

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

**THE EUROPEAN CODE OF SOCIAL SECURITY**

**(Article 74)**

**(01/07/2020-30/06/2021)**

**COUNTRY REPORT**

**(01/07/2020 – 30/06/2021)**

**2021**

## **REPORT**

The Country Report including the developments and changes in the legislation of the Social Security Institution (SSI) for the period between 01 July 2020 and 30 June 2021 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 the 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, 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 emerging challenges 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, more effective protection against poverty and a financially sustainable social security system in the mid and long term. In addition, uniformity of norms in the health and pension 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 (4/1-a),
- Persons who work independently on their own account and are not bound by a service contract (4/1-b),
- Persons employed in the public administrations as civil servants (4/1-c).

Accordingly, the insured persons who had been subject to Social Insurance Law No. 506 and Agricultural Workers Social Insurance Law No. 2925, the insured persons who had been subject to the Tradesmen and Craftsmen and Other Independent Employees Law No. 1479 and Social Insurance Law for Those Who Work On Their Own Account in Agriculture No. 2926 and those who had been subject to the Retirement Fund Law of the Republic of Turkey No. 5434 before the beginning of October 2008 are deemed to be covered under (4/1-(a)), (4/1-(b)) and (4/1-(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**

The Social Security Institution is a public legal entity, administratively and financially autonomous, in cases where there is no provision in the Law No. 5502 on Some Arrangements Regarding the Social Security Institution and the Presidential Decree on the Organization of the Institutions and Organizations Affiliated, Related, and Related to the Ministries, and Other Institutions and Organizations is subject to the provisions of private law and is the relevant institution of the Ministry of Labour and Social Security. The Social Security Institution is subject to the audit of the Court of Accounts.

The aims and duties of the Social Security Institution are stated in the Presidential Decree No.4. 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.

### **1. Administrative Structure/Practices**

Administrative bodies of the Social Security Institution comprises of the General Assembly, the Board of Directors and the Presidency.

The General Assembly is the decision-making body that bears the highest decision, competency and responsibility of the Institution.

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

##### **a) Central organization:**

The central organization of the Presidency consists of service units. The service units of the Presidency are as follows:

- a) General Directorate of Pension Services
- b) General Directorate of Insurance Premiums
- c) General Directorate of Universal Health Insurance
- d) General Directorate of Service Provision
- e) Board of Guidance and Inspection

- f) Department of Actuaries and Fund Management
- g) Presidency of Strategy Development
- h) Department of Human Resources
- i) Department of Support Services
- j) Department of Construction and Real Estate
- k) Presidency of Training, Research and Development
- l) Department of Legal Consultancy
- m) Consultancy of Media and Public Relations

Within each general directorate, a maximum of 11 departments can be established by a resolution of the Board of Directors.

**b) Provincial organization:** The provincial organization of the Presidency consists of social security provincial directorates established in each province (*in all 81 provinces*) and social security centres (*at district level*) affiliated to provincial directorates.

The Board of Directors decided upon the foundation of a total number of 604 Social Security Centres, 452 out of which are Social Security Centres, 34 Guidance Social Security Centres, 36 Health Social Security Centres and 82 Financial Services Social Security Centres.

558 Social Security Centres in total are now in service, 412 of which are Social Security Centres, 29 Guidance Social Security Centres, 35 Health Social Security Centres and 82 Financial Services Social Security Centres as of 30/04/2021.

- **Status of the personnel:**

In the central and provincial organizations of the Social Security Institution, the personnel are employed in the statuses listed in Article 4 of the Law No. 657 and in the status of IT specialist with the contract in accordance with Article 28 of the Law No. 5502.

## 2. Developments

### a) Changes in the reference period:

#### Digital State Applications:

As of 01/07/2020, 9 new e-government services below are offered in order to provide faster and easy service to the citizen. Thus, the number of e-government services has increased from 147 to 156:

- Service merge application for 4/1-(a), 4/1-(b) and for the insured and beneficiaries subject to the provisional article 20 of the Law No. 506
- Medical Material Inquiry
- Report Information Inquiry
- Configuring SSI debts
- General Health Insurance Debt Certificate Inquiry
- Inequiousness of the Ceased Services Before 01/06/2018 Under 4/1-(b)
- Stopping services before 01/11/2020 Under 4/1-(b)
- Use of Unfinished Material Information Inquiry
- Medical Prescription Information Inquiry

## **Postponement of Obligations, Configuration and Incentive:**

Due to the flood disaster in Giresun on 22/08/2020, the current premium debts of the insured residing in the province and districts in Giresun as well as private and public employers employing the insured under 4/1-(a) before 22/08/2020 July 2020 and the premium debts for the months August, September, October in 2020 were delayed to 31/12/2020. Again, between 22/08/2020-30/11/2020, all kinds of information, documents and declarations (excluding notifications of work accidents and occupational diseases) that need to be submitted to SSI could be submitted until 15/12/2020.

The Law No. 7256 on Restructuring of Certain Claims and Amending Some Laws entered into force by being published in the Official Gazette dated 17/11/2020 and No. 31307. With the regulation, the insured and tradesmen within the scope of 4/1-(b) (Bağ-Kur) were given the opportunity to pay their premium debts for August/2020 and before, within the scope of restructuring. Again, within the scope of the Temporary Article 83 added to the Law No. 5510 with the Law No. 7256, the tradesmen and insurance holders having premium debts have been given the opportunity to stop their premium debts until 31/10/2020. In this regard, Circular No. 2020/46 has been issued on the procedures for stopping the premium debts of our tradesmen and insurance holders within the scope of 4/1-(b) having premium debts within the scope of Temporary Article 83. The issues regarding the implementation of the said article in terms of pension legislation were explained in the General Letter dated 25/12/2020 and No. 16805122.

With the Law No. 7256, the practice of the Craftsman Ahi Fund was postponed to 31/12/2023.

With the decision of the Board of Directors of the Social Security Institution dated 26/03/2020 and No. 2020/188, in order to contribute to the minimization of the negative economic and social effects caused by the coronavirus (COVID-19) epidemic, which continues to affect our country and all over the world;

- Those who are taxpayers of real or simple method due to commercial, agricultural and self-employment earnings, which are accepted as force majeure by the Ministry of Treasury and Finance,
- Those who are exempt from income tax and registered in the registry of tradesmen and craftsmen,
- Those who engage in agricultural activities and earn agricultural income,
- Those who are insured within the scope of 4/1-(b) in the workplaces of taxpayers located in sectors that are considered force majeure by the Ministry of Treasury and Finance,
- The deadline for payment of insurance premiums for March 2020 is 02/11/2020 (as 31/10/2020 coincides with a Saturday),

The deadline for payment of insurance premiums for April 2020 has been postponed to 30/11/2020,

The deadline for payment of insurance premiums for May 2020 has been postponed to 31/12/2020.

Metropolitan municipalities, municipalities and their affiliates were allowed to pay their premium debts for April, May and June 2020 for three months, in three instalments. With the regulation made, it was ensured that the services were strengthened by contributing to the prioritization of the services to be provided by the Municipalities to the public during the COVID-19 epidemic.

A general letter dated 04/09/2020 and No. 10520268 on “executing registration procedures for agricultural withholding” was prepared and sent to all Provincial Directorates in order to ensure uniformity in registration procedures for agricultural withholding.

It has been ensured that the restructuring, suspension and revival requests made in accordance with the Law No. 7256 can be made via e-State.

Informative and awareness-raising brochures and posters were carried out on the incentive practices for the insured within the scope of Article 4/1-(b) of the Law No. 5510, and the brochures and posters prepared were printed and distributed throughout the country.

The concise and premium service declaration application, which we carried out as a pilot in the provinces of Kırşehir, Amasya, Bartın and Çankırı, continued as of 01/01/2020 by including the provinces of Bursa, Eskişehir and Konya. As of 01/07/2020, it has been implemented in all provinces of Turkey.

Due to the COVID-19 epidemic, the Declaration of Profession was postponed and Circular No. 2021-3 was published.

Circular No. 2020-45 regarding the restructuring application implemented pursuant to the Law No. 7256 was published and programs for employers were implemented in the restructuring implementation.

With the Law No. 7256, it was regulated that in the event that individuals who have never applied for the income test apply for the income test until 31/03/2021, the General Health Insurance (GSS) premiums will be updated according to the registration starting date according to the income test result. Again, with the same Law, it has been regulated that if the GSS Premiums before 2020/August are paid until 30/04/2021, the delay penalty and late fee will be deleted and those within this scope can benefit from health services until 30/04/2021.

With the Presidential Decree No. 3246, the three-month period in the normalization premium support included in the temporary article 26 of the Unemployment Insurance Law No. 4447 was extended to six months and the implementation period was extended until 30/06/2021.

With the Presidential Decree No. 3247, the implementation period of the employer’s premium support, which is included in the provisional article 10 of the Law No. 4447 was extended until 31/12/2022.

With the Presidential Decree No. 3248, the implementation period of the employer premium support included in the provisional article 19 of the Law No. 4447 was extended until 31/12/2022.

In the provisional article 10 of the Labour Law No. 4857; the terms regarding the termination of the employment contract by the employer, except in certain cases specified in the article, were extended until 30/06/2021 by the Presidential Decrees No. 2707, 2811, 2930, 3135, 3344, 3592 and 3930. In this context, the application periods of employer premium support (return to employment premium support plus employment premium support) are subject to the Provisional Article 10 of the Law No. 4857 in the provisional articles 27 and 28 of the Law No. 4447 has also been extended.

**b) Changes agreed, planned or proposed for the next term:**

**Digital State Applications:**

With the WOMEN-UP Project on Supporting Registered Women's Employment, efforts will be made to receive the General Health Insurance Application Procedures of Foreign Students via e-State.

**Combating Informal Employment:**

In the fight against unregistered employment, if the epidemic conditions allow, studies will be initiated to implement different inspection programs throughout the country.

Electronic infrastructure harmonization studies will be continued by increasing the number of institutions and organizations with which data is shared in order to increase cross-checks. Studies will be carried out to ensure program integration through initiating electronic data flow with the Ministry of Transport and Infrastructure, the Ministry of Agriculture and Forestry and the Ministry of Commerce.

Various information and awareness-raising activities will be conducted throughout the country on social security rights and obligations.

In order to increase the effectiveness of the audits related to unregistered employment, necessary studies will be initiated to ensure that the audit automation program, which enables the entire auditing process to be carried out in the electronic environment with the Institution's programs.

Practices that will enable the detection of fake, controlled and suspicious workplaces will be implemented.

Legislation and program studies will be implemented to ensure that notifications made by the Institution are carried out electronically

**Retirement Processes:**

The study of examining and reporting the files of the insurance holders covered by the Turkey-Germany Social Security Agreement due to occupational diseases, whose rate was determined, was initiated.

A study has been initiated to report the list of occupational diseases included in the appendix of the Draft Regulation on Work Accidents and Occupational Diseases by investigating the changes made in the list of occupational diseases of the International Labour Organization (ILO) and the European Union. Again, it is planned to start the study of matching the diseases in the list of occupational diseases included in the annex of the same draft regulation with the ICD-10 disease diagnosis codes.

**c) Completed or initiated research (Evaluations included):**

As a sub-component of the "Job Creation and Entrepreneurship Opportunities for Syrians under Temporary Protection and Host Communities in Turkey Project", Registered

Employment Transition Program (KİGEP*plus*) carried out jointly by the International Labour Organization (ILO) and SSI began on 24/12/2019. Within the scope of the said Program, additional employment support has been implemented for 2.545 Syrian and 2.545 Turkish citizens under temporary protection in Ankara, Aydın, Bursa, Gaziantep, İstanbul, İzmir, Kayseri, Konya, Manisa, Mersin and Şanlıurfa provinces. In this context, employers who employ a Syrian under temporary protection were paid 1.000 TL monthly. Where there are Turkish employees in addition to Syrians, the employer has received 1.000 TL support payment also for this Turkish worker. Support payments were made to employers benefiting from the program, up to a maximum of 6 months for each worker. In addition, Syrians' work permit fees of 457.10 TL (if not paid by another Institution) were covered by the Program budget. The program ends on 30/06/2021.

As a result of the successful implementation of the Program, ILO provided a new fund to implement a similar program in 14 provinces (Adana, Ankara, Aydın, Bursa, Gaziantep, İstanbul, İzmir, Kahramanmaraş, Kayseri, Konya, Manisa, Mersin, Osmaniye and Şanlıurfa) this time. Ankara, Aydın, Bursa, Gaziantep, İstanbul, İzmir, Kayseri, Konya, Manisa, Mersin and Şanlıurfa). In this context, under the name of KİGEP 3, it was decided that the program will continue to provide employers with monthly support of 1.250 for each employee for 3.750 Syrian under temporary protection and 3.750 Turkish citizens for a maximum of 6 months and to pay the work permit fees of 503.70 TL for 3.750 Syrian employees (if not paid by another Institution). KİGEP 3, which will last until 30/11/2022, has started to be implemented.

On the other hand, the “Supporting Registered Employment of Women through Promoting Educated Child-Caregivers” (EDU-CARE) project is jointly financed by the European Union and the Republic of Turkey and is carried out by the Social Security Institution. The Project, which was launched for the term 01/05/2019-31/12/2022, aims at increasing the registered employment rate of women, providing support for the employment of mothers who face the risk of leaving their jobs due to having small children and increasing qualified labour in the child-care sector. In the scope of the Project, which is implemented in Ankara, İstanbul and İzmir provinces, it is planned to transfer 26 million Euros of support to women. The financial support implementation of the Project consists of two components: “Working Mother Support” and “Caregiver Training Incentive”. With Working Mother Support, the registered employment of 3.700 mothers and 3.700 trained caregivers was aimed. To this end, mothers were provided with monthly support of 300 Euros in 2020. The said support was increased to 325 Euros in 2021 and will be paid as 350 Euros in 2022. With the Caregiver Training Incentive, it is aimed to provide support for 6.000 trained carers up to 200 Euros for once.

In the scope of “Supporting Registered Employment of Women through Institutional Childcare Services” (INST-CARE) project co-financed by the European Union and the Republic of Turkey, 100 Euros monthly grant support is provided for an average of 10.250 women per month who live in 7 pilot provinces (Ankara, İstanbul, İzmir, Bursa, Antalya, Elazığ and Malatya), working under the service contract (4/1-(a)) and sending their children to preschool education and care institutions (kindergarten, day care centre, nursery, etc.) for 24 months. In addition, 13.000 beneficiaries who are the first to register are provided with one-time fixed support of 100 Euros to cover the expenses such as stationary. The Project started on 01/04/2019 and will continue until 31/03/2022.

The “Project for Supporting Registered Women's Employment” (WOMEN-UP) was established by SSI and co-financed by the European Union, to protect women entrepreneurs against unfair competition, helping them to be more resilient for competition and increase the



number of women entrepreneurs and registered women employees. The preparatory work for the Project is ongoing and the Operation Identification Document of the project in question was signed on 22/11/2019. The contract was signed on 06/03/2020. The project, which could not be implemented due to the epidemic, is planned to start in 2021. The project, which could not be implemented due to the epidemic, is planned to start in 2021.

Starting from January 2018, SMS messages for information have been sent to insurance holders, whose earnings level which is the base of premium calculation was determined to decrease by 20% or more. To date, the insurance holders have been informed by a total of approximately 1.5 million SMS. A total of 230.727 informative SMS messages have been sent since July 2020.

Within the scope of combating under-wage reporting, it is planned to send informative letters to employers who are determined to report qualified professional insured people at or close to the minimum wage level. In this context, necessary analysis studies have been carried out for the workplaces employing these occupational groups from the data of our Institution; Informative letters were sent to 35.000 employers, who are qualified insured professionals such as doctors, engineers, lawyers, teachers, football players, basketball players and trainers, whose risk of under-reporting is detected.

A provincial visit was made in order to identify the problems of the Combating Unregistered Employment (KADİM) services on site and a guide that will guide the work and operations of KADİM services has been prepared and submitted to the provincial directorates.

Within the framework of the 2020 training plan, a web conference was given to the KADİM Service Personnel on “Procedures of Combating Unregistered Employment and Current Developments”.

Within the scope of combating unregistered employment, 44.023 workplaces were inspected by social security inspectors from July 2020 to the end of February 2021 and 604 workplaces that were not registered although they were required to be registered were identified. In addition, 312.452 employees were audited and it was determined that 16.015 people were working informally. In order to carry out the audit activities carried out in the provincial directorates in a planned and coordinated manner and to strengthen the inter-institutional cooperation in the inspections for unregistered employment, the 2020 Audit Program was prepared and sent to the Provincial Directorates. In this inspection program, while activities such as extensive intensive inspections, inspections of workplaces that are found to be risky as a result of risk analysis, inspections at roadside stations in cooperation with the Ministry of Transport and Infrastructure, joint inspections with the Revenue Administration, inspections for under-reporting of wages and informal employment take place, the implementation phase of this inspection program could not be started due to the epidemic.

The “2020 Informing and Guidance Program” has been created in order to standardize the guidance and information activities to be carried out by our Provincial Directorates within the scope of combating unregistered employment by our Institution. Within the scope of the aforementioned Programme, the activities of providing necessary information on social security rights and obligations by all provincial units of our Institution by using local media elements were carried out by our Provincial Directorates in order to organize special awareness activities especially in certain sectors such as construction, textile and tourism both specific to these target sectors and locally specific to all professional organizations and non-governmental

organizations in order to create a broad-based communication network with a citizen-oriented approach in the fight against unregistered employment. In the afore-mentioned Information and Guidance Program activities, the Information and Guidance Guide, which was prepared and sent to our Provincial Directorates, was used and the brochures prepared were distributed.

Legislation studies on the “Circular on the Work and Transactions of Social Security Supervisors” and “Working Instructions for the Social Security Supervisors” on the procedures and principles regarding the work of Social Security Supervisors have been completed in accordance with today’s conditions.

It has been evaluated that a “Certificate of Appreciation” can be issued and presented to the workplaces that fulfil their employer’s obligations within the scope of encouraging them with the application of quality certification similar to the “Blue Flag” for the workplaces that have successfully passed the general audits, Bolu province was determined as the pilot province of the activity to be carried out. These documents were presented to 90 workplaces by the Bolu Provincial Directorate and our provincial directorates were informed in order to extend the application to all provinces.

A data sharing protocol has been signed so far, within the scope of combating unregistered employment with the Ministry of Labour and Social Security (Strategy Development Presidency), formerly Ministry of Transport, Maritime Affairs and Communication, formerly Ministry of Economy, formerly Ministry of Customs and Trade, formerly Ministry of Food, Agriculture and Livestock, General Directorate of Turkish Employment Agency, General Directorate of Security, the Ministry of Tourism and Culture and the Turkish Volleyball Federation, electronic infrastructure harmonization studies for the transfer of data that can be received electronically to our Agency continued. In this context, it has been ensured that the work permit information of foreigners, the traffic administrative fine decision minutes and the information in the identity notification form are shared with our Agency.

### **3. Payment methods**

#### **a) Changes in the reference period:**

“Financial Automation System Project (MOSIP)” as a “Financial Management Systems Automation Project” is a financial automation system where all financial management of the Social Security Institution (SSI) is organized, financial processes are realized, necessary controls and audits are carried out, analysis and reporting are possible and adapts to new information technologies in a short time in 2009.

After MOSIP sends their income/salary to the bank, for the undeserved income/salaries of the deceased pensioners and beneficiaries, it is automatically requested by the system instantly without the need for a refund request from the Banks’ Spending Units Users integrated with the MOSIP System and the daily payment is made with the TR ID number. In payments (incapacity for work, health, personal payments, debt repayments, inactive, blocked salary payments, etc.) the income/salaries of the deceased are returned to our Institution by the MOSIP System.

According to the Protocol, for the payments sent to PTT with an ID number, citizens who cannot leave their home due to the epidemic for various reasons or do not prefer to go to the PTT, in case they define their accounts in banks integrated with the said systems via E-

Government, ALO 170 or MOSIP System to the MOSIP system, it was ensured that it is automatically withdrawn from the relevant person's account and sent to the newly defined bank account within 2 (two) working days without the need for request. Due to the PTT obtaining an IBAN number, banking services started. When the infrastructure work is completed, these 2 (two) days will be shortened even more and it will be done instantly.

The study of transferring the deductions made from the pensions returned to our Institution due to the closing of the file from the enforcement offices to the accounts of the individuals via the MOSIP System has been completed. With this arrangement, bureaucratic procedures were abolished by eliminating the need for individuals to submit petitions. In the attorney fees, salary payments and the attorney payments in the cases ruled against the Institution made to the contracted lawyers of our Institution, VAT Stoppage deduction studies have been completed and transactions can be made through the MOSIP System.

**b. Changes agreed, planned or proposed for the next term:**

It is planned to ensure that the amount withheld from attorney fees paid for the cases to which our Institution is a party is transmitted electronically to the Ministry of Treasury and Finance via the Tax Statement.

Due to the closing of the file for some reason after the enforcement deductions made from allowance and pensions, it will be ensured that the enforcement refund amounts returned to our Institution from the enforcement offices will be refunded by questioning with OBT (Online Bank Collection). The aim of this study is to switch to full automation in all enforcement returns and payments.

It is planned to establish a system for making all transactions (deduct from salary, reporting to the bank, etc.) regarding Interest-Free Housing Loan payments deducted from the pensions of relatives of martyrs and veterans in electronic form. The aim of this study is to switch to full automation.

It is planned to ensure that 4/1-(a) and 4/1-(b) pensions of the insured and beneficiaries, which are cut off due to marriage and starting to work as an insured, as excessive and undue payments will be automatically returned to our Institution from the Bank, by entering the status change information of the insured into the MOSIP system.

It is planned to deduct the debts due to the adjustment law from their pensions of those who are considered insured within the scope of clause 4/1-(c) of the Law No. 5510 and who work as Specialized Sergeants within the scope of the Specialized Sergeant Law No. 3269 dated 18/03/1986, through the MOSIP System.

In order to prevent people from going to the bank or Post Offices many times to receive payments (share, first month, bonus and half-term pensions) sent to retired people as a central payment, the work on the identification of retirement accounts by banks when retirees go to receive their first payments and transferring their account information to the MOSIP System has been initiated. With this study, it will be ensured that the retirees go to the bank once and their accounts are defined at once, and the payments are sent directly to the accounts.

In addition, within the scope of the same study, it will be ensured that the blocked and inactive salaries will be sent directly to the retirees' accounts by ensuring that the bank account information is received from the banks, along with the refund, for the salaries returned to our

Institution due to inactivity, which are not withdrawn from the accounts of the retirees for a long time.

If accepted by the notaries Union, information about the power of attorney will be obtained through the web service. With the work to be done, it is aimed to import the documents (attorneyship, certificate of inheritance and all kinds of notary documents) to the MOSIP System through the web service to be established and to check their validity by integrating the MOSIP System with the program used by the Notaries. With this study, it is planned to prevent time and effort loss for both citizens and personnel, and to reduce bureaucracy and paperwork by making instant questioning through the system.

With the study on the payment of health payments with a single bank without a protocol, it is planned to make payments to the bank accounts (whether or not in the MOSIP system) of all health service providers (SHS) via a single bank via EFT/Money Transfer.

#### **4. Use of information technologies**

##### **a. Changes made in the reference period:**

##### **Studies in the field of Insurance:**

In order to make daily payments to the insured and beneficiaries within the scope of 4/1-(b), the necessary arrangements were made in the veteran 4B and the MOSIP programs and opened for operation in the payment period of December 2020.

In accordance with Provisional Article 35 of Regulation on the Social Insurance Proceedings, the insurance holders who were titled to have or already received a monthly payment despite their missing premiums as a result of an incorrect transaction by the institution are expected to complete their premium payment days. In this regard, the studies for the scheme that allows completion of premiums either by buying or working have been completed. As of the end of 2020 December, EMEKTAR 4B program has been put into service.

EMEKTAR 4A program's integration with funeral allowances has been completed and put into service as of 2020 July.

The integration of full settlement transactions with the EMEKTAR 4A program has been completed for old age full settlement at first assessment. Full settlement transactions to be paid to the insured upon their request as of 05/02/2021 could be made by logging in and selecting "Old Age First Decision" link under "Full Settlement Transactions" menu in EMEKTAR 4A program. Amounts of full settlement payments have been allocated within the scope of daily payments.

The studies on the batch software for EMEKTAR 4A program, which enables the provision of 2020-2021 education aid within the scope of provision 4/1-(a), were completed within the payment period for 2020 September, and a lump sum payment was made without the need for manual action.

Within the scope of the restructuring of some of our Institution's receivables pursuant to Law No. 7256, a Cooperation Protocol was signed with three banks; namely, T.C. Ziraat Bankası A.Ş., Türkiye Halk Bankası A.Ş. and Türkiye Vakıflar Bankası T.A.O. on 04/01/2021. In this framework, the insurance holders to receive monthly payments through the loans of these

banks, are referred to the relevant branch of Ziraat Bank, Türkiye Halk Bankası and Türkiye Vakıflar Bankası and not directed to another bank.

The data of monthly allowance beneficiaries and employees working in funds defined in Provisional Article 20 of Law No. 5510 was taken and successfully integrated with KAPSAM 4/1-(a) and 4/1-(b) applications.

Following the changes in the military system, military service has been divided into two successive parts. The periods passed in the second part, in line with the request of the person concerned, will be debited to the person and later be covered by the Ministry of National Defense (MSB). All necessary infrastructure works to ensure that the debt accruals of those who want to become indebted for the second 6-month military service period are electronically monitored and sent to MoND have been completed.

The software work regarding the 2021 minimum wage support paid per insured with the purpose of reducing the burden on employers of minimum wage increases in previous years has been completed.

Tax Statement Forms submitted to the Revenue Administration and the Monthly Premium and Service Certificates submitted to our Institution have been combined into a single document named "Tax and Premium Service Declaration". Afterwards, this application was put into force throughout Turkey.

Based on the "Data Exchange Protocol" signed between our Institution, the Ministry of Environment and Urbanization and Housing Development Administration on 18/9/2019, electronic access has been provided to the data regarding the inquiry of entitlements to interest-free housing loans. Owing to the exchange of data among these institutions, the inquiry on 'Interest-Free Housing Loan Entitlement' for those who receive pensions from our Institution within the scope of Provisions 4/1-(a), 4/1-(b) and 4/1-(c) of Law No. 5510 could be conducted directly by Housing Development Administration of Turkey.

In order to reduce the social and economic problems experienced due to the COVID-19 epidemic, various and separate solutions regarding the premium deferrals of those covered by 4/1-(a) and 4/1-(b) have been investigated.

Due to the recent flood disaster in Giresun province, necessary postponement procedures have been conducted in the Employers' Application and in Assurance Application in order to delay the delivery of monthly premium service certificates and premiums pursuant to Article 91 of Law No. 5510.

A new document named "Social Security Registration Document" has been added under the field of "Official Records" at the SSI Registration and Service Statement application. In order to avoid any possible difficulties for citizens, the Social Security Registration Document used in the transition between provinces during the epidemic period was updated and put into service through the e-Government system.

Triadic approval process has been included in Monthly Premium and Service Document and 4-Month Payroll implementations of our institution.

Program studies have been completed with a view to the application of employer's contribution of unemployment insurance incentive as 1%, to be valid as from the following year and for three years, in workplaces classified as very hazardous within the scope of Additional Article 4 of the Law No. 4447, with more than ten employees and where a work accident resulting in death or permanent incapacity has not occurred in a three-year period.

Within the scope of the Law No. 7256; restructuring procedures related to insurance premiums, unemployment insurance premiums, stamp duty, administrative fines, accessory receivable debts, which are yet unpaid by the date of publication of the Law and whose primary obligation has been performed before the date of publication of the Law, Contribution to Education and Special Communication Tax along with their receivables of delay fines and late fees for August 2020 and previous months, have been put into place, following the completion of software in respect thereof.

Studies on software have been concluded with a view to levying attachment on immovable properties of obligors indebted to our institution and concerning whom execution proceedings have been initiated in electronic media (e-title deed attachment), in accordance with the Law on the Procedure for the Collection of Public Receivables.

Obtainment of registry information from the Central Registration System (MERSIS) has been ensured in juridical and private-owned workplaces.

Implementation of Cash Wage Support has been prepared for the data forming the basis of payments made from the Unemployment Insurance Fund and by the Turkish Employment Agency with the aim of mitigating the effects of the COVID-19 pandemic on economic and social life.

Procedures concerning normalization support within the scope of provisional Article 26, support for a return to employment within the scope of provisional Article 27 and additional employment support within the scope of provisional Article 28 of the Law No. 4447 have been shifted to electronic media.

Registry procedures of employers who employ insured domestic workers for over 10 days have been shifted to Employer System under the concept of Facilitated Employership within the scope of Additional Article 9 of the Law No. 5510 and automatic formation of incentives preferred by employers within this scope has been provided.

The initiation of carrying out premium return procedures concerning the insured under 4/1-(c) in electronic media has been ensured. The program has been put into use by public institutions as of 15/10/2020, thereby enabling the procedures for return of premiums belonging to 4/1-(c) insurance holders to be carried out by this means.

Program studies enabling restructuring, terminating and reclamation requests pursuant to the Law No. 7256 to be made via e-Government have been concluded and the application has been put to the use of the insured.

The report on transition to the system based upon accrument-collection of 4/1-(b) insurance premiums has been drawn up and submitted to the unit in charge of occupational rules prepared to be utilized in studies on software.

Registry procedures belonging to workplaces of dwelling janitorship within the scope of facilitated Employership have started to be carried out via e-Government.

The program targeting pre-determination and listing of Institution receivables that are in danger of lapsing has been put into use.

The program for automatic cancellation of e-Declaration passwords which are active despite their deceased owners has been completed and put into use.

Electronic obtainment of information about cash wage support has been ensured by means of the program prepared within the system of our Institution.

The recordation of the insured as per appropriate types of documents has been ensured through a regulation enabling the control of their statement of employment during the submittal of monthly premium service document/brief premium and service declaration. The implementation of this control will preclude unjust benefiting from incentives and minimum wage supports. Furthermore, prevention of being on salary unjustly will be ensured.

The project on receiving “Universal Health Insurance applications of Students of Foreign Origin via e-Government has been launched and it is expected to come into effect in July 2021.

The batch program enabling the automatic update of registry procedures by income tests of persons who have had an income test within the scope of the Law No. 7256 has been prepared.

### **Studies in the Field of Health:**

The information system by the SSI on physicians and hospitals conducting examination/analysis above average has been developed. The information system has been formed as 3 phases:

a) Prescription Lists for Family Physicians: Through the e-government application, all family physicians are sent a list of prescriptions they have already prepared as well as the information and averages of the prescribed medicines.

b) Service Lists for Hospitals: the following information and documents are sent to hospitals: general follow-up information, amount information, average costs, number of prescriptions (both printed and e-prescription versions), the number of prescriptions on the basis of payment group and their ranking within the province, hospital procedure, examination, analysis information, lists with above-average examination and analysis information, if any.

c) Service Lists for Physicians: It is sent to all physicians through the e-government system.

Contract processes of service users of hospitals, pharmacies, opticians, medical markets and medical pharmacies with the Social Security Institution were transferred to the electronic environment.

Term termination procedures in hospitals contracted with our institution were provided with an electronic signature.

An electronic application has been prepared that allows Physicians working in Health Service Providers to check the monthly service registration transactions at the end of the concerned period and make the approval processes.

For all Health Service Providers contracted with our institution (except for Hospitals), it has been ensured that monthly document acceptances made to Health and Social Security Centres are made in the electronic environment through its integration with EBYS.

Insured people who have a medical report on celiac and metabolic diseases have been informed through an SMS sent 1 month before the expiry date of the medical report and thus they have been informed.

E-reconciliation application that enables the reconciliation processes between the hospitals contracted with our institution and the public institutions have been started.

Sending electronic versions of the documents attached to the invoice, which is the basis for payment in hospital services, has been started for other applications too.

The integration of the e-government system with the MEDULA application has been completed in order to carry out the procedures regarding the health expenses for the members of the Parliament and for their dependents.

Various studies were also carried out on the fight against COVID-19 during this period:

- With the Institutional Drug Distribution System Project, it was ensured that a group of blood product drugs could be processed within hospitals and by hospital pharmacies.
- The branch control, which was carried out in CVS (Cardiovascular surgery) intensive care beds, has been abolished.
- Medicines for chronic patients covered by general health insurance and for people under the age of 18/over 65 have been provided without prescriptions.
- In coordination with the Ministry of Health, e-prescriptions have been divided, part of them have been provided by hospital pharmacies and the remaining part by private pharmacies.
- The period of validity of existing drug and medical equipment reports have been automatically extended by the system.
- An additional service payment has been provided for employed at epidemic care.
- In order not to cause disruption in the continuation of the works during the flexible working period of the institution personnel, the system has been updated so that all MEDULA applications can be accessed via e-government.
- It has been ensured that drug applications made from abroad are received via e-government.

#### **Activities Planned in the field of Information Systems and Cyber Security:**



During the flexible working period, efforts were made to conduct all kinds of works and transactions remotely, and within this scope, meetings, trainings and collaboration infrastructure have been utilized over Teams application.

In consideration of increasing cyber threats, security has been tightened on servers, clients and all other systems. Software, Hardware and Firmware updates of the systems were monitored periodically. Stable version and patch updates of critical infrastructures (application servers, load distributors, application firewalls, virtualization infrastructure products, servers, clients etc.) were made. In order to increase the quality of service in provincial units, and to provide performance and redundancy, an SSD (Solid-State Drive) type disk, which works much faster than normal hard disks and can minimize heating problems, has been installed and the necessary configurations have been made.

License updates and hardware purchases were made to ensure the continuous operation of faster, uninterrupted and secure system infrastructure.

In line with Bilateral Social Security Agreements, relevant work on ensuring secure FTP File Sharing for secure data exchange continues.

Data is actively shared with 87 institutions and organizations.

**a) Changes agreed, planned or proposed for the next term:  
Studies in the Field of Insurance:**

At the expiry date of the marriage allowance (at the end of the 2-year period) paid under the provisions of 4/1-(a) and 4/1-(b), it is planned to automatically change the shares of other beneficiaries who receive income/salary from the insurance file.

KAPSAM 4/1-(a) and 4/1-(b) programs use the "Health Provision and Activation System (SPAS) program as a data source in the detection of unwarranted payments. Following the launch of the TAKIP program, it will be used as the data source.

It will be ensured that the documents necessary (i.e. inheritance certificate/certificate on the determination of heirship and documents showing that there is no inheritance tax debt/financial obligations that should be annexed to the request form) to make the inheritors' payments to the beneficiaries can be obtained via e-Government.

In order to prevent excessive correspondence between SSI and Public Institutions in terms of obtaining documents regarding the determination of the uninsured period of the insurance holders within the scope of 4/1-(c) whose termination of their duties were cancelled due to various reasons (with the decision of the institution's high disciplinary board, judicial decision, etc.); necessary updates and changes will be made on HITAP system to enable Public Institutions to upload documents related to uninsured periods.

Liability Calculation screen will be created for 4/1-(c) Insured via e-Government, it will be ensured that the insured learn the exact amount of liability they will pay before starting their transactions. In this way, the insured who do not find the amount appropriate will never start the proceedings and will be prevented from creating an unnecessary workload for our Institution.

Optional participation requests to be made pursuant to article 12 of Law No. 5434 by 4-1/(c) insured persons who fall within the scope of Provisional Article 4 of Law No. 5510 will be received via e-Government. In this context, the necessary infrastructure works have been started and it is planned to be completed by the end of 2021.

Cash Proceeds, carried out manually by our institution and accumulated in our institution's trust, will be collected through Online Public Collection System.

Through the utilization of the stenography method it will be possible to determine by which application user the information was produced in the "SGK Registration and Service Scheme" application, which works at intra environment in our institution.

It will be ensured that the lists of administrative fines, which are imposed in cases where the insured job entry and insured dismissal declarations given online are not submitted within the legal period, will be transferred to the employer system in the electronic environment.

A system will be devised to ensure that debt collection is made according to the identity number of the person who is a shareholder in a debt that has been executed for a period of time.

Through the inclusion of the cases that interrupt and stop the statute of limitations to the execution files, it will be possible to determine whether or not the statute of limitations were entered in the collection periods of the execution files.

An additional field in the form of "Summary Service Statement" will be devised in "SGK Registration and Service Statement" application of our institution.

It is planned to complete the software works for transferring the actual service period increase transactions of the 4-1/(c) insured to the electronic environment by the end of the year.

It is planned to complete the software works to monitor debt collections of the insured under 4-1/(c) via e-Government by the end of the year.

E-government applications are planned to be extended.

### **Studies in the Field of Health:**

It will be ensured that the applications of hospitals, pharmacies, optics, medical markets/medical pharmacies and medical companies are made in the electronic environment.

Following their contract with SSI, the application that enables the online collection and tracking of application fees and dues of hospital, pharmacy, optics, medical market/medical pharmacy and medical company users will be put into use.

The Pharmaceutical Reimbursement System Project will be completed and the applications for input in the reimbursement lists will be automated.

Medical Equipment Application Screens Project will be completed and automation of applications for input in reimbursement lists will be provided.

## 5. Training of Social Security Personnel

### a) Changes made in the reference period:

VIDEOCONFERENCE TRAININGS DURING THE PERIOD BETWEEN 01/07/2020-30/06/2021	
No.	Title of the Training
1	Training on Premium Information System and Administrative Fine (IPC) Applications
2	Training on Agricultural Withholding, E-Deduction Program, Undue Payments
3	Training on the Practices of Ombudsman Institution (Provincial Organisation)
4	Training on Preparing Fact Sheets
5	Training on Long Term Insurance Branches of Social Security Agreements
6	Training on Enforcement of Law No 2330 for 4/1-(a) and 4/1-(b)
7	Training on Proceedings of Secondary Decisions on Widow's Pension
8	Training on General Legislation of Retirement Transactions (4/1-(a), 4/1-(b), 4/1-(c))
9	Training on Amendments on Legislation for 4/1-(a) Allocation and Changes in the Program
10	Training on Service Monitoring Program (Hitap) and IPC Applications
11	Pre-allocation Transactions Training
12	4/A Registration Legislation and Program Applications Training on Annex 5, Annex 6, Registration Legislation 2925 and Program Applications
13	Training on Short Term Applications of Social Security Agreements – Kusas and Yupass Programs Training
14	Training on Merging of Income/Monthly Pay
15	Training on Law No 5434 and Law No 5510 (in terms of 4/1-(c))
16	Training on Legislation of Service and Premium Debts and Application Training
17	Training on 4/1-(b) Allocation Legislation Amendments and Program Changes
18	Training on Applications of Invalidity of Officials
19	Training on Law No 5335 (4/1-(c) applications)
20	Training on Optional Insurance Legislation and Programs under 4/1-(b) and in accordance with Article 50

<b>VIDEOCONFERENCE TRAININGS DURING THE PERIOD BETWEEN 01/07/2020-30/06/2021</b>	
<b>No.</b>	<b>Title of the Training</b>
21	Training on Implementation of Law No. 2330
22	Training on Interest-Free Housing Loans
23	Training on Amendments Made on Law No. 3201 on the Assessment of the Duration of Turkish Citizens Abroad in Terms of Social Security
24	Training on MOSİP Income Transactions (Central and Provincial Organization)
25	Training on Legislation of Entitlement and Registration of Universal Health Insurance
26	Training on Article 60 – Universal Health Insurance
27	Training on Income Test Procedures
28	Data and Information Exchange Studies/Protocols Training on Unregistered Employment (Provincial Organization)
29	Combating Unregistered Employment (KADİM) Procedures and Transactions Training (Provincial Organization)
30	Training on Interest-Free Housing Loans (Provincial Organisation)
31	Training on Law No 5018 on Public Financial Management and Control and Amendments Made This Law
32	Training on Merging of Income/Monthly Pay within the scope of 4/1-(a) and 4/1-(b)
33	Training on 2020 Assessment of Institutional Health Boards
34	Training on the Procedures for Foreign Premium Debts (Circular No 2021/2)
35	Transfer of Transactions of Contract Pensions to Provincial Units
36	Training on Official Correspondence Rules and Grammar Training
37	Training on Monitoring and Inspection Procedures
38	Training on Annex-5 and Implementation of Agricultural Insurance Law No 2925
39	Training on Optional Insurance Legislation and Programs in accordance with Article 50
40	Training on Agricultural Insurance under the Paragraph (b) of the First Paragraph of Article 4 of Law No. 5510 and Optional Insurance Legislation and Programs in accordance with Article 50
41	Short Term Insurance Legislation and Application Training (Central and Provincial Organisation)

<b>VIDEOCONFERENCE TRAININGS DURING THE PERIOD BETWEEN 01/07/2020-30/06/2021</b>	
<b>No.</b>	<b>Title of the Training</b>
42	Training on General Issues and Problems in Reimbursement System of 4/1-(c)
43	Training on Institution Health Board - Occupational Diseases
44	Easy Employer Training
45	Training on Cases in which the Monthly Premium and Service Certificate and Concise and Premium Service Declaration Submitted after the Deadline are deemed to have been Submitted within the Legal Period
46	Training on Collection of Municipalities' Debts within the Scope of Reconciliation with OKT (Online Public Collection)

<b>DISTANT TRAININGS DURING THE PERIOD BETWEEN 01/07/2020 and 30/06/2021</b>	
<b>NO.</b>	<b>TITLE</b>
1	Training on Retirement Procedures of the Insured under 4/1-(a) and 4/1-(b)
2	Training on Registration of the Insured under 4/1-(a) and 4/1-(b)
3	Training on Registration of the Insured under 4/1-(c)
4	Training on Public Financial Management and Control Law No. 5018
5	Training on the Legislation on Retirement of Public Officials According to Laws No. 5434 and 5510
6	Training on Law No 6183 on the Collection Procedure of Public Receivables
7	Training on Civil Servants Act No. 657
8	Training on Archive Legislation and Archive Awareness
9	Training on Minimum Labour Operations Training
10	Training on Ataturk's Principles and History of Turkish Revolution
11	Body Language and Communication Training
12	Information Security Awareness Training
13	Information Systems Training

<b>DISTANT TRAININGS DURING THE PERIOD BETWEEN 01/07/2020 and 30/06/2021</b>	
<b>NO.</b>	<b>TITLE</b>
14	Information Systems Training
15	Training on Practical Information on COVID-19
16	Interview with the Head of State Archives, Prof. Dr. Uğur UNAL
17	Training on State Property Protection and Savings Measures
18	Training on Diaspora Concept
19	Training on Diaspora Policies and Turkish Diaspora
20	Digital Security Training
21	Digital Communication Training
22	Diction Training
23	Training on Filing Procedures
24	Training on Electronic Document Management System
25	Electronic Document Management Systems (EBYS)
26	E-Disability Training
27	Training on Effective Presentation Preparation
28	Training on Effective and Accurate E-Mail Writing
29	Training on Effective and Accurate Communication
30	Training on Temporary Incapacity Allowance Training
31	Training on Income Tax Law
32	General Accounting Training
33	Training on State Organization in General
34	Training on Confidentiality and Importance of Confidentiality
35	Training on General Health Insurance Registration and Premiums

<b>DISTANT TRAININGS DURING THE PERIOD BETWEEN 01/07/2020 and 30/06/2021</b>	
<b>NO.</b>	<b>TITLE</b>
36	GSSGM (Directorate General of Universal Health Insurance) – Training for Legislation Follow-up Department
37	GSSGM – Training for Guidance, Research and Development Department
38	GSSGM – Training for Department of Health Services
39	GSSGM – Training for Contract and Implementation Department
40	GSSGM – Training for Department of Medical Devices
41	GSSGM – Training for Foreign Health Services Department
42	Training on Public Relations
43	Training on Oratory and Effective Presentation
44	Training on Insurance Registration Procedures of Employees with a Service Contract
45	Training on Service Tracking Program (HİTAP)
46	Training on the Tasks of the General Directorate of Legal Services
47	Training on Drug Reimbursement Procedures
48	Communication Training
49	Training on the Importance of Content in Communication
50	Training on Awareness on Power of Communication / by Zafer Kiraz
51	First Aid Training
52	Human Rights Training
53	Training on Procrastination Behaviour at Work
54	Training for Department for Employers
55	Training for Kadim Department
56	Interview with Chief Ombudsman Şeref Malkoç - Ombudsman Institution
57	Trainings on the Principles of Public Ethics

<b>DISTANT TRAININGS DURING THE PERIOD BETWEEN 01/07/2020 and 30/06/2021</b>	
<b>NO.</b>	<b>TITLE</b>
58	Training on Public Ethics and Principles of Ethical Behaviour for Public Officials
59	Interview with Public Servants Ethics Committee - Chairman of the Board Köksal Toptan
60	Training on Preliminary Transactions and Procedures for the Retirement of Public Officials
61	Public Payments Training
62	Training on Value Added Tax Law
63	Short Term Insurance Training
64	Training on Personal Data Protection Law
65	Training on Corporate Tax Law
66	Interview with President of Personal Data Protection Authority (KVKK) - Prof. Dr. Faruk Bilir
67	Training on Determination of Invalidity
68	Training on Financial Crimes Investigation Board
69	Training Medula System and Informatics Applications
70	Meyes Training
71	Microsoft Powerpoint Training
72	Microsoft Word Training
73	Training on National Security Information
74	Training on Negotiation Methods
75	Museum Education
76	Training on Common Postural Problems and Office Exercises for Office Workers
77	School Based Disaster Education Course
78	Automatic External Defibrillator (OED) Training
79	Premium Incentives Training



<b>DISTANT TRAININGS DURING THE PERIOD BETWEEN 01/07/2020 and 30/06/2021</b>	
<b>NO.</b>	<b>TITLE</b>
80	Training for Premiums Department
81	Protocol Rules Training
82	Stamps and Stamp Collecting (Philatelic) Training
83	Life Sciences through Stamps-Istanbul
84	Training on Official Correspondence Training
85	Training on Official Correspondence Procedures and Principles
86	Health Activation Procedures Training
87	Training on Union Rights
88	Training on Capital Market Law
89	SSI Vice President Mr. Lütfi Aydın's Training Message for Candidate Personnel
90	Cyber Security Training
91	Social Security Institution Orientation Training
92	Training on General Definition of Related/Consanguine Communities
93	Training for SPGM - Executive Department
94	Training on the Constitution of the Republic of Turkey
95	Training on Delivering Public Speeches
96	Training on Turkish Grammar Rules
97	Training on Minority Rights in International Law
98	Training on International Student Mobility
99	(Applied) Excel Training
100	Tax Procedure Law Training
101	Overseas Transactions Training

<b>DISTANT TRAININGS DURING THE PERIOD BETWEEN 01/07/2020 and 30/06/2021</b>	
<b>NO.</b>	<b>TITLE</b>
102	Training on Current Approach for Occupational Diseases

**b) Changes agreed, planned or proposed for the next term:**

<b>Trainings Planned for 01/07/2021-31/12/2021</b>	
<b>No.</b>	<b>Title</b>
1	Medium Voltage (MV) System Design and Electrical Infrastructure Training
2	Veeam Backup and Replication Training
3	SAS Enterprise Guide and SAS Enterprise Miner Training
4	ISO 27001 Trainings
5	PMP (Project Management Professional) Training
6	Skype for Business Core Administration Training
7	React Training
8	IP Phone Management Training
9	Industrial Toxicology and Occupational Diseases Relation Training
10	Training on Invalidity of Officials
11	Training on Improving Personnel Legislation, Procedures and Managerial Skills
12	NLP (Natural Language Processing) Training
13	Training on Long Term Insurance Branches of Social Security Agreements
14	Training on Allocation Procedures for the Insured under Law No 5434 - 4/1-(c)
15	Training on Allocation Preparation for Public Servants
16	Training on HITAP and IPC Applications for Public Servants
17	Training seminar on "Relationship between Industrial Toxicology and Occupational Diseases"

Trainings Planned for 01/07/2021-31/12/2021	
No.	Title
18	Kubernetes Training
19	Db2 12 for z/OS Basic Database Administration Administration Code: CV844G Training
20	Business Continuity Training
21	Agile Project Management Training
22	OSCP (Offensive Security Certified Professional) / Penetration Testing with Kali Linux (PWK)
23	Angular Training
24	Db2 12 for zOS Advanced Database Administration Code:CV880G
25	PYTHON Training
26	Agile Performance Analysis Training
27	Training on Microservice Architecture by Java
28	Training on Public Procurement Law No. 4734 and Public Procurement Contracts Law No. 4735
29	Training on Legal Analysis of Information Systems
30	Training on PostgreSQL Administration
31	Docker Training
32	Training on Network Traffic Analysis
33	Training on VMware vSphere : Optimize and Scale 7
34	Training on Microsoft PowerShell
35	Supervisor Training (Central and Field Organisation)
36	Training on DB2 12 for zOS System Administration Code: CV852G
37	Training on Dynamic Web Applications by Spring and Spring Boot
38	Training on Microsoft Exchange Server 2019

39	Training on zOS JCL and Utilities (Code ES07G)
40	Training on Designing End to End Software Tests
41	Training on z/OS System Programmer Fundamentals (Code ES40G)

## 6. Information Provided for Right Holders and Other Services

### SSI website:

SSI (Social Security Institution) website ([www.sgk.gov.tr](http://www.sgk.gov.tr)) is an important platform that offers information and service for all our shareholders. The website, which is one of the most visited public websites of Turkey, has been visited by 11 million people from July 2020 to the first quarter of 2021.

### Labour and Social Security Call Centre ALO 170:

ALO170 provides call services from a total of 10 locations: Karaman, Şanlıurfa, Sivas, Kütahya, Ankara, Trabzon, Bayburt, Zonguldak, Muş and Elazığ with 1.567 employees.

Within the scope of more than 50 thousand pages of legislation relevant to the Ministry of Labour and Social Security, Social Security Institution (SSI), Turkish Employment Agency (ISKUR) and Vocational Qualifications Authority (MYK), ALO170 renders service incessantly on a 7/24 basis to our citizens living in Turkey and abroad. The hotline is the largest and most far-reaching communication centre, which can be dialled from Turkey and any other place worldwide, responding to the calls of citizens in about 3 seconds and receiving an average of 62.000 calls per day (Data for the years 2020 and 2021 have been taken as the basis). A total of 127 million 622 thousand 685 calls have been received by ALO170 Hotline, as of its day of commencement until 31/03/2021.

ALO170 Labour and Social Security Communication Centre, 30% of whose workforce consists of persons with disabilities, over 50% women and 15% veterans, relatives of veterans and martyrs, as well as 50% occupational accident victims employed in the mining sector and their relatives, is one of the largest social responsibility projects in Turkey. According to the research of an independent survey company, the Ministry of Labour and Social Security, SSI and ISKUR, which have conducted this major social project, have achieved a citizen satisfaction rate of %94.8 due to their effective, transparent, fast and citizen-oriented work.

The Prime Ministry Circular No. 2011/2 entered into force upon being published in the Official Gazette dated 19/03/2011 and numbered 27879 within the scope of Prevention of Mobbing in Workplaces. ALO170 Hotline is the first and only call centre providing support on mobbing in Turkey. A total of 105.384 applications on mobbing were received during the period between 19/03/2011 – 31/03/2021. In 2020, calls on mobbing decreased by 32%, compared to the previous year with 11.346 applications. 2.955 applications have been lodged in 2021 (until 31 March). The sectoral distribution of applications is as follows: The highest number of applications on mobbing in the public sector has been lodged for notification and psychological support (59.91%), without specifying an institution. This rate is followed by the Ministry of Health (11.34%) and the Ministry of National Education (5.79%) respectively. Of the applicants working in public sector, 53% of applicants are male and 47% are female. As for the private sector, the highest rate of applications has been received from employees of industrial enterprises (6.12%) as applications for notification and psychological support (%76.26),

without specifying the sector. 58% of applicants from the private sector are male and 42% are female.

Service is rendered via the number “0850 222 7 170” to our around 3 million citizens with hearing disabilities resident in our country. 26.797 calls were made by our citizens with disabilities until 31/03/2021.

The web chat service is rendered on the channel “<http://www.alo170.gov.tr/>”. Citizens gain access to ALO170 Hotline by using this service channel on a 7/24 basis. Contents related to the Ministry of Labour and Social Security, SSI and ISKUR on social media platforms (Facebook, Twitter etc.) are scanned and a total of 6.933.720 comments on social media were examined during the period between 01/10/2013-31/03/2021 by our Social Media Experts employed in ALO170.

Our around 10 million citizens living abroad are rendered service via ALO170. Our citizens abroad can access the Communication Centre by dialling +90 216 170 11 22. By the end of March 2021, 20.082 calls were received from abroad. The highest number of calls were responded from Germany, France and the Netherlands. In “Contact Centre World” contest, ALO170 has been awarded the gold medal, which is recognized as one of the most prestigious awards in the world in the Best Outsourced Business Partnership Category. ALO170, the winner of Europe, Middle East and Africa region in the contest previously held in the capital of England, London, ranked the global first in the Best Outsourced Business Partnership Category held this time in Las Vegas by surpassing the American company, ranking the first in AMERICAS region, on its home ground.

ALO170 Hotline is cited as an exemplary public project in terms of its high rate of resolution at the first call, which is 92 percent, and high customer satisfaction, in the organisation in which world giants rival one another.

#### **SMS Information System:**

In 2011, SMS Information System was initiated in order to offer services rendered by our institution in an effective, high-quality and expeditious manner, to inform insurance holders and employers on the provision, premium debts and collection, to improve the satisfaction of citizens, to accelerate services, prevent loss of time and labour and reduce postal costs for correspondence lacking obligatory notification; pursuant to the concept of citizen-oriented service. The application is constantly developed. 139.558.775 informative SMS were sent during the period between 01/01/2020-31/12/2020.

#### **Video Conferencing System:**

Meetings, conferences and trainings abroad are held with central and field units via Video Conferencing System. 116 intra/extra-institutional video conferences and video conferences abroad (Germany, Indonesia, Georgia, Kyrgyzstan, Japan, Ukraine) were held during the period between 01/01/2020-31/03/2021 via Video Conferencing system instead of face-to-face training during the COVID-19 pandemic with the participation of 33.860 persons in total.

#### **a) Changes made in the reference period:**

Efforts are in progress in order to ensure that persons receiving pension/income from our institution within the scope of 4/1-(a), 4/1-(b) and 4/1-(c) will display their daily payments and debt details concerning unduly payments. Thanks to the realization of this work, payment elements (pension, bonus payment, additional payment etc.), debts; reasons for incurring of debts such as execution, pension, executive compensation, duty allowance, additional payment, death benefit, their periods and amounts will be submitted in detail for our citizens' information via e-Government and ALO 170.

Citizens are informed on their issues of interest concerning the legislation of SSI every week by specialist guests in their fields on "TRT Radio 1" and "Voice of Meteorology", which broadcast nationwide to raise consciousness and awareness of social security and premium payment. From July 2020 to the first quarter of 2021, 62 radio programmes were transmitted and 12 programmes are envisaged to be broadcast during the period between 1 April 2021- 30 June 2021.

Again, with a view to raising consciousness and awareness of social security and premium payment, 202 programmes including "Newscast", "Intra-institutional Trainings", "Trailer" and "Teaser" works were broadcast on "SSI TV", a web TV platform, as from July 2020 by the end of March 2021 and 31 programmes are envisaged to be transmitted on 1 April 2021- 30 June 2021.

3 public service announcements have been broadcast concerning Universal Health Insurance and social security premium restructuring.

**B. BENEFITS**  
**1. Personal and Material Scope**

Population Groups within the Scope of Social Security as of December 2020 and Their Ratio to General Population:

December 2020		Actively Insured	Pension/ Income Beneficiaries (Passively Insured)	Dependants	Total	General Population Ratio % (**)
Those Employed Under Contract (4/1-(a))	1- Mandatory	15.203.423	8.265.828	18.952.335	44.576.303	53,31%
	2- Apprentice	346.624				
	3- Community Insurance Abroad	16.219				
	4- Agriculture (4/1-(a))	31.250				
	5- Other Insured (*)	319.862				
	6-Interns and Trainees	1.440.762				
	<b>Total</b>	<b>17.358.140</b>				
Self Employed (4/1-(b))	1- Mandatory Except Agriculture	2.146.642	2.670.280	9.656.246	15.171.836	18,15%

	2- Agriculture (Mandatory) (4/1-(b))	547.075				
	3- Neighbourhood Governor	27.063				
	4- Voluntary	124.530				
	<b>Total</b>	<b>2.845.310</b>				
Public Employees (4/1-(c))	1- Mandatory	3.140.410	2.328.112	6.947.560	12.416.769	14,85%
	2- Other Insured	687				
	<b>Total</b>	<b>3.141.097</b>				
<b>TOTAL</b>		<b>23.344.547</b>	<b>13.264.220</b>	<b>35.556.141</b>	<b>72.164.908</b>	86,31%
Private Funds		141.678	94.972	191.825	428.475	0,51%
Total (Contributory System)		23.486.225	13.359.192	35.747.966	72.593.383	86,82%

(\*) In accordance with the Law No.5510 (Annex-5, Annex-6, Annex-9), insured persons working for less than 10 days, prisoners and convicts employed by Prisons and Detention Houses and those whose labour contracts are suspended in public administrations.

(\*\*) According to Address Based Population Registry System results, population of Turkey is 83.614.362 in 2020.

## 2. Update in the Amounts of Benefits

### a) Changes made in the reference period:

The pensions and incomes allocated to the insured within the scope of 4/1-(a) and 4/1-(b) of the Law No. 5510 and their beneficiaries have been paid by an increase of 5,75% in 2020/July and 8,37% in 2020/January payment period pursuant to the second paragraph of Article 55 of the Law No. 5510.

The pensions and incomes allocated to the insured within the scope of 4/1-(c) and their beneficiaries are increased by the coefficients determined pursuant to the provisions laid down in 5<sup>th</sup> Term Collective Agreement covering the years 2020 and 2021 on Financial and Social Rights Regarding Public Workers in General and by Service Branches. In consequence of 5<sup>th</sup> Term Collective Agreement Negotiations, as per Article 154 of Civil Servants Law No. 657, ratios of salary coefficient and civil service basic coefficient to be applied for converting the figures shown in monthly indicator table as well additional indicator and seniority indicator figures into monthly salary amounts were agreed upon to be increased by 4% in the first half and 4% in the second half of 2020 and 3% in the first half and 3% in the second half of 2021.

In accordance with Article 7 of the aforementioned Collective Agreement titled “inflation difference payment”, it was also decided to increase the aforesaid coefficients which were agreed, on the basis of Consumer Price Index (TUFİE) announced by Turkish Statistical Institute (TURKSTAT). Within this scope, an increase of 5,75% in the second six-month period of 2020 and 7,33% in the first six-month period of 2021 has been applied for the pensions of retired public officers, who are regarded as insurance holders under 4/1-(c) of the Law No. 5510.

Salary and basic salary coefficients applied for 4/1-(c) insurance holders within the period are as follows:

Period	Civil Servant Salary Coefficient	Basic Salary Coefficient
July-December/2020	0,154461	2,417699
January-July/2021	0,165786	2,594917

The minimum and maximum civil servant (4/1-(c)) salaries determined according to the coefficients applied within the period are as follows:

Period	Minimum Salary (TL)	Maximum Salary (TL)
July-December/2020	2.980,75	11.340,44
January-June/2021	3.187,04	12.159,66

(\* ) These salaries have been calculated on the basis of the highest-ranking public official with 25-year service (Director of Administrative Affairs of the Presidency). Salaries include additional payments and 1/12 of Bayram (religious feast) bonuses, amounting to 2.000 TL.

## II- HEALTH BENEFITS

Figures of population groups within the scope of health benefits covered by health insurance as of December 2020 are as follows:

Population Groups		Number
		2020 December
<b>Those Employed Under Employment Contract (4/1-(a))</b>	Insured Persons	17.358.140
	Pension and Income Receivers	8.265.828
	Family Members	18.952.335
	<b>Total</b>	<b>44.576.303</b>
<b>Self-Employed (4/1-(b))</b>	Insured Persons	2.845.310
	Pension and Income Receivers	2.670.280
	Family Members	9.656.246
	<b>Total</b>	<b>15.171.836</b>
<b>Public Officer (4/1-(c))</b>	Insured Persons	3.141.097
	Pension and Income Receivers	2.328.112
	Family Members	6.947.560



	<b>Total</b>	<b>12.416.769</b>
<b>Private Funds (*)</b>	Insured Persons	141.678
	Pension and Income Receivers	94.972
	Family Members	191.825
	<b>Total</b>	<b>428.475</b>
<b>Registered within the scope of General Health Insurance</b>	<b>Total</b>	<b>9.767.789</b>
<b>TOTAL</b>		<b>82.361.172</b>

(\*)Health benefits of these are covered by the foundation pension funds, to which they are affiliated, rather than Social Security Institution.

According to the Address Based Population Registry System, the population of our country for the year 2020 has been announced as 83.614.362 by the Turkish Statistical Institute. The population figure belonging to those under the health insurance scheme in our country in the same year is 82.361.172 and this population group constitutes 98,5% of the entire population. Health benefits of the population out of the scope of the coverage of Universal Health Insurance are provided by various public institutions.

**a) Changes made in the reference period:**

**Contract/Protocol with Public Health Service Providers:**

A protocol was signed with the Ministry of Family and Social Services Darülaceze Institution Medical Centre, effective as of 01/03/2020. The protocol continues to be in force in 2021.

“Health Service Procurement Contract over Lump Sum Price” was signed with 43 public universities and entered into force. Additional budget support has been provided for healthcare research and application centres of medical faculties of 43 public universities negatively affected by the COVID-19 pandemic as per the additional contracts signed in April, June, July (twice), August, September, October, November and December 2020 in order to ensure the sustainability of their services.

Furthermore, in 2020, transition to the model of “Health Service Procurement Contract over Lump Sum Price” has taken place as of 01/07/2020 with a view to the solution of the financial problem encountered by the dentistry faculties of 40 public universities, which are negatively affected by COVID-19 pandemic.

A protocol was signed between Social Security Institution and Directorate General of State Supply Office on 25/09/2020 for the supply of pharmaceutical and medical materials in order to eliminate the difficulties experienced by health service providers having a protocol/contract with SSI in the procurement of pharmaceutical and medical materials.

“Health Service Procurement Contract over Lump Sum Price and Rules of Procedure for the year 2020” was signed between the Social Security Institution and the Ministry of Health.

**Private Health Service Providers:**

“Health Service Procurement Contract from Social Security Institution Private Health Service Providers” [private hospitals, medical centres, centres of medical branch, specialized medical treatment facilities licensed by the Ministry of Health (dialysis centres, physical therapy and rehabilitation centres, ESWL centres, assisted-reproduction treatment centres, hyperbaric oxygen therapy centres)] continues to be in force in 2021.

**Pharmacy Protocols/Contracts:**

The duration of “The Protocol on Drug Supply by Persons within the scope of Social Security Institution from Pharmacies which are Members of Turkish Pharmacists’ Association” expiring as of 31 March 2020 was extended until 31/07/2020 by 2020/1 Additional Protocol signed between our institution and Turkish Pharmacists’ Association. By this way, uninterrupted health service and medicine supply to our citizens have been ensured.

The recent protocol signed with the Turkish Pharmacists’ Association on 25/09/2020 to ensure uninterrupted supply of medicines in best conditions by all our citizens possessing health coverage within the scope of Universal Health Insurance entered into force on 1 October 2020 and will be in effect for 4 years. As a result of the regulations made in the recent protocol on revenue scales of pharmacies, discount rates and service fees per prescription, a financial improvement expected to reach 235 million TL annually has been provided for pharmacies.

**Medical Device Protocols/Contracts:**

- “Contract for Medical Optical Aids” signed with optics,
- “Contract for Procurement of Made-to-Order Prosthesis and Orthosis between Official Institutions/Official Health Institutions”,
- “Protocol between Social Security Institution and Health Sciences University on the Procurement of Personalized 3D Design and Production Devices”,
- “Protocol on the Procurement of All Kinds of Orthosis/Prosthesis and Other Therapeutic Equipment for Veterans” between Social Security Institution and the Ministry of Health”,
- “Contracts for Supply of Hearing Aids” by Social Security Institution signed with hearing aid stores continue to be in force in 2021.

**Healthcare Implementation Communiqué:**

Spina bifida surgery performed on foetus has been included in the reimbursement scope by defining a new transaction code named “Spina Bifida Repair through Foetal Surgery” in ANNEX-2/B and ANNEX-2/C Lists appended to Healthcare Implementation Communiqué, which has entered into force upon being published in the Official Gazette dated 30/12/2020 and numbered 31350.

Through the regulation of the same date, a regulation has been made in the explanatory chapter titled “Psychiatry Services in Inpatient Treatments” in Score List for Diagnosis-Based Procedures (ANNEX-2/C) appended to Healthcare Implementation Communiqué. Thus, package-excluded payment of medicines supplied from abroad for personal therapies in psychiatric inpatient treatments have been ensured.

**b) Changes agreed, planned or proposed for the next term:**

The transition of periods of contracts belonging to hospital, pharmacy, optics, medical stores and medical pharmacy users with our institution to electronic media is planned. Thus, the duration of contracts will be shortened, the workload in central directorates will be reduced, and the problem of archive (storage) will be eliminated by keeping the documents as basis to contracts in electronic media. The practice is planned to be put into effect by the end of 2021.

Online collection of application fees and contributions and their follow-up is planned, subsequent to the signing of contracts by hospital, pharmacy, optics, medical stores/medical pharmacy and medical firm users with our institution. Thus, swift collection of debts receivable by the institution and their control will be achieved by ensuring the payment of application and contribution fees in due course of time. The practice is planned to be put into effect by the end of 2021.

Endeavours targeting the determination of radiological imaging and procedural transaction codes of with a view to ensuring data standardization thanks to accessing to accurate, detailed and proper data by defining each test included in Healthcare Implementation Communiqué in a way which will enable their both national and international identification have been concluded and presented to Healthcare Services Pricing Commission. They are in the publication phase in the Official Gazette. Within this scope, transactions included under the headings “H-Computerized tomography” and “I-Magnetic Resonance Imaging” in “8.3 Radiological Imaging and Treatment” chapter of ANNEX-2/B List appended to Healthcare Implementation Communiqué have been re-defined by associating them with international transaction codes. Thus;

- The revision required in the codes under the heading “H-Computerized Tomography” will be ensured.
- Each transaction code in MEDULA-Hospital system will be defined in a way that will include the information about the anatomic region, method and direction (such as right-left).
- Detailed and proper data will be accessed by means of international transaction codes.
- Invoicing of the procedure actually applied for the patient will be ensured.
- As the Institution of reimbursement, correct and detailed health policies will be planned in the follow-up of diagnosis and treatment of diseases.

The work performed concerning “Circular on Financing Pre-Registry Chronic Diseases of Citizens of Foreign Countries” is in progress.

Due to the amendment in the Regulation of Genetic Diseases Assessment Centres of the Ministry of Health, works targeting integration with the legislation of the Ministry of Health on financing molecular and genetic examinations have been performed. Within this scope, works on forming new transaction code belonging to cytogenetic and molecular examinations by detailing them and specifying the number of transaction codes peculiar to genetic diseases are underway.

Addition of the heading “2.4.4.İ-3-Preimplantation Genetic Diagnosis (PGD) for Well Childbirth and In Vitro Fertilization (IVF) Treatment” and its provisions to the text of Healthcare Implementation Communiqué and definition of a new code as “Preimplantation Genetic Diagnosis (PGD) for Well Childbirth and In Vitro Fertilization (IVF) Treatment” in

Score List of Diagnosis-Based Procedures ANNEX-2/C are planned. Thus, possession of sick children by married couples will be prevented and prevention, diagnosis and treatment of genetic diseases for healthy generations will also be achieved.

### III- SICKNESS BENEFITS

Temporary incapacity benefit is a benefit to cover income losses on days when the insured cannot work in cases of work accidents, occupational disease, illness and maternity. As per Law No. 5510, for the first time, insured persons working on their own behalf have also been included in the scope of work accidents, occupational disease and maternity insurance. Thanks to this Law, these persons were provided for the first time with the opportunity to receive temporary incapacity benefit during inpatient treatment due to work accidents and occupational disease and also before and after giving birth for eight weeks each, covered by maternity insurance. On the other hand, public employees are not within the scope of sickness benefits, as they continue to receive their salaries during their periods of sickness.

#### a) Changes made in the reference period:

The Circular numbered 2021-13 has been issued in order to include the amendments made in Article 17 of the Law No. 5510 on the calculation of temporary incapacity benefits in the Circular numbered 2016/21, which is currently in force, with the aim of preventing misuses occurring in temporary incapacity benefits covered by sickness and maternity insurance.

The amounts of temporary incapacity benefit provided for the insured who have been subject to temporary incapacity from sickness insurance in 2020 and 2021 are as follows:

Term	Amount in Inpatient Treatment (TL)		Amount in Outpatient Treatment (TL)	
	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
July-December /2020	$98,10 \times 1/2 = 49,05$	$735,75 \times 1/2 = 367,87$	$98,10 \times 2/3 = 65,40$	$735,87 \times 2/3 = 490,50$
January-June /2021	$119,25 \times 1/2 = 59,63$	$894,38 \times 1/2 = 447,23$	$119,25 \times 2/3 = 79,5$	$894,38 \times 2/3 = 596,25$

#### b. Completed or initiated research (Evaluations included):

500 temporary incapacity benefits paid to insured persons working for a partial period will be analysed and the results obtained will be reported.

### IV. UNEMPLOYMENT BENEFITS

Not accepted.

## V. OLD-AGE BENEFITS

### a. Changes made in the reference period:

Old-age pensions paid within the scope, Articles 4 / 1- (a) and 4 / 1- (b) of Law No. 5510, have been increased at the rate of 5.75% to be effective from the payment period of 2020/July.

Old-age pensions of insured persons paid within the scope, Articles 4 / 1- (a) and 4 / 1- (b) of Law No. 5510, have been increased at the rate of 8.37% to be effective from the payment period of 2021 / January.

Old-age pensions paid within the scope of 4 / 1- (c) of the Law No. 5510 have been increased by 5.75% being valid in the second six months of 2020, and 7.33% being valid in the first six months of 2021.

The number of people receiving old-age pension within 2020 is shown in the table below:

	<b>Those put on pension within the year</b>
Those Employed Under Service Contract (4/1-a)*	402.908
Self-Employed (4/1-b):	95.622
Civil servants/Contributors (4/1-(c)):	89.750

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

## VI. OCCUPATIONAL ACCIDENTS AND DISEASES BENEFITS

### a. Changes made in the reference period:

Permanent incapacity income and permanent incapacity death incomes paid within the scope, Articles 4 / 1- (a) and 4 / 1- (b) of Law No. 5510, have been increased at the rate of 5.75% to be effective from the payment period of 2020 / July.

Permanent incapacity income and permanent incapacity death incomes of insured persons paid within the scope, Articles 4 / 1- (a) and 4 / 1- (b) of Law No. 5510, have been increased at the rate of 8.37% to be effective from the payment period of 2021 / January.

The number of those receiving temporary incapacity allowances due to occupational accidents and diseases occurred within 2020 and the amounts are shown in the table below:

	<b>Number of persons receiving temporary incapacity allowance</b>	<b>Total (TL)</b>
Those Employed Under Service Contract (4/1-a)	378.563	380.728.201

Self-Employed (4/1-b)	123	273.306
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The total number of those put on permanent incapacity income due to occupational accidents and diseases occurred within 2020 and their beneficiaries (their widows and orphans):

	Number of persons fall in the scope of permanent incapacity during the year	Beneficiaries Put on Salary Within the Year
Those Employed Under Service Contract (4/1-a)	3.347	2.524
Self-Employed (4/1-b)	37	53

As of 2020, duty disability income (for the insured in the category of 4/1-c) has been granted to 184 people due to occupational accidents and diseases.

**b. Amounts of payment in the reference period:**

Daily lower and upper limits of temporary incapacity allowance related to work accident and occupational disease during the period are shown in the table below:

Period	Amount in Inpatient Treatment (TL)		Amount in Outpatient Treatment (TL)	
	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
July-December/ 2020	49,05	367,87	65,40	490,50
January-June / 2021	59,63	447,23	79,50	596,25

**VII. FAMILY BENEFITS**

Not accepted.

**VIII. MATERNITY BENEFITS**

**a. Changes in the Reference Period:**

Daily upper and lower limits of temporary incapacity allowance regarding maternity benefit for the related period are as follows:

Period	Amount in Inpatient Treatment (TL)	Amount in Outpatient Treatment (TL)
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	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
<b>July-December/ 2020</b>	49,05	367,87	65,40	490,50
<b>January-June / 2021</b>	59,63	447,23	79,50	596,25

The number of those receiving temporary incapacity allowances within 2020 and the amounts are shown in the table below:

	Number of persons getting temporary incapacity allowance	Total (TL)
Those Employed Under Service Contract (4/1-a)*	410.212	1.573.194.943
Self-Employed (4/1-b)**	8.457	28.701.707

\*Temporary incapacity allowance from maternity insurance is not paid to those within the scope of paragraph 2 of 5-1(b), 5-1(c), 5-1(e), Annex-5, Annex-6 Annex-9 and intern students of Law No. 5510.

\*\*Temporary incapacity allowance from maternity insurance is not paid to female insured persons within the scope of 4-1(b)/3 of Law No. 5510.

Nursing benefit, which was 202 TL in 2020, was updated to 232 TL for 2021.

## **IX- INVALIDITY BENEFITS**

In order for an insured person to be granted invalidity benefit, he/she must have been insured for at least ten years and have been insured for 1800 days in total, or for those who are invalid to a degree that need constant care of another person, 1800 days of invalidity, old-age and survivors insurance premiums must be declared without seeking the insurance period.

The main objective of the social security reform carried out in 2008 is to implement a fair, easily accessible social security system by providing more effective protection against poverty. However, in achieving these goals, some arrangements have been made to ensure that people stay in the system for a longer period of time in order to ensure the sustainability of the system in the medium and long term, within the framework of the projections made according to the conditions of our country.

For this reason; except for insured persons who are invalid to a degree that need constant care of another person, the condition of being insured for ten years, which is required as a condition for entitlement to an invalidity benefit for insured person who is determined to be invalid, is important in terms of establishing an actuarial balance between rights and obligations.

### **a. Changes in the reference period:**

Invalidity pensions that are paid within the scope of 4/1-(a) and 4/1-(b) of the Law No. 5510 have been increased at the rate of 5.75% being valid from the payment period of 2020/July.

Invalidity pensions of insured persons that are paid within the scope of 4/1-(a) and 4/1-(b) of the Law No. 5510 have been increased at the rate of 8.37% being valid from the payment period of 2020/January.

Invalidity pensions that are paid within the scope of 4/1-(c) of the Law No. 5510 have been increased at the rate of 5.75% being valid from the second six months of 2020 and 7.33% being valid from the first six months of 2021.

With the General Letter dated 11/06/2020 and numbered 6895345; renewal of health reports for which control examination is foreseen after this date, including the date of 01/02/2020 in the letter of the General Directorate of Health Services of the Ministry of Health dated 26/03/2020, is postponed until a second instruction and the current reports will be considered valid. According to this decision, for those whose control examination date is between 01/02/2020 - 30/06/2020 and these dates are postponed to 30/06/2020 and those whose control examination date is between 01/07/2020-30/09/2020, since the referral letter notification of these people for the control examination procedures could not be made at least 3 months ago in accordance with the fifth paragraph of Article 78 of the Social Insurance Transactions Regulation;

- The control examination date of these insured persons and beneficiaries is accepted as of 8/09/2020, 3 months after the date of the referral process stated in the 07/06/2020 letter of the Ministry of Health, and the income/salary of retired persons and beneficiaries continue to be paid in this process,

- Those whose health board report has not been received by this date, and those whose invalidity or permanent incapacity condition has disappeared despite the report; for those whose control inspection date is after 01/02/2020 (including 01/02/2020) but these dates are postponed to 30/06/2020, the control inspection date is taken as 30/06/2020, and for those whose control inspection date is after 01/07/2020 (including 01/07/2020) and this date is postponed to 08/09/2020, the control inspection date is taken as 08/09/2020.

The number of those receiving invalidity pensions within 2020 is shown in the table below:

	<b>Those put on invalidity pension within the year</b>
Those Employed Under Service Contract (4/1-a)	6365
Self-Employed (4/1-b)	1782
Civil servants (4/1-(c))	66

## **X- SURVIVORS' BENEFIT**

Before the regulation made in the Social Insurance Transactions Regulation on 05/12/2017; if the deceased insured had a premium debt, the debt was expected to be paid for the benefit to be granted to the beneficiaries, and after the debt was paid, the starting date of the benefit was determined as the month following the payment date instead of the death date that gave rise to the right.

In order to prevent the insured persons from experiencing financial loss of rights; in cases where insurance holders within the scope of 4/1-(b) or the services within this scope together with 4/1-(a) and 4/1-(c) will be granted pension to their beneficiaries, it has been ensured that the services within the scope of 4/1-(b) are considered valid as of the payment date



of premium and all kinds of debts related to premium. Moreover, if the pensions of the beneficiaries are acquired after the death date of the insured or the beneficiary qualification is acquired after the death date, it was initiated from the beginning of the month following the date of acquisition of this qualification, and an arrangement was made in favour of the beneficiaries.

On the other hand, those who are deemed to be insured according to the social security regime of our country are specified in the first paragraph of Article 4 of the Law No. 5510. In sub-clause (a) of the first paragraph of Article 4 of the law, it is referred to persons employed by one or more employers with a service contract, in sub-clause (b), village and neighbourhood mukhtars and those who work on their own behalf and on their own account without being subjected to a service contract and sub-clause (c) refers to persons employed in positions and personnel cadre of public administrations who are not subject to sub-clause (a) and (b).

Within the scope of the Law No. 5510, among the conditions listed in order to be able to receive a survivor's pension, there is also the obligation of the insured persons working on their own behalf and account (regardless of service contract) to have paid the premium and all kinds of debts related to the premium.

However, except for the insured mukhtars in sub-clause (b) of the first paragraph of Article 4 of the Law, those who are insured under this sub-clause are liable to pay premiums themselves. Since these insured persons do not work under a service contract, there is no employer that can be attributed to default on paying premiums.

Therefore, the suspension of survivors' benefits due to the employer's default on the premium is not possible according to our legislation.

**a. Changes in the reference period:**

Survivors' benefits that are paid within the scope of 4/1-(a) and 4/1-(b) have been increased at the rate of 5.75% being valid from the payment period of 2020/July.

Survivors' benefits of insured persons that are paid within the scope of 4/1-(a) and 4/1-(b) have been increased at the rate of 8.37% being valid from the payment period of 2020/January.

The widow and orphan pensions paid within the scope of 4/1-(c) of the Law No.5510 have been increased at the rate of 5.75% being valid in the second six months of 2020 and 7.33% being valid in the first six months of 2021.

The total number of those put on survivors' pension within 2020 are shown in the table below:

	<b>Those put on survivors' pension within the year</b>
Those Employed Under Service Contract (4/1-a)*	113.238
Self-Employed (4/1-b)	58.776
Civil servants (4/1-(c))	30.334

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

**b. Completed or initiated research (Evaluations included):**

Of the approximately 2,200,000 death pension files, the processes of which are carried out by the Directorate General for Pension Services; it is planned to transfer it to the Provincial Directorates of Social Security in order to carry out the pension process faster, more effectively and on site.

The transfer process of 130,000 files, which were updated by the Directorate General for Pension Services in 2018, and the files that were updated through the program was started in 2018/November, and approximately 1,392,000 files were transferred as of March 2021.

**c. Amounts of payment during the report period:**

There has been no change in the rates of distribution of the salary of the deceased insured, which is calculated according to the provisions of the Law during the reference period. Developments concerning the amounts of salary during this period are given below:

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

Period	Rate of Increase	Single Person	One Spouse	One Child
		80% TL	60% TL	30% TL
July-December 2020	%5,75	1.791,31	1.312,78	656,44
January-June 2021	%8,37	1.941,24	1.422,66	711,38

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

Period	Rate of Increase	Single Person	One Spouse	One Child
		80% TL	60% TL	30% TL
July-December 2020	%5,75	1.793,96	1.313,68	656,87
January-June 2021	%8,37	1.944,11	1.423,64	711,85

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

Period	Rate of Increase	Single Person	One Spouse	One Child
		80% TL	60% TL	30% TL
July-December 2020	%5,75	1.058,97	794,19	397,13
January-June 2021	%8,37	1.147,61	860,66	430,37

In addition, according to the Law No. 5510 and the Laws No. 506, 1479, 2925 and 2926 repealed by this Law, additional payments were calculated according to monthly pension and income amounts paid each month as explained below:

- The second half of 2020:
  - 5% of monthly pension and income amounts for those with less than 1.448.54 TL (included) of income
  - 4% of monthly pension and income amounts for those with more than 1.448.54 TL of income
- First six months of 2021:
  - 5% of monthly pension and income amounts for those with less than 1.554.72 TL (included) of income
  - 4% of monthly pension and income amounts for those with more than 1.554.72 TL of income

On the other hand, according to the Laws No. 1479, 506, 2925, 2926, 5434 and 5510; the orphans who are receiving survivor's pension due to being invalid because of the deceased insured, can benefit from Article 2 of the Law No. 2022 in case they lose 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),
- between 40% and 69% (disabled)

In case the total amount of income and pension received by the children with disability over 70% and more, is below the amounts mentioned below, they get additional benefit equal to the difference,

- for the period of 01/07/2020-31/12/2020 5253 x 0,154461 = 811,38 TL
- for the period 01/01/2021-30/06/2021 5253 x 0,165786 = 870,87 TL

In case the total amount of income and pension received by the children with disability between 40% and 69%, is below the amounts mentioned below, they get additional benefit equal to the difference,

- for the period of 01/07/2020-31/12/2020 3502 x 0,154461 = 540,92 TL
- for the period 01/01/2021-30/06/2021 3502 x 0,165786 = 580,58 TL

The amount of lower limit of pensions for widows and orphans during the period (for 4/1-c insured):

Period	For three or more people (TL)	For two people (TL)	For one person (TL)
July-December 2020	2.705,85	2.435,26	2.164,68
January-June 2021	2.904,20	2.613,78	2.323,36

**The amount of funeral allowance:**

Minimum death benefit amount applied during the period (4/1-c insured):

Period	Amount of benefit determined by current coefficient and additional indicators (TL)
July-December 2020	2.934,76
January-June 2021	3.149,93

The amount of funeral allowance paid during the reference period (4/1-a and 4/1-b) are shown in the table below:

Period	Amount of funeral allowance determined by the Board of Institution (TL)
July-December 2020	801
January-June 2021	918

## XI- FINANCING

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

Insurance Branches		Insured Groups	Premium Rates			
			Worker's Share	Employer's Share	Total	Public Share
			Self-employed rate			
Short-term Insurance Branches	Work Accident, Occupational disease, Illness, Maternity	Workers-4/1-(a)	-	%2	%2	-
		Civil servants-4/1-(c)	-	Special Arrangement		
		Self-Employed-4/1-(b)	%2		%2	-
Long-term Insurance Branches	Invalidity, Old-age and Survivors Insurance	Workers-4/1-(a)	%9	%11	%20	-
		Civil servants-4/1-(c)	%9	%11		-
		Self-Employed-4/1-(b)	%20			-
General Health Insurance		Workers-4/1-(a)	%5	%7.5	12.5 %	-
		Civil servants-4/1-(c)	%5	%7.5		-
		Self-Employed-4/1-(b)	%12.5			-

<b>Unemployment Insurance</b>	Workers-4/1-(a)	% 1	%2	<b>%4</b>	% 1
	Civil servants-4/1-(c)	Out of coverage			
	Self-Employed-4/1-(b)	Out of coverage			
<b>TOTAL PREMIUM</b>	Workers-4/1-(a)	% 15	%22.5	<b>% 38.5</b>	% 1
	Civil servants-4/1-(c)	% 14	% 18.5	<b>%32.5</b>	-
	Self-Employed-4/1-(b)	%34.5		<b>% 34.5</b>	-

Within the scope of Law No. 5510 4 / 1- (a), the amount corresponding to five points of the employer's share is met by the Treasury from the invalidity, old-age and survivors insurance premiums of the private sector employers who employ insured employees, provided that they do not have a debt to the SSI and pay their premiums regularly. Also, except for voluntary insurance holders and insured neighbourhood representatives (mukhtar), the amount corresponding to the five-point portion of the invalidity, old-age and survivors insurance premiums of the insured persons is covered by the Treasury within the scope of the Law 4 / 1- (b), provided that they do not have a debt to the SSI and pay their premiums regularly.

In addition, 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 informal workers etc.

### **Reference wage**

The reference wage specified in articles 65 and 66 of the Code was calculated by taking into account the "Structure of Earnings Survey" conducted by the Turkish Statistical Institute in 2018 within the scope of the International Standard Classification of Occupations; ISCO-08. Accordingly, the average monthly gross wage of a worker working in craft related jobs, including the construction sector, was calculated as 2.811-TL, and the monthly average gross wage of the unqualified worker was 2.483-TL. (In November 2018, when the survey was conducted, it was 1€=5.89 TL.)

However, in Turkey, salaries, incomes, allowances and benefits are not calculated on the basis of the reference wage. In the third paragraph of Article 55 of Law No. 5510, the lower limit used in calculating the salaries of those employed after 2008 / October is specified. Accordingly;

*“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%, of the average monthly earning determined as per paragraph two of Article 29 as of January of the year of request or decease, or than 40% of that amount if the insurance holder has dependant spouse or children, considering lower limits of earnings subject to premium. 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.”*

In addition to this, with the Additional Article 19 added to the Law No.5510 with the Law on Amending Tax Laws No. 7161 and Some Laws and Decree Laws enacted on 18/01/2019, a lower limit was provided for old age, invalidity and death pensions. Within the scope of this Article, on file basis, the total of monthly payments including the pensions paid within the scope of invalidity and old age insurance, cannot be less than 1,000 TL including

additional payment to be made pursuant to Article 1 of the Law No. 5454 dated 08/02/2006. Pursuant to the same Law, the total of payments made within the scope of death insurance cannot be less than this amount, considering the ratio of the shares of the beneficiaries. The lower limit amount was updated as 1.500 TL with the Law No. 7226 Amending Some Laws dated 25/03/2020.

**a. Changes in the reference period:**

In order to reduce the negative effects of the new COVID-19 pandemic, which has affected the whole world, new premium incentive practices have been introduced. In this context, three new premium incentive practices included in the provisional articles 26, 27 and 28 of the Law No. 4447 entered into force in 2020.

With the normalization premium support brought by the provisional article 26 of the Law No. 4447, which entered into force on 01/08/2020, in the event that the insured person benefiting from short-time working allowance or cash wage support during the COVID 19 pandemic returns to normal working time, premium support is provided to the private sector workplace where the insured person works, in the amount of all employee and employer share premiums calculated over the lower limit of earnings subject to premium, equal to the average monthly number of days for which short-time working allowance/cash wage support is received for six months, not exceeding 30/06/2021, from the month following the end of the short-time working allowance/cash wage support. With the Presidential Decree numbered 3246, the duration of benefit was extended from three months to six months and from 31/12/2020 to 30/6/2021.

With the premium support for return to employment in sub-clause (a) of the first paragraph of the provisional article 27 of the Law No. 4447, which entered into force on 01/12/2020; in the event of employees who are employed with or without notification to the Social Security Institution and whose employment or service contract is terminated between 01/01/2019 and 17/04/2020, except for cases that do not comply with the rules of morality and goodwill, and those who apply to the workplaces where they last worked without notifying the Social Security Institution and are actually employed by these employers, in accordance with the temporary Article 10 of Law No. 4857, premium support is provided to employers in the amount to be found by multiplying the number of premium payment days of the insured person by 44.15 TL, by deducting all premiums that these employers will pay to the Social Security Institution each month, provided that the period of termination cannot be exceeded. With the Presidential Decree dated 12/01/2021 and numbered 3423, the daily support amount was increased to 53.67 TL as of January 2021.

With the plus employment premium support in the first paragraph of the provisional article 28 of the Law No. 4447, which entered into force on 01/12/2020; in order to support the economic activity that will increase in the normalization period with employment, to employers for each insured person who is actually employed by being employed in addition to the number of insured persons in the month in which the least insured person notification was made in the period of 2019/January and 2020/April, in accordance with the provisional Article 10 of Law No. 4857, premium support is provided in the amount to be found by multiplying the number of premium payment days of the insured person by 44.15 Turkish Liras, by deducting all premiums that these employers will pay to the Social Security Institution each month, provided that the period of termination cannot be exceeded. With the Presidential Decree dated 12/01/2021 and numbered 3423, the daily support amount was increased to 53.67 TL as of January 2021.