

THE REPUBLIC OF TÜRKİYE
MINISTRY OF LABOUR AND SOCIAL SECURITY

THE EUROPEAN CODE OF SOCIAL SECURITY

(Article 74)

42nd COUNTRY REPORT

(01/07/2022 – 30/06/2023)

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REPORT

The Country Report of the Republic of Türkiye covering the developments and changes in the legislation of the Social Security Institution (SSI) for the period between 1 July 2022 as well as 30 June 2023 as well as 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 entry into force of Social Security Law No. 5502, published in the Official Gazette on 20 May 2006, several social security institutions that were in charge of the implementation of the provisions of several Acts to serve different categories of workers were incorporated under one umbrella in order to establish a single organizational structure and as a result, the SSI was established.

The Social Security and Universal Health Insurance Law No. 5510, was 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 Türkiye in 2006, came into force on 01 October 2008.

With the Social Security and Universal Health Insurance Law No. 5510, the differences in the rights and obligations of the insured subject to social security institutions incorporated instead of different provisions applied for different working groups in Türkiye have been removed and a new social security system was established, in which they are treated equally in terms of rights and obligations. Taking into account both the emerging challenges of the current system in Türkiye and the expected change in the population structure, it has been intended to reach a fair, easily accessible, more effective protection against poverty and a financially sustainable social security system in the mid- and long-term. In addition, uniformity of norms in the health and pension systems has been ensured.

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

- Persons employed by one or more employers on the basis of a service contract (4/1-a),
- Persons who work independently on their own account and are not bound by a service contract (4/1-b),
- Persons employed in the public administrations as civil servants (4/1-c).

Accordingly, the insured persons who had been subject to Social Insurance Law No. 506 and Agricultural Workers Social Insurance Law No. 2925, the insured persons who had been subject to the Tradesmen and Craftsmen and Other Independent Employees Law No. 1479 and Social Insurance Law for Those Who Work On Their Own Account in Agriculture No. 2926 and those who had been subject to the Retirement Fund Law of the Republic of Türkiye

No. 5434 before the beginning of October 2008 were deemed to be covered under 4/1-a, 4/1-b and 4/1-c of the Law 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 (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 social security contribution system and subject to indigence criteria are guaranteed by the State.

A. ADMINISTRATION/ORGANISATION

The Social Security Institution (SSI) is a public legal entity, administratively and financially autonomous, in cases where there is no provision in Law No. 5502 on Some Arrangements Regarding the SSI and the Presidential Decree No.4 on the Organization of the Institutions and Organizations Affiliated, Related, and Related to the Ministries, and Other Institutions and Organizations is subject to the provisions of private law and is the relevant institution of the Ministry of Labour and Social Security. The SSI is subject to the audit of the Court of Accounts.

The objectives and duties of the SSI are laid down in the Presidential Decree No.4. The main purpose of the Institution is to maintain an effective, equitable, easily accessible, actuarially and financially sustainable social security system based on the principles of social insurance.

1. Administrative Structure/Practices

Administrative bodies of the SSI are the General Assembly, the Board of Directors and the Presidency.

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

The Presidency of the SSI 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 the activities and performances of his subordinate officials.

Organizational Structure

The Presidency of the SSI consists of central and provincial organizations.

a) Central Organization: The central organization of the Presidency consists of service units. The service units of the Presidency are as follows:

- a) General Directorate of Pension Services
- b) General Directorate of Insurance Premiums
- c) General Directorate of Universal Health Insurance

- d) General Directorate of Service Delivery
- e) Board of Guidance and Inspection
- f) Department of Actuary and Fund Management
- g) Directorate of Strategy Development
- h) Department of Human Resources
- i) Department of Support Services
- j) Department of Construction and Real Estate
- k) Directorate of Training, Research and Development Centre
- l) Department of Legal Consultancy
- m) Department of Media and Public Relations Consultancy

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

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

The Board of Directors decided upon the foundation of a total number of 603 Social Security Centres, 451 out of which are Social Security Centres, 34 Guidance Social Security Centres, 36 Health Social Security Centres and 82 Financial Services Social Security Centres.

558 Social Security Centres in total are now in service, 412 of which are Social Security Centres, 29 Guidance Social Security Centres, 35 Health Social Security Centres and 82 Financial Services Social Security Centres as of May 2023.

The Status of Personnel:

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

SOCIAL SECURITY INSTITUTION					
Distribution of Personnel Employed in the Central and Provincial Organizations (as of April 2023)					
Organization	Regular Officer (657- 4/A)	Contract Officer (657- 4/B)	Contract IT Specialist (5502- 28)	Worker (657- 4/D)	Total
Central	3.532	61	54	872	4.519
Provincial	22.914	108	0	4.947	27.969
Total	26.446	169	54	5.819	32.488

2. Developments

a) Changes in the reference period:

Retirement:

Law No. 5510 underwent several amendments that resulted in changes to the lower limit of pensions for old-age, invalidity, and survivor's pensions. It was increased from 1.000 TL to 1.500 TL with the enactment of Law No. 7226 on 25/3/2020. Subsequently, Article 13 of Law No. 7351 dated 19/1/2022 further increased the lower limit pension to 2.500 TL through an amendment to the same Article. On 01/07/2022, another amendment made through Article 16 of Law No. 7417 raised the lower limit pension to 3.500 TL. More recently, Article 3 of Law No. 7431 dated 12/01/2023 resulted in a significant increase, setting the lower limit pension to 5.500 TL. Moreover, with Article 12 of Law No. 7447 dated 30/03/2023, the lower limit pension was further raised to 7.500 TL.

According to Law No. 5510 or the provisions of several Laws repealed by this Law, pensions paid within the scope of invalidity and old-age insurance, and the sum of the payments made as of each month, together with the pensions cannot be less than 7.500 Turkish liras on a file basis, including the additional payment to be made pursuant to Article 1 of Law No. 5454 dated 8/2/2006 as well as the sum of payments made within the scope of survivors insurance cannot be less than the amount to be determined based on the share ratio of the beneficiaries.

Another aspect affected by these legislative changes is the holiday (eid) bonus paid to individuals receiving monthly benefits and income under the Law. Initially set at 1.000 TL through Additional Article 18 of Law No. 5510 with Law No. 7143, it was later increased to 1.100 TL following Article 14 of Law No. 7318 on 29/4/2021. With the recent Article 11 of Law No. 7447 on 30/03/2023, the holiday bonus was further increased to 2.000 TL.

Article 1 of Law No. 7438, dated 01/03/2023, introduced Provisional Article 95 to Law No. 5510. As per the regulation made, individuals who fulfil all eligibility conditions for retirement except for the minimum age requirement may request a pension after the effective date of the article. Those who meet the other conditions specified in the provisions, except for age, are entitled to receive old age or retirement pension, under the following laws:

- Law No. 506 - Provisional Article 81, first paragraph (B) subparagraph,
- Law No. 1497 - Provisional Article 10, second paragraph,
- Law No. 2925 - Provisional Article 2, first paragraph (B) subparagraph,
- Law No. 5434 - Provisional Article 205.

Additionally, Article 18 of Law No. 7421, dated 16/11/2022, introduced an additional Article 23 to Law No. 5510. As per the regulation made, all debts related to premiums and contributions of insured individuals who died as a result of an occupational accident occurring in underground works of coal and lignite mines have been cancelled and beneficiaries are granted the right to receive a pension without the need to meet the conditions related to the insured's status at the time of death. Moreover, parents of the insured who died within this scope

have been given the opportunity to receive a pension without meeting the conditions of right ownership (except for the increased share) as required by the Law.

Furthermore, with Law No. 7417 dated 01/07/2022, the amount of executive position allowance and the amount of representation or duty allowance, dependent on the executive position allowance, received by the equivalent mayor, will be added to the monthly amounts calculated as of the starting date of the month for invalidity, old age, and duty invalidity pensions. This applies to those who meet the conditions specified in the repealed additional Article 68 of Law No. 5434 and who serve as mayor as a result of the elections. The amount calculated within this scope will also be added to the pensions of their beneficiaries according to the rates determined in Article 34 of Law No. 5510. Additionally, those who were granted a pension before the effective date of this article, and who are included in the scope of this provision, will also benefit from these provisions as of the beginning of the month following the effective date of the article.

Postponement of Obligations, Configuration and Incentive:

Minimum Wage Support

There is a minimum wage system in Türkiye. In addition to this system, the implementation of minimum wage support began in 2016 with the addition of provisional article 68 to Law No. 5510 through Law No. 6661. This provided employers with a daily support of 3,33 TL per insured person and a monthly support of 100 TL per month. The support has been continued annually from 2017 to 2022.

Furthermore, with the inclusion of provisional Article 88 in Law No. 5510, the support for the period of July to December 2022 was calculated by multiplying 3,33 Turkish Liras by the total number of premium payment days for the insured persons in eligible workplaces. This calculated amount was then deducted from the insurance premiums that these employers were required to pay to the SSI. Instead, the amount was covered by the Unemployment Insurance Fund.

Employers of private sector workplaces registered for the first time in 2022 and employers of insured persons whose daily earnings based on the premium in 2021 were 179 TL, 358 TL in workplaces where collective labour agreements are applied and 477 TL in lignite and hard coal workplaces benefited from the support.

Minimum wage support continued to be applied for the period between January to July 2023 with the addition of the provisional article 93 to Law No. 5510. Accordingly, the amount to be found as a result of the multiplication of 13,33 Turkish Liras by the total number of premium payment days for the insured persons reported from the workplaces that meet the conditions specified in this article for the months/period from January to July 2023 is deducted from the insurance premiums to be paid by these employers to the SSI and this amount is covered from the Unemployment Insurance Fund.

Employers of private sector workplaces registered for the first time in 2023 and employers of insured persons whose daily earnings based on premium in 2022 are 250 TL, 500 TL in workplaces where collective labour agreements are applied and 667 TL in lignite and hard coal workplaces benefit from the support.

Social Security Support Premium Five-Point Discount

Within the scope of the first paragraph of the Provisional Article 95 added to Law No. 5510, if retired persons (People who have met all the eligibility conditions for retirement except for the minimum age requirement) start working subject to social security support premium in the private sector workplace where they last worked within 30 days after the date of leaving the job, the amount corresponding to the five-point portion of the employer's share of the social security premium will be covered by the Treasury. This discount can be utilised once for each insured. As long as the insured does not leave the job, this discount will be utilised for this insured.

In order to benefit from this discount, in addition to the conditions specified in the Article, the workplace must belong to a private sector employer, the monthly premium and service document/withholding and premium service declaration must be submitted within the legal period, the accrued premiums must be paid within the legal period, the employer must not have any overdue insurance premium, unemployment insurance premium, administrative fine and related overdue penalty and overdue increase debts, there must be no determination that the persons employed are not reported as insured or that the reported insured persons are not actually employed.

Premium Support for Earthquake Region

As it is known, an earthquake disaster occurred on 06/02/2023, which significantly affected life in Adana, Adıyaman, Diyarbakır, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye and Şanlıurfa provinces.

In the Presidential Decree published in the Official Gazette dated 08/02/2023 and numbered 32098, it has been decided to declare a state of emergency in these provinces for three months on 08/02/2023 according to Article 119 of the Constitution and paragraph (a) of the first paragraph of Article 3 of the State of Emergency Law No. 2935.

In the second paragraph of Article 4 of the Presidential Decree on the Taking of Certain Measures within the Scope of the State of Emergency numbered 138 published in the Official Gazette dated 31/03/2023 and numbered 32419, “All of the insurance premium employer shares regulated in the third paragraph of Article 3 of the Law No. 5746 are covered from the appropriation to be placed in the budget of the Ministry of Treasury and Finance in the provinces where a state of emergency is declared during the state of emergency”.

Accordingly, enterprises operating in Adana, Adıyaman, Diyarbakır, Gaziantep, Hatay, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye and Şanlıurfa provinces within the scope of the third paragraph of Article 3 of Law No. 5746 will be able to benefit from the insurance

premium support in the third paragraph of Article 3 of Law No. 5746 during the period between 08/02/2023 and 08/05/2023 (including this date) during the state of emergency.

During the period between 06/02/2023 and 31/07/2023 (these dates included), the in-kind aids granted by the employers in addition to their current payments such as wages, premiums, bonuses and cash aids, whose total amount does not exceed 50.000 Turkish Liras to the service personnel affected by the earthquake, and the cash aids whose total amount does not exceed 50.000 Turkish Liras have not included in the premium based earnings according to the Law No. 5510.

Postponement of Obligations and Other Supports

Due to the flood disaster that occurred on 11/12/2022 in Kumluca, Finike and Demre districts of Antalya province, the existing premium debts of the insured within the scope of 4/1-(b) residing in these regions, whose payment period expired before 11/12/2022, and the premium debts for the period from November to February 2023 have been postponed until 02/05/2023 (including this date).

Regarding the earthquake disaster that occurred on 06/02/2023 in Adana, Adıyaman, Diyarbakır, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye and Şanlıurfa provinces, the Board of Directors of the SSI took a decision dated 09/02/2023 and numbered 2023/24. In line with this decision, workplaces operating in ten provinces as of the date of the earthquake were included in the scope of Article 91 of Law No. 5510 between 06/02/2023 and 31/07/2023. Later, Elazığ province and Gürün district of Sivas province were also included in this scope. With this Decision, some facilities have been provided for employers of workplaces operating in ten provinces as of the date of the earthquake. Accordingly, the workplaces operating in the provinces where the earthquake disaster occurred are allowed to submit all kinds of information, documents and declarations that they are obliged to submit to the SSI for the period between 06/02/2023 and 30/04/2023 until 26/05/2023 (including this date). Therefore, the declarations for January, February and March 2023 for these workplaces could be submitted by 26/05/2023.

Along within the scope of this Decision, the premium debts of the workplaces operating in the specified provinces before 06/02/2023 and the premium debts for the period from January 2023 to June 2023 have been postponed until 31/08/2023 (including this date) without any delay penalty and delay increase. Within the framework of these facilities provided, if the withholding and premium service declarations for January, February and March 2023 are submitted by 26/05/2023 (including this date) and the premium debts are paid until 31/08/2023 (including this date), the workplaces in these provinces could benefit from the incentives for the period from January to June 2023.

Until 30/06/2023 (including this date), payments not exceeding 1.000 Turkish Liras per month made by employers to employees in addition to their current wages/premium-based earnings in return for electricity, natural gas and other heating expenses are not included in the premium-based earnings.

All kinds of payments made to the insured or third parties for the insured under the name of meal cost, provided that meals are not provided at the workplace or its outbuildings, with the Decision dated 17/11/2022 and numbered 2022/323 taken by the Board of Directors of SSI based on the regulation made in the Regulation on Social Insurance Transactions in order to exclude the amount to be found as a result of multiplying the daily minimum wage determined by the Board of Directors of the SSI by the number of days actually worked from the premium-based earnings, it was decided to exempt 23,65 per cent of the daily gross minimum wage from the premium-based earnings of all kinds of payments made to the insured or to third parties for the insured under the name of meal cost.

Configuration

With the Law on the Configuration of Certain Receivables and Amendments to Certain Laws dated 09/03/2023 and numbered 7440, which entered into force after being published in the Official Gazette dated 12/03/2023, all employers and insured debtors were allowed to pay their premium debts in advance or instalments and at a discount. With Law No. 7440, insurance premiums, general health insurance premiums, unemployment insurance premiums, administrative fines, recourse receivables, receivables arising from improperly paid income and pensions for the period before 31/12/2022 are included in the scope of configuration. These receivables included in the scope of the configuration are updated with the D-PPI (Domestic Producer Price Index Change Rate) instead of the delay penalty and delay increase, and the amounts to be paid within the scope of the configuration are determined accordingly.

Within the scope of Law No. 7440, the premium debts of the general health insured who pay their premiums themselves due to the lack of any social security within the scope of Law No. 7440, the premium debts of the general health insured before December 2022 have been configured, and if the principal amount of the configured debt is paid until 31/08/2023, the collection of the delay penalty and increase related to these debts has been waived.

For those who do not apply for a means test within the one-month period granted to them from the general health insured who pay their own premiums due to the lack of any social security, a new right was granted by Law No. 7440 and the opportunity to apply for a means test until 31/07/2023 was granted.

Digital State Applications:

By simplifying the information requested from the insured requesting an old-age pension through the “Provision of Income, Monthly, Allowance Request Document” application offered in e-Government, the application was made easier and more convenient to use by the insured and was put into use on 27/12/2022.

The programme arrangement that will ensure the automatic integration of the pension requests to be received from the insured within the scope of Law No. 5510 4/1-(a) and 4/1-(b) via e-Government into the Electronic Document Management System (EBYS) programme was completed in December 2022, and the pension requests received via e-Government were

systematically transmitted to the EBYS programme and automatically dated/numbered. Thus, since the operations performed by the personnel were started to be performed through system integration, labour saving was achieved and the bureaucratic process was reduced.

The information letter, which is generated in EBYS after the approval of the month in the monthly binding programmes, has been reflected to the e-Government system of the insured as PDF and displayed on 16/01/2023 for 4/1-(b) and on 27/01/2023 for 4/1-(a).

It was ensured that the letters prepared in e-Invalidity are automatically displayed in the EBYS template.

Arrangements have been put in place to enable the general health insurance premium debt amount configured within the scope of the Law No. 7440 to be viewed via e-government and premium debt payment to be made at the same time.

It was ensured that the change transactions (type, transfer, transition, participation, merger, intermediary entry, share transfer) that must be notified to the SSI by employers can be performed via e-Government. Thus, it is ensured that the workload of the SSI staff is reduced and employers can make changes via e-Government without coming to the SSI.

Payments within the scope of daily payments made by SSI and deductions made from these payments can be viewed by citizens in an e-Government environment. Citizen satisfaction was ensured by being able to view the deductions made from these payments, the bank where the payments will be made and the payment date information.

Insured persons within the scope of Law No. 5510, Law No. 4/1-(c) have access to the Service Tracking Programme (HITAP) service breakdown via e-Government and these records can be followed by the insured persons at any time.

It has been ensured that the borrowing accrual transactions of the unpaid leave periods of 4/1-(c) insured persons are made through e-Government.

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

In the fight against unregistered employment, studies will be initiated for the implementation of risk-based inspection, widespread intensive inspection, and inspection programs established within the scope of combating under-reporting.

In order to increase cross-checks, the number of institutions and organizations with which data is shared will be increased, and the necessary studies will be carried out to reflect the data obtained on the inspection screens through the systems by making the protocols made with the institutions/organizations functional within the scope of electronic infrastructure harmonization studies and data sharing.

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

b) Completed or initiated research (Evaluations included):

As a result of the analyses made using the data obtained from the Turkish Statistical Institute, extensive intensive inspections in the form of scanning were carried out for a total of 50.000 workplaces operating in sectors that were determined to be risky.

Workplaces belonging to foreign nationals, where unregistered work has been quite common recently, and the sectors and workplaces where these people work intensively were identified, and intensive inspections were carried out in a total of 5.000 workplaces in the form of screening.

By comparing the tax base information of the Revenue Administration and SSI records, workplaces determined to be risky were inspected. In this context, a total of 20.000 workplaces were inspected.

The workplaces that were previously sent letters on underreporting were analysed, and inspections were carried out for approximately 930 workplaces at risk of underreporting.

The sending of SMS messages for informing the insured whose earnings based on the premium have decreased by 20% or more has started as of January 2018. So far, more than 2 million SMS messages have been sent to inform the insured. In 2022, a total of nearly 500.000 informative SMS messages were sent.

In 2022, in order to prevent underreporting of wages, informative letters were sent to 2.241 employers who were found to be reporting their employees from qualified professions (doctor, engineer, lawyer, athlete, teacher, etc.) at or close to the minimum wage level.

In order to increase cross-checks, the number of institutions and organizations with which data is shared was increased and electronic infrastructure harmonization studies were continued. In this context, a data-sharing protocol has been signed with the Ministry of National Education, the Directorate General of Security, the Ministry of Environment, Urbanization and Climate Change, the Command of Coast Guard and the Ministry of Youth and Sports, and the harmonization of electronic infrastructure for the transfer of electronic data to the SSI is still ongoing.

Within the scope of the protocols made with the Ministry of Transport and Infrastructure, the data of the Employees of Training Institutions Providing SRC-5 Training, Vehicle Inspection Stations and Employees Information and Employees of Training Institutions Authorised within the Scope of Dangerous Goods Safety Consultancy are transferred through the application.

The number of documents examined in Türkiye between 01/07/2022 - 30/03/2023 is 2.705.130 from those whose protocols were signed and whose data were transferred to the SSI Provincial Directorates' Services for the Fight against Unregistered Employment. As a result of the documents examined, 15.711 unregistered workplaces and 109.654 unregistered insured persons were detected.

Various information and awareness-raising activities were carried out throughout the country on social security rights and obligations. The Guidance and Information Program for

2022 has been prepared in order to inform and raise awareness about social security rights and obligations to the relevant parties by using socio-cultural channels, and the SSI Provincial Directorates have been instructed in this context. Under this programme, within the scope of promoting registered employment, representatives of prominent sectors in each province (professional organizations, non-governmental organizations, and related associations) were informed about the importance of registered employment and social security rights and obligations.

All Provincial Directorates of the SSI in combating unregistered employment used local media such as television, radio and newspaper; held meetings, interviews as well as television and radio programs with authorities in order to create a broad-based communication network with a citizen-oriented approach. Under this approach, information on social security rights and obligations, social security rights and work permits of foreign employees was provided to the public.

In this context, the information guide prepared by the Provincial Directorates of the SSI for information activities was used. In addition, brochures prepared within the scope of the activities were distributed. Within the scope of the activity, 4.962 activities were carried out throughout the country, 1.692 institutions and organizations and 54.711 people were reached, and 263.040 brochures were distributed.

The Project on Supporting Registered Employment of Women through Institutional Childcare Services (INST-CARE) aims to support mothers with young children who are at risk of being disengaged from employment due to childcare responsibilities to participate in, return to or remain in formal employment through institutional childcare. The project, which started on 1 April 2019, lasted 42 months and was completed on 30 September 2022.

The Project on Supporting Registered Employment of Women through Promoting Educated Child-Caregivers (EDUCARE) aims to support mothers with young children who are at risk of dropping out of employment due to their childcare responsibilities to employ trained childminders in order to enable them to join, return to or remain in formal employment. The project started on 01/05/2019 and was completed on 31/12/2022.

The Programme on The Transition to Registered Employment Programme (KİGEP) is an employment support programme that is jointly implemented by the SSI, the General Directorate of International Labour Force of the Ministry of Labour and Social Security and the International Labour Organization (ILO) and is in addition to existing public incentives. Launched in 2019, the Programme continues with amendment agreements.

The "Project for Supporting Registered Women's Employment" (WOMEN-UP) co-financed by the SSI with the EU aims to protect women entrepreneurs against unfair competition, to make them more resilient to competition and to raise Türkiye to better levels in terms of women entrepreneurs and registered women employed. As of May 2023, the project has successfully achieved its target of supporting 4.000 female employers. The activities carried

out and/or initiated within the scope of the project during the period July 2022-June 2023 are listed below:

- The second meeting of the Academic Advisory Board consisting of academicians, representatives of relevant institutions/organisations, NGOs and SSI was held in Aydın province on 28-30 October 2022 in order to prepare the content of the survey to be applied to employers, analyse the results, the current situation and problems of women's employment and entrepreneurship in Türkiye according to the survey results, and to develop suggestions for increasing registered women's employment.
- On 20-21-22 September 2022, a total of 72 people, including SSI and project staff, were trained on quantitative research methods, survey implementation techniques in order to increase knowledge and skills about effective communication to be used in working life and to apply the survey to employers benefiting from grant support within the scope of the project in accordance with the method.
- In order to increase the professional skills and business capacity of women entrepreneurs and to enable them to communicate and exchange information with each other, Network meetings were organised in the project provinces with the participation of 30 women employers. In the project provinces, 8 meetings were held in November and December 2022. Within the scope of the Network Meeting, women entrepreneurs were trained by relevant experts on social security rights and obligations, financial opportunities, social media, and e-commerce, and with the participation of successful women entrepreneurs, good examples were enabled to tell their own stories.
- Evaluation Meeting of Local Offices was held on 13-15 March 2023. In this context, Local Team Leaders and project staff from the provinces were trained on the updated payment processes and the procedures and principles of the project.
- The third meeting of the Academic Advisory Board was held in Antalya on 28-29-30 April 2023.

3. Payment methods

A financial automation system was established by the “Financial Automation System Project (MOSIP)” in 2009 and under this system, all financial management of the SSI is organized, financial processes are realized, necessary controls and inspections are carried out as well as analysis and reporting are possible. This system adapts to new information technologies in a short time.

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

a) Changes in the reference period:

Instant Processing of GSS(General Health Insurance) Collections: Due to the fact that the 2-hour waiting period in the GSS bank collections may cause delays in the Health Provision Activation System, the collections are processed instantly by removing the 2-hour waiting period within the framework of the rules given by the Revenue Accounting Department.

SSI Collection Application (Online Bank Collection (OBT): Online Public Collection Project (OCT), Revenue Administration Collection (GIB), Card Premium Collection Application (KKTU) are projects developed for online collection of all receivables of SSI from banks or public institutions. It was launched in 2012 and updates are still being made for all needs.

Payment transactions; 4/1-(a), 4/1-(b), 4/1-(c) pensions, daily payments, pension holiday bonus payments, personnel payments, foreign pensions, hospital, pharmacy, optical, medical, goods service purchase, subscription and other payments were made every month.

The accounting and management of the payment transactions according to the budget items have been successfully carried out without any problems until today.

Payments have been made and continue to be made within the scope of the projects carried out by the SSI: Supporting Registered Employment of Women through Institutional Childcare Services Project (INSTRACARE), Supporting Registered Employment of Women through Promoting Educated Child-Caregivers Project (EDUCARE), Transition to Registered Employment Programme (KİGEP) and Project for Supporting Registered Women's Employment (WOMEN-UP).

SSI-Ministry of Treasury and Finance Integration: The project started in 2021. Within the scope of the project of directly offsetting the debt inquiry-based collection of the payments made by the General Directorate of Accounting of the Ministry of Treasury and Finance to the SSI through the Expenditure Management System (MYS), these collections are made based on debt. 4/1-(a) current past period, 4/1-(c) premiums, restructurings, GSS, rent debts, 4/1-(b) premiums, and personal debt collections are made within this scope. Improvements are made in the MOSIP System as requested by the Ministry of Treasury and Finance for debt query-based accrual types (metropolitan municipalities, etc.).

Premium Collection with QR Code from Contracted Bank Branches: Included in the 2022 Central Action Plan, it is planned to accelerate collections and prevent wrong collections by ensuring that collections are made with the QR code to be created for insurance types such as 4/1-(b), EK5, EK6, EK9, IBS, GSS, borrowings, etc. from the branches and ATMs of the banks contracted by the SSI.

UYAP-SSI-Vakıfbank Integration: All kinds of transactions have been completed and transferred to the real environment in order to show the details of the execution payments made from the payments made by MOSIP and transferred to the execution office accounts to the Ministry of Justice through the service. In this way, faster data flow and ease of operation are provided.

MOSIP-DMO Integration Project; Within the scope of the "Protocol on Pharmaceutical and Medical Supplies Payments to be made by the SSI to the General Directorate of the State Supply Office" signed between the SSI and the General Directorate of the State Supply Office on 25/09/2020, the amounts of medical supplies and/or drugs supplied to university health service providers by the said General Directorate can be transferred to the relevant account of the General Directorate of the State Supply Office by deducting the amounts manually transmitted to the SSI as of December 2020 from the receivables of the relevant health service providers.

With the completion of the integration works with the banks for the payment types that people can withdraw with their Turkish ID, an account was automatically opened by the bank and transferred to the accounts of the people.

It has been ensured that foreign nationals can be sent pensions without a Turkish ID number or tax number.

b) Changes Agreed, Planned or Proposed for the Next Term:

Firstly, the works covered within the program related to the corporate receivables tracked within the scope of Law No. 6183 were initiated in September 2021; analysis, design and business processes within the scope of the project were skipped and the works began to be managed in a user-friendly, development-friendly structure within a holistic system based on the newest technology so that they could serve the central and local units of the Institution. More work needs to be carried out to expand and develop the KATIP project in accordance with the needs of the Institution. The requirement analysis and technical architectural design studies of the project in question were completed by 31/12/2022, and the project will be continued if additional personnel are provided to implement the software.

With the approval of the President of the SSI, a study on developing a common accounting infrastructure for all transactions of resource systems within the Integrated Revenue Management Project, which was supposed to entail accounting transactions, was initiated in 2021. Within the scope of the first phase of the study, the necessary studies for transferring the current period accounting work to the real medium were completed and this was put into practice. The analysis, design and coding operations of the common accounting infrastructure were also finalized. There is undergoing work within the scope of the second phase of the study.

4. Use of Information Processing Systems

a) Changes in the Reference Period:

Software, hardware, and firmware updates of the systems were monitored periodically. Stable version and patch updates of critical infrastructures (application servers, load distributors, application firewalls, virtualization infrastructure products, servers, clients, etc.) were made, consolidation works were realized on all systems within the information

infrastructure against current cyber threats, and measures were taken to ensure the uninterrupted service of the systems.

In order to maintain the operation of faster, uninterrupted and secure system infrastructure, preparatory studies were carried out for the license updates and hardware procurement included in the 2023 Information Systems Maintenance Project.

Within the scope of Law No. 5651 and PDPL (Personal Data Protection Law) No. 6698, a Network Access Control (NAC) product update was made with the SIEM (Security Information Management and Security Event Management) product, which is used to keep access records related to internet usage of all internet public use providers and traffic information related to services provided by location providers in an accurate, complete and irrefutable way, regardless of whether or not they are commercial.

Studies in the Field of Insurance and Pension Software:

For those whose pension was terminated because of death, automatic debt creation on the Emektar 4A program was made possible as of January 2022, thus preventing the unjust treatment of the right holders due to the inability to process transactions for the second time in the same month on the Emektar 4A program as debt is created manually for the pensions that the individual was not entitled to because of death.

A new program software called "TAKIP" was developed to automatically check whether the entitlement conditions for incomes/salaries are still met by the individuals who receive an income/salary from the SSI within the framework of the current legislation, and this program was initiated in integration with the Emektar 4A program used to salaries in July 2022, and with the Emektar 4B program in August 2022. The user manual was also published.

Following the integration of Emektar 4A with the TAKIP Project, the pensions of the right holders whose pensions were supposed to be terminated for reasons which can be detected with the identity sharing system, such as death and marriage, started to be cut off in the Emektar 4A program while the pensions of other right holders were automatically increased, and as of the beginning of October 2022, automatic share transfer has been made possible.

Article 27 of Law No. 5510 on the Emektar 4B Program was put into practice (calculation of salaries by taking into account the additional working periods for employees subject to all insurance branches while receiving a disability pension) as soon as it was completed in October 2022.

Within the Emektar 4A program, the collective payment module due to death was completed and put into operation in the 2022/October period.

The additional payment (tobacco bonus) made according to the Additional Article 79 of the Law No. 5434 began to be calculated automatically and transferred to the MOSIP program through the Emektar 4A program in December 2022.

In February 2023, the calculation of permanent incapacity payments, which are to be paid to those who have had an occupational accident or occupational disease while working as an apprentice, started to be carried out in the Emektar 4A program.

As for the online collection of crediting of the insured who are covered under the Pension Fund 4/1-(c) repealed No. 5434, started as of the end of 2022.

Regular control of the records in the HITAP program where the insured service records prepared by the Institutions of 4/1-(c) employees in accordance with the personnel legislation, the correction of records after contacting the Institutions by writing e-mails or official letters regarding incomplete and erroneous records, as well as the HITAP trainings organized upon the decision of the SSI in parallel with the demands of the institutions and in case of a need, continued in 2023 as in 2022.

Along with Law No. 7417 published in the Official Gazette on 05/07/2022, an additional index dashboard was prepared, including the increases in the additional indicators of public officials, and was added to HITAP as a guide and provided for the convenience of users at the end of 2022.

Pension accruals transactions of public servants who are insured under 4/1-(c) of Law No. 5510 started to be carried out electronically based on the employees' personal and pension-related data transferred to HITAP.

In accordance with the Bilateral Social Security Agreements, meetings and studies were conducted to establish a technical infrastructure prior to the adoption of the protocol with the German Pension Authority for secure data Exchange.

E-Notification: The e-notification practice was put into operation throughout Türkiye for the electronic sending of notification transactions of payment orders and other printed documents to the relevant individuals or institutions/employers in accordance with Law No. 6183.

4/1-(a) Activities Carried Out within the Scope of the Workplace Registration Project: Information on applications made to Trade Registry Offices and authorities authorized to issue building permits has been transferred by these units to the SSI, ensuring automatic workplace registration before employers come to the SSI. Thus, the workload of the Institution's personnel was reduced and the employers could make workplace notifications from the relevant institutions from a single point.

Besides, the documents requested by the SSI in the workplace registration procedures of employers could since then be added electronically. Therefore, wasting of paper was prevented and transactions were facilitated after the practice of receiving the documents that must be given to the branches within the legal period on paper via electronic media was adopted.

After the approval of the Workplace Registration Declarations issued by the employers, the workplace was automatically included in the No e-Debt Application system. Thus, the application, which used to result in the loss of labour and time of the SSI personnel and employers, was moved to electronic media without the need to submit a document.

Incentive Stipulated in Additional Article 4 of the Law No. 4447: In accordance with Additional Article 4 of the Unemployment Insurance Law No. 4447, system studies were carried out to provide employer support for unemployment insurance premiums to be provided

to workplaces that have more than ten employees, that are classified as very dangerous and that have had no cases of work-related accidents resulting in death or permanent incapacity to work for a period of three years.

A Single System for Crediting: The pilot studies for adopting a single program for crediting applications for the individuals covered under 4/1-(a), 4/1-(b) and 4/1-(c) statuses (crediting for the periods of military service, childbirth leave, maternity leave, etc.), for receiving the payments on the MOSIP system with a web service and displaying them in the service scheme, and for adopting a single system for the crediting applications done through e-Government were opened for use on 08/08/2022 in Ankara and Bursa provinces. The second stage included Adana and the third stage Kırıkkale, Kırşehir and Çorum provinces. According to the varying experiences related to the usage of the system, steps for improvement are taken.

The Health Provision Activation System (SPAS) was updated and it was made possible to scan the documents of commitment of foreign insured persons to be used as electronic documents.

Web services were prepared in order to provide instant integration of the paid premiums of the insured individuals who pay for their own General Health Insurance premium, into the system.

In the General Health Insurance Registration application, an arrangement was made for the cancellations in coordination with the MOSIP application.

Steps Taken to Postpone Earthquake Disaster Liabilities:

- Software studies related to the postponement of obligations (extension of time limits for premium debts and restructuring, health benefit regulations, etc.) for those covered under 4/1-(a), 4/1-(b), 4/1-(c) due to the earthquake dated 06/02/2023 were carried out.
- Software studies were also performed to remove all blockages that were annotated by e-deposit foreclosure services in the earthquake zone, regardless of whether the borrower owes money to the SSI or not, regardless of the amount of deposits blocked in their bank accounts.
- Software studies continue to be carried out intensively within the scope of the implementation of insurance premium incentives, assistances and discounts in workplaces that are included in the scope of postponement due to the earthquake.
- After the earthquake disaster, certain updates to the crediting programs were made. It was ensured that the units notified by the legislation unit could perform the operations of the units affected by the earthquake. The regulatory studies related to this issue continue as required.

Structuring Operations: Within the scope of Law No. 7440, structuring works were carried out for all insured persons and employers:

- With the software studies related to the restructuring applications received through provincial directorates and e-government platform, additional arrangements related to the restructuring previously made are being carried out intensively.
- Based on the restructuring and cancellation procedures, arrangements are intensively conducted in the COBOL applications of the SSI.
- There are intensive studies within the scope of R&D promotion for the provinces where the State of Emergency decision has been taken.
- Besides, there are intensive software studies regarding regional postponement procedures in accordance with Turkish Revenue Administration requests.
- Software studies are being carried out intensively on extension transactions related to Article 48 of the Enforcement Law.
- Within the scope of the Presidential Decree dated 28/01/2023 and numbered 6774, software studies are being carried out intensively on the postponement of restructuring debts of municipalities
- Within the scope of Law No. 7440, a batch program was prepared for the automatic updating of universal health insurance registration procedures based on an income test.

Program studies were also conducted for the sale of securities and real estate goods seized within the scope of Law No. 6183 on electronic platforms.

Studies Conducted within the Scope of Law No. 7438 (People who have met all the eligibility conditions for retirement except for the minimum age requirement - EYT): Studies were performed to display the service breakdown in terms of crediting of those covered under 4/1-(a), 4/1-(b) and 4/1-(c). The regulatory studies related to the issue continue as required.

Updates to the SSI Registration and Service Breakdown: The Actual Service Increase periods under 4/1-(a) can now be displayed separately in the SSI Registration and Service Breakdown section, and the “Summary Service Breakdown” query field has been added to the SSI’s INTRA Platform of Registration Service Breakdown.

Minimum Wage Support: Software studies were out on the provision of minimum wage support, which used to be provided to employers between 2016 and 2022, in 2023 as well. In addition, arrangements related to these studies are intensively prevalent in the COBOL applications of the SSI.

Activities Carried Out within the Scope of the Data Sharing Project: Data is shared with public administrations included in the charts of accounts numbered (I), (II), (III) and (IV) in the Law on Public Financial Management and Control dated 10/12/2003 and numbered 5018, and with which a protocol was signed within the scope of Article 35 of law No. 5502. A total of 28 web services and 103 methods based on these web services were prepared by different teams for data sharing. In 2022, the number of institutions with which data was shared was increased to 58 in integration with TURKSAT and the Ministry of Trade. Information was

shared online between institutions regarding issues such as fight against the informal employment, social benefits, support packages provided by other institutions, incentives, etc. There are still steps taken within the scope of the project.

SSI Machine Learning POC Study was designed for developing data models to come up with social policies using 4/1-(b) data and to predict the following data (provision, receipt, number of the insured, incentive information, sectoral shrinkage, etc.) with optimum accuracy. The information to be obtained based on the existing data and machine learning processes had high accuracy rates and the project was predicted to be applicable.

Oracle Transformation POC Study on EmployerModernBatch Application: Performing reading and control tasks in the 6111 erroneous incentive batch program within the EmployerModernBatch application, which was selected as a pilot study, through the Oracle database, is a confirmation of the completion of writing operations performed synchronously in the Mainframe-DB2 database. In addition to that, there is a daily transfer of the available data within the Mainframe-DB2 database to the Oracle database with a delay of a maximum of one day through the CDC. The real media studies of the POC study have proved to be successful.

Other Activities:

- Studies to transfer the total period of crediting for the period of time worked abroad covered under 4/1-(b) to the relevant months.
- The planned studies were completed to transfer the records contained in the Table of Registration Mistakes to the correct tables. 2.202.272 records were transferred to the payroll tables.
- Studies were carried out for E-Mining-Foreclosure operations.
- Within the scope of Additional Article 7 of Law No. 4447 (rapid return to work support), studies were carried out for credit transactions.
- There were also studies on the Application of the Minimum Labour Determination Commission.

Studies related to Health Software:

Sending invoice attachments to be referred to for payment, which can be found in the hospital and pharmacy application, in the electronic medium was also put into operation for other health applications.

Regulations on submitting objections to deductions made by the Institution from the amounts which are billed by the hospitals contracted with the Institution, to be made electronically were adopted.

The project on developing a program for requesting medications was completed.

It was made mandatory to scan the documents of opticians, medical market/medical pharmacies and hearing centres which are likely to be reviewed, through the system.

As a result of the prescription records kept by the optical companies contracted with the institution, explanations on the patient share amount started to be sent within the text messages to the citizens of the Republic of Türkiye whose mobile number is registered in the system.

The MEDULA Personal pay application was revised and warehouse stock controls were completed.

The software was prepared for uploading documents for the medical equipment application records.

Custom-made prosthesis and orthosis production centres contracted with the SSI were included in the online system.

As of 01/07/2022, the opportunity to apply for underpad expenditures in person or online was introduced so that the payment for the daily amount of use stipulated in the health report, not exceeding 4 (four) underpads per day, can be deposited in the form of monthly cash payment directly to right holders and so that right holders can purchase underpads from stores of their choice.

Tests are still undergoing for the use of Medula Hospital and Medula Pharmacy applications of the facilities that signed a new contract with the SSI operating in the Turkish Republic of Northern Cyprus (TNRC).

A number of changes were made in the Medula Application, in order to solve the problems of Turkish citizens, who used to live in the regions hit by the earthquake disaster experienced on Jul 06/02/2023 in Türkiye, in their applications to health service providers and in the provision of medicines and/or medical supplies that are constantly used.

b) Changes Agreed, Planned or Proposed for the Next Term:

Studies on Information Systems:

The license updates and hardware procurement activities included in the Information Systems Maintenance Project for 2023 will continue. Studies will be conducted on the research of new and open-source technologies used in application infrastructures and ensuring their integration into existing systems. Studies will be carried out to identify the systems that need to be used in the information infrastructure, and according to these studies, studies will also be conducted to prepare the Information Systems Maintenance Project for 2024.

In order to provide a fast, effective and uninterrupted service, studies will be made to update the existing equipment currently used by the personnel working in the central and provincial units, current technologies will be reviewed, and technical specification studies will be initiated related to hardware purchases which are compatible with technological developments and from which the SSI personnel can benefit from at an optimal level (such as computers, printers, etc.) and procurement processes will be conducted.

Efforts will be made to sustain energy efficiency at the highest level by ensuring service continuity with efforts to improve the hardware, infrastructure and physical characteristics of the SSI data centre.

Studies on Health Software:

As soon as the Medical Equipment application project is completed, automation of applications for entry to the payback lists will be provided.

There is a plan to prepare a program for online collection and tracking of application fees and dues after the provision of the contract of the users of MEDULA Hospital, pharmacy, optics, medical market, medical pharmacy and medical companies which they signed with SSI for the back payment.

The agreement processes between SSI and contracted pharmacies are planned to be carried out in Medula Pharmacy application in the electronic environment.

There is also a plan to make a software study for the development of the Health Activation System of Insured Institutions (KUSAS), which is used by the countries that have signed a social security agreement with Türkiye.

An e-contract was prepared for the purpose of regulating the relations between the SSI and the centres, which are engaged in the production and sale of custom-made prostheses and orthotics envisaged to be used among the prostheses and orthotics prescribed to be used by the health service providers included in the Health Application Communique on behalf of people whose health care costs are covered by the SSI by issuing a health report and prescription. Besides, the agreement process between the SSI and the users of hospitals, pharmacies, Optical Stores, Medical markets and Medical pharmacies will be transferred to electronic media.

The "Health Service Procurement Protocol Based on Lump Sum Payment" signed between the Ministry of Health and the Directorate General of Migration Management aims to facilitate the transfer of records of foreigners who have come to our country from Syria for medical treatment purposes and have been registered under the V-174 restriction without being included in temporary protection, through a web service by the Ministry of Interior, Directorate General of Migration Management, to the SSI. This process is currently in the testing phase for enabling healthcare service providers to perform their operations and transactions through the Medula Hospital system for the individuals whose registration information has been transferred.

There is also an arrangement to carry out an integration study on the Medula Hospital System based on the protocol signed between the Union of Chambers and Commodity Exchanges of Türkiye (TOBB) and SSI.

Studies to be Carried Out in the Field of Insurance and Pension Software:

A communication system will be established for transactions determined through the TAKIP program and involving more than one Provincial/Central Directorate. In addition, steps to integrate MERNIS and MEB/YOK information with the contact information on TAKIP platform will be taken.

Besides, the calculation of capital values to be paid to those who have suffered more than one workplace accident will be made on the Emektar program.

The studies that will ensure that the periods of actual service increases of those insured under 4/1-(c) are taken from the premium documents and added directly to the insured service

records are also in progress. As a result of this study, the transaction process carried out by the SSI regarding the actual service period increase periods of those insured under 4/1-(c) is likely to reach its shortest form.

Integrated Revenue Management Project: The aim of this project is to develop a new accounting system based on the accrual and collection system of the SSI and to provide a structure that ensures the integrity of the software architecture of the existing application structure in conformant with corporate standards. Other aims are to increase accountability and financial transparency in the financial reports submitted to the Court of Accounts, to eliminate the failures in the service provided to our stakeholders, to eliminate the problems caused by synchronization and integration, and to establish a standard accounting architectural structure with the current technologies. Pilot studies were initiated in the provinces of Bayburt, Hatay, Trabzon, Çankırı and Düzce.

Assurance System and Premium Account Conversion Project (GUVENCEV2): It is a project of converting PL/I-based Premium Account transactions to Java in the Assurance Program and implementing integration with other enterprise applications conforming to the new system. Analysis studies have been carried out within the scope of the project and the studies are still going on.

Activities Carried Out within the Scope of the Employer System COBOL Java Transformation Project: This project aims to document the corporate memory by creating the business rules of SSI Employer software COBOL applications and standardizing these applications by converting them to the Java software language. Within the scope of the project, steps are taken to create and analyse the business rules carried out together with the regulatory units. When the project is completed, IBM Mainframe application licensing costs will be reduced. Within the scope of the project, the preparation of business rules and analysis studies are still under way.

Retirement-Based Service Breakdown Project: In parallel with the activities carried out within the scope of the Retirement-Based Service Breakdown Project, there are efforts to create a retirement-based service breakdown required for retirement transactions of all insured persons and to integrate it with relevant applications. Another plan is to conclude the business and transactions of Turkish citizens as soon as possible by integrating applications related to the breakdown of services based on retirement directly from the original resource based on the service and registration information for pension transactions, which are among the main tasks of the SSI. There is still work going on within the scope of the project.

Studies for People who Have Met All the Eligibility Conditions for Retirement except for the Minimum Age Requirement (EYT): Within the scope of EYT, there are intensive studies of service reporting related to the crediting periods in accordance with Article 41 of Law No. 5510. In addition to that, there are comprehensive software studies related to the incentives organized for working again after retirement. Intensive technical work is being carried out to ensure changes in the web services of applications and functioning structures of e-Government applications so that there is compliance with the regulations of the EYT.

Other Ongoing Activities:

- Additional Article 9: The studies will be continued for the tracking of “employers who work with insurance for more than 10 days” from the SSI Employer System.
- Within the scope of the HITAP application of SSI, the studies aimed at transferring pension application procedures to the web service environment will be completed.
- Besides, the crediting requests received via e-government will be transferred to the relevant unit via EBYS.
- The work of updating the applications for “Configuration Delay and Instalment” cases on the application “SSI Not Indebted” will also continue.
- The activities of making the crediting accrual transactions of the unpaid leave periods of the insured individual under 4/1-(c) through e-Government will be continued.
- As part of the ongoing studies on obtaining registration information from the MERSIS system in private legal establishments, studies will be completed to update the existing workplace registration information for limited liability companies, collective companies, ordinary command companies and joint command companies collectively according to the MERSIS records.
- Software studies will be completed in accordance with the business rules given based on the Circular on Transactions Related to Fake, Controlled Suspicious Workplaces No. 2021/27.
- Software studies will be completed within the scope of the unification of Electronic Foreclosure applications.
- Software studies for share and period-based execution transactions will be completed.
- There is a plan to complete the program for the electronic sale of securities and real estate goods seized within the scope of Law No. 6183.

c) Completed or Initiated Studies (Including Evaluations):

A decision was taken to examine and report 1.000 transactions, by the end of 2023, from the 4/1-(c) insurance service and earnings notification transactions conducted for those whose insurance coverage started for the first time under 4/1-(c) as of 15/10/2008 and who are subject to Law No. 5510 and whose pensions will be paid under 4/1-(a) or 4/1-(b).

5. Training of Social Security Personnel

a) Changes in the Reference Period

FACE-TO-FACE TRAININGS GIVEN BETWEEN 01/07/2022-30/06/2023	
NUMBER	NAME OF THE TRAINING
1	Training on the Current Legislation on General Health Insurance Registration and Premium
2	Training on the Legislation on Premium Incentives, Support Payments, Discounts and Implementation (Provincial Organization)
3	Training on the Legislation on Registration and Service Operations for Retirement Funds Subject to Temporary Article 20 of Law No. 506 and Program Applications
4	Training on the Legislation on Registration Procedures of those Insured under 4/1-(a) and Program Applications
5	Angular Training
6	Training on the Amendments to the Allocation Legislation in Law No. 5510 and Secondary Legislation
7	Training on the Current Legislation on Allocation and Decisions in Cases of Death
8	Training on the practices of Law No. 2330
9	Training on the Correspondence Rules of Electronic Document Management System (EBYS)
10	Professional Development Training
11	Training on the Calculation Method of the Pensions to be Paid to Combined Pensioners of the SSI and Funds whose Transfer has not been completed per the Provisional Article 20 of Law No. 506, and Ways of Netting based on the Pensions of these Pensioners in accordance with the Law No. 2829; Training on the Legislation on General Allocation
12	Legislation on the Training on Allocation Procedures of Insured Persons within the Scope of 4-1/(c) of Law No. 5510 and on the Legislation which has changed
13	Training on Law No. 5335
14	Supervisor Training (Central and Provincial Organization)
15	11. Training of Social Security Assistant Auditors as a Cohort
16	Basic Training on Social Security for Social Security Assistant Experts
17	Wired/Wireless Network Authorization Product (Clearpass) Training
18	Training on Revocation Procedures in accordance with Circular No. 2021/19

FACE-TO-FACE TRAININGS GIVEN BETWEEN 01/07/2022-30/06/2023	
19	Orientation Training
20	Training for Energy Managers
21	2023 Provincial Training on Legislation of the Department of Foreign Contracts and Retirement
22	Training on Current Practices and Handling of Problems Related to Post-Retirement Transactions for 4/1-(c) (Pension Fund)
23	Training on the Official Correspondence Rules
24	Training on the Legislation on Premium Incentives, Support Payments, Discounts and Implementation
25	Training on GSS Registration and Premium Applications
26	HVAC (Heating, Ventilation and Air Conditioning) Training
27	Training on Pre-Processing with an Open Source Application
28	Training on Research Techniques and Thesis Writing for Social Security Assistant Experts
29	Training on Effective Communication and Relationship Management
30	Training on Registration and Service Operations of Insured Persons within the Scope of 4/1-(a) and 4/1-(b) of Law No. 5510
31	Training on Revocation Cases with All Aspects
32	Training on the practices of Law No. 5510
33	Training on Fire Detection and Warning Systems
34	Advanced Applied Excel Training and Microsoft Excel VBA (Macro) Training
35	SQL/Database Tables Training
36	Training on the Legislation of 4/1-(a) and 4/1-(b) Long-Term Insurance Branches
37	Training on the Regulation on the Procedures to Determine Disability and Incapacity to Work and Training on the Current Legislation
38	Training on Transactions of Contracted Salaries within the Scope of 4/1-(a) and 4/1-(b) and on the Applications of Long-Term Insurance Branches of Transferred Social Security Contracts
39	Regional Training on Foreign Crediting Transactions
40	Training of Trainers

REMOTE TRAININGS GIVEN BETWEEN 01/07/2022-30/06/2023	
NUMBER	NAME OF THE TRAINING
1	Training on Tracking and Receipt of Corporate Receivables
2	Training on Minimum Workmanship Practices
3	Training on the Handling of General Issues, Problems and Legislative Changes Related to the 4/1-(c) Payment System
4	Training on the Law of Public Financial Management and Control No. 5018 and the Amendments Made within the Scope of that Law
5	Training on Expenditures Carried Out within the Scope of the Public Procurement Law No. 4734
6	Training on ISO 27001 Information Security Management System Documentation, Basic Training and Internal Audit
7	Training on Contracts for Ordered Orthosis Prosthesis
8	Training on General Health Insurance Registration and Premiums
9	Training on HITAP and IPC Applications for Public Employees
10	Training on Agricultural Stoppage, E-Deduction Program
11	Training on the Premiums of the Insured Individuals Who Pay for Their Own Premiums (4/1-(b), Annex 5, Annex 6, Law No. 2925, Voluntary Insurance Scheme) and Assurance Program
12	Training on the Preparation for Allocation for Public Employees
13	Training on the Methods and Procedures of Administrative Fines Arising from the Work and Transactions of Individuals Insured under 4/1-(c)
14	Training on the Practices of the Ombudsman Institution (Provincial Organization)
15	Training on Short-Term Insurance Legislation and Application (Central and Provincial Organizations)
16	Training on Contracts for Ordered Orthosis Prosthesis (Individual payments) and Training after Investigation
17	Training for Energy Managers
18	EMEKTAR 4/1-(b) Program Training
19	Online Presentation of Case Studies
20	Training on the General Legislation on Allocation

b) Changes Agreed, Planned or Proposed for the Next Term:

FACE-TO-FACE TRAININGS PLANNED BETWEEN 01/07/2023-31/12/2023	
NUMBER	NAME OF THE TRAINING
1	Db2 12 for zOS Advanced Database Administration (Code: CV880G) Training
2	2023 Provincial Training on Legislation of the Department of Foreign Contracts and Retirement
3	Training on the Short-Term Insurance Branch Applications of Social Security Contracts and on Kusas and Yupass Programs
4	Training on the Handling of General Issues, Problems and Legislative Changes Related to the 4/1-(c) Payment System
5	Db2 12 for z/OS Basic Database Administration (Code: CV844G) Training
6	Training on Execution Proceedings and Foreclosures
7	Training on Pre-Processing with an Open Source Application
8	DB2 11 for zOS System Administration Code: CV852G Training
9	Training on the Screening and Analysis of Social Security Auditors' Reports
10	Legislation on the Training on Allocation Procedures of Insured Individuals within the Scope of 4-1/(c) of Law No. 5510 and on the Changed Legislation
11	Supervisory Training
12	Training on the Amendments and Applications of Law No. 3201, Salary Accrual Procedures and on the Applications of Long-Term Insurance Branches of Social Security Contracts
13	Training on the Legislation of Law No. 5434
14	Training on the State Contribution (m.81.(i), (i)) according to the Law No. 5510
15	Training on zOS JCL and Utilities (Code ES07G)
16	Training on the Transfer of Commercial Companies and Enterprises in Terms of Corporate Practices
17	Electronic Document Management System (EBYS) Training
18	z/OS System Programmer Fundamentals (Code ES40G) Training
19	Training on Internal Audit Practices
20	Training on KNX Automation System
21	Training on Sensitive Air Conditioning of Data Centres and Power Management

REMOTE TRAININGS PLANNED BETWEEN 01/07/2023-31/12/2023	
NUMBER	NAME OF THE TRAINING
1	Training on the practices of Law No. 2330 and Operations of Security Guards
2	Training on Premiums of Insured Individuals who Pay for Their Own Premiums (4/1-(b), Annex 5, Annex 6, Law No. 2925, Voluntary Insurance Scheme) and Assurance Program
3	Training on the Methods and Procedures of Administrative Fines Arising from the Work and Transactions of Individuals Insured under 4/1-(c)
4	Training on the Preparation for Allocation for Public Employees
5	Training on HITAP and IPC Applications for Public Employees
6	General Training on Allocation Legislation and Changes Thereof
7	Training on the Practices of the Ombudsman Institution
8	Training on the Legislation on Premium Incentives, Support Payments, Discounts and Implementation
9	Training on Current Practices and Handling of Problems Related to Post-Retirement Transactions for 4/1-(c) (Pension Fund)
10	Training on the Short-Term Applications of Social Security Contracts and on Kusas and Yupass Programs
11	Training on Transactions of Contracted Salaries within the Scope of 4/1-(a) and 4/1-(b) and on the Applications of Long-Term Insurance Branches of Transferred Social Security Contracts
12	Regional Training on Foreign Crediting Transactions
13	Training on the Handling of General Issues, Problems and Legislative Changes Related to the 4/1-(c) Payment System
14	Training on Current Legislation on the Law No. 5434 and 5510 and on Ensuring Competence on Termination of Pensions
15	Training on the Applications of Long-Term Insurance Branches of Social Security Contracts

Information for Rights Holders and Other Services

a) Changes in the Reference Period

Working Life Communication Centre ALO 170 (CHIM):

ALO170 operates a call service with a dedicated team of 1.587 employees across 10 provinces including Karaman, Şanlıurfa, Sivas, Kütahya, Ankara, Trabzon, Bayburt, Muş, Elazığ and Zonguldak.

Providing uninterrupted service 24/7, ALO170 assists Turkish citizens both within the country and abroad, covering comprehensive legislation of over 50 thousand pages related to the Ministry of Labour and Social Security (MLSS), SSI, Turkish Employment Agency (ISKUR), and Vocational Qualifications Authority (MYK). Being the largest and most extensive communication center in Türkiye, ALO170 can be accessed from anywhere in the country and the world, responding to citizens' calls within approximately three seconds and handling an average of 88.000 calls per day (based on data from July 2022 and April 2023). Since its opening, ALO170 has facilitated a total of 174 million 860 thousand 250 calls until 30/04/2023.

ALO170 ÇHİM stands as one of Türkiye's largest social responsibility projects, supporting the employment of 30% of individuals with special needs, over 50% of women, veterans, relatives of veterans, occupational survivors working in the mining sector, and their relatives.

Within the scope of preventing psychological harassment (mobbing) at workplaces, the Prime Ministry Circular numbered 2011/2 was published and entered into force in the Official Gazette dated 19/03/2011 and numbered 27879. ALO170 is the first and only call centre in Türkiye providing support in mobbing cases. Since 19/03/2011 until 30/04/2023, ALO170 has received a total of 129,002 mobbing-related calls, with 11,520 applications made in 2021 and 15.053 applications made in 2022 (up to April 30, 2023). The distribution of applications in the public sector indicates that the highest proportion of mobbing cases was reported for general information and seeking psychological support without specifying the name of the institution (61.68%), followed by the Ministry of Health (10.98%) and the Ministry of National Education (5.48%). In the public sector, 53% of applicants were men and 47% were women. For the private sector, most applications were seeking psychological support without specifying the name of the sector (76.20%), and a significant number came from employees of industrial organizations (6.28%). In the private sector, 58% of applicants were men, and 42% were women.

ALO170 offers dedicated service to about 3 million hearing-impaired citizens living in Türkiye through the telephone number "0850 222 7 170," and they also have the option of making video calls via WhatsApp. As of 30/04/2023, ALO170 has received 35.610 calls from citizens with special needs.

The web chat service channel can be accessed through "<http://www.alo170.gov.tr/>". Through this service channel, 806,858 requests were taken until 30/04/2023. In addition to the

web chat service, ALO170 actively engages in social media monitoring on platforms such as Facebook, Twitter, etc., focusing on CSGB, SSI, and ISKUR. ALO170 social media experts have diligently reviewed a total of 9.214.012 comments on social media between 01/10/2013 and 30/04/2023.

ALO170 extends its services to about 10 million citizens living abroad. Citizens abroad can reach the Contact Centre through the telephone number “+90 216 170 11 22”. By the end of April 2023, ALO170 had received 68,320 calls from abroad. The top three countries with the highest number of calls were Germany, France, and the Netherlands. ALO170 has garnered praise as an exemplary public project in the international arena, boasting a high first-contact solution rate of 92 per cent and remarkable customer satisfaction levels.

SMS Information System:

Pursuant to the citizen-oriented services notion adopted by the SSI, SMS Information System was initiated in 2011. Its purpose is to inform the public through SMS, ensuring effective, high-quality, and prompt service delivery. The system provides information to insurance holders and employers regarding provisions, premium debts, and their collections. The main objectives of this initiative are to enhance citizen satisfaction, expedite services, minimize time and labour inefficiencies, and reduce postal costs associated with non-obligatory notifications. This system is continuously evolving to better serve the needs of the public.

The website of SSI (www.sgk.gov.tr) is a crucial platform for all citizens, providing valuable information and rendering essential services. From July 2023 until the first half of 2023, the website witnessed a remarkable total of 13 million page visits and 29 million page views, making it one of Türkiye's most frequently visited public websites.

Starting on 01/09/2022, the radio program "Social Security Guide" on TRT Radio underwent a title and format change, becoming "A Question, An Answer." The program aims to raise consciousness and awareness on social security matters and features expert guests from relevant fields. Weekly, the audience is informed about topics concerning SSI legislation. From July 2022 until the end of August 2022, 40 radio programs were broadcast, and by September 2022, the total number of programs reached 240, extending until the end of the first half of 2023.

To provide valuable information to citizens, the program "Ask SSI" was introduced. In this program, personnel specialized in relevant fields respond to questions concerning social security. It was published on social media platforms belonging to the institution and broadcast on SSI TV every Saturday, with a total of 49 episodes from July 2022 to June 2023.

Additionally, the program "Guess What?" was created to raise social security awareness. In this program, citizens participate by asking questions related to social security, which are then addressed. The program was published on social media platforms belonging to the institution and aired on SSI TV every Wednesday, comprising a total of 25 episodes from July 2022 to June 2023.

The webcast titled "Matters of Interest on Pension" served as a platform to inform citizens about pension-related queries, with specialized personnel providing responses. This webcast was shared on social media platforms belonging to the institution every Sunday, totalling 14 episodes during the mentioned period.

Additionally, the webcast "Social Security Lexicon" was regularly posted on social media platforms every Monday. This webcast aimed to simplify descriptions of social security terms for better understanding by citizens, resulting in 48 webcast posts from July 2022 to the first half of 2023.

The institution actively utilized 849 visual presentations, including social media caps, infographics, presentations, monthly "Bulletin" journals, mailing, posters, and brochures, for publicity, information, and training purposes. These presentations were shared through SSI's social media platforms, website, and other communication channels during the period from July 2022 to the first half of 2023.

In the realm of video content, a total of 205 webcasts were posted on "SSI TV," a web TV platform. These webcasts encompassed various categories such as "Newscast," "In-House Trainings," "Trailers," and "Teasers," all geared towards raising awareness about social security and premium payments. This effort occurred between July 2022 and the first half of June 2023.

Furthermore, 25 newscasts, authored by specialized personnel in relevant fields, were published on the official SSI website (www.sgk.gov.tr). The primary purpose of these newscasts was to promptly and accurately notify and inform citizens about the institution's current activities.

Regarding Universal Health Insurance (GSS) Restructuring, two public service ads were streamed to raise awareness and inform the public about the changes. Additionally, self-employed agriculture insurance holders and agricultural workers insured within the scope of Additional Article 5 were given the flexibility to pay their insurance premiums at the end of January and July within the year, thanks to a new implementation initiated in 2022. To promote this change, online information and training meetings were organized in collaboration with chambers of agriculture, and related posts were shared on social media. Furthermore, 146.722 insurance holders received informative short messages (SMS), and 5000 posters were printed and distributed.

Regarding Covid-19 induced occupational disease/invalidity, decisions rendered in 2021 were reviewed by the Health Board of the Institution and the Higher Board of Health. Additionally, the study on the Draft List of Occupational Diseases was completed, and an online Symposium on Providing Information Concerning the List of Occupational Diseases was conducted with the participation of academics responsible for preparing the Draft List.

Overall, these efforts represent the SSI's commitment to providing valuable information, support, and awareness to citizens on matters related to social security and well-being.

Public Information Meetings (PIMs):

Within the scope of administrative assistance within the framework of Bilateral Social Security Agreements to which Türkiye is party, the SSI, along with related institutions from partner countries, organizes public information meetings also known as "Counselling Days." They are specifically designed for individuals who hold insurance coverage in both countries, as well as their beneficiaries, to address their rights and entitlements as outlined in the Agreement.

No	Date of PIM	Counselling Day	Province
1	20-22 September 2022	Türkiye - Germany	İzmir
2	18-20 October 2022	Türkiye - Netherlands	Trabzon
3	15-17 November 2022	Türkiye – Germany	Nürnberg
4	25-27 April 2023	Türkiye – Germany	İstanbul
5	23-25 May 2023	Türkiye - Germany	Bochum
6	6-8 June 2023	Türkiye - Netherlands	Aydın

b) Changes Agreed, Planned or Proposed for the Next Term:

Public Information Meetings:

Counselling days planned for the period July 2023-June 2024 are as follows:

No	Date of PIM	Counselling Day	Province
1	19-21 September 2023	Türkiye - Germany	Hamburg
2	03-05 October 2023	Türkiye - Netherlands	Rotterdam
3	17-19 October 2023	Türkiye-Germany	Gaziantep

A. BENEFITS

1. Personal and Material Scope

Population groups covered by social security as of December 2022 and their ratio to the general population are shown in the table below:

December 2022		Actively Insured	Pension/ Income Beneficiaries (Passively Insured)	Dependants	Total	Ratio to General Population % (**)
Employees Under Contract	1- Mandatory	17.332.991	8.814.482	17.684.401	46.313.414	54,31%
	2- Apprentice	636.302				

	3- Community Insurance Abroad	15.671				
	4- Agriculture (4/1-(a))	22.987				
	5- Other Insurance Holders (*)	314.257				
	6-Interns and Trainees	1.492.323				
	Total	19.814.531				
Self-Employed (4/1-(b))	1- Mandatory Except Agriculture	2.593.106	2.718.417	9.920.116	15.89 1.139	18,63%
	2- Agriculture (Mandatory) (4/1-(b))	512.966				
	3- Mukhtar	25.924				
	4- Voluntary	120.610				
	Total	3.252.606				
Public Employees (4/1-(c))	1- Mandatory	3.276.416	2.400.121	7.208.840	12.88 6.058	15,11%
	2- Other Insurance Holders	681				
	Total	3.277.097				
TOTAL		26.344.234	13.933.020	34.813.357	75.09 0.611	88,05%
Private Funds		144.213	97.041	197.735	438.9 89	0,51%
Total (Contribution Scheme)		26.488.447	14.030.061	35.011.092	75.52 9.600	88,57%

(*) Pursuant to Law No. 5510 (Appendix-5, Appendix-6, Appendix-9), insurance holders working for less than 10 days, apprehended and sentenced persons employed by Directorate General of Prisons and Detention Houses and those whose labour contracts are in suspension in public administrations are within this scope.

** According to Address-Based Population Registry System data, the population of Türkiye is 85.279.553 by the end of 2022.

2. Updates in Benefit Amounts

a) Changes within the Reference Period:

By taking into account the inflation rate and pursuant to Article 55 of Law No. 5510, invalidity, old age and survivor's pensions and permanent incapacity and survivor's incomes paid as per 4/1-(a) and 4/1-(b) of the same Law were raised by 42,35%, starting from pay period July 2022.

In accordance with Provisional Article 92 appended to Law No. 5510 as per Law No. 7421, aforementioned incomes and pensions paid pursuant to subparagraphs (a) and (b) of the first paragraph of Article 4 of the relevant Law were raised by 30%, starting from the pay period January 2023.

Pensions and incomes granted for persons insured as per 4/1-(c) and beneficiaries are raised by the coefficients determined by the provisions laid down in the 6th Term Collective Agreement for the years 2022 and 2023 on Financial and Social Rights Granted for Public Employees Generally and Service Branches. Following negotiations on 6th Term Collective Agreement, pursuant to Article 154 of Civil Servants Law No. 657, the coefficients relating to monthly pay and basic monthly payments for civil servants applied for conversion of the figures in the index table on payments along with figures of additional index and monthly enhancements into payment amounts were agreed upon to be raised by 5% and 7% for the first and second half of 2022 respectively and by 8% in the first half and 6% in the second half of the year 2023.

The relevant coefficients were also adjusted based on the Consumer Price Index (CPI) provided by the Turkish Statistical Institute (TURKSTAT), in line with Article 7 of the mentioned Collective Agreement titled "Payment as per Inflation Accounting."

Furthermore, pursuant to Article 16 of Law No. 7351 in the Negotiations on 6th Term Collective Agreement, the rate of increase determined as 5% for the first semi-annual payment for 2022 shall be reidentified to be 7,5%, with an increase of 2,5 percent. Within this scope, a 41,69% rise in the second half of 2022 and a 30% increase in the first half of 2023 were granted to pensions of retired civil servants entitled to insurance under 4/1-(c) of Law No. 5510.

Monthly pay and basic monthly payment coefficients applicable for insurance holders within the scope of 4/1(c) in the reference period are as follows:

Period	Monthly Pay Coefficient for Civil Servants	Basic Monthly Payment Coefficient
July-December/2022	0,333603	5,221532
January-June/2023	0,433684	6,787992

The minimum and maximum monthly pay amounts for civil servants (4/1-(c)) calculated according to the coefficients applied within the period are as follows:

Period	Minimum Monthly Pay (TL)	Maximum Monthly Pay (TL)
July-December/2022	6.077,66	24.132,84
January-June/2023	7.900,96	31.372,70

(*) The calculation of these monthly payments are based on the highest-ranking civil servant with 25 years of service (President of the Directorate of Presidential Administrative Affairs). The monthly pays determined include 1/12 of extra payments and eid bonuses, which amount to 2.200 TL.

II- HEALTHCARE BENEFITS

a) Changes within the Reference Period:

The figures relating to population groups benefiting from healthcare benefits covered by health insurance as of December 2022 are as follows:

Population Groups		Numbers
Employees Under Contract of Employment (4/1-(a))	Insurance Holders	19.814.531
	Persons Granted with Pension and Income	8.814.482
	Family Members	17.684.401
	Total	46.313.414
Self-Employed (4/1-(b))	Insurance Holders	3.252.606
	Persons Granted with Pension and Income	2.718.417
	Family Members	9.920.116
	Total	15.891.139
Public Officers (4/1-(c))	Insurance Holders	3.277.097
	Persons Granted with Pension and Income	2.400.121
	Family Members	7.208.840
	Total	12.886.058

Private Funds (*)	Insurance Holders	144.213
	Persons Granted with Pension and Income	97.041
	Family Members	197.735
	Total	438.989
Persons Registered within the scope of Universal Health Insurance	Total	9.088.043
TOTAL		84.617.643

(*) Healthcare benefits financed by private funds are covered by pension funds of foundations, to which those concerned are affiliated, not by SSI.

According to the Address Based Population Registry System, the Turkish Statistical Institute reported the population of Türkiye for the year 2022 as 85.279.553. Within this population, there are 84.617.643 individuals covered under the health insurance scheme, representing 99.2% of the total population. The remaining population not included in the Universal Health Insurance (UHI) coverage receives healthcare benefits from various public institutions.

Healthcare Implementation Communiqué:

Pursuant to the Communiqué on the Amendment of Healthcare Implementation Communiqué (HIC), which became effective with the publication in the Official Gazette 27/07/2022 numbered 31905, 7 healthcare practice codes were specified for anaesthesia groups regarding whom more than one operative surgery or non-surgical healthcare practices is the case, as far as new-born infant and geriatric (aged above 75 and classified as ASA 3-4) patients are concerned so that these practices would be charged by healthcare service providers.

Pursuant to the Official Gazette dated 25/08/2022 and numbered 31905, although practice codes of healthcare practices relating to “Bladder tumours (TUR)” are included in “Points List per Healthcare Service (Annex-2/B)” and “Points List of Diagnosis-Based Practices (Annex-2/C)” appended to Healthcare Implementation Communiqué, the practice code of “re-TUR, not tumoural” is not present; hence the relevant code of practice was added to the Lists Annex-2/B And Annex-2/C of HIC in order for service providers to charge healthcare practices as per appropriate codes of practice.

Pursuant to the regulation of the same date, descriptions of healthcare service providers were revised in the relevant article of HIC numbered 1.4 in accordance with “The Regulation on Grading Healthcare Service Providers” dated 10/02/2022, published by the Ministry of Health.

Pursuant to HIC, which is in force with the date of publication 16/03/2023 in the Official Gazette numbered 32134 (Duplicate); prices for all codes of healthcare practices in lists included in annexes to HIC were increased in accordance with branches of medical speciality with a ratio varying between 10% and 95% to reinforce treatment mechanisms and effectively maintain healthcare services rendered by healthcare service providers.

Pursuant to the regulation of the same date, intraosseous implant costs included in Paragraph 2 of Article of HIC headed “2.4.1 Dental Treatments were raised from 90 TL to 750 TL per implant. As for persons with disabilities enpensioned in accordance with Law No. 3713, persons enpensioned due to cases within the scope of Law No. 3713, which are among the cases laid down in Article 56 of Law No. 5434 on the Retirement Fund of the Republic of Türkiye or subparagraphs (e) and (f) of the first paragraph of Article 2 of Law No. 2330 and despite being outside the scope of Law No. 3713, persons disabled on duty and persons with war-disability to the extent of immobility without outside help and support to lead their lives, the aforementioned cost, which was previously 700 TL, was increased to 2.500 TL.

In accordance with paragraphs ten and eleven of Article 73 of Law No. 5510; as for persons disabled on duty and persons with war disability resulting from arms, military exercise and other firearm injuries even if they are outside the scope of Law No. 3713, persons who are injured due to cases laid down in Article 21 of Law No. 3713 within the period until the end of their treatment or until definiteness of their disabilities were included in HIC text, in order for their intraosseous implant costs to be covered as well.

Pursuant to the regulation of the same date, 4 new codes of practice were included in Annex-2/B And Annex-2/C of HIC under the heading “Electrophysiological Study and Ablation” in the same way as points of practice belonging to existing codes, enabling the relevant practices to be charged by healthcare service providers.

Concerning drug amounts to be prescribed; previously, in the case that parenteral forms of pharmaceutical products and magistral drugs were prescribed, the price to be paid for treatment was limited to 10 days at the utmost. Subsequent to the amendment made on 25/08/2022, this limitation was cancelled in case of their prescription with a medical report. Furthermore, as for drugs to be prescribed for the first time for the treatment of the patient, the 1 box limitation previously envisaged for a one-month dosage limit was rendered invalid. Thus, drugs may be prescribed in more than one box unless they exceed one-month dosage.

During the pandemic, implementations were put into place for the extension of drug/medical material reports and for providing non-prescription drugs/medical materials to prevent the grievance of patients. Provision of pharmaceuticals without a prescription ended on 01/07/2022. As for extension procedures regarding periods of reports, they were brought to an end on dates specified for certain diseases. Report periods for illnesses of the last group of diseases were extended until 30/06/2023 when this implementation would also end.

The number of licensed drugs within the scope of reimbursement reached 7.935 as of 12/05/2023 following the endeavours in respect thereof. Of these, 713 drugs are medicated for

cancer treatment. The number of licensed drugs taken within the scope of reimbursement is 289 for the period 01/07/2022-12/05/2023 and 46 of these medications are for cancer treatment.

Agreements/Protocols Concluded with Public Healthcare Service Providers:

- **“The Agreement and Principles of Procedure on Health Service Procurement over Lump Sum Price for the year 2022”**: Signed between the SSI and the Ministry of Health, with subsequent budget revisions carried out through "Addendum I". This agreement remains in force in 2023.
- **“The Agreement and Principles of Procedure on Health Service Procurement over Lump Sum Price for the year 2022”**: Signed between the SSI and 43 public universities and 44 medical faculty hospitals (center for healthcare practices and research), with periodic budget revisions made through supplementary agreements. This agreement continues to be in effect in 2023.
- **“The Agreement, Rules and Procedures on Health Service Procurement over Lump Sum Price for the year 2023”**: Signed between the SSI and 43 public universities and 45 medical faculty hospitals (center for healthcare practices and research), with periodic budget revisions carried out through supplementary agreements.
- **“The Agreement and Principles of Procedure on Health Service Procurement over Lump Sum Price for the year 2022”**: Signed between the SSI and healthcare service provider of dental faculties of 40 public universities, with budget revision conducted through the “Supplementary Agreement and Principles of Procedure”.
- **“The Agreement and Principles of Procedure on Health Service Procurement over Lump Sum Price for the year 2023”**: Signed between the SSI and healthcare service provider of dental faculties of 41 public universities, with budget revision conducted through the “Supplementary Agreement and Principles of Procedure”.
- In 2022, **“Healthcare Services Protocol”** in the field of dental services was signed with the Dental Faculties of 9 (nine) Public Universities and with the Dental Faculties of 12 (twelve) Public Universities in 2023.
- **“The Agreement between SSI/Foundation Universities on Health Services Procurement for the year 2022”**: Signed with healthcare service providers of (16 foundation universities) 38 foundation universities, effective from 01/07/2022. Revisions on the agreement were carried out with “Supplementary Agreement and Principles of Procedure I” and “Supplementary Agreement and Principles of Procedure II”.
- **“The Agreement between SSI/Foundation Universities on Health Services Procurement for the year 2023”**: Signed between SSI and healthcare service providers of (18 foundation universities) 40 foundation universities, effective from 01/01/2023.

- **“Agreements on Health Services”**, previously signed with (12) providers of secondary healthcare services affiliated with municipalities, are in force in 2022 and 2023.
- **“The Agreement between SSI/Near East University on Health Services”**: Signed with Near East University in TRNC, continued to be in effect in 2022 and 2023.
- **“The Agreement and Principles of Procedure on Health Service Procurement over Lump Sum Price between SSI and Kyrenia Military Hospital of Turkish Armed Forces for the year 2022 and 2023”**: Signed between the SSI and Directorate General for Military Health Services of the Ministry of National Defence.
- **“The Protocol signed between the Institution and State Supply Office (DMO)”** on 25/09/2020 for the procurement of drugs and medical materials to address difficulties faced by health service providers having a protocol/agreement with SSI, continued to be in effect in 2022 and 2023.

Agreements Concluded with Private Healthcare Service Providers:

- **“The Agreement on Health Service Procurement by SSI from Private Healthcare Service Providers for the year 2022”**: Enabled private healthcare service providers to render services in all branches and came into effect on 01/06/2022.
- **“The Agreement on Health Service Procurement by SSI from Private Healthcare Service Providers for the year 2023”**: Published on 19/12/2022 and agreements were signed to be effective as of 01/01/2023.
- **“The Agreement on Health Service Procurement between SSI and Kolan British Hospital”**: Signed between the SSI and Kolan British Hospital in TRNC, renewed in 2022 and 2023 as well.

Pharmacy Protocols/Agreements:

- **“The Protocol on Medicine Supply from Pharmacies Affiliated to Turkish Pharmacists’ Association for Persons Covered by SSI”** was signed with the Turkish Pharmacists’ Association (TEB) on 25/09/2020 in order to provide incessant medicine supply for all citizens with health coverage within the scope of Universal Health Insurance entered into force on 1 October 2020, with effect for 4 years.
- **“Additional Protocol on Medicine Supply from Pharmacies Affiliated to Turkish Pharmacists’ Association for Persons Covered by SSI”** numbered 2023/1 was signed between the SSI and Turkish Pharmacists’ Association on 28/04/2023 and entered into force.

The aforementioned additional protocol provides for regulations in revenue scales of pharmacies, discount rates and service charges per prescription, which envisage financial improvements for contract pharmacies.

Medical Device Protocols/Agreements:

- “The Agreement on Medical Equipment Aiding Vision” signed with opticians,
- “The Agreement on Supplying Ready-Made Medical Equipment Utilized for Outpatient Treatment”,
- “Agreements of SSI on Supplying Hearing Aids” signed with hearing aid stores,
- “The Agreement between Governmental Agencies/Official Healthcare Institutions on Supplying Prostheses and Orthoses on Demand”,
- “The Protocol between SSI and University of Health Sciences on Supplying Devices of Personalized 3D Design and Production”,
- “The Protocol on Supplying Orthoses/Prosthesis and Other Healing Equipment of All Kinds for Veterans” signed between SSI and the Ministry of Health,
- “The Agreement between SSI and Stores of Prostheses and Orthoses on Demand on Supplying Prostheses/Orthoses”.

These protocols and agreements have been effective since 2022 and are continuing to be in effect in 2023, serving to enhance the accessibility and availability of essential medical devices for individuals in need of specialized care and support.

III- SICKNESS BENEFITS

a) Changes within the Reference Period:

The number of persons receiving benefits for sickness-related temporary incapacity within 2022 and the amount of these benefits are as follows:

	Number of Persons Receiving Benefits for Temporary Incapacity	Amount (TL)
Persons Employed Under Employment Contract (4/1-(a))	7.767.944	7.620.665.690.23
Self-Employed (4/1-(b))	Out of Coverage	Out of Coverage

By the way, persons working under 4/1-(c) are receiving full amount of their salary while they are sick or temporary unable to work.

b) Completed or Initiated Examinations (Evaluations are Included):

Declaratory lawsuits on work accidents concluded against the SSI were examined and considerations on whether legal amendments in respect thereof are necessary were reported.

IV- UNEMPLOYMENT BENEFITS

“Unemployment Benefits” is not provided in Law No. 5510.

V- OLD-AGE BENEFITS

a) Changes within the Reference Period:

Old-age pensions paid within the scope of Art. 4/1-(a) and 4/1-(b) of Law No. 5510 were raised by 42,35%, with effect from July 2022 pay period pursuant to Article 55 of the respective Law.

Pursuant to Provisional Article 92 appended to Law No. 5510 in accordance with Law No. 7421, the aforementioned pensions paid within the scope of subparagraphs (a) and (b) of the first paragraph of Article 4 of the respective Law were raised by 30% with effect from January 2023 pay period.

Retirement pensions paid within the scope of Art. 4/1-(c) of Law No. 5510 were raised by 41, 69% with effect for the second six-month period of 2022 and by 30% with effect for the first six-month period of 2023.

VI- BENEFITS FOR WORK ACCIDENTS AND OCCUPATIONAL DISEASES

a) Changes within the Reference Period:

Allowances for permanent incapacity and survivor’s benefits paid as per Art. 4/1-(a) and 4/1-(b) of Law No. 5510 were raised by 42,35%, with effect from July 2022 pay period, pursuant to Article 55 of the respective Law.

Pursuant to provisional article 92 appended to Law No. 5510 in accordance with Law No. 7421, the aforementioned benefits paid within the scope of subparagraphs (a) and (b) of the first paragraph of Article 4 of the respective Law were raised by 30% with effect from January 2023 pay period.

The number of persons receiving allowances for temporary incapacity due to work accidents and occupational diseases within 2022 and the amount of these benefits are as follows:

	Number of Persons Receiving Temporary Incapacity Allowance	Amount (TL)
Persons Employed Under Employment Contract (4/1-(a))	471.075	921.660.785
Self-Employed (4/1-(b))	300	1.207.690

VII- FAMILY BENEFITS

“Family Benefits” is not provided in Law No. 5510.

VIII- MATERNITY BENEFITS

a) Changes within the Reference Period:

The number of persons receiving allowances for temporary incapacity due to maternity within 2022 and the amount of these benefits are as follows:

	Number of Persons Receiving Temporary Incapacity Allowance	Amount (TL)
Persons Employed Under Employment Contract (4/1-(a))	462.684	2.597.181.449,01
Self-Employed (4/1-(b))	11.840	68.100.244,84

The number of persons receiving nursing benefits for maternity within 2022 and the amount of these benefits are as follows:

	Number of Persons Receiving Temporary Incapacity Allowance	Amount (TL)
Persons Employed Under Employment Contract (4/1-(a))	480.395	152.523.234,07
Self-Employed (4/1-(b))	24.851	7.716.173,00

The amount of nursing benefits, which was 316 TL in 2022, was raised to 520 TL for the year 2023. Lower and upper limits of temporary incapacity allowances per day are as follows for the reference period:

Period	Amount Paid for Inpatient Treatment(TL)		Amount Paid for Outpatient Treatment (TL)	
	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
July-December 2022	$215,7 \times 1/2 = 107,85$	$1617,75 \times 1/2 = 808,875$	$215,7 \times 2/3 = 143,8$	$1617,75 \times 2/3 = 1078,5$

January- June 2023	$333,6 \times 1/2 = 166,8$	$2502 \times 1/2 = 1251$	$333,6 \times 2/3 = 222,4$	$2502 \times 2/3 = 1668$
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IX- INVALIDITY BENEFITS

The social security reform, implemented in 2008, aimed to establish an equitable and accessible social security scheme, providing effective protection against poverty. To achieve these objectives while ensuring the system's sustainability in the medium and long term, certain regulations were introduced to encourage longer-term participation in the scheme.

Accordingly, entitlement to an invalidity pension requires insurance coverage for at least ten years. However, for individuals with 1800 days of total insurance coverage or whose disability necessitates constant care by another person, the requirement for ten years of coverage is waived. Instead, they must have paid notification of invalidity, old-age, and survivors insurance premiums for 1800 days, regardless of their overall insurance period. The primary purpose of this provision is to maintain an actuarial balance between the rights and obligations of insurance holders, for insurance holders whose invalidity necessitates constant care by another person.

a) Changes within the Reference Period:

Invalidity pensions paid within the scope of Art. 4/1-(a) and 4/1-(b) of Law No. 5510 were raised by 42,35%, with effect from July 2022 pay period, pursuant to Article 55 of the respective Law.

Pursuant to Provisional Article 92 appended to Law No. 5510 in accordance with Law No. 7421, the aforementioned pensions paid within the scope of subparagraphs (a) and (b) of the first paragraph of Article 4 of the respective Law were raised by 30%, with effect from January 2023 pay period.

Invalidity pensions paid within the scope of Art. 4/1-(c) of Law No. 5510 were raised by 41,69%, with effect for the second six-month period of 2022 and by 30%, with effect for the first six-month period of 2023.

X- DEATH GRANTS

a) Changes within the Reference Period:

Survivors' pensions are paid within the scope of Art. 4/1-(a) and 4/1-(b) of Law No. 5510 underwent a two-step increase. Firstly, they were raised by 42.35% from the July 2022 pay period, in accordance with Article 55 of the respective Law. Subsequently, pursuant to provisional article 92 appended to Law No. 5510, in accordance with Law No. 7421, the aforementioned pensions paid within the scope of subparagraphs (a) and (b) of the first

paragraph of Article 4 of the respective Law received an additional raise of 30% from the January 2023 pay period.

During the reference period, minimum benefits for beneficiaries (pursuant to Law No. 506, taking 4/1-(a) insurance holders into scope) from survivors' insurance were also positively impacted by these changes:

Period	Rate of Increase	Per Person (Single) 80% TL	Spouse 60% TL	Child 30% TL
July-December 2022	42,35%	3.760,15	2.755,67	1.377,93
January-June 2023	30%	4.888,20	3.582,37	1.791,31

Amounts of minimum benefits paid to the beneficiaries (4/1-(a) insurance holders) from survivors insurance within the reference period, in the case that they had service prior to the year 2000:

Period	Rate of Increase	Per Person (Single) 80% TL	Spouse 60% TL	Child 30% TL
July-December 2022	42,35%	3.765,72	2.757,58	1.378,84
January-June 2023	30%	4.895,44	3.584,85	1.792,49

Amounts of minimum benefits paid to the beneficiaries (4/1-(a) insurance holders) from survivors' insurance within the reference period in the case that they had service after the year 2000:

Period	Rate of Increase	Per Person (Single) 80% TL	Spouse 60% TL	Child 30% TL
July-December 2022	42,35%	2.222,89	1.667,09	833,63
January-June 2023	30%	2.889,76	2.167,22	1.083,72

In addition, the calculation of the amount of benefits to be paid according to amounts paid as pensions and benefits, pursuant to Law No. 5510 and Laws numbered 506, 1479, 2925 and 2926 repealed by the respective Law, is as follows;

- For the monthly amount to be paid as an additional benefit, according to each pension or benefit received, within the second six-month period of 2022;
 - 5% of the amount of pensions and benefits for those with less than 3.128,42 TL (included),
 - 4% of the amount of pensions and benefits for those exceeding 3.128,42 TL,
- For the monthly amount to be paid as an additional benefit, according to each pension or income received, within the first six-month period of 2023;
 - 5% of the amount of pensions and income for those with less than 4.066,95 TL (included),
 - 4% of the amount of pensions and income for those exceeding 4.066,95 TL,

On the other hand, pursuant to Laws numbered 1479, 506, 2925, 2926, 5434 and 5510, in order for orphans receiving survivor's benefit due to invalidity on account of the deceased insurance-holder to be eligible as per Article 2 of Law No. 2022, it is required that they lose their capacity to work;

- at a degree of 70% and above (disabled, unable to maintain his/her life without the help of another person) or
- at degrees 40% - 69% (disabled). Of these, persons who shall become entitled to additional amounts to be added to their benefits are explained below;
 - In the case that the total amount of income and pensions received by children deemed as invalid is below
 - $5253 \times 0,333603 = 1.752,42$ TL for the period 01/01/2022-31/12/2022,
 - $5253 \times 0,433684 = 2.278,14$ TL for the period 01/01/2023-30/06/2023 in case of disability at 70%,
 - In the case that the aforementioned amount is below
 - $3502 \times 0,333603 = 1.168,28$ TL for the period 01/07/2022-31/12/2022,
 - $3502 \times 0,433684 = 1.518,76$ TL for the period 01/01/2023-30/06/2023 as for persons aged below 18 with a disability rate between 40% and 69%, these persons are eligible for additional payments amounting to the difference between their pensions and these amounts.

As for insurance holders within the scope of 4/1-(c), no changes have occurred within the reference period with regard to the rates concerning the distribution of pension to be calculated for the deceased insurance holder among the beneficiaries. The developments as regards the amounts of benefits paid to the beneficiaries are given below.

The amounts of lower-limit pensions applied within the period for widows and orphans are as follows (4/1-(c) holders):

Period	For Three or More Persons (TL)	For Two Persons (TL)	Per Person (TL)
July - December 2022	6.077,66	5.469,90	4.862,13
January - June/2023	7.900,96	7.110,87	6.320,77

Widow's and orphan's pensions paid within the scope of Art. 4/1-(c) of Law No. 5510 were raised by 41,69%, with effect for the second six-month period of 2022 and by 30%, with effect for the first six-month period of 2023.

Funeral Grants:

Within the scope of 4/1-(a) and 4/1-(c), the amount of funeral grants paid in 2023 is 2.054,00 TL. As for 4/1-(c) insurance holders, this amount was specified as 8.240,00 TL for the period January-June/2023.

XI- FINANCING

The rates of contributions collected from the total amount of earnings subject to contribution identified as per Law No. 5510 according to insurance branches are shown in the table below:

INSURANCE BRANCHES		Insured Persons	Contribution rates			
			Employee's share	Employer's share	Total	Public share
			Ratio of Self-Employed Persons			
Short-Term Insurance Branches	(Accident at work, Occupational Disease, Sickness, Maternity)	Workers-4/1-(a)	-	2%	%2	-
		Civil servants-4/1-(c)	-	Exclusive Regulation		
		Self-employed persons-4/1-(b)	2%		2%	-
Long-Term Insurance Branches	(Invalidity, Old Age, Survivors')	Workers-4/1-(a)	9%	11%	20%	-
		Civil servants-4/1-(c)	9%	11%		-
		Self-employed persons-4/1-(b)	20%			-
Universal Health Insurance		Workers-4/1-(a)	5%	7.5%	12.5 %	-
		Civil servants-4/1-(c)	5%	7.5%		-

	Self-employed persons-4/1-(b)	12.5%			-
Unemployment Insurance	Workers-4/1-(a)	1%	2%	4%	1%
	Civil servants-4/1-(c)	Out of Coverage			
	Self-employed persons-4/1-(b)	Out of Coverage			
TOTAL CONTRIBUTION	Workers-4/1-(a)	15%	22.5%	38.5%	1%
	Civil servants-4/1-(c)	14%	18.5%	32.5%	-
	Self-employed persons-4/1-(b)	34.5%		34.5%	-

As regards employers of workplaces in the private sector employing insured persons within the scope of Art 4/1-(a) of Law No. 5510, the Treasury covers the contributions equivalent to a five-point portion of the employer's share for invalidity, old-age, and survivor's insurance. This coverage is subject to the condition that the employer is not indebted to the SSI and consistently pays their contributions.

Additionally, for insured individuals falling under Art. 4/1-(b) of the same Law, except for voluntarily and mukhtar insured persons, the Treasury also covers amounts corresponding to a five-point share of the contributions for invalidity, old age, and survivor's insurance. However, this coverage is contingent upon the insured person being free of any debts to the SSI and diligently paying their contributions.

Furthermore, employers of workplaces in the private sector employing insured persons within the scope of Art 4/1-(a) of Law No. 5510 are eligible to avail incentives, support, and discounts for insurance contributions as stipulated in various Laws. These measures aim to help reduce the overall social security costs for these employers, provided they meet certain conditions such as promoting additional employment, ensuring regular payment of contributions, and not employing uninsured workers.

a) Changes within the Reference Period:

Replacement Rate (as per Gross Minimum Wage):

As for insurance holders within the scope of 4/1-(a), “nominal pension amounts” and “replacement rates” calculated for the year 2022 (July-December) according to the presumptions defined are shown in the table below:

	Presumption	Wage Earned As Employee	Minimum Wage (Gross) (TL)	Pension (TL)*	Replacement Rate (%)
1	A retired pensioner, who is married, childless and at the age of 65 in 2023, with contribution days equalling to 30 years	1 minimum wage	6.471,00	4.569,83	70,62
		2 minimum wages	12.942,00	7.281,95	56,27
2	An insured person, who is married, has two children and with invalidity as of 2023, possessing contribution days equalling to 15 years	1 minimum wage	6.471,00	3.500	54,09
		2 minimum wages	12.942,00	4.642,19	35,87
3	An insured person, deceased whilst having contribution days equalling to 15 years in 2023, having left a widow spouse and two children behind	1 minimum wage	6.471,00	3.500	54,09
		2 minimum wages	12.942,00	4.642,19	35,87

(*) Combined calculation of pension for 4/1-(a) insurance holder for the period July-December 2022

(*) The regulation is pursuant to Law No. 7417.

Within the framework of the amendment made in additional Article 19 of Law No. 5510 in accordance with Law No. 7417 dated 01/07/2022, the total monthly payments on file basis, which includes the supplementary payment to be made pursuant to Article 1 of Law No. 5454 dated 8/2/2006 and comprises pensions within the scope of invalidity and old age insurance and benefits, was regulated so as not to be less than 3.500 Turkish liras.

“Nominal pension amounts” and “replacement rates” concerning insured persons under 4/1-(a) calculated for January-June 2023 according to the presumptions defined are shown in the table below:

	Presumption	Wage Earned As Employee	Minimum Wage (Gross) (TL)	Pension (TL)*	Replacement Rate (%)
1	A retired pensioner, who is married, childless and at the age of 65 in 2023, with contribution days equalling to 30 years	1 minimum wage	10.008,00	7.500,00	74,94
		2 minimum wages	20.016,00	9.117,50	45,55
2	An insured person, who is married, has two children and with invalidity as of 2023, possessing contribution days equalling to 15 years	1 minimum wage	10.008,00	7.500,00	74,94
		2 minimum wages	20.016,00	7.500,00	37,47
3	An insured person, deceased whilst having contribution days equalling to 15 years in 2023, having left a widow spouse and two children behind	1 minimum wage	10.008,00	7.500,00	74,94
		2 minimum wages	20.016,00	7.500,00	37,47
(*) Combined calculation of pension for 4/1-(a) insurance holder for the year 2023					
(*) The regulation is pursuant to Law No. 7447.					

Within the framework of the amendment made in additional Article 19 of Law No. 5510 in accordance with Law No. 7447 dated 05/04/2023, the total monthly payments on file basis, which includes the supplementary payment to be made pursuant to Article 1 of Law No. 5454 dated 08/02/2006 and comprises pensions within the scope of invalidity and old age insurance and benefits, was regulated so as not to be less than 7.500 Turkish liras.