



European
Commission

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WHAT'S INSIDE

eGovernment in Turkey

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Joinup is a collaborative platform created by the European Commission under the Interoperability Solutions for Public Administrations (ISA) in Europe Programme. Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



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

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 76,667,864 inhabitants (2014)

GDP at market prices: 617,794 million Euros (2013)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): Not available

GDP growth rate: Not available (2014)

Inflation rate: 8.9% (2014)

Unemployment rate: 9% (2013)

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

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

Source: [Eurostat](#) and [Turkstat](#)

Area: Not available

Capital city: Ankara

Official EU language: Turkish

Currency: TRY

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

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: 49% (2013)

Percentage of individuals using the internet at least once a week in Turkey: 40% (2013)

Percentage of households with a broadband connection in Turkey: 46% (2013)

Percentage of individuals having purchased/ordered online in the last three months in Turkey: 7% (2013)

Percentage of individuals using the internet for interacting with public authorities in Turkey: 19% (2013)

Percentage of individuals using the internet for obtaining information from public authorities in Turkey: 17% (2013)

Percentage of individuals using the internet for downloading official forms from public authorities in Turkey: 6% (2013)

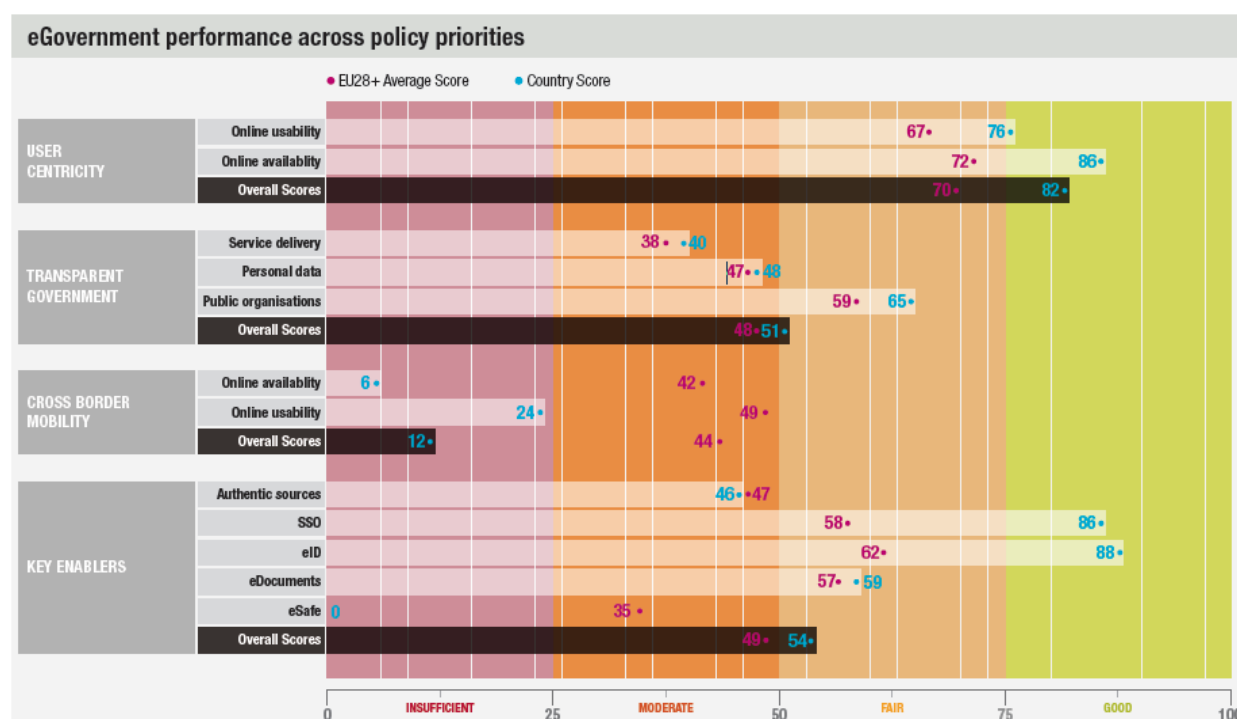
Percentage of individuals using the internet for sending filled forms to public authorities in Turkey: 7% (2013)

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: http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5573

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent News

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 "tukiye.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 [FATİH 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, Palas, 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 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, 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 Marriott 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](#).

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 administrative 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 administrative structure of the model to implement volume licensing.

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.

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.
- ▶ 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.

- ▶ 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.

- ▶ 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.

News 2010-2001

2010

- ▶ On 8 December 2010, a Prime Ministry Circular (2010/25) regarding the **Transition Plan** of the public institutions and organisations to IPv6 is published in the Official Gazette. According to the transition plan within the Circular, public institutions and organisations will ensure all public services provided through the internet support IPv6 until 31 August 2011 at the latest.
- ▶ On 22 November 2010, the signature ceremony of the FATİH Project, aiming to increase the equality of opportunity in education and the quality of education, is performed with the participation of Prime Minister, Recep Tayyip Erdoğan, Minister of National Education, Nimet Çubukçu and Minister of Transportation, Binali Yıldırım. FATİH, is among the most important **educational investments** in Turkey. The project covers the equipment of nearly 620 thousand classrooms with most recent technology (interactive boards, broadband access etc.), distribution of tablet PCs to students, in-service training activities of teachers and harmonisation of curriculums with this technology. The project has a budget of nearly TL 3 billion and will be completed in three years.

On 10 November 2010, Turkey signs the **Convention on Cybercrime** (CETS No. 185). Its main goals are to efficiently combat cybercrimes in the international arena and to adopt a common perception when combating these crimes.

- ▶ In September 2010, with the changes made in Article No. 20 of the Constitution, citizens are granted the right to request the **protection** of their **personal data**. The right entails being informed about his/her own personal data, accessing these data, requesting to be corrected or deleted and learning whether it has been used for the purposes they were obtained in the first place. Hereinafter, individual data can be processed only in the circumstances envisaged in the law or with the consent of the citizen.

A Working Report of the eCorrespondence Project, launched within the context of the activity 'Constitution of Common Services', taking place in the [Information Society Action Plan](#) and aiming to transfer official correspondences among public authorities to electronic environment, is published. The **Working Report** has been prepared in order to underline the importance of eCorrespondence in public authorities, to shed light on relevant studies in public institutions, organisations and the private sector, and to scrutinise technical and legal requirements for realising eCorrespondence.

- ▶ On 1 June 2010, **ePassport** practice is launched with the cooperation of the Ministry of Interior and the Ministry of Foreign Affairs. Applications for the new passports can be made from 191 application centres domestically and from embassies and consulates abroad. The ePassport contains a chip involving biometric data as photograph, finger print and signature. Online services as appointment requests, application monitoring and information requests, are provided through ePassport Information System addressed at www.epasaport.gov.tr.

As of June 2010, the Social Assistance Information System - SAIS (*Sosyal Yardım Bilgi Sistemi - SOYBİS*, in Turkish) is being used to determine eligibility for the **Green Card** and pensions for the elderly and people with disabilities. The decision was drafted by the Economic Coordination Committee and signed by the Minister of State, Hayati Yazıcı

in the General Directorate of the Social Assistance and Solidarity. Eligibility requirements are set forth according to [Law No 2022](#). SAIS allows the relevant government authority to access all personal information that is stored in multiple institutions on potential beneficiaries from a central database. This inter-institutional online data-sharing prevents citizen misuse of state resources, and ensures that only the neediest receive social assistance.

- ▶ On *11 May 2010*, representatives of the Social Assistance and Solidarity General Directorate (GDSAS) and the Scientific and Technological Research Council of Turkey (TUBITAK) sign the **technical details** of the Integrated Social Assistance Services Project contract at the GDSAS main building. Mr Aziz Yildirim, General Manager of the above mentioned General Directorate and the President of TUBITAK Prof. Dr Nükhet Yetiş, signed the technical details of the project. The project will provide all kinds of social assistance from a single access point database. The infrastructure of the project and the technology used are similar to that of the **Social Assistance Information System (SAIS)**. In addition to SAIS, the project will have a database shared with all government institutions, municipalities and finally with the Non-Governmental Organisations (NGOs) which have a social assistance programme.

Via the Vehicle and Driver Information System (ASBİS), sale, transfer and registration of vehicles in second-hand sales can be performed online at notaries starting from *1 May 2010*.

- ▶ In *April 2010*, the Ministry of Trade and Industry opens a Consumer Information System. Thanks to the System, consumers are able to have all information on their rights, to send their complaints to relevant authorities online and to search for the state of their applications through <http://www.tuketici.gov.tr>.

The Ministry of Trade and Industry starts pilot implementation of **Central Legal Entity Information System** in Mersin Trade Registry Office on *19 April 2010*. The System, creating a central database for trade registries, will depend on a unique identification number for all legal entities and will enable the online application for trade registry services.

The Ministry of Environment and Forestry starts pilot implementation of **Online Environmental Licences Project**. Starting from *1 April 2010*, businesses are able to conduct their work related to environmental permits and transactions online from a single [portal](#) in 14 provinces. The implementation was scaled to all 81 provinces as of July 2010.

- ▶ Council of Ministers conveys the 'Draft Law on Amendment of Some Laws and Decree Laws to Accelerate Public Services' to the Parliament on *13 March 2010*. The Draft Law, pending on the relevant Parliamentary Commissions, proposes amendments in 28 Laws and aims to remove the legislative barriers in several electronic public services.

The Revenue Administration puts the **electronic invoice** project that was at pilot stage earlier, into implementation. Accordingly, electronic invoices signed with a secure electronic signature, can be stored in electronic form and relayed between relevant parties in electronic environment.

- ▶ In *January 2010*, the Turkish Industrialists' and Businessmen' Association (TUSIAD) in collaboration with the Turkish Informatics Foundation (TBV) organises the 7th *eTürkiye* (eTR) Awards in Ankara, under the auspices of the Turkish President, Abdullah Gül. Social Assistance Information System (SAIS) project of Social Assistance and Solidarity General Directorate is awarded in Government to Government (G2G) services while Söke Municipality has been awarded with Smart City Automation System in Government to Citizen (G2C). Government to Business (G2B) award has been given to Undersecretariat of Customs and DG Public Accounts of Ministry of Finance for GÜMKART Project.

2009

- ▶ In *November 2009*, the National Judiciary Informatics System (UYAP) and the SMS Information System are selected as finalists for the 4th **European eGovernment Awards** 2009, while Prime Ministry Communication Centre and [eCertification for Guarantee and After Sale Services Certificates](#) are labelled as Good Practices. SMS Information System is awarded with Public Prize. The SMS judicial information system, which is a part of UYAP, provides an outstanding service for citizens and lawyers, enabling them to receive SMS messages containing legal information.
- ▶ On *27 October 2009*, the 'Social Assistance Information System' (SAIS, known as *SOYBİS* in Turkish) is being presented to the public by Minister of State Hayati Yazıcı in the General Directorate of the Social Assistance and Solidarity. Thanks to SAIS, the government can access the **applicant's personal information** from central databases that are stored in several government institutions.

At that same month, according to the [Turkey 2009 progress report](#), progress in the area of electronic communications can be reported in efforts to align national legislation with the EU framework.

- ▶ On *31 July 2009*, the Directive on Specification of Rules and Procedures on Provision of Public Services is issued in the Official Gazette by the Council of Ministers. The Directive specifies a number of provisions dictating public agencies to share data and databases, not to request citizens to provide data or documents that are already available to public authorities and to relay all documents regarding service provision to electronic environment.

The Authorisation process regarding 3G services is completed and 3 operators are granted relevant licenses. These services are launched at the end of *July 2009*.

- ▶ In *June 2009*, the Ministry of National Education retrieves the ID and address information of kids, which were to begin primary school in 2009-2010 education year, from the **MERNIS** system. It enrolls them automatically to the most suitable school in terms of distance around their residence, thanks to the **interoperability** and **data sharing** amongst three different databases and projects namely MERNIS, Address Record System and the eSchool project.
- ▶ In *March 2009*, the **Supreme Election Council** conducts an important eGovernment project called **SEÇSİS** (Computer Aided Central Electoral Register System), which is legally based on [Law No. 298](#) about essential provisions of elections and electoral registers. In the 2009 Local Government Elections, the Supreme Election Council automatically updated elector's registry by retrieving citizen's identity data from Identity Sharing System so that new electors would not have to inform public agencies and provide any further documents themselves.
- ▶ In *February 2009*, in accordance with the measures foreseen in the Information Society Strategy and [Law No. 5838](#) concerning Internet services, the Special Communication Tax rate is reduced to 5 %. In the past, the tax rate was 15 % for fixed services and 25 % for mobile.

On *28 February 2009*, the **Interoperability Framework**, whose first version was delivered in August 2005, is updated and published as version 2.0 by the Information Society Department of [State Planning Organisation](#).

2008

- ▶ On *18 December 2008*, '[e-Devlet Kapisi](#)', Turkey's eGovernment gateway, is launched. The portal aims to provide citizens and enterprises with a single point of access to eGovernment services. The gateway will serve a third group of users – the public sector

agencies themselves – allowing them to interact with each other and exchange information.

- ▶ On 5 December 2008, the amendment of the Public Procurement Law with [Law No. 5812](#), aimed to enable the implementation of electronic public procurement, is published.
- ▶ On 10 November 2008, the Electronic Communications [Law No. 5809](#) is enacted and put into force. The law aims to provide the basis for alignment with the EU framework.

According to the [Turkey 2008 progress report](#), in November 2008, certain progress can be reported in the field of electronic communications and information technologies in Turkey.

- ▶ On 21 May 2008, the Prime Ministry issues a Circular regarding the **Address Record System**. This Circular requires all public agencies to use the address records in the Address Record System through ISS (Identity Sharing System) in electronic form. The Circular also stipulates that public agencies will not ask citizens to provide a certificate of residence, nor a copy of identity registration.
- ▶ The Revenue Administration paves the way for **electronic invoice** with a Circular on 14 May 2008. This Circular sets the procedures on storage and declaration of the electronic invoice. According to the Circular, invoices signed with a secure electronic signature shall be stored in electronic form. The Circular also states that there shall be no obligation to document invoices in paper-based form.

2007

- ▶ According to the seventh Global eGovernment report of *August 2007*, evaluating public websites in 198 countries worldwide, Turkey's **public websites rank 9th**. They share the top ten with Asian and North American leaders as well as the United Kingdom (5th) and Portugal (7th). In comparison to last year's results, Turkey gained 18 ranks. The findings of the report are based on the assessment of 1 697 national government websites regarding executive, legislative and judicial bodies but also of state agencies responsible for health, taxation, education and more.
- ▶ A Prime Ministry Circular on an **electronic citizenship card** pilot project is issued on 4 July 2007. Electronic citizenship cards including biometric elements will be used for identification purposes. Thereby, biometric data will be integrated on a single electronic card. A pilot implementation will start in the social security system and deployment efforts will be carried out according to the results of this pilot implementation.
- ▶ In June 2007, the Organisation for Economic Cooperation and Development (OECD) publishes a study on **eGovernment in Turkey**. According to the study, Turkey is making strong progress in implementing eGovernment. OECD places return on investment, a comprehensive regulatory approach thus improving Internet access and broadband development as challenges to eGovernment development in Turkey.
- ▶ In May 2007, [Law No. 5651](#), under the title 'Regulation of Internet Publications and Combating Crimes Committed through such Publication', enters into force with its promulgation in the Official Gazette of 23 May 2007, issue 26530. The Law aims to combat some specific crimes, determined in the Turkish Criminal Code, committed through the Internet by banning the accession to websites. The decision of banning accession is made by the judge, unless the case is about child exploitation or obscenity, when the Telecommunications Authority-Department of Communication directly bans the website.
- ▶ Turkey's institutional set up on information society is reorganised with a Prime Ministry Circular on 3 April 2007, in accordance with the Information Society Strategy. The **eTransformation** Turkey Executive Board is strengthened with the participation of the

Minister of Education and high level representatives from key public institutions. In addition, the Council of **Transformation Leaders** is set up. Its members are assigned to direct eTransformation efforts at policy level in public agencies. Moreover, the **Advisory Council** is reformed. It consists of NGOs representatives, universities and the private sector, and aims at ensuring effective participation in and support of all segments of the society in the process of transition to information society.

- ▶ The Education Inservice Teacher Training Program (IEITP) is launched on *20 March 2007*, at national level in Turkey. The programme's objective is to enable teachers to use ICT tools in the production of educational material for the classroom. Teachers who complete this programme are able to produce their own ICT based learning materials and share them with other colleagues.
- ▶ A Prime Minister's Circular on public web sites standardisation is issued on *27 January 2007*. The Circular's annex, entitled as **Guide to Public Web Sites**, sets the general principles for visual quality, security, authentication and usability standardisation for public agency web sites.

2006

- ▶ In *July 2006*, the **Turkish Investment Portal** is established. This portal is an easy-to-navigate information platform for international entrepreneurs considering why and how to invest in Turkey. Entrepreneurs can find the facts on how best Turkey fits in their international business strategies.

On *28 July 2006*, the **National Information Society Strategy** comes into force. According to the Strategy, Turkey's process of transformation into an information society will be carried out around the following 7 basic strategy priorities: Social Transformation; Adoption of ICT by Business; Citizen-centred Service Transformation; Modernisation in Public Administration; A Globally Competitive ICT Sector; Competitive, Widespread and Affordable Communication Infrastructure and Services and Improvement of R&D and Innovation. The strategy has an action plan with 111 actions under 7 strategic priorities.

- ▶ The **Ministry of National Education** launches the comprehensive 'eSchool' (e-Okul) project in *May 2006*. Within the framework of this project, identification information stored in the Central Population Management System, namely MERNIS, of the Ministry of Internal Affairs along with school registration information, is recorded into the central information system by the schools. eSchool platform which consists of the information of schools, students and parents, informs parents and students through alternative channels.
- ▶ In *April 2006*, progress on '**eGovernment Gateway**', Turkey's first eGovernment gateway, is well under way. With a Decree dated 20th of April, the responsibility of the Project is transferred to the government company *Turksat*. Hence, the legal and administrative barriers, which emerged after Turkish Telekom's privatisation, are removed.

2005

- ▶ In *November 2005*, Turkish Telecom signs with Oytec Technologies and their Singapore-based partner CrimsonLogic a € 20 million contract for the development of Turkey's first **eGovernment portal**. The portal aims to provide Turkey's 70 million citizens with a single point of access to the 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.

At that same month (*November 2005*), the Telecommunication Authority, as mandated by the 2004 law on electronic signatures, authorises three electronic certificate service providers (later on, the number raised to four). Of those, the 'Public Certificate Centre' is responsible for the provision of electronic certificate services to all public institutions.

- ▶ In *August 2005*, the **Interoperability Framework** is published by the Information Society Department of State Planning Organisation. The framework shall enable public entities to establish information systems capable of sharing information and documents on electronic media.
- ▶ On *25 May 2005*, the contract for the preparation of the **National Information Strategy** of Turkey is signed between the State Planning Organisation and Peppers and Rogers Group. The strategy will cover the period 2006-2010 and an action plan will be implemented by public entities.
- ▶ In *April 2005*, the [eTransformation Turkey 2005 Action Plan](#) is published as a follow-up of the Short Term Action Plan 2003-2004. This plan contains 50 actions.
- ▶ In *February 2005*, the **Identity Sharing System** is launched. The system allows sharing of MERNIS information (based on a unique ID number, pertaining to citizens) between the Ministry of Interior and other ministries and public entities.

2004

- ▶ In *October 2004*, the collection of **tax statements** through the Internet becomes operational. Income and corporate tax returns are expected to be sent via the Internet by the beginning of 2005.
- ▶ In *July 2004*, the [Ministry of Finance](#) launches a nationwide communication network that would streamline administrative workflows, allow citizens to submit their tax returns online, and help combat the informal economy. The € 52 million project will integrate 326 government offices into a nationwide communication network and implement the necessary hardware and software for the use of electronic signatures. The project is to be completed by the summer of 2005.
- ▶ In *May 2004*, the social security project for employers' **eFilling** ([eBildirge](#)) becomes operational in the entire country for the private and the public sectors. 'e-Bildirge' is a portal which enables employers to send the insurance premium documents of employees via the Internet and to make cost payments via automatic payment, or Internet banking.
- ▶ On *26 April 2004*, the [Right to Information Act](#) comes into force. The purpose of this Act is to lay down the guidelines and procedures for individuals to exercise their right of information in accordance with the principles of equality, neutrality and openness which are the fundamentals of democratic and transparent administration.

2003

- ▶ On *4 December 2003*, the [Short Term Action Plan](#), drawn in the framework of the eTransformation Turkey Project and covering 2003-2004, is approved by the Government and published with a Prime Minister's Circular. There are 73 action items under 8 sections; 23 of those refer to eGovernment.
- ▶ In *October 2003*, the Turkish Parliament enacts the [Right to Information Act](#) (Law No. 4982). It was initially prepared by the Ministry of Justice and introduced to the Parliament on 25 June 2003.
- ▶ On *14 June 2003*, the [Consumer Protection Amendment Law](#) comes into force. The law contains, among other provisions, particular arrangements regarding eCommerce.

- ▶ A Prime Minister's Circular, dated 27 February 2003, clarifies the objectives and principles of the newly launched [eTransformation Turkey Project](#) (e-DTr). After the launch of the project, policy and coordination responsibility is delegated to the newly established [Information Society Department](#) of the [State Planning Organisation](#) (SPO) in February 2003.
- ▶ In January 2003, the Central Population Management System Project '[MERNIS](#)', on automating census events and storing census information, becomes operational.

2002

In December 2002, the Government initiates the Urgent Action Plan to remedy long lasting economic problems and to improve social and economic welfare in the country. One of the basic components of this plan is the '[eTransformation Turkey Project](#)', aiming to move Turkey to the information society. High level responsibility for all aspects of the project belongs to one of the Deputy Prime Ministers, who is designated as the eMinister, and coordination to the [State Planning Organisation](#) (SPO).

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 - 2019 National e-Government Strategy and Action Plan' (2015-2019)

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 '2015-2019 National e-Government Strategy and Action Plan' is prepared by the Ministry of Transport, Maritime Affairs and Communication and it will be published officially soon.

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 TÜBİTAK (The scientific and technological research council of Turkey)

The "2015 - 2019 National e-Government Strategy and Action Plan" of Turkey is planned to be published at the beginning of the second quarter of 2015. 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. There will be a portal to show the progress and the outcomes of the project, to make announcements, and to offer a means for participation and monitoring. The portal is ready to open. After content is provided it will be opened in short time and the progress of the project can be monitored the portal.

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

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.

Previous eGovernment Strategy

Previous action plans of 'e-Transformation Turkey' project

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.

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.

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.

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 (turkiye.gov.tr) 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 will be resent to the Parliament by the Council of Ministers.

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

This By-Law, which was put into force on 20 July 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. However, no regulation has been defined in this regard to date.

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 and develops 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 "2015 - 2019 National e-Government Strategy and Action Plan".

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



Lütfi Elvan
Minister of Transportation, Maritime Affairs and Communications

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

eGovernment Gateway (e-Devlet Kapısı)

e-Devlet Kapisi, Turkey's eGovernment gateway, 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 June 2011, the eGovernment Gateway includes more than 260 services of 28 different agencies, as well as information about administrative procedures and links to the services provided directly through websites of each public agency. 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 Defense.

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 etc. [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.

[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 within the border of Keçiören Municipality, can remote connect to city information system software or via kiosks to get municipality services.

[System for Address Records](#)

The Address Record System was completed by the Turkish Statistical Institute by the end of 2007 and was transferred to the General Directorate of Census and Citizenship. Address records are linked with the MERNIS Central Population Management System. The system, designed to link address data with unique ID number for legal and real entities, constitutes one of eGovernment's backbones.

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.

Other Infrastructure

[Shared Call Centre](#)

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

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, 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. 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.

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 2014 and all of the phases would be active then.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Revenue Administration

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.

2. Job search services by labour offices

Responsibility: Central Government, Turkish Labour Institution

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

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

3. Social security benefits

a. 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.

b. Child allowances

Responsibility: Central Government, Social Security Institution

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

Description: Information only.

c. 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.

d. 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.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, General Directorate of Security

Website: <http://www.epasaport.gov.tr/>, <http://www.egm.gov.tr/>

Description: Information and online application for appointment facilities.

b. Driver's licence

Responsibility: Central Government, General Directorate of Security

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

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

5. Car registration (new, used, imported cars)

- Responsibility: Central Government, General Directorate of Security
- Website: <http://www.egm.gov.tr/>
- Description: Sales transfer, and registration transactions for second hand vehicles are carried out and electronically completed by Notaries; personal applications are made to Notaries.

6. Application for building permission

- Responsibility: Local Governments, Municipalities
- Website: www.ankara.bel.tr/ (example)
- Description: Related information is provided by some of the municipalities.

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

- Responsibility: Central Government, General Directorate of Security
- Website: <http://www.egm.gov.tr/>
- Description: Online declaration is available.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. 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.

2. 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).

3. 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.

4. 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 2014 when all of the phases will be active. The project will provide a one-stop shop for registration with trade registry, tax, labour and insurance authorities, for new companies, .

5. 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.

6. Customs declarations

- Responsibility: Central Government, Ministry of Customs and Trade
- Website: <http://www.gumrukticaret.gov.tr/>
- Description: Custom declarations can be fully submitted in electronic environment.

7. 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.

8. Public procurement

- 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.

European Commission

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

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