1. Basic information

    1.1 CRIS Number   : TR2010/0301.01

    1.2 Title   : Strengthened Market Surveillance System For ICT Sector

    1.3 ELARG Statistical code   : 1 (FreeMovement of Goods)

    1.4 Location   : Turkey, Information Technologies and Communications Authority[1] (ICTA) (Bilgi Teknolojileri ve İletişim Kurumu) Office in Ankara, Turkey Yeşilirmak Sok. No.16 06430, Maltepe, Ankara

Arrangements for Implementation:

1.5 Implementing Agency   :

The CFCU will be the Implementing Agency and will be responsible for all procedural aspects of the tendering process, contract matters and financial management including financing of project activities.

The Director of the CFCU will act as the Programme Authorizing Officer (PAO) of the project:

Mr. Muhsin ALTUN (PAO-CFCU Director Central Finance and Contracts Unit)

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1.6 Beneficiary (including details of the SPO):

Information Technologies and Communications Authority (ICTA)

Yeşilirmak Sokak No: 16 Demirtepe 06430 ANKARA

SPO: ORUÇ, Ejder, Head of Technical Regulations and Standardization Department

Tel: +90 312 2947441, Fax: +90 312 2992301

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[1] According to Law no. 5809, name "Telecommunications Authority" changed into "Information Technologies and Communications Authority".

Financing:

1.7   Overall cost (VAT excluded)[2]   : 2,850,000 €

1.8   EU contribution   : 2,497,500 €

1.9   Final date for contracting   : 2 years after the signature of
                                                                     the Financing Agreement

1.10 Final date for execution of contracts   : 2 years following the end date for
                                                                     contracting

1.11 Final date for disbursements   : 3 years following the end date for
                                                                     contracting

2.   Overall Objective and Project Purpose

2.1 Overall Objective: The overall objective is to reinforce market surveillance and strengthen the capacity for product safety in the ICT sector of Turkey and facilitate free movement of goods.

2.2 Project purpose: The project purpose is to establish a modern and efficient product safety system in the ICT sector of Turkey through strengthening the existing market surveillance structures, determining appropriate administrative organization and introducing standardized information system, in line with the European Union's rapid exchange of information (RAPEX) on risky products

2.3 Link with AP/NPAA / EP/ SAA

Reference to Accession Partnership 2006:

Short-term priorities:

- To ensure effective in-market control and free movement of goods in line with internal market legislation (under the heading of "free movement of goods")

- To reinforce existing market surveillance structures with equipment and training and create compatible administrative infrastructure (under the heading of "free movement of goods")

- To further align national legislation with the acquis and develop infrastructure for effective implementation, particularly with regards to market surveillance (under the heading of "consumer protection and health")

- To further develop systems of notification for dangerous products at the national level and explore possibilities of exchange for such systems at the international level (under the chapter of "Consumer Protection and Health")

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[2]   The total cost of the project should be net of VAT and/or other taxes. Should this not be the case, the amount
     of VAT and the reasons why it should be considered eligible and clearly indicated (see Section 7.6)

Medium-term priorities:

- To complete alignment with the acquis; to complete strengthening of existing market surveillance structures. (under the chapter of "Free Movement of Goods")

Reference to Accession Partnership 2008

Chapter 1: Free movement of goods:

-Two short-term priorities have an indirect relation to the purposes of the project as the project aims at facilitating free movement of goods by introducing compatible measurement and certification requirements:

- Abolish import permits or license requirements, as well as disproportionate requirements for certificates with respect to products other than used motor vehicles,

- Complete the identification of measures contrary to Articles 28 to 30 of the EC Treaty, draw up a plan for their removal and introduce the mutual recognition clause to the Turkish legal order,

NPAA priority

The Project can be linked to the following NPAA 2008 priorities:

Chapter 1 Free movement of goods:

Priority 1.1 Abolishment of import permits or licence requirements, as well as disproportionate requirements for certificates in respect of products other than used motor vehicles

Chapter 10 Information Society and Media:

Priority 10.4 Strengthening the independence and administrative capacity of the regulatory authority

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2.4 Link with MIPD:

MIPD_2009_2011:

- Page 20 and 21:

- o Transposition and implementation of the acquis communautaire notably in priority areas with comprehensive legislative alignment and high investments needs:
  - Obligations stemming from the Customs Union agreement: State aid monitoring; Steel sector restructuring; Implementation of the customs code, Administrative capacity of the customs administration, Development of IT systems for the exchange of data with the EU and its Member States, Protection and enforcement of intellectual and industrial property rights;
  - In addition to the priorities above, Institution Building support may also be provided in the following areas of the acquis communautaire, with more modest budgetary allocations: Free Movement of Goods (support for quality assurance at testing and calibration laboratories);
  - Information society and media (electronic communications, Audiovisual Media Services Directive)
  - Taxation (alignment in excise duties and VAT, anti-avoidance and anti-evasion measures, exchange of electronic data with the EU and its Member States);
- Expected results and measurable indicators by the end of the covered period
  - o Given the complexity of the needs to be addressed, often requiring extensive and intensive training programmes presenting absorption challenges for the recipient institutions, one cannot expect that they will all have been fully addressed by the 2009–2011 annual programmes, nor they will have been resolved by the end of the 2011 programme. Nevertheless, many of them are short-term priorities of the Accession Partnership; it is expected that Turkey will have made considerable progress within this time frame. In particular,
    - Internal Market, Customs Union, Consumer and Health Protection and in some major areas of the EU legislation such as Agriculture, Competition and Environment.

2.5 Link with the National Development Plan (where applicable):

1-Introduction

3. The Ninth Development Plan forms the basis for the necessary documents in the EU accession process such as the Pre-Accession Economic Program and the Strategic Coherence Framework as well as other national and regional plans and programs, primarily the Medium Term Program and sectoral and institutional strategy documents. By ensuring the coherence of these documents that originally have different functions, the Plan will play an important role in the organization of all planning activities. Thus, it will help to establish a common understanding and unity of objectives among institutions as well as constitute a basis for the highest level of utilization of country's potential by realizing legal and institutional transformation and strengthening of the plan-budget connection.

2.1. Vision

9. Having prepared accordingly with the international developments and basic trends regarding the 2007-2013 period and in consideration of the past and current developments in the Turkish economy, the Ninth Development Plan was determined with the following vision: "Turkey, a country of information society, growing in stability, sharing more equitably, globally competitive and fully completed her coherence with the European Union".

4 - The EU Accession Process

47. The process for the adaptation of the acquis will be organized by considering the priorities and opportunities for Turkey and directed with an integrated strategy. Specifying the priorities for harmonization, this approach will take into account the public finance, competitiveness of the private sector, employment, regional development, environment, and social balances as its basis.

52. The necessary administrative capacity will be set up for the effective implementation of the legal arrangements for harmonization and thus problems arising from implementation will be identified and eliminated.

55. National resources and EU financial support targeting the facilitation of the accession process will be used in areas requiring contribution for the convergence of averages of Turkey to that of the EU. The administrative structure necessary for the efficient use of pre-accession funds, which serves as a preparatory tool for structural funds, will be completed and strategy development, programming, creation of project pool, and development of monitoring and evaluation mechanisms will be the areas focused on.

2.6 Link with the National/ Sectoral investment plans (where applicable) :

   ❑ *ICTA has been publishing Work Plan at the beginning of every year and this project is included in 2010 Work Plan which can be found at http://www.tk.gov.tr/Yayin/Is_Planlari/2010_is_plani.pdf*

3.   Description of project

3.1 Background and justification:

In line with the Association Council Decisions n° 1/95 and 2/97, a Framework Law relating to the preparation and implementation of the technical legislation regarding products has entered into force on 11 January 2002. The Law was adopted by the Parliament on 29 June 2001 and published in the Official Gazette on 11 July 2001. This Framework Law establishes the legal basis for full harmonisation with the EC legislation, and lays down the basic principles for product safety and implementation of the Old and New Approach Directives. It sets out the conditions for the placement on the market of products, liabilities of the producers and distributors, conformity with the assessment and notified bodies, market surveillance and inspection, prohibition of the placing on the market of certain products, withdrawal and destruction of the marketed products as well as notifications relating to these arrangements.

The Framework Law aiming to transpose the different elements of the EU regulations into Turkish legal order was complemented with five secondary legislation (by-laws) including the Regulation on Market Surveillance,

Although progress has been made in terms of alignment with the technical legislation, enforcement of the new conformity assessment and market surveillance systems is still to be achieved. This is partly due to the need for technical assistance (which would be addressed by another EC programme) and lack of laboratory infrastructure and trained laboratory staff.

Turkey's radio and telecommunication terminal equipment market mainly consists of mobile phones. The import volume of mobile phones is approximately 11 million equipments per year. Most of them are originated from China and some of them are imported from the EU member states that have ATR certificate. It is likely that some of these products were exported from Turkey to those EU members. Another problem is counterfeit products that are the imitations of reliable trade marks. Some of these trade marks are made in Europe. The Intellectual Property Rights are violated by means of imitated products originated from China.

The Telecom sector is under the responsibility of the ICTA. The R&TTE Directive has been prepared according to the Turkish laws and was published on 11 May 2003, with an enforcement period of 12 months. Market Surveillance is under the competence of the ICTA.

Therefore it is essential for the ICTA to achieve the working status for its organization of the Market Surveillance procedures together with the technical know-how and measurement infrastructure built at the end of 2006.

The Information and Communication Technologies Authority is organized in the field of market surveillance and procedures are well-described. Market surveillance activities are mainly based on risk analysis. The Market Surveillance Laboratory of the Authority, both for its own competency area and for other purposes, is one of the striking positive examples. The Market Surveillance Laboratory was accredited according to TS EN ISO/IEC 17025 on 28 April 2009 by Turkish Accreditation Agency (TÜRKAK).

The responsibility for market surveillance belongs to public authorities. Each ministry or public body designs its own procedure for the surveillance of the market for the products, as well as design and implementation of appropriate strategies.

E.g. the ICTA for radio and telecommunication terminal equipment, Ministry of Health for cosmetics, toys medical devices and medicinal products, detergents, etc. Authority's regional offices in charge of market surveillance are coordinated by the central units.

Currently, ICTA does not have IT systems inter-connected to the required EU IT systems. ICTA has to develop a coherent strategy to develop EU-compatible IT systems, and needs to further develop its IT systems in order to allow the exchange of computerised data between the EU and the ICTA.

Regarding the information management system necessary for the monitoring of product safety for imports, an initial attempt has been taken for building a centralized management information system and a database within the ICTA.

The ICTA's market surveillance services need to be upgraded and integrated with the EU's Member States market surveillance organizations through specific twinning actions for their daily work.

Market Surveillance operations have been initiated by the ICTA after 2006 when the European Commission supported the project of testing against the R&TTE and EMC directives on radio and telecommunication terminal equipments.

The testing for performance in the laboratories indicates that these operations are highly mechanised. Even though Turkey actively participates in the EU's Administrative Cooperation Committee meetings regarding the exchange of market surveillance data between the member and associate countries., these operations are neither well-connected with the Customs organisations. nor with other European Union partners. RAPEX and ICSMS can be given as example to data networks deployed in the European Union for the Exchange of data on risky products and sharing of information between various market surveillance institutions of the EU member countries.

Thus, Turkey could highly improve its product sampling strategies by better focusing on already identified dangerous products and make the results of its own testing efforts on R&TTE products that are manufactured in or imported to Turkey available to the EU partners.

The import quantity of mobile phones is approximately 11 million equipments per year. The ratio of telecommunication revenue to the GDP of Turkey is 3.02 % in 2007, 2.58 % in 2008 and 2.42 % in 2009. The average annual revenue of telecommunication sector is €11B and annual total telecommunication investment in Turkey is €1.5B.

Within the scope of the Law No. 4703, Radio and Telecommunications Terminal Equipment Directive and the Ordinance for Market Surveillance of Radio and Telecommunications Terminal Equipments by the Authorities, inspections have been carried out at the central office and regional directorates in 7 different provinces. 63 of them due to complaints and reports, a total of 877 inspections has been made. In total, 421 firms has been inspected across the country.

At these firms, 877 equipments (GSM Phones, Satellite Receiver, PSTN Phone, DECT Phone, Bluetooth, ADSL Modem / Router, LNB, Wireless Microphone, Radio Data Importer, Transmitter, Image Importer, Wireless Adapter, PMR radio) have been tested. A total of 194 unconformity records have been held. As a result of these inspections, a total of 21 administrative fines have been inflicted to 15 companies.

The ICTA project would bring considerable benefits to both Turkey and the EU. One of the advantages of the project is that it would assure connections of all units in charge of inspections. Thus, it could eliminate recurrence of inspections about similar products in different provinces and cities. Moreover, the inspection results can be saved within the system accurately and all units could access the inspection results about the brand and model of the equipment.

Primarily, the project would bring consistency with regards to the EU practice on product safety. Once the Project begins, it would contribute the integration between Turkey and the EU. Initially, the project would ensure networking among all units that carry out market surveillance and inspections. Subsequently, it would sustain the integration to the EU system via effective channels.

Regular meetings have been organised by governmental and other organizations mentioned in (FS) Annex-1 for the implementation of the E-MS system. During these meetings, all the stakeholders of the project were enthusiastic about being involved. Decisions about how the information would be shared and interpreted have been made. For this purpose, a feasibility study has been made. (Annex IV: Strategic Documents)

3.2 Assessment of project impact, catalytic effect, sustainability and cross border impact (where applicable)

Project Impact: Achieving an effective market surveillance system in Turkey will make the management of the internal market more confident and thus contribute to the capacity of Turkey in its efforts to guarantee the effective functioning of the management of product safety in practice and thus facilitate free movement of goods within the Customs Union and further market regulation.

Sustainability: The project supports the implementation and enforcement of the acquis. All equipment will be required to comply with the applicable European directives. Software and hardware parts of the system are ensured to comply with the necessary infrastructure of the ICT. Maintenance of the equipment, particularly the cost for spare parts and supplies, will be provided from the budget of the beneficiaries. The results of the workshops and trainings will be available for further reference. The average age of inspectors to be trained will ensure long-term commitment to their career and availability of their services to the ICTA as trainers who transfer cumulative knowledge to future recruits.

3.3 Results and measurable indicators:

The project consists of two components: a twinning component and a component for the provision of hardware and software for networking. Even though they may be considered independently, these two components are mutually reinforcing.

Results in relation with component 1

- Market surveillance tasks are optimized and teams provide a larger number of alerts on a wider range of products.
- The quality of market surveillance activities is further improved and measured.
- The number of personnel trained and specialized on market surveillance activities is augmented through the EU partner trainings.
- Education level of inspectors would be increased with the twinning activities that will bring technical and administrative experience to the staff.
- Currently, there are 80 inspectors in charge of inspections. However, for more effective inspections, well trained inspectors are needed. At the end of the project, we will have the opportunity to make better inspections with the presence of a better trained staff.
- Currently we have recurrence problem due to lack of connection regarding inspection results. At the end of the project, the ratio of recurrence will have decreased by fifty percent.
- Flexible and EU based training plans are put in action for the actors of the market surveillance chain.

Indicators in relation to component 1:
- The ratio of recurrent inspection results will be reduced by 50 % by 2014.
- A total of 100 inspectors will have been trained by the end of 2013.

- The trained inspectors will show a success rate of at least 75 % on the internal examination including case studies which would be launched to measure the effectiveness of the training
- Flexible and EU based training plans will have been made ready in order to put put in action for a variety of actors of the market surveillance chain.
- The market surveillance activities (no of alerts given from non-recurrent and improved inspections) will increase by at least 50 % by the end of 2013

Results in relation with component 2:

- A market surveillance database of R&TTE's will be put in place. This would bring significant benefits in evaluating risk assessment, information exchange between parts involved in market surveillance, integration to RAPEX as well as notifications of risky products.
- Organization charts based on information flow mechanisms are put in place within and outside the authority at its interfacing points.
- A detailed technical survey and technology state of the art report is available for the authority's market surveillance information system vision.
- Standardization issues in information management systems are reported in order to anticipate further connection problems with other market surveillance information systems.
- Engineering requirements, maintenance and documentation are made available.
- The platform is deployed for the use of the ICTA's market surveillance personnel and voluntary external partners and data in transferred automatically to RAPEX or ICSMS in the EU.

Measurable indicators in relation with component 2:

- After implementing the project, time required for completing a market surveillance inspection will be shorter by 20% as a result of using electronic market surveillance programme.
- After implementing the project, it has been predicted that the number of inspections per year would increase 20%

- Positive appraisal obtained on the database from ounits/experts specialised on RAPEX and/or ICSMS on interoperability.

3.4 Activities:

Component 1- Twinning with a similar ICT or telecom market surveillance authority in EU:

1.1. Examining the existing market surveillance structures in ICTA teams and laboratories,

1.2. Proposing solutions for the detected problems, insufficiencies and bottlenecks of the market surveillance system,

1.3. Supporting more products risks analysis and helping in documentation drafting and procedures based on best practice in the EU

1.4. Examining the implementation of the RAPEX system in EU Member States to benefit from the "best practice" in this field, via internships in the twinning partner country,

1.5. Development of training packages for the respective staff of the market surveillance personnel.

1.6. Examining twinning partner organizations, facilities, infrastructure and systems where all data and results are installed and being shared. Discussing and comparing common problems about market surveillance and relevant problems in twinning partners and other EU countries.

1.7. Short term training about market surveillance system in twinnings' country by twinning partner. This will especially be beneficial if it is constituted bilateraly every 3 years.

Component 2 - ICT sector Market Surveillance information system specification and platform development: Seperation of Hardware and Software

The hardware part consists of hardware components and their installation; whereas the software part consists of software and training services.

2.1. Assessing the information network structure of the market surveillance authority and its internal/external cooperating actors.

2.2. Performing a technology market survey on the possible solutions and initial modelling of the system with high level modelling and specification languages and software engineering tools.

2.3. Prospective analysis of the standardization of data and information exchange and considering inputs from different EU authorities using already available information systems like RAPEX, ICSMS ...

2.4. Forming and performing studies, specifying the software implementation techniques to be used

2.5. Development of the platform and deployment with modern data communication terminals in various transmission networks of multimedia data including the installation of hardware and software.

2.6. A specific training on the use of software is given to people who work in market surveillance systems. Training service must be carried out until the provided software works in line with the expectations for establishing a network based on information sharing and communication.

3.5 Conditionality and sequencing:

Although both components may be implemented independent from each other, technical assistance provided by the twinning component would be highly complementary for activities under the component 2, since this component would increase the capacity for understanding how market surveillance is carried out in other countries. Therefore, a timely start of twinning component prior to hardware and software would be desired.

3.6 Linked activities

There is not any electronic market surveillance system which works properly. Some of these are limited to import controls such as the system of UFT and some of them are in customs. Previous project on market surveillance is market surveillance laboratory project that would ensure assessment of market surveillance results after fulfilling this project.

Integration with the UFT (the coordinator of the RAPEX and related systems of other authorities in Turkey.).

The Market Surveillance Laboratory of the Authority has been financed with the pre-accession funds of 2003 and finalized in early 2007. Its competency area and purposes are striking. The Market Surveillance Laboratory was accredited according to TS EN ISO/IEC 17025 on 28 April 2009 by Turkish Accreditation Agency (TÜRKAK).

3.7 Lessons learned

Previous experience with international assistance to the ICTA has shown that the ICTA shall inform its staff, especially key experts and heads of departments, about the purpose and benefits of similar future projects prior to their start. Each department shall be aware of how it can actively participate in, benefit from, and contribute to the success of the project. Also, the ICTA shall appoint key experts who speak English as active counterparts and reference points for the incoming experts throughout the project.

The experience and knowledge gained from the project have been taken into account to form this proposal. It is understood that market surveillance must be made electronically via web-based online information system. It is important that the contact points receive the inspection records on a timely manner, because any delay due to factors like connection failure or unnecessary amount of paperwork, would result in distortions in the whole market surveillance system. This situation may even threat the safety of consumers and give birth to undesirable circumstances. Therefore, it is essential to establish a wider product safety system in Turkey to fulfil the requirements of EU acquis in the area of market surveillance of the ICT sector.

4. Indicative Budget (amounts in EUR)

ACTIVITIES	IB (1)	INV (1)	TOTAL EXP.RE EUR	TOTAL PUBLIC EXP.RE EUR	IPA CONTRIBUTION EUR	%	NATIONAL PUBLIC CONTRIBUTION Total EUR	%	Central EUR	Regional/ Local EUR	IFIs EUR	PRIVATE CONTRIBUTION EUR	%
Activity 1													
Twinning	X	–	750,000	750,000	712,500	95	37,500	5	37,500				
Activity 2													
Supply	–	X	1,000,000	1,000,000	850,000	85	150,000	15	150,000				
Service and Training	–	X	1,100,000	1,100,000	935,000	85	165,000	15	165,000				
TOTAL IB			750,000										
TOTAL INV			2,100,000										
TOTAL PROJECT			2,850,000	2,850,000	2,497,500		352,500		352,500				

For Twinning contracts joint cofinancing will be provided to cover 5% of the costs of the Twinning contract. Additional parallel cofinancing will be provided in order to cover costs of activities not eligible for IPA support in line with the Twinning Manual.

NOTE: DO NOT USE IB AND INV IN THE SAME ACTIVITY ROW. USE SEPARATE ROW

Amounts net of VAT

(1) In the Activity row, use "X" to identify whether IB or INV

(2) Expressed in % of the **Public** Expenditure (column (b))

(3) Expressed in % of the **Total** Expenditure (column (a))

5. Indicative Implementation Schedule (periods broken down per quarter)

Contracts	Start of Tendering	Signature of contract	Project Completion
Contract 1 (Twinning)	QI2011	QIV2011	QII2012
Contract 2.1 (Supply)	QII2011	QIV2011	QI2013
Contract 2.2 (Service and Training)	QII2011	QIV2011	QI2013

All projects should in principle be ready for tendering in the 1ST Quarter following the signature of the FA

6. Cross cutting issues (where applicable)

6.1   Equal Opportunity

Equal participation of men and women will be assured An appropriate men/women ratio will be sought for all managing bodies and activities in the programme and its projects.

6.2   Environment

No negative effect on the environment.

6.3   Minorities and Vulnerable Groups

According to the Turkish Constitutional System, the word minorities encompass only groups of persons defined and recognized as such on the basis of multilateral or bilateral instruments to which Turkey is a party.

The project will in no way harm the rights of any individuals (including disabled people) or entities to apply for the registration of their industrial property rights, or hinder the use of their rights for oppositions, complaints, appeals, or any other rights thereof before the public institutions of Republic of Turkey.

6.4   Civil Society

Civil society is critical for market surveillance and insecure devices within the ICT sector. There are plenty of associations (consumer organizations) that are effective in the ICT sector such as TELKODER, MOBİSAD, TEDER, TÜDED, TESİD. They are organized and potent enough to manipulate the public. We have frequently encountered such organizations, which communicate complaints and petitions from consumers concerning insecure ICT devices. They are very supportive of Strengthened Market Surveillance System For ICT Sector. The SPO will establish stakeholder consultation during the course of the project and the results of the project will be shared with CSOs and the public. Upon the realization of the system, they believe that

complaints from consumers would decrease. On the other hand stakeholder consultation is another outstanding assessment way to ensure truly public consensus. It has been executed beneficial meetings with prominent stakeholders in Turkish market about the project and the returns of the project after fulfilling. They pleased much because of meetings schedule that they have chance to tell their problems. The stakeholders consider that project enable product safety and increase public welfare. Besides, it is good way to eliminate firms which works illegally and smuggles ICT equipments.

ANNEXES:

1- Logical framework matrix in standard format
2-Amounts (in €) Contracted and disbursed by quarter for the project (IPA contribution only)

ANNEXES

ANNEX 1: Logical framework matrix in standard format

LOGFRAME PLANNING MATRIX FOR Project Fiche		Programme name and number	"Strengthened Market Surveillance System For ICT Sector" No: 17+24
		Contracting period expires: FA+2 years	Disbursement period expires: 3 years following the end date for contracting
		Total budget : 2,850,000 €	IPA budget: 2,497,500 €

Overall objective	Objectively verifiable indicators	Sources of Verification	
The overall objective is to reinforce market surveillance and strengthen the capacity of Turkey in its efforts towards guaranteeing effective functioning of the management of ICT sector's product safety in practice and thus facilitating free movement of goods	The market surveillance activities are done more effectively.	Progress Report On Turkey's Application For Membership of the European Union Official publications of Turkey. Annual Report of Market Surveillance in Turkey 2009(Undersecretariat for Foreign Trade).Regular reports of international institutions (OECD, ITU, ETSI, ADCO etc.) and EU.	
Project purpose	**Objectively verifiable**	**Sources of Verification**	**Assumptions**

	indicators		
The project purpose is to establish a modern and efficient product safety system in the sector of ICT in Turkey through strengthening the existing market surveillance structures, determining appropriate administrative organization structures based on information flows and to introduce a standardized information system, which could also be used in preparation for connecting to the European Union's rapid exchange of information (RAPEX) on risky products and similar information exchange networks. Twinning with a similar ICT or telecom market surveillance authority in the EU.	The notifications about national measures and actions are circulated within the national contact points of Turkey. The problems and inefficiencies of the market surveillance system are determined by end of project.	Progress Report On Turkey's Application For Membership of the European Union Official journals and gazettes Publications / annual report of involved market surveillance institutions - Project reports. - Progress reports. - Annual reports of ICTA and UFT -Link to ICTA's work plan 2010 at http://www.btk.gov.tr/Yayin/Is_Planlari/2010_is_plani.pdf , page 24 -IPA 2008 Regional Quality Infrastructure In The Western Balkans and Turkey Contry Reporto on Market Surveillance, Turkey, Heidi Lund,2009	- There will be no delays in the legislation process. -There will be no major changes in the national policies affecting ICTA regulations

Results	Objectively verifiable indicators	Sources of Verification	Assumptions
The project consists of two components: a twinning component and a component for the provision of hardware and software for networking. Even though they may be considered independently, these two components are mutually reinforcing. Results and measurable indicators in relation with component 1 • Market surveillance tasks are optimized and teams provide a larger number of alerts on a wider range of products. • The quality of market surveillance activities is further improved and measured. • The number of personnel trained and specialized on market surveillance activities is augmented through the EU partner trainings. • Education level of inspectors would be increased with the twinning activities that will bring technical and administrative experience to the staff. • Currently, there are 80 inspectors in charge of inspections. However, for more effective inspections, well trained inspectors are needed. At the end of the project, we will have the opportunity to make better inspections with the presence of a better trained staff. • Currently we have recurrence problem due to lack of connection regarding inspection results. At the end of the project, the ratio of recurrence will have decreased by fifty percent. • Flexible and EU based training plans are put in action for	-The ratio of recurrent inspection results will be reduced by 50 % by 2014. - A total of 100 inspectors will have been trained by the end of 2013. - The trained inspectors will show a success rate of at least 75 % on the internal	-Project reports -Monitoring and Evaluation Reports -Country Reports - Annual market surveillance reports of ICTA and UFT - Market surveys, - The ratio of consumer satisfaction -Consumer confidence index	- There will be no major changes in the structure of decision making process of ICTA. - There will be no delays in the secondary legislation process. -The twinning partner staff will be available for co-operation and willing to participate. -Market surveillance and Laboratory infrastructure of twinning partner will be adequate. -Supplying duration of hardware from customs will be short -Customs, Ministries, DTM or such other organisations provide the necessary

the actors of the market surveillance chain.	examination including case studies which would be launched to measure the effectiveness of the training. - The market surveillance activities (no of alerts given from non-recurrent and improved inspections) will increase by at least 50 % by the end of 2013		interface description for starting the software development.
• A market surveillance database of R&TTE's will be put in place. This would bring significant benefits in evaluating risk assessment, information exchange between parts involved in market surveillance, integration to RAPEX as well as notifications of risky products.	- After implementin g the project, time required for		

- Organization charts based on information flow mechanisms are put in place within and outside the authority at its interfacing points. - A detailed technical survey and technology state of the art report is available for the authority's market surveillance information system vision. - Standardization issues in information management systems are reported in order to anticipate further connection problems with other market surveillance information systems. - Engineering requirements, maintenance and documentation are made available. - The platform is deployed for the use of the ICTA's market surveillance personnel and voluntary external partners and data in transferred automatically to RAPEX or ICSMS in the EU.	completing a market surveillance inspection will be shorter by 20% as a result of using electronic market surveillance programme. - After implementing the project, it has been predicted that the number of inspections per year would increase 20% - Positive appraisal obtained on the database from ounits/expert

	s specialised on RAPEX and/or ICSMS on interoperability		
Activities	**Means**	**Costs**	**Assumptions**
Component 1- Twinning with a similar ICT or telecom market surveillance authority in EU: 1.1. Examining the existing market surveillance structures in ICTA teams and laboratories, 1.2. Proposing solutions for the detected problems, insufficiencies and bottlenecks of the market surveillance system, 1.3. Supporting more products risks analysis and helping in documentation drafting and procedures based on best practice in the EU 1.4. Examining the implementation of the RAPEX system in EU Member States to benefit from the "best practice" in this field, via internships in the twinning partner country, 1.5. Development of training packages for the respective staff of the market surveillance personnel. 1.6. Examining twinning partner organizations, facilities, infrastructure and systems where all data and results are installed and being shared. Discussing and comparing common problems about market surveillance and relevant problems in twinning partners and other EU countries. 1.7. Short term training about market surveillance system in twinnings' country by twinning partner. This will	Twining contract	0,75 M€	-ICTA and twinning partner Staff will be open and ready to take the training. -Willingness to information exchange. -Upgrade of hardware and update of software will be made -Twinning partner will be experienced in Market Surveillance applications.

especially be beneficial if it is constituted bilateraly every 3 years.
 	
Component 2 - ICT sector Market Surveillance information system specification and platform development: Seperation of Hardware and Software
 	
The hardware part consists of hardware components and their installation; whereas the software part consists of software and training services.
    2.1. Assessing the information network structure of the market surveillance authority and its internal/external cooperating actors.
    2.2. Performing a technology market survey on the possible solutions and initial modelling of the system with high level modelling and specification languages and software engineering tools.
    2.3. Prospective analysis of the standardization of data and information exchange and considering inputs from different EU authorities using already available information systems like RAPEX, ICSMS ...
    2.4. Forming and performing studies, specifying the software implementation techniques to be used
    2.5. Development of the platform and deployment with modern data communication terminals in various transmission networks of multimedia data including the installation of hardware and software.
    2.6. A specific training on the use of software is given to people who work in market surveillance systems. Training
	Information System platform development contract
	
	Service and training:
	
	Supply:
		1.1 M€
		
		1 M€

| service must be carried out until the provided software works in line with the expectations for establishing a network based on information sharing and communication. | | |

ANNEX II: amounts (in € Contracted and disbursed by quarter for the project (IPA contribution only)

Contracted

	2011 II	2011 III	2011 IV	2012 I	2012 II	2012 III	2012 IV	2013 I
Contract 1 (Twinning)			712,500					
Contract 2.1 (Supply)			850,000					
Contract 2.2 (service and training)			935,000					
Cumulated			2,497,500	2,497,500	2,497,500	2,497,500	2,497,500	2,497,500

Disbursed

	2011 II	2011 III	2011 IV	2012 I	2012 II	2012 III	2012 IV	2013 I
Contract 1 (Twinning)			142,500	142,500	142,500	142,500	142,500	
Contract 2.1 (Supply)			170,000	170,000	170,000	170,000	170,000	
Contract 2.2 (service and training)			187,000	187,000	187,000	187,000	187,000	
Cumulated			499,500	999,000	1,498,500	1,998,000	2,497,500	2,497,500