



CIMER

**IN 50
QUESTIONS**



CIMER IN 50 QUESTIONS





PRESIDENCY'S DIRECTORATE
OF COMMUNICATIONS

CIMER

PRESIDENCY'S
COMMUNICATION CENTER

CIMER IN 50 QUESTIONS





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CİMER

PRESIDENCY'S
COMMUNICATION CENTER

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F O R E W O R D

In democracies, regular and fair elections are indispensable for the participation of the people in governance, but they are not sufficient on their own. Contemporary democracies require mechanisms ensuring citizens' participation in decision-making by receiving their requests, suggestions, and complaints between two elections. In this context, one of the priorities of the Presidential Government System, which is designed in accordance with the citizen-oriented governance approach, is to broaden the opportunities for citizen participation in government. As a matter of fact, the Presidency's Communication Centre (CİMER), established on the instructions of President Recep Tayyip Erdoğan, is one of these mechanisms that complement the elections in Türkiye.

Developed with the vision of strengthening the relationship between the state and the citizen, CİMER is an electronic system that allows citizens to quickly and easily convey their requests, suggestions, and complaints to the government. On the one hand, CİMER facilitates the exercise of the right to petition and access information, and on the other, it contributes to the development of more rational public policies based on citizen priorities. Thus, it plays a crucial role in the process of raising the democratic standards of our country.

CİMER is a manifestation of the will to utilise information and communication technologies to advance the realisation of democratic values and the growth of public services. CİMER is an electronic platform that contributes to establishing equality and justice in the public service, enabling public control over public administration, and implementing principles of good governance.

CİMER is a tool for resolving citizen complaints regarding public admin-

istration within the framework of a system centred on the Presidency, which receives their requests and suggestions and allows them to participate in the solution. This way, democratic control mechanisms over public administration actions and procedures are strengthened.

CİMER is a global pioneer in electronic application and information access systems as a result of its adopted philosophy and technological infrastructure. In fact, CİMER's international accolades have begun to confirm its quality. In this context, it should be emphasised that the interest and confidence of our people in CİMER is the most important factor contributing to its success and strength.

Based on the increasing interest of our citizens, this book was written to provide enlightening information about the operation of the CİMER system and to ensure that the system is used more frequently and with increasing accuracy by our citizens. I would like to take this opportunity to thank the personnel of the Directorate who contributed to the effort, and I hope the results will benefit all parties involved.

PRESIDENCY'S DIRECTOR OF COMMUNICATIONS
PROF FAHRETTİN ALTUN



01

A Brief Introduction of CIMER





01

A Brief Introduction of CÍMER

01 What is CÍMER?

The acronym CÍMER stands for “Presidency’s Communication Centre”. It is the largest public communication platform in the world, designed to facilitate the exercise of the rights to petition and information granted by the Constitution. CÍMER is a public service run by the Public Relations Department of the Presidency’s Directorate of Communications.

CÍMER is the name of the electronic system where applications are made, tracked, and submitted to the relevant public institution from around sixty thousand administrative units registered in the system and then processed and responded to by the institution executing the process.

In addition to exercising the rights to petition and information, CÍMER is a platform where all types of opinions and suggestions regarding public policy can be voiced under the “participatory governance” framework.

02 Why was CÍMER established?

CÍMER was developed to provide resources for the formation of policies by compiling citizens’ opinions, suggestions, and complaints regarding government operations and public administration activities.

CÍMER aims to gather applications made to the Presidency’s Directorate of Communications from across the country, submit them to the relevant public institution for action, respond to the applications as soon as possible and notify the units in case of delay, carry out all

these processes in an automation system, receive statistical reports and control the entire process centrally.

In addition, CÍMER aims to convey the significance of the concept of public relations to all public organisations by analysing citizen feedback.

03 What is the purpose of CÍMER?

CÍMER aims to make it quicker and easier for people to use their rights to petition and information, which are among the constitutional rights, and provide a high-quality service based on this mission.

Within the context of the principle of participation in governance, CÍMER's primary purposes are to enhance the quality of the government's public services and maintain open communication channels between the citizen and the state.

04 What are the basic principles of CÍMER?

CÍMER adopts the principle of informing the public with citizen-focused, efficient, timely, transparent, and accurate information to promote freedom of expression and the dissemination of ideas, as well as the participatory governance approach. In accordance with these principles, CÍMER contributes to the policies by monitoring the reflections of implemented public policies in light of submitted applications.

05 What advantages does CÍMER provide to applicants?

The most significant advantage of CÍMER for our people is that they can apply CÍMER on any topic in the context of the participatory governance concept and that they can easily convey their requests, complaints, and ideas to higher authorities of public institutions. In this sense, the most essential characteristic of CÍMER is the review of applications submitted to it by the central administration and officials closest to policymakers. Aside from that, there are other advantages:

- For applications submitted via the website CİMER.gov.tr, name-surname, Turkish Identification Number, ID document number, and mobile phone are used to verify the applicant's identification and contact details.
- Applications may be submitted swiftly and conveniently from anywhere in the country, including mobile communication devices.
- If the applicant provides location information, it is possible to respond swiftly to the problems conveyed.
- The file attachment feature allows applicants to send information and documents that support the subject of the application.
- Administrative consultation services are offered by informing applicants about the legal options available to them.
- It is possible to check the status of the applications at any time.

06 What roles does CİMER play in the communication between society and the state?

CİMER contributes to:

- The development of the democratic cultural level of society,
- Raising awareness that public officers should be more attentive and solution-oriented,
- Evaluating public institutions' approaches to citizens and ensuring standardisation in practice,
- Improving citizens' negative perceptions of bureaucracy,
- Creating public supervision as well as administrative and legal supervision over public officers.



02

General Information about CIMER





02

General Information about CİMER

07 Who is eligible to apply?

Anyone who satisfies the following requirements is eligible to apply to CİMER.

— Citizens of the Republic of Türkiye

- Persons above the age of 12 with mental competence,
- Turkish citizens living abroad,
- Blue card holders/dual citizenship holders,
- Wards with mental competence can apply to CİMER.

— Foreign nationals (on the basis of reciprocity)

In compliance with international treaties, foreign nationals can apply to CİMER on the basis of the reciprocity principle, provided that the application is written in Turkish.

— Legal Entities of Private Law

- Legal entities of private Law can apply through an authorised person, using the legal person's title, address, signature of the authorised person, and, if available, the central legal entity number and certificate of authorisation.
- Under the provisions of Law No. 4982 on the Right to Informa-

tion, the information or documents requested by foreign legal entities operating in Türkiye must be related to themselves or their field of activity.

08 How do I apply?

You can apply to CIMER by taking the following steps:

— Online Application

www.cimer.gov.tr

- When clicking the “Apply” button and entering the Turkish Identification Number, name-surname, date of birth, ID document number, and mobile phone information, the applicant is directed to the application screen after the confirmation code sent to the applicant’s mobile phone is validated.
- The system automatically fills in the identity information section with the applicant’s Identification Number, name-surname, address, and mobile phone number. The applicants must also provide their e-mail address in this section, while it is optional to enter education information.
- The applicant may, however, use a different address as the correspondence address, and if desired, s/he may share location information with local services to help detect problems on-site.
- The applicant is then taken to the application details screen, where they enter the related text and, if desired, attach a file to the application.
- At the last step, the applicant is taken to the application preview section, where they can check the accuracy of both their identity information and the application content. After reading and approving the legal information notice, they click the “Complete Application” button to finish the process. After completing the application, the applicant is provided with a unique application number to follow up on the process, and an e-mail is sent confirming the receipt of his application.

www.turkiye.gov.tr | e-Government

- After logging into the e-government system using the e-government password, mobile signature, electronic signature, Turkish Identification Card number, or the information and passwords used for internet banking, the applicant can easily access the application by typing “CİMER” into the search box.
- Then, they can check the status of previously submitted applications by following the instructions that appear or submit a new application in accordance with the mentioned procedure after being directed to www.CİMER.gov.tr
- If they meet the criteria outlined in the legislation, foreign nationals may submit an application via mail or fax.

— **Application by phone (ALO 150)**

- The applicant may apply to CİMER by calling the ALO 150 phone line.
- The CİMER staff in the Governor’s Office of the province the applicant is in answers the applicant’s call to ALO 150, and the application is recorded with guiding questions and then either forwarded to the relevant public institution or transmitted to the Presidency’s Directorate of Communications for preliminary consideration.

— **Application by Mail-Fax:**

- Mail and fax applications to the Presidency’s Directorate of Communications can be sent to the correspondence address indicated on the website “www.iletisim.gov.tr.”
- The applicant’s name, surname, TR Identification Number for the citizens of the Republic of Türkiye (passport number or foreign identification number for citizens of other countries), place of residence and/or business address, contact information (phone, e-mail), and signature are required on applications submitted by mail and fax.
- Applications submitted via mail or fax should be written in Turkish and must be legible and comprehensible.

— Application in Person:

- Applicants may apply in person at the Presidency’s Directorate of Communications, regional directorates and communication offices, foreign representative offices, and public relations offices established within the ministries, governorates and district governorates.

09 Which institutions are included in the CIMER system?

- Presidential Central Organisation
- Presidential Offices, Boards and Affiliated Presidencies
- Ministries
- Governorates
- District Governorates
- Universities
- Affiliated, Related and Associated Institutions and Organisations
- Municipalities (Metropolitan, City and District Municipalities)
- Special Provincial Administrations

are the institutions and organisations to which applications can be made through CIMER.

10 Which institutions are not included in the CIMER system?

- Grand National Assembly of Türkiye
- Courts
- Court of Accounts
- Chief Public Prosecutor’s Offices of the Court of Cassation
- The Ombudsman Institution
- Supreme Electoral Council
- Council of Judges and Prosecutors

- Associations and Foundations
- Companies
- Headmen's Offices

are the institutions and organisations to which applications cannot be made through CİMER.

11 Which categories of applications will not be processed?

According to Presidency's Communication Centre Regulation No. 5690, the following applications will not be processed:

- a. Applications that fall within the scope of the legislative or judicial activities of the legislative and judicial organs,
- b. Applications with unclear application purpose and subject,
- c. Applications which include a request, debt or obligation with in the scope of private law relations between the applicant and third parties or institutions and organisations,
- d. Applications submitted by people who are found to have used someone else's identity and contact information, or the applications submitted by people who lack judgement,
- e. Applications which are submitted to report a crime should only be reviewed within the framework of the Chief Public Prosecutor's Office's and other judicial authorities' duties and jurisdiction according to the provisions of the Turkish Penal Code and other legislation,
- f. Applications that contain only estimation or hypothetical expressions and do not contain any concrete information or documents in their content,
- g. Repeated and similar applications by the same applicant, which may cause a clear abuse of the right, Applications that fall outside the purview of any public institution or organisation,

- h.** Applications lacking evidence or proof images to verify the authenticity of the application texts in the application annexes,
- i.** Applications requiring a special application procedure, such as mail, fax, or a wet-signed petition, as specified by its own legislation,
- j.** Applications that are not submitted via appropriate channels (internet, telephone, mail, in person) and do not include personal information (name, surname, Turkish Identification Number for Turkish citizens, passport/foreigner identification number for foreigners, address, contact information, and signature).

12 How are the applications processed?

Internet applications submitted to CİMER can be sent directly to the relevant public institution by the applicant. These applications are not subject to preliminary evaluation by the Presidency's Directorate of Communications. All applications not sent directly to a public institution are subject to a preliminary evaluation by the Presidency's Directorate of Communications.

Thus, all applications the Directorate receives are forwarded to the CİMER Inbox. The authorised unit supervisor distributes the applications in the Inbox proportionally to the number of available personnel. CİMER personnel read the applications they receive and forward them to the appropriate public institution throughout the day.

The Directorate responds to applications not eligible for evaluation within the scope of the Presidency's Communication Centre Regulation No. 5690 and notifies the applicant of the reason for not processing the application.

Applications submitted to public institutions are reviewed by an institution officer and sent to CİMER users in their respective fields.

If the application is to be processed after correspondence/examination/investigation, the CİMER user can suspend the application. This process, which is an interim answer, can also be seen by the applicant.

For applications that do not require correspondence/examination/inves-

tigation, the CÍMER user prepares a response letter and sends it to the institution's CÍMER officer of approval for response.

The answer approved by the officer of approval for response is sent to the applicant's e-mail address if provided. When an applicant does not have an e-mail address (except for internet applications), the answer is mailed to the applicant's correspondence address.

An answer deemed inappropriate by the officer of approval for response is returned to the CÍMER user with its rationale for correction, and the procedure is repeated.

13 Who reads my application?

The applicant's applications submitted directly to the public institution during the application process are reviewed by the institution's CÍMER personnel.

All other applications are initially read and referred to the relevant institutions by the CÍMER personnel working at the Public Relations Department of the Presidency's Directorate of Communications.

14 Can I apply directly to any institution?

After composing your online application text, you may submit it directly to the institution of your choice by clicking on the button "Select the public institution to which you would like to submit your application. Applications that do not fall within the authority of the public institution to which you have submitted them are forwarded to the authorised public institution through the system.

15 "What is the extent of the "right to reputation" under CÍMER?

Under the principle of protecting human dignity and other personal rights, as well as the presumption of innocence, the "right to reputation" seeks to prevent individuals from being falsely and baselessly referred to as suspects in judicial and administrative records.

According to Article 5 of the CİMER Regulation, which states that “Applications that contain only estimation or hypothetical expressions and do not contain any concrete information or documents in their content shall not be processed,” administrative authorities have the discretion not to process complaints filed to CİMER about a person or institution based on the content of the applications.

16 How many applications can I submit in a day?

Only one application per day may be submitted online or via ALO 150 to maintain the healthy, effective, and fair operation of CİMER services.

17 Can I submit an application to CİMER to report something?

Applications submitted to CİMER under the right to petition and the right to information are evaluated based on specific legal review procedures and must be answered within 30 days or 15 working days, depending on the type of the application. However, the reports that require instant and urgent processing and evaluation due to their nature are inconsistent with CİMER’s founding mission. Our citizens can submit their reports via platforms developed by other public institutions for the rapid response to emergency reports (112 Emergency Call Centre, Turkish National Police Online Emergency Report Line, etc.).

18 Who has access to my identification and contact information?

Identification and contact information may be accessed by a restricted number of CİMER personnel who require your identity information in order to process your application and who have the “authority to access identity information” on behalf of their institution. Not every government officer specified in the system has this capacity.

19 Can I apply on someone else’s behalf?

It is impossible to submit an application to CİMER using another person’s identification and contact information.

Nevertheless, according to the provisions of the Turkish Civil Code, a person's parent, guardian, or another legal representative may submit an application, provided that the burden of proof is met.

20 What details should I be careful about while applying online?

When applications are submitted electronically, the reply is e-mailed to the applicant. Therefore, you must provide an e-mail address you frequently use and whose password you can easily remember to receive a faster answer.

21 What details should I be careful about while submitting an application via letter or fax?

For applications submitted via letter or fax, the applicant's name and surname, Turkish Identification Number for citizens of the Republic of Türkiye and passport number or foreign identification number for citizens of other countries, residence and/or business address, contact information, and signature are required. (If detailed tangible information and documents are included in the content or attachments of the petition, the application may be processed after being registered at the CİMER Gate with the approval of a CİMER officer without requiring compliance with the mandatory conditions specified in the second paragraph.)

The application will be rejected if it is not written in a legible and comprehensible manner.

22 How will you evaluate my complaint application?

The applications submitted by selecting the type of complaint are covered by the provisions of Law No. 3071 on the Use of the Petition Right. If the CİMER personnel deems it necessary, the applicant's identification and contact information may be hidden in applications containing a complaint. In such cases, the identification and contact information of the applicant are privately processed and finalised. Access to the applicant's identification and contact information, as well as other personal data that will allow the individual to be identified, is restricted, except

for legitimate administrative inspections or investigations and requests from judicial authorities.

Complaint applications are answered within 30 days. If the application procedures have not been completed, an interim reply is sent within this time frame; once the process has been completed, a final reply will be sent.

23 What are the sanctions for filing an unfounded complaint?

Although the right to lodge a complaint is protected by the Constitution, there are legal consequences for abusing it.

Applications that are made with the intent of attacking, insulting, slandering, or fabricating a crime against a person are applications that breach the other party's personal rights.

Applicants should be sensitive in their complaint applications since the following applications are considered unfounded applications:

- Those lacking substantial and compelling evidence,
- Those based on mere speculations and assumptions.

The individual who alleges that their personal rights have been violated as a result of the unsubstantiated complaints may take legal action against you.

24 What is a CIMER application agreement?

The application agreement is a written agreement that outlines the rights and obligations associated with access to CIMER as well as the use of CIMER's services. The application agreement is submitted to the applicant for final approval to complete the application successfully.

With this agreement, the applicant agrees, declares, and undertakes that action will be taken on his/her application following an evaluation by CIMER based on how the CIMER system operates, that s/he is aware of the fact that s/he cannot share any texts or materials that contain threats, insults, profanity or slander, as well as those that are vulgar, obscene,

abusive or may infringe others' right to privacy; and that s/he will not upload content that violates the laws of the Republic of Türkiye and international treaties to which the Republic of Türkiye is a party.

25 Can I attach documents and provide my location information within the application?

When submitting an online application to CİMER, your application subject must be included in the application text box. After filling out the application text box, you can upload a screenshot or image as evidence or proof to corroborate the accuracy of your writing. JPEG, PNG, TIFF, and GIF files with a maximum size of 3 MB could be attached to applications.

Due to the requirement that the application subject be included in the application text box, PDF and WORD files cannot be uploaded to the system. Additionally, the application does not support the upload of videos.

When applying to CİMER by letter, all types of documents relevant to the application may be submitted so long as the subject of the application is indicated in the letter.

You can include your current location in your application by ticking the "Share My Location Information" checkbox during your online application. Thus, in the event of an emergency or incident, the necessary parties can pinpoint the location of the incident without needing to know your precise location.

26 Am I allowed to use a different correspondence address?

When you apply online, your address information in the Central Civil Registration System (MERNİS) is automatically submitted to the system. You can, however, designate a different address as your contact address by checking the box "I do not want to use my address in the civil registration."

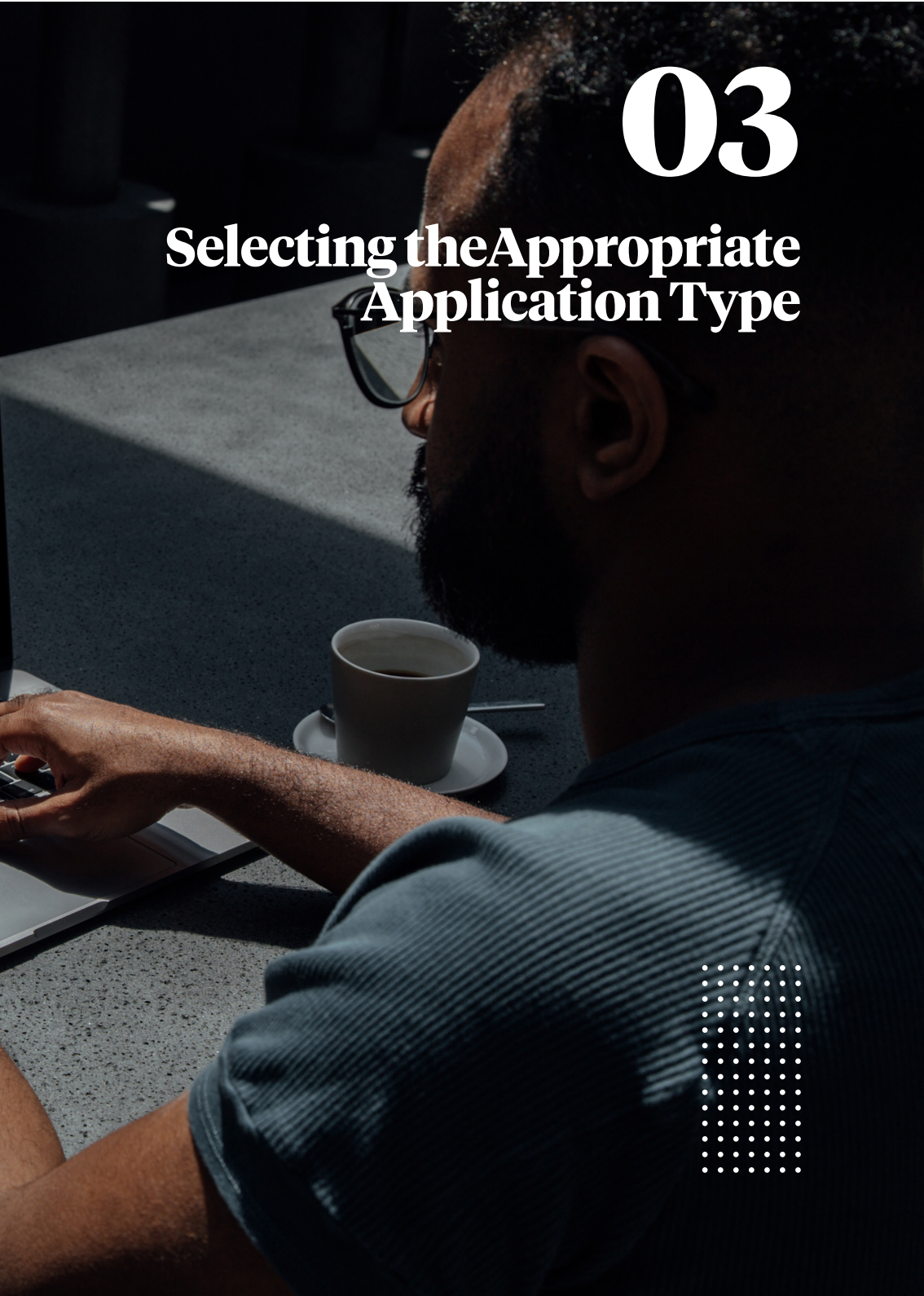






03

Selecting the Appropriate Application Type





03

Selecting the Appropriate Application Type

27 Which topics fall within the scope of the request category?

If the subject of your application is a specific request or service that you wish to obtain, the application type should be set to request.

Examples include requests for jobs, road construction, social assistance, medical equipment, and tax debt restructuring.

28 Which topics fall within the scope of the complaint category?

If a person is hurt or mistreated for any reason and it is a private matter (not of public concern), the application type should be set to the complaint.

Examples include complaints against the employer's failure to pay the employees' salaries, the neglect to collect the garbage, and unwarranted punitive action.



29 Which topics fall within the scope of the opinion-suggestion category?

The applications under the opinion-suggestion category are thoughts, proposals, or suggestions you wish to submit to enhance the execution of a public service or policy, address a problem, or ensure something accomplishes its objectives.

Examples include suggestions on traffic regulation, thoughts on curriculum contents and views on healthcare services.

30 Which topics fall within the scope of the right to information category?

The right to information is the right of individuals to access specific information and documents kept by public institutions or that they are required to have by virtue of their duties. Law No. 4982 sets re-

restrictions on the exercise of this right. Therefore, this category should not be selected to convey applications whose content is not covered by the right to information. In addition, the information or documents requested should be specified in detail in the application form.

The phrase *“I kindly request to be informed”* does not indicate that the right to information covers the subject.

For instance, *“I kindly request that my appointment be made and that I be informed pursuant to Law No. 4982 on the Right to Information”* is not a valid form of application.

31 Which topics fall within the scope of the appreciation category?

It is the application type used to communicate gratitude and satisfaction to a public institution or officer after receiving a service.

Examples include thank-you messages to the President or public officers.

32 Which topics fall within the scope of participation in the governance category?

These are the applications created so our citizens can propose new public policies or contribute to existing policies. These applications are only made available to those with authority to establish strategies and policies. Applications within the participation in governance category are not considered in this context because they do not fall under the purview of Law No. 3071 on the Use of the Right to Petition and Law No. 4982 on the Right to Information. The information conveyed through the applications, on the other hand, contributes to Turkish public administration and democracy by strengthening the participatory governance approach and improving the policies implemented.



04

Applicant's Obligations





04

Applicant's Obligations

33 What is my primary obligation?

The applicant must be truthful and trustworthy. Applications made in the name of others, or applications made with the intent of slandering or fabricating a crime, have no goodwill. Applications with an incorrect name and surname or petitions of applicants who are believed to have made an untrue statement, if this situation is recognised, will be treated as if no application was made. Similarly, the information and documents submitted in addition to the petition must not be false.

34 What is the abuse of rights in CÍMER?

CÍMER is a digital platform that enables the use of the right to information and the right to petition. Each application is read by at least two CÍMER personnel before being forwarded to the appropriate unit, ensuring that the application is answered. Repeatedly submitting identical or similar applications at a rate that will occupy the CÍMER Gate or CÍMER personnel redundantly, or resubmitting the same application before the legal period has expired, constitutes an abuse of these rights and the opportunity provided and also causes loss of time, energy, and effort by disrupting service. In accordance with subparagraph (b) of the second paragraph of the CÍMER Regulation's fifth article, such applications are not processed.

35 What style should I use for my application?

- Applications submitted to CIMER should be written in an understandable and formal style because they are official documents.
- Applications that violate public morality contain slanders, insults, blackmails, threats, or are intended to damage the honour and dignity of others and are not considered within the scope of the right to petition.
- Addressing the application to the institution you want it submitted to is required.
- Applications cannot be directed towards institution employees.
- A precise plot must be followed while describing incidents in the application.
- The application's final section must clearly state the request.

36 How long should I wait for an answer?

The legislation regulates how quickly institutions must answer your applications depending on the application type. It is your responsibility as the applicant to await this process.

The legal requirement for this period for information requests is 15 working days.

If the subject of your application contains a specific request or complaint, institutions must provide a definite affirmative or negative answer or an interim answer regarding the process followed within 30 days.

37 What details should I be careful about while attaching documents to the application?

The application's supporting documents should relate to and comple-

ment its text. Your application will not be processed if the application attachments include documents other than evidence or photos in the form of proof that will strengthen the accuracy of the application texts.

The file formats that can be attached to the applications are JPEG, JPG, PNG, TIFF and TIF, and the maximum file size is 3 MB.

38 Can I share my application or my application process on social media?

Applications submitted to CIMER, all application-related processes, and answers to applications are all “personal.” For this reason, it cannot be shared on social media for any purpose without the permission of the person submitting the application and the public institution that processed it.

The applicant is also prohibited from copying and using the information and documents, to which he or she has access, for profit.

The information or documents obtained may only be used for training or reference purposes provided that the source is cited in the intended content and permission is sought from the authorised institution.

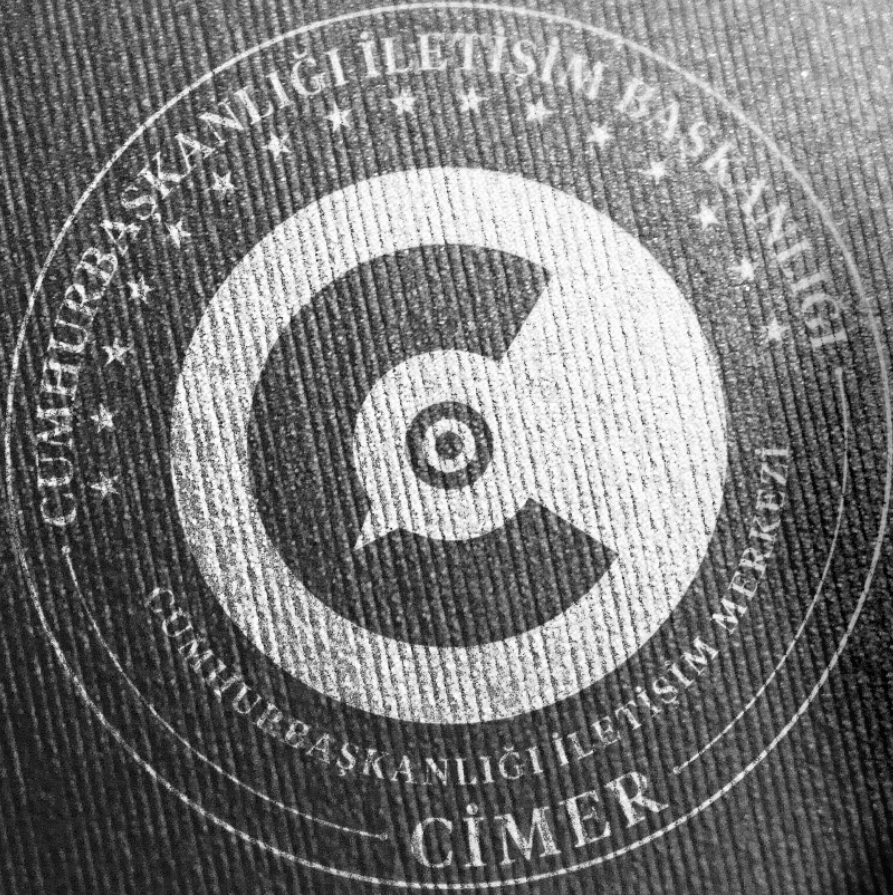


05

Obligations of Institutions

CUMHURİYETİ CUMHURBAŞKANLIĞI
İŞİM BAŞKANLIĞI





05

Obligations of Institutions

39 Does the institution have the right to reject a petition?

After receiving a petition, the institution must adhere to certain processes and undertake particular measures.

Under Turkish Criminal Law, rejecting a petition without a legal basis is a crime; hence, an institution must provide a legal basis for rejecting a petition.

The statement “*shall not be examined*” in Article 6 of Law on the Exercise of the Right to Petition means that no action can be taken in response to the petition. The statement “shall not be examined” does not imply that the petition will not be accepted or registered. In addition, the obligation to archive the petition is stipulated in the second paragraph of Article 9 of CİMER Regulation: “*All information regarding the application and the applicant is archived under the provisions of Law No. 6698 as well as the relevant legislation in order to fulfil the requests of the judicial organs and other competent authorities in the event of future legal disputes arising from the application made.*” Furthermore, the institution must record all verbal or telephone applications to satisfy the burden of proof. For in-person applications, the application is filed as an official report, reviewed at the time of filing, and deficiencies that may be corrected immediately are addressed

without needing correspondence. The relevant institution provides the applicant, free of charge, with a document specifying the date and number of the application's submission.

If the application's outcome is negative, the reason and, if applicable, information on the appeal authority and its timeframe are provided.

If the petition is submitted to an institution that does not have jurisdiction over the matter, that institution must forward the petition to the relevant institution and notify the applicant.

The use of the phrase "*rica ederim (kindly submitted)*" or the absence of the phrase "*arz ederim (respectfully submitted)*" is not grounds for rejecting a petition.

Another important condition regarding the form of the right to petition is the requirement that the petitions be written in "Turkish". A Turkish translation must be requested if an application is submitted in a foreign language. However, relevant authorities such as law enforcement, consulates, and embassies can be notified if the individual is in a very vulnerable position.

40 What responsibilities does the CİMER staff have?

According to Regulation No. 5690 on the Presidency's Communication Centre, CİMER staff have the following duties and responsibilities:

- a)** To conduct their activities in line with the provisions of this Regulation and relevant legislation.
- b)** Not to duplicate, utilise, or distribute the contents of applications and applicant information, which can be accessed through CİMER Gateway, in whole or in part, for purposes that are contrary to the legislation.
- c)** Not to communicate any information, documents, or personal data collected as part of or during the course of their duty with unauthorised persons and non-competent authorities, even after their duty has concluded.

d) Not to reveal their username and password, not to use other users' usernames and passwords, and to routinely access the CÍMER Gateway.

e) To guide the applicants and assist them in exercising their rights under the relevant legislation.

41 How should applicants' personal data be protected?

To secure the personal data of applicants, all public institutions must implement all technical and administrative measures necessary to provide an adequate degree of security. It is the responsibility of public institutions not to disclose the identity and contact information of applicants and their petitions to unauthorised parties.

Therefore, all CÍMER staff acting on behalf of their institutions should

- remember that all application information, including the application content, falls under the category of personal data,
- not access the identity information section if identity and contact information are not required for application processing,
- not capture screenshots or printouts of the application unless necessary,
- inform the higher-ranking administrative official without notifying the complained person if a complaint is lodged against an officer or executive of any public institution in the application,
- not share the application on social media, irrespective of the reason,
- complete the whole application procedure using the CÍMER Gateway, not utilise the institutions' own correspondence systems (such as Electronic Document Management System/EDMS).

42 How should applications be reviewed?

The application is immediately forwarded to the relevant sub-unit of the institution that will respond.

The applications that institutions and organisations deem irrelevant are forwarded to the relevant institution via the CIMER Gateway by the institution and organisation to whom the application was first submitted.

If a jurisdictional dispute arises between institutions and organisations regarding the application process, the decision taken in response to the request from one of the institutions or the direct review of the Department is carried out by the relevant institution and organisation.

If the subject of the application is a complaint about a staff member or manager of a public institution or organisation, the application is forwarded to a higher supervisor, who processes the complaint and responds to the applicant.

43 What are the job descriptions of the personnel of the institution at CIMER?

Public officers, who carry out CIMER activities on behalf of their institutions, work at the CIMER Gateway in various positions. The hierarchical order of these positions and their respective job descriptions are as follows:

- a)** An executive is a member of the administrative staff who is authorised to ensure the effective and efficient operation of the service on behalf of the institution.
- b)** CIMER general coordinator is the staff member who is in charge of ensuring all technical and administrative duties of CIMER, conducting institutional follow-up and inspections, and maintaining coordination between regional directorates and institutions and organisations on behalf of the Department.
- c)** CIMER coordinators are the staff members under the gen-

eral coordinator of CİMER who are in charge of the execution of the activities within the scope of their duty and authority in cooperation with regional directorate officials as well as institution officers in order to increase service quality.

ç) The regional directorate officer is the staff member in charge of coordinating CİMER activities of all institutions and organisations in the region.

d) The officer of approval for response is a staff member with authority to sign who is at or above the level of the person who prepared the answer and is accountable for the appropriateness of the answer prepared to be delivered to the applicant on behalf of their institution.

e) An institution officer is a staff member in charge of all CİMER activities and coordination among the institution, the Department, and the regional directorate, where they are authorised with their management knowledge.

f) A unit supervisor is the staff member in charge of referring and managing applications received by their unit, as well as the user procedures in their unit, with the knowledge of their institution officer.

g) A user is the staff member in charge of evaluating applications within the legal processing period, depending on the unit or institution officer.

44 How should the application be answered?

Except for answers that must be sent in a physical environment and applications that do not have electronic contact information, all applications are answered by the relevant institution and organisation via the CİMER Gateway.

The answers given to the applicant are not forwarded to the Directorate or regional directorates for information purposes.

- As long as it follows Turkish grammar rules, the answer text

should be written in a simple but official language that the citizens can understand,

- The answer does not include only the legislative provisions,
- Quotations and statements from the application are included to demonstrate that the application is taken seriously,
- In cases where a negative answer is given to the application, it is based on legal grounds,
- In cases where a negative answer is given, the legal remedies and time periods available to the applicant are specified,
- The answer is given objectively and without bias.

45 How should applications made under the right to information be responded to?

Apart from the exceptions specified in the Law on Right to Information, the basic principle of the Law is the obligation to make all types of information and documents available to applicants.

The exceptions outlined in the Law determine the limits of the right to information, and applications for information can only be denied based on these exception provisions. As a result, upon request, all types of information and documents that do not fall within the scope of the Law's exceptions must be made available to the applicant.





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06

Your Rights Regarding Your Application





06

Your Rights Regarding Your Application

46 How can I know the status of my application?

After submitting an online application to CİMER, the applicant is given an application number to track the application, and notification of receipt is sent to the e-mail address provided. The status of the application can be checked at any moment by visiting CİMER.gov.tr or e-government using this information.

Additionally, if you have entered your Turkish Identification Number but do not know the application number (in your applications by letter, fax, or in person), you can check the status of your application by signing in on the “Application Inquiry” page.

You can also call the hotline 150 and provide the staff with your application number or Turkish Identification Number and date of birth to acquire information on the status of your application (*to which institutions it was sent and by which institution the answer was issued*).



47 What should I do if I am dissatisfied with the result of my application?

If the subject of your application is a specific request or complaint and you are dissatisfied with the result you received, you may request the answer to be:

- withdrawn,
- removed,
- revised,
- or reissued by a hierarchically higher authority; if no higher authority exists, you might request it from the authority that provided the answer. You need to submit your request within the period of litigation for administrative action (60 days).

If the administration's answer to your application is not conclusive

(*examination has begun, it has been forwarded to the relevant authority, investigations are ongoing, etc.*), you may:

- accept this answer as a rejection and file for administrative action,
- or wait up to four months for a final answer.

Also, you may submit a request to the Committee on Petitions of the Grand National Assembly of Türkiye via edilekce.tbmm.gov.tr or the Ombudsman Institution.

If you are dissatisfied with the institution's answer to your application under the Law on Right to Information, you have 15 days from the day you are notified of the answer to file an appeal to the Review Board of Access to Information or apply to administrative justice.

Resubmitting the application after receiving an answer and reapplying to the same institution may result in a missed opportunity for the reclamation period.

48 What should I do if my application has not been answered?

If the subject of your application is a specific request or complaint and you do not receive an answer within 30 days, you may submit your application to CİMER saying that you have not received an answer. In such cases, the application is resent to the relevant institution with a request for a positive or negative answer to the applicant as soon as possible within the legal period, and the institution that failed to respond is warned.

If your application has been pending for an extended period of time with no answer, you are informed of your legal rights.

The applicant may file a complaint against the relevant authorities who have failed to answer his/her petition to be prosecuted. If that person thinks that she or he has suffered a loss due to this incident, she or he can also file a claim for compensation against the responsible parties.

You may also forward your complaint regarding the administration's failure to respond to the Ombudsman Institution (*For detailed information, see: www.ombudsman.gov.tr*).

49 Can I withdraw my application?

It is possible to request that CIMER disregard an application or withdraw it from consideration only if the proceedings pertaining to this application have not concluded. It cannot be requested that applications that have lost their validity due to their subject matter be withdrawn or disregarded. If your application meets these criteria, you must submit a new application by specifying the date and number of the application you want to withdraw.

50 Can I find out if there is an application submitted about me?

You may submit a request to get information on whether there has been an application submitted to CIMER about you. After determining whether an application has been made in the electronic environment via the CIMER System, information is provided only on whether an application has been made about you. However, neither the application's content nor the applicant's identity is disclosed.

You must apply to the Chief Public Prosecutor's Office if you want to know who submitted an application about you and what it included.





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