012-2014 was prepared by the Ministry of Development in 2011, with a view to increase the pace of structural reforms and to strengthen the fundamentals of the Turkish economy with a holistic approach. The document includes a section on Information and Communication Technologies, which states the broad goals for public administration in the field, namely, the need to modernise and effectively co-ordinate information society policies and strategies, develop the needed information and communication technology infrastructure and update technology and market structure for the electronic communication sector.

A separate section, under the title 'Dissemination of e-Government Applications' makes explicit reference to eGovernment, aiming that at establishing an eGovernment structure which will provide citizens and businesses with integrated services through various channels. Within this framework:

▶ eGovernment projects and applications will be coordinated based on a holistic approach and information sharing among government agencies.

▶ For effective implementation of eGovernment applications, basic databases, common infrastructure and services will be developed.

▶ Business processes in public services will be improved to reduce administrative and financial burdens, eliminate duplications and ensure interoperability.

▶ In eGovernment applications, user-focus, customer satisfaction, security and privacy of personal information, participation and transparency will be ensured.

Information Society Strategy (2006 - 2010)

In conjunction with the short-term targets of the action plans of the 'e-Transformation Turkey' project, an initiative for defining Turkey's Information Society Strategy for the upcoming years was initiated in 2005. That was an attempt to enable Turkey to effectively benefit from ICT. As a result, Turkey's Information Society Strategy (2006 - 2010) was adopted by the High Planning Council in July 2006.

The Strategy contained two basic priorities regarding eGovernment: citizen-oriented **service transformation** and the **modernisation** of **Public Administration**. Under these priorities, there were specific targets and purely determined actions to reach these targets:

▶ Within the context of **'Citizen-focused Service Transformation'**, public services would be moved to electronic channels, prioritising services of high usage and return with the aid of ICT, while business processes would be reengineered in line with users' needs, thus ensuring service delivery effectiveness.

▶ The priority regarding the **Modernisation** in **Public Administration** envisioned a Public Administration reform supported by ICT. In this scope, high level of saving in public current expenditures would be ensured and revenues would be increased; decision-making processes and success rates in project implementation would be improved via effective usage of information and communication technologies.

Information Society Action Plan (2006 - 2010)

The Information Society Strategy (2006-2010) was complemented by the annexed Action Plan (2006-2010), also in July 2006. The Plan covered the activities and the projects that would be put into practice during the implementation period of the Information Society Strategy in order to achieve the envisaged strategic targets and objectives. The Information Society Strategy covered several actions aiming, either directly or indirectly, at the development of broadband infrastructure and usage in Turkey. Several actions in the area of eGovernment, eLearning and eHealth would create substantial demand for broadband services and encourage operators to invest in broadband infrastructures. Related to the modernisation of the Public Administration, the Plan contained 21 distinct actions, which were related to various themes, namely, the information society organisational structure and governance; the shared technology services and infrastructures; the effective procurement management, security and privacy of personal information.

The actions proposed for 2006-2010 within the scope of Information Society Strategy did not necessarily include all ICT projects and works which were carried out during that period in Turkey. Public projects conforming to the strategy and born out of necessities were implemented in accordance with the investment programme guidelines, even if they were not included in the action plan.

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 e-government. The consultation phase of draft by-law on principles and procedures regarding the implementation of e-government 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 expected to be published soon. Draft 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 "The by-law principles and procedures concerning implementing e-government services" is published, public institutions will implement SSO over the e-government portal within 12 months, and will develop mobile application within 18 months, mandatorily.

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.

Draft Law on the Protection of Personal Data (2008)

After the Constitutions' 2010 amendment, 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 Draft Law on Protection of Personal Data of 2008, which became statute-barred in the 2011 Parliamentary elections. The Draft Law and its legal basis were sent to the Parliament by the Council of Ministers to be consultation at December 2015.

By-Law on Electronic Communication Security (2008)

The By-Law, which was adopted on 5th 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 with 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 basically 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. 5812 (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. 5812, published on 5 December 2008, amends Procurement Public Contracts Law (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 [e-Transformation 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 e-Government Strategy and Action Plan, there are actions regarding re-use 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.

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 e-government and the e-Government action plan.

e-Transformation Turkey Executive Committee

The e-Transformation 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.

Information Society Department, Ministry of Development

After the launch of the 'e-Transformation Turkey' project, responsibility for policy formulation was delegated to the Information society Department within the Ministry of Development in February 2003.

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.

e-Transformation 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 e-Transformation 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 'e-Transformation' 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

e-Transformation Turkey Advisory Board

The Advisory Council has been reshaped with the involvement of high level participants from NGO"s, universities and the private sector organisations. 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 operate 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.

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 e-government gateway "turkiye.gov.tr» began integrating the e-services of the municipalities to the gateway in April 2014. Since then, 84 municipalities of 34 cities began to provide e-government 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 e-Government Strategy and Action Plan".

eGovernment Who's Who

Main eGovernment decision-makers and executives

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Head of eGovernment

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eGovernment (high-ranking) executives

[31]

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

eGovernment Gateway (e-Devlet Kapısı)

e-Devlet Kapisi, 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.

As of February 2016, the eGovernment Gateway includes more than 1411 services of 216 different agencies, as well as information about administrative procedures and links to the services provided directly through websites of each public agency. The number of registered users is 26.546.787. Secure transaction is currently provided through electronic signature, mobile electronic signature or password given to users upon request. Future enhancements will facilitate users to access the portal with smart cards. Moreover, the system is extended to serve additional governmental company Turksat, Turkey's main provider of Satellite and IT infrastructure services.

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

Integrated Public Service Platform (Kamu Uygulamaları Merkezi)

MND's duties and responsibilities, databases have particular importance in terms of national security. For this reason, it was required to prepare a detailed feasibility study on administrative, legislative and technical aspects of the pilot project. In this regard, it has been agreed upon a project development that would not endanger the database of MND. After handling the legal issues, Turksat established Integrated Public Service Platform (PSP) via transferring secure data among government agencies could be possible.

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

Technically, Integrated Public Service Platform enables transferring secure data among government agencies by utilizing Virtual Private Networks (VPN). Authorized 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 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 20.12.2012 and No 2012/1. In this context, to provide a secure environment for the transaction of data between public institutions and organizations, to minimize the threats of cyber space, to provide standardization 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.

 The procurement contract is ready to be signed with Turk Telekom. This service is based on a Virtual Private Network (VPN), on IP MPLS backbone of Turk Telekom, using encrypted network bridges for facilitating secure data transfer in both directions between the individual government offices.

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

Turksat 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 [authorized infrastructure operators](#) provide copper-wire or fiber 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 e-Government infrastructure in Turkey. Currently, the MERNIS database houses more than 130 million personal data files and (as of January 2009) more than 2000 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 an 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 user name 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 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. Pilot implementation was completed by 2010 and distribution of ID cards is to be started in 2012.

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

At the demonstration the integration of TC Citizen cards with the Keçiören Municipality city information system software. Whereby, citizen wtihin the border of Keçiören Municipality, can remote connect to city information system software or via kiosks to get municipality services.

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 complaint 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 e-signature.

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 platform is still under development and all phases of the eProcurement process will only be available in the upcoming years.

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. DMO has established electronic procurement infrastructure for its own purchases. Test implementations and studies on security infrastructure are ongoing.

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. Project furthermore stipulates establishing the necessary IT infrastructure for the creation of a call centre.

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 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 portal. Experts, working as an expert for any court, can get their information about their cases from their home or offices without going court by expert portal.

All uyap users can Access technical or personal training time independent and non-spatial with e-learning portal.

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

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

eBusiness

Centralized Corporate Body Information System (MERSIS)

MERSIS is an eBusiness system which has been developed to monitor corporate bodies with a unique ID no, and to enable to make and record all business procedures and transactions electronically. It will also affect many other procedures and will make many other e-government 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 will be adjusted with data of the Ministry of Interior Address Registration System and the Data of the Directorate General of Income. Furthermore, the system will have connection with the Ministry of Environment and Urban Planning.

Since 1 January 2014, one of the phases of the project is active and corporate bodies are able to make new registration over the MERSIS system electronically all over the country. The project is planned to be completed at end of 2015 and all of the phases would be active then.

e-Taxation

Tax Department Automation Project (VEDOP – Vergi Dairesi Otomasyon Sistemi)

The Revenue Administraton under the Ministry of Finance is the owner of the project that purposes to move all processes to digital platform in tax offices. VEDOP applications, like document entry, registration, car registration etc., provide that tax offices whole processes are done at digital platform which is integrated with each other and all of reports and documents which are used in application are prepared digitally.

e-Environment

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

In Environmental Impact Assessment workouts, in order to make decisions based on real data and to standardize these decisions of workers that are working about environment, collecting all the required data from related sites, reaching instantly these data, processing and reporting data requirements come up throughout certain criteria. For this purpose; In 2012, Online Environmental Impact Assessment Management System (e-ÇED) Project is 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 purposed.

e-Statistic

The Program 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 organizations specified in the Program. Data compilation, evaluation and dissemination responsibilities of the institutions and organizations are defined in the Program. TurkStat; the responsible body for the coordination of production and publication of official statistics, is authorized to publish and disseminate the official statistics compiled by related institutions and organizations. These institutions and organizations 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 Program is prepared for every 5 years period 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 Program", a new systematical era is started at Turkish Statistical System. The Second Official Statistical Program covers time period between 2012 and 2016.

With Official Statistical Program, 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 labor force and fund saving. Besides, while standardization is ensured, with the identification of responsible and related organizations, 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 program came into effect, the statistical data which is foreseen to be produced by participating organizations 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 o Directorate General of Land and Cadastre applies the deed and Cadastre Information System which standardizes the procedures within the offices align with legislation and in a geographical information system manner.

Associations Information System (DERBIS)

T.R. Ministry of Interior – 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 aim is to determinate 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 command etc. for public institutions.

UUP (National Transportation Portal - Ulusal Ulaştırma Portali)

Developed under 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

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**

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1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Central Government, General Directorate of Security
Website:	http://www.epasaport.hgm.gov.tr/, http://www.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/; https://intvd.gib.gov.tr/internetvd/html/IademNeredeDuyuru.html
Description:	Information and [online application](#) after authentication.

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 Institude.
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.

<table>
<tr><td colspan="2" style="background:#c4d79b">Professional qualifications</td></tr>
</table>

Professional Competence Institute

Responsibility: Professional Competence Institute

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

Description: Info is available online.

<table>
<tr><td colspan="2" style="background:#c4d79b">Taxes, unemployment and benefits</td></tr>
</table>

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/ and http://www.aile.gov.tr

Description: Online information and application for unemployment insurance.

<table>
<tr><td style="background:#92d050">**3. Vehicles**</td></tr>
</table>

<table>
<tr><td style="background:#c4d79b">Driving licence</td></tr>
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Driver's licence

Responsibility: Central Government, General Directorate of Security

Website: http://www.egm.gov.tr/

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

<table>
<tr><td style="background:#c4d79b">Registration</td></tr>
</table>

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 second hand vehicles are carried out and electronically completed by Notaries; personal applications are made to Notaries. Also for registration of new cars application is available.

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, General Directorate of Migration Management

Website: https://e-ikamet.goc.gov.tr/

Description: Online application is available.

Housing (building and housing, environment)

Responsibility: Local Governments, Municipalities

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

Description: Related 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.

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.

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

Website: http://www.kyk.gov.tr/

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

Researchers

Information and assistance to researchers, research funding support

Responsibility: EURAXESS Turkey

Website: http://euraxess.tubitak.gov.tr/euraxess-turkey; http://euraxess.tubitak.gov.tr/research-funding-in-turkey

Description: EURAXESS Turkey provides information and assistance to mobile researchers – by means of the web portal and with the support of our 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.

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.

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's having 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 e-Health 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/; http://www.sivasnumune.gov.tr/ (example)

Description: Online information is provided by hospitals through their websites. But the main website for appointments from public hospitals is "central hospital appointment system" website. 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.

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.

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**

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1. Start and grow

Start-ups, European Company

Centralized Corporate Body Information System (MERSIS)

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

Website: http://mersis.gumrukticaret.gov.tr

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: http://www.mersis.gumrukticaret.gov.tr/

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. The project is planned to be completed at end of 2015 when all of the phases will be active. The project will provide a one-stop shop for new companies to register with trade registry, tax, labour and insurance authorities.

Intellectual property rights

Intellectual property

Responsibility: Turkish Patent Institute

Website: http://www.tpe.gov.tr/TurkPatentEnstitusu/?lang=en

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	[50]

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: http://www.gumrukticaret.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 has enabled since May 2004 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: http://www.csgb.gov.tr/csgbPortal/csgb.portal

Description: The website of the Ministry of Labour and Social Security contains the necessary information in regards 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 http://www.ekap.kik.gov.tr

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 Urbanization

Website: http://www.csb.gov.tr/turkce/; http://eizin.cevreorman.gov.tr/

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

An action supported by ISA

This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

http://ec.europa.eu/isa/

Contact ISA:
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