

# APPLICATION FORM FOR THE EUROPEAN EGOVERNMENT AWARDS

- **Name of the case**

SMS Information system

- **Acronym of the case**

## SMS INFO

- **Case presentation URL**

<http://www.adalet.gov.tr/english/sms/>

- **Case logo**

- **Web address of the case**

<http://www.adalet.gov.tr/english/sms/>

- **Type of initiative**

### Category 2: eGovernment empowering citizens and businesses

#### 1. Country of the case

Please identify the country of origin of your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

#### 1. City/Region

Please identify the city or region of your case.

#### 1. Start date - end date

Please provide the start and end dates of your case. If your case is still ongoing, please tick the "ongoing" box.

#### 1. Date on which the case became operational

2004, Note that the case must be in operation to be eligible for the European eGovernment Awards (see eligibility criterion 2).

## • 1- Case abstract

Please provide a brief abstract of your case. It may also be used for publications and references to your case. The entry in this field should be a concise, clear and attractive description of your case, addressing the following: The maximum character count is 4,000 (c. 400 words).

. The case owner(s)/provider(s);

. Why the case was launched and what it sets out to do;

. The benefits and impacts;

. The lessons learnt.

The SMS judicial information system provides an outstanding service for the citizens and lawyers which enables them to receive SMS messages containing legal information such as ongoing cases, dates of court hearings, the last change in the case and suits or dept claims against them. Therefore, they can be instantly informed by SMS about any kind of legal event related to them without going to courts. IT Department of Ministry of Justice of Turkey carry out the SMS information system which aims an exceptional service for lawyers and citizens that they can subscribe and it means that notifications are sent out more effectively than by post. Previously this was done via post and often meant that the lawyers and citizens went directly to the court to obtain information. A cooperation agreement has been signed with the Turkish GSM operators in order to establish this system that makes it possible to send SMS to the mobile phones. This system aims to automatically inform all related parties of cases when any legal event, data or announcement (which has to be sent parties) realized by the judicial units such as courts, public prosecutor offices and enforcement offices. Sending a SMS does not replace official notification as it provides information to the parties so that they can take necessary measures in time without delay in order to prevent deprivation of legal rights. SMS information system has reduced the communication costs which would otherwise be incurred in a paper-based system. Lawyers and citizens can access every kind of legal information by using their mobile phones anytime anywhere enabling utmost transparency in the judiciary. SMS information system, which make it possible for citizens and lawyers to track the changes in their cases via their mobile phones, pave the way for 7 million TL savings per year from postal expenses all over the Turkey. The most important lesson to be learned from SMS information system is how effective use of mobile technologies reduced the administrative and communication costs, enhance the effectiveness of justice and augments the transparency.

### **Case domain**

Please identify your case domain. Note that only eGovernment applications can apply and therefore the domain MUST be set to "eGovernment".

### **Topic**

Please identify your case topic. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

### **Tags**

## **MOBILE JUSTICE**

Please give three tags (*keywords*) that best describe your case. These words will be used to find the case.

Example: Service Oriented Architecture, E-Government Service Directory, Cross-level government cooperation

### **Sector**

Please identify the sector within which your case operates. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

### **2-Policy context and strategic framework**

Please briefly identify the context in which you operate (including EU policy, if applicable) and the local/national/European policy and/or strategic framework (if applicable).

This should include information on:

Which framework and contextual conditions govern the case, e.g. legal, political, socio-economic, technical; eGovernment programmes, policies and strategies at national and/or local levels; wider changes to government and governance and the expected impact of eGovernment on this; how the case fits in with national and/or regional strategies, etc.

If relevant, state whether the objectives of the case contribute to European Union policies, e.g. the four freedoms (free movement of goods, capital, people and services), the single market, the single currency, enlargement, an information society for all, providing direct benefits to the citizens and businesses of Europe (inclusion, democracy, innovation, growth and jobs, etc.).

The maximum character count is 4,000 (c. 400 words).

This question is relevant for evaluation criterion 1 (relevance, see section 5 above).

Turkish Constitution states that judicial tasks should be maintained in a swift and economic manner. In addition to this, better and easy access to the justice is included as fundamental priorities in the Accession Partnership of the EU and in the National Plan of government which was adopted on 8 March 2001. Turkish government is actively following these programmes in the course of progress towards accession to the European Union and in response to the obligations of the acquis of the EU. SMS information system is one of the very good components of outstanding e-justice system which is now considered as an indispensable part of the eGovernment programmes, policies and strategies of the EU. The job done by SMS information system totally complies with the E-Plus strategy of the EU which aims to establish a high level information society and remove the gap between the justice staff and the individuals seeking justice. SMS information system can be a good model for the European Union providing direct benefits to the governments, citizens and businesses of Europe. In the near future it would be possible to transfer this system to other EU member countries. Achieving this goal will result in swift informing of services for the people of the EU about the legal processes happening in different countries. Compared with cross-border delivery of information in conventional courts, access to information in the courts supported by mobile phones will be less costly, easier and more convenient for both parties.

### **3- Target users or group**

Please indicate the types of users your case addresses. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

#### **Description of target users or group**

Please describe your target group and provide some information on size, composition and needs. The maximum character count is 4,000 (c. 400 words).

SMS information system provides easy access to legal information to the citizens, lawyers and all legal professions. In Turkish Judiciary all legal procedures are accomplished in electronic environment enabling it possible to send information to the citizens by SMS on demand. Lawyers and citizens can access to all their files, examine their case information and learn the day fixed for the trial without going to courts by using their mobile phones. Huge workload of staff due to answering enquires of citizens in courts has been decreased significantly. There are two types of SMS services. The first one is through basic query of the user for single use, and the second is subscription for prompt notification of every action. It is completely free to subscribe this system by sending SMS to 4060 containing citizen ID number and the phrase of "ABONE" (SUBSCRIBE). After being subscribed, in order to provide the continuity of the service and prevent unnecessary usage, citizens are charged with the only 7 SMS fare, which is less than a cost of public transportation to go courts. Lawyers can also determine some of the files of them and content which they want to be informed by using lawyer portal enabling them to follow only some stages of a specific case. The number of citizens using this system has reached 81.742 and nearly 500 citizens are being daily added in recent days. The number of lawyer benefiting is 1808. The total sent messages has amounted to 1006200 and daily sent SMS is nearly 1000. The number of daily SMS instead of legal summons sent by the courts or public prosecutors to the citizens is nearly 2000.

The courts or public prosecutors can also send SMS to the citizen's mobile phone instead of preparing and sending physical legal summons. By this way it has been saved from the expenses of postal costs, time and paper. When the citizen immediately applies to the courts after receiving a SMS which costs 0.047 TL there is no need to send official summon which costs 4 TL which could have been covered by parties. In most cases it proves to be more effective and quicker to send SMS to invite witnesses for giving evidence since they take it more serious when they receive this message. In addition, with this system judges and prosecutors can be informed and notified by SMS about how many days remain from their annual day off limit, the decision of appointments, assignments, placements and also any kind of development in their personal file.

#### **Scope**

Please select the scope of your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

#### **Status**

Please select the current status/stage of your project. Since this is a submission for the eGovernment awards please note that the case (including its website, eServices and solutions presented) must be in operation, i.e. plans, pilots, research projects and trials are not eligible.

#### **Language(s)**

Please select the original language of your project. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection. If one or more language(s) is (are) not in the selection, please indicate the language in the field marked "Others".

#### **Type of service**

Please select the type of service your case addresses.

#### **4-Overall implementation approach**

Please select the overall implementation approach you are pursuing.

##### **1. Description of the way in which you implement and manage your initiative**

Please explain the implementation and management approach followed in your case.

Indicate the key components and success factors. Aspects to be considered include:

(1) Effective coordination and decision-making, handling of institutional and legal differences, different policies, priorities and vision;

(2) Partnership strategy; (3) Implementation and change management strategy;

(4) Leadership, management of ICT; (5) Multi-channel strategy, management of resources;

(6) Knowledge management; (7) Human resource management, risk management, maintenance and evolution, etc. The maximum character count is 6,000 (c. 600 words).

This question is very relevant for evaluation criterion 5 (management approach, see also section 5 above).

The SMS information system has been developed in collaboration with GSM operators in Turkey and now entirely managed by the IT department of Ministry of Justice (MoJ) who have a team of judges and developers ensuring the continuity and future development of the system. The IT Department of the MOJ has the duties and responsibilities to establish, operate, and maintain the informatics systems in cooperation with the different agencies. In this Project it is realized the importance of the mobile devices which are being used to improve the communications between the judicial organisation and the general public for better and faster access to justice. Accordingly, the own team of IT Department has provided successful coordination and cooperation with the GSM operators relating to the project by using the most updated technology and methodologies. The SMS information system complies fully with the E-Plus strategy of the EU which aims to establish a high level information society and remove the gap between the justice staff and the individuals seeking justice. So, it is completely possible to import these main component applications to other countries courts. In addition there has been set up some communication activities with some of the countries such as Bosnia to share this outstanding practice.

#### **5-Technology choice**

In most eTransformation projects, you make technical choices regarding the importance of interoperability and accessibility. Please select the technology you have chosen for your project/case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

#### **Technology solution**

Please explain the technological choices and the approach followed. Indicate the degree to which interoperability (semantic, organisational, or technical), the use of standards and/or proprietary technology are important in your project. The maximum character count is 4,000 (c. 400 words).

SMS information system was put into practice in 01.04.2008. National Judicial Informatics System's ( <http://www.uyap.gov.tr/english/index.html>) infrastructure is used for this system which is a nationwide central e-justice system providing fast, reliable, and paperless judicial system. Thanks to this system, as soon as judicial authorities make any legal action with their roles in National Judicial Informatics System, parties of the cases are automatically informed by a SMS. The nationwide obligation of using citizen unique ID

number in every process is one of the features making it possible to implement this system. This is not a manual working system as it works automatically with specific software that prevents additional costs. This is a server based project set up on Oracle database in Java platform.

**Funding source**

Please select the funding source for your case. Multiple choices are allowed. Press and hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

**Implementation cost (overall cost)**

Please indicate the size of your project, estimating the resources spent on the case for implementation. Please choose from the available ranges.

**Yearly cost**

Please indicate the size of your project, estimating the resources spent on the case per year (€/year real cost). Please choose from the available ranges.

**6- Describe the main results, benefits and impacts (qualitative and quantitative) for all stakeholders involved**

Please provide evidence of the main results in terms of qualitative (e.g. user satisfaction, etc.) and quantitative (e.g. level of use of service, cost savings, etc.) data. Also, please demonstrate whether the impact is sustainable. The maximum character count is 6,000 (c. 600 words).

This system has transformed the vision of judicial organs from a conservative state demanding information from individuals to a modern state swiftly providing information to them so as to prevent unjust treatments and irregularities. It also increases the quality of legal services by reducing the usage of sources of budget and ensuring utmost availability of getting information, preventing red tape.

All of the objectives of the Project have been achieved as a result huge workload of staff due to answering enquires of citizens in courts has been decreased significantly. Citizens can reach every kind of information about their cases anytime and from anywhere which provides efficient judicial services. It prevents the loss of time and money, and enables better access to justice. Citizen and lawyers save from time, labour force and expenses which are needed to go courthouses for obtaining information about the processes of their files. It becomes very easy for lawyers and citizens to access their case information via mobile phones which provides a substantial save in working hours of the judicial staff.

The SMS information system provides a perfect legal protection and alarm system for citizens enabling them learning proceedings first hand. Citizens are given the possibility to check their cases without time and location restrictions ensuring full transparency in legal proceedings. It also accelerates the judicial processes. The system has decreased administrative and judicial burden so to enable workload practitioners to focus on their other priorities. It seems fairly clear that implementation of SMS information system has reduced the administrative and communications costs which would otherwise be done in a manual

system. With this system, expenses of bureaucracy and postal costs are removed. After the system was put into practice which brings easiness to lawyers and citizens, it is not necessary to go to courthouses to get information about the phase of the case or to learn the date of the hearing and also they no longer have to pay travel costs to go to remote courts.

Hence use of this system makes the justice system more efficient and transparent, engendering greater public trust and confidence in the judiciary and respect for the rule of law. Once a file or a claim is initiated by electronic means or any change occurs in the files within UYAP system, it directly falls into citizen's and lawyer's mobile phone and after that point it is so difficult to be neglected. Delivery of information through the use of SMS will facilitate and accelerate the access to courts as required by the Convention for the Protection of Human Rights and Fundamental Freedoms.

It also facilitates better access to justice for the disabled people, allowing them to learn about their cases without need to go to courts. In addition SMS information system has increased the awareness and the knowledge of the citizens making them strong in relations with their advocates and confident before courts. This may contribute to the quality of the judiciary. In addition, SMS information system works as a perfect alarming service, enabling citizen to take precautions without delay in case their ID is stolen, used and as a result they became a culprit.

As a conclusion; global warming is considered one of the biggest threats for the humans in recent decades. SMS service is known to be effective in reducing CO2 emissions by helping to minimize the movement of people and goods and the use of paper and other office supplies.

Please note that, in the event that you are currently using an impact measurement methodology or tool in your organisation, you are asked to describe this in Part 2 (question 9) of the submission form. In the event that you do not have a methodology or tool in place, you are invited to use the eGEP 2.0 measurement framework developed by the European Commission. Please consult [www.epractice.eu/community/benchlearning](http://www.epractice.eu/community/benchlearning) for further details. The awards helpdesk ([awards@epractice.eu](mailto:awards@epractice.eu)) will provide additional support should you have any further questions. This question is very relevant for evaluation criterion 2 (impact, see also section 5 above). Please also note that it is linked to question 9 in part 2 of the submission form.

#### **1. Return on investment**

Please estimate the direct savings that will be made as a result of the project over its total estimated duration (e.g. cost and time saving, higher productivity). The savings we are after should ideally benefit your organisation or users. We are aware this is not an exact science; however, even if you are not certain, try to make an estimate. Please choose from the available ranges. If you are unable to provide an amount, please describe your return on investment.

## **7- Track record of sharing**

Evaluate the potential your case has for others to learn from.

(1) Describe the mechanisms for exchange, transfer and replication you are using/envisaging.

(2) Also, please specify whether you have shared this case or project with others (peers, public sector actors, such as governments, etc.) and with what results. Cross-border sharing and/or exchange of experience with other European administrations are of particular interest.

(3) If you can provide evidence of exchange, this will be regarded as a plus.

The maximum character count is 4,000 (c. 400 words).

This question is very relevant for evaluation criterion 4 (potential for sharing good practice, see also section 5 above).

Turkish Project team joins all e-Justice Programme events and make some visits to share this good practice and exchange of experience with European and Mediterranean region. Turkish team have been also invited to some countries to share its invaluable experience throughout its neighbours. For instance, there has been initiated a cooperation with Bosnia and Herzegovina to transfer the knowledge of Turkey (<http://www.adalet.gov.tr/english/news/2009/news0/news.html>). In all these visits because of its capacity and capability SMS information system has been appreciated by the visitors.

In addition SMS information system will be integrated with the other e-government implementations of other state departments so that citizens can be informed instantly about all other public services. SMS information system will also be integrated with the security forces' electronic system. When a wanted person come to the hospitals, pharmacies, airports and railway ports and make any transaction with their system, the nearest police station will be alarmed by SMS and show the location of person. In the appeal process of court decisions, the performance of judges are assessed by high court and given marks that is important for the promotion of them. These assessment marks will be sent to judges' mobile phone by SMS. The relatives of the prisoners will be informed about the health conditions of them and the dates of visit or any kind of event related to them. Overseas operator connections will be established in order to promote this system in abroad. Criminal records and birth registration needed to take up a public employment will be sent to citizen's mobile phone. As it is completed integration works with the Turkish telecom, it will be sent to SMS to landline phones. The possibility of success in any kind of potential trial which will be calculated by specific software will be sent to the citizens when they request by SMS in order to prevent unnecessary proceedings

## **8- Lessons learned**

Please describe here the main lessons that can be learned from your case. What lessons can be drawn from your (positive/negative) experiences of the case? Is the experience gained sufficiently specific and, at the same time, sufficiently general to enable other administrations to learn from it?

The minimum character count is 100 (c. 10 words) and the maximum count is 4,000 (c. 400 words).

This question is relevant for evaluation criterion 4 (potential for sharing good practice, see also section 5 above).

The most important lesson to be learned is how effective use of mobile technologies reduced the administrative and communication costs, enhance the effectiveness of justice and augments the transparency. The new technological developments in the world lead to new changes in the way of e-government, provide mobile services to citizens and businesses. It is widely believed that M-government is the next inevitable direction of e-government. The number of people getting access to information by mobile phones and mobile internet connection is increasing rapidly. The mobile Access to information - anywhere any time - is becoming a daily routine, and the governments will have to change their IT policies according to this demand . SMS information system enables integrated and flexible data communication and exchange mechanism between citizens and government units in the legal sector for better access to justice. The success of SMS information system in Turkey is a very good example of this evolution. SMS information system applications has become a key method for reaching citizens living in remote areas and promoting exchange of communications. Ability of reaching people living in rural areas in which Turkey has many may be considered as an important feature of the system.

**9- Explain what issue(s) your case is solving. Also explain why you should win an award in the category you have chosen**

Please describe why the case was started and the specific problem that prompted the case. Please also explain why your case should win an award in the category you have selected. The maximum character count is 4,000 (c. 400 words).

This question, in conjunction with question 16 of Part 1, is important for evaluation criterion 1 (relevance).

In recent years mobile phones are not only used for communication but also a convenient way of connecting to the Internet, transferring data, exchanging e-mails. In addition Mobile phones are used to become one of the most personalized computing device of people. The increase usage of mobile devices make Turkish judiciary to create some new implementations for the swift and efficient delivery of legal information. The users want to see new services to be delivered and accessible anywhere and anytime. In this context Inviting citizens by SMS is a much more proper and modern way for the dignity of citizens rather than calling them by summons or by means of security forces. Furthermore, SMS information system guarantees the delivery of some legal information to some citizens in particular to women, vulnerable and homeless, enhancing the public trust to the judiciary. In some part of the Turkey women can be unaware of the legal proceedings initiated against them. This system enables us to learn about the cases and take necessary precautions. SMS information system reduces the heavy burden of court staff as the time, labour and money for getting information about files has removed, enabling the transparency in judiciary. SMS information system, as a perfect alarming service, enables citizen to protect themselves from the tragic results of ID thefts. It is well known fact that identity theft is one of the common crimes in recent years. Citizens may not be aware that their ID is stolen, used and as a result they became a culprit. Therefore it may be possible for citizens to take precaution in advance without delay as soon as informed instantly by SMS. SMS information system, accelerates the proceedings in courts. Although the results of summons are completed nearly in one month, SMS system provides this instantly. Apart from all these reasons mentioned above the most important reason why SMS information system should win an award in its category is providing transparency in the judiciary enabling citizens and lawyers unlimited access to their case information.

**10-Indicate whether your case was submitted to previous European eGovernment Awards editions**

Indicate here whether your case was submitted to any of the three previous European eGovernment Awards editions. Please select the year in which you applied. Multiple choices are allowed.

Please note that this question is relevant for eligibility criterion 5 and evaluation criterion 1 (relevance, see also sections 4 and 5 above).

**1. If you submitted your case previously, has significant progress been made since then?**

Please describe the significant progress made since the last submission of your case. Significant progress made includes

(1) Significant functional development; (2) The transfer of solutions to other administrations; (3) An upgrade in accessibility features; (4) Additional services and adjustments with a view to their cross-border/pan-European use; (5) The introduction of tools for measuring the impact and benefits.

This section should be sufficiently detailed for the evaluators to understand the development of your case; the maximum character count is 4,000 (c. 400 words).

Please note that this question is important for evaluation criterion 1 (relevance).

### **11- Have you applied for other award schemes?**

Please indicate whether you have applied to other award schemes (e.g. the European eInclusion Award, the European Public Sector Award (EPSA), the eEurope Awards for eHealth, etc.). If so, please specify the award scheme and the relevance and specificities compared to the European eGovernment Awards 2009. The maximum character count is 4,000 (c. 400 words).

SMS information system has been fully supported by all the public authorities in Turkey. It was awarded for annual e-government prize of Turkey in 2008 in the category of providing public services from government to citizens. This award was given to SMS information system for enhancing the quality of judicial information services for the public, creation of transparent and efficient administration of justice and the contribution for the transformation of information society.

### **12- Is a methodology for impact measurement in place?**

Please confirm here whether a methodology/tool for impact measurement is in place. If so, describe its key components as mentioned in part 1 of the submission form (question 30). The maximum character count is 4,000 (c. 400 words).

This question is very relevant for evaluation criterion 2 (impact, see section 5 above). Please also note that it is linked to question 30 in part 1 of the submission form.

There is a software which can be used as a impact measurement tool in sms information system . thanks to this software it is possible to see the number of citizens and lawyers using the system in different GSM operators day to day. The number of sent messages each day can be seen as well. Therefore it is possible to make a comparison and calculate the time, money and labour force reduction coming with new sms information system. In this performance measerment tool the administrators can easily calculate the savings as a result of sms information system take in place with communication to citizens instead of using physical and conventional methods.

### **13 Describe where your case goes beyond current practice in the field**

Please tell us where your case goes beyond the state-of-the-art and current practice in the field, explaining where the novelty lies and why your case is exceptional. Note that innovation is looked at from a broader perspective, i.e. (1) The innovative use of state-of-the-art technology and resources; (2) Innovation in terms of governance and (re-)organisation, process management, human resources and skills, etc. The maximum character count is 6,000 (c. 600 words). This question is very relevant for evaluation criterion 3 (innovation).

Offering a notification service by sms represents a promising avenue for the country. It improves convenient and flexible judicial service delivery, provides access to judicial files to a larger number of people, saves the government money. Namely; cost reduction, efficiency, modernization of judicial organizations, convenience and flexibility (available 24 hours each day), faster, more convenient and more personalised solutions are the main factors showing that SMS information system has gone beyond the state-of-the-art and current practice in the field. SMS information system provides unique opportunities to exploit mobile devices to receive legal services and information literally from any place, at any time. It also provides for instant availability of services and information, helping frequent travellers and people on the move to access judicial services. SMS information system reduces the heavy burden of court staff as the time, labour and money for getting information about files has removed, enabling the transparency in judiciary. Inviting citizens by SMS is a much more proper and modern way for the dignity of citizens rather than calling them by summons or by means of security forces. Furthermore, SMS information system guarantees the delivery of some legal information to some citizens in particular to women, vulnerable and homeless, enhancing the public trust to the judiciary.

#### **14 Type(s) of partnerships**

Please select the type(s) of partnerships that are in place. Multiple choices are allowed. If you have a type of partnership other than those in the selection, please describe it. The maximum character count is 4,000 (c. 400 words).

#### **15 Describe the key components of your communication approach and the main dissemination actions, providing references where possible**

Please provide details of your communication strategy and dissemination activities towards: (1) Your constituency/stakeholder community; (2) Your peer groups and the broader eGovernment community at the regional, national, cross-border, EU and international level (including activities such as epractice.eu, benchlearning projects, etc.); (3) Communication to share good practice will also be addressed. Please provide evidence where possible. The maximum character count is 4,000 (c. 400 words). This question is very relevant for evaluation criterion 6 (communication and dissemination).

Promotional and awareness activities have been implemented, Leaflets and brochures has been published and disseminated in the courthouses to enhance the use of SMS information by the citizens. In addition posters have been put up to all courthouses to increase the awareness of the citizens and lawyers. Seminars, exhibition and meetings were organised for the judicial staff to encourage citizens and lawyers to use the system. Advertisements were also broadcasted in the most popular channels to inform the citizens about the benefits of the system. It is told the citizens that this system is completely of the benefit of them preventing time and money loss to go the courts in order to just take a little information about the files. Instead they can be easily informed by sms in any development in their cases. In addition as an example of cross-border sharing, it has been given support to **Bosnia & Herzegovina** for the transfer of this system to their legal system.