

**THEMATIC COMPILATION OF RELEVANT INFORMATION SUBMITTED  
BY TURKEY**

**ARTICLE 13 UNCAC**

**PARTICIPATION OF SOCIETY**

**TURKEY (THIRTEENTH MEETING)**

**Presidency's Communication Center (CIMER)**

-For the purpose of enabling effective use of the rights to petition and information that are guaranteed by the Constitution, the Presidency's Communication Center (CIMER) was also established within the body of the Presidency' to ensure receipt and control of applications by a single center.

There are various ways in which citizens can express their complaints, suggestions and requests through CIMER. Firstly, the application can be made by using the CIMER Application Form on the official website of the Presidency. To do this, <https://www.cimer.gov.tr/> internet address must be logged and then the name, surname, mother's maiden name and ID number areas must be filled for identity confirmation. In addition, it is possible to apply to CIMER by ALO 150 telephone line, letter / fax and even by personal application.

**E-Government**

E-Government is a website that provides a single access point for all public services. See: <https://www.turkiye.gov.tr/>. This service enables the government services to be carried out electronically has been regulated in detail with the "Bylaw on Procedures and Principles concerning Implementing E-Government Services".

Thanks to the e-government system, the citizens benefit from many services ranging from health care to education, from judicial services to military service procedures.

For all the services in the e-government programme, see: <https://www.turkiye.gov.tr/hizmetler>