

e-Government Gateway





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e-Government Gateway



One Platform to Build Trust, Serve Better

Empowering the Nation Through Secure, Unified Gateway

The Turkish e-Government Gateway

Rapidly evolving since 2008, secure and user-centric platform delivering a comprehensive range of public services to citizens. Built on robust digital identity solutions, secure data exchange, and interoperable systems, to ensure seamless access to all essential services.

By integrating advanced technologies such as e-signature, mobile authentication, and multi-channel support, the Gateway enhances efficiency, transparency, and inclusivity. It reflects Türkiye's commitment to all international standards empowering citizens and reinforcing trust in public governance.



e-GOVERNMENT GATEWAY

e-Gov Statistics

Beyond Digital—Pioneering the Future of Smart Governance!



United Nations
e-Gov Survey

Year	# of Countries	Rating Class	e-Gov Development Index	Online Services Index
2024	193	V3	27 (0.8913 points)	13 (0.9225 points)

<https://publicadministration.un.org/egovkb/en-us/data-center>



THE WORLD BANK

Year	# of Countries	Group	GTMI	%
2022	198	A	Very High	35

<https://cdn.www.gob.pe/uploads/document/file/4078650/GovTech%20Maturity%20Index.pdf>



Year	# of Countries	Overall e-Gov Score	User Centricity	Transparency	Key Enablers
2023	37	10 (83 points)	2 (99.6 points)	5 (82 points)	4 (95 points)

<https://digital-strategy.ec.europa.eu/en/library/digital-decade-2024-egovernment-benchmark>

<https://digital-strategy.ec.europa.eu/en/library/egovernment-benchmark-2023>

e-GOVERNMENT GATEWAY of TÜRKİYE:
<https://www.turkiye.gov.tr>

**~70 M
Users**

**~10 K
Services**

**1000 +
Gov. Inst.**

**5000 +
Mobile
Services**

**~11 B
Annual
Usage**



The Government Gateway acts as a secure, intelligent, Internet-based hub that helps to enable and deliver effective electronic service delivery. It provides authentication services, verifies the integrity and validity of transactions, and routes them to or between appropriate government organizations.



Our Service Scope:

Consulting: Strategic planning and guidance

Design & Development: Innovative solutions

Adaptation and Installation: Integration processes

Maintenance Support: Uninterrupted service guarantee

Sustainable: Continuous management and optimization

With a robust infrastructure and a team of experts, we enable efficient, secure, and expedited transactions for both citizens and institutions through the seamless implementation of e-Government Gateway services.

Baseline Services of e-Gov Gateway Solution

Empowering Citizens with e-Gov Services - From Inquiries to Payments, All in One Gateway

Our approach to e-government portal consists of the following application modules described below.

Inquiry Services

Fast and Secure Access to Personal Information

These services allow users to easily query their personal information stored in relevant institution's records. During the inquiry process, a secure, one-time data flow is established between the institution and the e-Government Gateway.

These types of services are provided through a user-friendly interface and are typically completed quickly and efficiently on a single screen.





Application Services

Streamlining Public Transactions - Fast, Secure, and Effortless via application services

Through the e-Government Gateway, requested user data and documents are securely transmitted electronically. Users can easily request governmental documents or services and track its progress at every stage.

The application services are accessible via intuitive, user-friendly interfaces, ensuring that data transfers are fast and secure, allowing transactions to be completed efficiently and securely.

Integrated Services

Connecting Services, Empowering Citizens-Integrated Solutions on One Platform.

A service that enables an institution receiving an application to automatically retrieve the necessary data or documents with the applicant's consent by accessing relevant records from other institutions or organizations via a single platform.

Verifiable Barcoded Document

Secure, Fast and Fraud-Free Transactions with Barcoded Documents

Documents requested from institutions and organizations are generated with barcodes through the e-Government Gateway. Verification and sharing of these documents can be easily managed through the same platform.

Barcoded documents are securely stored by institutions, enhancing document security and preventing forgery. These services ensure faster and more reliable transactions.



AUTOMATION



INTERNET OF THINGS



CUSTOMERS



INNOVATION



DATA



SOCIAL MEDIA



TECHNOLOGY



Payment Services

Fast, Secure, and Convenient Payments - Simplifying Public Services with One Gateway.

Payment services established through the National Card Center makes citizens' lives easier by allowing them to process their transactions quickly and securely. Transactions such as tax inquiries' and exam fee payments, can easily be completed through a single Gateway.

Any institutions that do not currently benefit from E-Gov Gateway Payment Service can apply to accept payments for their services or institutions already benefitting can append new services for payments.

Notification Services

Instant Alerts, Seamless Connectivity - Stay Informed and Secure with e-Gov Notifications.

Critical notifications from essential public service sectors, such as telecom, natural gas, water, electricity, and banking, are delivered swiftly and securely through the e-Gov Gateway.

Leveraging a robust information infrastructure, citizens receive real-time updates via multiple channels, including SMS, email, e-Government Gateway inbox, and mobile push notifications.





Advanced Technology Solutions

Mobile Wallet

Your Documents and IDs Are Now in Your Pocket!

With the e-Wallet application, citizens can securely store their documents and identities created and verified through the e-Government Gateway on their mobile devices. Whenever needed, they can easily access them from their e-Wallet.

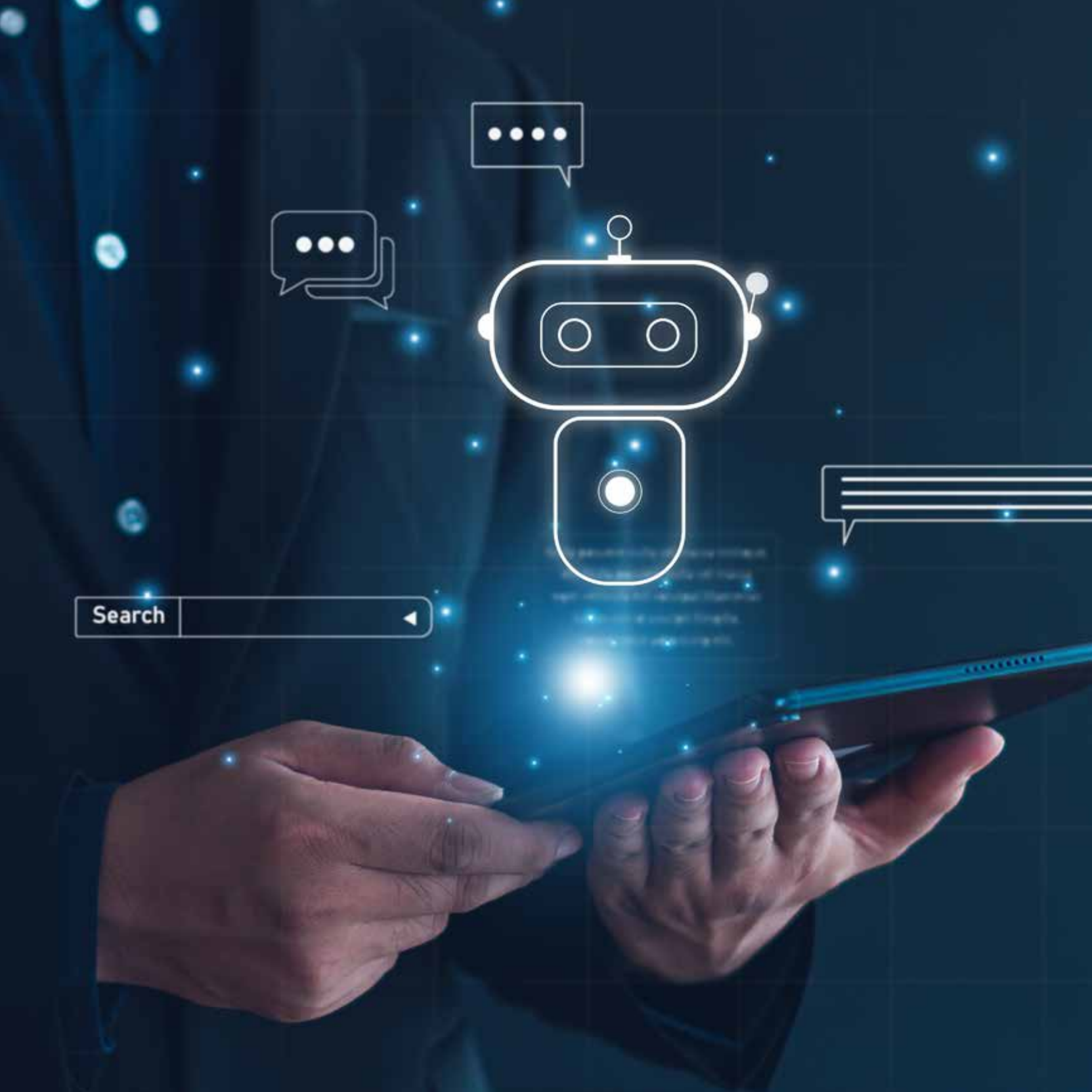
Advantages of the e-Wallet application

- Security
- Ease of integration
- Sustainability
- Mitigating issues during the login process

Analytics Solution

Unlock Powerful Insights, Enhance Your Digital Strategy

Türksat Analytics is a powerful tool for high-traffic websites that provides detailed insights for your website and mobile application. It offers a secure analysis environment where institutions can analyze visitor behavior, traffic sources and users' platforms (IOS, android, OS version, etc.). This enables institutions to improve user experience, bolster their digital presence and formulate their strategies based on data driven insight.





Chatbot Solution

Increase your efficiency and improve your service quality by strengthening your user experience with automation

Chatbot is designed to efficiently categorize user emails and provide rapid responses to improve user access to essential services through the voice and text AI engine.

This system simplifies user service-finding process by utilizing AI that can understand and respond to a wider range of questions more dynamically.

Advantages of Chatbot Solution

Increased Productivity: Employees can focus on more value-added tasks as repetitive tasks are automated.

Cost Savings: Reduced manpower, errors are minimized, and operational costs are reduced.

Reduced Error Rate: Human-induced errors are eliminated, which makes processes more reliable.

Business Continuity: AI operates 24/7 to ensure the seamless business process continuity.

Customer Satisfaction: Increases customer satisfaction thanks to faster and error-free service delivery.



G2G Service Center for Government Institutions

Secure Data Sharing amongst Official institutions with the G2G Service Center.

The G2G Service Center is an innovative platform that enables Governmental Institutions to securely share data, provide access via web services to other institutions with authorization, and allows them to access essential data related to their services.

With its secure authorization mechanism, this platform offers a flexible structure, allowing Governmental Institutions to deliver various services to different entities through institution-based authorizations.

Feature Highlights

Secure Data Sharing: Secure and fast data transfer through web service delivery between official institutions.

Access to Statistical Information: Analyze and evaluate the data from institutional services for deeper analysis.

Corporate Authorization: Authorized access to services on the G2G Service Center is granted to the respective institution.



Labor Application Center

Fast, Secure and Easy Applications for Public Sector Careers.

The Labor Application Center is an integrated service that consolidates all job postings from governmental institutions onto a single platform, allowing for online applications. This system ensures that documents and information are quickly and securely transmitted to streamline the application process.

System Features

Easy Access: Allows access to all official job postings from a single point.

Online Application: Allows to easily submit applications and documents online.

Digital Document Sharing: Submit required documents such as verified certificates, military and criminal records, residency or health reports from respective institutions via web services in job postings. Alternatively, applicants can upload verifiable barcoded documents directly to the system.

Call Center

Transform Your Call Center with Data-Driven Insights and Remote Capabilities

With our advanced call center application, access detailed call reports categorized by specific topics and issues. These reports provide valuable insights to institutions that help create data-driven decision-making support documents and make more informed strategic choices.

A key benefit of our call center service is to allow remote work model. Manage workforce from anywhere to enhance service quality.



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