

**THE REPUBLIC OF TURKEY
MINISTRY OF LABOUR AND SOCIAL SECURITY**

36th COUNTRY REPORT

**PREPARED BY
THE GOVERNMENT OF THE REPUBLIC OF TURKEY**

**IN ACCORDANCE WITH THE ARTICLE 74
OF THE EUROPEAN CODE OF SOCIAL SECURITY**

Reference Period: 01.07.2016-30.06.2017

July, 2017

36th General Annual Country Report including the developments and changes in the legislation of the Social Security Institution (SSI) between 01 July 2016 and 30 June 2017 regarding the implementation of the obligations laid down in the accepted parts of the European Code of Social Security is submitted below.

I. OVERVIEW

With the entering into force of Social Security Act No. 5502, published in the Official Gazette on 20 May 2006, several social security institutions that were in charge of execution of the provisions of several Acts to serve different workers' categories have been incorporated into a single organizational structure as a result of which a Social Security Institution has been established.

The Social Security and Universal Health Insurance Act No. 5510, drafted within the framework of sustainability to ensure uniformity regarding norms and standards for the insurance branches and in their implementation by the former social security schemes incorporated under the Social Security Reform which eventually passed in the Grand National Assembly of Turkey in 2006, came into force on 01 October 2008. Thereby, the social security reform, which thoroughly re-regulates the social security system in our country, started to be implemented.

With the Social Security and Universal Health Insurance Act No. 5510 which came into force in October 2008, the differences of the rights and obligations of the insured subject to social security institutions incorporated instead of different provisions applied for different working groups in our country have been removed and a new social security system has been established which they are equal in respect of rights and obligations. Taking into account both the problems of the current system in our country and the expected change in the population structure it has been intended to reach a fair, easily accessible, a more effective protection against poverty and a financially sustainable social security system in the mid and long term. In addition, a uniformity of norm in the health systems has been ensured.

In accordance with the Act, the statuses of the insured persons who have started to work for the first time as from October 2008 have been redefined as follows:

- Persons employed by one or more employers on the basis of a service contract (4/a),
- Persons who work independently on their own account and are not bound by a service contract (4/b),
- Persons employed in the public administrations (4/c).

Accordingly, the insured persons who had been subject to Acts No. 506 and 2925, the insured persons who had been subject to Acts No. 1479 and 2926 and those who had been subject to Acts No. 5434 before the beginning of October 2008 are deemed to be covered under 4/a, 4/b and 4/c of the Act No. 5510 respectively.

The social security of those working on the basis of contributions covers the benefits provided in the insurance branches of sickness, maternity, occupational accidents and diseases (short term insurance branches), invalidity, old-age and survivor's (long term insurance branches) as well as benefits provided from the universal health insurance.

Social benefits and services offered for the groups who are out of the system with contributions and subject to indigence criteria are guaranteed by the State.

A. ADMINISTRATION/ORGANISATION

Legal ground

Having had the financial and administrative autonomy and public legal entity, the Social Security Institution, which is established by the Act No. 5502 and also subject to private law provisions in cases where there is no provision in the said Act, is the relevant organization of the Ministry of Labour and Social Security to implement the provisions of the said Act and other Acts that assign functions and competencies of the Institution.

The Social Security Institution is subject to the audit of the Court of Accounts.

The main purpose of the Institution is to maintain an effective, equitable, easily accessible, actuarially and financially sustainable social security system based on the principles of social insurance.

Administrative structure

Administrative bodies of the Social Security Institution comprises of the General Assembly, the Board of Directors and the Presidency. The General Assembly is the highest decision making body that bears the highest decision, competency and responsibility of the Institution.

The Institution consists of Central and Provincial Organizations. The President has the highest superiority in rank and is responsible to the Board of Directors for the Institution's actions as well as activities and performances of his subordinate officials.

Organizational structure

The Presidency of Social Security Institution consists of central and provincial organizations.

Central organization

The central organization consists of main service, advisory and auxiliary service units.

Main service units

There are four General Directorates: General Directorate of Pension Services, General Directorate of Social Insurances, General Directorate of Universal Health Insurance and General Directorate of Service Provision as well as Board of Guidance and Inspection and Department of Actuaries and Fund Management.

It is so envisaged by the Act that each General Directorate is allowed to establish up to eleven departments by the decision of the Board of Directors.

42 departments founded pursuant to the decisions of the Board of Directors are as follows:

- 11 departments within the General Directorate of Pension Services,
- 9 departments within the General Directorate of Social Insurances,
- 11 departments within the General Directorate of Universal Health Insurance,
- 11 departments within the General Directorate of Service Provision.

Advisory units

Advisory units of the Presidency consist of the Presidency of Strategy Development, the Department of Legal Consultancy and the Consultancy of Media and Public Relations. 6 departments envisaged by the Act were founded by the decision of the Board of Directors within the Presidency of Strategy Development.

Support service units

Support service units of the Institution consist of the Department of Human Resources, the Department of Support Services, the Department of Construction and Real Estate and Presidency of Training, Research and Development.

Thereby, there are 53 departments in the central organization of the Institution (including the departments affiliated to the Presidency of Strategy Development, auxiliary service units and the Department of Actuaries and Fund Management).

Provincial organization

The provincial organization of the Institution consists of the Social Security Provincial Directorates in each of the 81 provinces and the Social Security Centers to be founded as their local branches.

Adequate number of Social Security Centers may be founded or closed either in the provinces or townships according to the population, number of the insured and people covered by the universal health insurance, the number of workplaces, the intensity of procedural activities and the other criteria to be determined.

Act No. 5502 states that Social Security Provincial Directorates and Social Security Centers, organizational methods and principles of which, will be determined by a relevant regulation in line with the criteria, explained above, may be categorized in 4 groups in terms of administrative work and procedures.

The Board of Directors decided upon the foundation of 608 Social Security Centers in total, 466 out of which are Social Security Centers, 22 Guidance Social Security Centers, 38 Health Social Security Centers and 82 Financial Services Social Security Centers. 538 Social Security Centers in total have begun working, 402 of which are Social Security Centers, 17 Guidance Social Security Centers, 37 Health Social Security Centers and 82 Financial Services Social Security Centers.

Status of the personnel

Government officials, workers and contract employees are employed in the social security institutions and there has not been any change in the status of personnel during the reference period.

The legislation for the personnel:

- a. The Regulation on Social Security Personnel Promotion and Change of Title has been published in the Official Gazette dated 30.01.2014, No. 28898. Studies for updating the regulation are underway.
- b. The Regulation on the Assignment and Substitution of the Personnel of Social Security Institution which entered into force by being published in the Official Gazette dated 27.06.2012, No. 28336 on the appointments identifying the procedures of substitution of the personnel within the Institution has been updated.
- c. The Regulation on Disciplinary Supervisors of the Social Security Institution was rearranged in order to determine the disciplinary supervisors of the staff working in the central and provincial organizations due to the changes made in our institutional organization structure and staff titles, and submitted for signature.

Payment methods

Income and pensions (temporary incapacity payment, breastfeeding benefits, individual health payments, redemption from income and refunds etc.) that were sent to the bank by SSI but returned back to the institution because no activity was observed for a year and the payments made to the TC ID number but returned as they were not received by the beneficiaries between 8th -14th days of the month used to be taken to a deposit account until the request of the interested person and paid upon the request. In this context, MOSIP, the payment program, has been updated since February 2017. With the new program, it is aimed to activate blocked and non-active pensions and payments made to TC ID number by online application so that it is possible to get application requests more quickly and easily without going to the Social Security Center that the insured and pensioners are affiliated with and to alleviate the work load of Social Security Centers.

Use of information technologies

SSI was providing information infrastructure services in Kızılay and Mamak system halls until the end of 2015. In December 2015, information infrastructure was moved to Batikent Data Center. Thus, the institution has begun to provide information infrastructure services, including Batikent Data Center as the main service point with back-up, from a single point, and the center in Kızılay, the former data processing center has been equipped as a business continuity center. Starting from the second half of 2016 to the end of the first quarter of 2017, new investments were made to secure the institution's information infrastructure. These investments have resulted in higher levels of security of the information infrastructure.

The software works to provide follow-up of the pension application and approval process via Hitap system by ensuring the connection of the 4/c pension system with the Hitap system has been completed.

Web services have been prepared to obtain output of official documents related to all insurance statutes and verify them in the e-government environment.

Social Security Center unit code- tax office/revenue department code matching screen program has been prepared for 4/b Online Registration transactions.

The software works to ensure the registration of domestic workers working less than 10 days by SMS have been completed.

The software works to provide Java conversion of the social security support premiums Payment List Program have been completed.

Software works to provide 5 points incentive for 4/b insured who pay their premiums regularly have been completed.

In case the assets of the borrower and the borrower are found to be in different provinces, the program studies for the enforcement transactions by proxy, which will enable the creditor Social Security Provincial Directorate to carry out the enforcement proceedings, have been completed.

The software for enabling 4/a insured to inform SSI of the beginning of their employment through e-government platform was prepared and operated.

4/a collective employment and dismissal software has been prepared to provide easier reporting collectively instead of individual files.

The e-enforcement software project which enables the automatic on-line blocking of deposit accounts of those owing to the institution was launched as of 28.11.2016.

In order to provide data sharing for the reduction of informal employment in agriculture sector, KADIM PERI software, which enables the necessary information from the Ministry of Food, Agriculture and Livestock to be obtained, has been completed.

The software works for the treasury support provided for the insured employers due to the minimum wage increase have been completed.

The software works for the debt restructuring that was enabled with Law No. 6736 have been completed. The programs for debt restructuring application through social security headquarters and web site of the institution have been launched.

In case the employers, whose debt restructuring under the Law No. 6552 continues regularly, demand, the program regulation has been made to allow the cancellation of the debt restructuring within the scope of the Law no. 6552.

The software works for the incentives given to the employers who employs the insured participating in on the job training programmes have been completed.

The software works regarding the notification of the incomplete period of part-time employees by İŞKUR after the child birth have been completed. Employers are provided to obtain their passwords for SSI transactions via e-government.

Studies were carried out regarding the citizens benefiting from health service providers by making ex officio registration operations automatically by the SSI under the context of the sub paragraph 60 (g) of the law no. 5510 regarding the general health insurance of the citizens who are out of social security coverage and in the same way automatic termination of the registrations under the context of subparagraphs no 60 (g) or 60 (c / 1) of the Law no. 5510 of

those who are again covered by social security. The program has been prepared and operated which enables the employers to give their collectively leave declarations on the internet.

“The Annex-9 Declaration on the change regarding day and earnings” application, which allows the employer to inform the MOSIP about changes in the day and the income of the insured, has been taken into operation.

Program arrangements were made for the incentive reductions provided under the law no. 6745.

With the amendment made on the e-declaration user screen regarding the minimum wage support within the scope of the provisional Article 68 added to Law No. 5561 with Law No. 6661, it has been ensured that the employers and relevant public institutions see the Minimum Wage Support amounts that the employers will benefit.

Since the upper limit of the daily earnings taken as basic to premium is determined as 7.5 times higher than the lower limit of daily earnings taken as basic to premium, necessary adjustments have been made in all applications in which the upper limit of daily earnings taken as a basic to premium is checked. In addition, the determined amounts of minimum wage for 2016 and 2017 and the updated stamp tax amounts are also provided to be reflected in the parameters.

Programme arrangements have been made to allow the employers to take advantage of the statutory regulation on deferring insurance premiums at their request. It is ensured by the administrations that deferred debts do not appear in the e-debt inquiry programme.

Programme arrangement was made regarding making the entry of the tax identity no. /identity no. field obligatory in the ex officio workplace registration operations.

In order to increase the quantitative and qualitative efficiency of the inspections conducted, 2000 internet equipped tablet computers were bought and distributed to all social security inspectors and supervisors working in the SSI. 35 vehicles equipped for use in the inspections and services were provided and sent to provincial directorates. In this way, it is aimed to prevent time and cost losses in the inspections by carrying out the necessary inquiries and reports quickly during the inspections.

The Social Security Integration Project (SGEP), which was initiated as an investment project in 2010 and aimed at merging the information technologies, services and infrastructures of the institutions as well as the merger of the three institutions in the field of social security, has been progressively structured with the name of Social Security Information Management System (BIYOS). In this system, in the "Insured Registration" system, the software phase has been initiated. Requirements and design studies have been completed in the demand management system, one of the components of the "Pension and Payments" system. In another component, 4/a retirement procedures, analysis, design and other related studies are ongoing.

In order to prevent the payment of unearned income/monthly pension to the insured 4/a, the programme called COVERAGE giving possibility to do the procedures of adjustments of share automatically and the cancellation of unjust paid income/ pensions by comparing

incomes and pensions was completed, the studies are underway to get it real environment. The programme for paying bonuses over 30 years is ongoing.

In the integration process of the auto-participant individual pension system; to make the first salary monthly payments to the 4 / c insureds from the central system, integration procedures were carried out with the banks.

In Mosip and Meyes Entitlement Integration, the work of accessing via Single-Sign-On has been completed and the personnel of the institution has been granted access to the systems with one password.

The necessary work has been done within the scope of Promotional Payments of Banks.

The realization of the procedures on net settlement of the health expenses in Turkey of the citizens living abroad and the payment from the pensions to the foreign insurance companies are ensured.

Due to disaster and terrorism, postponement of the premium debts of the insured has been provided.

Programme writing regarding the follow-up of the registration and service records of the insured persons in electronic environment subject to 17 bank funds which continues to be an independent social security institution in terms of social security practice and subject to the provisional Article 20 of the Law No. 506 has been completed and reported to bank funds and the service notification between SGK and the fund has been moved to the electronic environment. In addition, it is provided that the services of these insured people can be seen by them via turkiye.gov.tr.

Due to the fact that the period of giving the employment notification is one month and the period of giving the leave notice is ten days, for the employers who started to employ insured persons under the law no. 5510 for the first time, the leave notice of the insured who started to work in newly opened establishments but have been removed from the work within a month can be given until the tenth day following the date on which one month was completed.

In accordance with the article no. 8 of the law no. 5510, the insured may report to the Social Security Institution that they have started working as insured at the latest within one month from the date they start working. This notification is made with "Insured Notification Document" and the insured are provided to notify themselves via the internet with "4 / a Insured Self Declaration" menu at e-turkiye.gov.tr without going to the Social Security Institution.

Moreover, due to the occupational accidents or occupational diseases of the insured persons, software work regarding the determination of disability of the insured under the context of 4/c and their beneficiaries and the determination of the loss of vocational incapacity made by the Institutional health boards have been going on.

The programme is made operational by completing online registration programme software works of the 4 / B-Turkey Agricultural Chambers Union.

The Situation regarding the Universal Health Insurance and the Amendments

Agreement on “Medical Material Used in Outpatient Treatment 2017 SSI” was published in the institution’s web page on 23/12/2016 and entered into force on 02/01/2017.

In Medula Pharmacy Practice; as of May 2017, an average of 1.550.000 prescriptions are received from 24,700 pharmacies contracted with our Agency. An average of 1.300.000 of these prescriptions are electronically arranged. In addition, as of 01/01/2017, e-prescriptions have been obliged to be sent electronically signed.

Medula Optic E-prescription application studies introduced to prevent the loss of fugitives and troubles in manually arranged prescription which is parallel with the e-prescription practice in Medula pharmacy practice, are ongoing. This project which is anticipated to prevent the problems such as writing fake prescriptions and making changes in the prescriptions out of knowledge of the doctor, unreadable information, giving wrong glasses has been put into practice as of 20/05/2015 in Turkey. The project is also anticipated to reduce the time to get a prescription and eliminate the storage problem of paper prescriptions. The optical e-prescription project was completed on 06/07/2015 and activated in real environment. Work on the project aiming to record the optic usage reports electronically was completed as of 06/07/2015 and it was taken into practice by realizing the e-report, which is included in the Medula Hospital application, in Medula optic application. The updating work of the said project is carried out continuously.

a. Planned Activities:

It is planned to work on the following issues:

- Work is underway to rewrite the Individual Payment Screens which will enable all processes under individual payments to be automated.
- Works are planned to be done for the Foreign Stock Drug Tracking Programme developed for the follow-up of drugs brought from abroad.
- Works are planned to be done regarding Hospital Screening Application which gathers the information of all hospitals on ownership, doctor, bed, punishment, passivity etc. in one screen.
- Works on the e-disability project providing on line follow-up of the application on disability of the insured under the scope of 4/a, 4/b, 4/c and their beneficiaries are planned to be continued.
- Accounting transactions on foreign health net settlement will be started.
- In the context of the Social Security Integration Project firstly by performing a difference analysis on the previous design works, the software of the Insured Registration module will be started; Analysis and design studies of the Premium, Service, Pension and Payments System, Health Services, Financial Services, Data Sharing Platform and Audit modules will be done. After the design work is completed, the software work will be started.
- The provision of automatic processing of the dates of borrowing notification is planned with the protocol to be made with post office (PTT).
- The rest reports of the insured "who are employed by one or more real persons in the home services" which took place in Article Annex-9 of the law no. 5510 introduced with the law no. 6552 dated 10/9/2014 reach the Institution in a paper form. In this frame, it is

planned to carry out work on the creation of the necessary software infrastructure in order to provide convenience for the insured on resting payments and pass automation.

- It is planned to inform the insured who had rest report based on temporary incapacity benefit about making transactions to the resting reports by social security centers, making notification of the absence of employment by the employer and by sending an SMS that the payment which was sent to the bank.
- In order to terminate the insurance in the virtual environment of the insured who are reported zero days and earnings by the employers and shown as in unpaid leave which is not in the legislation, it is planned to work with Department of Employees with Service Contract and business rules to be applied to the SPAS application will prevent these people from receiving unjustified health benefits.
- In parallel with the regulation to be made in the General Health Insurance Registration, Premium and Entitlement Transactions Regulation; after the regulation is passed on it is planned to change the business rules of the SPAS programme and to facilitate the access of health benefits through their children by the parents who are suffered.
- Stakeholders can be informed about short-term insurance branches and health activation applications and it is planned to ensure dissemination of the application of the net settlement while ensuring access to the right on health entitlement.

b. Changes in the Legislation

Necessary regulations were done regarding reducing the number of documents by combining the monthly premium and service certificate issued to the Social Security Institution with the Law No. 6728 and the tax statement issued to the Ministry of Finance through a single platform.

In article no.12 of the law no. 5510, it is regulated that with the law no. 6728 due to the inappropriateness of the tax and premium service statement to the books and records and the documents that constitute the basis for such records, independent accountant authorized by written agreement, independent accountant, financial advisor, certified public accountant with the employers are mutually and jointly responsible.

In accordance with the law no. 5510, it is regulated in article no. 82 of the law no. 5510 that upper limit of the daily earning based on premiums to be taken and allowances to be given in accordance with the Law No. 5510 is determined as 7,5 times of the minimum limit of the daily earning.

With the amendment made by Law No. 6728, the article no.91 of the Law No. 5510 has been reregulated, the scope has been expanded by taken the compelling reasons such as flooding, drought, severe illness, severe accident, detention and sabotage except for disasters related to the issue of documents and payment of premiums within the scope of the regulation.

In order to oblige accountants to send tax and premium service statements electronically, regulation was made in Article no. 100 of Law No. 5510 that the Institution is authorized to allow or mediate and to hold it obligatory for real and artificial persons and real and artificial persons given authorization by written contract on any documents or information to be provided by Law no. 5510 to be sent in internet, electronic and similar environment.

In the paragraph (m) added to the article no. 102 of the law no. 5510 with the law no. 6728, and administrative penalty amounts regarding the situation of not reporting of income

depending on social security premiums or services of the insured in the tax and premium service statement which should be given in accordance with the paragraph 13 of the article no. 86 of the law constituting the basis for the premium accrual of the institution and the social security rights of the insured, are determined according to the principle of equity. With the paragraph (n), the regulation was made in the law by determining the amount of administrative fines which will apply to the ones who give misstatement in the tax and premium service statement on the occupational title and code appropriate for the work actually undertaken by the insured in their workplaces.

With the amendment made in the law no. 6736, it is given possibility of restructuring of insurance premium, unemployment insurance premium, social security support premium, general health insurance premium, voluntary insurance and collective insurance premium, retirement pension and institutional insurance premium, administrative fines belonging to 2016 June and previous months and unpaid even though and accrued before 19/8/2016; stamp tax, special transaction tax and tuition contribution share, special construction completed until 30/06/2016 and insurance premium calculated on the amount of missing labor related to works of tender, debt originals and delay penalty related to these debts and amount of default interest collected by institution.

With the Law on Retirement Fund no. 6770 and Law on Amendments to Certain Laws and Decrees, in case the private sector employers employing 4/a insured pay insurance premium amounts of December 2016, January 2017 and February 2017 to the date respectively in October, November and December 2017 determined by the Institution, a regulation has been made that the premiums of these months was deemed to be paid on time.

As per the provisional article 68 annexed to the Law no. 5510, for the period between January 2016 and December 2016, an arrangement has been made for employers that 100 TL monthly minimum wage support is to be paid to the insured who were informed to be receiving less than 85 TL per day in workplaces which were registered before 2016 and to all the insured in workplaces which were registered in 2016.

As per the provisional article 71 annexed to the Law no. 5510, for the period between January 2017 and December 2017, an arrangement has been made for employers that 100 TL monthly minimum wage support is to be paid to the insured who were informed to be receiving less than 110 per day in workplaces which were registered before 2017 and to all the insured in workplaces which have been registered in 2017.

As per the annexed article 43 of the Law. no. 657, the insured in 4/c category who work part time due to giving birth or adopting a child under the Article 30 of the Law no. 6663 and the annexed Article 11 added to the Law no. 5510 in case they or their beneficiaries make a request in writing, they can pay their premium debits in conformity with the principles stated in the article 41 of the same Law calculated as half of the active service durations and number of premium days.

With the amendment dated 25.08.2016 made in the Social Insurance Procedures Regulation, the following issues have been regulated;

- In case the number of the insured to be employed is not stated clearly in the work contract but still the names who are employed in the constant workplaces are informed to the

Institution by the tender post, only the revenues of these persons who have been notified to the Institution will be taken into consideration in the investigation process,

- The investigation process will not be applied in repairing, alteration, installation, strengthening and demolition works of buildings undertaken by employers who do not have a liability for record keeping,

- For the works subjecting to tender and instruction of buildings with special qualification which have not been registered or those which have been registered but their employment notification haven't been done, investigation process for determining the minimum number of employees is fulfilled by the unit which is necessary for the continuation of work. The minimum labour percentage based on investigation process in such workplaces carried out by the units cannot be decreased.

In the context of the article 7 of the Decree Law, no. 667, dated 23.07.2016, monthly pensions to be granted to civilians who lost their lives or became disabled due to the coup attempt and terrorist act of 15.07.2016 and the subsequent relevant acts. However, the total amount of monthly pensions to be granted to widows and orphans cannot be less than the pension to be granted to the disabled or deceased himself/herself. Moreover, the provisions concerning monetary compensation of the Law no. 2330 on Monetary Compensations and Monthly Pensions of 03.11.1980 shall be applied in respect of these persons and those who were injured because of these acts. As regards the monthly pensions to be granted in this manner, there shall be no requirement of not owing premium debt or debt concerning premium, including general health insurance premiums.

Retirement bonuses of those who fall within the first paragraph and who are entitled to receive retirement bonuses under the Law no. 5434 on Retirement Fund of the Republic of Turkey of 08.06.1949 shall be paid in accordance with Article 21/1 (a) of the Law no. 3713, which shall not be less than 115 times as much as the highest public officer salary (including additional indicator). Among the civilians who fall within the first paragraph but are not entitled to receive retirement bonus, those who cannot maintain his/her life by way of performing necessary activities and became disabled to the extent that they need other persons' help and support and legal heirs of the deceased persons shall be paid additional compensation in the amount of 170 times as much as the highest public officer salary (including additional indicator), and other disabled persons shall be paid additional compensation in the amount of 115 times as much as the highest public officer salary (including additional indicator) by the relevant institutions in accordance with the principles and procedures concerning monetary compensation.

Revenues, pensions, retirement bonuses, monetary compensations and additional compensations granted to public officers and civilians who lost their lives or became disabled and who became injured due to the acts which are covered within this context along with their legal heirs cannot be sequestered.

With the issuance of the Decree Law No. 681, dated 02.01.2017, soldiers and non-coms, reserve officer students and candidates, military student candidates along with the Gendarmerie and Coast Guard Academy student candidates who are considered to be covered by the universal health insurance scheme have become beneficiaries under the Health Provision and Activation System (HPAS).

The persons who have been granted honorary title for war veterans who are defined in the paragraph (c) 8 of the Article 60 of the Law No. 5510 and as per the Article 69, these persons along with their spouses, children and parents whom they are liable to look after are entitled to be beneficiary in the context of the Health Provision Activation System (HPAS).

c. Initiated and ongoing activities

- Studies pertaining to programme changes within the scope of transferring the accumulated payments relating to first pensions of the insured in the categories of 4/a and 4/b to them without waiting for the payment periods,
- Investigating the structure and working process of 4/a and 4/b pension units in 5 Provincial Directorates of Social Security Institution which will be determined and preparing a report accordingly,
- Checking the procedures of payments in 4/a and 4/b categories which have been started for the first time in 2017 by looking into the chosen files regarding invalidity pension, old age pensions, survivors' pensions, incapacity benefits and providing training covering 4/b EMEKTAR programme and related legislation,
- Organising informative meetings pertaining pension funds, activating in the context of provisional Article 20 of the Law No. 5510 along with 4/a retirement legislation,
- Preparing 5 booklets with the aim of informing the insured in 4/a and 4/b categories about social security rights and obligations,
- Operating the application programme of the current 4/a pensions which has been re-programmed with JAVA by the relevant Directorate General and provincial units in the test setting,
- Setting up a mobile Disaster Rescue Centre in the context of studies on continuity of information infrastructure services,
- Getting training in the context of information security.

Infrastructure studies have been continuing for preparing process monitoring programme for the determination of work accidents and occupational diseases and planning studies of the programme are being carried out.

Upon the request of the T. R. Ministry of Transport, Maritime Affairs and Communications, the Cyber Incidents Response Team has been formed within the Social Security Institution. The SSI CIRT has got the meetings started in regular intervals.

Software studies unifying the Monthly Premium Service Certificate and the Brief Declaration are being carried out.

For the receivables of the Institution, the software studies related to preparing the Vehicle Sequestration Application which enables the Institution to get its assets by putting deprivation from cars of debtors with the help of the General Directorate of Security.

With the mutual study carried out by the Head of Revenues Administration, the software studies concerning putting minutes of workplace inspections into a single and standard form along with improving the e-minute project with the aim of reducing unnecessary bureaucracy in the inspection process are in progress.

Studies concerning the Health Provision and Activation system (HPAS) which provides automatic payment without needing any application of the insured and the ones they are obliged to look after along with e-payment programme enabling payments in a digital environment for temporary invalidity benefits are in progress.

After being put into effect as a pilot project in Ankara Social Security Provincial Directorate at the first stage, the e-account sequestration programme has been also put into effect in Bolu, Çankırı, Çorum, Düzce, Eskişehir, Kastamonu, Kırıkkale, Kütahya and Sinop Provincial Directorates as from 05.12.2016 with the aim of collecting debt owed to the Institution in a short time. The programme is planned to come into use in the all units in the year 2017.

With receiving documents annexed to the bill through internet, the Medical Messenger (Medula) Receiving Annexes to the Bill Through Internet-Based Information System Project which aims at preventing losses of the documents, examining documents in a shorter time and reducing workload of the personnel is planned to be accomplished by 30.06.2017.

The Social Security Institution has started studies on the Fixed IP Transition in Medula Applications aiming at controlling of IPs along with names and passwords of beneficiaries in the context of information assurance. With regard to the Fixed IP Transition in Medula Applications, screens have been prepared for determining 3 fixed IPs from all Healthcare Services Providers (hospitals, pharmacies, opticians) and data have been started to collected with a notice issued in the beginning of October last year. Applications have been allowed for hospitals as from 05.01.2017, for opticians as from 10.01.2017 and for pharmacies as from 20.01.2017 in accordance with a Medula institution code and static IP information.

In order to keep records of 4/c insurers properly, the study on making 4/c active insurers passive who didn't pay their premiums in 2016 are in progress. In this context, also HITAP records of the insured persons whom their insurance payments weren't received in December 2016 have been checked and have been communicated with their workplaces.

For "4c" insurers whom their services have been declared, studies for informing them with SMS or e-mail are in progress.

Studies concerning invoice checking process in electronic environment for conducting "e-bill application software" are in progress.

Transactions concerning PTT Bank and accounting for retirement pensions returned from abroad have been commenced.

Studies concerning checking of e-government debts through e-debt password are in progress.

Studies concerning the security of data of the Universal Health Insurance Premiums Displaying Screens are in progress.

Studies concerning the return of medical equipment of the Ministry of Health are in progress.

Studies concerning daily payment of pensions of 4/a newly pensioners in order to get their pensions in a short time are in progress.

In the context of MOSIP authorisation based definition, studies concerning enabling each authorised user to enter the right menu which he/she is authorised to use are in progress.

The Project on Promoting Registered Employment through Better Guidance and Inspection (PRE II) was put into effect between 16.09.2014 and 06.10.2016. The budget of the mentioned Project is 15.700.000 Euro and it is composed of three components.

Under the Supply of Equipment Component, 2,000 tablet computers with internet packages have been distributed to inspection personnel. Moreover, 35 service vehicles which are equipped with laptops and printers and are designed inside as mobile offices have been delivered to the Social Security Provincial Directorates located in certain most populated provinces.

Under the Grant Component, grants between 150.000 TL and 300.000 TL have been allocated to 39 applicants, namely local administrations and NGOs from all over Turkey in order to find regional solutions to local unregistered employment problem. The Grant-related Projects are consisted of various vocational trainings, awareness raising activities related to local projects on the importance of registered employment and cooperation activities related to combatting with unregistered employment. The duration of the grant-related projects were 12 months and the projects were completed on 30.06.2017.

- Under the Technical Assistance Component, in addition to increase the capacity of the Social Security Institution and the relevant institutions in the struggle against informal employment, awareness raising meetings were held with employers, local media professionals, scriptwriters, students, heads of villages (mukhtars) and imams on the importance of registered employment. The above mentioned activities are as follow:
 - Training activities have been organised for a group of 2000 people in total aiming at increasing the capacity of the Social Security Institution and relevant institutions.
 - Analyses were made in order to focus on structural and sectorial features of informal employment in six different regions and in four different sectors (tourism, construction, furniture and textile) covering some 8.000 persons and the results of the analyses were put into a report form.
 - In order to increase the efficiency of the inspection activities, The Risk Assignment Guide was prepared to be used by the Social Security Association. 30 employees were trained for the use of the guide.
 - The Academic Consultation Board, consisted of representatives from relevant institutions, judges and academicians in order to enhance the capacity of policy making of the Social Security Institution at primary level was formed. The Board carried out three group studies on informal employment in agriculture sector, unregistered employment in construction sector and under declaration. The Board met seven times with approximately 20 participants. A report was prepared after each meeting and finally a general report was released.
 - Employers' Guides have been prepared for 36 sectors for informing the employers about their rights and obligations. Six half day meetings were held with the participation of representatives from various sectors. 1000 copies of Employers' Guide for each sector were published and distributed all over the country. Informative

meetings were held in 15 provinces with the participation of 647 persons to familiarise them with the Guides.

- With the participation of 70 students attending faculties of communication, a Social Security Media Workshop was conducted in order to form drafts of public spots to be used in the context of awareness raising activities. Several media materials such as public spots, radio spots and open-air advertisements were produced during the media workshop which lasted one week. In the context of the project, three public spots, two radio spots and two tape advertisements were chosen from among these materials and were published. Also, in the context of the raising awareness activities, 30.000 booklets, 30.000 leaflets on agriculture, 4.000 posters, five billboards and 40 4d bulletin boards were distributed.
- In the context of the project, six story books and six cartoon films were prepared for primary school students and 10.000 CDs and 10.000 story books were distributed to them.
- Four different training modules were prepared, consisting of visual effects and sound recording for employers and children regarding their rights and obligations in the field of social security.
- Awareness raising activities were conducted for heads of villages and imams with the participation of approximately 1.853 persons in 30 provinces.
- Awareness raising activities were conducted with the participation of approximately 7.459 students at 60 vocational high schools in 30 provinces. In the context of these activities, some businessmen who were complying with their social security obligations made presentations as role models. Moreover, the importance of social security was explained to the students with the help of a one man theatre performance.
- Informative activities were carried out in 30 different cities and 33 universities with the participation of 6000 students. In these activities a seminar called “How do I plan my future?” was held and the importance of social security was explained.
- Awareness raising activities were carried out in 30 different cities and 40 different primary schools with the participation of approximately 7433 students. A social security bus designed specifically for the project was used in these activities. Story books and cartoons which were prepared for these activities were distributed. In addition costumed actors portrayed KIT and KITI, the “Social Security Heroes” while engaging in other activities in order to explain the concepts of social security to kids in a fun way they can understand.
- Information meetings for local media representatives were organized in 30 different cities with the participation of approximately 468 people. In these meetings the importance of formal employment, effects of formal employment on individuals and lost rights in case of informal employment were underlined.
- “Media Professionals Meeting” was carried out, in Istanbul with participation of 50 people aimed at producers, screenplay writers, columnists and economy writers.
- Working visits to 5 different European countries including Austria, Italy, France, Belgium and Spain, with the participation of a total of 50 people, were carried out in order to examine good practices.

In addition, on 19.04.2017 Social Security Institution has realised its “Supporting Registered Employment Project (KIDEP)” which aims to prevent unregistered employment. This project which started in May of 2017 consists of 14 different activities including guidance, monitoring and awareness raising. Activities in the scope of the project are as follows;

- “Workshop on Combatting Unregistered Employment” will be carried out with the object of strengthening cooperation and dialogue between relevant social partners.
- Informative activities on social security will be carried out in 15 cities aimed at small scale enterprises and tradesmen.
- Informative activities on social security will be carried out in 15 cities aimed at opinion leaders of the society such as muftis and imams.
- Informative activities on social security will be carried out in at least 5 cities in which seasonal agricultural workers live who are prone to unregistered employment.
- Informative activities will be carried out in 15 cities aimed at primary school students.
- Theatre productions with themes of social security will be staged for middle school students in 15 different cities.
- A knowledge quiz amongst high school students will be produced.
- A short film contest amongst faculty of communication students will be organized.
- Insured people, who are determined to have a reduction in their income dependent on social security contributions, will be sent a SMS for information purposes.
- Guidance letters will be sent to 100.000 employers for information purposes.
- Planned inspections based on risk analysis will be carried out in 70.000 workplaces countrywide.
- With the to-be-established infrastructure, in order for the inspections to be carried out electronically, computers and internet connections will be procured.

In 2015 workshops on the subject of unregistered employment were held in textile, tourism, construction and furniture sectors. In 2016 these workshops were carried out in agricultural sector and in small scale enterprises.

The obligation to pay wages through banks in the workplaces with 10 or more workers, brought in 2009, was reduced to 5 workers in 2016.

On 8.12.2016 a meeting with Screenplay Writers Association was organized in which the writers were asked to place lines on the importance of social security and on the negative outcomes of unregistered employment in their productions and successful examples were broadcast.

A meeting with Mars Cinema Group (Cinemaximum) who owns advertisement rights of 1200 curtains in Turkey was organized in order for prepared cinema spots to be shown free of charge. As a result a protocol of cooperation was signed and the spots have begun to be shown in cinemas.

As a result of regional and sectoral analysis, 75.000 workplaces were visited all over Turkey targeted to both employers and employees.

With the Law No. 6728 enacted in 2016, the notification of the Occupation Code has been made compulsory and from 2018 on IPC will be applied to the employers who declare wrong information.

As soon as the beginning of 2017, Ministry of Labour and Social Security declared National Mobilization in Work Life and in this framework a new incentive application within the Decree Law no. 687 has come to the agenda. Intensive visits are being made in order to both

explain the incentives and to increase employment as well as promoting registered employment.

With the new law, if an employer is found to be employing unregistered workers, this employer cannot benefit from incentives for 1 month. If this offense is repeated within the year this prohibition time is increased to 1 year.

One of the Priority Transformation Programs prepared within the scope of the Tenth Development Plan (2014-2018) is the "Action Plan for the Decrease in the Register Economy Program". Actions taken and work done in relation to fighting informal employment within the scope of this Plan are as follows:

- Analysis and data sharing studies are being carried out in the construction sector in order to establish the necessary legal, administrative and technical infrastructures for taking informal workers into the social security system.
- The legal infrastructure has been established to ensure that income dependent on social security contributions are reported in harmony with the occupation code. In this framework, it is ensured that the notification of Occupation Code is made compulsory by the Law no. 6728 enacted in 2016. IPC will be applied to those who do not inform from 2018 on.
- Work is underway to prepare automation programs to ensure that the entire inspection process is carried out electronically, in order to increase its effectiveness of inspections related to informal employment.
- In order to increase the audit capacity, the cadre budget has been provided to increase the number of inspectors working in SGK to 5,000. As of January 2017, there are 1724 Supervisors and Auditor Assistance, and appointments are made one by one.
- A training module has been prepared on the subjects of dissemination of social security awareness, negative effects of unregistered work on both working rights and occupational health and rights and obligations of registered workers and employers. This module has been communicated to all relevant institutions and social partners.
- Work is continuing to prohibit businesses that employ unregistered workers from public procurement.

On the other hand, we are working on the actions taken in the area of fight against informal employment in the Central Action Plan of the year 2016:

- As a result of the conducted risk analysis studies, a total of 75,280 determined workplaces is being visited for guidance.
- A workshop on social security and registered employment was organized in order to encourage the transition to the registered workforce in small enterprises and to develop a strategy in this direction.
- A workshop was organized in order to analyse the situation of the agricultural sector where informal employment is at the highest level in our country in sectoral basis and to produce sector specific solutions.
- Information activities were carried out in 15 cities, in order to inform the personnel of public institutions and organizations which provide data sharing with Social Security Institution on the subject of combatting unregistered employment.
- Studies are being carried out on software in which Workplace Status Reports can be electronically filled by inspection officers and be transferred to a shared database.

- Information activities are being carried out in 3 cities for public institutions inspection personnel, on the subject of their obligations in scope of combatting unregistered employment. In addition a booklet has been prepared for these personnel and has been published and distributed to inspection departments of all institutions.

Another EU Project carried out by the Social Security Institution is “Supporting Registered Employment of Women Through Home-Based Child Care Services”. The joint Project financed by Republic of Turkey and European Union, under the terms of European Union Instrument for Pre-Accession Assistance (IPA) “Human Resources Development Operating Structure (IKGOP)” and was launched on 5.3.2015. Projected finish date is November 2017.

Basic information about the project is as in the following;

Budget of the Project: 49.6 million € of which 46,9 million is a direct grant to mothers.

Aim of the Project: With child care services, the purpose of the project is to promote registered employment of women by supporting the registered employment of both working mothers and caregivers as a win-win.

Method of the Project: Mothers who have kids between 0 – 24 months and who will return to employment, or enter employment for the first time with an employment contract, will be supported with a monthly payment of up to 416 euros if they employ an insured caregiver.

Project Pilot Cities: İzmir, Bursa, Adana, Antalya, İstanbul and Ankara

Project pilot cities were chosen according to, socioeconomically development levels, registered women worker numbers, average number of women who use motherhood leave in one year, population and Project budget criteria.

Project duration: 32 months (from 6.3.2015 to 5.11.2017)

Current Number of Benefiting Mothers:

City	Number
Bursa	1561
İzmir	2179
Antalya	2215
Ankara	733
İstanbul	1875
TURKEY	8563

Number of Benefitters and Total Payment:

Since September 2015 when the project grants have started until today a total of 11.362 mothers and 14.567 babysitters benefited from the project and a total of 25 million euros of grant money was distributed.

The Main Operations of the Project:

- **Financial Support Programme:** Benefiting moms who have the right conditions get a payment between 320 and 416 euros up to 26 months as a support for home care systems.
- **Strategy Paper:** In regards to facilitation of registered employment of home child care workers, two workshops have been carried out in addition to visits to Germany, France and Finland. In this framework a draft law and a strategy paper is planned.
- **Impact Analysis:** An impact analysis on the effects of the project on participation or re-entry of mothers with little children into the workforce and on registered employment of caregivers is being carried out. This study is thought to be a guide in extending the project.
- **Documentary and Almanac:** In scope of promotional activities, a documentary, an almanac and a short film are planned.
- **Gift Set:** A set will be distributed to benefiting mothers consisting of informative brochures.
- **Informative Seminars for Mothers:** Informative seminars with visual materials for mothers and immediate opportunities to ask questions have been given in order to prevent wrong information from disseminating.

Expected Results of the Project:

- Increase in women's participation in the workforce
- Facilitating the return of new mothers to work life or facilitating their first entry in to the workforce.
- Supporting the registered employment of women working in domestic services.
- Increasing the level of institutionalization of child care services
- Providing high quality care services for children.

Within the framework of technological transformation with regard to equipment

By the end of 2016, 10.800 desktop computers were purchased and distributed to central units on a need-basis. For 2017, other needed computers were also procured and distributed to central and provincial staff.

The other hardware procurements and tenders are as following;

- Procurement of 224 desktop computers (State Supply Office DMO)
- Procurement of 300 monitors (DMO)
- Procurement of 78 laptops (DMO)
- Procurement of 694 laser printers (DMO)
- Procurement of 2 work stations (DMO)
- Procurement of 127 tablet computers (DMO)
- Procurement of 221 scanners (DMO)
- License update of corporate security products (DMO)
- Maintenance/support
- Procurement of software (DMO)
- Central back-up license and hardware (DMO)
- Procurement of 9000 desktop computers

- 20% increase in procurement of desktop computers
- Oracle software License update and additional license
- Procurement of hardware
- Procurement of software
- Renewal of RHN support
- Service procurement for Mpls (Türksat) Infrastructure (12 months)
- SSL Purchase
- Voice Recording Software
- Safety Products Procurement (At the Technical Specifications Preparation Phase)
- Software Procurement for Test Data Management
- Data Leakage Prevention Product Procurement
- IBM Main Frame, ZoS, DB2 and DB2 LUV Consulting and Service Procurement (At the Tender Process Phase)
- Procurement of Integrated Backup System for Institutional Servers' FKM Solution and Work Continuity (At the Tender Process Phase)
- Wireless Network Infrastructure Renewal Work (At the Technical Specification Preparation Phase)
- Firewall Update and Renewal Work (At the Technical Specification Preparation Phase)
- Hardware Procurement (At the Technical Specification Preparation Phase)
- Part of the Network and Information Security Trainings have been received.
- The Secure Web Gateway Software Package and License Acquisition was completed in 2016.
- Anti-virus update work is completed in 2016.
- Technical specifications for Mpls (TÜRKSAT) Infrastructure Service Purchase for 2018-2020 have been prepared and approximate costs have been calculated. The tender process is ongoing.
- 2016 Edge Key acquisition work has been completed and analysis studies for 2017 have been started.

Training of Social Security Staff:

Training courses and seminars are organized by the Institution within the framework of in-service training programs and training on changing legislative applications on social security issues. With these trainings, it is aimed to make the staff acquire the knowledge and skills, to increase the service qualities, to speed up the work flow by solving the problems encountered in practice, and to gain speed and efficiency in the provision of services.

Within the framework of the 2016 In-Service Training Plan; "Social Security Assistant Inspector Competency Training (Provincial Organization)", "Minimum Labour Practices (Provincial Organization)", "Mobbing Basic Information Panel", "Corporate Innovation Training for Social Security Experts", "Work and Transactions Training of Social Security Inspectors", "Within the framework of Article 4/1 (b) Training on the General Legislative Provisions concerning Granting of Pension", "Training on the Institutional Real Estate Transactions", "Public Procurement Legislation Training", "Training on Health Insurance Practice of Social Security Agreements (Provincial Organization)", "Training on Application of Long Term Insurance Branches and Utilisation of Overseas Insurance Periods for the Status of 4/1 (a) and (b)", "Basic and Preparatory Training for Social Security Assistant Inspectors to Introduce them to the Occupation (Provincial Organization)", "Training of Bailiffs and Chief Bailiffs", "Fire Drill", "Diplomatic Correspondence Techniques", "Drug Fighting Training", "Training on Ethics and Morals", "Web Applications Security",

“Inspection Practices for Institution Constructions”, “Oracle Database Security Training”, “Social Media and Internet Education”, “Certified Internal Auditor (CIA)”, “2. Part Examination Preparation Training (Only Part 2)”, “Network Traffic Analysis Training”, “4 / a Registration and Service Applications, MS SQL Database Security Training”, “Program and Legislation Training on Determination of Actual Service Time for Public Institutions and Organizations and Training of Fictive Technicians” and “DDOS Attacks and Combat Training” were organized and a total of 7.064 personnel participated in these programs.

Within the framework of the 2017 In-Service Training Plan; “Advanced Training on Office”, “Training on Fast Reading (Headquarters)”, “Document Management System (DYS) Training (Headquarters)”, “Excel Training for Beginners (Headquarters)”, “Basic Training on Data Mining with SPSS Modeller (Clementine)”, “General Health Insurance Registration and Premium Training (Provincial Organization)”, “SGK Senior Management and Provincial Managers Consultation Meeting”, “Official Correspondence Training (Headquarters)”, “First Aid and Emergency Management Training (Headquarters)”, “Social Security Assistant Inspector Competency Training Ahead of Examination (Provincial Organization)”, “Training of Trainers (Headquarters)”, “Training on Public Servants’ HITAP and Deduction Information System and IPC Application”, “Training on Employers’ Transactions and Related Legislation (Provincial Organization)”, “Training on the Preparatory Works for Pension Granting to Public Servants”, “Training of Executive Assistants (Headquarters)”, “Training on the Transfer of Works and Transactions of the Headquarters to the Provincial Directorates”, “Training on Ethical Values and Honesty”, “Training on the Works of Public Ombudsman Institution (Headquarters)”, “KADİM (Provincial Organization)”, “Training on Guidance and Public Relations ((Headquarters and Provincial Organization)”, “Training on Communication, Stress Management, Anger Control, Breathing Techniques and Protocol Rules”, “Training on Institutional Coordination (Headquarters)” were organized and a total of 4.963 personnel participated in these training programs.

Within the scope of e-learning:

Within the scope of e-learning, all SSI staff have access to e-lectures. 31 legislative trainings developed within the scope of the project have been given to the Agency staff since 2015. The number of completed trainings is over 30.000.

In 2016-2017, besides the legislation trainings, the informatics trainings and personal development trainings are also presented to the staff of the Agency via the e-learning system. 6 trainings are provided under the informatics trainings of Office 2010 (MS Word, MS Excel, MMS PowerPoint, MS Outlook, Office General Features) and Windows 7. The number of completed informatics trainings is 153.

Personal development trainings assigned to the staff of the organization are: Problem Solving Techniques, Information Security, Enjoyable Presentation, Developing Teamwork, 4 Wheel Memory, Secrets for a Rich Future, Tips for Happiness in Marriage. The number of completed personal development trainings is 834.

II. Education and Consultation Meeting of Institutional Health Committees (26/09/2016-30/09/2016) was held. Approximately 200 staff from the Headquarters and provincial organizations attended the meeting. In the meeting, opinions and proposals regarding the future of disability insurance were evaluated and in the panel session implementation of rehabilitation was discussed; consultations were made between the members of the Higher

Health Board and the members of the Institution Health Board and proposals for general application were evaluated.

The training was carried out for the administrative personnel of the Institution Health Boards and affiliated provinces as well as the physicians and related personnel of the hospitals (Provincial Organization). An average of 60 personnel from the central and provincial organizations participated in the trainings held in every province, and information on the legislation and practice were given to the personnel working in the provinces affiliated to the Institution Health Boards.

Information Provided to the Right Holders and Other Services:

Work was conducted to grant July 15 martyrs and veterans benefits or pensions, and in this scope the survivors' pensions were awarded to the survivors of the deceased martyrs if they were insured under the 4/a. Visits were made to offer condolence to the families of the martyrs and get-well visits made to the veterans.

A brochure prepared as informative material on disability, work accident and occupational disease detection was printed and distributed to the provincial organization.

Labour and Social Security Communication Centre "Alo 170":

Communication, which is one of the most important elements of quality and productivity is an indispensable tool of modern management approach. Successful implementation of the basic functions of management depends on the establishment of a continuous and regular corporate communication system. Within this framework, "Alo 170 Labour and Social Security Communication Centre" which is a product of "citizen oriented" service concept was opened for the first time in Ankara on 28/05/2008. The Communication Centre was transformed into a structure that served 7 days/24 hours on 15/11/2010 operating in the province of Karaman and became a common communication centre with the Ministry of Labour and Social Security (MoLSS), Turkish Employment Agency (İŞKUR) and Social Security Institution (SGK). New communication centres were opened in Şanlıurfa province on 15/10/2012, in Sivas province on 15/09/2013, in Kütahya province on 01/07/2015, in Ankara and Trabzon provinces on 01/07/2016, and in Bayburt province on 01/02/2017.

Since 2011, our citizens have made 41,985 applications to ALO 170 for mobbing. These applications were received by 5 psychologists employed at ALO 170 and support envisaged by legislation was given. Mobbing applications increased by 43% in 2016 compared to the previous year.

Approximately 3 million of our hearing-impaired citizens living in our country are served on Telephone Number 0850 222 7 170. By 30/04/2017, 3.126 calls were made by our citizens with disabilities.

The web chat service is provided on the channel "<http://www.alo170.gov.tr/>". Citizens have access to ALO 170 using this service channel 24 hours a day, 7 days a week. On Social Media (Facebook, Twitter and FriendFeed etc.) social media following in relation to MoLSS, SGK and İŞKUR is organized by 15 Social Media Experts employed by ALO 170. Citizens have access to ALO 170 using these service channels 24 hours a day, 7 days a week. A total of 2,376,523 comments in social media were reviewed between 01/10/2013 and 30/04/2017.

Nearly 10 million of our citizens living abroad are served through ALO 170. Our citizens abroad can reach the communication centre by calling +90 216 170 11 22. By the end of April 2017, there were 7,315 calls from abroad. Most calls were taken from Germany.

SMS Notification System

SMS Information System was started on 07/09/2011. A total of 32.5 million SMSs were sent in 2016.

Alo Homeland Consultation Line 444 32 01

With the start of the Alo Homeland Consultancy Line in 2006 operating within the Bilateral Conventions and Retirement Department of the General Directorate of Retirement Services, the services are rendered for the insured and their survivors to be able to follow the applications they have made to the Institution and to request information about the legislation. An average of 1,500 applications has been replied by June 2017.

B. BENEFITS

• Personal Scope:

Population Groups Covered by Social Security as of February 2017 and their Percentage of the General Population:

2017 February		Number of the insured	Pension/Income receivers (Inactive insured)	Dependants	Total	Proportion to the overall population (%)***
Employees on the basis of a service contract (4/a)	1- Compulsory	14.206.969	7.198.262	19.397.130	40.802.361	
	2- Apprentice	509.428			509.428	
	3- Foreign Community Insurance	23.482			23.482	
	4- Agriculture (4/a)	31.037			31.037	
	5- Part time insured(*)	347.566			347.566	
	Total	15.118.482	7.198.262	19.397.130	41.713.874	52,27%
Self-Employed (4/b)	1- Compulsory	1.969.886	2.568.187	9.015.488	13.553.561	
	2- Agriculture (4/b) (Compulsory)	715.201			715.201	
	3- Voluntary	90.948			90.948	
	4- Local authority	13.853			13.853	
	Total	2.789.888	2.568.187	9.015.488	14.373.563	18,01%
Public Employees (4/c)	1- Compulsory	2.965.218	2.056.471	6.459.193	11.480.882	
	Voluntary (Article 12)	350			350	
	Other (Add. Art. 71, 76, Pro. Art.192)	536			536	
	Total	2.966.104	2.056.471	6.459.193	11.481.768	14,39%
TOTAL		20.874.474	11.822.920	34.871.811	67.569.205	
Private Pension Funds (**)		140.000	90.711	167.192	397.903	
Total (Contributory System)		21.014.474	11.913.631	35.039.003	67.967.108	85,16%

2016		Number of the insured	Pension/Income receivers (Inactive insured)	Dependants	Total	Proportion to the overall population (%)
Employees on the basis of a service contract (4/a)	1- Compulsory	13.775.188	7.144.139	19.430.891	40.350.218	
	2- Apprentice	1.170.080			1.170.080	
	3- Foreign Community Insurance	24.710			24.710	
	4- Agriculture (4/a)	36.125			36.125	
	5- Part-time insured(*)	349.055			349.055	
	Total	15.355.158	7.144.139	19.430.891	41.930.188	52,53%
	Self-employed (4/b)	1- Compulsory	1.969.805	2.559.823	9.008.656	13.538.284
2- Agriculture (4/b)(Compulsory)		717.876				
3- Voluntary		92.595				
4- Local authority		13.856				
Total		2.794.132	2.559.823	9.008.656	14.362.611	17,99%
Public Employees (4/c)	1- Compulsory	2.981.646	2.051.241	6.486.429	11.519.316	
	Voluntary Article 12	349			349	
	Other (Add. Art. 71, 76, Pro.192)	553			553	
	Total	2.982.548	2.051.241	6.486.429	11.520.218	14,43%
TOTAL		21.131.838	11.755.203	34.925.976	67.813.017	
Private Pension Funds (**)		140.174	85.920	166.107	392.201	
Total (Contributory System)		21.272.012	11.841.123	35.092.083	68.205.218	85,45%

*Among the insured part time employees, there have been the insured who pays insurance premiums less than 30 days in a month, the insured whose transfer from 4/a voluntary insured to 4/b is still going on in accordance with the Law No. 5510, agricultural, commercial vehicle owners and commercial vehicle owners who pays unemployment insurance, artists and artists who pay unemployment insurance.

** Private funds were covered under Social Security.

*** According to ADNKS results the population of Turkey is 79.814.871 in 2016.

- **Material Scope:**

According to this Law, lower limit of the daily earning, which is the basis for the calculation of premiums to be collected and benefits to be granted, is one thirtieth of the minimum wage appropriate to the age of the insured and the upper limit is 7.5* times of the lower limit of daily earning of the insured over 16 years of age.

However, following the decision of Minimum Wage Determination Commission the age discrimination of below and over 16 years has been removed as of 01/01/2014. Lower limit of the daily earning has been determined as 54,90 TL whereas the upper limit as 356,85 TL (54,90x6,5) between 01/07/2016-31/12/2016. For the period 01/01/2017-30/07/2017, lower limit of the daily earning has been determined as 59,25 TL, whereas the upper limit as 444,38 TL (59,25x7,5).

*The application of the upper limit of daily earning as 7,5 times has been started as of 01/01/2017.

Daily earning amounts in relation with the minimum wage during reference period:

Period	Lower limit of daily earning (TL)		Upper limit of daily earning (TL)
	Daily	Monthly	Monthly
July-December/2016	54,90	1.647	356,85 x 30 = 10.705,50
January-June/2017	59,25	1.777,50	444,38 x 30 = 13.331,40

The pensions and income for the insured under 4/a and 4/b and their dependants were paid by being increased at the rate of 3,63% at July/2016 since consumer price index increase rate has been realized as 3,63% for January-June 2016 under paragraph 2 of Article 55 of the Law No. 5510, whereas by being increased at the rate of 4,73% at January/2017 since consumer price index increase rate has been realized as 4,73% for July-December 2016.

Besides, via Article 5 of "Part I" allowing the determination of coefficient and increasing of pensions of the agreement on Collective Agreement Negotiations involving the years of 2016-2017, under Article 154 of the Civil Servants Law No. 657, it was agreed that the figures in the pension indicator table and total of basic salary and the monthly coefficient applied in the transfer of monthly enhancements indicator figures to the amounts of pension to be increased on the basis of a rate of 6% in the first half of 2016 both for monthly coefficient and total of basic salary coefficient and 5% in the second half of 2016 as well as 3% in the first half of 2017 both for monthly coefficient and total of basic salary coefficient and 4% in the second half of 2017.

Accordingly, monthly coefficient for July-December 2016 is (0,093259), total of basic salary coefficient is (1,459800). However, due to having been realized of six months exchange ratio of the index of December 2016 at a rate of 6,90% according to the index of June 2016 of 2003=100 Basic Annual Index of Consumer Prices of Turkish Statistics Institute monthly coefficient for July-December 2017 was (0,096058) to be valid in 2017 determined on the basis of inflation gap at a rate of 0,90% and involving reference period whereas total of basic salary coefficient was (1,503595).

On the other hand, in the second and third paragraphs of Article 5 of “First Chapter” allowing the determination of coefficient and increase of pensions concerning the agreement on Collective Bargaining of the index of December of 2017 to that of 2016; if 12 months exchange ratio exceeds cumulative rate of increase envisaged for 2017, the coefficient in the first and third paragraphs of Article 5, the rate of increase of contract price and the pay ceilings shall be increased at the amount of exceeding part to be valid from the first day of the month in which the inflation figure on the above-mentioned six or twelve months period was announced.

Pension and basic salary coefficient for 4/c insured during reference period:

Period	Coefficient of salary	Coefficient of basic salary
July-December/2016	0.093259	1,459800
January-June/2017	0,096058	1,503595

Amounts of minimum and maximum pension for the civil servants (4/c) calculated according to the coefficient applied during reference period:

Period	Minimum Pension (TL)	Maximum Pension (TL)
July-December/2016	1.633,76	*6.486,97
January-June/2017	1.682,78	*6.681,65

(*) The pensions were calculated on the basis of the highest rank civil servant (Undersecretary of the Prime Ministry) having 25 years of service. Supplementary pay is not included in the pension amounts.

According to this Law, lower limit of the daily earning, which is the basis for the calculation of premiums to be collected and benefits to be granted, is one thirtieth of the minimum wage and the upper limit is 7.5* times of the lower limit of daily earning. However, the said upper limit is not applied for the civil servants deemed to be insured under 4/c.

*The application of the upper limit of daily earning as 7,5 times has been started as of 01/01/2017.

II. HEALTH-CARE BENEFITS

a. Changes during the reference period:

Through the Statutory Decree dated 02/01/2017 and No. 681, by covering the premiums for those doing their military service as a rank and file between deployment date and date of discharge, for the reserve officers and the candidates between deployment date and the date of rank, for the military student candidates and the student candidates of Gendarmerie and Coast Guard Academy between the starting date of orientation training and the date of oath by the relevant public administration; within the scope of International Military Training Cooperation Agreements from the foreign guest military staff receiving training and education in Turkey and their dependants, the health-care expenses of those which was ruled to be covered by the accepting State in the said agreement and within the scope of International Military Training Cooperation Agreements the foreign guest military staff receiving training and education at General Commandership of Gendarmerie, Coast Guard Command and the Presidency of Gendarmerie and Coast Guard Academy and their dependants, and those whose

health-care expenses in the said agreement was ruled to be covered by the accepting country were deemed to be universal health insured.

As of 01/01/2017 a contract was signed with medical firms for meeting some of the medical equipment obtained through individual payment by the contracted sales firms. With 1605 firms were signed a contract and approximate daily provision number is 2733.

Sales of ready orthosis/prosthesis, disposable underpad and medical equipment from pharmacies and firms; the study initiated for the purpose of direct sale of medical equipment paid on the determined pillar was completed and the application started to be implemented as of 02/01/2017.

The Project of Orthosis Prosthesis; the project enabling the information on medical equipment which the beneficiaries of health of the Institution receive from the contracted hospitals and firms to be registered was being used only by Gülhane Training and Research Hospital as of 1/01/2015. The Project began to be applied at Bilkent Physical Therapy and Rehabilitation Training and Research Hospital as of 14/10/2016.

In order to prevent the problems resulting from not determining the ID of citizens through traditional methods correctly during service offering, Biometrical Authentication System was realized after the related procedures on ID through ID card, driver's license, passport or marriage certificate and/or the procedures of identification via biometrical methods were completed. Biometrical Authentication System which is made through the methods of palm vein print and finger vein print is being used compulsorily at second line private health care service providers as of 01/12/2013. Studies were realized for the method to be used at university and public hospitals as of 2017.

In order to raise awareness on universal health insurance in 2016, "10.000 banners and 50.000 leaflets were published on "Income Test and Universal Health Insurance" and they were delivered to provincial organization to be posted at hospitals, pharmacies and public transportation vehicles. Besides, 1 public service announcement was prepared for our citizens to raise their awareness about universal health insurance and it was broadcasted on media and media institutions.

Under the Law No. 6736 published in the Official Gazette dated 19/08/2016 and No. 29806, it was enabled for the persons to debt restructuring without paying delay penalty and default interest in cash or at two equal instalments in terms of universal health insurance by applying to the Institution until 31/01/2017. Moreover, in case of applying of those for the income test between the dates of 01/09/2016-02/01/2017, who did not have an income test made before, they were enabled to pay Universal Health Insurance premium according to the result of the income test.

Paragraph 4 of Article 88 of the Law No. 5510 was amended with the Law No. 6745 and through this amendment the obligation of completing the premium of the insured within 60 days belonging to their missing days that are at the status of being liable to look after working less than 30 days within a month was removed. Besides, the persons who were notified that the cause of missing day is "7-points" were obliged to complete their Universal Health Insurance premium within 60 days. Furthermore, the persons who are obliged to complete their Universal Health Insurance premium within 60 days belonging to their missing days under Article 88 of the Law were restricted with the persons working 20 days and less.

Through the “Law on Restructuring of Some Assets and Amending Some of Statutory Decrees No. 6824”, amendments were made on the application of universal health insurance with the amendments made in the Law No. 5510 and provisional Article 73 included in the Law to be entered into force on 01/04/2017. With this amendment, premiums under sub-paragraph (g) of paragraph 1 of Article 60 of the Law No. 5510 were initiated to be accrued on the basis of 3% average daily earning to premium after 01/04/2017. Furthermore, also the premium debts which were not accrued before 01/04/2017 were enabled to be paid without taking default interest and delay penalty within 12 months by being accrued over 3% of average daily earning to premium.

The application of the result of income test was enabled as of the date of registry date for the citizens who did not apply for any income test before 01/04/2017. Thus, universal health insurance system has gained effective, productive and sustainable structure.

In order to share the information on making universal health insurance premiums single and including universal health insurance premium debts into the scope of restructuring a promotion campaign was made on national television channels, websites, billboards and similar conduit.

Furthermore, in order for the legislative amendments to be released to the public studies on public service announcement, banner and leaflet are envisaged in 2017.

Under the regulation made in sub-paragraph 1 of the first paragraph of Article 5 of the Law through the Law No. 6676, the scholarship students charged in the projects supported by the public organizations and institutions as of 1/3/2016, in terms of insurance of occupational accidents and professional diseases and those who are not at the status of dependant were also deemed to be insured in terms of universal health insurance.

Foreign Activation and Health System (YUPASS) has become operational for the insured in Germany on 01/04/2014 and the insured in Austria, Belgium and France were included in the scope on 01/02/2017.

Overseas Provision and the health care system (YUPASS) was made available for use in Germany in 04.01.2014. Insured persons in Austria, Belgium, France were also covered on 01/02/2017. Based on the documents, the registration procedures are carried out through the system. They are carried out by authorized personnel at the provincial directorate of social security institutions through the system, based on the documents issued by the contractual countries' insurance institutions / sickness cash on behalf of the persons. The efforts to integrate the other contractual countries to the YUPASS still continue. The system works in an integrated manner with MEDULA, SPAS and MOSIP.

A protocol has been signed with Germany for the transfer of health data in electronic form and necessary steps taken to ensure that invoice data is transmitted. The working protocol for the transmission of mortality data in electronic form was signed with the Netherlands.

Within the scope of the Project of Expenses for Medical Treatment Abroad, the testing of the program about electronically recording medical cure and expenses of the patients who are sent abroad for treatment was completed and as of 01/06/2017, the treatment and confirmation reports on personal payments regarding the incipient Expenses for Medical Treatment Abroad will be recorded in the system. Information on advance payments made for the patients'

treatment and expenses, accounts of these advances, treatment invoices, transportation invoices etc. will be saved to the system. By this module, the related units will monitor the expenses easily and the provincial directorates will not need to follow them manually any more. In the context of this project 61.376 euros for subsistence, and 281.49 euros and 630.20 dollars for the treatment was paid in 2016.

On 12.05.2017, the International Palliative Care Congress was held by the Social Security Institution (SGK), Ministry of Health, Ministry of Family and Social Policies, Federation of Health and Social Services Associations (SADEFE), Palliative Care Services Association (PASHİDER).

b. Amounts of payments during the reference period:

Population groups benefiting from health insurance within the scope of Universal Health Insurance as of the end of 2016 and 2017 February:

Population Groups		Number	
		2016	2017 February
System with social contributions			
Employees on the basis of a service contract (4/a)	Insured*	15.355.158	15.118.482
	Beneficiaries	7.144.139	7.198.262
	Family members	19.430.891	19.397.130
	Total	41.930.188	41.713.874
Self-employed (4/b)	Insured**	2.794.132	2.789.888
	Beneficiaries	2.559.823	2.568.187
	Family members	9.008.656	9.015.488
	Total	14.362.611	14.373.563
Public Employees (4/c)	Insured	2.982.548	2.966.104
	Beneficiaries	2.051.241	2.056.471
	Family members	6.486.429	6.459.193
	Total	11.520.218	11.481.768
Private pension funds (***)	Insured	140.174	140.000
	Beneficiaries	85.920	90.711
	Family members	166.107	167.192
	Total	392.201	397.903
TOTAL (System with social contributions)		68.205.218	67.967.108

(*)Apprentices are out of the coverage of health benefits.

(**)Workers in agriculture are within the framework of the self-employed.

(***) The health benefits of these people are met by the related foundation retirement foundation she/he is a member of.

Note: The health benefits, which were met by the state, of the people with green card who are in insolvency, are as of the date of 01.01.2012 taken within the coverage of the general health insurance whereby their social contributions are met by the state.

The Turkish Statistic Institution has announced that the population of our country in the year 2016 was 79.814.871 according to the address-based population registration system. However the population group within the coverage of health insurance (except the person within the non-contributory system and those put to income test) is 68.205.218, this group covers 85.45 % of the general population. As of February 2017, the number of people benefiting from health insurance is 67.967.108, this group covers 85.16 % of the general population.

According to "Law No. 6824 on the Restructuring of Certain Receivables and Amending Certain Laws and Law Decrees," published in the Official Gazette No. 30001, those who were covered by general health insurance prior to 01.04.2017, and the unpaid general health insurance premiums of people who have premium debt, monthly premium accruals will be recalculated over TL 53.33 if the amount of the accrued monthly premium is equal to or greater than 3% of the thirty day amount (TL 1.777.50) of the basic earnings limit applicable to the date of 01.04.2017 (TL 53.33). In the case of a new registration including 01.04.2017 and later on 01.01.2012 to 31.03.2017, the premium that will accrue per month will be $1.777.50 \times 3/100 = 53.33$ TL. However, the accrued and unpaid monthly premium debts remaining below TL 53.33 will remain unchanged.

c. Initiated and ongoing activities

Through the integration of the programme to SPAS in accordance with the protocol signed with Ministry of National Education, the project for the electronic uploading of the student certificates required for the health activation procedures of the schoolchildren dependent on the persons with general health insurance was completed.

National Registration Systems are registration systems designed with the aim of collecting information by monitoring the data related to those health services that are determined by the General Directorate of General Health Insurance of Social Security Institution, and constitute a basis for health and reimbursement policies. This system plays an important role in monitoring and gathering information on drugs, medical devices and other health services after they are entered into the electronic reimbursement system. Thanks to this gathered information, it will be possible to monitor the prevalence of diseases and recent case incidence information, follow patient safety, assess clinical efficiency, evaluate the quality of health services, improve patient health and conduct research into the causes of diseases. The filling of the registration form has been designed as one of prerequisites of refunding reimbursement. That is to say, billing the institution for the procedure is linked to the condition of form-filling. Within this framework, knee arthroplasty registration form was constructed and has been in use since 01/09/2015. Preparation phases of registration form relevant to intracardiac defibrillator, Transaortik valve implantation and hip arthroplasty have been finalized and will soon be implemented.

ICD (International Statistical Classification of Diseases and Related Health Problems) application is an application which allows for recording electronically information on ICD procedures related to the health beneficiaries of our institution. The coding of the Project has been completed. Ankara Özel Umut Kalp Hospital has been requested to run pilot test. Support has been provided by the aforementioned facility. On 01/08/2016, pilot test and its

recording were initialized for the first time. Following publishing of Health Application Communique (SUT) codes for ICD matching, billing controls will be started.

For the purpose of converting TITUB (Turkish medicines and medical devices national data bank) web service into an online system and making possible the control of the confirmations of medical supplies in TITUB on MEDULA, web services are being built and online controls are implemented. Test runs between Ministry of Health and Directorate General of Universal Health Insurance are continuing.

Work is in course for a monitoring application to include the drugs in the relevant equivalent drugs group in the list of reimbursement and to record drugs and their equivalents which are in the scope of reimbursement by the MEDULA drugstore, as well as for controlling them. Directorate General of Universal Health Insurance has been granted access to the application.

In accordance with Law No. 5510 article 73, TAVİ application is envisioned based on ensuring patient safety, determining treatment efficiency, monitoring patients and disease, establishing that treatments are in line with scientific evidence and ensuring by gathering statistical data that reimbursement decisions be taken or arrangements about procedure be made on the basis of the most recent data. Project design and coding have been completed. Efforts in data recording test phase are ongoing. Completion rate of the Project stands at 70%.

Work is in course on a system where it will be possible to make advance and final payments of imported drugs in foreign currency from abroad and to keep track of their stocks is still going on. Work regarding the settlement procedures of the health costs in Turkey is ongoing.

III. SICKNESS BENEFITS

a. Changes made during the reference period

The number of those protected in terms of temporary incapacity allowance as of the end of 2016 and those receiving temporary incapacity allowance within the year:

Number of those protected	Number of Sickness Case Causing Temporary Incapacity Within the Year
Those working on service contract (4/a): *14.945.268	3.028.399
Self-employed (4/b): **2.794.132	***

(*)Covers compulsory insured and apprentices.

(**)The self-employed insured were covered by occupational accident, occupational disease and maternity insurance with this Law for the first time. The opportunity of granting temporary incapacity allowance during inpatient treatment due to occupational accident and occupational disease and within 8 weeks prior and after birth from maternity insurance was first brought by this Law. On the other hand, public officials are not included in sickness benefits since they continue to receive their salaries in cases of sickness.

(***)4/b insured persons cannot benefit from temporary incapacity allowance. There are no statistics on temporary incapacity allowance provided by occupational accident, occupational disease and maternity benefits.

b. Amounts of payment during the reference period

The sub-limit of daily earning taken as basic to the premium that shall be taken and the allowance that shall be given in accordance with this Law, is one thirtieth of the minimum wage, whereas its upper limit is 7,5 fold of the sub-limit of daily earning. The changes made in the determination of the amount of minimum wage within the reference period have created some changes also in the limits of daily earning.

* Since 01/01/2017, the application of upper limit of daily earning as 7,5 fold has been started.

Accordingly, the changes in the limits of daily earning within the reference period were indicated below:

Limits of Daily Earning:

Period	Sub-limit of daily earning (TL)	Upper limit of daily earning (TL)
01/07/2016–31/12/2016	54,90	356,85
01/01/2017–30/06/2017	59,25	444,38

The amounts of temporary incapacity allowance granted to the insured persons subject to temporary incapacity from the sickness insurance in 2016 and 2017:

Period	Amount in Inpatient Treatment (TRY)		Amount in Outpatient Treatment (TRY)	
	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
January-December /2016	$54,90 \times 1/2$ =27,45	$356,85 \times 1/2$ =178,425	$54,90 \times 2/3$ =36,60	$356,85 \times 2/3$ =237,9
January-December /2017	$59,25 \times 1/2$ =29,625	$444,38 \times 1/2$ =222,19	$59,25 \times 2/3$ =39,5	$444,38 \times 2/3$ =296,253

c. Initiated and ongoing activities

Works related to the program that enables notification of periods covered by medical report of insured persons who work at home care services within the scope of Additional Article 9 of the Law No 5510 are underway.

IV. UNEMPLOYMENT BENEFITS

Personal Scope of Unemployment Insurance

Within the scope of Unemployment Insurance No. 4447 which has been implemented as of 01/06/2000, pursuant to Article 4 of Social Insurance and Universal Health Insurance Law No. 5510, the insured persons on service contract (4/a) as well as the insured ones subject to Private Funds and the foreign workers employed in our country with an employment visa are included.

The number of people within the scope of Unemployment Insurance as of the end of 2016:

Compulsory Insured Persons Subject to Article (4/a) of the Law No. 5510	Insured Persons Subject to Private Funds	Number of Total Insured Persons
13.775.188	392.201	14.167.389

Contribution Rates

The Unemployment Insurance Premium is deducted at a rate of 4% in total that's 1% as the insured person's share, 2% as employer's and 1% as State's share from monthly gross income as basic to premium of the insured person indicated in Articles 80 and 82 of the Social Insurance and Universal Health Insurance Law No.5510.

The Law N° 6824 which entered into force in 08.03.2017 has established a Tradesmen Fellowship Fund to enter into practice as from 01.01.2018; an organization which will support our tradesmen and company partners insured under 4/b who have had to close down their workplace and file a lawsuit with a bankruptcy petition.

The optionally insured persons under Article 50 of the Law N° 5510, independent workers who work in their name and account independently from a service contract under the scope of 4/b of the Law N° 5510 will be within the scope of Tradesmen Fellowship Fund, with the exclusion of those who perform agricultural works, elected neighborhood/village representatives, jockeys and trainers subject to the Law N° 6132 on Horse Races.

The Tradesmen Fellowship Fund Premium is deducted at a rate of 2 % as insured person's share and 1 % as State's share from monthly gross income as basic to premium of the insured persons indicated in Articles 80 and 82 of the Social Insurance and Universal Health Insurance Law No.5510.

V. OLD-AGE BENEFITS

a. Changes within the period

As a result of amendments made by the Law N° 6663 dated 29.01.2016, in provisional Article 14 and Article 30 of the Law N° 5510, practice of social security support premiums deduction for those who continue working under 4/b after being already granted pension, has ceased as of the beginning of payment period following 10.02.2016, publication date of the above-mentioned Law, and regarding implementation of the provisions of short and long term insurance branches of the Law, Paragraph (n) supplemented in the Clause 1 of Article 6 entitled “Those not considered insured” of the Law, has been amended by the said Law as it now reads that since it is stipulated that those who work under the scope of 4/b and receive old-age pension and whose old-age pension is not still terminated, shall not be deemed as insured in accordance with Articles 4 and 5 with the exclusion of those who are within the scope of Paragraph (b) of Clause 3 of Article 30, the works in question are not deemed as works as insured and not deducted from pensions as of 01.03.2016. However, pensions of those who have laid down a request for termination of their pension shall be accordingly terminated so that they can work subject to all branches of insurances. Old age pension shall be granted again for those whose old age pension has been halted and who have laid down a written request for regranting of old age pension upon quitting their job or leaving for retirement on the basis of calculation in accordance with paragraph (a) of Clause 3 of Article 30 of the Law N° 5510 as of payment period following the date of submission of a written request or the date of resignation.

Total number of those protected in terms of old-age benefits as of the end of 2016 and those put on pension within the year and those receiving pension:

Number of those protected	Those put on pension within the year	Total number of those receiving old-age pension
Those working on service contract (4/a) :* 14.185.078	319.201	5.098.714
Self-employed (4/b) : 2.794.132	42.107	1.647.662
Public servants/Contributor (4/c): 2.981.646	54.490	1.355.796

(*) Covers Compulsory, Voluntary, Agriculture and Community Insurances.

b. Amounts of payment within the reference period

No amendment has occurred in the legislation during the reference period.

VI. OCCUPATIONAL ACCIDENTS AND DISEASES BENEFITS

a. Changes within the period

No amendment has occurred in the legislation during the reference period. Changes concerning those who are already within the scope are as follows:

The number of those protected in terms of occupational accidents and diseases as of the end of 2016 and the number of those receiving temporary incapacity allowance due to occupational accidents and diseases occurred within the year and its amount:

The number of those protected	Number of persons receiving temporary incapacity allowance	Amount (TL)
Those working on service contract (4/a): 15.355.158	299.526	189.153.282
Self-employed (4/b) : 2.794.132	43	55.208

The number of those protected in terms of occupational accidents and diseases as of the end of 2016 and those put on permanent incapacity income due to occupational accidents and diseases occurred within the year and their dependents (widows and orphans):

Number of those protected	Number of insured persons in case of permanent incapacity within the year	Total number of those getting permanent incapacity income	Number of holders put on salary within the year	Total number of holders put on salary
Those working on service contract (4/a): *14.981.393	5.580	69.921	2.976	87.113
Self-employed (4/b) : 2.701.537	46	157	25	725
Public servants (4/c) : 2.981.646	73	2.899	?**	15.678

(*)Covers compulsory and agricultural insured persons and apprentices.

(**)Data could not be compiled.

The total number of those protected in terms of permanent incapacity on grounds of occupational accidents and diseases and those put on permanent incapacity income due to occupational accidents and diseases occurred within the year and their dependents and their widows and orphans as of 2016: (for the insured persons under 4/c)

	Number of those insured who have become permanently incapacitated within the year	Total number of those getting permanent incapacity income
Permanently incapacitated (Those put on income)	130*	12.170*

(*) as of 31/12/2016

Resource: SSI Statistics Bulletin

b. Amounts of payment during the reference period

The upper-limit of occupational accidents and diseases income for the insured persons in accordance with the Law N° 5510:

Period	Permanent Incapacity Income
	Sub-limit (TL)
01/07/2016-31/12/2016	$356,85 \times 21 = 7.493,85$
01/01/2017-30/06/2017	$444,38 \times 21 = 9.331,98$

The sub-limit of occupational accidents and diseases income for the insured persons in need of permanent care of another person in accordance with the Law No.5510:

Period	Permanent Incapacity Income
	Sub-limit (TL)
01/07/2016-31/12/2016	$54,90 \times 30 \times \%85 = 1.399,95$
01/01/2017-30/06/2017	$59,25 \times 30 \times \%85 = 1.510,88$

c. Initiated and ongoing activities

Works of software analysis further to ratio detection of virtual work accidents-occupational diseases have been launched in terms of permanent and temporary incapacity of the insured persons under 4/c so that computer-mediated registration and follow-ups of all insured persons in regards to work accidents and occupational diseases can take place and such processes can be finalized within shorter spans of time. All transactions from the moment of request to the notification phase of all insured persons can be virtually displayed on a screen through this software under development. Infrastructural works towards preparation of the process-monitoring program that enables follow-up phases of the detection of work accident and occupational disease are underway.

VII. FAMILY BENEFITS

Family benefits do not exist in the Law N° 5510 on Social Insurance and Universal Health Insurance.

VIII. MATERNITY BENEFITS

In paragraph 63 of the Law N° 5510 are specified the healthcare services financed by Social Security Institution and time span of their validity. According to Paragraph (c) of the said Article: *“Due to maternity, inpatient or outpatient examinations of medical doctor, clinical examination required for the diagnosis upon request of medical doctor, laboratory examinations and analyses and other diagnostic methods, medical operations and treatments to be applied based on the diagnosis, patient follow -up, uterus discharge, medical sterilization and emergency health -care services, medical care and treatments to be applied by health professionals pursuant to relevant laws based on the decision of medical doctors.”* is one of these offered healthcare services.

In Article 68 of the said Law are outlined the situations requiring contributory share in order to be eligible to benefit from healthcare services. Thus;

Contributory shares are deducted for;

- a) Medical and dental examination for outpatient treatment,
- b) Extracorporeal prosthesis and orthosis,
- c) Medications given for outpatient treatment,
- d) Healthcare services of inpatient treatment financed by the Institution of Social Security by disease groups.

No contributory share is deducted in examinations conducted in first line healthcare service providers, healthcare services offered for maternity included. As far as examinations in healthcare service providers of second and third instance, following amounts are deducted as contributory shares:

- Secondary healthcare service providers: 6 TRY
- Hospitals of research and education affiliated with the Ministry of Health along with centers of research and application affiliated with university hospitals: 7 TRY
- University hospitals: 8 TRY
- Private Healthcare services providers : 15 TRY

In Article 69 of the Law N° 5510 are listed the healthcare services and persons and situations requiring no contributory share deduction for healthcare services. These are;

- a) Cases of work accident and occupational disease and healthcare services provided at military drills and manoeuvres.
- b) Healthcare services provided due to disaster and war cases.
- c) Family physician examinations and personal protective healthcare services.
- d) Provided that the case is documented with a medical report, chronic diseases and vital healthcare services and organ, tissue and stem cell transfers,
- e) control examinations defined,
- f) individuals and their spouses identified in Sub-Paragraph 4 of Paragraph c of Clause one of Article 60, the ones listed in Sub Paragraphs 6 and 8, along with their dependents, and the ones listed below Sub Paragraphs 5 and 7, permanently incapacitated individuals and individuals listed in Paragraphs d, e and f of Clause 4 of Article 4.
- g) Health care services provided for the injured due to being subject to the incidents in the Law No. 3713 until their treatment ends or their invalidity becomes definite.
- h) Those deemed to be a general health insurance holder under the paragraphs of 12, 13 and 14 of Article 60.

a. Changes during reference period:

Changes related to those covered by maternity insurance as of the end of 2016 as well as the number of cases of maternity within the year and the amount of allowances:

Number of those covered by Maternity Insurance		Number of cases of maternity within the year	Total (TL)
Those working on service contract (4/a)	18.999.802	356.180	793.061.932
Self-employed (4/b)	5.248.415	6.668	11.378.918

b. Amounts of payment during reference period:

The daily temporary incapacity allowance granted during incapacity due to the maternity of the insured woman is half of the daily earning in inpatient treatments whereas it is two third in outpatient treatments.

The amount of maternity nursing benefit is granted over the tariff determined by the Governing Body of the Institution and confirmed by the Minister of Labour and Social Security. During reference period it was paid as 122 TL between 01/01/2016-31/12/2016. This amount was determined as 133 TL as of 01/01/2017.

On the other hand, maternity benefit is granted to the female public servant (4/c). Maternity benefit is calculated by multiplying the parameter of monthly wage applied to the salaries of public servants with the indicator figure of 2500. Payment is realized upon the request of the female public servant who has given birth and in case of certificating it with the report of birth.

A maternity benefit of 233,14 TL was granted to the female public servant (4/c) who has given birth between 01/07/2016-31/12/2016 and an allowance of maternity benefit of 240,14 between 01/01/2017- 30/06/2017.

IX. INVALIDITY BENEFITS

a. Changes during reference period:

While an insurance holder under 4/a or 4/b of the most recent Law of the injured determined to be invalid due to the incidents on 15/07/2016; those who do not fulfil the condition of leaving the job or closing or transfer the workplace and/or allocation demand as well as those having service before the starting date of salary who have fulfilled the above-said conditions are put on salary regardless of these conditions following the start of the month on the basis of invalidity report and by approving the dates of allocation demand of those whose service is going on until the date of medical board report on the basis of invalidity and/or the date of the start of salary is one day prior from the date of the start of the salary. The services until this date are taken into account during income replacement procedures and the salaries are being started from the beginning of the month following the date of the medical board report on the basis of invalidity.

Furthermore, any premium or premium related debts accrued due to his/her own insurance including the premium of general health insurance of the insured persons until the starting date of salary are cancelled and the conditions for entitlement to salary of the insured persons are determined regardless of whether the person has any debts or not and the said services are taken into account in the calculation of the salary and it does not change the starting date of the salary of the insured.

The rights provided for those who were put on salary within this scope; putting on a invalidity salary, retirement bonus, payment of cash compensation, paying additional compensation to themselves of the invalid persons being unable to do necessary activities for living having no entitlement to retirement bonus and in need of assistance and support of the others,

maintenance fee in addition to the salary for those determined to be invalid who are unable to live without the help and support of another, additional payment within the first three months of each year and once in a year, the right to be employed in public sector for themselves or for his wife/husband or one of his/her children, in case they have no children the right to be employed in public sector for themselves or one of his/her brothers/sisters, interest free mortgage loan, the right to travel free of charge, the right to use reduced water and electricity and assistance of education and training for the children of veterans.

Besides, veterans who are put on salary together with their dependants benefit from health-care services and other rights provided by the Social Security Institution. In this context, no share and additional charge is taken for the medicine, orthosis/prosthesis and the other remedial equipment as well as subsidiary reproduction method and its treatment. Therefore any orthosis/prosthesis and the other remedial equipment which the veterans need are covered by the Social Security Institution without any limitation.

Although having been injured within the scope of incidents under Article 1 of the Statutory Decree No. 684 published in the Official Gazette dated 23/01/2017 and No. 29957 and the Law No. 3713, those whose invalidity were not constituted, the degree of those whose invalidity were determined pursuant to the Bylaw on the Kinds and Degree of Invalidity No. 1053 were also enabled to put on salary.

Total Number of Those Protected In terms of Invalidity Insurance as of the end of 2016, Those Put on Invalidity Pension within the Year and Those Receiving Invalidity Pension:

Those protected	Those put on pension within the year	Total number of those receiving pension
Those working on service contract (4/a): * 14.185.078	7.854	74.424
Self-employed (4/b): 2.794.132	2.429	21.234
Public servants (4/c): 2.981.646	716	25.302

(*)Covers Compulsory, Voluntary, Agricultural and Community Insured.

b. Amounts of payment during reference period:

There has been no change in the legislation during reference period.

c. Initiated and ongoing activities:

The Regulation on Determination Procedures of Working Capacity and Vocational Incapacity was published in the Official Gazette dated 11/10/2008 and No. 27021. The related Regulation is a follow-up of the former by-law. Although there are partial arrangements, it has been remained loyal to its origin. Updating studies are being carried out with regard to the said Regulation.

X. SURVIVORS' BENEFIT

a. Changes during reference period:

The proceeding is finalised for the beneficiary boys attending high school and its corresponding education, from the beneficiary children with regard to the information registered at the Ministry of National Education and Higher Education Council without requesting a student certificate.

Without getting any written request or a student certificate from beneficiary girls and boys who have turned 18 years of age getting survivors' benefit from the Institution and through systematic controls whether the conditions for entitling to survivors' benefit envisaged in the laws are continuing; the salaries of those whose conditions for getting a salary are continuing are being paid; whereas those whose conditions are not continuing are being deducted. However, in case information cannot be provided concerning the student from the records of the Ministry of National Education and Higher Education Council, a student certificate is requested from the beneficiary.

Furthermore, it was ruled to act on the basis of Article 34 of the Law No. 5510 in the determination of the condition of entitlement for the girls deemed to be insured under 4/b of the Law No. 5510 as well as the conditions of entitlement for those who are still getting salary and furthermore in the determination of "income for a living" in case the girls whose salary is cut as of today who were put on salary over the insured subject to the Law No. 1479 who passed away between "01/10/1972-03/10/2000" and "08/08/2001-01/08/2003" request for putting on salary again and to apply the criteria of "not being employed within the scope of this Law or a legislation of a foreign country or not having been put on salary due to his/her own insurance except for the sub-paragraphs of (a), (b) and (e) of paragraph 1 of Article 5 of the Law No. 5510" to be applied in terms of beneficiaries who shall be put on survivors' benefit for the first time after the date of the decision by the Governing Body of the Institution. It was decided for this amendment to be applied on 18/08/2016 for the girls who shall be put on survivors' benefit once again.

Changes related to those under coverage are given below:

Those protected as of the end of 2016, those put on survivors' pension and receiving survivors' pension within the year:

Those protected	Those put on pension within the year	Total number of those receiving pension
Those working on service contract (4/a):* 14.185.078	140.988	1.814.330
Self-employed (4/b): 2.794.132	45.682	890.045
Public servants (4/c): 2.981.646	18.168	607.584

(*) Covers Compulsory, Voluntary, Agricultural and Community Insured.

b. Amounts of payment during reference period:

There has been no change in the rates of distribution of the salary of the dead insured that shall be calculated according to the provisions of this Law during reference period. Developments concerning the amounts of salary during this period are given below:

Amounts of minimum salaries during reference period for the beneficiaries (for the insured persons covered by the Law No. 506, Article 4/a):

Period	Rate of Increase	Minimum Salary TL	Single Person 80% TL	One Spouse 60% TL	One Child 30% TL
July-December 2016	3,63%	1.287,56	1.075,83	787,82	393,92
January-June 2017	4,73%	1.348,46	1.126,72	825,08	412,55

(4,69 NTL social assistance rise and additional payment rates were not included.)

Amounts of minimum salaries for the beneficiaries (for 4/a insured) from survivors insurance in case they had service after 2000 during reference period:

Period	Rate of Increase	Single Person 80% TL	One Spouse 60% TL	One Child 30% TL
July-December 2016	3,63%	1.074,27	787,27	393,67
January-June 2017	4,73%	1.125,06	824,51	412,29

(Social assistance rise and additional payment rates were not included to the salaries.)

Amounts of minimum salaries for the beneficiaries from survivors insurance in case they had service only after 2000 during reference period:

Period	Rate of Increase	Single Person 80% TL	One Spouse 60% TL	One Child 30% TL
July-December 2016	3,63%	635,07	476,28	238,16
January-June 2017	4,73%	665,11	498,81	249,43

(Social assistance rise and additional payment rates were not included to the salaries.)

Amounts of lower limit salaries applied for widows and orphans during reference period (4/c insured):

Period	For three and more people (TL)	For two people (TL)	For one person (TL)
July-December 2016	1.633,78	1.470,39	1.307,01
January-June	1.682,78	1.514,50	1.346,23

On the other hand, according to the Laws No. 1479, 506, 2925, 2926, 5434 and 5510; from the orphans due to being invalid due to the deceased insured, and who are receiving survivor's

pension their work force in order to benefit from Article 2 of the Law No. 2022, who fulfil one of the conditions of losing their working capacity

- at a rate of 70% or more (disabled not being unable to continue his/her life without the help of another person) able to continuing the life without help,

- between 40% and 69% (disabled);

The degree of disability;

-In case the total amount of income and pension that invalid children receive whose disability was determined over 70% and more; and if the salary is below

for the period of 01/07/2016 - 31/12/2016 $5253 \times 0,093259 = 489,89$ TL

for the period 01/01/2017-30/06/2017 $5253 \times 0,096058 = 504,59$ TL

- In case the disability is between 40% and 69%; and if the salary is below

for the period 01/07/2016-31/12/2016 $3502 \times 0,093259 = 326,59$ TL

for the period 01/01/2017-30/06/2017 $3502 \times 0,096058 = 336,40$ TL

an additional payment was made to their salary at the amount of difference.

The amount of funeral allowance:

The amount of funeral allowance paid during reference period (for 4/a and 4/b insured):

Period	The amount of funeral allowance determined by the Governing Body of the Institution (TL)
July-December/2016	489
January-June/2017	531

Minimum funeral allowance amount applied during the period (4/c insured):

Period	Amount of funeral allowance determined by current coefficient and additional indicators (TL)
July-December/2016	1.771,92
January-June/2017	1.825,10

c. Initiated and ongoing activities:

The pilot application concerning the transfer of files of survivors' benefit to the provincial directorates of social security and sending of educational note by turning it into a book on the first and second decision procedures in survivors' insurance was initiated.

XI. FINANCING

According to the Law No. 5510, contribution is taken over the rates determined on the basis of the total earnings subject to contribution for the insurance branches below and the General Health Insurance.

Contribution rates paid for the insured on a service contract under sub-paragraph (4/a):

Insurance Branches	Worker Share (%)	Employer Share (%)	Total
Contribution for Short-term Insurance	-	2*	2*
Contribution for Invalidity, Old-age and Survivors Insurance	9	11	20
Contribution for General Health Insurance	5	7,5	12,5
Contribution Rate of Unemployment Insurance	1	2	3
Total	15	22,5	37,5

(*)While contribution rate according to the degree of danger of the business branches range from 1 to 6.5%, the Official Gazette No. 28533 published on 01/19/2013 "6385 Law on Social Security and General Health Insurance and Law on Amendments for Certain Laws" and premium rate of the short-term insurance branches which the degree of danger is between 1 to 6.5%, are fixed at 2%, the mentioned regulation entered into force as of 09.01.2013.

The employers in the private sector employing the insured under 4/a of the Law No. 5510 were enabled to benefit from the premium incentives, support and deduction for reducing social security expenses provided that they ensure additional employment, pay their premium regularly and not to employ unregistered insured, etc.

In this context, 11 different work and proceedings on the premium incentives, support and deduction in total are carried out by the Institution; four in the Law No. 5510, three in the Law No. 4447, one in the Labour Law No. 4857, one in the Law on Supporting Research and Development Activities No. 5746 and one in the Law on Encouraging Cultural Investments and Initiatives No. 5225.

The period for benefiting from the application of additional six points deduction in the provinces in the list no (I) was extended till 31/12/2017 with the Decree of the Council of Ministers dated 29/12/2016 and No. 2016/9728.

Circulars No. 2017/10 dated 01/03/2017 and 2017/17 dated 04/04/2017 were published concerning the application of employers' support under provisional Article 17 of the Law No. 4447. Programme studies on the matter were realized.

Pursuant to Additional Article 14 of the Law No. 5510, Circular dated 11/04/2017 and No. 2017/18 was published with regard to the enterprises employing unregistered insured or notifying fake insured persons limiting them for a month/a year to benefit from incentive applications.

Five points deduction was initiated to be applied to the premium amounts of the insured within the scope of 4/b paying their premium regularly as of 01/10/2016 with the Law No. 6745. Thus, total premium rate of 34,5% of the insured within the scope of 4/b was reduced to

29,5% with a deduction of five points. Thanks to this application, the insured within this scope began to benefit from the premium incentive that's at least 88,88 TL in a month for 2017 (This amount is 71,10 TL for the insured in agriculture sector).

According to the rules stated in Articles 65 and 66 of the Code, The Governmental Committee of European Social Charter and European Code of Social Security calculated a reference wage for 2014 for its 136th meeting. Accordingly, the monthly gross salary of a male worker working in the construction sector is 644 Euro, whereas it is 422 Euro for the unqualified worker.

However, salaries, income, allowances and benefits are not calculated on the basis of reference wage in the system in our country or a lower limit is not determined. The provision in the third paragraph of Article 55 of the Law No. 5510 expresses the lower limit used in the calculation of the salaries of those employed after 2008/October. Accordingly;

“According to this Law, the amount on which pensions payable pursuant to this Law and the pensions of right holders of deceased insurance holder, shall not be less than 35%, or than 40% if the insurance holder has dependant spouses or children, of the average monthly earning determined as per paragraph two of Article 29 as of January of the year of request or decease, considering lower limits of earnings subject to premium determined in accordance with Article 82 for each year in service terms. The pensions of right holders shall not be less than 80% if right holder is a single person or than 90% if right holders are two persons, of the lower limit pension calculated in accordance with this paragraph.”

Furthermore, how the lower limits of old-age pensions are determined and calculated in our country was explained in Article 28 of the 35th Country Report in detail which was submitted last year.