

Contribution of BTK/Türkiye (Consultation for the GSR-25 Best Practice Guidelines)

Please find below the contribution of BTK/Türkiye to the following questions:

Adapting and enhancing regulatory capacity: How should regulatory mandates, capacity and decision-making evolve to balance market innovation with digital inclusion and support the achievement of broader social and economic policy goals? What institutional mechanisms can enhance regulatory responsiveness to emerging digital business models and evolving risks?

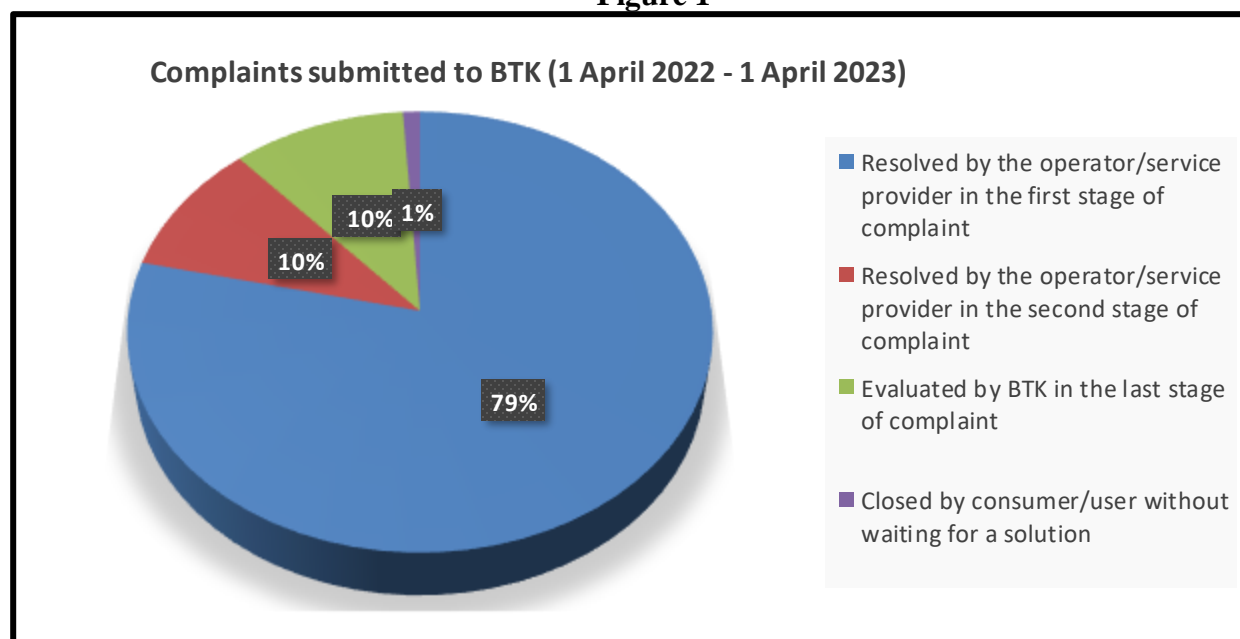
Contribution of BTK/Türkiye: Complaint Notification System of Türkiye

In response to the evolving digital landscape and the need to balance market innovation with digital inclusion, the Information and Communication Technologies Authority (BTK) of Türkiye has implemented an innovative online complaint notification system for electronic communication and postal services. This system represents a significant step in enhancing regulatory capacity and responsiveness by integrating user feedback directly into regulatory processes.

The platform eliminates reliance on traditional paper-based applications, aligning with national digital transformation goals while promoting more inclusive access to dispute resolution mechanisms. By offering users multiple avenues for appeal, the system enables a majority of issues to be resolved at the source—without direct regulatory intervention—thus easing the institutional workload and minimizing the need for judicial or arbitration processes.

More importantly, the system functions not only as a dispute resolution tool but also as a dynamic regulatory instrument. The collected complaints serve as valuable inputs for potential regulatory or supervisory actions. By enabling the classification and analysis of complaint trends, BTK can identify emerging issues, assess market practices, and take timely action. This approach exemplifies how regulatory mandates and decision-making mechanisms can evolve to address emerging risks and business models while supporting broader social and economic policy objectives such as consumer protection and digital empowerment.

Figure 1



Please find below the contribution of BTK/Türkiye to the following questions:

Harnessing transformative technologies for regulatory excellence: How can regulators better leverage Artificial Intelligence, big data, Internet of Things, blockchain and other digital technologies to enhance decision-making, compliance monitoring and regulatory agility? What technology tools and applications can regulators use to strengthen transparency, stakeholder engagement and public trust in regulatory processes?

Contribution of BTK/Türkiye: In the frequency allocation process, BTK uses digital platforms to receive applications and carry out frequency analyses. This approach enhances the efficiency and reliability of coordination procedures by reducing manual workload and utilizing the digital environment effectively.