

**THE REPUBLIC OF TURKEY
MINISTRY OF FAMILY, LABOUR AND SOCIAL SERVICES**

37th COUNTRY REPORT

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

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

Reference Period: 01.07.2017-30.06.2018

2018

Former "Ministry of Labour and Social Security" and the former "Ministry of Family and Social Policies" were merged with the Presidential Decree No. 1 on 10.07.2018, and the newly formed Ministry was named as the "Ministry of Family, Labour and Social Services" as of 04.08.2018, out of the reporting period.

REPORT

37th General Annual Country Report including the developments and changes in the legislation of the Social Security Institution (SSI) between 01 July 2017 and 30 June 2018 regarding the implementation of the obligations laid down in the accepted parts of the European Code of Social Security is submitted below.

I. OVERVIEW

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

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

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

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

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

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

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

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

A. ADMINISTRATION / ORGANISATION

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

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

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

1. Administrative structure

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

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

Organizational structure

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

a. Central organization

Central organization consists of the following units:

1. General Directorate of Pension Services
2. General Directorate of Insurance Premiums
3. General Directorate of Universal Health Insurance
4. General Directorate of Service Provision
5. Board of Guidance and Inspection
6. Department of Actuaries and Fund Management
7. Presidency of Strategy Development
8. Department of Human Resources
9. Department of Support Services
10. Department of Construction and Real Estate
11. Presidency of Training, Research and Development
12. Department of Legal Consultancy
13. Consultancy of Media and Public Relations

b. Provincial organization

The Board of Directors decided upon the foundation of 610 Social Security Centers in total, 461 out of which are Social Security Centers, 29 Guidance Social Security Centers, 38 Health Social Security Centers and 82 Financial Services Social Security Centers.

550 Social Security Centers are now in service, 409 of which are Social Security Centers, 22 Guidance Social Security Centers, 37 Health Social Security Centers and 82 Financial Services Social Security Centers.

Status of the personnel

The following categories of employees are working in the social security institutions, in line with Article 4 of the Act no. 657 on Civil Servants:

- Public Servants (4/a)
- Contractual employees (4/b)
- Workers (4/d)
- Contractual IT Specialists (Act no. 5502, Art.28)

2. Changes and developments

a. Changes made in the reporting period

With the Decree Law no. 690 dated 17/04/2017, in force as of 01/05/2017, articles 80 and 87 of the Law No. 5510 was amended and Muhtars (local authorities) were considered as insured in the scope of 4/b and the insurance premiums are paid by the Treasury.

With the new paragraph added to Article 112 of the Regulation on Social Insurance Transactions on 12/1/2018, the minimum workmanship assessment shall not be carried out for the works mentioned in Article 3 (b) of the Public Procurement Law No. 4734 dated 4/1/2002.

In line with Law No. 7099 "Amendment of Certain Laws for the Improvement of the Investment Environment" published in the Official Gazette dated 10/3/2018 and numbered 30356, Circular dated 1/6/2018 and numbered 2018/18 have been published. Accordingly, the legislative work aimed at obtaining a building permission certificate without application for the certificate of non-compliance to the Institution due to the construction works with special qualities and obtaining this document, for those who are registered with automatic workplace in respect of building permit, has been completed.

Regulations regarding the establishment of automatic business registration by the Institution for the establishment of firms registered in the Trade Registry Directorates and referring the building license were made with the arrangement pursuant to Article 18 of Law No. 7099. As a result of the regulation, applications will be transferred to the Social Security Institution by the Trade Registry Directorates and related units and the automatic workplace registration will be made.

With the amendment in Article 67 of the Law No. 7103 dated 21/3/2018, the application of submitting the documents and information related to the incomplete day program to the Institution has been abolished for all employers. Documents are issued to the Institution only if requested.

Article 102 of Law No. 5510 has been amended with Article 16 of the Law No. 7144. Accordingly, in the case of a deficiency in certain documents on principal earnings declared, not exceeding one third of the gross minimum wage and not exceeding 1%, a written notice will be given to correct the deficiency within fifteen days. The administrative fines shall not be applied if the deficiency is rectified within this period and fines will be applied according to the related provisions if the incomplete amount determined at the end of this period is not notified to the Institution.

Provisional Article 75 is added to the Law No. 5510 with Law No. 7103 on Amendments to the Tax Law, Certain Laws and Decree Laws, published in the Official Gazette No. 30373 dated 27 March 2018. With the arrangement, minimum wage support was provided to private sector employers for January-September 2018 period and state contribution to cost increases due to the increase in minimum wage was provided the employers.

Insured persons who work as janitors in residential buildings in the scope of Article 68 of Law No. 7103 dated 21/3/2018 are included in the scope of Annex-9 of Law No. 5510, about the insured persons who work more or less than 10 days in domestic services.

With the Law no. 7020, the liabilities related to premium and prime related to March 2017 and previous months are restructured and the insured persons are allowed to pay their debts by up to 18 installments. In this context, as of June 2018, the results of the restructuring based on type of insurance are as follows:

Scope	Number of applications	Debt amount before restructuring - Total	Debt amount after restructuring - Total	Collection Amount	Collection Rate (%)
4/b	155.773	1.053.179.443	1.044.998.875	244.226.230	23,37
Social security support contribution	5.808	44.493.495	24.875.147	13.959.365	56,12
Total	468.051	7.649.373.089	7.781.270.941	770.975.059	9,91

With the Law No. 7020, it is possible to restructure employer debts which belong to March 2017 and before, accrued before 31/8/2017 and unpaid.

Law No. 7143 dated 11/5/2018 on "Restructuring of Taxes and Other Certain Receivables and Amendments in Some Laws" has been put into effect with the publication of Official Gazette dated 18/5/2018 and numbered 30425. Accordingly, the Institution's receivables which belong to the period of March 2018 and the previous months, accrued before 18/5/2018 or the dates stated in the related provisions of the Law, are followed up by SSI in line with the provisions of the Law No. 6183.

With the Law No. 7143, the collection of all of the receivables such as the penalty and the late payment related to the unpaid premium debts for April 2018 and before, and accrued as of 18/5/2018 will be abandoned if they are paid by 31/12/2018. With the same law, the persons who have been registered with the universal health insurance within the scope of the first paragraph (g) of the 60th Article of the Act before the date of the publication of the Law for the first time on 18/5/2018, the income test results of those who applied to the income test will be applied from the date of first registration. In addition, the receivables of the Institution

related to March 2018 and the previous months arising from the statutory of 4/a, 4/b and 4/c with the same Law have been restructured to be paid under appropriate conditions.

b. Studies and projects launched or completed (including evaluation)

Most of the activities of the "Registered Employment Promotion Project (KİDEP)", which was launched on 19/4/2017 by the SSI to prevent informal employment, have been completed and the project will end in May 2019. The project, which includes guidance, supervision and awareness-raising, consists of 14 separate activities:

- "Workshop on Fight Against Informal Employment" was held on 29/9/2017 - 30/9/2017 with a view to strengthening the cooperation and dialogue mechanisms with the relevant social partners.
- For the seasonal agricultural workers, among whom informality is widespread, social security informing activities were held in Mersin on 19-20-21/9/2017, in Ankara on 26-27/9/2017, in Şanlıurfa on 16-17-18/11/2017, in Adıyaman on 28- 29-30/11/2017, and in Adana on 19-20-21/12/2017.
- Information activities for primary school children were organized 15 provinces and a total of 50.000 story books, bags and money boxes were distributed to the students.
- Social security information activities for small businesses and tradesmen have been carried out in 12 different provinces and will be carried out in 3 provinces.
- 12 different social security information activities for the mufti, imams and preachers who are among the opinion leaders of the society have been carried out in 12 provinces and will be carried out in 3 more.
- Theater performances with the theme of social security for will be performed for secondary school students in 15 provinces.
- 100.000 guidance letters will be sent to inform the employers.
- Knowledge contests to be attended by all high school students will be held.
- A short film contest has been organized for all communication faculties of all universities between 12/2/2018 - 15/4/2018 with the slogan, "You Put on the Record"
- In 2019, a prize story contest, titled "Take Your Pencil and the Social Security Adventure is Beginning" was organized to benefit from of the experiences of SSI employees, interesting events and stories they have experienced throughout their working lives, in order to create a subject for the script for theater activities to be prepared for secondary school students.
- Computer and internet connection will be provided in order to ensure that the inspections can be performed in electronic environment.
- SMS for information have been sent since January 2018 for insured persons whose basic earnings level has fallen by 30% or more. 82.201 persons have been notified with SMS in this context.

One of the Priority Transformation Programs prepared under the Tenth Development Plan (2014-2018) is the "Action Plan for the Decrease in the Informal Economy Program". Actions taken in the context of fighting informal employment under this Plan are as follows:

- A training module has been prepared and disseminated to all relevant institutions and social partners in terms of dissemination of social security awareness, unregistered worker's rights to worker and employer, as well as adverse effects on occupational health and safety and insured employee / employer rights and obligations.

- A training module has been prepared and distributed to all relevant institutions and social partners in terms of raising social security awareness, negative results of working informally for workers and employers, in the context of both labour rights and occupational health and safety, and rights and responsibilities of the insured employees and employers
- Analysis and data sharing studies are carried out in order to establish the necessary legal, administrative and technical infrastructures for taking informal workers in the construction sector into the social security system.
- A legal infrastructure has been created to ensure that the earning taken as basic to premium are reported in accordance with the occupation code.
- In this framework, the notification of occupation code is made compulsory by the Law no. 6728 enacted in 2016. Administrative fines will be applied to those who do not report it by 1/10/2018.
- In order to increase efficiency in audits related to informal employment, efforts are underway to prepare automation programs to ensure that the whole audit process is carried out in electronic environment.
- Staff allocation was provided in order to increase the number of inspectors working in the SSI to 5.000 in order to increase the audit capacity. As of January 2018, there are 2210 Supervisors and Assistant Supervisors, and there are 400 assistant supervisors who have completed the exam phase and will start working.
- Studies are underway to prohibit the workplaces employing informal workers from public procurements.

On the other hand, activities within the framework of fighting against informal employment, included in the Central Action Plan for 2017 are as follows:

- As a result of the risk analysis conducted, a total of 194.171 workplace visits were made.
- Seminars on rights and obligations regarding social security and the importance of registered employment were organised for micro and small scale enterprises in 7 provinces in cooperation with the relevant NGOs. The publication and distribution of the guidelines for the sector have been provided.
- As a result of evaluating the data of the Revenue Administration Presidency, including tax assessments and type of activity, it was ensured that employers with high employment potential which were not registered with SSI are inspected.
- 92.607 workplaces were audited under routine inspections and 2017 audit program in 2017. In the inspections made, 480.579 registered insured, 39.422 unregistered insured and 12.417 unregistered workplaces were identified.
- Studies are underway to prepare software that will allow the supervisors to fill the Workplace Assessment Reports electronically and transfer the files to the common data base.

The following items have been regulated according to the amendment made in the Regulation on Social Insurance Transactions on 5/12/2017:

- In order to avoid the cancellation of pensions due to incomplete service, borrowing for incomplete periods is allowed to be completed with the period evaluated within the scope of insurance or periods of voluntary insurance or periods spent in the commercial activity.

- If the worked time is determined after the date of retirement, all the salaries of the person used to be deducted and debt is accrued whereas only the pensions paid during the period of their work is deducted according to the new regulation.
- The date of the demand for pension of the 4/b insured persons whose demand for pension are refused due to premium debt is considered valid as of the payment of the debt and the payment of the pension is started as of the payment of the debts.
- In case of assessment of premium debt up to twice the minimum wage during the first salary transaction, the said debts are deducted from the pensions, without changing the start of the pension payment date.
- The premium debts are deducted from the pensions without stopping the payments and without changing the starting date of the pensions, in case of assessment of premium debt after the payment request date of those receiving invalidity or old-age pensions and in case of assessment of premium debt for the dates before the date of death after the payment of the pensions of those receiving survivors pension

With the additional Article 18 added to the Law numbered 5510 by Law No. 7143, payment of 1.000 TL bonus in the Feast of Ramadan and the Feast of Sacrifice, to those receiving pensions from SSI is regulated. In this context, the following payments have been made:

- payment of 1.000 TL to those who receive invalidity and old-age pensions due to their own insurance,
- payment at the rate of permanent incapacity to those receiving permanent incapacity benefits,
- payment according to the share of percentages of the right holders to those receiving survivor's pension.

In this context, payments were made to those receiving pensions/benefits in the scope of 4/a on 8/06/2018 and 4/b on 7/06/2018.

Social Security Agreement between the Republic of Turkey and the Government of Hungary signed in Budapest on 24/02/2015 has entered into force on 01/03/2018. Accordingly, the persons who are considered as insured in the scope of the Social Insurance and Universal Health Insurance Law no. 5510 are included in the scope of the agreement and they are provided with benefits under the coverage of invalidity, old age and death insurance and general health insurance.

3. Payment methods

a. Changes made in the reference period

While the first pensions of those who are entitled to the old-age pension in the scope of 4/b of Law No. 5510 were paid on certain days (25-28) of each month, the pensions are now paid following the second day after the finalization of the pension transaction process. Also, these payments used to be transferred only to the branch of the bank preferred by the person, while it can be withdrawn from any branch of the relevant bank now.

Payments made by SSI to individuals such as Temporary Incapacity Payment, Breastfeeding Benefit, Individual Health Payment, Redemption and Reimbursement from Revenues etc. could be withdrawn only from 8th to 14th of each month but these payments can now be withdrawn during the month.

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

The beneficiary had to file a petition to SSI for income and pensions that were sent to the bank by the Institution but stayed inactive for a year or returned because of inactivity. In the scope of Financial Automation System Project, the bank personnel will be able to view the amount of the inactive or returned account of the beneficiary and a petition shall be filed by the bank to ensure that the beneficiary receives the pension without coming to the Institution.

Those insured under the scope of 4/a of Law No. 5510 and entitled to the old-age pension are paid monthly at certain dates (Days 17th-26th every month). Once the daily payment system is started for the 4/a insured, the right holders will be informed by SMS for the first pension paid.

4. Use of information technologies

a. Changes made in the reference period

“Certificate of non-compliance” certifying absence of indebtedness to the Institution on the grounds of activities by workplaces of construction in specific character was prepared in electronic setting.

A program is being developed which aimed at ensuring the repeal of insurance premiums of Civil servants under the coverage of Paragraph C of Article 4 of the Law no 5510 collected in mistake or pointlessly is conducted online via Deduction Information System. The development phase of such program is in its final stage.

The program preparations aimed at enabling payment of on reeves’ premiums by the Treasury has been completed and launched.

Infrastructure on notification of universal health insurance premium debts via SMS has been completed.

Due to the difficulties encountered in currently invalidated revisions needed both in order for provision of staff to operate the program and under legislative amendments, monthly benefit/allowance issuance program of the insured ones under the coverage of paragraph a of the Article 4 of the Law no 5510 in COBOL software language has been translated into JAVA software language and became available for utilization under the name EMEKTAR 4A.

In order to prevent the pointless payment of monthly benefits/allowances issued to claimants and insured ones under the coverage of paragraph a of the Article 4 of the Law no 5510, COVERAGE4A Project on removal of registration data of the ones under the scope of 4/a, 4/b and 4/c from the system and repeal/deduction and listing of benefits/allowances became available for utilization only in terms of registration processes.

While earliest Accumulated payment sums with regard to first allowances issued under Paragraph b of Article 4 of the Law no 5510 are delivered as of the soonest following month, an amendment has been made on payment of allowance right after its issuance under 4AEMEKTAR Programme.

Applications of the concerned ones regarding borrowing and retirement were started to be received over (HİTAP) Programme on Following up Services where information regarding services provided by civil servants deemed insured ones under Paragraph c of Article 4 of the Law no 5510 are stored and displayed. The works are ongoing for notification of accruals regarding borrowing via HİTAP to the Institutions.

Works on informing the insured ones under the coverage of Paragraph C of Article 4 via SMS who notified the service over the service program have been completed.

Works on easy access of insured ones under the scope of 4/c to some services (including receiving application regarding borrowing, access to information concerning registration and services etc.) via e-state are ongoing

Protocol on information sharing has been signed among Social Security Agency and Ministry of Internal Affairs General Directorate of Security and entered into force on 19/6/2016 and it has been provided that submitting of information to the Institution by General Directorate of Security via web service in this context. In this framework General Directorate of Security Arrival/Departure Passport Information Project has been prepared and made operational.

In the area of General Health Insurance, workplace physicians authorized to write prescriptions manually have begun to be subject to e-prescription application. It has been ensured through “Social Security Agency Agreement on Ready-Made Medical Materials Used in On Foot Treatment Dated 2017” that beneficiaries to General Health Insurance obtain ready-made medical materials used in on foot treatment from medical shops and pharmacies having contract with the Institution. Ready-made medical materials obtained by beneficiaries to General Health Insurance from medical shops and pharmacies having contract with the Institution have been taken under record as of 01/07/2017 from the screen of “Medula Person Provision”.

Amendments to software regarding insurance and retirement procedures are as follows:

- Application on registration of insured ones under the scope of 4/a, written in programming language of Dot net, has been rewritten in Java programming language. Shortcoming and flaws in the old application have been eliminated and programme has been made more functional to meet the newly arising needs.
- Under additional article 6 of the Unemployment Insurance Law no 4447, software works on calculation and collection of insurance premiums of insured ones of artisans’ guild fund and their transfer to Artisans Guild Fund has been completed.
- Software works on merging the Withholding and Monthly Premium Service Document have been completed, the application has been made operational as pilot project as of 01/06/2017 in Kırşehir Province and as of 01/01/2018 in Amasya, Bartın and Çankırı provinces. The Software will be available nationwide as of 01/07/2018.
- It has been ensured that e-Insurance and the passwords user code issued in regard to e-Insurance application form filled by the employers are submitted online in guidance of information registered into the system by Trade Record civil servant bodies. Under the said project, the weight of workload of employers and members of occupation has been lowered and unnecessary loss of time and labour has been averted.
- “Potential Incentive Questioning” screen enabling the employers to control which premium incentives the insured ones go into the coverage of has been made operational. Hence it has been enabled that employers are displayed which insurance

premium incentive could be benefited from as regards newly recruited insured ones in electronic setting.

- Software works on follow up in electronic setting of collection of premium debts (KATIP) belonging to insured ones under the coverage of paragraph b of article 4 (compulsory/2926 agriculture) with in debt of premium to SSI, insured ones under the coverage of paragraph c of article 4, insured ones under the coverage of additional article 6 and additional article 9 of the Law no 5510, institutions liable to issue deductions over the price of agricultural products they purchase, insured ones under the coverage of the Law no 2925 and Insurance Companies have started.
- Software works on seizure in electronic setting of real estates with ownership on employers in debt to the Institution are ongoing.
- Data correction works have begun to ensure that track of service duties which previously appeared in the document of false civil servant regarding his or her tasks appear in the document of the right person in overall social security service duty records. With the said work underway, it is purposed that pre-retirement employment processes of the citizens are completed earlier and loss of rights is averted.
- Software works for benefitting in electronic setting from two separate premium incentives called “One from you one from me” and “new generation incentive” entering into force under the Law no 7103 have been completed.
- Works for the insured female civil servants to apply for borrowing and its follow up over e-government platform in regard to duration without premium after birth have been completed.
- Software works for borrowing application and its follow up over e-government platform in regard to unpaid leave duration under the legislation on public employees have been completed.
- Software works for indebtedness application and its follow up over e-government platform with regard to duration of faculty education or higher education covered in the respective accounts of public employees employed in Turkish Armed Forces and General Directorate of Security have been completed.
- Software works for borrowing application and its follow up over e-government platform with regard to the durations of unpaid service as religious official, unpaid assistantship and education for medical expertise of the physicians, the duration of unpaid leave of the ones elected to executive positions in the trade unions, the durations of post-graduate education and lawyer internship, military service as private or petty officer and successfully concluded abroad education of civil servants in accordance with the Law no 1416 have been concluded.
- Software works for borrowing application and its follow up over e-government platform with regard to women having invalid child deemed as insured one under the coverage of paragraph c of article 4 of the Law no 5510 have been completed.
- Software works for borrowing application and its follow up over e-government platform with regard to idle duration comprising the period before the election starting from resignation of public employees from official duty to apply for deputy posts in parliamentary elections until election date have been completed.
- Software works for establishing first registration records over e-government platform of citizens applying for optional insurance under the Law no 5510.
- Software works have been completed for ensuring that insurance procedures of public officials whose duration of duty as civil servant have ended or who have been appointed to certain public posts for designated period of time under the legislature are conducted over e-government platform.

- Software works are ongoing in order for availability of public employees' application for service reward over e-government platform under the Pension Fund Law no 5434. Software works are ongoing in order for availability of optional participatory application in accordance with article 12 of the Law no 5434.
- Software works are ongoing in order for conducting insurance procedures over e-government with regard to the ones affiliated to pension fund in accordance with additional article 71 of the Law no 5434. Software works are ongoing in order for conducting application procedures for availability to information services in accordance with interim article 192 of the Law no 5434. Software works are ongoing in order for applications over e-government with regard to determination of insured public employees services under the coverage of active servitude duration based wage raise and their being registered into service records.
- Software works are ongoing in order for application procedures over e-government platform of merging overall service periods of public employees who resigned from their respective public duties.
- Software works are ongoing in order for borrowing applications over e-government platform with regard to birth and military service of insured ones within the coverage of paragraph a of article 4 of the Law no 5510. Software works are ongoing in order for receiving borrowing demands of the insured ones under the coverage of paragraph b of article 4 of the Law no 5510 over e-government platform.
- Software works are ongoing in order for determination of invalidity rates of claimants and insured ones under the coverage of paragraph c of article 4 of the Law no 5510 and designation of acquisition loss rate in occupation in result of insured ones' having occupational diseases or occupational accidents which is conducted by health boards under the Institution.
- Software works of e-invalidity project are ongoing in order for online pursuit of application and other related procedures with regard to invalidity of insured ones and claimants under the coverage of paragraphs a, b and c of article 4.
- KAPSAM programme enabling automatisisation of share correction and deduction of unnecessary paid sum by comparison of allowances and benefits in order to avert unnecessary payment of allowance/benefit to insured ones under the coverage of paragraph a of article 4 has been completed and works have been launched for its integration into real setting.
- Accounting procedures have been completed with respect to deduction of health expanses abroad.
- Infrastructure and program design works are ongoing in order for process follow up program enabling the pursuit of occupational accident and occupation disease determination phases.
- Works have been completed on e-allowance program enabling temporary invalidity allowances payment process taking place in electronic setting with Medical Provision and Activation System (SPAS) enabling automatisisation without any application of medical activation procedures of the insured ones and those the former are liable to look after.
- Works for daily payments are ongoing for payment of pensions under the scope of 4/a and 4/b at the earliest following entitlement to pension.
- Programs have been developed in order for payment of two times a year holiday bonus to claimants and retired under the coverage of the paragraphs a, b and c of article 4 in accordance the Law no7143.

- Necessary software works have been completed in order for availability to 14 new applications over e-government platform.
- Under short term insurance software works on display of civil servants' sick leave reports and related display and authorization applications have been completed. Again in this framework, software design work on application enabling civil servants notification of work accidents and occupational diseases.

Amendments to software with regard to general health insurance procedures are as follows:

- **Registration in Electronic Setting of Invoice Annex Documents:** Works on registration in electronic setting of invoice and documents being invoice annex used as basis to payment by SSI serving as repayment institution with respect to medical procedures belonging to people under coverage of General Health Insurance have been completed and taken into operation on 01/02/2018. With the project being implemented, it is purposed that payment procedures are facilitated, stabilization of its pursuit and prevention of loss of documents and problems related to filing these documents through paper saving is ensured. Medical expenses invoice annex covering one month treatment in hospital covering one month period and submitted to the Institution and comprises almost 3.000.000 pages of paper and when other applications are incorporated into the coverage nearly 6.000.000 documents are envisaged to be registered in the system on monthly basis.
- **Hearing Centers Application:** Application which enables controlling compliance of information belonging to the invoices covered by the Institution and hearing equipment supplier firms with Health Application Notice online and their pricing and billing in accordance with rules in the said notice has been put into practice as of 01/01/2018. Hence the claimants obtain their hearing equipment as if purchasing other medical products from pharmacies and contracted firms directly submit their invoices directly to the Institution.
- **Visual Sharing Project:** The project enabling MR and BT images belonging to persons under the coverage of Universal Health Insurance and shot in health service institution to be transmitted in internet and be displayed in another health service institution has been completed in January 2018. Hence it will no longer be necessary that the separate images are shot by another health service providing body, which will help in saving time, labor and cost and prevent second time exposure of the patients to radiation and other physical problems such as shattering, decaying and loss of images.

Works in the areas of information systems, cyber security and accounting software designs are as follows:

- **Establishment Process of Cyber Security Monitoring and Administration Center:** Micro segmentation has been conducted together with designing of Database Monitoring Software, Data Leakage Monitoring Software, Web Access Control Software, Cyber Operation Monitoring Software, Weakness Scanning System Software, Data Center and provision of external security wall. Leakage and penetration tests were conducted by separate two firms and Data Warehouse Work Intelligence and big data were provided in order for more effective usage of Institution's Data.
- **Insurance of Domestic Services Employees:** The purpose of additional article 9 of the Law no 5510, is the insurance of domestic services employees. With the project, premium accruals of the insured ones under this coverage could be formed in

accordance with the notifications of the employers. Citizens could make their payments through any bank.

- **15 July Martyr, Veterans and Invalids Premium Debts Cancellation:** Debts of the citizens to the Institution under the coverage of paragraph g of article 5 and additional articles of 5 and 6 have been left without annulment.
- **Universal Health Insurance Sole Premium System:** In case ones with debt of Universal Health Insurance premium go under the coverage of another insurance, it has been regulated that their general health insurance debts are questioned and they are provided with health benefits. In Universal Health Insurance three stage premium payment systems will be reduced to one stage. Repeal of interests from General Health Insurance debts has been ensured, as well as monthly payment over the sum of 53 Liras for a period of 12 months.
- **General Health Insurance Private-Petty Officer Accrual Programme:** A structure was established in order to incorporate into the coverage of universal health insurance privates-petty officers, student reserve officer and candidates, military school student candidates, Gendarmerie and Coastal Security Academy student candidates, military staff of foreign nationality who receive education and training in Turkey under International Military Training Cooperation Agreement, International Training Cooperation Agreements by Gendarmerie General Command and Coastal Security General Command and whose medical expenses are provided to be covered by recipient state in accordance with the said agreements and family members of said foreign military staff they are liable to look after and such structure was integrated into the broader existing structure.
- **Integration of Automatic Participation Based Individual Retirement System:** In order to ensure deduction of certain amount with regard to Individual Retirement System from certain payments by institution personnel, their integration will the banks likewise has been achieved.
- **Medical firm payments:** Payments to medical firms incorporated into MEDULA system as provider of medical services are realized.
- **Integration of Foreign Medical Procedures Accounting and Abroad Medical Warehouse Software:** A system was established where it is possible to make advance and full payments in foreign currency to the medical firms operating abroad and to follow up the payment process over the stocks.
- **Settlement invoice:** MOSIP module was prepared in order for billing of expenses related to the medical services benefited in Turkey by the persons insured abroad and accounting for the expense items within the coverage of insurance in accordance with related legislature of the country insured one is a citizen of.
- **Pension Return:** A structure was established which enables online demand of pensions from Banks through official correspondence and their return to Institution through Online Bank Collection.
- **Information Service for the Retired:** In the scope of the promotion payments, a service was established where retired individuals could display their salary payments and deductions to their payments over all banks.

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

In the scope of the software regarding insurance and retirement procedures;

- It will be ensured that service information belonging to participants of Bank Fund to be taken over by the Institution is obtained collectively through Interim Article 20 on Funds Register and Service Record Program.
- It will be ensured that non-affiliation documents demanded from specific construction workplace owners by the municipalities in electronic setting.
- Borrowing demands of insured ones under 4/c of the Law no. 5510 are received over HİTAP application and accrual to Institutions is submitted over HİTAP and moreover successful result of all this process is sent over SMS to insured ones.
- Application for merging Withholding and Monthly Premium Service Documents will be operational all over Turkey.
- As with insured ones in domestic services insured ones employed as janitors likewise will notified automatically by SSI. Through the said application apartment building managers will no longer send notifications to every flat one by one and monthly accruals and services will be automatically determined.
- KAPSAM 4A program works are ongoing to compare retirement records in 4/a payment system and 4/a, 4/b and 4/c retirement records and to identify unnecessary allowance or benefit payments.
- Forms and documents used in the scope of social security agreements will be filled in electronic settings under a new program that is being developed.
- It is recommended that YUPASS program is formulated for automatic updating procedure of insured ones and family members' rights due to status change and right to benefits.
- It is recommended that program is developed to ensure service documents prepared by diplomatic representatives are submitted to the Institution on electronic setting and these documents are displayed online by related departments.
- Applications for Germany regarding Institutions' Insured Employees Healthcare Coverage System programme are now operational and studies for its enhancement to cover France, Holland, Austria and Belgium is underway.

Moreover Universal Health Insurance Registration Application, Document Management System and General Health Insurance Registry Notice, Income Test Application Notice and Income Test Result notices are planned to be submitted to PTT in electronic setting.

It is planned to develop a system to make applications in electronic setting over MEDULA system by natural and legal persons under Regulation on Working Principles and Procedures Regarding Social Security Agency Medical Equipment Acquisition Applications.

Social Security Information Management System Project: Social Security Integration Project (SGEP), which was initiated as an investment project in 2010 and aimed at merging the information technologies, services and infrastructures of the institutions following the merging in the legislation has been gradually configured with the name Social Security Information Management System (BİES). In the current phase, software is being developed for registration of the insurance holders. Requirements and design studies have been completed in the demand management system, which is a component of the "Pension and Payments" system. Another component, 4/a retirement processes, analysis, design and other related studies are ongoing. Consultancy and supervision services are planned for the main part of the Social Security Integration Project (BİYÖS Phase-1). Within this scope, the technical specifications and contract studies for the subject are continuing.

5. Training of Social Security Staff

a. Changes made in the reference period

Trainings Provided between 01/07/2017 and 31/12/2017		
No.	Name of the training	Number of Participants
1	General Health Insurance Registration and Premium Training (Provincial Organization)	102
2	Minimum Labour Legislation and Practices (Provincial Organization)	195
3	The Premium Incentives and Support Legislation and Practices (Provincial Organization)	115
4	1. Access to Direct Procurement Program and training on applications related to the program. 2. Training on the Law on Allowances No. 6245. 3. Training on implementation of Communiqué on Internal Control and Internal Control Standards and Internal Control Standards Action Plan, Within the scope of 5018 Public Financial Management and Control Law	300
5	Training on the Works of Public Ombudsman Institution (Provincial Organization)	300
6	Training on Public Accounting and Public Finance Management	14
7	Training on Personal Development and Motivation	131
8	Training on STATA Statistics Package Program Application	13
9	On-the-job training given by the Bilateral Agreements and Retirement Department to the staff of Retirement Services for Workers Abroad in the Social Security Provincial Directorates/Centers (Provincial Organization)	377
10	Training on 4-1(a) Java Software and Second decision procedures in survivors' insurance (Provincial Organization)	736
11	Training of the newly-appointed General Directors and Deputy General Directors	167
12	Training on Budget Preparation Works	159
14	Inspection Practices for Institution's Constructions (Headquarters & Provincial Organization)	154
15	Protocol and Courtesy Rules in Public Sphere (Headquarters)	25
16	Universal Health Insurance Registration and Premium Training (Provincial Organization)	279
17	In-Service Training for Social Security Inspectors	233
18	Training for Social Security Assistant Experts	40
19	Actuarial Mathematics	21

Trainings Provided between 01/07/2017 and 31/12/2017		
No.	Name of the training	Number of Participants
20	The training for the physicians and the administrative personnel of the Institution Health Boards in the sphere of work-related accidents and occupational diseases (Third Traditional Training and Consultation Meeting)	131
21	Training on the General Legislative Provisions concerning the Procedures of Retirement of the Insurance Holders within the framework of Article 4/1 (c) of the Law No. 5510 (Headquarters & Provincial Organization)	623
22	Project Management Training (Headquarters)	25
23	4/a Registration and Service Applications (Provincial Organization)	543
24	Senior Management and Provincial Managers Consultation Meeting	200
25	Basic and Preparatory Training for Social Security Assistant Inspectors to Introduce them to the Profession (Provincial Organization - Seventh Period)	416
26	e-Bill Application Software	27
27	4/b Registration, Premium, Service and Program Applications - e-Stoppage Software for Agriculture Sector Insurance Products- Training for Incorrect Payment Transactions	595
28	Work and Transactions Training of Social Security Inspectors and Authorized Social Security Deputy Inspectors (Provincial Organization)	914
29	Training for Utilization of Statistical Analysis System (SAS) Program and Data Mining (Headquarters)	16
30	Personal Development Training	224
31	Fictional Photo Shooting and Techniques, Digital News Photography, Photoshop Application and Techniques	92
32	4/1 (b) Training on the General Legislative Provisions concerning Granting of Pension (Provincial Organization)	392
33	Information technology infrastructure library (ITIL 2016) Trainings	38
34	Coordination and Information Training for Heads and Deputy Heads of Social Security Centers (Provincial Organization)	390
35	General Health Insurance Payment Operations, Transactions about the insured under the context of 4/1-C and Personal Development Training	170
36	Microsoft SQL Server Databases Training	10
37	Training for International Certification of Internal Auditors	16
38	IT Risk Management Training	24
39	Information Technology Law	70
40	Demography Training	23

Trainings Provided between 01/07/2017 and 31/12/2017		
No.	Name of the training	Number of Participants
41	Information and Coordination Training for Department Chiefs	217
42	Workshop	162
43	Managers of District Social Security Directorate Assessment Meeting	182
44	Training for International Certification of Internal Auditors (CIA Certificate Exam Training)	15
45	Official Training for VMware vRealize Operations Manager: Install, Configure, Manage [V6.2]	10
46	Workshop	63
47	Training for DB2 11 for zOS System Administration Code: CV852G	12
	TOTAL	8961

Trainings Provided between 01/01/2018 and 30/06/2018		
No.	Name of the training	Number of Participants
1	Basic JAVA Training	40
2	Training for Severance Pay Legislation	13
3	The training for the administrative personnel of the Institution Health Boards and affiliated provinces	540
4	Microsoft Office Application Training	100
5	EMEKTAR 4/A Programme JAVA Software Training	18
6	Institutional Risk Management Training (Headquarters)	14
7	SQL & T-SQL Training	31
8	Contract Law Training	42
9	Training on Laws 4734 and 4735 Public Procurement and Public Contracts, Direct Procurement and Electronic Public Procurement Platform (EKAP) Application	16
10	Basic Training on Data Mining with SPSS Modeling (Clementine) (Headquarters)	27

Trainings Provided between 01/01/2018 and 30/06/2018		
No.	Name of the training	Number of Participants
11	Training of Social Security Deputy Inspectors on Authorization (Provincial Organization) Seventh Period	364
12	Advanced ORACLE SQL Tuning Training	8
13	Document Management System (DYS) and Official Correspondence Training	669
14	Training on Legislation Regarding Registration, Pension Granting and Application of Short Term Insurance Branches and Utilization of Overseas Insurance Periods for the Status of 4/1 (a), (b) and (c) of 5510.	140
15	MOSIP Menu Application Training	305
16	Utilization of Overseas Insurance Periods for the Status of 4/1 (a) and (b), Registration and Service Applications, Practices of the Law No. 2330	63
17	Legislation Training for Personnel of Head of Department of Disability and the Institution Health Boards	48
18	Project Cycle Management Training	18
19	Universal Health Insurance Operations Training (Provincial Organization)	829
20	Deduction Information System and IPC Application Training	67
21	Workshop (Out of Plan) - Legal Consultancy Department-20/03/2018	202
22	Training on the Works of Public Ombudsman Institution (Provincial Organization)	246
23	Document Management System (DYS) Training	145
24	News Writing Techniques and Applications, Usage of News Materials, News Photography and Applications, Press and Media Relations, Social Media Expertise Training	100
25	EU and National / International Grant Programme Project Preparation and Implementation Training (Headquarters)	26
26	Training of Executive Assistants (Headquarters & Provincial Organization)	127
27	Training on Legislation and Application of Short Term Insurance Branches (On-the job Training)	47
28	Training on General Legislation of Pensions of the Insured under 5510 4-1 (c)	37
29	Basic and Preparatory Training for Social Security Assistant Inspectors to Introduce them to the Profession (Provincial Organization- Eighth Period)	372
30	4/1-(a) Training on General Allocation Legislation and JAVA Programme (Provincial Organization)	160
31	Training on the Civil Servants Law No. 657 and Official Correspondence	180

Trainings Provided between 01/01/2018 and 30/06/2018		
No.	Name of the training	Number of Participants
32	Advanced Excel Training	20
33	Training on Legislation and Practices of Employer, Minimum Labour, Employment Incentives (Provincial Organization)	594
34	Training on the Works of Public Ombudsman Institution (Headquarters)	50
35	Training on Executions and Lawsuits to which SSI is party and Work and Proceedings of Legal Services	534
36	Applied Basic Statistics Training	12
37	Training on Guidance and Public Relations (Headquarters & Provincial Organization)	196
38	Training on the Civil Servants Law No. 657	
39	Training on the Institutional Real Estate Transactions (Headquarters & Provincial Organization)	196
40	4-1(a), 4-1(b), 4-1(c) Registration Transactions Training	106
41	MOSIP Menu Application Training	250
42	Workshop (the Department of Human Resources)	
43	1. Training on the Law on Allowances No. 6245. 2. Training on the Legislation of Work and Proceedings of Pre-financial Audit 3. Within the scope of 5018 Public Financial Management and Control Law, Training on Implementation of the Communiqué on Internal Control and Internal Control Standards and implementation of Internal Control Standards Action Plan.	300
44	Health Insurance and Long Term Insurance Practices of Bilateral Social Security Agreements	303
45	Procurement Legislation, Lodgment, Documents and Elimination, Movable Transactions and Progress Payment Application Training (Headquarters & Provincial Organization)	300
46	Supervisor Training (Headquarters & Provincial Organization)	548
47	Advanced Excel Training	25
48	Training on the General Legislative Provisions and Granting of Pension under 4/1-(a) ve 4/1-(b) (Provincial Organization)	290
49	Institutional coordination Training (Headquarters)	53
50	Training on Public Servants' HITAP and IPC Application	200

Trainings Provided between 01/01/2018 and 30/06/2018		
No.	Name of the training	Number of Participants
51	Provincial Managers and Unit Chiefs Consultation Meeting	180
52	Public Procurement of Purchase of goods and services Training	27
	TOTAL	9178

Within the scope of e-learning, all SSI staff has access to e-lectures. 31 legislative trainings developed within the scope of the project have been given to the Agency staff since 2015. Within the scope of e-learning, all SSI personnel are accessing e-lectures from the institution, the internet, tablets and mobile phones. In 2017, within the scope of the legislation trainings, the informatics trainings, 44 e-lectures trainings including Office 2010 (MS Word, MS Excel, MMS PowerPoint, MS Outlook, Office General Features) Windows 7 and personal development trainings are presented to the staff of the SSI via the e-learning system. In the first half of 2018, a total of 31 trainings on the legislation related to SSI have been made available to SSI staff through the system.

For the Insured Persons Subject to Article (4/c) of the Law No. 5510, in order to solve the problems of administrative fine application and deduction information system and ensure that the uniformity in practice is ensured to carry out the tasks efficiently and productively, Public Servants' HITAP and Deduction Information System and IPC Application were carried out in 81 Provincial Directorates of Social Security Institution through the video conference method on 07/03/2017.

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

Trainings Planned for 30/06/2018-31/12/2018		
No.	Name of the Training	Number of Participants
1	MOSIP System Applications Training (Training for Trainers) (Headquarters & Provincial Organization)	350
2	HITAP Training (Service Follow-up Programme)	25
3	IT Process Management, Analysis, Modelling and Change Management Training	30
4	CCNA (Cisco Certified Network Associate) Training	10
5	4/1-(b) Training on General Allocation Legislation and EMEKTAR programme (Provincial Organization)	160
6	Training for On-site Monitoring of the Problems of The Social Security Provincial Directorates and the Social Security Centers	
7	Training on 4/1 (a) and (b) Registration and Service Applications	250

Trainings Planned for 30/06/2018-31/12/2018		
No.	Name of the Training	Number of Participants
8	Training on DB2 10.5 pureScale Implementation and Management for DB2 LUW Administrators (CL801G)	30
9	Universal Health Insurance Operations Training (Provincial Organization)	
10	Training on Legislation and Application of Short Term Insurance Branches (Headquarters & Provincial Organization)	250
11	Training on Legislation and Practices of Employers	800
12	Inspection Practices for SSI Constructions (Headquarters & Provincial Organization)	150
13	Training on Executions and Lawsuits to which SSI is party and Work and Proceedings of Legal Services and Personal Development Training	356
14	Basic Training on Data Mining with SPSS Modelling (Clementine)	12
15	Fictional Photo Shooting and Techniques, Digital News Photography, Photoshop Application and Techniques	100
16	Official Correspondence Training (Headquarters)	30
17	Universal Health Insurance Registration and Premium Training	300
18	Work and Transactions Training of Social Security Inspectors and Authorized Social Security Deputy Inspectors (Provincial Organization)	1800
19	Adobe Photoshop Training	10
20	Query Screens Training for Document Procedures (Headquarters)	30
21	Qlik Sense or Qlik View Programme Training (Headquarters)	20
22	Training on the Laws 5510-5434-5335	133
23	Adobe Illustrator Training	10
24	IBM Content Manager System Management Training	40
25	IBM Information Analyzer Essentials v 11.5 Training	35
26	Basic and Preparatory Training for Social Security Assistant Inspectors to Introduce them to the Profession (Provincial Organization- Eighth Period)	400
27	Adobe After Effects Training	10
28	General and Changing Legislative Applications Training on Duty and War Disability Pension in the scope of Articles 56 and 64 of Law 5434, Non-contributory duty disability benefits, in accordance with Article 4 of the Law No. 2330, Monetary Compensations and Monthly Pensions paid in the scope of Annex 16 and Annex 17 of the Law No. 442, Pensions regarding the Law	100

Trainings Planned for 30/06/2018-31/12/2018		
No.	Name of the Training	Number of Participants
	No.5233 on the Compensation of Damages that Occurred due to Terror and the Fight against Terror, Honorary Pensions within the scope of Laws No.1005, 3292 and 5269, Honorary Pensions for Sportsman within the scope of Laws No.2913 and 5774.	
29	IBM InfoSphere DataStage Essentials (v11.5) Training	30
30	Adobe Indesign Training	10
31	Training on the Regulation on the State Archive Services (Headquarters)	40
32	Personal Development Training in Support Services	94
33	Adobe Premiere Training	10
34	IBM Modern Java Batch Training	30
TOTAL		5655

Within the scope of e-learning, all SSI staff have access to e-lectures. 31 legislative trainings developed within the scope of the project have been given to the Agency staff since 2015. Within the scope of e-learning, all SGK personnel are accessing e-lectures from the institution, the internet, tablets and mobile phones. A total of 31 trainings on the legislation related to SSI will continue to be provided for the usage of SSI staff via the system after 01/07/2017 – 30/06/2018 period.

6. Information Provided to the Right Holders and Other Services

Labour and Social Security Call Centre “Alo 170”:

“Alo 170 Labour and Social Security Call Centre” which is a product of “citizen oriented” service concept was opened for the first time in Ankara on 28/05/2008. The Call Centre was transformed into a structure that served 7 days/24 hours on 15/11/2010 operating in the province of Karaman and became a common communication centre with the Ministry of Labour and Social Security (MoLSS), Turkish Employment Agency (İŞKUR) and Social Security Institution (SSI). In addition, guidance services were provided within the structure of each Provincial Directorate to ensure that the right holders were quickly and correctly informed.

Approximately 3 million of our hearing-impaired citizens living in our country are served on Telephone Number 0850 222 7 170. By 31/05/2018, 7.382 calls were made by our citizens with disabilities.

The web chat service is provided on the channel “<http://www.alo170.gov.tr/>”. Citizens have access to ALO 170 using this service channel 24 hours a day, 7 days a week. On Social Media (Facebook, Twitter and FriendFeed etc.) social media following in relation to MoLSS, SSI

and İŞKUR is organized by 40 Social Media Experts employed by ALO 170. Citizens have access to ALO 170 using these service channels 24 hours a day, 7 days a week. A total of 3.295.099 comments in social media were reviewed between 01/10/2013 and 31/05/2018.

More than 6 million Turkish nationals living abroad are served through ALO 170. Our citizens abroad can reach the call centre by calling +90 216 170 11 22. By the end of May 2018, there were 11.606 calls from abroad. Most calls were taken from Germany.

SMS Information System:

It is aimed that the services provided by the Social Security Institution with a citizen-focused service concept are delivered efficiently, in good quality, safely and fast from the first-hand source. It is also aimed to provide self-control in provision and health payments, to inform insured and employers about premium debts and collections, to increase citizen satisfaction, to speed up the services, to prevent loss of time and labour, to reduce postal expenses in correspondence where there is no obligation to notify. SMS Information System was started on 07/09/2011.

SMS Information about the insured registration procedures have been moved to e-Government and the SMS interface program currently in use has been updated. In addition, between 01.01.2017-30.06.2018, 1.500.000 insured registered to SMS information system and the total number of insured persons reached 4 million. Again, 98.500.000 SMS was sent to the insured between 01.01.2017-30.06.2018.

Mobile Service Vehicle:

Within the framework of easily accessible and citizen-focused service concept, Mobile Service Vehicles activity has been initiated in 25 provinces (Adana, Ankara, Antalya, Bayburt, Bursa, Bingöl, Erzurum, Gaziantep, Istanbul, İzmir (2 places), Kayseri, Konya, Malatya, Samsun, Trabzon, Van, Bitlis, Karabük, Manisa, Mersin, Muğla) in order to increase the satisfaction, to deliver the services to the citizens' doorstep, to prevent the loss of time and workforce and to carry out the activities of the Social Security Institution in provinces/districts without Social Security Centers (SGM), newly-established industrial districts and in regions where natural catastrophes are likely to occur.

a. Changes made in the reference period

For the purpose of informing the insured and the Right Holders; Brochures regarding the following issues were prepared:

- The conditions for entitlement to old age pension for 4/a insured persons,
- The conditions for entitlement to old age pension for 4/b insured persons,
- Special conditions for entitlement to old age pension for 4/a insured persons,
- The conditions for entitlement to invalidity pension for 4/a and 4/b insured persons,
- The conditions for entitlement to survivors' pension for 4/a and 4/b insured persons,
- The conditions of eligibility for work-related accidents and occupational diseases.

After the payment process of temporary incapacity benefit and maternity nursing benefit are realized by SSI, the information message is sent to the right holders via the SMS Information System during the bank transfer process. A message is also sent to the bank via e-Government

mobile application to indicate working or checking date of the resting reports issued on behalf of the insured during the transfer process,

With the start of the Alo Homeland Consultancy Line in 2006 operating within the Bilateral Conventions and Retirement Department of the General Directorate of Retirement Services, the services are rendered for the insured and their survivors to be able to follow the applications they have made to the Institution and to request information about the legislation. 26.324 applications were replied between 1/7/2017-30/6/2018.

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

Necessary work is carried out in the General Directorates, Provincial Directorates and Social Security Centers affiliated to SSI to ensure that the insured can register to the SMS system during social security operations.

c. Studies and projects launched or completed (including evaluation)

Studies are ongoing to prepare a Regulation on the SMS information system.

B. BENEFITS

1. Personal and Material Scope

Population Groups Under Social Security Scope as of March 2018 and Ratio to General Population:

March 2018		Active Insured	Pension/ Income Beneficiaries (Passive Insured)	Dependents	Total	General Population Ratio % (***)
Those Employed Under Employment Contract (4/a)	1- Mandatory	14.325.806	7.501.363	19.218.618	41.045.787	
	2-Apprentice	358.143			358.143	
	3-Abroad Community Insurance	22.090			22.090	
	4- Agriculture (4/a)	47.915			47.915	
	5- Other Insured (*)	300.038			300.038	
	6-Interns and Trainees (**)	1.180.731			1.180.731	
	Total	16.234.723	7.501.363	19.218.618	42.954.704	53,15%
Self-Employed (4/b)	1- Mandatory	2.072.004	2.594.722	9.451.779	14.118.505	
	2- Agriculture (4/b)(Mandatory)	708.264			708.264	
	3- Voluntary	144.364			144.364	
	4-Neighborhood Governor	24.641			24.641	
	Total	2.949.273	2.594.722	9.451.779	14.995.774	18,56%
Public Employees (4/c)	1- Mandatory	3.006.828	2.189.491	6.648.020	11.844.339	
	2- Voluntary Article 12	337			337	
	3- Other (Annex 71, 76, Prov. 192)	1.075			1.075	
	Total	3.008.240	2.189.491	6.648.020	11.845.751	14,66%
TOTAL		22.192.236	12.285.576	35.318.416	69.796.228	
Private Funds	141.216	92.167	175.340	408.723		
Total (Contributory System)		22.333.452	12.377.743	35.493.756	70.204.951	86,88%

2017 December		Active Insured	Pension/ Income Beneficiaries (Passive Insure)	Dependents	Total	General Population Ratio %
Those Employed Under Employment Contract (4/a)	1- Mandatory	14.477.817	7.434.132	19.572.127	41.484.076	
	2-Apprentice	368.373			368.373	
	3-Abroad Community Insurance	21.592			21.592	
	4- Agriculture (4/a)	50.602			50.602	
	5- Partial Temporary Working Insured (*)	314.634			314.634	
	6-Interns and Trainees (**)	1.136.055			1.136.055	
	Total	16.369.073	7.434.132	19.572.127	43.375.332	53,68%
Self-Employed (4/b)	1- Mandatory	2.047.268	2.585.362	9.375.821	14.008.451	
	2- Agriculture (4/b)(Mandatory)	705.592			705.592	
	3- Voluntary	146.510			146.510	
	4-Neighborhood Governor	24.624			24.624	
	Total	2.923.994	2.585.362	9.375.821	14.885.177	18,42%
Public Employees (4/c)	1- Mandatory	2.986.088	2.134.646	6.574.441	11.695.175	
	2- Voluntary Article 12	343			343	
	3- Other (Annex 71, 76, Prov. 192)	965			965	
	Total	2.987.396	2.134.646	6.574.441	11.696.483	14,47%
TOTAL		22.280.463	12.154.140	35.522.389	69.956.992	
Private Funds		141.285	91.670	173.901	406.856	
Total (Contributory System)		22.421.748	12.245.810	35.696.290	70.363.848	87,07%

*While the voluntary insured are given before 2011, the insured in Annex 5, Annex 6 and Annex 7 are included as per Law No. 5510 in the period thereafter.

**Students who were subjected to internship during vocational and technical secondary education with the regulation made under Law No. 6764 after 09/12/2016, students who receive complementary education or field education during vocational and technical secondary education are considered to be insured for work accidents and occupational diseases, so there was an increase in the number of interns and trainees.

*** According to Address Based Population Registry System results, Turkish population is 80.810.525 in 2017.

For the insured persons who are employed by one or several real persons in house services and whose number of workings days is 10 or more as calculated according to the working hours in the month with the person who employ them, and for the insured persons who are employed in apartment doorkeeper positions, provisions related to the insured under the scope

of 4/a of Law No. 5510 are applied. The expression of those employed in apartment doorkeeper positions has been added in order to come into force in 2018.

a. Changes made in the reference period

With the restructuring under the scope of Law No. 6824, the result of means tests of 311.663 people, who were registered under the scope of paragraph (g) of Article 60 of the Law and who applied to the means test as the first time within the period foreseen by the Law, was applied starting from the first registry date and the registration of these people was updated under the sub-paragraph (1) of paragraph (c) of the first clause of Article 60 of the Law.

2. Update in the Amounts of Aid

The lower limit of the daily earning kept to constitute a basis for the account of allowance to be given and premiums to be received pursuant to Law No. 5510, is one thirtieth of the minimum wage, and the upper limit is 7.5 times the daily earning lower limit. However, for public workers who are considered to be insured under the scope of 4/c, the upper limit in question related to the amount of earning on which the premium is based, is not applied.

The lower limit of the daily earning between 01/01/2017-31/12/2017 has been set as 59,25 TL, and the upper limit has been set as 444,38 TL (59,25x7,5). The lower limit of the daily earning between 01/01/2018-31/12/2018 has been set as 67,65 TL, and the upper limit has been set as 507,38 TL (67,65x7,5).

The monthly earning amounts which constitute the basis for the calculation of premiums to be collected and allowances to be given in the period examined:

Period *	Lower Limit Amount of Monthly Earning TL		Upper Limit Amount of Monthly Earning TL
	Daily	Monthly	Monthly
July – December / 2017	59,25	1.777,50	444,38 x 30 = 13.331,40
January – June 2018	67,65	2.029,50	507.38 x 30 = 15,221.40

** After 01/01/2016, the minimum wage has been started to be implemented so as to be increased once a year.*

The pensions and incomes allocated to the 4/a and 4/b insured persons of the Law and their beneficiaries have been paid by an increase of 5.89% in 2017/ July and 5.69% in 2018/January period pursuant to the second clause of Article 55 of Law No. 5510.

Similarly, the pensions and revenues which were allocated to 4/c insured people and their beneficiaries are increased by the coefficients determined pursuant to the provisions under Articles 5 and 8 of the 4th Term Collective Agreement that covers years 2018 and 2019 on Financial and Social Rights Towards Public Workers in General and By Service Branches.

Salary and basic salary coefficients applied for 4/c insured persons in the period:

Period	Public Servant Salary Coefficients	Basic Salary Coefficient
July – December / 2017	0,102706	1,607645
January – June 2018	0,108550	1,699121

Besides, under the Article 5 “Part One” which provides for determination of coefficients and increasing the salaries, of the agreement on Collective Agreement Negotiations that cover the years 2016 – 2017;

pursuant to Article 154 of Public Officials Law No. 657, the public office basic salary shall be increased by the monthly coefficient to be applied for converting the figures that are included in the monthly indicator table as well as the additional indicator and the seniority salary indicator figures, in such a way that the increase shall be based on 6% in the first six monthly period and 5% in the second six monthly period of both the salary coefficient and the basic salary coefficient for 2016, and on 3% in the first six monthly period and 4% in the second six monthly period of both the salary coefficient and the basic salary coefficient for 2017.

On the other hand, as a result of the 4th Period Collective Agreement Negotiations that cover years 2018 – 2019, pursuant to Article 154 of Public Officials Law No. 657, it was agreed that the salary coefficient to convert the figures included in the monthly indicator table as well as the additional indicators and seniority salary indicator figures to the monthly amounts, as well as the public official basic salary coefficient, shall be increased based on the rate of 4% in the first six monthly period and 3.5% in the second six monthly period for the year 2018, and on the rate of 4% in the first six monthly period and 5% in the second six monthly period for the year 2019.

On the other hand, pursuant to Article 8 titled “payment of inflation difference” of the Collective Agreement in question, it was regulated to increase the coefficient in question determined in connection with Consumer Prices Index (TUFİE) announced by Turkish Statistics Institution.

In this scope, an increase of 6.92% in the second six month of 2017 and of 5.69% in the first six months of 2018 was applied without applying any inflation difference, for the pensions of retired public officials who are considered as insured under the scope of 4/c of the Law No. 5510.

The minimum and maximum public official (4/c) salaries calculated according to coefficients applied in the period.

Period	Minimum Salary (TL)	Maximum Salary (TL)
July – December / 2017	1.799,24	*7.144,07
January – June 2018	1.901,61	*7.550,56

(*) These salaries are calculated based on the highest public official with a service of 25 years (Prime Ministry Undersecretary, and Presidency Head of Administrative Affairs in the new regulation) Additional payment is not included in the salaries calculated.

II. HEALTH BENEFITS

a. Changes made in the reference period

With the “Law Amending Some Laws and Decree Laws and Restructuring of Some Receivables No. 6824”, which was published in the Official Gazette dated 08/03/2017 No. 30001, general health insurance premiums(60/1-g), which remain unpaid of those who have premium debts from those who are taken under the scope of general health insurance and on whose name premium has been accrued before 1/4/2017, shall be recalculated over 53.33 TL in case that the monthly premium amount accrued is equal to or more than 3% (53.33 TL) of the thirty-day amount of the lowest limit (1.777,50 TL) of the earning on which premium is based as applicable on 1/4/2017. In case of new registration that covers the period between 1/1/2012 and 31/3/2017 on 1/4/2017 and any date thereafter, the amount of premium to be accrued on monthly basis shall be $1.777,50 \times 3/100 = 53,33$ TL. However, the monthly premium debts, which have accrued and remained unpaid under 53.33 TL, shall remain the same. This amount is 60.89 TL for dated 1/1/2018-31/12/2018.

Number of population groups under the scope of health benefits provided in Health Insurances as of 2017 end year and 2018 March:

Population Groups		Number	
Premium System		2017 December	March 2018
Those Employed Under Employment Contract (4/a)	Insured Persons	16.369.073	16.234.723
	Pension and Income Receivers	7.434.132	7.501.363
	Family Members	19.572.127	19.218.618
	Total	43.375.332	42.954.704
Self-Employed (4/b)	Insured Persons	2.923.994	2.949.273
	Pension and Income Receivers	2.585.362	2.594.722
	Family Members	9.375.821	9.451.779
	Total	14.885.177	14.995.774
Public Officials (4/c)	Insured Persons	2.987.396	3.008.240
	Pension and Income Receivers	2.134.646	2.189.491
	Family Members	6.574.441	6.648.020
	Total	11.696.483	11.845.751
Private Funds (*)	Insured Persons	141.285	141.216
	Pension and Income Receivers	91.670	92.167
	Family Members	173.901	175.340
	Total	406.856	408.723
Total (Contributory System)		70.363.848	70.204.951

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

According to Address Based Population Registry System, population of our country in 2017 was explained by TUIK to be 80.810.525. The number of population group which is under health insurance scope in our country in 2017 (excluding non-premium system and those who are subjected to means test) is 70.363.848, and this group covers 87.07% of the general population. Similarly, the number of persons who benefit from health insurance as of 2018 March is 70.204.951, and its rate to general population is 86.87%.

Other than the population groups specified above, persons who have not turned their 18 years of age, those who are in need of care, in emergency conditions, occupational health and work accident conditions, protective health services, motherhood condition, disaster and warfare condition, contagious diseases which are necessary to be notified, health services towards treatment of substance addition (health services towards the treatment of substance abuse have been adopted after 2018) are taken under the scope of benefiting from health services, without looking at whether they have any premium debt or what their 30-day premium payment condition is.

In addition to this, the “Social Security Institution Contract for the Supply of Hear Aid Devices” has been signed on 01/11/2017, was published on the web site of the Institution and came into force. It has been continuing in year 2018. On the other hand, with the “Protocol on Customized Three Dimensional Design and Supply of Production Devices Between Social Security Institution and Health Sciences University” which has come into force on 12/04/2017, customized special materials have been supplied to be used in cases of traffic accidents, shotgun injuries and bone losses in case of bone cancer.

“Protocol on the Supply of Devices of Veterans Used for Outpatient Treatments Between Social Security Institution and Health Sciences University” has been signed and came into force on 04/10/2017. (This is a contract which regulates the supply of materials for our veterans outside the SUT lists. The quality and reliability of the service to be provided to our veterans have been guaranteed).

Besides, the Institution receives health services through the contracts concluded with health service providers. For this purpose, “Social Security Institution Visual Aid Medical Material Contract” “Contract for the Supply of Tailor Made Prosthesis and Orthosis Between Social Security Institution and Public Institutions / Public Health Institutions” (with the contract concluded in relation to the tailor made devices, the Institution enabled the beneficiaries to receive more qualified and reliable services), “Social Security Institution Ready Made Medical Material Contract Used for Outpatient Treatment” were signed on 19/01/2018, published on the web page of the Institution and came into force.

Within the framework of “Protocol on Supply for Persons of Drugs from Pharmacies of Turkish Union of Pharmacists Under the Scope of Social Security Institution” it was continued to supply medical materials from 18.000 contracted pharmacies and medicine from 25.000 contracted pharmacies. Pursuant to the provisions of the protocol, the contract conditions were negotiated in the general evaluation held with Turkish Union of Pharmacists and the financial issues regulated under the Contract were updated so as to come into force on 01/04/2018 taking into account the annual inflation.

In MEDULA Medical Material Provision Application, e-prescription and e-report practices have been put into implementation as of 01/05/2018. It is expected to obtain such benefits

as preventing the problems of creating fraud prescriptions or altering the prescriptions outside the information of the doctor, or of failure to read the information on the prescription, also decreasing the period of preparing the prescription and preventing to problem of storing the paper prescription.

The following regulations have been enacted with Social Security Institution Health Implementation Circular published in the Official Gazette dated 24.03.2013 No. 28597.

- The patients were enabled to be vaccinated in each flue season without looking for the condition to have 1 year to elapse between two vaccinations a year, provided that this shall take place in the period of September – October – November – December – January, which is the flue season.
- The article on the amount of drug to be prescribed has been regulated pursuant to the decision No. 2018/ 1190 with basis No. 2013/8367 of Fifteenth Office of Council of State. (Under the scope of Article 4.1.4, regulation has been made in relation to Magistrals, and drugs under the scope of cure protocol were regulated under Article (5)).
- Under the scope of issuing the colored prescriptions in electronic media as implemented by the Ministry of Health, a regulation was enacted for the uniformity of practice under the articles of Health Application Circular related to colored prescriptions.
- The regulation has been made in order to ensure that regulations which are not only done by TITCK but also by other units of the Ministry of Health, are implemented.
- A regulation was made for allowing an interval of 6 months when there is a need to allow an interval of 3 months for the treatment with Anti-TNF or biological agents under physician control, and thus prescription of same group drugs with different diagnosis was prevented to the same patient, and regulation was made for the protection of patient health.
- A regulation was made for ensuring that long term use of anti-depressants is only allowed by Psychiatry specialist physicians.
- A regulation was made for preventing the internal feeding solution uses in violation of the definition of malnutrition.
- Regulation was made so as to ensure that in cases where bone marrow treatment is not made or fails in case of Type I Mucopolysaccharidosis disease, the patients continue treatment.
- A regulation was made in order to avoid any problem in reaching the information of patients whose date of commencing Hepatitis B treatment is old.
- A regulation was made by adding the expression of liver, where the biopsy is applicable, to the general principles article for biopsy related to the hepatitis treatment.
- A regulation was made for the purpose of enabling the specialist physicians from the same branch that performs the patient treatment in Deep Vein Thrombosis, Pulmonary Embolism, to issue report.
- A regulation was made in relation to the use of drugs with palivizumab active substance so as to enable monthly supply of the drug taking into account the growth trend of the child age group where weight gain takes place, and for adjusting the drug dose that could change when it is used by calculating the weight factor.
- A regulation was made in order to provide for the treatment of patients with blood hemorrhage risk in patients with strong aplastic anemia.
- Due to the fact that LDL levels are taken as basis rather than triglyceride levels for starting drugs with cholestyramine active substance, these were taken under the scope

of statin group, and criteria required in this article were regulated in order to ensure for the treatment of the patients.

- A regulation was made in order to ensure that the condition being applied in statins in cases where the use of triglycerides is paused for long period, is also applied in this group.
- In case of Idiopathic Pulmonary Fibrosis (IPF), a clarification was made for the continued treatments of patients whose treatment has been launched previously, and regulation was made for the prevention of any possible suffering.
- A regulation was made towards any relapse in case of Chronic Idiopathic Urticaria.

III. SICKNESS BENEFITS

a. Changes made in the reference period

The number of those protected in terms of temporary incapacity allowance between the dates of 1st July 2017 and 30th June 2018 and those receiving temporary incapacity allowance within this period:

Number of those protected between 1 st July 2017 and 31 st December 2017	Number of Sickness Case Causing Temporary Incapacity Within the Year
Those working on service contract (4/a): *16.053.485	1.613.713
Self-employed (4/b): **2.923.994	***

Number of those protected between 1 st January 2018 and 31 st May 2018	Number of Sickness Case Causing Temporary Incapacity Within the Year
Those working on service contract (4/a): *16.135.923	1.497.586
Self-employed (4/b): **2.957.212	***

(*) Covers compulsory insured and apprentices.

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

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

- **Amounts of payment during the reference period**

The sub-limit of daily earning taken as basic to the premium that shall be taken and the allowance that shall be given in accordance with this Law, is one thirtieth of the minimum

wage, whereas its upper limit is 7,5 fold of the sub-limit of daily earning. The changes made in the determination of the amount of minimum wage within the reference period have created some changes also in the limits of daily earning.

The amounts of temporary incapacity allowance granted to the insured persons subject to temporary incapacity from the sickness insurance in 2017 and 2018:

Period	Amount in Inpatient Treatment (TRY)		Amount in Outpatient Treatment (TRY)	
	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
July-December /2016	$59,25 \times 1/2 = 29,625$	$444,38 \times 1/2 = 222,19$	$59,25 \times 2/3 = 39,5$	$444,38 \times 2/3 = 296,253$
January-June /2018	$67,65 \times 1/2 = 33,825$	$507,38 \times 1/2 = 253,69$	$67,65 \times 2/3 = 45,1$	$507,38 \times 2/3 = 338,25$

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

- A regulation that would enable the recording of medical reports assigned overseas or by dentists to be manually input to the e-Allowance system (instead of doctor query or typing the name of the facility).
- A regulation that would enable the user to check the identification sharing system to see whether the insured party is deceased or not during the report period and allow the payment of the pension up to one day before death in case of death.
- The addition of a new type of case to the e-Allowance system - hospital module called “occupational illness pre diagnosis”.
- A change to enable checking of eligibility according to the 90 and 120 day calculations mentioned in Article 24 of the Law.
- A change so that nonwage payments cannot be calculated for the calculation of earnings, in case of no earnings or no days in the last three month period.
- A change to enable the procedure of mass achievement in e-Allowance system – Institution module.
- A change for the procurement of working information of home care service workers via e-state system.
- The update of e-Allowance system operation manuals.

c. Studies and projects launched or completed (including evaluation)

- The application on recording the printed reports submitted by the personnel of the Institution has been completed and come to operation.
- The last control of the rest report, of which the control of the expiration date does not correspond to the weekend, has been ensured automatically by the programme.
- At the hospital module the detailed information on the report has been ensured to be displayed by the related physician issuing the report.
- The end of the rest report has been arranged as “able to work”, “control”, “send to invalidity/able to work”, “send to invalidity/control”.
- The physicians working at health care service provider without a contract have started issuing report authorization processes.

- The netting menu has been ensured to be displayed at the Notification Entrance for Not Working.
- The screens of E-allowance doctor authorization were integrated into the medulla and the programme of the Ministry of Health.
- The incapacity reports of the insured in the category of 4/c has been ensured to be registered online. The determination of the allowance paid for those in the category of 4/c is made by the system.
- The unduly payment in the reports of work accident and maintenance of sickness for the dismissed insured was prevented by the system.

V. OLD-AGE BENEFITS

a. Changes made in the reference period

The old-age pensions paid within the scope of 4/a and 4/b of the Law No. 5510 have been increased at the rate of 5,89% under Article 55 of the Law being valid from the payment period of 2017/July.

The old-age pensions of the insured within the scope of 4/a and 4/b of the Law No. 5510 have been increased at the rate of 5,69% under Article 55 of the Law being valid from the payment period of 2018/January.

For the insured who could not be put on old-age pension due to premium debt within the scope of sub-paragraph 4/b of the Law No. 5510, a protocol was made with Ziraat Bank on 13/02/2018 and an arrangement was made for putting on salary through paying the premium debt via bank credit.

A protocol was made with Ziraat Bank on 31/05/2018 to structure the premium debts of the insured who shall request old-age pension by benefiting from the Law No. 7143.

Total number of those protected in terms of old-age benefits as of the end of 2017 and those put on pension within the year and those receiving pension:

Those protected	Those put on pension within the year	Total number of those receiving old-age pension
Those working on service contract (4/a) :* 14.864.645	304.602	5.319.318
Self-employed (4/b): 2.923.994	39.619	1.641.037
Public servants/Contributor (4/c) : 2.987.396	86.440	1.441.959

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

- **Amounts of payment within the reference period:**

There has been no amendment in the legislation within the reference period.

VI. OCCUPATIONAL ACCIDENTS AND DISEASES BENEFITS

a. Changes made in the reference period

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

The number of those protected in terms of occupational accidents and diseases as of 01/07/2017-30/06/2018 and the number of those receiving temporary incapacity allowance due to occupational accidents and diseases occurred within the year and its amount:

Those protected for the period 01/07/2017-31/12/2017	Number of persons receiving temporary incapacity allowance	Amount (TL)
Those working on service contract (4/a): *16.767.236	188.825	127.053.125
Self-employed (4/b): 2.923.994	58	82.299

Those protected for the period 01/01/2018-31/05/2018	Number of persons receiving temporary incapacity allowance	Amount (TL)
Those working on service contract (4/a): *16.858.051	164.899	113.647.711
Self-employed (4/b): 2.957.212	57	124.054

(*) Covers Compulsory insured, apprentices 5(g) and those within the scope of SGDP.

Total number of those protected in terms of permanent incapacity on grounds of occupational accidents and diseases and those put on permanent incapacity income due to occupational accidents and diseases occurred within the year and their dependents and their widows and orphans as of the end of 2017:

Those protected	Insured of Permanent Incapacity Within the Year	Those Getting Permanent Incapacity Income	Beneficiaries Put on Salary Within the Year	Total Number of Beneficiaries Put on Salary
Those working on service contract (4/a): 16.032.847	4226	72831	6.854	89.501
Self-employed (4/b): 2.777.484	35	204	97	933

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

Total number of those protected in terms of permanent incapacity on grounds of occupational accidents and diseases and those put on permanent incapacity income due to occupational accidents and diseases occurred within the year and their dependents and their widows and orphans as of the end of 2017: (for the insured in the category of 4/c)

	Those insured who have become permanently incapacitated within the year	Total number of those getting permanent incapacity income
Permanently incapacitated (<i>Those put on income</i>)	511*	12.934*

(*) as of 31/12/2017

Resource: SSI Statistics Bulletin

The permanent incapacity pensions paid within the scope of 4/a and 4/b of the Law No. 5510 have been increased at the rate of 5,89% under Article 55 of the Law being valid from the payment period of 2017/July.

The permanent incapacity pensions paid within the scope of 4/a and 4/b of the Law No. 5510 have been increased at the rate of 5,69% under Article 55 of the Law being valid from the payment period of 2018/January.

While a person has been put on permanent incapacity pension due to vocational incapacity under 50% as a result of work accident or occupational disease under the amendment made in the Regulation of Social Insurance Procedures on 5/12/2017, the beneficiaries were ensured to put on permanent incapacity pension which the dead insured were taking before October/2018.

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

- Making an arrangement for the inspectors concerning the display of Work Accident Notifications
- Completing of E-determination Project (Determination Project for Work Accident Occupational Diseases) Analysis and Design Studies
- In case of having work accident or being subject to occupational diseases of the insured within the scope of 4/c of the Law No. 5510, making a programmable arrangement for the online notification
- Checking the allowance system with the notification of work accident and occupational diseases and giving warning of the system in case of late notification
- Displaying the rest reports for the insured under 4/c by their Institution
- Preventing of notifications of repeating fatal work accident in the applications of work accident notification
- Allowing the employer not to notify the date of notification of work accident before the date of accident
- IKMH – Determination of work accident provision information over the statement of employment

c. Studies and projects launched or completed (including evaluation)

- From the application of incapacity, the transfer of the number of days and the amount of payment for the work accident reports in 2016 to the data basis established with the application of Annex-7 was ensured.
- The definitions concerning the work accident and invalidity were included in the laws No. 5510 and 6331. There are differences in the definition and scope of work accident in the above-mentioned Laws. These differences are aimed to be removed.

- **Amounts of payment within the reference period:**

The upper-limit of occupational accidents and diseases income for the insured persons in accordance with the Law No 5510:

Period	Permanent Incapacity Income
	Upper-limit (TL)
01/07/2017-31/12/2017	444,38 x 21 = 9.331,98
01/01/2018-30/06/2018	507,38 x 21 = 10.654,98

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

Period	Permanent Incapacity Income
	Sub-limit (TL)
01/07/2017-31/12/2017	59,25 x 30 x %85 = 1.510,88
01/01/2018-30/06/2018	67,65 x 30 x %85 = 1.725,08

VIII. MATERNITY BENEFITS

a. Changes made in the reference period

Those protected for the period 01/07/2017-31/12/2017	Those getting temporary incapacity allowance	Amount (TL)
Those working on service contract (4/a): 15.355.158	202.558	506.893.549
Self-employed (4/b): 2.794.132	3244	6.857.829

Those protected for the period 01/01/2018-31/05/2018	Those getting temporary incapacity allowance	Amount (TL)
Those working on service contract (4/a): 16.767.236*	156.770	392.069.416
Self-employed (4/b): 2.923.994**	2537	5.077.108

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

**The woman insured within the scope of Article 4-1 (b)/3 of the Law No. 5510 are not paid temporary incapacity allowance over maternity insurance.

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

- Correcting the updating problems experienced due to the postnatal duration transferred in the rest reports issued in case of maternity
- Enabling maternity reports to be updated not on a weekly but on a daily basis which the insured has received
- Making an arrangement so that only a gynaecologist can record the reports issued in case of maternity

- Late duration of delivery are calculated in maternity reports but at the stage of payment this duration is not full paid. Enabling a payment appropriate to the calculation in late deliveries.
- Enabling maternity payments to be paid without the confirmation of the employer.

c. Studies and projects launched or completed (including evaluation)

- The insured within the scope of 4/b were ensured not to be paid more than 112 days from sickness in late deliveries.
- From the reports paid to the insured within the scope of 4/b in maternity types, the list of reports having late delivery duration and a payment is made to the said duration was formed.

IX. INVALIDITY BENEFITS

a. Changes made in the reference period

Invalidity pensions that are paid within the scope of 4/a and 4/b of the Law No. 5510 have been increased at the rate of 5,89% under Article 55 of the Law being valid from the payment period of 2017/July.

Invalidity pensions of the insured within the scope of 4/a and 4/b of the Law No. 5510 have been increased at the rate of 5,69% under Article 55 of the Law being valid from the payment period of 2018/January.

Pursuant to the amendment in the Regulation of Social Insurance Procedures on 5/12/2017, due to vocational incapacity in a way that they cannot be able to perform their profession or sickness lasting longer than determined in their laws under Article 25 of the Law, though they are deemed to be invalid by the Medical Board of the Institution, the insured whom were not put on pension after they leave due to not fulfilling the condition of period of insurance and/or number of premium payment days shall be put on invalidity pension on the basis of their last insurance period (4/a or 4/b) without making an invalidity assessment again upon their request and if they fulfil the conditions afterwards.

Pursuant to the same amendment the insured within the scope of 4/a and 4/b of the Law No. 5510 having any kinds of premium debt, the expenses on transfer shall be met by the Institution in case they have at least 1800 premium payment days.

Furthermore, under the same amendment the dispatch has been sent over the program 90 days before the date of control examination to those who are subject to the control examination receiving invalidity pension within the scope of 4/a and 4/b of the Law No. 5510.

Total Number of Those Protected In terms of Invalidity Insurance as of the end of 2017, Those Put on Invalidity Pension within the Year and Those Receiving Invalidity Pension:

Those protected	Those put on invalidity pension within the year	Total number of those receiving invalidity pension
Those working on service contract (4/a):* 14.864.645	8.270	75.978
Self-employed (4/b): 2.923.994	2.579	21.766
Public servants (4/c): 2.987.396	973	25.750

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

- **Amounts of payment during the reference period:**

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

X. SURVIVORS' BENEFIT

a. Changes made in the reference period

Invalidity pensions which are paid within the scope of 4/a and 4/b of the Law No. 5510 has been increased at the rate of 5,89% being valid from the payment period of 2017/July under Article 55 of the Law.

Invalidity pensions of the insured within the scope of 4/a and 4/b of the Law No. 5510 has been increased at the rate of 5,69% being valid from the payment period of 2018/January under Article 55 of the Law.

While the salary of the holder child receiving survivors' benefit in case they work subject to long-term insurance branches, according to the arrangement made in the Law No. 7103 and in Article 34 of the Law No. 5510, the holder children who did not turn 18 years of age, 20 years of age in case they receive education at high school and its equivalent education and 25 years of age in case they receive higher education, their survivors' pension is not deducted if they are insured under 4/a.

Pursuant to the amendment made in the Regulation of Social Insurance Procedures on 5/12/2017;

- Those whose pension should be deducted afterwards due to start working, the beneficiaries who left their job were provided to debit only for the periods worked.
- In case the dead insured has a premium debt the beneficiaries were being put on pension as of the date when the debt is paid, with the amendment made, in case the services within the scope of 4/b were deemed to be valid as of the date of payment of any debts of premium and the pensions of beneficiaries were entitled after the date of death, start as of the date of beginning of the month following the date this qualification has been held.
- While the legislative provisions that are in effect as of the date of death of the insured apply for the beneficiaries who requested to be put on pension from survivors' insurance for the first time, with the amendment made in the determination of the beneficiaries the provisions of the Law No. 5510 are taken as basis.

- With the Law No. 7103 and the provisional article 66 added to the Law No. 5510 the spouse and the child of the dead insured as a result of work accident occurred in underground of coal and lignite mines between 10/6/2003 (included) and 13/5/2014, if the insured does not have a spouse or child, then his/her brother/sister, namely one person was ensured to be employed at the permanent cadre of the public institutions and organizations notwithstanding the conditions in the relevant legislation.

Those protected as of the end of 2017, those put on survivors' pension and receiving survivors' pension within the year:

Those protected	Those put on survivors' pension within the year	Total number of those receiving survivors' pension
Those working on service contract (4/a):* 14.864.645	143.905	1.876.504
Self-employed (4/b): 2.923.994	72.176	921.422
Public servants (4/c): 2.987.396	29.061	654.003

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

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

Approximately 2.200.000 files of survivor's pension are planned to be transferred to the Provincial Directorates of Social Insurance in order to enable the procedures of putting to pension more rapidly, effective and relevant.

- **Amounts of payment during the reference period:**

There has been no change in the rates of distribution of the salary of the dead insured that shall be calculated according to the provisions of this Law during 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 (for the insured persons covered by the Law No. 506, Article 4/a):

Period	Rate of Increase	Single Person 80% TL	One Spouse 60% TL	One Child 30% TL
July-December 2017	5,89%	1.240,80	917,40	458,70
January-June 2018	5,69%	1.311,40	969,6	484,8

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

Period	Rate of Increase	Single Person 80% TL	One Spouse 60% TL	One Child 30% TL
July-December 2017	5,89%	1.239,0	916,7	458,4
January-June 2018	5,69%	1.309,5	968,9	484,5

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

Period	Rate of Increase	Single Person 80% TL	One Spouse 60% TL	One Child 30% TL
July-December 2017	5,89%	739,5	554,6	277,3
January-June 2018	5,69%	781,6	586,2	293,1

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

Period	For three and more people (TL)	For two people (TL)	For one person (TL)
July-December 2017	1.799,24	1.619,31	1.439,39
January-June 2018	1.901,61	1.711,45	1.521,29

On the other hand, according to the Laws No. 1479, 506, 2925, 2926, 5434 and 5510; from the orphans due to being invalid due to the deceased insured, and who are receiving survivor's pension their work force in order to benefit from Article 2 of the Law No. 2022, who fulfil one of the conditions of losing their working capacity

- at a rate of 70% or more (disabled not being unable to continue his/her life without the help of another person) able to continuing the life without help,
- between 40% and 69% (disabled);

The degree of disability;

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

for the period of 01/07/2017 - 31/12/2017 $5253 \times 0,102705 = 539,51$ TL

for the period 01/01/2018-30/06/2018 $5253 \times 0,108550 = 570,21$ TL

- In case the disability is between 40% and 69%; and if the salary is below
for the period 01/07/2017-31/12/2017 $3502 \times 0,102705 = 359,67$ TL
for the period 01/01/2018-30/06/2018 $3502 \times 0,108550 = 380,14$ TL
an additional payment was made to their salary at the amount of difference.

The amount of funeral allowance:

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

Period	The amount of funeral allowance determined by the Governing Body of the Institution (TL)
July-December 2017	531
January-June 2018	595

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

Period	Amount of funeral allowance determined by current coefficient and additional indicators (TL)
July-December 2017	1.951,41
January-June 2018	2.062,45

XI. FINANCING

a. Changes made in the reference period

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

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

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

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

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

Circular No. 2017/24 dated 06/07/2017 was published concerning the application of employers' support under provisional Article 17 of the Law No. 4447. The application of this support ended as of 31/12/2017.

Within the scope of Provisional Article 19 of the Law No. 4447 "Additional Employment Promotion" has entered into force on 01/01/2018.

Within the scope of Provisional Article 20 of the Law No. 4447 "One from You One from Me Promotion" has entered into force on 01/01/2018. Additional Employment Promotion" has entered into force on 01/01/2018.

Within the scope of the application of additional six points deduction, with the Decree of the Council of Ministers dated 8/1/2018 and No. 2018/11190 which was published in the Official Gazette dated 10/2/2018 and No. 30328, the period of enjoyment in the provinces taking place in the lists of (I) and (II) where an additional six points deduction is applied was extended until 31/12/2018.

Within the scope of Additional Article 1 of the Law No. 2828 on the premium incentive concerning the employment of beneficiaries of social service models, a Circular was issued dated 15/02/2018 and No. 2018/7.

Within the scope of Additional Article 5 of the Law No. 3294 on the premium incentive concerning the employment of beneficiaries of social service models, a Circular was issued dated 15/02/2018 and No. 2018/8.

Within the scope of Additional Article 17 of the Law No. 5510, a Circular was issued dated 29/05/2018 and No. 2018/17 on regressive benefiting from premium incentives.

With the Additional Article 16 of the Law No. 5510, higher education institutions established by the foundations, parent-teacher associations as well as foundation universities which the Institution purchases service according to Article 73 of this Law and the private sector workplaces were ensured to benefit from premium incentive, support and deductions.