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Disclaimer:
This document is not intended to be exhaustive. Its purpose is to give an overview of the general eGovernment situation in Turkey. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission, nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile
Basic data and indicators

Basic Data
Population (1 000): 71 517 inhabitants (2009)
GDP at market prices: 498 373 million Euros (2008)
GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 45.6 (2008)
GDP growth rate: 0.9 % (2008)
Inflation rate: 6.3 % (2009)
Unemployment rate: 12.5 % (2009)
Government debt/GDP: 38.8 % (2007)
Public balance (government deficit or surplus/GDP): -1.2 % (2007)
Source: Eurostat

Area: 780 580 km²
Capital city: Ankara
Official EU language: Turkish
Currency: Turkish lira
Source: Europa website

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 organs 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 the 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 in the President and the Council of Ministers (Bakanlar Kurulu). The Council of Ministers consist of the Prime Minister and the ministers. The Prime Minister shall be appointed by the President from among the members of the Turkish Grand National Assembly. The ministers shall be nominated by the Prime Minister and appointed by the President from Turkish Grand National Assembly, or from among those eligible for election as deputies; and they can be dismissed by the President of the Republic, upon the proposal of the Prime Minister when deemed necessary.

The current Prime Minister is the leader of the Justice and Development Party (AK Parti), who won a majority of parliamentary seats in the 2002 and 2007 general elections.

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. Any decision can be taken to a court of Appeals for judicial review.

Head of State: President Abdullah Gül (since 28 August 2007).
Head of Government: Prime Minister Recep Tayyip Erdogan (since 14 March 2003).

Information Society Indicators

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Percentage</th>
<th>Year(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of households with Internet access</td>
<td>20%</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of enterprises with Internet access</td>
<td>85%</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of individuals using the Internet at least once a week</td>
<td>23%</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of households with a broadband connection</td>
<td>17%</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of enterprises with a broadband connection</td>
<td>82%</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of individuals having purchased/ordered online in the last three months</td>
<td>2%</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of enterprises having received orders online in the previous year</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Percentage of individuals using the Internet for interaction with public authorities</td>
<td>obtaining information 6.3 %, downloading forms 2.1 %, returning filled forms 2.2 %</td>
<td>2007</td>
</tr>
<tr>
<td>Percentage of enterprises using the Internet for interaction with public authorities</td>
<td>obtaining information 52 %, downloading forms 48 %, returning filled forms 39 %</td>
<td>2007</td>
</tr>
</tbody>
</table>

Source: Eurostat

Editorial notice: Statistical indicators referenced in this section reflect only those of Eurostat at the time the Edition is being prepared.
eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: ePractice news for eGovernment

Recent News

May 2010

On 11 May 2010, representatives of the Social Assistance and Solidarity General Directorate (GDSAS) and the Scientific and Technological Research Council of Turkey (TUBITAK) signed 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 Yetiș, signed the technical details of the project, the preliminary protocol of which was signed on 16 January 2009. The project will provide all kinds of social assistance from a single access point database. The infrastructure of the project is similar to the one of the Social Assistance Information System (SAIS) and so is the technology used. 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.

April 2010

- The Ministry of Trade and Industry opens 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 by 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, http://eizin.cevreorman.gov.tr in 14 provinces. The implementation will be scaled to all 81 provinces as of July 2010.

March 2010

- Council of Ministers conveyed the ‘Draft Law on Amendment of Some Laws and Decree Laws to Accelerate Public Services’ to the Parliament in 13 March 2010. The Draft Law pending on the relevant Parliamentary Commissions proposes amendments in 28 Laws and/or Decree Laws. The Draft aims to remove the legislative barriers in several electronic public service provisions and thus speed up eGovernment process.
- The Revenue Administration puts electronic invoice project into implementation that was at pilot stage earlier. Accordingly, electronic invoices signed with a secure electronic signature can be stored in electronic form and relayed between relevant parties in electronic environment.

February 2010

The Ministry of Health introduces a pilot implementation of Central Patient Appointment Service in Kayseri and Erzurum provinces. Citizens are able to arrange their appointments through 182 Call Center
for hospitals working under Ministry of Health. The implementation will be scaled as to include SMS, Internet and kiosk applications when electronic citizenship card project is completed.

January 2010

The Turkish Industrialists’ and Businessmen’ Association (TUSIAD) in collaboration with the Turkish Informatics Foundation (TBV) organised the 7th eTürkiye (eTR) Awards in Ankara, at the Cankaya Mansion, under the auspices of the Turkish President, Abdullah Gül. Social Assistance Information System (SAIS) project of Social Assistance and Solidarity General Directorate has been 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.

News 2001–2009

2009

- In November 2009, the National Judiciary Informatics System (UYAP) and the SMS Information System were selected as finalists for 4th European eGovernment Awards 2009, while Prime Ministry Communication Centre and eCertification for Guarantee and After Sale Services Certificates have been labelled as Good Practices. SMS Information System has been awarded with Public Prize. The SMS judicial information system which is a part of UYAP provides an outstanding service for the citizens and lawyers which enables them to receive SMS messages containing legal information such as ongoing cases, dates of court hearings, the last change in the case and suits or dept claims against them. Therefore, they can be instantly informed by SMS about any kind of legal event related to them without going to courts.

- On 27 October 2009, the ‘Social Assistance Information System’ (SAIS, known as SOYBİŞ 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. The system receives information from 10 different institutions. The system has already been used by over 2,600 registered users. Before SAIS, the government used to demand that the applicants prove that they are in need of social assistance. But now, the applicants only need to bring their ID cards.

At that same month, according to the Turkey 2009 progress report, overall, in the area of electronic communications, progress can be reported towards aligning Turkey’s national legislation with the EU framework.

- The Directive on Specification of Rules and Procedures on Provision of Public Services was issued by Council of Ministers on 31 July 2009 in the Official Gazette. 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 Authorization process regarding 3G services was completed and 3 operators were granted relevant licenses. These services were launched at the end of July 2009.

- In June 2009, the Ministry of National Education retrieved the ID and address information of kids, which were to begin primary school in 2009-2010 education year, from the MERNIS system and enrolled 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 e-School project.

- In March 2009, the Supreme Election Council has conducted an important eGovernment project called SEÇSİS (Computer Aided Central Electoral Register System) legally based on the “Law
No.298 about essential provisions of elections and electoral registers”. In 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, who were not in the registry before this election did not had to inform the public agencies and provide any further document themselves. Further, any possibility of redundant voting is prevented as each elector is registered with the unique ID number in the Registry.

At that same month (March 2009), in the context of measures taken against global economic crisis, value-added tax rate for computers and some computer components has been temporarily reduced to 8 % from 18 %. The reduction was issued to be applicable until the end of June 2009 and later extended for three succeeding months.

In February 2009, in accordance with the measures foreseen in the Information Society Strategy and the Law number 5838 concerning Internet services, the Special Communication Tax rate was reduced to 5 %. Previously the tax rate was 15 % for fixed services and 25 % for mobile.

On 28 February 2009, the Interoperability Framework, first version of which was delivered in August 2005, was updated and published as 2.0 version by the Information Society Department of State Planning Organisation.

2008

On 18 December 2008, ‘e-Devlet Kapisi’, Turkey’s eGovernment gateway was launched. The portal aimed to provide Turkey’s 70 million citizens and enterprises with a single point of access to eGovernment services. The gateway would 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 the Law No. 5812, aimed to enable the implementation of electronic public procurement, was published.

On 10 November 2008, the Electronic Communications Law No. 5809 was enacted and put into force. The law aimed 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.

As of June 2008, the total number of fixed subscribers is around 18 million with a penetration rate of roughly 25 %. The total number of mobile subscribers reached to 63.6 million with a penetration rate of 90 %. The number of Internet subscribers reached to approximately 5.4 million, 5.3 million of which are broadband (ADSL) subscribers.

On 21 May 2008, Prime Ministry issued a Circular regarding the Address Record System. This Circular required all public agencies to use the address records in the Address Record System through ISS (Identity Sharing System) in electronic form. The Circular also stipulated that public agencies will not ask citizens to provide a certificate of residence nor a copy of identity registration, documents, which had to be submitted by them until now for most of the public services. These documents aimed also to be provided through the ISS system.

The Revenue Administration paved the way for electronic invoice with a Circular on 14 May 2008. This Circular set the procedures on storage and declaration of the electronic invoice. According to the Circular, invoices signed with a secure electronic signature on electronic or magnetic medium shall be stored in electronic form. The Circular also stated that there shall be no obligation to document invoices in paper-based form.

On 3 May 2008, the World Bank approved a loan equivalent to US$203 million (€130.5 million) to the Government of Turkey for the Land Registry and Cadastre Modernization Project. The Project aims at improving effectiveness and efficiency of the land registry and cadastre services. According to Wael Zakout, Sector Manager and Task Team Leader for the Project, “The Project constitutes a next generation of Bank operations in the area of land management and cadastre, where the country already has a well functioning property rights regime, but is striving to take the land registry and
cadastre data use to the next level by spreading its benefits to people, businesses and multiple sectors, thus facilitating better access to real estate information through the eGovernment platform.”

2007

- According to the seventh Global E-Government report of August 2007 which evaluates public websites in 198 countries worldwide, Turkey’s public websites rank 9th this year. They shared 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 achieved a dramatic leap by gaining 18 ranks, thus leaving EU countries behind. The evaluation was conducted between June and July 2007 by Professor Darrell M. West and a team of researchers from the Centre of Public Policy of the Brown University, Rhode Island, USA. The findings of this seventh ‘Global E-Government’ report were 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 was 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) published a study on E-Government 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, the ‘Regulation of Internet Publications and Combatting Crimes Committed through such Publication’ Law No. 5651 entered into force with its promulgation in the Official Gazette of 23 May 2007, issue 26530. The Law aims to combat some specific crimes committed through the Internet by banning the accession to websites. These specific crimes are determined in the Turkish Criminal Code. Such decision of banning the accession is taken by the judge, unless the case is about child exploitation or obscenity. In such cases, the Telecommunications Authority-Department of Communication is authorised ex-officio banning the website. In case the identity of the violator is determined, the decision through banning the website is submitted to the public prosecutor for investigation. The Law also provides the responsibilities of the content, location and access providers.

- Turkey’s institutional set up was reorganised with a Prime Ministry Circular of 3 April 2007 in accordance with the Information Society Strategy. The e-Transformation 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. The council consists of a selected group of “e-transformation leaders”, assigned to direct e-transformation efforts at policy level in public agencies. Moreover, the Advisory Council is reformed. The council 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, benefiting from their knowledge and experience, and hence establishing the necessary solidarity and cooperation environment.

- The Education Inservice Teacher Training Program (IEITP) was launched on 20 March 2007 at national level in Turkey. It is a new professional development program with the objective to enable teachers to use ICT tools in the production of educational materials for the classroom. Teachers who complete this program 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 was 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** was 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 and figures on how best Turkey fits in their international business strategies.

- On *28 July 2006*, the **National Information Society Strategy** came 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; Modernization 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 Strategy will be the basic reference document for citizens, the public sector, the business world and the NGOs, in other words for all segments of the society.

- The Ministry of National Education launched the comprehensive **e-school** (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 (such as class and branch of each student), has been recorded into the central information system by the schools. Thereby, unique identification numbers have been used. Transferring a student to another school is carried out electronically by the system.

- In *April 2006*, progress on ‘**e-Government Gateway**’, Turkey’s first eGovernment gateway, was well under way. With a Decree dated 20th of April, the responsibility of the Project was transferred to the government company Turksat. Hence, the legal and administrative barriers, which emerged after Turkish Telekom’s privatisation were removed.

2005

- In *November 2005*, the Turkish Telecom signed a €20 million contract for the **development of Turkey's first eGovernment portal**, with Oytek Technologies and their Singapore-based partner CrimsonLogic. 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, authorised three electronic certificate service providers (later on, the number raised to four with the authorisation of another service provider). 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** was 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** was signed between the State Planning Organisation and the Peppers and Rogers Group. The strategy will cover the 2006-2010 period and have an action plan to be implemented by the public entities.

- In *April 2005*, the **e-Transformation Turkey 2005 Action Plan** was 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** was 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 Internet** became operational. Income and corporate tax returns are expected to be sent via Internet by the beginning of 2005.
- In **July 2004**, the **Ministry of Finance** launched a nationwide communication network that will 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.
- On **23 June 2004**, the **Law on Consumer Protection** came into force. The law contains, among other things, particular arrangements regarding eCommerce.
- In **May 2004**, the Social Security project for Employers **eFilling (e-Bildirge)** became operational in the entire country for the private as well as 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 accrued cost payments via automatic payment or Internet banking.
- On **26 April 2004**, the **Right to Information Act** came into force, even though the implementation process has not been fully completed.

2003

- On **4 December 2003**, the **Short Term Action Plan**, drawn in the framework of the e-Transformation Turkey Project and covering 2003-2004, was approved by the Government and published with a Prime Minister's Circular. There are 73 action items under 8 sections, and 23 of those refer to eGovernment.
- In **October 2003**, the Turkish Parliament enacted the **Right to Information Act** (Law No: 4982). It was initially prepared by the Ministry of Justice and was introduced to the Parliament on 25 June 2003.
- In **July 2003**, the **draft Act on the Right to Information** was supported by two reports published by the two parliamentary committees: the EU Compatibility Commission and the Justice Commission.
- A Prime Minister’s Circular, dated **27 February 2003**, clarified the objectives and principles of the newly launched **e-Transformation 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, became operational.

2002

In **December 2002**, the Government initiated 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 "**e-Transformation 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 designated as the e-Minister and coordination to the **State Planning Organisation** (SPO).

**News 2000 and before**

Initiated in **1998**, the **Internet tax project** of the Ministry of Finance 'VEDOP' is one of the first eGovernment projects. VEDOP started as a country-level automation project for tax offices by the Ministry of Finance.
The central population management system ‘MERNIS’ is also initiated in 1998. The data entry for approximately 120 million persons was completed in 1999 and software development in 2000. Implementation starts in the same year, where every Turkish citizen was given a unique 11-digit ID number.
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 to individual administrations within 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 separate applications has been added in the Government’s agenda. Prior to this, policy-making in eGovernment issues has been quite vague, resulting in important issues such as interoperability, one-stop shop portals, access channels, etc. being neglected.

**e-Transformation Turkey Project (e-DTr)**

The **e-Transformation Turkey Project** included in and given start by the 58th and 59th Government Urgent Action Plans and launched in 2003 aims to carry out the process of transformation into an Information Society in a harmonious and integrated structure throughout the society with all citizens, enterprises and public segments.

The project’s goals are in line with the ‘Document of Policy of Transformation into the Information Society’, that has been adopted by the **e-Transformation Turkey Executive Committee**. The document has been prepared by collective studies of public institutions and non-governmental organisations, 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)** and its **Information Society Department** (established in February 2003). 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 objectives of the project are officially defined in a circular issued by the Prime Minister’s office on 27 February 2003, as follows:

- policies, laws and regulations regarding ICT 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 adapted for 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;
- through increased use of ICT, good governance principles to be applied in government services;
- widespread use of ICT to be supported;
- public IT projects to be coordinated, monitored, evaluated and consolidated, if necessary, so as to avoid duplication or overlaps;
- private sector guidance to be provided in accordance with those principles.

Since the inception of e-Transformation Turkey Project, two action plans covering the years 2003-2004 and 2005 were launched and implemented successfully.
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 the services themselves. Not only service delivery through the portal, but also the re-organisation of the services have been addressed based upon the needs of citizens instead of the organisational ones.

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

The first and the second action plans have been put into effect with special emphasis on achieving effective information sharing in an electronic environment and creating the legal infrastructure, such as the laws regulating the issues concerning eSignature and the right of access to information.

In addition, with the implementation of the e-Transformation Turkey Project, the use of information and communication technologies in the provision of public services has become widespread while important developments have been experienced regarding the awareness of the citizens and businesses on these technologies and their service demand. These developments have significantly increased the demand for Internet access and, consequently, the broadband infrastructure investments.

**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 and to identify the middle and long term strategies and targets for the realization of transformation. As a result, Turkey’s **Information Society Strategy (2006-2010)** has been adopted by the High Planning Council in July 2006. The Strategy contains two basic priorities regarding eGovernment: **citizen-oriented service transformation** and the **modernisation of Public Administration**. Under these priorities, there are specific targets, and purely determined actions to reach these targets:

- Within the context of **"Citizen-focused Service Transformation"**, public services will be moved to electronic channels, prioritizing services of high usage and high return with the aid of ICT while business processes will be reengineered in line with user needs, and hence, effectiveness in service delivery will be ensured. In this scope: number and level of development of services provided via electronic channels, usage of services provided in electronic channels, and level of satisfaction from services provided via electronic channels will be increased.

- The priority regarding the **Modernisation in Public Administration** envisions Public Administration reform supported by ICT. With the implementation of this strategy an effective eGovernment model will be developed via ICT, having organisational and process structures in conformity with country’s conditions, thus prioritizing efficiency and citizen satisfaction. In this scope, high level of saving in public current expenditures will be ensured and revenues will be increased, decision-making processes will be improved via effective usage of information, satisfaction level from public services will be increased and success rates in project implementation will also be increased.

- The Information Society Strategy covers several actions aiming, either directly or indirectly, the development of **broadband infrastructure and usage** in Turkey. Several actions in the area of eGovernment, eLearning and eHealth will create substantial demand for broadband services and encourage operators to invest in broadband infrastructures. It is stipulated in the Strategy that the public demand for broadband services will be aggregated so as to achieve economies of scale and help diffusion of broadband to rural areas.

The Information Society Strategy (2006-2010) is complemented by the annexed **Action Plan (2006-2010)**, adopted along with the Strategy by the High Planning Council in July 2006. The Plan covers the activities and the projects that will be put into practice during the implementation period of the Information Society Strategy in order to achieve the envisaged strategic targets and objectives. Related
to the Modernization of the Public Administration, the Plan contains 21 distinct actions, related to the following main themes:

- Information Society Organisational Structure and Governance
- Common/Shared Technology Services and Infrastructure
- Effective Procurement Management
- Data and Information Management
- Electronic Communication
- Human Resources and Competency Development
- Security and Privacy of Personal Information.

Furthermore, there are specified 41 actions under Citizen-Focused Service Transformation priority area, related to the following main themes:

- citizen-focused approach;
- service transformation;
- communication management;
- health services;
- educational and cultural services;
- justice and security/police services;
- social security and welfare services;
- citizenship, records and permits;
- agriculture;
- business;
- transportation;
- public finance;
- local governments.

Ultimate objective is to develop an effective eGovernment model via ICT, having organisational and process structures in conformity with country’s conditions while prioritizing efficiency and citizen satisfaction.

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


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 the country will realize in economic, social, and cultural areas in an integrated approach.

In the section ‘Ensuring the Dissemination and Effectiveness of e-Government Applications’, the plan sets out Turkey’s high-level eGovernment policy approach, emphasizing that information and communication technologies will be used at the maximum level, in order to ensure the provision of public services to citizens in a fast, continuous and widely available manner.
In this context, an effective, interoperable, integrated and secure eGovernment structure is targeted and the basic public services will be provided in the electronic environment. Information systems will be created for real and legal persons based on a **unique ID number**. Furthermore, an **integrated eGovernment structure** will be constructed to allow sharing of information in the digital environment. In provision of electronic public services, business processes will be redesigned according to the user needs in order to ensure effective service provision, while frequently used and high return services will be given priority and be provided from a single portal.

Policy objectives of the Ninth Development Programme have been concretized in the rolling three year Mid-term Programmes and Annual Programmes.
eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

**eGovernment Legislation**

There is no specific legislation on eGovernment in Turkey.

**Freedom of Information Legislation**

**Right to Information Act**

Right to Information Act (Law No: 4982) was enacted in October 2003 and went into effect on 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 (No: 2004/12, Republic of Turkey, Official Gazette, 24 January 2004, Number: 25356).

The law gives citizens and legal persons the right to information from public institutions and private organisations that qualify as public institutions. Non-citizens and foreign corporations based in Turkey also have a right to information related to them or their interests, if the country they are from, allows Turkish citizens to demand information from their authorities. Government bodies are required to respond in 15 working days providing a certified copy of the document. When it is not possible to make a copy, requestors can examine them at the institution. Oral requests are to be treated “with hospitality and kindness” and immediately reviewed and resolved, if possible.

Following the enforcement of the Act in April 2004, all public institutions 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 in order to enable citizens to dispute all decisions of state agencies regarding denials of requests for information.

**Data Protection/Privacy Legislation**

**Turkish Constitution**

Section 5 of the 1982 Turkish Constitution is entitled, "Privacy and Protection of Private Life". Article 20 of the Turkish Constitution deals with "Privacy of the Individual's Life", and states: "Everyone has the right to demand respect for his private and family life. Privacy of individual and family life cannot be violated. Exceptions necessitated by judiciary investigation and prosecution are reserved. Unless there exists a decision duly passed by a judge in cases explicitly defined by law, and unless there exists an order of an agency authorized by law in cases where delay is deemed prejudicial, neither the person nor the private papers, nor belongings of an individual shall be searched nor shall they be seized.” Article 22 states: "Secrecy of communication is fundamental. Communication shall not be impeded nor its secrecy be violated, unless there exists a decision duly passed by a judge in cases explicitly defined by law, and unless there exists an order of an agency authorized by law in cases where delay is deemed prejudicial. Public establishments or institutions where exceptions to the above may be applied will be defined by law."
Law regarding the Protection of Personal Data

The Council of Ministers conveyed the Draft Law on the Protection of Personal Data to Turkish Grand National Assembly on 24 April 2008. It is still pending in the relevant Parliamentary Commissions. This law aims at preventing unlawful processing of personal data by electronic or other means.

By-Law on the Personal Information Processing and Privacy in the Telecommunications Sector

The By-Law on the Personal Information Processing and Privacy in the Telecommunications Sector (6. Feb. 2004), has been adopted in order to define the procedures and principles related to guaranteeing personal information processing and protection of privacy in the telecommunications sector.

By-Law on Electronic Communication Security

This By-Law, which, was published in the Official Gazette and 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. The By-Law explicitly states that personal information processing and protection of privacy are not under its scope.

eCommerce Legislation

Law no. 4822

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 the 23rd of 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 Law

In the area of electronic communications the parliament enacted legislation separating telecommunications policy and regulatory functions in January 2000, by establishing an independent regulatory body, the Telecommunications Authority. The Authority is responsible for issuing licences, supervising operators, and taking the necessary technical measures against violations of the rules. Most regulatory functions of the Ministry of Transport were transferred to the Authority, and the regulator is gradually gaining competence and independence. The long-expected privatisation of the state-owned telecommunications company was accomplished by a block sale of 55 % of Turk Telekom to the Saudi-owned Oger Group in November 2005. On the other hand, public shares amounting 15 % of total shares had been offered to the public in May 2008. With liberalisation and growth in the economy, there is growing competition for Internet provision. Turk Telekom remains however the dominant provider of ADSL broadband Internet.

The Turkish telecommunications market fully liberalised in 2004 under Law no. 4502, which separates policy making, administrative authorities and operational functions. All exclusive rights of the incumbent operator had expired at this date. 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. By now, most of the legal regulations needed by the liberalised market have been completed and work on those remaining is underway.

The new **Electronic Communications Law, enacted and put into force on 10 November 2008**, replaced most of the provisions in the current laws regarding electronic communications. The law provides the basis for alignment with the EU framework. According to this law, the former ‘Telecommunication Authority’ has been now renamed as ‘Information Technologies and Communication Authority’.

**eSignatures Legislation**

**Law no 5070 on Electronic Signatures**

The **Law no. 5070 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.

Secondary legislation, such as the **Ordinance on the Procedures and Principles Pertaining to the Implementation of Electronic Signature Law**, has also been introduced, as mandated by the law. 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 4 with the authorisation of a new certificate provider in September 2006.

**eProcurement Legislation**

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. The amendment of the Public Procurement Law with the Law No. 5812, that will enable the implementation of electronic public procurement, was published on 5 December 2008.

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

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** included facilitating reuse of public sector information as one of its targets. 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 so far.
Other Legislation

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

The law, 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 with nine catalogue criminal offences committed through Internet publications. These offences are provocation for committing suicide, sexual harassment of children, to ease the usage of drugs, supplying drugs which are dangerous for health, obscenity, prostitution, to provide place and opportunity for gambling, crimes determined in the Law No. 5816.
eGovernment Actors
Main roles and responsibilities

National eGovernment

Policy/Strategy

Minister of State (‘e-Minister’)
The Government body responsible for the formulation of eGovernment policies, SPO, is attached to the Prime Ministry. Prime Minister generally delegates his/her authority on the government bodies affiliated to him/her to Minister of States as in the case of SPO. So, eGovernment is being dealt at the ministerial level in Turkey. A member of the cabinet having the position of Minister of State is appointed with specific responsibilities for eGovernment.

e-Transformation Turkey Executive Committee
The e-Transformation Turkey Executive Committee established by the Prime Ministry’s Circular no 2003/48 and reformed with another Circular dated 3 April 2007, consists of the Minister of State (e-Minister), the Minister of Industry and Trade, the Minister of Transport, 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 SPO and the Chief Advisor to the Prime Minister. Representatives from a number of government agencies and NGOs also participate in Committee’s meetings, to be held four times a year. Committee is the highest level policy and decision-making, assessment and steering body in the Information Society Strategy implementation process. The SPO is in charge of providing secretarial support to the Committee.

State Planning Organisation (SPO)
The State Planning Organisation (SPO) is the responsible government institution for preparing public investment programs and for allocating funds to projects of the central administration institutions. ICT projects are also assessed by SPO, who is also responsible for drafting guidelines on assessment and evaluation of public ICT projects made mandatory for all supervised activities. SPO operates under the e-Minister and is responsible for coordinating all public Information Society activities including eGovernment.

At present, there is no central IT fund for eGovernment activities and projects are financed with national budget resources.

With respect to roles of persons, there is no Chief Executive Officer assigned for coordinating national eGovernment policy. However, the Deputy Undersecretary of SPO, who reports to the e-minister, is responsible for overall policy-making and coordination. He can be considered, thus, as being in an equivalent role.

Information Society Department of the State Planning Organisation
After the launch of the e-Transformation Turkey Project, responsibility for policy formulation was delegated to the Information Society Department within the State Planning Organisation (SPO) in February 2003.

Council of Transformation Leaders
The Council of Transformation Leaders, established by April 2007, includes a group of selected “e-transformation leaders”, assigned to direct e-transformation efforts at the policy level in each public agency.
Coordination

**e-Transformation Turkey Executive Committee**

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

**Information Society Department of the State Planning Organisation**

The Information Society Department of SPO, besides having a critical role in policy making, is also a vital player not on implementation itself but on coordinating the implementation, in general, of the eTransformation Turkey Project and, in particular, the basic elements of an integrated Information System, for example interoperability, metadata, one-stop shops etc.

Implementation

**Individual Government Agencies**

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

**TURKSAT**

Turksat, is the only Satellite and Cable TV operator in Turkey, established as a publicly owned and privately managed company with a mission to be the main provider of satellite based services, complementing its strong involvement in the public IT sector. Among other things, Turksat builds and develops Turkey’s e-Government 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 using standardized meta-data protocols.

Support

**Advisory Council**

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. In the earlier formation the board was a consultant body to the Committee which participated in the formation of policy documents, such as 2 action plans, transformation to Information Society Policy Document and Information Society strategy.

**Scientific and Technological Research Council of Turkey (Türkiye Bilimsel ve Teknolojik Araştırma Kurumu, TÜBİTAK)**

TÜBİTAK is the leading agency for management, funding and conduct of research in Turkey. With more than 1 500 researchers working in its 15 different research institutes, TÜBİTAK is responsible for promoting, developing, organising, conducting and coordinating research and development in line with national targets and priorities. Being an autonomous institution, the Council reports to the Minister of State and acts as an advisory agency to the Turkish Government on science and research issues. Within the framework of the 2006-2010 Action Plan, TÜBİTAK has been tasked with the pilot implementation of an action purposed to set an example for the use of open source software in the public as well as with the preparation of the pertinent applicability analysis, which is to be conducted according to the results of the pilot implementation. The Council is also involved in series of further actions related to eGovernment and the Information Society, such as: the national information systems security program, the public Internet sites standardization; the establishment of a Health Information System; the establishment of an integrated e-Library System; the Citizenship Card pilot implementation and the deployment and installation of a Public Secure Network.
**Turkish Statistical Institute (TURKSTAT)**

TURKSTAT is tasked with measurement of indicators, which have been developed in order to monitor the implementation of the [Information Society Strategy (2006-2010)](http://example.com) and the realization of its targets. The Institute consolidates the data either compiled by itself or received from other public institutions and reports it to the State Planning Organisation.

**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.

**State Planning Organisation**

The State Planning Organisation is tasked with the monitoring of the overall progress in the e-Transformation Turkey Project.

**Data Protection**

There is no data protection body as yet.

**Others**

**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 and have their legal personality. Each administration decides policy priorities, strategies and implementation. Accordingly they had not been assigned a specific role in eGovernment in Turkey, due to the centralised nature of its approach, so far. However, a new department has been foreseen at the Ministry of Interior for coordination of local eGovernment issues in the IS Strategy, thus bridging local priorities with those of the Strategy. Moreover, the Action Plan annexed to the Strategy involves actions aimed at developing and promoting local eGovernment.
eGovernment Who’s Who
Main eGovernment decision-makers and executives

Minister responsible for eGovernment

**Cevdet Yılmaz**
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Source: http://www.bilgitoplumu.gov.tr
eGovernment Infrastructure

Main eGovernment infrastructure components

**Portal**

*e-Government Gateway (e-Devlet Kapisi)*

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 May 2010, the eGovernment Gateway includes a total of 174 services of 23 different agencies as well as information about administrative procedures and links to the services provided directly through websites of each individual public agency. Secure transaction is currently provided through electronic signature, mobile electronic signature or password given to users upon their requests. Future enhancements will facilitate users to access the portal with smart cards. In addition, the system is extended to serve additional communication devices like cell phones and Pocket PCs.

Content management and the usability of the portal will be a major cornerstone of the gateway. Furthermore, on the pipeline is also the implementation of a payment/banking module, which provides each electronic service with a central mechanism to enable payments and money transfers between the government agencies and users.

The project’s responsibility lies with the governmental company *Turksat*, Turkey’s main provider of Satellite and IT infrastructure services.

**Network**

The country’s infrastructure undergoes 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 the public institutions and will thus constitute the backbone of country’s eGovernment architecture. Turksat is tasked with the implementation, which is based on a Virtual Private Network, using encrypted network bridges for facilitating secure data transfers in both directions between the individual government offices. While fiber optic lines constitute the most commonly used communication infrastructure, satellite services are also provided, as a redundancy tool aiming to ensure an effective and uninterruptible network service.
eGovernment in Turkey

July 2010

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 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 such as health information, address etc. 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 e-government services, financial transactions etc.

In accordance with the Circular, a three-stage pilot implementation project has already been initiated in the area of social security and health. The second phase of the pilot implementation was completed and third and last phase which includes the dissemination of 300,000 ID cards to citizens has been started by August 2009. Pilot implementation will be completed by 2010 and ID cards will be distributed all over the country in 2011.

eProcurement

Electronic Public Procurement Platform

The Public Procurement Authority aims at utilizing electronic means to conduct and to improve the process of purchasing goods and services in public sector through the use of Electronic Public Procurement Platform. In the Information Society Strategy of Turkey, establishment of this platform is considered as one of the essential projects for modern public service transformation.

The whole project is designed to have two phases. At the end of the first phase, a number of e-procurement services will be made available progressively. One of them is the secure exchange of procurement documents between sellers and the public institutions through the platform beginning from July 2010. It is also planned that the first online procurement will be conducted in October 2010 between participating hospitals in health sector and the sellers. Finally, the use of the platform will be generalized to other sectors in one year. The second phase of the project will focus on dynamic procurement.

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 1100 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)** is currently 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. Theses which are permitted by their authors to be published in the web are available through Internet.

## Other Infrastructure

### System for Address Records

The Address Record System was completed by Turkish Statistical Institute by the end of 2007 and 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 persons, will constitute one of the backbones of eGovernment.

### Shared Call Center

Implemented by Turksat, this project is intended to provide call centre services and functionality for the Government and its branches. Any of the services offered through the e-government 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. Turksat 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.

### Information Systems Disaster Recovery Management Centre

Regarding the government agencies, a disaster recovery center will be formed for business process continuity and data protection from both man-made and natural disasters. The centre will have offices, system rooms, network infrastructure, and additional storage facilities for requested agencies enabling business processes continuity. Risk analysis for government branches and continuity plans will be developed as part of the disaster recovery centre formation project.

### Pharmacy Automation System

In Turkey, the Pharmacy Automation System allows on-line transactions between pharmacies and the **Social Security Institution** which has been established in 2006 to unite the three social security agencies: General Directorate of Pension Fund for Civil Servants, the General Directorate of Pension Funds for self-employed and the Social Insurance Institution. Hence, the medical costs are directly settled between the pharmacies and the Social Security Agency.

### Medical Messenger (MEDULA)

Medula, an integrated electronic invoice and payment system for health services, involves all procedures for verification of right holder; prescription, examination and expedition notice, payment check and invoice record.
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 599 offices – including tax offices, regional finance offices and tax inspector offices – of the Revenue Administration. Citizens can submit tax returns via the Internet and can 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 stipulates establishing the necessary IT infrastructure for the creation of a call centre, as well.

Other infrastructure related to the Ministry of Finance includes the e-Declaration 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. Another application is the Internet Tax Office of the Revenue Administration, which enables taxpayers to follow their tax transactions such as accrual tax, payments-in, etc. These applications are all parts of the Tax Offices Automation Project (VEDOP).

National Judiciary Information System (UYAP)

UYAP is an e-justice system which has been developed in order to ensure fast, reliable, and accurate judicial system. Developed by 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 connected to others by a secure network and given access to legal sources such as legislation, case law, bulletins and circulars. With the on-line connection and correspondence in courts all information is digitally delivered or inserted among them.

Citizens can reach and examine their case information via Internet and learn the day fixed for the trial without going courts. They can be informed via web site about their cases or hearing dates. They can submit their claims to court by using their electronic signature and examine their files through internet. Lawyers can file a suit, submit any document to courts and pay case fee from his office by use of their electronic signature through internet. They can litigate a claim or dispute to court through electronic means; review his cases via electronics means; submit his petition online via UYAP. On line cases have just started in Turkey, as some lawyers has begun to submit their claims online by using their e-signature.

UYAP not only integrated judicial units with each other but also with concerned institutions. So it is possible to reach every kind of data which is needed during processes. All cases in Turkey’s courts can be accessible on line by the judges, prosecutors and lawyers provided that taking online approval from the judges who deal with case. In the trials, judges can access criminal records online according to their authority. The judicial record database has been integrated with database of UYAP. The birth certificate registrations can also be accessed online and current by the courts and procedure’s offices. Land registries and driver registers can be retrieved instantly at the beginning of the trials.

Urban Land Information System

Turkstat monitored municipalities in Turkey from the point of view of updated digital data, such as base-maps in relation to city information systems. A total of 3 066 municipalities have been monitored between May and August 2005. The results showed that 543 of them had a data collection unit and, of those, 104 kept their information up to date, with only 17 having their data computerised.
eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report "The User Challenge - Benchmarking The Supply Of Online Public Services" prepared for the European Commission, Directorate General for Information Society and Media, September 2007.

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 and forms which can be submitted electronically. The e-Declaration application provides acceptance of declarations, announcements and appendices via the Internet. Integration and data exchange with external systems such as banks is also provided. The Internet Tax Office of the Revenue Administration enables taxpayers to follow their tax transactions such as accrual tax, payments-in, etc.

2. Job search services by labour offices

Responsibility: Central Government, Turkish Labour Institution
Website: http://www.iskur.gov.tr
Description: Online job search is available.
### 3. Social security benefits

#### a. Unemployment benefits
Responsibility: Central Government, Social Security Institution  
Website: [http://www.sgk.gov.tr](http://www.sgk.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](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](http://www.sgk.gov.tr)  
Description: Online information about health insurance and application forms are available. Pharmacy automation system allows on-line transactions between pharmacies and Social Security Institution.

#### d. Student grants
Responsibility: Central Government, General Directorate of Higher Education Credit and Hostels Institution  
Website: [http://www.kyk.gov.tr](http://www.kyk.gov.tr)  
Description: Information on results for scholarship and credit applications and debt information can be reached online and application forms can be downloaded, online application facilities are available.

### 4. Personal documents: passport and driver’s licence

#### a. Passport
Responsibility: Central Government, General Directorate of Security  
Website: [http://www.egm.gov.tr](http://www.egm.gov.tr)  
Description: Information and online application facilities are available in a number of 81 provinces.

#### b. Driver’s licence
Responsibility: Central Government, General Directorate of Security  
Website: [http://www.egm.gov.tr](http://www.egm.gov.tr)  
Description: Information and online application facilities are available in a number of 81 provinces.
5. **Car registration (new, used, imported cars)**

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<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, General Directorate of Security</th>
</tr>
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<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.egm.gov.tr">http://www.egm.gov.tr</a></td>
</tr>
<tr>
<td>Description:</td>
<td>Information and online application facilities are available in a number of 81 provinces.</td>
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6. **Application for building permission**

<table>
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<tr>
<th>Responsibility</th>
<th>Local Governments, Municipalities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.ankara.bel.tr">www.ankara.bel.tr</a> (example)</td>
</tr>
<tr>
<td>Description:</td>
<td>Some of the municipalities provide information.</td>
</tr>
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7. **Declaration to the police (e.g. in case of theft)**

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<th>Responsibility</th>
<th>Central Government, General Directorate of Security</th>
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<tr>
<td>Website:</td>
<td><a href="http://www.egm.gov.tr">http://www.egm.gov.tr</a></td>
</tr>
<tr>
<td>Description:</td>
<td>Online declaration is available. The POLNET system is a comprehensive store of information, providing a secure on-line aid to criminal investigation. The system enables police officers in the field to access national information via a police network. It also contributes to the detection of vehicle theft offenders through the Vehicles Database, and of criminals through the Criminal Records Database. It also houses important data about Terrorists and Organised Crime Groups.</td>
</tr>
</tbody>
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8. **Public libraries**

<table>
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<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Culture and Tourism, National Library of Turkey</th>
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</thead>
<tbody>
<tr>
<td>Description:</td>
<td>Online catalogue search and book reservation available for a number of Turkish libraries including the National Library and most university libraries. National Library offers electronic reservation service.</td>
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</tbody>
</table>

9. **Certificates (birth, marriage): request and delivery**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, General Directorate of Census and Citizenship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.nvi.gov.tr">http://www.nvi.gov.tr</a></td>
</tr>
<tr>
<td>Description:</td>
<td>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.</td>
</tr>
</tbody>
</table>
### 10. Enrolment in higher education/university

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Online university registration is not possible but course registration is provided in universities through student information systems.</td>
</tr>
</tbody>
</table>

### 11. Announcement of moving (change of address)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, General Directorate of Census and Citizenship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.nvi.gov.tr">http://www.nvi.gov.tr</a></td>
</tr>
<tr>
<td>Description</td>
<td>Addresses can be checked online and change of address may be declared online by using e-signature.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Online information is provided by hospitals through their websites. Furthermore, online appointments are available at certain hospitals. Besides, the Ministry of Health is working on an one-stop-shop mechanism for online appointments. The implementation is at pilot stage in Erzurum and Kayseri provinces.</td>
</tr>
</tbody>
</table>

*Further information on the services and on the latest official online sophistication ratings is available in the "The User Challenge - Benchmarking The Supply Of Online Public Services", 7th Measurement, prepared for the European Commission, Directorate General for Information Society and Media, September 2007.*
eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report “The User Challenge - Benchmarking The Supply Of Online Public Services” prepared for the European Commission, Directorate General for Information Society and Media, September 2007.

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](http://www.sgk.gov.tr)
Description: The e-Bildirge portal, operational since 1 May 2004, enables employers to send the insurance premium documents of employees via the Internet and to make accrued cost payments via automatic payment or Internet banking. Monitoring of accrual-revenue information and past debts is also available. The system covers both public and private institutions.

2. Corporate tax: declaration, notification

Responsibility: Central Government, Revenue Administration
Website: [http://www.gib.gov.tr](http://www.gib.gov.tr)
Description: Online submission of tax forms and payment are available through the e-Declaration and the Internet Tax Office of the Revenue Administration as part of the Tax Offices Automation Project (VEDOP). Other services to taxpayers include functionalities to follow-up their status in the tax office, check their account balances and get informed on regulations and updates via the Internet.
3. **VAT: declaration, notification**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Revenue Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.gib.gov.tr">http://www.gib.gov.tr</a></td>
</tr>
<tr>
<td>Description</td>
<td>Online submission and payment facilities are available.</td>
</tr>
</tbody>
</table>

4. **Registration of a new company**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>The Union of Chambers and Commodity Exchanges, Trade Registry Offices of the Chamber of Commerce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.ticaretsicil.gov.tr">http://www.ticaretsicil.gov.tr</a></td>
</tr>
<tr>
<td>Description</td>
<td>There is a searchable online company registration database and a single application form from which information is distributed by post/courier. The online trade registry services have been put into pilot implementation in Mersin Trade Registry Chamber. The process will provide a one-stop shop for registration with trade registry, tax, labour and insurance authorities.</td>
</tr>
</tbody>
</table>

5. **Submission of data to statistical offices**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Turkish Statistical Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.tuik.gov.tr">http://www.tuik.gov.tr</a></td>
</tr>
<tr>
<td>Description</td>
<td>Businesses are able to send statistical data for some of the questionnaires through the Internet.</td>
</tr>
</tbody>
</table>

6. **Customs declarations**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Under-secretariat of Customs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.gumruk.gov.tr">http://www.gumruk.gov.tr</a></td>
</tr>
<tr>
<td>Description</td>
<td>Custom declarations can be submitted fully in electronic environment.</td>
</tr>
</tbody>
</table>

7. **Environment-related permits (incl. reporting)**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Environment and Forestry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The service for online applications for environment-related permits has been put into pilot implementation in 14 provinces out of 81.</td>
</tr>
</tbody>
</table>
### 8. Public procurement

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Public Procurement Authority, State Supply Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The website provides information regarding public procurement requirements and forms can be downloaded. Public agencies are required to send related forms electronically.</td>
</tr>
</tbody>
</table>

Further information on the services and on the latest official online sophistication ratings is available in the "The user challenge - Benchmarking the supply of online public services", 7th Measurement, prepared for the European Commission, Directorate General for Information Society and Media, September 2007.
European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment situation and progress in European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

Contributor(s): State Planning Organisation (Information Society Department) of Turkey.

Production/Publishing: eGovernment Practice Editorial Team, EUROPEAN DYNAMICS S.A.