

September 2006

# eGovernment in

# Turkey



eGovernment  
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eGovernment

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### Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Turkey. Although 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.

## Country Profile

### Basic Data and Indicators

#### Basic data.....

**Population (1.000):** 72.974 inhabitants (provisional. 2006)

**GDP at market prices:** 290.502,9 million Euros (2005)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100):** 30,7 (2005)

**GDP growth rate:** 7,4% (2005)

**Inflation rate:** 8,1% (2005)

**Unemployment rate:** 9,1% (2005), 8,8% (first 6 months of 2006)

**Government debt/GDP:** 80,1% (2004)

**Public balance (government deficit or surplus/GDP):** -3,9% (2004)

*Source:* [Numerical data provided by Eurostat](#), *Turkish Statistical Institute*

**Area:** 814.578 km<sup>2</sup>

**Capital city:** Ankara

**Language (official):** Turkish (Latin alphabet)

**Currency:** New Turkish Lira (YTL)

*Source:* [Turkish Embassy, Washington DC](#)

#### Political Structure.....

The Republic of Turkey is a democratic, secular, constitutional republic 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.

Executive power is exercised by the government. Legislative power is vested in Grand National Assembly. The Judiciary is independent of the executive and the legislature.

The function of head of state is performed by the president (Cumhurbaşkanı), elected every seven years

by the Grand National Assembly. There is no requirement for the president to be a member of parliament. Executive power rests in the Prime Minister (Başbakan) and the Council of Ministers (Bakanlar Kurulu). Although ministers have to be members of parliament (MP), the prime minister is no longer required to be an MP. The prime minister is elected by the parliament through a vote of confidence in his government. The current prime minister is the leader of the Justice and Development Party (AKP), who won a majority of parliamentary seats in the 2002 general election.

Legislative power is vested in the 550-seat Grand National Assembly of Turkey (Türkiye Büyük Millet

Meclisi), representing 81 provinces. Members are elected for a five 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 is no organization, person, or institution which can interfere in the running of the courts, and the executive and legislative structures must 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.

**Current Head of State:** Ahmet Necdet Sezer (President, since 16 May 2000)

**Current Head of Government:** Recep Tayyip Erdogan (Prime Minister, since 14 March 2003)

## Information Society indicators.....

**Percentage of households with Internet access:** (9%) (2005)

**Percentage of enterprises with Internet access:** 80% (2005)

**Percentage of individuals using the Internet at least once a week:** 17,6% (2005)

**Percentage of households with a broadband connection:** 2% (2005)

**Percentage of enterprises with a broadband connection:** 52% (2005)

**Percentage of individuals having purchased/ordered online in the last three months:** 5% (2005)

**Percentage of enterprises having received orders online within the previous year:** 3%(2004)

**Percentage of individuals using the Internet for interacting with public authorities:**  
obtaining information (38%) -, downloading forms (11%)-, returning filled forms (6%)-, (2005)

**Percentage of enterprises using the Internet for interacting with public authorities:**  
obtaining information (90%)-, downloading forms (85%)-, returning filled forms (66%)- (2004)

*Source: [Eurostat](#), Turkish Statistical Institute*

## eGovernment History

### Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Other European countries](#)



#### September 2006.....

- ▶ The Prime Ministerial Circular stated out that all studies regarding address information system, which is linked with MERNİS (Central Population Management System), have to be completed as of 30 June 2007.
- ▶ The Ministry of Finance announced that by the end of 2006, unique identity number for citizens will be used as tax number.

#### July 2006.....

- ▶ The **National Information Society Strategy** came into force on 28th of June. 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 **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 and figures to find out how best Turkey fits in their international business strategies.

#### April 2006.....

Progress on "e-Government Gateway", Turkey's first eGovernment gateway, is 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.

#### November 2005.....

- ▶ Turkish Telecom signs 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.
- ▶ The Telecommunication Authority, as mandated by the 2004 law on electronic signatures, authorises three electronic certificate service providers. Of those, the "Public Certificate Centre", is responsible

for the provision of electronic certificate services to all public institutions.

### August 2005.....

The **Interoperability Framework** to enable public entities to share the information and the documents on electronic media is published by the Information Society Department of State Planning Organization.

### May 2005.....

The contract was signed on May 25 between the State Planning Organization and Peppers and Rogers Group for the preparation of National Information Strategy of Turkey. The strategy will cover 2006-2010 period and have an action plan to be implemented by the public entities.

### April 2005.....

[e-Transformation Turkey 2005 Action Plan](#) as a follow-up of the Short Term Action Plan 2003-2004 is published. This plan has 50 actions.

### February 2005.....

**Identity Sharing System** launched to share MERNIS information (pertaining citizens) between the Ministry of Interior and other ministries and public entities.

### October 2004.....

- ▶ Collection of tax statements through Internet becomes operational. Income and corporate tax returns are expected to be sent via Internet by the beginning of 2005.
- ▶ According to a [study](#), the implementation of the **law on the right to information** has not been smooth in certain ministries.

### July 2004.....

The [Ministry of Finance](#) launches 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 to implement the necessary hardware and software for the use of electronic signatures. The project is to be completed by the summer of 2005.

### June 2004.....

The Law on Consumer Protection, which also contains particular arrangements regarding eCommerce came into force on 23th of June.

### May 2004.....

The Social Security eFilling for Employers project ([e-Bildirge](#)) becomes operational in the entire country for the private as well as the public sector. e-Bildirge is a portal which enables employers to send the insurance premium documents of employees via internet and to make accrued cost payments via automatic payment or internet banking.

### April 2004.....

The Right to Information Act comes into force on 26 April, although the implementation process has not been fully completed.

### December 2003.....

The [Short Term Action Plan](#), drawn in the framework of the [e-Transformation Turkey Project](#) and covering 2003-2004, is approved by the government and published with a Prime Minister's Circular on 4 December. There are 73 action items under 8 sections, and of those 23 refer to eGovernment.

### October 2003.....

The Turkish government enacts 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.

### July 2003.....

The draft Act on the Right to Information is supported by two reports published by the two parliamentary committees: the EU Compatibility Commission and the Justice Commission.

### February 2003.....

A Prime Minister's Circular, dated 27 February 2003 clarifies the objectives and principles of the newly launched [e-Transformation Turkey Project](#) (e-DTr). After the launch of the project, policy responsibility is delegated to the newly established [Information Society Department](#) of the [State Planning Organisation \(SPO\)](#) in February 2003.

### January 2003.....

The Central Population Management System Project ([MERNIS](#)) on automating census events and storing census information becomes operational.

### December 2002.....

The government initiates the Urgent Action Plan in December 2002 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)**.

### January 2002.....

Implementation of the [MERNIS](#) communication network connecting Population Administration Offices to the General Directorate starts.

### 2000 and before.....

- ▶ The Internet tax project of the Ministry of Finance (VEDOP) was one of the first eGovernment projects, initiated in 1998. VEDOP was started as an automation project of tax offices for the entire country, by the Ministry of Finance.
- ▶ The central population management system "MERNIS" was initiated in 1998. Data entry for approximately 120 million persons was completed in 1999 and software development in 2000. Implementation started in the same year, where every Turkish citizen was given an 11 digit ID number.

## eGovernment Strategy

### Main strategic objectives and principles

In the UN eGovernment Readiness Index for 2005 (ref: United Nations: "Global eGovernment Readiness Report 2005"), Turkey is assigned a rank of 60 out of a total of 179 nations, a placement behind countries such as the US (1), Romania (44), Bulgaria (45) and all the Member States. On the other hand, Turkey's ranking is developing in annual eReadiness Index of the World Economic Forum. Turkey ranks 48th out of 115 country in 2005, where it was 56th out of 102 country in 2003. Also, in 2005 Turkey comes 9th among EU members and EU candidate countries in terms of modern on-line public services ranking which is done by INSEAD.

Turkey's national approach to eGovernment can be characterised as centralised. Although, there have been many eGovernment-like applications carried out by government agencies and provincial governments. Therefore, it is the belief of Turkish officials (ref: [OECD Country Paper: Turkey](#), Information Society Dept, SPO, 2004) that eGovernment strategies and policies need to be developed and coordinated centrally. 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. The trade-off is likely to be the difficulty in designing very large systems the "resistance" of the administration.

Stand-alone e-applications of different public institutions have been underway for years, however. An integrated eGovernment approach to incorporate those separate applications has been recently put on the government's agenda. Before 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. This was the reason of the launch of the [e-Transformation Turkey Project](#) (e-DTr). Policy responsibility and high level coordination was delegated to the **State Planning Organisation (SPO)** and its newly formed [Information Society](#)

[Department](#) (February 2003). Under the project, formulation of policies and strategies, technical infrastructure and information security, education and human resources, legal infrastructure, standardisation, eGovernment, e-health and e-commerce 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

Further to policy responsibilities, eGovernment actions were defined in an action plan named the [Short Term Action Plan](#) for 2003-2004. 23 actions were contained in the plan's eGovernment section, to be carried out in collaboration with public institutions and NGOs. The plan was approved and published as a Prime Minister Circular in December 2003.

Two main actions on eGovernment are contained in the [Short Term Action Plan](#): preparation of a strategy for the provision of public services through a portal



and improvement of the services themselves. This means not only service delivery through the portal, but also re-organisation of the services based on citizen needs instead of organisational ones.

In general, actions aiming at establishing interoperable and secure online information services are a priority in the plan and are also in line with those of another plan, namely the Urgent Action Plan, which covers restructuring of public management, services and introduction of citizen-oriented services. In all these plans, the goals of eEurope2005 and the harmonisation of the Turkish legislation to that of the EU have been incorporated.

Since the preparation of the national information society strategy was to be completed by the year 2006, a follow-up of the Short Term Action Plan had been circulated titled [e-Transformation Turkey 2005 Action Plan](#). There, various activities on IT are proposed and/or monitored for progress.

A "Document of Policy of Transformation into the Information Society", prepared by collective studies of public institutions and non-governmental organisations, with contributions from the project's Advisory Board, has already been adopted by the **e-Transformation Turkey Executive Committee**.

As the most recent development, Turkey's Information Society Strategy (2005-2010) came into force in July 2006. The Strategy contains two basic priority regarding e-government: 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 help of ICT and 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 on electronic channels; and; level of satisfaction from services provided via electronic channels will be increased.

The priority regarding modernization in public administration envisions public administration reform supported by ICT. With the implementation of this strategy; an effective e-government model having organizational and process structures in conformity with country's conditions and prioritizing efficiency and citizen satisfaction will be developed via ICT. 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 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 e-government, e-learning and e-health 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 aggregated and help diffusion of broadband to rural areas s oto achieve economies of scale.

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment

Starting from the date they are issued in the Official Gazette and put into force, all laws, decree laws, statutes and regulations applicable under the decision of the Council of Ministers are made available in the Laws Information System and can be reached through internet. The system is based on free subscription and has more than 30.000 active subscribers.

#### eGovernment legislation.....

There is no specific legislation, but individual laws mentioned below, along with those on **payment of taxes through electronic means** (Law no. 4962), will eventually constitute an eGovernment framework.

It is worth noting that a legal reform aiding eGovernment and eServices took place in November 2003, under the enactment of the new law on "Amending Turkish Trade Law, Tax Procedure Law, Stamp Duty Law and Social Insurance Law". Following enactment, registries were required to provide relevant data to tax, labour and social insurance authorities, while the requirements for notarisation and stamp taxes at regional registries were eliminated.

#### Freedom of Information legislation.....

The Turkish government enacted the [Right to Information Act](#) (Law No: 4982) in October 2003. 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).

Following the enforcement of the Act in April 2004, a considerable number of public institutions established their freedom of information units and started to accept access to information requests including those through Internet, although problems with the response from some agencies still exist (ref: [http://www.bilgiedinmehakki.org/index\\_eng.asp](http://www.bilgiedinmehakki.org/index_eng.asp)).

#### Data Protection/Privacy legislation.....

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." It must be noted, however, that a state of emergency is in force in some areas of Turkey, which results in constitutional rights being limited.

The Turkish Ministry of Justice is currently working on draft legislation on the Protection of Personal Data. The new proposals follow the Council of Europe's 1981 Convention and the relevant European Union Directive. The draft law of 2003 provides, among other things, that subjects should be informed and consent for data collection is sought, that data is processed in line with the declared collection purpose, and that a supervisory authority termed "Institution of Protection of Personal Data" is established. Although the Short Term Action Plan of the e-Transformation Turkey project includes a law on data protection in its goals, there has been no progress so far in bringing the law into force.

A special draft law aimed at combating with fraud on networks and defining responsibilities of ISS's, content providers and access providers is about to come before the Parliament.

Turkey signed the Convention for the Protection of Individuals with Regard to Automatic Processing of Personal Data (Convention No. 108) in 1981, but has not yet ratified it.

### eCommerce legislation.....

Due to recent expansion in the global trend towards electronic commerce, new means for supporting eCommerce have been introduced in Turkey. The Law on Consumer Protection, which also contains particular arrangements regarding eCommerce came into force on 23th of June. With this law, eCommerce activities are regarded within the context of remote selling.

### eCommunications legislation.....

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 licenses, supervising operators, and taking necessary technical measures against violations of the rules. Most regulatory functions of the Transport Ministry were transferred to the Authority, and the regulator is slowly gaining competence and independence. The long-expected privatisation of the state-owned telecommunications company was accomplished by the sale of 55% of Turk Telekom to the Saudi-owned Oger Group in November 2005. With liberalisation and growth in the economy, there is growing competition for Internet provision, but Turk Telekom remains the sole provider of ADSL wide-band 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.

Furthermore, a new law on electronic communications is to replace the current one.

### eSignatures/eIdentity legislation.....

The law on **electronic signatures** was enacted in 2004. This establishes that qualified electronic signatures produced according to the identified procedures as having the same legal impact with that of handwritten signatures.

Related secondary legislation has also been completed by the Telecommunication Authority as mandated by the Law. 3 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

### eProcurement legislation.....

There is no specific eProcurement legislation. However, with the Information Society Strategy, Public Procurement Agency is given the responsibility to establish electronic public procurement and purchasing systems.

### Re-use of Public Sector Information.....

This issue is partly covered by the Freedom of Information legislation mentioned before. The [e-Transformation Turkey 2005 Action Plan](#) includes 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.

## eGovernment Actors

### Main roles and responsibilities



#### National eGovernment.....

##### Policy/Strategy

eGovernment is being dealt with at the ministerial level in Turkey. A member of the cabinet having the position of Deputy Prime Minister is appointed with specific responsibilities for eGovernment and is called the "e-Minister". The government bodies politically responsible for eGovernment are attached to the Prime Ministry. After the launch of the [e-Transformation Turkey Project](#), responsibility for policy was delegated to the [Information Society Department](#) within the State Planning Organisation ([SPO](#)) in February 2003.

##### Coordination, Implementation, Support

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.

Although the view of the Turkish officials (ref: [OECD Country Paper: Turkey](#), Information Society Dept, SPO, 2004) is that they do not consider that implementation and policy responsibilities should be held together, there seems to be an increasing need for coordination of implementation of the basic elements of an integrated Information System, for example interoperability, metadata, one-stop shops etc. For this reason, the [Information Society Department](#) of SPO, besides being a policy-maker, is also a vital player not on implementation itself but on coordination of implementation.

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

Financially, the SPO is also responsible for reviewing project proposals from public entities and for preparing annual investment programs. IT has also been authorised to eliminate unduly or overlapping eGovernment projects and ICT expenditure. At present, there is no central IT fund for eGovernment activities and projects are financed with national budget resources. Nevertheless, under the [Short Term Action Plan](#), an ad-hoc committee will be established to study ways and means of creating such a centralised funding mechanism.

Two other bodies with activities relevant to eGovernment have also been established.

- ▶ The **e-Transformation Turkey Executive Committee**, established by the same Circular which validated the Short Term Action Plan, and consisting of the Deputy Prime Minister (e-Minister), the Minister of Industry and Trade, the Minister of Transport, the Undersecretary of the SPO and the Chief Advisor to the Prime Minister. The Committee's responsibility is to supervise the

[e-Transformation Turkey Project](#). Representatives from a number of government agencies and NGOs also participate in these meetings, which are held regularly once a month. The SPO is in charge of providing secretarial support to the Committee.

- ▶ The **e-Transformation Turkey Project Advisory Board** is established with the involvement of 41 high level participants from public agencies and NGO's. The board is a consultant body to the Committee which participates in the formation of policy documents, such as 2 action plans, transformation to information society policy document and information society strategy.

### Electronic Certification

The "Public Certificate Centre", is responsible for the provision of electronic certificate services to all public institutions. The Centre was established with a Prime Minister's circular.

### Audit/Assurance

This activity belongs to the SPO.

### Data Protection

There is no data protection body as yet.

## Regional & Local eGovernment.....

### Regional Administrations

Regional administrations had not taken an important role in establishing e-government 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 e-government issues in the recently published IS Strategy and bridging local priorities with those of the Strategy. The Action Plan annexed to the Strategy involves actions aimed at developing and promoting local e-government services.

## eGovernment Who's Who

### Main eGovernment decision-makers and executives

#### Minister responsible for eGovernment.....

**Name:** Assoc. Prof. Dr. Abdüllatif Şener

**Job title:** Deputy Prime Minister (e-Minister)

**Picture:**



**Contact details:**

T.R. PRIME MINISTRY

State Planning Organisation

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<http://www.BilgiToplumu.gov.tr> (SPO-Information Society Department)

## Other persons responsible for eGovernment.....

**Name:** Dr. Ahmet Tiktik

**Job title:** Undersecretary

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**Name:** Halil İbrahim AKÇA

**Job title:** Deputy Undersecretary, Chairman of the Advisory Committee of the e-Transformation Turkey Project

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## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### eGovernment Service Delivery.....

Following the UN classification of eServices into five stages, Turkey appears as having the following utilisation rates for 2005 (ref: United Nations: "Global eGovernment Readiness Report 2005"):

Stage of eService	Percent utilisation (%)
I: Emerging	63
II: Enhanced	72
III: Interactive	64
IV: Transactional	0
V: Networked	26
<b>TOTAL</b>	<b>49.64</b>

These rates amount to a global rank of 46 out of a total of 191 countries, placing it behind countries such as the US (1), Singapore (2) and Romania (28) and ahead of Member States such as Poland (49) and Spain (71).

#### Network.....

The UN Telecommunication Infrastructure Index (ref: United Nations: "Global eGovernment Readiness Report 2005") for 2005 amounts to 0,165, which is worldwide ahead of countries such as Brazil (0,164), Mexico (0,149) and China (0,124) and behind Romania (0,189), Bulgaria (0,252) and all the Member States.

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 Seas, 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.

#### Portal.....

'e-Devlet Kapisi' is to be Turkey's first eGovernment gateway and is well under construction. The portal aims to provide Turkey's 70 million citizens with a single point of access to eGovernment services. The gateway will also serve a third group of users – the public sector agencies themselves – allowing them to interact with each other and exchange information. The gateway will use both open-source and commercial off-the-shelf technologies based on standards like Java 2 Enterprise Edition and XML and will also be compatible with the European Interoperability Framework (EIF). In spite of the fact that the project had been facing a number of short-term administrative and legal challenges posed primarily by the privatisation of Turkish Telecom, which initially commissioned the work and the resulting uncertainty as to the ultimate ownership of the gateway, with a Decree dated 20th of April these challenges were removed. This decree states that the responsibility of the Project is transferred to the government company Turksat.

#### 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 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 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 parts of the Tax Offices Automation Project (VEDOP).

### eIdentification infrastructure.....

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.

### eProcurement infrastructure.....

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 (e-Sale), 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 initiated feasibility studies on electronic bidding.

Besides DMO, a Public Procurement Agency established in Turkey, aims to establish an Electronic Public Procurement Platform in cooperation with DMO. According to the statements of the **e-Transformation Turkey 2005 Action Plan**, the first phase of the eProcurement system will result in a database of procuring public agencies and vendors bidding for public tenders. The platform will ensure secure document exchange among the bidding and procuring parties, including the necessary legislative steps.

On the other hand, Information Society Strategy of Turkey particularly leans on the subject. In the strategy, establishment of an electronic public procurement system is considered as one of the essentials for modern public service transformation and savings on public sector expenditures. It is planned that a considerable portion of these savings will be created through electronic procurement expected to reach 90% in 2010.

## Knowledge Management infrastructure

### City Information System

The City Information System monitors municipalities in Turkey from the point of view of updated digital data such as base-maps in relation to city information systems. Recent monitoring has been applied to whole municipalities between May 2005 and August 2005. According to the data obtained from 3066 municipalities, 543 have a data collection unit and, of those, 104 have kept their information up to date, with only 17 having their data computerised.

### Digital Content

Digital Content is kept primarily 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 medical 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" is being carried out by YOK and digitisation of almost 140,000 theses is underway.

### System for Address Records

The Prime Ministerial Circular no: 2006/26 stipulated that all studies regarding address information system that will be linked with MERNIS (Central Population Management System), have to be completed as of 30 June 2007. The system will link address data with

unique ID number for legal and real persons and will constitute one of the backbones of eGovernment.

enforcement departments. The works on disseminating this network to all relevant entities all over the country are underway.

### National Adjudication Network

This network is being constructed with the project named UYAP (National Adjudication Network Project). UYAP is mostly completed and provides electronic information exchange and decision support systems for the Ministry of Justice, courts, public prosecutors' offices, lawyers, prisons, forensic medicine and

## 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 (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

**The 12 services for citizens are as follows:**

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Income taxes (declaration, notification of assessment)

<b>Responsibility:</b>	Central Government, Revenue Administration
<b>Website:</b>	<a href="http://www.gib.gov.tr">http://www.gib.gov.tr</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Information on all types of tax for which declaration is needed and forms which can be submitted electronically. The <b>e-Declaration</b> application provides acceptance of declarations, announcements and appendixes via Internet. Integration and data exchange with external systems such as banks is also provided. The <a href="#">Internet Tax Office</a> of the Revenue Administration enables taxpayers to follow their tax transactions such as accrual tax, payments-in, etc. These applications are parts of the Tax Offices Automation Project (VEDOP).

### 2. Job search services by labour offices

<b>Responsibility:</b>	Central Government, Turkish Labour Institution
<b>Website:</b>	<a href="http://www.iskur.gov.tr">http://www.iskur.gov.tr</a>
<b>Sophistication stage:</b>	1/3
<b>Description:</b>	Online job search is available but not interactive. Inquiry service not available.

### 3. Social security benefits

#### a. Unemployment benefits

<b>Responsibility:</b>	Central Government, Social Insurance Institution
<b>Website:</b>	<a href="http://www.ssk.gov.tr">http://www.ssk.gov.tr</a>
<b>Sophistication stage:</b>	1/4
<b>Description:</b>	Online information about unemployment insurance but no online transactions.

#### b. Family allowances

<b>Responsibility:</b>	Central Government, Social Insurance Institution, General Directorate of Pension Funds for Government, General Directorate of Pension Funds for Self-employed
<b>Website:</b>	<a href="http://www.ssk.gov.tr">http://www.ssk.gov.tr</a> , <a href="http://www.emekli.gov.tr">http://www.emekli.gov.tr</a> , <a href="http://www.bagkur.gov.tr">http://www.bagkur.gov.tr</a>
<b>Sophistication stage:</b>	1/4
<b>Description:</b>	Only information

**c. Medical costs (reimbursement or direct settlement)**

<b>Responsibility:</b>	Central Government, Social Insurance Institution, General Directorate of Pension Fund for Civil Servants, General Directorate of Pension Funds for Self-employed
<b>Website:</b>	<a href="http://www.ssk.gov.tr">http://www.ssk.gov.tr</a> , <a href="http://www.emekli.gov.tr">http://www.emekli.gov.tr</a> , <a href="http://www.bagkur.gov.tr">http://www.bagkur.gov.tr</a>
<b>Sophistication stage:</b>	2/4
<b>Description:</b>	Online information about health insurance and application forms are available but no online transactions. However, pharmacy automation system allows on-line transactions between pharmacies and General Directorate of Pension Fund for Civil Servants

**d. Student grants**

<b>Responsibility:</b>	Central Government, General Directorate of Higher Education Credit and Hostels Institution
<b>Website:</b>	<a href="http://www.kyk.gov.tr">http://www.kyk.gov.tr</a>
<b>Sophistication stage:</b>	2/4
<b>Description:</b>	Information on results for scholarship and credit applications and debt information can be reached online and application forms can be downloaded, but no online application facilities available.

**4. Personal documents (passport and driving licence)****a. Passport**

<b>Responsibility:</b>	Central Government, General Directorate of Security
<b>Website:</b>	<a href="http://www.egm.gov.tr">http://www.egm.gov.tr</a>
<b>Sophistication stage:</b>	3/3
<b>Description:</b>	Information and online application facilities are available for 38 out of 81 provinces.

**b. Driving license**

<b>Responsibility:</b>	Central Government, General Directorate of Security
<b>Website:</b>	<a href="http://www.egm.gov.tr">http://www.egm.gov.tr</a>
<b>Sophistication stage:</b>	3/3
<b>Description:</b>	Information and online application facilities are available in Ankara and Ordu. Service is not available yet in other provinces.

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

<b>Responsibility:</b>	Central Government, General Directorate of Security
<b>Website:</b>	<a href="http://www.egm.gov.tr">http://www.egm.gov.tr</a>
<b>Sophistication stage:</b>	3/4
<b>Description:</b>	Information and online application facilities are available in Ankara. Service is not available yet in other provinces.

**6. Application for building/planning permission**

<b>Responsibility:</b>	Local Governments, Municipalities
<b>Website:</b>	<a href="http://ww.ankara.bel.tr">http://ww.ankara.bel.tr</a>
<b>Sophistication stage:</b>	1/4
<b>Description:</b>	Some of the municipalities provides information.

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

<b>Responsibility:</b>	Central Government, General Directorate of Security
<b>Website:</b>	<a href="http://www.egm.gov.tr">http://www.egm.gov.tr</a>
<b>Sophistication stage:</b>	3/3
<b>Description:</b>	Online declaration 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.



**8. Public libraries (availability of catalogues and search tools)**

<b>Responsibility:</b>	Central Government, Ministry of Culture and Tourism, National Library of Turkey
<b>Website:</b>	<a href="http://www.kultur.gov.tr">http://www.kultur.gov.tr</a> , <a href="http://www.mkutup.gov.tr">http://www.mkutup.gov.tr</a>
<b>Sophistication stage:</b>	3/3
<b>Description:</b>	Online catalogue search and book reservation available for a number of <a href="#">Turkish libraries</a> including the National Library and most university libraries. National Library offers electronic reservation service.

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

<b>Responsibility:</b>	Central Government, General Directorate of Census and Citizenship
<b>Website:</b>	<a href="http://www.nvi.gov.tr">http://www.nvi.gov.tr</a>
<b>Sophistication stage:</b>	1/3
<b>Description:</b>	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 <a href="#">MERNIS</a> system.

**10. Enrolment in higher education/university**

<b>Responsibility:</b>	Central Government, Ministry of Education, The Council of Higher Education Universities and Institutes
<b>Website:</b>	<a href="http://www.meb.gov.tr">http://www.meb.gov.tr</a> , <a href="http://www.yok.gov.tr">http://www.yok.gov.tr</a>
<b>Sophistication stage:</b>	1/4
<b>Description:</b>	University registration is not possible but course registration is provided in some universities.

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

<b>Responsibility:</b>	Central Government, General Directorate of Census and Citizenship
<b>Website:</b>	<a href="http://www.nvi.gov.tr">http://www.nvi.gov.tr</a>
<b>Sophistication stage:</b>	1/3
<b>Description:</b>	Information online but no online registration facility yet.

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

<b>Responsibility:</b>	Central Government, Ministry of Health
<b>Website:</b>	<a href="http://www.saglik.gov.tr">http://www.saglik.gov.tr</a>
<b>Sophistication stage:</b>	1/4
<b>Description:</b>	Online information but no forms or transactions yet.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

## 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 (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Social contribution for employees

<b>Responsibility:</b>	Central Government, Social Insurance Institution
<b>Website:</b>	<a href="http://www.ssk.gov.tr">http://www.ssk.gov.tr</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	The <a href="#">e-Bildirge</a> portal, operational since 1 May 2004, enables employers to send the insurance premium documents of employees via 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. Corporation tax: declaration, notification

<b>Responsibility:</b>	Central Government, Revenue Administration
<b>Website:</b>	<a href="http://www.gib.gov.tr">http://www.gib.gov.tr</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Online submission of tax forms and payment are available through the e- <b>Declaration</b> and the <a href="#">Internet Tax Office</a> of the Revenue Administration as part of the Tax Offices Automation Project (VEDOP).

### 3. VAT: declaration, notification

<b>Responsibility:</b>	Central Government, Revenue Administration
<b>Website:</b>	<a href="http://www.gib.gov.tr">http://www.gib.gov.tr</a>
<b>Sophistication stage:</b>	4/4
<b>Description:</b>	Online submission and payment facilities are available.

#### 4. Registration of a new company

<b>Responsibility:</b>	The Union of Chambers and Commodity Exchanges, Trade Registry Offices of the Chamber of Commerce
<b>Website:</b>	<a href="http://www.tobb.org.tr">http://www.tobb.org.tr</a>
<b>Sophistication stage:</b>	2/4
<b>Description:</b>	Delegation of responsibility over business registration was transferred from the Ministry of Trade and Industry to the Trade Registry Office. There is a searchable online company registration database and a single application form from which information is distributed by post/courier. The process provides a one-stop shop for registration with trade registry, tax, labour and insurance authorities.

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

<b>Responsibility:</b>	Central Government, Turkish Statistical Institute
<b>Website:</b>	<a href="http://www.tuik.gov.tr">http://www.tuik.gov.tr</a>
<b>Sophistication stage:</b>	0/3
<b>Description:</b>	Service not implemented yet.

#### 6. Customs declarations

<b>Responsibility:</b>	Central Government, Under-secretariat of Customs
<b>Website:</b>	<a href="http://www.gumruk.gov.tr">http://www.gumruk.gov.tr</a>
<b>Sophistication stage:</b>	3/4
<b>Description:</b>	Following the continuing implementation of the Customs Administration Modernisation Project GIMOP, more than 95% of trade transactions are presently carried out electronically, with the exception of documents which may be required and which originate in other institutions.

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

<b>Responsibility:</b>	Central Government, Ministry of Environment and Forestry
<b>Websites:</b>	<a href="http://www.cevreorman.gov.tr">http://www.cevreorman.gov.tr</a>
<b>Sophistication stage:</b>	2/4
<b>Description:</b>	Only information.

**8. Public procurement**

<b>Responsibility:</b>	Central Government, State Supply Office, Public Procurement Authority
<b>Website:</b>	<a href="http://www.kik.gov.tr/">http://www.kik.gov.tr/</a>
<b>Sophistication stage:</b>	3/4
<b>Description:</b>	The website provides information regarding public procurement requirements and forms can be downloaded. Public agencies are required to send related forms electronically.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

<http://ec.europa.eu/idabc/egovo>

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