

# HUMAN-ORIENTED IT PROJECTS IN THE PROVINCES AND DISTRICTS OF TURKEY



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# INTRODUCTION

## **Civil administration system has two stages.**

The population of Turkey exceeds over 82 million. The management of state territories is based on civil administration system. Civil administration system has two stages. The first stage is comprised of provinces which are under the administration of a governor. The state territories are divided into 81 provinces. Every province is divided into districts which are governed by district governors. The number of districts is 922. Public services are basically provided through those levels

# easy and quick access to public services.

There are a number of information supported projects regarding citizens with a view to enable nationals living in Turkey to get easy and quick access to public services.

The general aim in implementation of these projects is to protect rights and responsibilities of people in accordance with rule of law. And also equal and fair distribution of public services is aimed within the relevance aim.

# The first of these projects is “Open Door”

Three information projects, facilitating citizens’ access to public services and developed by Ministry of Interior, are the subjects of that presentation.

The first of these projects is “**Open Door**” project which is implemented by the governorates in huge-scaled districts. Citizens submits their requests through a single application desk or internet.



# The second one is KADES

The second one is KADES project which aims to prevent violence against women in the community. The women who feels under threat is able to demand urgent help from the law enforcement units by using a mobile application. This application can be used only by women.



# The third project is UYUMA

The third project is UYUMA which is developed against a social problem – drug use. The citizens warn the law enforcement over a mobile app by using a simplified method for notification.



# 1.OPEN DOOR

Open Door project is used to meet the demand of citizens from the governorates and district governorates and they are electronically registered, followed up and finalized.



# 1.1. Goal of Open Door Project

**Open Door Project is developed with a view to improve satisfaction about the services,**

Open Door Project is developed with a view to improve satisfaction about the services, increase the interaction and trust between public service providers and service receivers, ensure to collect the demands and expectations of citizens and to interpret them in a way which will be a basis for the potential policies, and produce the most rapid solutions to chronic problems.

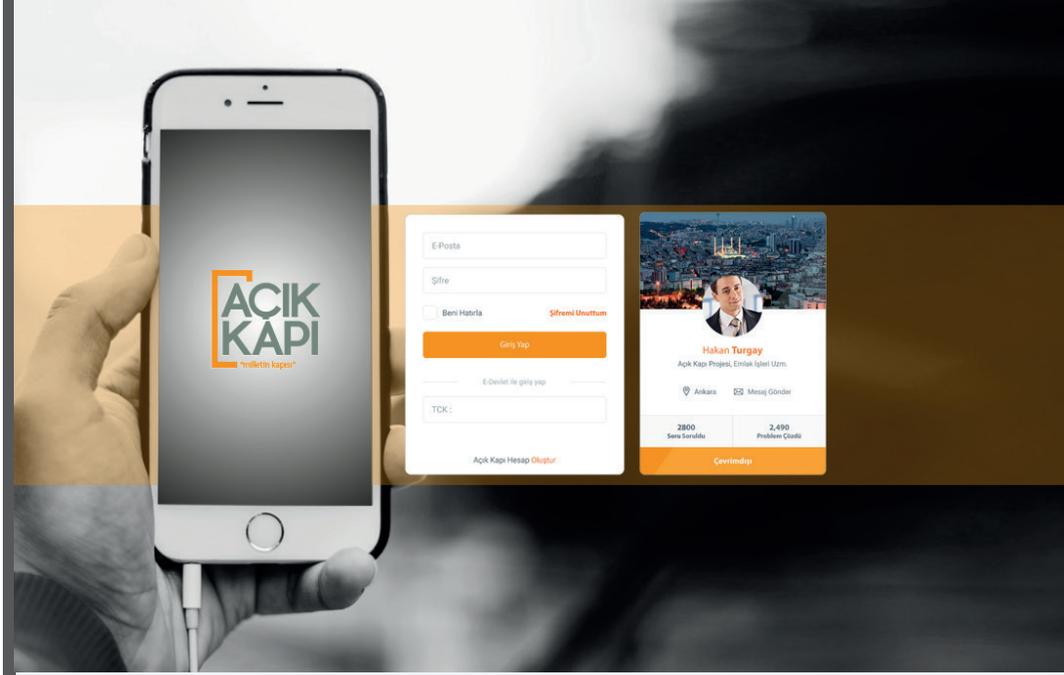


# Open Door units have been operating as “First Contact Point”

Open Door units have been operating as **“First Contact Point”** in 81 provinces and 48 districts since 15 November 2017. The aim has been to identify the problematic zones within the context of applications as well as to develop governance policies against to those on local and central level and to introduce new service presentation techniques.

# 1.2. Description of Open Door Project

**Owing to this project, citizens make their applications through internet or desks and they are referred to the relevant units by the officials of Open Door.**



Owing to this project, citizens make their applications through internet or desks and they are referred to the relevant units by the officials of Open Door. Then the responses to the demands or problems are produced and submitted to the citizens. The citizen is informed about opening and closing times and the process about the applications via SMS.

# The aim is to;

- Produce quick and accurate solutions for the demands in a citizen-oriented approach,
  - Create a one-to-one and warm communication setting for the whole citizens with its good humoured staff,
  - Ensure to give service at every subject available with the cooperation of dependent institutions of Ministry of Interior, local governments and other relevant institutions and agencies,
  - Supply host or hostess for the disadvantaged visitors,
  - Improve the citizens' satisfaction about the services,
  - Collect the demands and expectations of citizens and interpret them in a way to be basis for the potential policies,
  - Produce solutions to chronic problems.
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# 1.3. Benefits of Open Door Project

**By means of Open Door System, the communication between the relevant institutions/agencies and citizens is ensured to work quickly and effectively.**



By means of Open Door System, the communication between the relevant institutions/agencies and citizens is ensured to work quickly and effectively. It is therefore possible to produce direct solutions by the relevant institution to the problems of citizens and follow them simultaneously.

Additionally, in the Open Door Policy the process of receiving demands and follow-up is ensured to be provided regardless of place and time.

# 1.4. Statistics of Open Door Project



(15/11/2017 – 10/06/2019)

- Total Application Number: **131.394**
- The Number of Applications Finalised: **126.661**
- The Number of Applications Resulted Negatively: **33.057**
- The Number of Applications Resulted Positively: **93.604**
- The Number of Applications In-Process: **4.733**

## 2. WOMEN EMERGENCY ASSISTANCE NOTIFICATION SYSTEM (KADES)

Due to increase in cases of domestic violence against women in Turkey, a social sensitivity has been developed. In addition to ensure the social security of women, there has been a general consensus on seeking a special approach about the security of them.



# Therefore, Ministry of Interior improved WOMAN SUPPORT (KADES)

Therefore, Ministry of Interior improved WOMAN SUPPORT (KADES) application in order to maintain an effective fight against domestic violence of women by using the developing technologic options at highest level.

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**Thanks to this application, the women contact with the law enforcement units and notifies the violence cases immediately without any hesitation.**

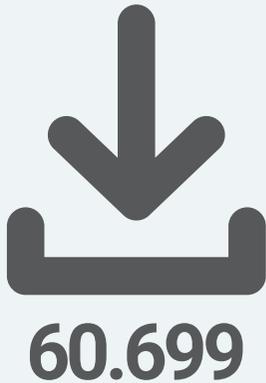
KADES app was put into practice on 24.03.2019 by benefiting from the technical options and capacity of Ministry of Interior Turkish National Police at highest level.

# The app titled **KADES** can be installed by women who has smartphones

using IOS and Android operating systems and it enables them to receive help only via a touch in the fastest way possible. Users will log in to the app by providing Turkish identity number and will be active after receiving a verification code.



# KADES app has been downloaded by 60.699 individuals



KADES app has been downloaded by 60.699 individuals and 7.991 women facing emergency situations have made notification over the app. (05.03.2019)

This work is totally a domestic and national project that has been fulfilled by Ministry of Interior's own potential.

# 3.FIGHT AGAINST DRUGS APPLICATION (UYUMA)

Turkey has a strategic location in terms of drug smuggling routes across the world. In previous periods, Turkey was being regarded as a transit country for drug smuggling but in the last years has been a target country. Drug users and problems rising from drug using has so increased in the society that developing a new approach has been required. For this reason, Fight Against Drugs Application (UYUMA) has been developed.





**The citizens install the application to their smartphones and when they see drug sellers at the regions of police and gendarmerie,**

they share the places of those sellers with the law enforcement units by using only one button (UYUMA) in the context of fight against drugs. Therefore the notices are immediately submitted to the contact points of law enforcement

**Fight against Drugs Application (UYUMA) are activated on IOS and Android markets for the citizens after the relevant technical works were completed.**

## **The technical context of this project;**

- Fight against Drugs Application (UYUMA) is installed on the smartphones using IOS and Android operating systems.
- Users log in to the app by providing name-surname, year of birth, Turkish identity number, telephone number





- A verification code is sent via SMS to the telephone number available.
- The code is verified and the registration is completed in the system.
- The notification is made by using the “button” on the app screen.
- An alarm reaches to the contact points
- The location details and address are seen automatically on contact points and the relevant units (Narcotic/Public Security) is referred to the scene

**This work is totally a domestic and national project that has been fulfilled by Ministry of Interior’s own potential.**

**THANKS**