



UN Development Programme

Turkey - Ankara

Award ID: 00089927

Award Title: 2nd Phase MFA E-Consulate

Start Year: 1 January 2016

End Year: 31 December 2022

Donor	Fund	Amount in USD
TUR	30071 Programme Cost Sharing	USD 5,800,000.00
Total Budget (from 1 January 2016 until 30 June 2022)		USD 5,800,000.00
Total Expenditure (as of 29.04.2022)		USD 5,270,024.26
Reserved Budget Until 30.06.2022		N/A
Remaining Amount		USD 529,975.74

Implementing Partner

(Executing Agency): T.R. Ministry of Foreign Affairs

Responsible Party

(Implementing Agent): United Nations Development Programme-UNDP

Revision Type: No Cost Project Extension

Brief Description:

The Project for the Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs Phase II (MFA E-Consulate) targets to increase the efficiency and cost-effectiveness of the established system with a focus on enhanced citizen-satisfaction from the services of the Ministry all over the world. It also focuses on the development of the institutional capacity of MFA for the full-fledged application of the e-Consulate system and increased accessibility of the E-Consulate system through its improved user-friendliness. The Project implementation started on 1 January 2016, and the planned end date was defined as 31 December 2020 and the project was firstly extended on a no-cost basis to 30 June 2022.

In the current implementation period, a significant number of activities contributed to the success of the Project, achievement of its results, and dissemination of experiences and outputs. In this period, due to integration efforts with services provided by other public institutions, citizens were enabled to access consular services through user-friendly and up-to-date software architecture development. With the studies carried out within the scope of the project, 34 million users had access to the system between 2016-2021, and 67 million sessions were opened. At the same time, the session duration, which took 10 minutes and 26 seconds in 2016, were completed in an average of 5 minutes in 2021, thanks to the end-user interface improvements, strengthening the system/security infrastructure, and smooth software navigation modalities.

In addition, the E-Consulate Project paved the way for the transformation of the digitalization of e-governance mechanisms and enhanced transparency and efficiency of the MFA services for citizens living abroad. The Project also provided technical and administrative support for relevant public authorities for dissemination of lessons learned, analysis of bottlenecks, and solutions for enhancing the new implementation of e-government mechanisms. In the light of these achievements together with the need for further planning of existing project activities in the two components of the Project, a further extension of the Project duration became necessary. It was also noted that a reasonable amount of budget remained unspent due to savings and currency fluctuations during implementation period. The required activities planned for extension period will serve to extend the multiplier effects of the Project and continuation of the activities of the Project widely in Turkey and missions abroad will be contributive for effective service delivery of MFA and related governmental institutions via e-consulate system to all relevant parties including Turkish citizens, government institutions/officials and foreign citizens.. In this scope, in line with the viewpoints of the project partners at Project's 6th Steering Committee Meeting held on 29 November 2021, the Project implementation period was decided to be extended from 30 June 2022 to 31 December 2022 with no additional budget.


Attachments:

1. Steering Committee Meeting Minutes
2. Revised Annual Project Work Plan and Budget

Hüseyin GÜNGÖR
Elekt. Genel Müdür Yardımcısı
BİLD

Agreed by T.R. Ministry of Foreign Affairs (MFA)

Louisa Vinton

DocuSigned by:

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Agreed by United Nations Development Programme (UNDP)
