

**GUIDELINES FOR PERSONS AND
ORGANISATIONS PROVIDING
SUPPORT FOR VICTIMS OF
FORCED MIGRATION**

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On another note, the viewpoints in this protocol belong to the authors, and they may not necessarily concur partially or wholly with TESEV's viewpoints as a foundation.

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Foreword

The outcomes of forced migration as a reality of Turkey have been increasing and varying over time. The situation affects not only the victims of forced migration but also the general population of the cities that accept the migrants, and from which people migrate, the socio-economic and cultural fabric of these cities, and thus, indirectly, the entire country. Although in recent years the government has taken some positive -nevertheless limited- steps, these have not been sufficient. The victims of forced migration, the vast majority of whom continue to live in deep poverty and deprivation, have legal, social, political and healthcare problems that need to be addressed urgently.

That steps are taken by the state with the purpose of solving these problems is ideal and correct. However, it is also a fact that the size and scope of problems resulting from forced migration have pushed the limits of the state resources and its capacity. In addition, there does not seem to be sufficient political will in regard to generating comprehensive and permanent solutions for the problem, at least in the short term. Nevertheless, there exist some concrete steps that can be taken towards a solution by people and organisations offering support for internally displaced persons (IDPs) without waiting for the state to play the necessary role.

The purpose of these guidelines is: to make easier the support and aid efforts offered to displaced persons by human rights advocates carrying out work concerning the daily lives of victims of forced migration, lawyers, health workers, and public and local government workers; to help shape the road map these persons shall prepare in order to address the problems of victims of forced migration, paying attention to the subjective conditions of each individual; and to offer a summary of the main principles, which need to be observed throughout this process.

Since the present document is the first of its kind, we thought that it would be better to keep the guidelines as comprehensive as possible and, in line with this, to add certain points to the appendices; these are the points that may be deemed topical or may cause reservations, and are yet to be field tested. In this respect, matters and methods highlighted in these guidelines, whilst putting forth the ideal situation, imply that the expert who shall use the document may make a selection based on specific conditions and their good sense. Also, it should be noted that while getting into contact with victims of forced migration, it may be necessary to identify some groups that are sensitive and shy away from help, such as men and teenagers, and to generate alternative ways to reach them.

We are hoping that these guidelines and their appendices, which have been designed with the goal of being developed as deemed necessary by their users, will constitute the initial steps for the users and displaced persons to work together.

USERS OF THE GUIDE

Lawyers, health workers, representatives of non-governmental organisations, public and local government workers offering support for displaced persons. Terms such as “interviewers” and “experts” have been used alternately for these persons throughout the text, in addition to statements describing their professions.

TARGET AUDIENCE FOR THE GUIDE

The audience for this text is 950.000 to 1.200.000¹ persons forced to migrate during the armed conflict that occurred in the Eastern and South-eastern regions of Turkey between 1984 and 1999; in short, victims of forced migration or displaced persons. Statements such as “displaced persons,” “victims of forced migration” and “victims,” and more technical terms such as “consultees” and “interviewees” have been used alternately. Yet, it should be noted that use of relatively neutral or positive concepts such as “consultee” or “interviewee” is more appropriate than negative portrayals such as “victims,” which place the service/support receivers passively.

¹ These figures, the most recent estimates in regard to the size of forced migration, are a finding of a study conducted by Hacettepe University and is the most comprehensive research on victims of forced migration up to date. For the original report, please see: Hacettepe Nüfus Etütleri Enstitüsü, *Türkiye’de Göç ve Yerinden Olmuş Nüfus Araştırması*, Ankara, 2006. For the full text of the study, please see: http://www.hips.hacettepe.edu.tr/tgyona/TGYONA_rapor.pdf.

A Note on These Guidelines

In Turkey, forced migration is a social disaster that affects not only eastern and south-eastern cities that people migrate from, but also the entire country. While this group, removed from the agricultural economy in which they led their lives, who now have no access to their assets and lack the necessary skills to integrate into the urban economy encounter numerous problems in their struggle for survival, the presence of such groups has also given rise to problems of poverty, unemployment and insufficient infrastructure that are already being experienced in cities.

The experience of traumatic displacement together with increased urban poverty and infrastructure problems, especially in the neighbourhoods with a high concentration of victims of migration, may result both in this population not being considered part of the city by the locals, and these people themselves not feeling part of the city. Nevertheless, approximately 15-20 years after their displacement, this population forcefully migrated to the cities where they presently exist should be able to see themselves as part of these cities and be seen to be so.

One of the more serious outcomes of not feeling a sense of ownership towards the city one lives in and the displaced population in that city is to overlook the ability to develop local and small scale solutions due to a preoccupation with the goal of finding macro-level solutions to the Kurdish question, securing an environment of peace, or the state's acceptance of its responsibility for the grievance experienced. Undoubtedly, the state's admitting its responsibility for village evacuations, the identification and prosecution of security workers who have committed violations, the democratic solution of the Kurdish problem, a permanent environment of peace, and the recognition and protection of constitutional and cultural rights are issues that require real emphasis. However, in parallel with these macro-level solutions, there are also solutions that may be generated on a local-scale. For instance, there are important steps that the inhabitants of Batman may take in order to solve problems of the city, and those of Hakkâri for Hâkkari.

With this taken into consideration, TESEV Democratization Program conducted a project called "Solving the Problems of the Internally Displaced: From a Participatory Local Model to a Culture of Dialogue Based on Empathy" between September 2006 and August 2008, with the support of the European Commission. The objective of the project was that public workers, civil society members, workers in the health, legal, and education sectors as well as victims of forced migration living in Batman or Hakkâri owned the cities they lived in and generated solutions to the primary problems of these cities. Participatory trainings were organised in the fields of law, health/mental health and dispute settlement with a view to transcending the political decompositions and creating an atmosphere of talking, thinking and working together.

Following the workshops organised in both cities, participants have formed committees among themselves on a voluntary-basis and developed projects with the aim of solving problems that result from forced migration in their cities and/or improving the conditions of victims of forced migration. These have been brought to maturity with feedback and technical help from the TESEV project team, and in the case that necessary funding resources are found, they will be implemented by local participants.

Training within the project has been provided by conflict resolution expert Etyen Mahçupyan, law expert Dilek Kurban, clinical psychologist Pinar Önen Süren, and psychiatrist A.Tamer Aker. Following the completion of the project, the same team prepared the present guide for the use of non-governmental organisation representatives, public and municipality workers as well as workers in the legal, health, and educational sectors, who operate on a one-on-one basis with victims of forced migration, offer support to them in various phases of their daily lives, help and offer guidance to them. Project assistants Elif Kalaycıoğlu and Serkan Yolaçan have made significant contributions to the preparation of the guide.

There are two appendices at the end of this guide. The first appendix consists of basic information regarding the scope of social benefits in relation to education, health, poverty and agriculture IDPs may claim from the state; laws and policies giving special rights to victims of forced migration, and information regarding application procedures to these laws and policies. The second appendix consists of contact information for able and/or authorised persons in regard to these services, laws and policies in the case that need for them arises. The appendices have been compiled by TESEV intern Elif Ege, with contributions from project assistants Elif Kalaycıođlu and Serkan Yolaçan, and TESEV interns Duygu Kaşdođan, Beste Dođan, Canan Candan, and Ezel Yılmaz.

General Principles in Regard to Forced Migration

Like for all other persons exposed to violations of human rights, there are some basic ethical principles that must be followed while interviewing victims of forced migration. It is of grave importance that persons and organisations offering legal, psychological, political and other kinds of support and help to displaced persons observe these principles while interviewing victims, both for the establishment of a trust relationship and the effectiveness of the interviews. The chief ethical principles are as follows:

- At the beginning of the interview, the interviewer must introduce themselves briefly, provide their contact information, and offer a brief regarding the purpose, possible outcomes, and benefits of the interview.
- Keeping in mind the sensitivity of the situation victims of forced migration are in, the interviewer should observe the importance of building a mutual trust relationship with the interviewee.
- Great care must be put in order not to create a false impression or unrealistic expectations on the part of the interviewee.
- While asking questions, the main purpose of the interview must never be overlooked. Efforts must be put in order to make the interviewee feel that the questions asked are toward their own good. Also, it must be clearly stated to the interviewee that they have the right not to answer the questions and that not answering or being able to answer questions does not hint at a weakness or a shortcoming.
- It is of grave importance that the received information is kept confidential, unless the interviewee wishes otherwise. It is a basic rule not to disclose the information obtained during the interview about the interviewee without the knowledge and approval of the interviewee. At the very beginning of the interview, the interviewer must promise that under no circumstances shall they use the information obtained from the talk to the disadvantage of the interviewee.
- Approval (assent): This means that the interviewees are informed of the purpose, scope and the content of the interview, and that they agree to the interview in the light of this information. The interviewee must never be pressured and all necessary precautions for its prevention must be taken.
- The privacy of the person(s) should be respected. It must be ensured that they feel comfortable in every sense, from the location of the interview to the questions to be asked.
- The interviewer must not impose their priorities on the interviewee. Sometimes, it is more important to listen than to ask. This should also be considered, and it should be remembered that there may be issues of priority that the consultant wishes to share.
- It may be necessary to use a translator during the interview. What is important is that the translator is informed that they shall keep the information they obtain confidential and that a neutral translator is selected so as to diminish the risk of the translator's influencing the interviewee or distorting what is being said.
- It is of grave importance that the interviewer approaches the interviewee objectively, with no judgment or discrimination whatsoever.
- It should never be forgotten that the interviewee(s) have the risk of being traumatised whilst recounting traumatic experiences. If this is the case, the interviewer should review their questions in accordance with the situation and give a short break from the interview, if necessary.

- Gender of the interviewer may also be important. The interviewee should always be given the right to choose the gender of the interviewer and the translator through whom they wish to talk. Cultural sensitivities in regard to this should always be taken into consideration.
- Questions should not focus solely on the negativities the interviewee has experienced, they should also contain strategies developed in the face of these negativities, and solutions.

Guidelines for Persons and Organisations Offering Support for Victims of Forced Migration

I. GETTING TO KNOW

Together with a person's subjective conditions, past experiences may have had an affect on the victims of forced migration that may be difficult to identify at first sight. The outcome of this may be revealed in the form of a general state of mistrust, hopelessness, and inwardness. However, it is of grave importance that these persons have a trust relationship with the persons from whom they are to receive legal support or health services for the effectiveness of the support they shall receive. On another note, to what extent the solution to be found is functional or to what extent it shall be accepted may not be independent from the subjective conditions of the person, i.e. the political and cultural context or socio-economic conditions. Therefore, a dialogue ignoring these factors may create a situation implying mistrust and the inadequacy of the consultant in the eyes of the consultee right from the beginning. Accordingly, in the getting to know phase, there should be no restriction to standard questions of the interviewer and the opportunity for the victims to 'introduce themselves' in their own words and discourse. In this respect, it should be kept in mind that obtaining the information below may not be adequate, although necessary. Therefore, during the evaluation phase, the interviewer should always ask "Is there anything else that you want to talk about or think that I need to know?"

BASIC INFORMATION:

- Name, age, address, household, education
- Questions about the pre-migration period (production, social relations, cultural structure, education etc.)
- Factual questions about the process of migration:
 - i) Information about from where the migration took place (Which village/district/city?)
 - ii) Information about when migration took place and to where (Is the present location the first destination of migration?)
 - iii) Information about how the act of migration took place (Did the whole family/village migrate together? Were they able to take their belongings with them? Were they able to conduct pre-migration preparations such as the selling of livestock, gathering of the harvest, arranging transportation and preparing for the move, finding employment, etc.?)
- Employment (of the person and/or other family members)
- Social insurance (of the person and/or other family members)
- State of property ownership (house ownership or tenancy)
- State of land ownership
- Health insurance (of the person and/or other family members) – Green Card (*Yeşil Kart*),² private health insurance, etc.

² Green Card is a generic poverty alleviation government program that provides free health care and meets 80 percent of the medication costs of citizens below a certain income level.

- Social or other benefits (for the person and/or other family members) – Old age pension, disability pension, state assistance for children enrolled in school or for the vaccination of pre-schooling children (Conditional Cash Transfer / *Şartlı Nakit Transferi*), etc.

LEGAL:

- Questions about violations of rights the person and/or family members were exposed to right before, during, and after migration:
 - i) Violations of property rights (burning down/evacuation of villages; burning/cutting of forests, trees, and livestock, etc.; prevention of returning to village; blocking of access to property and estate)
 - ii) Violations of the right to live- unresolved assassinations, extrajudicial killings, losses under custody
 - iii) Violations of the right to freedom and safety (arbitrary probations, etc.)
 - iv) Violations of the prohibition of torture and cruel treatment
 - v) Violations of the right to privacy and protection of family life (village evacuations, blocking access to property and estate)
- In the case that there has been a violation right before, during or after the migration, the identification of perpetrators
- Questions about material loss resulting from the atmosphere of violence right before, during or after migration and/or the migration itself
- Finding out whether public institutions have provided financial and social support (transportation, accommodation, meeting basic needs, basic health services, etc.) during the migration phase or after for the person and/or their family in order to remedy their grievance resulting from migration
- Determining whether transportation/access to the village - for good or for a visit- is possible
- Finding out whether the person has attempted to go back to or visit their village and if they have, what the outcome was
- Finding out whether there are others from the same village, who have returned or are attempting to return to the village

EMOTIONAL AND PHYSICAL HEALTH:

- Determining whether the person or someone from their family has experienced a physical illness or injury right before, during or after migration; and whether there has been a death in the family or not
- Identification of whether the person or someone from their family suffered from a mental disorder right before, during or after migration
- Identification of psychological difficulties/distresses the person experienced right before, during or after migration
- Identification of the changes that occurred in the person's family life and relations right before, during or after migration
- Asking what kind of changes occurred in the person's relations with other people outside their family (friends, teachers, etc.) and their social environment at large after migration
- Finding out whether the person has experienced any difficulty in adapting to their new life and to what factor(s) they relate this difficulty
- Determining whether the emotional or adaptational difficulties the person has stated in relation to the process of migration are ongoing or not
- Asking what the most negative situation(s) affecting the person's emotional state was/were or is/are

- Identification of situations and/or developments that have affected the person's emotional state positively and made it easier to cope
- Identification of the causes of the person's and/or family members' physical health problems and their reasons
- Finding out whether there are physically/cognitively disabled persons in the person's family and identification of the factors causing the disability

POLITICAL/SOCIAL:

- Asking the person whether there have been political divisions in their village
- Finding out whether the person is interested in politics, a member of a political party or there is political party membership among their relatives
- Finding out whether the person has been taken under custody or interrogation, and if so, whether they have been prosecuted and convicted as a result
- Finding out whether the person is still being tried under the Anti-Terror Law
- Finding out whether the person and/or a relative has been subjected to torture or ill treatment while under custody or elsewhere
- Finding out whether the person has a relative in prison or 'up the mountain'³
- Finding out whether the person has a relative who has migrated to or sought refuge in another country
- Finding out whether the person has a family member who has disappeared after being taken under custody or in any other fashion and of whose fate has been unknown ever since
- Questions about the level of social relationships and solidarity among the victims of forced migration in the neighbourhood where the person lives
- Questions about social relationships with the earlier inhabitants of the neighbourhood where the person lives
- Finding out whether the person is a member of, has connections with or has activities related to any institution/ non-governmental organisation/democratic organisation, association, etc.

II. UNDERSTANDING

The events experienced by victims of forced migration should not be handled independent of the way they attain meaning to these events as these may create an intensive accumulation of emotions and thus may give way to a wide range of reactions from the denial of the event to open enmity. Therefore, how the victim sees these events, what reactions they show and towards which legal and medical paths, social and other relations, aid and support mechanisms they are more inclined must be identified and whenever possible, alternatives satisfying the person must be developed. The victim may be in need of giving an overly extensive account of the events. In this case, it must be ensured that the person does not feel blocked. The listener must be attentive, paying particular attention to understanding the connection the telling person builds between various events. Yet, it must be remembered that there is the possibility that the victim's level of knowledge may not be sufficient in many subjects and that they may be inclined to give biased information in order to influence the person listening to them. The purpose is not to reveal their errors, but to create the awareness that they shall receive a better service in the case that solutions are sought 'together.'

LEGAL:

- Finding out whether the person has applied to a national or domestic institution for the repair of their violated rights (national courts, the European Court of Human Rights, province level damage assessment commissions established under the Compensation Law,⁴ etc.) right before, during or after migration

³ The phrase, commonly used by the Kurds, refers to PKK membership.

⁴ Law No. 5233 'Law on Compensation of Loss Resulting from Terrorism and the Fight Against Terrorism'

- Finding out whether the person has applied to public institutions (Governorship, District Administrative Office, Mayor's Office, Social Aid and Solidarity Foundation / *Sosyal Dayanışma ve Yardımlaşma Vakfı* - "SYDV") to receive economic help/support since migration
- Finding out whether the person has applied to non-governmental organisations to receive economic help/support since migration
- Asking the person whether they would wish to receive compensation for pecuniary as well as non-pecuniary damages they have experienced right before, during or after migration
- Asking the person whether they have made any claims as such up to now, identifying the results, and asking the person whether they are satisfied with the result
- In the case that the person experienced violations of rights before, during or after migration, finding out whether they have complained to official authorities. If not, asking whether they would now like to make a complaint or not

EMOTIONAL AND PHYSICAL HEALTH:

- Identification of what (or what kinds of things) the person needed in order to cope with their emotional distresses during migration, and identification of what worked (the person's faith, social support, job, etc.)
- Finding out whether the person has applied to a healthcare institution/expert before or after migration with psychological complaints, and if so, where
- Finding out whether the person has received any treatment related to their complaints about psychological health before or after migration and/or finding out whether they are still receiving some sort of treatment or not
- Finding out whether there is someone in the person's family using medication for psychological complaints, including themselves
- Finding out whether the person has joined activities such as trainings, courses, group works, etc.
- Finding out whether the person has received treatment/help for psychological complaints, asking whether the help worked or not, and identification of where it worked and where it did not
- Finding out what kind of steps have been taken for the solution of the person's and/or family member's problems in regard to physical health
- In the case that there are physically/cognitively disabled persons in the person's family, identification of what has been done in regard to treatment

POLITICAL/SOCIAL:

- Asking the person whether they are considering going back to their village and whether there is a difference of opinion among family members on this matter
- Asking the person whether they have any expectations from the state in order to return to their village
- Asking the person whether they would like to carry on living where they are
- Identification of whether the person has expectations from the state in order to improve their present lives
- Asking the person whether they have applied to a political body or a non-governmental organisation with a view to the restoration of their rights after migration, and if not, finding out the reasons why
- Asking the person whether they know anybody who may offer help/support, and if they do, asking whether they have made any attempt to reach such persons

III. SOLUTION FINDING

Forced migration is undoubtedly a problem of many dimensions, the outcomes of which may not be completely remedied; its solution takes many years, challenging the capacity of the state and society alike. In addition, that the basic responsibility and the duty for the solution belong to the state is undisputable. Still, it is of particular importance

that one has a feeling of hope and confidence that problems of displaced people are moving toward a solution and that they are convinced that the steps they may take on the individual scale are of a solution-generating quality. That is why, a road map providing information as to what the victim needs to do, how they need to act, and to what they must pay attention in all areas in the short, middle and long terms must be prepared together. That the road map in question fits into a timetable and contains the contact information of persons and bodies in every step is of great use. Some additional information that must be contained in the road map is to whom the consultee must urgently apply and what line of conduct they must pursue in the case of an obstruction or crisis, or when they believe that the road map is impossible to follow. On the other hand, that the consultee finds the road map meaningful, functional and applicable (realistic) given their subjective conditions is vital for the success of the help offered. Therefore, openly asking the victim about these three criteria and their consideration at great length is of great benefit. The road map must be flexible and open for changes allowing revisions and alterations in accord with changing conditions, constraints and means. The victim must be told that in the case that new possibilities arise during the period they have been following the road map, opportunities to enter new and more satisfactory pathways shall be offered. Giving a print version of the detailed road map to the consultee is important for the realisation of the following process.

LEGAL:

- Finding out whether the person knows that the state is obliged to help them in the case that they wish to return to their village
- Finding out whether the person has applied for Return to Villages and Rehabilitation Project (*Köye Dönüş ve Rehabilitasyon Projesi* - “KDRP”) and if they have, whether an outcome has emerged or not
- Finding out whether the person knows that they are entitled to claim compensation from the state for their material losses resulting from displacement before, during and after migration
- Finding out whether the person has applied to the Compensation Law and if so, whether an outcome has emerged or not
- Asking the person whether they would like to receive help from the state for health checks and vaccinations of their children at the pre-school stage
- If the person lacks financial resources to send their children to primary, secondary or high school, asking whether they would like to receive help from the state or not
- Finding out whether the person has applied for Conditional Cash Transfer and if so, whether an outcome has emerged or not
- In the case that the person lacks financial resources to meet their health costs, asking whether they would like to receive help from the state or not
- Finding out whether the person has applied to obtain a Green Card, and if so, whether an outcome has emerged or not
- Finding out whether the person’s Green Card has been cancelled, if so, identification of the reason, and asking if the person has re-applied to obtain one, and asking about the outcome
- Finding out whether the person has applied for any social benefits such as old age and desolation pension, unemployment allowance, disability pension as provided by the state, and if so, whether there has been an outcome or not

EMOTIONAL AND PHYSICAL HEALTH:

- Finding out whether the person is aware that there is a psychologist/psychiatrist working within every state/university hospital and that their services can be benefited from for free
- Finding out whether the person knows if there are individual consultation services or group workshops within the body of community centres, centres for women, or some non-governmental organisations
- Finding out whether the person knows that there are guidance services in primary schools, secondary schools, high schools and in universities, and that their children can receive services for free in these centres

- Finding out about the person's awareness in regard to contracts between the state and private education institutions under the Ministry of Education for the free education and treatment of some physically and cognitively disabled groups
- Finding out whether the person is aware that the person may benefit from first and second step health services for the treatment of physical illnesses

POLITICAL / SOCIAL:

- Asking the person whether they would like to apply for any of the solutions stated above
- Asking the person what kind of obstacles there are in front of their selected solution

IV. HELP

Apart from those identified by experts interviewing them, victims of forced migration may have many other obstacles that emerge as a result of daily life and some inadequacies, and this may prevent the effective and timely use of the road map. Therefore, the victim's awareness of the social opportunities that they can use in regard to every field is a first step for access to these channels. At this point, the situation must be approached from a wider angle, diverting to some degree from the contents of the road map, and the information regarding what kind of support may be found for all possible areas of need must be conveyed to the person. At this point, the road to the employability and the effectiveness of the conveyed information passes from handing in the contact information of bodies and persons that may form the support network in question to the consultee in print. Given the assumption that the victim may not mention many issues due to various reasons during the interview, experts offering support need to enquire as to all these areas, also employing their own experience.

LEGAL:

- Finding out whether the person has a lawyer or not, if there is one, learning for what reason the person has given them the power of attorney; that is, learning in what kind of a case the lawyer represented the person
- In the case that the person does not have a lawyer, identifying whether they need one
- Identification of whether someone in the person's family needs legal aid
- Identification of whether there is an obstruction to person's obtaining of legal aid (economic, cultural, political, etc.)
- In the case that the person needs and demands, giving them the contact information of the bar or relevant lawyers so that they can access a lawyer and legal aid

EMOTIONAL HEALTH:

- Asking the person whether they need psychological help/treatment
- Asking the person whether someone in their family needs psychological help/treatment and identification of any possible obstructions in front of access to help by the family member in question (economical, cultural, political, social, etc.)
- Asking the person for what complaints they need help in particular
- Determining what kind of support/treatment (medication, psychotherapy, group work, etc.) the person thinks will be good for them
- Finding out whether the person is aware of hospitals and other institutions where they can receive psychological help/treatment
- Finding out whether there is an obstacle to person's receiving psychological help/treatment (economical, cultural, political, etc.)

POLITICAL/SOCIAL:

- Asking whether the person needs additional information and if they do, whether they would like it to be written like a prescription
- Finding out whether there is someone whose opinion the person needs to take so as to apply such a prescription, and finding out the predictions of again the interviewee regarding the advice of the person(s) they need to consult
- Finding out whether the person knows anyone who has followed a similar procedure before and what kind of reactions these people met in the interviewee's circle

V. FOLLOW-UP

Following forming the road map together, the users of the guide and the victims need to keep in touch at regular intervals and whenever the need arises. The follow-up stage must take place within a calendar that is specified and detailed as much as possible, which also contains interviews and sessions agreed upon by the consultee and the expert. These contacts would be of great use in terms of making sure that the consultee is moving in the right direction, and observing how they are being influenced, and providing additional information when necessary. In addition, new developments and opportunities that may be of help for the consultee may arise in time. The short contacts in question are good opportunities to convey these to the consultee and would prevent loss of time. On another note, compilation of such basic information in the form of brief bulletins and brochures may provide the consultee with a usable reference. The consultee needs to know how and to whom they need to apply whenever they are in trouble, are having difficulty in making a choice or are helpless, needs to be sure of this support and needs to know what they should do in the case that the person they have contacted is not available. For all this support to be offered well, it is necessary to identify what the consultee may need in the future and under what kind of life conditions they shall be.

LEGAL:

- Asking the person whether there is another issue that they wish to address throughout the process
- Determining at what intervals the person wishes to contact the expert

EMOTIONAL HEALTH:

- Finding out whether the person wishes to receive psychological support in the future
- Asking the person whether they wish to be directed to reliable persons and/or bodies in regard to psychological treatment
- Asking the person whether there is another issue that they wish to address throughout the process
- Identification of whether the person wishes other family member(s) to be interviewed
- Determining at what intervals the person wishes to be contacted

POLITICAL/SOCIAL:

- Asking the person how often it would be good to talk, whether they would call without hesitation should they have a question, and to whom they would like to talk when they call
- Learning whether the person wishes to join informational meetings to be held in the future
- Finding out whether the person wishes to share their experience with others

Appendix 1: Social Benefits and Public Services Available for Victims of Forced Migration, and the Legal Rights to Which They are Entitled

In spite of the fact that more than 20 years have passed since the emergence of the issue of forced migration, the steps taken by the state with a view to solution and rehabilitation are much belated and inadequate. Laws and policies developed particularly for victims of forced migration are limited to the Return to Villages and Rehabilitation Project (RVRP) that has been in effect since 1999 and the 2004 Law No. 5233 'Law on Compensation of Losses Resulting from Terrorism and the Fight against Terrorism' ("Compensation Law"). Although these practices are well overdue, inadequate and problematic,⁵ the awareness of the victims of forced migration of the rights to which they are entitled to and their claiming these rights are important for the establishment of practices of citizenship that are ideal. On another note, there are a number of basic social services designated for the general populace and, thus, the victims of forced migration too may benefit from them. Despite their being problematic in terms of content and application, awareness and claiming of these are again important for the development of citizenship awareness and civic consciousness.

The present appendix contains basic information that guide users may provide for the IDPs for whom they provide help and support on basic social benefits and public services available for IDPs -and all citizens that meet the designated criteria, should they need and demand this kind of support- as well as basic information about laws, policies and services designated particularly for victims of forced migration. Of the social aid services designed for the general populace are: Old Age and Disability Pension (*Yaşlılık ve Özürlülük Maaşı*); Unemployment Insurance (*İşsizlik Sigortası*); Direct Income Support (*Doğrudan Gelir Desteği*); Green Card; Conditional Cash Transfer; and other benefits provided by Social Aid and Solidarity Foundations. Allowances in kind given for returns to villages within the borders of 14 cities covered under the RVRP and compensations paid under the Compensation Law to applications across the country are practices designed specifically for victims of forced migration.

A wide power of discretion given to administrative authorities in regard to the application of social benefits, services and laws stated below; obscurities in basic criteria in terms of application; interruptions, inconsistencies and uncertainties due to reasons like the inadequacy of necessary human and financial resources, and even discrimination may occur. Users may need to consider this while informing IDPs and warn and offer guidance to the victims who wish to benefit from these social services, benefits and laws in terms of the challenges they may face in practice. While doing this, it must be taken into consideration that receiving some of the social benefits stated below may prevent benefiting from others, and all possible choices must be made together with the victim.

A. BENEFITS FOR THE GENERAL POPULACE

1. OLD AGE AND DISABILITY PENSION⁶

WHO CAN BENEFIT?

- Those who have completed the age of 65, have no legal carers, who do not obtain an income or receive a pension from any of the social security institutions or lack a regular income;
- Among the disabled persons, those who have proof for their disability with a medical board report obtained from a general hospital, are 18 years of age or above, and have no legal carers;

5 For a detailed evaluation of these laws and policies, please see: Kurban, D. et al, *Coming to Terms with Forced Migration: Post-Displacement Restitution of Citizenship Rights in Turkey*, TESEV Publications, 2007.

6 Information under this heading has been compiled from <http://www.emekli.gov.tr/sgk/rehber2022.html>.

- Among the disabled persons, those who have proof for their disability with a medical board report obtained from a general hospital, are 18 years of age or above, and have been unable to be settled in a job, and those who have no legal carers;
- Those who have a disabled relative who has not completed 18 years of age for whom they are legal carers and whom they in practice look after;
- Of the children who receive a pension or obtain income as orphans, those whose pension or income is lower than what is to be paid under this pension in regard to their degree of disability may benefit from this pension.

APPLICATION PROCEDURE

The required document for the pension is issued by Government Retirement Fund (*Emekli Sandığı*) and given to relevant persons. Documents completed by relevant persons are sent to Government Retirement Fund by the local fiscal body.

DOCUMENTS REQUIRED FOR APPLICATION

- Application form (this description includes a petition, a residence certificate, a declaration of assets, a proof of need, and a document of civil registry with full record);
- Medical Board report (for disabled persons);
- Three passport photos;
- A written statement stating that those who have a disabled relative do conduct care in act and shall continue to do so and in the case that the care is identified to be discontinued, they accept that the payment shall be stopped (for Pension for Relatives of Disabled Persons / *Özürlü Yakını Aylığı*);
- A written statement that the control examination to be required by Government Retirement Fund in the case that it is deemed necessary shall be conducted within four months at the latest (for disabled persons)
- In the case that the pension is to be paid to the guardian, a rule for guardianship obtained from the court; and
- For those who have been unable to be settled in a job, documentation of application to Turkish Employment Organization (*Türkiye İş Kurumu – “İŞKUR”*) for Disability Pension.

PAYMENTS

Pensions are paid in cash in three-month periods. The amount from the date of the pension’s start to the first term following the allocation date is paid in a single batch.

EXAMINATION AND TREATMENT BENEFIT

Treatment of those granted a pension is ensured via a Green Card. There are no enquiries in regards to conditions sought for providing a Green Card.

Those who are granted a pension are given an “Introductory Card” (*Tanıtım Kartı*) prepared by Government Retirement Fund. This card functions as an identity card in the monthly payments of person entitled.

2. UNEMPLOYMENT INSURANCE⁷

WHAT IS UNEMPLOYMENT INSURANCE?

Unemployment insurance is a compulsory branch of insurance established by the state and functioning with insurance techniques in order to prevent difficulty for those who have lost their job outside their own will and fault whilst working at a work place and having the will, ability, health state and the capability to work, and for their families by paying for their income loss even if partially.

⁷ Information under this heading has been compiled from <http://www.tbmm.gov.tr/kanunlar/k4447.html>.

WHO CAN BENEFIT?

- Insured persons employed by one or more employers on the basis of a service contract;
- Among persons subject to the temporary Article 20 of Law No. 506, those who do not have civil servant status or contract status;
- Foreign persons working under insurance in Turkey on the basis of agreements relying upon condition of reciprocity;
- Protection guards employed in accordance with Law on the Protection of Farmer Assets;
- Waged and permanent house workers;
- Those employed with a wage in agriculture and forestry belonging to the public sector;
- Those employed with a wage and temporarily in agriculture and forestry belonging to the private sector;
- Those working in jobs connected to agricultural crafts;
- Those working in jobs conducted at agricultural work places but are not considered among agricultural work; and
- Those working in the park, garden and nurseries etc. of work places not considered agricultural work places.

VALID UNDER WHAT CONDITIONS?

Of those who have lost their jobs outside their own will or fault but have paid premiums of a minimum of 600 days in the last three years, and for 120 continuous days prior to the cancellation of the service contract;

- Those whose service contracts have been cancelled by the employer in accordance with dismissal notices;
- Insured workers whose service contracts have been cancelled by themselves due to health reasons, the employer's behaviours falling outside codes of morals and good will as defined by law, or compelling reasons that will require the halting of work for over a week in the work place where the worker works;
- Those whose service contracts have been cancelled by the employer due to the emergence of a health related cause or a compelling reason that shall prevent the worker from working for over a week;
- Those who have been working under a service contract of a specified period and have become unemployed at the end of this period;
- Those who have lost their jobs due to the changing of hands, closing, or the shutting down of the work place, or due to a change in the conditions of the job or the work place; and
- Those whose service contracts have ended due to privatisation are entitled to unemployment allowance.

APPLICATION PROCEDURE

Those who are entitled to unemployment allowance must apply within 30 days following the date of cancellation of the service with a Discharge Statement.

PURPOSE OF THE SERVICE

- Unemployment allowance shall be paid. This allowance is directly related to the duration for which the insured unemployed person has worked. Insured unemployed persons shall be able to receive unemployment allowance for a minimum of 180 days and for a maximum of 300 days depending on the duration of their premium payments.
- During the period when insured unemployed persons receive unemployment allowance, premiums for illness and maternity shall be paid to Social Insurance Institution (*Sosyal Sigortalar Kurumu* – “SSK”) or other relevant funds.
- Insured unemployed persons receiving unemployment allowance shall be provided with consultation services in the fields of work-force market and occupational training.
- Trainings in vocational training and development shall be provided.
- Insured unemployed persons receiving unemployment allowance shall be helped to find a new job.

BASIC REQUIREMENTS FOR ELIGIBILITY FOR UNEMPLOYMENT ALLOWANCE

- Premiums must have been paid for a minimum of 600 days during the last 3 years prior to the date when the service contract was terminated;
- Premiums must have been paid continuously for 120 days previous to the date when the service contract was terminated;
- The service of contract must have been terminated on the basis of a condition as defined under article 51 of Unemployment Insurance Law; and
- The insured unemployed person must have submitted their Statement of Discharge to the relevant unit of Turkish Employment Organization (*Türkiye İş Kurumu – “İŞKUR”*) within 30 days after the date they last worked.

For persons who fulfil these requirements, unemployment allowance durations are as follows:

- 180 days for those who have paid premiums for 600 days.
- 240 days for those who have paid premiums for 900 days.
- 300 days for those who have paid premiums for 1080 days or more.

In the case that insured unemployed persons are employed again before their period benefit from the unemployment allowance ends and are then made unemployed again without being able to fulfil the requirements defined by law, they shall continue to benefit from this right for the duration of the previously earned period.

In the case that they are unemployed again and have fulfilled the requirements as defined by law, they shall receive unemployment allowance only for the duration of this new period of rights.

PAYMENTS

Daily unemployment allowance is calculated as 50% of the person's average daily net earning to be calculated based on their earnings taken as the basis for premium in the last four months. Unemployment allowance calculated on a daily basis as such is paid on a monthly basis at the end of each month. According to the law, the amount of unemployment allowance may not exceed the net amount of minimum wage. The unemployment allowance is transferred monthly to an account to be opened under the name of the unemployed person.

WHERE TO APPLY?

Those who wish to benefit from the Unemployment Insurance may apply to the nearest İŞKUR unit.

3. DIRECT INCOME SUPPORT⁸

WHO CAN BENEFIT?

Farmers who are registered in the Farmer Registry System (*Çiftçi Kayıt Sistemi*) have been conducting agricultural activities as defined by principles and procedures stated in regard to Direct Income Support practices, and whose total ownership of land exceeds 1000 square metres may apply.

DOCUMENTS REQUIRED FOR APPLICATION

- Basic Direct Income Support application petition;
- Updated farmer registry form for farmers whose registries have not been updated by Farmer Registry System;
- Claim forms or petitions in regard to the additional Direct Income Support Payment the person wishes to benefit; and
- A copy of a farmer's certificate.

⁸ Information under this heading has been compiled from <http://rega.basbakanlik.gov.tr/eskiler/2007/02/20070216-7.htm>

WHO IS NOT ELIGIBLE?

- Those who are not registered on the Farmer Registry System or who have not updated their registry information within the required period (which ended on 02 November 2007);
- Those who have not made an application with the required documents within the required period;
- In the case that an applicant's name was not on the announcement board; those who did not apply for a correction of listing errors by the end of the announcement period
- Those who have made a false statement; and
- Public corporations may not benefit from the ruling.

PAYMENTS⁹

The size of the agricultural land registered on Farmer Registration System and worked upon throughout the year is taken into consideration, and payments are made for a maximum of 500,000 square metres. Direct Income Support payments are made per 1000 square metres. However, additional Direct Income Support payments are also made to farmers who practice organic farming and have their soil analysed, taking into consideration the land where they are using these production methods. Payments are made into bank accounts previously opened under the farmers' names.

WHERE TO APPLY?

- City/district centres where registries on Farmer Registry System have been made for basic Direct Income Support;
- In the case that the farmer wishes to benefit from additional Direct Income Support, to city/district centres with an application petition or claim form in regard to the recommended production techniques;
- To the city/district centres with the petition for those who practice organic farming and wish to receive additional Direct Income Support; and
- With the relevant claim form for those who have their soil analysed and who wish to receive additional Direct Income Support.

4. GREEN CARD¹⁰

WHAT IS IT?

The Green Card practice covers all expenses in regard to:

- Inpatient treatment services received at inpatient treatment institutions;
- Treatment services covered under outpatient treatments in first-step (state clinics and mother-child health centres), second-step (hospitals) and third step (facilities with advanced medical technology: cardiac surgery units, brain surgery units, tomography for diagnosis, etc.) treatment institutions;
- Emergency medical attention on a newborn baby of a Green Card holder mother or father during the period until a Green Card for the child is issued, and the costs for the mother where they are treated or transferred (on the condition that a period of ninety days is not exceeded); and
- The period until a Green Card is issued for patients hospitalised for emergency medical attention as inpatients.

9 Under the Cabinet decision no. D2008/13392, Direct Income Support became fuel and chemical fertiliser aid on the basis of land area as measured in 1000 square metres. Aid amounts under this scope vary in accordance with categories of corps. Fuel aid amount for lands used for growing vegetables, fruit, ornamental plants, private meadows, pastures and forestry is 1,8 YTL/1000 square metres, chemical fertiliser aid amount is 1,55 YTL/1000 square metres; fuel aid amount for grains, feed plants, leguminous seeds, tuberous corps and vineyards is 2,88 YTL/1000 square metres and chemical fertiliser aid amount is 2,13 YTL/1000 square metres; fuel aid amount for oily seed plants and industrial plants is 5,4 YTL/1000 square metres; and the chemical fertiliser aid amount is 3 YTL/1000 square metres.

10 Information under this heading has been compiled from <http://www.tbmm.gov.tr/kanunlar/k5222.html>.

WHO CAN BENEFIT?

Citizens of the Turkish Republic with a monthly income lesser than one-third of the net monthly minimum wage

APPLICATION PROCEDURE

Applicants fill out and sign the Green Card Application and Information Form and apply to the governorship if their residence is in the centre district and to the administrative district office if their residence is in another district.

In regard to the accuracy of the provided information, approvals from alderman's office, birth registration office, revenue or fiscal directorate, office of the register of deeds, the office of the mayor, and in the case that it is deemed necessary by the board, approvals from the higher officials of the police department or the gendarmerie¹¹ and approval from other institutions or bodies are required.

VISITING HEALTH CARE INSTITUTIONS

Green Card holders may go to;

- First-step health institutions directly;
- Second-step health institutions directly or by referral from first-step health institutions; and
- Third-step health institutions directly or by referral from first or second-step health institutions.

VALIDITY

Green Card is valid for 1 year after its date of issue. It needs to be validated at the end of one year. Therefore, every year, Green Card holders must fill out a Green Card Visa Document (*Yeşil Kart Yoklama Belgesi*) and submit their Green Card to the governorship or the administrative district office from where the Green Card was obtained, taking into consideration the period necessary for the processing of the visa. The governorship or the administrative district office receiving the Visa Document completes the visa procedure during this period and records it on the Visa procedures section that is on the inside of the front cover of the Green Card and Health Book (*Sağlık Cüzdanı*). Green Cards not validated at the end of one year are reported to birth registry offices by the governorship or district administrative offices in four months in order for the information written on birth registries to be deleted. In the case that no statements have been made within this period, information in question is deleted by the birth registry.

Green Card holders who have been provided with any healthcare support or whose monthly income falls outside the scope have to return their Green Cards.

WHERE TO APPLY?

To obtain a Green Card, persons may apply to governorships in the case that their residence is in the centre district, and to district administrative office in the case that it is in another district.

5. CONDITIONAL CASH TRANSFER¹²

WHAT IS IT?

It is an education and healthcare support provided for families whose children are unable to benefit from educational or regular healthcare services due to financial conditions and for expecting mothers on the condition that they meet certain requirements.

WHO CAN BENEFIT?

Families that lack any social insurance and are unable to send their children to school or for regular health checks due to financial hardship. Educational support is provided for primary and secondary school-level children of these families. Healthcare support is provided for 0-6 age group children of these families.

¹¹ The police department and gendarmerie inquire into the household where deemed necessary and report their findings on their level of social life and their economic and financial states as unseen in records.

¹² Information under this heading has been compiled from <http://sydv.Istanbul.gov.tr/Default.aspx?pid=1941#first>.

Additionally, expecting mothers are provided with support during pregnancy and birth on condition that they give a doctor-supervised birth.

APPLICATION PROCEDURE

Application forms may be obtained from Social Aid and Solidarity Foundations in cities and districts, from the aldermen's offices and from schools. The application is made with an application form and a residence certificate, documentation of education, identity card and the Green Card or the 2022 pension card.

Applications may be made to governorships in the cities and to health clinics, schools, aldermen's offices or Social Aid and Solidarity Foundations within the body of district administrative offices in districts.

CONDITIONS

Education support is provided on condition that children attend school regularly and complete each year successfully. Health support is provided on condition that children's regular health checks are conducted within the periods as stated by the Ministry of Health. Right holders who miss the health check only once are not made their payments. Those who miss these checks twice are removed from the scope of Conditional Cash Transfer.

Expecting mothers are granted help on a one-time basis on condition that the birth is supervised by a doctor.

PAYMENT

Education and health support is gratis. Educational support is provided once every two months excluding the summer months and covering a total of nine months in one year. Payments are banked into a Ziraat Bank account opened under the name of the mother. Payment amounts are re-arranged annually every January.

As of 2008, educational support is 20 YTL and 25 YTL for boys and girls at primary school, respectively. It is 35 YTL and 45 YTL for boys and girls at secondary school, respectively.

Health support is 20 YTL per month for boys and girls from 0 to 6 years of age (until the age of 6 is completed); payment is made during the payment period after the health check is done.

Mothers who give birth under the supervision of a doctor and at a health centre are granted a cash support of 55 YTL on a one-time basis.

WHERE TO APPLY?

Applications may be made to governorships in the cities and to health clinics, schools, aldermen's offices or Social Aid and Solidarity Foundations within the body of district administrative offices in districts. Contact information for Social Aid and Solidarity Foundations may be obtained from governorships in cities and district administrative offices in districts.

6. OTHER AID AND SUPPORT PROVIDED BY SOCIAL AID AND SOLIDARITY FOUNDATIONS¹³

- **Food aid:** Social Aid and Solidarity Foundations provide food aid for citizens in social and economical deprivation before the feasts of Ramadan and Kurban in order to meet their basic needs. Applications may be made to Social Aid and Solidarity Foundations in relevant cities and districts.
- **Fuel aid:** Secondly, coal provided from Turkish Coal Mining Establishment (*Türkiye Kömür İşletmeleri*) is given for free to families in need as identified by Foundations; a minimum of 500 kg of coal per family is delivered to homes in bagged condition compliant with standards. Applications may be made to Social Aid and Solidarity Foundations in relevant cities and districts.
- **Shelter aid:** Goods and cash aid provided for citizens in need living in houses that are too old, ruinous, squalid and unhealthy to live in and to citizens whose houses have been damaged due to singular incidents (such as fire or

¹³ Information under this heading has been compiled from the 2007 activity report of Social Aid and Solidarity Directorate General. In regard to filing an application for this kind of support and the ensurance of aids, it is common practice that the aldermen may be consulted and offer guidance on the issue. However, access to these aids distributed by Social Aid and Solidarity Foundation by the aldermen presents many problems. Therefore, it is advisable that applications are made to Social Aid and Solidarity Foundations.

flood) for the repair of their houses. Applications may be made to Social Aid and Solidarity Foundations in relevant cities and districts.

- **Education and stationary aid:** Educational aids provided for school-age children in economical and social hardship occupies a big space among the aid and support activities of Promotion of Social Aid and Solidarity Fund (*Şösyal Yardımlaşma ve Dayanışmayı Teşvik Fonu*). Educational support aids are commodity (equipment) and cash aids provided for families unable to meet their primary- and secondary-level children's educational needs. At the beginning of every school year, the basic needs of primary, secondary and high-school children from low-income level families such as school uniform, shoes, school bag, stationary, notebook etc. are met through Social Aid and Solidarity Foundations in 81 cities and 850 districts. Applications may be made to Social Aid and Solidarity Foundations in relevant cities and districts.
- **Free transportation of disabled students:** The objective of this aid programme is to enable easier access of disabled students to their schools, increase the rate of schooling, promote education and learning, and resultantly to enable that disabled individuals find a place for themselves in every aspect of life through education. Applications may be made to Social Aid and Solidarity Foundations in relevant cities and districts.
- **Various social aids:** Apart from the classifications above, foundations may offer various aids in accordance with their own priorities or demands from citizens.
- **Employment aids:** Social Aid and Solidarity Foundations support income-generating projects for access to sustainable income that aim at founding a business in the urban locales and appropriate for local conditions on the country side with a view to integration of citizens in social-economic deprivation with society through meeting of their needs and becoming actively productive in economy. In this field, foundations provide support for income-generating projects in accordance to the demand from citizens, offer training with a view to the employment of the unemployed, provide support for social-service projects, offer training within the body of Certified Farming Workers (*Sertifikalı Tarım İşçileri*) project and offer handcrafts courses. Applications may be made to Social Aid and Solidarity Foundations in relevant cities and districts.

7. LEGAL AID¹⁴

DEFINITION

This is an aid to enable those lacking the financial means to pay for lawyer fees and trial costs to benefit from lawyer services.

WHO CAN BENEFIT?

Those lacking the financial means to pay for lawyer fees and trial costs may benefit from the legal aid upon the condition that they offer proof of their state. However, in the case that there is a consequent financial award from the case, persons are obliged to pay 5% of the income obtained through the fee paid to the lawyer to the bar.

DOCUMENTS NECESSARY FOR APPLICATION

- Application form;
- Statement of hardship obtained from the alderman's office;
- Certificate of residence obtained from the alderman's office;
- Photocopy of identity card; and
- Photocopy of documents needed for the trial.

APPLICATION PROCEDURE

Request for legal aid is made to the legal aid bureau and agencies where the service shall be offered. Legal aid bureau and its agencies ask for the necessary information and documents from the request holder, does the research and inquiry it deems necessary in regard to the justifiability of the request and makes a decision. In this inquiry and

¹⁴ Information under this heading has been compiled from http://www.barobirlik.org.tr/mevzuat/avukata_ozel/yonetmelikler/adli_yardim.aspx.

research, public and private institutions and body provide help for the legal aid bureau and its agencies. A statement of promise stating that in the case that there is a consequent financial award from the case, the request holder promises to pay 5 % of the income, obtained via the lawyer whose fees have been paid by legal aid, to the bar; and in the case of a later discovery that the request for legal aid was not justifiable, the request holder promises to return the twice of the lawyer's fee and also the court cost with the addition of the monetary interest as defined by law. For European Court of Human Rights, this court's own legal aid rules apply.

WHERE TO APPLY?

Request for legal aid is made to the legal aid bureau and agencies where the service shall be offered.

B. LAWS AND SERVICES WITH A VIEW TO VICTIMS OF FORCED MIGRATION

1. RETURN TO VILLAGES AND REHABILITATION PROJECT ("RVRP")¹⁵

WHO CAN BENEFIT?

To be included in RVRP, it is sufficient to have left the village as a result on exposure to forced migration and to wish to return to the village. No other criterion is sought.

APPLICATION PROCEDURE

- The purpose is to enable sustainable life conditions in the returned places; including the rebuilding of the country life interrupted by the time that has passed and the preservation of the country life.
- Returns shall be on an optional and voluntary basis, and shall not be subject to any permission whatsoever.
- Within the scope of returns, complaints about temporary village guards and problems related to explosive mines shall be primarily dealt with.

PROCESS OF RETURN TO THE VILLAGE

Those who wish to return shall be able to do so by informing the highest district official of the area they wish to return. Issues in regard to the safety of the area to where it is possible to return, shall be coordinated by the governorship via related units.

RVRP AIDS

Aids are determined in direct proportion with the persons' needs (construction materials for those who have a housing need, providing of livestock for those who wish to practice animal husbandry, etc). Financial aids are provided alongside various infrastructure works and commodity aid.

CONDITIONS FOR RVRP AID

Aid under the scope of RVRP depends on the condition that the population of the area to be opened to settlement is more than 150 people or 30 houses.

CITIES UNDER THE SCOPE OF THE PROJECT

The fourteen cities that are under the scope of the project are Bingöl, Hakkâri, Tunceli, Bitlis, Van, Muş, Elazığ, Adıyaman, Ağrı, Diyarbakır, Batman, Siirt, Mardin and Şırnak.

WHERE TO APPLY?

Those who wish to apply may apply to the highest district official of the area they wish to return (governorship or the district administrative office).

¹⁵ Information under this heading has been compiled from <http://www.undp.org.tr/demGovDocs/STRATEGYPAPERTR.doc>.

2. LAW NO. 5233 'LAW ON COMPANSATION OF LOSS RESULTING FROM TERRORISM AND THE FIGHT AGAINST TERRORISM ("COMPENSATION LAW")¹⁶

WHO CAN BENEFIT?

Natural and legal persons who suffered damages due to terrorism or the fight against terrorism may benefit.

DAMAGES THAT MAY BE REDRESSED

- Any damages to livestock, trees, crop, and other moveable and immoveable properties;
- Damages in the case of personal injury, disability, and death and treatment and funeral expenses; and
- Material damages resulting from inability of individuals to access to their assets due to measures taken against terrorism may be redressed.

APPLICATION PROCEDURE

Required actions shall be initiated in the case that the victim, or heir(s) or authorised representative(s) thereof files an application with the Governorship of the relevant province or the incident giving rise to the loss has taken place, in 60 days following the date on which they became aware of the incident giving rise to the loss, or in any case in one year following occurrence of the incident. No application after such deadlines shall be accepted. (Note: This article covers damages that occurred after 27 July 2004, when the law came into effect.)

Natural or legal persons who have suffered from terror between 19 July 1987 and the entry into force of this law or those who have suffered from measures taken against terrorism between the said dates may apply.¹⁷

DOCUMENTS NECESSARY FOR APPLICATION

- Petition of application (name of the aggrieved or the heir(s), residence address, total amount of the damage, the way the damage occurred, and statement of where and when it occurred).
- Together with petition of application, the application holder submits all kinds of information and documentation that explains how the damage occurred and may be taken into consideration during the determining and the measurement of the damage.

PAYMENTS

In case of injury, disability, and death, the amount of cash payment to be made shall be calculated on the basis of the sum, which will be calculated by means of multiplication of the indicative index value of 7,000 by the civil-servant-salary coefficient and which is subject to one of the following:

- In the case of injuries; up to six times of the sum; calculated by multiplying one tenth by the duration of loss of working power as determined by the doctor's or health board's report;
- In the case of loss of power to work, the multiplication as specified for the degree and ratio
- In the case of death, multiplication of the above-mentioned sum by fifty; the sum so calculated shall be paid to heir(s) of deceased in cash; and
- Cash payments are made into the bank accounts of the right holder(s).

WHERE TO APPLY?

Persons may benefit from the Compensation Law by applying to the relevant governorship or district administrative office.

¹⁶ Information under this heading has been compiled from <http://www.tbmm.gov.tr/kanunlar/k5233.html>

¹⁷ Unless the Parliament rules a decision otherwise, the deadline for application to the law has expired on 31 May 2008. However, considering the possibility that the application period is extended by a decision of the Parliament, it has been deemed appropriate to include the relevant details into the guidelines.

Appendix 2: Contact Information of Non-Governmental Organisations, Public Bodies and Bars That Offer Services and Support for Victims of Forced Migration

This appendix contains basic contact information needed for the forced migration victims' access to social aids, public services and legal rights they are entitled to as specified in Appendix 1. The list below contains the contact information of public institutions responsible for enabling the access of victims of forced migration to the said services and rights as well as non-governmental organisations and bars that offer voluntary help and support throughout this process. While forming the list, it has been inevitable to make a 'selection'. Therefore, the present list needs to be considered as an introductory document rather than a comprehensive list. Consequently, the contact information given below should be expanded, updated and localised as deemed fit.

In the selection of public bodies contact information of which is stated below, fourteen cities formerly governed under the State of Emergency (*Olağanüstü Hal* – "OHAL") regime up to 2002 and, in this respect, witnessed an intensive amount of forced migration in the Eastern and South-eastern Anatolia regions have been regarded alongside cities identified by Norwegian Refugee Council's ("NRC") Internal Displacement Monitoring Centre ("IDMC") as cities hosting a concentrated section of the internally displaced population.¹⁸ As to non-governmental organisations, national organisation working in the field of human rights and national and local organisations that either directly or indirectly provide services and support to victims of forced migration, or that work in the fields of women rights and migration have been selected. As stated before, this list needs to be considered not as a comprehensive text but as a minimal basic document.

A. NON-GOVERNMENTAL ORGANISATIONS

HUMAN RIGHTS ASSOCIATION (İNSAN HAKLARI DERNEĞİ - "İHD")

İHD is a non-governmental, voluntary body that has been active in Turkey since 1985. It has branches in various cities in Turkey including the fourteen cities subject to the OHAL regime. The singular defined objective of the association is to work on "human rights and liberties." The association does research into, identifies and reports to persons, the public and to relevant authorities the practices regarding human rights in Turkey.

Adana Tel: (0322) 351 20 66 Fax: (0322) 351 20 66	Adıyaman Tel: (0416) 213 82 09 Fax: (0416) 213 82 09	Ağrı Tel: (0472) 216 35 25	Ankara Tel: (0312) 433 00 77 Fax: (0312) 433 00 77	Batman Tel: (0488) 214 96 55 Fax: (0488) 214 96 55
Bingöl Tel: (0426) 215 00 44 Fax: (0426) 215 00 44	Bursa Tel: (0224) 221 00 02 Fax: (0224) 221 00 02	Diyarbakır Tel: (0412) 223 30 33 Fax: (0412) 223 57 37	Elazığ Tel: (0424) 233 69 88 Fax: (0424) 233 69 88	Hakkâri Tel: (0438) 211 88 97 Fax: (0438) 211 88 97
İstanbul Tel: (0212) 244 44 23 Fax: (0212) 251 35 26	İzmir Tel: (0232) 445 41 68 Fax: (232) 445 41 68	Malatya Tel: (0422) 324 18 66 Fax: (0422) 324 18 66	Mardin Tel: (0482) 212 65 60 Fax: (0482) 212 65 60	Mersin Tel: (0324) 238 32 21 Fax: (0324) 238 32 21
Muş Tel: (0436) 212 80 56 Fax: (0436) 212 80 56	Siirt Tel: (0484) 224 57 41 Fax: (0484) 224 57 41	Tunceli Tel: (0533) 812 59 80	Van Tel: (0432) 212 14 03 Fax: (0432) 212 14 03	

18 See: <http://www.internal-displacement.org>.

HUMAN RIGHTS FOUNDATION OF TURKEY (TÜRKİYE İNSAN HAKLARI VAKFI – “TİHV”)

TİHV was founded in 1990 taking İHD’s statue as its basis. The foundation has its headquarters in Ankara, and it has branches in Istanbul, Izmir, Adana and Diyarbakır. The foundation conducts research on all human rights and liberties specified in international human rights documents and in domestic law; it also establishes units of education and healthcare units, runs them or out sources them.

Adana Tel: (0322) 457 65 99 Fax: (0322) 458 85 66	Ankara Tel: (0312) 310 66 36 Fax: (0312) 310 64 63	Diyarbakır Tel: (0412) 228 26 61 Fax: (0412) 228 24 76	İstanbul Tel: (0212) 249 30 92 Fax: (0212) 251 71 29	İzmir Tel: (0232) 463 46 46 Fax: (0232) 463 91 47
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ASSOCIATION FOR HUMAN RIGHTS AND SOLIDARITY WITH THE OPPRESSED (İNSAN HAKLARI VE MAZLUMLAR İÇİN DAYANIŞMA DERNEĞİ – “MAZLUMDER”)

MAZLUMDER was founded in 1990 as a human rights organisation working independently of the state, political parties and groups, and aiming for the protection and development of human rights and liberties both in and outside Turkey. MAZLUMDER’s headquarters is in Ankara, and the organisation provides all kinds of financial and legal support for solidarity with the oppressed and the victims.

Ağrı Tel: (0472) 216 07 10 Fax: (0472) 215 37 78	Ankara Tel: (0312) 435 77 95 Fax: (0312) 435 77 98	Batman Tel: (0488) 213 60 20 Fax: (0488) 213 70 50	Bursa Tel: (0224) 221 48 56 Fax: (0224) 221 48 56	Diyarbakır Tel: (0412) 228 42 04 Fax: (0412) 228 42 14
İstanbul Tel: (0212) 526 24 38 – 39 Fax: (0212) 526 24 41	İzmir Tel: (0232) 484 06 41 Fax: (0232) 484 06 41	Malatya Tel: (0422) 323 05 93 Fax: (0422) 326 19 23	Van Tel: (0432) 214 88 41 Fax: (0432) 214 88 41	

MIGRANTS’ ASSOCIATION FOR SOCIAL SOLIDARITY AND CULTURE (GÖÇ EDENLER SOSYAL YARDIMLAŞMA VE KÜLTÜR DERNEĞİ – “GÖÇ-DER”)

Göç-Der was founded in İstanbul in 1997 to develop social solidarity in the framework of migration in general and among people masses subjected to forced migration in general as well as bringing attention to the demands of victims of forced migration in regard to a decent life. In the following years, Akdeniz Göç-Der in Mersin, Ege Göç-Der in İzmir, Adana Göç-Der, Diyarbakır Göç-Der, Van Göç-Der, Batman Göç-Der and Hakkâri Göç-Der have been founded. These associations are continuing their work under the name of “Migration Platform.”

Adana Tel: (0322) 251 17 93 Fax: (0322) 251 17 93	Batman Tel: (0488) 213 97 95 Fax: (0488) 213 97 95	Diyarbakır Tel: (0412) 224 52 64 Fax: (0412) 224 52 64	Hakkâri Tel: (0535) 594 00 19 Fax: (0438) 211 06 76	İstanbul Tel: (0212) 635 61 22 Fax: (0212) 635 61 22
İzmir Tel: (0232) 441 38 57 Fax: (0232) 441 38 47	Mersin Tel: (0324) 239 38 18 Fax: (0324) 239 38 19	Van Tel: (0432) 215 64 71 Fax: (0432) 215 64 71		

İSTANBUL BILGI UNIVERSITY CENTRE FOR MIGRATION RESEARCH (BİLGİ ÜNİVERSİTESİ GÖÇ ÇALIŞMALARI UYGULAMA VE ARAŞTIRMA MERKEZİ)

The primary objective of the Centre, which commenced activities in 2002, is to contribute to realistic policy and decision-making processes in regard to migration.

İstanbul
Tel: (0212) 311 64 66
Fax: (0212) 216 84 36

BAŞAK CULTURE AND ART FOUNDATION (BAŞAK KÜLTÜR VE SANAT VAKFI – “BSV”)

BSV aims to carry out various activities to discover, support and promote artistic abilities of poor and/or low-paid young people and to eliminate difficulties they face in building their personal capacity. It is also aimed at orienting young people to be more productive taking part in the social life as healthy individuals and making scientific research in the field of culture and art. Based in Istanbul, the Foundation targets poor and deprived youth and children, youth and children who are victims of forced migration, children and youth under risk and young women.

İstanbul
Tel: (216) 420 49 68
Fax: (216) 540 24 62

ACCESSIBLE LIFE ASSOCIATION (ULAŞILABİLİR YAŞAM DERNEĞİ – “UYD”)

UYD encourages problem-solving opportunities of communities becoming more impoverished toward their specific problems through active participation. The organisation uses the “Community-Based Development and Rehabilitation” approach in its activities. Through this method, the organisation aims to turn groups into active participants and action takers.

İstanbul

Tel: (0212) 243 99 80–81

Fax: (0212) 243 98 25

DIYARBAKIR METROPOLITAN MUNICIPALITY CENTRE FOR RESEARCH AND APPLICATION ON WOMEN’S ISSUES (DİYARBAKIR KADIN SORUNLARINI ARAŞTIRMA VE UYGULAMA MERKEZİ – “DİKASUM”)

The centre, founded with a view to research into social, psychological, legal and economic problems of women living in Diyarbakır, and to delve into these problems and work toward solutions, works towards making women participant, productive, and self-sufficient.

Diyarbakır

Tel: (0412) 228 56 84

Fax: (0412) 228 56 84

DIYARBAKIR YENİŞEHİR MUNICIPALITY CENTRE FOR WOMEN’S EDUCATION AND PSYCHOLOGICAL CONSULTATION (DİYARBAKIR YENİŞEHİR BELEDİYESİ KADIN EĞİTİM VE PSİKOLOJİK DANIŞMANLIK MERKEZİ – “EPİDEM”)

Founded as a joint undertaking of Diyarbakır Yenişehir Municipality and SELIS Consultancy Centre for Women, EPİDEM provides education and psychological consultancy services for women above 15 across Diyarbakır. Offering education and consultation with a focus on individual therapy, the centre works to identify women’s problems especially in poor neighbourhoods with a high concentration of IDPs.

Diyarbakır

Tel: (0412) 223 51 20

Fax: (0412) 223 51 20

WOMEN’S CENTRE (KADIN MERKEZİ – “KAMER”)

The centre works to identify “[t]he detrimental practices of culture and traditions for women and children, to develop alternatives to these practices that are in accord with human rights and to develop methods in order to render these applicable.”

Adıyaman

Tel: (0416) 213 42 21

Ağrı

Tel: (0472) 215 1015

Batman

Tel: (0488) 213 96 77

Fax: (0488) 214 73 49

Bingöl

Tel: (0426) 214 50 01

Bitlis

Tel: (0434) 226 15 20

Diyarbakır

Tel: (0412) 224 32 45

Fax: (0412) 224 23 19

Elazığ

Tel: (0424) 218 93 59

Hakkâri

Tel: (0438) 211 00 07

Malatya

Tel: (0422) 324 05 67

Mardin

Tel: (0482) 212 23 53

Muş

Tel: (0436) 212 33 14

Siirt

Tel: (0484) 224 34 94

Şırnak

Tel: (0486) 216 50 70

Tunceli

Tel: (0428) 212 44 31

Van

Tel: (0432) 212 16 65

SELİS WOMEN’S CONSULTATION CENTRE (SELİS KADIN DANIŞMANLIK MERKEZİ)

Selis Women’s Consultation Centre, that commenced activities in Diyarbakır on 03 April, 2002, aims to better and educate women in social, cultural and economic fields.

Diyarbakır

Tel: (0412) 224 77 28

THE SOCIAL POLICY FORUM (SOSYAL POLİTİKA FORUMU- “SPF”)

Founded at Bosphorus University, SPF aims to generate critical knowledge pertaining to the main issues of social policy. The Forum’s approach to the debate on social policy is centred on citizenship rights.

İstanbul

Tel: (0212) 359 75 63 - 64

Fax: (0212) 287 17 28

FOUNDATION FOR SOCIETY AND LEGAL STUDIES (TOPLUM VE HUKUK ARAŞTIRMALARI VAKFI – “TOHAV”)

TOHAV was founded in Istanbul in 1994 by a group of lawyers as a non-governmental, neutral organisation based on democracy and the principles of universal law. TOHAV, whose headquarters are in Istanbul, consists of lawyers who are members of Istanbul, Ankara, Diyarbakır, Batman, Van, Malatya and Izmir Bar Associations. TOHAV carries out its activities through members and volunteers who are lawyers and doctors involved in the prevention and rehabilitation of torture.

İstanbul

Tel: (0212) 293 47 70 - 71
Fax: (0212) 293 47 72

VAN WOMEN’S ASSOCIATION (VAN KADIN DERNEĞİ – “VAKAD”)

The association that aims for the empowerment of women in economical, social, individual, cultural and political aspects draws attention to socially significant issues for women such as women’s close involvement in decision-making in regard to urban management, their benefiting from urban opportunities, and to develop women’s urban consciousness.

Van

Tel: (0432) 214 90 15
Fax: (0432) 216 79 02

CHILDREN UNDER THE SAME ROOF ASSOCIATION (ÇOCUKLAR AYNI ÇATI ALTINDA DERNEĞİ – “ÇA-ÇA”)

ÇA-ÇA was founded in Diyarbakır in 2003 as a non-governmental organisation that aims for the unconditional application of children’s fundamental rights and liberties and for all children to benefit from equal opportunities in all social services such as education and healthcare.

Diyarbakır

Tel: (0412) 223 91 53

B. PUBLIC BODIES

This section contains contact information of public bodies located in fourteen cities in the Eastern and South-eastern regions of Turkey where OHAL applied until 2002 as well as contact information of public bodies located in cities hosting a concentrated section of internally displaced population. Of these cities, those within the previous OHAL region are those where RVRP, the project whereby the state provides commodity and cash support to those wishing to return to their villages, also applies.

GOVERNORSHIPS:

Adana

Governor İlhan Atış
Tel: (0322) 458 83 27
Fax: (0322) 458 83 51
E-mail: adana@adana.gov.tr

Adıyaman

Governor Halil Işık
Tel: (0 416) 216 69 69
Fax: (0 416) 216 69 69
E-mail: valilikoz@adiyaman.gov.tr

Ağrı

Governor Mehmet Çetin
Tel: (0 472) 215 10 01
Fax: (0 472) 215 13 92
E-mail: agri@icisleri.gov.tr

Ankara

Governor İ. Kemal Önal
Tel: (0312) 306 66 66
Fax: (0312) 324 27 23
E-mail: bilgi@ankara.gov.tr

Antalya

Governor Alaaddin Yüksel
Tel: (0242) 243 97 91
Fax: (0242) 241 08 79
E-mail: antalya@antalya.gov.tr

Batman

Governor Dr.Recep Kızılcık
Tel: (0488) 213 10 01
Fax: (0488) 213 51 13
E-mail: ozelkalem@batman.gov.tr

Bingöl

Governor İrfan Balkanlıoğlu
Tel: (0426) 213 10 02
E-mail: irfanbalkanlioglu@hotmail.com

Bitlis

Governor Mevlüt Atbaş
Tel: (0434) 226 56 02-03
Fax: (0434) 226 50 10
E-mail: bitlis@gov.tr

Bursa

Governor Nihat Canpolat
Tel: (0224) 273 50 00
Fax: (0224) 256 77 00
E-mail: info@bursa.gov.tr

Diyarbakır

Governor Hüseyin Avni Mutlu
Tel: (0412) 224 88 44
Fax: (0412) 228 05 75
E-mail: diyar@diyarbakir.gov.tr

Elazığ

Governor Muammer Muşmal
Tel: (0424) 212 44 70 (4 Hat)
Fax: 0(424) 237 58 58
E-mail: elazigvalisi@elazig.gov.tr

Hakkâri

Governor Ayhan Nasuhbeyoğlu
Tel: (0438) 211 60 10
Fax: (0438) 211 26 22
E-mail: hakkari@icisleri.gov.tr

İstanbul

Governor Muammer Güler
Tel: (0212) 514 17 50
Fax: (0212) 526 08 81
E-mail: bimer@Istanbul.gov.tr

İzmir

Governor Mustafa Cahit Kıraç
Tel: (0232) 455 82 82
Fax: (0232) 441 91 83
E-mail: Izmir@Izmir.gov.tr

Malatya

Governor H. İbrahim Daşöz
Tel: (0422) 324 22 66
Fax: (0422) 324 13 80
E-mail: 44ozelkalem@malatya.gov.tr

Manisa

Governor Celalettin Güvenç
Tel: (0236) 231 37 27
Fax: (0236) 231 37 26
E-mail: 45yaziisleri@icisleri.gov.tr

Muş

Governor İbrahim Özçimen
Tel: (0436) 212 44 78
Fax: (0436) 212 09 46
E-mail: mus@icisleri.gov.tr

Tunceli

Governor Mustafa Yaman
Tel: (0428) 213 33 02-03
Fax: (0428) 213 33 10
E-mail: tunceli@icisleri.gov.tr

Mardin

Governor Mehmet Kılıçlar
Tel: (0482) 212 10 06
Fax: (0482) 212 32 32
E-mail: mehmet.kiliclar@icisleri.gov.tr

Siirt

Governor Necati Şentürk
Tel: (0484) 223 10 01
(0484) 223 46 64
Fax: 223 54 50
E-mail: siirt@siirt.gov.tr

Van

Governor Özdemir Çakacak
Tel: (0432) 214 96 35
Fax: (0432) 216 86 15
E-mail: ozdemircakacak@van.gov.tr

Mersin

Governor Hüseyin Aksoy
Tel: (0324) 231 11 55
Fax: (0324) 232 09 65
E-mail: valilik@mersin.gov.tr

Şırnak

Governor Ali Yerlikaya
Tel: (0486) 216 10 01
Fax: (0486) 216 11 88
E-mail: sirnakvaliligibasin@gmail.com

MAYORS' OFFICES:**Adana**

Mayor Aytaç Durak
Tel: (0322) 454 19 11
Fax: (0322) 454 37 87
E-mail: adana@adana-bld.gov.tr

Ankara

Mayor Melih Gökçek
Tel: (0312) 419 01 01
Fax: (0312) 384 09 64
E-mail: mgokcek@ankara-bel.gov.tr

Bingöl

Mayor Hacı Ketenalp
Tel: (0426) 213 45 06
Fax: (0426) 213 11 24
E-mail: bekirservet@hotmail.com

Diyarbakır

Mayor Osman Baydemir
Tel: (0412) 228 33 24
Fax: (0412) 224 41 73
E-mail: baskan@diyarbakir.bel.tr

İstanbul

Mayor Kadir Topbaş
Tel: (0212) 449 40 00
Fax: (0212) 455 27 00
E-mail: baksan@ibb.gov.tr

Manisa

Mayor Bülent Kar
Tel: (0236) 231 45 80
Fax: (0236) 334 15 17
E-mail: baskan@manisa.bel.tr

Muş

Mayor Necmettin Dede
Tel: (0436) 212 10 15
Fax: (0436) 212 54 15
E-mail: alevim49@hotmail.com

Tunceli

Mayor Songül Erol Abdil
Tel: (0428) 212 13 27
(0428) 212 17 63
Fax: (0428) 212 10 17
E-mail: setxan-ma@hotmail.com

Adıyaman

Mayor Necip Büyükaşlan
Tel: (0416) 216 17 20-21
Fax: (0416) 216 10 27
E-mail: baskan@adiyaman.bel.tr

Antalya

Mayor Menderes Türel
Tel: (0242) 249 50 00
Fax: (0242) 249 50 15
E-mail: bim@antalya.bel.tr

Bitlis

Mayor Cevdet Özdemir
Tel: (0434) 226 59 00-01-11
Fax: (0434) 226 59 12
E-mail: bitlisbelediyesi@bitlisim.com

Elazığ

Mayor Süleyman Selmanoğlu
Tel: (0424) 218 10 05
E-mail: baskan@elazig.bel.tr

İzmir

Mayor Aziz Kocaoğlu
Tel: (0232) 293 12 00
Fax: (0232) 446 48 18
E-mail: bilgiislem@Izmir.bel.tr

Mardin

Mayor Metin Pamukçu
Tel: (0482) 212 10 49
Fax: (0482) 212 21 36
E-mail: metinpamukcu@mardinbelediyesi.com

Siirt

Mayor Mervan Gül
Tel: (0484) 223 22 60
Fax: (0484) 223 23 75
E-mail: solmazoo1@mynet.com

Van

Mayor Burhan Yenigün
Tel: (0432) 216 73 41
(0432) 216 20 08
E-mail: vanbelediyesi@van-bld.gov.tr

Ağrı

Mayor Ekrem Aktaş
Tel: (0472) 215 10 23
Fax: (0472) 215 26 02
E-mail: agribelediyesi62@mynet.com

Batman

Mayor Hüseyin Kalkan
Tel: (0488) 213 27 59
Fax: (0488) 213 90 70
E-mail: baskan@batman-bld.gov.tr

Bursa

Mayor Hikmet Şahin
Tel: (0224) 234 40 00
Fax: (0224) 225 18 16
E-mail: kbs@bursa-bld.gov.tr

Hakkâri

Mayor Kazım Kurt
Tel: (0438) 211 61 81
Fax: (0438) 211 24 73
E-mail: hkribelediye1@ttnet.net.tr

Malatya

Mayor Hüseyin Cemal Akın
Tel: (0422) 326 57 70
Fax: (0422) 323 29 50
E-mail: info@malatya-bel.gov.tr

Mersin

Mayor Macit Özcan
Tel: (0324) 231 88 80
Fax: (0324) 238 16 43
E-mail: info@mersin.bel.tr

Şırnak

Mayor Ahmet Ertak
Tel: (0486) 216 10 05
E-mail: ahmet.ertak@mynet.com

SOCIAL SERVICES AND CHILD PROTECTION AGENCY (SOSYAL HİZMETLER VE ÇOCUK ESİRGEME KURUMU – “SHÇEK”):

Adana
Tel: (0322) 458 84 24
Fax: (0322) 458 84 23
E-mail: adana@shcek.gov.tr

Adıyaman
Tel: (0416) 216 10 82
Fax: (0416) 216 76 93
E-mail: adiyaman@shcek.gov.tr

Ağrı
Tel: (0472) 215 24 99
Fax: (0472) 215 24 99
E-mail: agri@shcek.gov.tr

Ankara
Tel: (0312) 418 66 62
Fax: (0312) 425 96 04
E-mail: ankara@shcek.gov.tr

Antalya
Tel: (0242) 248 77 54
Fax: (0242) 243 44 77
E-mail: antalya@shcek.gov.tr

Batman
Tel: (0488) 214 27 42
Fax: (0488) 214 66 22
E-mail: batman@shcek.gov.tr

Bingöl
Tel: (0426) 213 15 40
Fax: (0426) 213 49 80
E-mail: bingol@shcek.gov.tr

Bitlis
Tel: (0434) 226 53 07
Fax: (0434) 226 53 06
E-mail: bitlis@shcek.gov.tr

Bursa
Tel: (0224) 223 23 29
Fax: (0224) 223 14 18
E-mail: bursa@shcek.gov.tr

Diyarbakır
Tel: (0412) 224 28 26
Fax: (0412) 224 35 00
Email:diyarbakir@shcek.gov.tr

Elazığ
Tel: (0424) 218 15 73
Fax: (0424) 218 15 73
E-mail: elazig@shcek.gov.tr

Hakkâri
Tel: (0438) 211 99 19
Fax: (0438) 211 70 35
E-mail: hakkari@shcek.gov.tr

İstanbul
Tel: (0212) 522 36 97
Fax: (0212) 526 44 49
E-mail:
Istanbul@shcek.gov.tr

İzmir
Tel: (0232) 441 53 04
Fax: (232) 441 53 05
E-mail: Izmir@shcek.gov.tr

Malatya
Tel: (0422) 238 20 40
Fax: (0422) 238 29 47
E-mail: malatya@shcek.gov.tr

Manisa
Tel: (0236) 231 10 01
Fax: (0236) 231 85 76
E-mail: manisa@shcek.gov.tr

Mardin
Tel: (0482) 212 44 79
Fax: (0482) 212 21 39
E-mail: mardin@shcek.gov.tr

Mersin
Tel: (0324) 231 12 55
Fax: (0324) 231 12 55
E-mail: mersin@shcek.gov.tr

Tunceli
Tel: (0428) 212 12 77
Fax: (0428) 212 20 67
E-mail: tunceli@shcek.gov.tr

Van
Tel: (0432) 212 11 38
Fax: (0432) 214 25 09
E-mail: van@shcek.gov.tr

SOCIAL AID AND SOLIDARITY FOUNDATIONS (SOSYAL YARDIMLAŞMA VE DAYANIŞMA DERNEKLERİ – “SYDVS”):

Adana
Tel: (0322) 458 84 12
Fax: (0322) 458 83 51

Adıyaman
Tel: (0416) 216 58 88
Fax: (0416) 216 58 88

Ağrı
Tel: (0472) 215 64 48
Fax: (0472) 215 91 33

Ankara
Tel: (0312) 309 88 05
Fax: (0312) 309 88 05

Antalya
Tel: (0242) 346 20 40
Fax: (0242) 346 02 82

Batman
Tel: (0488) 213 40 75
Fax: (0488) 213 51 13

Bingöl
Tel: (0426) 213 39 06
Fax: (0426) 213 26 93

Bitlis
Tel: (0434) 226 50 16
Fax: (0434) 226 50 10

Bursa
Tel: (0224) 271 07 77
Fax: (0224) 271 07 77

Diyarbakır
Tel: (0412) 233 98 11
Fax: (0412) 233 98 12

Elazığ
Tel: (0424) 212 26 19
Fax: (0424) 237 58 58

Hakkâri
Tel: (0438) 211 66 81
Fax: (0438) 211 60 82

İstanbul
Tel: (0212) 519 45 88
Fax: (0212) 513 48 18

İzmir
Tel: (0232) 445 36 57
Fax: (232) 445 22 77

Malatya
Tel: (0422) 323 79 80
Fax: (0422) 325 42 90

Manisa
Tel: (0236) 233 71 00
Fax: (0236) 233 10 46

Mardin
Tel: (0482) 212 27 94
Fax: (0482) 212 32 32

Mersin
Tel: (0324) 237 45 10
Fax: (0324) 237 45 10

Muş
Tel: (0436) 212 30 08
Fax: (0436) 212 60 50

Siirt
Tel: (0484) 224 28 50
Fax: (0484) 223 53 45

Şırnak
Tel: (0486) 216 36 67
Fax: (0486) 216 11 88

Tunceli
Tel: (0428) 213 31 22
Fax: (0428) 213 33 10

Van
Tel: (0432) 212 38 20
Fax: (0432) 215 86 36

DIRECTORSHIPS OF TURKISH EMPLOYMENT ORGANIZATION (TÜRKİYE İŞ KURUMU – “İŞKUR”)

Adana

Tel: (0322) 321 15 95
Fax: (0322) 321 42 88
E-mail: adana@iskur.gov.tr

Adıyaman

Tel: (0416) 216 11 55
Fax: (0416) 216 55 73
E-mail: adiyaman@iskur.gov.tr

Ağrı

Tel: (0472) 215 17 34
Fax: (0472) 215 12 63
E-mail: agri@iskur.gov.tr

Ankara

Tel: (0312) 431 03 28
Fax: (0312) 431 03 40
E-mail: ankara@iskur.gov.tr

Antalya

Tel: (0242) 229 40 22
Fax: (0242) 229 40 27
E-mail: antalya@iskur.gov.tr

Batman

Tel: (0488) 213 91 83
Fax: (0488) 213 70 90
E-mail: batman@iskur.gov.tr

Bingöl

Tel: (0426) 213 11 20
Fax: (0426) 213 21 99
E-mail: bingol@iskur.gov.tr

Bitlis

Tel: (0434) 226 61 05
Fax: (0434) 226 61 07
E-mail: bitlis@iskur.gov.tr

Bursa

Tel: (0224) 225 15 15
Fax: (0224) 220 20 13
E-mail: bursa@iskur.gov.tr

Diyarbakır

Tel: (0412) 224 47 25
Fax: (0412) 224 27 87
E-mail: diyarbakir@iskur.gov.tr

Elazığ

Tel: (0424) 218 11 45
Fax: (0424) 218 72 49
E-mail: elazig@iskur.gov.tr

Hakkâri

Tel: (0438) 211 61 15
Fax: (0438) 211 72 89
E-mail: hakkari@iskur.gov.tr

İstanbul

Tel: (0212) 249 29 87
Fax: (0212) 249 08 61
E-mail: Istanbul@iskur.gov.tr

İzmir

Tel: (0232) 441 11 03
Fax: (232) 441 10 41
E-mail: Izmir@iskur.gov.tr

Malatya

Tel: (0422) 212 09 65
Fax: (0422) 212 09 64
E-mail: malatya@iskur.gov.tr

Manisa

Tel: (0236) 231 16 20
Fax: (0236) 232 00 56
E-mail: manisa@iskur.gov.tr

Mardin

Tel: (0482) 212 21 16
Fax: (0482) 212 12 51
E-mail: mardin@iskur.gov.tr

Mersin

Tel: (0324) 231 15 09
Fax: (0324) 231 66 92
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Muş

Tel: (0436) 212 11 12
Fax: (0436) 212 05 34
E-mail: mus@iskur.gov.tr

Siirt

Tel: (0484) 223 17 56
Fax: (0484) 223 22 91
E-mail: siirt@iskur.gov.tr

Şırnak

Tel: (0486) 216 19 67
Fax: (0486) 216 19 67
E-mail: sirtak@iskur.gov.tr

Tunceli

Tel: (0428) 212 45 77
Fax: (0428) 212 45 51
E-mail: tunceli@iskur.gov.tr

Van

Tel: (0432) 216 16 37
Fax: (0432) 214 14 92
E-mail: van@iskur.gov.tr

C. BARS

This section contains contact information of bars located, again, in the fourteen cities in the Eastern and South-eastern regions of Turkey where OHAL applied until 2002 as well as contact information of bars located in cities hosting a concentrated section of internally displaced population.

Adana

Tel: (0322) 351 21 21
Fax: (0322) 359 44 26

Adıyaman

Tel: (0416) 216 13 51
Fax: (0416) 213 32 38

Ağrı

Tel: (472) 215 17 63
Fax: (472) 215 23 72

Ankara

Tel: (0312) 311 20 42
Fax: (0312) 309 22 37

Antalya

Tel: (0242) 238 61 55
Fax: (0242) 237 10 73

Batman

Tel: (0488) 213 95 52
Fax: (0488)

Bingöl

Tel: (0426) 213 42 41
Fax: (0426) 214 28 21

Bitlis

Tel: (0434) 226 37 22
Fax: (0434) 226 37 23

Bursa

Tel: (0224) 251 66 06
Fax: (0224) 25162 49

Diyarbakır

Tel: (0412) 224 44 41
Fax: (0412) 224 12 11

Elazığ

Tel: (0424) 218 19 71
Fax: (0424) 236 58 45

Hakkâri

Tel: (0438) 2116080
Fax: (0438) 2116080

İstanbul

Tel: (0212) 251 63 25
Fax: (0212) 293 89 60

İzmir

Tel: (0232) 463 00 14
Fax: (232) 463 66 74

Malatya

Tel: (0422) 321 12 27
Fax: 0422) 325 86 85

Manisa

Tel: (0236) 231 36 64
Fax: (0236) 231 36 64

Mardin

Tel: (0482) 213 60 43
Fax: (0482) 212 18 76

Mersin

Tel: (0324) 231 31 27
Fax: (0324) 238 29 59

Muş

Tel: (0436) 212 16 38
Fax: (0436) 212 11 59

Siirt

Tel: (0484) 224 31 60
Fax: (0484) 224 31 60

Şırnak

Tel: (0486) 216 63 83
Fax: (0486) 216 63 83

Tunceli

Tel: (0428) 2131623
Fax: (0428) 2131623

Van

Tel: (0432) 214 58 04
Fax: (0432) 214 58 04